WebSTAR Recommended Browser Settings:

Internet Explorer

Internet Explorer is the supported browser for logging in, navigating, entering and accessing data, and other tasks in PeopleSoft. There may occur a time when you will receive an Application Exception message, or Application Level Service Failure message, or other similar types of error messages. This will probably result in not being able to continue using PeopleSoft until the condition is resolved.

At that point, you should:

> ➢ **Clear the Cache Immediately**
> ➢ **Clear the Cookies**
> ➢ **Close your browser**

This may resolve your problem right away and allow you to continue working.

Sample Error Message Screen

The following screen depicts a typical message that can occur when the cache should be cleared while using PeopleSoft.

The exception message states: **Bea.jolt.ApplicationException: TPESVCFAIL -application level service failure.** If you receive this or any similar type of message the first thing you should do is **Clear the Cache Immediately** and **Clear the Cookies** and close your browser.

What is Cache and why should you clear it?

Cache is a computer's memory. The most recent web pages you visit are stored in your browser's cache memory. The next time you visit that page it is retrieved from cache memory rather then downloaded from the actual web site. The problem occurs if the page you visited has been replaced with a more recent page. You will get the **old** information or copy of the page stored in cache memory — **NOT** the most recent page retrieved from the web site.

Please **Clear the Cache Immediately** to assure you are getting the most recent page.
It is suggested you use both methods detailed below to clear the cache if you are experiencing problems:

> ➢ **Always Clear the Cache When the Browser is Closed**
> ➢ **Clear the Cache Immediately**

What is a Cookie and why should you clear it?

A cookie typically records your preferences when using a particular web site. It puts that information in a file (called a cookie) on your computer so it can be referenced the next time you visit that web site. You may not want the preferences from the previous visit to the web site applied to the current visit; therefore, it is recommended to **Clear the Cookies**.

If you do not close the browser after you **Clear the Cache Immediately** and **Clear the Cookies**, you may get another exception message as shown below:

Webserver appears to be incorrectly configured
System detected that multiple webserver sessions are being generated during login.
Please contact your System Administrator for assistance.

Internet Explorer: Always Clear the Cache When the Browser is Closed
• Open Internet Explorer
• Drop down the **Tools** menu
• Click the **Internet Options** menu item
• Click the **Advanced** tab in the Internet Options window
• Scroll down to the **Security** section within the Advanced tab
• Verify that the square box in front of the **Empty Temporary Internet Files folder when browser is closed** is **checked**.
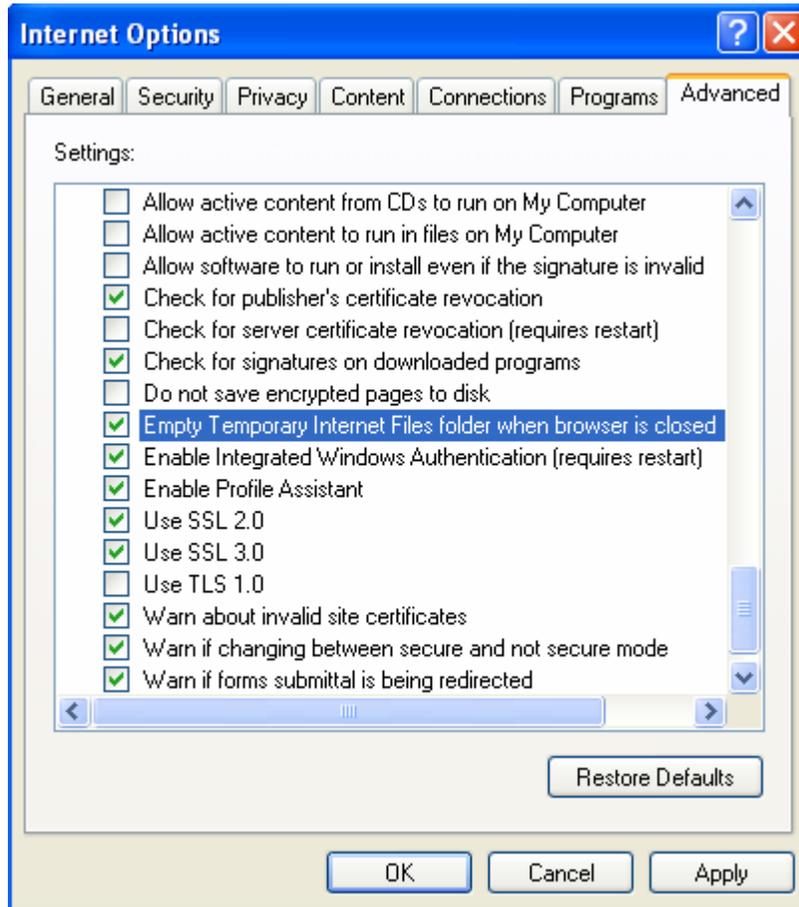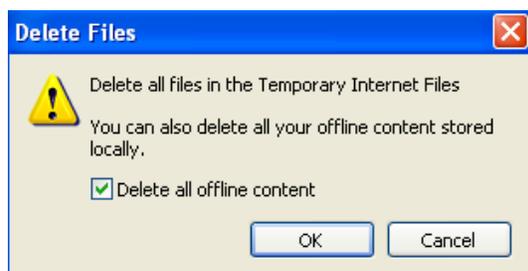

