

BROWSER CACHING GUIDE

MICROSOFT OS

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1.1 BASICS OF BROWSER CACHING

What is Browser Caching?

A browser cache is a temporary storage for files downloaded by a browser to your computer. Typically, a browser cache includes files, images and other content that makes up websites.

Upon visiting a website, the browser looks for new or updated files to download and store locally. Downloading these files speeds up website loading, especially when there is limited or no internet available.

What is Included in Browser Caching?

A browser's cache is split into 2 parts: AppCache and IndexedDB.

The AppCache contains static application assets, such as images, fonts and the code to run Elite Field while offline. This does not include patient identifiable information. Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.

The IndexedDB is where Elite Field stores incident data, data values, drop downs, login credentials and more. Clearing the IndexedDB data results in the loss of **all incidents stored on the device**, and the **inab-ility to log in while offline**.

In most cases, when clearing caches, you only want to clear the AppCache.

Why do I have to Clear the Browser Cache?

As you visit web pages, more information is stored in your browser cache. Clearing a browser cache can help prevent "caching" issues and prevent your device from running out of space to cache data.

Browsers and Available Storage

- Internet Explorer 11 allows 50 MB of data up to 9999 MB of data. For increasing your storage, see Increasing Cache on Internet Explorer 11 with Group Policy on page 22.
- Microsoft Edge, Chrome and Firefox are dependent on the disc volume size of the device.



1.2 BROWSER CACHE SETTINGS FOR MICROSOFT OS

Each browser can be configured to help prevent the need to clear your browser cache. Use the following instructions to set your browsers up with the recommended cache settings.

Recommended Settings for Browser Cache

Chrome (Recommended Browser)

In Content Settings, ensure Allow local data to be set and Allow all sites to run Javascript are checked.

Navigation: Settings > Show advanced settings > Privacy section > Content Settings

The default browser is or ently Google Chrome. Privacy Content settings Clear browsing data Google Chrome may use web services to improve y services. Learn more Use a web service to help resolve navigation err Use a prediction service to help complete searc Use a prediction service to load pages more qu Automatically report details of possible security Protect you and your device from dangerous sit Use a web service to help create solution arrore Show all images (recommended) Do not show any images Managre exceptions
Automatically send usage statistics and crash re JavaScript

Why is Chrome the Recommended Browser?

Chrome is the recommended browser because it is less prone to running into known issues.

- Firefox known issues:
 - It is easy for users to configure the browser to prevent them from logging into Elite. This configuration also locks access to the IndexedDB storage.
 - A bug in the Knockout component can prevent users from opening incidents.
- Internet Explorer and Edge:
 - Limited storage space by default for offline repeat patients. See Increasing Cache on Internet Explorer 11 with Group Policy on page 22.
 - Easy for users to accidentally prevent the browser from increasing storage limits which can result in users being unable to open incidents.



Internet Explorer and Microsoft Edge

In Settings for Internet Options, ensure Every time I visit the webpage is checked.

Navigation: Tools > Internet Options > Browsing History section > Settings

	Internet Options ? ×	
General Se	ccurity Privacy Content Connections Programs Advanced	
Home page	2	
	To create home page tabs, type each address on its own line.	
	http://www.msn.com/	
	×	Website Data Settings ?
	Use current Use default Use new tab	Temporary Internet Files History Caches and databases
Startup –	with the fear the last session	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
() Star		Check for newer versions of stored pages:
Star	t with home page	Every time Lyisit the webpage
Tabs		Severy diffe I visit die webpage
Change	how webpages are displayed in tabs. Tabs	O Every time I start Internet Explorer
		() Automatically
Browsing	history	() Never
Delete t form inf	emporary files, msony cookies, saved passwords, and web ormation.	Disk space to use (8-1024MB) 250 🚖 (Recommended: 50-250MB)
Dele	te browsing history on exit	Current location:
	Delete Settings	C: \Users \\sabulsky \AppData \Local \Microsoft \Windows \ INetCache \
Appearan	ce	
Cold	rs Languages Fonts Accessibility	Move folder View objects View files
		OK Cancel
	OK Cancel Apply	



Firefox

In Privacy Settings, ensure *Request that sites not track you* is **unchecked** in Tracking and *Remember History* is set in History.

