

Business Online

Installation Guide

Standard Bank IT CANBE...

Contents

Download Business Online (Webstart Applicati	on)
Download Business Online (Desktop BOL Appl	ication)5
Microsoft Windows	
Proxy Authentication	
Microsoft Windows	
 Apple Mac 	
How To Stop The Application	
 Microsoft Windows 	
 Apple Mac 	

Open the website: www.businessonline.standardbank.co.za

1. At the top right corner click the Sign into your accounts icon then select Business Online

Business Online Corporate and Institutions	Business Banking					Contact us 🕜 Global	
🗑 Standard Bank	Products and services	Security Centre	Help and Support	About us	Q	Sign into your A	
							,
Busi	NESS ONLINE		L.		ET BANKING		
	ATIONAL TRADE						
pwempas1v.standardbank.co.za:8080/bolsa/businessonline?vonextn			-			Sa.	

2. Depending on your browser the following will appear:

Internet Explorer

Do you want to open or save BusinessOnlineRS.jnlp (4.69 KB) from download.businessonline.standardbank.co.za?		Save 🔻	Cancel	×

The BusinessOnlineRS.jnlp download has been completed - click on Open

Google Chrome



Click on Keep and then click on the Businessonline.... Jnlp

Java will start loading as indicated below:



Java.

The below popup will appear where the application will be downloaded



On the next popup, click Run

Do you want to run this application?				
ſ	4	Name:	Business Online Resize	
	<u>چ</u>	Publisher:	Standard Bank of South Africa Limited	
		Location:	https://download.businessonline.standardbank.co.za	
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.				
Do I	not show this	again for apps	from the publisher and location above	
Û	More Inform	nation	Run Cancel]

On the Welcome to Business Online screen, insert the Operator ID issued to you by the Bank and click OK.

Business Online		
Standard Bank		Business Online
	Welcome to Business Online Please enter your Operator ID	
	Operator ID	
	OK Cancel	
		0

Microsoft Windows

1. Select a version of the relevant download link as provided on the Business Online Applications page. We recommend you download the Windows 32 BIT version.



2. The Setup Wizard will be displayed. Click on "Next" to continue.



3. Select the file/location where you wish to save the download and click on "Next".



4. Select the file/location where you wish to save the shortcut for the download and click on "Next".

😺 Setup - Business Online SA 🦳 — 🗌 🗙	
Select Start Menu Folder Where should Setup place the program's shortcuts?	The user has an option to either continue if they are happy with where the shortcut will be created, or to
Setup will create the program's shortcuts in the following Start Menu folder.	choose a location of their choice.
To continue, click Next. If you would like to select a different folder, click Browse. 1 Standard Bank Browse	If the user wishes to create a shortcut in an alternative location, they must click on the "Browse" button and select the desired location.
	If the user is happy with the location where the shortcut will be created, then click on the "Next" button.
< 3 Next > Cancel	If the user wishes to install the download into an alternative folder, then click on the "Browse" button and select the desired folder.

Standard Bank IT CAN BE ...

5. The setup will provide you with an option on whether a desktop icon must be created or not.



6. After all the locations have been set up, the user may proceed to install the Desktop Business Online application.

😺 Setup - Business Online SA 🦳 🗌	×
Ready to Install Setup is now ready to begin installing Business Online SA on your computer.	
Click Install to continue with the installation, or click Back if you want to review change any settings.	or
Destination location: C:\Users\xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	^
Start Menu folder: Standard Bank	
Additional tasks: Create a desktop icon	
<	>
< 1 Install	Cancel

The user must click the "Install" button to proceed.

7. The Setup Wizard will provide a status bar to show the progress of the download.



8. Upon successful installation of the Desktop Business Online application, the user has the option to "Launch Business Online" when the "Finish" button is clicked.



Tick the box and then click on the Finish button to launch the Desktop Business Online Application. 9. After the installation has been successfully completed, the system will connect to the server and download the latest files to ensure that you always have the latest version of Java. If there are any downloads in progress, please wait until the update has been completed (100%). Alternatively, you may close the screen.



10. Once the updates have been completed the user will be required to restart the desktop Business Online application.



The user needs to restart the desktop Business Online application once the updates have been completed. 11. You can now access Business Online using your credentials.



