

How To Clear Java Cache In Windows 10?

For Windows 10 – Please refer page 2-4

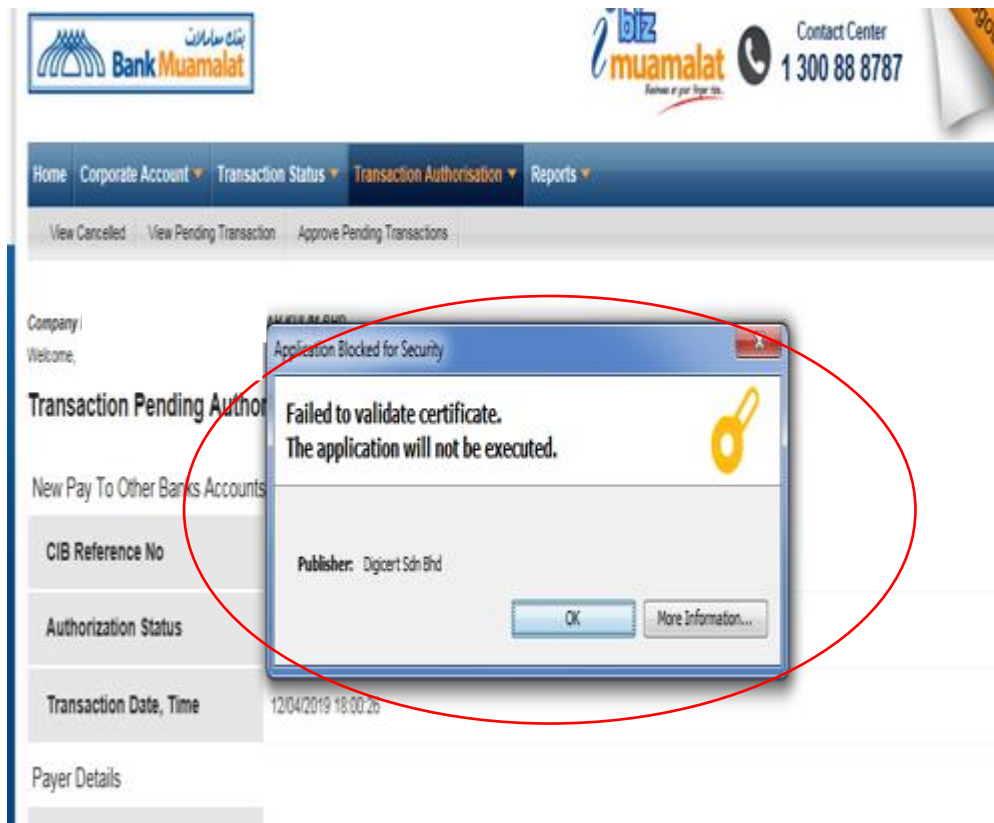
For Windows 7 – Please refer 5-7

Note:

1. Only user who recently facing difficulties in performing transaction with the related error message shown below can proceed to clear Java cahce for resolution.
2. Please do not upgrade your Java version to avoid inconvenience cause.

Reported Date: 15 Apr 2019

Error “Failed to validate certificate. The application will not be executed”.

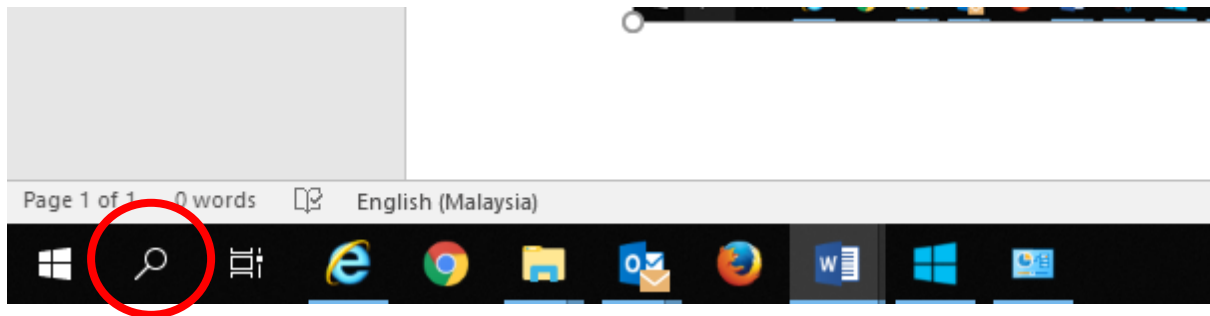


Bank Muamalat Action Taken:

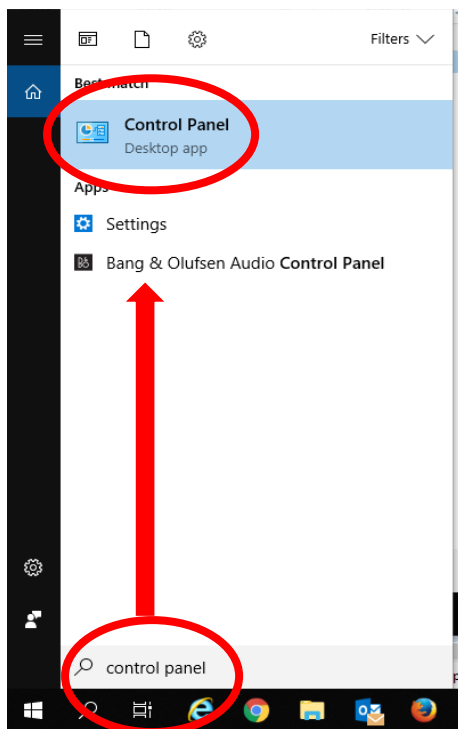
1. Applied new update Java Applet in Bank Muamalat Server.
2. Required user to clear Java Cache only in user's machine to resolved the error.

Windows 10 User:

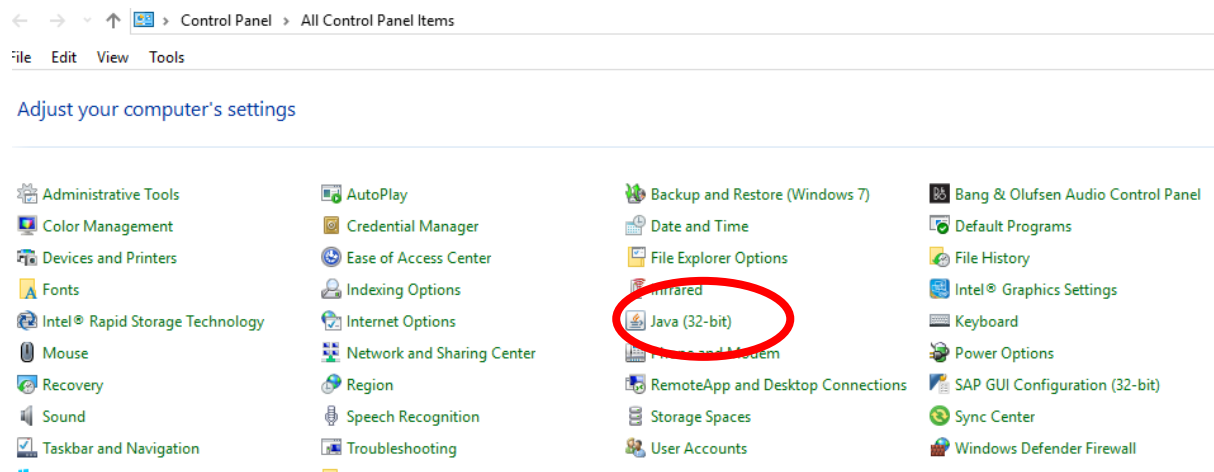
1. Go to the **search function** as shown below.



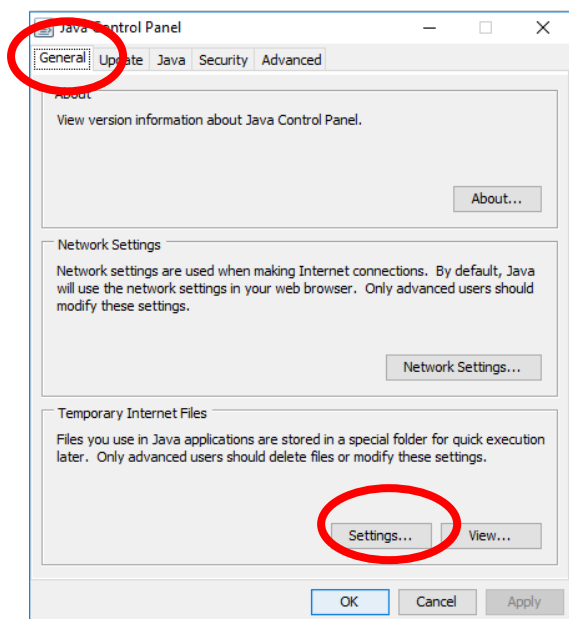
2. Type “**Control panel**” as shown below. Then click on “**Control panel**”.



