

The DoIT Help Desk is experiencing high call volumes. We appreciate your patience.

For immediate answers to most questions, please search our [KnowledgeBase](#).

[Zoom](#) | [NetID](#) | [WiscVPN](#) | [MFA-Duo](#) | [Learn@UW](#) | [Outages](#)

Web Browsers - How to Fix a "Bad Request" Error

This document describes what to do if you receive a 400 Bad Request error message upon loading a website.

Problem





When you attempt to access a website, you may sometimes instead receive a "Bad Request" error message where the website content should have loaded. This error often contains the number "400" and may include additional text, such as "Your browser sent a request that this server could not understand. Size of a request header field exceeds server limit."




Solution

First, check the website URL you entered to make sure it is correct. If the web address appears to be entered correctly, then the issue can usually be resolved by clearing your browser's cache and cookies.





For instructions on performing these steps, click on the appropriate link for the web browser you are using:

Desktop Web Browsers

Browser	Windows Document Link	macOS Document Link
 Google Chrome	Chrome (Win) - Clearing Cache and Cookies	Chrome (Mac) - Clearing Cache and Cookies
 Firefox	Firefox 57+ (Win) - Clearing Cache and Cookies	Firefox 21+ (Mac) - Clearing Cache and Cookies
 Safari	Safari (Win) - Clearing Cache and Cookies	Safari 10.0.1+ (Mac) - Clearing Cache and Cookies
 Internet Explorer 9, 10, & 11	Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies	None

 Microsoft Edge	Edge (Win) - Clearing Cache and Cookies	None
 Opera	Opera (Win) - Clearing Cache and Cookies	Opera 28.0 (Mac) - Clearing Cache and Cookies
 New Microsoft Edge	New Edge (Win) - Clearing Cache and Cookies	None

Mobile Web Browsers

Operating System	Document Link
 Android	Android (Jellybean) - Clearing Cache and Cookies
 iOS	iOS - Clearing Cache and Cookies
 webOS	HP webOS 2.x - Clearing Cache and Cookies
 Windows Phone	Internet Explorer (Windows Phone) - Clearing Cache and Cookies

Legacy Versions

Windows

Browser	Document Link

 Internet Explorer 6	Internet Explorer 6 (Win) - Clearing Cache and Cookies
 Internet Explorer 7	Internet Explorer 7 (Win) - Clearing Cache and Cookies
 Internet Explorer 8	Internet Explorer 8 (Win) - Clearing Cache and Cookies
 Firefox 3.5	Firefox 3.5 (Win) - Clearing Cache and Cookies

MacOS

Browser	Document Link
 Firefox 3.5 - 20	Firefox 3.5 - 20 (Mac) - Clearing Cache and Cookies
 Opera 10.50	Opera 10.50+ (Mac) - Clearing Cache and Cookies
 Safari 5	Safari 5 (Mac) - Clearing Cache and Cookies
 Safari 5.1 - 7.9	Safari 5.1 - 7.9 (Mac) - Clearing Cache and Cookies
	Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

See Also:

- [NetID Login - How to Fix a "Stale Request" Error](#)

Owner: Help Desk KB Team . **Group:** DoIT Help Desk

Helpful

174

Unhelpful

267

[Comment](#)

[Suggest a new document](#)