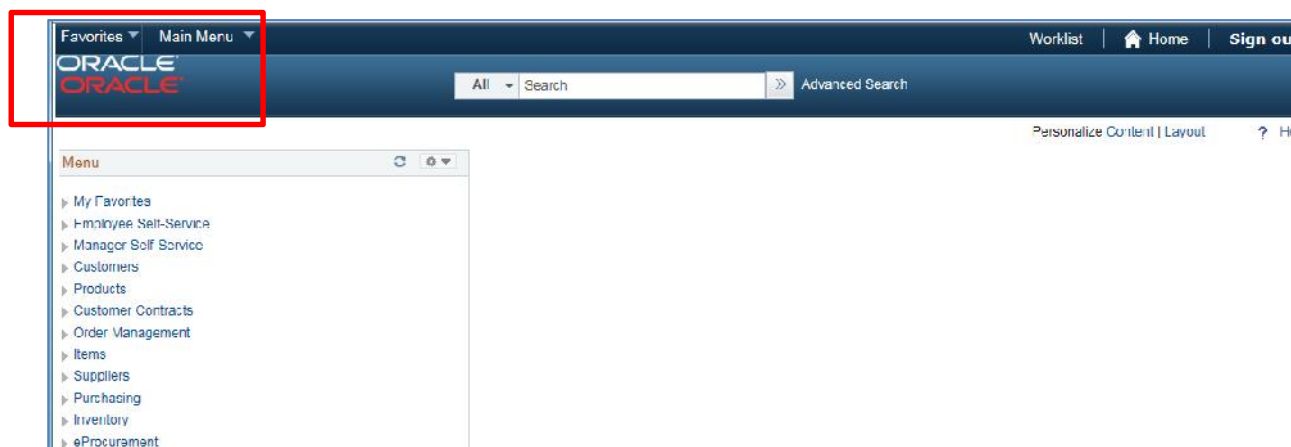


Troubleshooting Browser Issues related to PeopleSoft 9.2 / PeopleTools 8.54

Issue 1: Internet Explorer and the Spinning Wheel

*Someone's waitin' just for you
Spinnin' wheel, spinnin' true
Drop all your troubles by the riverside
Catch a painted pony on the spinnin' wheel ride
Blood, Sweat & Tears*



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:

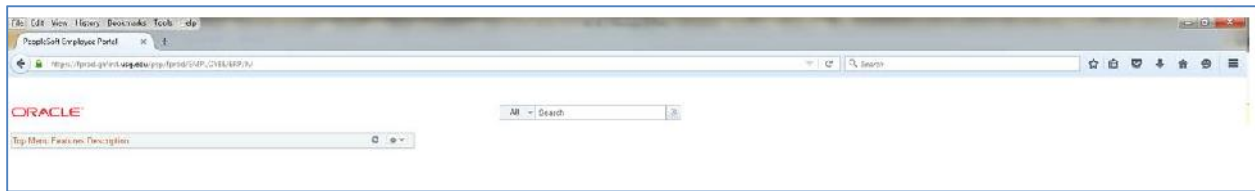
1. Delete your bookmarks for FPROD and/or recreate them. Be sure you are using these URLs:

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

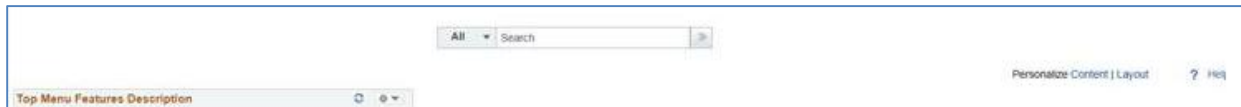
FPROD Self Service: <https://fprod-selfservice.gafirst.usg.edu/>

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

Issue 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)