Click on the **OK** button to save the settings and close the Internet Options window.

Internet Explorer: Clear the Cache Immediately
• Open Internet Explorer
• Drop down the **Tools** menu
• Click the **Internet Options** menu item
• Click the **General** tab in the Internet Options window
• Go to the **Temporary Internet files** section within the General tab
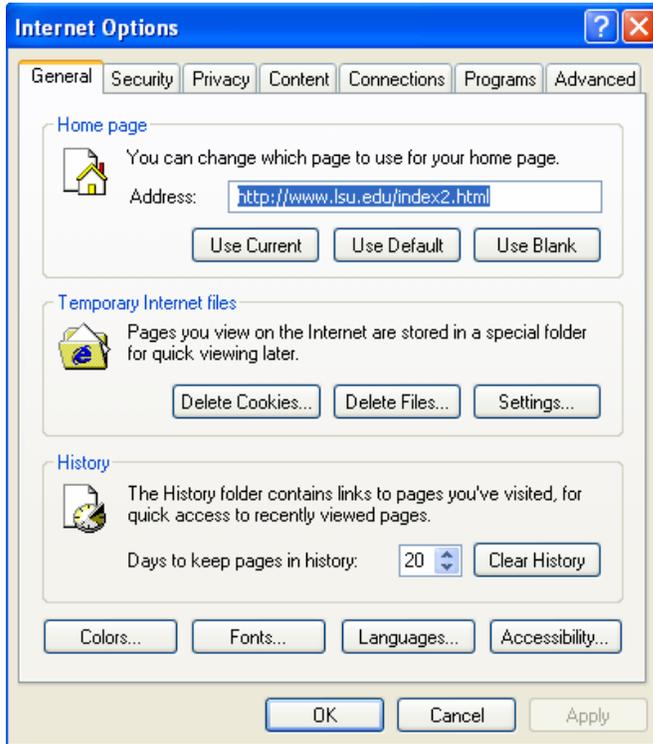• Click on the **Delete Files...** button

Click in the **Delete all offline content** box so a check mark appears. Click on the **OK** button to delete all files in the Temporary Internet Files and all Web page content that you have made available offline.

You will be returned to the Internet Options window, Click the **OK** button to save the settings and close the window.

Internet Explorer: Clear the Cookies
- Open Internet Explorer
- Drop down the **Tools** menu
- Click the **Internet Options** menu item
- Click the **General** tab in the Internet Options window
- Go to the **Temporary Internet files** section within the General tab
- Click on the **Delete Cookies...** button

Click on the **OK** button to Delete all cookies in the Temporary Internet Files folder

You will be returned to the Internet Options window, click on the **OK** button to save the settings and close the window.