Fully Clearing your Browser's Cache and 25live Cookies for 25live

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When new versions of 25Live are deployed or patches have been released, browsers might still be using old stored version data of 25Live's code. This can result in odd display issues or other glitches.

Clearing the browser cache is one of the first steps we often try in troubleshooting because it's simple to do and can fix a host of problems.

These are the steps involved in removing your browser's cache and 25live cookies for the following browsers:

In This Article:

- Chrome
- Firefox
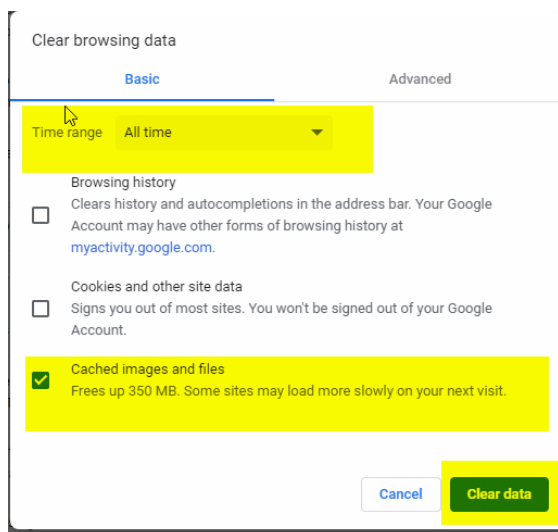- Internet Explorer (IE is not supported with 25live)

Chrome

The below screenshots are from a Windows 10 environment using the Chrome browser.

Please Navigate to your Options Menu in your top right-hand corner of browser indicated by:
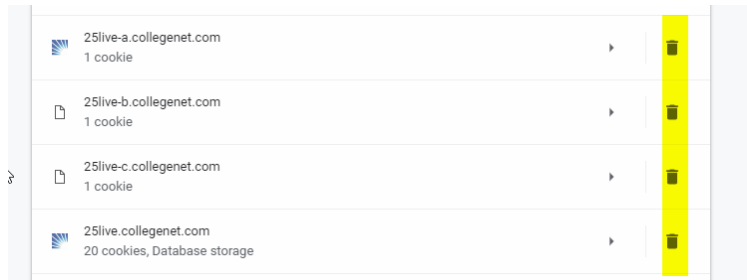
Select Settings > Advanced (at bottom of screen) > Select Clear Browsing Data.

Make sure the "Cached Images and Files" checkbox is selected, and the Time Range is selected for All Time. Then, press the "Clear data" button.
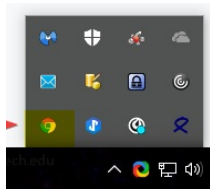

That will clear your browser's cache.

To clear your 25live cookies, please navigate to the same setting window and Select Settings > Advanced (at bottom of the screen) > Select Content Settings > Select Cookies > Select all cookies and site data > delete any cookies associated with 25Live:

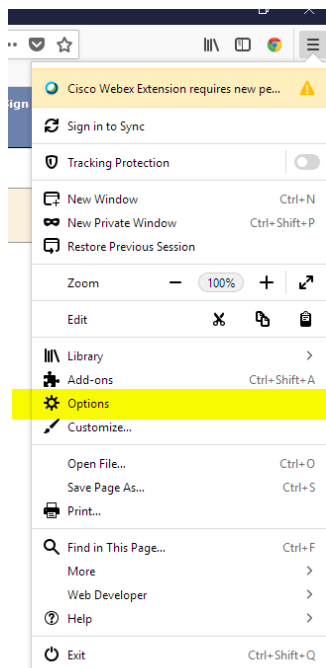For Chrome and Windows 10, Please fully close your Chrome browser and restart.

