

**ACM TRADING PLATFORM  
TROUBLESHOOTING LEVEL 2**



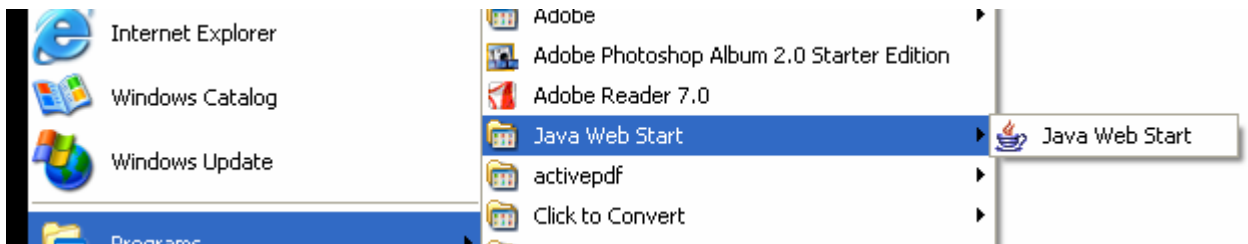
© 2005 ACM All rights reserved. The content of this document is confidential and the intellectual property of ACM SA. This documentation is protected by copyright and distributed under licenses restricting its use, copying and distribution. No part of this

documentation may be reproduced in any form by any means without prior written authorization of ACM SA.

Some troubleshooting may be necessary because Java Web Start has not been configured correctly.

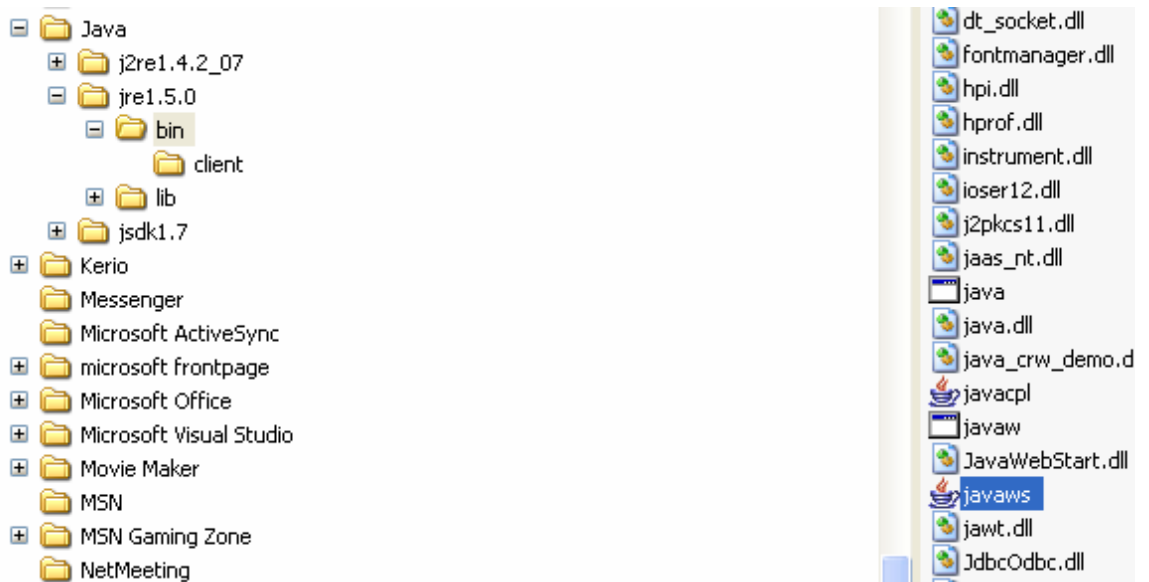
**Procedure to clear Java Web Start 1.5:**

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



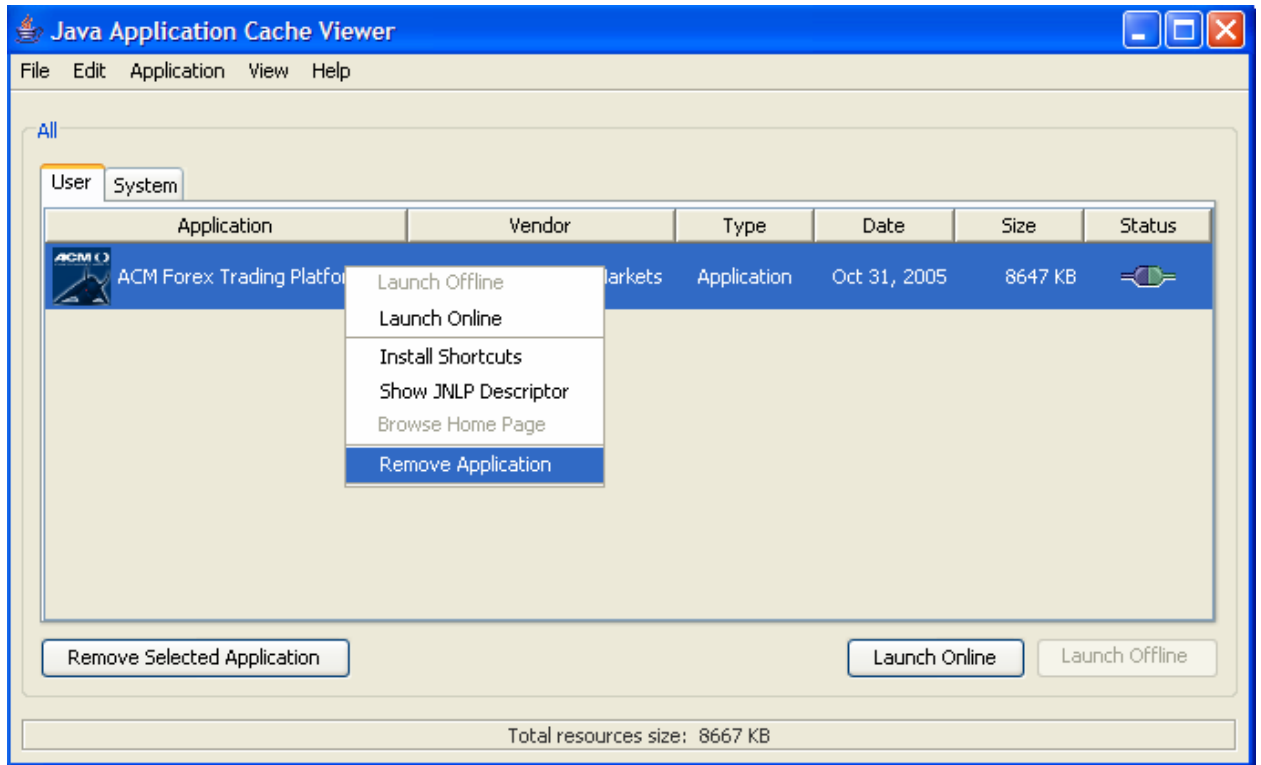
If you don't see the Java Web Start Shortcut then it should be located in your JRE installation directory.

