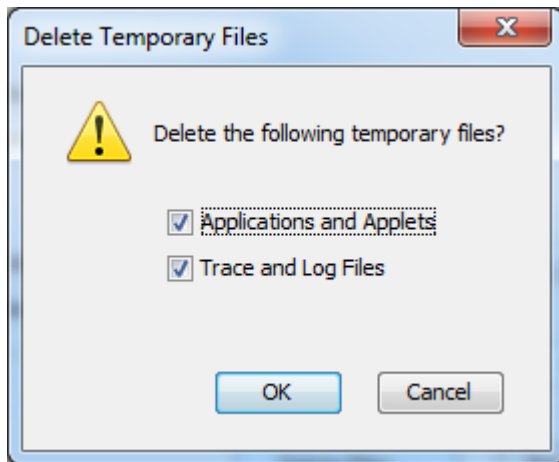


Alternate steps for clearing Java cache

If you're running Windows 7, you may have two versions of Java. In that case use the following steps to edit the Java Control Panel:

Run Banner. Even if you get an error, you should still see the Java coffee cup icon in the lower, right-hand portion of your screen. **Right-click** on that icon and select **Open Control Panel**. Then, on the **General** tab under **Temporary Internet Files**, click **Settings**. Then click **Delete Files**. That should get you to this box:



Click **OK**.

Then be sure to **close all browser windows** and start Banner again in a new window.