Troubleshooting Gradebook error reports

Troubleshooting Gradebook error reports

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.