Problem:
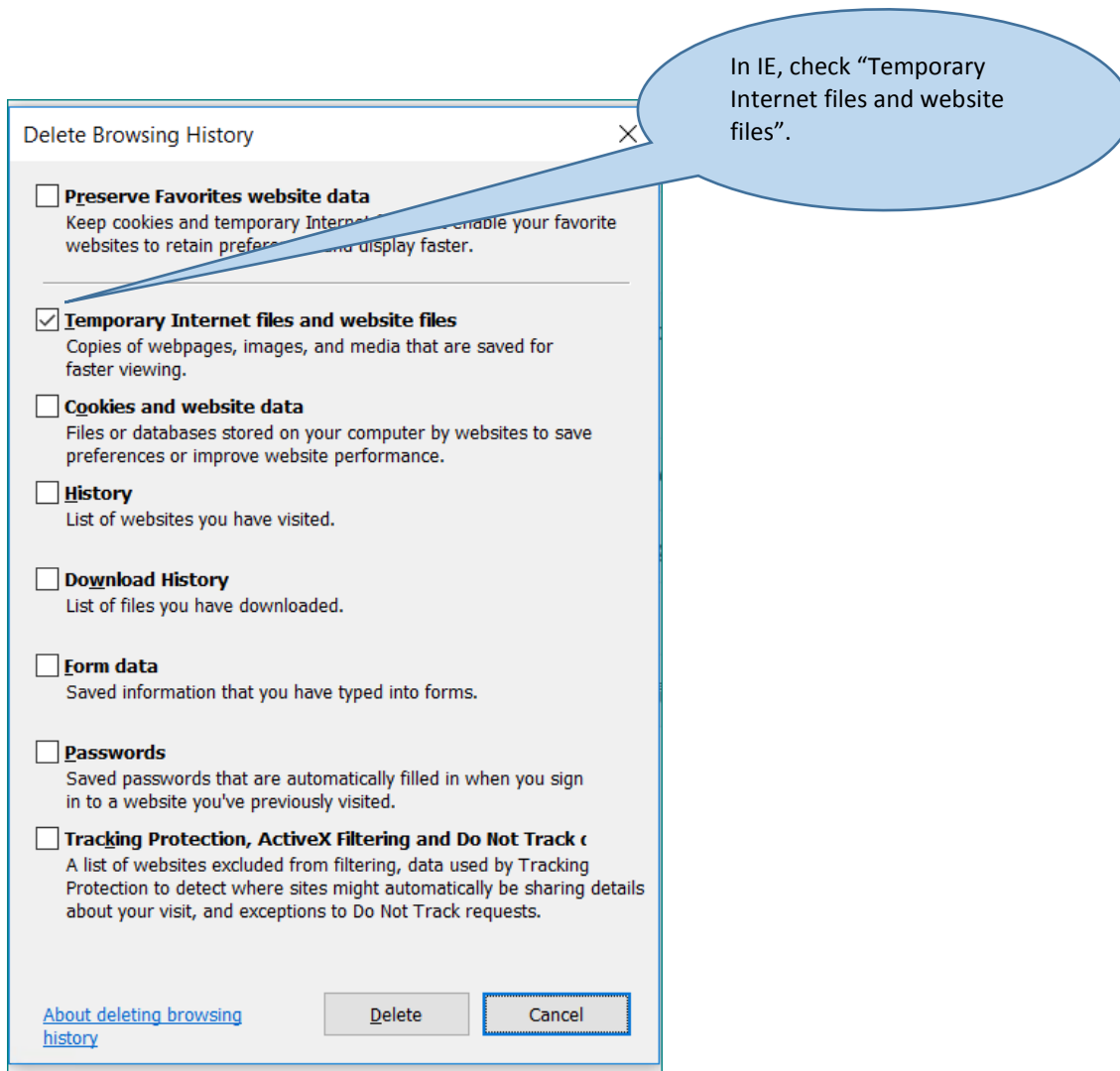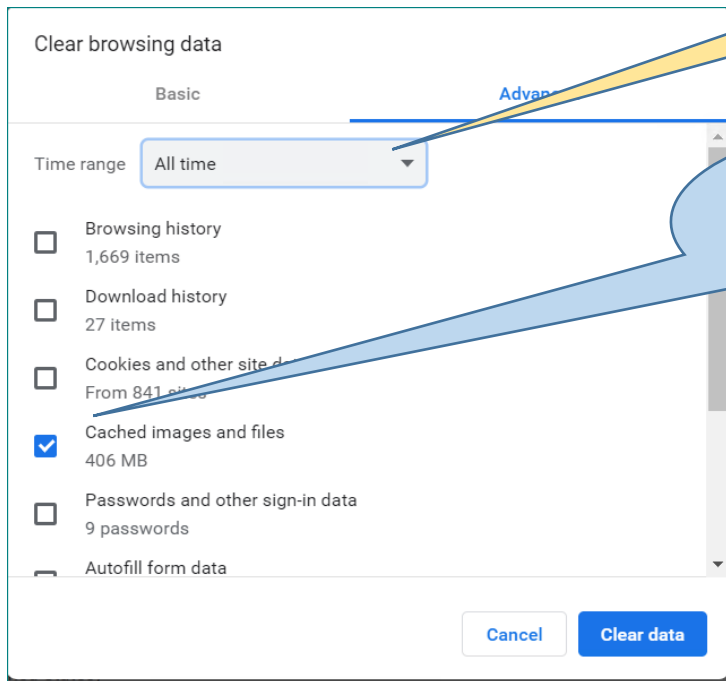
Once you tried Banner 9 Admin, you may not be able to run Banner 8. The browser will automatically forward you to https://banform.cityu.edu.hk:8468 which is an invalid URL.

