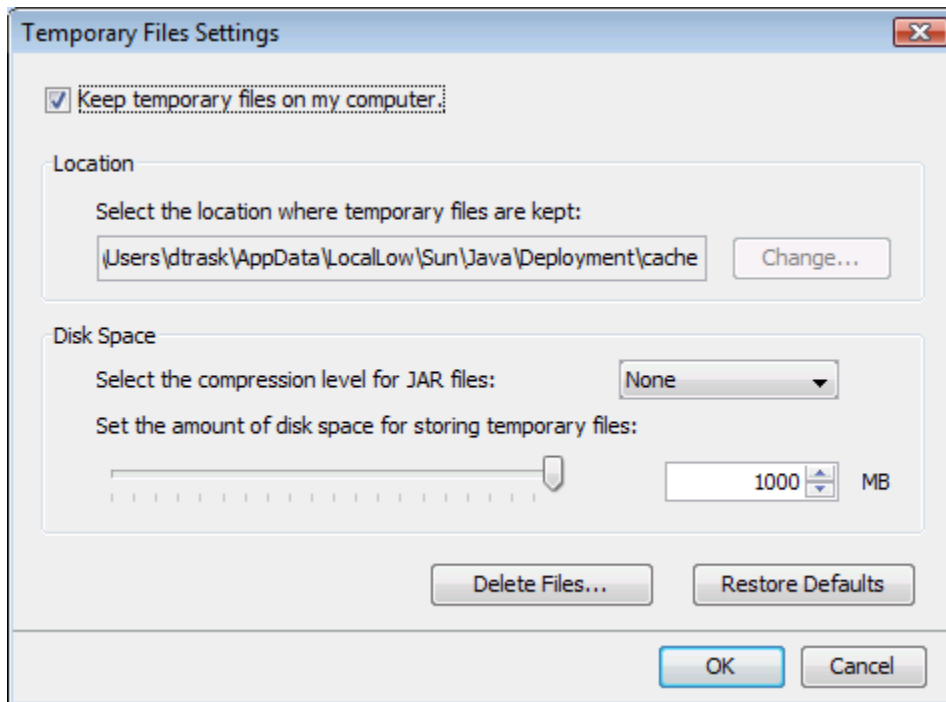


Clearing Java cache

Close down ALL applications first

Try this first:

1. Go to **control panel**
2. In XP on the left side click **Other Control Panel Options**; In Vista click on **Programs**
3. Click on **Java**
4. Make sure window is on the **General** tab. Under **Temporary Internet Files** click **settings**
5. Click on **Delete Files**.

