



Windows PC

Clearing Web Browser and Java Caches

User Guide

R002

Standard

March 2016



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Chapter 1: Document History

Document Revision	Date	Comment
R002	March 2016	Updated with Viavi rebranding and minor changes.
R001	March 2015	First release.



Chapter 2: About this Guide

Notice

Every effort was made to ensure that the information in this manual was accurate at the time of printing. However, information is subject to change without notice, and Viavi reserves the right to provide an addendum to this manual with information not available at the time that this manual was created.

Purpose and Scope

The purpose of this guide is to help you clear the web browser cache (also known as the browsing history) and Java cache (also known as temporary internet files) on a PC running the Windows 7 operating system. This guide includes instructions for performing these tasks.

Assumptions

This document is intended for users who need to clear the web browser and/or Java caches on their PC.

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Chapter 3: Clearing Web Browser Cache

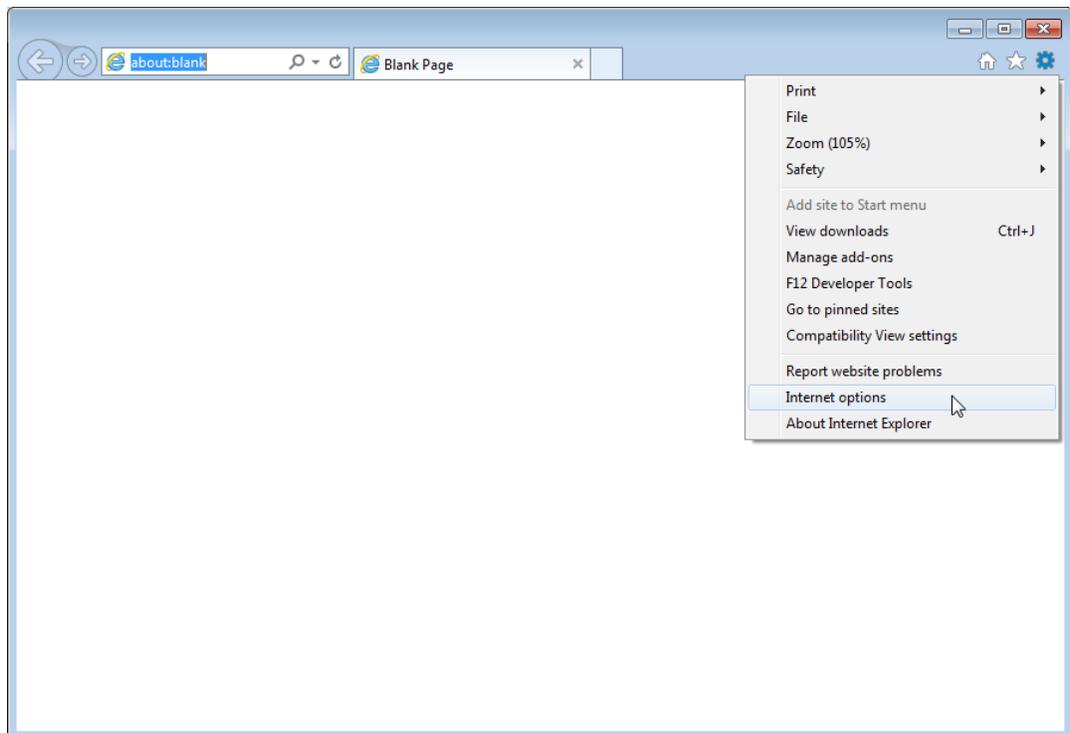
This chapter describes procedures for clearing the cache (browsing history) from a web browser installed on a PC running the Windows 7 operating system. However, the procedures should be similar for other operating systems.

How to clear Microsoft Internet Explorer cache

This procedure was written using Microsoft Internet Explorer 11 (11.0.9600.18163) but in general is applicable to other release versions

