



BROWSER CACHING GUIDE

MICROSOFT OS

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1.1 BASICS OF BROWSER CACHING

What is Browser Caching?

A browser cache is a temporary storage for files downloaded by a browser to your computer. Typically, a browser cache includes files, images and other content that makes up websites.

Upon visiting a website, the browser looks for new or updated files to download and store locally. Downloading these files speeds up website loading, especially when there is limited or no internet available.

What is Included in Browser Caching?

A browser's cache is split into 2 parts: AppCache and IndexedDB.

The AppCache contains static application assets, such as images, fonts and the code to run Elite Field while offline. This does not include patient identifiable information. Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.

The IndexedDB is where Elite Field stores incident data, data values, drop downs, login credentials and more. Clearing the IndexedDB data results in the loss of **all incidents stored on the device**, and the **inability to log in while offline**.

In most cases, when clearing caches, you only want to clear the AppCache.

Why do I have to Clear the Browser Cache?

As you visit web pages, more information is stored in your browser cache. Clearing a browser cache can help prevent "caching" issues and prevent your device from running out of space to cache data.

Browsers and Available Storage

- Internet Explorer 11 allows 50 MB of data up to 9999 MB of data. For increasing your storage, see [Increasing Cache on Internet Explorer 11 with Group Policy on page 22](#).
- Microsoft Edge, Chrome and Firefox are dependent on the disc volume size of the device.

1.2 BROWSER CACHE SETTINGS FOR MICROSOFT OS

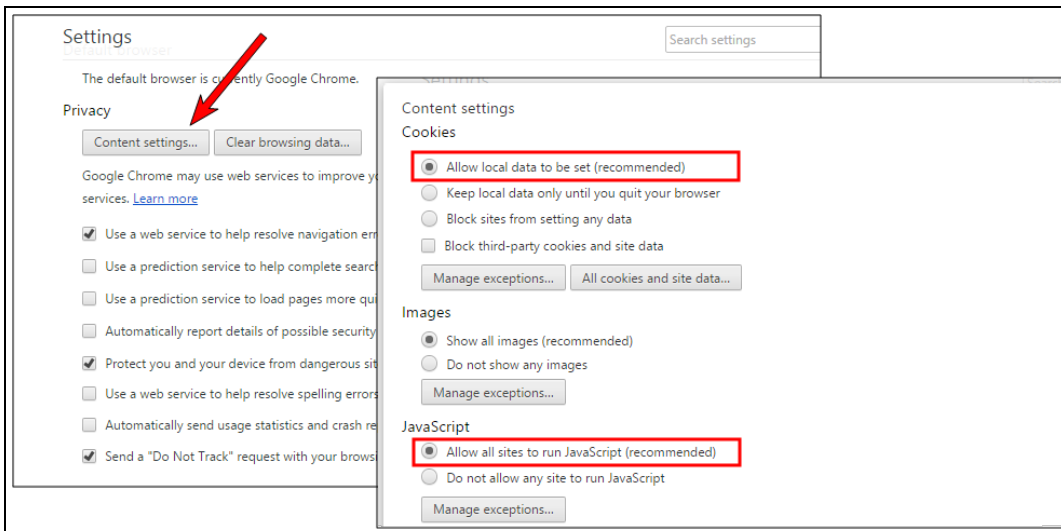
Each browser can be configured to help prevent the need to clear your browser cache. Use the following instructions to set your browsers up with the recommended cache settings.

Recommended Settings for Browser Cache

Chrome (Recommended Browser)

In Content Settings, ensure *Allow local data to be set* and *Allow all sites to run Javascript* are checked.

Navigation: Settings > Show advanced settings > Privacy section > Content Settings



Why is Chrome the Recommended Browser?

Chrome is the recommended browser because it is less prone to running into known issues.

- **Firefox known issues:**

- It is easy for users to configure the browser to prevent them from logging into Elite. This configuration also locks access to the IndexedDB storage.
- A bug in the Knockout component can prevent users from opening incidents.

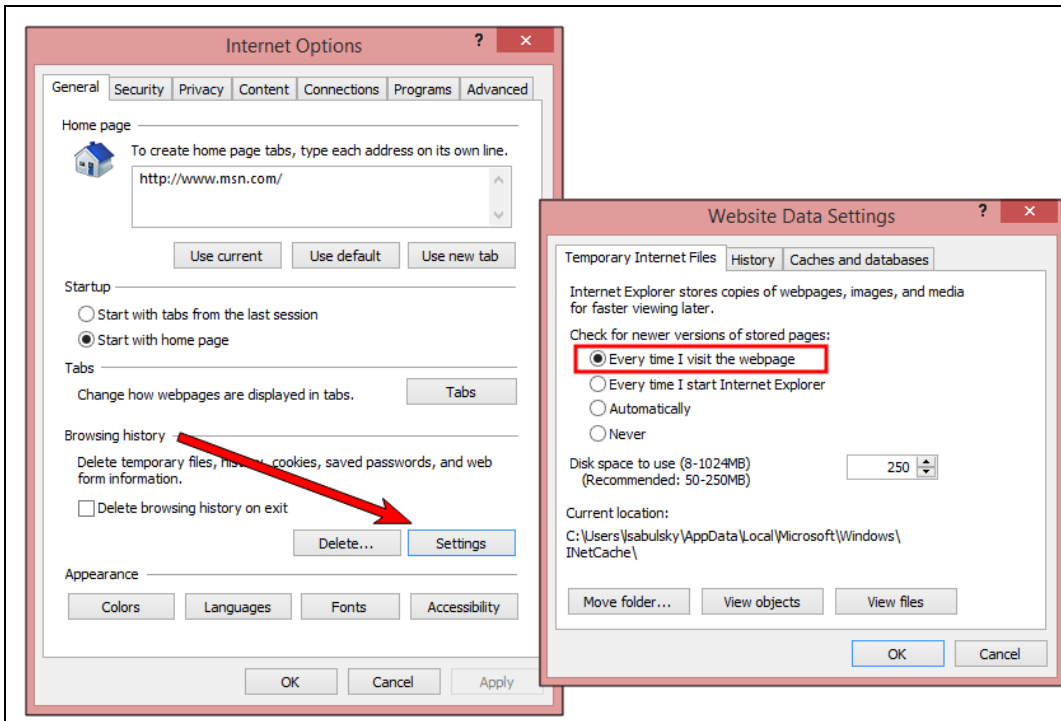
- **Internet Explorer and Edge:**

- Limited storage space by default for offline repeat patients. See [Increasing Cache on Internet Explorer 11 with Group Policy on page 22](#).
- Easy for users to accidentally prevent the browser from increasing storage limits which can result in users being unable to open incidents.

Internet Explorer and Microsoft Edge

In Settings for Internet Options, ensure *Every time I visit the webpage* is checked.

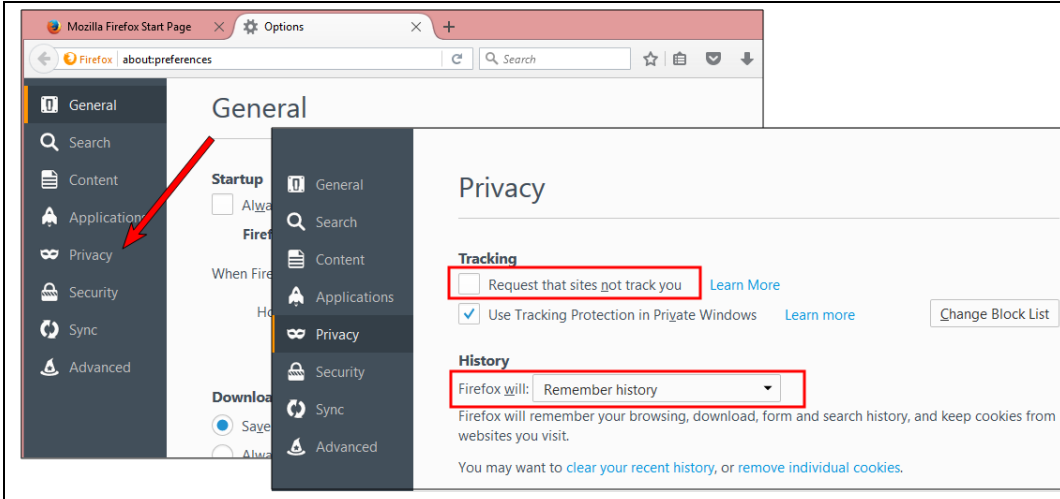
Navigation: *Tools > Internet Options > Browsing History section > Settings*



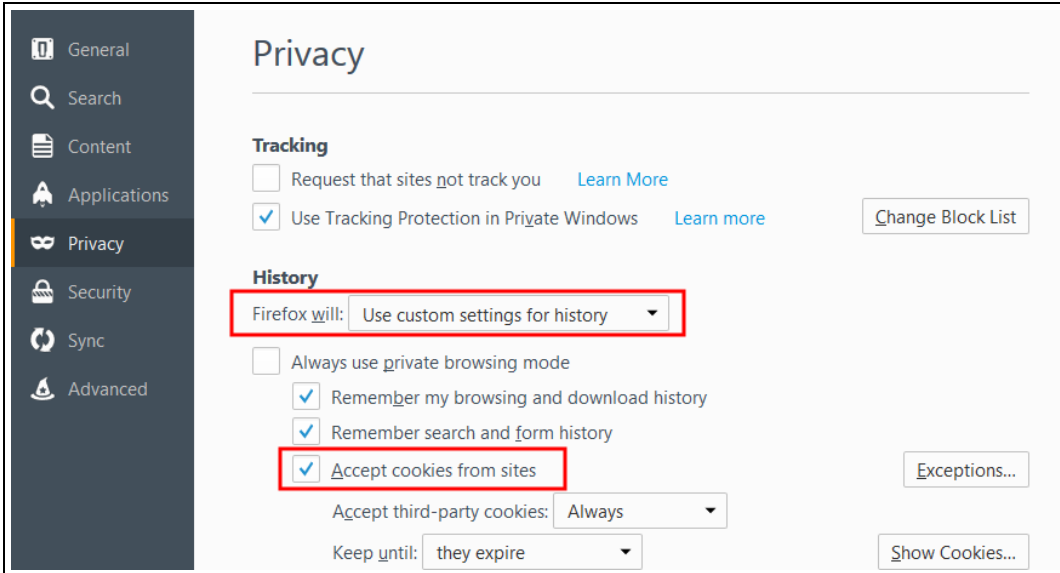
Firefox

In Privacy Settings, ensure *Request that sites not track you* is **unchecked** in Tracking and *Remember History* is set in History.

