

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 2**

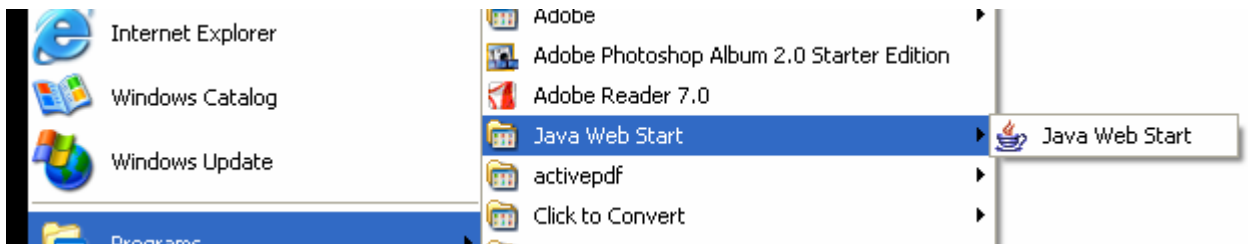


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Some troubleshooting may be necessary because Java Web Start cache needs to be cleared.

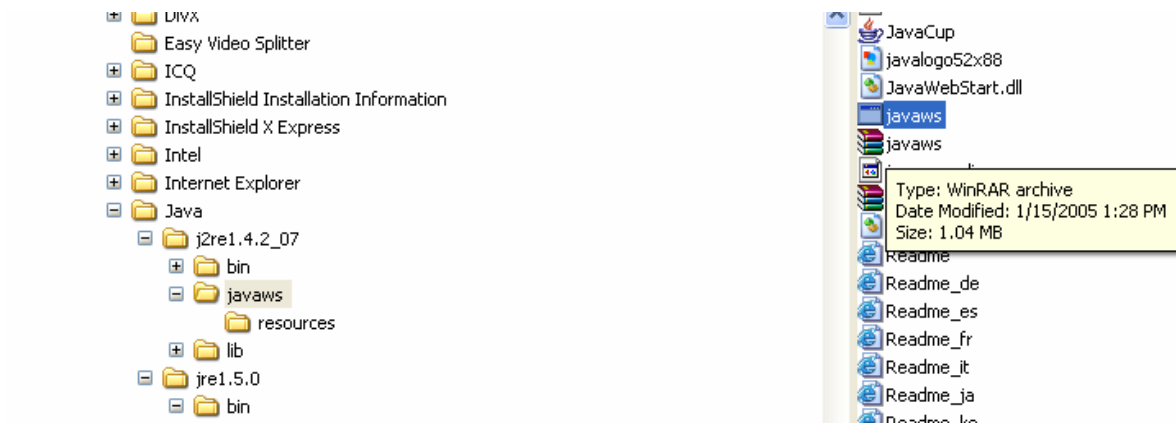
Procedure to clear Java Web Start 1.4.

Launch the Java Web Start Utility by using your general menu like this.



