



1 How to Clear the Forms Cache in Outlook

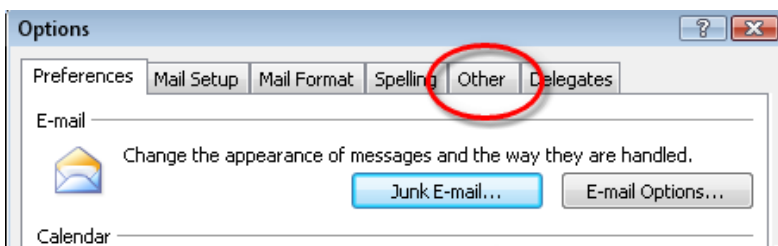
Please Note: This help sheet is a general guide based on clearing the Forms Cache within Microsoft Outlook 2003. Other versions of Outlook may differ, however the general concept of clearing the Forms Cache is still the same.

Why would I need to clear the Outlook Cache?

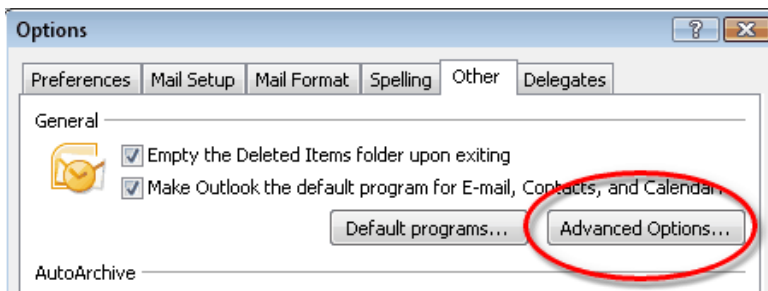
From time to time you may experience an error message stating that the "**Custom Form cannot be displayed**". This may occur when you try to e-mail a case within Solicitor Case Manager, or when using the Solicitor Case Manager Toolbar within Microsoft Outlook.

This error indicates that there is a problem with the local forms cache on the users PC, which needs to be cleared before the desired Outlook Form can be displayed. To rectify the problem there are a few simple steps to take which are outlined below.

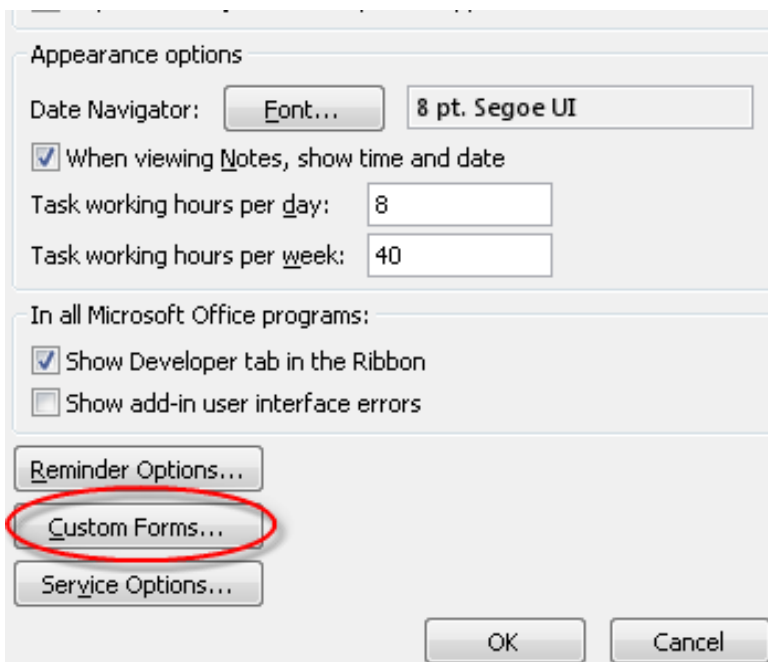
1. Open **Microsoft Outlook**.
2. From the menu bar, click **Tools** then click **Options**. The **Options** screen will appear.



3. Click the **Other** tab.

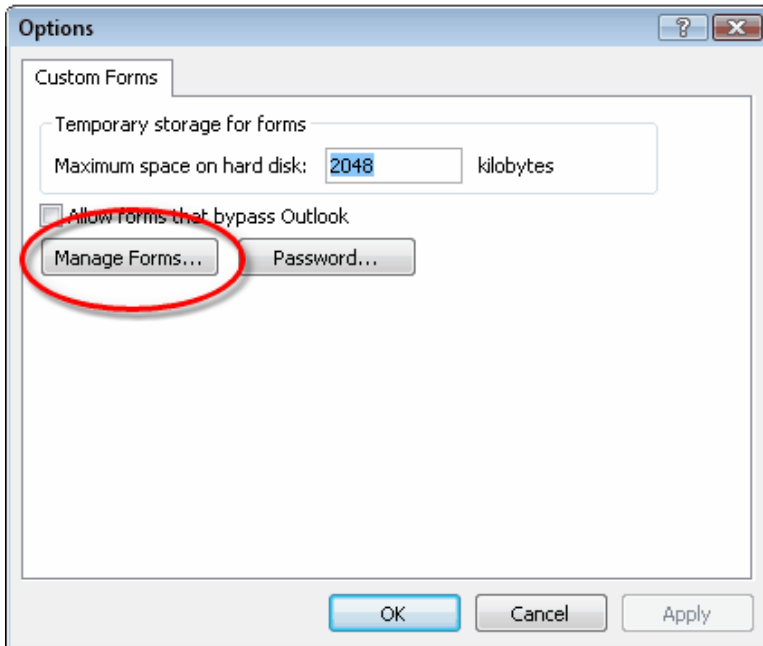


4. Click the **Advanced Options...** button. The **Advanced options** screen will appear.

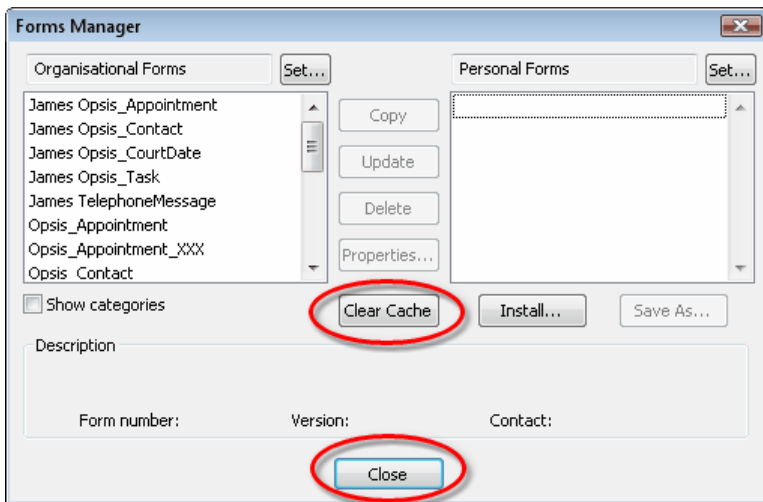




5. Click the **Custom Forms...** button. A screen similar to the following will appear.



6. Click the **Manage Forms...** button. The **Forms Manager** screen will appear.



7. Click the **Clear Cache** button.

8. Click the **Close** button.

9. This will automatically clear the local forms cache (Please note there is no indication or message to notify the user that the forms have been cleared).

The Outlook forms cache will now be cleared and should display the correct OPSIS Outlook Form.



Further assistance can be obtained through the OPSIS Support Desk between 8.30am and 6.00pm on 0844 8155752 or support@opsisltd.com