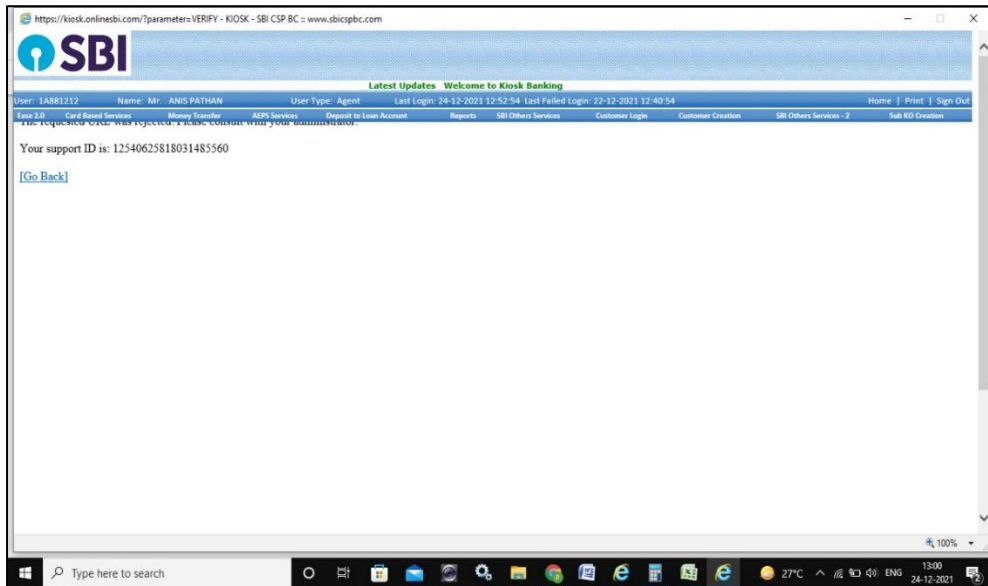


IPV6 to IPV4 ISSUE RESOLUTION PROCEDURE –

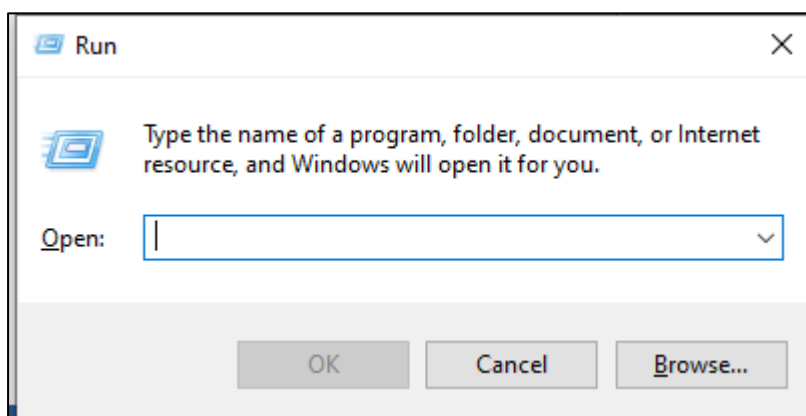


Please follow the below mentioned steps carefully to resolve the issue.

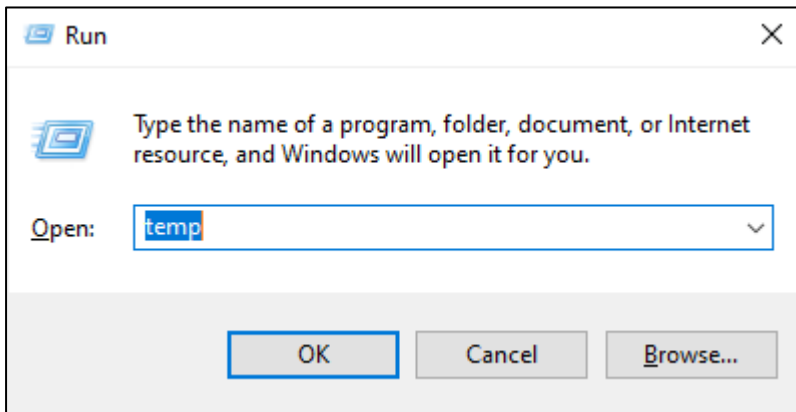
1) To Clear the Cache.

