

Download Error Message

Some users may have an old download file still stored in their temporary Internet files from previously downloading software from the **EasyBooks** website.

If you are affected, an error message will appear when downloading an **EasyBooks** upgrade from the website such as:

- "The requested URL/easy5504.html was not found on this server."
- "a 404 Not found error was encountered while trying to use an ErrorDocument to handle the request."

This is easily fixed by deleting the Temporary Internet files from your computer. To delete the temporary Internet files from IE, follow these instructions:

1. Open your Internet browser. (E.g. Internet Explorer - **IE**).
2. Click on **Tools/Internet Options**.

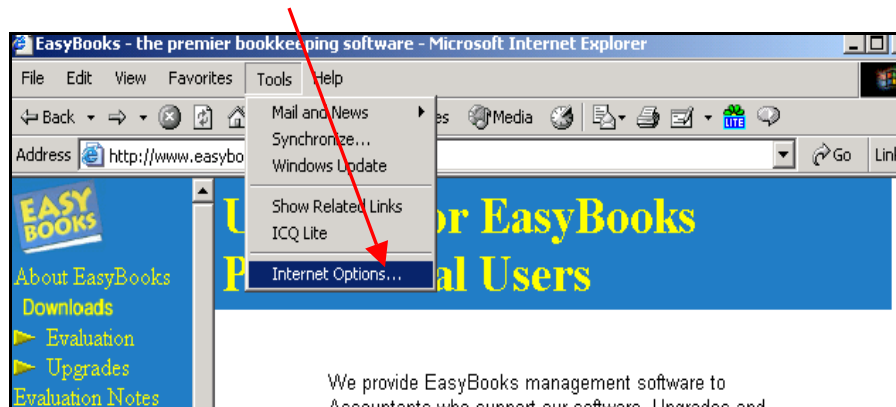


Fig 1- Selecting Internet Options

The **general** tab should automatically display.

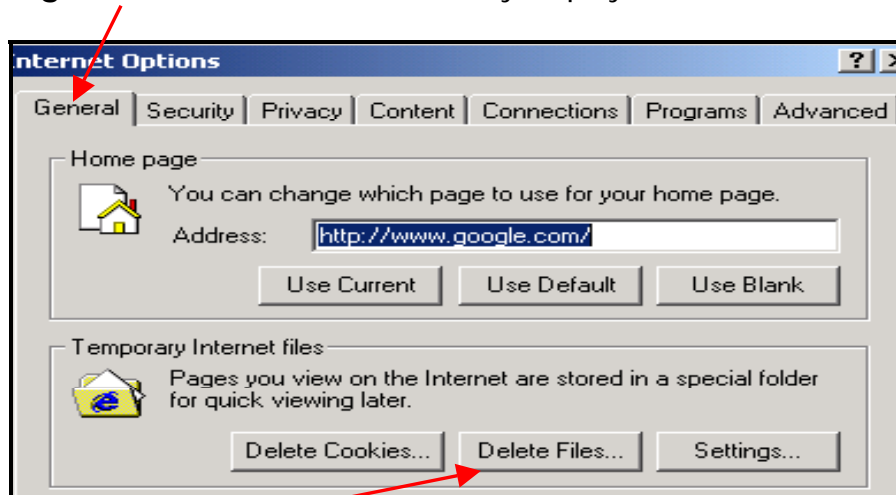


Fig 2- Deleting Files

3. Click on the **Delete Files** button under **Temporary Internet Files**.

4. Click on the 'check-box' beside **delete all offline content**.
5. Click on the **OK** button.

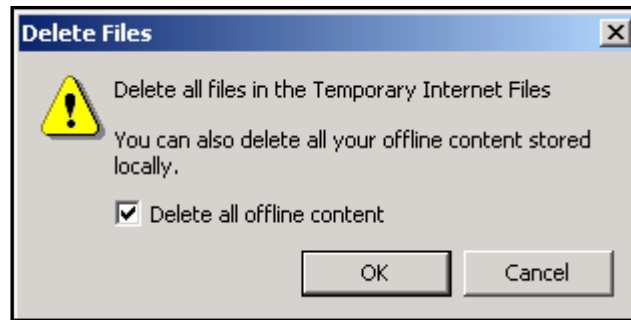


Fig 3-
Deleting all
offline files

You will return to the **Internet Options/General** tab.

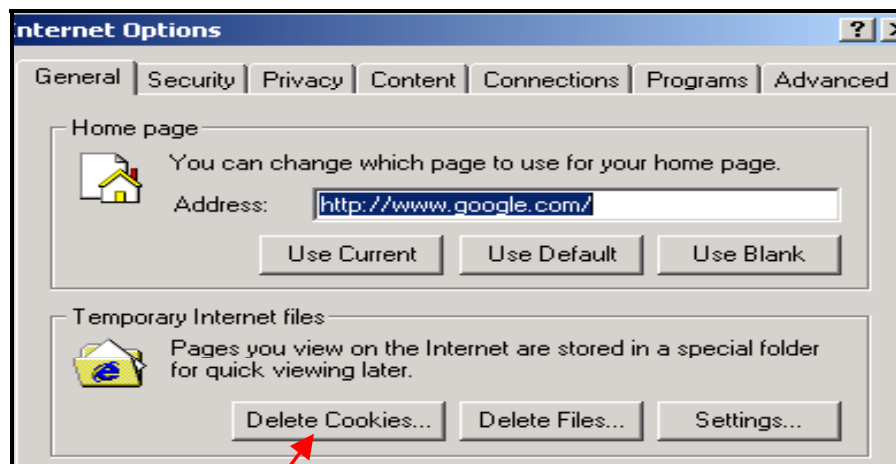


Fig 4-
Deleting
Cookies

6. Click on the **Delete Cookies** button.
7. Click on the **OK** button in the **Delete Cookies** window.

You will return to the **Internet Options/General** tab.

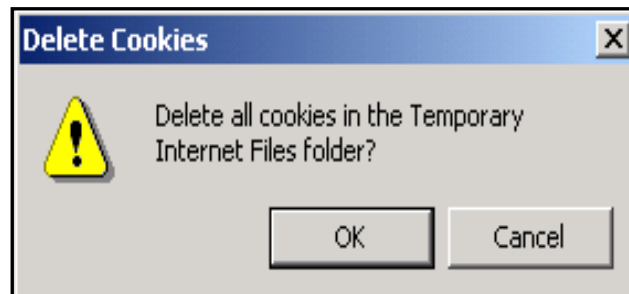


Fig 5-
OK/Cancel
buttons

8. Click on the **OK** button to close the Internet Options window.

The **EasyBooks** upgrade should now download.