Solution (Clear your browser's cached files):

1. Press Ctrl + Shift + Del to open the "Clear Browsing Data" window in your browser.

2. Clear "Temporary Internet files and website files" in IE, "Cached images and files" in Google Chrome, "Site Preferences" in Firefox or "Cached data and files" in Edge.

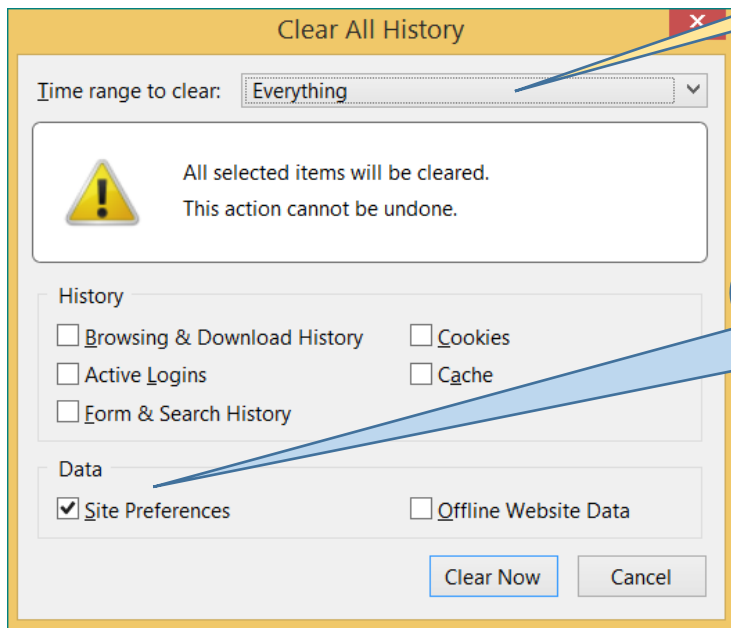   Please note that Banner 8 form actually can only be run on IE 11.

In IE, check "Temporary Internet files and website files".

Delete Browsing History ☒

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet ~~~ ~~enable~~ your favorite websites to retain prefer~~~ ~~display~~ faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☐ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **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.

About deleting browsing history   [Delete]   [Cancel]

Clear browsing data

Basic   Advan

Time range   All time ▼

☐   Browsing history
    1,669 items

☐   Download history
    27 items

☐   Cookies and other site d
    From 841 sit

☑   Cached images and files
    406 MB

☐   Passwords and other sign-in data
    9 passwords

☐   Autofill form data

                              Cancel   Clear data

Select time range, eg. "All time"

In Google Chrome, check "Cached images and files".

Clear All History   ✕

Time range to clear: Everything   ▼

⚠   All selected items will be cleared.
    This action cannot be undone.

History
☐ Browsing & Download History   ☐ Cookies
☐ Active Logins   ☐ Cache
☐ Form & Search History

Data
☑ Site Preferences   ☐ Offline Website Data

                Clear Now   Cancel

Select time range, eg. "Everything"

In Firefox, check "Site Preference".
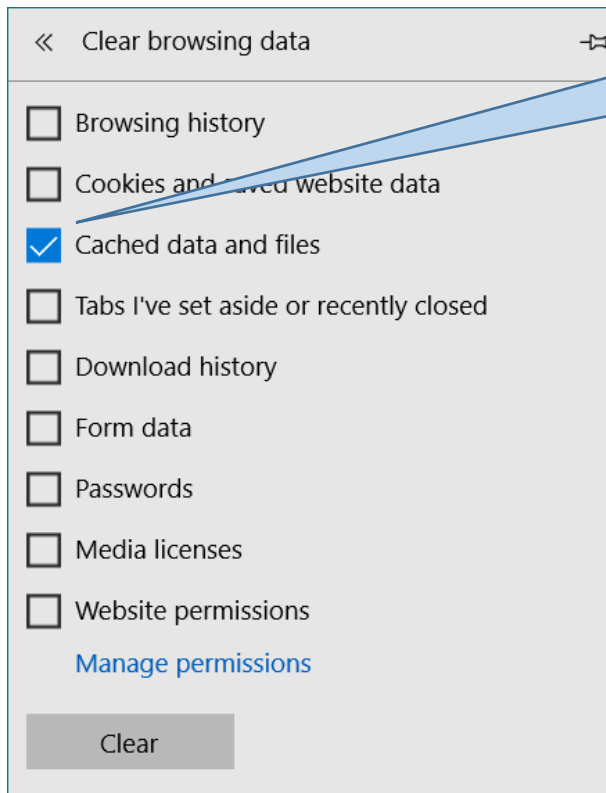
In Edge, check "Cached data and files".

Prepared by ESU on 21-Nov-2018