

Clearing Browser Cache

There are a wide variety of reasons you may want to clear you browser's cache. Often it is an essential step in the troubleshooting process for webapp failures. Documented below is the steps necessary on a variety of platforms and browsers. This page is a work in progress, if you know a browser that isn't on here or have pictures that aren't here, please take the time to add them.

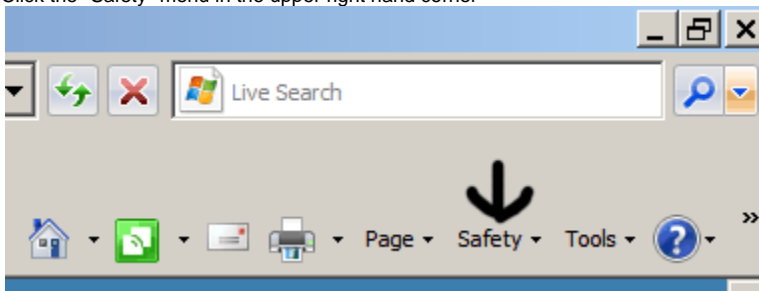
- [Windows](#)
 - [Internet Explorer](#)
 - [Internet Explorer 8](#)
 - [Internet Explorer 7 and Below](#)
 - [Firefox](#)
 - [Firefox 3.5 and Newer](#)
 - [Firefox 3.0](#)
 - [Google Chrome](#)
 - [\(more recent\) Google Chrome v12.0.742.124](#)
 - [\(older\) Google Chrome](#)
- [Mac OSX](#)
 - [Safari](#)
 - [Firefox \(Mac\)](#)
 - [Firefox 3.5 and Newer \(Mac\)](#)
 - [Firefox 3.0 \(Mac\)](#)
 - [Opera \(Mac\)](#)

