

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.

Tasks: Click the following links to access the needed instruction:

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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:

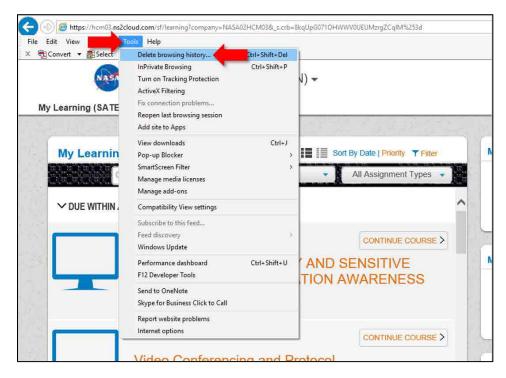
1. Open **Internet Explorer 11**, and check to see if the Menu Bar, including the Tools menu, is displayed. If the Menu Bar is not displayed, right-click at the top of the screen in the area near the tab title, and click the **Menu bar** option to enable it.

Figure 1: Location of Internet Explorer Menu Bar Option

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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



3. 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.

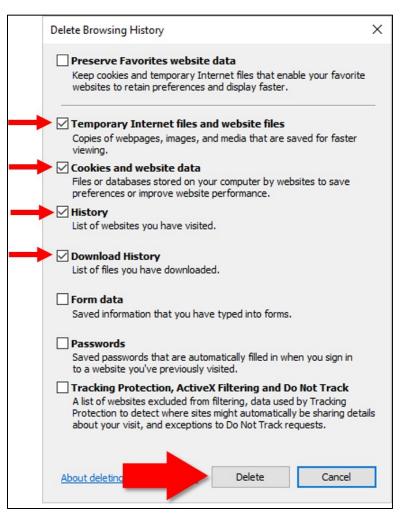


Figure 3: Delete Browsing History Window

4. 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.

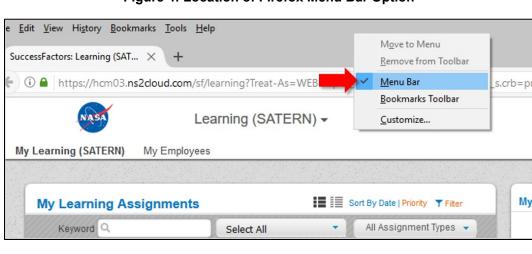


Figure 4: Location of Firefox Menu Bar Option

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

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	Restore Previous Session Recently Closed Tabs Recently Closed Windows	mpany=NASA02HCM03&_	s.crb=pmQ7Zw9LN4k2nXKeFDpmL4xxWng%3d	
My Learnir	SuccessFactors: Learning (SATERN) Home SuccessFactors: Home			
	SuccessFactors Log in Home	By Date Priority T Filter	My Employees	Find Learning
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sf	nasa02-hcm03.ns2cloud.com//deeplink.do	CONTINUE COURSE >		
sf	nasa02-hcm03.ns2cloud.com//deeplink_redirect.jsp SATERN Learning — Personal — Profile nasa02-hcm03.ns2cloud.com//authenticateAdminProxy.do Learner Record - SATERN Administration	ENSITIVE VARENESS	My Curricula - Due Later (2)	Links Advanced Catalog Approvals Calendar of Sched
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	COURSE SS-CC_CIVD_A03_IT_ENUS		View All Add	Skillport Books, Vid

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

Figure 6: Clear All History Pop-up Menu

Clear All History	×				
Time range to clear:	Everything ~				
All history will be cleared. This action cannot be undone.					
▲ D <u>e</u> tails					
Browsing & Down	load History				
Form & Search Hi	story				
Cookies					
☑ Cache					
Active Logins					
Offline Website Data					
Site Preferences					
	Clear Now Cancel				

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.



Clear All History	×
Time range t	/
Last Hour Last Two Hours Last Four Hours Today Details	
 Browsing & Download History Form & Search History Cookies Cache Active Logins Offline Website Data Site Preferences 	
Clear Now Cancel	

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

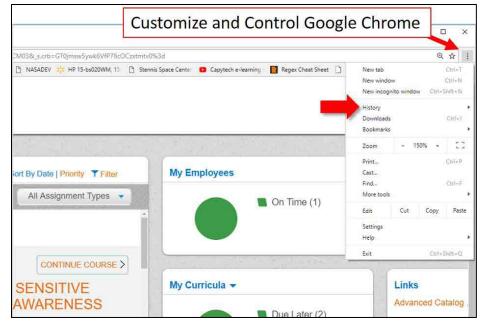
Windows Google Chrome 64.X and 65.X

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:

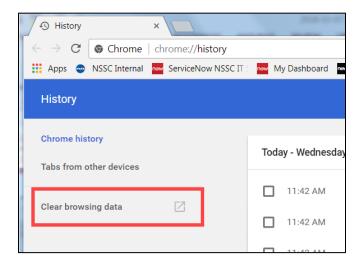
- 1. Open Google Chrome.
- 2. To the right of the address bar, click the **Customize and Control Google Chrome More Options Vertical** icon, and select the **History** option. If you are using Google Chrome 65.X, after clicking the **History** option, you will then click the **History** suboption.

