BUSINESS ONLINE INSTALLATION GUIDE

Contents

Download Business Online (Desktop BOL Application) 3
- Microsoft Windows 3
- Apple Mac 9

Proxy Authentication 11

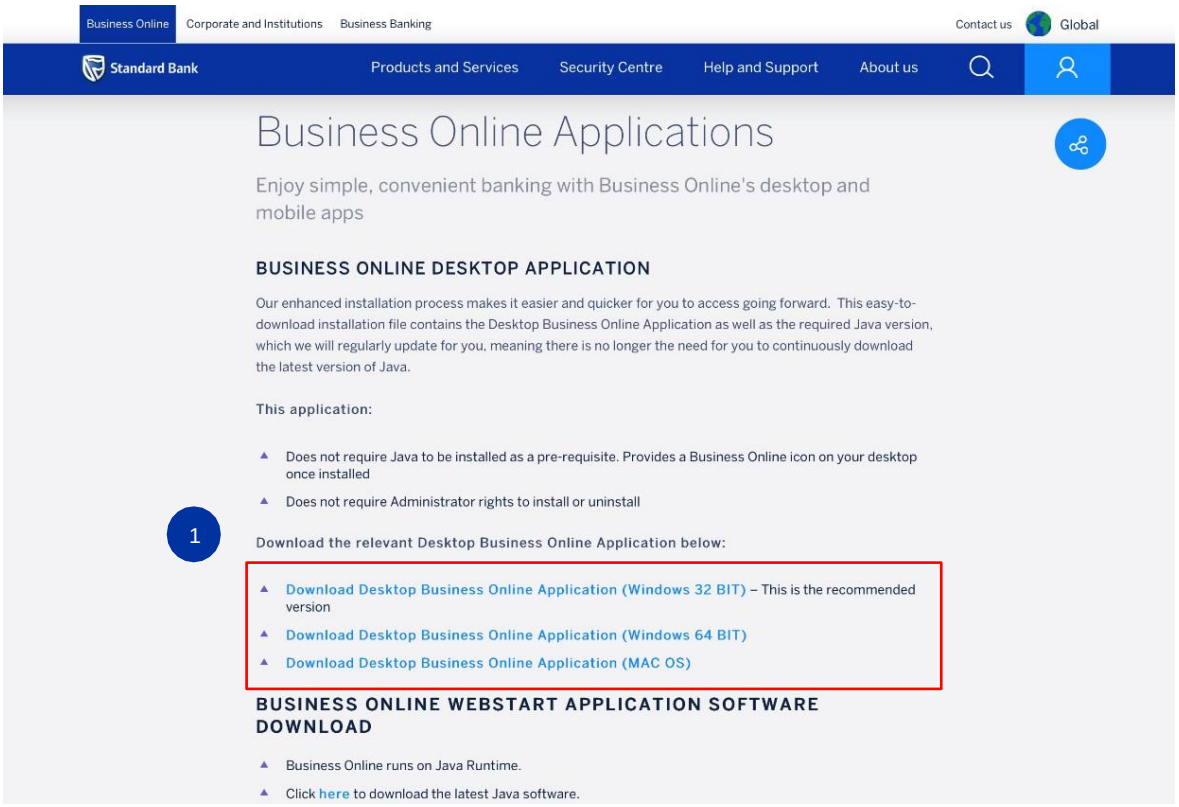
Error Console 12
- Microsoft Windows 12
- Apple Mac 12

How To Stop The Application 14
- Microsoft Windows 14
- Apple Mac 16

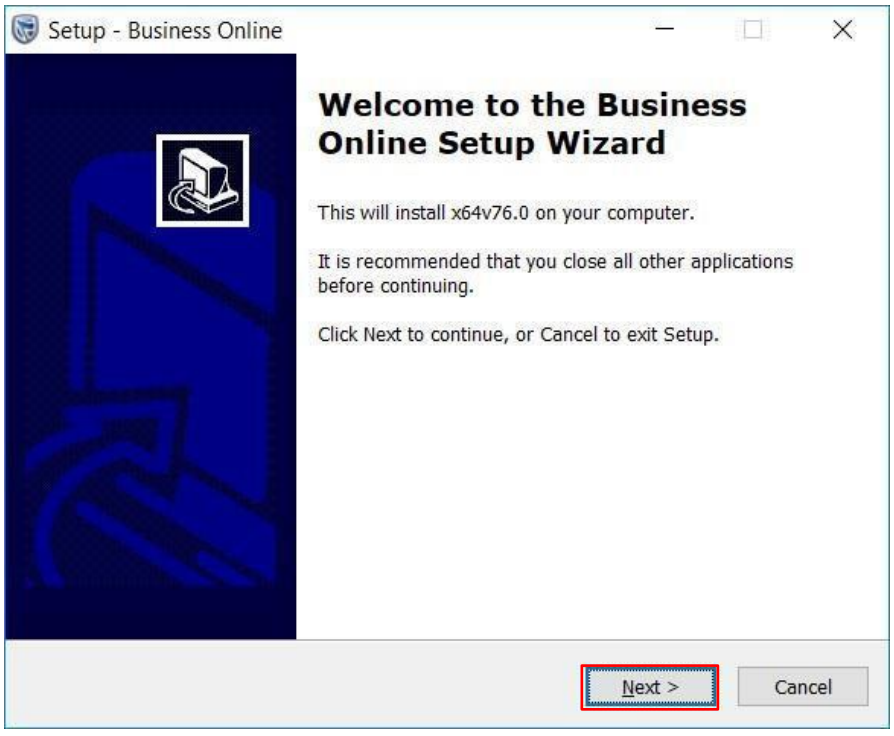
Download Business Online (Desktop BOL Application)

