



TRACES

TDS Reconciliation Analysis and Correction Enabling System

e-Tutorial

Step to Clear Browser' cache memory

Important Information : Step to Clear Browser cache memory

- While trying to login to TRACES, user gets error message:

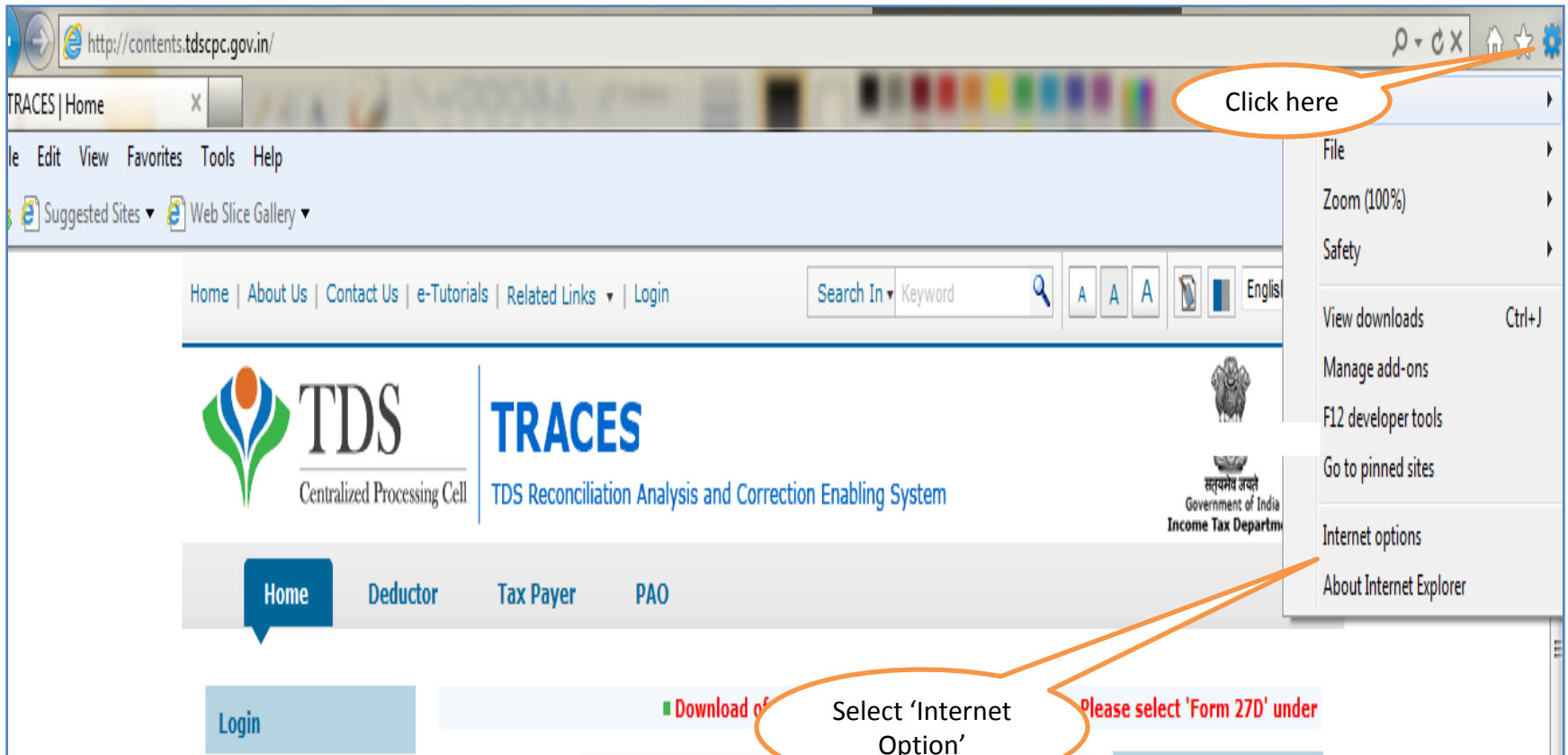
“Request resource could not be found”

