

## Troubleshooting “404—Not Found” Error Message

404 –Not Found Error message is an intermittent issue. This occurs mostly in Firefox browser after clicking the hyperlink for Student Ids in My Data or Employee Ids in GetData or any BIP reports.

Please perform below actions if you receive the same.

1. Clear the browser cache.
2. Open the browser in private/incognito.

**Note:** You can use Chrome if required. 404 –Not Found Error message is not seen in Chrome.

### Error 404--Not Found

**From RFC 2068 Hypertext Transfer Protocol -- HTTP/1.1:**

#### 10.4.5 404 Not Found

The server has not found anything matching the Request-URI. No indication is given of whether the condition is temporary or permanent.

If the server does not wish to make this information available to the client, the status code 403 (Forbidden) can be used instead. The 410 (Gone) status code SHOULD be used if the server knows, through some internally configurable mechanism, that an old resource is permanently unavailable and has no forwarding address.

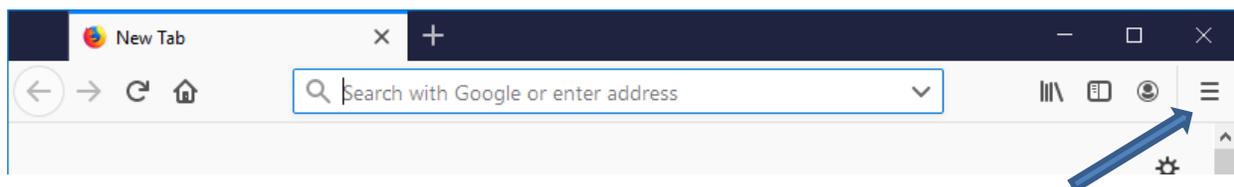
## Procedure

After receiving the error, close the browser tab that is displaying the error. Then, try one of these methods to get the hyperlink/drill down reports:

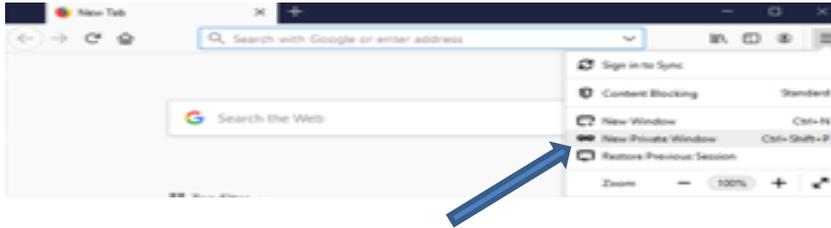
### 1. Open the browser in private/incognito

In **Firefox**:

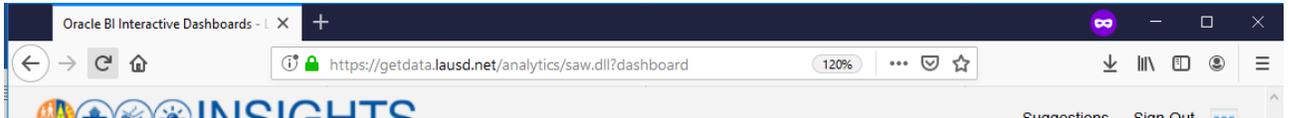
1. Click the **three lines** in the top right corner of the browser.



2. Click the new Private Window from the drop down.



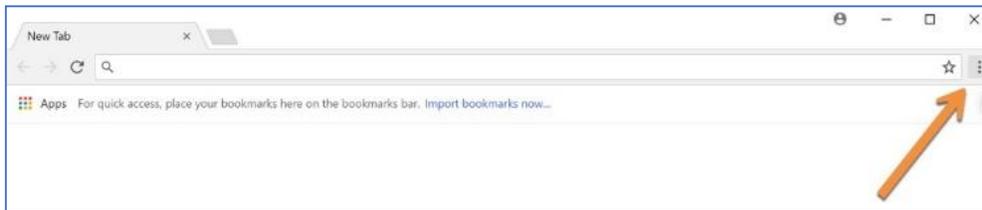
2. Type the Get data URL in the new private window.



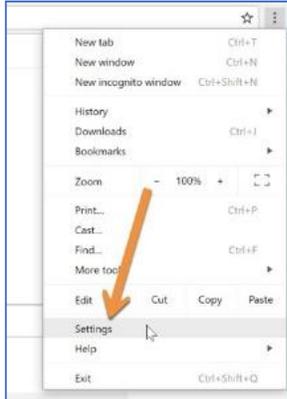
## 1. Clear the browser cache

In **Google Chrome**:

1. Click the **three dots** in the top right corner of the browser.



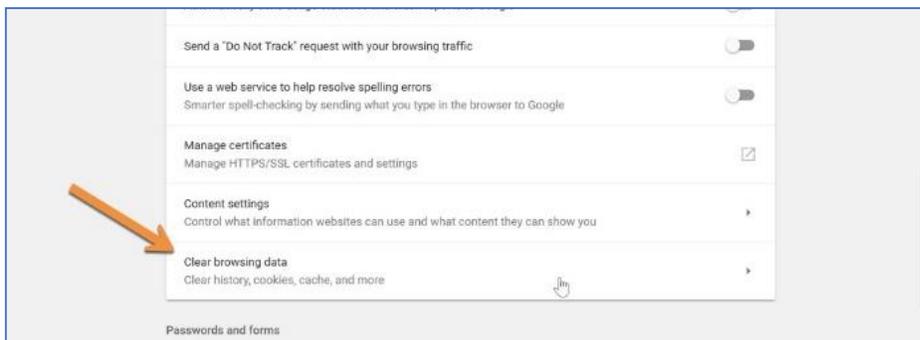
2. In the drop-down menu, click **Settings**.



3. Scroll down and click **Advanced**.



4. Scroll down and click **Clear browsing data**.



5. Make sure the boxes next to **Cached images and files** and **Cookies and other site data** are checked, and then click **Clear Browsing Data**.

