

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 2**

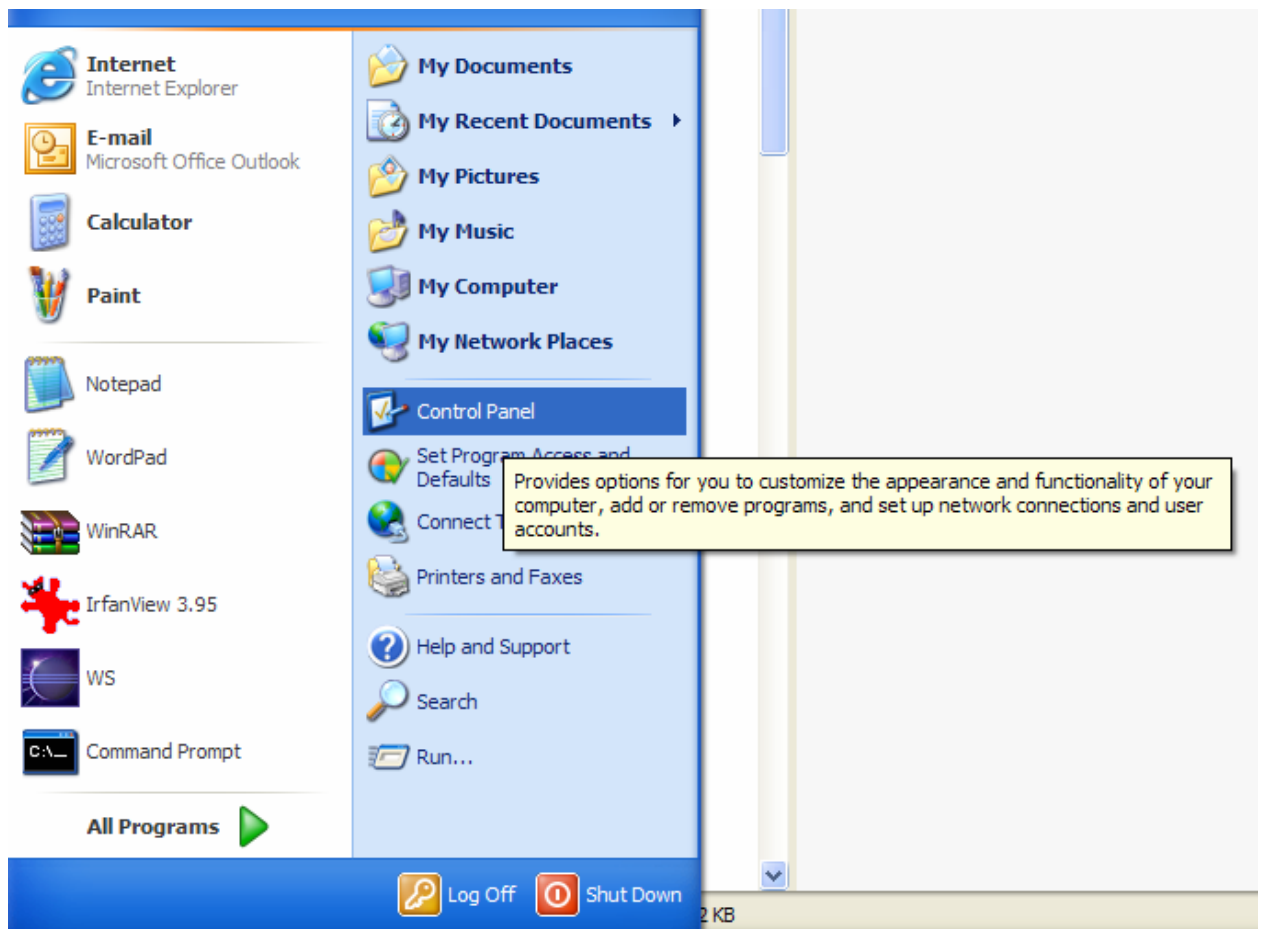


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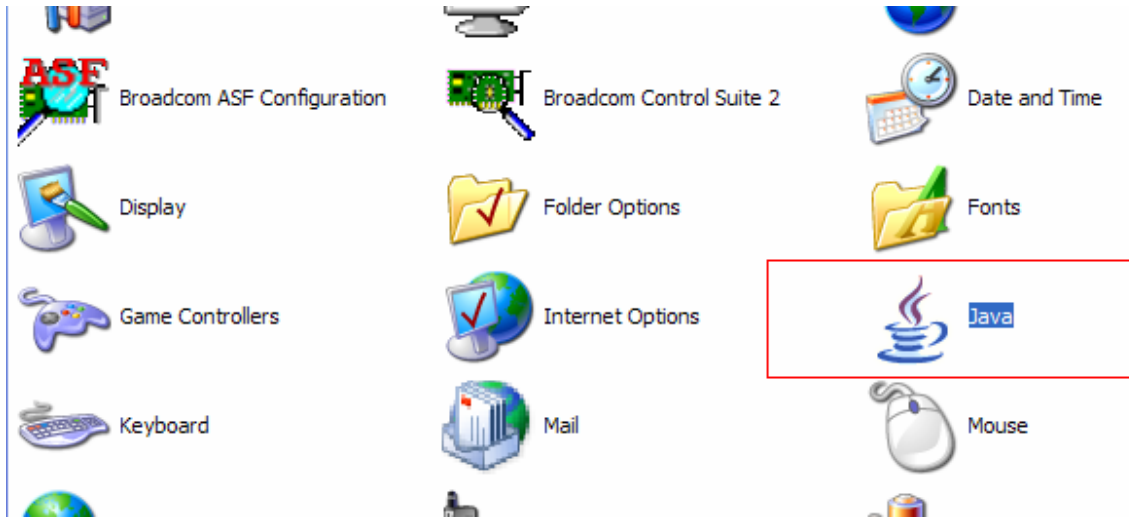
Some troubleshooting may be necessary because Java Web Start cache needs to be cleared.

Procedure to clear Java Cache 1.5:

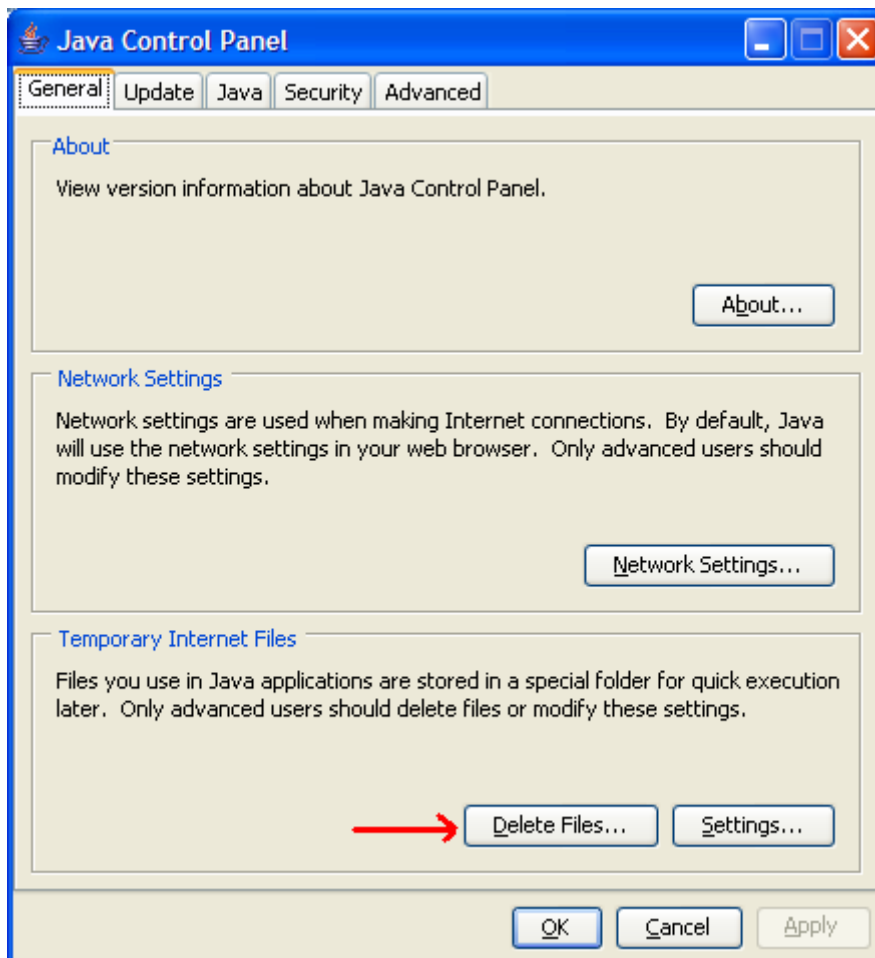
Launch the **Windows Control Panel** Utility by using your general menu like this.



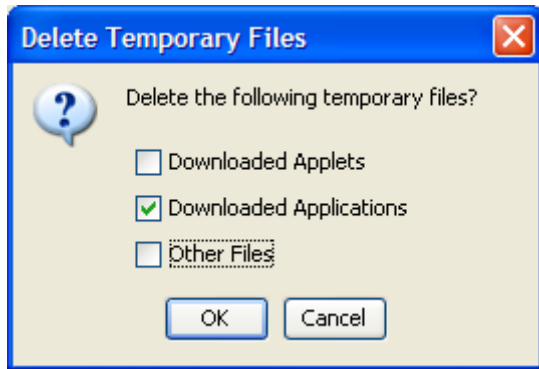
In the Windows Control Panel, launch the "Java Control Panel"



When the **Java Control Panel** is showing press on **Delete File Button...**



In the "**Delete Temporary Files**" Box.



Check only "**Downloaded Applications**", and then press OK.

Close the **Java Control Panel** dialog.

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