Or

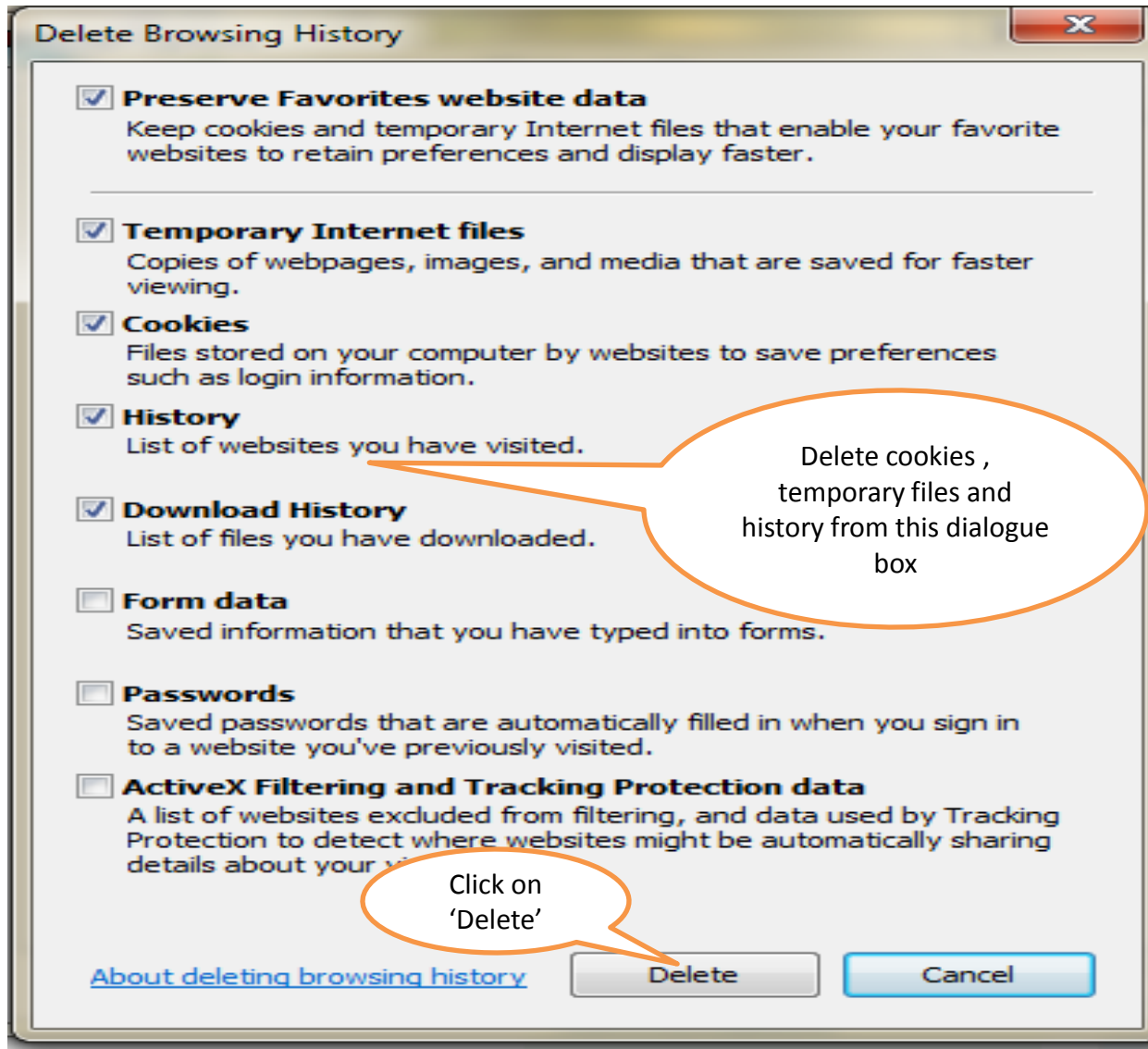
“Site is down due to planned maintenance”

- While doing KYC , site is not proceeding further to next step and no Error message is displayed .
- User logs-Out successfully , tries to re-login but getting error message “Session has expired” or “You are already logged in”
- While trying to download from download section, User is not getting the option of http download/download manager

