400 Bad Request Error

400 Bad Request

Request Header Or Cookie Too Large

If you encounter a "400 Bad Request Error" when trying to access the Oracle BI Dashboards, please follow the steps below:

1. Update your browser to the latest version available.
2. Close all tabs. Clear the cache in your browser.
3. Use a different browser, preferably Microsoft Edge.

   If your browser is Microsoft Edge, be sure to select 'For All Time' in the Time Range dropdown at the top of the page to clear your cache.

4. After you have cleared your cache, close the browser. Shut down your computer. Wait 30 seconds. Restart your computer.
5. If you have tried the steps above and still cannot access the page, please send us an email for further assistance at irahelp@mcmaster.ca.

If you encounter this error while using Google Chrome and prefer to continue using this browser, the technical team recommends the following additional steps:

1. Disable the 'Memory Saver' feature in Google Chrome, as it may affect the active usage of Oracle Analytics. You can find instructions in Google Chrome's Help Center on how to turn Memory Saver on or off. (Click here: Turn Memory Saver on or off)
2. Alternatively, if you require the Memory Saver feature, you can add your URLs to the 'Always keep these sites active' list by following these steps:
   a. Go to Settings in Google Chrome.
   b. Search for 'Memory Saver.'
   c. Click on the 'Add' button.
   d. Add your desired URLs to the list.

Please note that the availability of this feature may vary across platforms, even if the browser version number is 110.xxx.