

# Instructions for troubleshooting after the update

If you're having trouble after the update of our services, here are some common solutions:

## 1. Clearing the DNS cache

Your system caches the IP addresses and domain names you use. Clearing is important, especially if you have had problems using our services.

### **Here is how to clear your DNS cache:**

NOTE: Perform these steps with an administrator account. You have to type prompts on the command line, and it is very important that you type the commands exactly as the instructions say.

1. Hold down the Windows key and press X.
2. Click Command Prompt (Administrator).
3. When the command prompt opens, type `ipconfig /flushdns` and press enter.
4. Type `ipconfig /registerdns` and press enter.
5. Type `ipconfig /release` and press enter.
6. Type `ipconfig /renew` and press enter.
7. Type `netsh winsock reset` and press enter.
8. Restart your computer.

## 2. Clearing the browser cache

The browser caches the pages you use so that it can quickly redisplay once-downloaded pages. Many technical issues with our services may be resolved by clearing your cache.

### Here is how to clear your browser cache:

The cache and page history are checked differently in different browsers. Find out the name and version of your browser:

1. The name of the browser program is displayed in the top bar of the browser.
2. From your browser's Help menu, select About ... If you're using an Apple computer, select the browser name in the top bar, then select About. In the window that opens, you can see the version of your browser.
3. You'll find more detailed instructions for clearing your cache in your browser by typing your browser's name and version and "clearing your cache" without quotation marks in a search engine (such as Google).

**In case of problems, you can always contact our support!**

**service@systam.fi**

**+358 10 470 3603**