Windows

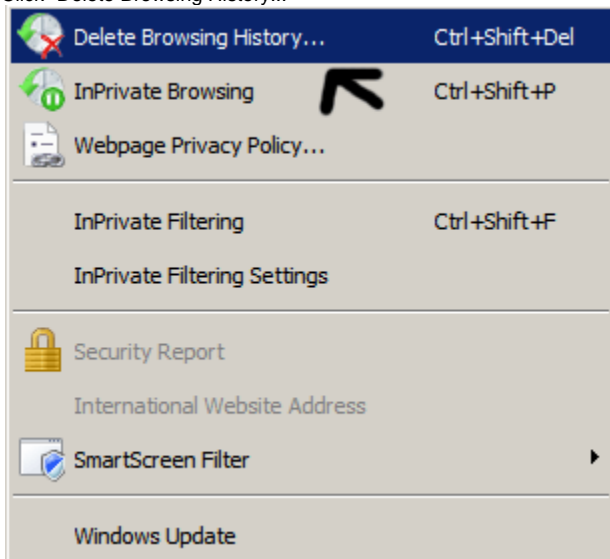
Internet Explorer

Internet Explorer 8

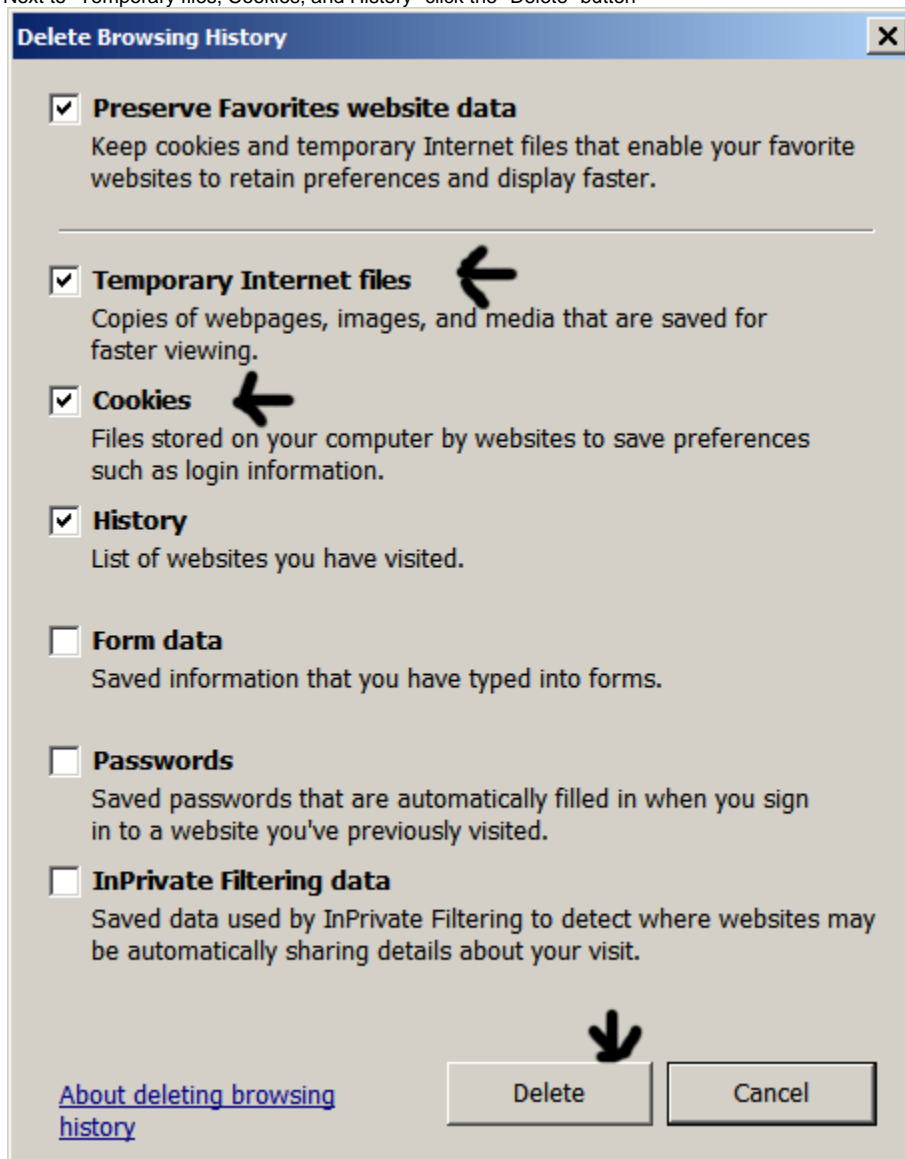
1. Click the "Safety" menu in the upper right hand corner



2. Click "Delete Browsing History..."



3. Next to "Temporary files, Cookies, and History" click the "Delete" button



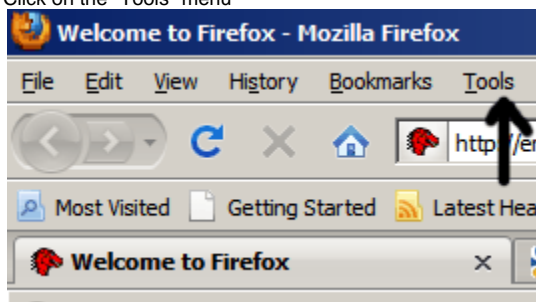
Internet Explorer 7 and Below

1. Click the "Tools" menu
2. Select "Delete Browsing History"
3. Next to "Temporary files" click the "Delete" button
4. To delete cookies, click the "Delete Cookie" button
5. Click the "Close"

