

August 6,2021

## About cache clear

Sumitomo Heavy Industries Construction Cranes Co., Ltd.

### 1 Introduction

#### 1.1 About this runbook

Due to the update of the website and system, the past history remains as a cache in the web browser, and it may not be displayed properly.

In that case, it can be solved by deleting the cached information on the web browser, so this runbook will guide you through the operation method.

#### 1.2 Usage environment

We have confirmed the operation of this system in the following environment at the time of creating this runbook.

OS :

Microsoft Windows 10

Web browser :

Microsoft Edge(Chromium)、Internet Explorer 11、Google Chrome、Firefox

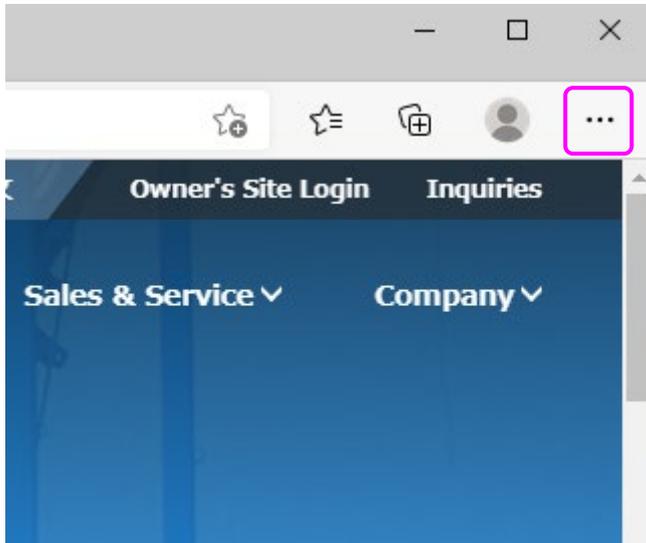
#### 1.3 Detailed web browser operation

Please check the website of each web browser provider.

