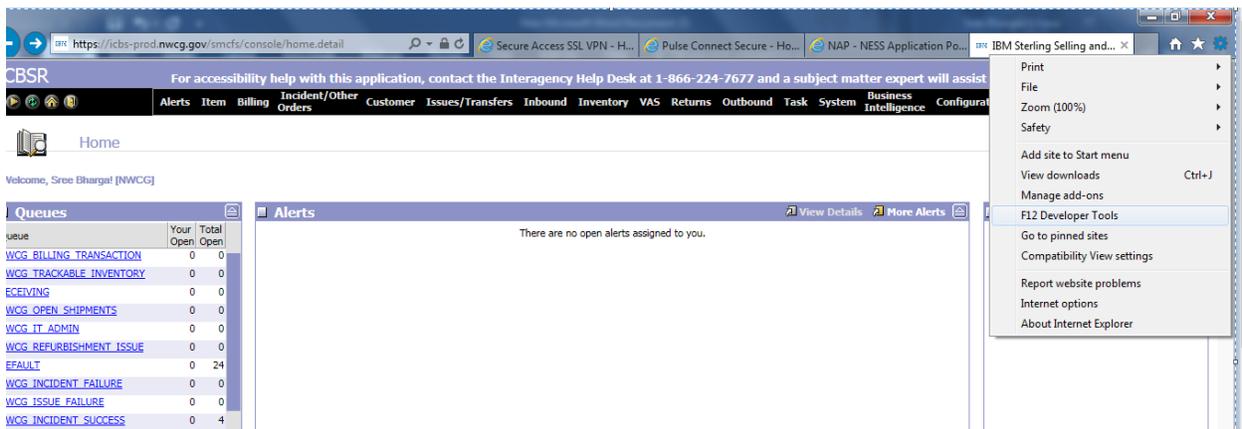


Clear the network cache from Internet Explorer

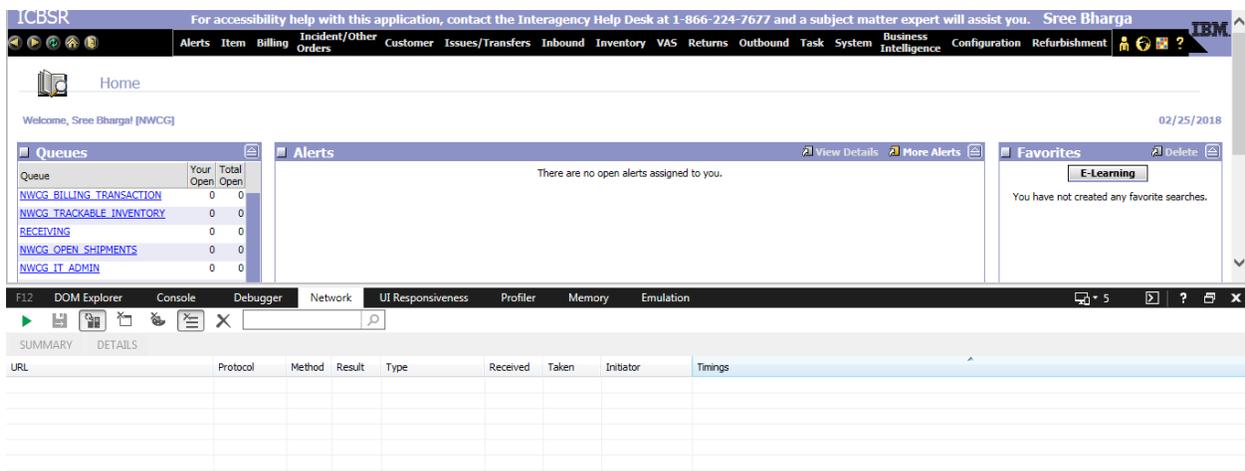
You might see error message when you try to click on icon or button that opens a popup window. This issue was identified and addressed in 9.5 upgrade. But you might still get the error due to network cache from your Internet Explorer.

To get the popup windows loaded properly, we must clear the network cache. Below are the steps for windows 7 and windows10 machines.

- Login to NAP and open "ICBS Production"
- In Internet Explorer, Click on Tools → F12 Developer Options as shown in the below screenshot.



