Clear and Synchronize Federated Portal Cache

Overview

Sometimes the data (e.g., addition of new iView / page under the federated role) updated in producer portal role is reflected immediately in consumer portal. The federated portal cache can be manually cleared and synchronized with the latest configuration.

Procedure

1. Please login into the Consumer Portal wherein the federated portal cache needs to be synchronized.
3. Under Clear Cache and Synchronize Content, click on clear the federated portal cache.
4. Select “Synchronize all content (if you have consumed large amounts of content, this may take a long time to complete).”
5. Select the “Synchronize with a selected producer” option.
6. Select the federated portal (Producer) from the dropdown list that needs to be synchronized.
7. Click on the “Synchronize” button.
8. Please restart the Portal session by closing all the browser windows and logging in into portal again.

If clearing and Synchronizing does not help then also try clearing Navigation Cache. Synchronizing will clear the cache and reload it with the new data from the PCD.
2. Click the “Synchronize Cache” button under the Cache Management section.
3. Restart the portal session.

Success Verification Process

Users should be able to view the role’s latest content.