



Tutorial 3: Clearing the browser cache

Article ESA-1003T

December 4, 2013

Contents

3.1	Browser caching	2
3.1.1	What's the cache?	2
3.1.2	Problems with the cache	2
3.1.3	Resolving caching issues	2
3.2	Clearing the browser cache	3
3.2.1	Clearing the cache in Google Chrome	3
3.2.2	Clearing the cache in Mozilla Firefox	5
3.2.3	Clearing the cache in Internet Explorer 9	6
3.2.4	Clearing the cache in Safari	8

3.1 Browser caching

3.1.1 What's the cache?

Every time you visit a website, your browser needs to download all the files to display the page correctly. In order to preserve bandwidth and minimize loading time, browsers will store some of this data locally on your computer. The browser can pull information from this cache and load faster, rather than downloading a new copy from the website.

3.1.2 Problems with the cache

If an eGauge has its content updated, such as an interface change from a firmware upgrade, or an installer logo added, the browser may not display the page correctly if it is using cached data. Browser caching issues can show as a page being garbled, data not loading, the graph not showing, or the page not loading or behaving abnormally.

3.1.3 Resolving caching issues

Refreshing the browser window may force the browser to request a fresh copy of the page. Generally, there is a keyboard shortcut to refresh, such as CTRL+R or F5. There will also be a refresh button, usually located by the address bar.

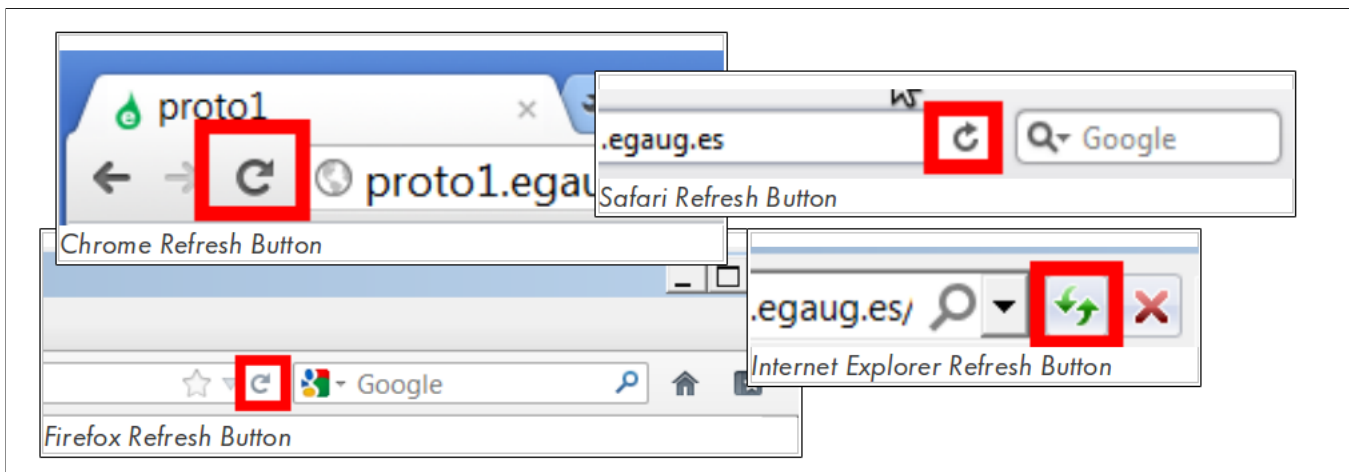


Figure 3.1: Common looks of the refresh button

If refreshing the page does not resolve the viewing issue, the next step is to clear the browser cache (Section 3.2)


3.2 Clearing the browser cache

Generally, clearing the cache is accomplished via a browser's settings menu. Be sure that if the browser provides options on specific things to clear, you have "cache", "temporary Internet files", and "off-line web data" set to clear. You may also be able to select "history", "cookies", and "saved form data"- these are not necessary to clear.

Clearing the cache will not remove any bookmarks or favorites.

