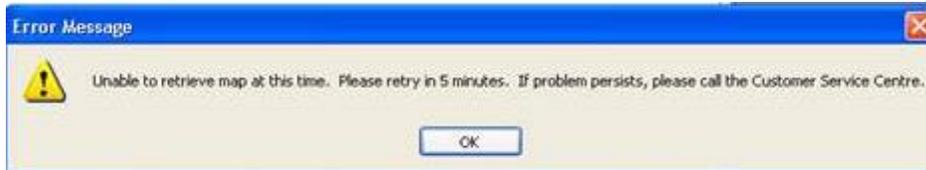


Date: February 23, 2017

Number: 17-06

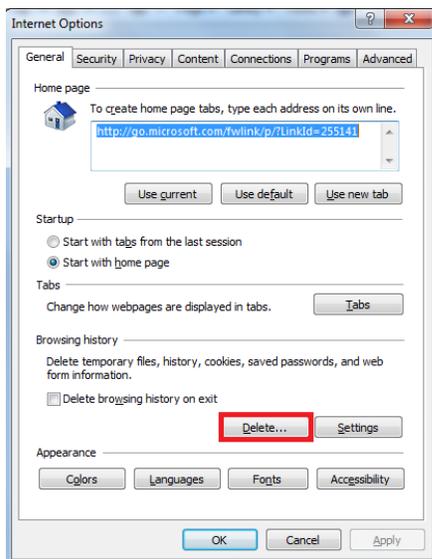
Subject: System Upgrade for Maps

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

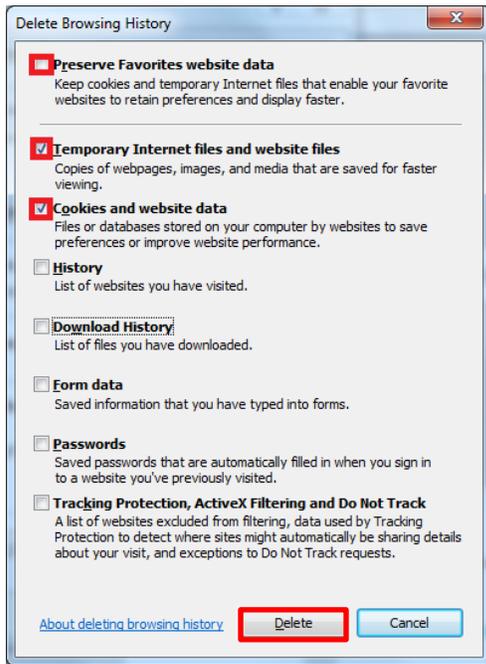


To resolve this issue, you must clear your **Internet Explorer** cache:

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.



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

If you have any questions or concerns, please contact [Teraview Customer Service](#).



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