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.

![Message from webpage]

`Function 'onReadyState' Error: Object doesn't support property or method 'clearGridArr'

Error Stack:
TypeError: Object doesn't support property or method 'clearGridArr'
  at eval code (eval code:42:2)
  at net2.ContentLoader.prototype.finalCall
  (https://psfs wsp.cc.wmich.edu/cs/FPR/cache/PT_AJ AX_NET_MIN1.js:1314:2)
  at net2.ContentLoader.prototype.processXML
  (https://psfs wsp.cc.wmich.edu/cs/FPR/cache/PT_AJ AX_NET_MIN1.js:1008:2)
  at net2.ContentLoader.prototype.onReadyState
  (https://psfs wsp.cc.wmich.edu/cs/FPR/cache/PT_AJ AX_NET_MIN1.js:260:2)
  at req.onreadystatechange
  (https://psfs wsp.cc.wmich.edu/cs/FPR/cache/PT_AJ AX_NET_MIN1.js:141:2)}`
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.