



SCC for Indirect Resellers and Distributors (SMS3)

June 7, 2009, Release Update

Action Required: Browser Reset

In order to realize the full benefits of the SMS3 June 7 release you should reset some of your Internet Options. This includes clearing all cookies and temporary internet files, re-launching your Internet Explorer, and then logging in to SMS3.

To enable the changes from the March 1 release to propagate, please do the following:

1. Close all browsers, including the one containing Cisco Service Contract Center
2. Click the **Start** menu button, then select **Control Panel**, then **Internet Options**
3. Once the **Internet Properties** pop-up window displays, select the **General** tab
4. Click the **Delete Cookies...** button
5. Click the **Delete Files...** button, making sure to select the **Delete all offline content** checkbox before clicking the **OK** button
6. Click the **Clear History** button
7. Click the **Apply** button
8. Click the **OK** button
9. You may now re-launch your browser and re-log in to SMS3.

Please note: it may take several minutes to complete this process.

If you are experiencing any issues please contact Support based on your Theater location:

[United States and Canada](#)

[Europe and Emerging Market](#)

[Japan](#)

[APAC](#)