

Cache Refreshing

Browser Caching

A web cache is a mechanism for the temporary storage (or caching) of web documents, such as HTML pages and images. The aim is to reduce bandwidth usage, server load, and perceived lag.

For example, when an image is viewed on a web page, it will be downloaded to the user's PC or device. If this page is viewed again on the same device, it will use the previously downloaded image for quick retrieval, rather than downloading it again. The cache will always have a timeout on it, meaning that after a pre-defined period, the PC or device will look to the server and download the file again just in case it has changed.

The [Customer Self Service eCommerce Platform](#) employs web caching on various pages, files and templates across the site. Content may be cached based on the user session or role, or it may be cached locally by the user's web browser. A breakdown of each type is shown in the table below.

CSS Cache Type	Example	Cache Timeout
System Settings	Settings maintained by the Administrator via CMS screens. These include general site settings and system resources.	Nightly (live sites)
Templates	Any files modified with the Template Editor, as well as changes to the product menu (e.g. adding a new category in the ERP).	Every 7 days
Session (User /Customer/Role)	Role flags found on the 'Functions' tab in Role Maintenance, such as 'Allow bonus items', or Customer settings such as 'Credit Card Payments for Orders'.	Per login session. User must log out and back in again.
Images /Documents	Product images, PDF downloads.	Every 7 days

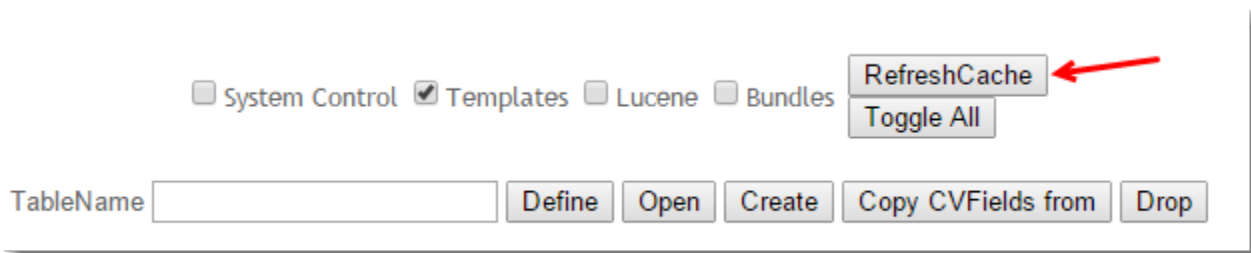
Refresh Website Caches

Each cache *type* requires its own refresh process:

- **BROWSER** - To force a cache refresh at browser level, simply use the keyboard shortcut **CTRL+F5**. This will refresh JavaScript files, images, and style sheets.
- **SESSION** - To force a session cache refresh, simply log out and back in (or vice versa as the case may be). This will start a new user session for the logged in or public user.
- **PRICING** - To force a cache refresh of product pricing (for sites not using Live Pricing), see [Reset the Price Cache](#).
- **PRODUCTS** - To force a cache refresh of products, including stock security records, see [Reset the Product Cache](#).
- **CSS SETTINGS & TEMPLATES** - To force a cache refresh of site templates, role or system settings, follow the guide below.

Refresh the Template or System Cache

1. As an Administrator on your site, go to **Settings Dictionary**.
2. Tick the box for the required cache (eg '**Templates**' or '**System Control**') or **Toggle All** to select all.
3. Click the **RefreshCache** button.
4. A confirmation message will be displayed once the refresh is complete. (It will only take a second or two)



The screenshot shows a web interface for managing settings. At the top, there are four checkboxes: 'System Control' (unchecked), 'Templates' (checked), 'Lucene' (unchecked), and 'Bundles' (unchecked). To the right of these checkboxes are two buttons: 'RefreshCache' and 'Toggle All'. A red arrow points to the 'RefreshCache' button. Below the checkboxes, there is a 'TableName' input field followed by four buttons: 'Define', 'Open', 'Create', and 'Copy CVFields from'. The 'Drop' button is partially visible on the right.

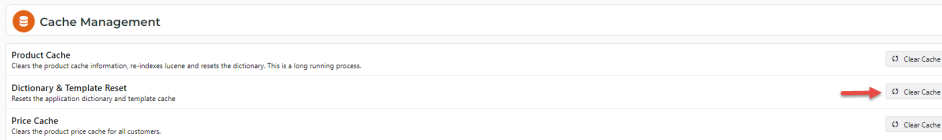


Running 4.36+?

If your site is on 4.36+, the templates cache can be cleared in the CMS.

1. Go to **Settings** **Cache Management**.

2. Clear the **Dictionary & Template Reset** caches.



Related help

- [Reset the Price Cache](#)
- [Reset the Product Cache](#)
- [Price cache added to Cache Management](#)
- [All about Cache Management](#)