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.