STEP-1

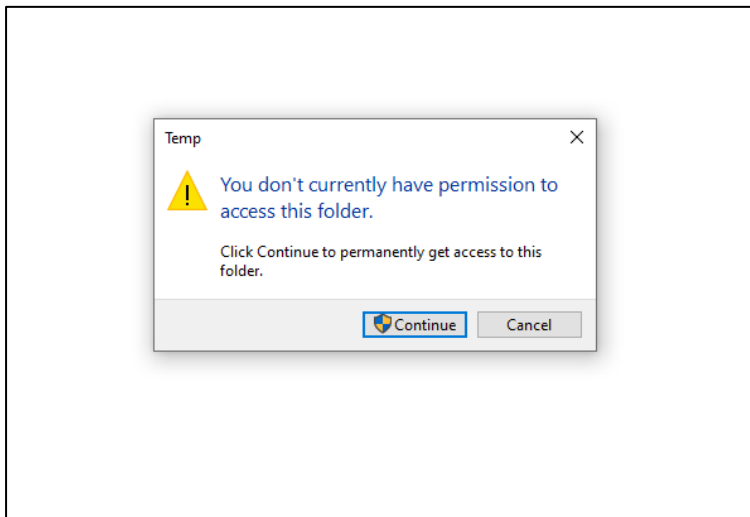
Press **Windows + R** to open the run dialog box as below



- Type **temp** and press ok.



- Select **Continue** to proceed.



- Select all the files by pressing **ctrl + A**.

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086D0C...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DDB9F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C688-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
mshtmlclip	10-12-2021 11:59	File folder	
mshtmlclip1	23-12-2021 14:25	File folder	
profiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DDB9F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acrord32_sbxx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hspcrdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
mshtmlclip	10-12-2021 11:59	File folder	
mshtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:18	TMP File	0 KB
~DF4CC52BEE739684.TMP	25-12-2021 18:44	TMP File	16 KB
~DF5E7BDA9C698A7A59.TMP	24-12-2021 19:18	TMP File	0 KB
~DF6DCF7CD21A875DC6.TMP	21-12-2021 10:23	TMP File	16 KB
~DF7444E0E2E772803D.TMP	28-12-2021 02:58	TMP File	16 KB

- Delete all the files by pressing **shift + delete**

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DDB9F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acrord32_sbxx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hspcrdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
mshtmlclip	10-12-2021 11:59	File folder	
mshtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB

Delete Multiple Items

⚠ Are you sure you want to permanently delete these 114 items?

- Now select **Yes**.

Name	Date modified	Type	Size
CTXReceiverLogs	12/16/2021 10:37 ...	File folder	
~DF811BBED7782B3CAC.TMP	12/30/2021 3:51 PM	TMP File	16 KB
~DFCDBABE3C241E7921.TMP	12/30/2021 3:51 PM	TMP File	16 KB
~DFDC0057DE19F5149E.TMP	12/30/2021 3:51 PM	TMP File	16 KB
5bfe934-2bea-4b06-80be-9594ed7675f...	12/30/2021 1:46 PM	TMP File	206 KB
46b3f5ef-f57d-422a-b25b-9be2ab570fb...	12/30/2021 1:46 PM	TMP File	206 KB
99bc7efe-e9be-4b95-be6d-9f68e2462c7...	12/30/2021 1:46 PM	TMP File	206 KB
CitrixAutoUpdate.log	12/16/2021 10:37 ...	Text File	
d9b6f3e3-dbd8d-49c5-ae0d-610c403a6ef...	12/30/2021 1:46 PM	TMP File	206 KB
eabbae12-7dcf-445a-a2e9-cace3b006c6...	12/30/2021 1:46 PM	TMP File	206 KB
FXSAPIDebugLogFile.txt	2/5/2016 1:07 PM	Text File	
wbxtra_12202021_113046.wbt	12/20/2021 11:30 ...	Web Page	
wbxtra_RESIDENT_12202021_113107.wbt	12/20/2021 11:31 ...	Web Page	

File In Use

The action can't be completed because the file is open in Google Chrome

Close the file and try again.

5bfe934-2bea-4b06-80be-9594ed7675fb.tmp
 Type: TMP File
 Size: 206 KB
 Date modified: 12/30/2021 1:46 PM

Do this for all current items

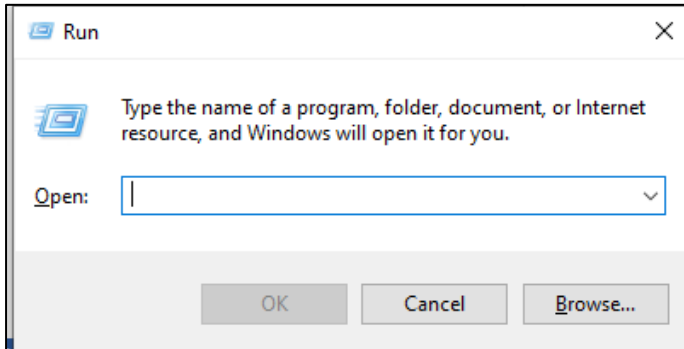
⬆ Fewer details

- If you get this screen, **tick Do this for all current items** and click **Skip**.