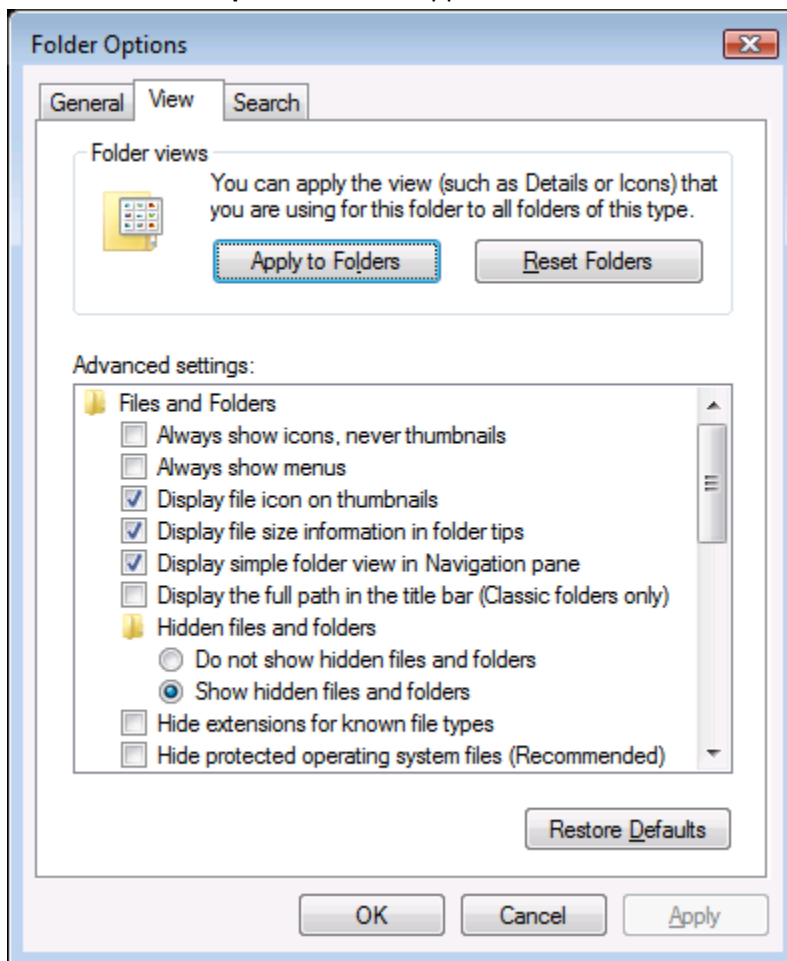


6. On the next screen check **Application and Applets** and **Trace and Log Files**, click **OK**
7. Click **OK** to exit **Temporary Files Settings** and click **OK** to exit **Java Control Panel**

Try application again and see if the problem is resolved.

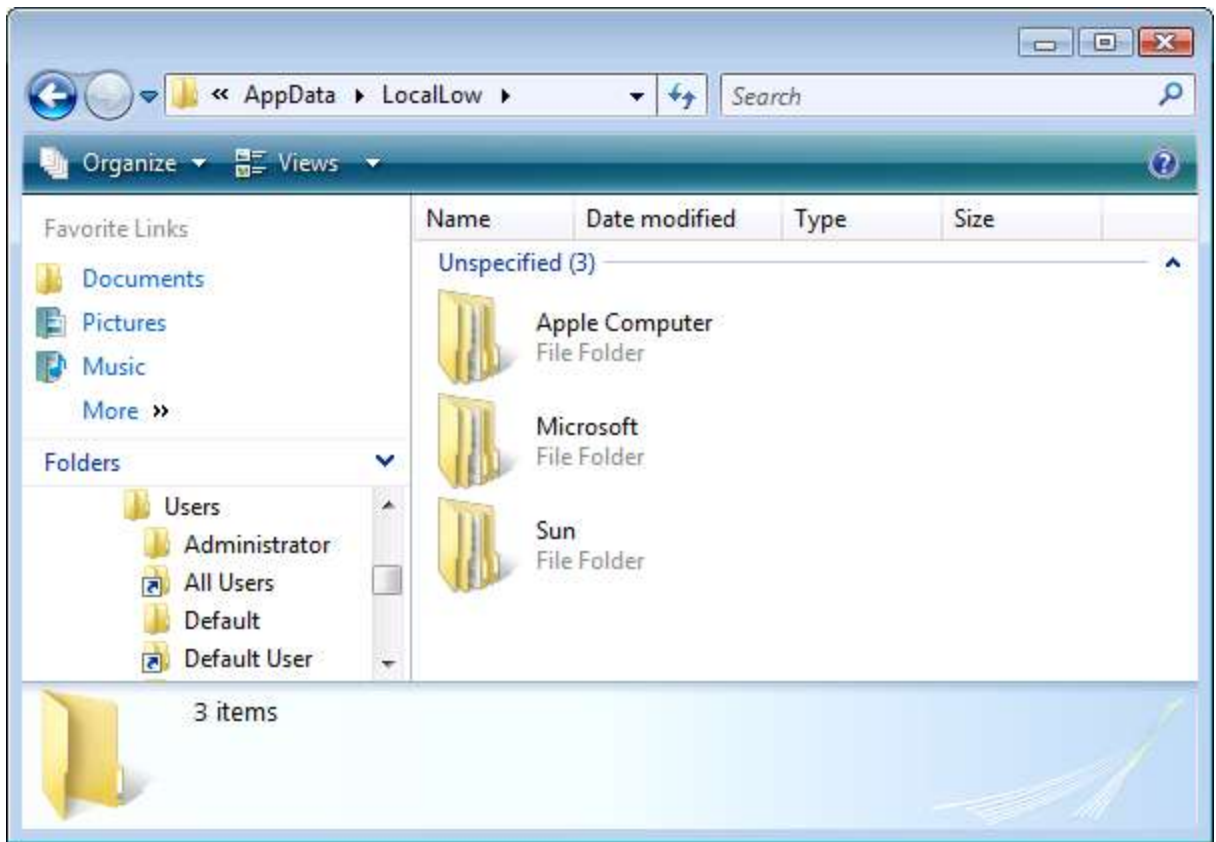
If problem persist close down all applications:

