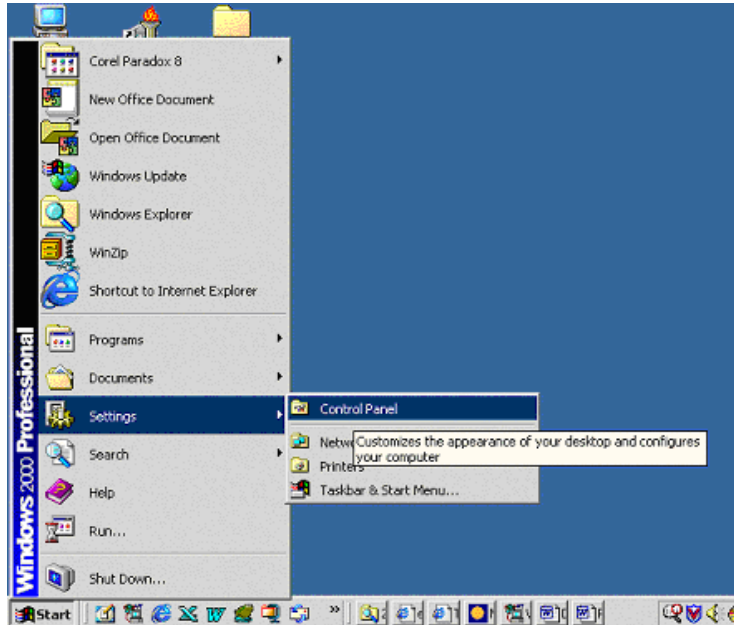




INFORMATION SHEET

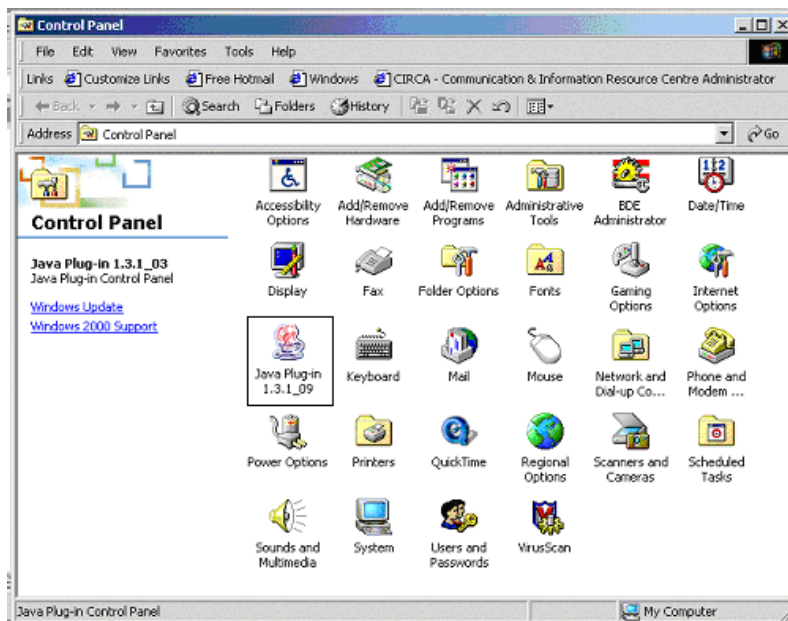
Problem: The Import System indicates that it is being loaded, but fails to load.

Solution: Clear the JAR cache



Step 1: Load Control Panel

Select menu **Start > Settings > Control Panel** (see screenshot) - Note that screens may vary depending on version of Windows.

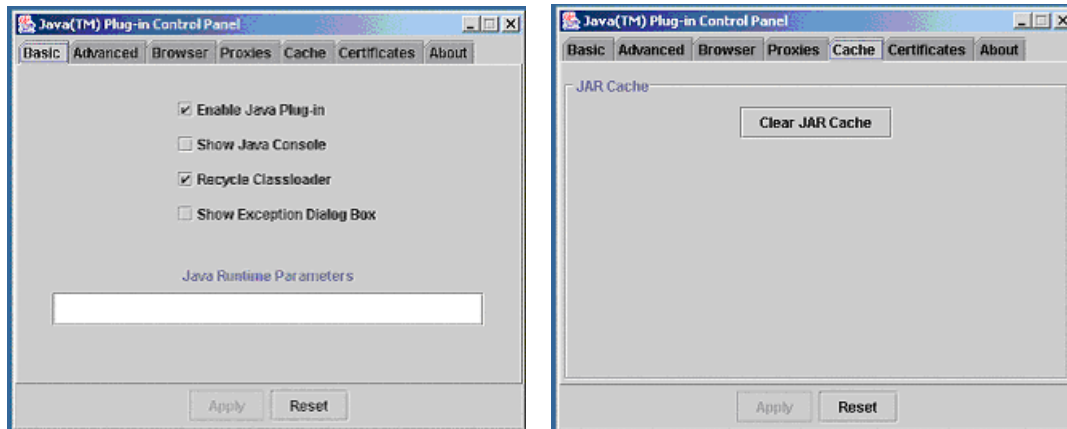


Step 2: Select the Java Plugin

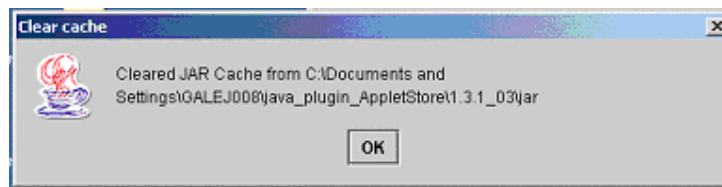
Double click on the Java Plug-In icon in the Control.

(Note that the actual name may vary depending on the version of Java you have installed)

Please ensure that the Java version installed as at least 1.3.1_05



Step 3: The system brings up the window shown above (left). Select the CACHE tab (shown right). And press "Clear JAR Cache"



Step 4: Pressing the "Clear JAR Cache" shown the above window. Press OK.

The system has now cleared the JAR Cache.

You can now reload the Import System.

IMPORTANT : If a particular piece of data cannot be found in this list or is listed incorrectly, please contact the Customs Computer Section on **telephone numbers 25685148, 25685149 or 25685202.**