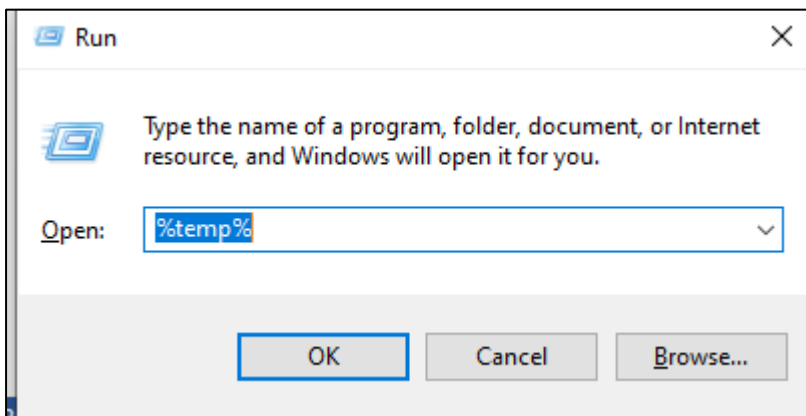
- Now select **Yes**.

STEP-2

- Press **Windows + R** to open the run dialog box as below



- Type **%temp%** and press ok.



- Select all the files by pressing **ctrl + A**.

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DD89F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
msohtmlclip	10-12-2021 11:59	File folder	
msohtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB

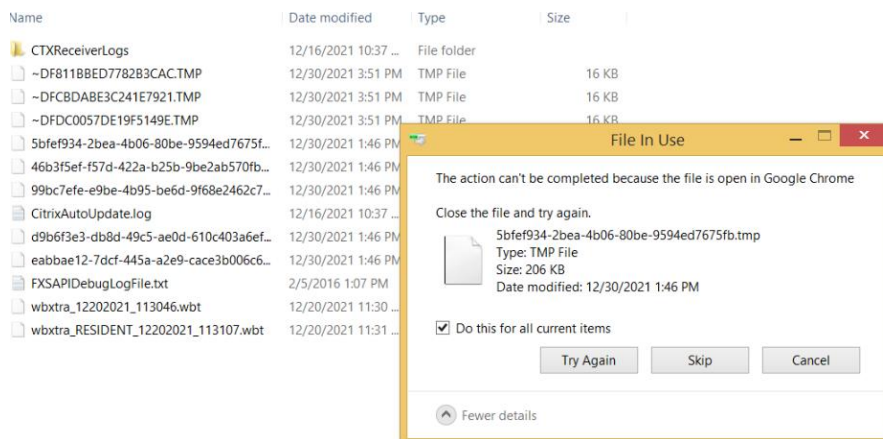
Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DD89F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
msohtmlclip	10-12-2021 11:59	File folder	
msohtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:18	TMP File	0 KB
~DF4CCE52BEE739684.TMP	25-12-2021 18:44	TMP File	16 KB
~DF5E7BDA9C69BA7A59.TMP	24-12-2021 19:18	TMP File	0 KB
~DF6DCF7CD21A875DC6.TMP	21-12-2021 10:23	TMP File	16 KB
~DF24440E2E7279030.TMP	28-12-2021 02:58	TMP File	16 KB

- Delete all the files by pressing **shift + delete**

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DD89F84-BDFD-4595-A1A3-FD5EEB8A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
msohtmlclip	10-12-2021 11:59	File folder	
msohtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB

Delete Multiple Items

Are you sure you want to permanently delete these 114 items?

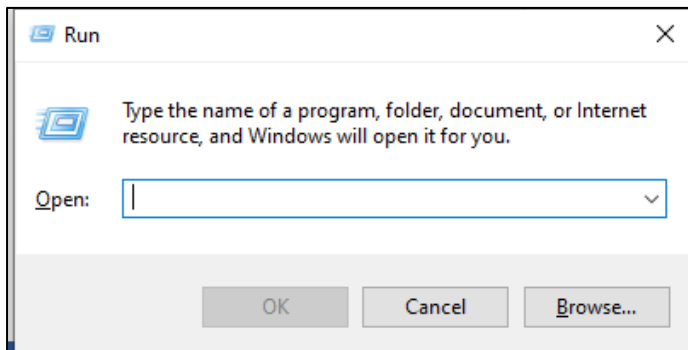


- If you get this screen, **tick** **Do this for all current items** and click **Skip**.
- Now select **Yes**.