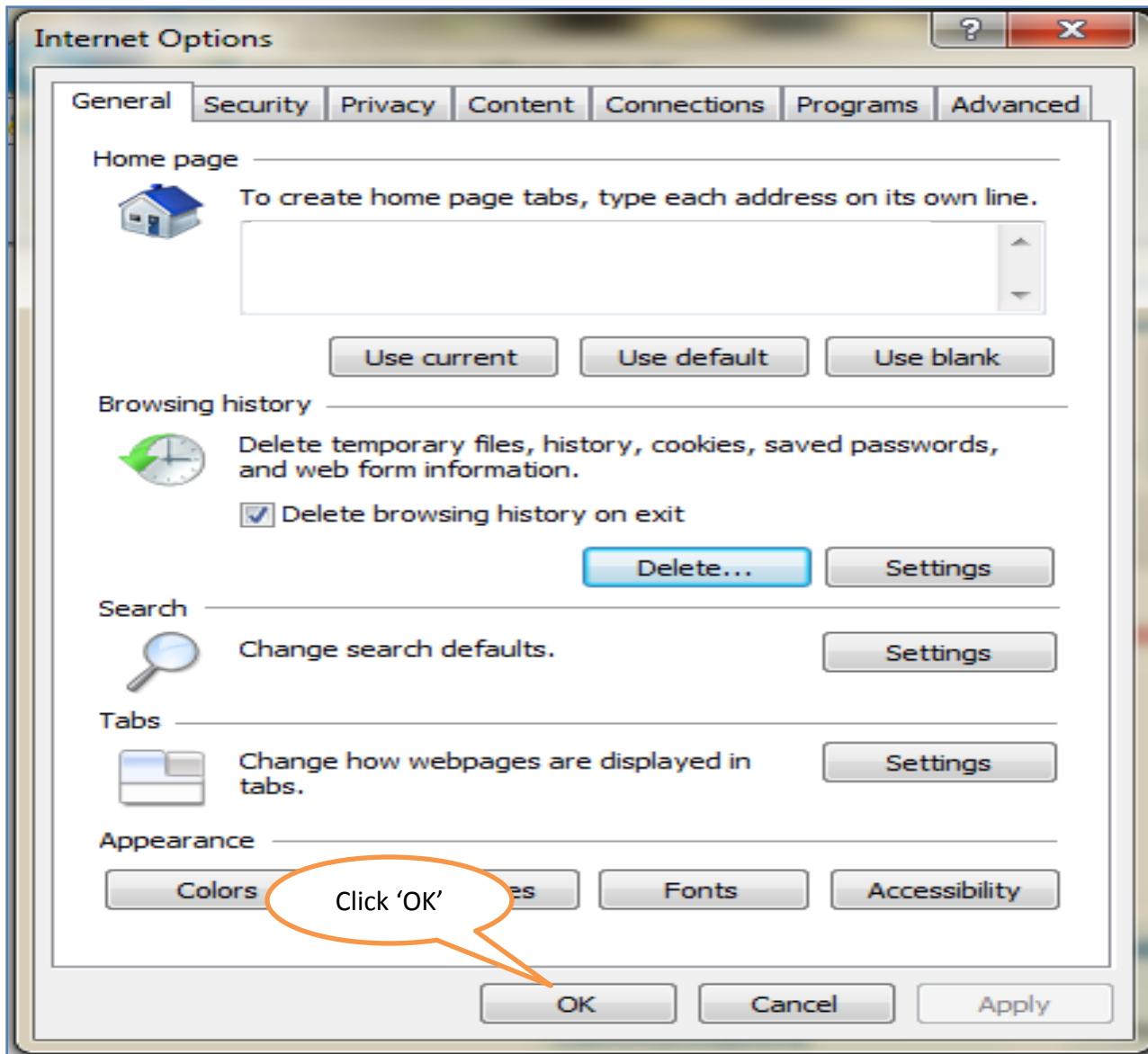
Steps to Clear Cache Memory in Internet Explorer