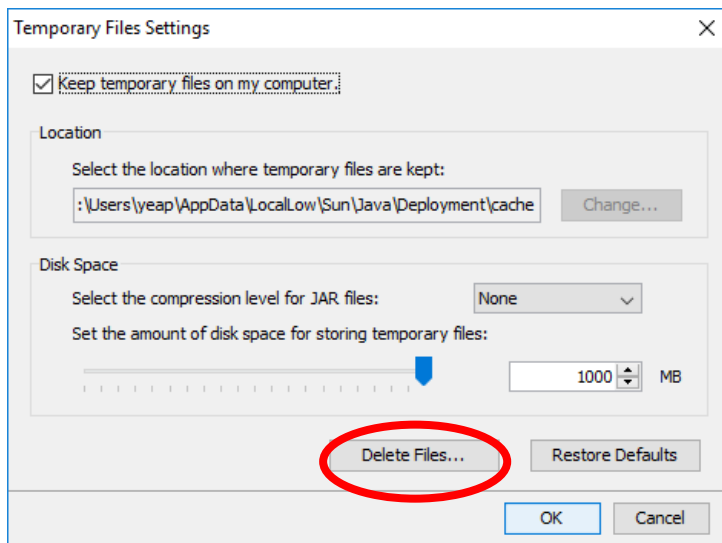
3. Double click on “Java” as shown below.



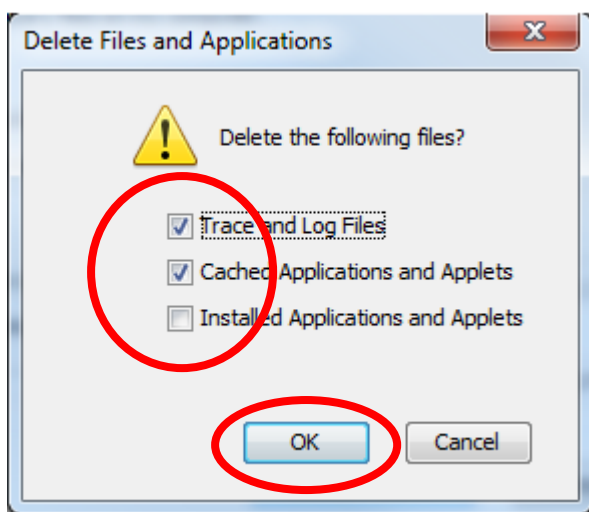
4. Click on “Setting” as shown below.



5. Click “Delete Files” as shown below.



6. Please tick or select all 3 boxes as shown below. Then Click “OK button” to delete.



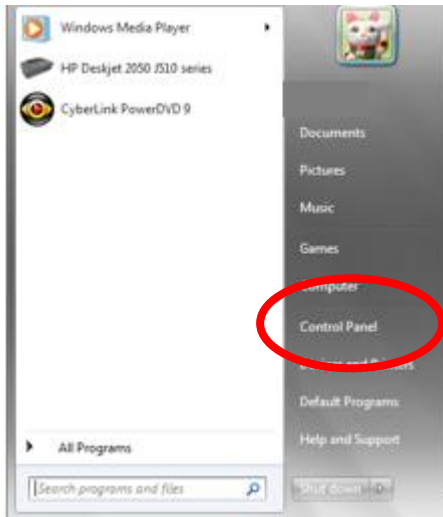
7. Then you can proceed to test transaction as usual to see the result.

