

# GIS Application Troubleshooting

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If a GIS Application is not working correctly, below are tips on what to try.

- 1) Try the application in another web browser. Example if the application is not working in **Microsoft Edge** try viewing the site in **Google Chrome**
- 2) You can clear your internet browser cache (directions below)
- 3) Or Restart your computer

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## Internet Browser Cache

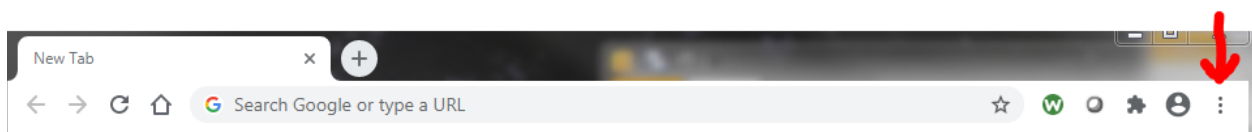
Here's more on what is internet browser cache or temporary Internet files. These files are a way that browsers download website images, data, and documents for faster viewing in the future. By keeping a local copy of some website information, your browser will be able to load at least some information from each page you have visited without downloading that information again from the server. This can decrease the time it takes to load a webpage. The downside is that the information on a website may have changed while your browser loads an older version. It is recommended that you clear your browser cache every few weeks to keep it running efficiently. You may want to configure your browser's settings to delete or remove your browser's cache upon closing or exiting the browser window. (1)

\*Follow the steps below on how to clear your browser history in each browser.

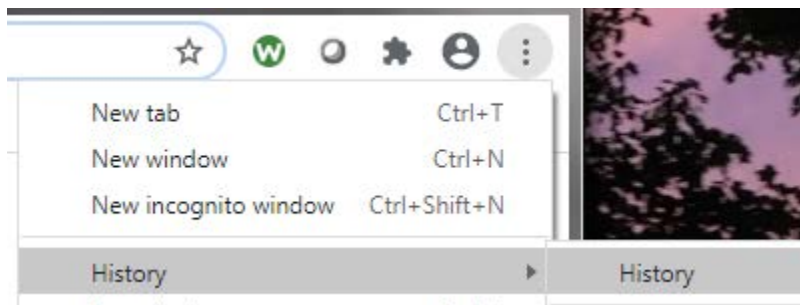
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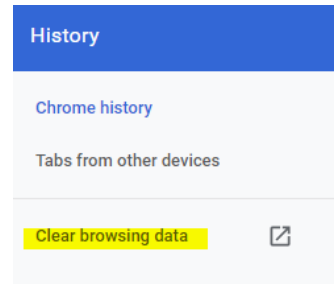
## Google Chrome

Open Chrome web browser and click on the three dots in the upper right corner.

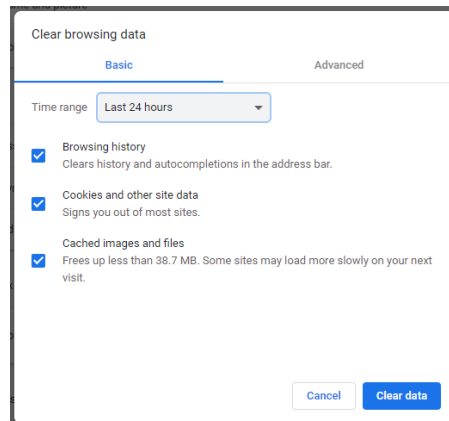


Click on **HISTORY > HISTORY**





On the left side of the screen, click **Clear browsing data**.



This box will appear.

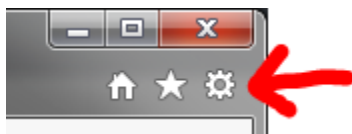
From the drop-down menu, select the time range you want to delete for your history.

Once you select how far you want to clear, click on **Clear Data**

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## Internet Explorer (IE)

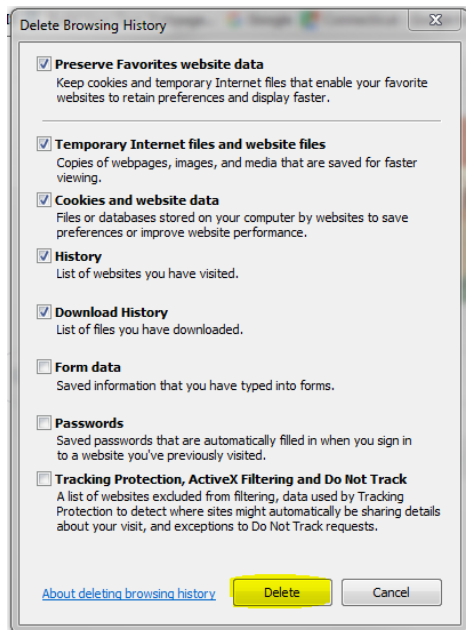
Open IE and in the upper right corner click on Tools (aka the gear).