You can do this by going to your bottom right-hand screen and right-clicking on the Chrome icon and press close. Then start back up your Chrome Browser.
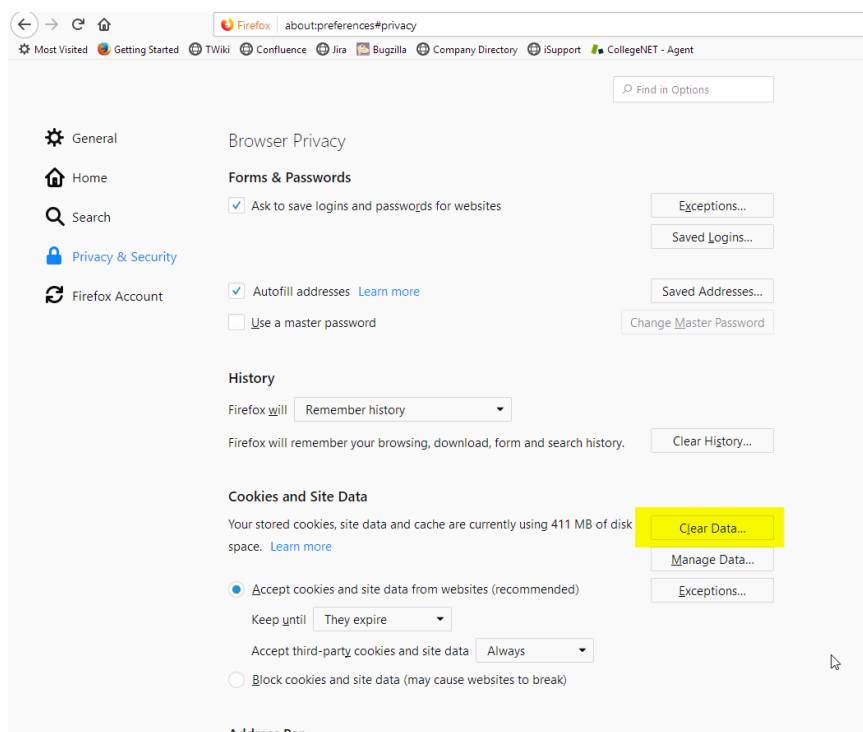

Firefox
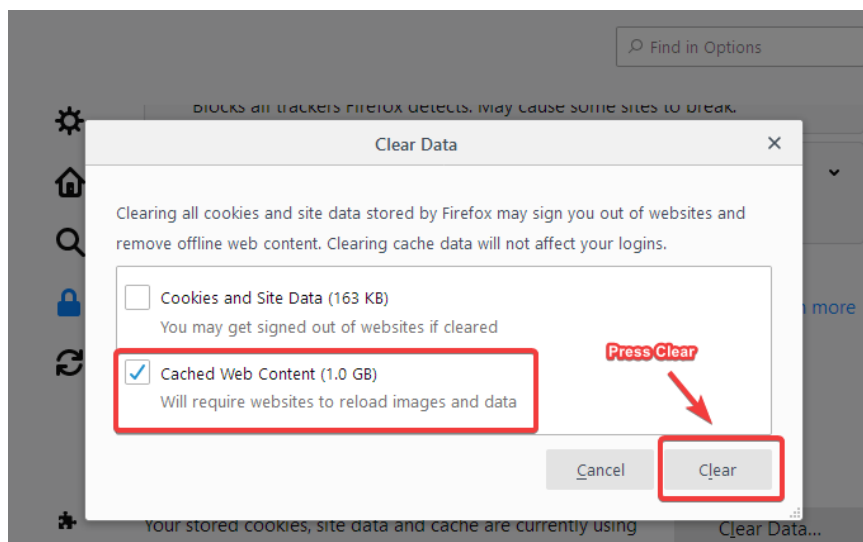
First, go to your Options Menu:

The below screenshots are from a Windows 10 environment using the Firefox browser.
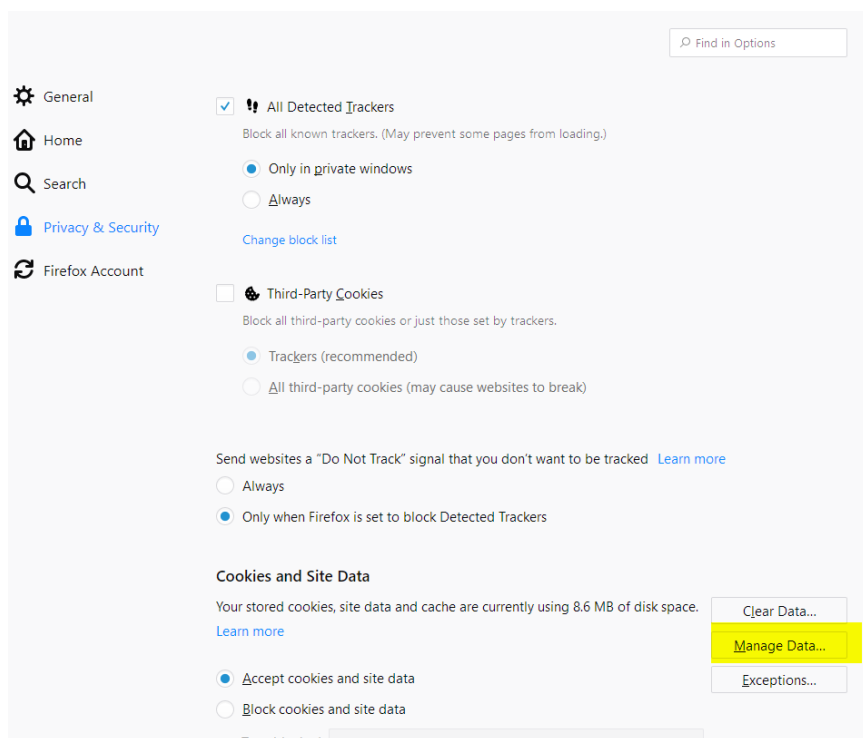
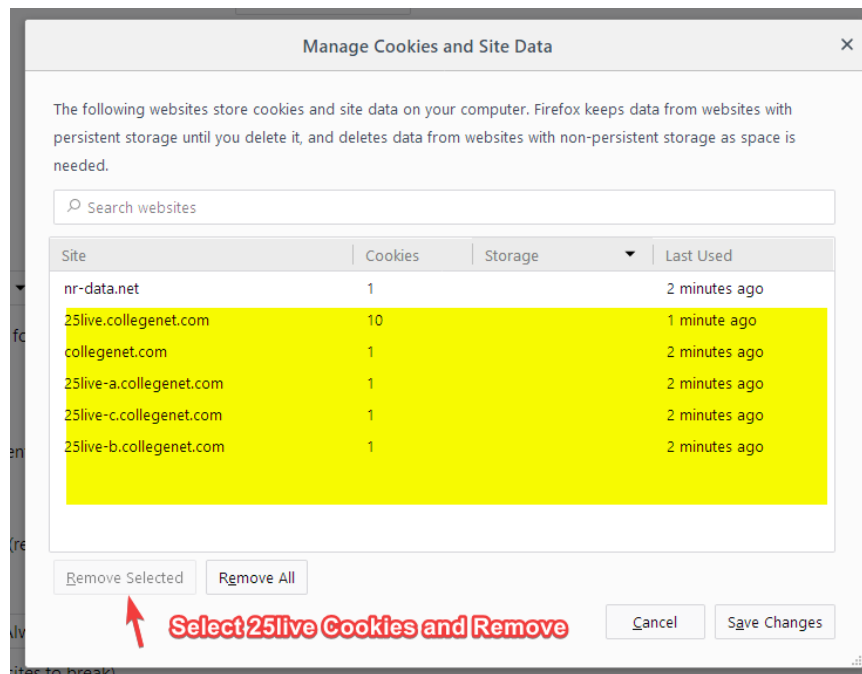Go to "Privacy & Security" and click on "Clear Data":

Make sure only the "Cached Web Content" checkbox is checked. (if you have "Cookies and Site Data" selected, you will remove all cookies for all websites).

Next, open up the Options Menu and go to "Privacy & Security." Click on "Manage Data":

Type in the search website for '25live' then Select all 25live Cookies and select "Remove Selected."
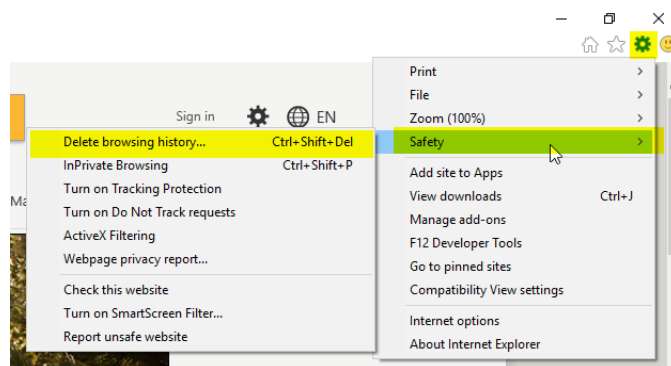
Restart your browser and you are all set!

Internet Explorer (IE is not supported with 25live)

The below screenshots are from a Windows 10 environment using the Firefox browser.

To clear your Internet Explorer cache and cookies, please first go to the upper right-hand area of the Internet Explorer browser and click on the "Tools" icon. Then, go to the "Safety" and then click on "Delete browsing history":

Make sure the checkboxes are checked for "Temporary Internet files and website files" and "Cookies and website data." Click on the Delete button. After that, restart your browser.

☑ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history   Delete   Cancel