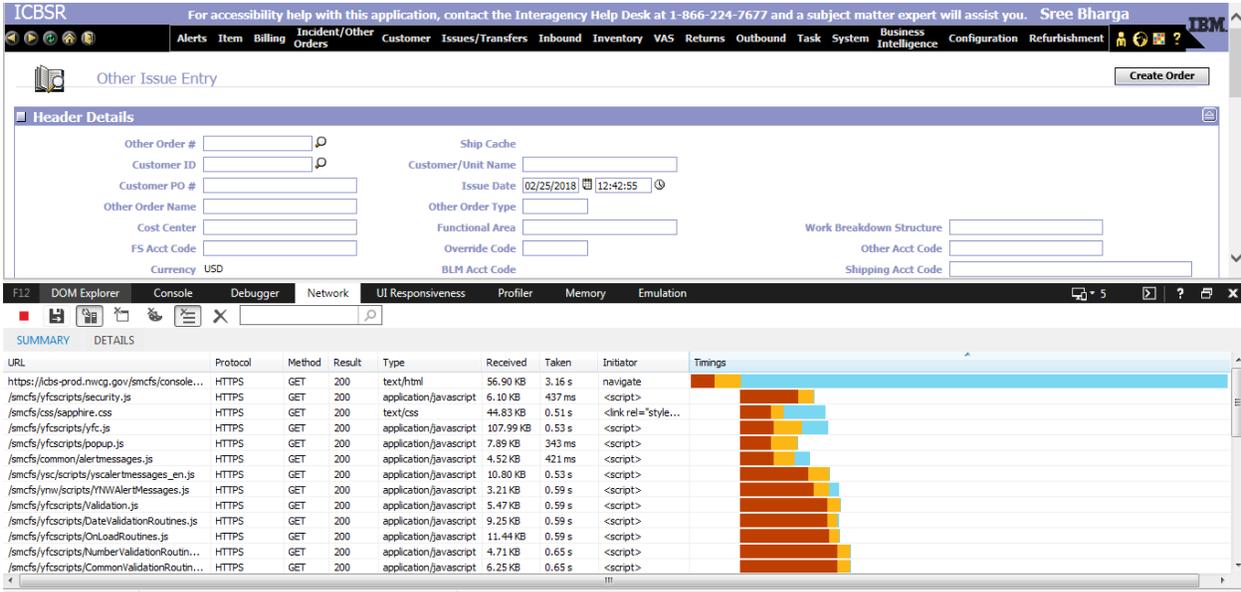
On Windows 7 Machines



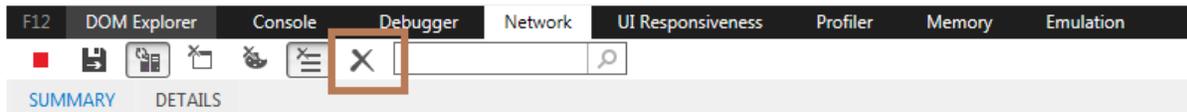
- Click on 'Enable Network Capturing Option' (start symbol) as shown in the below screenshot



- Now in ICBS Application, open 'Create Incident Issue' or 'Create Other Issue'
- You will see list of entries in the Network tab.



- Click on 'clear all entries' icon (X symbol) as shown in the below screenshot. This will remove all the entries



- Now click on 'Show Console' icon as shown in the below screenshot



Restart the IE browser and then login to ICBS. Now the popup windows on ICBS console will open without any errors.

For Windows 10 machines

- In ICBS Application, open 'Create Incident Issue' or 'Create Other Issue'
- You will see list of entries in the Network tab.

The screenshot shows the ICBSR application interface. The top navigation bar includes 'Alerts', 'Item Billing', 'Incident/Other Orders', 'Customer', 'Issues/Transfers', 'Inbound Inventory', 'VAS', 'Returns', 'Outbound Task', 'System Business Intelligence', 'Configuration', and 'Refurbishment'. The main area is titled 'Issue Entry' and contains a 'Header Details' form with various input fields for Incident No, Customer/Unit Name, Ship Cache, Incident Year, Issue Type, Customer ID, Issue Date, Incident Name, FS Acct Code, Incident Type, Cost Center, Functional Area, Override Code, BLM Acct Code, Other Acct Code, Work Breakdown Structure, Shipping Acct Code, Shipping Account Override Code, Estimated Delivery Date, and Requested Delivery Date. Below the form, the Network tab in the browser's developer tools is open, displaying a table of network requests.

Name / Path	Protocol	Method	Result / Description	Content type	Received	Time	Initiator / Type	0ms	1s
ISUorder.detail?CurrentDetailViewID=ISUNWGYOM... https://icbs-qa.nwcp.gov/smcts/console/	HTTPS	GET	200 OK	text/html		730.28 ms	document		
security.js https://icbs-qa.nwcp.gov/smcts/yfcscrip/	HTTPS	GET	200 OK	application/java...	(from cache)	0 s			
sapphire.css https://icbs-qa.nwcp.gov/smcts/css/	HTTPS	GET	200 OK	text/css	(from cache)	0 s			
yfcjs https://icbs-qa.nwcp.gov/smcts/yfcscrip/	HTTPS	GET	200 OK	application/java...	(from cache)	0 s			
popup.js https://icbs-qa.nwcp.gov/smcts/yfcscrip/	HTTPS	GET	200 OK	application/java...	(from cache)	0 s			
...

- The 'Enable Network Capturing Option' (start symbol) will be enabled by default in windows 10 IE. So, it will be greyed out.
- Click on the icons – 'Always Refresh from Server', 'Clear Cache', 'Clear Cookies', 'Clear Session'

This close-up screenshot shows the Network tab toolbar in the browser's developer tools. The 'Network' tab is selected, and the toolbar contains several icons: a play button (greyed out), a red square (Always Refresh from Server), a blue circular arrow (Clear Cache), a red 'X' (Clear Cookies), and a red 'X' (Clear Session). The 'Content type' dropdown is also visible.

- Restart the IE browser and then login to ICBS. Now the popup windows on ICBS console will open without any errors.