Microsoft Windows

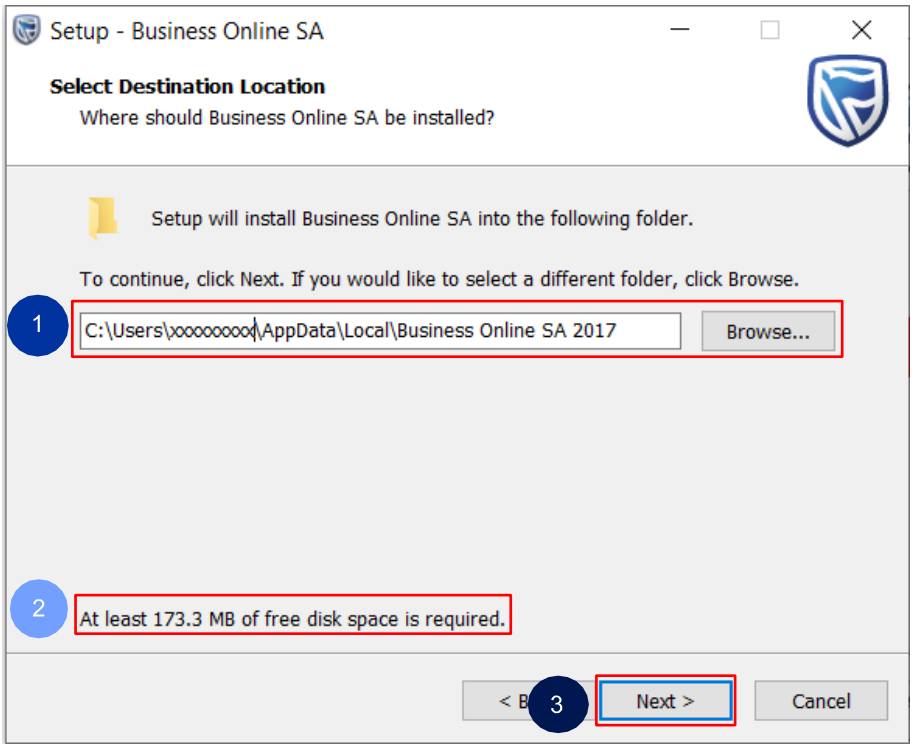
1. Select a version of the relevant download link as provided on the Business Online Applications page. We recommend you download the Windows 32 BIT version.



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”.

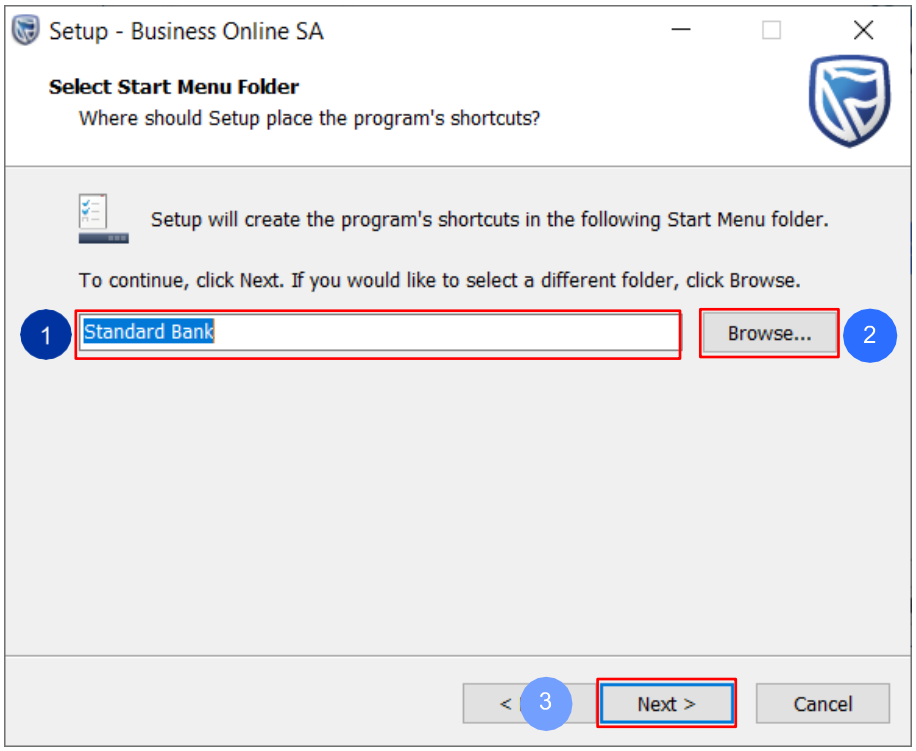


The user has an option to either continue if they are happy with where the download will be installed, or to choose a location of their choice.

Before the installation takes place, the user will be notified on how much storage space the download will require.

If the user is happy with the folder in which the download will be installed then click on the “Next” button.

