

Troubleshooting Browser Issues

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Problems logging in and other technical difficulties can often be solved by clearing the browser cache (history and cookies). The following procedures were correct at the time this topic was created, but browsers are updated frequently. If you are unable to locate the links and buttons referenced in this procedure, use a search engine to search for how to clear the cache for your browser and version.

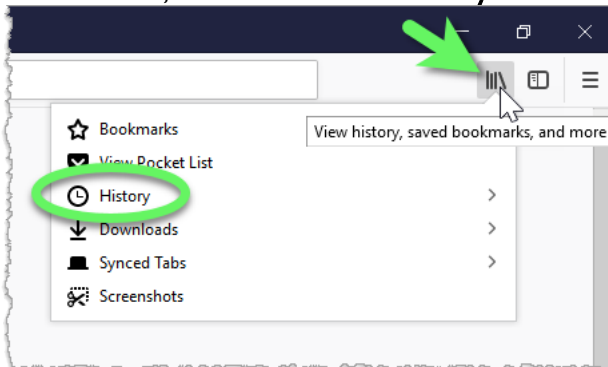
Recommended Browser Versions

Oracle supports the following browsers and versions.

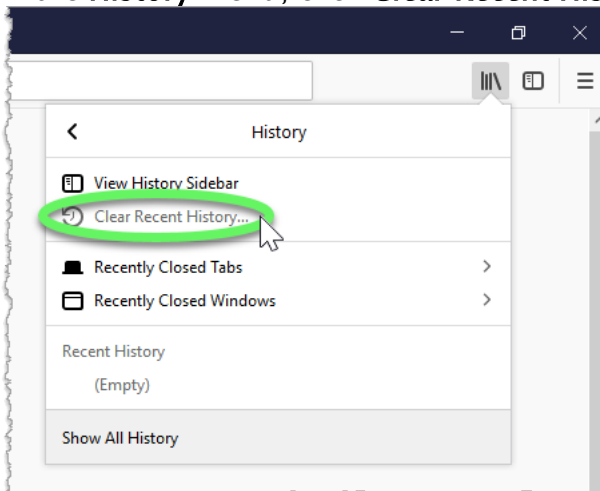
Browser	Supported Versions
Firefox	38.x or later
Chrome	43.x or later
Internet Explorer (IE)	11.x

Procedure: Firefox (version 38.x or later)

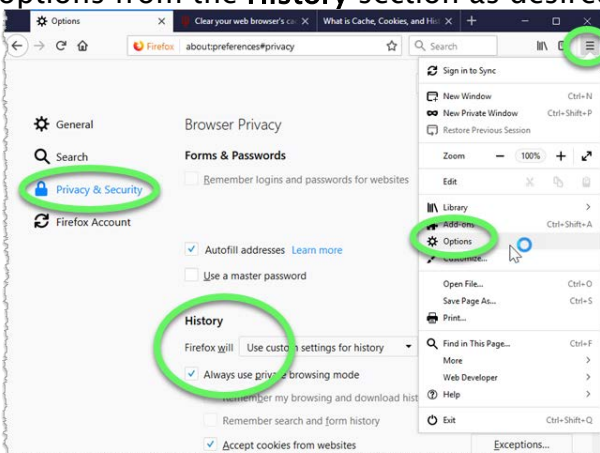
1. Click the **books icon** to expand the **View history, saved bookmarks, and more** menu, and select the **History** menu item.



2. In the **History** menu, click **Clear Recent History...**

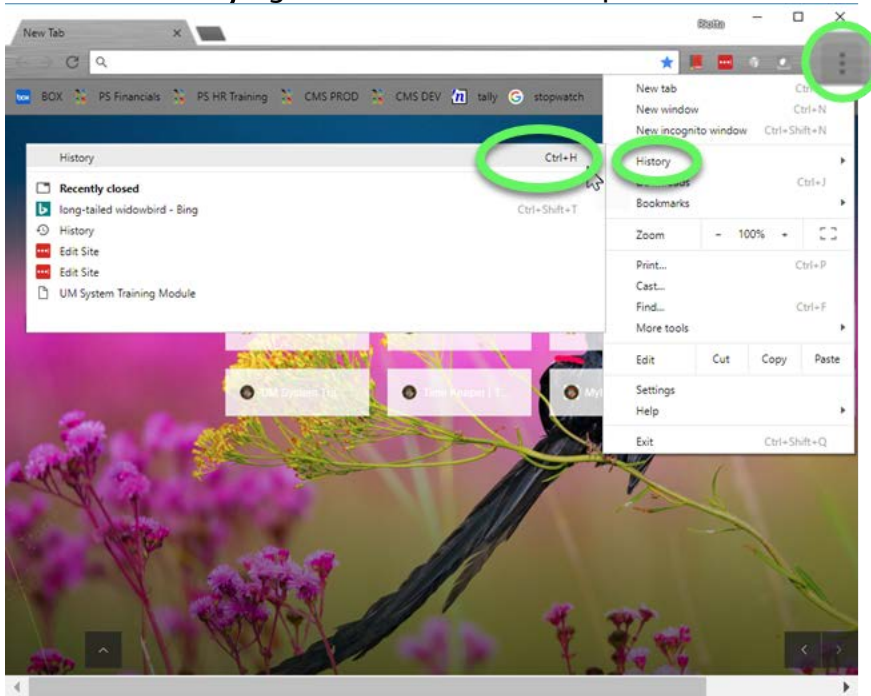


3. You may also manage browser privacy by expanding the options menu and choosing **Options**. Select **Privacy & Security** in the left panel menu, and choose options from the **History** section as desired.