11. The installation process will create a new shortcut in the "Start" menu on your computer and place an icon on your desktop. Please use these to access your Desktop Business Online application.



Apple Mac

1. Once the file is downloaded, the user needs to run/execute/double-click on the DMG file.



2. The following screen will pop up, allowing the user to drag the desktop Business Online application to the "Applications" folder.

000	BV	'A Business Online	
	Copying 0 items to "/ 196,1 MB of 196,1 MB -		- 0
BVA Bu	usiness Online	Applica ss Online	ations
		Copying "Business Online.app" to "App 01,5 MB of 210,1 MB - About 5 seconds	lications"
Busines	s Online	Applications	39.0.dmg 3-v35.0.dmg

3. After the installation has been successfully completed, the system will connect to the server and download the latest files to ensure that you always have the latest version of Java. If there are any downloads in progress, please wait until the update has been completed (100%). Alternatively, you may close the screen.

An update to Business Online has been detected. The upgrade	is in progress ^
Completed Downloading 1 of 20 Jars.	
Completed Downloading 2 of 20 Jars.	
Completed Downloading 3 of 20 Jars.	
Completed Downloading 4 of 20 Jars.	
Completed Downloading 5 of 20 Jars.	
Completed Downloading 6 of 20 Jars.	
Completed Downloading 7 of 20 Jars.	
Completed Downloading 8 of 20 Jars.	
Completed Downloading 9 of 20 Jars.	
Completed Downloading 10 of 20 Jars.	
Completed Downloading 11 of 20 Jars.	
Completed Downloading 12 of 20 Jars.	
Completed Downloading 13 of 20 Jars.	
A 1.1 A 1.1 A 1.4 (AAA)	×.

4. You can now access Business Online using your credentials.



5. The installation process will create a new icon on your desktop. Please use this to access Business Online.

Proxy Authentication

If your company policy requires you to manually log on to its proxy server, you will be required to change a setting in the proxy authentication file.

Please contact your IT Administrator for assistance in this regard.

While the procedure is the same for both Microsoft and Apple Mac systems, the path to the proxy properties file differs. Please take note of the below paths:

For Microsoft systems: C:\Users\w728473\AppData\Local\Business Online\app

For Apple Mac systems:/Applications/Business Online.app/Contents/Java/properties

- 1. Navigate to the directory and open the proxy properties file for edit.
- 2. To enable to proxy, change the proxy enable variable to true in proxy properties file and save it.

proxy.pro	perties - Notepa		
	Format View	Help	
	bled=false	ιαμ	*
			*

3. When you re-start the Business Online application, you will be prompted to provide your proxy credentials.

Proxy Serv	er Credent	ials	-	X
2	Please prov Login ID Password	ide credentials fo	Cancel	

Microsoft Windows

1. If an unrecoverable error occurs you will see a message similar to the one below, however the message may differ depending on the type of error. Click on "Error Console" to show details.



2. The Error Console will be displayed. Click on "Copy Logs to Clipboard".

aner Local -			
🛃 ErrorConsole			
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher setFileHandler INFO: Setting file handler for log file creation Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher loadLangProperties INFO: System Locale : en _ZA Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher fetchAppVersion INFO: Bight type in fetchAppVersion—BVA Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Bight application Version: 3681NT5-v44.0 Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Bight Version : 1.8.0_60 Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Using JRE Version : 1.8.0_60 Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Unryolang MaintenanceCheck Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher invokeMaintenanceChe INFO: Invoking Maintenance Uri : http://pcbgtgsbeb01/confluence/display/APPARCH/NBol+Application.</init></init></init></init>		BL	usiness Online Starting
Oct 05, 2015 3:53:33 PM za.co.sb.nbolapp.updater.MaintenanceCheck.getResponseCode	· / /		
Copy Logs to dipboard			

- 3. Open your email application and paste the contents of the clipboard into the mail application. Send the mail to the Business Online support desk.
- 4. You may also access the error log file in the following directory, replacing %username% with your username. C:\Users\username\AppData\Local\Business Online\app\logs.
- 5. Select the last modified log file and email it through to the Business Online support desk for assistance.

Apple Mac

1. If an unrecoverable error occurs you will see a message similar to the one below, but the message may differ depending on the type of error. Click on "Error Console" to show details.



