

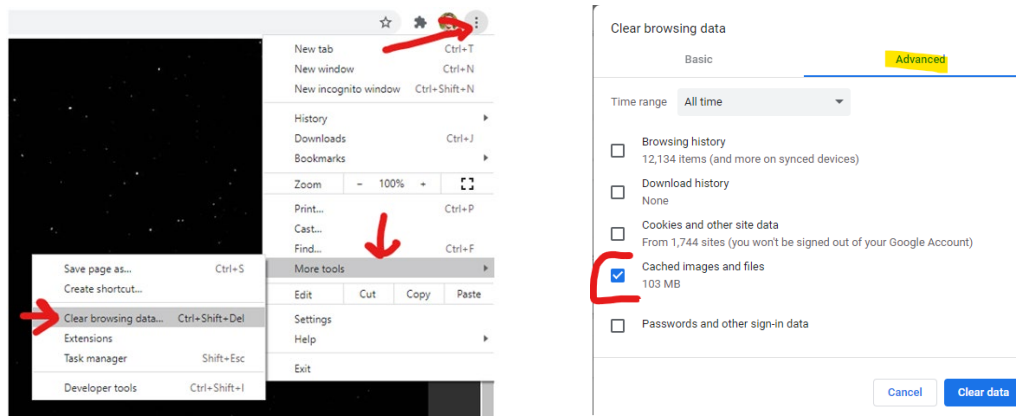


## How to fix CTB+ configurator issues in Chrome

As reported last week, Milgard has resolved the issue with the CTB+ configurator displaying a blank page following the latest Google Chrome update.

If you are still experiencing issues with the configurator in the Chrome or Edge browsers, the fix is simple: **clear your cache**. If you're not familiar with how to clear the cache, we have documented the steps here:

1. Click on the three dots in the upper right of Chrome
2. Select More Tools
3. Select Clear Browsing Data
4. You can uncheck or check any of the boxes, but the one that must be checked to clear the cache is "Cached images and Files" – see screenshot
5. Press Clear Data.
6. Best practice is to also close and reopen the browser page to force a reload of CTB+, too.



### Quick Workaround:

For a quick workaround, you can zoom in or out using "CTRL" and "+" or "CTRL" and "-" on your keyboard which will resolve the blank screen.

Please reach out to your Milgard Representative with any questions, or if you continue to experience problems after you've performed the above actions.

**Milgard Manufacturing LLC**

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