



No.: 17 CSA-6
April 10, 2017

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **Links in Power Service Literature (PSL) Incorrect or Missing**

SUBJECT DETAIL

Occasionally, Power Service Literature (PSL) will either display an incorrect link or an error page stating that the content is missing. Most of the time this is caused because a section has been added or deleted from a manual, and the browser's Internet Explorer cache contains older information that is conflicting with the new PSL information. The cache will refresh on its own in a short time, or the cache and temporary files folder can be deleted manually to resolve the situation.

Note: PSL does not support browsers other than Internet Explorer.

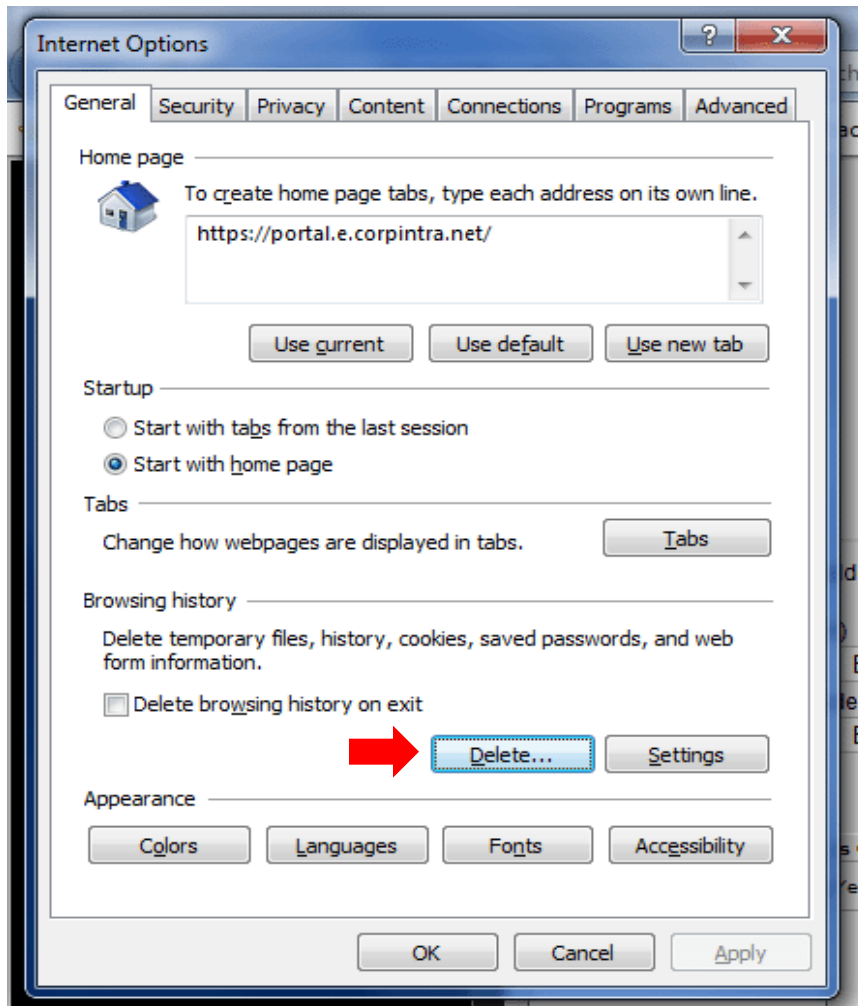
Note: The following procedure is for IE 11, but similar actions can be used for older versions of Internet Explorer.

Please perform the following procedure before calling the CSC if you are having similar issues with PSL.

