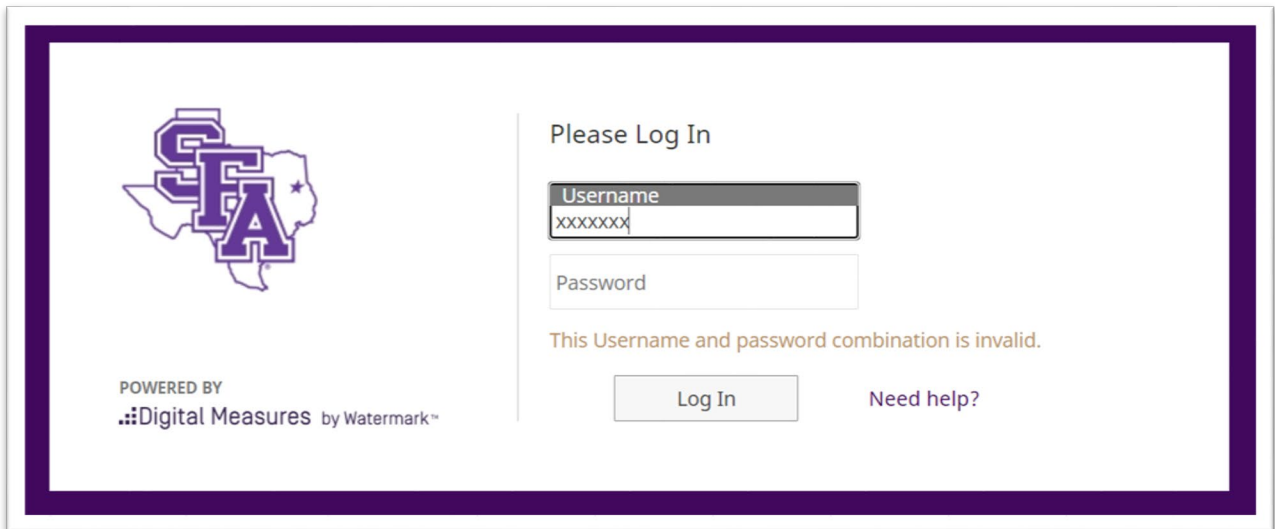


## Solutions to Digital Measures Browser Issues

The Office of Institutional Research (OIR) has received multiple reports of Digital Measures users being unable to access Digital Measures over the past few weeks. The issue is exclusive to Google Chrome and is due to a recent update with that specific browser. This error manifests as a username and password error and users are unable to login with the Chrome browser.



The screenshot shows the Digital Measures login interface. On the left is the SFASU logo, which consists of the letters 'S', 'F', and 'A' in a stylized, overlapping font, with a star to the right. Below the logo, it says 'POWERED BY Digital Measures by Watermark™'. On the right, there is a 'Please Log In' section with two input fields: 'Username' (containing 'xxxxxxx') and 'Password'. Below the fields, an orange error message reads 'This Username and password combination is invalid.' At the bottom of the login section, there is a 'Log In' button and a 'Need help?' link.

The steps below may be taken to work around the problem temporarily or correct it long-term.

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### Option 1

#### Temporary solution:

Access Digital Measures through a browser other than Google Chrome, such as Internet Explorer or Firefox. This login issue should not persist in other browsers.

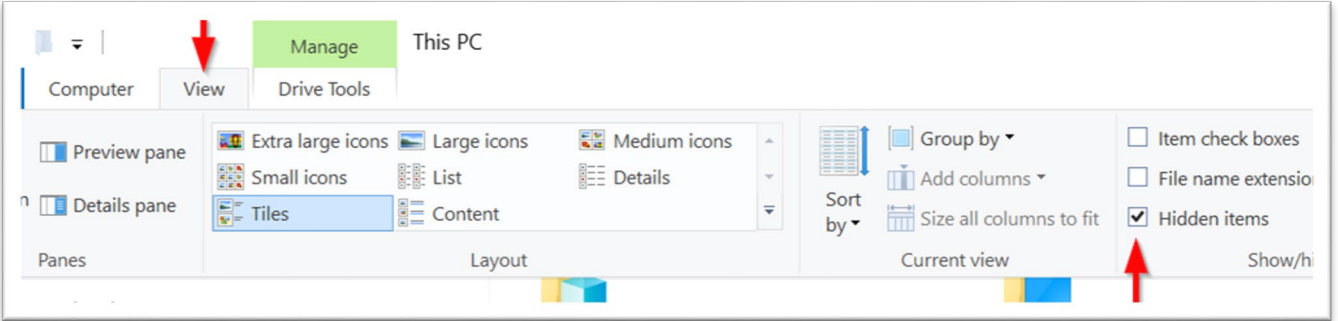
### Option 2

#### Long-Term Solution:

Information Technology (IT) Services offers the procedure below to deep clean cookie and browser information on home and work *PC* computers. Following these instructions should allow users to log in to Digital Measures via Chrome once again.