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

Clea	r browsing data		×
	Basic	Advanced	
Time	range Last hour	v	
	Browsing history Clears history and autocompletion Cookies and other site data Signs you out of most sites.	is in the address bar.	
	Cached images and files	es may load more slowly on your ne	ext
		CANCEL CLEAR D	ОАТА

4. 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

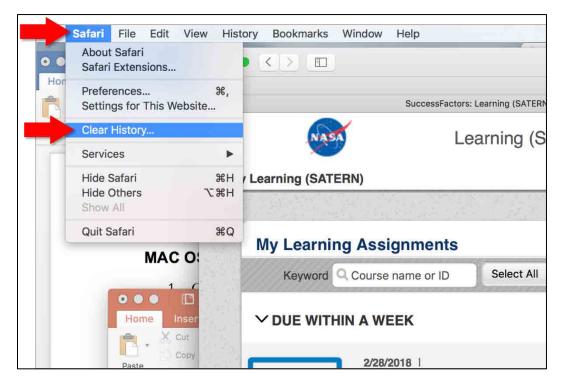
5. Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

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

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ACES HOMEPAGE Ap	ple iCloud	Yahoo Bing	Google	vikinedia	Facebook	Twitter	LinkedIn	The
Less.	ett, David E. (N	SSC-NSSC)[S	ervice Provide	r] - Outloo	k Web Hop			
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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



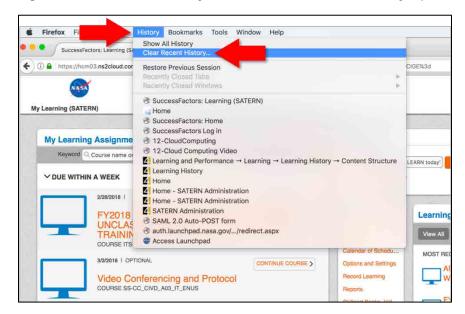
4. Close the browser window, and then launch it again. Browser cache and cookies are now deleted.

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

		Clear All F	listory		
	Time range to clea	r: Everything	-	\$	
		istory will be clea action cannot be			
	^ Details				
-	🕨 🗹 Browsing & Do	wnload History			
-	🕨 🗸 Form & Search	History			
-	🕨 🗸 Cookies				
-	🕨 🗹 Cache				
	Active Logins				
	Offline Website	e Data			
	✓ Site Preference	s			
			Cancel	Clear Now	-

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

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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

1. Tools Help			
Delete browsing history InPrivate Browsing Turn on Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Apps View downloads Pop-up Blocker SmartScreen Filter Manage media licenses	Ctrl+Shift+Del Ctrl+Shift+P	o Priority T Filter Turn off Pop-up Blocker settin Pop-up Blocker settin	
2/2 Manage add-ons 2/2 Compatibility View settings		ONTINUE COURSE >	
F Subscribe to this feed U Feed discovery T Windows Update	>	SITIVE RENESS	My Curricula -
CC Performance dashboard 3/2 F12 Developer Tools	Ctrl+Shift+U	DNTINUE COURSE >	
Send to OneNote Skype for Business Click to Call		DATINUE COURSE 2	Learning History
CC Report website problems Internet options			View All Add

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



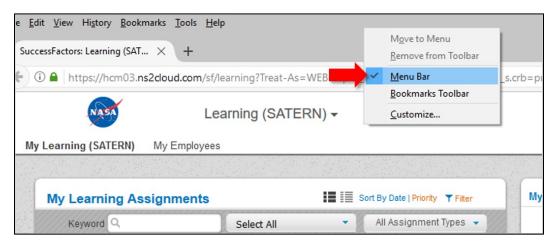
4. Close the browser window, and then launch it again. Pop-ups are now enabled.

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



2. 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
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	Web Developer > Page Info	
0 General	C. Retions	(
Q Search		
Content	DRM content	
Applications	Play DRM content	Learn mo
🗢 Privacy	Notifications	
A Security	Choose which sites are allowed to send you notifications Learn more Do got disturb me	Choose
🗘 Sync	No notification will be shown until you restart Firefox	
💩 Advanced	Pop-ups	
	✓ Block pop-up windows	Exceptions.
	Fonts & Colors	
	Default font: Times New Roman Size: 16	Advanced.