Go to **Safety > Delete Browsing History...**




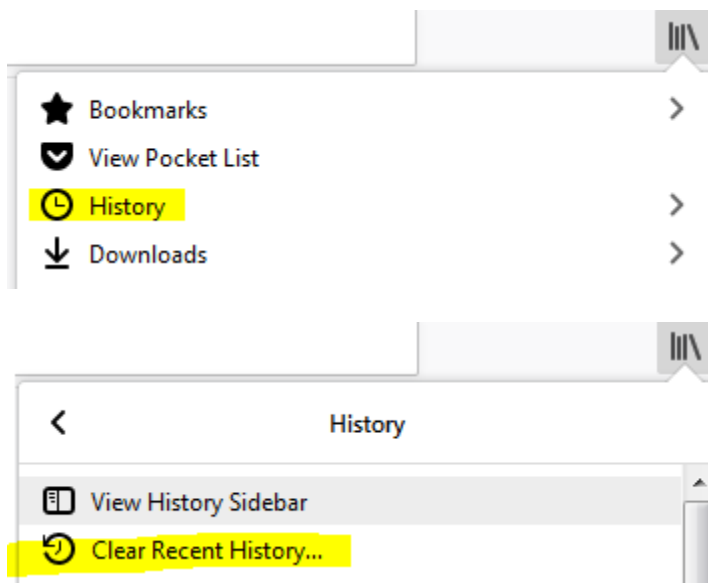
Delete Browsing History window will come up. Click **Delete** to clear history.



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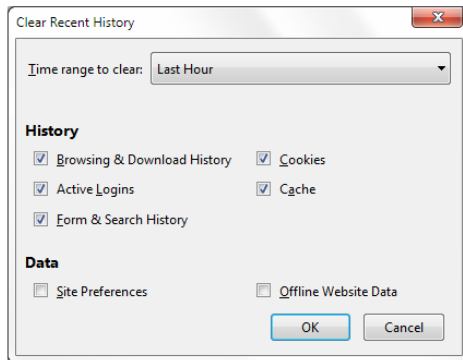
## Firefox

Open Firefox and click the Library button  icon (upper right corner), click **History** and then click **Clear Recent History....**



Select how much history you want to clear:

Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear (the last hour, the last two hours, the last four hours, the current day or everything).



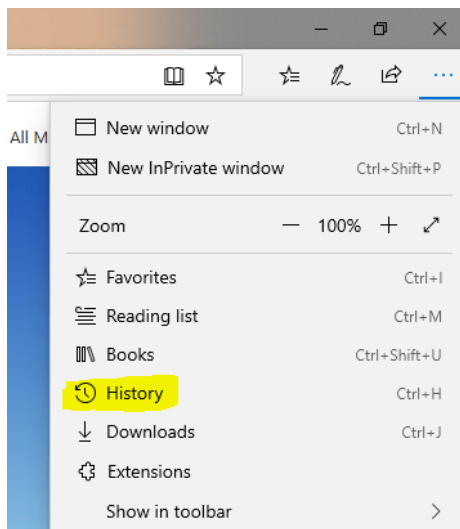
Use the check boxes to select what information you want to clear from your history.

Click the **OK** button. The window will close and the items you've selected will be cleared from your history.

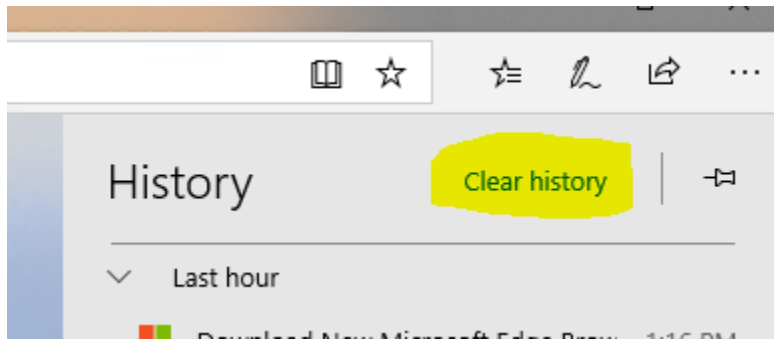
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## Microsoft Edge

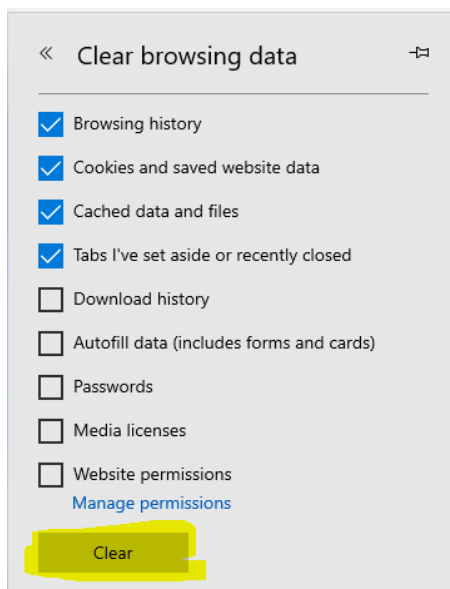
Open Microsoft Edge and select **Settings and More** ...



Click on **Clear history**



On this window click **Clear**



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Any issues please contact IT at [IT\\_Helpdesk@groton-ct.gov](mailto:IT_Helpdesk@groton-ct.gov)