(These instructions are for PC users.)

- a) Make sure all Chrome windows are closed.
- b) Open your file explorer and change your view to show hidden items by clicking “View,” then checking the “Hidden Items” check box.



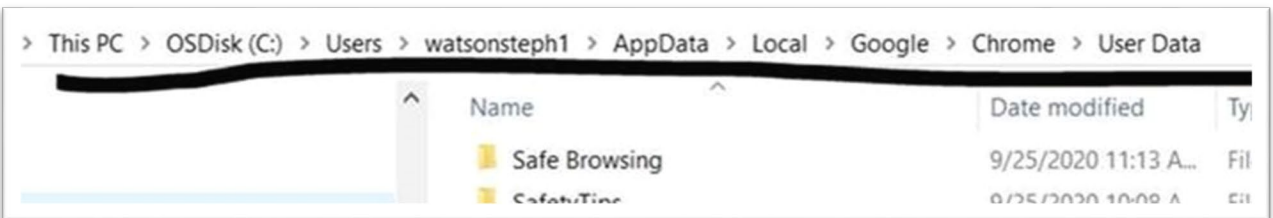
- c) Navigate to the appropriate folder path indicated below. Use the top file path for SFA Computers or the bottom file path for Home Computers. Be sure to select your own username in the “Users” folder

**SFA Computer:**

C:\Users\mySFAusername\AppData\Local\Google\Chrome\User Data\Local State

**Home Computer:**

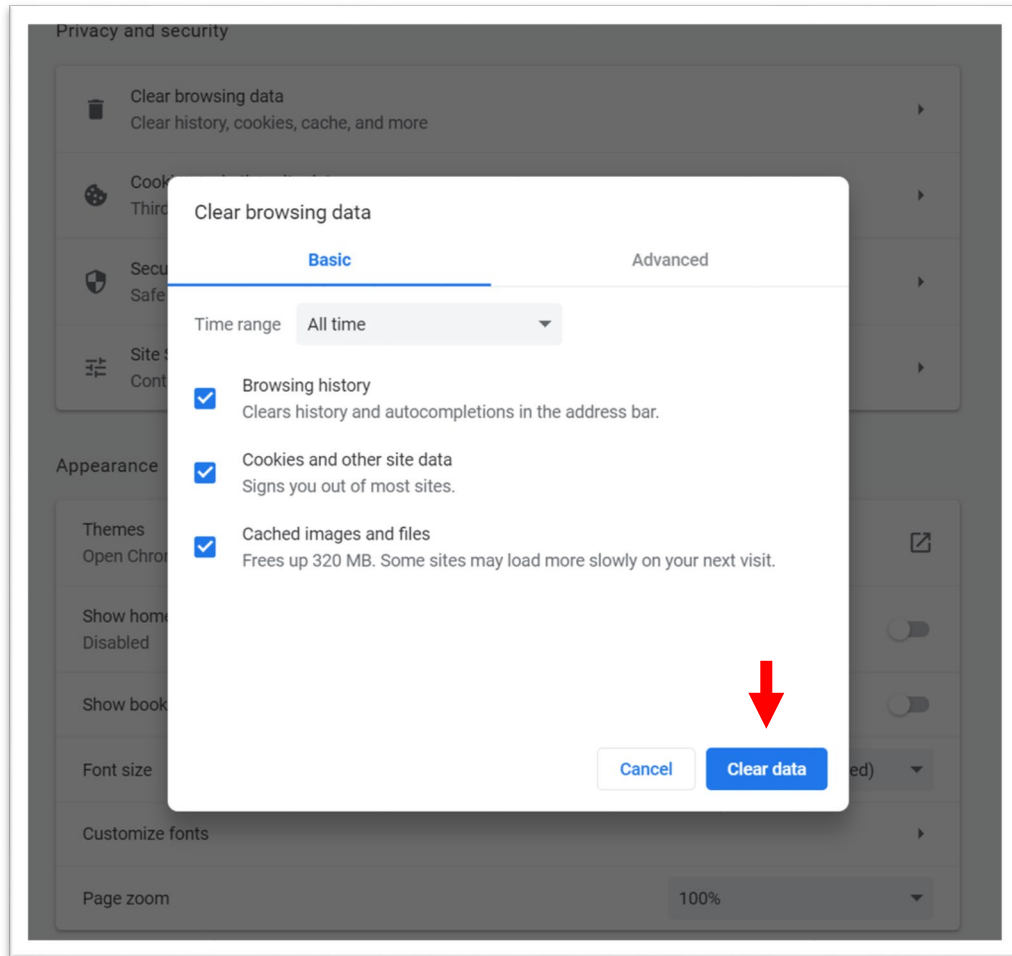
C:\Users\ depends\_on\_your\_home\_computer\AppData\Local\Google\Chrome\User Data\Local State



- d) Delete the file titled “Local State.”



