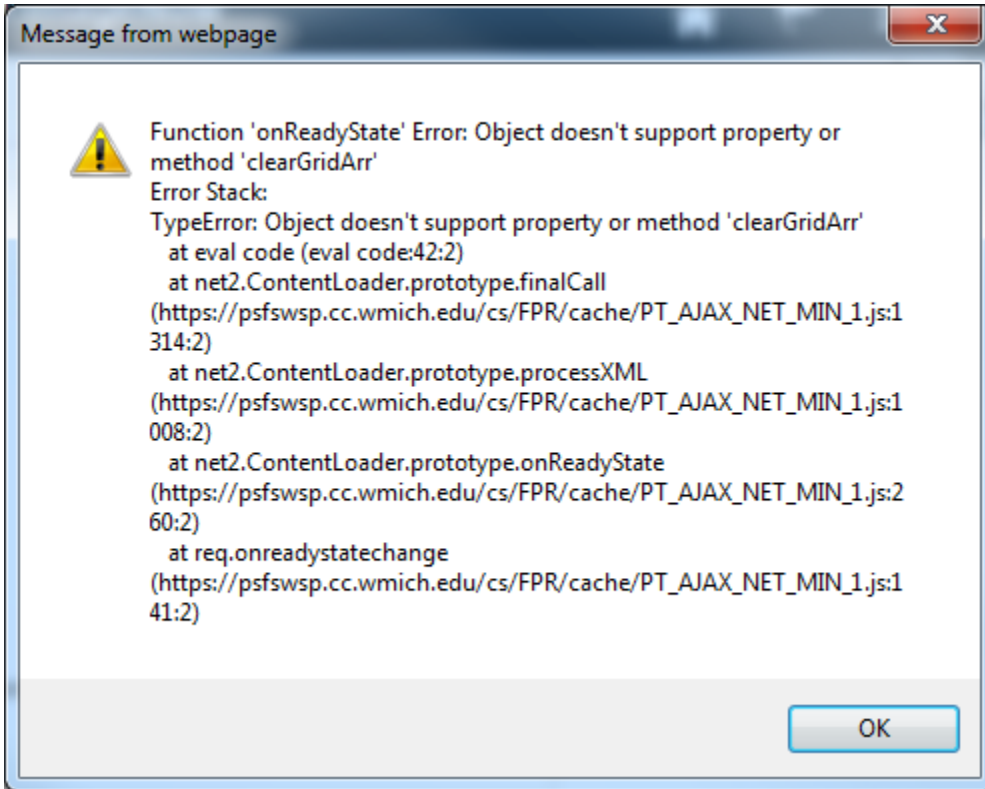


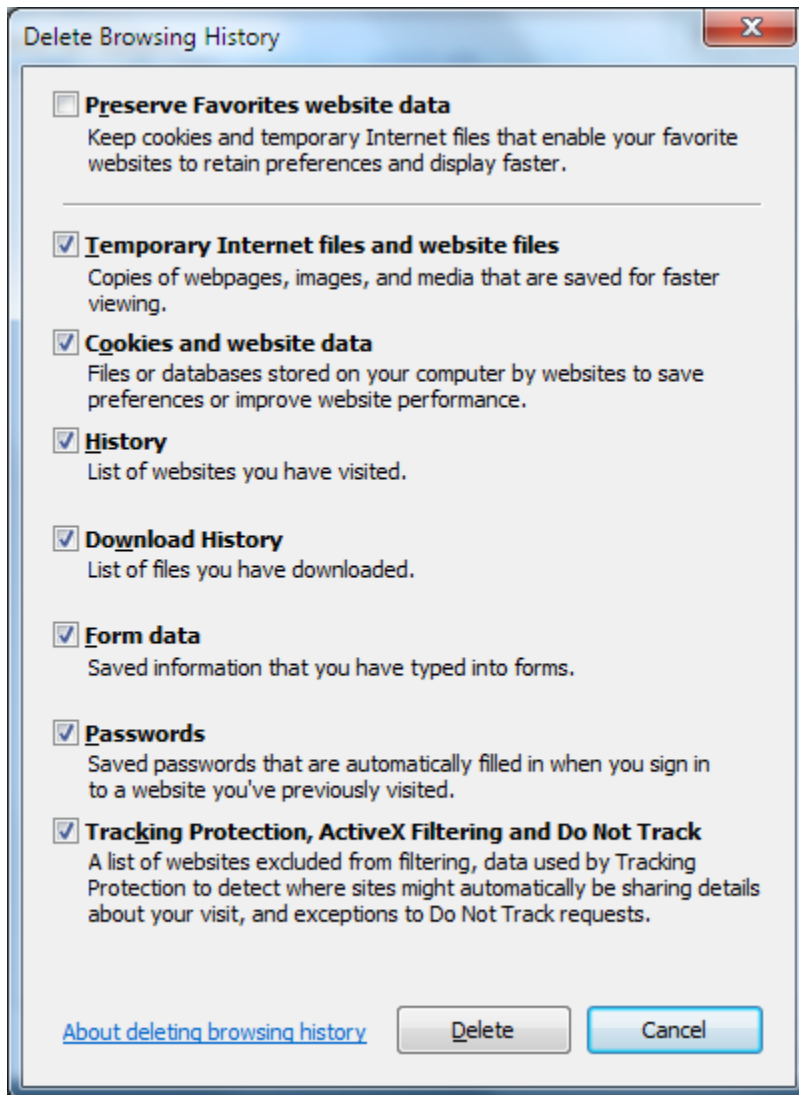
**PeopleSoft/HR and PeopleSoft/Financials systems upgraded to version 9.2 – October 22, 2017  
'onReadyState' error when using Microsoft's Internet Explorer 11 or Google's Chrome**

**Issue:** After PS/HR and PS/FS were upgraded to version 9.2, people using IE11 or Chrome as their browser may see this error.