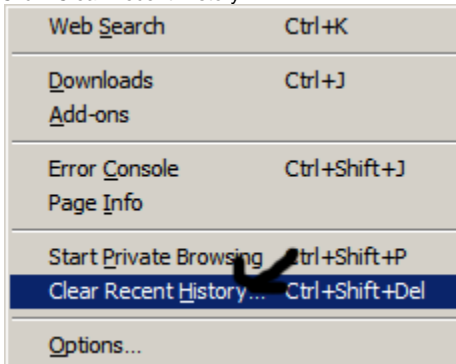
Firefox

Firefox 3.5 and Newer

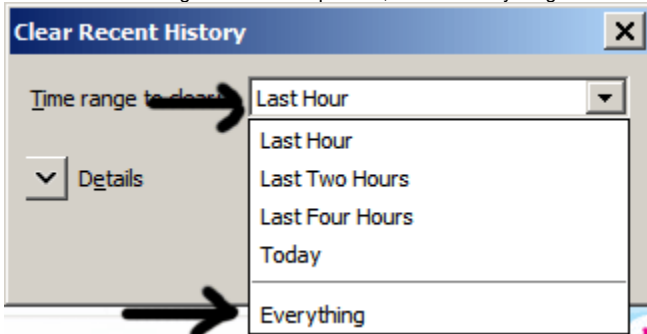
1. Click on the "Tools" menu



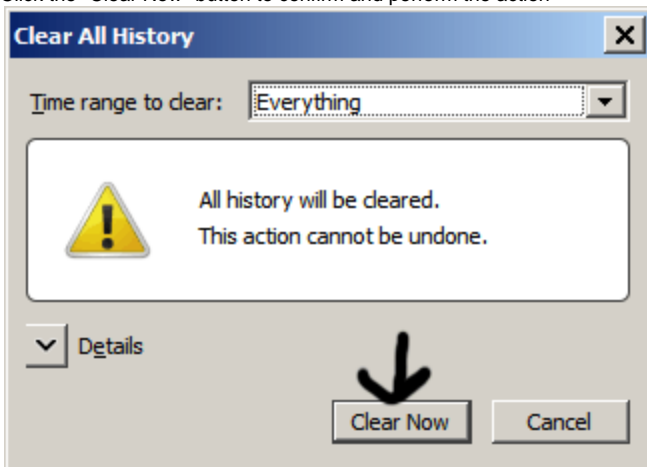
2. Click "Clear Recent History..."



3. From the "Time Range to Clear" drop down, choose everything



4. Click the "Details" drop down arrow and choose what to delete
5. Click the "Clear Now" button to confirm and perform the action



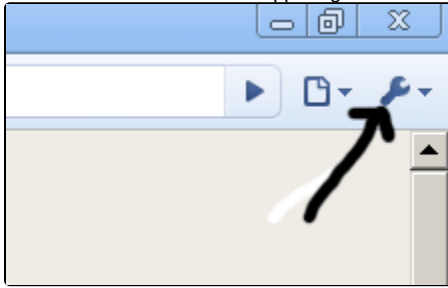
Firefox 3.0

1. Click on the "Tools" menu in the menu bar
2. Click "Clear Private Data"
3. Ensure Cache & Cookies is checked
4. Click "Clear Private Data Now" to confirm and perform the action