Navigation: Me	lenu > Privacy > Tracking section and History section	
Mozilla Firefox Start Page	erces C Q. Search ☆ @ ♥ ♥ General	
 Q Search ➡ Content ▲ Application ➡ Privacy ➡ Security ➡ Sync 	Startup □ General Privacy Alwa Q Search Fired Q Search When Fire □ Content Tracking Ht → Applications ✓ Use Tracking Protection in Private Windows Learn More ✓ Use Tracking Protection in Private Windows Learn more Change Block List	
Advanced	Security Firefox will: Remember history Save Save Alvar Advanced	

However, if you choose to use custom history settings, ensure Accept Cookies from Sites is checked.

[D] General	Privacy	
Q Search		
Content	Tracking Request that sites not track you Learn More	
🌲 Applications	✓ Use Tracking Protection in Private Windows Learn more	Change Block List
🗢 Privacy		
Security	History Firefox will: Use custom settings for history	
Sync Advanced	Always use private browsing mode	
	Remember my browsing and download history Remember search and <u>form</u> history Accent cookies from sites	Exceptions
	Accept third-party cookies: Always	
	Keep <u>u</u> ntil: they expire •	Show Cookies



Microsoft Edge

In Settings, ensure Send Do Not Track Requests = Off and Cookies = Don't block cookies.





1.3 CLEARING CACHE IN MICROSOFT OS BROWSERS

Each internet browser stores a specific amount of data. When this storage becomes full, Elite Field syncs can fail. You can fix this issue by clearing your browser cache. Use the following directions to clear the file storage (cache) without loosing incident data.

Facts

- The process for clearing the cache for Elite is the same for Elite Field.
- If Elite Field had internet access prior to clearing the cache, the un-posted incidents can be found in the Elite Field Incident Cloud list because they automatically sync every 10 seconds. For more information see Field Incident Cloud Overview.
- Posted incidents appear in the corresponding incident list (i.e. EMS, Fire or Community Health).

Clearing the Cache

- The cache is split into two parts: AppCache and IndexedDB. You only need to clear the AppCache. For instructions, see Basics of Browser Caching on page 4.
- **IMPORTANT!** Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.
- **IMPORTANT!** Clearing the cache on a device used for Elite Field deletes incidents, logins and device authorization settings.

After Clearing the Cache

• Only **one user** needs to login to Elite Field while online and sync, to allow all users to login after clearing the cache.

Prevention

• We recommend setting Elite Field to automatically delete posted incidents from Elite Field to reduce data storage on the browser, see General Settings for Elite Field.

How to Clear Chrome's AppCache

WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see Setting Auto-Delete on Posted Elite Field Incidents and Browser Cache Settings for Microsoft OS on page 5.

1. In the Chrome browser, click the three dots.



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2. Click Settings.

*	Settings ×			
			☆	:
CSS	New tab		Ctr	1+7
	New window		Ctr	N
	New incognito wi	ndow	Ctrl+Sh	+N
	History			►
	Downloads		Ct	rl+J
	Bookmarks			•
	Zoom -	107 。	+	11
	Print		Ctr	·I+P
	Cast			
	Find		Cti	rl+F
	More tools			•
	Edit Cut	Co	ру	Paste
	Settings			
	Help			•
	Exit	(Ctrl+Shift	t+Q



3. Click Show advanced settings.

Chrome	Search settings
History	
Extensions	On startup
Settings	Open the New Tab page
	Continue where you left off
About	Open a specific page or set of pages. Set pages
	Appearance
	Get themes Reset to default theme
	✓ Show Home button
	Change
	Always show the bookmarks bar
	Search
	Set which search engine is used when searching, om the <u>omnibox</u> .
	Google ▼ Manage search engines
	People
	Enable Guest browsing
	Let anyone add a person to Cloome
	Add person Edit Edit Import bookmarks and settings
	Default browser
	The default browser is a frently Google Chrome.
	Show advanced settings

4. In the Privacy section, click Clear Browsing Data.

Default browser The default browser is currently Google Chrome.
Privacy
Content settings Clear browsing data
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more
Use a web service to help resolve navigation errors
Use a prediction service to help complete searches and URLs typed in the address bar
Use a prediction service to load pages more quickly
Automatically report details of possible security incidents to Google
Protect you and your device from dangerous sites
Use a web service to help resolve spelling errors
Automatically send usage statistics and crash reports to Google
Send a "Do Not Track" request with your browsing traffic
Passwords and forms



- 5. In Clear browsing data, set
 - Obliterate the following items from = the beginning of time and
 - Check Browsing history and Cached images and files

Clear browsing data	×
Obliterate the following items from: the beginning of time 💌	
Browsing history – 8,133 items	
Download history	
Cookies and other site and plugin data	
☑ Cached images and files – 382 MB	
Passwords	
Autofill form data	
Hosted app data	
Media licenses	
Clear browsing data Cancel	
This clears synced data from all devices. Some settings that may reflect browsing	
habits will not be cleared. Learn more	

6. Click Clear browsing data.

How to Clear Internet Explorer 11's AppCache

WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see Setting Auto-Delete on Posted Elite Field Incidents and Browser Cache Settings for Microsoft OS on page 5.

