

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 3**



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

Procedure to clear Java Web Start 1.5.

Go to the **user home directory** with File Explorer.

It should be in the form of:

C:\Documents and Settings

As an example:

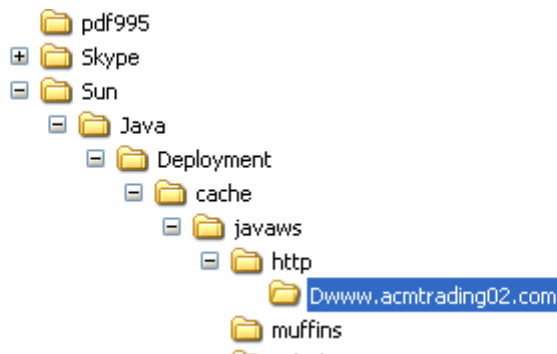
C:\Documents and Settings\Patrick

There go to the sub-directory

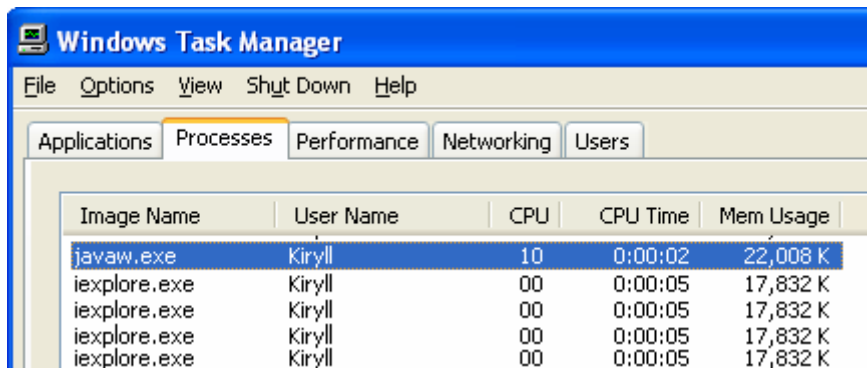
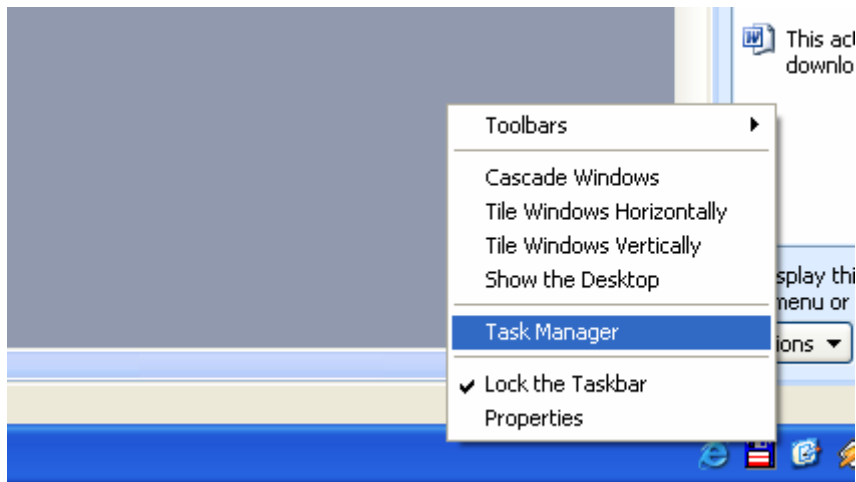
\Application Data\Sun\Java\Deployment\cache\javaws\http\D<URL from where the ACM console was downloaded>

As an example:

\Application Data\Sun\Java\Deployment\cache\javaws\http\Dwww.acmtrading02.com
sub-directory



Then delete this directory. If access is denied, launch the windows task manager and kill **java.exe** process.



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

Try to re-launch the ACM Trading Console.