Navigation: Menu > Privacy > Tracking section and History section



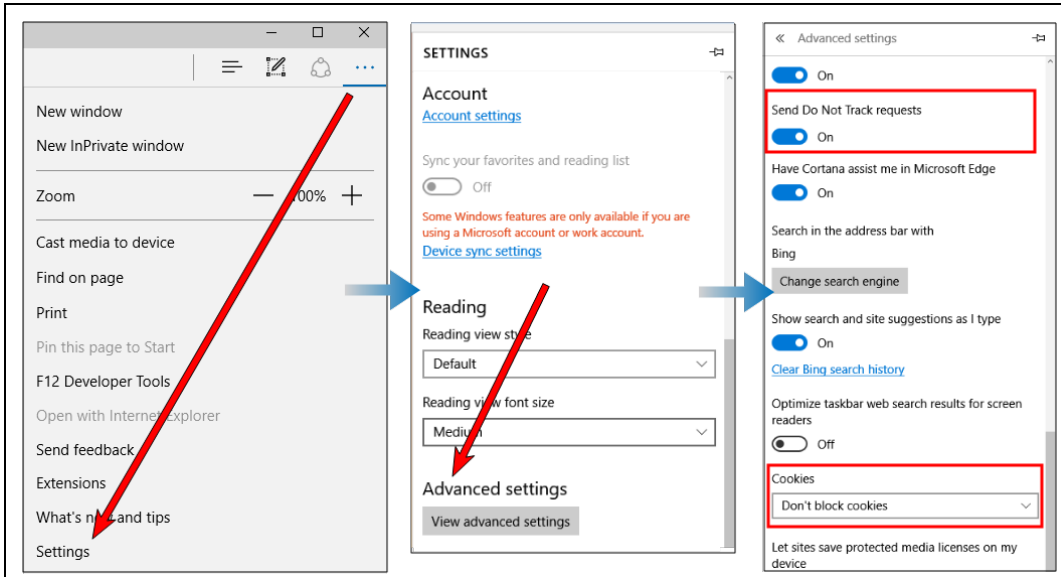
However, if you choose to use custom history settings, ensure *Accept Cookies from Sites* is checked.



Microsoft Edge

In Settings, ensure *Send Do Not Track Requests* = *Off* and *Cookies* = *Don't block cookies*.

Navigation: *Settings > View Advanced Settings*





1.3 CLEARING CACHE IN MICROSOFT OS BROWSERS

Each internet browser stores a specific amount of data. When this storage becomes full, Elite Field syncs can fail. You can fix this issue by clearing your browser cache. Use the following directions to clear the file storage (cache) without losing incident data.

Facts

- The process for clearing the cache for Elite is the same for Elite Field.
- If Elite Field had internet access prior to clearing the cache, the un-posted incidents can be found in the Elite Field Incident Cloud list because they automatically sync every 10 seconds. For more information see [Field Incident Cloud Overview](#).
- Posted incidents appear in the corresponding incident list (i.e. EMS, Fire or Community Health).

Clearing the Cache

- The cache is split into two parts: AppCache and IndexedDB. You only need to clear the AppCache. For instructions, see [Basics of Browser Caching on page 4](#).
-  **IMPORTANT!** Clearing the AppCache on a device used for Elite Field, results in Elite Field not working offline until re-synced.
-  **IMPORTANT!** Clearing the cache on a device used for Elite Field deletes incidents, logins and device authorization settings.


After Clearing the Cache

- Only **one user** needs to login to Elite Field while online and sync, to allow all users to login after clearing the cache.

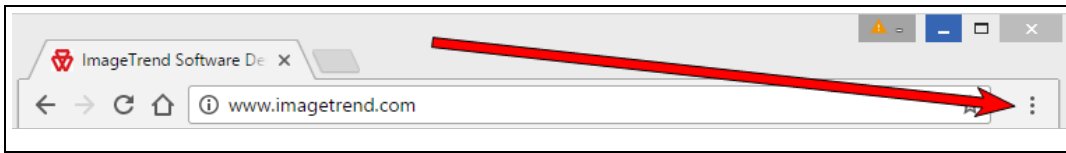
Prevention

- We recommend setting Elite Field to automatically delete posted incidents from Elite Field to reduce data storage on the browser, see [General Settings for Elite Field](#).

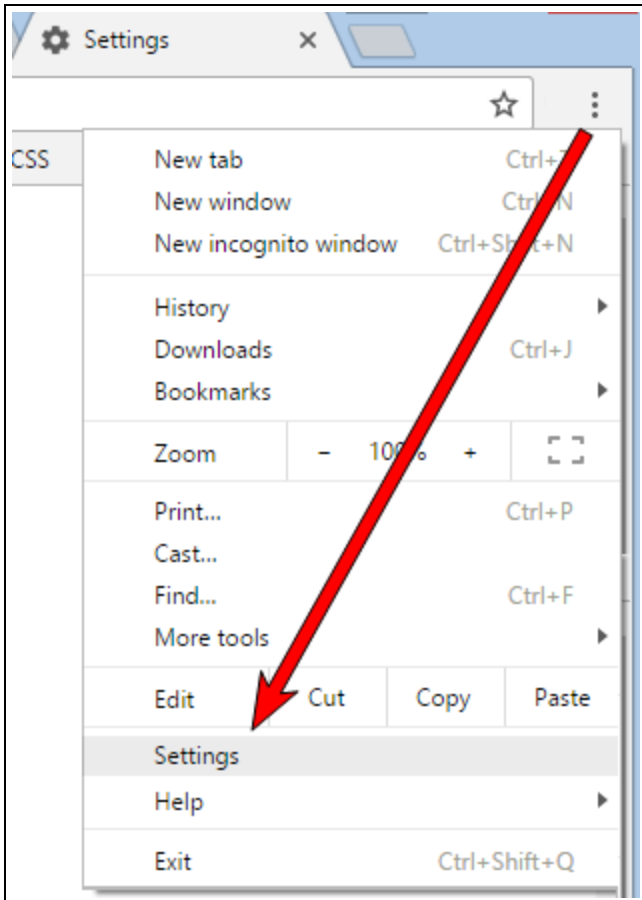
How to Clear Chrome's AppCache

 **WARNING:** ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see [Setting Auto-Delete on Posted Elite Field Incidents](#) and [Browser Cache Settings for Microsoft OS on page 5](#).

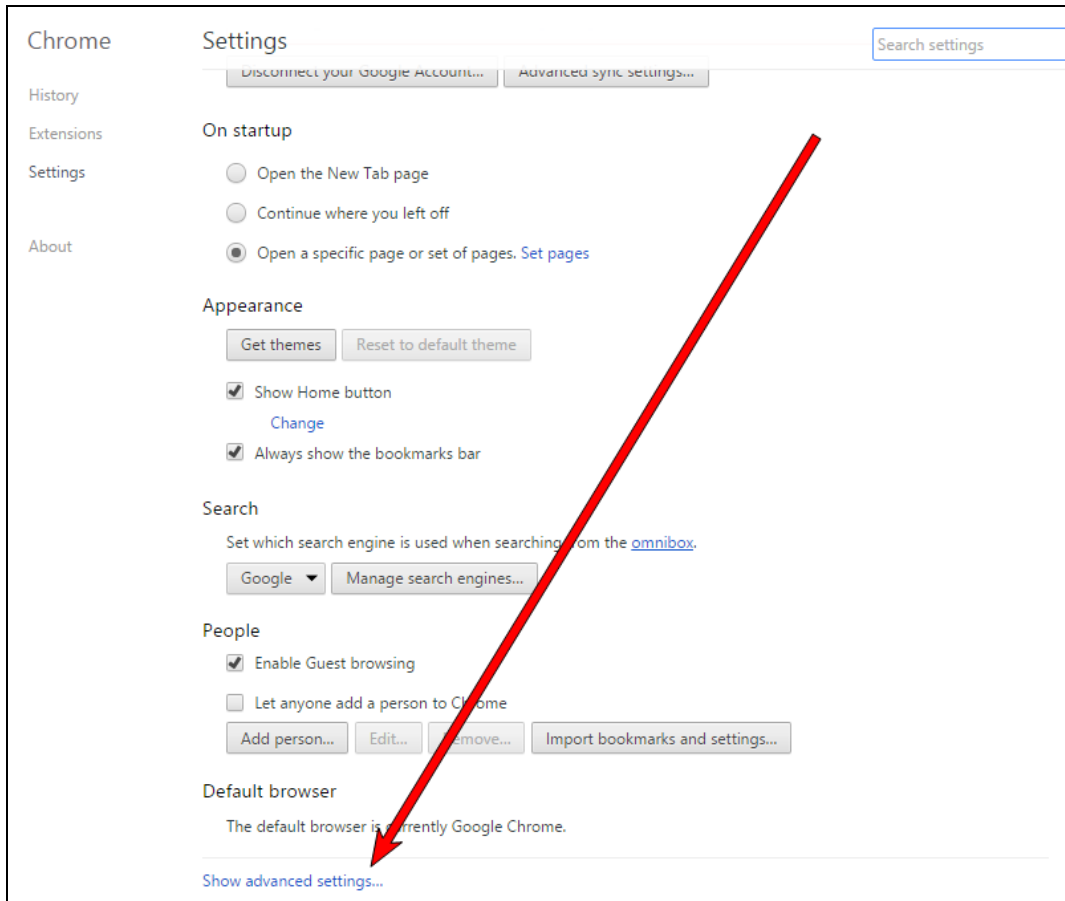
1. In the Chrome browser, click the three dots.



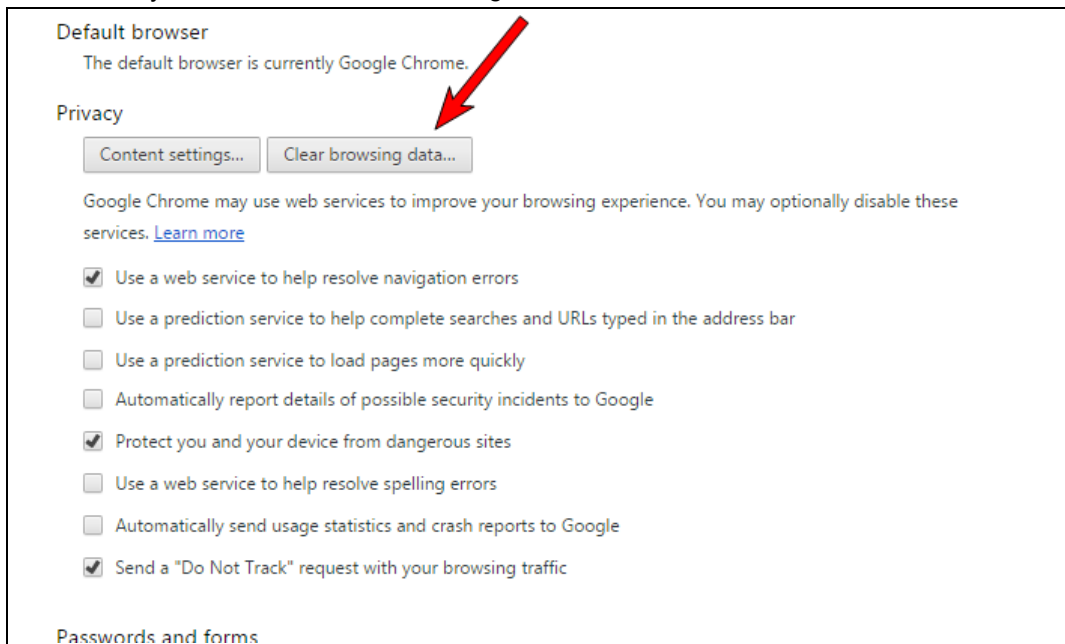
2. Click *Settings*.



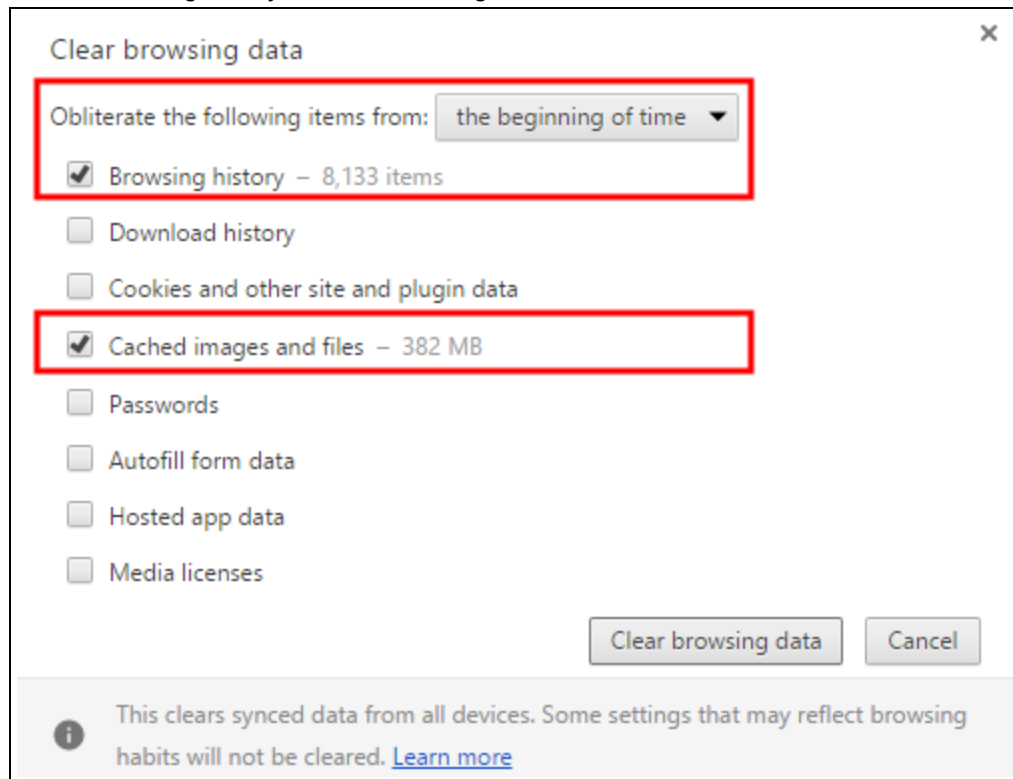
3. Click *Show advanced settings*.



4. In the Privacy section, click *Clear Browsing Data*.



5. In Clear browsing data, set
 - Obliterate the following items from = the beginning of time and
 - Check *Browsing history* and *Cached images and files*

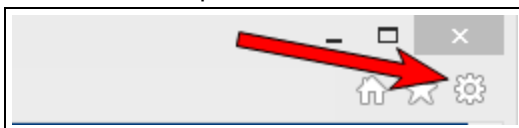


6. Click *Clear browsing data*.

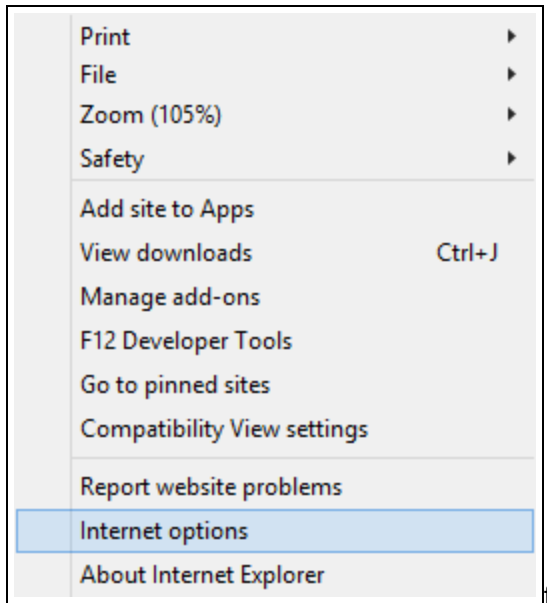
How to Clear Internet Explorer 11's AppCache

WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see [Setting Auto-Delete on Posted Elite Field Incidents](#) and [Browser Cache Settings for Microsoft OS on page 5](#).

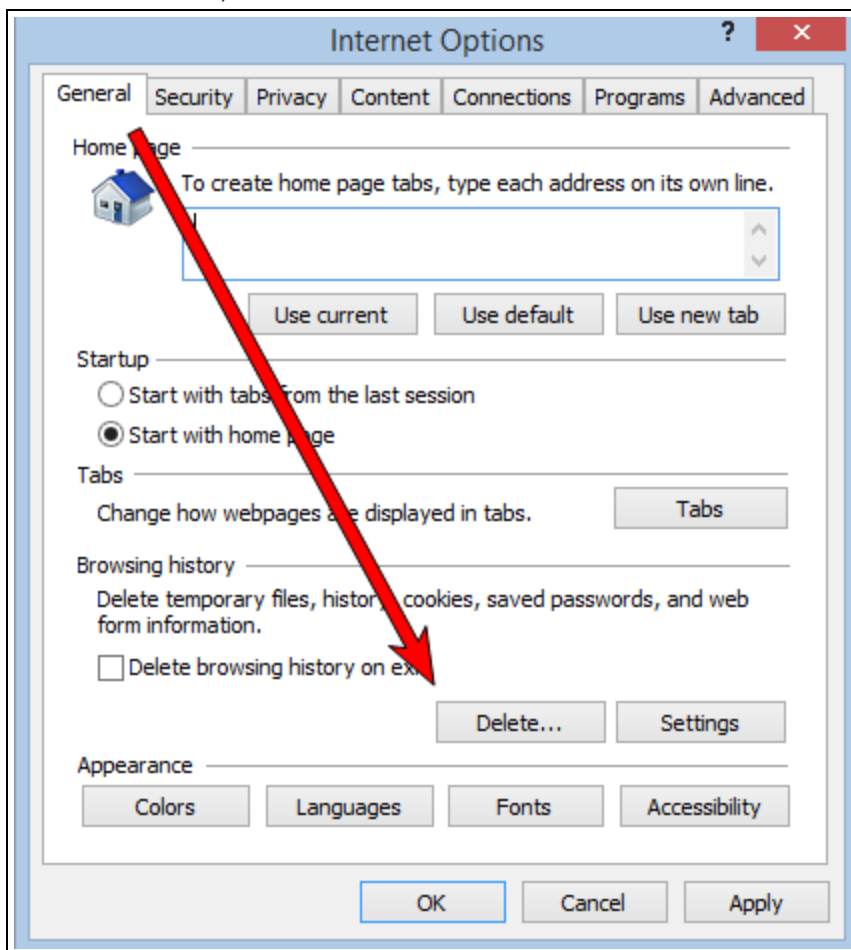
1. In the Internet Explorer browser, click the tools icon.



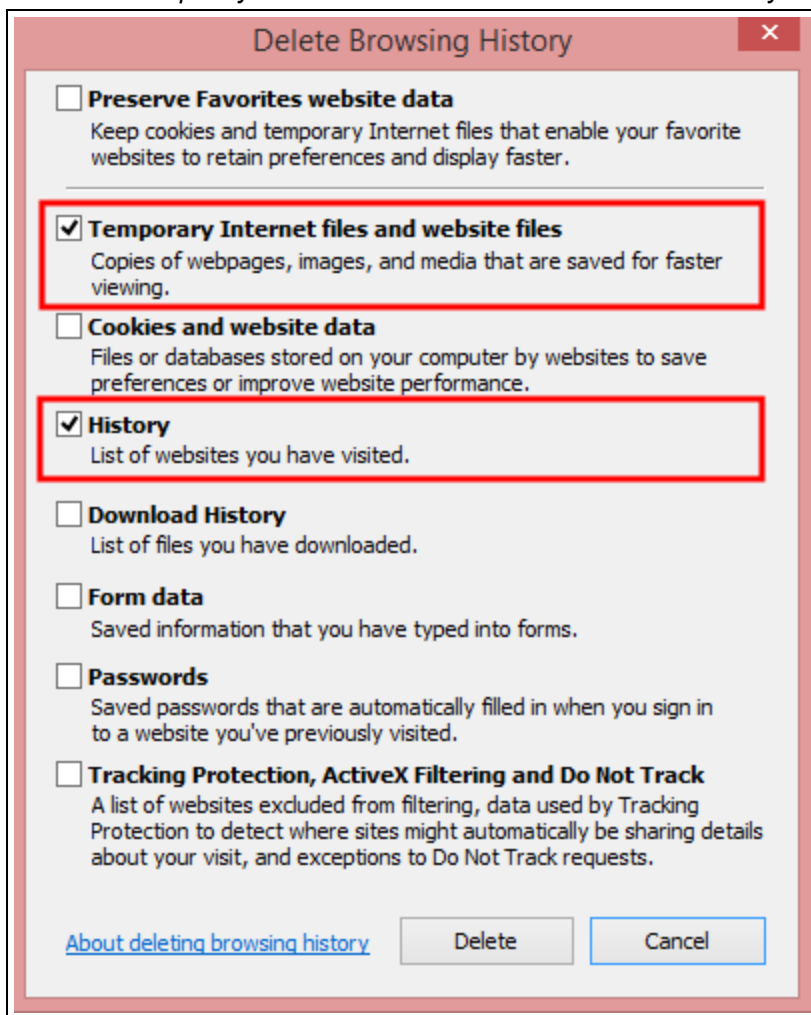
2. Click *Internet Options*.



