

Browser Troubleshooting Strategies

PeopleSoft Student Administration (SA) System

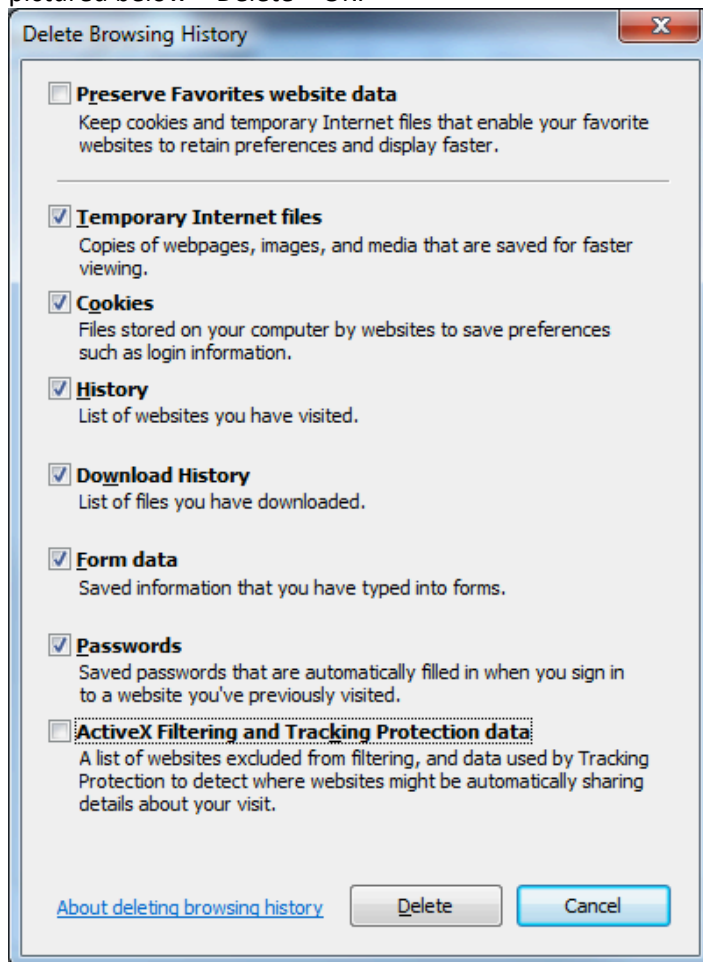
Audience:

Below are troubleshooting strategies to try for any PeopleSoft Student Administration System end user who experiences difficulty logging in, viewing pages, navigating and/or updating information following a system upgrade.

Important! Log in to the SA System after each step attempted before going on to the next step.

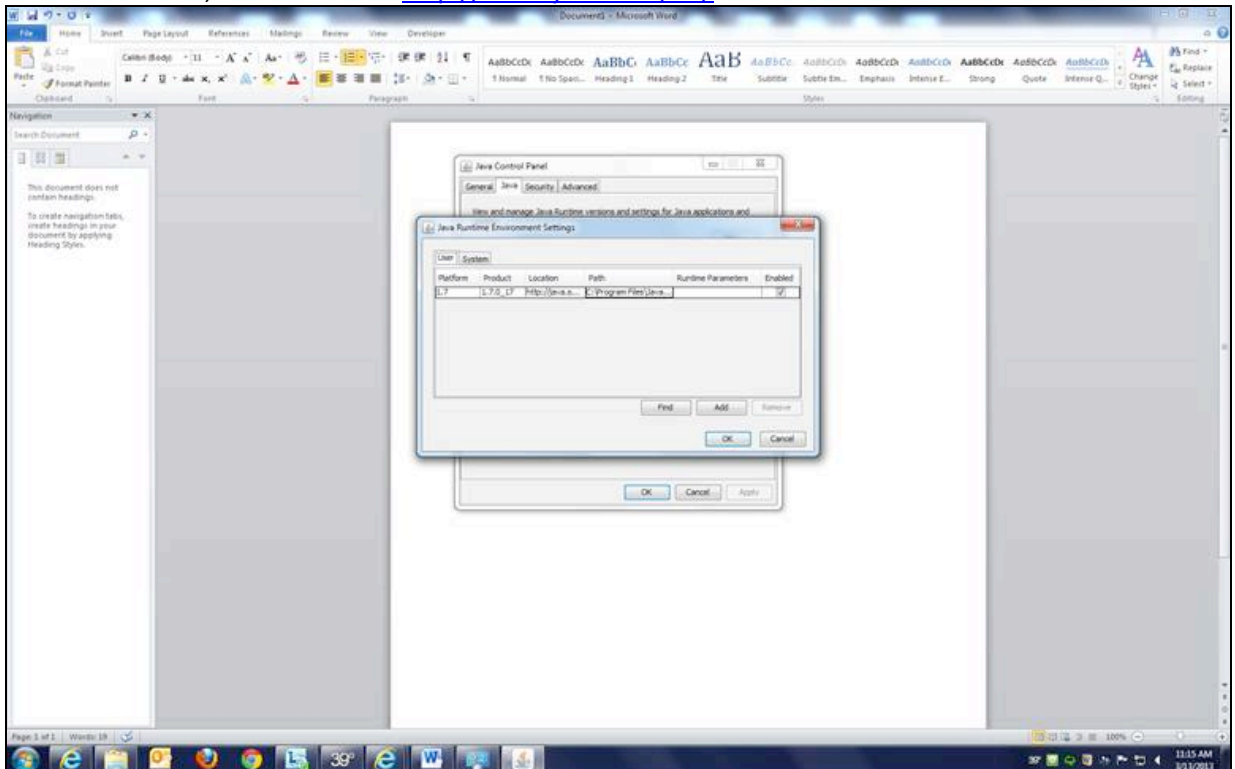
Troubleshooting Suggestions:

1. Log out of the PS System and clear/delete **browser cache**, and log back into the system.
 - a. Internet Explorer: Tools > Internet Options > General tab > under Browsing History, select checkboxes pictured below > Delete > OK.



