



SATERN Job Aid

SATERN Learner Job Aid for Troubleshooting Basic Browser Issues Version 2 Updated May 23, 2018

Audience: This job aid is for use by National Aeronautics and Space Administration (NASA) personnel with Learner access to the System for Administration, Training, and Educational Resources for NASA (SATERN).

Purpose: Pop-up blockers must be disabled to launch content from SATERN. It may be necessary to clear cache and cookies to ensure the browser receives fresh copies of content and not cached copies that may contain or contribute to errors. This job aid provides instructions for you to disable the browser pop-up blocker, clear cache, and clear cookies.

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Task A – Clearing the Browser Cache and Cookies

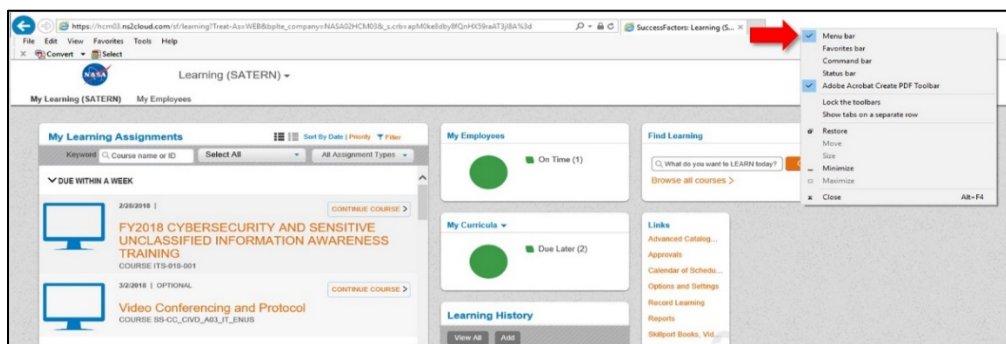
Use the instructions in this section to clear your browser cache and cookies. Use the hyperlinks on the first page of this document to locate the instructions for your operating system and browser.

Windows Internet Explorer 11

To clear the cache and cookies from Windows Internet Explorer 11:

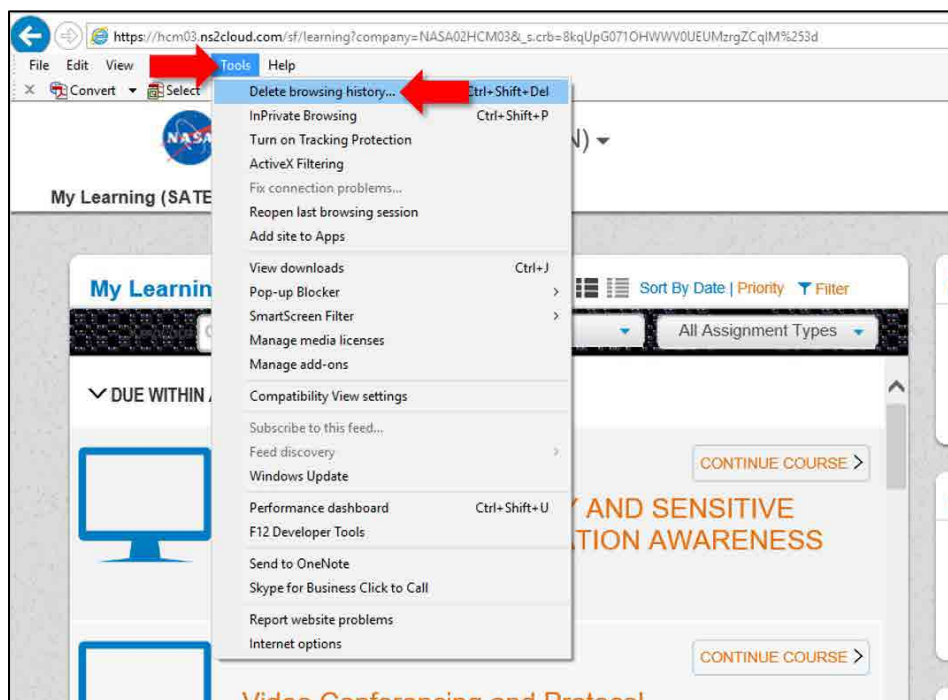
1. Open **Internet Explorer 11**, and check to see if the Menu Bar, including the Tools menu, is displayed. If the Menu Bar is not displayed, right-click at the top of the screen in the area near the tab title, and click the **Menu bar** option to enable it.

Figure 1: Location of Internet Explorer Menu Bar Option



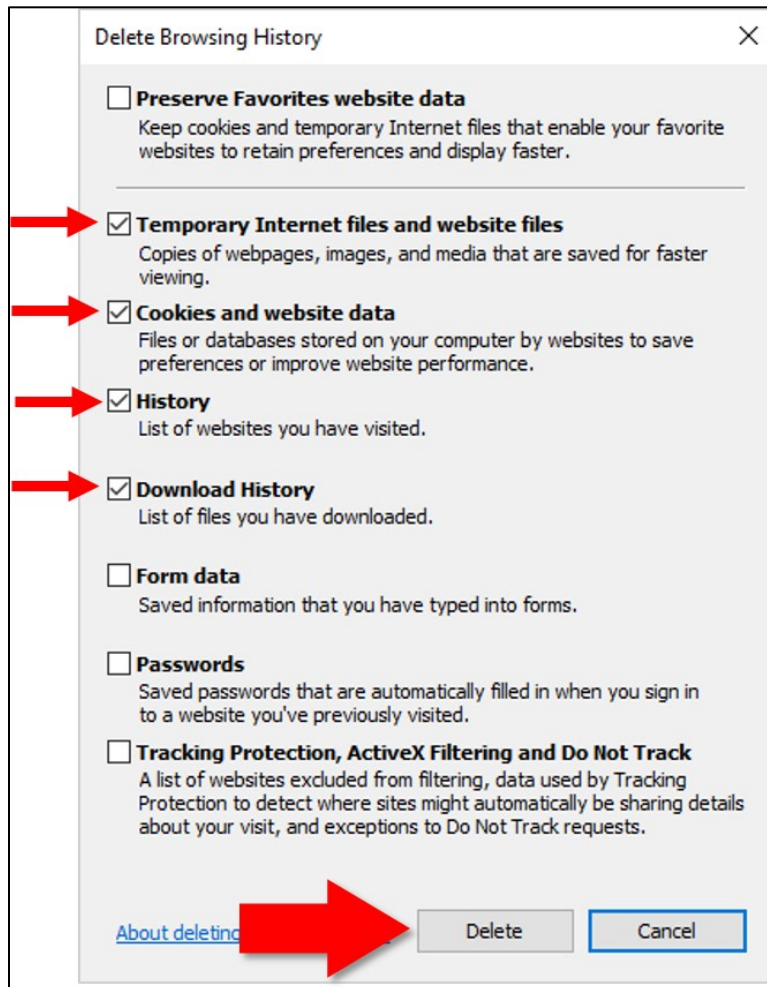
2. From the Menu Bar, select the **Tools** menu, then select the **Delete browsing history** option.

Figure 2: Tools Menu Showing Delete Browsing History Option



- From the **Delete Browsing History** window, uncheck the **Preserve Favorites website data** option. Ensure the following options are all checked: **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History**. Then, click the **Delete** button.

Figure 3: Delete Browsing History Window



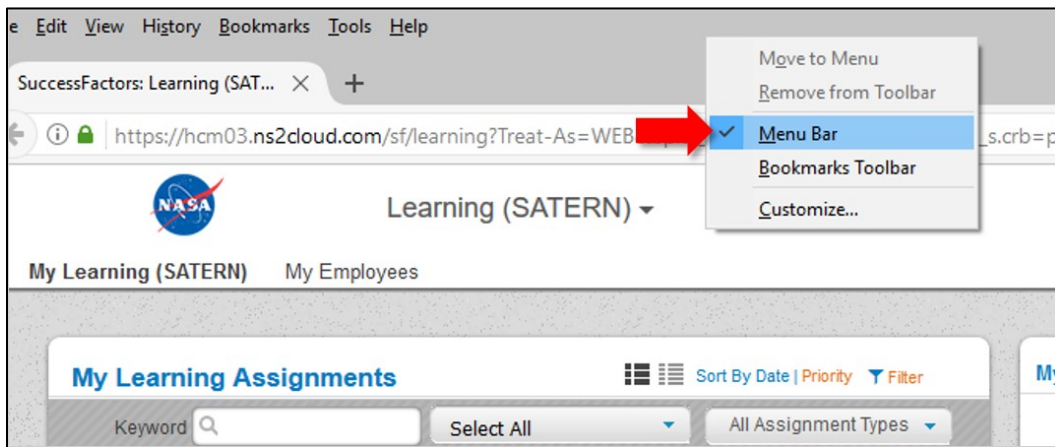
- Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