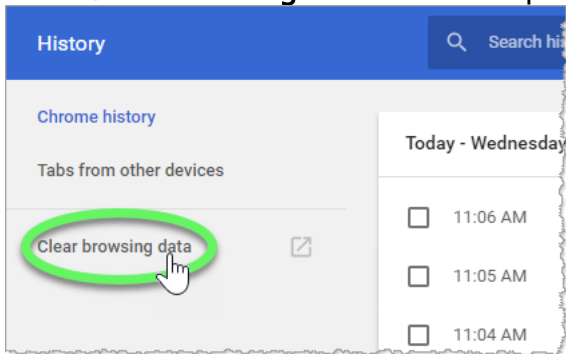


Procedure: Chrome (version 43.x or later)

1. Launch Chrome and press **Ctrl + H** , or expand the **Options** menu, click **History**, and click **History** again when the menu expands.



2. Click **Clear browsing data** in the left panel menu.

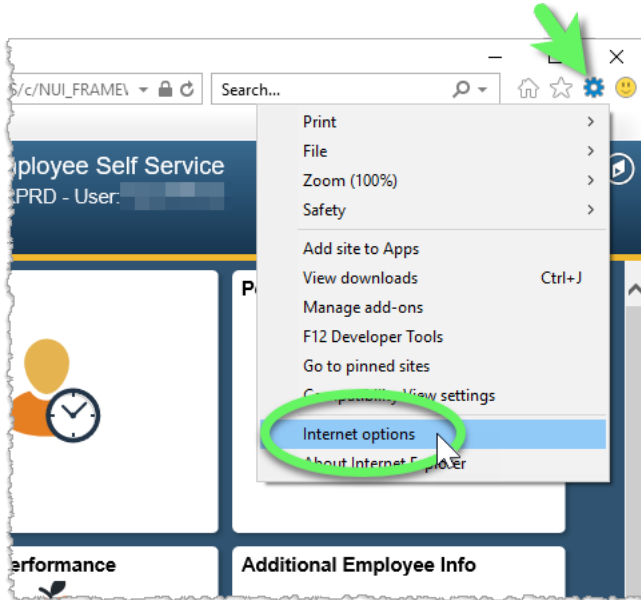


Note: If you don't see the left panel menu, click the **menu icon** to expand it.

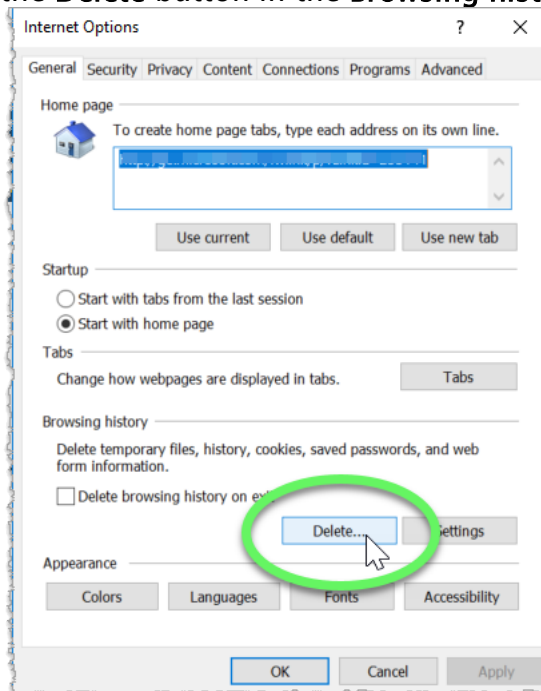


Procedure: Internet Explorer (version 11.x)

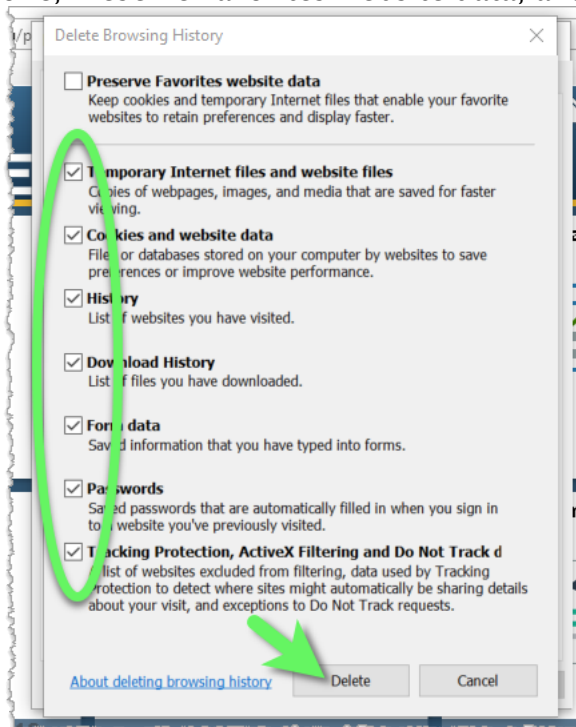
1. Click the **gear icon** in the upper right corner of the browser to expand the **Tools menu**, and choose the **Internet options** menu item.



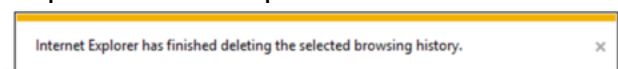
2. On the **General** tab of the **Internet Options** dialog window, click the **Delete** button in the **Browsing history** section.



3. In the **Delete Browser History** dialog window, select all options except the first one, **Preserve Favorites website data**, and then click the **Delete** button.



4. The **Delete Internet History** window closes. Click **OK** to dismiss the **Internet Options** dialog as well.
5. Close all instances of Internet Explorer when the browser window displays **Internet Explorer has finished deleting the selected browsing history** at the bottom of the window. The browser history should be clear when you reopen Internet Explorer.



END OF PROCEDURE.

You have successfully cleared browser history.