1. In the Internet Explorer browser, click the tools icon.



2. Click Internet Options.

Print File	*
Zoom (105%)	•
Safety	•
Add site to Apps	
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. On the General tab, click *Delete*.

Internet Options ? ×						×		
General Security Privacy Content Connections Pr						Adva	nced	
Home ge								
To create home page tabs, type each address on its own line.								
$\hat{}$								
Use current Use default Use new tab								
Startu	p` Start with ta	bs from th	ne last sess	ion			-	
0	Start with ho		10 1030 3033	son				
Tabs	Tabs							
Cha	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 extension								
	Delete Settings							
Appea	Appearance							
	Colors Languages Fonts Accessibility						r	
			OK		Cancel	App	oly	



4. Select the Temporary Internet files and website files and the History checkboxes.



5. Click Delete.

How to Clear Microsoft Edge's AppCache

A WARNING: ImageTrend does not recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see Setting Auto-Delete on Posted Elite Field Incidents and Browser Cache Settings for Microsoft OS on page 5.

1. Click the three dots and click Settings.







2. Click Choose what to clear.

			—		×
		<u> </u>	1	٩	
SETTINGS					႕ㅋ
Choose a theme					^
Light					\sim
Open Microsoft Edge w	ith				
Start page					\sim
Open new tabs with					
Top sites and suggest	ed o	onten	ıt		\sim
Favorites					
View favorites settings	5				
Clear browsing da	ata				
Choose what to clear					
Account Account settings					



3. Check the Browsing history and Cached data and files checkboxes.

≪ Clear browsing data	ц. ,
Browsing history	
Cookies and saved website data	
Cached data and files	
Download history	
Form data	
Passwords	
Show more \sim	
Clear	

4. Click Clear.

How to Clear Firefox's AppCache

WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see Setting Auto-Delete on Posted Elite Field Incidents and Browser Cache Settings for Microsoft OS on page 5.

1. In the Firefox browser, click the menu icon.

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2. Click Options.





3. Click Privacy.

🥏 Mozilla Firefox Start Page	× ¢ Options × +	
Firefox about:preferer	es C Q Search 🔂 🖻 🛡 🖡 😰 🗮	
		^
🛄 General	General	
Q Search		
Content	Startup	
Applications	Always teck if Firefox is your default browser Firefox is not your default browser Make Default	
🗢 Privacy 🧹		
🗟 Security	When Firefox starts: Show my home page	
C) Sync	Home Page: Mozilla Firefox Start Page	
	Use <u>Current Pages</u> Use <u>Bookmark</u> <u>R</u> estore to Default	
J Auvanceu	Downloads	
	Sa <u>v</u> e files to Br <u>o</u> wse	
	Always ask me where to save files	

4. Click clear your recent history.

🥹 Mozilla Firefox Start Page	×
Firefox about:preferen	ces#privacy C Q Search 🔂 🖨 🛡 🖡 🔗 🚍
.0. General	Privacy
 Q Search ➡ Content ♠ Applications 	Tracking Request that sites not track you Learn More Use Tracking Protection in Private Windows Learn more Change Block List
❤ Privacy ᢙ Security	History
Sync & Advanced	Firefo will remember your browsing, download, form and search history, and keep cookies from websites you visit. You may want to clear your recent history, or remove individual cookies.
	Location Bar When using the location bar, suggest: ☐ History ✔ Bookmarks



5. Click Details.

	Clear Recent History
Time range to clea	r: Last Hour 🗸
✓ Details	
	Clear Recent History
	Time range to clear: Last Hour
	▲ D <u>e</u> tails
	✓ Browsing & Download History
	Form & Search History
	Cookies
	✓ Cache ✓ Active Logins
	✓ Offline Website Data
	Site Preferences
	Clear Now Cancel



6. Set *Time range to clear = Everything* and check *Cache.*

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				
✓ Cache				
Active Logins				
Offline Website Data				
Site Preferences				
Clear Now Cancel				

7. Click Clear Now.

What's Next?