Windows Firefox 52.X

To clear the cache and cookies from Windows Firefox 52.X:

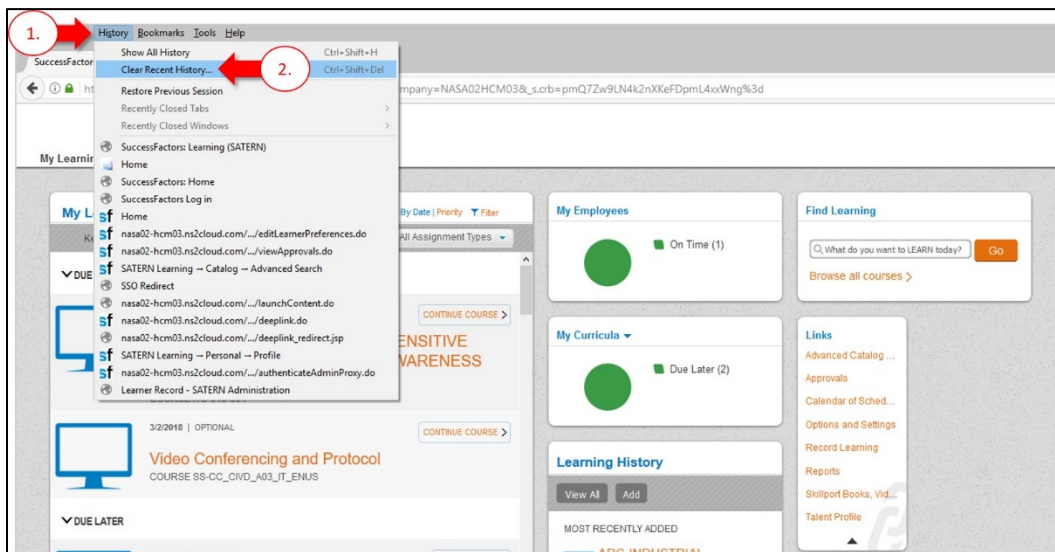
1. Open **Firefox 52.X**, and check to see if the Menu Bar, including the History menu, is displayed. If the Menu Bar is not displayed, right-click at the top of the screen in the gray area near the tab title, and click the **Menu Bar** option to enable it.

Figure 4: Location of Firefox Menu Bar Option



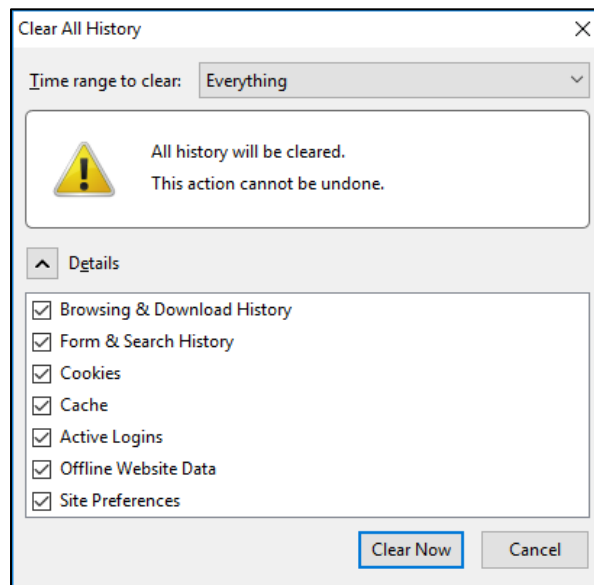
2. From the Menu Bar, select the **History** menu, then select the **Clear Recent History** option.

Figure 5: History Menu Showing Clear Recent History Option



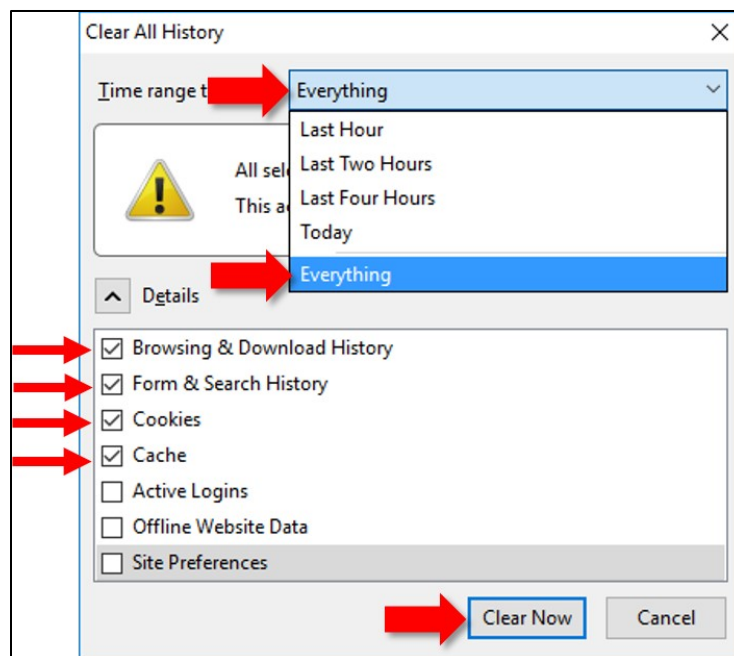
The **Clear All History** pop-up menu displays.

Figure 6: Clear All History Pop-up Menu



3. Click the **Time range to clear** drop-down menu, and click the **Everything** option. In the lower Details box, make sure the following options area all checked: **Browsing & Download History**, **Form & Search History**, **Cookies**, and **Cache**. Click the **Clear Now** button to clear the cache and cookies.

Figure 7: Clear All History Pop-up Menu with Options Selected



4. Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

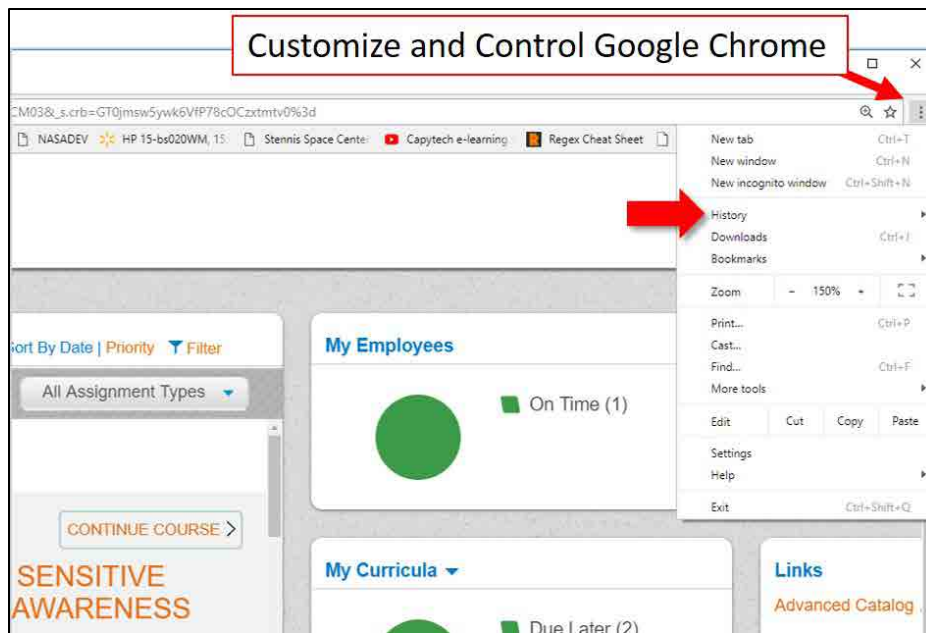
Windows Google Chrome 64.X and 65.X

Note: Since some NASA personnel have started receiving updates to Google Chrome 65.X, these steps include instructions specific to Google Chrome 65.X where applicable.

To clear the cache and cookies from Windows Chrome 64.X and 65.X:

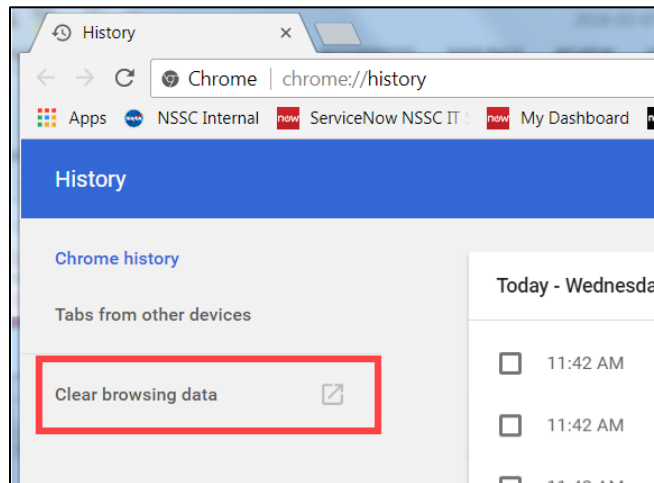
1. Open **Google Chrome**.
2. To the right of the address bar, click the **Customize and Control Google Chrome More Options Vertical** icon, and select the **History** option. If you are using Google Chrome 65.X, after clicking the **History** option, you will then click the **History** suboption.

