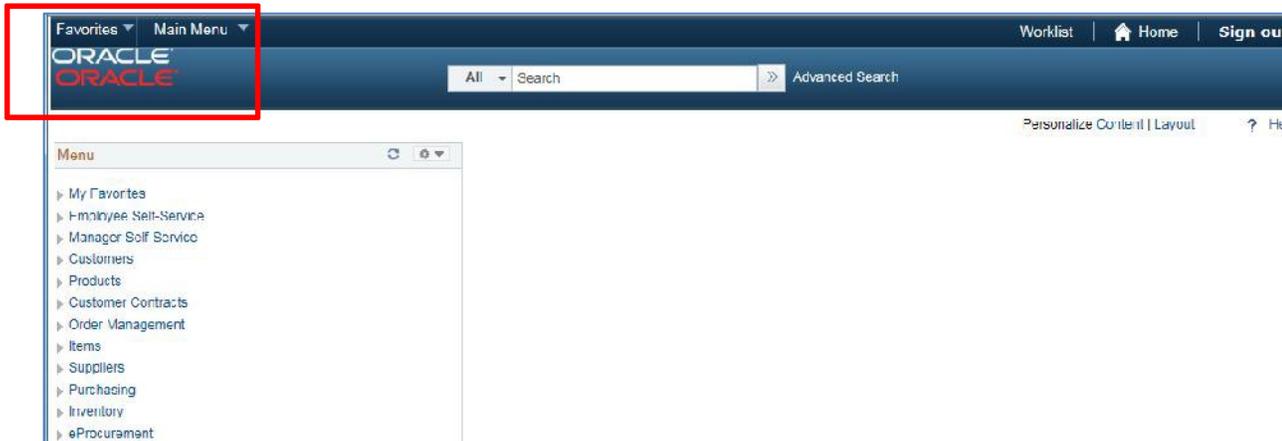


Troubleshooting Browser Issues related to PeopleSoft 9.2 / PeopleTools 8.54

1. Internet Explorer and the Spinning Wheel



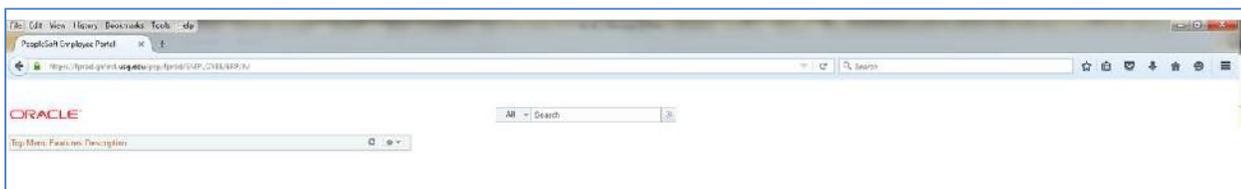
- **Issue:** After signing in using Internet Explorer (IE) (any version), look at the top left corner. If you see a red Oracle logo in addition to the white Oracle logo, the application will be unusable. Attempts to navigate to a page or retrieve data will result in the **spinning wheel**.
- **Cause(s):** Internal testing seems to indicate that the issue is with the workstation as affected users at ITS can successfully log in and use IE on workstations where the issue has not occurred. It also appears that the URL that is being used from history or bookmarks is incorrect.
- **Resolution:** Delete your bookmarks for FPROD and/or recreate them. Be sure you are using these URLs:

FPROD: <https://fprod.gafirst.usg.edu/>

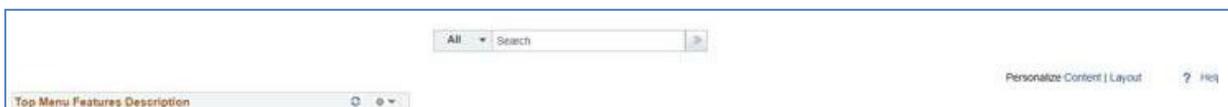
FPROD Self Service: <https://fprod-selfservice.gafirst.usg.edu/>

Clear browser cache to remove invalid URLs from your history (see detailed instructions below).

