

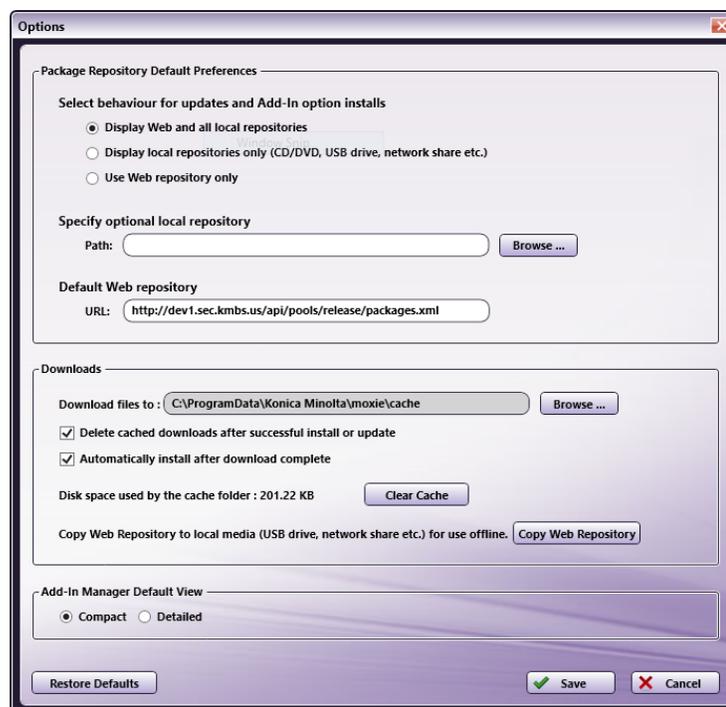


Trouble-Shooting Tips: Clear Add-In Manager Cache

If you are receiving an error in the Add-In Manager when downloading packages to update Dispatcher Phoenix, this may indicate that the Add-In Manager cache should be cleared.

Do the following:

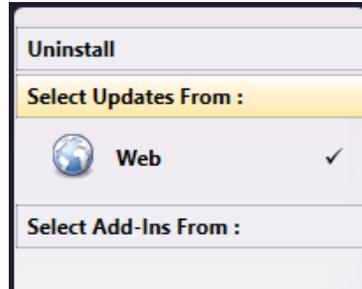
1. Make sure that Add-In Manager and Dispatcher Phoenix are closed. In addition, make sure that no workflows are running as a Service.
2. Launch the Add-In Manager, running as Administrator.
3. Select the **Tools** button on the Add-In Manager; then select the **Options...** item. This opens the Options window, as in the following illustration:



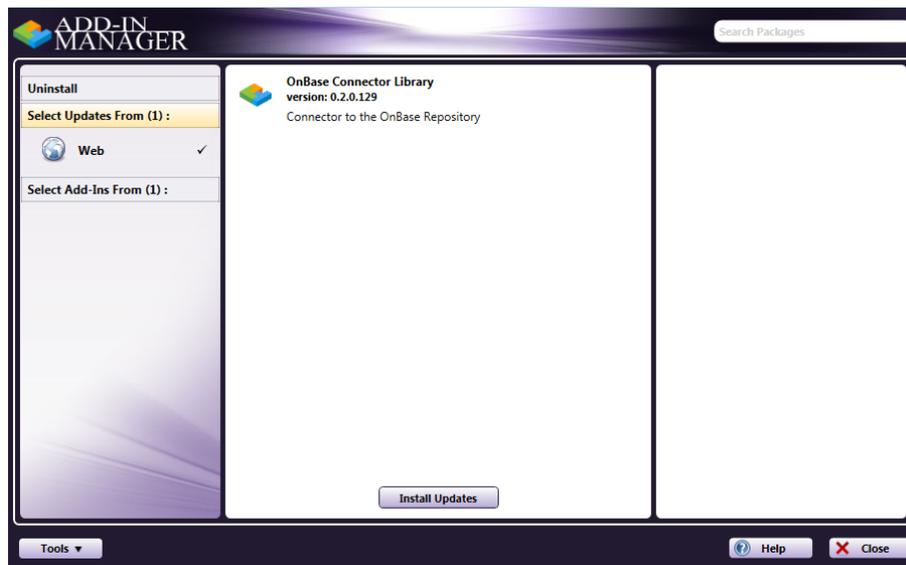
4. Select the **Clear Cache** button to clear all cached files. A message will appear, asking you to confirm the delete operation.
5. Select the **Save** button on the Options window to save your settings and close the window.

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6. On the left-hand side of the Add-In Manager, choose the **Select Updates From:** item; then click on **Web**.



7. Now you should see a list of updated packages listed in the center of the window, as in the following illustration:



8. Select the **Install Updates** button. The Add-In Manager will begin installing updates.