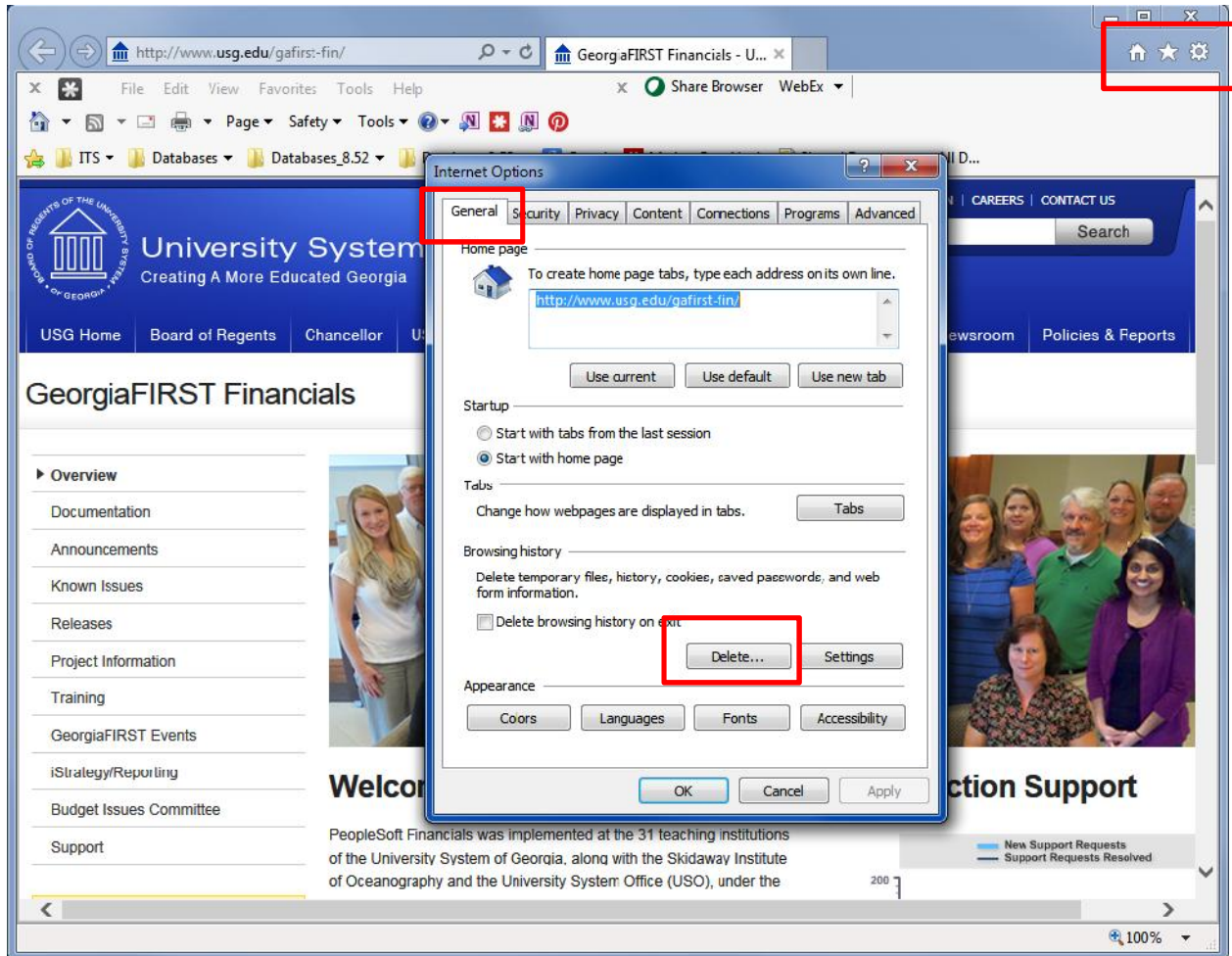
How to Clear Browser Cache

ITS recommends that you complete the following steps for all browsers that you have installed.

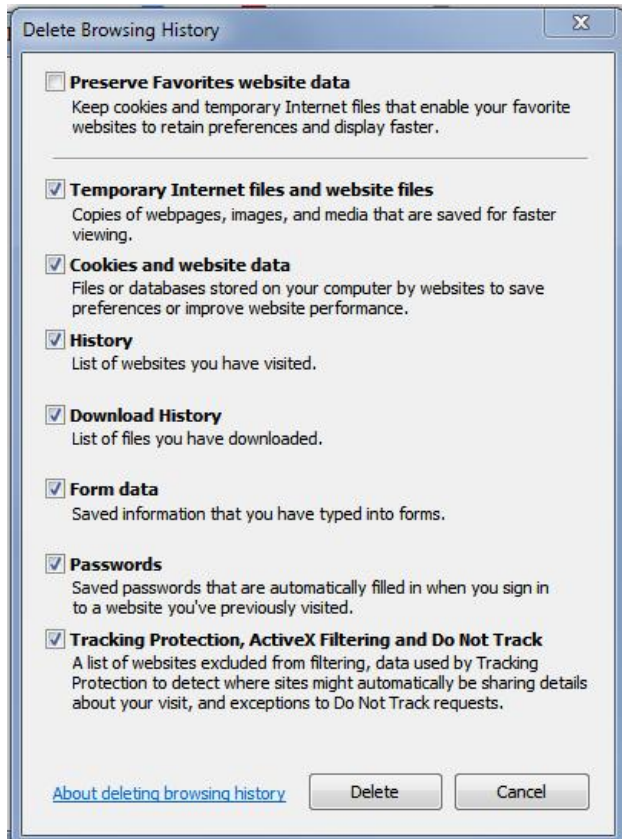
- Best practice is to clear cache once a week and after every release.
- Clear cache on every workstation that you use to access PeopleSoft. If multiple people use the same workstation, each person should clear browser cache. Cache files are specific to each user on each workstation.

