

Having Trouble Running a Report in CU-Data? ^[1]

September 30, 2026 by [Sarju Khadka](#) ^[2]

Are you getting the following error when:

- **Running or rendering a report, or**
- **Drilling down from a summary report to a detail report?**

Clearing your browser's **cache and cookies** may resolve the issue.

Windows Browsers

1. Press **Ctrl + Shift + Del** on your keyboard.
2. Select **cache and cookies**.
3. Set the time range to **"All Time"** or **"Everything."**
4. Clear the selected data.
5. **Close all browser windows completely.**
6. Reopen your browser and try running the report again.

Safari on Mac

Follow [CU Boulder OIT's instructions for clearing the Safari browser cache](#) ^[3].

Still Having Trouble?

If clearing your cache and cookies does not resolve the issue, please **comment below or send us an email**, and we will be happy to help.

Send email when Published:

Yes

Source URL: <https://www.cu.edu/blog/m-fin/having-trouble-running-report-cu-data>

Links

[1] <https://www.cu.edu/blog/m-fin/having-trouble-running-report-cu-data> [2] <https://www.cu.edu/blog/m-fin/author/1855> [3] <https://oit.colorado.edu/tutorial/clear-web-browser-cache-safari>