

WebAdvisor – Resolving Maximum Cookies Error

Description of the problem: When navigating to WebAdvisor or clicking a link that goes to a page in WebAdvisor, a message appears saying "The maximum number of cookie values has been reached." and WebAdvisor does not load.

Solution/Resolution

1. First, close all browser windows.
2. Wait for a few seconds.
3. Then, reopen the browser and try accessing WebAdvisor again.

If this does not work, user will need to clear the cookies from the browser.

Clearing Cookies

In all browsers other than Safari, use **Ctrl+Shift+Delete**. For additional support on clearing cookies in browsers, follow the steps documented [here](#).

Once the cookies are cleared, click "Close Window" on any new windows that WebAdvisor creates to keep from reaching the cookie limit again, and always click 'Log Out' to end the session rather than simply closing the original window or tab.

If clearing the cookies does not work, opening a private browsing window will allow WebAdvisor to open.

Private Browsing Session

To open a private browsing session on a Windows PC:

- In Internet Explorer or Firefox, press Control + Shift + P
- In Chrome, press Control + Shift + N

To open a private browsing session on a Mac:

- Safari and Chrome: press Command + Shift + N (or Safari > Private Browsing...)
- Firefox: press Command + Shift + P

Cause

WebAdvisor stores a cookie for every new window it opens and has a programmed limit for the number of cookies it will store in a browser. Once this limit is reached the maximum cookies error appears. Clicking 'Log Out' before exiting WebAdvisor will erase that particular session cookie but will not affect previous session cookies.

For additional support, please contact the [ITS Service Center](#) for faculty and staff and [ITS Student Computing Services](#) for students and alumni.