## Solution for IE11:

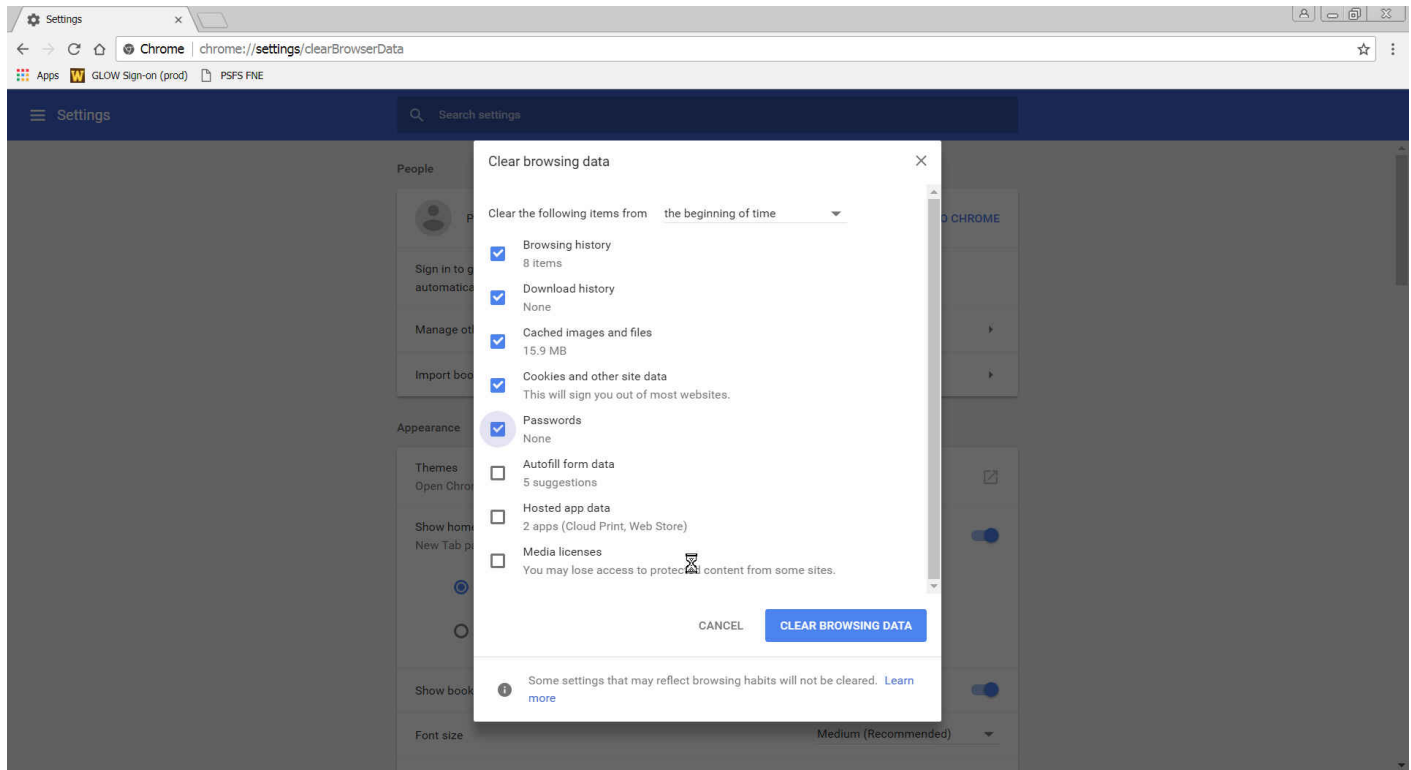
- 1) From the IE toolbar, choose **Tools** → **Internet Options**
- 2) From the “**General**” tab, click the “**Delete ...**” button.
- 3) Ensure that the “**Preserve Favorites website data**” checkbox is **OFF**.



- 4) Mark sure all the other checkboxes are **ON**.
- 5) Click the “**Delete**” button to delete the browsing history (cache).
- 6) Exit the browser.
- 7) Reopen the browser and try accessing PeopleSoft again to confirm that the error is gone.

## Solution for Chrome:

- 1) Enter **chrome://settings/clearBrowserData** as the URL.
- 2) Make sure the “**clear the following items from**” drop-down box is set to “**the beginning of time**”.



- 3) Make sure the top **FIVE** checkboxes are **ON**.
- 4) Click the “**Clear Browsing Data**” button to delete the browser data (cache).
- 5) Exit the browser.
- 6) Reopen the browser and try accessing PeopleSoft again to confirm that the error is gone.