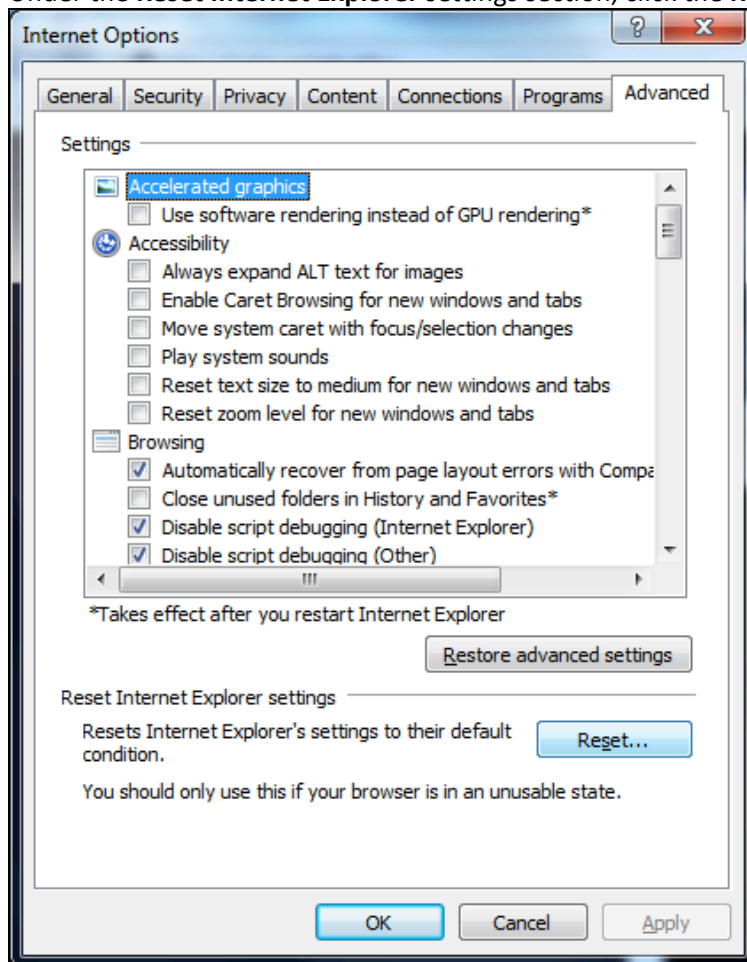
- b. Firefox: Tools > Clear Recent History > *Under Time Range to Clear*, select Everything > Select the Cookies and Cache checkboxes > Clear Now.
 - c. Chrome: Click the customize/control symbol (three horizontal bars) to far right side of page > Clear all browsing history.
 - d. Safari: History > Clear History

2. If your home page is missing the menu bar, or if links are right-aligned in a vertical stack on the page:
 - a. **Right click** in the toolbar area, and select **Menu Bar**.
 - b. Click **View > Refresh**.
3. Delete any browser **Favorite, Bookmark or Shortcut** you have set for the PS SA System login page, and reset a new one for: <https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login>
4. Try logging into the SA System with a **different browser** (Firefox, Safari, Chrome, etc.) to determine if your issue is browser-specific.
5. Add **student.studentadmin.uconn.edu** to your browser's **trusted sites**.
Note: for IE9, click **Tools > Internet Options > Security tab > Trusted Sites > Sites > Add**
6. See **Browser Settings and Printing Guidelines for the SA System**:
<http://web2.uconn.edu/ea/sa/procedures/gettingstarted/browserprinting.pdf>
7. Check the Compatibility Settings in Internet Explorer: **Tools > Compatibility View Settings**
8. Delete all files in your C:\ drive temp folder.
C:\Users\netid\AppData\Local\Temp (e.g. NetId = your netid that you logged into the PC)
From tool bar, click **Edit > Select All > delete** all files in the temp folder
9. Uninstall and reinstall **Java**.
 - a. **Start > Control Panel > Java** (select Java tab)
 - b. Do you have the most recent release of Java installed? If not, uninstall the current version:
Start > Control Panel > Programs and Features. Scroll to Java programs installed and then uninstall all instances.
 - c. Once uninstalled, access website <http://www.java.com/en/> and install current release of Java..



10. **Reset** Internet Explorer 9.

- a. **Caution!** Copy your IE favorites to your Desktop, as resetting IE9 deletes browser favorites.
Note: Resetting IE 9 browser defaults may also have adverse effects to other applications that use IE.
- b. From the IE9 menu bar, click **Tools > Options > Advanced tab**
- c. Under the **Reset Internet Explorer** settings section, click the **Reset** button.



- d. Re-copy the backup of favorites from Desktop to Favorites folder.

11. For assistance with any of the steps above, contact your departmental technical support person; call the **UITS Help Center** at 860-486-4357 or email helpcenter@uconn.edu.