Beyond - Basic Browser Troubleshooting

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Troubleshooting in Beyond

Beyond is a web-based platform and, as such, it can be utilized through the use of many different browsers. Each browser interacts with Beyond in different ways being able to understand how to work with your browser during difficulties will be important.

This article is designed to assist the user overcome some of the more common issues.

This article includes:

1. Clearing User Preferences
2. Clearing Your Cache
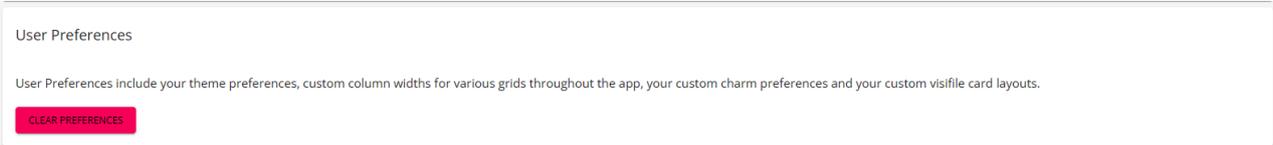3. Browser Side Troubleshooting

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Clearing User Preferences

Beyond offers a lot of customization options including customizing color schemes, visifile layouts, etc. But sometimes, we just want to go back to the system defaults. This is when you need to clear your user preferences.

Sometimes this option is used as a troubleshooting step when information or columns seem to not be appearing the way they should, etc.

To Clear Your User Preferences:

1. Navigate to the B Menu > User Settings > General.
2. Scroll down to the "User Preferences" card.
3. Select "Clear Preferences":

Clearing Your Cache

When using Chrome, or any browser, users are encouraged to log out of Beyond when they are finished with their session. This serves to not only protect your data from those who may have access to your local device, but also to prevent any data caching errors from occurring.

If you're getting error messages like the one below, missing buttons you have permission for, or not seeing updated information, then you should try clearing your cache in Beyond.

Sorry, there was an error : *Invalid TempData key or value was null*

```
System.NullReferenceException: Invalid TempData key or value was nu
    at T TwLoginServer.ExtensionMethods.Get<T>(ITempDataDictionary t
    at async Task<IActionResult> TwLoginServer.Controllers.Account.A
    at async Task Microsoft.AspNetCore.Mvc.Internal.ControllerAction
    at async Task Microsoft.AspNetCore.Mvc.Internal.ControllerAction
    at void Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoke
    at Task Microsoft.AspNetCore.Mvc.Internal.ControllerActionInvoke
    at async Task Microsoft.AspNetCore.Mvc.Internal.ControllerAction
    at async Task Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker.
    at void Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker.Rethro
    at Task Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker.Next(r
    at async Task Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker.
    at async Task Microsoft.AspNetCore.Mvc.Internal.ResourceInvoker.
    at async Task Microsoft.AspNetCore.Builder.RouterMiddleware.Invo
    at async Task Microsoft.AspNetCore.Builder.Extensions.MapMiddlew
    at async Task IdentityServer4.Hosting.IdentityServerMiddleware.I
    at async Task Microsoft.AspNetCore.Authentication.Authentication
    at async Task Microsoft.AspNetCore.Cors.Infrastructure.CorsMiddl
    at async Task IdentityServer4.Hosting.BaseUrlMiddleware.Invoke(H
    at async Task Datalust.SerilogMiddlewareExample.Diagnostics.NonS
    at async Task Microsoft.AspNetCore.Diagnostics.ExceptionHandlerM
```
build 4.2018.426.2 - production

To Clear Your Cache:

1. Navigate to B Menu > User Settings > General.
2. Scroll down to the "Data Cache" card.
3. Select "Clear Cache":

Data Cache

In order to provide you with the fastest possible experience, Beyond keeps some of your data on or close to your device. However, this can sometimes result in out-of-date data being displayed on the screen. If you believe this to be the case, you can clear the cache and start fresh.

CLEAR CACHE

Browser Side Troubleshooting

Clearing Your Browser Cache & Cookies

Sometimes your web browser holds on to cookies or cache that Beyond is trying to clear. If you've cleared your cache in Beyond but are still experiencing issues, you may be asked to clear your browser data as well.

For instructions on how to clear your browser cache click on one of the following links:

1. Chrome
2. Safari
3. Firefox
4. Edge

Using Incognito or Private Browsing

Running Beyond in incognito mode within Google Chrome or Private Browsing in Safari will allow a user to login without storing any data or without relying on any previously stored data in your browser.

For instructions on activating Incognito Mode in Chrome: Click here

For instructions on activating Private Browsing for Safari:

- On a Mac
- On an iPhone/iPad

Once you have opened a incognito or private window, you can log into Beyond as normal.

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