Note: This guide is for Kuali users who are experiencing issues with Cognos Business Intelligence. Since the Cognos 10.2 upgrade, it is necessary to clear your browser cache in order for Business Intelligence to work properly.

Internet Explorer 9

1. Open Browser, click on the Tools icon at the top right and select Safety.

![Figure 1: Tools and Safety]
2. Select Delete browsing history.
Figure 3: Delete the following options

3. Select the following options then click Delete.
4. Click on the Tools icon at the top right and select Internet Options.
Figure 5: Delete browsing history on exit

5. Check the box next to “Delete browsing history on exit”.

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6. Click on the Settings button below Browsing history.
7. Select the option to Check for newer version of stored pages every time I visit the webpage.

8. Click OK twice to apply changes.
Firefox

Figure 8: Firefox Advanced Options

1. Click on the Firefox button and select Options.
2. Select the Advanced panel.
3. Click on the Network.
4. In the Cached Web Content section, click Clear Now.
5. Click OK to close the Options window.
Chrome

1. Click on the Menu icon ☰ in the upper right corner of the browser. Click on Settings.

2. Click on Show Advanced Settings at the bottom of the settings section.

3. In the Privacy section, click “Clear browsing data...”

4. Select “Empty the cache”.

5. Select the following options to clear cache from the beginning of time.

6. Click Clear browsing data.
Safari

1. Open browser and click on the gear icon in the top right.
2. Select Reset Safari.
3. Check the box next to Remove all website data.
4. Click Reset.

Figure 10: Reset Safari