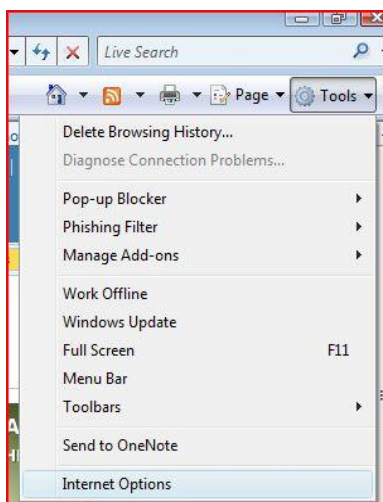


## Outlook Web Access Browser Error Fixes

3-27-08

Since the maintenance on March 19 some Outlook Web Access users have experienced problems accessing their mailboxes through OWA. ITCS has put together a few troubleshooting tips that have helped resolve the issues for some of our other customers.

1. Re-create your bookmarks in your browser of choice
2. Clear out your browser cache and history
  - a. Internet Explorer
    - i. Click Tools → Internet Options



- ii. In the first tab click on the Delete button in the browser History section



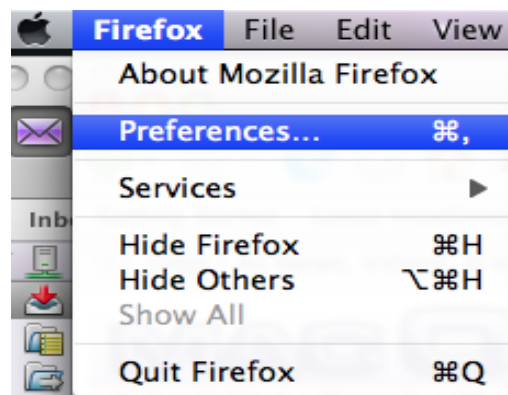
- iii. Now select Delete Files for “Temporary Internet Files” and “Cookies”



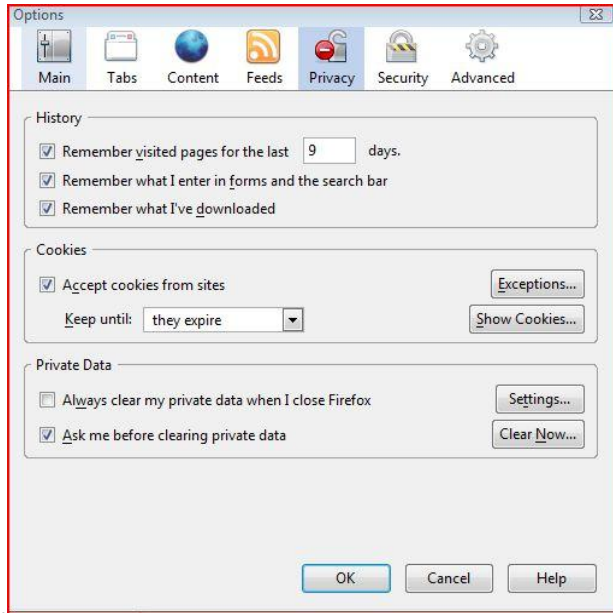
- b. Firefox
  - i. Windows - Select Tools then Options in the menu bar



Mac – Select Firefox on the menu then select Preferences

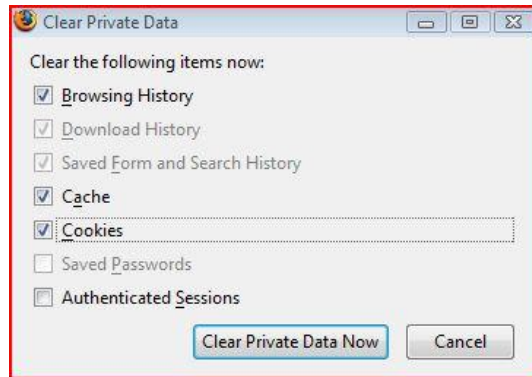


- ii. Once you are in the options menu select the Privacy Tab. In the Privacy tab you will see a button called “Clear Now”. Select



it.

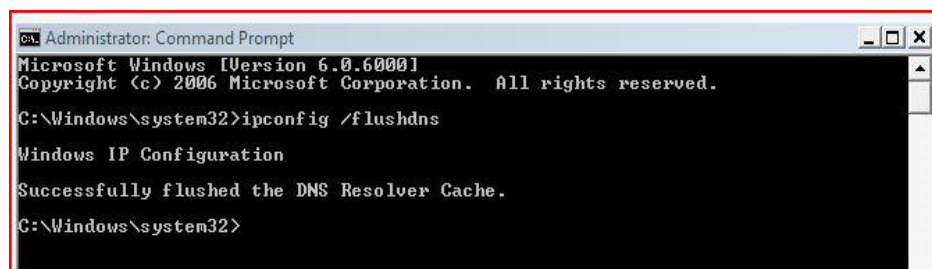
- iii. Based on your default settings you will now be able to Clear your Private Data. Make sure that "Cache" and "Cookies" are selected



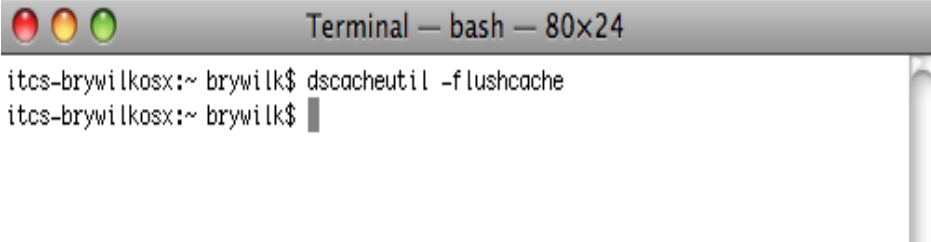
### 3. Flush your DNS on your machine

#### a. Windows

- i. Open a command prompt (in Vista you must right click and "Run as Administrator" when you select the command prompt shortcut)
- ii. Once you are in the command prompt, type IPCONFIG /FLUSHDNS



- iii. It should say “Successfully flushed DNS resolver Cache (like the picture above)
- b. Mac OSX (Leopard)
  - i. Open a terminal window
  - ii. Type in `dscacheutil -flushcache`



```
Terminal — bash — 80x24
itcs-brywilkosx:~ brywilk$ dscacheutil -flushcache
itcs-brywilkosx:~ brywilk$
```