



VIRTUAL CAMPUS BROWSER SUPPORT

ALPHA-NUMERIC ERROR CODE

If you are encountering an alpha-numeric error code (ex. E82cc714-dbf5-4ab2) in your attempts to access training resources in the DAU Virtual Campus, please perform the steps outlined below to overcome this issue.

STEP 1: CLEARING BROWSER CACHE (TEMPORARY INTERNET FILES)

- Within Internet Explorer, click on your “**Tools**” menu (or hold down **ALT + T** on your keyboard) and select “**Internet Options.**”
- Under the “**General**” tab you will see a heading for “Browsing History” towards the center of the Internet Options dialog. Please click on the “**Delete**” button.
- On the next screen, **uncheck** “**Preserve favorites website data,**” and ensure that “**Temporary Internet Files**” and “**Cookies**” **are both selected.** The other choices on this screen are recommended, but not required.
- Select the “**Delete**” button at the bottom of this dialog.
- Click on the “**Settings**” button, also located under “Browsing History,” and verify that “**Every time I visit the webpage**” is selected.
- Click “**OK**” to apply the change (if applicable) and to close this dialog, but please leave the Internet Options window open to complete the next step.

STEP 2: CLEARING SSL CACHE

- Still within Internet Options, click on the “**Content**” tab.
- Click on “**Clear SSL State**” and choose “**OK**” on the confirmation dialog.
- Click on “**Apply**” at the bottom of the Internet Options dialog (if applicable), and then click “**OK**” to close out of Internet Options.
- Close all instances of Internet Explorer for these changes to be effective.

STEP 3: CLEARING DNS CACHE

- After closing Internet Explorer completely, please click on your Windows/Start menu and type the letters “**cmd**” in the search bar at the bottom and press **ENTER** on your keyboard. If you do not have a search bar in your Start menu, please select “**Run**” and type “**cmd**” within this dialog.
- Within the black command prompt, please type the following command: “**ipconfig /flushdns**” (without quotations) and press **ENTER** on your keyboard. Please note: there is a space between “ipconfig” and “/flushdns”. If the command is executed properly, it will return the text, “you have successfully flushed the DNS resolver cache” to your screen. If you get any other results, you may need to ask your system administrator to perform this step on your behalf.