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Resolve HCM loading errors by clearing browser cache [1]



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For several months, some HCM users have encountered errors when trying to perform tasks in HCM. The most common is an “onReadyState” error message, while others have experienced a failure to load the process or report with only a “spinning icon” page loading indicator.

The issue is caused by a conflict between HCM and the user’s browser cache. The browser cache stores website data from each visit to help browsing performance and page loading speed. To fix the onReadyState error (or endless spinning load icon), users must clear their browser cache.

More recently, some users have been unable to resolve the error after clearing their browser cache. Subsequent troubleshooting attempts revealed that users weren’t clearing the entire browser cache — notably in Chrome which for some users may not be clearing all historical cache records as a default.

How to clear your cache

Below, find instructions for how to clear all browser cache data, organized by browser type.

Chrome

1. Click the **Tools** menu (three vertically aligned dots located in the upper right corner) and select **History**.
2. Select **Clear Browsing Data** from the left-hand side.
3. Set the **Time Range** in the drop-down menu to **All Time**.
4. Select **Cookies and other site data** and **Cached image and files** and click the **Clear Data** button.
5. If on a Windows computer, close and re-open Chrome to activate your changes. If on an Apple computer, go to the **Chrome** menu item on the top menu bar and select **Quit for the changes to take effect**.

Firefox

1. Click the **Menu** button (marked by a “hamburger menu” icon of three stacked horizontal lines) and select **Settings**.
2. Select the **Privacy & Security** panel.
3. In the **Cookies and Site Data** section, click **Clear Data**.
4. In the window that opens, select **Cached Web Content** and then click the **Clear** button.

Microsoft Edge

1. Click the **History** icon (a clock icon with a counterclockwise arrow circling it) to the right of the website URL field in the menu bar. A drop-down window will be revealed.
2. Click the **three horizontal dots** at the top right of the History drop-down window and then select **Clear browsing data**.
3. A popup window will appear and you’ll select **Cached images and files** and then click the **Clear now** button.

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