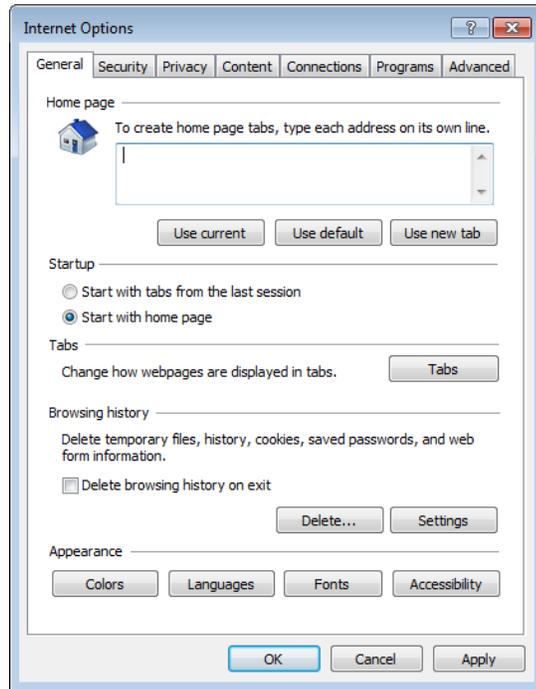
- 1) Close all open Internet Explorer windows
- 2) Open Internet Explorer and select “Internet Options” from the Tools menu

Figure 1: Microsoft IE Tools menu



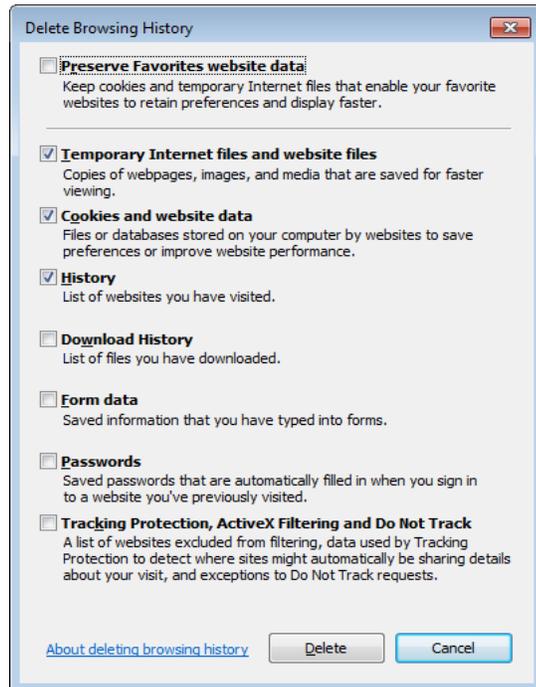
- 3) Click the “Delete...” button under Browsing history

Figure 2: Microsoft IE Internet Options Window



- 4) Ensure “Preserve Favorites website data” is unchecked, and “Temporary Internet files and website files”, “Cookies and website data” and “History” are checked, then click the “Delete” button

Figure 3: Microsoft IE Delete Browsing History window



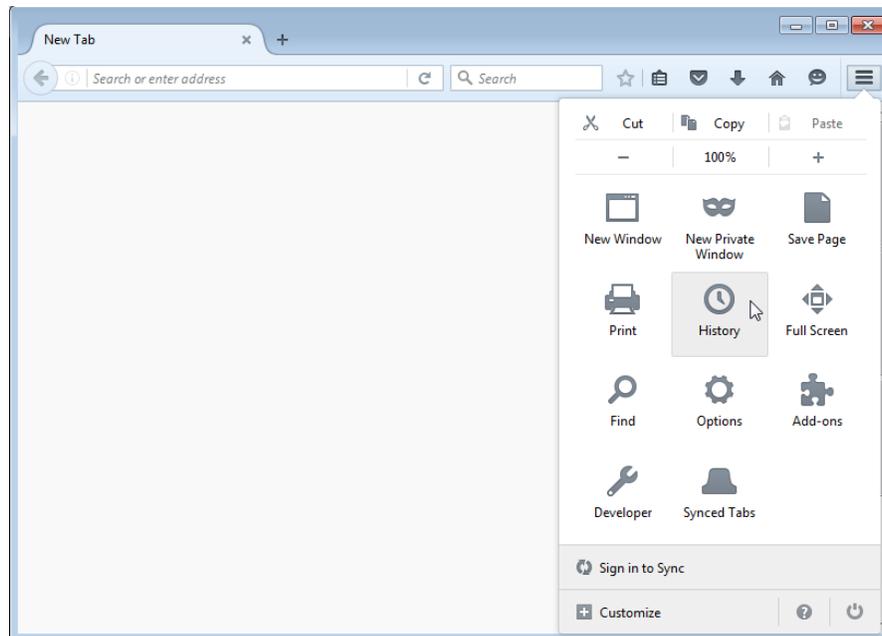
- 5) Click the “OK” button on the Internet Options window

