

## 3.2 Clearing Cached Data on the Application Server

### Issue:

- User's name changed in RPMS are not reflected in BMW
- Institution or Division name changes in RPMS are not reflected in BMW

### Steps to resolve:

1. Log on to the Application Server.
2. Open the Internet Information Services (IIS) Manager.
3. Select the application server in the left pane (**Win2k8srv32** in the example shown in Figure 3-3) open the **Sites** folder, and select the **Moonwalk** site.
4. Next, click **Stop** in the **Manage Web Site** section on the right side of the window, as shown in Figure 3-3.

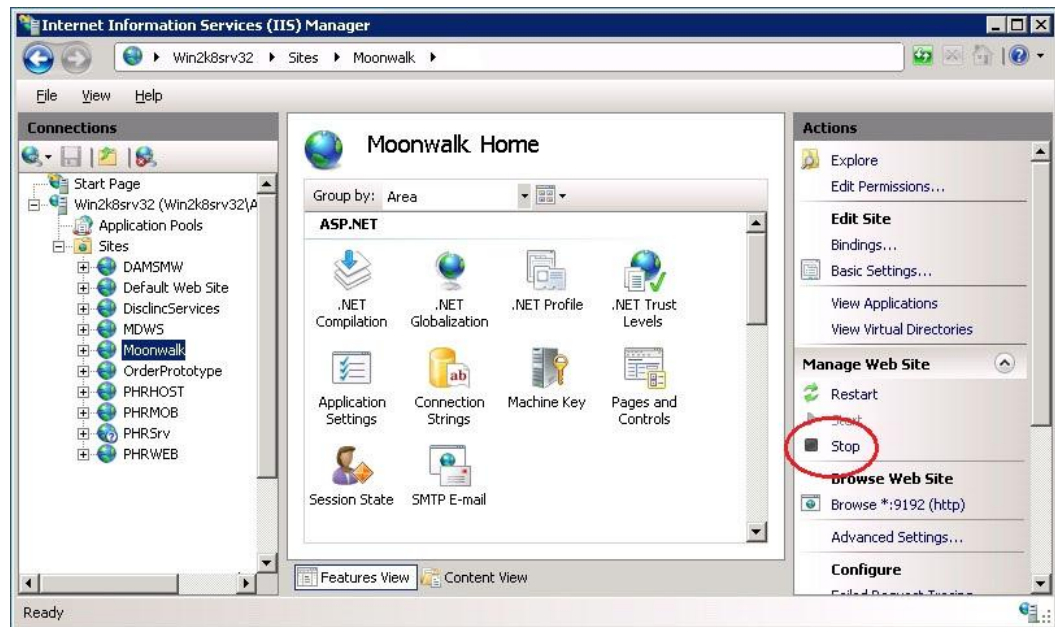


Figure 3-3: Internet Information Services (IIS) Manager -- Stopping the BMW (Moonwalk) web site

5. On the right side of the window, click **Explore** to open the Moonwalk folders.
6. Open the **CachedData** folder.
7. Select the contents of the **CachedData** folder and then delete them.
8. Go back to the **Internet Information Services (IIS) Manager**.
9. Click **Application Pools** located under **Connections** (in the left-hand pane).

10. Click on the **Moonwalk** application pool and then select the **Recycle** option (in the right-hand pane).
11. Below the **Sites** folder in the left-hand pane, select the **Moonwalk** site and click **Start** on the right-hand pane.