



## Browser errors

Browser errors may occur when opening a web page on kunet.ku.dk.

This guide contains two guidelines, each of which can be used to solve this problem.

- Guide 1: Use of the incognito /Private/ InPrivate function in order to be able to open the desired page in a clean browser without history and cookies.

The advantage of using the incognito/ Private/ InPrivate function is that you do not clear your browser for saved web pages, etc.

- Guide 2: Clear browser cache. This means that you clear the browser for history and cookies.

1.  
When you experience problems with your browser, you will typically get an empty screen or an error message, such as the one shown here.

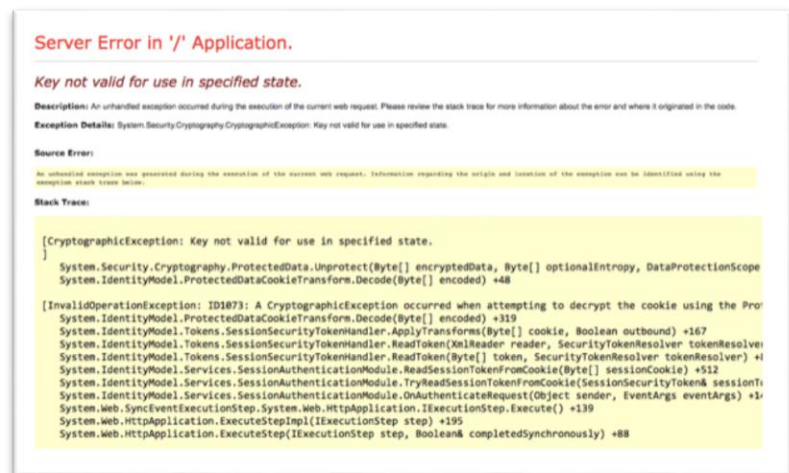
Other types of error messages may arise, eg. when you access your KUMail, digital exam, self-service on kunet.ku.dk or other pages that fail.

### Guide 1

2.  
To solve the problem with the browser, you can use the function that, depending on the browser, is called incognition/ Private/ InPrivate.

**NB!** When you have gone to Incognito/ Private/ InPrivate mode, you must log on to kunet.ku.dk and then access the page you want.

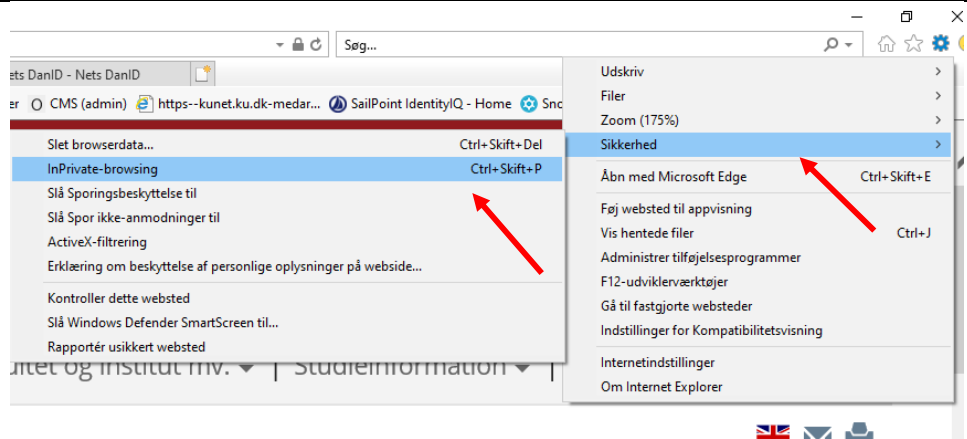
In the following, you can



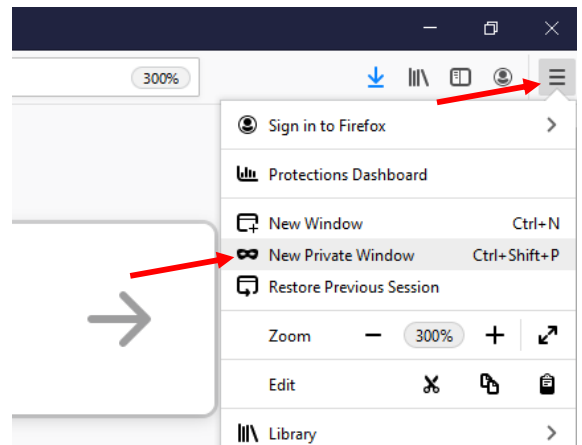


see how to find different browsers ' incognito/Private/InPrivat e function:

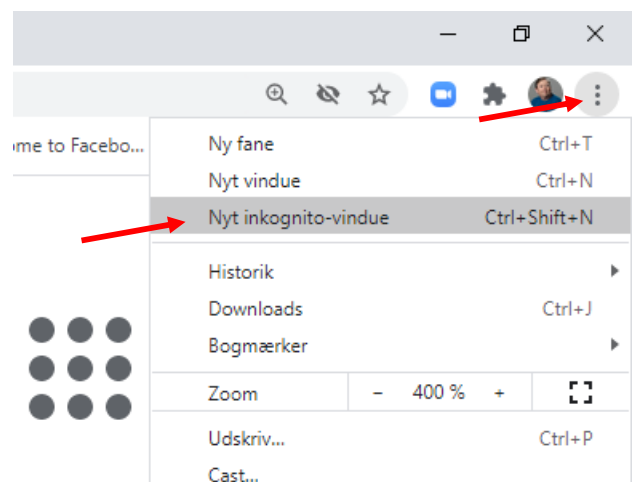
3. **Internet Explorer:** Click on the gear-ikon in top right corner, click **Security (Sikkerhed)** and **InPrivate browsing**.



4. **Fire Fox:** Press the square with three lines in the upper right corner and then click **New Private Window**.



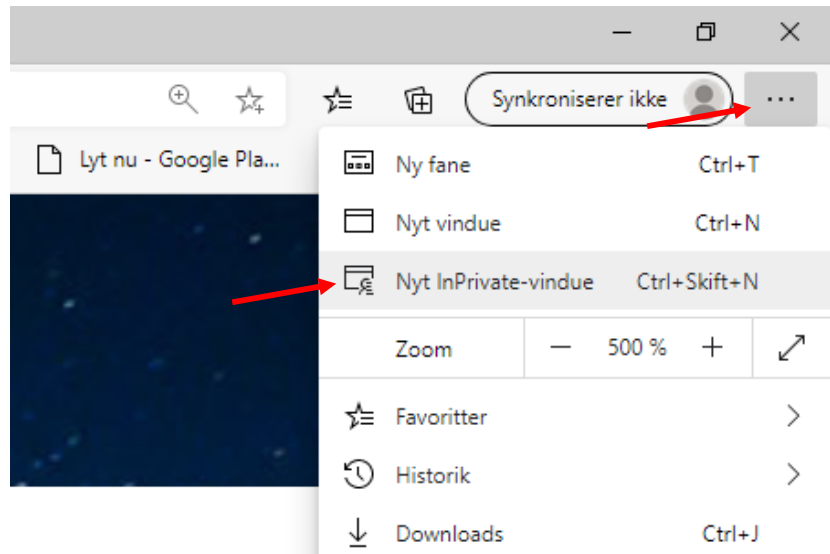
5. **Google Chrome:** Press the circle with the three dots in the upper right corner and then click **New Incognito window (Nyt inkognito-vindue)**.





6.

**Edge:** Press the three-letter square in the upper right corner and then click **New Inprivate window (Nyt inprivate-vindue)**.



7.

**Safari:**

Follow the guide via this link:

<https://support.apple.com/da-dk/guide/safari/ibrw1069/mac>

## Guide 2

8.

If you still get an empty screen or an error message after you open kunet.ku.dk in Incognito /Private /InPrivate mode, try to clear your cache.

**NB! Please note that after clearing the cache, you must close/restart your browser and reopen it.**

On the right, you will find a link to instructions describing how to make your cache available in different browsers:

**Internet Explorer:**

<https://support.microsoft.com/en-us/topic/view-and-delete-your-browsing-history-in-internet-explorer-098ffe52-5ac9-a449-c296-c735c32c8678>

**Firefox**

<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

**Google Chrome:**

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

**Edge:**

<https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4>

**Safari**

<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