2. The Error Console will be displayed. Click on "Copy Logs to Clipboard".

Feb 02 2016 3:00:07 PM za	co.sb.launcher.bolapp.BOLAppLauncher setFileHandler
INFO: Setting file handler fo	
	co.sb.launcher.bolapp.BOLAppLauncher setFileHandler
	cation() : /Applications/Business Online.app/Contents/Java
	co.sb.launcher.bolapp.BOLAppLauncher proxySearchEnabled
	Online.app/Contents/Java/lib is not the installation root, will try one directory up
	co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile
	e [/Applications/Business Online.app/Contents/Java/proxy.properties]
	co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile
INFO: Read proxy file conten	지 않는 것 같은 것 같은 특히 가슴 것 같은 것 같
	co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties
INFO: Inside the load install	
	co.sb.launcher.bolapp.BOLAppLauncher fetchAppVersion
INFO: login type in fetchApp	
	co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties

3. Open your email application and paste the contents of the clipboard into the mail application. Send it through to the Business Online support desk for assistance.

Microsoft Windows

If your desktop Business Online application is not responding, (that is if the application freezes and does not respond to the user's commands), you can close the application by using the Microsoft Windows Task Manager. The Task Manager may be accessed in the following ways:

1. Right-click on the Task Bar at the bottom of the screen, a dialogue will appear with various options. Click "Start Task Manager" to invoke the Task Manager.



- 2. You can also invoke the Task Manager by pressing the Ctl-Alt-Del keys and select "Task Manager"
- 3. Select the "Processes" tab on the Task Manager. The desktop Business Online application will be visible as one of the running processes.

dications	Processes	Services	Performance	Network	king Users		
Image Na	ame		User Name	CPU I	Memory (Private Working Set)	Description	*
hidfind.exe		Maritz10	00	412 K			
ApMsgFwd.exe		Maritz 10	00		ApMsgFwd		
AeXAgentUIHost.exe		Maritz10	00		Altiris Agent		
McTray.exe MSOSYNC.EXE		Maritz30 Maritz30	00	640 K			
					Microsoft Office Document Cache		
Dell.SecurityManager.Systray		Maritz10	00	5 460 K	Dell.Client.SecurityManager.SystrayApp		
iusched.exe		Maritz10	00	1 100 K			
LidaterUT.exe		MaritzJO	00		Common User Interface		
communicator.exe		Maritz30	00	28 040 K	Microsoft Lync 2010		
dagentui.	exe		MaritzJO	00	740 K	Dagent	
Apoint.ex	ke .		Maritz30	00	1044 K	Alos Pointing-device Driver	
igfxpers.e	exe		Maritz30	00	988 K	persistence Module	
hkcmd.ex	æ		Maritz30	00	636 K	hkcmd Module	
igfxtray.e	exe		MaritzJO	00	640 K	igfxTray Module	
iusb3mon	.exe		MaritzJO	00	688 K	Intel(R) USB 3.0 Monitor	
DataProtectionAgent.exe		Maritz30	00	5 548 K	Protection Agent		
explorer.exe		Maritz30	00	22 680 K	Windows Explorer		
taskhost.exe		MaritzJO	00	1 328 K	Host Process for Windows Tasks		
dwm.exe	poster.		Maritz30	00	468 K	Desktop Window Manager	
Business I	Online.exe		Maritz30	00	51 776 K	Business Online.exe	
WINWORD, EXE		MaritzJO	00	31 448 K	Microsoft Word		
winlogon.	exe			00	780 K		
AwHProb	e.exe			00	784 K		
csrss.exe	S			00	6 828 K		-
•					.III.		•
Show	processes f	rom all user	s				End Process

- 4. To stop the desktop application, perform the following actions:
 - a. Select the running process by clicking on the line that says "Business Online.exe". This will highlight the running Business Online process.
 - b. After selecting the running Business Online process, select the "End process" button.
 - c. The system may display a warning dialogue, select "End process" again.
 - d. The running desktop Business Online application process will be terminated.