- e) To be on the safe side, open a Chrome browser and delete the cookies and cache in the settings menu.



Digital Measures should now function correctly in Google Chrome.

## Refreshing Option 2

Should the problem return at any point after completing the steps for the Long-Term Solution above, take the steps below to refresh the solution.

- a) Open Google Chrome, and enter the URL below into the web address bar. Press the Enter key.

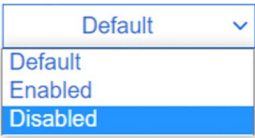
`chrome://flags/#reduced-referrer-granularity`

b) Select “Disabled” In the dropdown menu next to the highlighted section.

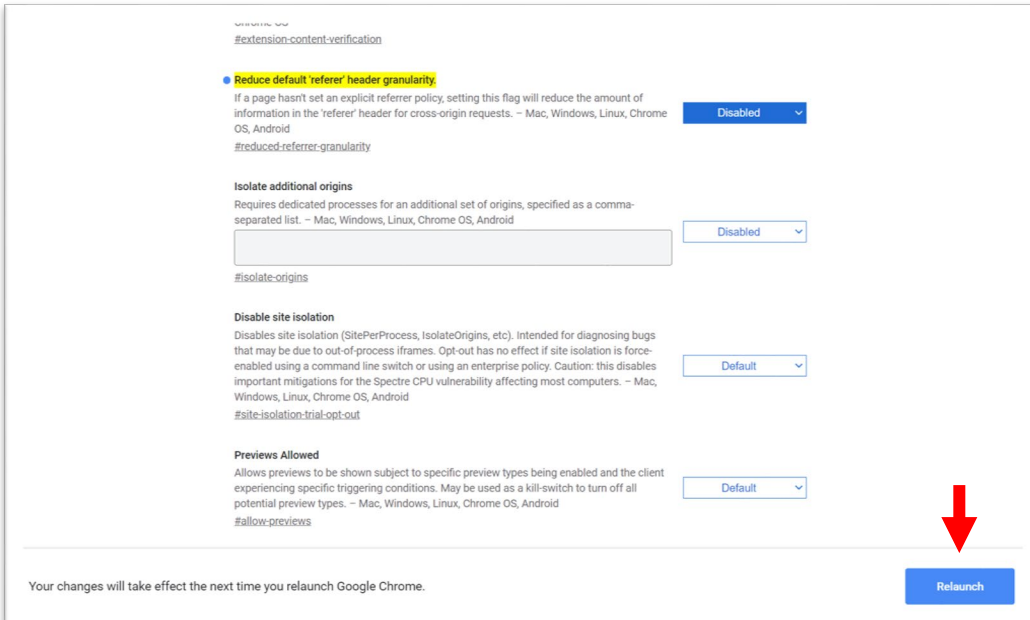
**Reduce default 'referrer' header granularity.**

If a page hasn't set an explicit referrer policy, setting this flag will reduce the amount of information in the 'referrer' header for cross-origin requests. – Mac, Windows, Linux, Chrome OS, Android

`#reduced-referrer-granularity`



c) Click “Relaunch” at the bottom of the screen.



`#extension-content-verification`

- **Reduce default 'referrer' header granularity**  
If a page hasn't set an explicit referrer policy, setting this flag will reduce the amount of information in the 'referrer' header for cross-origin requests. – Mac, Windows, Linux, Chrome OS, Android  
`#reduced-referrer-granularity` Disabled
- Isolate additional origins**  
Requires dedicated processes for an additional set of origins, specified as a comma-separated list. – Mac, Windows, Linux, Chrome OS, Android  
  
`#isolate-origins` Disabled
- Disable site isolation**  
Disables site isolation (SitePerProcess, IsolateOrigins, etc). Intended for diagnosing bugs that may be due to out-of-process iframes. Opt-out has no effect if site isolation is force-enabled using a command line switch or using an enterprise policy. Caution: this disables important mitigations for the Spectre CPU vulnerability affecting most computers. – Mac, Windows, Linux, Chrome OS, Android  
`#site-isolation-trial-opt-out` Default
- Previews Allowed**  
Allows previews to be shown subject to specific preview types being enabled and the client experiencing specific triggering conditions. May be used as a kill-switch to turn off all potential preview types. – Mac, Windows, Linux, Chrome OS, Android  
`#allow-previews` Default

Your changes will take effect the next time you relaunch Google Chrome.

Relaunch

Digital Measures should now function correctly in Google Chrome once again.

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With further questions regarding Digital Measures, please contact the Office of Institutional Research at (936) 468-3806 or [SFA\\_IR@sfasu.edu](mailto:SFA_IR@sfasu.edu)

With further questions regarding Google Chrome, web browsers, or other technological issues, please contact the IT Help Desk at (936) 468-4357 or [helpdesk@sfasu.edu](mailto:helpdesk@sfasu.edu).

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