

AlarmBiller – iPhones & iPads cannot decode raw data error

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The help instructions below will help users resolve the error.

The error that occurs on iPads and iPhones 'Cannot decode raw data' has to do with the way the devices are processing the GZIP compression.

The resolution of the issue is found in the steps below:

Have the employee/user try private browsing and see if the page opens.

- To visit sites without leaving a history, [turn Private Browsing on](#), using the help of this article -> (<https://support.apple.com/kb/HT203036>)
- Instructions at this link -> <https://support.apple.com/en-us/HT203036>

If private browsing opens the page, have the employee delete his browsing cookies.

To delete cookies:

- To clear your cookies and keep your history, go to Settings > Safari > Advanced > Website Data, then tap Remove All Website Data.

Once that has been completed, have him close completely the browser (Safari) and then re-open fresh and try the website.