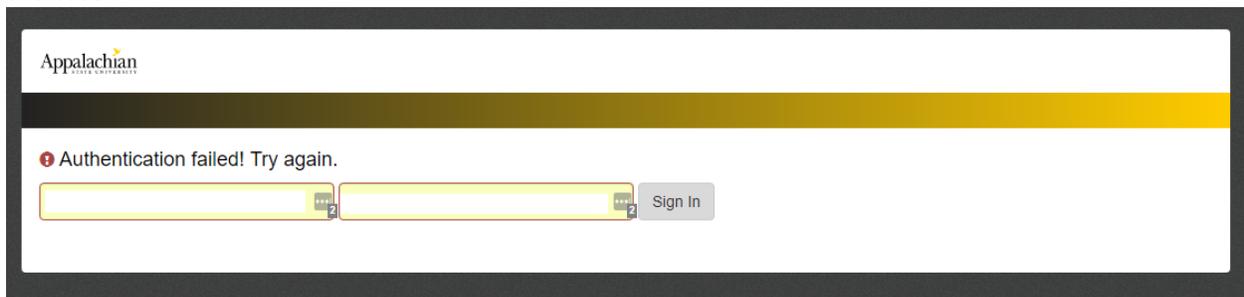


Authentication Errors

There are two different types of Authentication Error messages you may receive when signing into Banner 9. One error message means that the username and password you have entered is incorrect. The other error message means that you need to clear the cache in the browser you are using. (Screenshot examples of the error messages can be seen below) One way to confirm a cache issue is causing the error is to try signing into Banner with another browser. If you are able to login, that confirms that the Authentication Error is specific to the browser you were using and you will need to clear the cache.

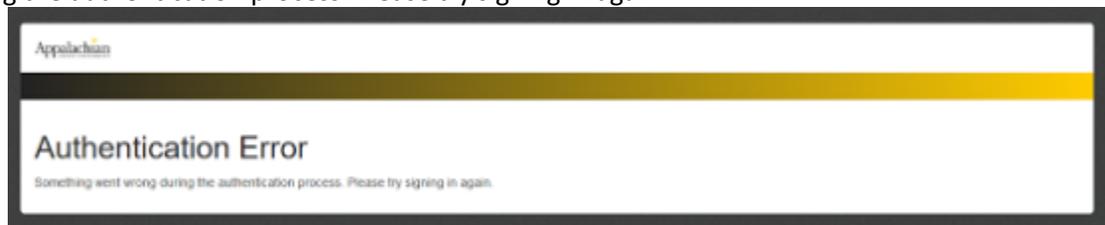
Example 1

If you receive this error message, that means that the username and/or password that you have entered is incorrect. The error message states “Authentication failed! Try again.” You may have locked your account after too many attempts and your account will need to be reset. Contact the Help Desk if this is the case.



Example 2

If you see this error message, you will need to clear the cache of the current browser that you are using. This error message can also be caused by a user using a bookmark of Banner 9 that is taking the user to the EIS login page, when it should take you to <https://bannerxe.appstate.edu>. This URL can be changed if you edit the bookmark. The error message states “Authentication Error” “Something went wrong during the authentication process. Please try signing in again.”



Instructions for how to clear the cache in various web browsers are shown below.

[Google Chrome](#)

[Mozilla Firefox](#)

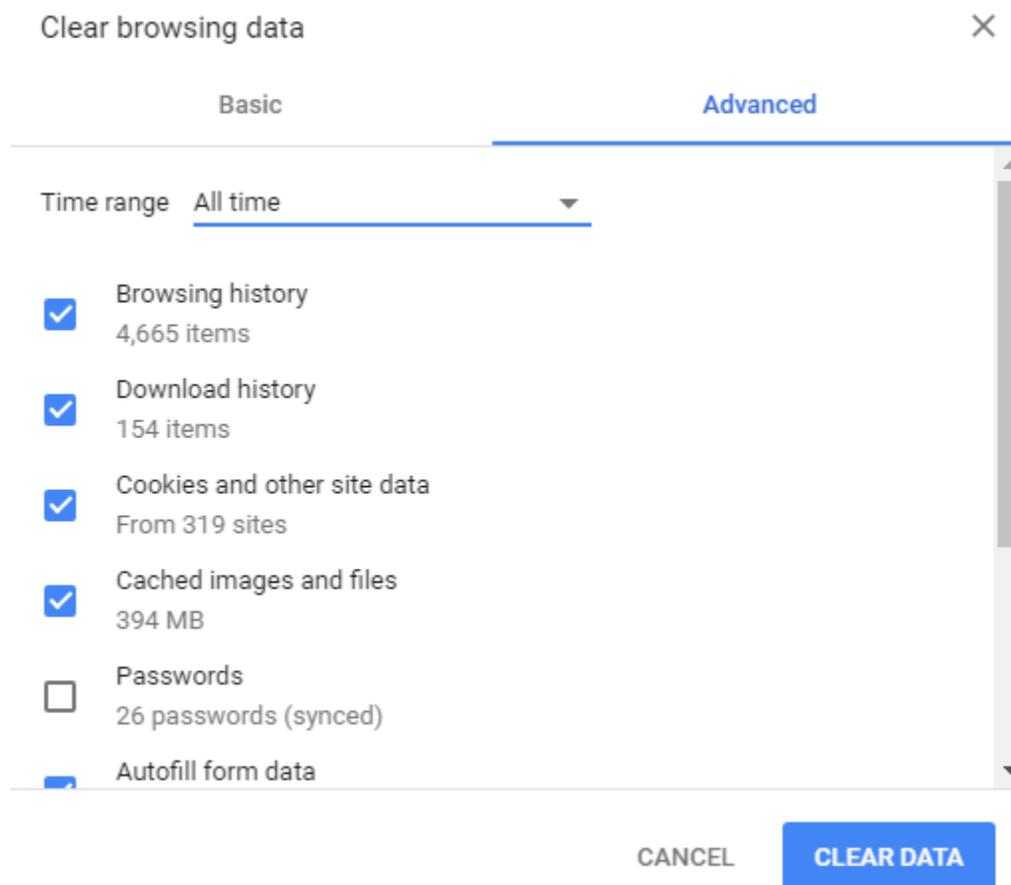
[Internet Explorer](#)