The Content menu displays.

3. 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

Content	()
DRM content	
✓ Play DRM content	Learn more
Notifications	
Choose which sites are allowed to send you notifications Learn more	C <u>h</u> oose
Do <u>n</u> ot disturb me	
No notification will be shown until you restart Firefox	
Pop-ups	
Block pop-up windows	Exceptions
	<u>L</u> ACEPHONS
Fonts & Colors	
Default font: Times New Roman Size: 16	<u>A</u> dvanced
	<u>C</u> olors
Languages	
Choose your preferred language for displaying pages	Choose

4. 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

Cı	ustomize and Control Goog	gle Chr	ome	2	x c	
CM03&_s.crb=GT0jmsw5ywk6VfP78cOCzxtm1	tv0%3d			Q	☆ :	
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		Settings Help			•	
		Exit		Ctrl+5	Shift+Q	
SENSITIVE AWARENESS	My Curricula - Due Later (2)		Appro	nced Ca vals		
CONTINUE COURSE >			Option	dar of S ns and S rd Learr	Setting	

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.

٩	Search settings						
Search	engine						
Sear	ch engine used in the address bar	Google	•				
Man	age search engines		•				
Default	browser						
Goo	gle Chrome is your default browser						
On start	up						
۲	Open the New Tab page						
0	Continue where you left off						
0	Open a specific page or set of pages						
	Advanced						

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:

Q Search settings Send a "Do Not Track" request with your browsing traffic Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google Manage certificates Z Manage HTTPS/SSL certificates and settings Content settings • Control what information websites can use and what content they can show you Clear browsing data . Clear history, cookies, cache, and more Passwords and forms

Figure 25: Settings Page Showing Content Settings Option

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

Figure 26: Popups Option

	Q s	earch settings		
		Images Show all	•	
\langle		Popups Blocked	•	
	RD	Ads Blocked on sites that tend to show intrusive ads	•	•

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

Q Search settings	
← Popups	
Allowed	-
Block	ADD
No sites added	
Allow	ADD
No sites added	

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

	Safari File Edit Vie	w His	story Bookmarks	Window Help	
00	About Safari Safari Extensions				
	Preferences	ж,	-		
	Settings for This Websit	e	μ μ	00	
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	Hide Safari Hide Others Show All	нж НЖ7	STAGING FEST 1608 WEBMAIL		My Lear
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	FY20	m	Google		12.2

The **Preferences** menu is displayed.

Figure 29: Preferences Menu

• 0 0	General
General Tabs AutoFill Passwords Search Security Privacy	Websites Extensions Advanced
Safari opens with:	A new window
New windows open with:	Favorites
New tabs open with:	Favorites
Homepage:	http://www.apple.com/startpage/
	Set to Current Page
Remove history items:	After one year
Favorites shows:	🛱 Favorites 📀
Top Sites shows:	12 sites
File download location:	Downloads
Remove download list items:	After one day
	Open "safe" files after downloading
	"Safe" files include movies, pictures, sounds, PDF and text documents, and archives.

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

	Firefox	File	Edit	View	History	Bookmarks	Tools	Window
	About	Firefox		ng (S	AT ×	+		
	Prefere	nces	. Ж,			and the second		JEWE 14
()	Service	es	•	Id.cor	n/sf/learni	ng?Treat-As=WE	B&bplte_co	ompany=NAS/
M	Hide Fi Hide O Show A	thers	1% 1% 7	-	Lear	ning (SATEF	RN) -	
	Quit Fi	refox	жс	2				
55	My Lea	arning	g Assi	ignme	nts			Sort By Date I
	Key	word	Course	name o	ID	Select All		All Assig
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The **Preferences** menu is displayed.

Figure	32:	Preferences	Menu
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Press about preferen	ces			
General	General			
Search				
Content	Startup			
Applications	Always check if	Firefox is your default browser		
Privacy	Firefox is not ye	our default browser		Make Default
Security	When Firefox starts:	Show my home page		-
Sync	Home Page:	Moziila Firefox Start Page		
Advanced		Use Current Page	Use Bookmark	Restore to Default
	Downloads			
	Save files to	Downloads		Choose
	Always ask me v	where to save files		
	Tabs			
	Ctrl+Tab cycles	through tabs in recently used ord	er	

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

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C Strefor about:preference	es#content	
 General Q Search 	Content	C
Content	DRM content	Learn more
Applications	Notifications	Learning
🔮 Security	Choose which sites are allowed to send you notifications Learn more Pop-ups	Choose
& Advanced	Block pop-up windows Fonts & Colors	Exceptions
	Default font: Times Size: 16	Advanced
	Languages	
	Choose your preferred language for displaying pages	Choose

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