How to clear Mozilla FireFox cache

This procedure was written using Mozilla FireFox 45.0.1 but in general is applicable to other release versions

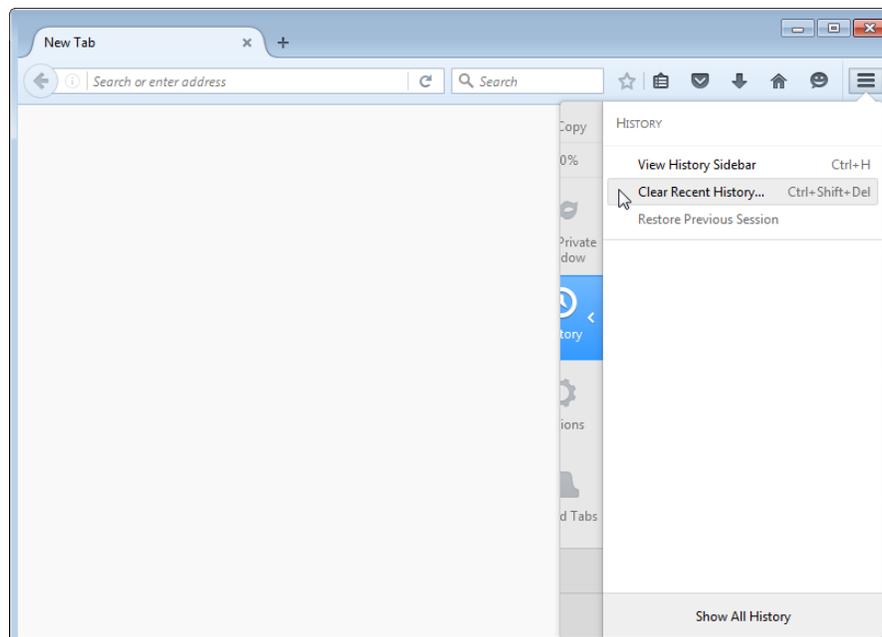
- 1) Close all open FireFox windows
- 2) Open FireFox, click the “Open menu” button, and click “History”

Figure 4: Mozilla FireFox main menu



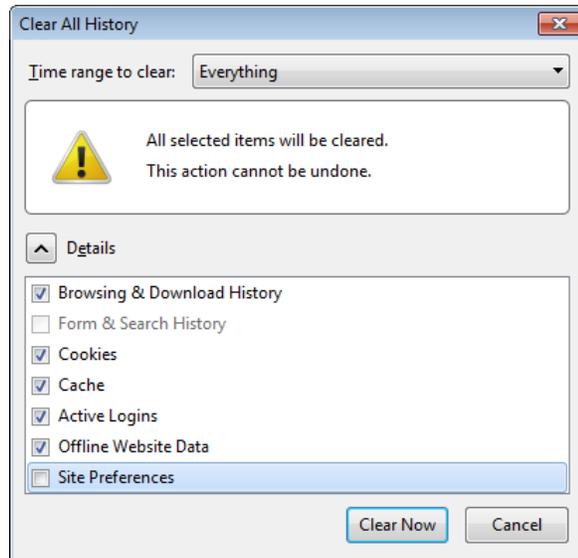
- 3) Select “Clear Recent History...” from the History menu

Figure 5: Mozilla FireFox History menu



- 4) Select “Everything” for “Time range to clear:”, and ensure “Browsing & Download History”, “Cookies”, “Cache”, “Active Logins” and “Offline Website Data” are checked under Details