[Microsoft Edge](#)

[Safari](#)

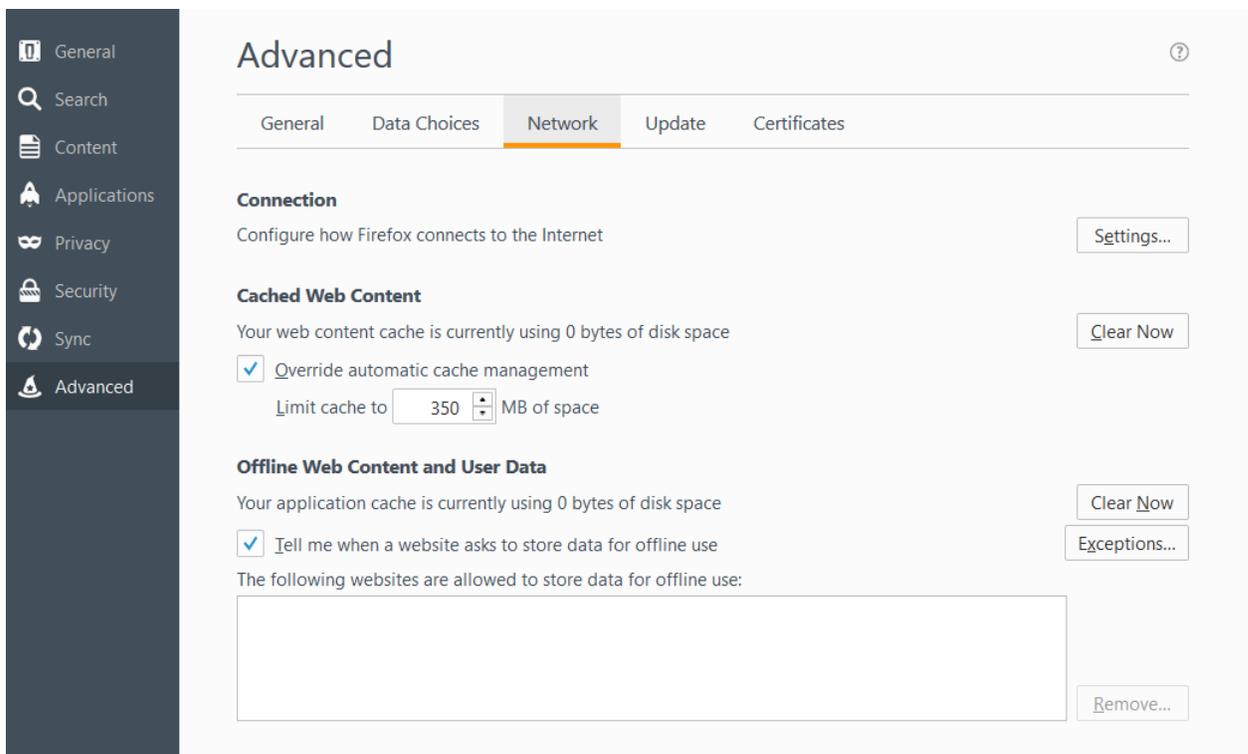
Google Chrome

1. To clear your cache in Google Chrome, on your keyboard hold down the Ctrl + Shift + Delete keys. A pop up box will appear (see screenshot below for example).
2. If not already selected, click on the **Advanced** tab.
3. Change the Time range to **All time**
4. Select all of the options that are provided. You don't have to select the **Passwords** option, as this is not causing the Authentication error.
5. Click **Clear Data**.
6. Restart Google Chrome and then navigate to Banner. You should now be able to login successfully.