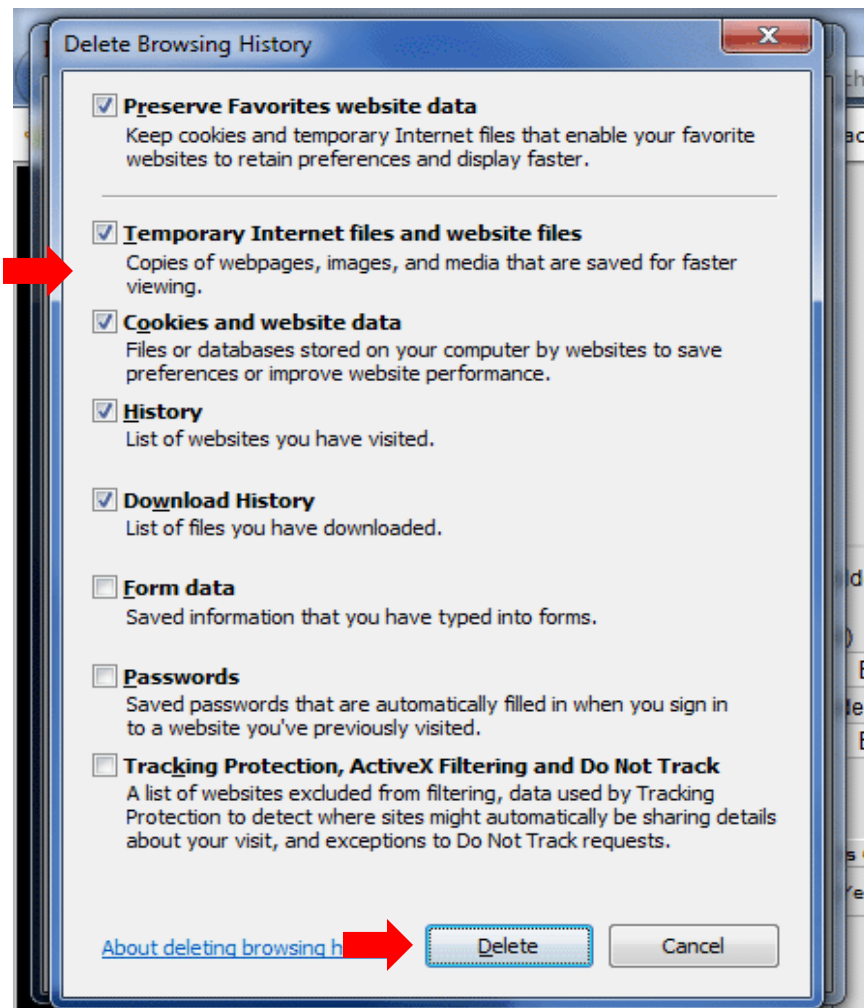
How to Clear Internet Explorer 11 Cache and Temporary Internet Files

- 1 Open Internet Explorer 11.
- 2 Under the Gear Icon, select "Internet Options."

- 3 Select the "Delete..." button under "Browsing history."

