

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 3**



© 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 cache needs to be cleared.

Procedure to clear Java Web Start 1.4.

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

It should be in the form of:

C:\Documents and Settings\<username>

As an example:

C:\Documents and Settings\Patrick

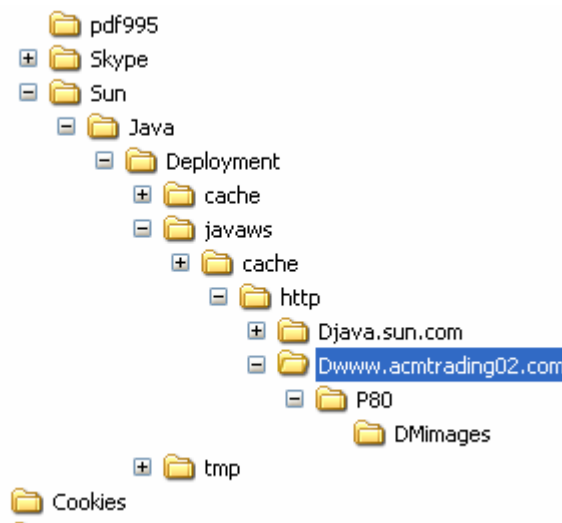
There go to the sub-directory

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

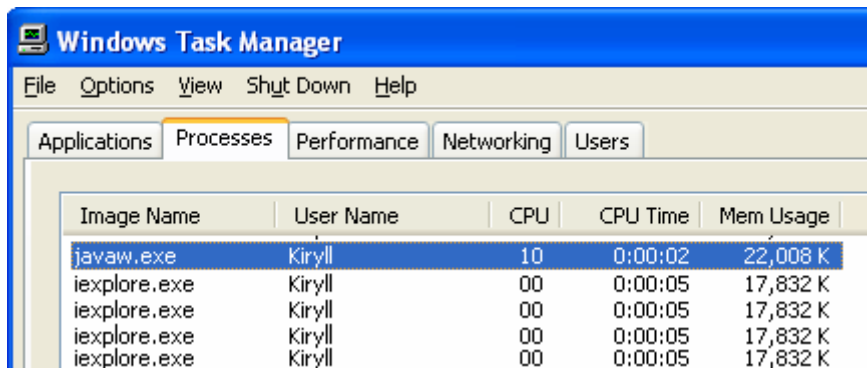
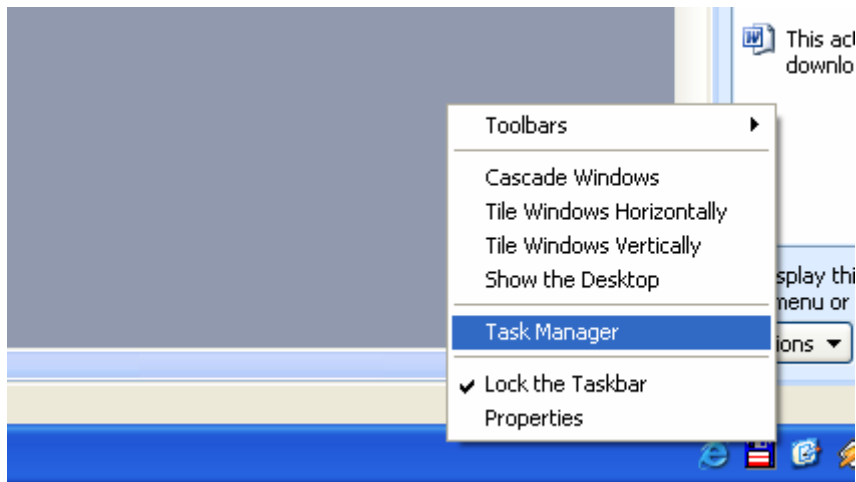
As an example:

\Application Data\Sun\Java\Deployment\javaws\cache\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.