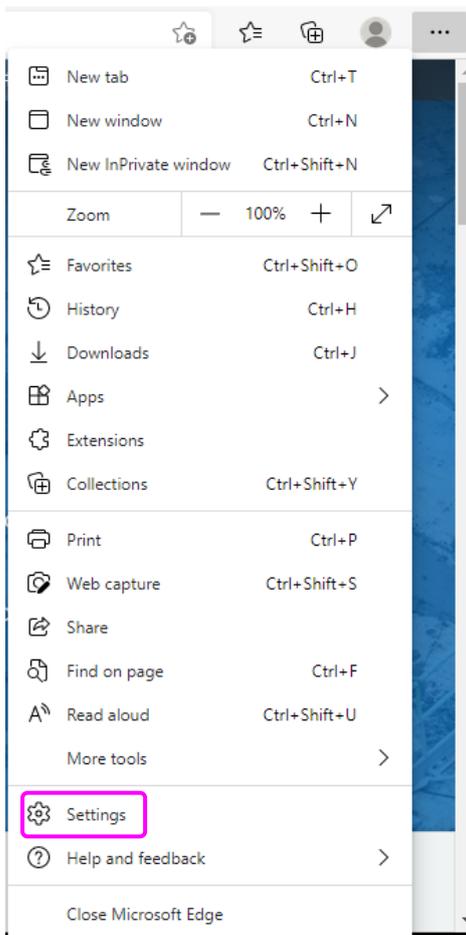
## 2 Method of operation

### 2.1 Microsoft Edge

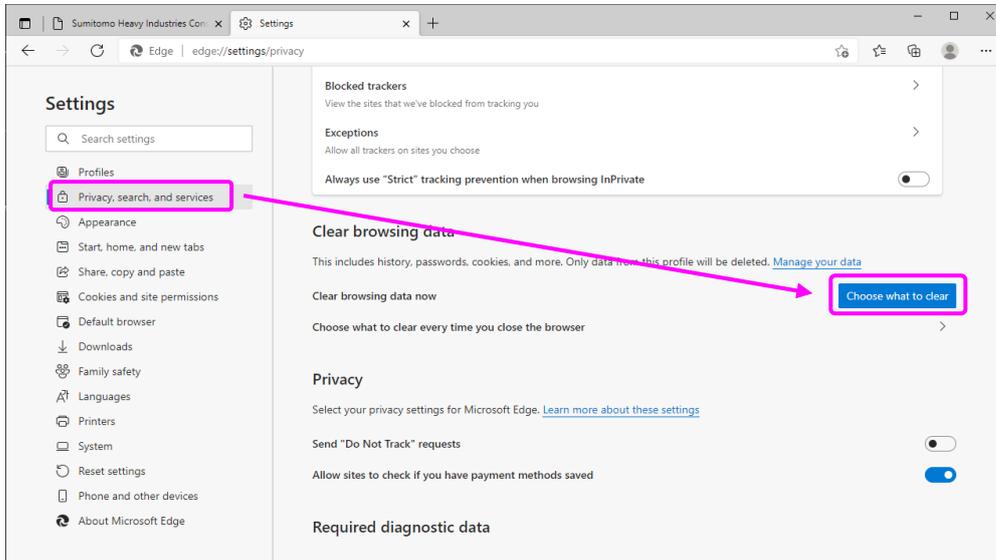
- 1) Click "..." at the top right of the window.



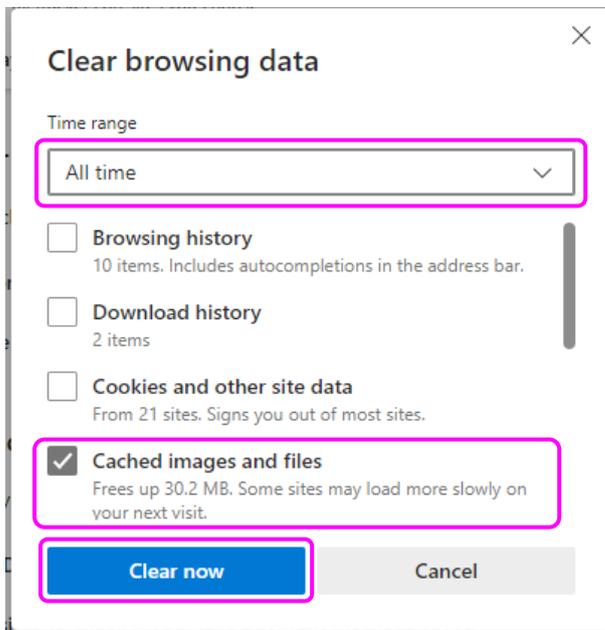
- 2) Click "Settings" from the displayed menu.



- 3) From the settings menu, select "Privacy, search, and Services" and then select "Choose what to clear" in the Clear browsing data section.



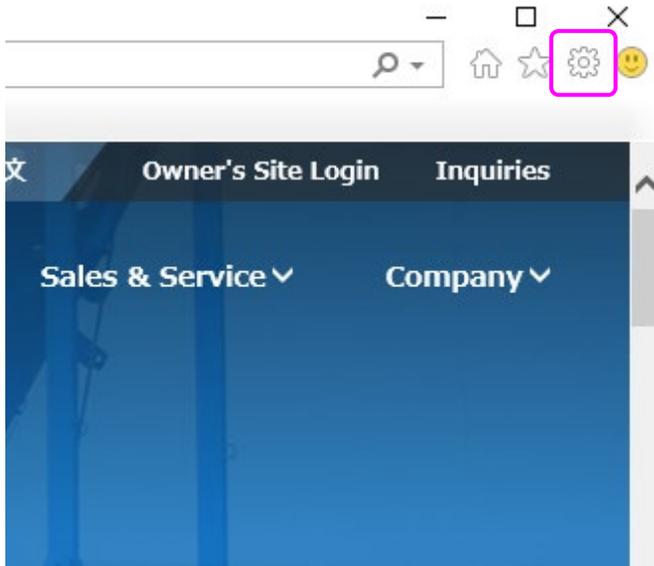
- 4) From Clear browsing data, select "All time", make sure that "Cached images and files" is checked, and click "Clear now" to clear the cache.



