This KM explains what to do if you are unable to launch or log into the Configurator.

To fix this, you must clear the Java cache. Clear the Java cache by following the steps below.

End User Solution

1. Click **Start** then Control Panel.
2. Double-click the Java icon in the control panel. The Java Control Panel appears.
3. Click **Settings** under Temporary Internet Files. The Temporary Files Settings dialog box appears.
4. Click **Delete Files**. The Delete Temporary Files appears.
5. Click **OK** on Delete Temporary Files window. This deletes all the Downloaded Applications and Applets from the cache.
6. Click **OK** on Temporary Files Settings window. If you want to delete a specific application and applet from the cache, click **View Application** and **View Applet** options respectively.

If the above steps do not rectify the problem, it may be the JRE version that is loaded on the user's PC.

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