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Have you cleared your cache and cookies today? Troubleshooting tips and tricks

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Have You Cleared Your Cache and Cookies Today?

Troubleshooting Tips and Tricks

March 11, 2021

Meet The Speakers

From Singapore Management University (SMU)



Kooi Cheng
Librarian



Dino
Library Specialist

SMU LIBRARIES

About us - Overview

About Singapore Management University (SMU)



- Established in 2000
- Comprises of 6 schools
- Around 10,000 under/post-graduates

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Li Ka Shing Library



SMU Libraries offers services through two physical libraries:

Li Ka Shing Library and
Kwa Geok Choo Law
Library

Kwa Geok Choo Law Library



Over 550,000 print
and electronic books

Access to over
80,000 print and
electronic journals

More than 170
electronic databases

TIER-1 AND TIER-2

How We Can Work Together To Support Our Library Users

IMPLEMENTING TIER LEVELS

Different Tier Levels Function Differently



TIER-1

- Essential helpdesk support
- Filter false-positive feedback
- Trained to solve known issues
- Handle 60-80% of the cases



TIER-2

- In-depth technical support
- Detailed Investigation
- Subject-matter experts
- Handle more complex cases

IMPLEMENTING TIER LEVELS

Reasons for 2-tier approach

- Front desk staff not confident in handling e-access issues
- Directly escalate to team-in-charge of e-access issues
- Skeletal team of 2-3 persons
- Inefficient workflow resulted in imbalance workload → team have to handle high volume of cases → some cases can be resolved on the spot but resulted in delay of responding to users
- To offload tier 2 staff from handling basic enquiries so that they can spend more time on tougher issues

TIER-1 SUPPORT

Staff who are on duty or front the service desk



ANALYZE SYMPTOM

Able to interpret what the user has feedback and analyze the problem



BASIC TROUBLESHOOTING

Perform simple troubleshooting and provide solution if possible



ESCALATE

Escalate the case to the right team depending on the issue

TIER-1 SUPPORT

Tips for Tier-1 staff



KEEP CALM

Stay calm,
don't panic



ASK QUESTIONS

Gather more details from
user that will help you to
understand better



MANAGE EXPECTATION

Let users know the waiting
time and offer interim
solution

TIER-2 SUPPORT

Usually consists of experienced staff or subject-matter experts



IT DEPARTMENT

- Windows related issues
- Software and hardware issues
- PC Booking



E-RESOURCES TEAM

- Broken links
- Account and access/login issues
- Coverage and subscription issues



REFERENCE ENQUIRY

- Usage of databases
- Training & learning materials
- Research consultation

TIER-2 SUPPORT

Tips for Tier-2 staff



TRAINING & REFRESHER

- Provide training to Tier-1 staff on how to handle basic and known issues
- Conduct refresher session before start of term to get everyone ready



GUIDES & FAQ

Create guides or FAQs to support Tier-1 staff in their troubleshooting. This is also helpful when Tier-2 staff are not available to attend immediately



REGULAR UPDATES

Keep Tier-1 staff updated with changes or new issues so that they will not be caught off guard, either by email or a note at the service desk area

TIPS AND TRICKS

Simple troubleshooting skills that might help

PRE-TESTING

Helps to reduce error and provide better accuracy



PRIVATE MODE

- Always test in Private Mode for best result
- Alternatively, clear cache and cookies "All time"



BROWSER TYPE

- Replicate the issue using the same browser the user is using
- It is good to ensure that the browser is up-to-date

NARROWING DOWN THE ISSUES

Users might be having these issues at home or off-campus

1

Use 4G network to isolate the issue; your home wifi might be having issue

2

Go directly to web site without using ezproxy, eg. www.google.com; site might be down



3

Try another browser or ask someone to test; seek second opinion. Browser extension might be conflicting

4

- Third party firewall might be blocking. Disable firewall
- Testing tool such as Fiddler might alter your test results

ACCESS OR USER ISSUE

How do you tell if it is a user issue?



