

## Clear Cache and Cookies to Troubleshoot Unexpected Results

<b>Problem Summary</b>	SocialMiner pages do not show the information you expect. For example, you can see that a feed is pulling in social contacts for a campaign, but those social contacts do not appear in the Home tab "Unread" list for that campaign.
<b>Error Message</b>	None
<b>Possible Cause</b>	Various
<b>Recommended Action</b>	<p>Use the browser tool for clearing cache and cookies.</p> <p>Clearing these resets the browser state as it appears to SocialMiner. SocialMiner settings are reset to default and all related files (pages and Javascript) are fully downloaded again.</p> <p>Clearing cookies is always a basic troubleshooting step to try before reaching out for support.</p>
<b>Release</b>	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None