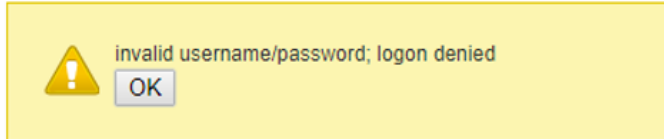Banner 9 Quick Sheet

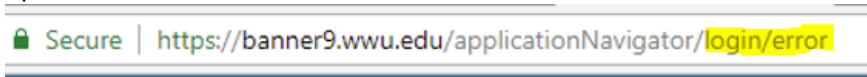# Invalid Username/password; logon denied

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), the following message appears:
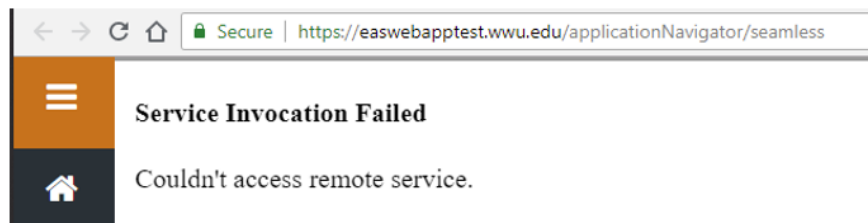

or

3. Instead of clicking OK, edit the URL. Remove login/error, and click enter. Banner 9 successfully opens.

Service Invocation Failed

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), the following message appears:

3. Close the browser and open the browser.
4. From MyWestern, Employee Tab, Log into Banner 9.
5. If the message still persists, it is time to clear the browser cache. See Clear Cache Quick Sheet for further instructions.