Figure 8: Location of Google Chrome History Option



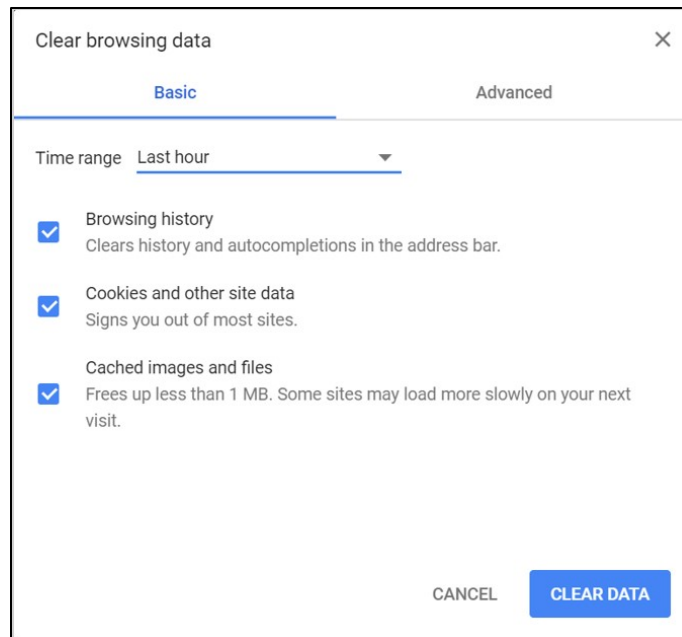
3. If you are using Google Chrome 65.X, in the left navigation, click the **Clear browsing data** link.

Figure 9: Location of the Clear Browsing Data Link in Google Chrome 65.X



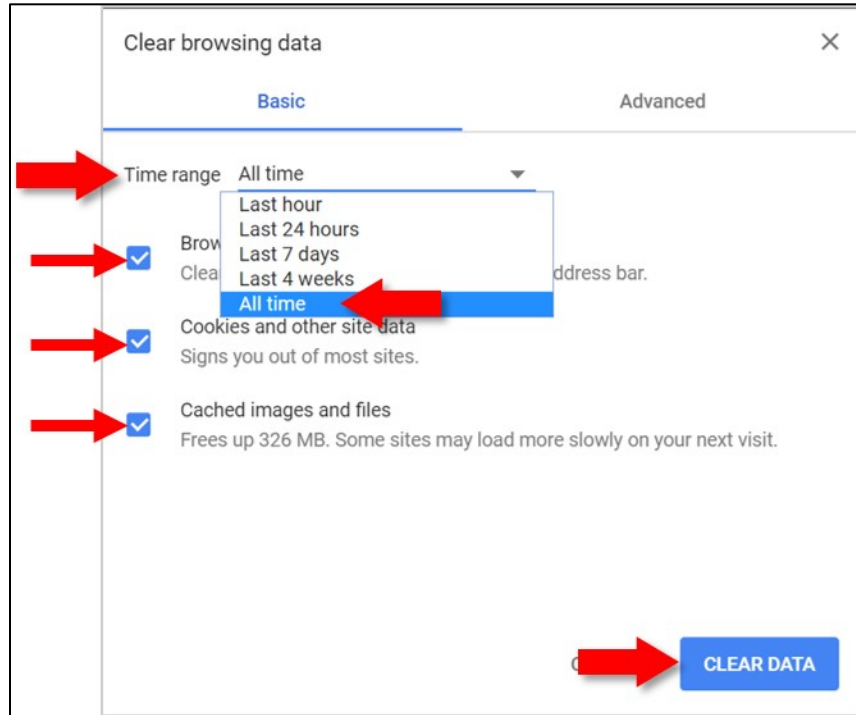
For both versions of Google Chrome, the **Clear browsing data** window is displayed.

Figure 10: Clear Browsing Data Window



- Click the **Time range** drop-down menu, and select the **All time** option. Make sure the following options are all checked: **Browsing History**, **Cookies and other site data**, and **Cached images and files**. Click the **CLEAR DATA** button.

Figure 11: Clear Browsing Data Window Showing Options Selected and Clear Data Button



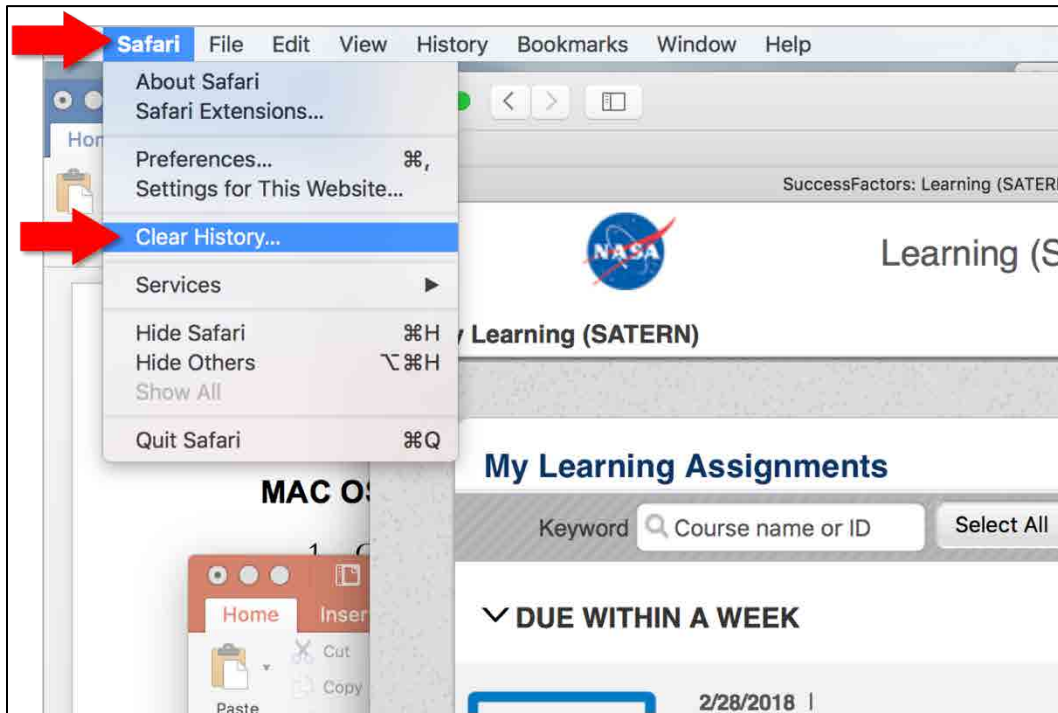
- Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

MAC OS Safari 11.X

To clear the cache and cookies from MAC OS Safari 11.X:

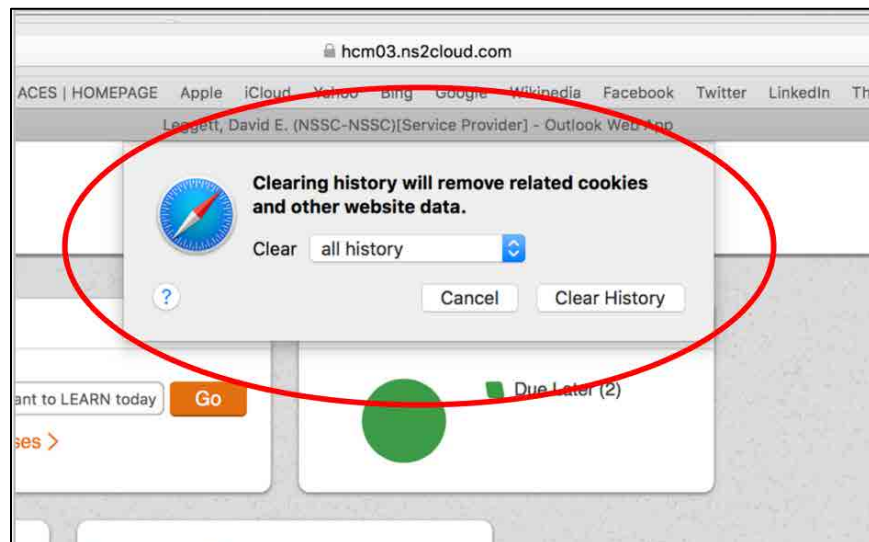
1. Open **Safari 11.X**.
2. From the title bar, click the **Safari** menu, then select the **Clear History** option.

