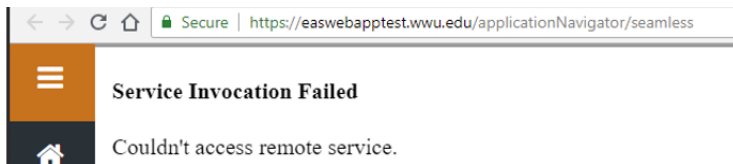Banner 9 Quick Sheet

Clear the Browser Cache

Ellucian recommends clearing your cache after each upgrade. The tech team recommends clearing your cache anytime you encounter an unusual error such as "Service Invocation Failed" Couldn't access remote service. These errors have to do with Single-sign-on (CAS).

1. From MyWestern, Employee Tab, Log into Banner 9 using Chrome (or any browser).
2. Instead of seeing the Banner 9 home page (Application Navigator), you the following message appears:
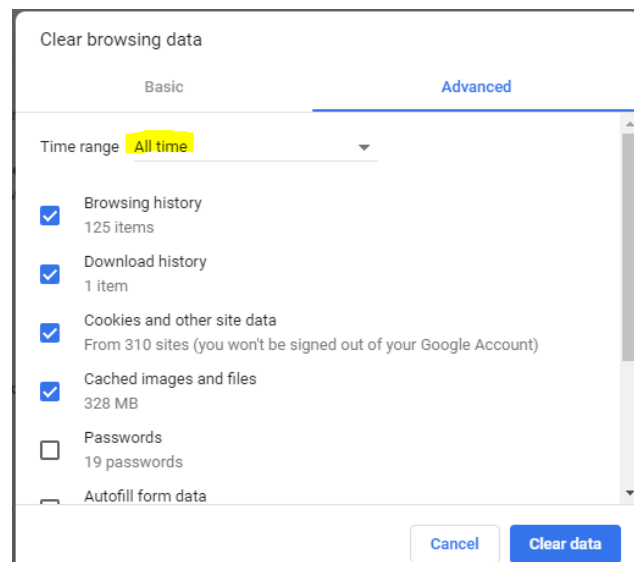

3. Or when accessing admin pages nothing is displayed, the page is blank.
4. Clear the browser cache. See browser specific instructions below.
5. After clearing the cache exit the browser completely then go back in to the browser and sign in to myWestern and open Banner 9.

Chrome:

1. Type (Ctrl+Shift+Del) to open the Clear browsing data window.

Note the Time range, make sure "All time" is selected. If you click on the Advanced tab you can uncheck Passwords:
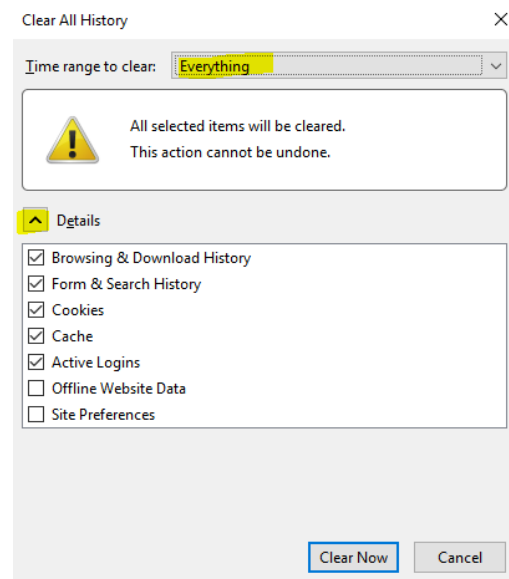
2. Make sure Cookies and other site data and Cached images and files are checked.
3. Click Clear Data.
4. Close the browser including all open browser windows. The browser must be completely shut down.
5. Open browser and log back in to myWestern and Banner 9.

Banner 9 Quick Sheet

FireFox:

1. Type (Ctrl+Shift+Del), click the down arrow before Details.

   Note the Time range, make sure "Everything" is selected.

2. Make sure Cookies and Cache are checked.
3. Click Clear Now.
4. Close the browser including all open browser windows. The browser must be completely shut down.
5. Open browser and log back in to myWestern and Banner 9.

Internet Explorer (ie):

1. Type (Ctrl+Shift+Del) to open the Delete Browsing History options window.
2. The highlighted boxes are the most critical to leave checked, Cookies and website data and History.
3. Click Delete.
4. Close the browser including all open browser windows. The browser must be completely shut down.
5. Open browser and log back in to myWestern and Banner 9.