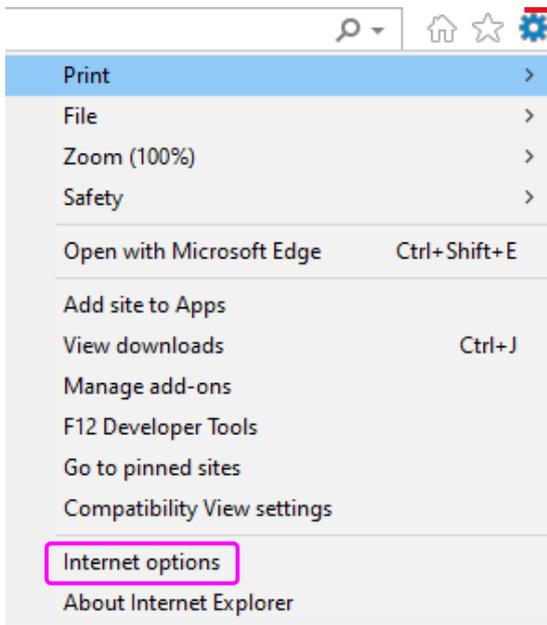
- 5) Please use the website and system that you want to close all Microsoft Edge windows and display them again.

## 2.2 Internet Explorer 11

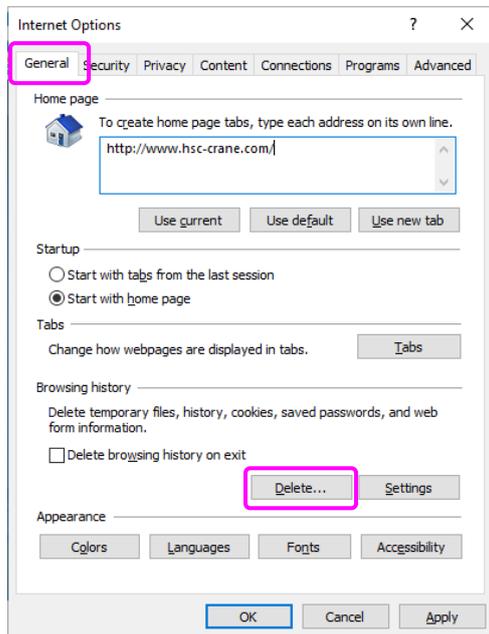
- 1) Click “⚙️” at the top right of the window.



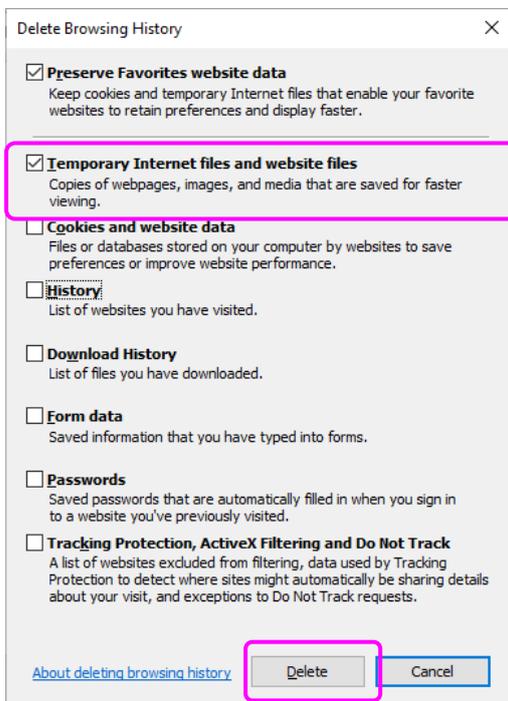
- 2) Click "Internet options" from the menu that appears.



3) Select "Delete..." in Browsibg history, on the General tab of Internet Options.



4) In Delete browsing history, make sure that "Temporary Internet files and website files" is checked, click "Delete", and the browser displays "Internet Explorer has finished deleting the selected browsing history." If you do, the cache will be cleared.