Figure 12: Location of the Safari Menu and the Clear History Option



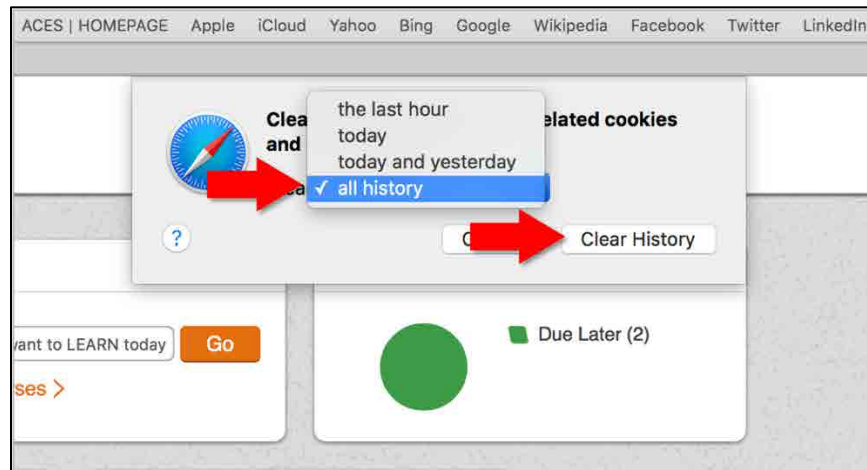
The **Clear history** pop-up menu displays.

Figure 13: Clear History Pop-up Menu



3. Click the **Clear** field drop-down menu, and select the **all history** option. Click the **Clear History** button to clear your browser cache and cookies.

Figure 14: Location of the All History Option and Clear History Button



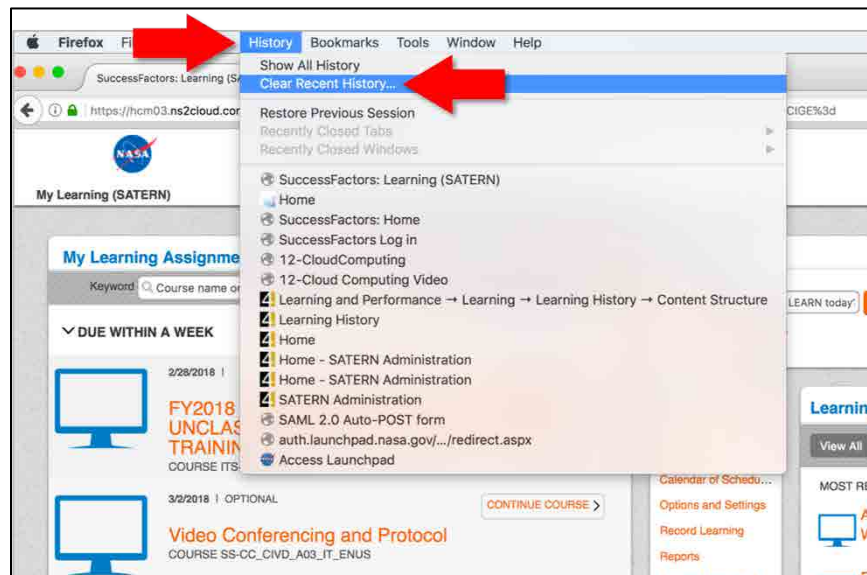
4. Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

MAC OS Firefox 52.X

To clear the cache and cookies from MAC OS Firefox 52.X:

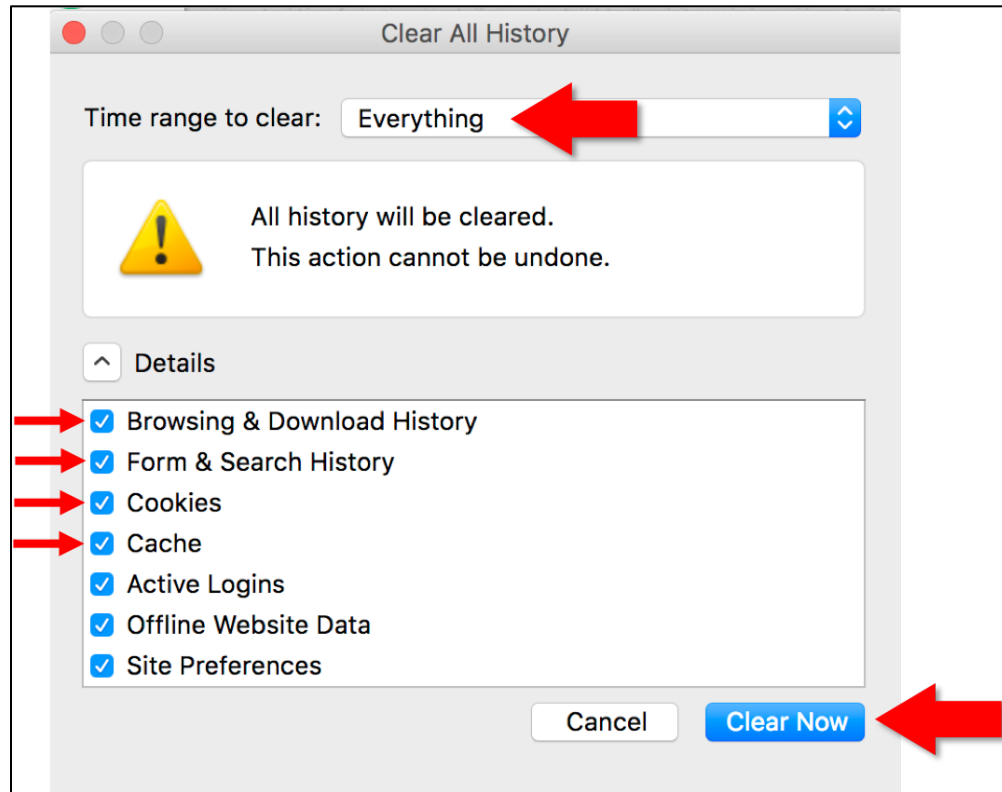
1. Open **Firefox 52.X**.
2. From the title bar, click the **History** menu, then select the **Clear Recent History** option.

Figure 15: Location of History Menu and Clear Recent History Option



3. In the **Clear All History** window, click the **Time range to clear** drop-down menu, and select the **Everything** option. Ensure the following options are all checked: **Browsing & Download History**, **Form & Search History**, **Cookies**, and **Cache**.

Figure 16: Clear All History Window Showing Options Selected and Clear Now Button



4. Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

Task B – Disabling the Browser Pop-up Blocker

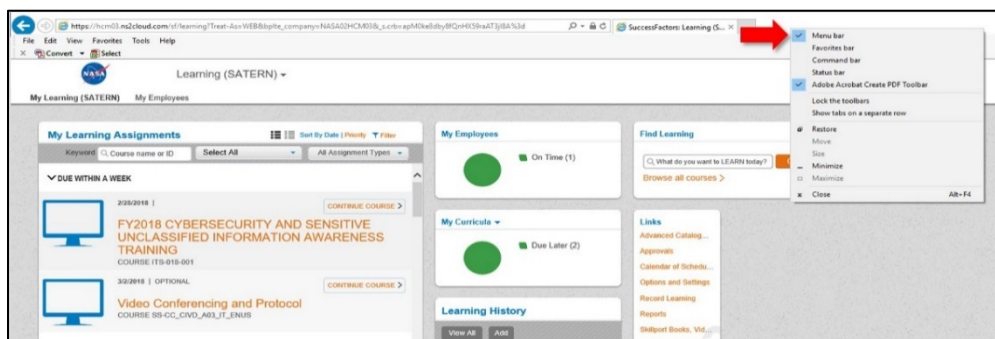
Use the instructions in this section to disable your browser pop-up blocker. Use the hyperlinks on the first page of this document to locate the instructions for your operating system and browser.

Windows Internet Explorer 11

To disable the browser pop-up blocker from Windows Internet Explorer 11:

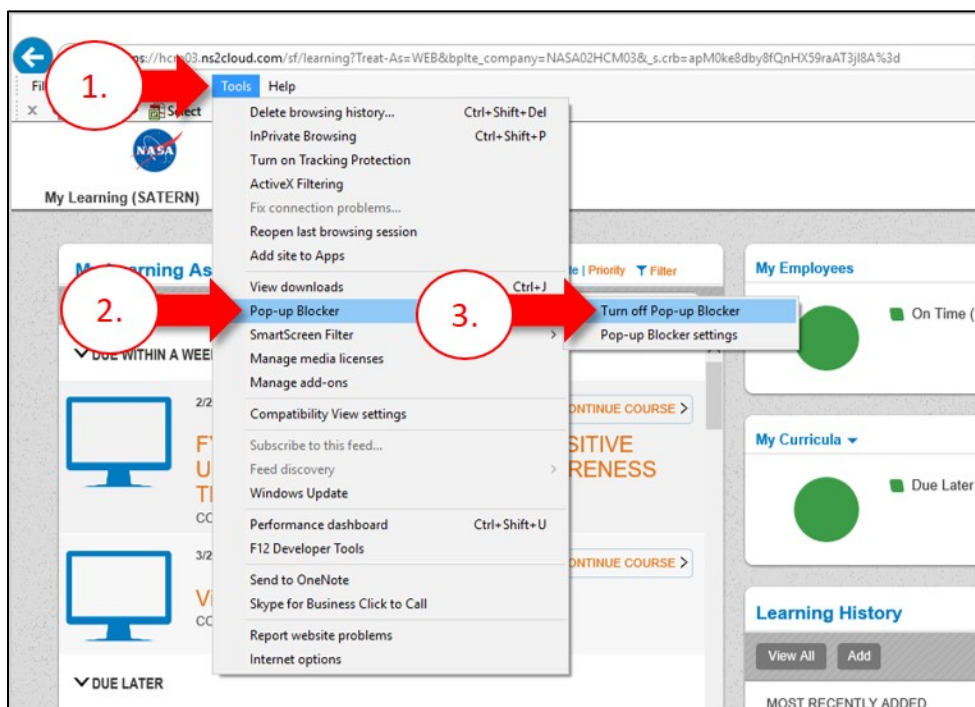
1. Open **Internet Explorer 11**, and check to see if the Menu Bar, including the Tools menu, is displayed. If the Menu Bar is not displayed, right-click at the top of the screen in the area near the tab title, and click the Menu bar option to enable it.

