WebSTAR Recommended Browser Settings:

Internet Explorer

Internet Explorer is the supported browser for logging in, navigating, entering and accessing data, and other tasks in PeopleSoft. There may occur a time when you will receive an Application Exception message, or Application Level Service Failure message, or other similar types of error messages. This will probably result in not being able to continue using PeopleSoft until the condition is resolved.

At that point, you should:

- Clear the Cache Immediately
- Clear the Cookies
- Close your browser

This may resolve your problem right away and allow you to continue working.

Sample Error Message Screen

The following screen depicts a typical message that can occur when the cache should be cleared while using PeopleSoft.

The exception message states: **Bea.jolt.ApplicationException: TPESVCFAIL -application level service failure.** If you receive this or any similar type of message the first thing you should do is **Clear the Cache Immediately** and **Clear the Cookies** and close your browser.

WebSTAR	THE UNIVERSITY of NEW ORLEANS
Max N	/ebSTAR
*	Learning Solutions
Help Forgot your passw	vord? WebSTAR Information Additional Information
User ID: Password:	Sign In bea.jolt.ApplicationException: TPESVCFAIL - application level service failure
NOTICE: I understand that student, employe student, faculty, and employees, from any sc performance of my official duties as a Univer Education Rights and Privacy Act of 1975 as amend (HIPPA) and State and University policies, including confidentiality of information maintained by the Un and financial information to which I have access an student, faculty, employee, or financial information Access or use of this computer sustained by the Un	e, and financial information relating to the University of New Orleans and its purce and in any form, is confidential and is available to me solely for the sity of New Orleans employee or contractor. Federal law, including the Family led (FERPA), the Health Insurance Portability and Accountability Act of 1996 a AP 51.1 (Educational Privacy Rights of Students) guarantee the security and inversity. I will protect the privacy and confidentiality of students, faculty, employee, id will use it solely for the performance of my official duties. I agree not to access unless such access is required for the performance of my official duties.

What is Cache and why should you clear it?

Cache is a computer's memory. The most recent web pages you visit are stored in your browser's cache memory. The next time you visit that page it is retrieved from cache memory rather then downloaded from the actual web site. The problem occurs if the page you visited has been replaced with a more recent page. You will get the **old** information or copy of the page stored in cache memory — **NOT** the most recent page retrieved from the web site.

Please **Clear the Cache Immediately** to assure you are getting the most recent page. It is suggested you use both methods detailed below to clear the cache if you are experiencing problems:

- > Always Clear the Cache When the Browser is Closed
- > Clear the Cache Immediately

What is a Cookie and why should you clear it?

A cookie typically records your preferences when using a particular web site. It puts that information in a file (called a cookie) on your computer so it can be referenced the next time you visit that web site. You may not want the preferences from the previous visit to the web site applied to the current visit; therefore, it is recommended to **Clear the Cookies**.

If you do not close the browser after you **Clear the Cache Immediately** and **Clear the Cookies**, you may get another exception message as shown below:



Webserver appears to be incorrectly configured System detected that multiple webserver sessions are being generated during login. Please contact your System Administrator for assistance.

Internet Explorer: Always Clear the Cache When the Browser is Closed

- Open Internet Explorer
- Drop down the **Tools** menu
- Click the Internet Options menu item
- Click the Advanced tab in the Internet Options window
- Scroll down to the Security section within the Advanced tab

• Verify that the square box in front of the Empty Temporary Internet Files folder when browser is closed is checked.

Internet Options		
General Security Privacy Content Connections Programs Advanced		
Settings:		
Allow active content from CDs to run on My Computer		
 Allow software to run or install even if the signature is invalid Check for publisher's certificate revocation 		
Check for server certificate revocation (requires restart) Check for signatures on downloaded programs		
Do not save encrypted pages to disk		
 Empty Temporary Internet Files folder when browser is closed Enable Integrated Windows Authentication (requires restart) 		
Enable Profile Assistant		
V Use SSL 3.0		
✓ Use TLS T.U ✓ Warn about invalid site certificates		
 Warn if changing between secure and not secure mode Warn if forms submittal is being redirected 		
Restore Defaults		
OK Cancel Apply		

Click on the **OK** button to save the settings and close the Internet Options window.

Internet Explorer: Clear the Cache Immediately

- Open Internet Explorer
- Drop down the **Tools** menu
- Click the Internet Options menu item
- Click the General tab in the Internet Options window
- Go to the Temporary Internet files section within the General tab
- Click on the **Delete Files...** button

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Home page You can change which page to use for your home page. Address: http://www.lsu.edu/index2.html Use Current Use Default Use Blank	
Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete Cookies Delete Files	
History The History folder contains links to pages you've visited, for quick access to recently viewed pages. Days to keep pages in history: 20 📚 Clear History	
Colors Fonts Languages Accessibility	
OK Cancel Apply	

Click in the **Delete all offline content** box so a check mark appears. Click on the **OK** button to delete all files in the Temporary Internet Files and all Web page content that you have made available offline.

Delete	Files 🔀
1	Delete all files in the Temporary Internet Files You can also delete all your offline content stored locally.
	Delete all offline content
	OK Cancel

You will be returned to the Internet Options window, Click the **OK** button to save the settings and close the window.

Internet Explorer: Clear the Cookies

- Open Internet Explorer
- Drop down the **Tools** menu
- Click the Internet Options menu item
- Click the General tab in the Internet Options window
- Go to the Temporary Internet files section within the General tab
- Click on the **Delete Cookies...** button



Click on the OK button to Delete all cookies in the Temporary Internet Files folder



You will be returned to the Internet Options window, click on the **OK** button to save the settings and close the window.