

A MaineStreet Newsletter

Information and tips for MaineStreet users

The importance of clearing your cache:

Why? When? How?

When you work in MaineStreet (or in any other Web-based application), you use a Web browser to request pages on which to view data. These pages are loaded on your computer by the browser so it can save time when you access these same pages in the future. This is referred to as “caching.”

Why clear your cache?

- Sometimes changes have been made to an object on a page, and your browser, rather than recognizing the changes, references the old version stored in the browser cache, which is now out of sync with the current page. When this happens, you might see, among other strange or unexpected things, an “Object Error” notice rather than the data you are expecting.

Your first step in fixing the problem is to **clear the cache**.

When to clear your cache?

- Clearing the browser cache is especially important before you access MaineStreet Campus Solutions after the upgrade to version 9.0, since many objects have been modified as part of the upgrade.
- It is also a good idea to clear the browser cache before you access an environment that has just been rebuilt—for example, the Campus Solutions Sandbox database, which is generally refreshed the third Tuesday of each month.

How to clear your cache?

- There is no one-size-fits-all instruction for clearing your browser cache, as the steps you take to clear the cache are different for different browsers (Firefox, Internet Explorer, Safari, Chrome), for different versions of browsers, for different computer operating systems (Windows, Mac) and for different devices (pc, iPhone, et al.)

For specific instruction on how to clear **your** browser’s cache, visit

<http://www.maine.edu/pdf/ClearingBrowserCacheInfo.pdf>

for a Reference Document.

Remember the timeline

May 2 – May 13 COMPLETE

User Acceptance Testing (UAT) by functional offices (Admissions, Student Records, Financial Aid, Business Office, Transfer, Advising)

June 2 – June 6

Campus Solutions not available while upgrade is applied. The exact number of days is not yet determined, but will be the fewest possible.

June 7

Go-live!

