



TANKLOGIX PORTAL

CLEARING CACHED DATA AND FILES

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NAVIGATION

NONE

PAGE FEATURES

HARD REFRESH

When changes to a web page are promoted to production, occasionally users who are logged in won't pick up these changes right away in their browser. Sometimes doing a "hard refresh" will suffice to bring the changes in. For windows users, Ctrl-F5 will do this; for Mac users, Command+R

In some cases, even a hard refresh isn't enough to do it. In these cases, you need to

1. **Remove the cached data and files.**
2. **Re-issue the Ctrl-F5 (windows) or Command+R (mac)**

The next section explains how to do step 1 – removing cached data and files.

CACHED DATA AND FILES

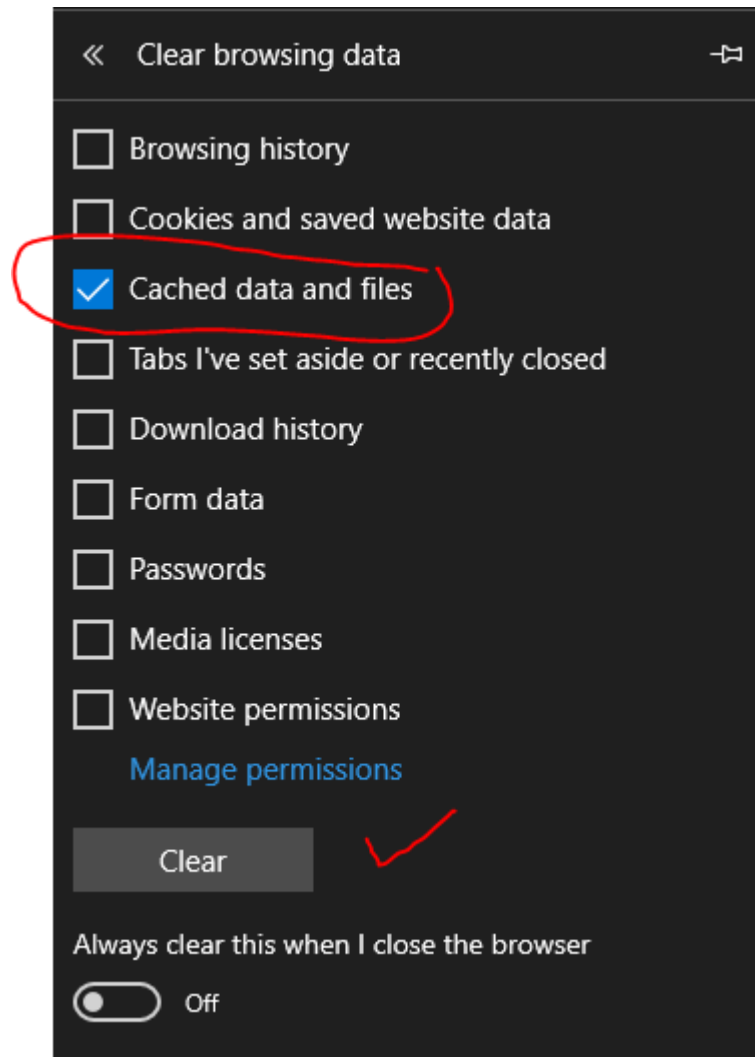
When changes to a web page are promoted to production, occasionally users who are logged in won't pick up these changes right away in their browser. Although TankLogix makes every effort to force the changes to appear, sometimes users need to **clear their cached data and files**, in order to pick up latest changes.

Every major browser has the ability to clear cached data and files by issuing the following command:

Shift-Ctrl-Delete (windows) or Shift-Command-Delete (mac)

In browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari, pressing these three keys simultaneously will bring up a dialogue window such as:

MICROSOFT EDGE



GOOGLE CHROME

Clear browsing data

Basic

Advanced

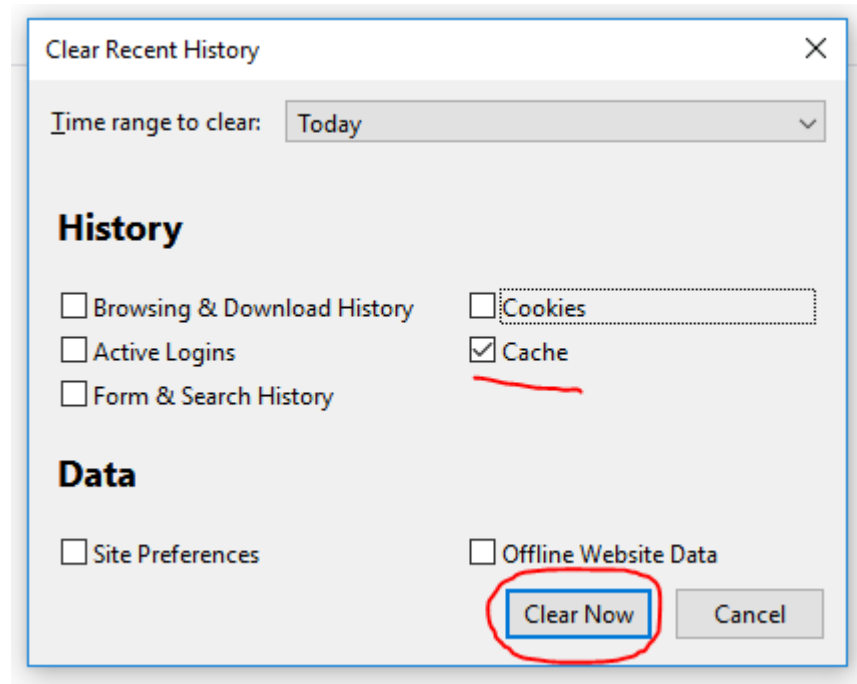
Time range Last 7 days ▼

- ☐ Browsing history
Clears history and autocompletions in the address bar.
- ☐ Cookies and other site data
Signs you out of most sites.
- ☒ Cached images and files
Frees up less than 228 MB. Some sites may load more slowly on your next visit.

Cancel

Clear data

MOZILLA FIREFOX



Once the cache is cleared, you can then reissue: Ctrl+F5 (windows) or Command+R (mac), or alternatively, you may close and reopen your browser.

Should you need any other assistance, please contact us at support@tanklogix.com