Mozilla Firefox

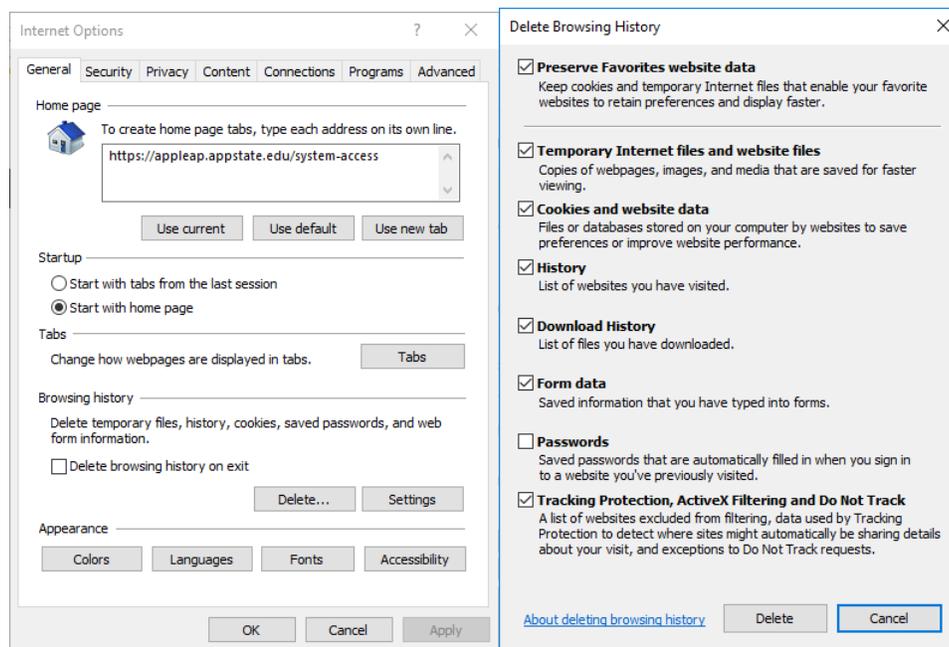
1. Mozilla Firefox, by default, deletes your history and cookies when close the program. Before you try and delete these manually, close out of Firefox and then open it back up again. Try signing into Banner. If you are still unable to login, follow the additional steps below.
2. Open the **Menu** in the top right.
3. On the left hand side, click on the **Advanced** tab.
4. On the top of the page, select **Network**
5. Under **Cached Web Content**, click on **Clear Now**
6. Restart Firefox and then navigate to Banner. You should now be able to login successfully.



The screenshot shows the Mozilla Firefox settings interface. On the left is a dark sidebar with icons and labels for 'General', 'Search', 'Content', 'Applications', 'Privacy', 'Security', 'Sync', and 'Advanced'. The 'Advanced' section is selected. The main content area is titled 'Advanced' and has a sub-header 'Network' which is highlighted with an orange underline. Below this are several sections: 'Connection' with a 'Settings...' button; 'Cached Web Content' with a 'Clear Now' button, a checked checkbox for 'Override automatic cache management', and a 'Limit cache to' spinner set to '350 MB of space'; and 'Offline Web Content and User Data' with a 'Clear Now' button, a checked checkbox for 'Tell me when a website asks to store data for offline use', an 'Exceptions...' button, and a list of allowed websites (currently empty) with a 'Remove...' button.

Internet Explorer

1. In the top right, click on **Tools**.
2. Click **Internet options**.
3. Click on the **General** tab.
4. In the **Browsing history** section, click on the **Delete...** option.
5. A pop up box will appear. Check all of the boxes except for **Passwords**.
6. Click **Delete**.
7. Click **Apply**.
8. Click **OK**.
9. Restart Internet Explorer and then navigate to Banner. You should now be able to login successfully.



Microsoft Edge

1. In the top right hand corner, click on the **Settings and more** option.
2. Click **Settings**.
3. Under the **Clear browsing data** option, click **Choose what to clear**.
4. Select the top 4 options and also check the **Form data** option.
5. Click **Clear**. If you get an error message saying "Some data couldn't be cleared. Please try Again.", turn on the option to **Always clear this when I close the browser**.
6. Restart Microsoft Edge and then navigate to Banner. You should now be able to login successfully.

« Clear browsing data 

Browsing history

Cookies and saved website data

Cached data and files

Tabs I've set aside or recently closed

Download history

Form data

Passwords

Show more 

Some data couldn't be cleared. Please try again.

Always clear this when I close the browser

On

Safari

1. In the upper left hand corner, click **Safari**
2. Click **Preferences**
3. Select the **Privacy** tab.
4. Click **Remove All Website Data...**
5. Click **Remove Now**.
6. Restart Safari and then navigate to Banner. You should now be able to login successfully.

