Troubleshooting Steps – Browser Settings

Please follow these steps to check browser settings and troubleshooting connectivity and/or performance issues.

1. On the browser's file menu, go to TOOLS | INTERNET OPTIONS to open the following properties dialog box:

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Home page You can change which page to use for your home page. Address: http://www.yahoo.com/ Use Current Use Default Use Blank			
Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete Cookjes Delete Eiles			
History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 📑 Clear History			
Colors Fonts Languages Accessibility			
OK Cancel Apply			

2. Under "Temporary Internet files", click on the *Delete Files* button to open the delete files properties dialog box.

	Delete Files		
Delete all files in the Temporary Internet Files You can also delete all your offline content stored locally.			
		Delete all offline content	
		OK Cancel	

3. Select (check) the "Delete all offline content" option in the dialog box, then click OK to return to the Internet Options dialog box.

4. Again under "Temporary Internet files", click on the *Settings* button the open the settings properties dialog box.

Settings		? ×	
٦	Check for newer versions of stored pages:		
Temporary Internet files folder			
Curre	nt location: C:\Documents and Settings\aleyva.ALEYVA-001\Local Settings\Temporary Internet Files\		
Amount of <u>d</u> isk space to use:			
문	187 📩 MB		
<u>M</u> o	ve Folder View Files View Objects.		
	OK Cano	:el	

- 5. Under "Check for newer versions of stored pages", all users should have "Every visit to the page" option selected.
- 6. Click on *View Objects* to open the browser's Downloaded Program files. For files with a status of "Unknown", right-click the file and select *Remove* to delete the entry.

🔝 Downloaded Program Files					
Ble Edit View Favorites Tools Help					
🔾 Back 👻 🕗 🖌 🏂 Search 😥 Folders 🔛 🔹					
Address 👔 C:\WINDOWS\Downloaded Program Files 💌 🔁					
Google -	💌 💏 Search Web 🛛 🖓 Search Site 🛛 🥡 Ne	ews Pageflank @ Page Info - **			
	Program File 🔶	Status Total Size			
Folder Tasks 🛠	{41F17733-8041-4099-A042-8518886	Unknown None			
A Moura this Barn	(8EDAD21C-3584-4E66-A8AB-EB0E558	Unknown 120 KB			
indive dits kelli	🔮 ICC Class	Installed 88 KB			
Copy this item	🔮 MeadCo ScriptX Advanced	Installed 8 KB			
X Delete this item	QuickTime Object	Installed 4 KB			
	Shockwave ActiveX Control	Installed 4 KB			
	Shockwave Flash Object	Installed 4 KB			
Other Places ×	🔮 Update Class	Installed 104 KB			
MINDOWS					
My Documents					
Mu Natural Discar					
S Ply Nechan, Places					
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7. Now close the Downloaded Program files window and click OK on the Settings dialog box to return to the Internet Options dialog box.

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Home page You can change which page to use for your home page. Address: http://www.yahoo.com/			
Use <u>C</u> urrent Use <u>D</u> efault Use <u>B</u> lank			
Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete Cookjes Delete Eiles			
History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 🛫 Clear History			
Colors Fonts Languages Accessibility			
OK Cancel Apply			

8. Under "History", click on the *Clear History* button to clear the browser's history entries.



- 9. You will be prompted with a confirmation box, click YES to clear the history folder and continue.
- 10. Click OK on the Internet Options properties dialog box to exit back to the browser, close all browser windows then launch a new browser window to continue working.