8. Kindly revert or reply the new status to the support officer to close case.

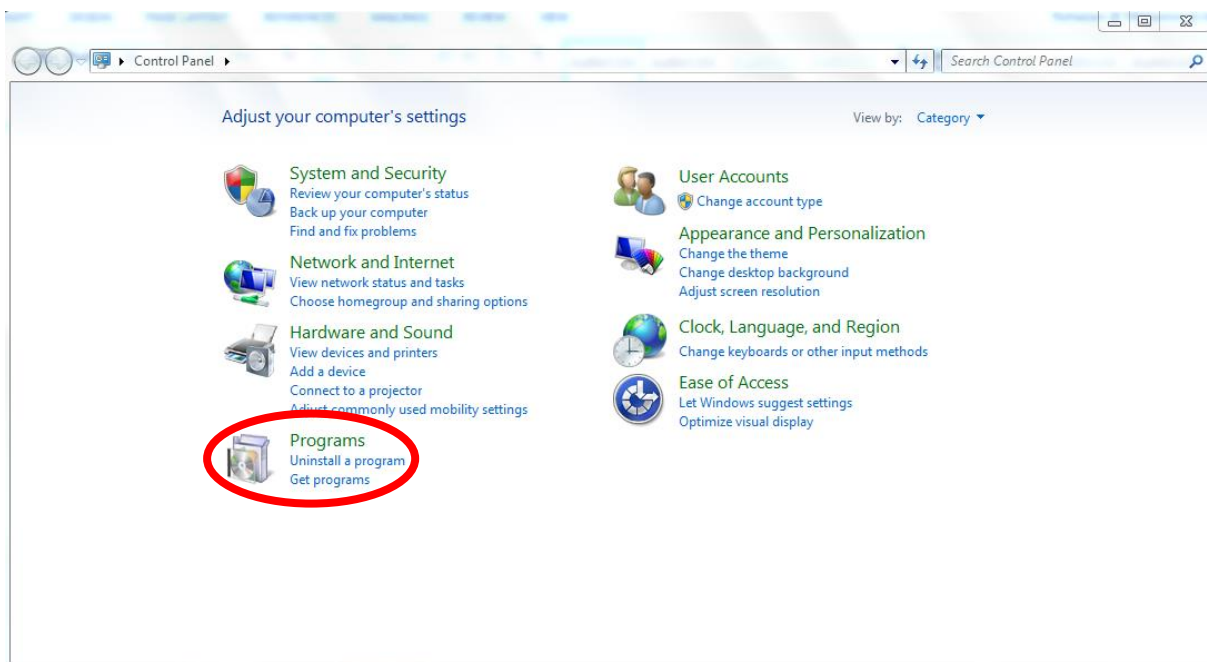
Thank You.

Windows 7 User:

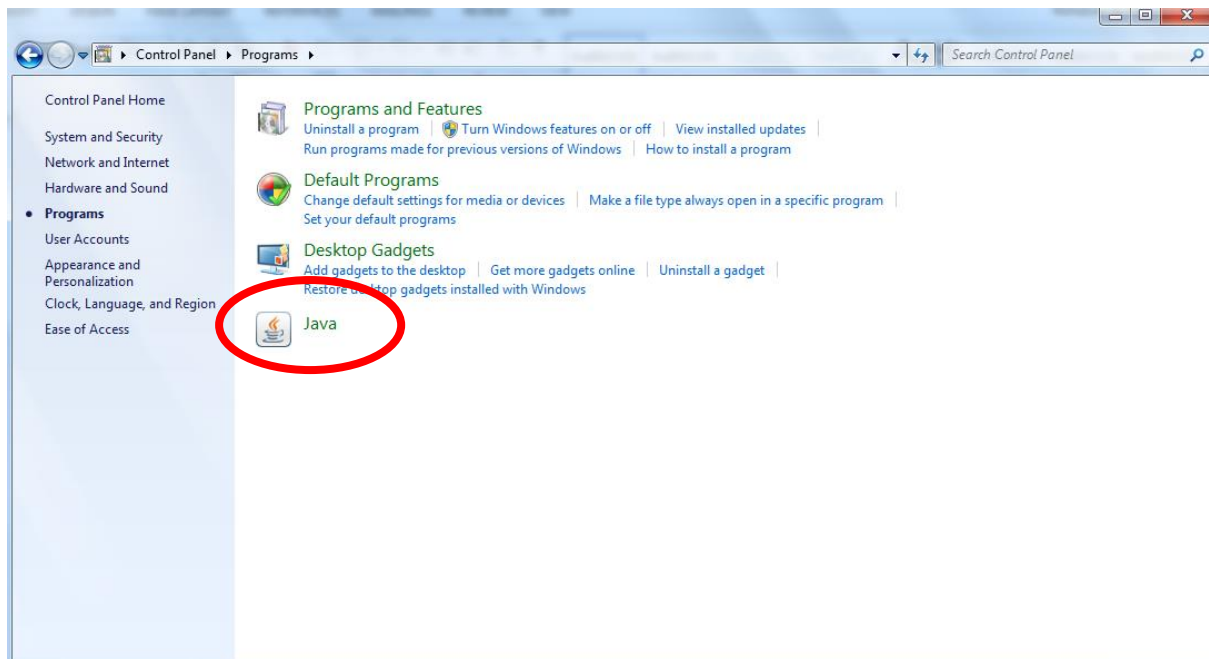
1. Go to **Start** > Click “**Control Panel**” as shown below.



