

Fix Connection Errors in Google Chrome

If you get an error message when you try to visit a website, try these fixes.

If you're getting the "Aw, Snap" error or another error code instead of a webpage, Chrome is having problems loading. You might also see the page loading slowly or not opening at all.

The following error codes mean there's a problem opening the page.

- "Aw, Snap!": Chrome is having problems loading the page.
- ERR_NAME_NOT_RESOLVED: The hostname (web address) doesn't exist.
- ERR_INTERNET_DISCONNECTED: The device isn't connected to the internet.
- ERR_CONNECTION_TIMED_OUT or ERR_TIMED_OUT: The page took too long to connect. Your internet connection might be too slow, or the page might be too busy.
- ERR_CONNECTION_RESET: Something happened that interrupted your connection to the page.
- ERR_NETWORK_CHANGED: Your device disconnected from the network or connected to a new network while loading the page.
- ERR_CONNECTION_REFUSED: The page didn't let Chrome connect.
- ERR_CACHE_MISS: The page needs information you entered earlier to be submitted again.
- ERR_EMPTY_RESPONSE: The website didn't send any data, and might be down.
- ERR_SSL_PROTOCOL_ERROR: The page sent data that Chrome doesn't understand.
- BAD_SSL_CLIENT_AUTH_CERT: Signing in to the website (for example, a bank or work website) isn't working due to an errored client certificate.

You might also see one or more of these issues:

- A site can't be reached.
- A website won't open.
- An HTTPS site won't open.
- A photo won't load.
- A new tab won't load.

To fix, follow the troubleshooting steps below.

To fix an error, try the fixes below.

Reload the page

Usually, you can reload the page to fix the error.

At the top left, click Reload .

If that didn't work...

Step 1: Check your internet connection

Make sure your computer's connected to Wi-Fi or a wired network.

Try reloading the tab with the error.

Step 2: Clear your cache

Chrome might have information stored that's stopping the page from loading.

Open the page in an Incognito window

1. On your computer, open Chrome.
2. At the top right, click More  > New Incognito window.
3. In the Incognito window, try opening the page. If it opens, clear your cache and cookies.

Clear your cache and cookies

1. At the top right, click More  > More tools  Clear browsing data.
2. Next to "Time range," select All time.
3. Select Cached images and files and Cookies and other site data. Deselect the other types of data.
4. Click Clear data.
5. Try reloading the tab with the error.

Step 3: Close other tabs, extensions, & apps

Your device may have run out of memory, and can't load the site while also running your apps, extensions, and programs.

1. Free up memory:
 - Close every tab except for the one that's showing the error message.
 - Quit other apps or programs that are running, and pause any app or file downloads.
 - Uninstall unnecessary extensions from Chrome. At the top right, click More  > More tools  Extensions. On extensions you don't use, click Remove.
2. Try reloading the tab with the error.