Clear Internet Explorer and Silverlight Cache

This process is completed by GoServicePro users.

This article reviews the steps to clear the Internet Explorer and Silverlight Caches, as well as clearing the cache in Chrome and Firefox when necessary.

Video: GoServicePro: Clear Browser Cache

Note: You may be directed to clear your Internet Explorer cache when troubleshooting issues with GoServicePro, or when updates have been applied to the GoServicePro system. If you have multiple browsers on your computer (such as Chrome or Firefox), it is recommended to clear the cache in these browsers as well. Follow the steps below to clear your cache in Internet Explorer, Silverlight, Chrome, and Firefox.

Clearing the Internet Explorer Browser Cache

- 1. Launch Internet Explorer.
- 2. Click the **Tools** icon (circled below) in the upper right-hand corner.



3. Click on Safety and then Delete Browsing History.

4. Verify that the boxes checked match the screenshot below.



5. Click the **Delete** button. You will get a confirmation that your cache has been deleted. **Clearing the Silverlight Cache**

Note: The Silverlight cache should only be cleared when troubleshooting extreme situations, as clearing this cache may cause you to lose personalized settings in GoServicePro. <u>Clear this cache only when you are directed to</u>.

- 1. Navigate to the GoServicePro login page.
- 2. Using your mouse, right-click anywhere on the page. A Silverlight button will appear.
- 3. Click the Silverlight button (referenced above) to open the Silverlight Configuration window.

Wicrosoft Silverlight Configuration			8
About Updates Playback Webcam / Mic Permissions Appli	ication Storage		
The following Web sites are currently using application storage More information	on your computer		
Web site	Current (MB)	Quota (MB)	
http://gsp.daktronics.lan/	0.0	1.0	
Enable application storage	Delete	. Delete all	
		OK Cano	el

- 4. Click on the **Application Storage** tab.
- 5. Click Delete All ...
- 6. Click **Yes** on the popup to confirm deletion of application storage.
- 7. Close the Silverlight Configuration window by clicking either:
 - The **OK button**
 - The **Red X** in the top-right corner of the window

Clearing the Cache in Other Browsers

Google Chrome:

- 1. In the top-right corner of Chrome, click the Chrome menu \blacksquare .
- 2. Select More tools > Clear browsing data.
- 3. In the dialog box that appears, select all checkboxes to ensure that all items are cleared.

ſ	Clear browsing data	×
r	Obliterate the following items from: the beginning of time 💌	
	✓ Browsing history	
	Download history	
L	Cookies and other site and plug-in data	
4	Cached images and files	
ł	Passwords	
L	Autofill form data	
L	✓ Hosted app data	
l	Content licenses	
c	Learn more Clear browsing data Cancel	
	Saved content settings and search engines will not be cleared and may reflect your browsing habits.	

- 4. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
- 5. Click Clear browsing data.

Mozilla Firefox

0	General	Advanced						
٩	Search	General	Data Choices	Network	Update	Certificates		
	Content	C						
÷	Privacy	Configure how Firefox con	Connection Configure how Firefox connects to the Internet Settings					
₽	Security	Cached Web Content						
¢	Sync	Your web content cache is currently using 350 MB of disk space						
٤	Advanced	Override automatic ca	MB of space					

- 1. Click the Menu button **=** and choose **Options**.
- 2. Select the **Advanced** panel.
- 3. Click on the **Network** tab.
- 4. In the **Cached Web Content** section, click Clear Now.