

Clear Cache and Cookies to Troubleshoot Unexpected Results

Problem Summary	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.
Error Message	None
Possible Cause	Various
Recommended Action	<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>
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None