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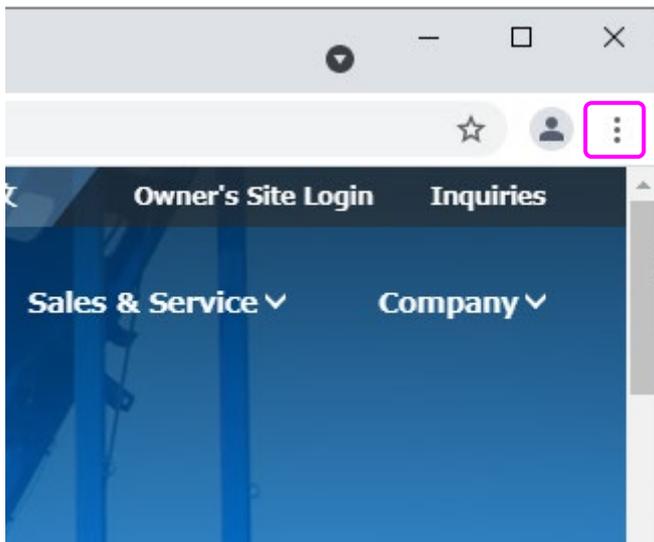
Internet Explorer has finished deleting the selected browsing history.

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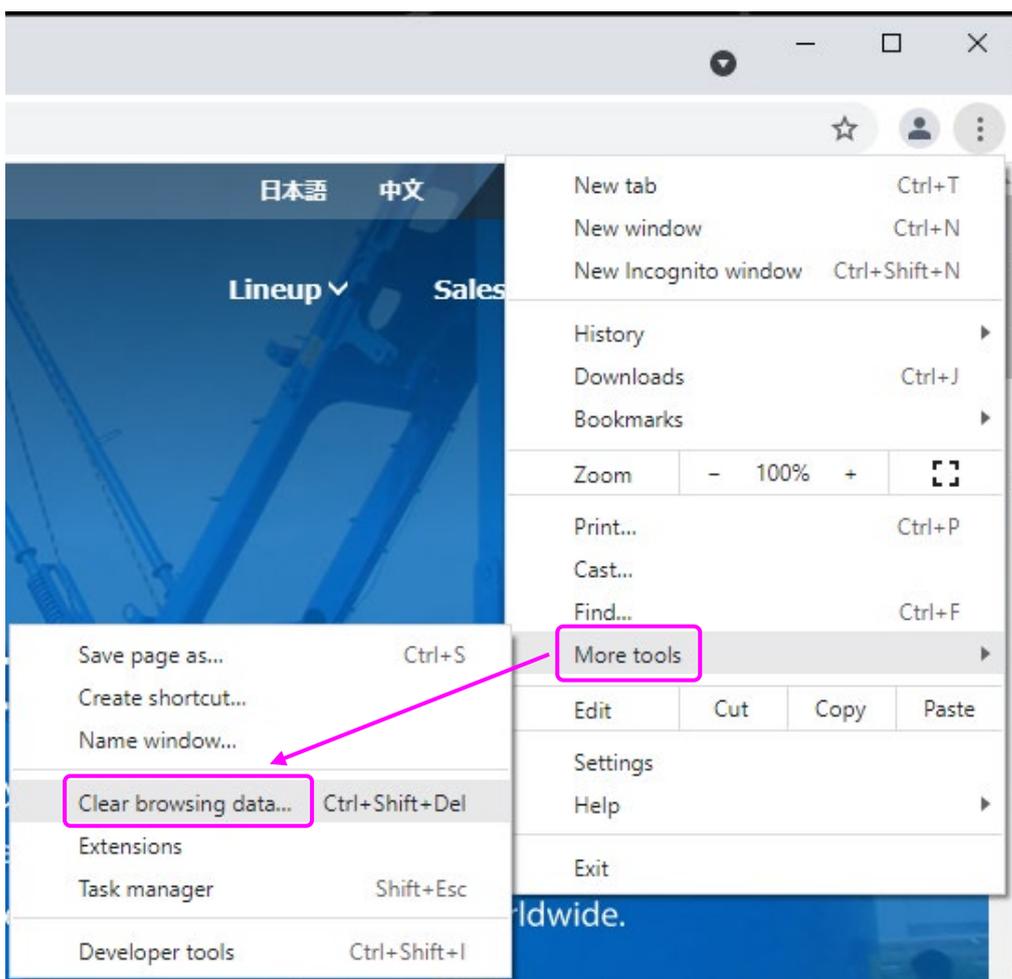
5) Please use the website and system that you want to close all Internet Explorer windows and display them again.

## 2.3 Google Chrome

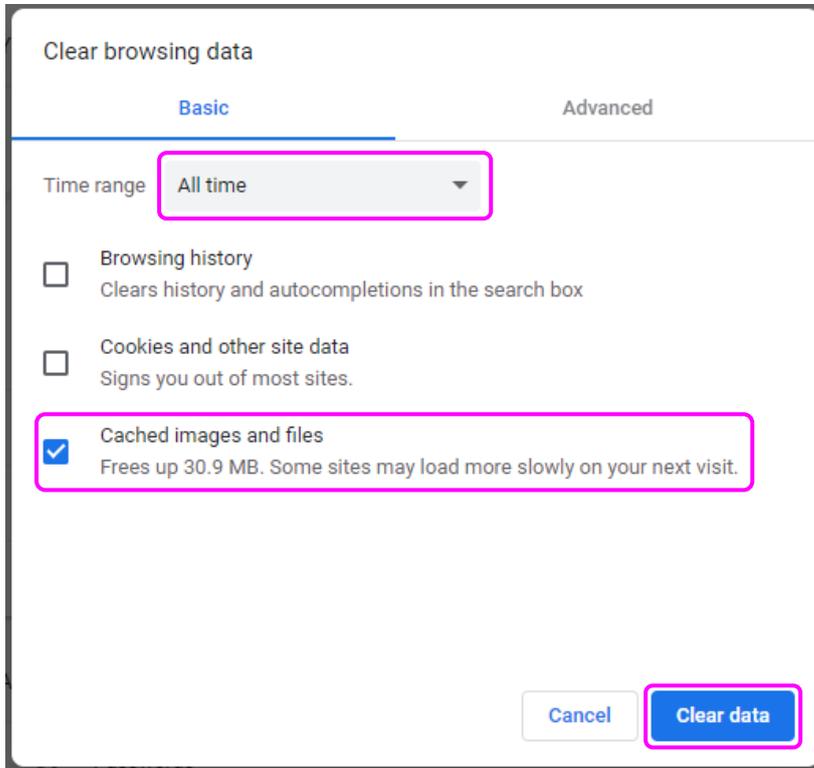
- 1) Click “⋮” at the top right of the window.



- 2) Select "More tools" from the menu that appears and click "Clear browsing data...".



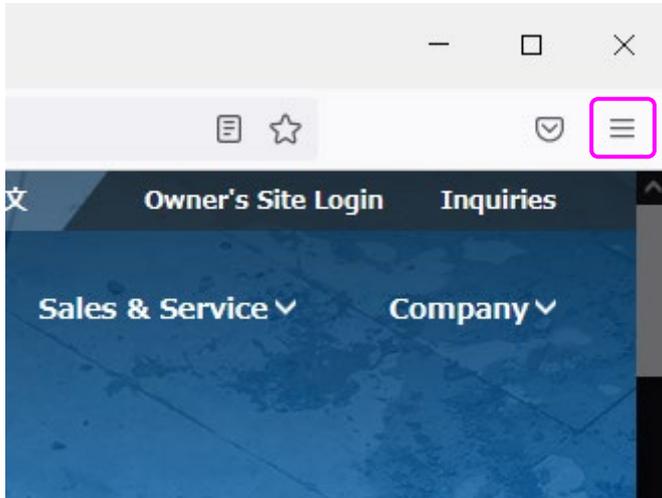
- 3) From the deletion of browsing history data, select "All time", make sure that "Cached images and files" is checked, and click "Clear Data" to clear the cache.