3. On the General tab, click *Delete*.



4. Select the *Temporary Internet files and website files* and the *History* checkboxes.

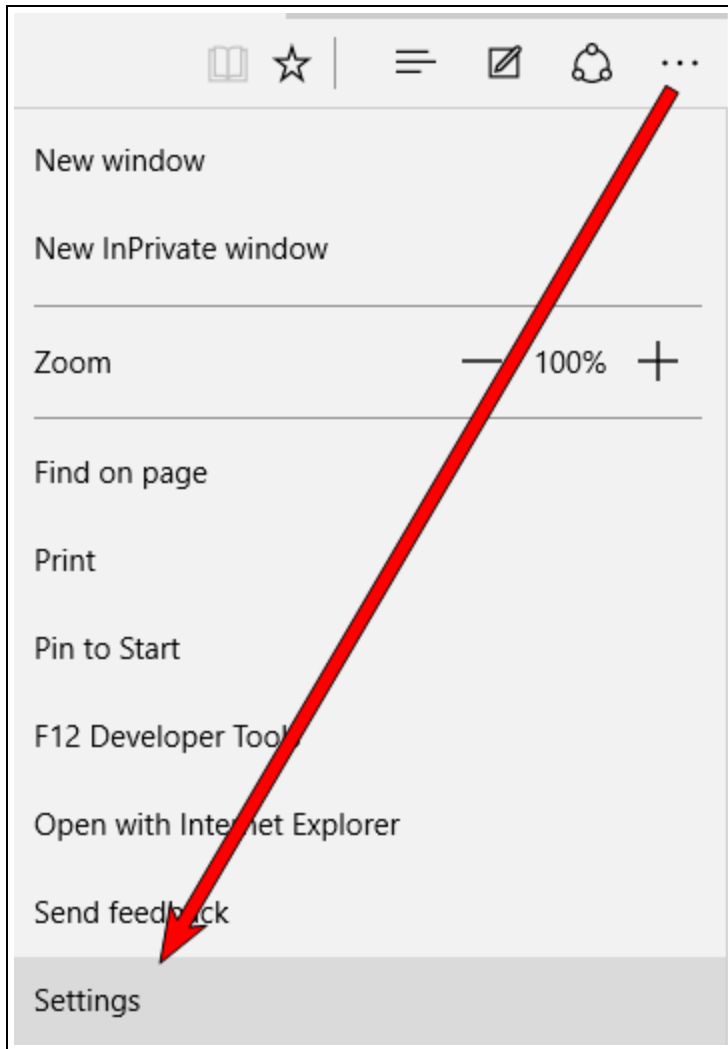


5. Click *Delete*.

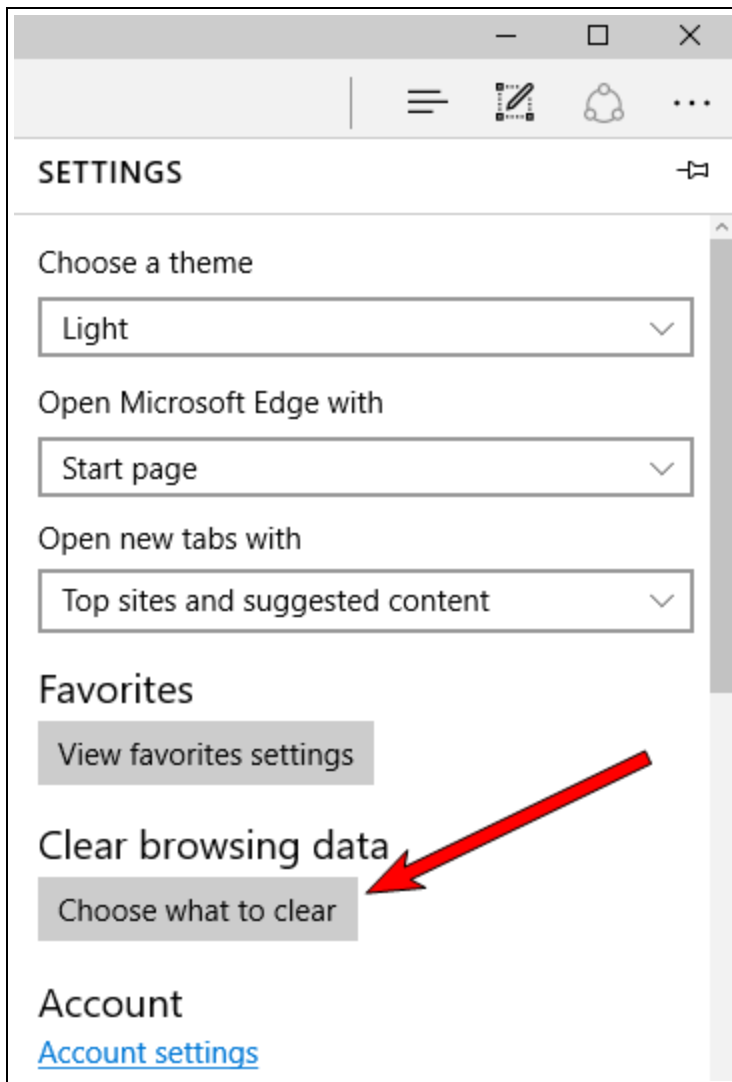
How to Clear Microsoft Edge's AppCache

⚠ WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see [Setting Auto-Delete on Posted Elite Field Incidents](#) and [Browser Cache Settings for Microsoft OS on page 5](#).

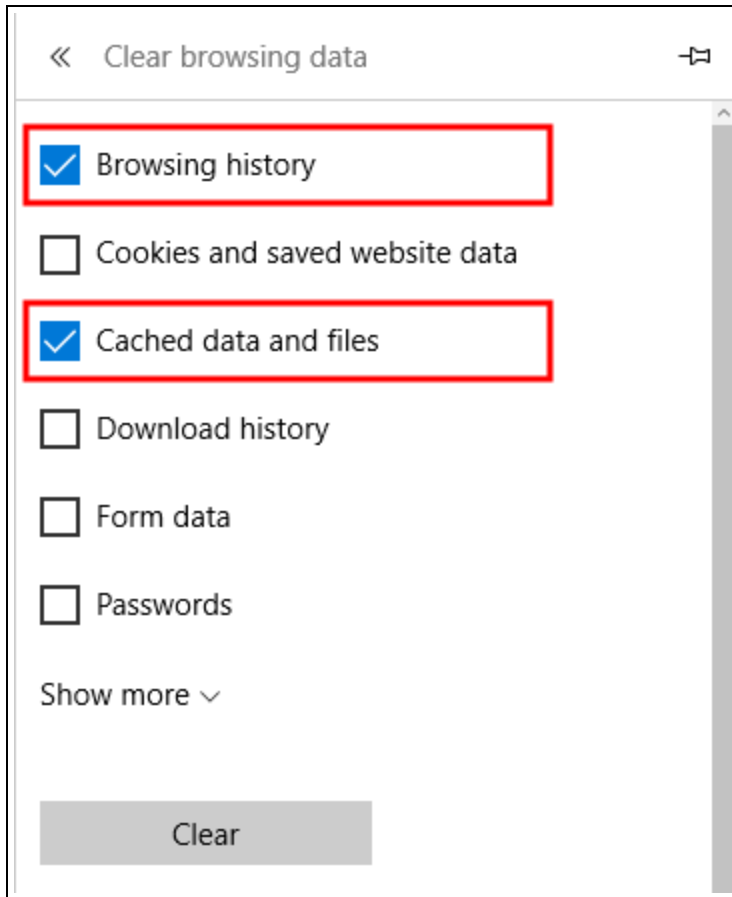
1. Click the *three dots* and click *Settings*.



2. Click *Choose what to clear*.



3. Check the *Browsing history* and *Cached data and files* checkboxes.

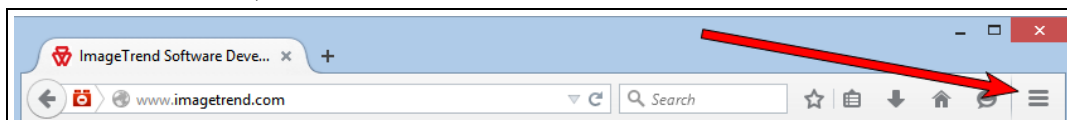


4. Click *Clear*.

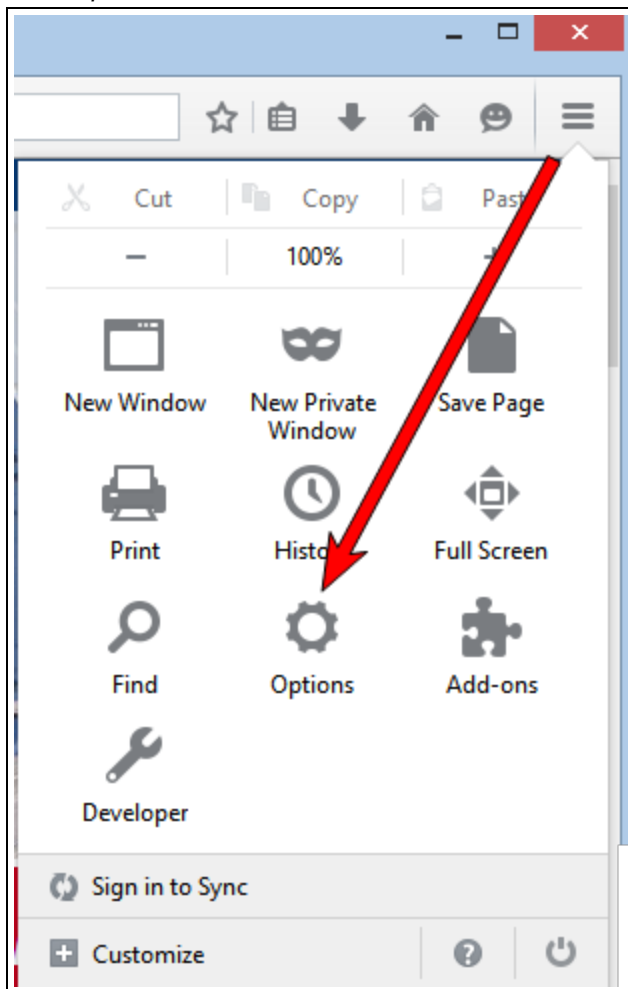
How to Clear Firefox's AppCache

⚠ WARNING: ImageTrend **does not** recommend clearing browser caches because it is easy to delete more than you intend. If you need to clear your cache, follow the directions below. Additionally, you can configure your system and browsers to prevent the need to clear the cache in the future, see [Setting Auto-Delete on Posted Elite Field Incidents](#) and [Browser Cache Settings for Microsoft OS on page 5](#).

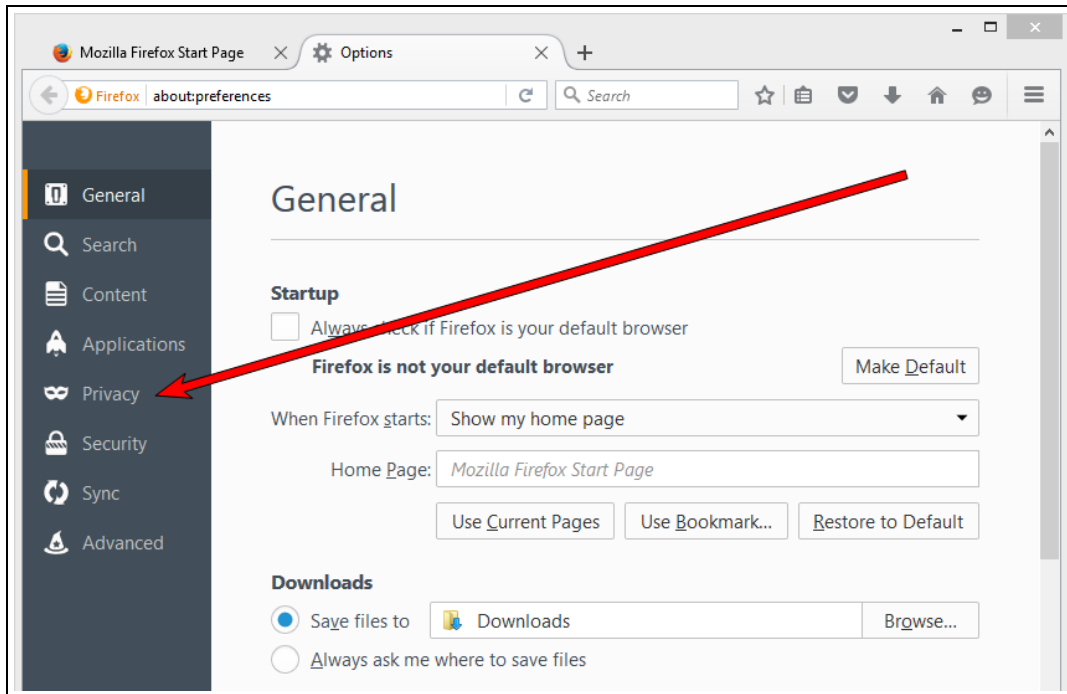
1. In the Firefox browser, click the menu icon.



