

STATE REGISTRAR NOTICE

Subject:	Number: 2019-05	
Clearing Browser Cache May be Necessary To Resolve DAVE Issue After System Upgrade		
Date Issued: March 12, 2019	By Direction of: Audrey L. Marrocco Audrey Marrocco State Registrar	

Since the system upgrade on Friday March 9, 2019, some users have reported problems selecting their facility from the log in page or starting a new case in DAVE. To resolve these issues, you will need to clear your browser cache (i.e., delete browsing history). Once the browser cache has been cleared, you should no longer encounter these issues.

To clear your browser cache in Internet Explorer, open Internet Explorer and select "Tools" and then "Delete browsing history" from the top toolbar. In earlier versions of Internet Explorer, this option is found "Tools," then "Safety", and then "Delete Browsing History."



A window similar to the image shown on the next page should open on your screen. Make the following modifications to the settings in this window:

- De-select "Preserve Favorites website data"
- Select "Temporary Internet Files" or "Temporary Internet Files and website files"
- Select "Cookies" or "Cookies and website data"
- Select "History"
- All other options can be deselected.

elete Browsing History)
Preserve Favorites website d Keep cookies and temporary Inter websites to retain preferences and	ata net files that enable d display faster.	your favorite
Iemporary Internet files and Copies of webpages, images, and viewing.	website files media that are saved	d for faster
Cookies and website data Files or databases stored on your preferences or improve website pe	computer by website erformance.	s to save
History List of websites you have visited.		
Download History List of files you have downloaded.		
Form data Saved information that you have t	yped into forms.	
Passwords Saved passwords that are automa to a website you've previously visi	tically filled in when y	vou sign in
Tracking Protection, ActiveX I A list of websites excluded from fil Protection to detect where sites m about your visit, and exceptions to	Filtering and Do No tering, data used by ight automatically be o Do Not Track reque	ot Track Tracking sharing details sts.
About deleting browsing history	Delete	Cancel

Next click on the Delete" button. You will see a confirmation notice at the bottom of the window when the process is complete. Quit/exit all browser windows to complete the process. Then re-open the browser and resume your DAVE access.

Note: While IE is the only browser officially supported by the Commonwealth, you may find this link helpful for instructions on clearing your cache in other browsers, such as Chrome, Safari, and Firefox: <u>https://kb.iu.edu/d/ahic</u>