

Clear Browser Cache

2022-04: The recent updates to LibreView may cause problems for some customers e.g. On the new GPI report (No data available) when they open LibreView for the first time after the change. Here's a solution to try.

Please clear your cache in the browser (before you test you can either do: Control + Shift + Del or open a new window in incognito/private mode) and try again.

Steps to Clear Cache in Google Chrome:

- From the "Menu" button in the upper-right corner of the Chrome window (three vertical dots)
- Click on "More Tools" > "Clear browsing data"
- Select the time range as "All Time"
- Only check the box that is labeled "Cached images and files". Make sure to uncheck the "Browsing history..." and "Cookies..." boxes.
- Select the "Clear browsing data" button, and Chrome will clear your cache.
- Closeout and relaunch Chrome

Steps to Clear Cache in Mozilla Firefox:

- Click the menu button (three horizontal lines in the right corner) and choose Options.
- Select the Privacy & Security panel.
- In the Cookies and Site Data section, click Clear Data....
- Remove the check mark in front of Cookies and Site Data.
- Closeout and relaunch Firefox

Steps to Clear Cache in Internet Explorer:

- Select Tools (via the Gear Icon) > Safety > Delete browsing history....

- Make sure to uncheck Preserve Favorites website data, Passwords, Form Data, Download History, etc. You only want "Temporary Internet Files" checked.
- Check the Temporary Internet Files and then click Delete.
- Closeout and relaunch Internet Explorer