

Date: February 23, 2017 Number: 17-06 Subject: System Upgrade for Maps

Due to a system upgrade for maps which will take place on February 26, 2017, users may encounter the following error messages:

Error Me	essage	
	Unable to retrieve map at this time. Please retry in 5 m	inutes. If problem persists, please call the Customer Service Centre.
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To resolve this issue, you must clear your Internet Explorer cache:

- 1. In the top right corner of the browser window, select the **Tools** icon 🔅 . From the drop down menu, select **Internet options**. The **Internet options** window will open.
- 2. From the General tab, select **Delete**.



3. Using the check boxes, **DESELECT** Preserve Favourites website data. **SELECT** Temporary Internet files and website files and Cookies and website data as shown below. Select **Delete** at the bottom of the window.



## **Teraview**<sup>®</sup>

elete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
U Temporary Internet files and website files
viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
History List of websites you have visited.
<b>Download History</b> List of files you have downloaded.
Eorm data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing history Delete Cancel

4. Select **OK** at the bottom of the **Internet Options** window and close the browser.

If you have any questions or concerns, please contact <u>Teraview Customer Service</u>.





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