Re-sync your Elite Field devices. Only one user must login to Elite Field on that device, while online and sync, to allow all users to access Elite Field while offline. For more information, see Syncing Resources.



1.4 INCREASING CACHE ON INTERNET EXPLORER 11 WITH GROUP POLICY

Increase your Internet Explorer 11 browser's local storage on Windows 7 and Window 8.1 to prevent issues when your cache is full with a group policy.

IMPORTANT! The setup information in this article is intended for IT personnel to use to set up Group Policy.

Facts

- Internet Explorer 11 limits how much data an individual site can store in Indexed DB and AppCache.
- Elite Field uses IndexedDB to store repeat patient data, various resources and incident data.
- Elite and Elite Field use the AppCache to store web pages, code and application assets such as images and fonts.
- Internet Explorer 11 has different default limits depending on the version of Windows and the size of the disc volume.
- Change your group policy settings through PowerShell or through the Group Policy Management Console.

Internet Explorer 11 Storage Limits With and Without a Group Policy

You can change your group policy settings to allow up to 9999 MB of space for Application Cache and the IndexedDB.

Operating System	Disc Volume Size	Default Applic- ation Cache	Maximum Applic- ation Cache	Default IndexedDB	Maximum IndexedDB
Windows 7	Any	50 MB	9999 MB	250 MB	9999 MB
Windows 8.1	Any	50 MB	9999 MB	250 MB	9999 MB
Windows 10	< = 8 GB	10 MB	10 MB	10 MB	9999 MB
Windows 10	> 8 GB up to 32 GB	50 MB	50 MB	50 MB	9999 MB
Windows 10	> 32 GB up to 128 GB	50 MB	50 MB	250 MB	9999 MB
Windows 10	> 128 GB	100 MB	100 MB	500 MB	9999 MB

Changing Your Group Policy Settings				
Changing rour Group roncy Settings	Changing	Vour Grour	Dolicy	Sottinge
	Changing			Jettings

Policy Path	Registry Information	Policy Setting Name	Recom- mended Value
Windows Com- ponents/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer- \Browser- Storage\IndexedDB!MaxTrustedDomainLimitInMB	Set indexed data- base storage limits for indi- vidual domains	> = 2000 MB
Windows Com- ponents/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer- \BrowserStorage\IndexedDB!TotalLimitInMB	Set max- imum indexed data- base storage limit for all domains	> = 200 MB
Windows Com- ponents/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer- \Browser- Storage\AppCache!MaxTrustedDomainLimitInMB	Set applic- ation cache storage limit for indi- vidual domains	> = 250 MB
Windows Com- ponents/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer- \BrowserStorage\AppCache!TotalLimitInMB	Set max- imum applic- ation cache storage limit for all domains	> = 500 MB



2.1 TROUBLESHOOTING BROWSER CACHING

I clicked No when prompted to increase my cache size.

- 1. If you are on Elite Field, post all incidents.
- 2. Clear your Indexed DB storage.

Chrome:

a. Click the three dots and click Settings.



b. Click Show advanced settings > Content Settings.

Chrome	Settings		Search settings	
History Extensions Settings	Sign in Disconnect your Google Account	Advanced sync settings		
About	On startup On startup On startup On the New Tab page Continue where you left off Open a specific page or set of page Appearance Get themes Reset to default the Aways show Home button Change Always show the bookmarks bar Search Set which search engine is used when Google Manage search engine	ges. Set pages me	,	
	Enable Guest browsing Let anyone add a purson to Ch Add person Iddit Rem Default browser The defau browser is currently Go Show advanced settings	Settings Default browser The default browser is current Privacy Content settings Clear Google Chrome may use web services. Learn more Use a web service to help to Use a prediction service to Use a prediction service to Automatically report detail	y Google Chrome. browsing data services to improve your browsing experi resolve navigation errors help complete searches and URLs typed load pages more quickly Is of possible security incidents to Google ce from dangerous sites	ience. You I in the ac



c. Click All cookies and site data...and click Remove All.