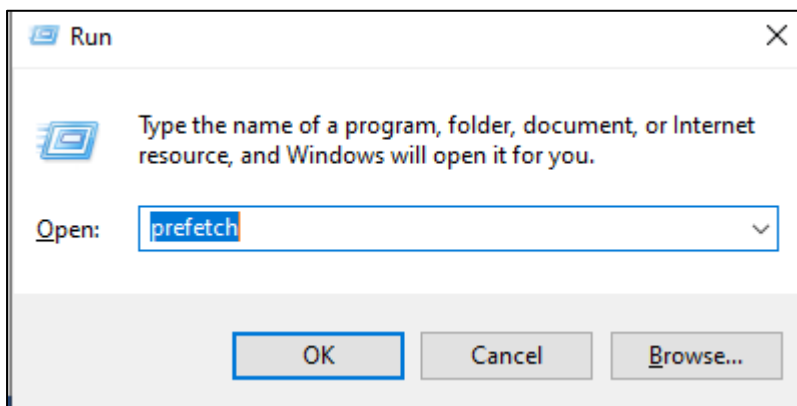
STEP-3

To clear **prefetch**.

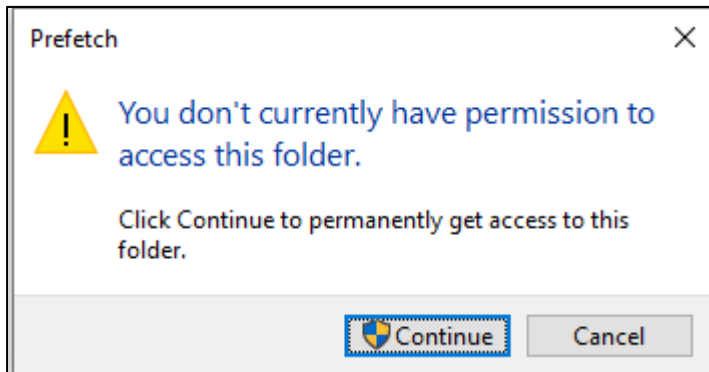
- Press **Windows + R** to open the run dialog box as below