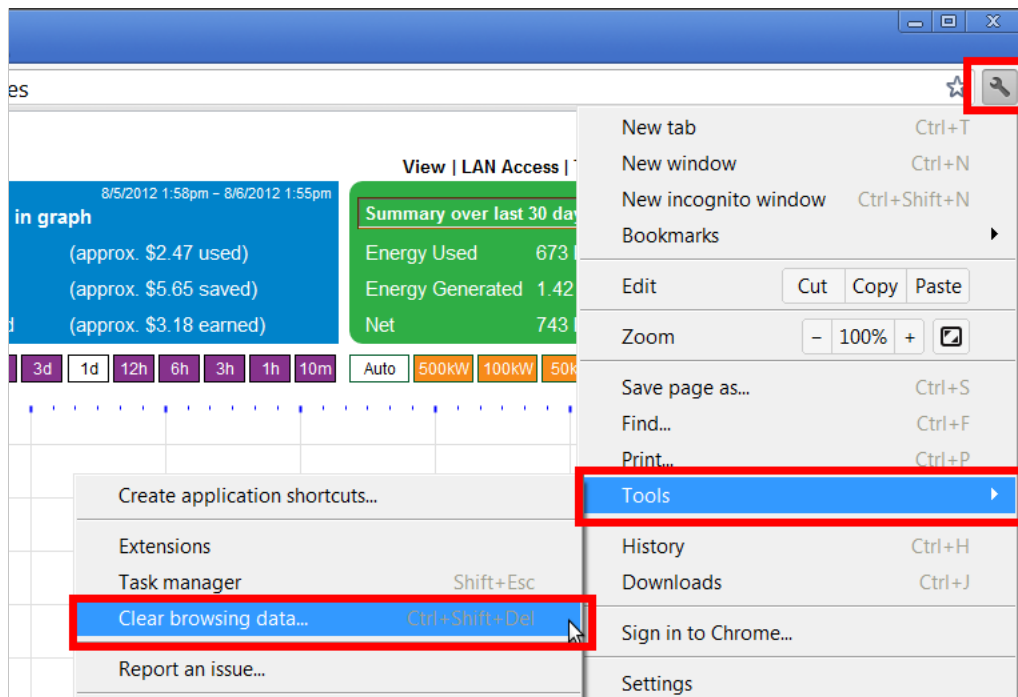
3.2.1 Clearing the cache in Google Chrome

Quick Instructions (See images below for detailed walkthrough):

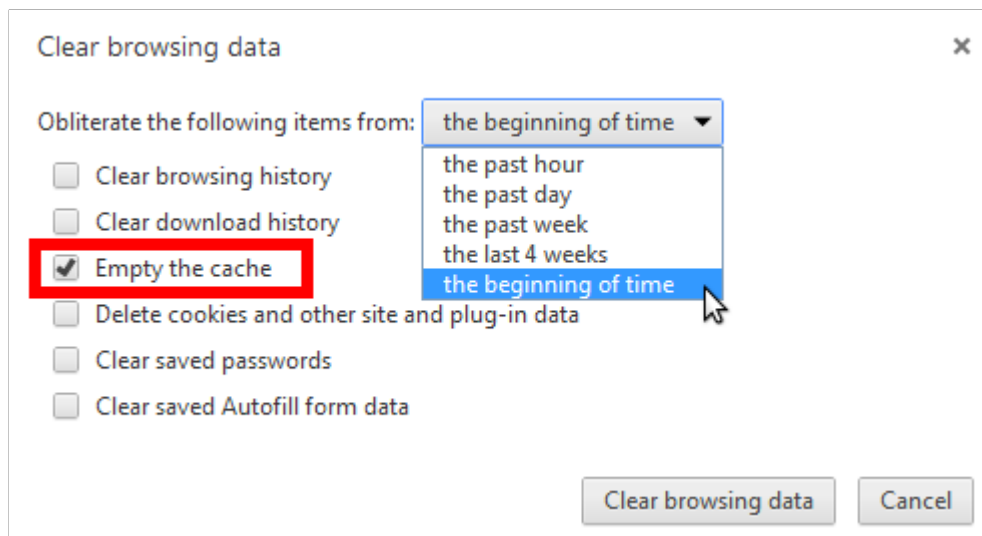
1. Click the wrench icon  on the browser's toolbar.
2. Select **Tools**.
3. Click **Clear Browsing Data**.
4. Mark the box for **Empty the Cache**.
→ Choosing the time length **the beginning of time** gives the best chance of success.
5. Click **Clear Browsing Data**.

Graphical Walkthrough

1. Click the wrench icon in the right hand corner, then **Tools**, and click on **Clear browsing data**.



2. Be sure **Empty the Cache** is checked. Choose **the beginning of time** to clear the entire cache. Note that if the cache has never been cleared, this process may take a few minutes. Click **Clear browsing data**. Now, open/refresh the eGauge page.



