## **IPV6 to IPV4 ISSUE RESOLUTION PROCEDURE –**



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

#### 1) To Clear the Cache.

#### <u>STEP-1</u>

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

💷 Run	×
Ð	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	│~
	OK Cancel <u>B</u> rowse

• Type **temp** and press ok.

🖅 Run	×
٨	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	temp 🗸 🗸
	OK Cancel <u>B</u> rowse

• Select **Continue** to proceed.

Temp	>	×
	You don't currently have permission to access this folder.	
	Click Continue to permanently get access to this folder.	
	Continue Cancel	

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

Na	ame	Date modified	Туре	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-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder		
	acrord32_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	
Γ	~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB	

Name	Date modified	Туре	Size
48D27A07-4E96-4081-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-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder	
acrord32_sbx	09-12-2021 21:50	File folder	
ActivityVisualCache	22-12-2021 13:22	File folder	
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hsperfdata_V1008715	24-12-2021 14:23	File folder	
LCFEM	18-12-2021 10:23	File folder	
	09-12-2021 19:41	File folder	
📙 msdt	27-12-2021 13:16	File folder	
	10-12-2021 11:59	File folder	
	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	
<mark>  </mark> waapi-1640323951	24-12-2021 11:02	File folder	
<mark></mark>	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
~DF4CCE52BEED739684.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
DE2444E0E2E7729030 TMP	28-12-2021 02-58	TMD File	16 KB

## • Delete all the files by pressing **shift + delete**

<u>^</u>					
Name	Date modified	Туре	Size		
48D27A07-4E96-4081-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			
66422803-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder			
acrord32_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			
nsdt	27- Delete Multiple Items				×
nsohtmlclip	10-				
nsohtmlclip1	23- Are you sui	re you want to permane	ently delete the	se 114 items?	
poifiles	27-		V		NI
SDIAG_04d3a209-4a07-4d9b-8c55-dad28	27-		<u></u>	es	NO
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		

• Now select **Yes**.

Name	Date modified	Туре	Size			
L CTXReceiverLogs	12/16/2021 10:37	File folder				
DF811BBED7782B3CAC.TMP	12/30/2021 3:51 PM	TMP File	16	KB		
~DFCBDABE3C241E7921.TMP	12/30/2021 3:51 PM	TMP File	16	KB		
DFDC0057DE19F5149E.TMP	12/30/2021 3:51 PM	TMP File	16	KR	201	
5bfef934-2bea-4b06-80be-9594ed7675f	12/30/2021 1:46 PM	<b>10</b>		File In	Use	×
46b3f5ef-f57d-422a-b25b-9be2ab570fb	12/30/2021 1:46 PM	The action can'	t he complete	d because	the file is open	in Google Chrome
99bc7efe-e9be-4b95-be6d-9f68e2462c7	12/30/2021 1:46 PM	me action can	t be complete	eu because	the me is open	in doogle chiome
CitrixAutoUpdate.log	12/16/2021 10:37	Close the file a	nd try again.			
d9b6f3e3-db8d-49c5-ae0d-610c403a6ef	12/30/2021 1:46 PM	5bfef934-2bea-4b06-80be-9594ed7675fb.tmp			np	
eabbae12-7dcf-445a-a2e9-cace3b006c6	12/30/2021 1:46 PM	Type: TMP File				
FXSAPIDebugLogFile.txt	2/5/2016 1:07 PM	Date	modified: 12	/30/2021 1	:46 PM	
wbxtra_12202021_113046.wbt	12/20/2021 11:30					
wbxtra_RESIDENT_12202021_113107.wbt	12/20/2021 11:31	Do this for a	all current iten	ns		
			Try Ag	ain	Skip	Cancel
		Fewer deta	iils			

• If you get this screen, <u>tick</u> **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

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	<u> </u>
	OK Cancel <u>B</u> rowse

• Type %temp% and press ok.

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	%temp% ~
	OK Cancel <u>B</u> rowse

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

Name	Date modified	Туре	Size
48D27A07-4E96-4081-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	
	24-12-2021 13:09	File folder	
acrord32_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	
nsdt 📃	27-12-2021 13:16	File folder	
nsohtmlclip	10-12-2021 11:59	File folder	
sohtmlclip1	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
CF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB

Name	Date modified	Туре	Size
48D27A07-4E96-4081-B038-D5E5086D0C	15-12-2021 11:56	File folder	
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{06422803-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder	
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📙 msdt	27-12-2021 13:16	File folder	
📙 msohtmlclip	10-12-2021 11:59	File folder	
📙 msohtmlclip1	23-12-2021 14:25	File folder	
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SDIAG_04d3a209-4a07-4d9b-8c55-dad28	27-12-2021 13:16	File folder	
VBE	10-12-2021 15:46	File folder	
<mark>  </mark> waapi-1640323951	24-12-2021 11:02	File folder	
<mark></mark>	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
~DF4CCE52BEED739684.TMP	25-12-2021 18:44	TMP File	16 KB
CF5E7BDA9C69BA7A59.TMP	24-12-2021 19:18	TMP File	0 KB
~DF6DCF7CD21A875DC6.TMP	21-12-2021 10:23	TMP File	16 KB
DE2444E0E2E7729030 TMP	28-12-2021 02-58	TMP File	16 KB