- Type **prefetch** and press **OK**



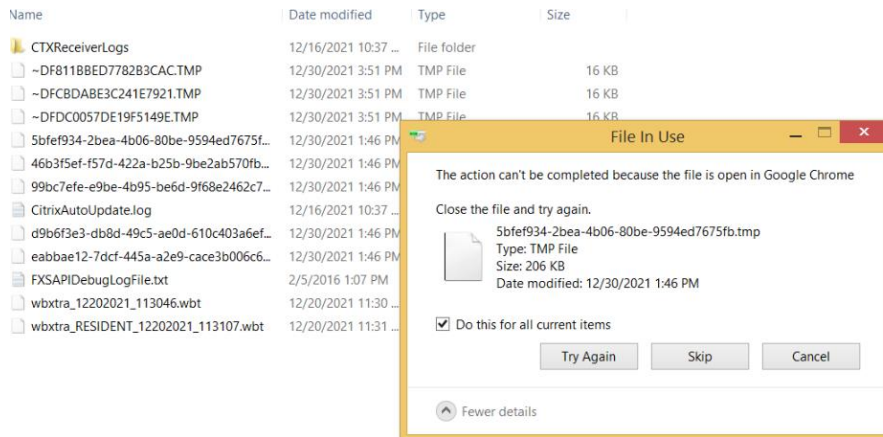
- Select continue to proceed



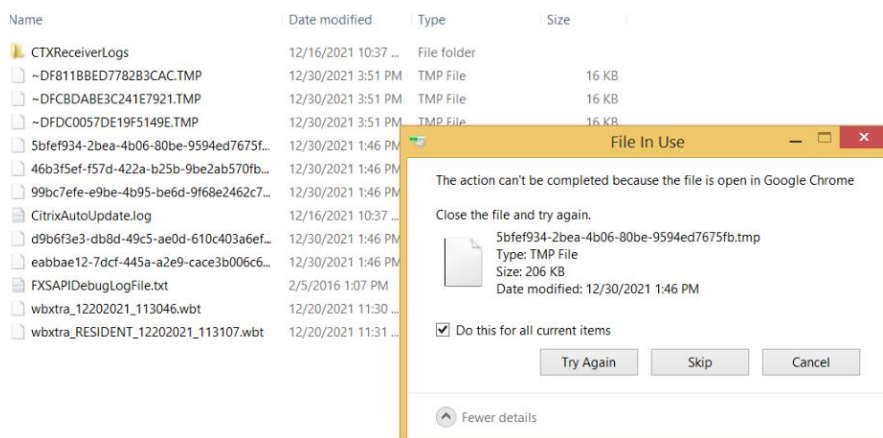
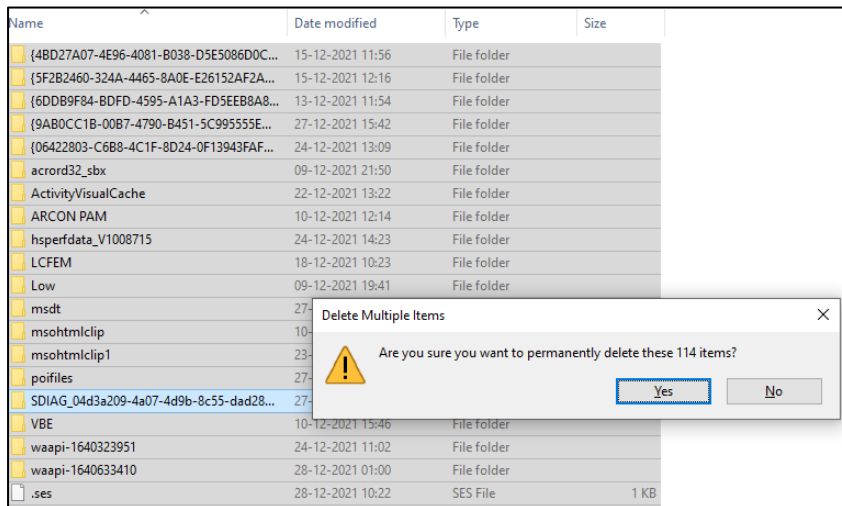
- Select all the files by pressing **ctrl + A**.

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DD89F84-BDFD-4595-A1A3-FD5EE88A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
mshtmlclip	10-12-2021 11:59	File folder	
mshtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB

Name	Date modified	Type	Size
{4BD27A07-4E96-4081-B038-D5E5086DOC...	15-12-2021 11:56	File folder	
{5F2B2460-324A-4465-8A0E-E26152AF2A...	15-12-2021 12:16	File folder	
{6DD89F84-BDFD-4595-A1A3-FD5EE88A8...	13-12-2021 11:54	File folder	
{9AB0CC1B-00B7-4790-B451-5C995555E...	27-12-2021 15:42	File folder	
{06422803-C6B8-4C1F-8D24-0F13943FAF...	24-12-2021 13:09	File folder	
acord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
ARCON PAM	10-12-2021 12:14	File folder	
hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
Low	09-12-2021 19:41	File folder	
msdt	27-12-2021 13:16	File folder	
mshtmlclip	10-12-2021 11:59	File folder	
mshtmlclip1	23-12-2021 14:25	File folder	
poifiles	27-12-2021 17:02	File folder	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28...	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
waapi-1640323951	24-12-2021 11:02	File folder	
waapi-1640633410	28-12-2021 01:00	File folder	
.ses	28-12-2021 10:22	SES File	1 KB
~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:18	TMP File	0 KB
~DF4CCE52BEE739684.TMP	25-12-2021 18:44	TMP File	16 KB
~DF5E7BDA9C68A7A59.TMP	24-12-2021 19:18	TMP File	0 KB
~DF6DCF7CD21A875DC6.TMP	21-12-2021 10:23	TMP File	16 KB
~DF24440E7E7728030.TMP	28-12-2021 02:58	TMP File	16 KB



- If you get this screen, **tick** Do this for all current items and click **Skip**.
- Delete all the files by pressing **shift + delete**



- If you get this screen, **tick** Do this for all current items and click **Skip**.

