

This KM explains why after launching the configurator and attempting to access the Warehouse Management component, you receive a java.lang.null pointer exception error, and are unable to continue.

End User Solution

The development team made configuration changes for caches to be able to launch WMS, but it takes action on your machine to successfully log in.

Perform the following:

1. Delete internet files and cookies. (In IE click **Tools, Internet Options, Delete Cookies** and **Delete Files.**)
2. Clear Java cache by clicking **Start, Settings, Control Panel**, and then click **Java** to launch Java control panel.
3. Click **Delete Files** on the General tab then click **OK**.

Note: The next time the configurator is launched, it will take 4-5 minutes to come up since the cache has been cleared.

Reviewed 1/14/2014 jbilliard