Clear Application Cache

Last Modified on 08/01/2023 9:38 am EDT

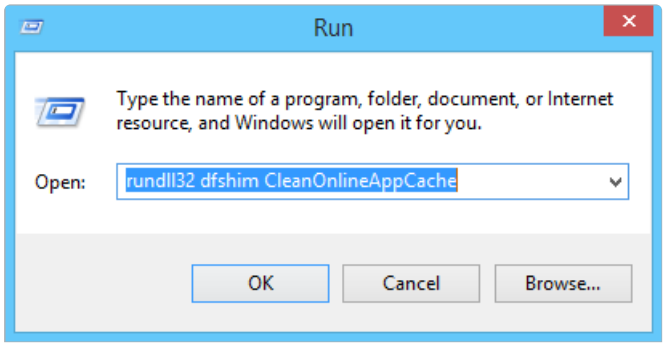
When login, connection, or other errors occur for unknown reasons, the issue can often be resolved by deleting local data on your computer.

Notes:

- Before deleting any data, close all Core and Dispatch-related processes.
- The steps outlined below must be completed on each client machine.
- The steps below also apply should you wish to uninstall Dispatch from your computer.

To use the command prompt:

1. Close all running applications.
2. Right-click the Start/Windows icon in the bottom-right corner of your screen.
3. Click **Run**.
4. Type or paste **rundll32 dfshim CleanOnlineAppCache** in the the **Run** dialog.



The Run dialog.

5. Click **OK**.

Additional Solutions

If the above steps didn't resolve the issue(s), you may need to delete additional folders.

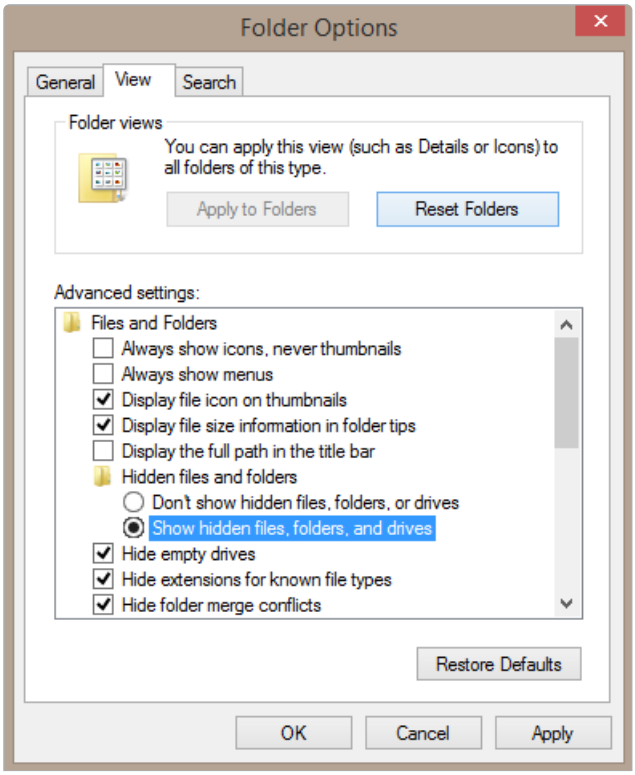
1. Open **File Explorer**.
2. Enter the **C:\ProgramData** path into the address bar of **File Explorer** then press **Enter** on your keyboard.
3. Delete the **Dispatch.Resolver** folder.
4. If you don't see the **Dispatch.Resolver** folder:

a. Open **Control Panel**.

b. Click **Appearance and Personalization > Folder Options**.

c. Click the **View** tab.

d. Under **Advanced** settings, select the **Show hidden files, folders, and drives** radio button.



The advanced settings of Folder Options.

e. Click **OK**.