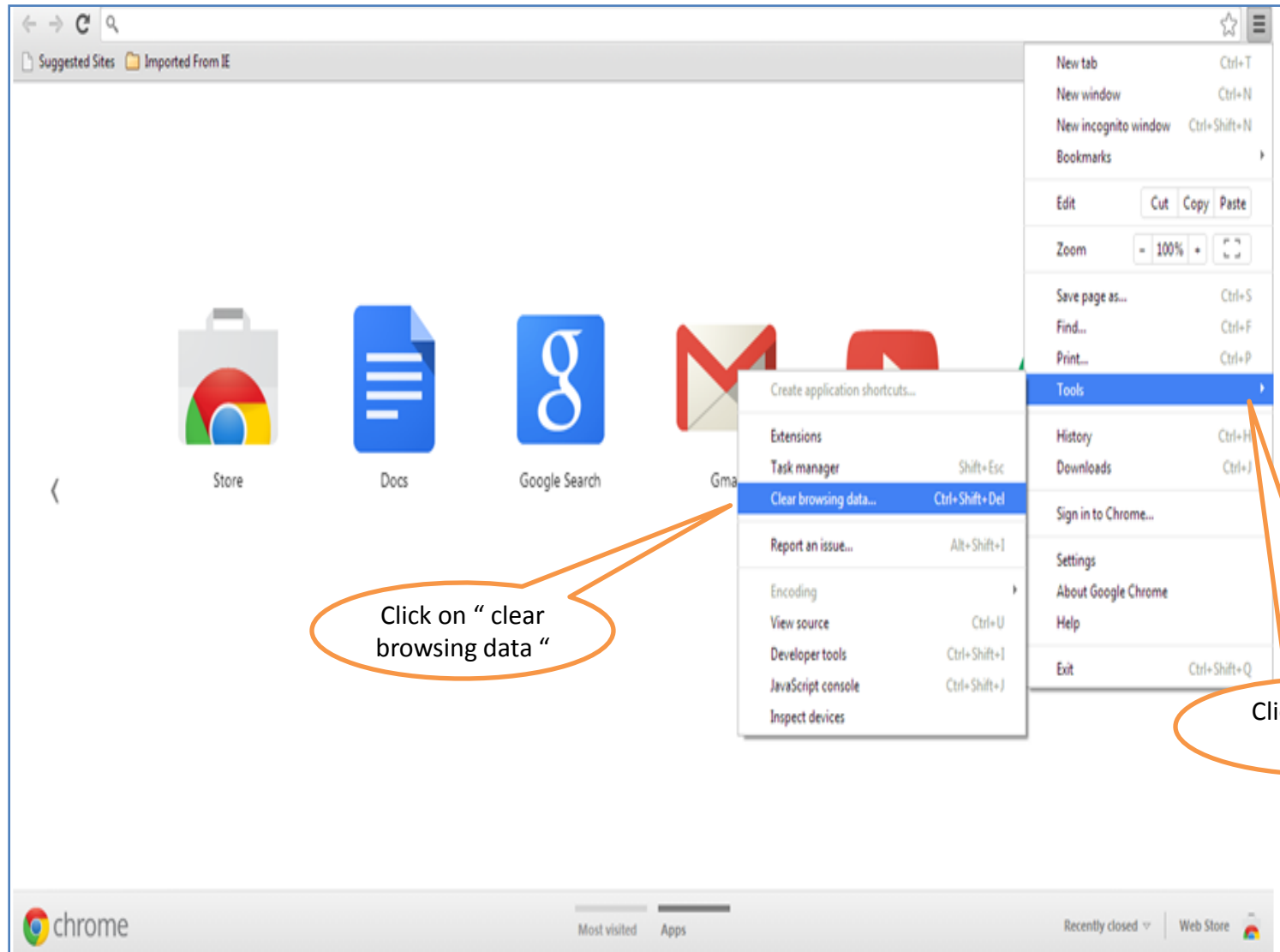
Steps to Clear Cache Memory in Internet Explorer (contd.)



Steps to Clear Cache Memory in Internet Explorer (Contd.)



Steps to Clear Cache Memory in Google Chrome



Steps to Clear Cache Memory in Google Chrome(contd.)

The image shows the Google Chrome Settings page with the 'Clear browsing data' dialog box open. The dialog box is titled 'Clear browsing data' and contains the following options:

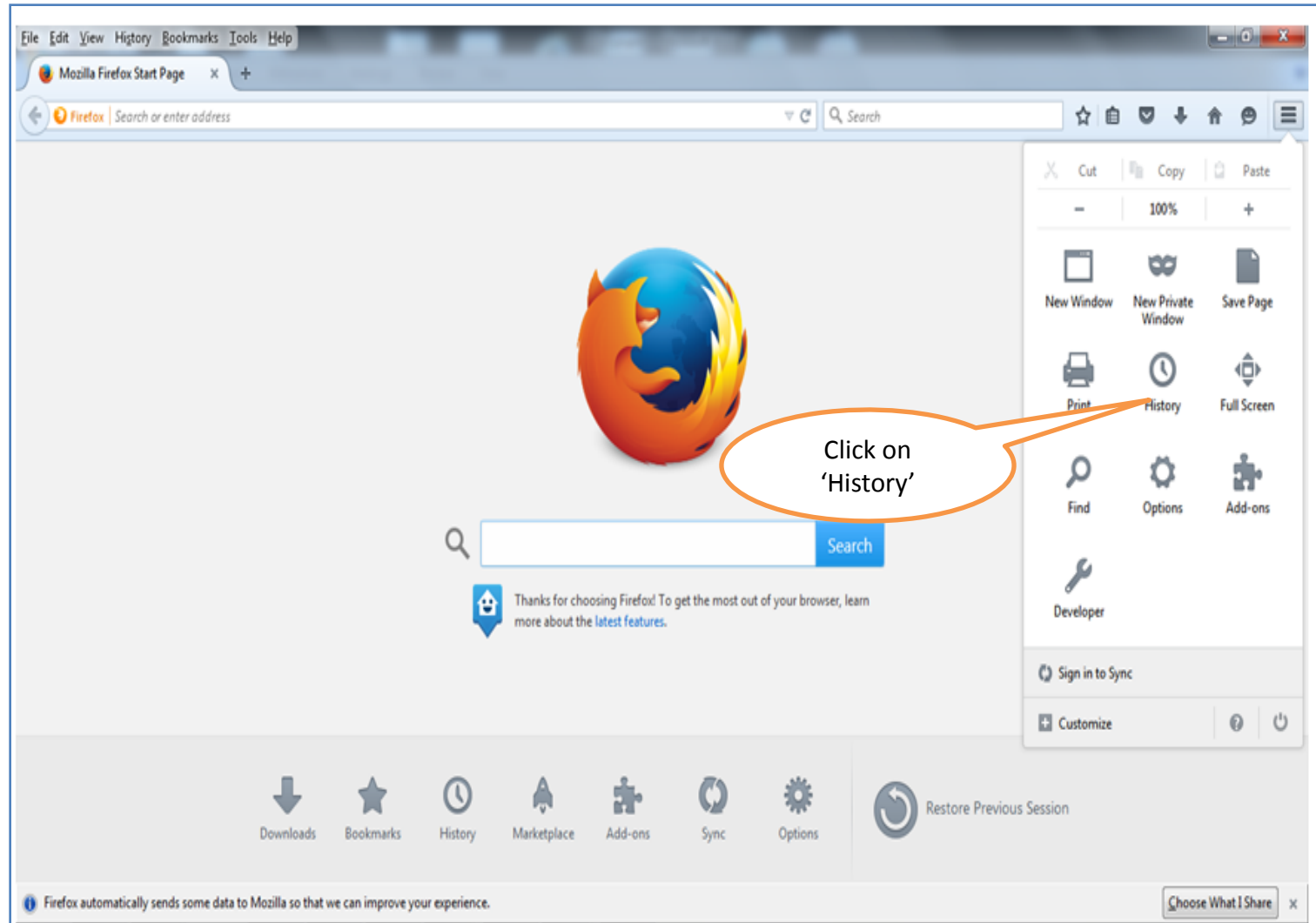
- Obliterate the following items from: **the beginning of time** (selected)
- Clear browsing history
- Clear download history
- Delete cookies and other site and plug-in data
- Empty the cache
- Clear saved passwords
- Clear saved Autofill form data
- Clear data from hosted apps
- Deauthorize content licenses

At the bottom of the dialog box, there are two buttons: 'Clear browsing data' and 'Cancel'. A 'Learn more' link is also present.

