

Troubleshooting Browser Issues

Internet Explorer 11, Mozilla Firefox,
Google Chrome and Safari



imagination at work

The Basics of Troubleshooting

Bad Request

Error 400



Error that point towards a browser issue (or similar error)



HTTP Error 400

Many issues that user can face can be resolved simply by completing one or more of the following tasks.

- Clear Cache and Cookies – [details](#)
- Try using a Private Browser – [details](#)
- Use an Alternate Browser

Clear Cache & Cookies

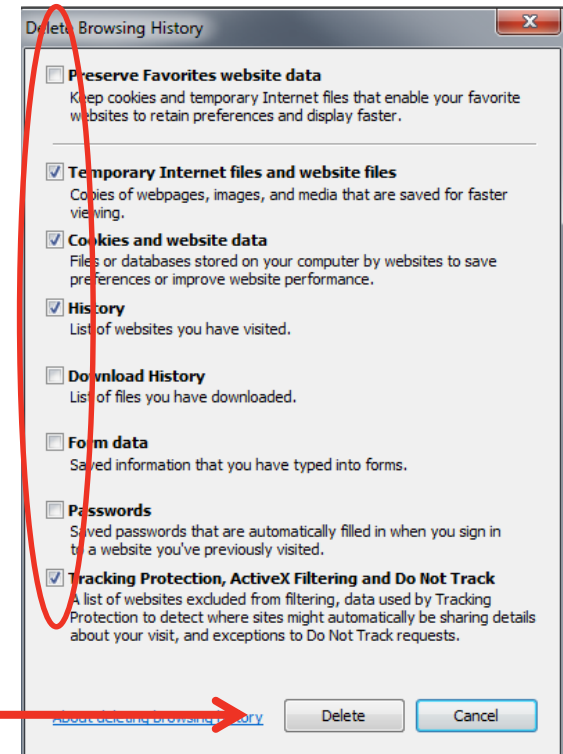
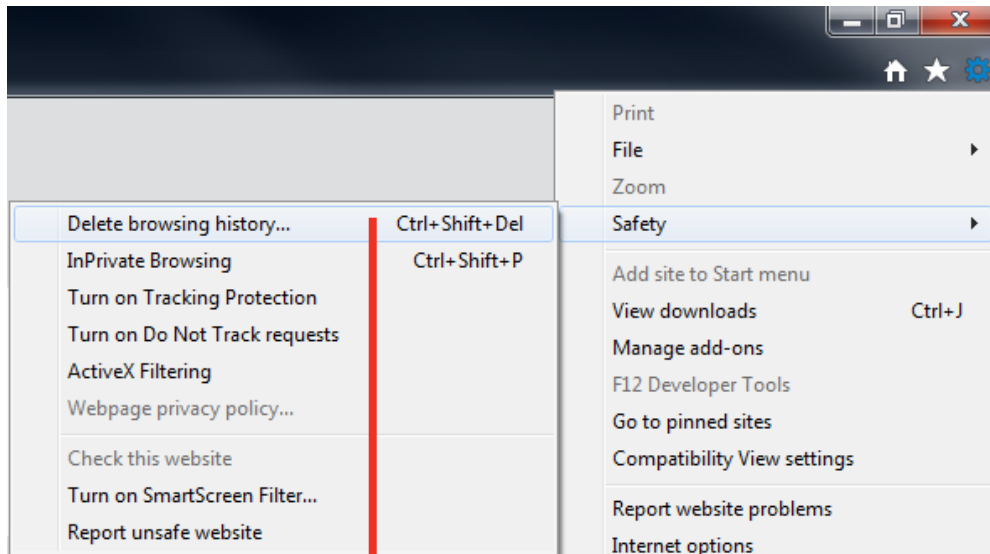
What are Cache and Cookies?

- Your browser's cache stores information to help pages load faster.
- Cookies are small files stored on your computer that save specific information (like passwords and site-specific preferences).
- Over time the data stored can become outdated and create performance issues. We recommend clearing these periodically to help prevent issues from occurring.

