

CLEAR BROWSER CACHE

When navigating from SRM to Ariba or from Ariba to a punch out catalog a user may encounter a blank screen. Typically this can be resolved by clearing the cache on the users browser and resetting SRM.

Role: Staff

Frequency: As Needed

ATTENTION: Proceed with Caution

Special Notices

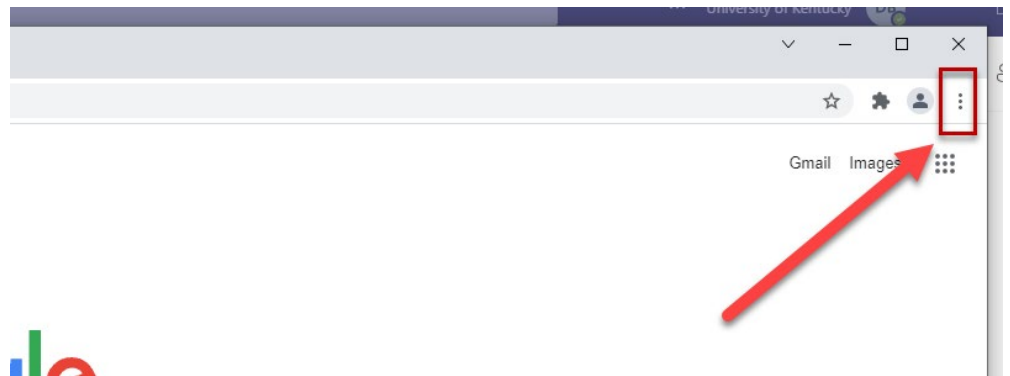
Clearing your browser cache and cookies may correct some e-catalog Shopping Cart or Ariba e-catalog connection issues. Be sure you have the permission or support of your local IT staff when performing this exercise.

Clearing your browser cookies will remove settings for Duo two-factor authorization, so you will be required to re-authorize the next time you log into SAP.

It will also remove saved passwords requiring you to log-in to websites with previously retained passwords.