2. Top Menu Bar missing (multiple browsers)



OR



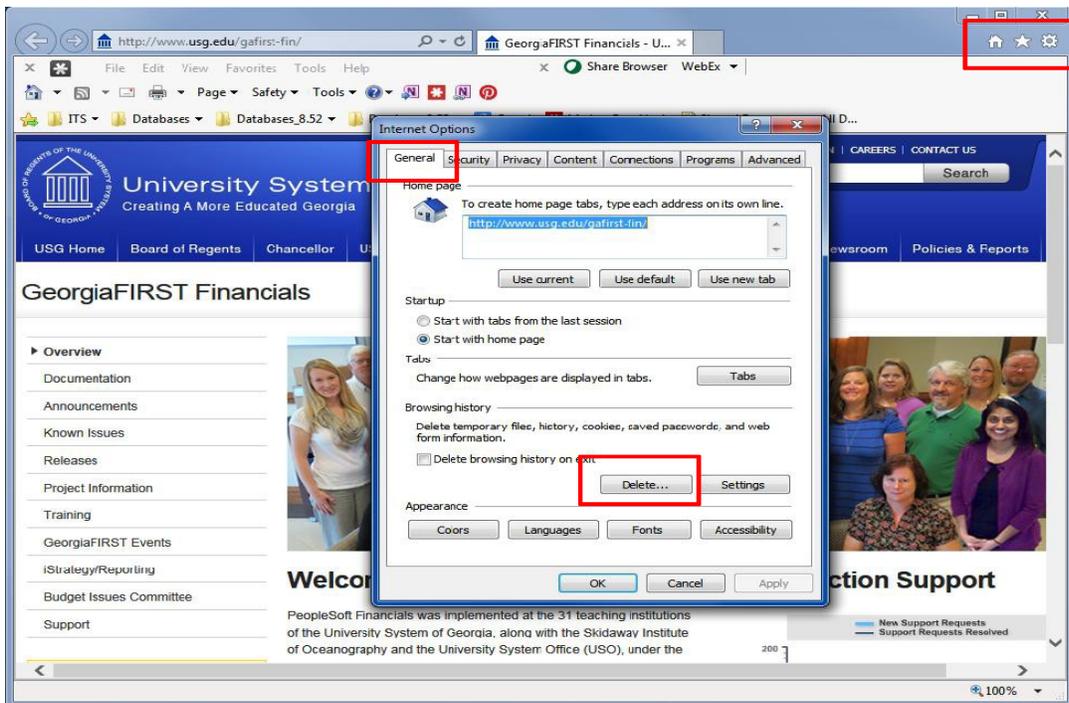
- **Issue:** Upon signing in, the Top Menu is missing
- **Cause(s):** Internal testing seems to indicate that the issue is with the workstation.
- **Resolution:** Clear browser cache (see detailed instructions below)

3. How to Clear Browser Cache

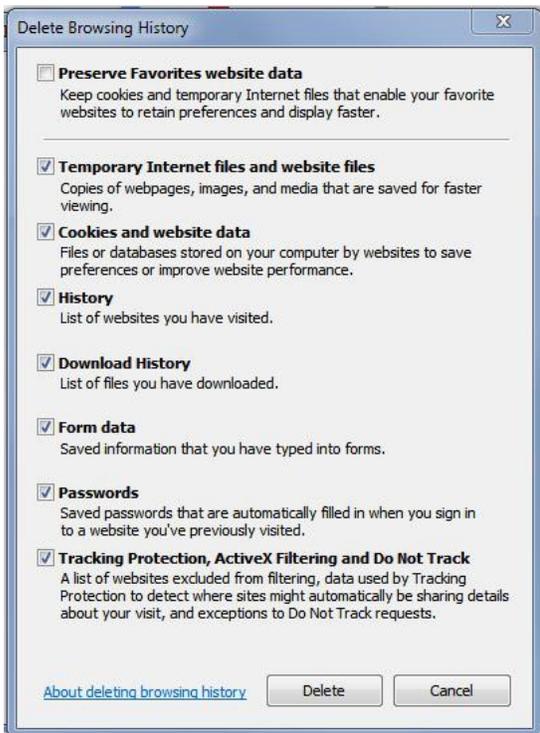
ITS recommends that you complete the following steps for all browsers that you have installed. Best practice is to clear the cache once a week and after every release. Clear the cache on every workstation that you use to access PeopleSoft. If multiple people use the same workstation, each person should clear browser cache. Cache files are specific to each user on each workstation.

