

# **Why do I get a HTTP 500 Internal Server error when accessing OTC Student E-mail?**

This most often happens when another Windows Live ID is cached in your browser.

Try clearing the Windows Live ID

## **Solution - Clear your browsers cache**

### **Internet Explorer 7.0:**

1. Click on the Tools menu
2. Select Delete Browser History...
3. Click on Delete All
4. Close and restart your browser

### **Mozilla Firefox 3.01:**

1. Click on the Tools menu
2. Select Clear Private Data or Clear Recent History
3. Check all of the check boxes
4. Click on Clear Now
5. Close and restart your browser