



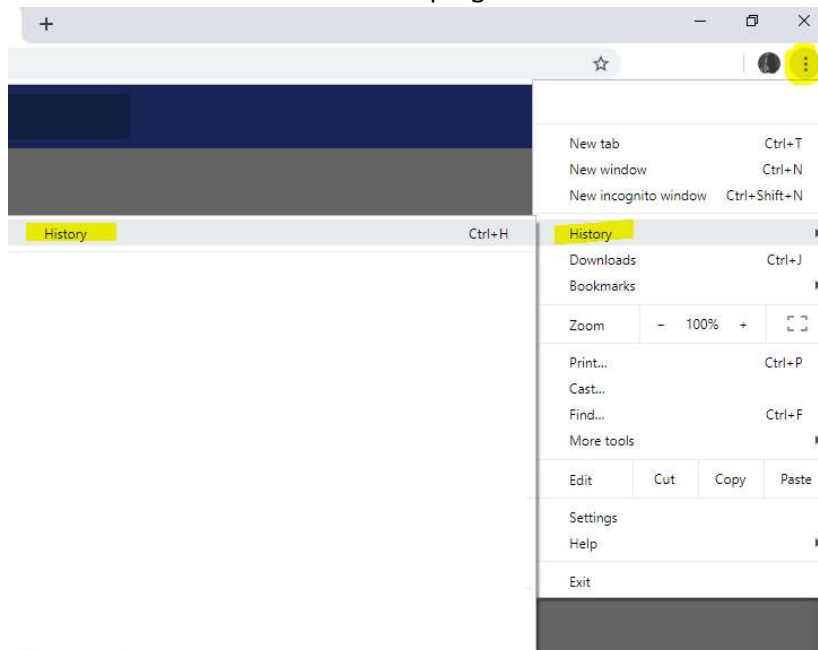
Troubleshooting Fleetweb

There are often times where you might come across issues when loading certain features of the Cartrack Fleetweb system. Because every computer and network is different, it can be difficult to determine the cause of the issue and come up with a solution. Issues can be caused by major updates and changes to the way the system handles and processes data. The first step to troubleshooting these issues is to load a fresh copy of the Fleetweb system files. This step resolves most client-side issues.

To load a fresh copy of the Fleetweb files, you must simply clear your web browser cache and restart your web browser. The steps below will show you how to clear your browser cache (without losing your other browser settings and history) in Google Chrome, Cartrack's recommended web browser for Fleetweb.

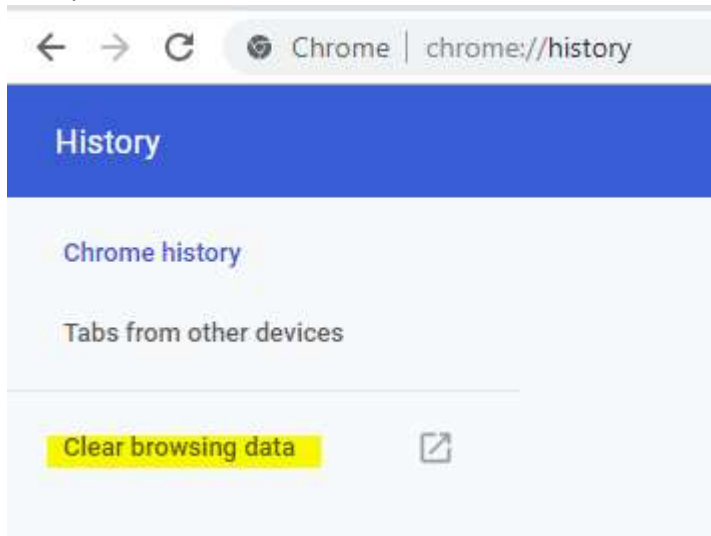
Step 1: Open Browser History

Click on the 3 dots located in the top-right of the browser window and open History.