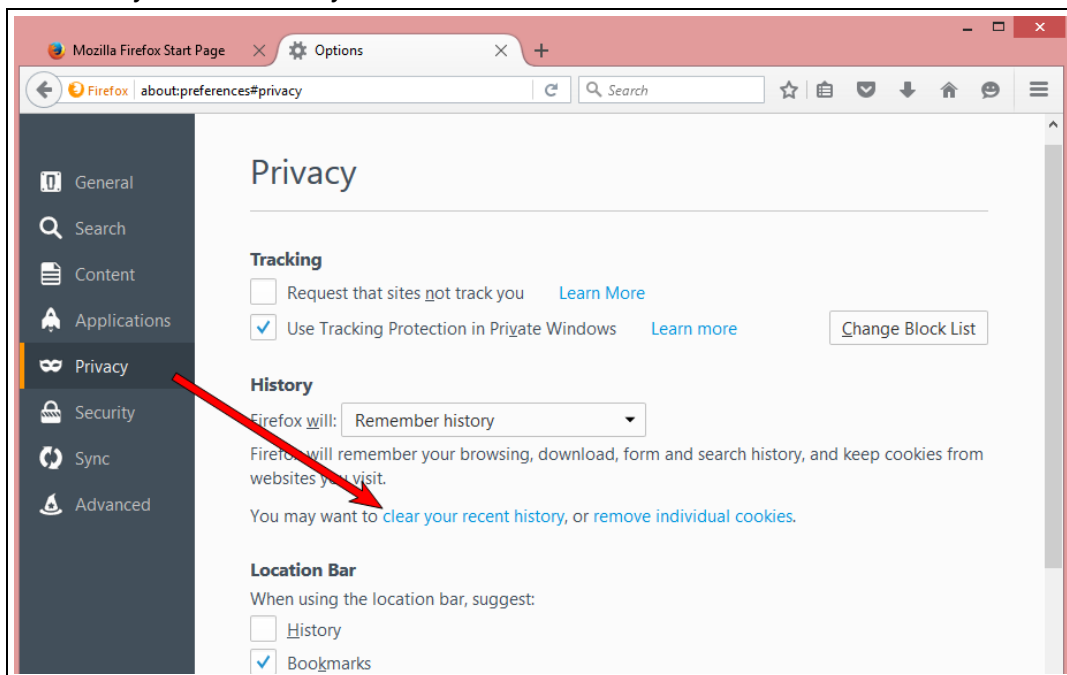
2. Click *Options*.



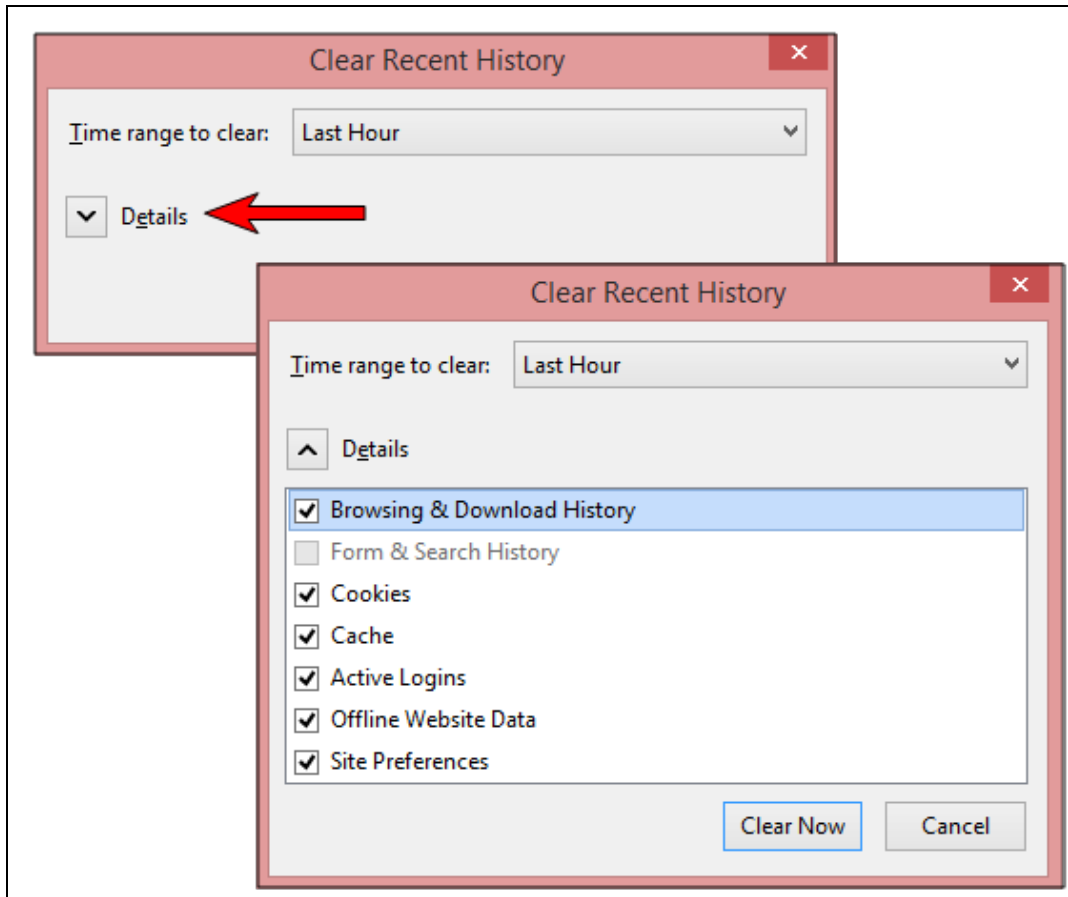
3. Click *Privacy*.



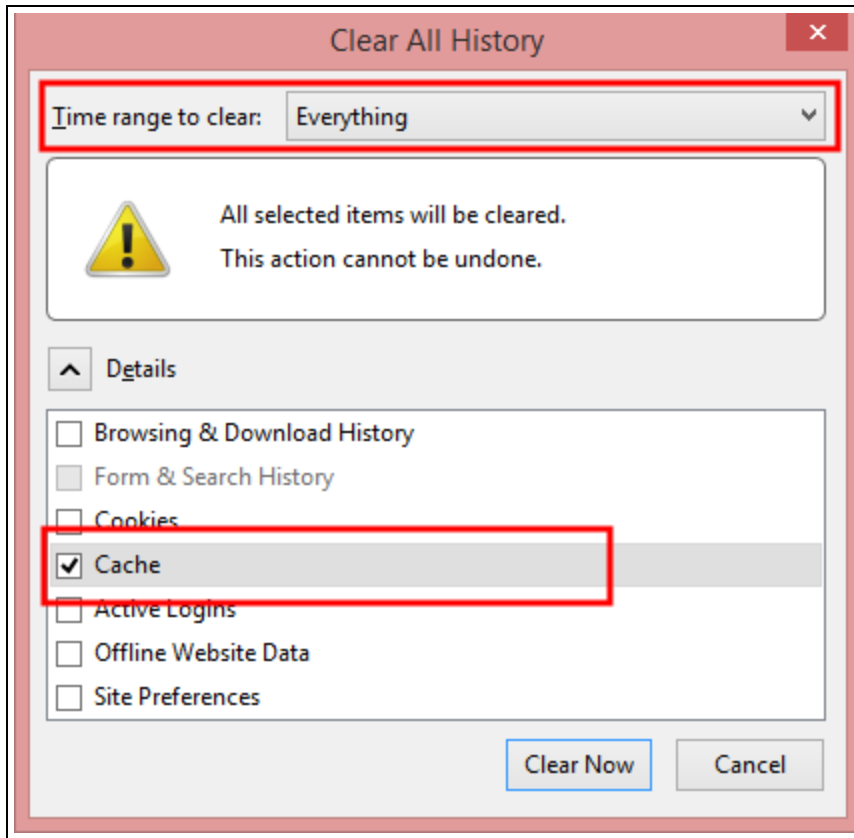
4. Click *clear your recent history*.



5. Click *Details*.



6. Set *Time range to clear* = *Everything* and check *Cache*.



7. Click *Clear Now*.

What's Next?

Re-sync your Elite Field devices. Only one user must login to Elite Field on that device, while online and sync, to allow all users to access Elite Field while offline. For more information, see [Syncing Resources](#).

1.4 INCREASING CACHE ON INTERNET EXPLORER 11 WITH GROUP POLICY

Increase your Internet Explorer 11 browser's local storage on Windows 7 and Window 8.1 to prevent issues when your cache is full with a group policy.

! **IMPORTANT!** The setup information in this article is intended for IT personnel to use to set up Group Policy.

Facts

- Internet Explorer 11 limits how much data an individual site can store in Indexed DB and AppCache.
- Elite Field uses IndexedDB to store repeat patient data, various resources and incident data.
- Elite and Elite Field use the AppCache to store web pages, code and application assets such as images and fonts.
- Internet Explorer 11 has different default limits depending on the version of Windows and the size of the disc volume.
- Change your group policy settings through PowerShell or through the Group Policy Management Console.

Internet Explorer 11 Storage Limits With and Without a Group Policy

You can change your group policy settings to allow up to 9999 MB of space for Application Cache and the IndexedDB.

Operating System	Disc Volume Size	Default Application Cache	Maximum Application Cache	Default IndexedDB	Maximum IndexedDB
Windows 7	Any	50 MB	9999 MB	250 MB	9999 MB
Windows 8.1	Any	50 MB	9999 MB	250 MB	9999 MB
Windows 10	< = 8 GB	10 MB	10 MB	10 MB	9999 MB
Windows 10	> 8 GB up to 32 GB	50 MB	50 MB	50 MB	9999 MB
Windows 10	> 32 GB up to 128 GB	50 MB	50 MB	250 MB	9999 MB
Windows 10	> 128 GB	100 MB	100 MB	500 MB	9999 MB

Changing Your Group Policy Settings

Policy Path	Registry Information	Policy Setting Name	Recommended Value
Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer\BrowserStorage\IndexedDB!MaxTrustedDomainLimitInMB	Set indexed database storage limits for individual domains	> = 2000 MB
Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer\BrowserStorage\IndexedDB!TotalLimitInMB	Set maximum indexed database storage limit for all domains	> = 200 MB
Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer\BrowserStorage\AppCache!MaxTrustedDomainLimitInMB	Set application cache storage limit for individual domains	> = 250 MB
Windows Components/Internet Explorer/Internet Control Panel/General Page/Browsing History/	HKLM\Software\Policies\Microsoft\Internet Explorer\BrowserStorage\AppCache!TotalLimitInMB	Set maximum application cache storage limit for all domains	> = 500 MB

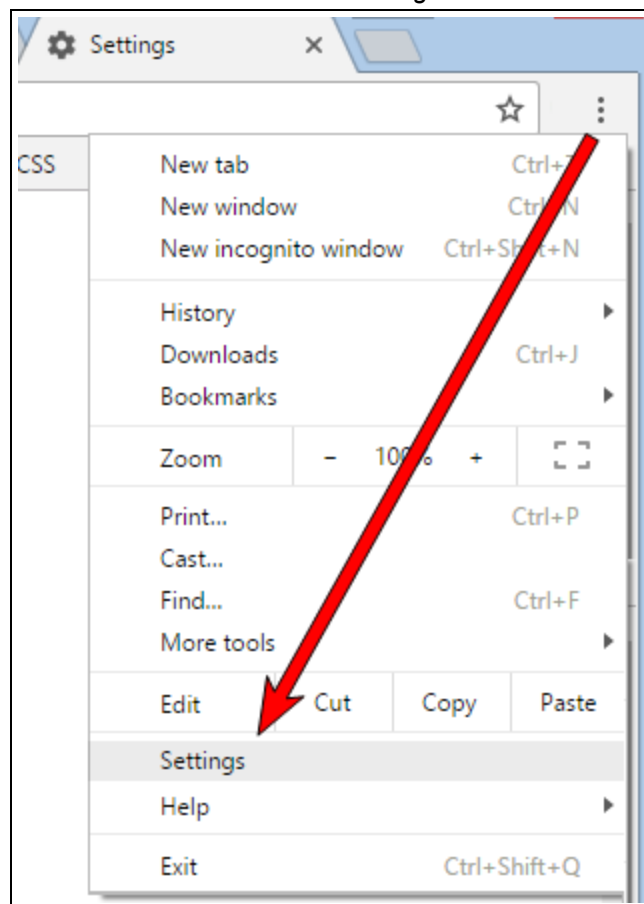
2.1 TROUBLESHOOTING BROWSER CACHING

I clicked **No** when prompted to increase my cache size.

