

Alma Tips: Clearing browser caches

June 7, 2021

Hi everyone,

For this Alma Tips, we wanted to highlight the issue of older versions of the Alma/Primo systems becoming cached in web browsers and not working properly (e.g., does not show the proper layout of the system and/or does not do the proper functions one would expect). This can particularly occur after Ex Libris deploys a new release during the first weekend of each month (the most recent occurred this past weekend on June 6th).

Specific examples include nothing showing in the Metadata Editor or the menu not showing when one tries to browse headings. In the Primo Catalog, an example is the Request Buttons in the Primo Catalog not showing properly once a patron is logged into the system.

If you are having problems, try refreshing the browser cache in Alma/Primo using the Control F5 step (see image below with CTRL and F5 buttons highlighted):



If that does not work, you may need to do a full clear cache of the web browser (see links below):

[Chrome – Clear Cache](#)

[Firefox – Clear Cache](#)

[Microsoft Edge – Clear Cache](#)

If you have issues with Alma or the Primo Catalog systems not functioning as expected, contact the Alma Hotline.

Thanks,

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Alma Squad