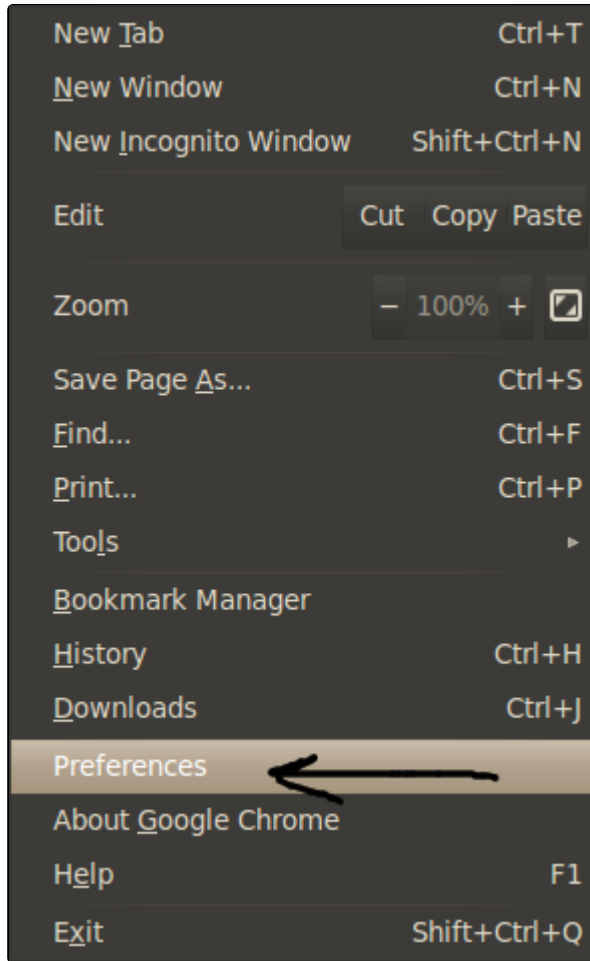
Google Chrome

(more recent) Google Chrome v12.0.742.124

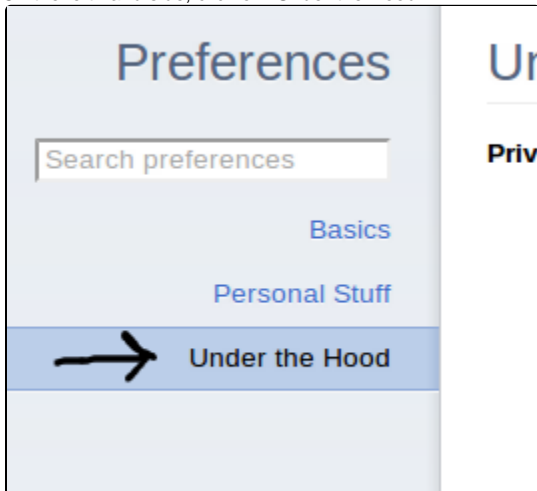
1. Click the wrench menu in the upper right corner



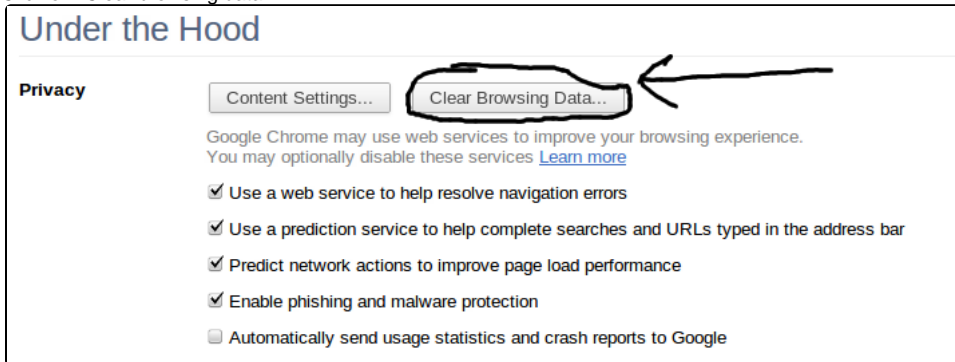
2. Click "Preferences"



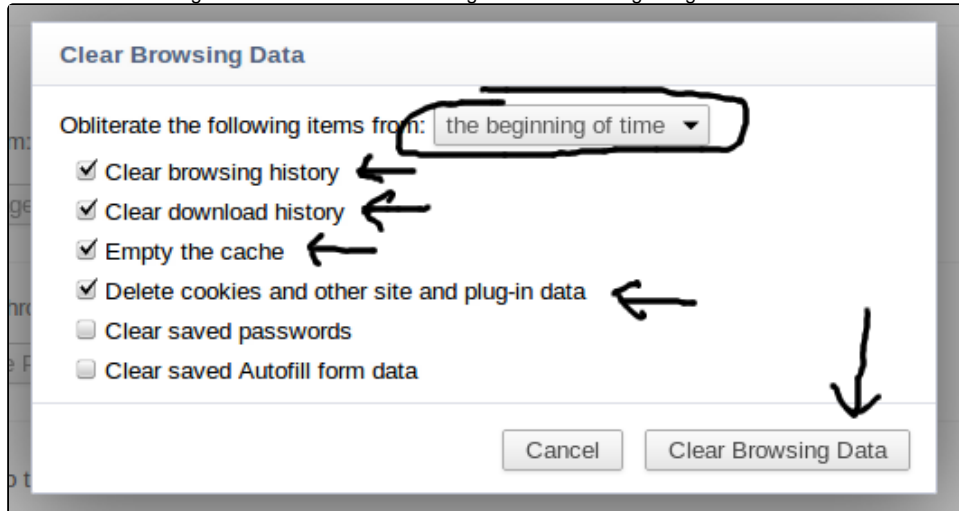
3. On the left hand side, click on "Under the Hood"