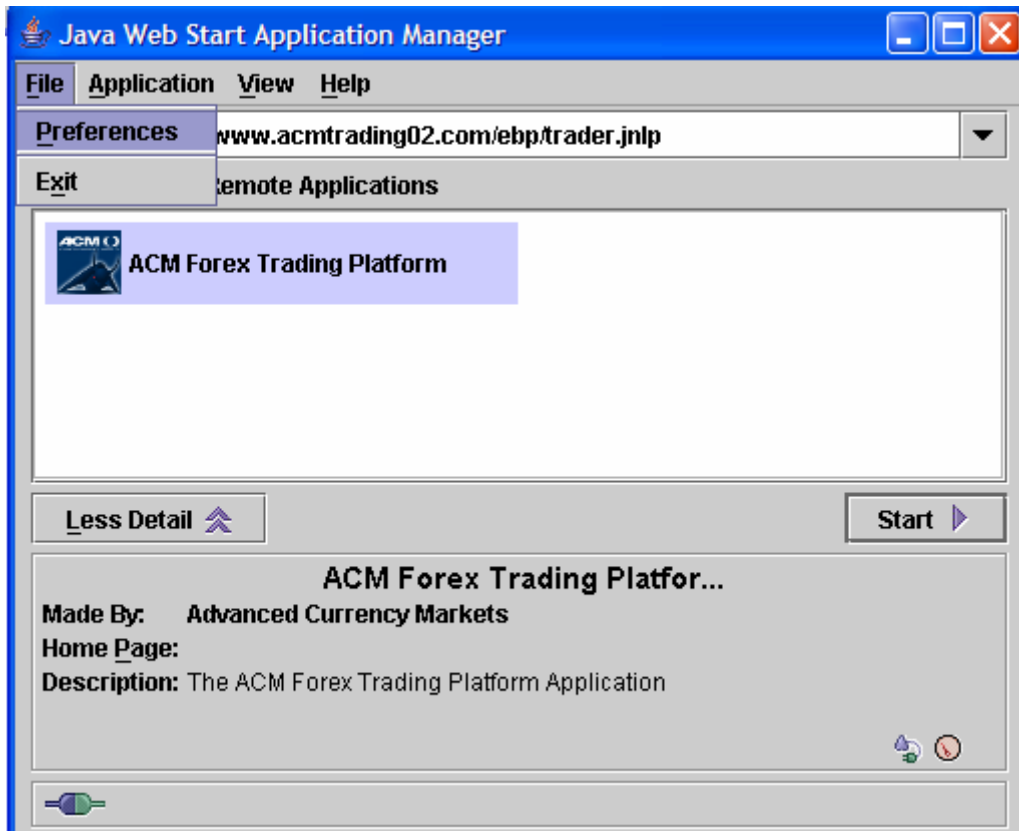
If you don't see the Java Web Start Shortcut then it should be located in your JRE installation directory.

As an example: C:\Program Files\Java\j2re1.4.2_07\javaws\javaws.exe"



When launching the javaws.exe you see the Java Web Start Application manager

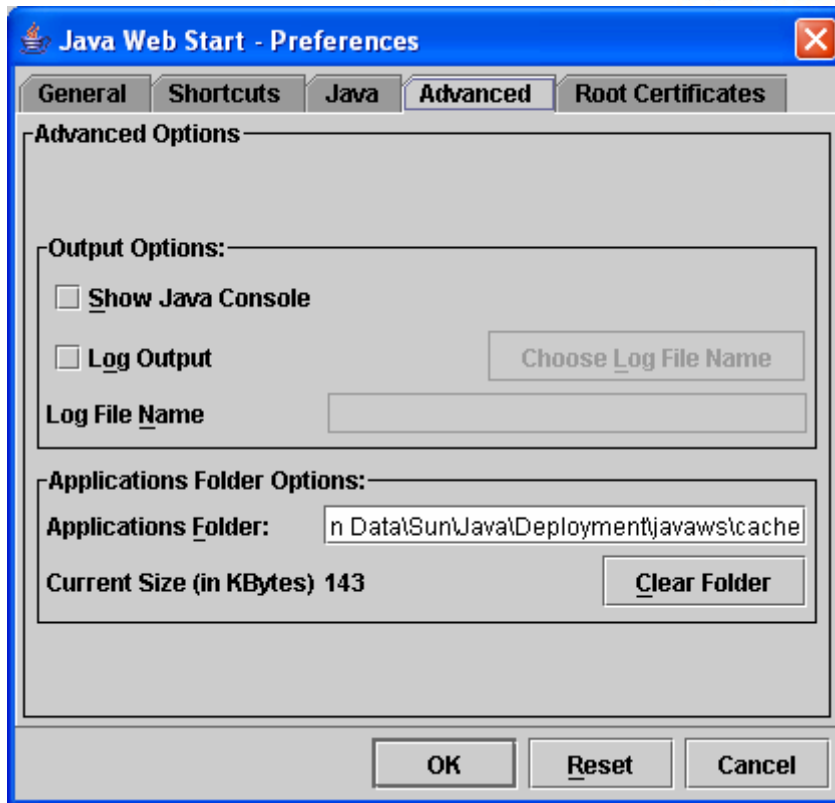
Click on **Preferences** Menu



In the **Preferences** dialog select the **Advanced** Tab.

Click on Clear button, then on OK

This action will clear the cache for all downloaded web start application .



Click OK to close the **Preferences** dialog.
Close the **Java Web Start Utility** dialog.

Try to re-launch the Trading Console from **your Internet browser (not from the desktop)**.