

Troubleshooting 25Live Pro

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Unexpected behavior - [Clearing Browser Cache!](#)

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Use a recommended browser: 25Live works best and fastest in Google Chrome, Microsoft Edge, or Mozilla Firefox. Other browsers are not recommended.

When experiencing random system oddities (display issues, missing data, slowness, etc.) clear your browser cache and restart 25Live. This corrects 90% of random issues!

Manually clear browser cache:

[Chrome](#)

[Firefox](#)

[Edge](#)

Recommended: Adjust browser settings to automatically clear cache each time you log out. Even then, a cache can become cluttered late in the day and cause issues, so know how to clear it manually.

Set browser cache to automatically clear:

[Chrome](#)

[Firefox](#)

Edge: same as manual instructions but select "Choose what to clear every time you close the browser."

Pop-up Window Display

If a pop-up window does not fully display and scrolling will not reach the bottom of the pop-up (sometimes within a request form):

- Use the **F11 key** to enter and exit full-screen mode. If that does not help,
- adjust the zoom on your browser window:
 - Click on the settings/customization menu (3 vertical dots or 3 horizontal bars).
 - There will be a zoom setting in the dropdown menu. Decrease zoom until the window displays in full.

Hot Tips!

Open a Second Browser Window

CTRL-Click on blue text to open that “object” (event, location, or organization) in a new browser window to view details. Why? You might be in the midst of filling out a request form and want to check room Features (existing equipment) or to check room availability if your chosen date/time was in conflict with another event.