

## Instructions to Flush the DNS Cache

On Friday, April 21 AIR experienced a server issue that affected some districts from accessing OAKS systems. The issue was resolved, however some districts may need to flush their DNS cache. The instructions, by operating system, appear below.

### Windows

1. Press Win key + R to open Run prompt
2. Type cmd to open command prompt
3. Type ipconfig /flushdns
4. Press enter

### Mac 10.10 and later

1. In the terminal type: `sudo killall -HUP mDNSResponder`

### Older Mac Versions (10.9 and earlier)

1. In the terminal type: `sudo discoveryutil mdnsflushcache`

### Chrome OS

1. Open a browser window and go to `chrome://net-internals/`
2. Select 'DNS' from left-side list
3. Hit 'Clear Host cache' button listed below the DNS information table

### Linux

1. To flush DNS in Ubuntu client side 12.04, 14.04, and 16.04 run the following command:  
`Sudo /etc/init.d/dns-clean`
2. To flush the DNS on a Ubuntu server run the following command:  
`sudo service network-manager restart`

*Note that if the flush DNS does resolve the issue, then the user most likely is dependent on a DNS server that still has the bad record. If that is the case, then they will need to wait out the 24 hour TTL (time-to-live) of the bad record.*