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



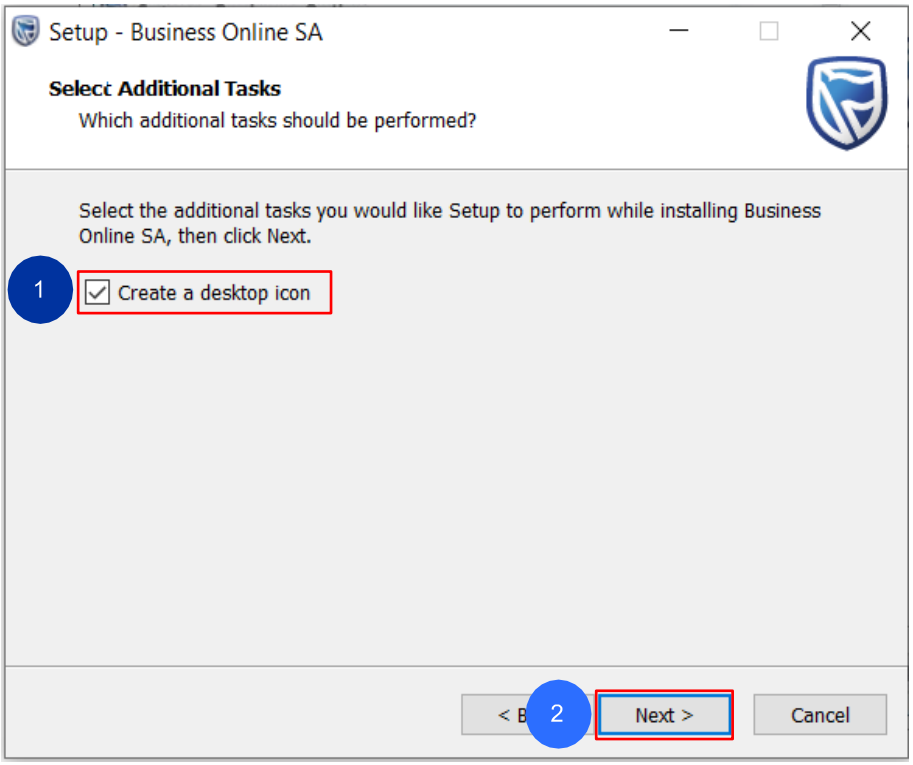
The user has an option to either continue if they are happy with where the shortcut will be created, or to choose a location of their choice.

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.

If the user wishes to install the download into an alternative folder, then click on the “Browse” button and select the desired folder.

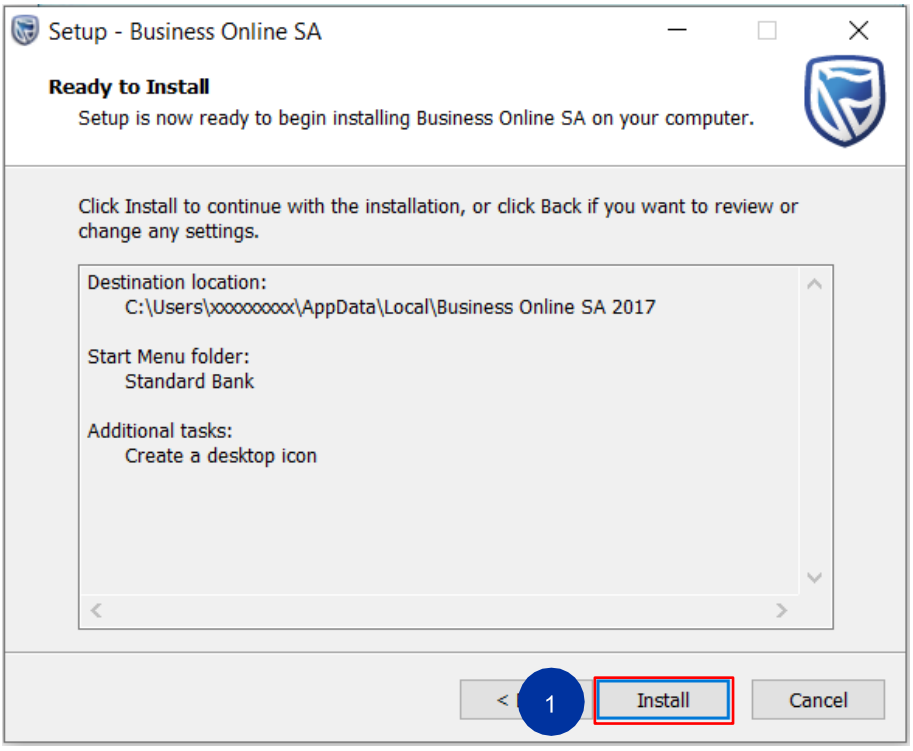
5. The setup will provide you with an option on whether a desktop icon must be created or not.



The user has an option to create a desktop icon.

