

Some of our users have experienced browser-based issues with the following activities in DukeHub: Inability to search for a record; inactive “Run to Excel” hyperlinks; inability to add a comment.

There is an additional issue specific to Internet Explorer, where some of the field spacing is affected, causing some field labels on certain pages to overlap. This is a known issue and will not be addressed by Oracle until a later version.

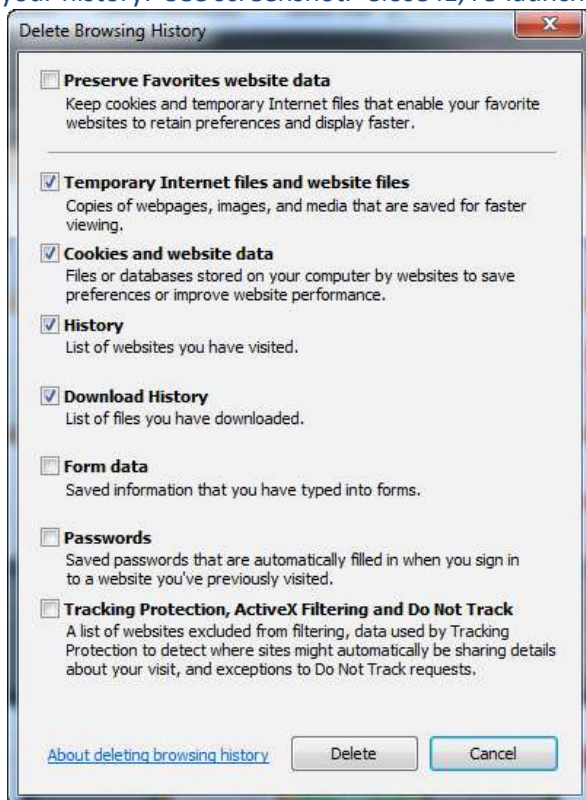
Here are some browser management tips that you might find helpful. We strongly recommend that you do not use Internet Explorer unless it is absolutely necessary, and in that case, please use version 11. In all browsers, we recommend that you add www.siss.duke.edu to your pop-up blocker exception list and clear your cache as noted below:

For **Firefox** - add the pop-up blocker exception by going to **Tools > Options > Content > Exceptions**. To clear cache, go to **History > Clear Recent History**. Select “Everything” from the dropdown, check the box next to Cache and press the “Clear Now” button. Close Firefox, re-launch browser and log back in.

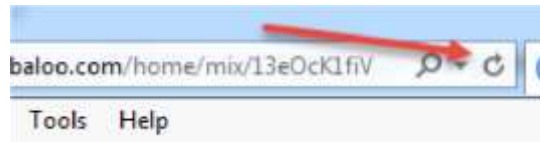
For **Chrome** - go to Settings > Advanced Settings > Content Settings > Pop-Ups and click the “Manage Exceptions” button to add the www.siss.duke.edu domain. To clear cache, go to Settings > Advanced Settings > Privacy > Clear browsing data > check the box that says “cached images and files” > close box, exit Chrome, re-launch browser and log back in.

For **Safari** - Select “History” > “Clear History” (last option at the bottom) - close Safari, re-launch browser and log back in.

For **IE 11** - click on Tools > Internet Options > Pop-up Blocker “Setting” button. Add our site to your exceptions. To clear cache, click on **Tools > Delete Browsing History** and make sure you don’t have “preserve favorites” checked... then delete your history. See screenshot. Close IE, re-launch browser and log back in.



After clearing your browsing history (in any browser), log back into DukeHub and if you still have an issue, refresh your browser by clicking on the little icon in the corner of the address bar:



If using IE and after following the instructions above you are still having issues, go back to the “Tools” menu, select “Compatibility View Settings” and set as you see below:

