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Clearing Your Browser Cache After the CU-Data Upgrade [1]

May 28, 2026 by Sarju Khadka [2]

We recently upgraded CU-Data to Cognos 12.1.1. As with any system update, your browser may need a little help catching up — and a quick cache clear is usually all it takes.

What you might notice: After a system update, your browser's saved data can get out of sync with the latest version of a site. This happens because your browser saves data from websites you visit locally on your device to speed up future visits — but when a site is updated, that saved data can become outdated, causing slow loading times or formatting problems. This can show up as:

- An error when launching CU-Data
- Missing prompt value boxes in an m-Fin report
- The Finish/Next button staying grey even after entering required values

The fix is quick — here's what to do:

On most Windows browsers:

1. Press **Ctrl + Shift + Del**
2. Select the options to clear cache and cookies, and set the time range to **"All Time"** or **"Everything"**
3. Close all browser windows completely, then reopen your browser

On Safari (Mac): Follow these instructions [3] from CU Boulder's Office of Information Technology.

Most people are back up and running in under two minutes. If clearing your cache doesn't resolve the issue, please let us know. You can comment below or contact Manager of Reporting Systems Sarju Khadka at sarju.khadka@cu.edu [4].

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