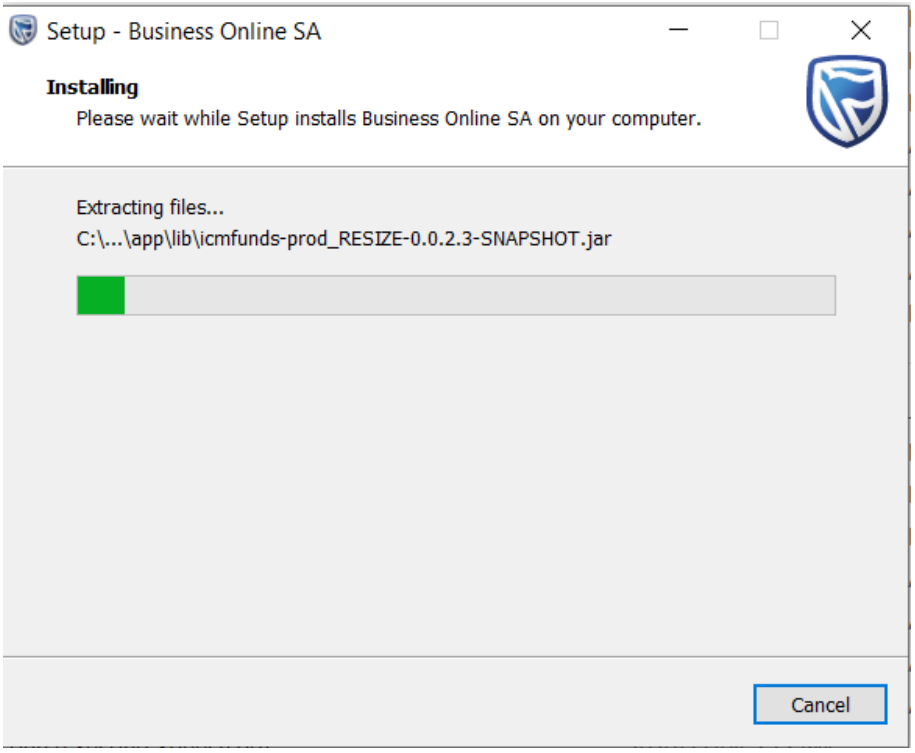
Then click on “Next” to proceed.

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

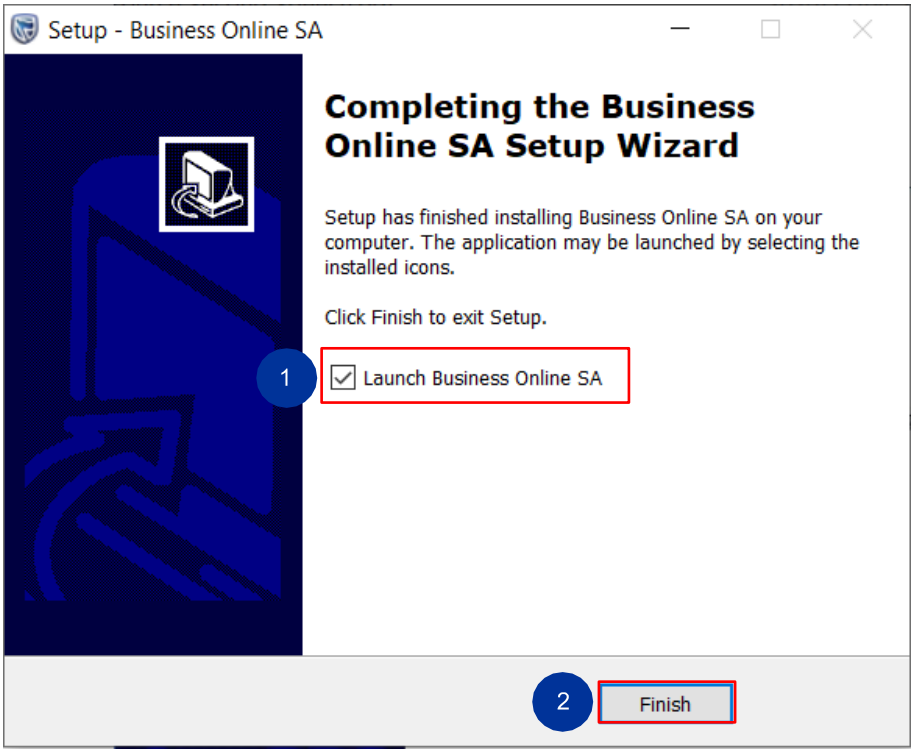


The user must click the “Install” button to proceed.