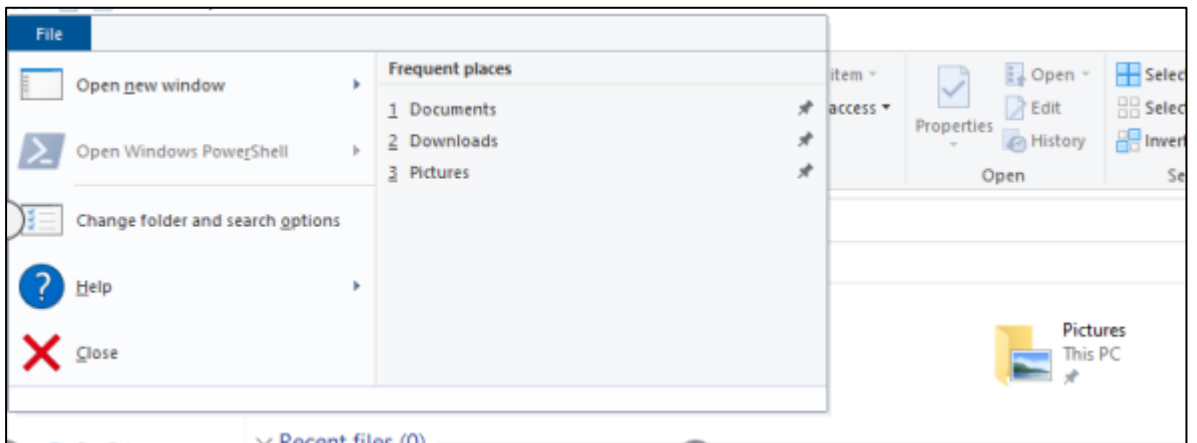
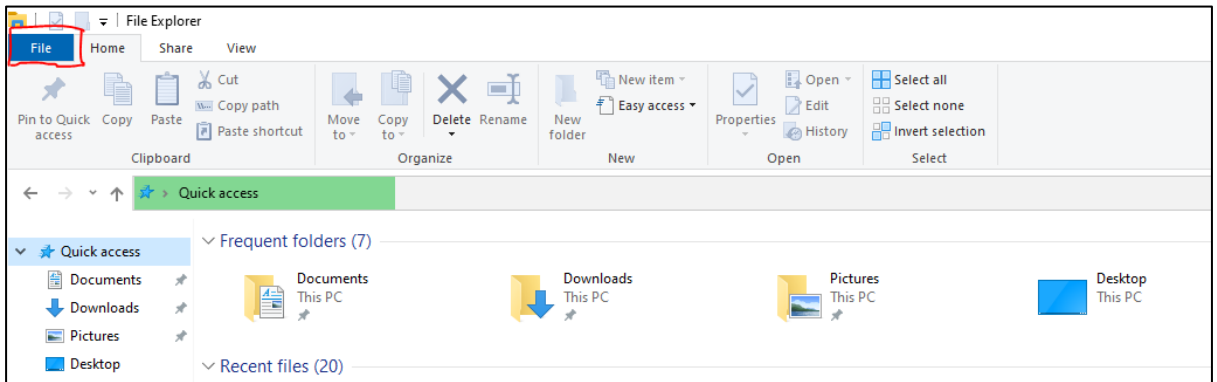
- Now select **Yes**.

STEP-4

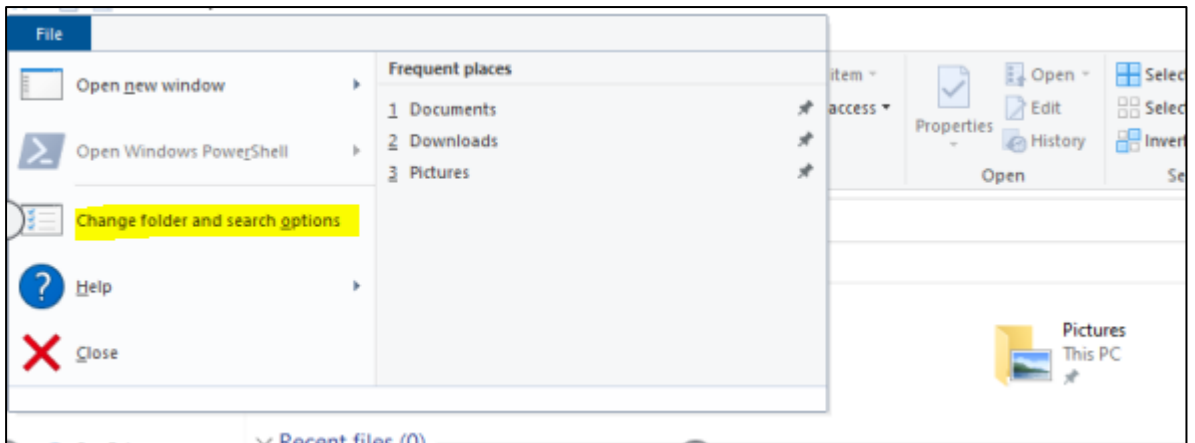
- Click on the file explorer icon.



