

## Windows PC

## **Clearing Web Browser and Java Caches**

### **User Guide**

R002 Standard March 2016

# Contents

Chapter 1: Document History
Chapter 2: About this Guide
Notice
Chapter 3: Clearing Web Browser Cache
How to clear Microsoft Internet Explorer cache
Chapter 4: Clearing Java Cache
How to clear Java cache12
Chapter 5: Technical Support
Getting Help
Chapter 6: Glossary17

# **Figures**

Figure 1: Microsoft IE Tools menu	7
Figure 2: Microsoft IE Internet Options Window	
Figure 3: Microsoft IE Delete Browsing History window	
Figure 4: Mozilla FireFox main menu	
Figure 5: Mozilla FireFox History menu	9
Figure 6: Mozilla FireFox Clear All History window	10
Figure 7: Google Chrome More tools menu	
Figure 8: Google Chrome Clear browsing data window	11
Figure 9: Windows Control Panel home page (Category view)	12
Figure 10: Windows Control Panel home page (Icon view)	13
Figure 11: Windows Control Panel Programs page	13
Figure 12: Java Control Panel window	
Figure 13: Java Temporary File Settings window	14
Figure 14: Java Delete Files and Applications window	



# **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

(今) 🕘 about:blank ター C 🦉 Blank Page 🗙	🙃 숬 🌞
	Print > File >
	Zoom (105%)
	Safety >
	Add site to Start menu View downloads Ctrl+J
	Manage add-ons
	F12 Developer Tools
	Go to pinned sites Compatibility View settings
	Report website problems
	Internet options
	About Internet Explorer

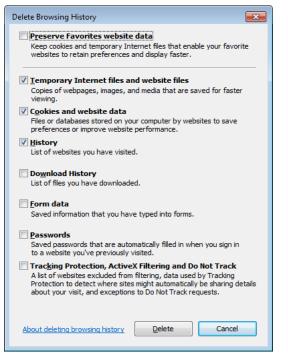
3) Click the "Delete..." button under Browsing history

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
· · · · · · · · · · · · · · · · · · ·
Use current Use default Use new tab
Startup
Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

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

New Tab × +		
(C) Search or enter address	iearch 📩 📩	
	X Cut	Copy Daste
		100% +
		∞
	New Window	v New Private Save Page Window
	Print	History Full Screen
	۶ Find	Options Add-ons
	<b>J</b> Developer	Synced Tabs
	🚺 Sign in to S	Sync
	+ Customize	@ U

3) Select "Clear Recent History..." from the History menu

#### Figure 5: Mozilla FireFox History menu

New Tab × +		
( Search or enter address	C Q Search	☆ 🖻 🛡 🖡 🎓 🚍
	Сору	HISTORY
	0%	View History Sidebar Ctrl+H
	a	Clear Recent History Ctrl+Shift+Del
	Private	Restore Previous Session
	dow	
	. C	
	tory	
	ions	
	d Tab	
	0 100	
		Show All History

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

Clear All History
Time range to clear: Everything
All selected items will be cleared. This action cannot be undone.
D <u>e</u> tails
☑ Browsing & Download History
Form & Search History
Cookies
✓ Cache
Active Logins
Offline Website Data
Site Preferences
Clear Now Cancel

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

New Tab X						
← → C ⋒			ź	५ 🖪	<b>e</b> 0	
🔛 Apps 📋 Bookmarks			New tab			Ctrl+T
			New windo	w		Ctrl+N
		Dav	New incogr	nito windo	w Ctrl+	Shift+N
			History			۱.
			Downloads			Ctrl+J
			Bookmarks			•
			Zoom	- 1	.00% +	20
	C		Print			Ctrl+P
			Find			Ctrl+F
	Save page as	Ctrl+S	More tools			×
	Add to desktop		Edit	Cut	Сору	Paste
Search Goog	Clear browsing data	Ctrl+Shift+Del	Settings			
Search 600	Extensions		Help			•
	Task manager	Shift+Esc	, icip			
	Encoding	Þ	Exit		Ctrl+	Shift+Q
G Sign in - Go	Developer tools	Ctrl+Shift+I	Viavi Google Le	arning		-

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	8: Google	<b>Chrome Clear</b>	browsing data	window
----------	-----------	---------------------	---------------	--------

Clear browsing data	×	
Obliterate the following items from: the beginning of time 💌		
🕑 Browsing history		
🕑 Download history		
🕑 Cookies and other site and plug-in data		
🗹 Cached images and files		
Passwords		
Autofill form data		
Hosted app data		
Content licenses		
Learn more Clear browsing data Cancel	]	

4) Click the "Clear browsing data" button



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.