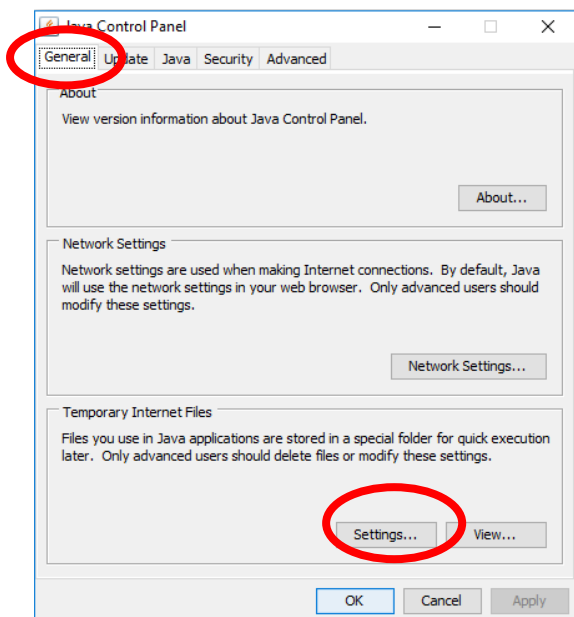
2. Click “**Programs**” as shown below.



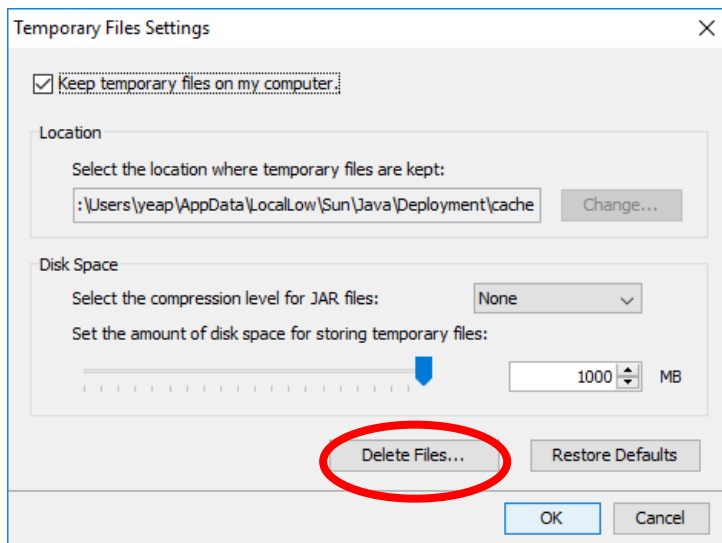
3. Click “Java” as shown below.



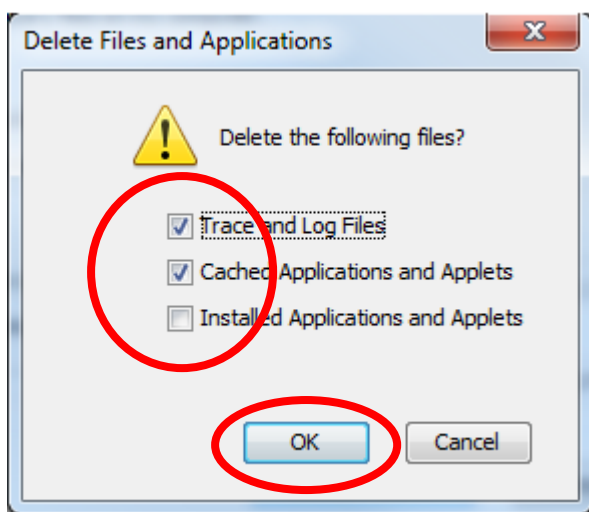
4. Click on “Setting” as shown below.



5. Click “Delete Files” as shown below.



6. Please tick or select all 3 boxes as shown below. Then Click “OK button” to delete.



7. Then you can proceed to test transaction as usual to see the result.

8. Kindly revert or reply the new status to the support officer to close case.

Thank You.

Prepared By: YLH
Date: 16-4-2019
Updated: