

GSD. Firefox – How to clear Cookies and Cache

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Author: {'link':

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General Information:

Possible symptoms/errors:

Firefox is not opening.Browser slowness.Tabs freezing.

Alternative names of the system:

Mozilla Firefox

IMPORTANT NOTICE:

N/A

Solution:

Ask user to click the Library button and then to click on User should select Clear Recent History....

Inform user that In the Time Range to clear: drop-down, they should select everything.Let the user click the arrow next to Details to display the list of items that can be cleared.Ask user to select both Cookies and Cache.

Advise user to click Clear Now.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A