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



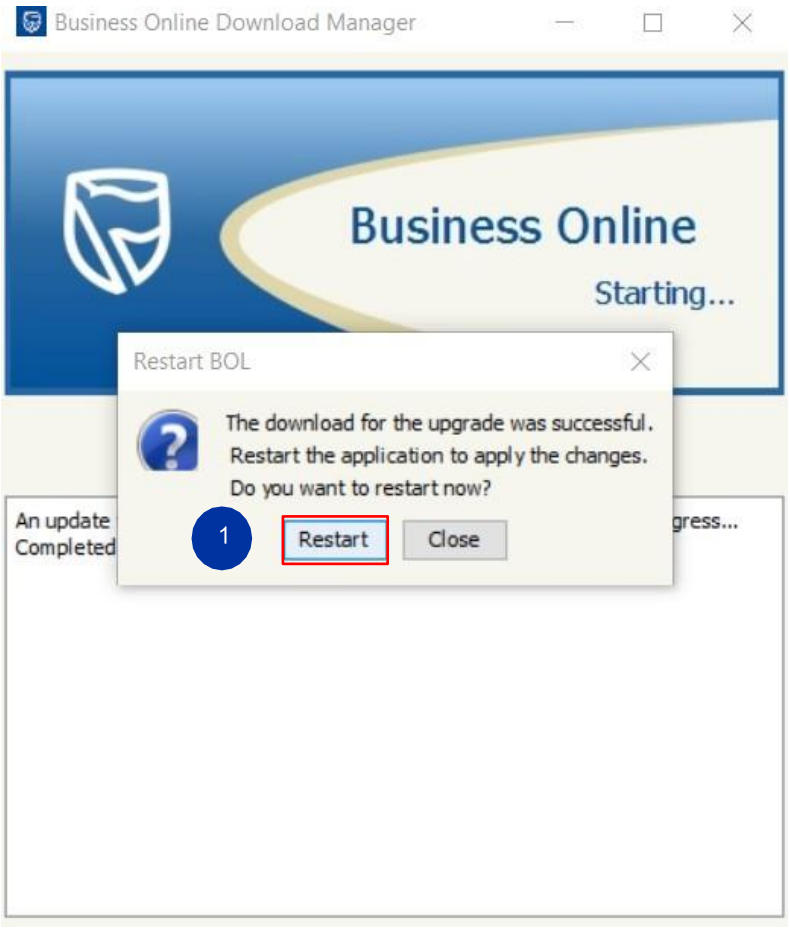
8. Upon successful installation of the Desktop Business Online application, the user has the option to “Launch Business Online” when the “Finish” button is clicked.



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.

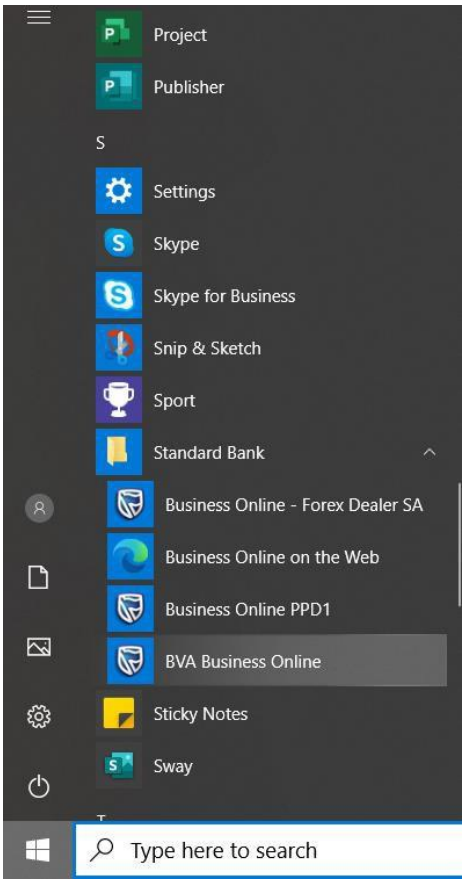
10. Once the updates have been completed the user will be required to restart the desktop Business Online application.



The user needs to restart the desktop Business Online application once the updates have been completed.

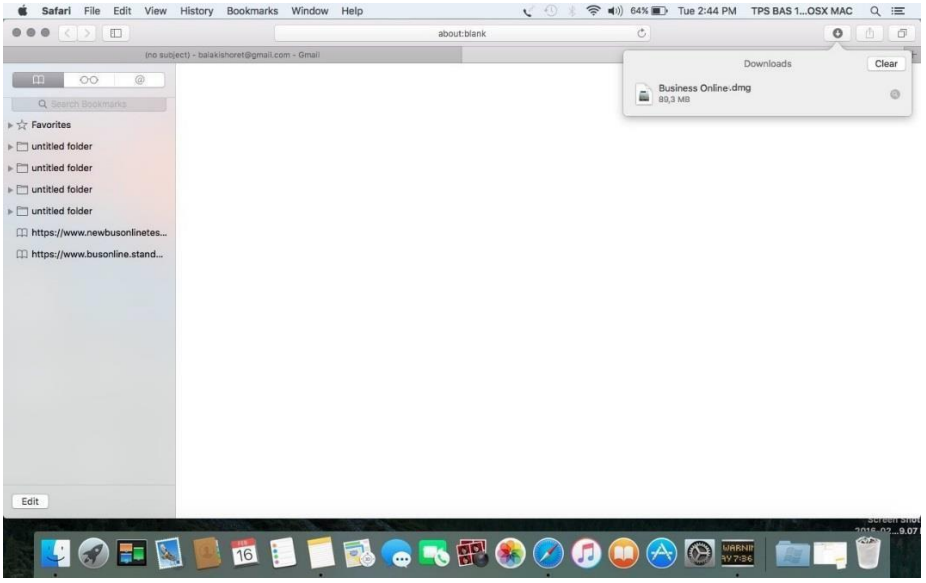
11. You can now access Business Online using your credentials.

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.

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.

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.

