The SoftPro 360 integration service may cache (or store) information used for performance purposes. Occasionally it is necessary to clear this information. A good indication it is time to clear the cache is when you see the SoftPro 360 **Product encountered a critical error** message. Follow these steps to clear the SoftPro 360 cache.

1. If you receive this error, click **OK** to close

.
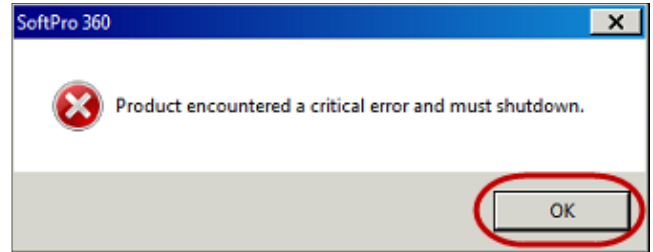
2. From the **360** ribbon, click the **About** button
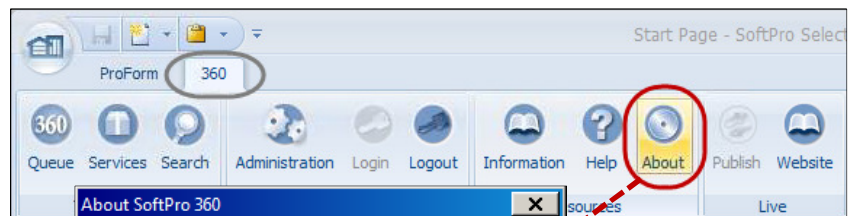
3. Once the **About SoftPro 360** window is open, click the **Clear cache** link

4. Click **Yes** to confirm

5. Click **OK** when back on the **About SoftPro 360** window

6. Launch the desired **360** Service

NOTE: The first time you launch a Service after clearing the cache, a **Downloading product...** window is displayed. This is expected behavior. The Service selected launches once the download is complete.