Internet Explorer 11



1. Close all currently open IE browsers
2. Open a new IE browser
3. Go to the Cog icon > Safety > and select 'Delete browsing history...'
4. Ensure the following boxes are checked and then click delete



Google Chrome



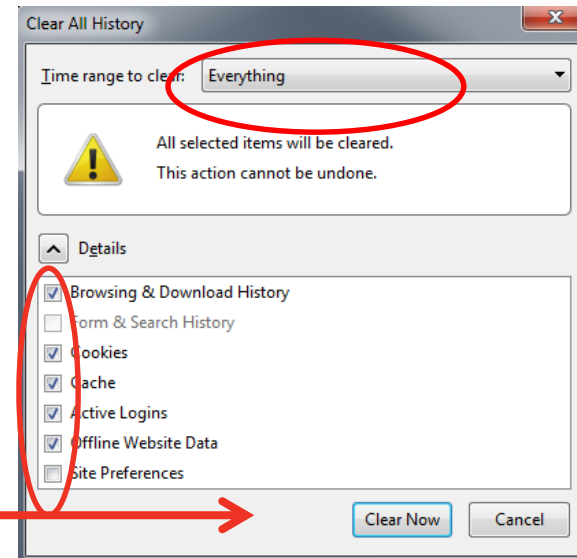
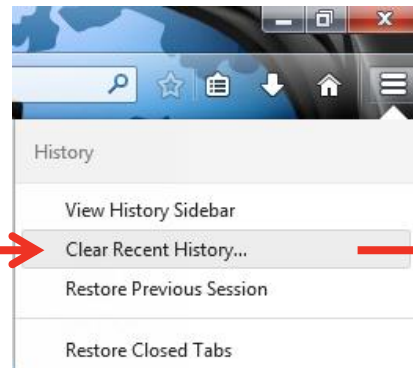
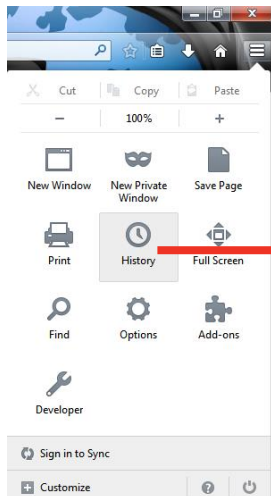
1. Close all currently open Chrome browsers
2. Open a new Chrome browser
3. Go to the Menu > More Tools > Clear browsing data
4. Check that the following options are checked as well as “the beginning of time” selected from the drop down menu, then click Clear browsing data

The screenshot shows the Google Chrome interface with the 'More tools' menu open. The 'Clear browsing data...' option is highlighted. A red arrow points from this option to the 'Clear browsing data' dialog box. In the dialog box, the 'Obliterate the following items from:' dropdown is set to 'the beginning of time'. The following items are checked: Browsing history, Cookies and other site and plug-in data, and Cached images and files. The 'Clear browsing data' button is highlighted with a red circle. A red arrow points from the 'Clear browsing data' button in the dialog box to the 'Clear browsing data' button in the menu.

Mozilla Firefox



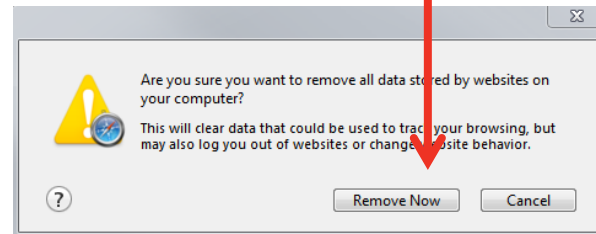
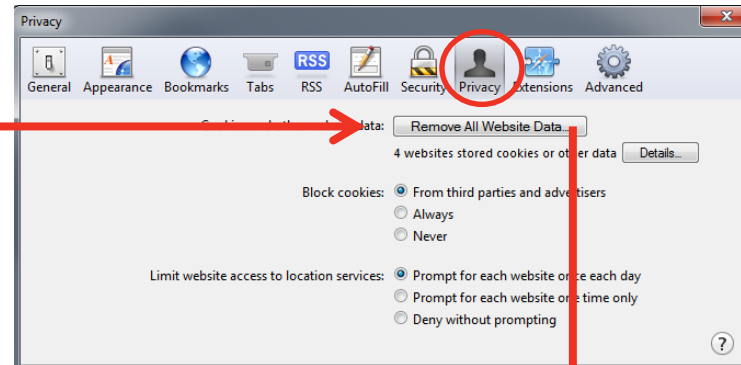
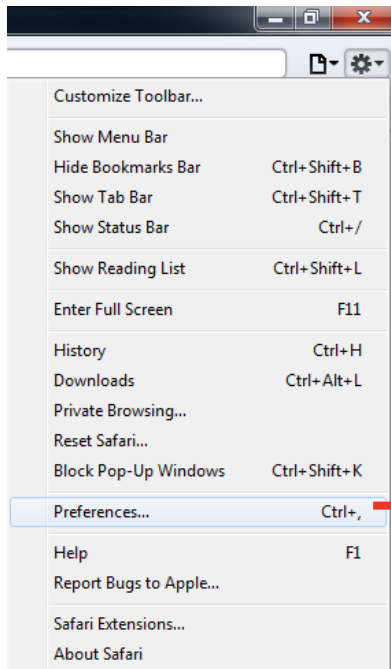
1. Close all currently open Firefox browsers
2. Open a new Firefox browser
3. Select History from the menu
4. Select Clear Recent History
5. Check that the following options are checked as well as "Everything" selected from the drop down menu, then click Clear Now