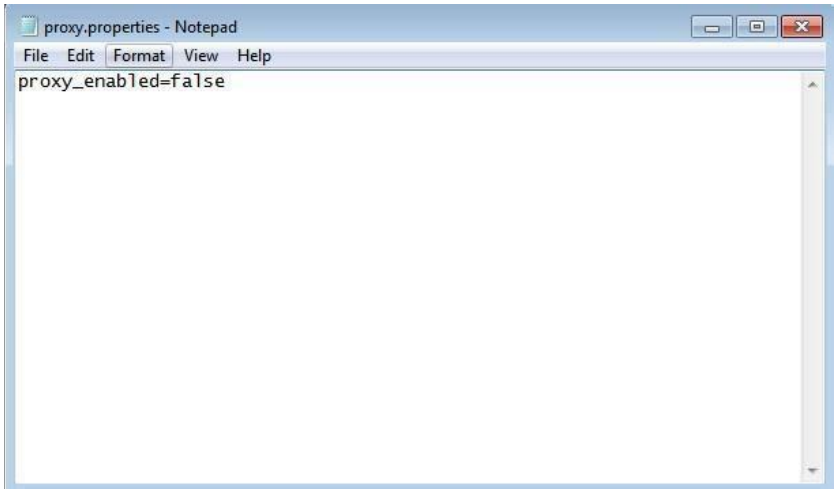
Please contact your IT Administrator for assistance in this regard.

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:

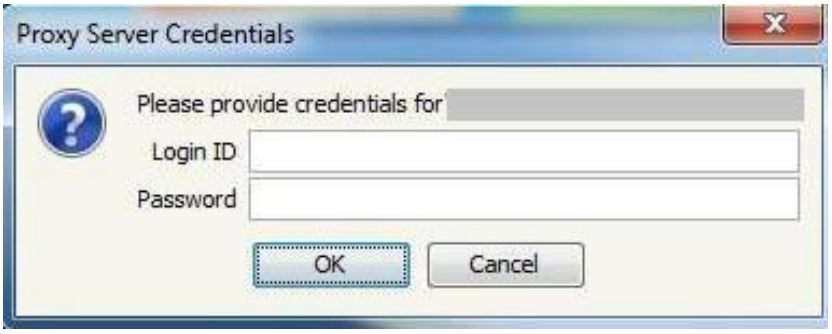
For Microsoft systems: **C:\Users\w728473\AppData\Local\Business Online\app**

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.



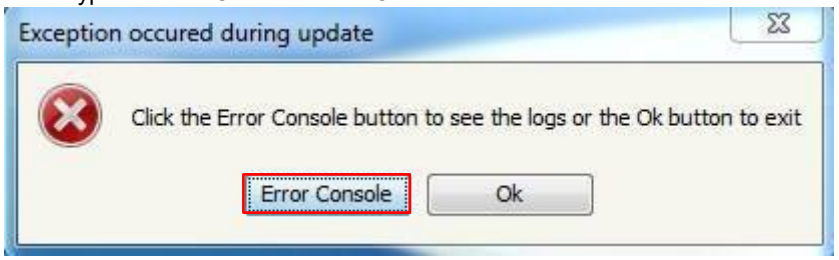
3. When you re-start the Business Online application, you will be prompted to provide your proxy credentials.



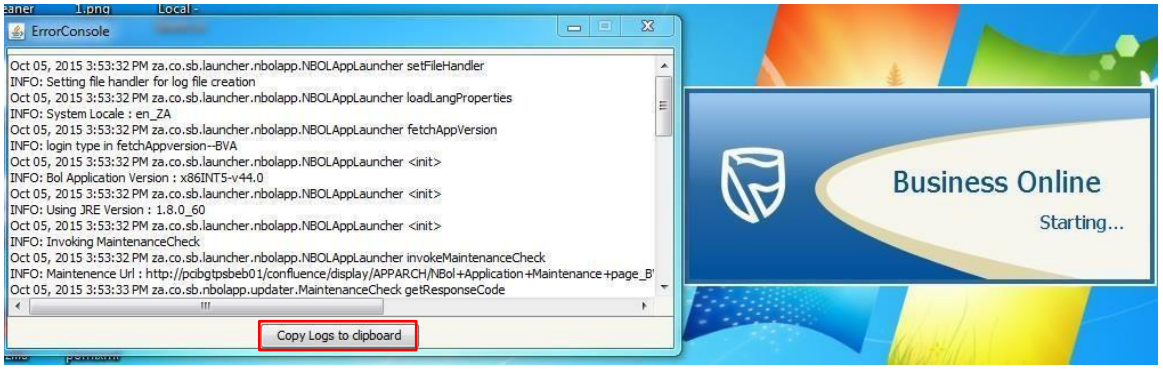
Error Console

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.



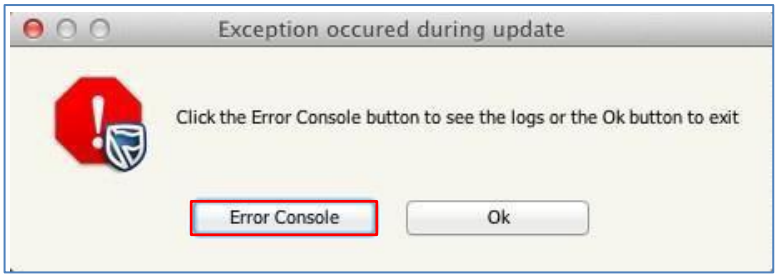
2. The Error Console will be displayed. Click on “Copy Logs to Clipboard”.



