

# Troubleshooting

## COMMON TROUBLESHOOTING PATTERNS

*Browser-related issues are the most common source of problems in VWW. Before escalating any issue, always start with the browser troubleshooting steps below. These resolve the majority of display errors, stale data, and unexpected behavior.*

## 1. Hard Refresh & Empty Cache

*A hard refresh forces the browser to bypass its local cache and re-download all page resources (scripts, stylesheets, images) directly from the server. This resolves issues caused by the browser loading an outdated version of VWW after an update or configuration change.*

### Google Chrome

1. Open VWW in your Chrome browser.
2. Press F12 to open Developer Tools (or right-click anywhere on the page and select Inspect).
3. With Developer Tools open, right-click the Refresh button (circular arrow) in the browser toolbar.
4. Select “Empty Cache and Hard Reload” from the dropdown menu.
5. Wait for the page to fully reload, then close Developer Tools by pressing F12 again.

*Keyboard shortcut: Ctrl + Shift + R (Windows) or Cmd + Shift + R (Mac) performs a hard refresh, but does not empty the cache. For a full cache clear, use the Developer Tools method above.*

### Microsoft Edge

1. Open VWW in your Edge browser.
2. Press F12 to open Developer Tools.
3. With Developer Tools open, right-click the Refresh button in the browser toolbar.
4. Select “Empty Cache and Hard Reload” from the dropdown menu.
5. Wait for the page to fully reload, then close Developer Tools.

### Mozilla Firefox

1. Open VWW in your Firefox browser.
2. Press Ctrl + Shift + Delete (Windows) or Cmd + Shift + Delete (Mac) to open the Clear Recent History dialog.
3. Set the time range to “Everything.”

4. Check only the “Cache” checkbox.
5. Click Clear Now.
6. Press Ctrl + Shift + R (Windows) or Cmd + Shift + R (Mac) to perform a hard refresh.

## Expected Results:

The page fully reloads with the latest version of all scripts and styles. Any display glitches, missing UI elements, or stale data caused by cached files should be resolved. The VWW version displayed in the footer or About section should match the latest deployed release.

## 2. Clearing Session Storage

*Session storage holds temporary data for your current browser tab — including grid filter states, selected preferences, and in-progress form data. Clearing it forces VWW to reload all session data fresh from the server. Do this when filters appear stuck, preferences revert unexpectedly, or the UI behaves inconsistently between tabs.*

### Google Chrome & Microsoft Edge

1. Open VWW in your browser.
2. Press F12 to open Developer Tools.
3. Click the Application tab at the top of the Developer Tools panel.

*If you do not see the Application tab, click the >> arrows at the end of the tab row to reveal hidden tabs.*

4. In the left sidebar, expand the Storage section.
5. Click Session Storage.
6. Click on the VWW site URL listed underneath.
7. Click the “Clear All” button (the ☒ icon) at the top of the storage table, or right-click any entry and select “Clear.”
8. Close Developer Tools and refresh the page with Ctrl + R (Windows) or Cmd + R (Mac).

### Mozilla Firefox

1. Open VWW in your Firefox browser.
2. Press F12 to open Developer Tools.
3. Click the Storage tab at the top of the Developer Tools panel.
4. In the left sidebar, expand Session Storage.
5. Click on the VWW site URL listed underneath.
6. Right-click any entry and select “Delete All” to clear all session data.
7. Close Developer Tools and refresh the page.

## Expected Results:

All temporary session data is cleared. Grid filters return to their default state. Any stuck or cached preference selections reset. The page loads fresh as if the browser tab was opened for the first time. If the issue was caused by corrupted or stale session data, normal behavior should be restored after the refresh.

## 3. Uploading Scanner Logs

*When you encounter an error on the scanner itself and cannot determine the root cause, uploading the scanner logs allows the development team to review detailed diagnostic data and pinpoint the issue. Always upload logs before reporting a scanner bug or requesting developer support.*

1. On the scanner, tap the hamburger menu (☰) on the top left of the screen.
2. Tap Share Logs.
3. Wait for the log upload to complete.

*Important: Upload logs as soon as the issue occurs. Scanner logs are session-based and may be overwritten if the app is restarted or a new user logs in before the logs are shared.*

## Expected Results:

The scanner displays a confirmation that logs have been uploaded successfully. The development team will be able to access the logs remotely and investigate the reported issue. When submitting a support request, include the username, device name, and approximate time the error occurred so the team can locate the correct log entries.

## 4. When to Use Each Method

Use the reference below to determine which troubleshooting step to try first:

Symptom	Try First	If That Fails
Page looks outdated after a VWW update	Hard Refresh & Empty Cache	Clear Session Storage, then hard refresh again
Grid filters are stuck or won't clear	Clear Session Storage	Hard Refresh & Empty Cache
Buttons or UI elements are missing	Hard Refresh & Empty Cache	Clear Session Storage
Preferences revert or don't save	Clear Session Storage	Hard Refresh & Empty Cache, re-enter preferences
Print dialog not appearing	Hard Refresh & Empty Cache	Verify JSPM is running (Section 5.3)
JSPM connection prompt won't go away	Hard Refresh & Empty Cache	Reinstall JSPM (Section 5.3)

<b>Scanner data not appearing on website</b>	Click Refresh button (Section 7.1)	Verify PI Mode status (Section 6)
<b>Page behaves differently across tabs</b>	Clear Session Storage in affected tab	Close all VWW tabs and reopen
<b>Scanner app error or crash</b>	Upload Scanner Logs (Section 11.3)	Restart app, reproduce issue, upload logs again
<b>Scanner feature not working as expected</b>	Upload Scanner Logs (Section 11.3)	Update scanner app (Section 7.3), then retry