**Time Sheet - KB07788**

Impacted App/Service: Time Sheet

Title: Unable to connect to the server

Short Description: Users in India may not be able to use the application if one of the local Finance servers is down. Follow the instructions below.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **162.49.3.2** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select Settings, **System Performance** section and click on the **Clear Cache** option.
6. Select the Windows Server Power option from the Start menu and perform a **Restart**.