How to clear the web browser cache

This fact sheet contains instructions to help Strategic Information and Business Intelligence (SIBI) users clear their Internet Explorer, Safari, Firefox or Google Chrome web browser cache. This step is required to ensure that SIBI reports display correctly in the upgraded version of OBIEE from Monday 25 May 2015.

Note: Prior to clearing the cache, please press Ctrl+F5 to ensure reports display properly.

### Internet Explorer

<table>
<thead>
<tr>
<th>No.</th>
<th>Activity</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Via the Gear icon, click <em>Safety &gt; Delete browsing history.</em></td>
<td><img src="image" alt="Internet Explorer screenshot" /></td>
</tr>
<tr>
<td>2</td>
<td>Under <em>Delete Browsing History</em>, Select the Temporary Internet Files and Cookies checkboxes and click <em>Delete.</em></td>
<td><img src="image" alt="Internet Explorer screenshot" /></td>
</tr>
</tbody>
</table>

### Firefox

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<tbody>
<tr>
<td>1</td>
<td>Via the Three Lines icon, click <em>History &gt; Clear Recent History.</em></td>
<td><img src="image" alt="Firefox screenshot" /></td>
</tr>
</tbody>
</table>
| 2   | Using the Clear All History menu:  
  a) In the *Time range to clear* drop-down menu select everything  
  b) Click *Details* and select the Cache and Offline Website data checkboxes.  
  c) Click *Clear Now.* | ![Firefox screenshot](image) |

### Safari

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<tbody>
<tr>
<td>1</td>
<td>Click <em>Safari &gt; Preferences.</em></td>
<td><img src="image" alt="Safari screenshot" /></td>
</tr>
<tr>
<td>2</td>
<td>Select the <em>Privacy</em> tab and click <em>Remove All Website Data.</em></td>
<td><img src="image" alt="Safari screenshot" /></td>
</tr>
<tr>
<td>3</td>
<td>Click <em>Remove Now</em> in the pop up window that appears.</td>
<td><img src="image" alt="Safari screenshot" /></td>
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</table>

### Chrome

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<tr>
<td>1</td>
<td>Via the Chrome icon click <em>More tools &gt; Clear browsing data.</em></td>
<td><img src="image" alt="Chrome screenshot" /></td>
</tr>
</tbody>
</table>
| 2   | Using the Clear browsing data menu:  
  a) In the *Obliterate the following items from:* drop-down menu select from the beginning of time  
  b) Select the Cookies and other site plug-in data and Cache images and files checkboxes.  
  c) Click *Clear browsing data.* | ![Chrome screenshot](image) |

### Further information

For further information around clearing your web browser cache, please contact the SIBI Team on pio.sibi@sydney.edu.au. General information about the SIBI Program is available via the Staff Intranet and SIBI Yammer group.