Figure 17: Location of Internet Explorer Menu Bar Option



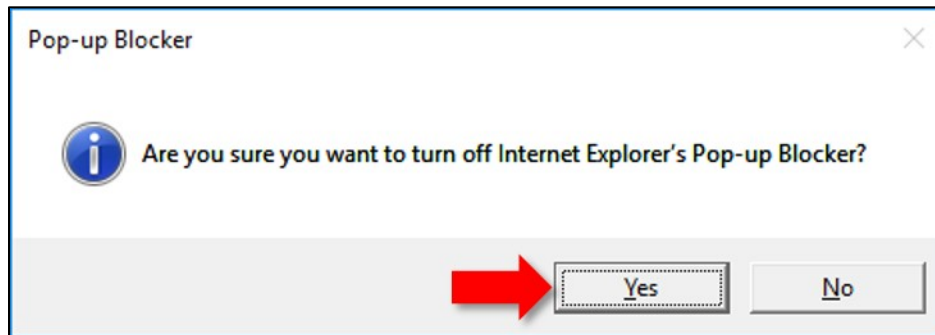
2. From the Menu Bar, select the **Tools** menu, select the **Pop-up Blocker** option, then select the **Turn off Pop-up Blocker** suboption.

Figure 18: Tools Menu Showing Turn Off Pop-up Blocker Suboption



3. The Pop-up Blocker confirmation window is displayed with the following message, “Are you sure you want to turn off Internet Explorer’s Pop-up Blocker?” Click the **Yes** button.

Figure 19: Pop-up Blocker Confirmation Window



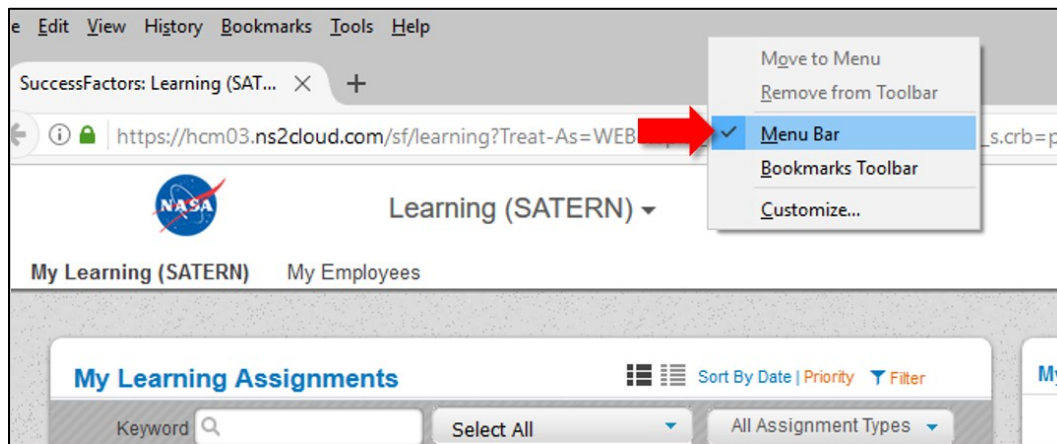
4. Close the browser window, and then launch it again. Pop-ups are now enabled.

Windows Firefox 52.X

To disable the browser pop-up blocker from Windows Firefox 52.X:

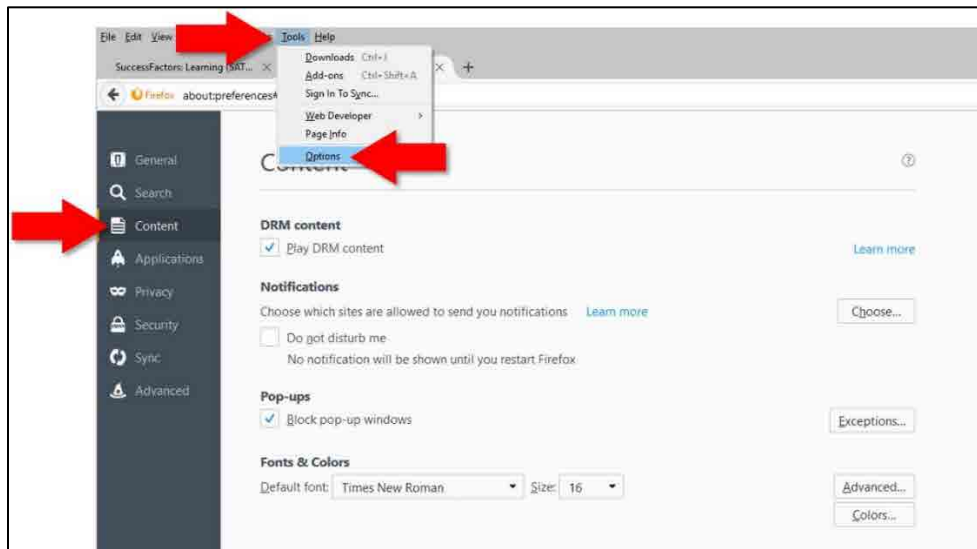
1. Open **Firefox 52.X**, and check to see if the Menu Bar, including the Tools menu, is displayed. If the Menu Bar is not displayed, right-click at the top of the screen in the gray area near the tab title, and click the **Menu Bar** option to enable it.

Figure 20: Location of Firefox Menu Bar Option



- From the Menu Bar, select the **Tools** menu, then select the **Options** option. From the left navigation pane, click the **Content** link.

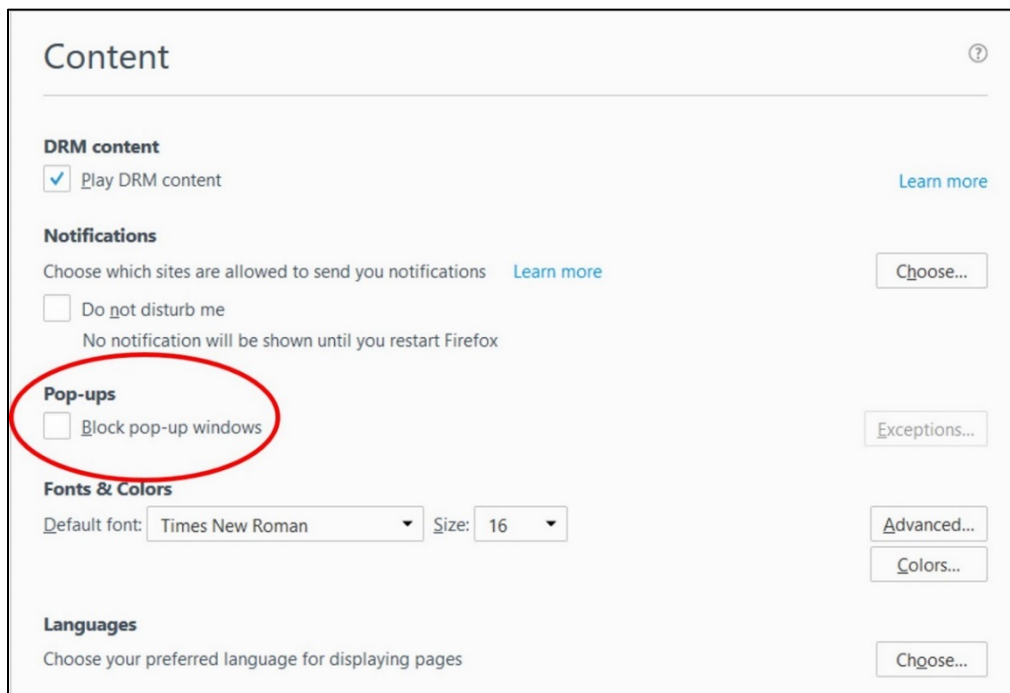
Figure 21: Tools Menu Showing Options Option and Content Link



The Content menu displays.

