

# Troubleshooting Gradebook error reports

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### Are my browser extensions blocking my access to the Gradebook?

After troubleshooting, we have discovered that certain browser extensions have compatibility issues with the Learning Modules system. A quick test for this possibility is to try the page using a private or incognito browser window (select under File menu). Disabling browser extensions and [clearing the browser cache](#) will often resolve Gradebook browser issues.

[Disable Safari browser extensions](#)

[Disable Firefox browser extensions](#)

[Disable Chrome browser extensions](#)

### Ad-block software Trouble?

If you are using an ad-blocking extension in your browser, you may encounter this error in Gradebook. If your ad-block software extension has an allow list, adding "\*.mit.edu" or "mit.edu" may prevent Gradebook errors in normal browser mode. This may vary depending on which ad-blocker you are using and may not be possible in some ad-block extension.