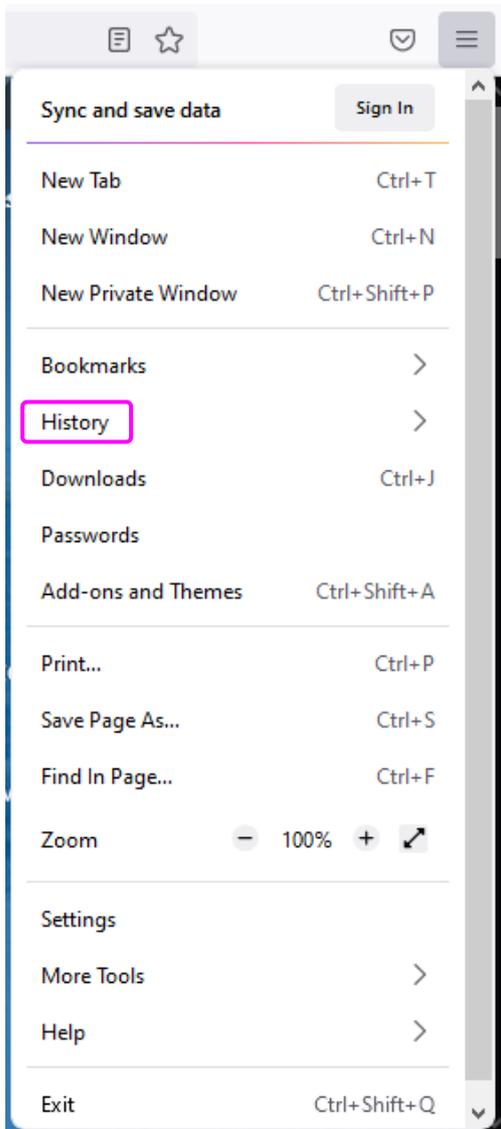
- 4) Please use the website and system that you want to close all Google Chrome windows and display them again.

## 2.4 Firefox

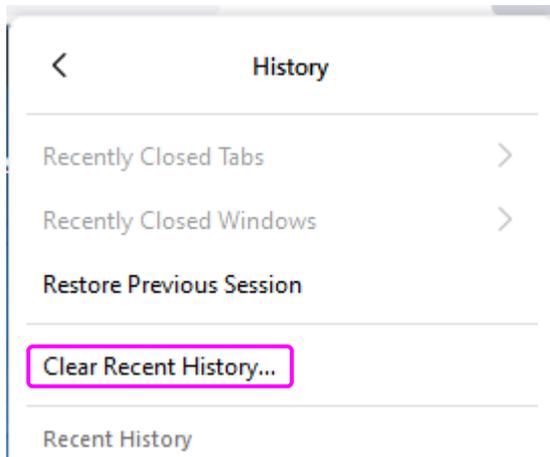
- 1) Click “☰” at the top right of the window.



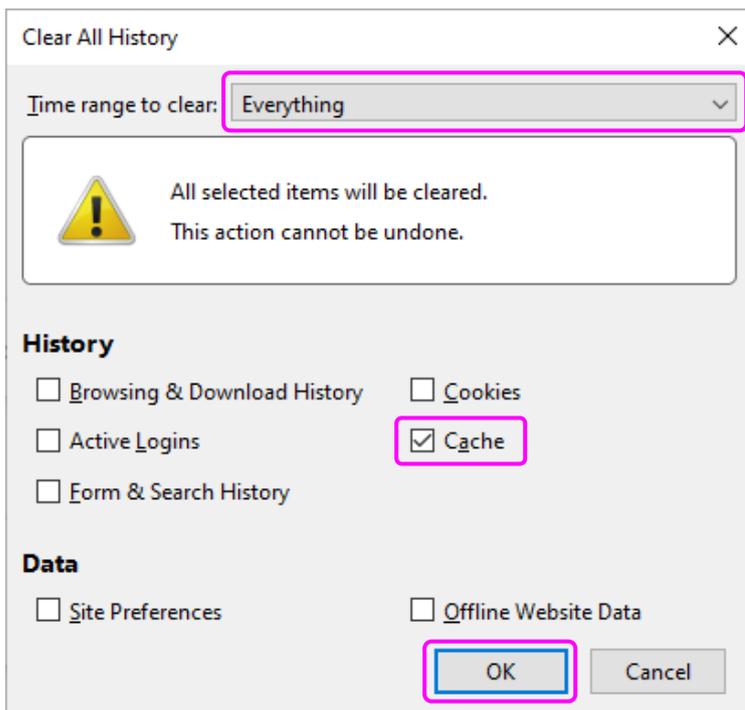
- 2) Click "History" from the displayed menu.



- 3) Select "Clear Recent History..." from the history menu.



- 4) From Clear All History, select "Everything", make sure "Cache" is checked, and click "OK" to clear the cache.



- 5) Please use the website and system that you want to close all Firefox windows and display them again.