- Click on "Clear browsing data"

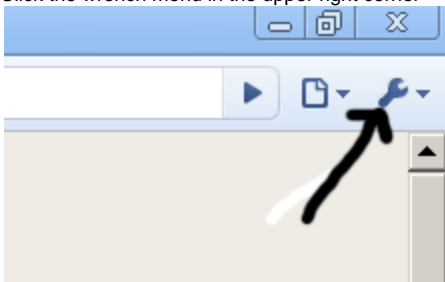


- Make sure the following are checked and the time range is set to "the beginning of time"

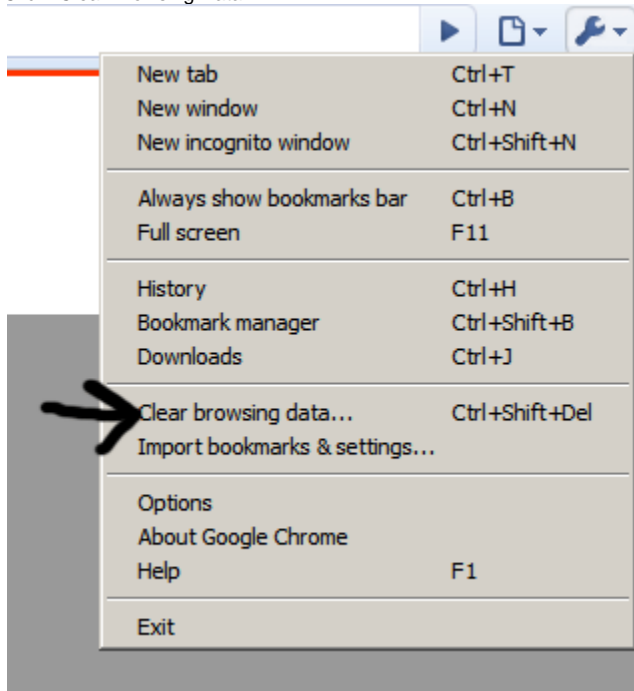


- Click on "Clear browsing data"
(older) Google Chrome

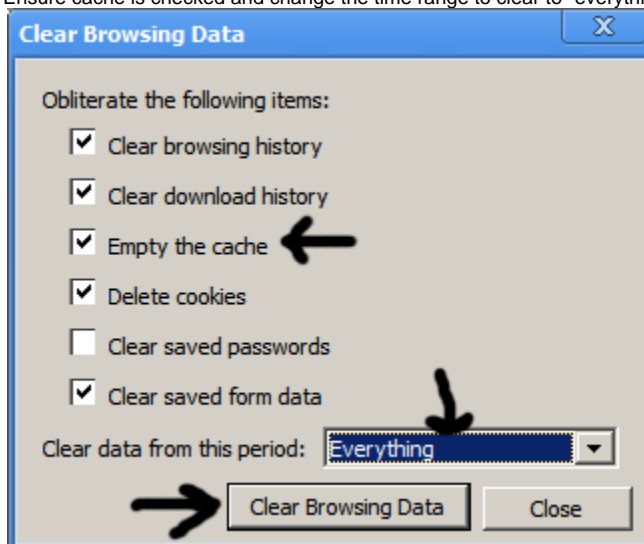
- Click the wrench menu in the upper right corner



