

Troubleshooting Banner Access

Message received: ‘No Assertions Found’ or ‘Service Invocation Failed’ occurs when

- **logging onto Banner 9 (all browsers);**
- **your Banner instance is idle;**
- **you have been entering multiple entries of the same type**

To stop this from happening, you need to clear the web browser cache.

Clearing your Web browser cache forces the browser to load the latest versions of web pages and programs you visit. When you close and then reopen your browser, this forces the creation of a new authentication session.

Internet Explorer

Deleting web cache in Internet Explorer (IE) varies based on your IE and Windows version. The option to remove cached web pages is found under Tools (Internet Options or Safety) and then Browsing History in IE.

Firefox

1. Click Tools from the Firefox menu bar
2. Click Options
3. Under the Advanced options, click the Network tab
4. Clear cache under Cached Web Content

Chrome

1. Click the Customize icon on browser tool bar
2. Select Settings, then Show advanced settings
3. Under Privacy, select Clear browsing data
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
5. Click Clear browsing data

Questions about Pennant Access?

Email: pennant-help@lists.upenn.edu

Call: 6-HELP (4357)

From off-campus: 215-746-4357