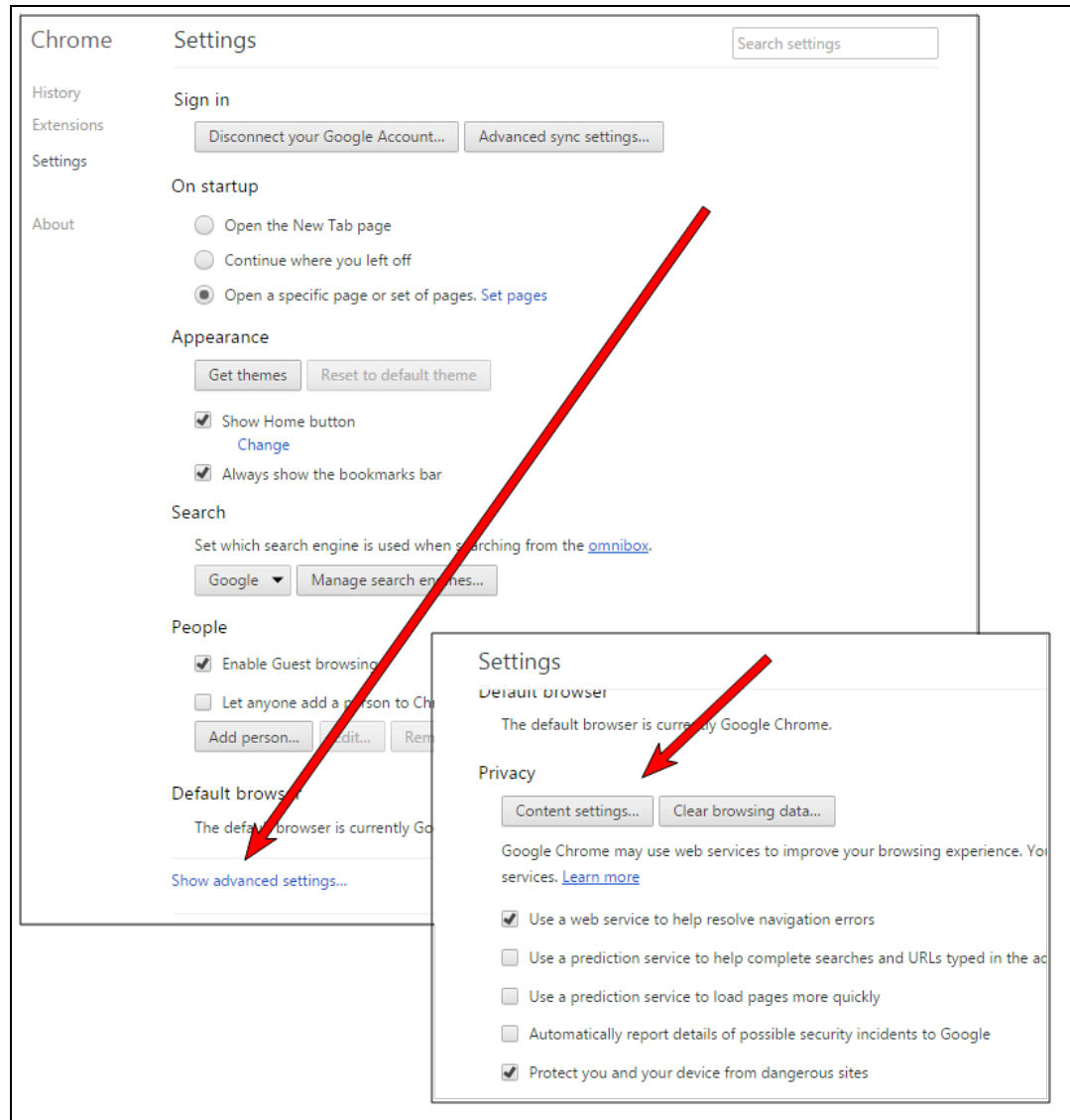
1. If you are on Elite Field, post all incidents.
2. Clear your Indexed DB storage.

Chrome:

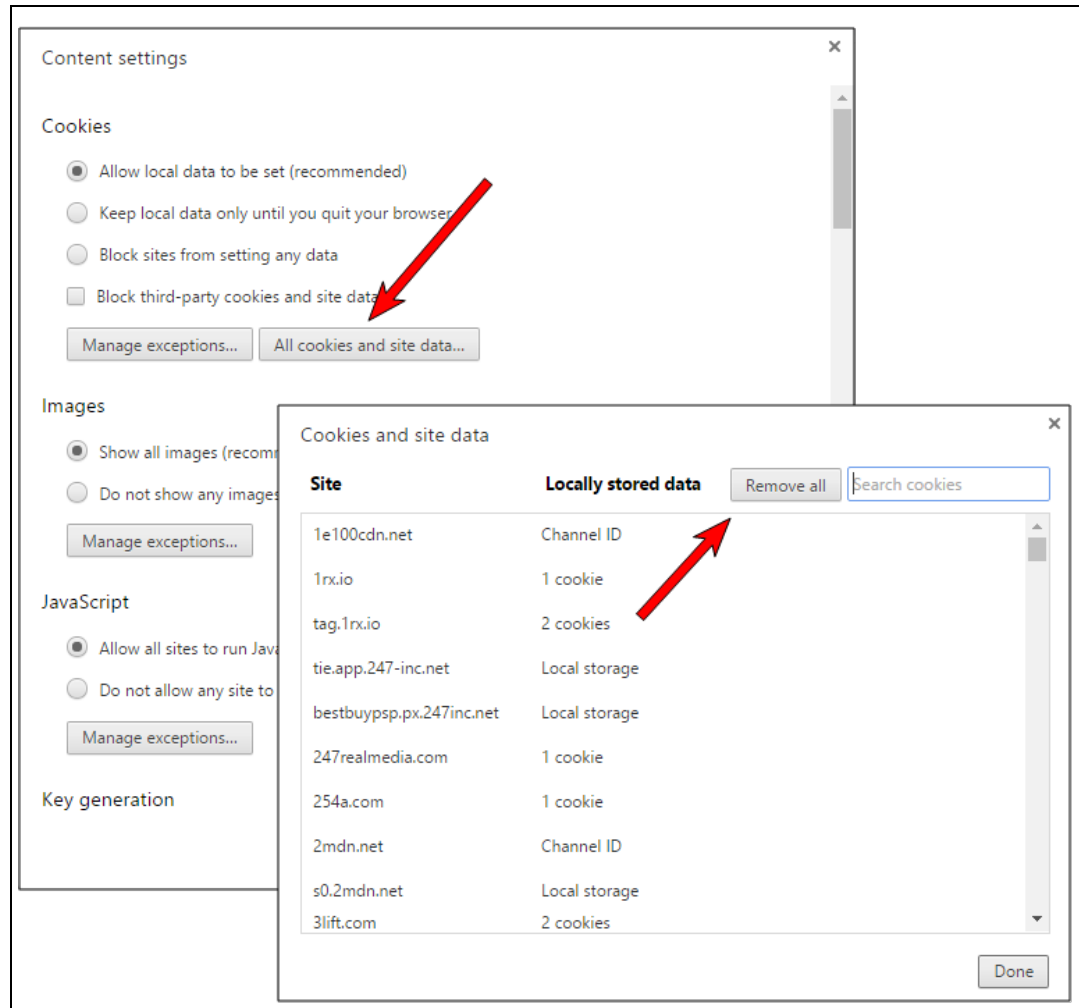
- a. Click the three dots and click *Settings*.



b. Click *Show advanced settings > Content Settings*.

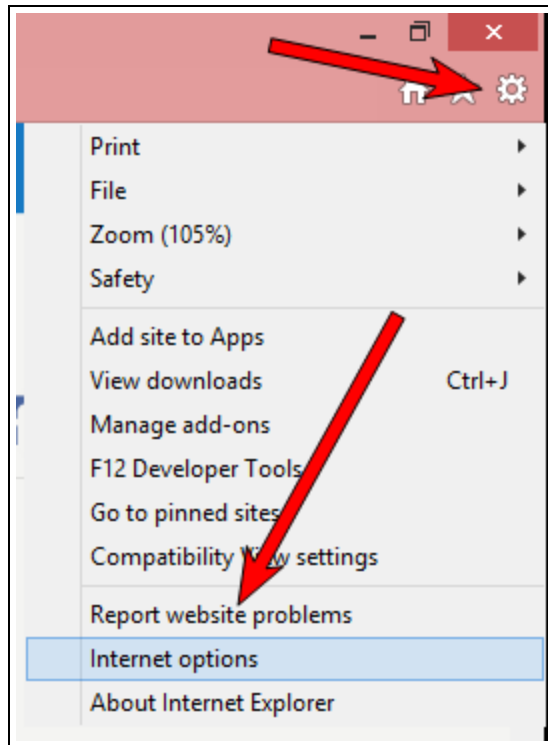


c. Click *All cookies and site data...* and click *Remove All*.

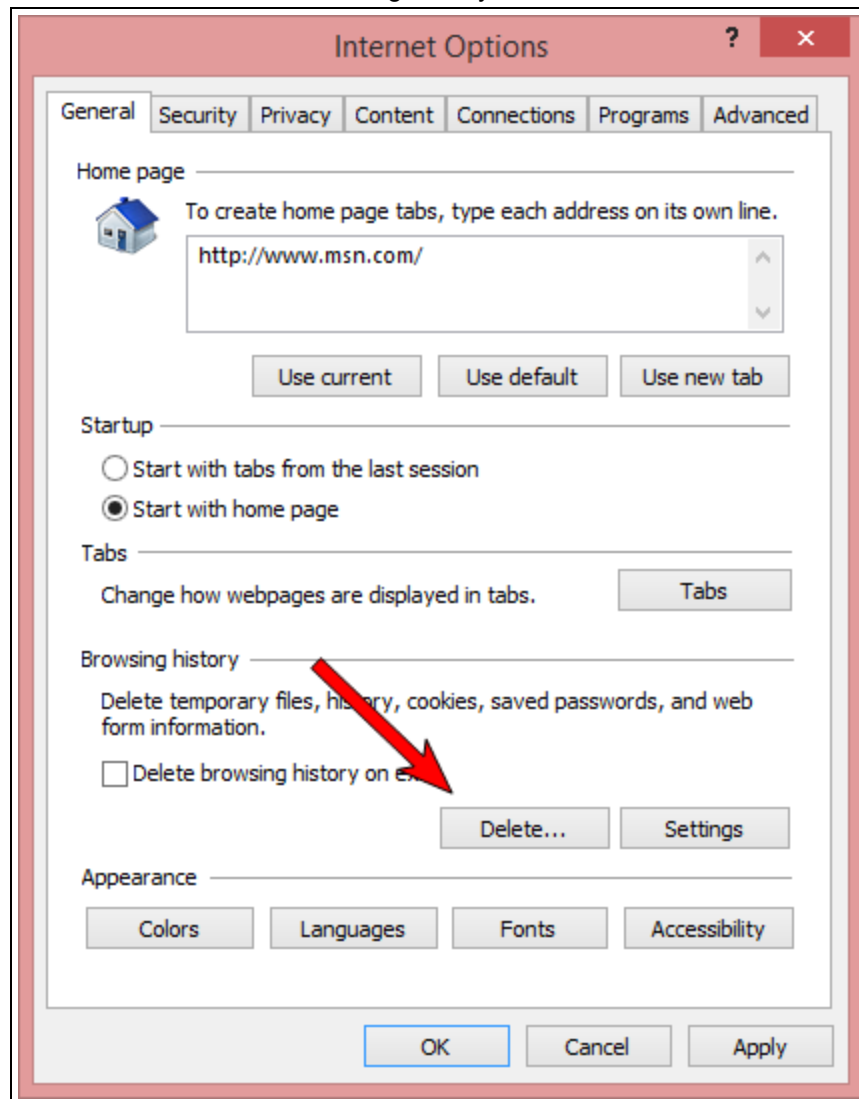


Internet Explorer 11:

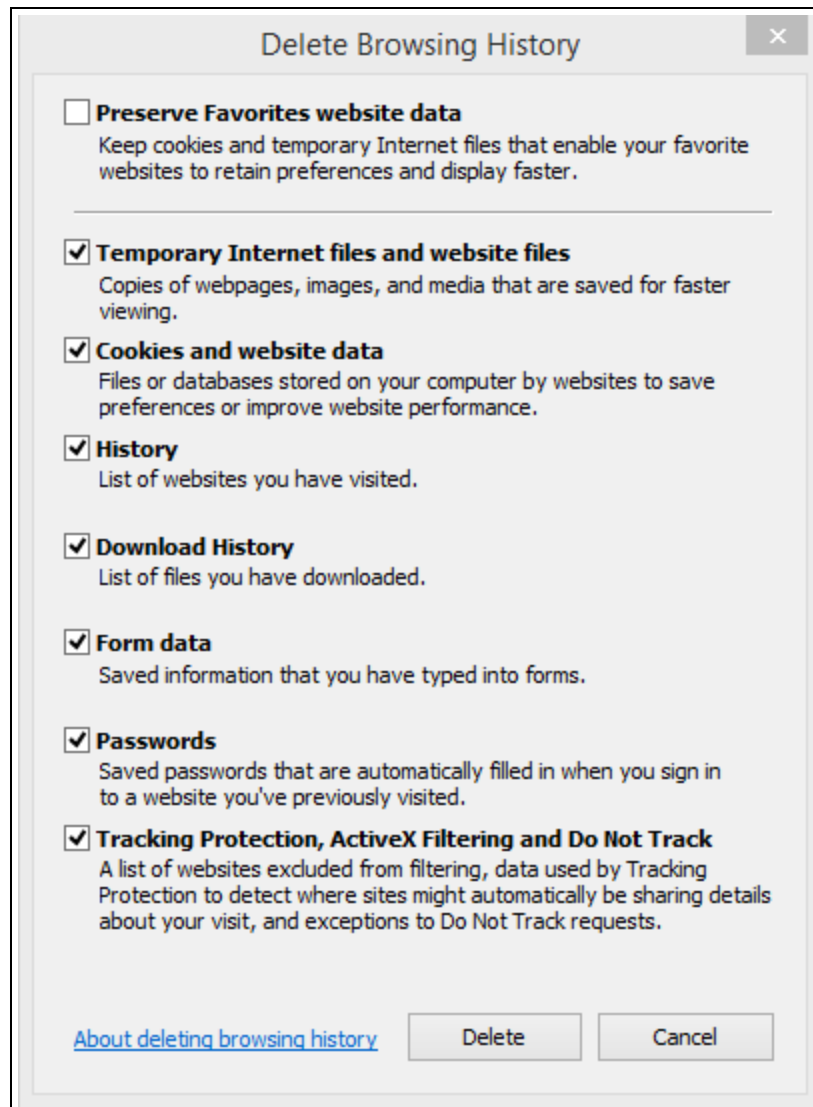
a. In Internet Explorer, click the tools icon and click *Internet Options*.



- b. In the General tab, in the Browsing History section, click *Delete*.



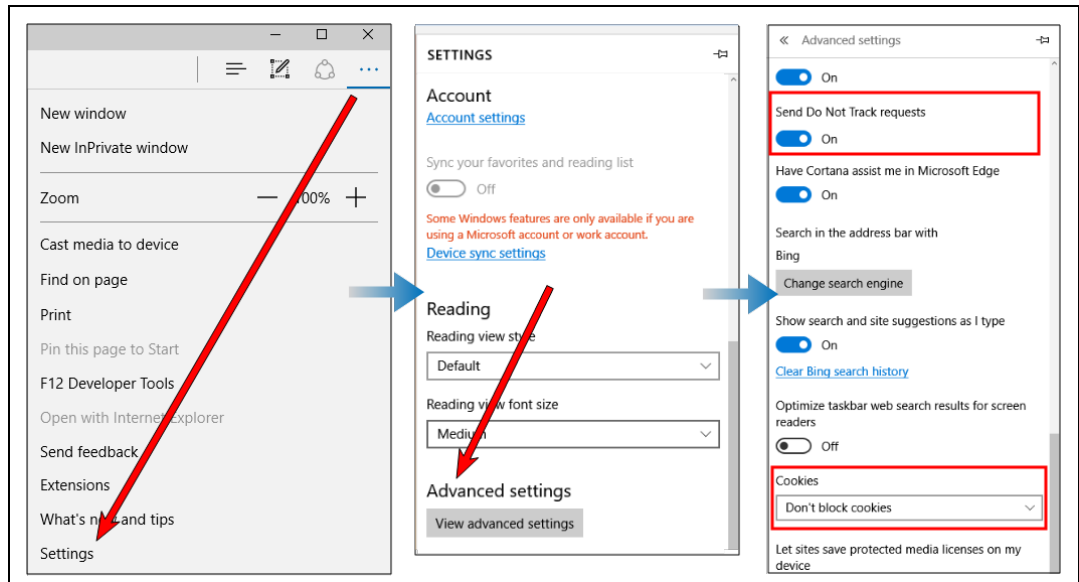
c. Check all of the boxes.



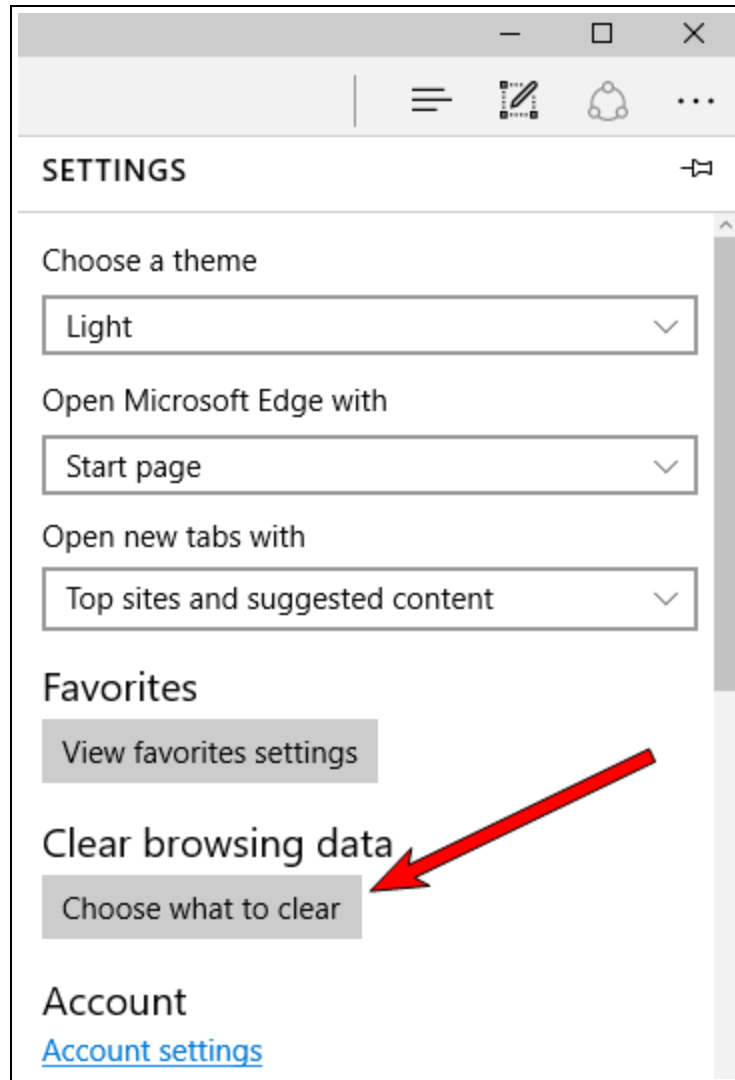
d. Click *Delete*.

Edge:

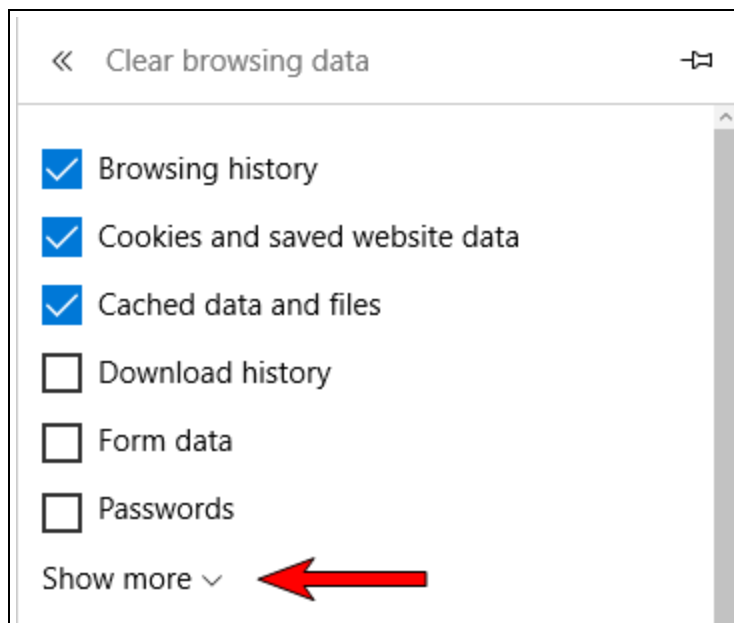
a. Click the *three dots* and click *Settings*.



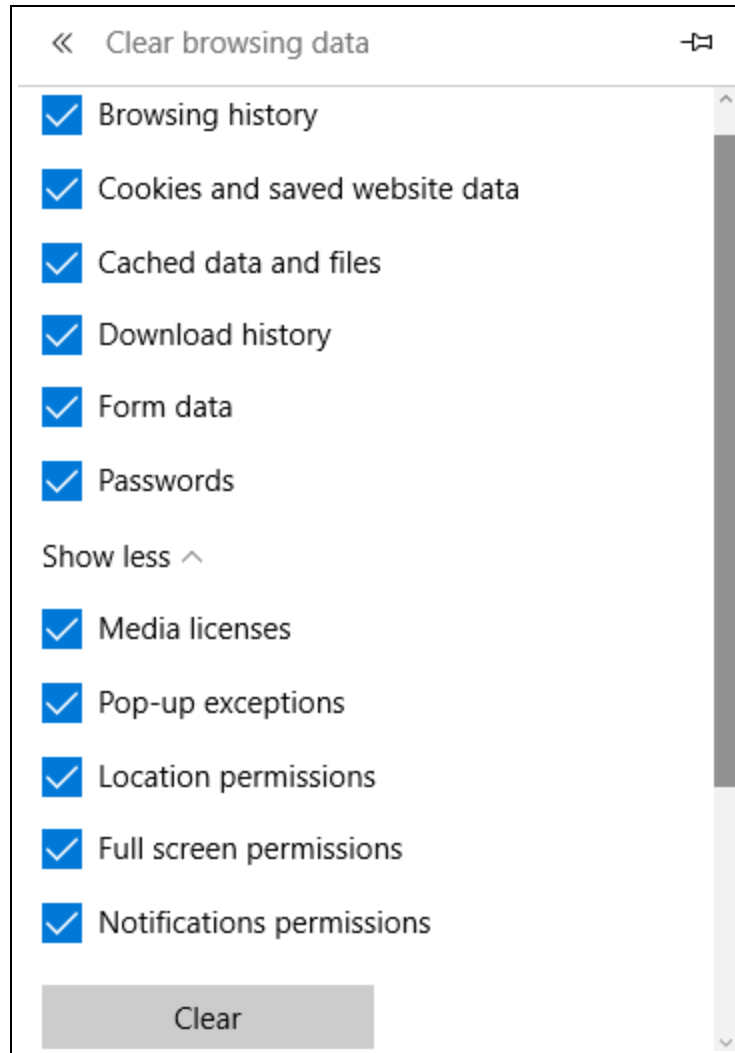
b. Click *Choose what to clear*.



c. Click *Show More*.