As an example: C:\Program Files\Java\jre1.5.0\bin\javaws.exe"

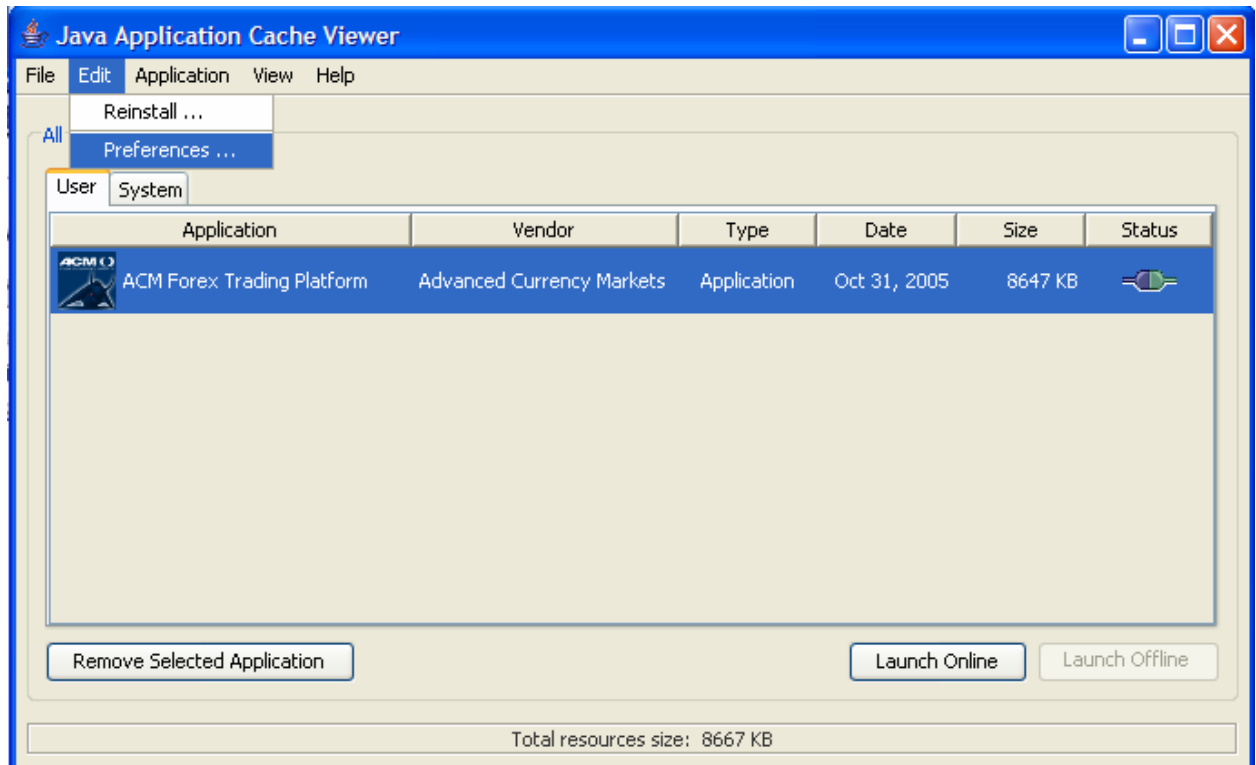


When launching the javaws.exe you see the "**Java Web Start Cache Viewer**"

Right click on the ACM trading application and select the **Remove Application** Item.



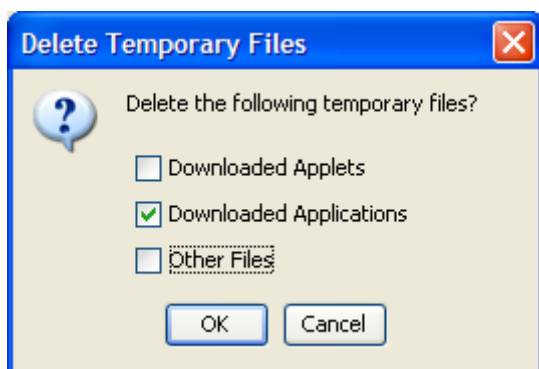
Go to the **Edition => Preferences** menu to display "**Java Control Panel**"



When the **Java Configuration 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.  
Close the **Java Web Start Utility** dialog.

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