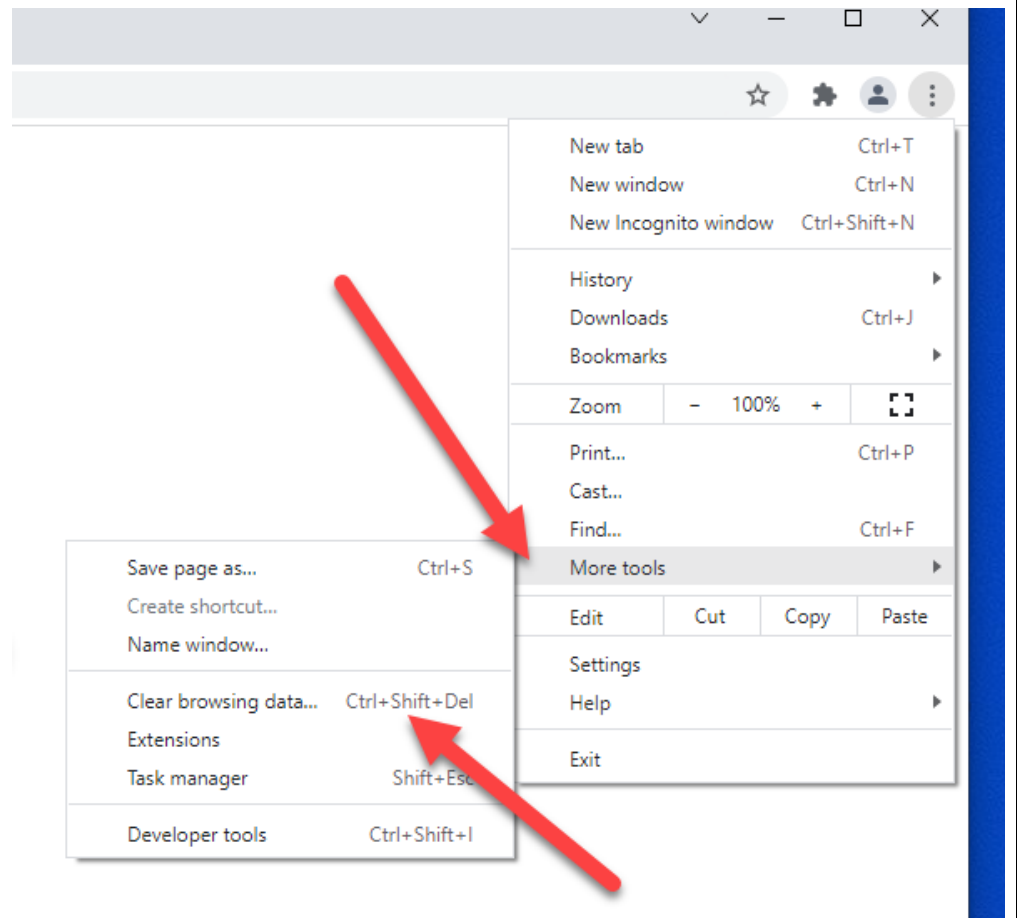
GOOGLE CHROME

1. In the upper right hand corner of the browser, click the 3 dots icon.



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2. Select More Tools.
3. Select Clear Browsing Data



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4. Check the 3 boxes and then click the Clear Data button.

Clear browsing data

Basic Advanced

Time range Last hour

- ☒ Browsing history
Clears history, including in the search box
- ☒ Cookies and other site data
Signs you out of most sites.
- ☒ Cached images and files
Frees up less than 305 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

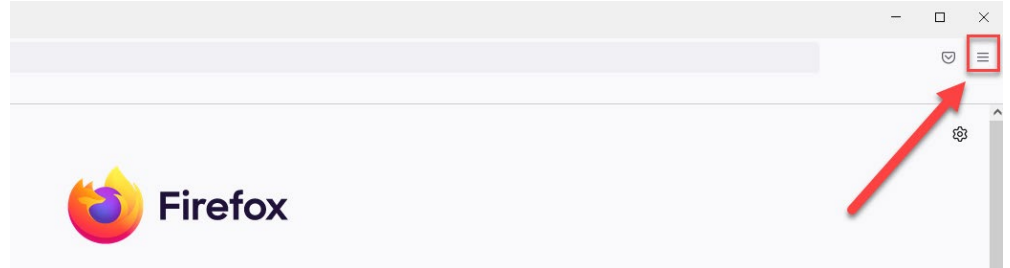
5. Close out of SRM completely and log back in.

IMPORTANT: make sure you log completely out of SRM and back in.

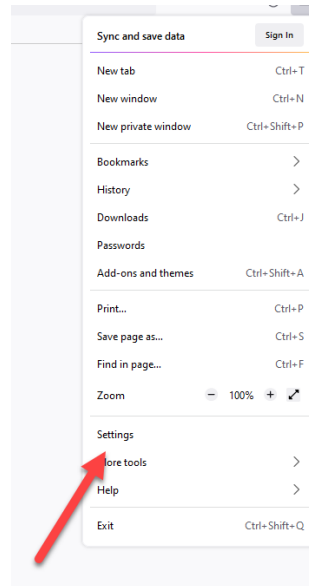
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FIREFOX