Safari



1. Close all currently open Safari browsers
2. Open a new Safari browser
3. Select the cog icon in the corner and then choose Preferences...
4. Go to the Privacy Tab and then select Remove All Website Data...



5. Select Remove Now

Private Browsing / Incognito mode

What is Private Browsing?

- Private Browsing is a privacy feature in some web browsers to disable the storage of browsing history and the web cache. This allows a person to browse the Web without storing local data that could be retrieved at a later date.
- Referred as by different names:
 - InPrivate Browsing – Internet Explorer
 - Incognito Browsing – Google Chrome
 - Private Browsing – Mozilla Firefox & Safari

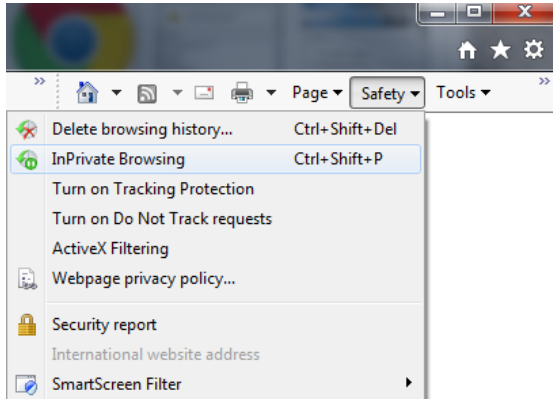
How to Start a Private Browser Session



Internet Explorer

From the Safety Menu,
select InPrivate Browsing

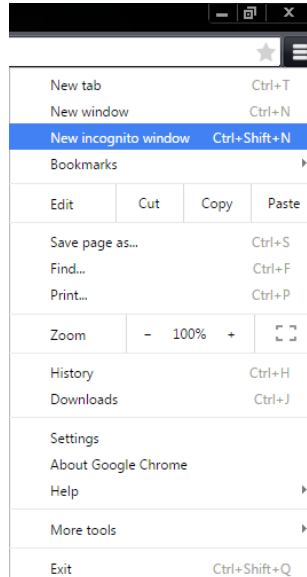
Keyboard Shortcut:
Ctrl + Shift + P



Chrome

Select 'New
incognito window'
from the main menu

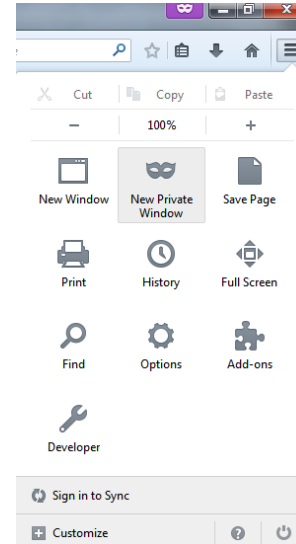
Keyboard Shortcut:
Ctrl + Shift + N



Firefox

Select 'New Private
Window' from the
main menu

Keyboard Shortcut:
Ctrl + Shift + P



Safari

Select the Cog icon
and then 'Private
Browsing...'

Keyboard Shortcut:
none

