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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 inability 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.

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
Firefox

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

Navigation: Menu > Privacy > Tracking section and History section

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

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

Navigation: Settings > View Advanced Settings
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 losing 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.
2. Click **Settings**.
3. Click **Show advanced settings**.

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

6. Click **Clear browsing data**.

**How to Clear Internet Explorer 11's AppCache**

![Warning icon]

**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.

3. On the General tab, click Delete.
4. Select the Temporary Internet files and website files and the History checkboxes.

5. Click Delete.

---

**How to Clear Microsoft Edge'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. Click the *three dots* and click *Settings*. 
2. Click Choose what to clear.

![Settings Window]

- Choose a theme
  - Light

- Open Microsoft Edge with
  - Start page

- Open new tabs with
  - Top sites and suggested content

- Favorites
  - View favorites settings

- Clear browsing data
  - Choose what to clear

- Account
  - Account settings
3. Check the *Browsing history* and *Cached data and files* checkboxes.

![Clear browsing data](image)

- **Browsing history**
- **Cached data and files**
- **Cookies and saved website data**
- **Download history**
- **Form data**
- **Passwords**
- **Show more**

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.
2. Click **Options**.
3. Click Privacy.

4. Click clear your recent history.
5. Click Details.
6. Set *Time range to clear* = *Everything* and check *Cache*.

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*. 

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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.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Disc Volume Size</th>
<th>Default Application Cache</th>
<th>Maximum Application Cache</th>
<th>Default IndexedDB</th>
<th>Maximum IndexedDB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7</td>
<td>Any</td>
<td>50 MB</td>
<td>9999 MB</td>
<td>250 MB</td>
<td>9999 MB</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Any</td>
<td>50 MB</td>
<td>9999 MB</td>
<td>250 MB</td>
<td>9999 MB</td>
</tr>
<tr>
<td>Windows 10</td>
<td>&lt; = 8 GB</td>
<td>10 MB</td>
<td>10 MB</td>
<td>10 MB</td>
<td>9999 MB</td>
</tr>
<tr>
<td>Windows 10</td>
<td>&gt; 8 GB up to 32 GB</td>
<td>50 MB</td>
<td>50 MB</td>
<td>50 MB</td>
<td>9999 MB</td>
</tr>
<tr>
<td>Windows 10</td>
<td>&gt; 32 GB up to 128 GB</td>
<td>50 MB</td>
<td>50 MB</td>
<td>250 MB</td>
<td>9999 MB</td>
</tr>
<tr>
<td>Windows 10</td>
<td>&gt; 128 GB</td>
<td>100 MB</td>
<td>100 MB</td>
<td>500 MB</td>
<td>9999 MB</td>
</tr>
</tbody>
</table>
## Changing Your Group Policy Settings

<table>
<thead>
<tr>
<th>Policy Path</th>
<th>Registry Information</th>
<th>Policy Setting Name</th>
<th>Recommended Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/</td>
<td>HKLM\Software\Policies\Microsoft\Internet Explorer-BrowserStorage\IndexedDB\MaxTrustedDomainLimitInMB</td>
<td>Set indexed database storage limits for individual domains</td>
<td>&gt; = 2000 MB</td>
</tr>
<tr>
<td>Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/</td>
<td>HKLM\Software\Policies\Microsoft\Internet Explorer-BrowserStorage\IndexedDB\TotalLimitInMB</td>
<td>Set maximum indexed database storage limit for all domains</td>
<td>&gt; = 200 MB</td>
</tr>
<tr>
<td>Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/</td>
<td>HKLM\Software\Policies\Microsoft\Internet Explorer-BrowserStorage\AppCache\MaxTrustedDomainLimitInMB</td>
<td>Set application cache storage limit for individual domains</td>
<td>&gt; = 250 MB</td>
</tr>
<tr>
<td>Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/</td>
<td>HKLM\Software\Policies\Microsoft\Internet Explorer-BrowserStorage\AppCache\TotalLimitInMB</td>
<td>Set maximum application cache storage limit for all domains</td>
<td>&gt; = 500 MB</td>
</tr>
</tbody>
</table>
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.

![Chrome Settings Menu](image)
b. Click Show advanced settings > Content Settings.
c. Click All cookies and site data... and click Remove All.

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*. 
c. Check all of the boxes.

![Delete Browsing History dialog](image)

- **Preserve Favorites website data**
  - Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

- **Temporary Internet files and website files**
  - Copies of webpages, images, and media that are saved for faster viewing.

- **Cookies and website data**
  - Files or databases stored on your computer by websites to save preferences or improve website performance.

- **History**
  - List of websites you have visited.

- **Download History**
  - List of files you have downloaded.

- **Form data**
  - Saved information that you have typed into forms.

- **Passwords**
  - Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

- **Tracking Protection, ActiveX Filtering and Do Not Track**
  - A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

  [About deleting browsing history] [Delete] [Cancel]

d. Click *Delete*.

**Edge:**

a. Click the *three dots* and click *Settings*. 
b. Click *Choose what to clear.*
c. Click *Show More*. 

<table>
<thead>
<tr>
<th>Clear browsing data</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Browsing history</td>
</tr>
<tr>
<td>✓ Cookies and saved website data</td>
</tr>
<tr>
<td>✓ Cached data and files</td>
</tr>
<tr>
<td>☐ Download history</td>
</tr>
<tr>
<td>☐ Form data</td>
</tr>
<tr>
<td>☐ Passwords</td>
</tr>
</tbody>
</table>

Show more ▼
d. Select all the boxes.

<table>
<thead>
<tr>
<th>Clear browsing data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsing history</td>
</tr>
<tr>
<td>Cookies and saved website data</td>
</tr>
<tr>
<td>Cached data and files</td>
</tr>
<tr>
<td>Download history</td>
</tr>
<tr>
<td>Form data</td>
</tr>
<tr>
<td>Passwords</td>
</tr>
<tr>
<td>Media licenses</td>
</tr>
<tr>
<td>Pop-up exceptions</td>
</tr>
<tr>
<td>Location permissions</td>
</tr>
<tr>
<td>Full screen permissions</td>
</tr>
<tr>
<td>Notifications permissions</td>
</tr>
</tbody>
</table>

Show less

Clear

e. Click **Clear**.

**Firefox:**

a. In Firefox, click menu icon.
b. Click **Options**.
c. Click Privacy.

![Firefox Privacy Settings]

d. Click clear your recent history.

![Firefox Clear History]

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e. Click Details and select all the boxes.

f. Click Clear Now.