



Tech Tip

Tips for clearing browser cache and the Niagara^{AX} wbApplet

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Introduction

Some NiagaraAX users have had trouble logging into the station with a browser using Niagara^{AX} builds that contain security patches and or when a new Java update is released. This applies to installations where the problem did not exist before the security patches were applied or when a new Java release was installed. The symptom is the login begins, the module download process starts, but at some point the login aborts and the user login screen reloads. If you are dealing with a new installation having connection problems it is still recommended to rule out other potential problems--for example, the Niagara^{AX} Fox port (default port 1911) may not be open or other firewall issues.

This document will walk you through the correct steps on how to clear the various caches associated with the used Internet browser and how to clear the NiagaraAX wbapplet.

- Quick Solution
- How to clear Internet Explorer & MSN Explorer Cache
- How to Clear Firefox Cache
- How to Clear Google Chrome Cache

Quick Solution

Clearing the various caches associated with the browser and deleting the files in the NiagaraAX wbapplet may correct the issue. Each browser is cleared differently. Use the browser's help for information on clearing its cache or reference the various sections later in this document.

1. Clear the browser's cache. Clear the temporary internet files, cookies and history
2. Delete all the files in the **wbapplet** cache (Note: **<user dir>** is the Windows user):
 - a. File path: **<user dir>\niagara\wbapplet\modules**
3. Delete everything in the "Secondary Applet" cache (Note: **<user dir>** is the Windows user):
 - a. Windows 7 file path: **<user dir>\AppData\LocalLow\Sun\Java\Deployment\cache**
 - b. Windows XP file path: **<user dir>\Application data\sun\java\deployment\cache**
4. Check to ensure the following settings are correct in the Java Control Panel:
 - a. Ensure the setting **Allow user to grant permissions signed content** is checked.
File path: **Control Panel\Programs\Java\Java Control Panel** (Advanced Tab | Section "Secure Execution Environment")
 - b. Ensure the setting **Keep temp files on my computer** is unchecked.
File path: **Control Panel\Programs\Java\Java Control Panel** (General Tab | Click "Settings" button)
 - c. Ensure the setting **Enable Java content in the browser** is checked.
File path: **Control Panel\Programs\Java\Java Control Panel** (Security Tab)
5. Restart the browser (this clears the session cookies).
6. Login

How to clear Internet Explorer & MSN Explorer Cache

The Temporary Internet Files (or cache) folder is used by Windows Internet Explorer and by MSN Explorer to store webpage content on the computer hard disk for quick viewing. This cache lets Internet Explorer or MSN Explorer download only the content that has changed since you last viewed a webpage, instead of downloading all the content every time that the page is displayed.

To delete the files in the Temporary Internet Files folder yourself, follow the steps for your version of Windows.

- **Windows 7 and Windows Vista**

1. Click **Start** , click **Control Panel**, click **Network and Internet**, and then click **Internet Options**.
2. Click the **General** tab, and then click **Delete** under **Browsing history**.
3. Click **Delete all**, click **Yes** to confirm that you want to delete this information, and then click **OK**.

- **Earlier versions of Windows**

1. Exit Internet Explorer.
2. Exit any instances of Windows Explorer.
3. Click Start, click Control Panel, and then double-click Internet Options.
4. On the General tab, click Delete Files under Temporary Internet Files.
5. In the Delete Files dialog box, click to select the Delete all offline content check box.
6. Click OK two times.

Note – *If the Temporary Internet Files folder contains a large amount of webpage content, this process may take several minutes to complete. An administrator might have customized the settings for your Temporary Internet Files folder to prevent you from changing the settings. For example, the administrator can remove the **General** tab from the interface in the **Internet Options** dialog box. If you cannot access the **Internet Options** dialog box or the **General** tab, contact your administrator for more information.*

- *Files that start with the word "Cookie" may remain in your Temporary Internet Files folder after you follow these steps. These files are pointers to the actual cookie files that are located in your Cookies folder. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [158769](#) Emptying Temporary Internet Files folder leaves cookies files*
- *For more information about how to delete cookies, click the following article number to view the article in the Microsoft Knowledge Base: [278835](#) How to delete cookie files in Internet Explorer*
- *In some cases, files that are downloaded from websites may remain in your Temporary Internet Files folder but will not be visible in Windows Explorer after you follow these steps. For more information, click the following article number to view the article in the Microsoft Knowledge Base: [301057](#) Temporary Internet files use more disk space than specified*

How to Clear Firefox Cache

The Firefox cache temporarily stores images, scripts, and other parts of websites while you are browsing.

Follow the below steps to clear the cache:

1. At the top of the Firefox window, click on the **Firefox** button and then select **Options**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click **Clear Now**.
5. Click **OK** to close the Options Window.

Follow the below steps to clear your history (i.e. Cookies, browsing history, cache, etc.) all at once:

1. At the top of the Firefox window, click the **Firefox** button, go over to the **History** menu and select **Clear Recent History**.
2. Select how much history you want to clear.
 - a. Click the drop-down menu to **Time range to clear** to choose how much of your history Firefox will clear.
 - b. Next, click the arrow next to **Details** to select exactly what information will get cleared.
 - c. Finally, click the **Clear Now** button and the window will close and the items you've selected will be cleared.

How to Clear Google Chrome Cache

Your browsing data in Google Chrome includes things like your browsing and download history and saved form data. Use the "Clear browsing data" dialog to delete all your data or just a portion of your data, collected during a specific period of time.

1. Click the Chrome menu  on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.