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 following options:



- Then click the **Delete** button.
- Once all Browsing History has been deleted, close all Internet Explorer browser windows.

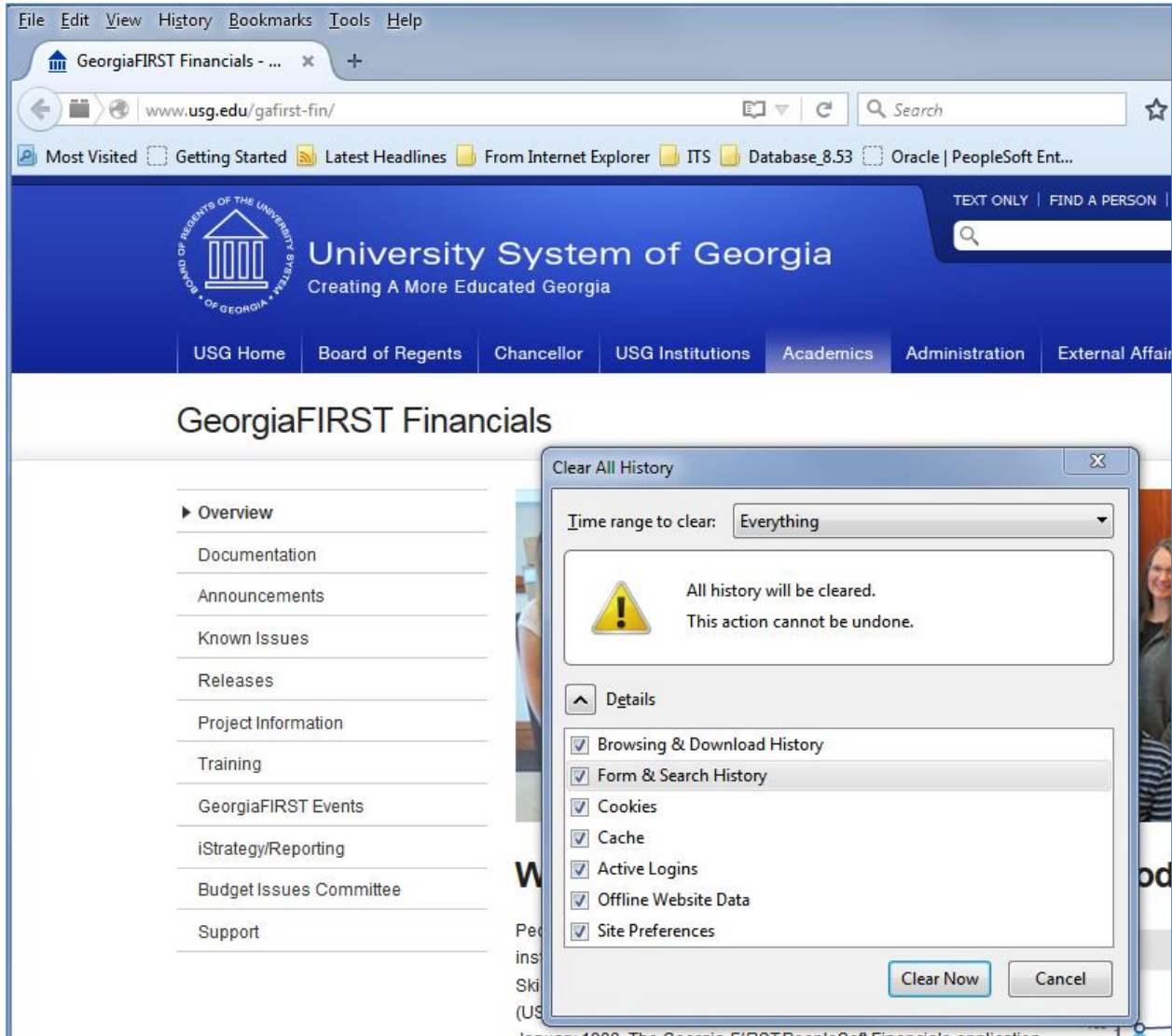
Firefox

Clear Recent History: Ctrl+Shift+Delete

Time range to clear: **Everything**