Figure 6: Mozilla FireFox Clear All History window



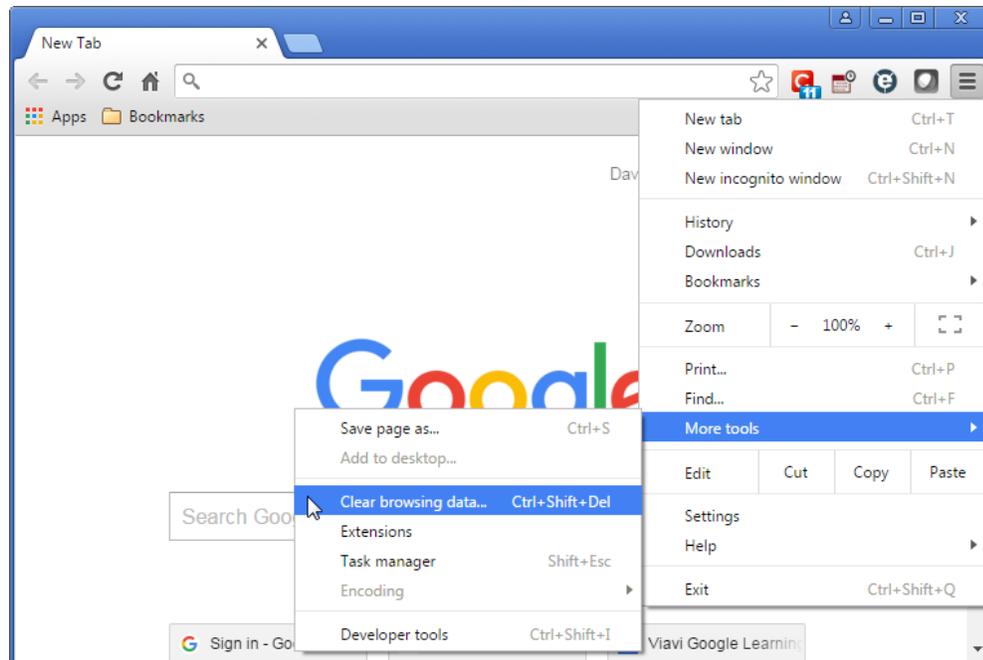
- 5) Click the “Clear Now” button

How to clear Google Chrome cache

This procedure was written using Google Chrome Version 49.0.2623.87 but in general is applicable to other release versions

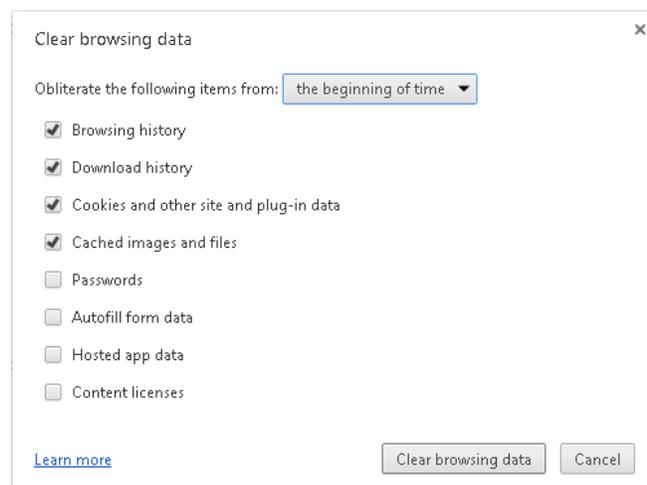
- 1) Close all open Chrome windows
- 2) Open Chrome, click on the Customize and control Google Chrome menu next to the URL field, select “More tools”, and then select “Clear browsing data”

Figure 7: Google Chrome More tools menu



- 3) Select “the beginning of time” for “Obliterate the following items from:”, and ensure the “Browsing History”, “Download History”, “Cookies and other site and plug-in data” and “Cached images and files” are checked

Figure 8: Google Chrome Clear browsing data window



- 4) Click the “Clear browsing data” button

Chapter 4: Clearing Java Cache

This chapter describes the procedure for clearing the Java cache (temporary internet files) on a PC running Microsoft Windows 7, but in general is applicable to other OS versions.

How to clear Java cache

This procedure was written using Java Version 8 Update 73 but in general is applicable to other release versions

- 1) Close all open browsers and running Java applications (i.e. Viavi GUIs, etc.)
- 2) Open the “Control Panel” from the Windows Start menu. It will be in Category or Icon view depending on how it was last used.

Figure 9: Windows Control Panel home page (Category view)