A. Internet Explorer

In Internet Explorer, click on the Tools (gear) icon and select Internet Options. On the General Tab, select the Delete button under the Browsing history section.

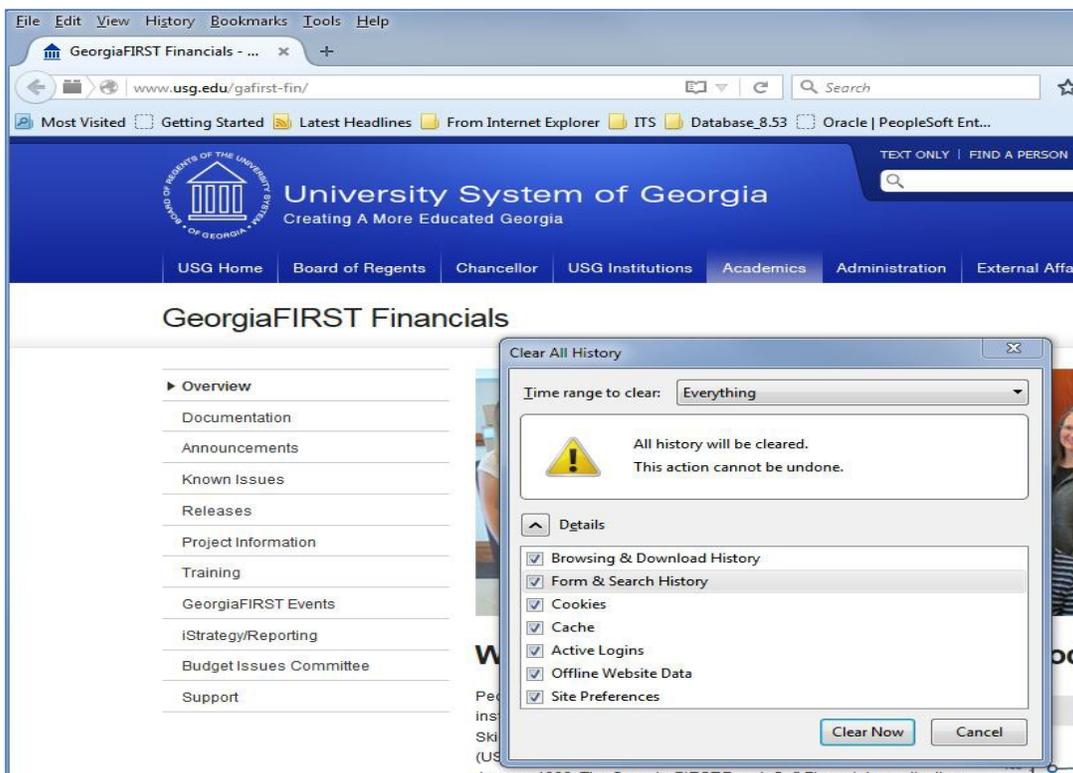


Select the options from the photo below. Then click the **Delete** button. Once all Browsing History has been deleted, close all Internet Explorer browser windows.