	Processes Se	rvices Performance	e Networking	Users		
Image Na	ame	User Name	CPU Mer	nory (Private Working Set)	Description	
ApMsgFw	vd.exe	MaritzJO	00	532 K	ApMsgFwd	
AeXAgen	tUIHost.exe	MaritzJO	00	896 K	Altiris Agent	
McTray.e	exe	Maritz30	00	460 K	McTray Application	
MSOSYNG	C.EXE	MaritzJO	00	1 748 K	Microsoft Office Document Cache	
Dell.Secu	rityManager.Sys	tray Maritz30	00	5 512 K	Dell.Client.SecurityManager.SystrayApp	
jusched .	eve	Maritz10	00	1 100 K	Java(TM) Update Scheduler	
Udate)	Windows Task I	Manager		56 K	Common User Interface	
comm				72 K	Microsoft Lync 2010	
dager	Do vou wai	nt to end 'Busi	ness Onlin	ne.exe'? 40 K	Dagent	
Apoint				44 K	Alps Pointing-device Driver	
igfxpe	If an open proc	gram is associated	with this prod	cess, it will close B8 K	persistence Module	
hkcmc		se any unsaved da			hkcmd Module	
igfxtra		ht result in an unst	able system.	Are you sure 40 K	igfxTray Module	
iusb3r	you want to co	ontinue?		88 K	Intel(R) USB 3.0 Monitor	E
DataP				50 K	Protection Agent	
explor			End process	Cancel 54K	Windows Explorer	
taskho			end process	16 K	Host Process for Windows Tasks	
dwm.exe		MaritzJO	00	468 K	Desktop Window Manager	
Business	Online.exe	Maritz3O	00	28 584 K	Business Online.exe	
taskmgr.	exe	MaritzJO	00	1 916 K	Windows Task Manager	
WINWOR	RD.EXE	MaritzJO	00	32 672 K	Microsoft Word	
winlogon	.exe		00	780 K		
winiogon	e.exe		00	784 K		
AwHProb	26		00	6 828 K		
				ш		•
AwHProb						

5. The Business Online process will disappear from the screen that displays all the running processes.

oplications	Processes	Services	Performance	Netwo	orking Use	rs		
Image Na	ime		User Name	CPU	Memory (F	Private Working Set)	Description	
dagentui.	exe		Maritz30	00		620 K	Dagent	
ApntEx.exe			MaritzJO	00		628 K	Alps Pointing-	
iusb3mon.exe			MaritzJO	00		728 K	Intel(R) USB 3	
AeXAgen	tUIHost.exe		MaritzJO	00		840 K	Altiris Agent	
igfxpers.exe			MaritzJO	00		968 K	persistence M	
Apoint.ex	œ		MaritzJO	00		1 052 K	Alps Pointing-	
UdaterUI	.exe		MaritzJO	00		1 080 K	Common User	
jucheck.exe			Maritz]O	00		1 204 K	Java(TM) Upd	
taskhost.	exe		Maritz30	00		1 576 K	Host Process	
jusched.e	exe		MaritzJO	00		1624 K	Java(TM) Upd	
MSOSYNG	C.EXE		MaritzJO	00		1812 K	Microsoft Offi	
taskmgr.	exe		Maritz30	00		2 140 K	Windows Task	
winlogon.	exe			00		2 196 K	WA 1100/01/11/00/07/07/00	
DataProt	ectionAgent.	exe	MaritzJO	00		5 104 K	Protection Age	
Dell.SecurityManager.Systray		MaritzJO	00		5 216 K	Dell.Client.Se		
SCNotification.exe		Maritz]O	00		5 248 K	SCNotification		
csrss.exe				00		7 068 K		
UcMapi.exe			MaritzJO	00		8 508 K	Microsoft Lyne	
communic	ator.exe		MaritzJO	00		14 076 K	Microsoft Lyne	
WINWOR	D.EXE		Maritz30	00		18 000 K	Microsoft Wor	
wmplayer	.exe		MaritzJO	00		19 140 K	Windows Med	
mspaint.e	exe		MaritzJO	00		30 444 K	Paint	
explorer.	exe		MaritzJO	00		63 364 K	Windows Expl	
OUTLOOK	K.EXE		Maritz30	00		124 204 K	Microsoft Out	
٠			11				۶.	
Show	processes f	rom all user	s			f	End Process	

Apple Mac

Navigate to the Task Bar and right click on the Business Online application then, click on the "quit" option to stop running the Business Online application.