# • Delete all the files by pressing **shift + delete**

Name	Date modified	Туре	Size			
48D27A07-4E96-4081-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-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder				
acrord32_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				
	09-12-2021 19:41	File folder				
nsdt	27- Delete Multiple Items	1			×	
🔜 msohtmlclip	10-					
🔜 msohtmlclip1	23- Are you sur	e you want to permane	ntly delete the	se 114 items?		
poifiles	27-		V		NI-	
SDIAG_04d3a209-4a07-4d9b-8c55-dad28	27-		<u></u>	es	<u>IN</u> O	
VBE	10-12-2021 15:46	File folder				
Naapi-1640323951	24-12-2021 11:02	File folder				
Naapi-1640633410	28-12-2021 01:00	File folder				
.ses	28-12-2021 10:22	SES File	1 KB			

Name	Date modified	Туре	Size		
L CTXReceiverLogs	12/16/2021 10:37	File folder			
~DF811BBED7782B3CAC.TMP	12/30/2021 3:51 PM	TMP File	16 KB		
~DFCBDABE3C241E7921.TMP	12/30/2021 3:51 PM	TMP File	16 KB		
~DFDC0057DE19F5149E.TMP	12/30/2021 3:51 PM	TMP Eile	16 KB	1997 - 2002 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	
5bfef934-2bea-4b06-80be-9594ed7675f	12/30/2021 1:46 PM	<b>**</b>	File	e In Use	×
46b3f5ef-f57d-422a-b25b-9be2ab570fb	12/30/2021 1:46 PM	The estion and	he completed her	ause the file is even	in Canada Chuama
99bc7efe-e9be-4b95-be6d-9f68e2462c7	12/30/2021 1:46 PM	The action can	t be completed bec	ause the me is open	in Google Chrome
CitrixAutoUpdate.log	12/16/2021 10:37	Close the file a	nd try again.		
d9b6f3e3-db8d-49c5-ae0d-610c403a6ef	12/30/2021 1:46 PM	5bfe	f934-2bea-4b06-80	be-9594ed7675fb.tm	qr
eabbae12-7dcf-445a-a2e9-cace3b006c6	12/30/2021 1:46 PM	Type	: TMP File		
FXSAPIDebugLogFile.txt	2/5/2016 1:07 PM	Date	modified: 12/30/2	021 1:46 PM	
wbxtra_12202021_113046.wbt	12/20/2021 11:30				
wbxtra_RESIDENT_12202021_113107.wbt	12/20/2021 11:31	Do this for	all current items		
			Try Again	Skip	Cancel
		Fewer deta	ils		

- If you get this screen, <u>tick</u> **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

💷 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	prefetch ~
	OK Cancel <u>B</u> rowse

• Select continue to proceed



#### • Select all the files by pressing **ctrl + A.**

Name	Date modified	Туре	Size
48D27A07-4E96-4081-B038-D5E5086D0C	15-12-2021 11:56	File folder	
5F2B2460-324A-4465-8A0E-E26152AF2A	15-12-2021 12:16	File folder	
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{06422803-C6B8-4C1F-8D24-0F13943FAF	24-12-2021 13:09	File folder	
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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	
nsdt 🗌	27-12-2021 13:16	File folder	
	10-12-2021 11:59	File folder	
sohtmlclip1	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
C ~DF2BEB3DCE60D66E45.TMP	24-12-2021 19:19	TMP File	16 KB

Name	Date modified	Туре	Size
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🔒 msdt	27-12-2021 13:16	File folder	
🔒 msohtmlclip	10-12-2021 11:59	File folder	
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🔒 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	
<mark></mark>	24-12-2021 11:02	File folder	
<mark></mark>	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
~DF4CCE52BEED739684.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
	20 12 2021 02 50	THAD IT'S	10.00

Name	Date modified	Туре	Size			
L CTXReceiverLogs	12/16/2021 10:37	File folder				
DF811BBED7782B3CAC.TMP	12/30/2021 3:51 PM	TMP File	16	KB		
DFCBDABE3C241E7921.TMP	12/30/2021 3:51 PM	TMP File	16	KB		
DFDC0057DE19F5149E.TMP	12/30/2021 3:51 PM	TMP File	16	KR		
5bfef934-2bea-4b06-80be-9594ed7675f	12/30/2021 1:46 PM	<b>10</b>		File In U	Jse	×
46b3f5ef-f57d-422a-b25b-9be2ab570fb	12/30/2021 1:46 PM	The estion	no't he complete	d hereiter	the file is ence	in Geogle Chrome
99bc7efe-e9be-4b95-be6d-9f68e2462c7	12/30/2021 1:46 PM	The action	can t be complete	u because	the me is open	in Google Chrome
CitrixAutoUpdate.log	12/16/2021 10:37	Close the fi	e and try again.			
d9b6f3e3-db8d-49c5-ae0d-610c403a6ef	12/30/2021 1:46 PM		bfef934-2bea-4bl	06-80be-95	594ed7675fb.tm	ip
eabbae12-7dcf-445a-a2e9-cace3b006c6	12/30/2021 1:46 PM		ype: TMP File			
FXSAPIDebugLogFile.txt	2/5/2016 1:07 PM		Date modified: 12/	/30/2021 1:	:46 PM	
wbxtra_12202021_113046.wbt	12/20/2021 11:30					
wbxtra_RESIDENT_12202021_113107.wbt	12/20/2021 11:31	Do this	for all current item	ns		
			Try Aga	ain	Skip	Cancel
		• Fewer	details			

• If you get this screen, <u>tick</u> **Do this for all current items** and click **Skip**.