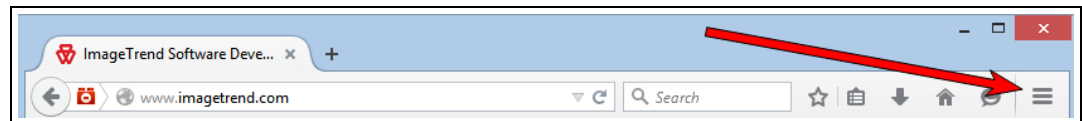
d. Select all the boxes.



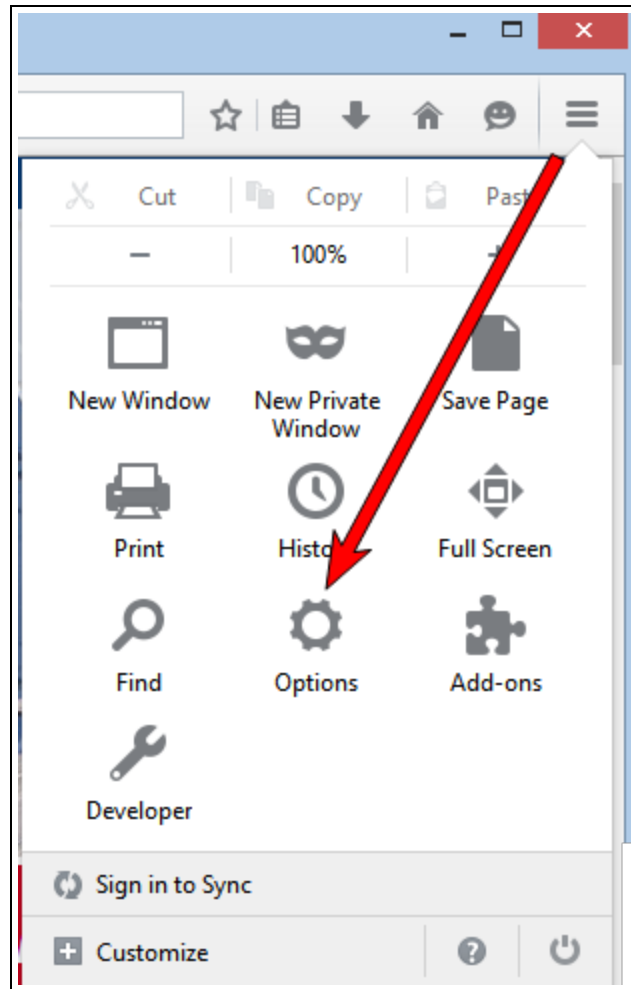
e. Click *Clear*.

Firefox:

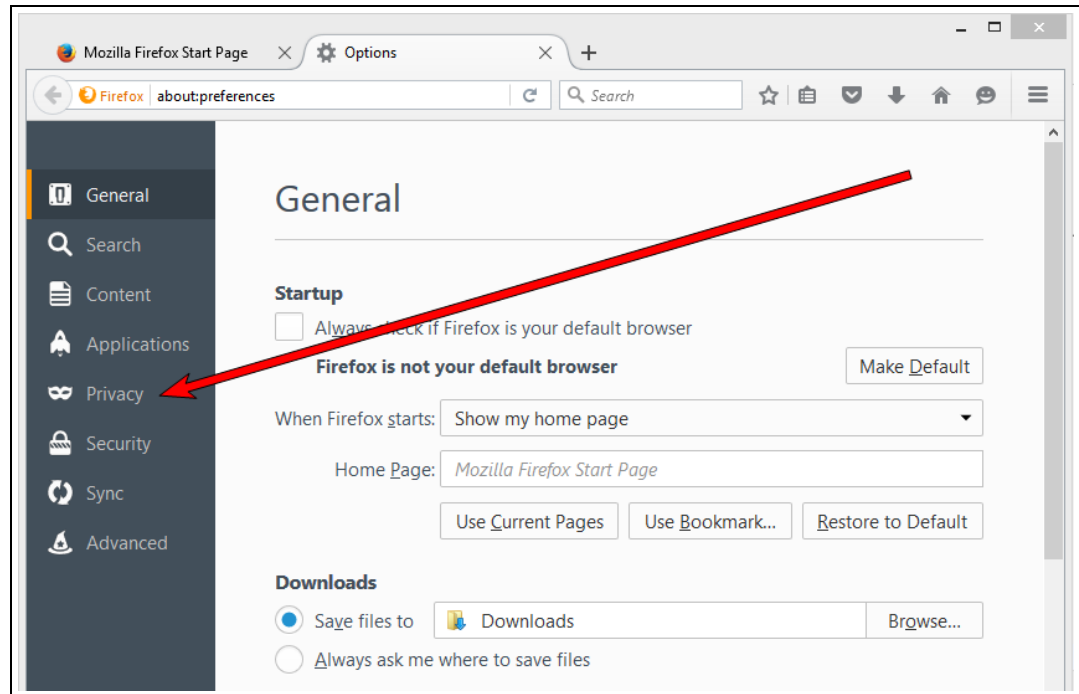
a. In Firefox, click menu icon.



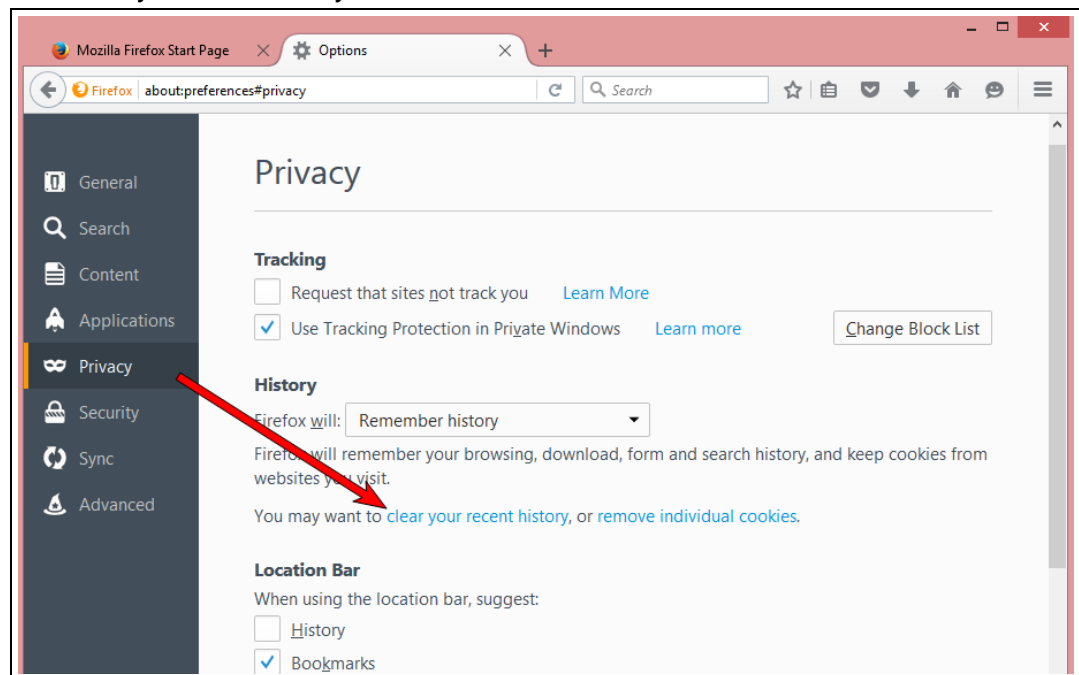
b. Click *Options*.



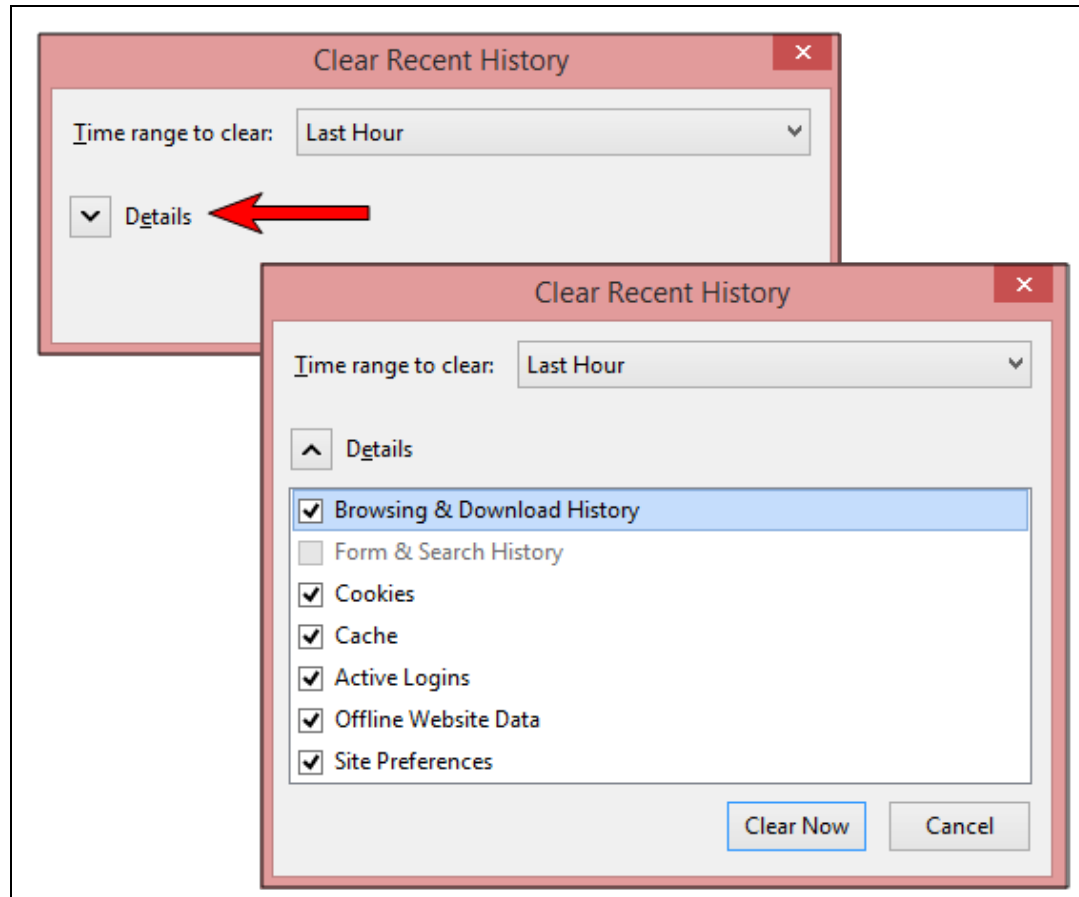
c. Click *Privacy*.



d. Click *clear your recent history*.



e. Click *Details* and select all the boxes.



f. Click *Clear Now*.