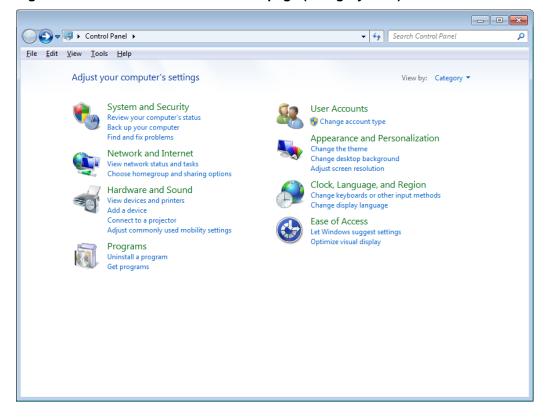


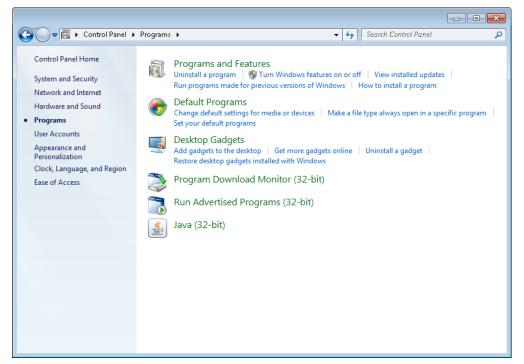
Figure 9: Windows Control Panel home page (Category view)

🗿 🕞 🗢 📴 🕨 Control Panel 🕨 All Con	ntrol Panel Items 🕨	← ← Search Control Panel
File Edit View Tools Help		
Adjust your computer's settings		View by: Small icons ▼
🏲 Action Center	🔞 Administrative Tools	🖪 AutoPlay
🐌 Backup and Restore	🏘 BitLocker Drive Encryption	💶 Color Management
ᡀ Configuration Manager (32-bit)	Credential Manager	Date and Time
👦 Default Programs	Dell Touchpad	📑 Desktop Gadgets
🚔 Device Manager	devices and Printers	🛄 Display
Ease of Access Center	📕 Flash Player (32-bit)	F Folder Options
💦 Fonts	📇 Getting Started	🌏 HomeGroup
🗾 IDT Audio Control Panel	🔒 Indexing Options	🔂 Internet Options
🕌 Java (32-bit)	🕮 Keyboard	Location and Other Sensors
Mail (32-bit)	Mouse	騹 Network and Sharing Center
🛄 Notification Area Icons	🛃 NVIDIA Control Panel	Performance Information and Tools
Personalization	🛄 Phone and Modem	😼 Power Options
📑 Program Download Monitor (32-bit)	Programs and Features	Recovery
🔊 Region and Language	丹 Remote Control (32-bit)	🐻 RemoteApp and Desktop Connections
🐻 Run Advertised Programs (32-bit)	🛋 Sound	👵 Speech Recognition
🔞 Sync Center	🕎 System	🔔 Taskbar and Start Menu
I Troubleshooting	& User Accounts	📑 Windows CardSpace
🕍 Windows Defender	💣 Windows Firewall	🖼 Windows Mobility Center
Windows Update		

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

🖆 Java Control Panel		
General Update Java Security Advanced		
About		
View version information about Java Control Panel.		
	About	
Network Settings		
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.		
Net	work Settings	
Temporary Internet Files		
Files you use in Java applications are stored in a special folder for quick execution late users should delete files or modify these settings.	r. Only advanced	
Settings	View	
Java in the browser is enabled.		
See the Security tab		
ОК	ancel Apply	

5) Click the "Settings..." button under Temporary Internet Files

Figure 13: Java Temporary File Settings window

Temporary Files Settings
V Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
ers\hal50069\AppData\LocalLow\Sun\Java\Deployment\cache Change
Disk Space Select the compression level for JAR files: None Set the amount of disk space for storing temporary files:
32768 MB
Delete Files Restore Defaults
OK Cancel

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

Figure 14: Java Delete Files and Applications window

Delete the following files?   Trace and Log Files  Cached Applications and Applets  Installed Applications and Applets	<ul> <li>Trace and Log Files</li> <li>Cached Applications and Applets</li> </ul>
Cached Applications and Applets	Cached Applications and Applets
Installed Applications and Applets	Installed Applications and Applets

- 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.

## **Technical Support**

	Phone and Email
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Latin America	Visit the Technical Assistance page at www.viavisolutions.com TAC.LA@viavisolutions.com
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

