

pro poker

Originally Posted by Slugant ^ link doesnt work for me, changing to .eu or remove eur.

doesn't help

Desktop: Lobby issues - Clearing the application and lobby cache helps you

having issues with our lobby, seeing a red error page, graphical issues, or loading issues

issues, we recommend clearing the application and lobby cache from our software. To do this, follow the instructions below, depending on your operating system:

Windows

Close our software. You won't be able to delete the required files while our software is open. Open the Run command window (Windows key + R)

Type in: %temp% Delete these folders:

- XCW is the application cache.
- PokerStarsBrCache is the lobby cache.

Finally, to complete the process, restart your computer.

Mac

This process involves deleting files from our software and your web browser. So you might want to save a backup copy of your player notes file as it will be deleted during this process.

The file's name is:

- notes.user.xml (where user is your username), and it's only present if you have saved notes or labels on other players at the poker tables.

If you want to save a copy of this file, begin the instructions in Step 1 below. If not, skip to Step 2, and when you have completed those instructions, restart your computer.

Step 1: Save a copy of your player notes file

Open the Finder. On the top menu bar, choose Go → Go to Folder... → Copy and paste the path below and press Go → ~/Library/Application Support/Scroll down and open our software's folder, which will contain the notes file. If the library folder doesn't display: Launch Terminal from Spotlight. You can find Spotlight in the top-right of the menu bar or press the Command + Space bar key combination. Enter this command to show the directory: `chflags nohid`

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~/Library/Press Enter This will show the Library folders in the Finder so that you can