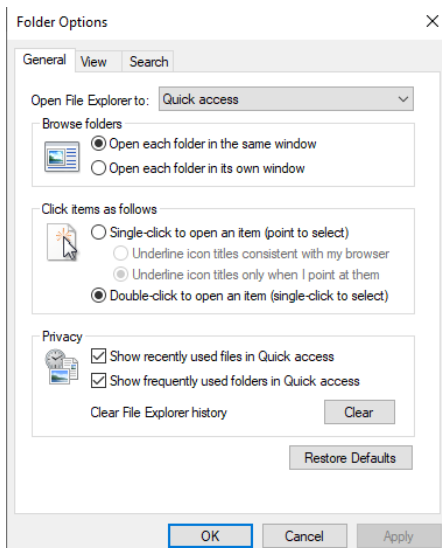
- Click on **File**



- Now click on **Change folder and search options**.

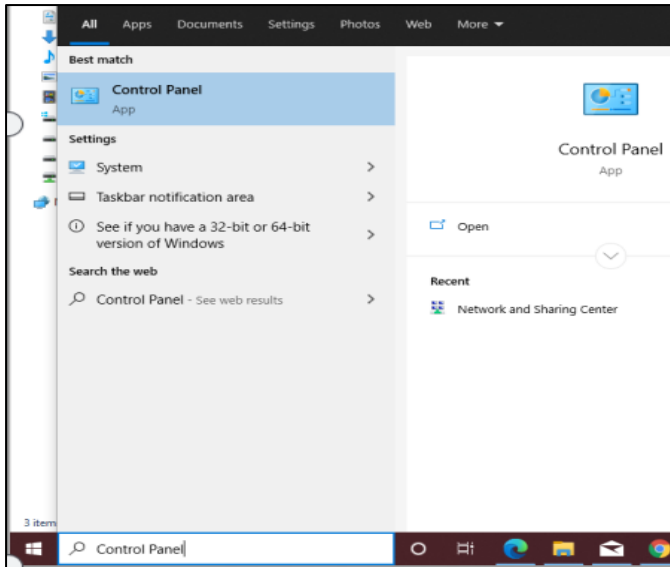


- Click on **clear** and then press **OK**.

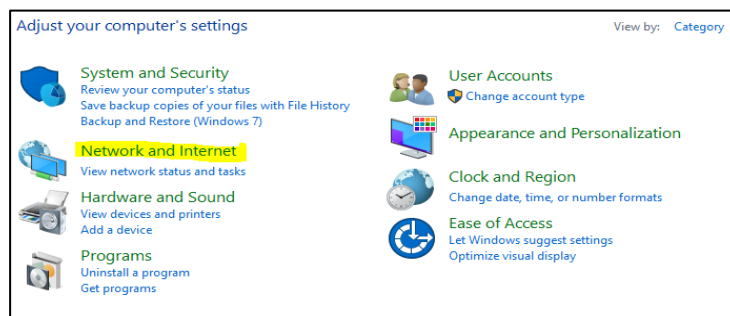


2) To Change IP settings.

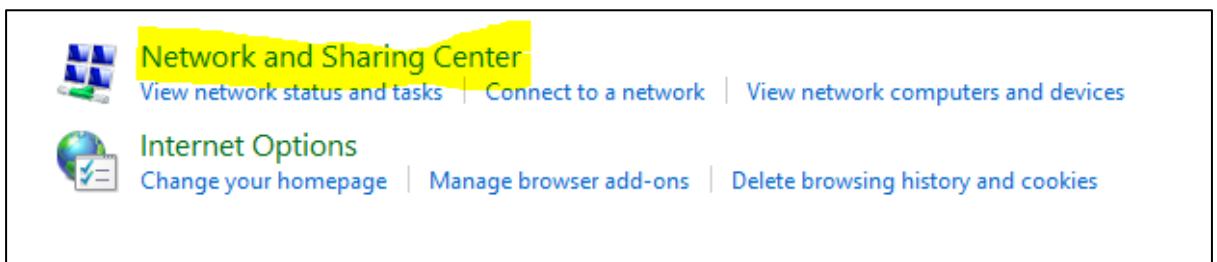
- Open search box and type **Control Panel**.



- Open Control Panel
- Then click on **Network and Internet**



- Then click on Network and Sharing Center.



- Then click on the option next to **Connections**.


Click on option.


View your active networks

AD.SBI
Domain network

Access type: Internet
Connections: Ethernet 2

Change your networking settings

 [Set up a new connection or network](#)
Set up a broadband, dial-up, or VPN connection; or set up a router or access point.