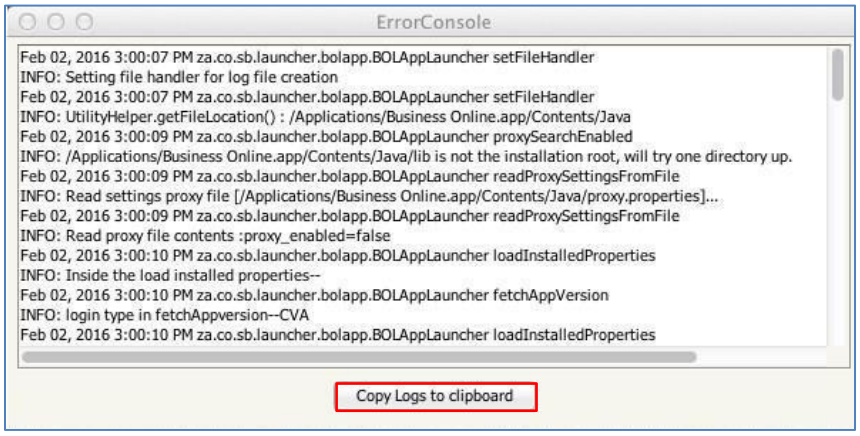
3. Open your email application and paste the contents of the clipboard into the mail application. Send the mail to the Business Online support desk.
4. You may also access the error log file in the following directory, replacing %username% with your username. C:\Users**username**\AppData\Local\Business 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”.



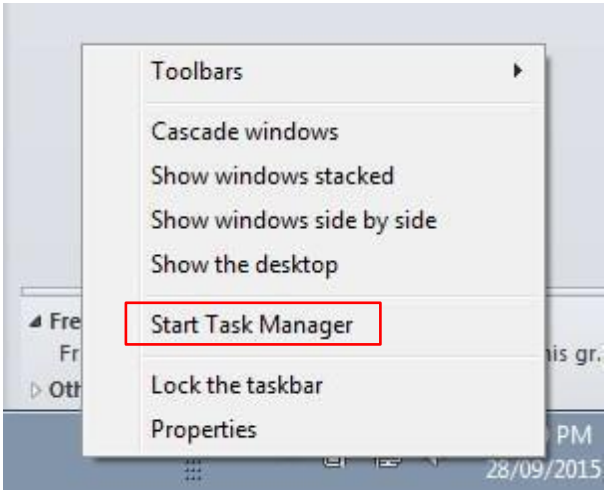
3. Open your email application and paste the contents of the clipboard into the mail application. Send it through to the Business Online support desk for assistance.

How To Stop The Application

Microsoft Windows

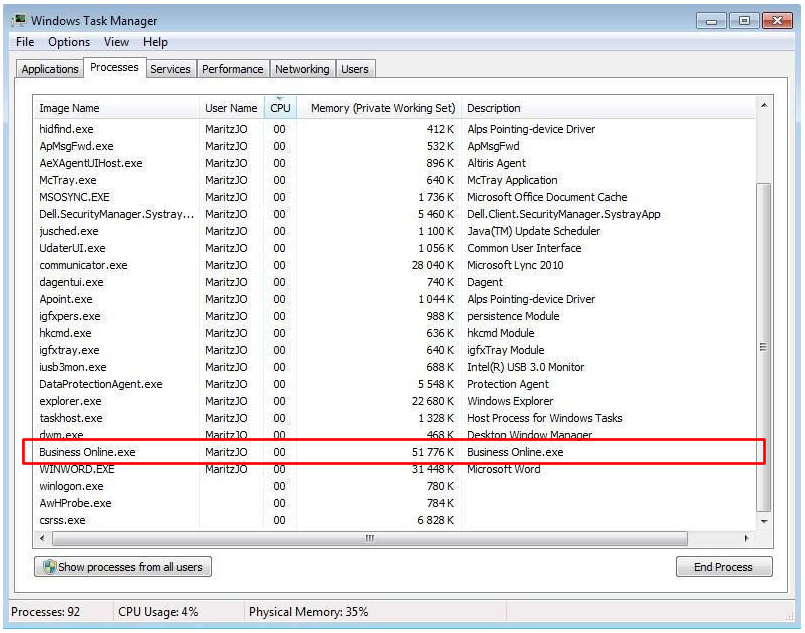
If your desktop Business Online application is not responding, (that is if the application freezes and does not respond to the user's commands), you can close the application by using the Microsoft Windows Task Manager. The Task Manager may be accessed in the following ways:

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.