1

Get the user to walk through the steps he/she had taken until the error appear



2

Repeat the same steps, try to reproduce the same result or error



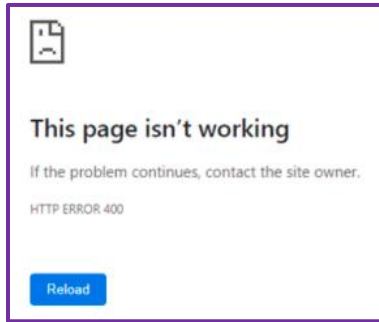
3

If you are unable to replicate the same result, you can advise the user to try using another browser

HELPFUL SCREENSHOT

A detailed screenshot speaks a thousand words

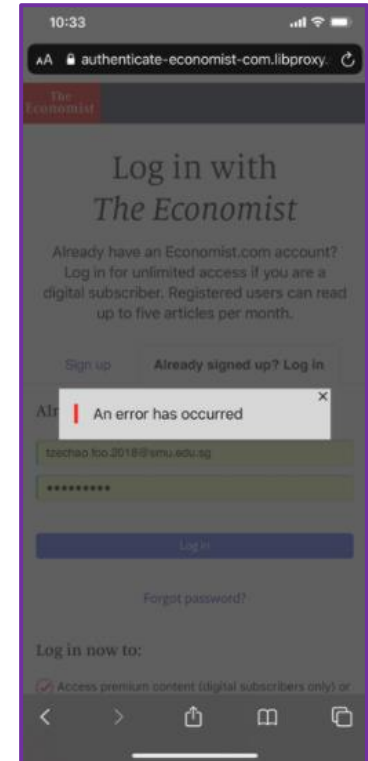
1



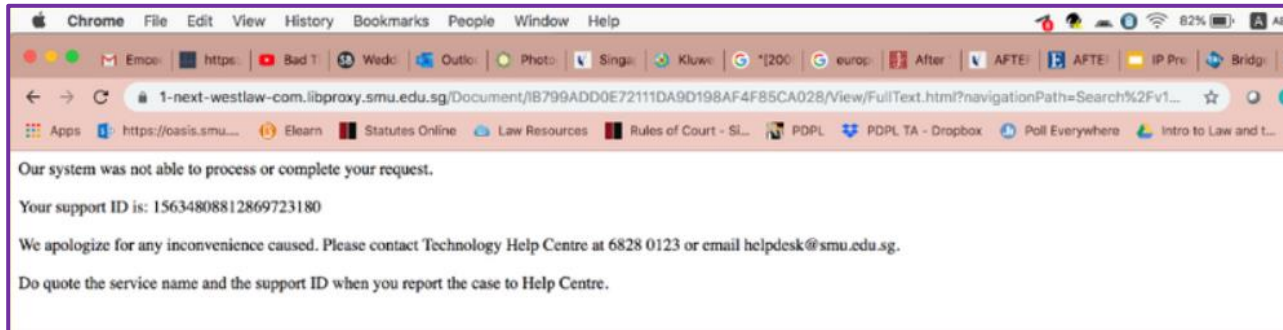
2



3



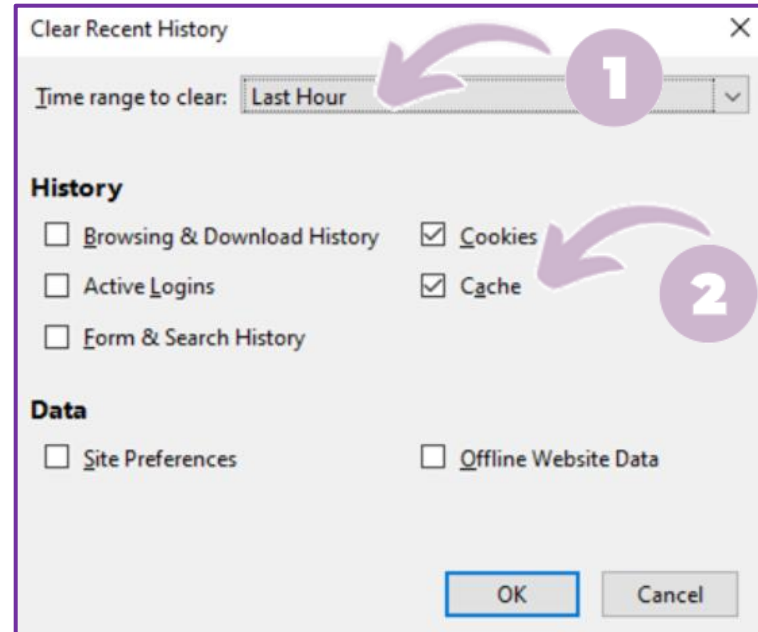
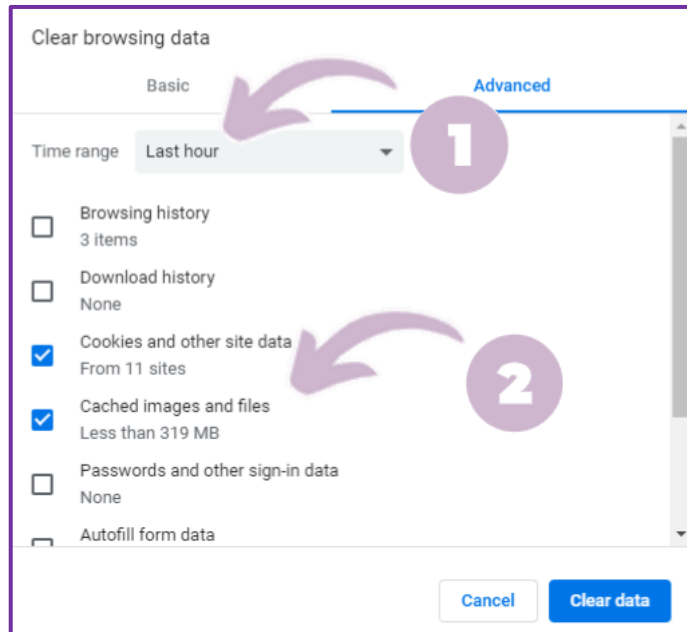
4



3 and 4 are example of helpful screenshots with browser type, date/time, URL, etc

CLEAR CACHE AND COOKIES

Why sometimes clearing cache and cookies does not help?



1. Depending on the cached file, if possible, choose "All Time" for Chrome and "Everything" for Firefox
2. Remember to tick both "Cookies" and "Cache", and leave the rest unchecked.

WHAT'S CACHE AND COOKIES

Cache and cookies are data files stored in browser



ADVANTAGES

- Faster rendering of web pages
- Shorter loading time
- Data saved for easy retrieval during next visit



DISADVANTAGES

- Take up disk space as size increases
- Privacy and data security issue
- Stored data are not up-to-date



PRIVATE MODE & USEFUL SHORTCUTS

Private mode does not save browsing history, cached files or cookies





CHROME

Incognito

-  Ctrl + Shift + N
-  ⌘ + Shift + N

Clear cache & cookies

-  Ctrl + Shift + Del
-  ⌘ + Shift + Del

Delete per site data:

Settings > Privacy and security > Cookies and other site data > See all cookies and site data



FIREFOX

Private Window

- Ctrl + Shift + P
- ⌘ + Shift + P

Clear cache & cookies

- Ctrl + Shift + Del
- ⌘ + Shift + Del

Delete per site data:

Options > Privacy & Security > Manage Data



MS EDGE

InPrivate Window

- Ctrl + Shift + N
- ⌘ + Shift + N

Clear cache & cookies

- Ctrl + Shift + Del
- ⌘ + Shift + Del

Delete per site data:

Settings > Privacy and services > Clear browsing data now > Choose what to clear



SAFARI (Mac)

Private Browsing mode

- n.a.
- ⌘ + Shift + N

Clear cache & cookies

- n.a.
- History > Clear History

Delete per site data:

Preference > Privacy > Cookies and website data > Manage Website Data, delete per site data

Thank you

If you have any question, feel free to email us:

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