- From the **Content** menu, under the **Pop-ups** heading, uncheck the **Block pop-up windows** option.

Figure 22: Content Menu Showing Block Pop-up Windows Option



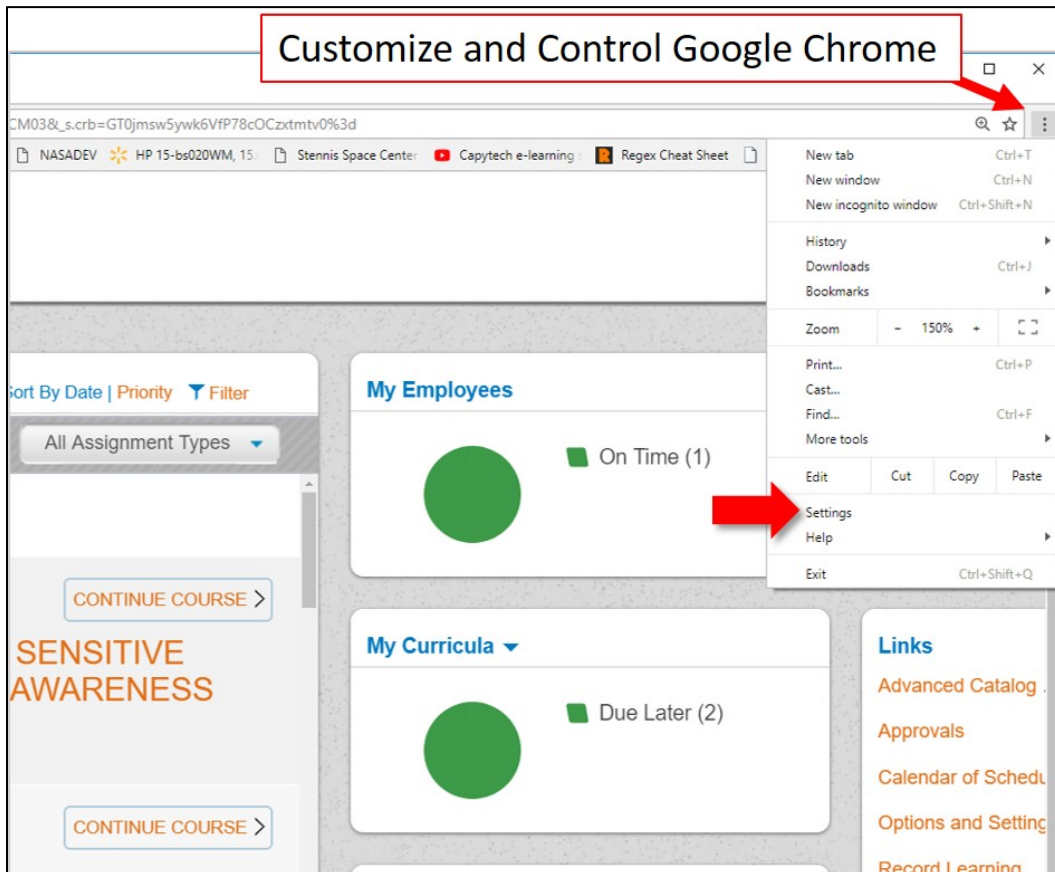
- Close the browser window, and then launch again. Pop-ups are now enabled.

Windows Google Chrome 64.X and 65.X

To disable the browser pop-up blocker from Windows Google Chrome 64.X and 65.X:

1. Open **Google Chrome**.
2. To the right of the address bar, click the **Customize and Control Google Chrome More Options Vertical** icon, and select the **Settings** option.

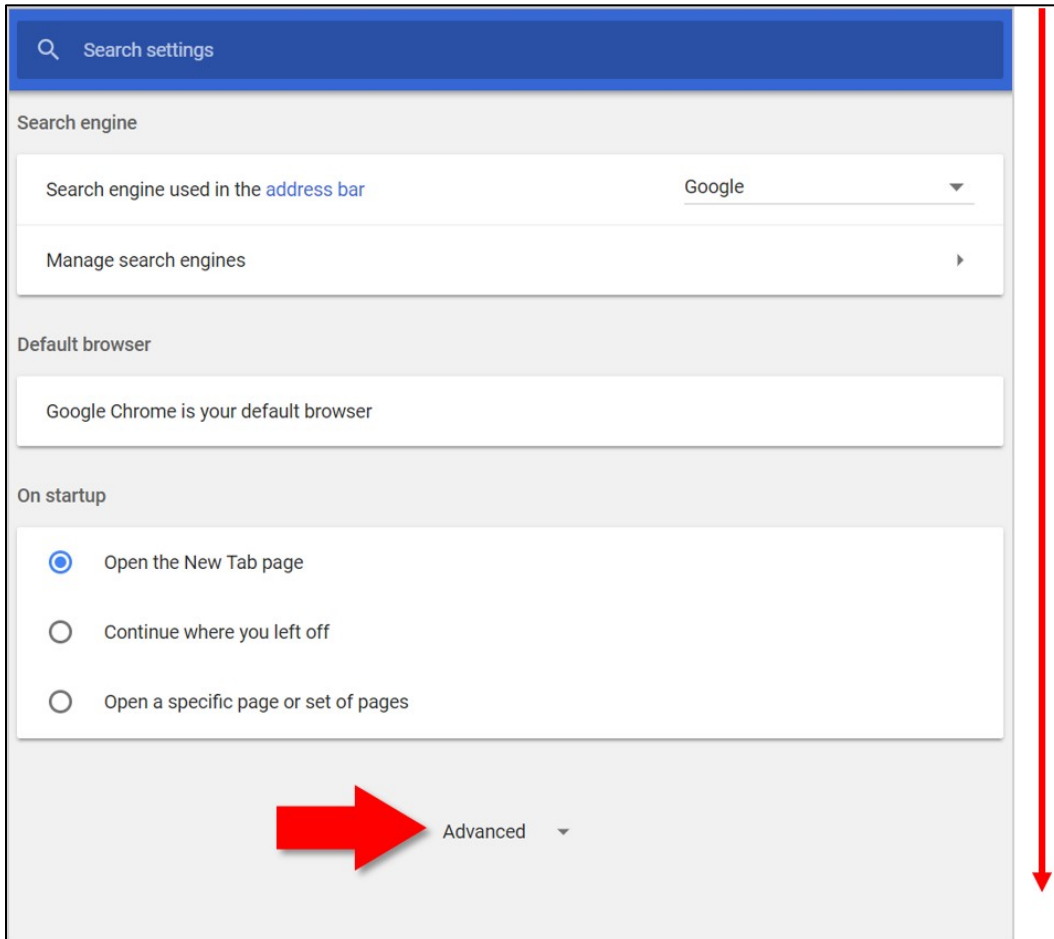
Figure 23: Location of Google Chrome Settings Option



The **Settings** page is displayed.

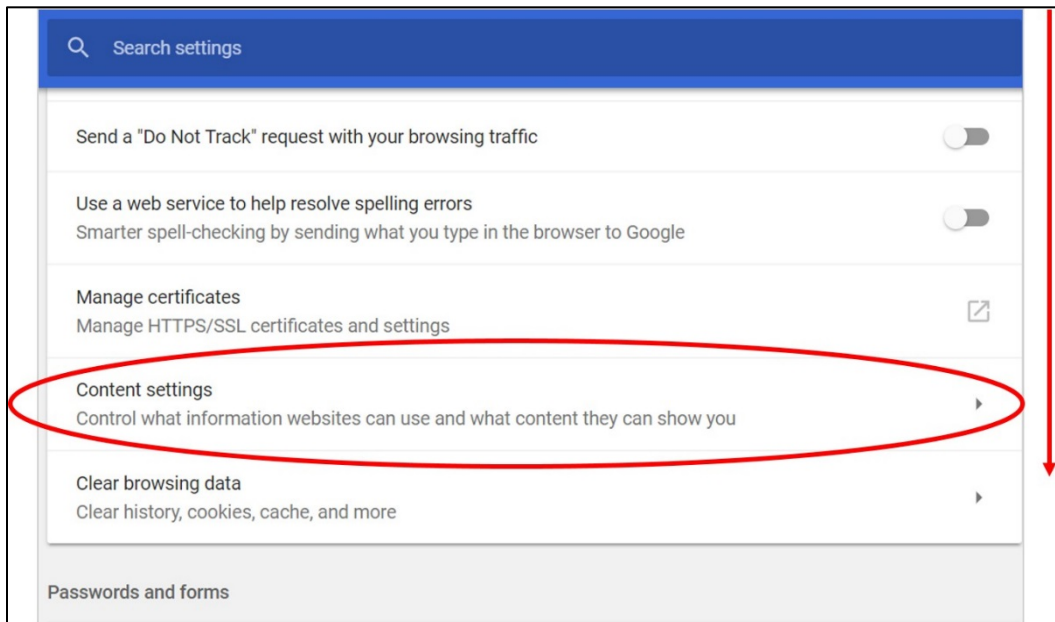
3. On the **Settings** page, scroll to the bottom of the page and click the **Advanced** link to expand the settings options.