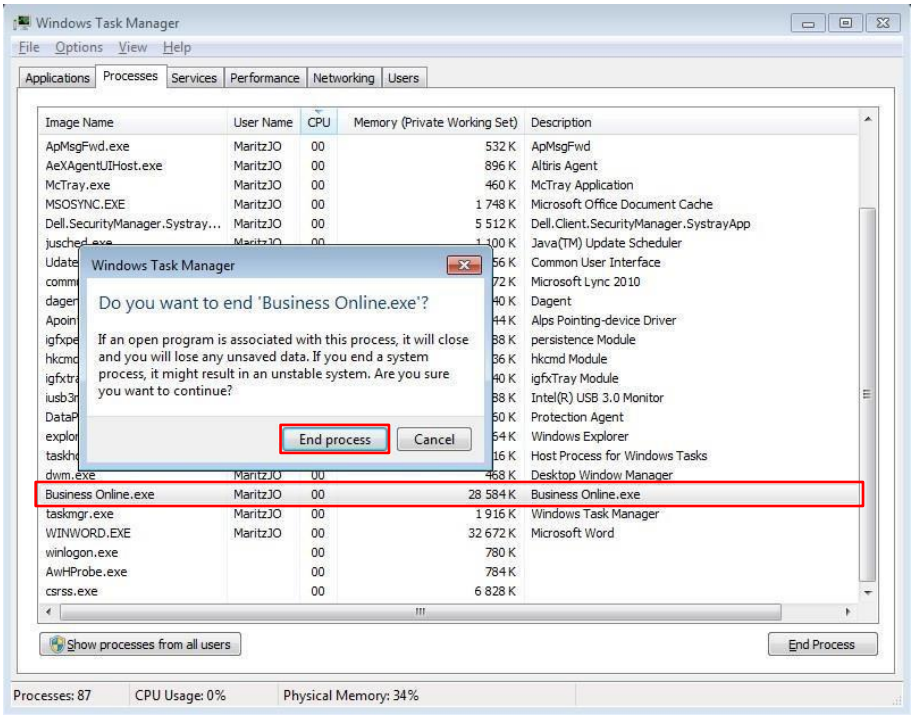


2. You can also invoke the Task Manager by pressing the Ctl-Alt-Del keys and select "Task Manager"

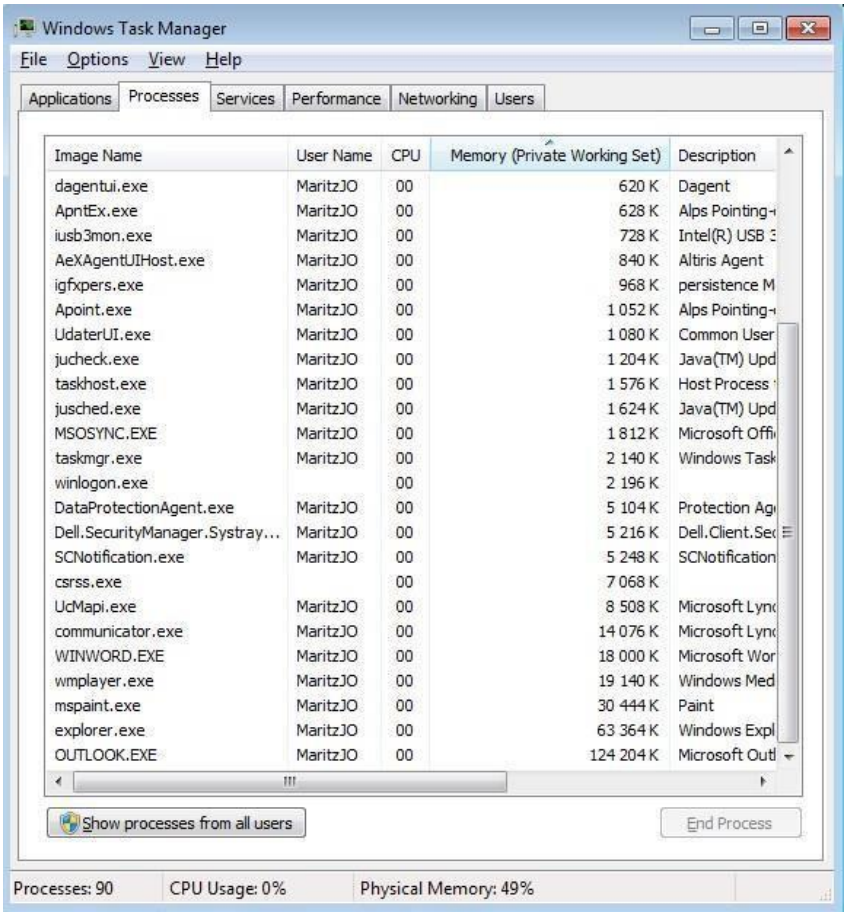
3. Select the "Processes" tab on the Task Manager. The desktop Business Online application will be visible as one of the running processes.

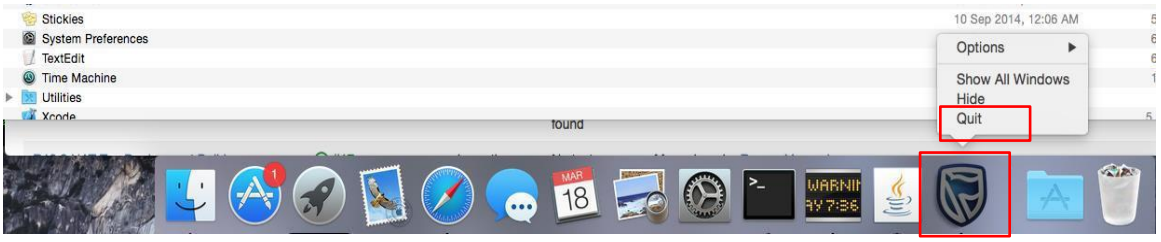


4. To stop the desktop application, perform the following actions:
   a. Select the running process by clicking on the line that says “Business Online.exe”. This will highlight the running Business Online process.
   b. After selecting the running Business Online process, select the “End process” button.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



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



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.