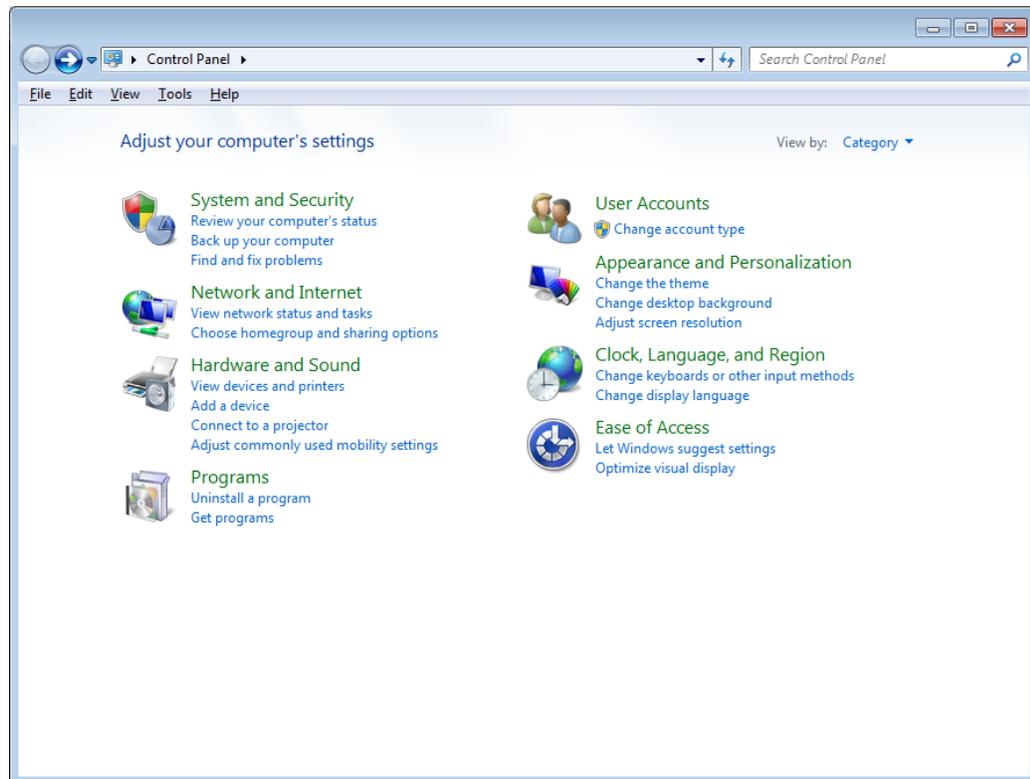
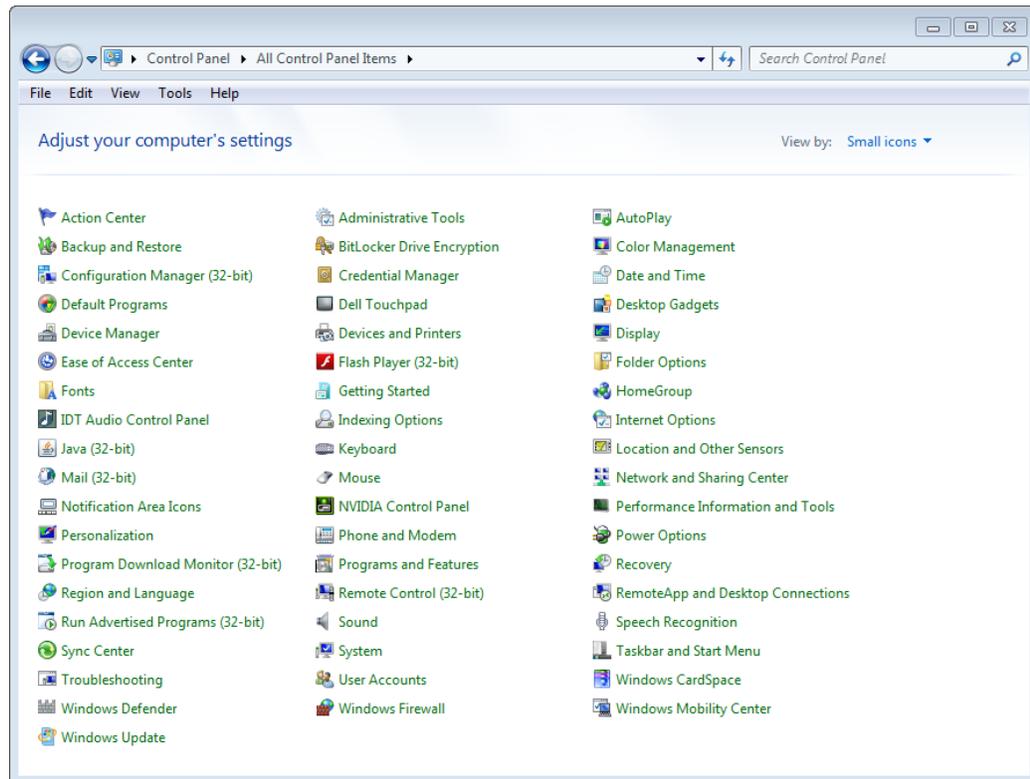
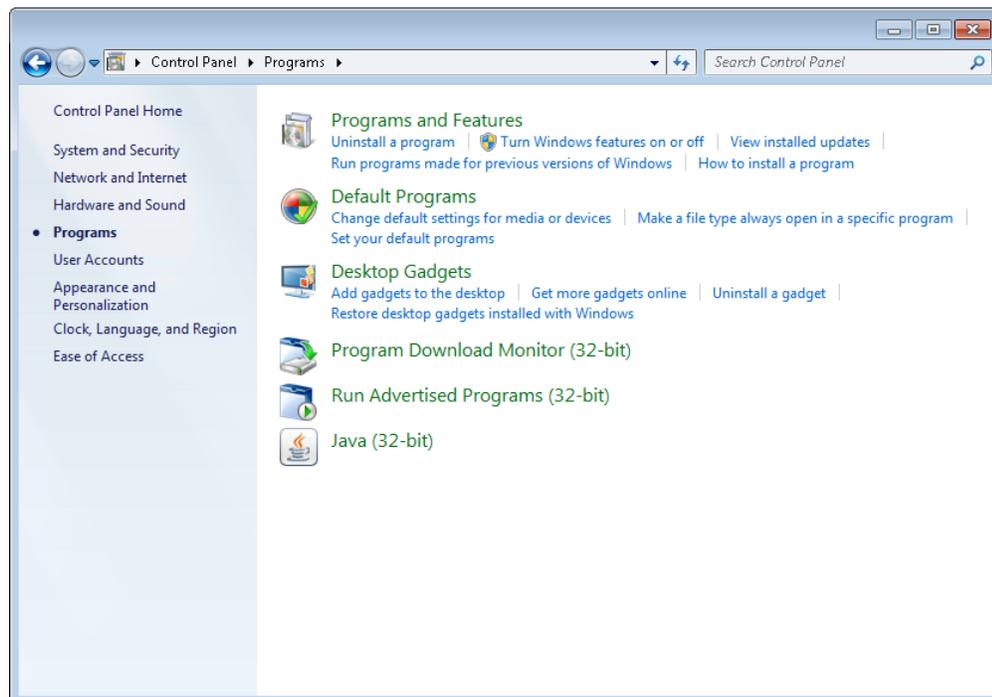


