

Clearing browser cache

Affected version(s): all

Open-Xchange AppSuite behaves unexpected. Sometimes it is recommended to test with a fresh browser session, or clear cache. Please make sure that you always do this with a supported browser/version, see [supported browser](#).

Workaround

It might already be enough to test in incognito mode/private window. Make sure that you closed first all other open sessions in the browser.

Chrome: <ctrl><shift><n>

Firefox: <ctrl><shift><p>

Solution

It might be possible to remove cached items individually if you don't want to delete the complete cache. Please check the browser documentation how to do that, this article only explains how to delete the complete cache and the described way might not work anymore because of changes from the browser vendor.

- Google Chrome:
enter `chrome://settings/clearBrowserData` into the address field
or
<ctrl><shift>
or
Settings/Privacy and security/Clear browsing data
In the "Basic" tab select "Cookies and other site data" and "Cached images and files". Select the time range you want to delete, if should be before you used Open-Xchange AppSuite the first time. If unsure, select "All time".
- Mozilla Firefox
go to Preferences/Privacy & Security/Cookies and Site Data
"Cookies and Site Data" and "Cached Web Content" should be selected, press "Clear"
- Microsoft Edge
go to Settings/Clear Browsing Data and select "Chose what to clear"
select "Cookies and saved website data" and "Cached data and files" and "Clear"
- Microsoft Internet Explorer
<ctrl><shift>
or
go to Settings/Safety/Delete browsing history
select "Temporary Internet files and website files" and "Cookies and website data"
- Safari

<cmd><alt><E>

This will clear all cache without a prompt

Related articles

- [\[Fixed\] Some older browsers not working in OX App Suite 7.10.2](#)
- [Using browser developer mode](#)
- [Clearing browser cache](#)