Figure 24: Settings Page Showing Advanced Link



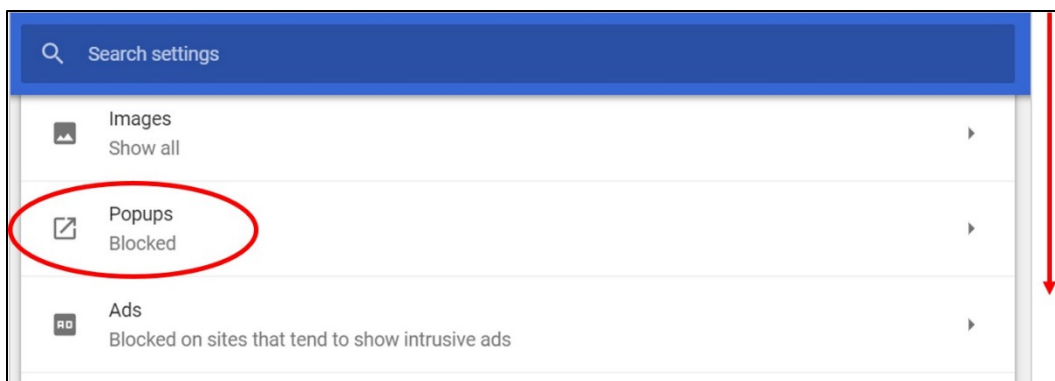
4. Scroll down. Under the **Privacy and security** heading, click the **Content settings** option as shown in the following figure:

Figure 25: Settings Page Showing Content Settings Option



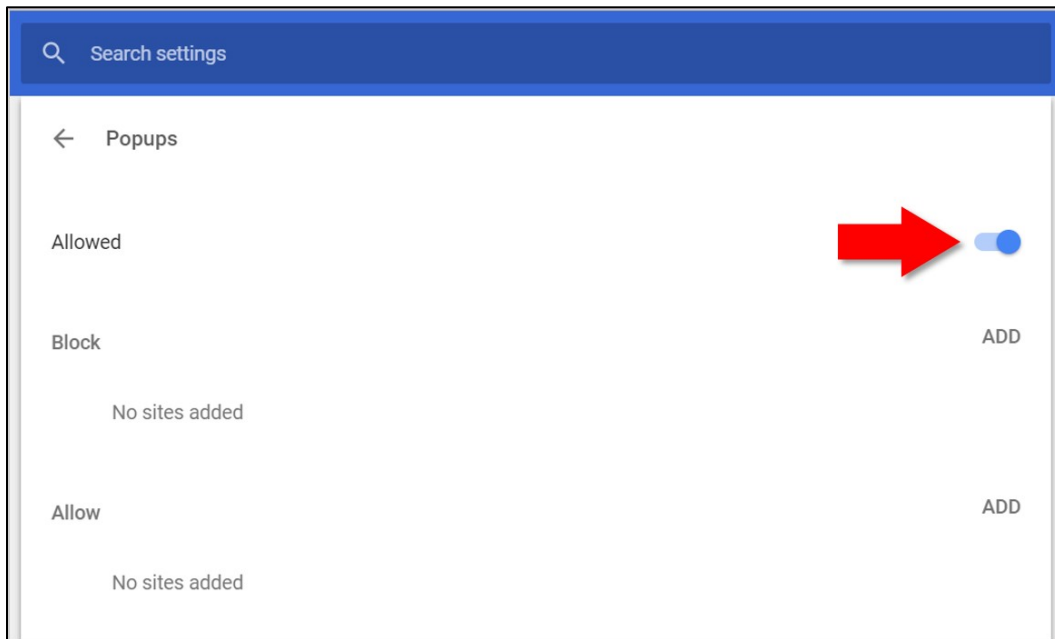
5. Scroll down, and click the **Popups** option.

Figure 26: Popups Option



6. Click and drag the **Popups** lever to the right so the setting changes from Blocked to **Allowed**.

Figure 27: Popups Lever Showing Allowed Position Set



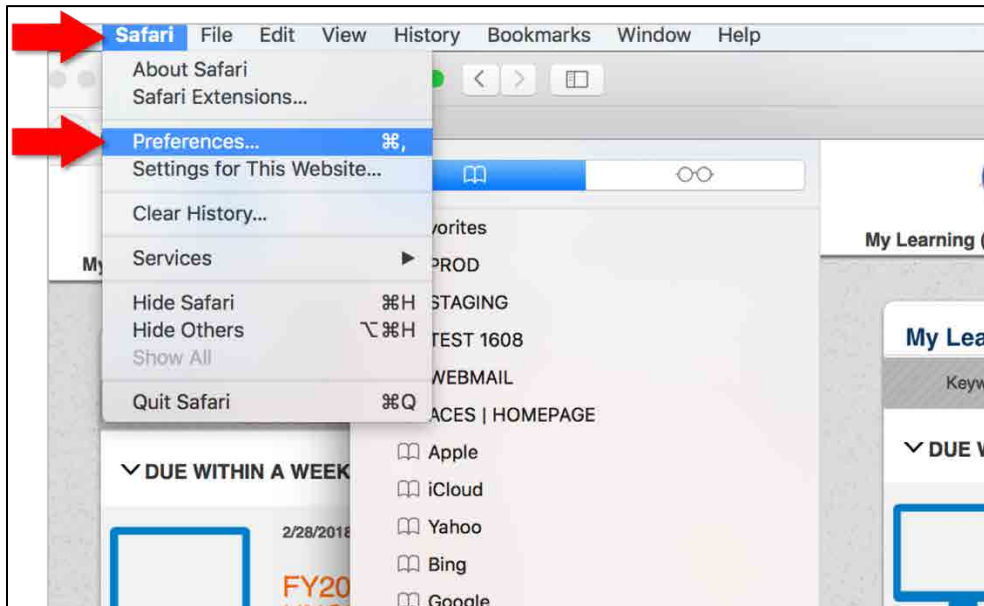
7. Close the browser window, and then launch it again. Pop-ups are now enabled.

MAC OS Safari 11.X

To disable the browser pop-up blocker from MAC OS Safari 11.X:

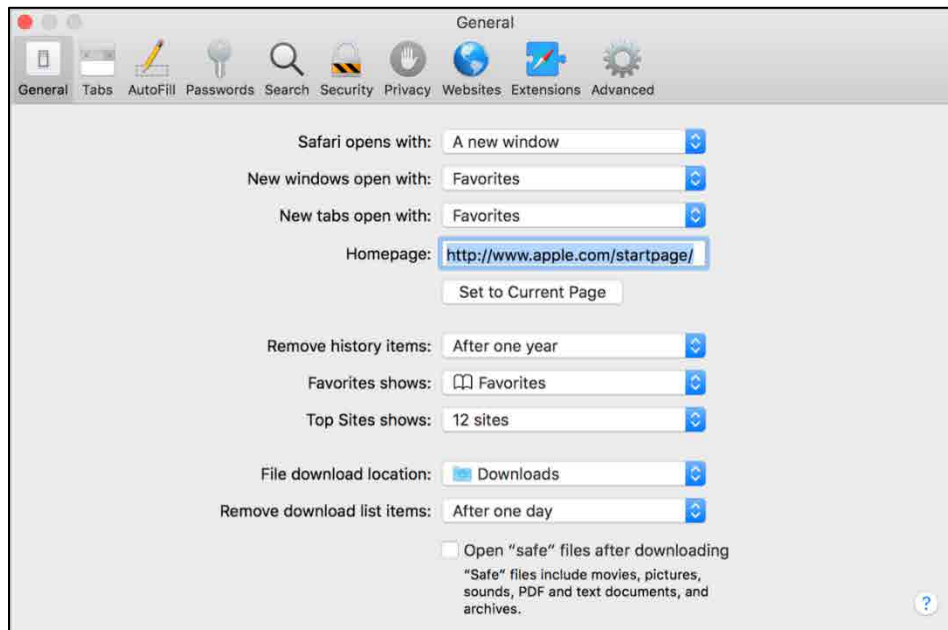
1. Open **Safari 11.X**.
2. From the title bar, click the **Safari** menu, then select the **Preferences** option.

