

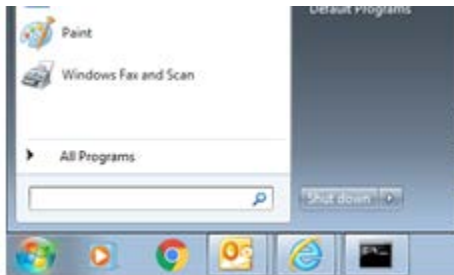
How to clear the URL certificate cache on your machine

Windows :

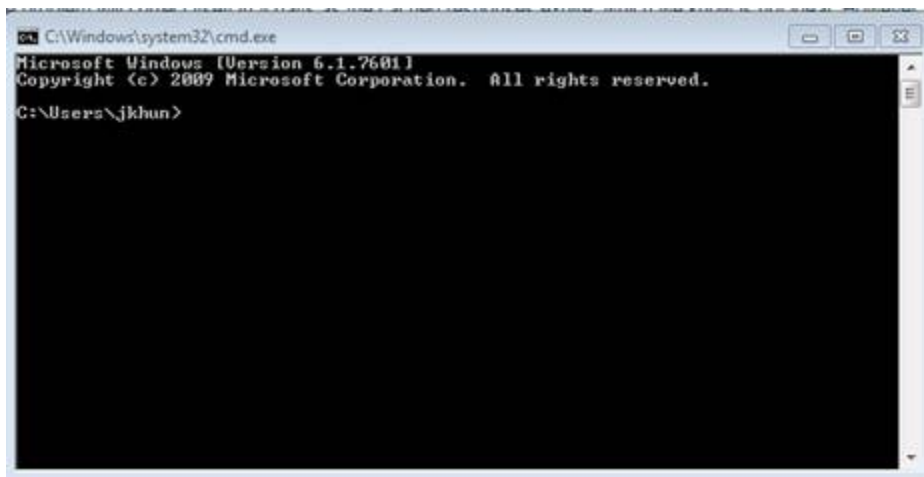
- Click on the Start button at the bottom left of your screen.



- In the search field please type in “cmd” and press the Enter key.



- You should see the C:\Windows\system32\cmd.exe dialog box appear (windows box with the black background) like below.



- In the C:\users\((your username here)>prompt, type in the following:
certutil -urlcache * delete
and then press the Enter key.

You should see the dialog box running some words across the screen. Once it completes you can then try to login to banner. You can just approve the messages like you normally would for the java update.

Macintosh:

- Close all of your browser windows.
- Close your browser.
- Open the Applications folder on your system.
- Open the Utilities folder.
- Open the Terminal application.
- At the prompt, type in the following highlighted command and press the Enter key: `sudo rm /var/db/cr1s/*cache.db`
- The command will run clearing the certificate cache. This may take a few seconds or longer. Do not do anything until you are back to the prompt again with the blinking cursor beside it.
- Close the Terminal window once the process completes.
- Try going to the site which would not allow you to do so previously.