

Troubleshooting for ASIC Forms

Problem:

You have updated **ASIC Forms** from the CD but the main menu still shows it is the old version.

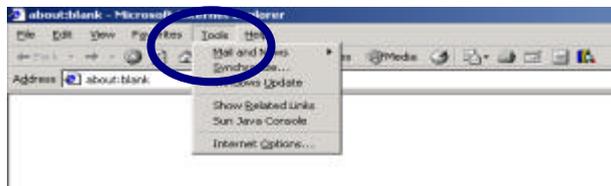
Reason:

ASIC Forms uses Microsoft® Internet Explorer to open the main menu and Internet Explorer has a tendency to open with pages from its temporary stored files, rather than opening a fresh page every time.

Fix:

To fix this specific problem, you'll need to delete the Internet Explorer cache. Follow these steps to delete your cache:

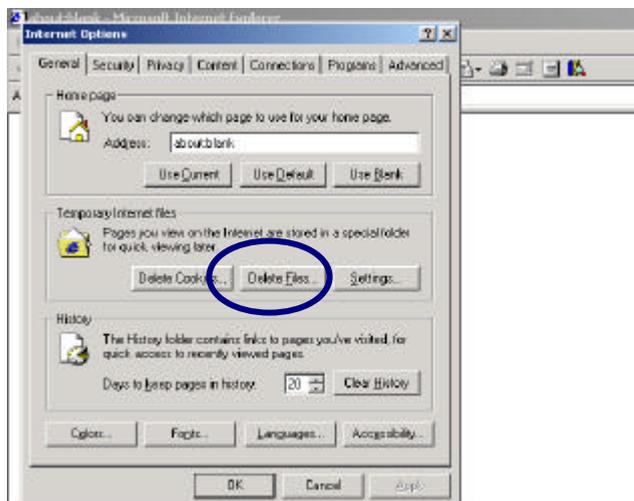
1. Select **Tools** from the Internet Explorer menu bar.



2. Select **Internet Options** from the dropdown list.

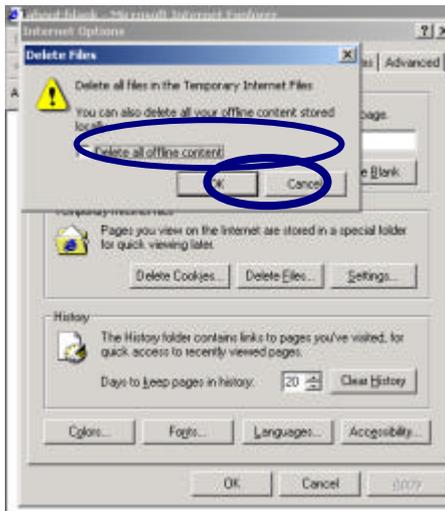


3. Click **Delete Files** under the **Temporary Internet files** section.

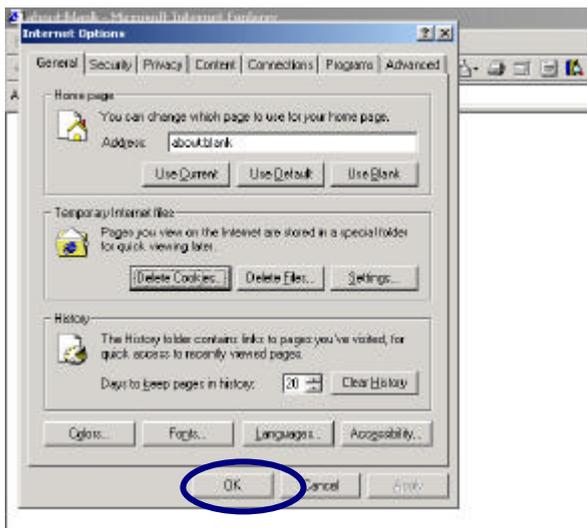




4. Tick the **Delete all offline content** option and then click **OK**. Deleting this content may take a few minutes depending on the amount of content stored in this area.



5. Click **OK**.



6. Refresh the **ASIC Forms** main menu by clicking the **Refresh** button on the Internet Explorer toolbar.



If the problem persists, please contact our **Customer Service Team** on **1300 304 197**.