Step 2: Clear Browsing Data

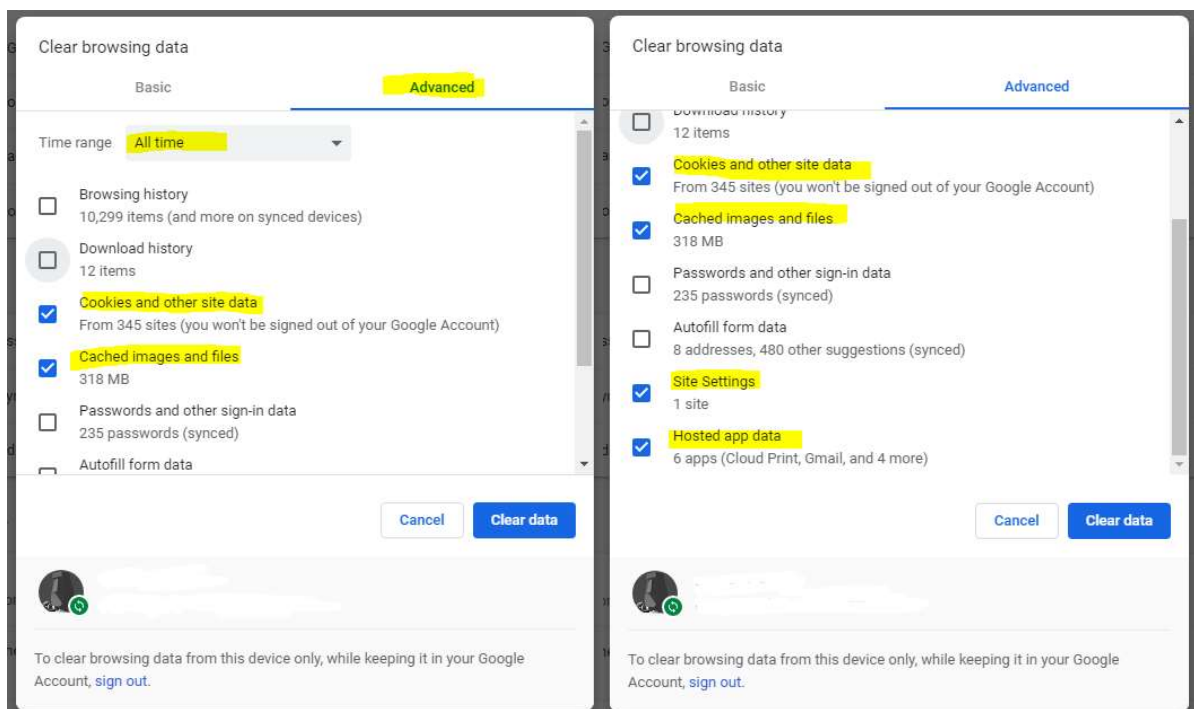
On the left side of the screen, click on the “Clear browsing data” option. A new tab and dialog box will open.



Step 3: Clear Browsing Data – Advanced

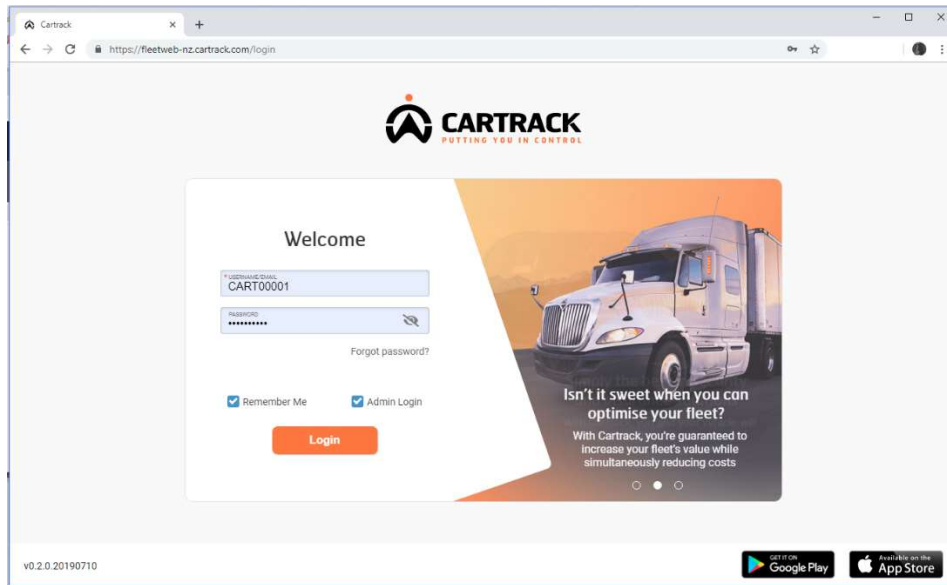
In the dialog box, select the “Advanced” tab. And do the following:

- Set your Time range to “All time”.
- Uncheck the following:
 - o Browsing/Download History
 - o Passwords
 - o Autofill form data
- Check the following:
 - o Cookies and other site data
 - o Cached images and files
 - o Site Settings
 - o Hosted app data



Step 4: Clear Data and Restart Browser

Click on “Clear data”, restart your web browser and then reopen Fleetweb.



If the issue you are facing persists, please contact one of our friendly sales representatives and they will help you in finding a solution. You can contact our office at 09-444-1244 or you can send us an email at solutions@cartrack.nz