1. In the upper right hand corner of the browser, click the 3 lines icon.



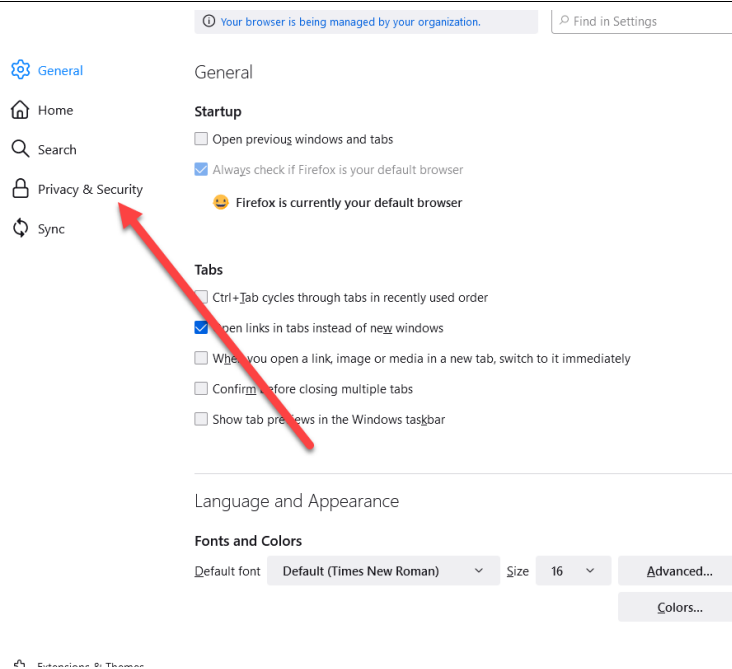
2. Click on **Settings**



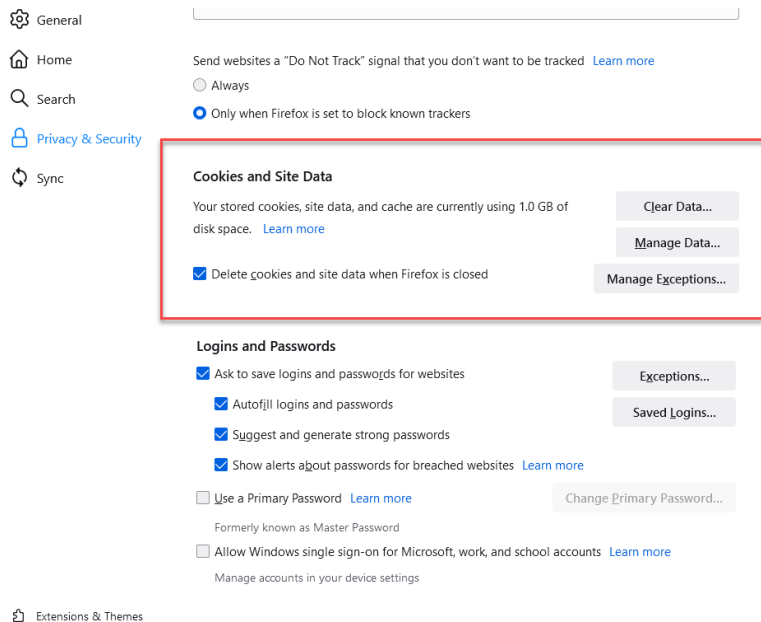
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3. A new settings window will open.