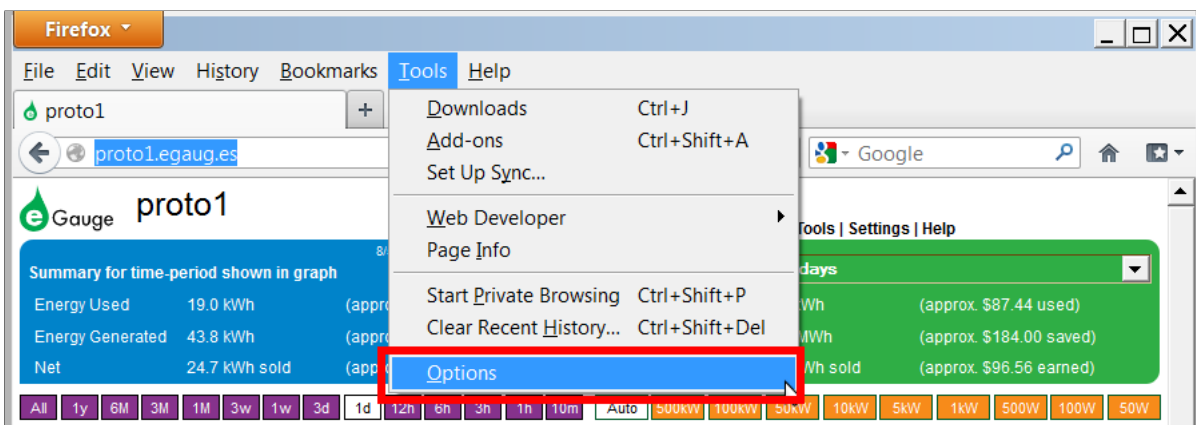
3.2.2 Clearing the cache in Mozilla Firefox

Quick Instructions (See images below for detailed walkthrough):

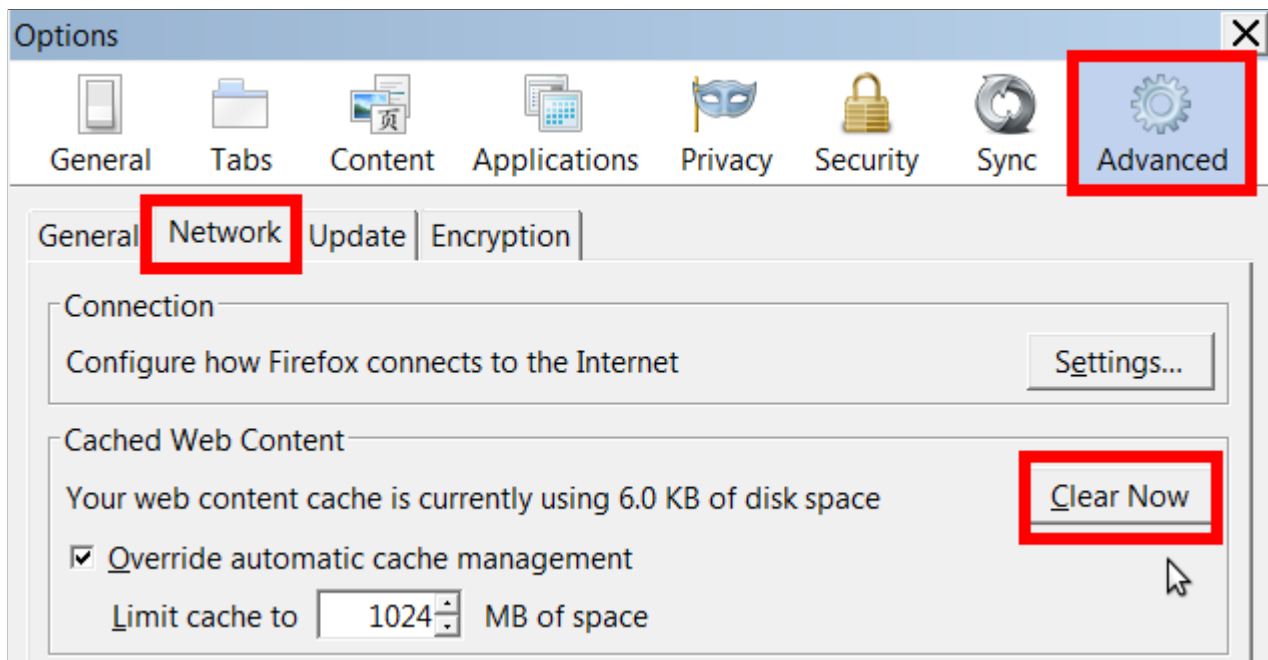
1. On the menu bar click **Tools** and select **Options**. If there is no menu bar, pressing **alt** on the keyboard should make it appear. If you do not see Options under Tools, click **Edit** then select **Preferences**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. Next to Cached Web Content, click **Clear Now**.

Graphical walkthrough

1. Click **Tools** then **Options**. If you do not see a menu bar, pressing **alt** on your keyboard should open it. If you do not see Options under Tools, click **Edit** then **Preferences**.




