

CLEARING QUALIFY AND QUALIFY WEB CACHE



Original Software



TYLER DILLON

OCTOBER 2021

BERTIE 4

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SYNOPSIS

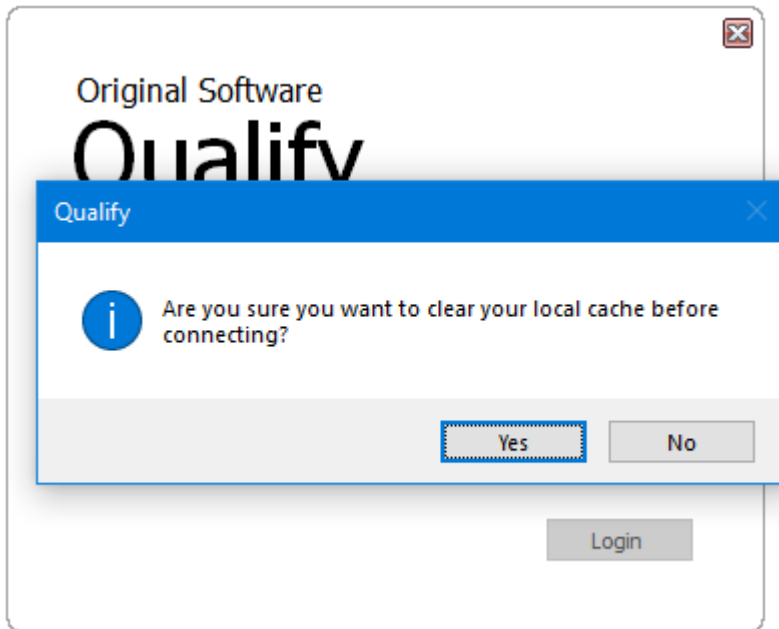
Depending on changes that have been made to the Qualify Model through Qualify Admin or specific views and layouts that have been either created or modified, you might run into an issue with Qualify Client or Qualify Web.

- Qualify client cache issues can lead to seeing views or layouts incorrectly and possibly not allowing you to login.
- Qualify Web cache can lead to seeing views or layouts incorrectly but will generally never deny you access into the application.



QUALIFY CLIENT CACHE

You may find yourself in a situation where Qualify is no longer allowing you to login. Typically, it will provide an error message and you would reach out to your support representative, but here is step you can perform to hopefully remedy the error beforehand. This is by clearing the local cache for the Qualify connection.



- 1) Launch Qualify to the login screen.
- 2) Hold down the Ctrl key + select the Login button at the same time. This will prompt a dialog window. (You will need to ensure all instances of Qualify are closed)
- 3) Select Yes to clear the local cache for the connections in Qualify.

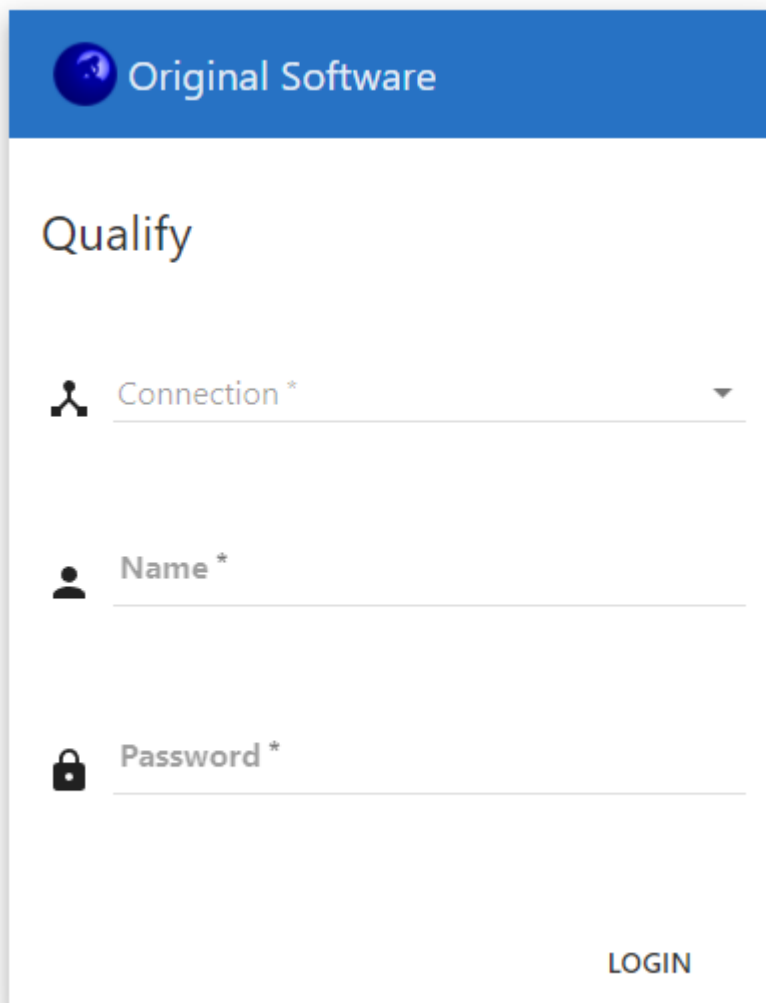
You should now be able to login into Qualify without an issue. If you still receive an error and cannot login, please contact your support representative.

QUALIFY WEB CACHE

When changes are made with Qualify Admin on the client side that changes the Qualify Model structure, you may run into an issue where the web cache will hold elements before the recent changes. Typically, this is remedied automatically within the browser itself, but depending on the browser user settings, this may not be the case.

Performing the keyboard commands below should resolve your issue.

- Inside Browser - keyboard commands: Hold down Ctrl button + select F5 button (Ctrl+ F5)



The image shows a login form for 'Qualify' by 'Original Software'. The form includes three input fields: 'Connection *' (a dropdown menu), 'Name *' (with a person icon), and 'Password *' (with a lock icon). A 'LOGIN' button is positioned at the bottom right of the form area.

CTRL + F5 is used in the browser to do a refresh and to clear the cache and force a reload of webpage elements such as JavaScript and CSS files. (whereas F5 just does a refresh). These keyboard commands in the browser may need to be performed by every user accessing Qualify Web on individual machines. These keyboard command can be performed on Internet Explorer, Google Chrome, and Firefox.