1. Open **My Computer**
2. In the **Menu Bar** select **Tools**; Vista users need to press **ALT** key to display the **Menu Bar**.
3. Select **Folder Options**
4. When the **Folder Options** window appears select the **View** tab



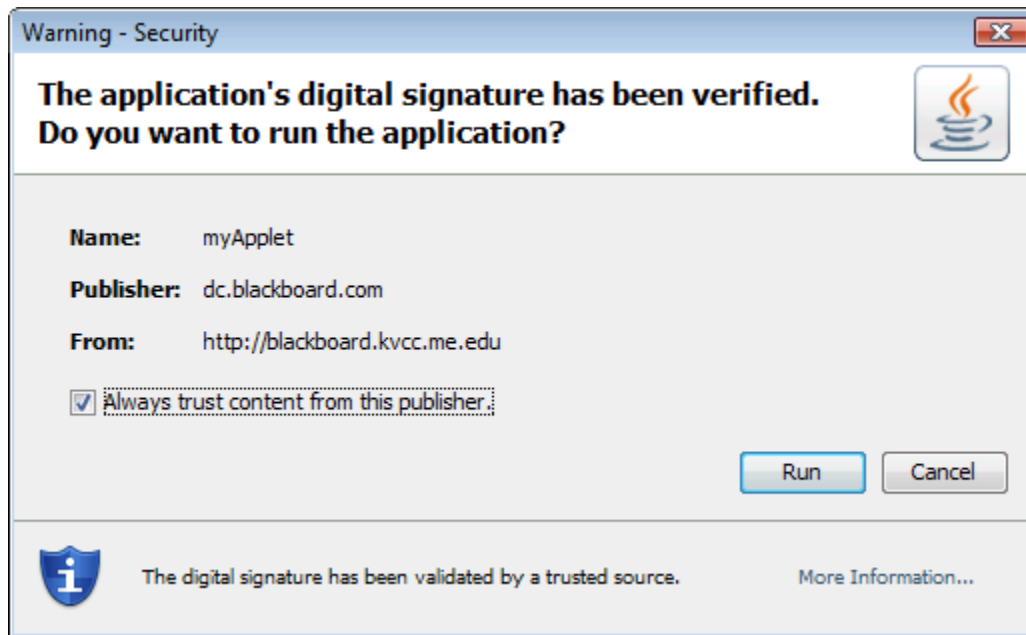
Make sure **Show hidden files and folders** is selected, click **OK** to close out windows.

5. Open **C** drive
6. XP users open **Documents and Settings**; Vista users open **Users** folder
7. Open "Username". Username refers to the name of the user that is currently logged on.
8. XP users - open **Application Data** folder. **Right-click** the **Sun** folder and choose **delete**
Vista users – open **AppData**, open **LocalLow**. **Right-click** the **Sun** folder and choose **delete**.



9. Close all windows.

Try application again. Application may display this Window:



Make sure to select **Always trust content from this publisher** and choose **Run**. This might display a couple times as applets are downloaded.