2. Click "Clear Browsing Data..."



3. Ensure cache is checked and change the time range to clear to "everything"

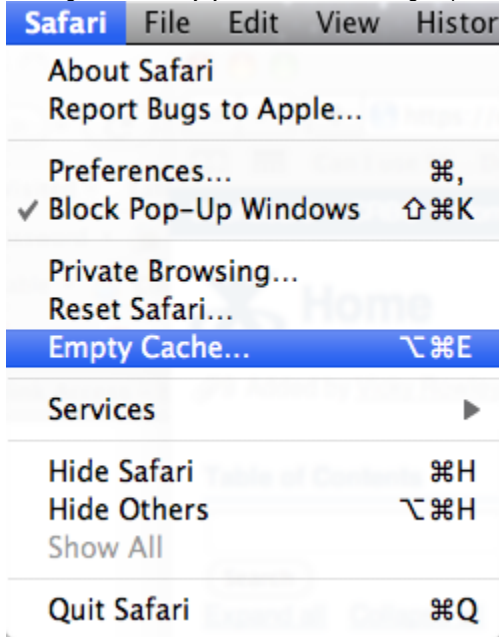


4. Click "Clear Browsing Data"

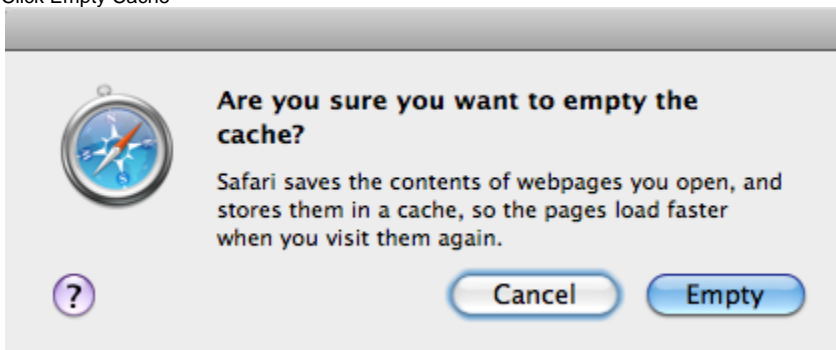
Mac OSX

Safari

Clearing cache is easy, just follow the following steps:



1. Click on Safari in the menu bar (should be the only bolded option and immediately to the right of the Apple menu)
2. Click Empty Cache