4. On the left side, click on Privacy & Security

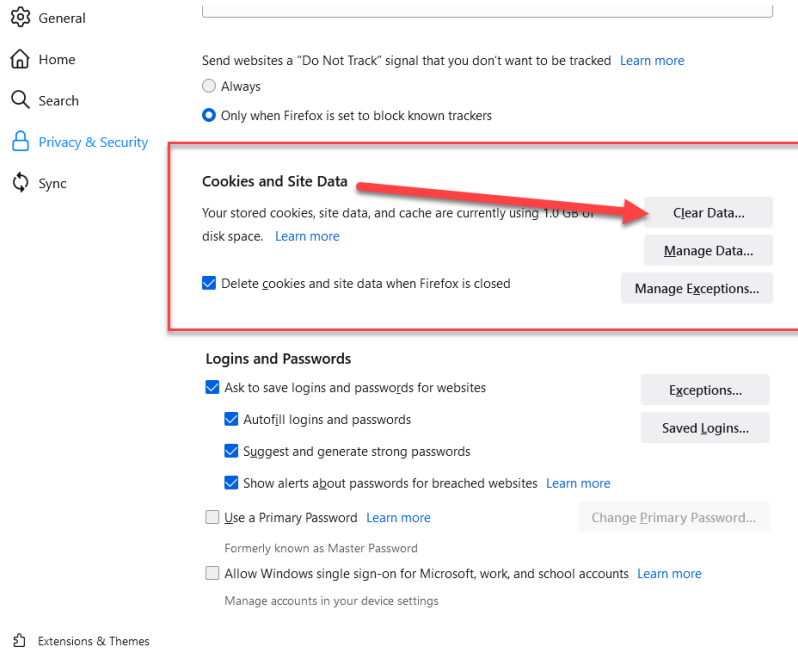


5. Scroll down and locate Cookies and Site Data section.

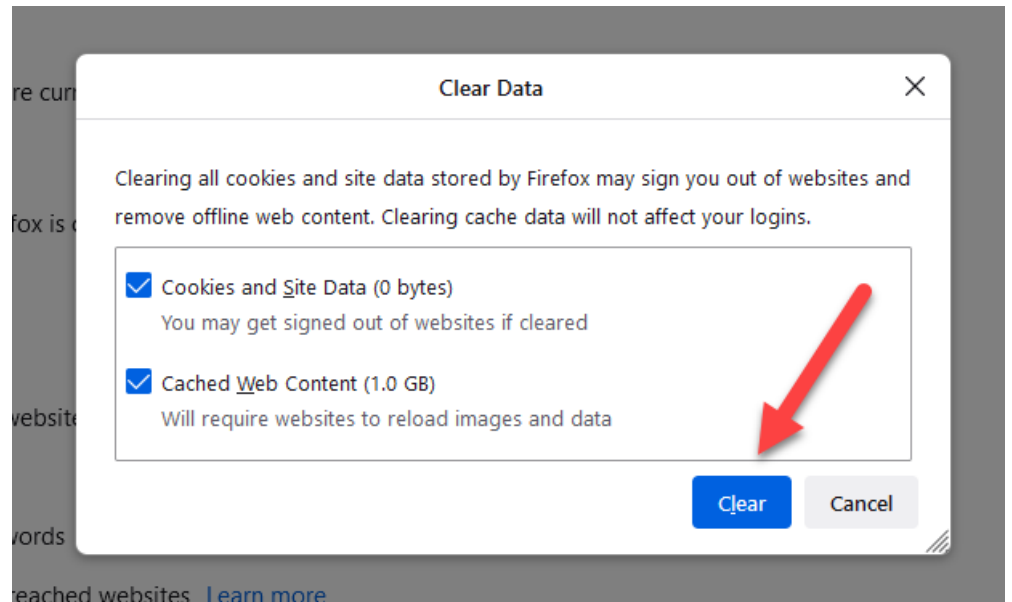


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6. Click on the **Clear Data...** button

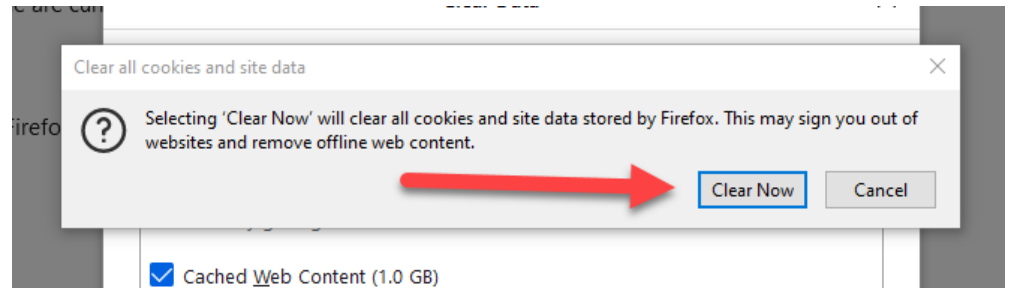


7. A popup window will appear. Click on the **Clear** button



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8. A warning will appear. Click **Clear Now** to proceed.



9. Close out of SRM completely and log back in.

IMPORTANT: make sure you log completely out of SRM and back in.