

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.

	Run ×	
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.	
Open:	rundll32 dfshim CleanOnlineAppCache 🗸	
	OK Cancel Browse	
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.
- 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.

Folder Options	×
General View Search	
Folder views You can apply this view (such as Details or Icons) to all folders of this type. Apply to Folders Reset Folders	
Advanced settings:	
 Files and Folders Always show icons, never thumbnails Always show menus Display file icon on thumbnails Display file size information in folder tips Display the full path in the title bar Hidden files and folders Don't show hidden files, folders, or drives Show hidden files, folders, and drives Hide empty drives Hide extensions for known file types Hide folder merge conflicts 	
Restore Defaults	
OK Cancel Apply	

The advanced settings of Folder Options.

e. Click **OK**.