The purpose of this job aid is to provide you with ‘how to’ steps in clearing your computer’s cache once an ‘internal error’ has been received.

We recommend to immediately taking the necessary step, as repeated attempts to execute a report will lead to unpredictable results.

How to clear your computer’s browser cache

Internet Explorer

Select tools/Internet options
Click on “delete”.

![Internet Options window showing the option to delete browsing history on exit]

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Page 2
Check “temporary Internet files” and “cookies”. Click on delete.
Firefox

Go to Tools/Options
Go to the Advanced tab, then select “Network” tab, and click on “Clear Now” under Cached Web Content section.
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Chrome

Click on the Chrome menu in the browser toolbar

Select Tools/Clear Browsing Data
Select clear browsing history, clear download history, empty the cache, and delete cookies and other site and plug-in data. Click on clear browsing data.

Clear browsing data

Basic

Time range

All time

Advanced

- **Browsing history**
  
  Clears history and autocompletions in the address bar.

- **Cookies and other site data**
  
  Signs you out of most sites.

- **Cached images and files**
  
  Frees up 122 MB. Some sites may load more slowly on your next visit.

CANCEL  CLEAR DATA
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Safari

1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.

2. In the window that appears, click the **Privacy** tab. Click the button **Remove All Website Data**....
3. Click **Remove Now** in the pop up window that appears.