Figure 28: Location of the Safari Menu and the Preferences Option



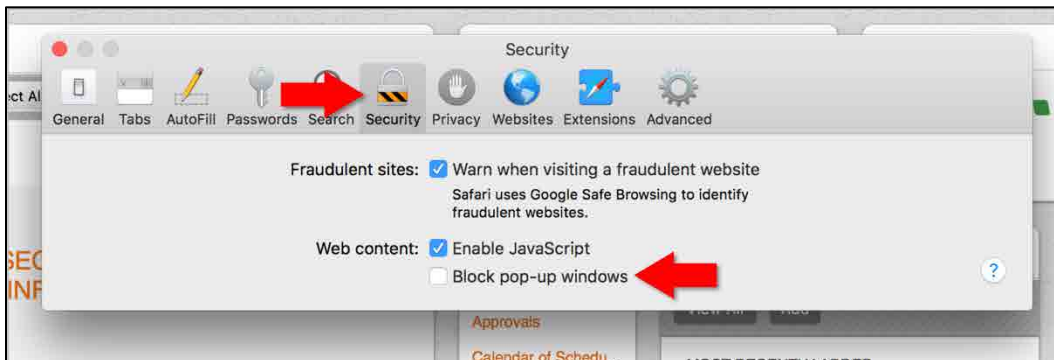
The **Preferences** menu is displayed.

Figure 29: Preferences Menu



3. Click the **Security** tab, and uncheck the **Block pop-up windows** option.

Figure 30: Security Tab Options



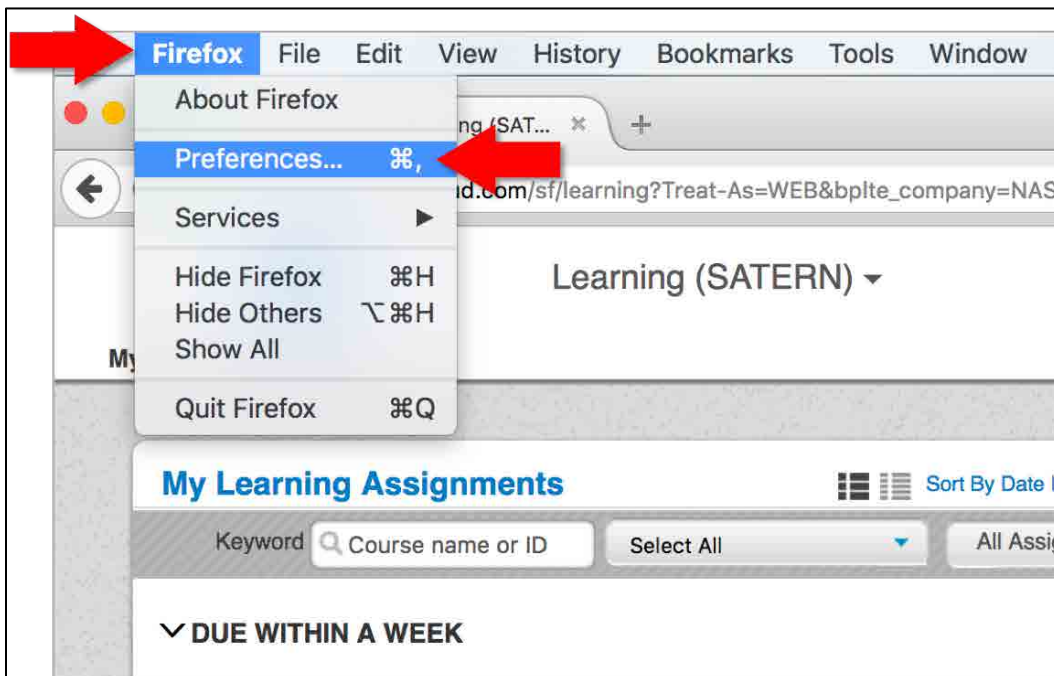
4. Close the browser window, and then launch it again. Pop-ups are now enabled.

MAC OS Firefox 52.X

To disable the browser pop-up blocker from MAC OS Firefox 52.X:

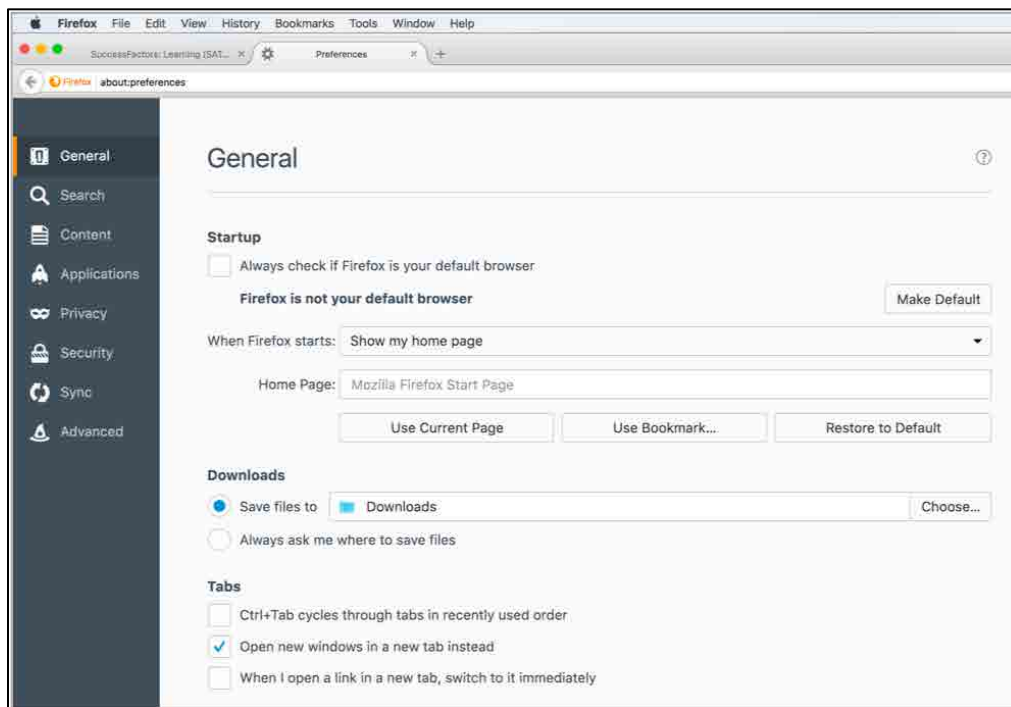
1. Open **Firefox 52.X**.
2. From the title bar, click the **Firefox** menu, then select the **Preferences** option.

Figure 31: Location of Firefox Menu and Preferences Option



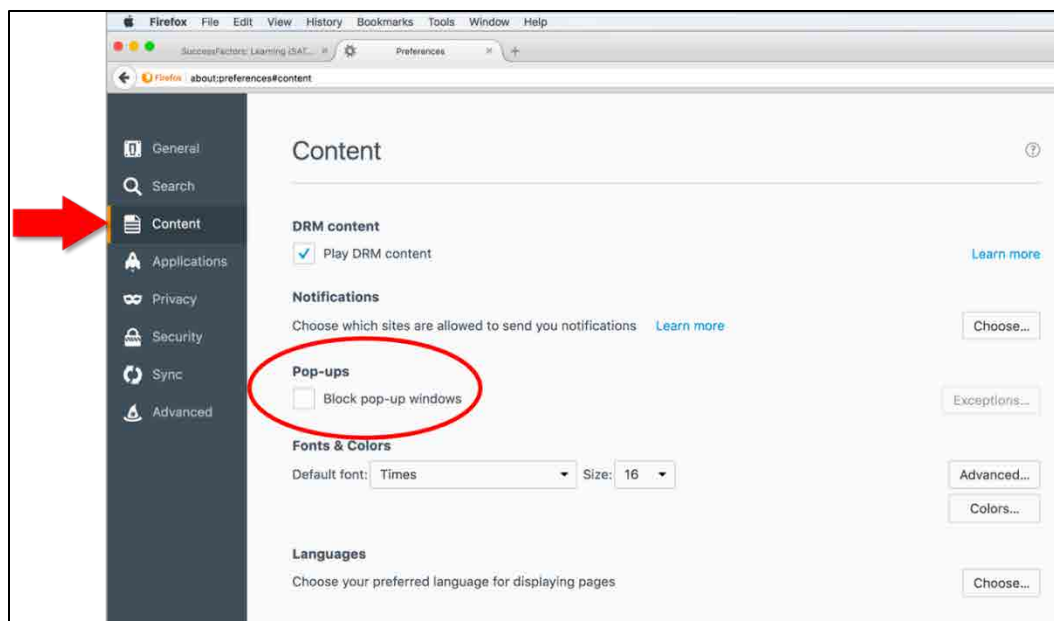
The **Preferences** menu is displayed.

Figure 32: Preferences Menu



3. In the left navigation pane, click the **Content** option. Under the **Pop-ups** heading, uncheck the **Block pop-up windows** option.

Figure 33: Content Menu Showing Block Pop-up Windows Option



4. Close the browser window, and then launch again. Pop-ups are now enabled.