2. Select the **Advanced** section at the top, then the **Network** tab, and finally the **Clear Now** button in the Cached Web Content section. Click OK to close the window and open/refresh the eGauge page.



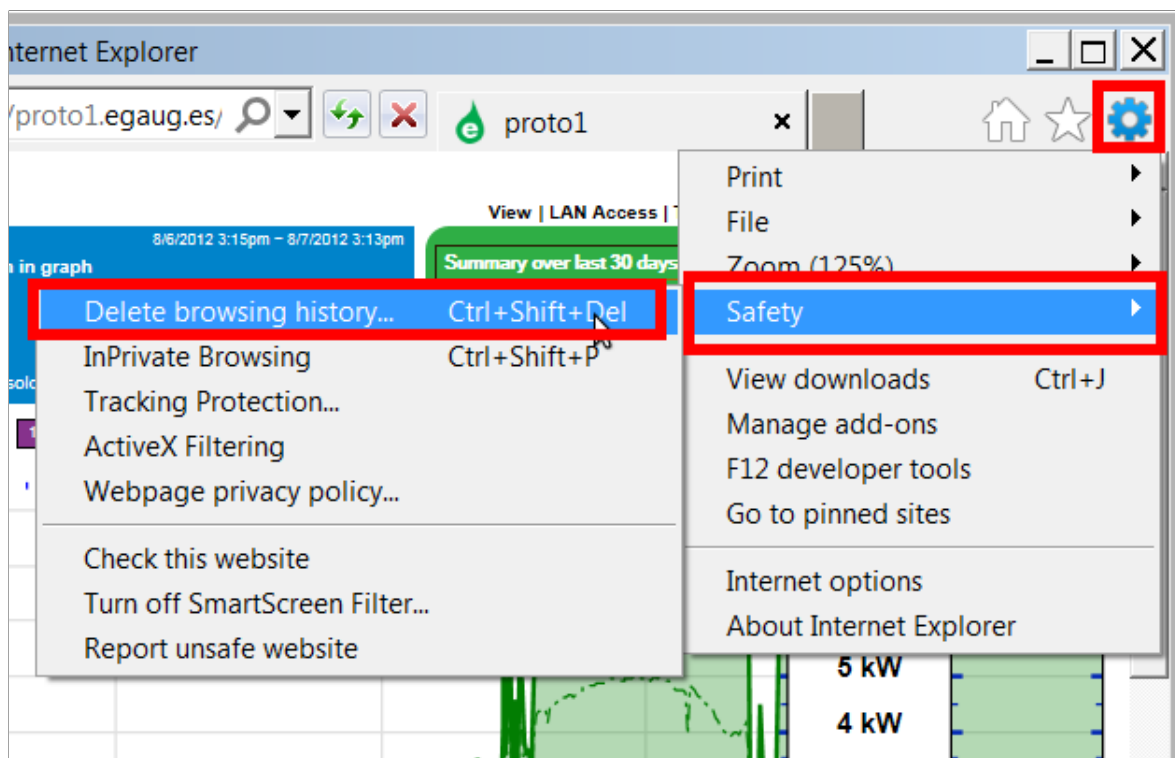
3.2.3 Clearing the cache in Internet Explorer 9

Quick Instructions (See images below for detailed walkthrough):

