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Genesys Administrator Extension Migration Guide

Clearing the Browser Cache

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Important

This action is not required if you are upgrading from GAX 8.5.000.76 or a later GAX 8.5.0 release to another GAX 8.5.0 or GAX 8.5.2 release. In this situation, GAX automatically clears the browser cache.

After upgrading GAX, if you have a browser window open with GAX, you must clear the browser cache. This enables the browser to load the content of the upgraded GAX. Use one of the procedures in this section; if you are using a different browser than appears below, refer to browser-specific documentation.

Chrome Browser

Important

The following instructions are for Chrome version 40. Exact steps and displayed text may differ slightly for other supported versions.

1. Open the Chrome menu, located in the top-right of the browser window.
2. Select **More Tools > Clear browsing data**.
3. In the **Clear Browsing Data** dialog box:
 - a. From the **Obliterate the following items** drop-down list, select the time frame for which you want to delete information. For example, select **beginning of time** to delete everything.
 - b. Select the checkboxes for the types of information that you want to remove, such as:
 - Cookies and other site and plug-in data
 - Cached images and files
 - c. Click **Clear browsing data**.
4. Close the **Settings** tab, if necessary, to return to your work.

Firefox

Important

The following instructions are for Firefox version 36. Exact steps and displayed text may differ slightly for other supported versions.

1. In the browser toolbar, select **Tools > Options**.
2. In the **Options** dialog box, open the **Advanced** tab.
3. Open the **Network** tab.
4. In the **Cached Web Content** section, click **Clear Now**. The text should change to Your web content cache is currently using 0 MB of disk space.
5. Close the **Options** dialog box to return to your work.

Internet Explorer

Important

The following instructions are for Internet Explorer version 9. Exact steps and displayed text may differ slightly for other supported versions.

1. In the browser toolbar, select **Tools > Delete browsing history**.
2. In the **Delete browsing history** dialog box, make sure that:
 - **Preserve Favorites website data** is not checked.
 - **Temporary Internet Files and Cookies** are checked.
3. Click **Delete**. A confirmation message is displayed at the bottom of the browser window when Internet Explorer has successfully cleared the cache and cookies.