Figure 10: Windows Control Panel home page (Icon view)



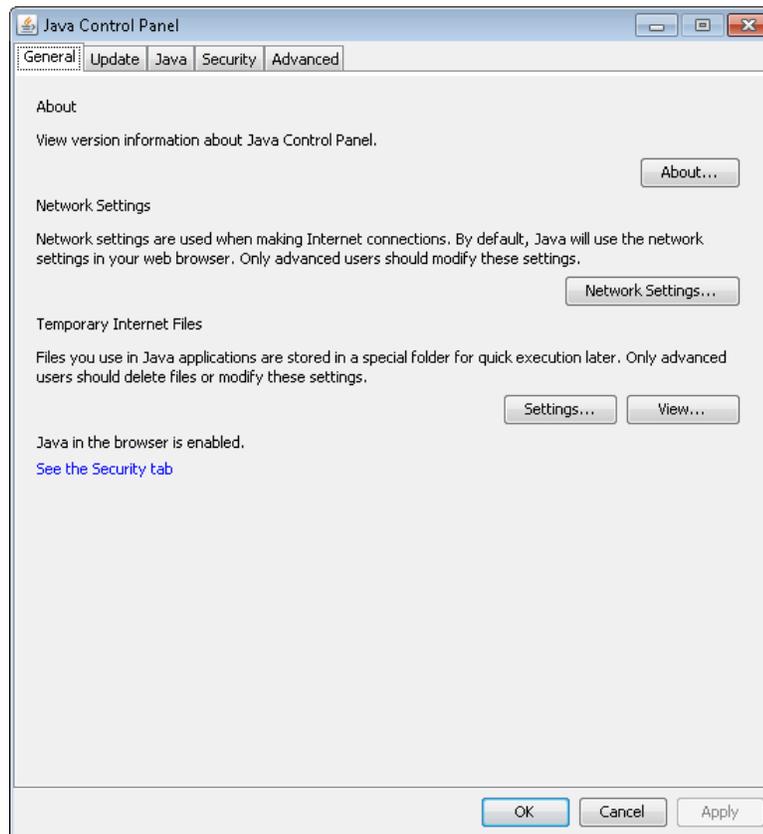
3) If in Category view, click "Programs"

