

# **Browser errors**

Browser errors may occur when opening a web page on kunet.ku.dk.

This guide contains two guidelines, each of which can be used to solve this problem.

• Guide 1: Use of the incognito /Private/ Inprivate function in order to be able to open the desired page in a clean browser without history and cookies.

The advantage of using the incognito/ Private/ InPrivate function is that you do not clear your browser for saved web pages, etc.

• Guide 2: Clear browser cache. This means that you clear the browser for history and cookies.

### 1.

When you experience problems with your browser, you will typically get an empty screen or an error message, such as the one shown here.

Other types of error messages may arise, eg. when you access your KUmail, digital exam, self-service on kunet.ku.dk or other pages that fail.

### Guide 1

### 2.

To solve the problem with the browser, you can use the function that, depending on the browser, is called incognition/ Private/ InPrivate.

NB! When you have gone to Incognito/ Private/ InPrivate mode, you must log on to kunet.ku.dk and then access the page you want.

In the following, you can

	se in specified state.
Description: An unhanded ax	splion occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.
Exception Details: System Se	sunity Cryptography CryptographioException. Kay not valid for use in specified state.
Source Error:	
An unbandled exception was gen exception stark trace below.	rated during the execution of the eigenet, information regarding the origin and invation of the execution can be identified using the
Stack Trace:	
J System.Security. System.IdentityM [InvalidOperationEx System.IdentityM System.IdentityM System.IdentityM System.IdentityM System.IdentityM System.IdentityM	ryptography.ProtectedData.Unprotect(Byte[] encryptedData, Byte[] optionalIntropy, DataProtectionScop Mel.ProtectedDataCookieTransform.Becedoe(Byte[] encoded) +48 teption: ID1873: A CryptographicException occurred when attempting to decrypt the cookie using the Pr Mel.ProtectedDataCookieTransform.Becedoe(Byte[] encoded) +19 Mel.Tokens.SessionSecurityTokenHandler.ApplyTransforms(Byte[] cookie, Boolean outbound) +167 Mel.Tokens.SessionSecurityTokenHandler.AeadToken(Mikedaer reader, SecurityTokenHesolver tokenHesolver Mel.Tokens.SessionSecurityTokenHandler.ReadToken(Mikeder)reader, SecurityTokenHesolver tokenHesolver Mel.Services.SessionAuchenticationModule.TryNeadSessionTokenfromCookie(SessionSecurityTokenHandler, & session del.Services.SessionAuchenticationModule.TryNeadSessionTokenfromCookie(SessionSecurityTokenHandler, & session del.Services.SessionAuchenticationModule.OnuthenticateRequext(Optect sender, EventArgs) vertArgs) + 512



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see how to find different browsers ' incognito/Private/InPrivat e function:

#### 3.

**Internet Explorer:** Click on the gear-ikon in top right corner, click Security (Sikkerhed) and InPrivate browsing.

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DanID - Nets DanID [] O CMS (admin) @ httpskunet.ku.dk-medar 🐠 SailF	Point IdentitylQ - Home 🧿 Snc	Udskriv Filer Zoom (175%)	
Slet browserdata	Ctrl+Skift+Del	Sikkerhed	
InPrivate-browsing Ctrl+Skift+P		Åbn med Microsoft Edge	Ctrl+Skift+
Slå Spor ikke-anmodninger til ActiveX-filtrering Erklæring om beskyttelse af personlige oplysninger på w	ebside	Føj websted til appvisning Vis hentede filer Administrer tilføjelsesprogrammer	Ctrl
Kontroller dette websted Slå Windows Defender SmartScreen til Rapportér usikkert websted		F12-udviklerværktøjer Gå til fastgjorte websteder Indstillinger for Kompatibilitetsvisning Internetindstillinger	
		Om Internet Explorer	

4.

Fire Fox: Press the square with three lines in the upper right corner and then click New Private Window.



### 5.

**Google Chrome:** Press the circle with the three dots in the upper right corner and then click New Incognito window (Nyt inkongito-vindue).





6.

Edge: Press the threeletter square in the upper right corner and then click New Inprivate window (Nyt inprivatevindue).



### 7. Safari: Follow the guide via this link: <u>https://support.apple.com</u> /dadk/guide/safari/ibrw1069/ mac

## Guide 2

## **Internet Explorer:**

https://support.microsoft.com/en-us/topic/view-and-delete-your-browsinghistory-in-internet-explorer-098ffe52-5ac9-a449-c296-c735c32c8678

## Firefox

https://support.mozilla.org/en-US/kb/how-clear-firefox-cache

## **Google Chrome:**

https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDe sktop&hl=en

## Edge:

 $\underline{https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4}$ 

## Safari

https://support.apple.com/guide/safari/clear-your-browsing-historysfri47acf5d6/mac

## 8.

If you still get an empty screen or an error message after you open kunet.ku.dk in Incognito /Private /InPrivate mode, try to cleare your cache.

NB! Please note that after clearing the cache, you must close/restart your browser and reopen it.

On the right, you will find a link to instructions describing how to make your cache available in different browsers:

