

Clearing the JSCache

On rare occasions, issues can occur with PDF login using the Vitrium software. Often this is linked to files that are created by Adobe when Reader or Acrobat Pro is open.

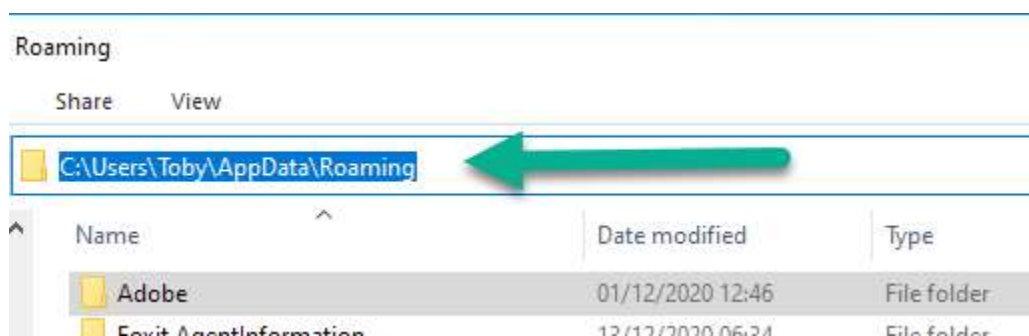
Clearing these files and allowing Adobe reader or Acrobat Pro to generate new ones has helped resolve some issues we have seen.

To clear the JSCache;

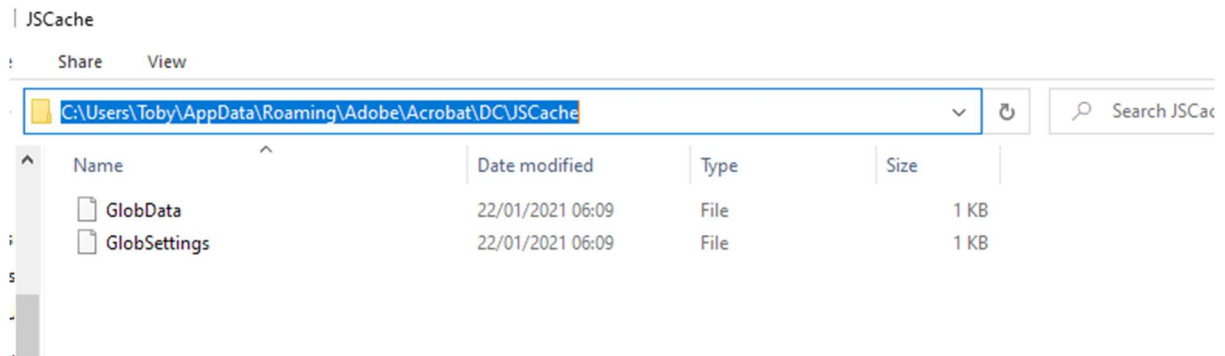
1. Please close any instance of Adobe reader or Acrobat Pro they have open.
2. Open windows explorer (a folder)
 - a) This can be done by pressing the "windows" button and "E" button at the same time.
3. Enter %appdata% into the search bar and press Enter



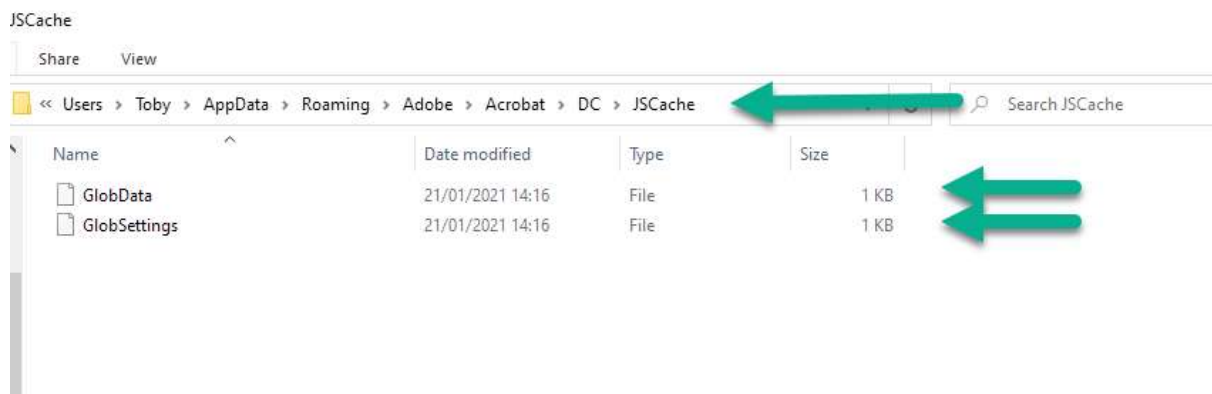
4. This will open C:\Users\<PC user name>\AppData\Roaming
 - a) Note - The PC user name in this case is "Toby"



5. Select Adobe, then Acrobat, then DC then JSCache
 - a) Here's an example -
C:\Users\Toby\AppData\Roaming\Adobe\Acrobat\DC\JSCache



6. If all instances of Adobe reader are closed (and Acrobat Pro as well, if that is used!) you should see 2 files.
 - a) If you see only one - Adobe is still open – please close Reader / Acrobat Pro



6. Please copy these 2 files somewhere safe.
7. Please delete these 2 files.
8. Now Reopen the locked PDF - You will need to log in for the first time, but the following times should not require log in again.