Figure 11: Windows Control Panel Programs page



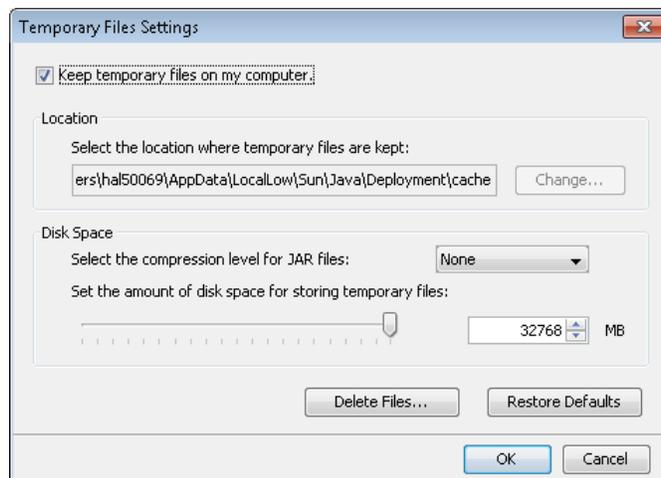
- 4) Click the Java icon to open the Java Control Panel

Figure 12: Java Control Panel window



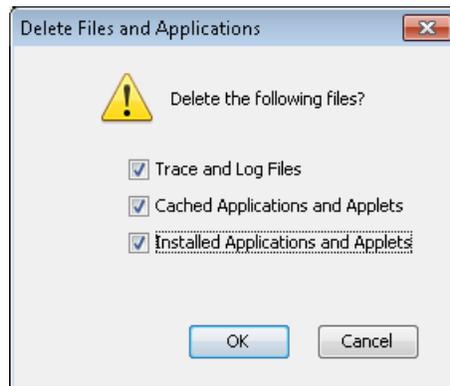
- 5) Click the “Settings...” button under Temporary Internet Files

Figure 13: Java Temporary File Settings window



- 6) Click the "Delete Files..." button

Figure 14: Java Delete Files and Applications window



- 7) Click the "OK" button on the Temporary File Settings window
- 8) Click the "OK" button on the Java Control Panel window.
- 9) Close the Windows Control Panel

Chapter 5: Technical Support

Getting Help

If you need assistance or have questions related to the use of this product, call or e-mail Viavi Solutions Technical Assistance Center for technical support.

You may visit the Viavi Solutions Technical Assistance page using the following link. Select your country and product to find the technical assistance phone number and email for your region.

<http://www.viavisolutions.com/en-us/services-and-support/support/technical-assistance>

For more information, contact Viavi Solutions or your local sales representative.

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EMEA	+49 7121 86 1345 Hotline.Europe@viavisolutions.com
APAC	Visit the Technical Assistance page at www.viavisolutions.com TAC.APAC@viavisolutions.com

Chapter 6: Glossary

Term	Definition
APAC	Asia-Pacific
Cache	Repository for stored data that is used to expedite the process of retrieving data
Chrome	Open-source web browser software application developed by Google
EMEA	Europe, Middle East, and Africa
FireFox	Open-source web browser software application developed by Mozilla
Folder	Storage location on a computer drive for grouping together files and folders as a means of organizing the file system. A term used by Windows and other operating systems, and synonymous with “directory”.
Internet Explorer	Web browser software application developed by Microsoft.
Java	General purpose programming language designed to develop programs to run on virtually any computer, and for use in the distributed environment of the Internet
Java Cache	Cache, typically on local hard drive, used for storage of Java applets so they are not downloaded each time they are referenced
LA	Latin America
NA	North America
PC	Personal Computer (i.e. desktop workstation or laptop)
TAC	Technical Assistance Center
Web Browser	Software application used for accessing, navigating, searching, and displaying content from the World Wide Web (Internet).
Browser Cache	Cache, typically on local hard drive, used for temporary storage of files downloaded from web sites (i.e. HTML pages, images, etc.) so they can be quickly loaded when the page is re-visited
Windows	Computer operating system with a graphical user interface, developed by Microsoft

