



## Sample Message Screen

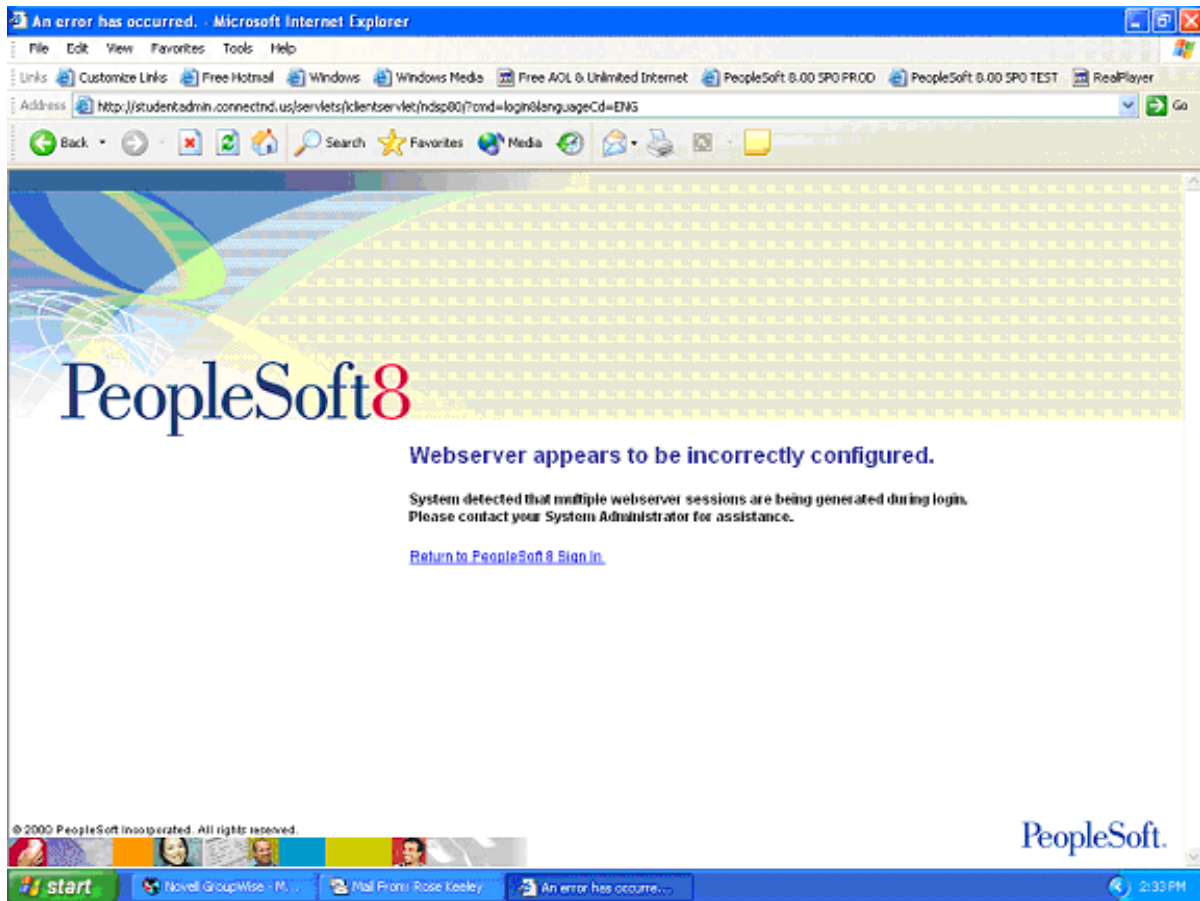
(Resolve by **Clear the Cache Immediately**, **Clear the Cookies** and **Close the Browser**)

The following screen depicts a typical message that can occur when the cache needs to 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.

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.



This exception message states:

### **Webserver appears to be incorrectly configured**

**System detected that multiple webserver sessions are being generated during login. Please contact your System Administrator for assistance.**

If you do see this message, close your browser and login again.