Content settings			×	
Cookies	(recommended)		A	
Allow local data to be set	(recommended)			
Keep local data only until	you quit your browser			
 Block sites from setting an 	ny data			
Block third-party cookies	and site data			
Manage exceptions A	Il cookies and site data			
Images	Carlina and the data			×
Show all images (recom	Cookies and site data			
Do not show any images	Site	Locally stored data	Remove all Search cookies	
Manage exceptions	1e100cdn.net	Channel ID	1	^
	1rx.io	1 cookie		
JavaScript	tag.1rx.io	2 cookies		
Allow all sites to run Java	tie.app.247-inc.net	Local storage		
Do not allow any site to	bestbuypsp.px.247inc.net	Local storage		
Manage exceptions	247realmedia.com	1 cookie		
Key generation	254a.com	1 cookie		
	2mdn.net	Channel ID		
	s0.2mdn.net	Local storage		
	3lift.com	2 cookies		•
				Done

Internet Explorer 11:

a. In Internet Explorer, click the tools icon and click Internet Options.







b. In the General tab, in the Browsing History section, click Delete.

Internet Options ? ×
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://www.msn.com/
~ · · · · · · · · · · · · · · · · · · ·
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, his ary, cookies, saved passwords, and web form information.
Delete Settings
Appearance
Colors Languages Fonts Accessibility
Coloro Cunguages Forts Accessionity
OK Cancel Apply

c. Check all of the boxes.



d. Click Delete.

Edge:

a. Click the three dots and click Settings.

×	SETTINGS -	д ^		≪ Advanced settings +
New window New InPrivate window	Account Account settings Sync your favorites and reading list			Send Do Not Track requests On Have Cortana assist me in Microsoft Edne
Zoom — 00% +	Off Some Windows features are only available if you are writing a Migrandia account as writing accounts.			On Search in the address har with
Cast media to device Find on page	Device sync settings			Bing Change search engine
Print Pin this page to Start	Reading Reading view style		1	Show search and site suggestions as I type On
F12 Developer Tools	Default ~ Reading view font size			Clear Bing search history Optimize taskbar web search results for screen reacter:
Send feedback	Mediu ····································			Off Cookies
What's nucleand tips	Advanced settings View advanced settings			Don't block cookies
Settings			l	Let sites save protected media licenses on my device



b. Click Choose what to clear.

			—		×
		≡	1	٩	
SETTINGS					귀
Choose a theme					^
Light					\sim
Open Microsoft Edge v	vith				
Start page					\sim
Open new tabs with					
Top sites and sugges	ted	conter	nt		\sim
Favorites					
View favorites setting	IS				
Clear browsing d	ata	-			
Choose what to clear	1				
Account					
Account settings					



c. Click Show More.





d. Select all the boxes.



e. Click Clear.

Firefox:

a. In Firefox, click menu icon.

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b. Click Options.





c. Click Privacy.

🤳 Mozilla Firefox Start Page	× 🕸 Options	× +				×
Firefox about:preferen	ces	C 🔍 Search	ê 🛡	+	î 9	≡
						^
🛄 General	General					
Q Search						
Content	Startup					
Applications	Always Leck If Fi	irefox is your default browser ur default browser		Make D	efault	
🗢 Privacy						
🕰 Security	When Firefox starts:	Show my home page			•	
C) Sync	Home <u>P</u> age:	Mozilla Firefox Start Page				
Advanced		Use <u>C</u> urrent Pages Use <u>B</u> ookmark	<u>R</u> esto	re to D	efault	
D Auvanceu	Downloads					
	Save files to	Downloads		Brow	vse	
	<u>A</u> lways ask me w	here to save files		510		

d. Click clear your recent history.

🥹 Mozilla Firefox Start Page	× Options × +
Firefox about:preference	es#privacy C Q Search 🟠 🖻 🛡 🖡 🗭 🚍
[0] General	Privacy
Content	Tracking Request that sites not track you Learn More
Applications Privacy Generative	Use Tracking Protection in Private Windows Learn more Change Block List History
Sync	Firefox will: Remember history Firefox will: remember your browsing, download, form and search history, and keep cookies from websites you visit.
	You may want to clear your recent history, or remove individual cookies. Location Bar When using the location bar, suggest: History
	✓ Bookmarks



e. Click *Details* and select all the boxes.

_	Clear Recent History
Time range to clear:	Last Hour 🗸
✓ D <u>e</u> tails	
	Clear Recent History ×
	Time range to clear: Last Hour
	▶ D <u>e</u> tails
	✓ Browsing & Download History
	Form & Search History
	Cookies
	✓ Cache
	✓ Active Logins
	✓ Offline Website Data
	✓ Site Preferences
	Clear Now Cancel

f. Click Clear Now.