Details: **Check all boxes**

Click on **Clear Now**



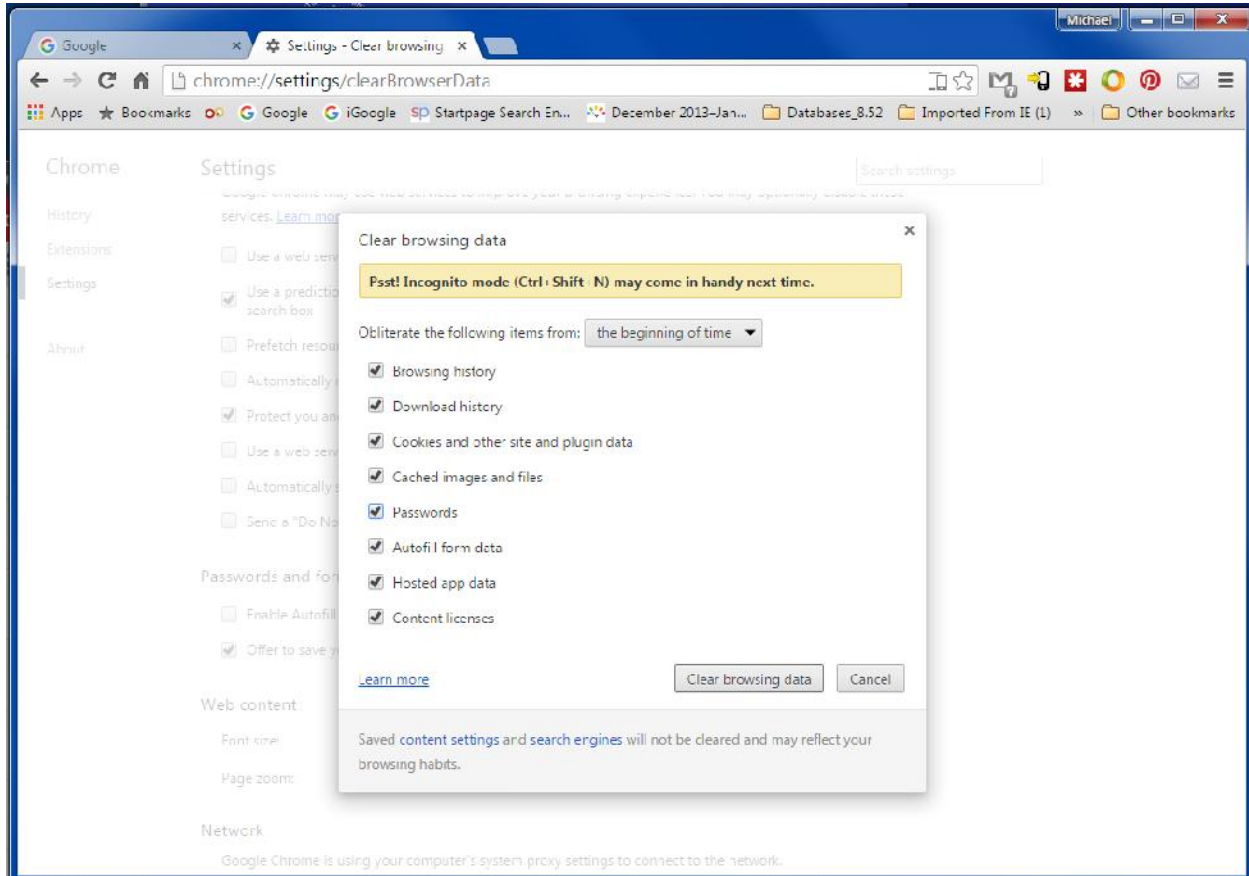
Chrome

Clear Browsing Date: Ctrl + H

Select **Clear Browsing Data** Button

Obliterate the following items from: **The beginning of time**

Select **Clear browsing data** button



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)