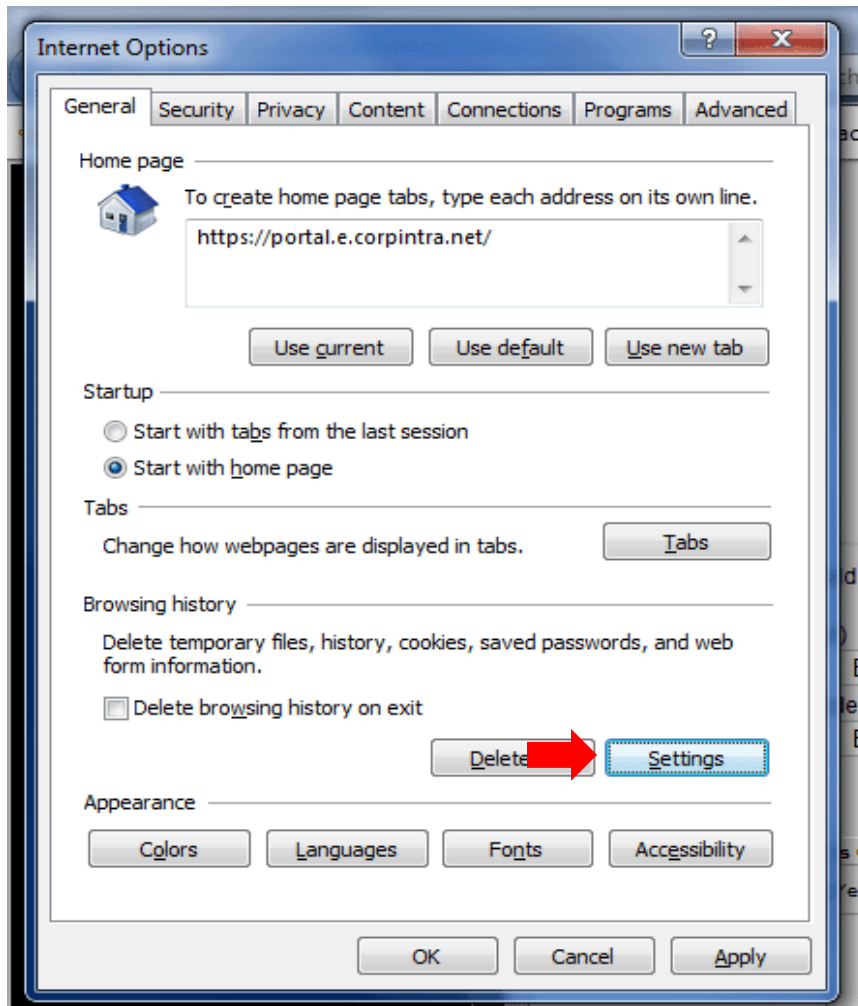


- 4 Select the check boxes for:
“Preserve Favorites website data,”
“Temporary Internet files and website files,”
“Cookies and website data,” and
“History.”

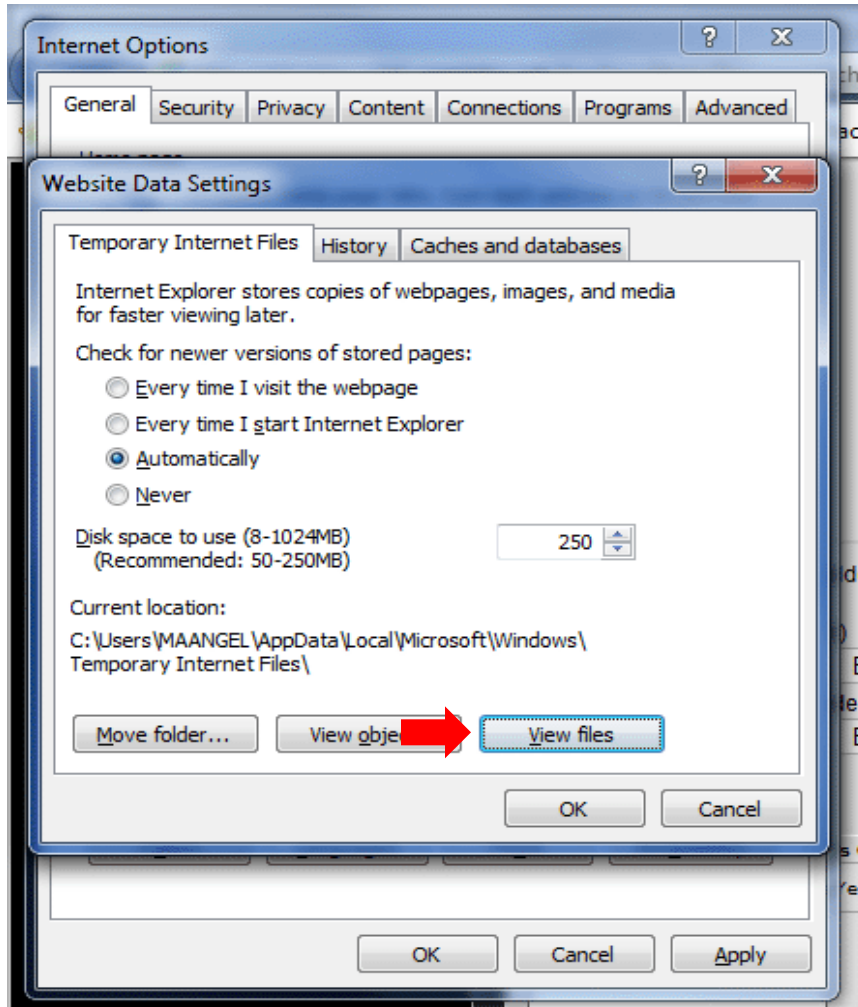


- 5 Select the “Delete” button at the bottom of the pop-up.

- 6 Select the “Settings” button under “Browsing history.”



- 7 Select the “View files” button near the bottom of this pop-up.



- 8 Select all of the files in the “Temporary Internet Files” directory and delete them.
9 Close the directory.
10 Select “OK” in the “Website Data Settings” pop-up.
11 Select “Apply” at the bottom of the “Internet Options” pop-up.
12 Close all browsers.
13 Restart Internet Explorer and open PSL. All manual links should now display correctly in PSL.

CONTACT INFORMATION

Please email csc.software@daimler.com if you have any questions.