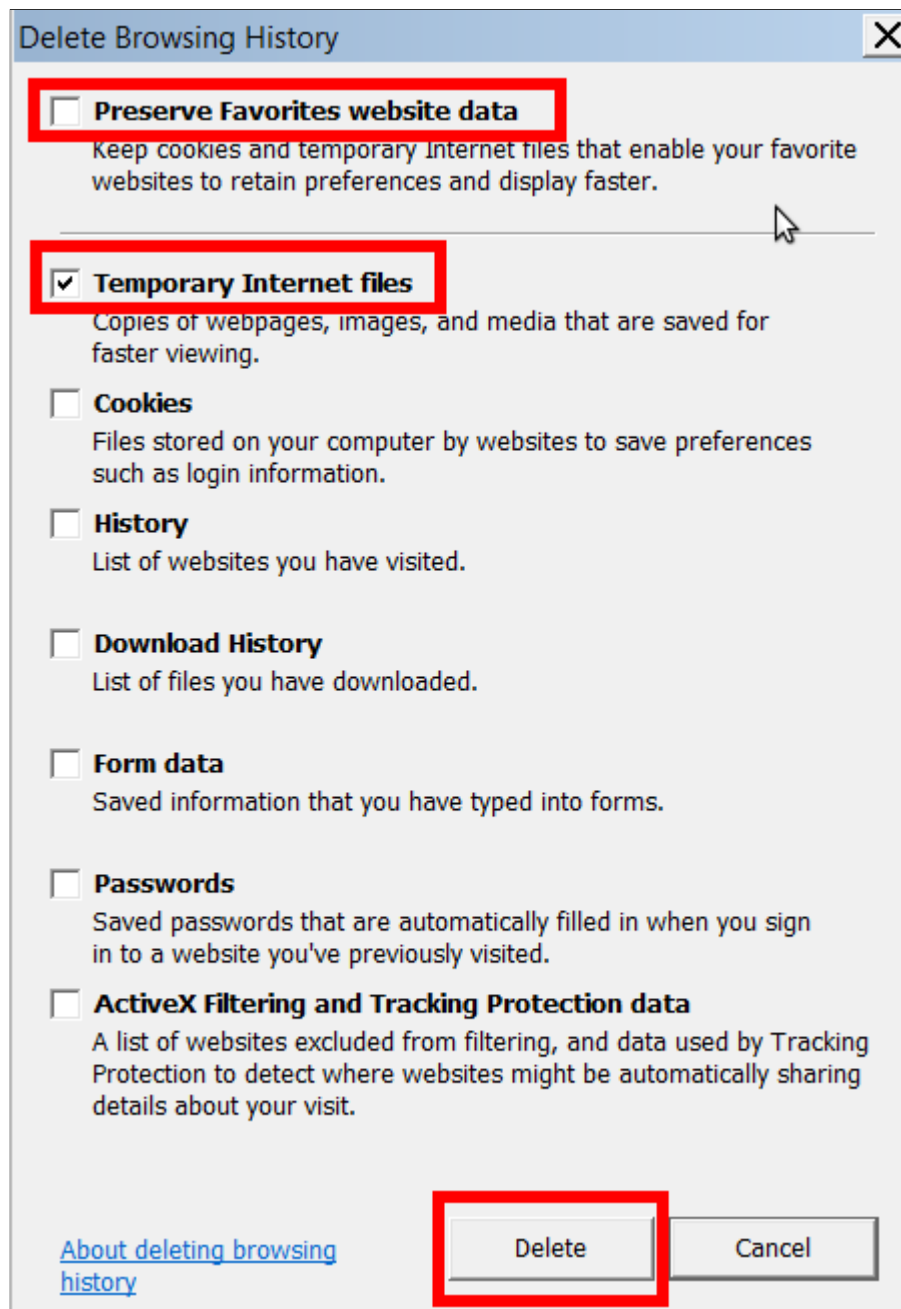
1. On the top right bar, click the  settings button.
2. Select **Safety**.
3. Select **Delete browsing history....**
4. Be sure Preserve Favorites website data is **NOT** checked.
→ This will not delete any of your favorites or websites.
5. Be sure **Temporary Internet Files** IS checked.
6. Click **Delete**.

Graphical Walkthrough

1. Click the settings button, select **Safety**, and click **Delete browsing history...** If there is no settings button, press **alt** on the keyboard, select **Tools** from the menu bar, and choose **Delete browsing history...** from the drop-down menu.




2. Be sure **Preserve Favorites website data** is NOT checked and that **Temporary Internet Files** is checked. Click Delete. Now, open/refresh the eGauge page.



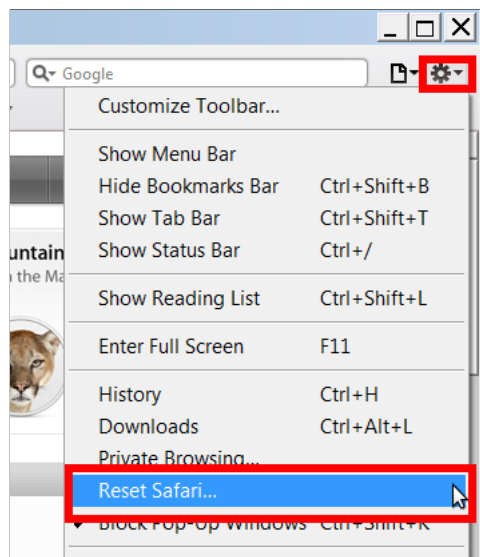
3.2.4 Clearing the cache in Safari

Quick Instructions (See images below for detailed walkthrough):

1. On the top right bar, click the settings button .
2. Select **Reset Safari** from the drop down menu.
3. Be sure Remove all website data is checked and click **Reset**.

Graphical Walkthrough

1. Click the **Settings** button, and **Reset Safari**.



2. Be sure **Remove all website data** is checked and click **Reset**. Now, open/refresh the eGauge page.