 [Troubleshoot problems](#)
Diagnose and repair network problems, or get troubleshooting information.

- Click on **Properties**.

Ethernet 2 Status

General

Connection

IPv4 Connectivity:	Internet
IPv6 Connectivity:	No network access
Media State:	Enabled
Duration:	09:22:43
Speed:	1.0 Gbps

[Details...](#)

Activity

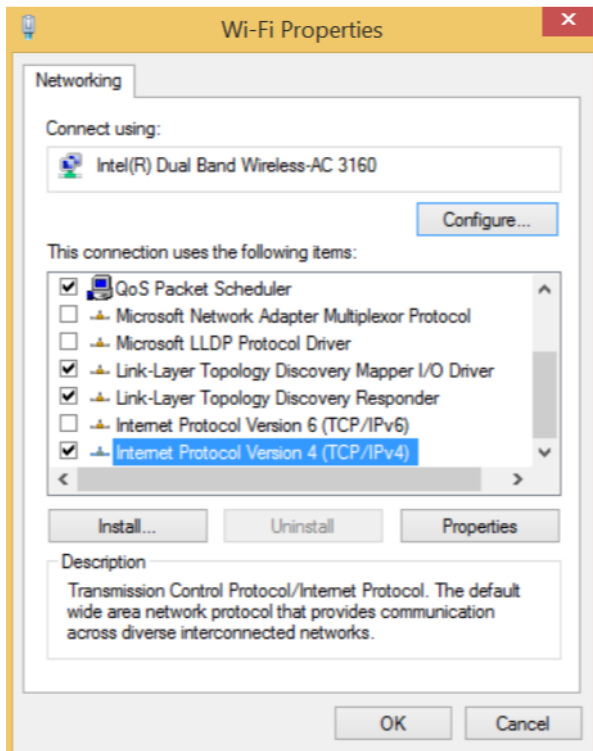
	Sent	Received
Bytes:	760,575,396	10,700,582,734

[Properties](#) [Disable](#) [Diagnose](#)

[Close](#)


IPV4 AND IPV6 SETTINGS.

- Check and confirm if **Internet Protocol Version 4(TCP/IPv4)** is ticked and **Internet Protocol Version 6(TCP/IPv6)** is unticked as shown below.



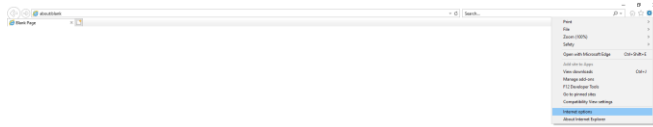
- If not then kindly tick **Internet Protocol Version 4(TCP/IPv4)** checkbox and untick **Internet Protocol Version 6(TCP/IPv6)**.
- Click on OK.

CLEARING BROWSER HISTORY.

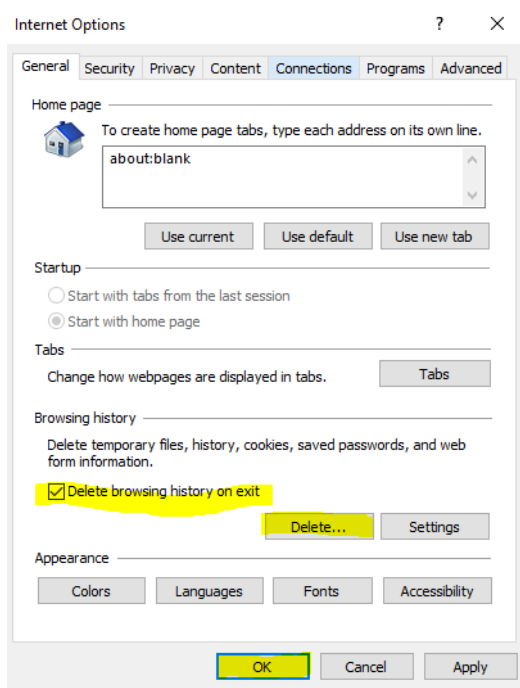
- Open Internet Explorer
- Click on {  } on the top right corner.



- Then click on **internet options** as shown below.



- Tick on **Delete browsing history on exit**. And then click on **Delete**. Then finally click on **OK** as shown below.



- CLOSE ALL TABS .

Restart your system

IMPORTANT NOTE- KINDLY CLICK ON SIGN OUT WHILE EXITING THE KIOSK APPLICATION. DO NOT CLOSE THE BROWSER DIRECTLY.