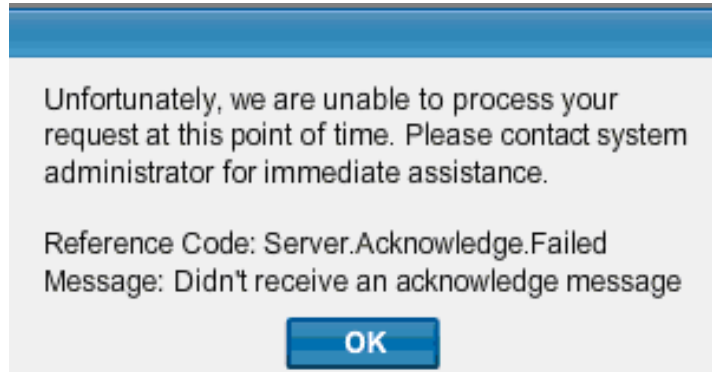


As we continue to make enhancements to our AOL 4.0 booking engine, some users may experience the following message when trying to display a booking in AOL 4.0.



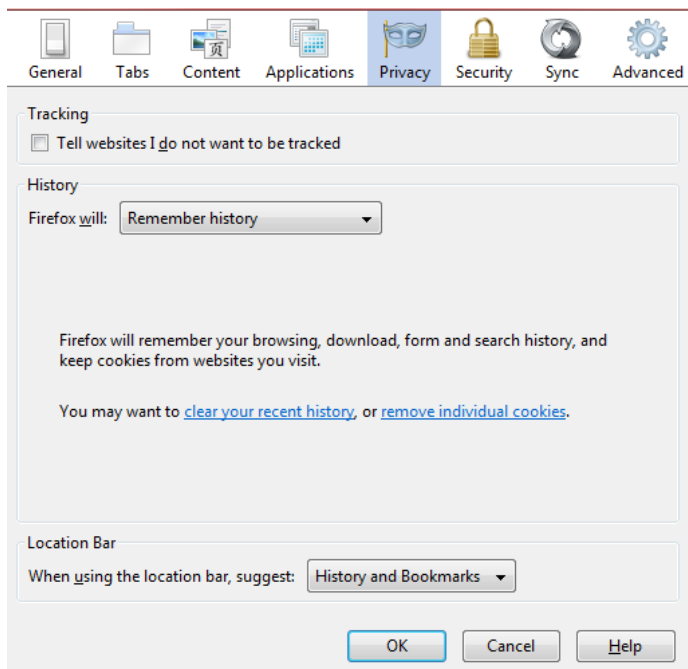
If you receive this error, please take a moment to clear your cookies and cache. While clearing your cache, verify that the “site preferences” option is selected. If it is unchecked, please check that box prior to clearing cache. Once this is done please log out and log back in. Once this is completed and AOL 4.0 is re-launched you should be able to display all bookings.

See below for ways to locate the “site preferences” setting in Mozilla and Internet Explorer.

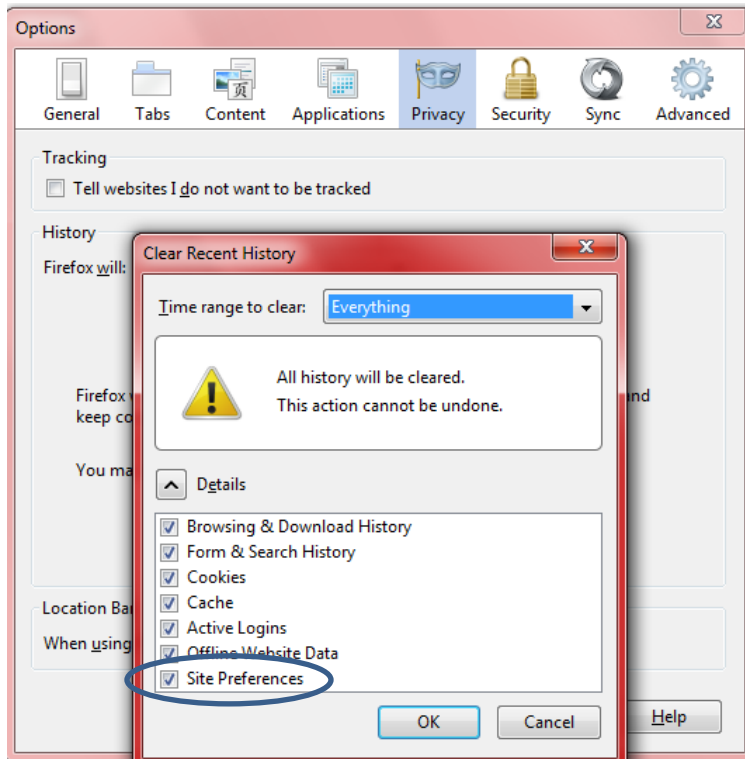
## Mozilla

Select Tools, Options, Privacy Tab.

Click **clear your recent history**.



Change the Time Range to Clear to Everything.



Make sure Site Preferences is checked.

Once you clear your cache, log out and re -launch ABE, you should be able to display all bookings.

# Internet Explorer

Select Tools, Internet Options



Make sure the Preserve Favorites website data is checked.

Click Delete

Once you clear your cache, log out and re -launch ABE, you should be able to display all bookings.