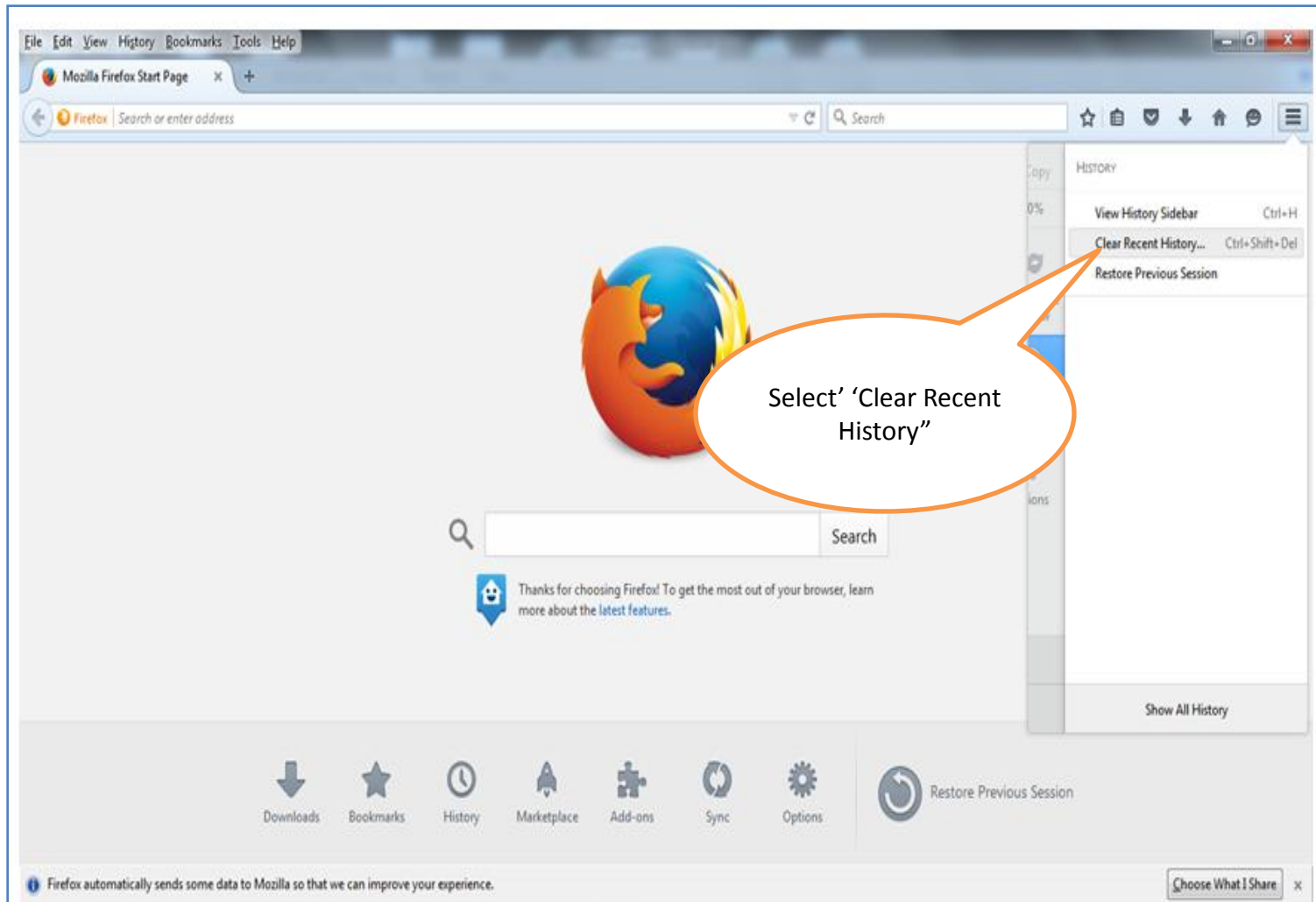
Callouts in the image provide the following instructions:

- Select option "the beginning of time"**: Points to the dropdown menu in the dialog box.
- Delete cookies, history and empty the cache from this dialogue box**: Points to the checked options in the dialog box.
- Click on "Clear browsing data"**: Points to the 'Clear browsing data' button at the bottom of the dialog box.

Steps to Clear Cache Memory in Mozilla Firefox (contd.)



Steps to Clear Cache Memory in Mozilla Firefox



Steps to Clear Cache Memory in Mozilla Firefox

The image shows a screenshot of the Mozilla Firefox browser interface. The 'Clear All History' dialog box is open, displaying the following options:

- Time range to clear: Everything
- All selected items will be cleared. This action cannot be undone.
- Details:
 - Browsing & Download History
 - Form & Search History
 - Cookies
 - Cache
 - Active Logins
 - Offline Website Data
 - Site Preferences
- Buttons: Clear Now, Cancel

Three callouts provide instructions:

- Top right callout: Select time range as "Everything"
- Left callout: Delete cookies, history, cache and active logins from this dialogue box
- Bottom right callout: Click on "Clear Now"

The browser's bottom toolbar includes icons for Downloads, Bookmarks, History, Marketplace, Add-ons, Sync, Options, and Restore Previous Session.



TDS
Centralized Processing Cell

TRACES

TDS Reconciliation Analysis and Correction Enabling System

THANK YOU

Please Note :

- 1) **For Feedback** : You can share your feedback on contactus@tdscpc.gov.in
- 2) **For any Query** : You can raise your concern on “Request for Resolution” as Online Grievance on TRACES Website (For Registered deductor only)
- 3) **For any query related to website:** You can raise your concern on below mentioned numbers
Toll Free Number - 1800103 0344
Land Line Number - 0120 4814600