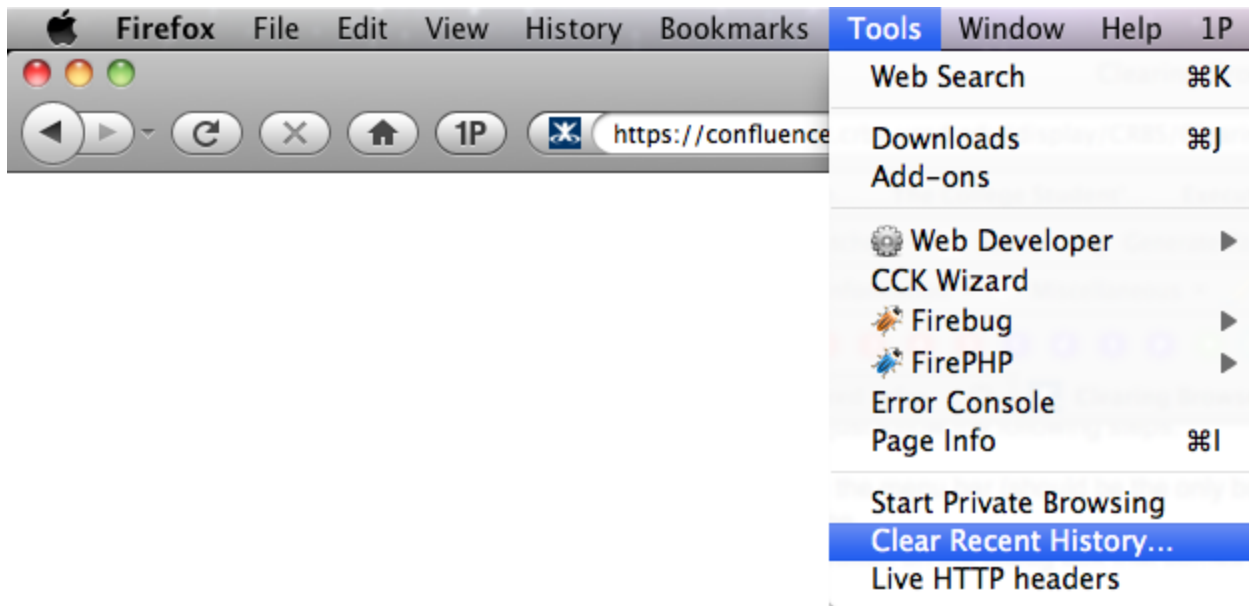


3. Click the Empty button on the dialog box that comes up.

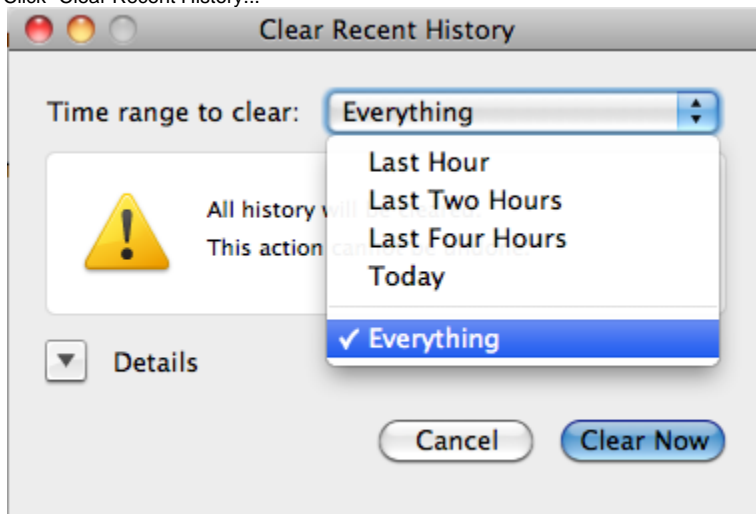
A keyboard shortcut exists: apple key+alt/option+e then hit enter to confirm the deletion.

Firefox (Mac)

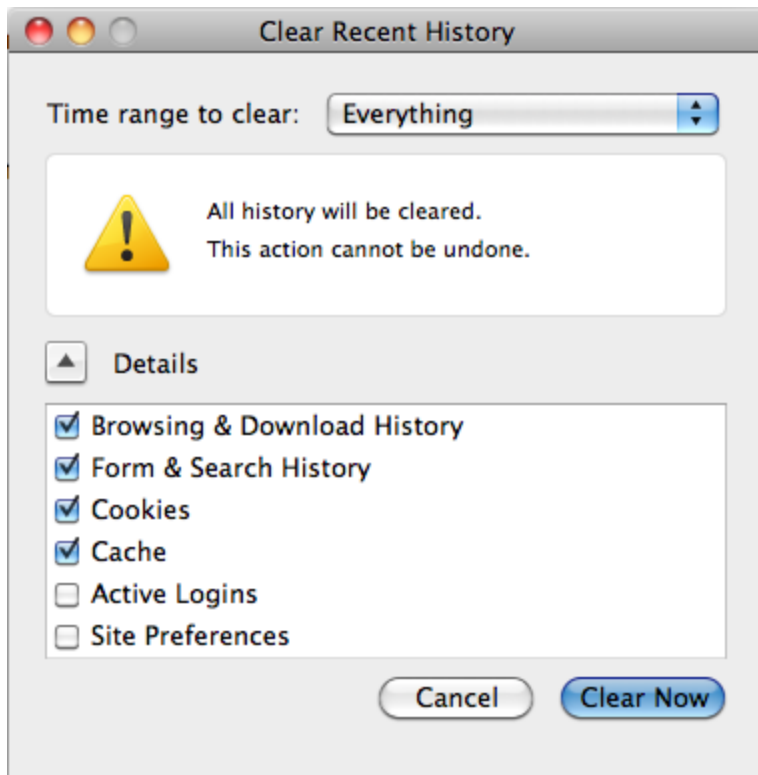
Firefox 3.5 and Newer (Mac)



1. Click on the "Tools" menu in the menu bar
2. Click "Clear Recent History..."



3. From the "Time Range to Clear" drop down, choose everything
 - If you want to see what is cleared, click the details button



1. Click the "Clear Now" button to confirm and perform the action

Firefox 3.0 (Mac)

1. Click on the "Tools" menu in the menu bar
2. Click "Clear Private Data"
 - Ensure Cache & Cookies is checked
3. Click "Clear Private Data Now" to confirm and perform the action

Opera (Mac)

1. Click on the "Tools" menu in the menu bar
2. Click "Delete Private Data..."
3. Click the "Delete" button to confirm the action