

Cityworks Procedure:




Clear Cache and Settings

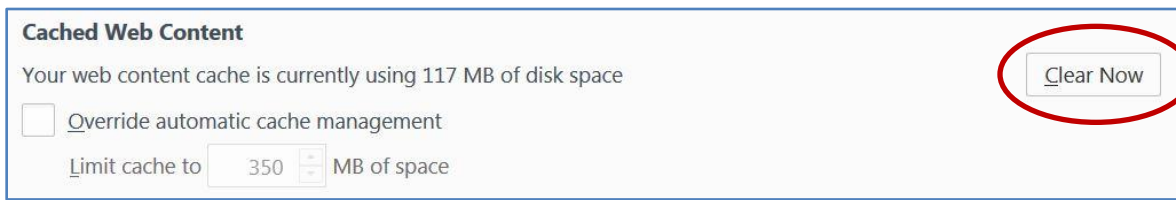
On occasion, Cityworks will not perform as expected. If loading times are slow, assets are not attaching correctly or if any other feature of the program is not working, please follow these 4 steps:

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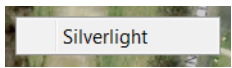
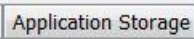
1. Clear Firefox Cache
2. Clear Silverlight Cache
3. Reload AMS Layers in the Map Legend
4. Reload the Map

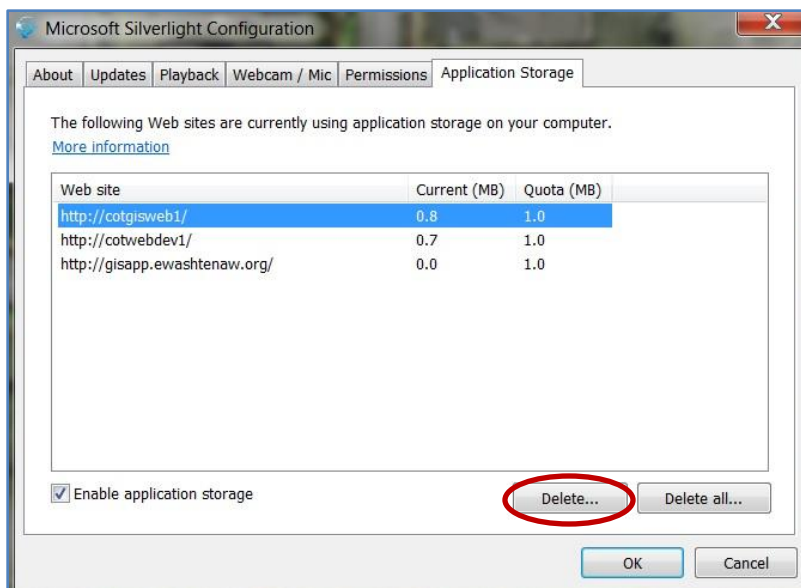
1.) Clear Firefox Cache

- a) Click the menu button  and click:  Options
- b) On the left panel, click:  Advanced
- c) Under 'Cached Web Content', click: Clear Now




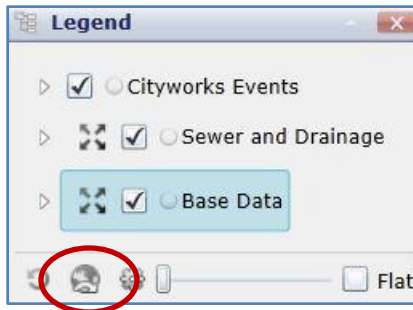
2.) Clear Silverlight Cache

- a) In the Cityworks map, right click anywhere in the map view and click: 
- b) In the new window, click the  Application Storage tab.
- c) Highlight "http://cotgisweb1/" and click delete.



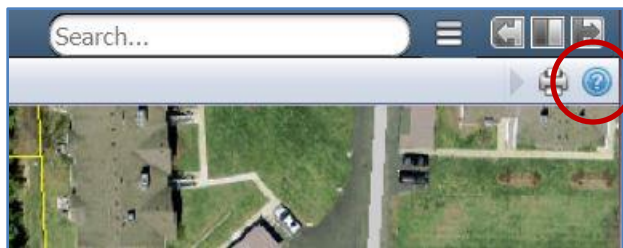
3.) Reload AMS Layers in the Legend

- a) Click on the  Legend tool to view the legend window
- b) At the bottom of the legend, click the 'Reload AMS Layers Button':



4.) Reload the Map

- a) In the upper right hand corner of the map, click the 'About' button:



- b) In the about window, click 'Reload Map':