Name	Date modified	Туре	Size		
48D27A07-4E96-4081-B038-D5E5086D0C	15-12-2021 11:56	File folder			
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Low	09-12-2021 19:41	File folder			
nsdt	27- Delete Multiple Items				X
nsohtmlclip	10-				
nsohtmlclip1	23- Are you sur	e you want to permane	ently delete the	se 114 items?	
noifiles	27-		N N		N
SDIAG_04d3a209-4a07-4d9b-8c55-dad28	27-		<u><u> </u></u>	es	NO
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 all the files by pressing **shift + delete**

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DFCBDABE3C241E7921.TMP	12/30/2021 3:51 PM	TMP File	16 KB		
DFDC0057DE19F5149E.TMP	12/30/2021 3:51 PM	TMP File	16.KB		
5bfef934-2bea-4b06-80be-9594ed7675f	12/30/2021 1:46 PM	***	Fil	le In Use	_ = ×
46b3f5ef-f57d-422a-b25b-9be2ab570fb	12/30/2021 1:46 PM	The set is set	the first state of the		in County Change
99bc7efe-e9be-4b95-be6d-9f68e2462c7	12/30/2021 1:46 PM	The action ca	n t be completed be	ecause the file is open	In Google Chrome
CitrixAutoUpdate.log	12/16/2021 10:37	Close the file	and try again.		
d9b6f3e3-db8d-49c5-ae0d-610c403a6ef	12/30/2021 1:46 PM	56	fef934-2bea-4b06-8	0be-9594ed7675fb.tm	qr
eabbae12-7dcf-445a-a2e9-cace3b006c6	12/30/2021 1:46 PM	Typ	be: TMP File		
FXSAPIDebugLogFile.txt	2/5/2016 1:07 PM	Da	te modified: 12/30/.	2021 1:46 PM	
wbxtra_12202021_113046.wbt	12/20/2021 11:30				
wbxtra_RESIDENT_12202021_113107.wbt	12/20/2021 11:31	Do this fo	r all current items		
			Try Again	Skip	Cancel
		Fewer de	tails		

• If you get this screen, <u>tick</u> **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.

			_			
File						
	Open new window	Frequent places	item -		🛃 Open -	
-	open <u>n</u> en minoen	1 Documents A	access •	Descrition	📝 Edit	
Σ	Open Windows PowerShell	2 Downloads x		Properties	History	🔠 Inver
		3 Pictures 🖋		0	pen	Se
):=]	Change folder and search options					
?	Help >		-			
×	Close				Pictu This I	PC
	✓ Recent fi	les (0)				

• 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	
View you	r active networks		
AD.S	3I in network	Access type: Internet Connections: Cennet 2	
Change y	our networking settings Set up a new connection or network Set up a broadband, dial-up, or VPN co	onnection; or set up a router or access point.	
	Troubleshoot problems Diagnose and repair network problems	;, or get troubleshooting information.	

• Click on **Properties.** 

🏺 Ethernet 2 Statu	IS			×
General				_
Connection				- 1
IPv4 Connectivi	ty:		Internet	
IPv6 Connectivi	ty:	No netwo	ork access	
Media State:			Enabled	
Duration:			09:22:43	
Speed:			1.0 Gbps	
Details				
Activity				- 1
	Sent —	<b>-</b>	Received	
Bytes:	760,575,396	10,70	0,582,734	
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.

2	Wi-Fi Propertie	es 💙
Networking	1	
Connect u	sing:	
🔮 Inte	(R) Dual Band Wireless-AC 3160	0
		Configure
This conn	ction uses the following items:	
	oS Packet Scheduler icrosoft Network Adapter Multipl icrosoft LLDP Protocol Driver nk-Layer Topology Discovery M nk-Layer Topology Discovery R temet Protocol Version 6 (TCP/I temet Protocol Version 4 (TCP/I	lexor Protocol
Inst	all Uninstall	Properties
Descript Transm wide ar across	on ssion Control Protocol/Internet P a network protocol that provides fiverse interconnected networks	Protocol. The default s communication s.
		OK Cancel

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

# **CLEARING BROWSER HISTORY.**

- Open Internet Explorer
- Click on { <sup>33</sup>/<sub>1</sub>} on the top right corner.

Click'on this ■

• 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 <u>SIGN OUT</u> WHILE EXITING THE KIOSK APPLICATION. DO NOT CLOSE THE BROWSER DIRECTLY.