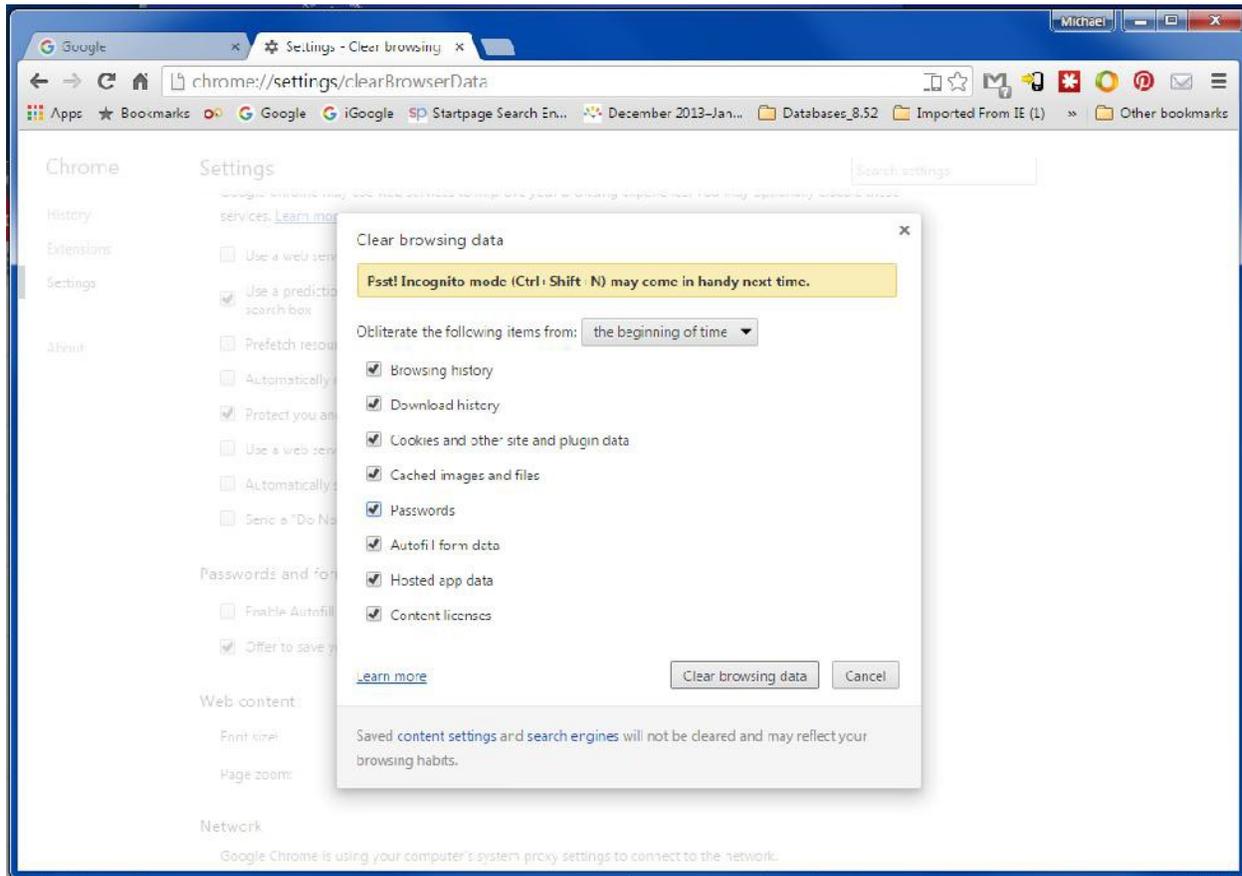
B. Firefox

Clear Recent History: Ctrl+Shift+Delete Time range to clear: **Everything** Details: **Check all boxes**. Click on **Clear Now**



C. Chrome

Clear Browsing Date: Ctrl + H Select **Clear Browsing Data** Button. Obliterate the following items from: **The beginning of time**. Select **Clear browsing data** button



4. Oracle Certified Browser Versions

Internet Explorer: 9.x, 10.x and 11.x.

Chrome: 35.x at time of publishing. (Current version is 46.x)

Firefox: 24.x minimum, 30.x at time of publishing. (Current version is 42.x)