# 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.

Appalachian	
9 Authentication failed! Try again.	
	Sign In

### 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. <u>Google Chrome</u> <u>Mozilla Firefox</u> <u>Internet Explorer</u> <u>Microsoft Edge</u> <u>Safari</u>

### **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.

Clea	r browsing data				$\times$
	Basic		Advan	ced	
Time	range All time	•			^
<b>~</b>	Browsing history 4,665 items				
	Download history 154 items				
<b>~</b>	Cookies and other site data From 319 sites				
	Cached images and files 394 MB				
	Passwords 26 passwords (synced)				
	Autofill form data				-
			CANCEL	CLEAR DAT	A

#### 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.

	General Data Choices Network Update Certificates	
Content		
Applications	Connection	
Privacy	Configure how Firefox connects to the Internet	S <u>e</u> ttings
Security	Cached Web Content	
Sync	Your web content cache is currently using 0 bytes of disk space	<u>C</u> lear Now
, Advanced	Qverride automatic cache management Limit cache to 350 MB of space Offline Web Content and User Data	
	Vour application cache is currently using 0 bytes of disk space	Clear Now
	✓ Iell me when a website asks to store data for offline use	E <u>x</u> ceptions
	The following websites are allowed to store data for offline use:	

### 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.

Internet Options ? ×	Delete Browsing History X
General Security Privacy Content Connections Programs Advanced Home page	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
To create home page tabs, type each address on its own line.           https://appleap.appstate.edu/system-access	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use current Use default Use new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
Startup	History List of websites you have visited.
Change how webpages are displayed in tabs. Tabs	Download History List of flies you have downloaded.
Browsing history	✓ Form data Saved information that you have typed into forms.
Delete temporary files, history, cookies, saved passwords, and web form information. Delete browsing history on exit	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Delete         Settings           Appearance	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
OK Cancel Apply	About deleting browsing history Delete Cancel

# 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.



# 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.

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General Tabs AutoFill Passwords Search Security Privacy Notifications Extensions Advanced	
Cookies and website data: Always block	
Allow from current website only	
<ul> <li>Allow from websites I visit</li> </ul>	
O Always allow	
Remove All Website Data	
6 websites stored cookies or other data.	
Website use of location services: 📀 Prompt for each website once each day	
O Prompt for each website one time only	
O Deny without prompting	
Website tracking: Ask websites not to track me	?
	•
Privacy	
General Tabs AutoFill Passwords Search Security Privacy Notifications Extensions Advanced	
Are you sure you want to remove all data	
stored by websites on your computer?	
This will show date that sould be used to tread to the second	
This will clear data that could be used to track your browsing, but may also log you out of websites or	
This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior.	
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This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior. Cancel Remove Now ScreenShot2014-11-17at6.12.56PM Website use of location services: O Prompt for each website once each day	
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This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior.         Cancel       Remove Now         ScreenShot2014-11-17at6.12.56PM         Website use of location services:       Prompt for each website once each day         Prompt for each website one time only         Deny without prompting	
This will clear data that could be used to track your browsing, but may also log you out of websites or change website behavior.         Cancel       Remove Now         ScreenShot2014-11-17at6.12.56PM         Website use of location services:       Prompt for each website once each day         Prompt for each website one time only       Deny without prompting         Website tracking:       Ask websites not to track me	?