# BUSINESS ONLINE INSTALLATION GUIDE

001

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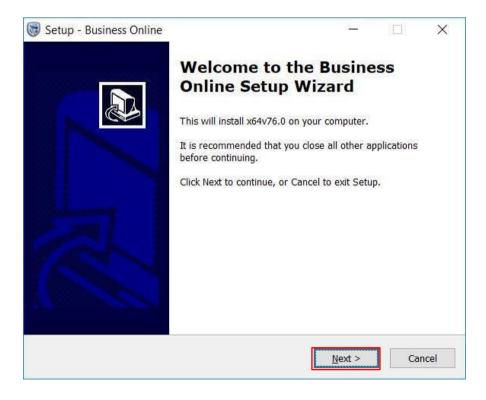
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### **Microsoft Windows**

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.

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Products and Services	Security Centre	Help and Support	About us	Q	Я
usiness Online	Applica	tions			æ
by simple, convenient bankin bile apps	g with Business	Online's desktop	and		
SINESS ONLINE DESKTOP A	PPLICATION				
load installation file contains the Desktop	Business Online Applica	ation as well as the requir	ed Java version,		
application:					
Does not require Java to be installed as a p once installed	pre-requisite. Provides a	Business Online icon on	your desktop		
Does not require Administrator rights to in	nstall or uninstall				
nload the relevant Desktop Business	Online Application	pelow:			
Download Desktop Business Online / version	Application (Window	s <mark>32 BIT)</mark> – This is the re	ecommended		
Download Desktop Business Online	Application (Window	s 64 BIT)			
Download Desktop Business Online /	Application (MAC OS	)			
SINESS ONLINE WEBSTAR WNLOAD	T APPLICATIO	N SOFTWARE		,	
Business Online runs on Java Runtime.					
Click here to download the latest Java sof	ftware.				
	Products and Services USINESS ONLINE DESKTOP A py simple, convenient bankin bile apps SINESS ONLINE DESKTOP A nhanced installation process makes it easy load installation file contains the Desktop we will regularly update for you, meaning test version of Java. application: Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince installed Does not require Java to be installed as a pince Download Desktop Business Online Download Desktop Business On	Products and Services Security Centre USINESS ONLINE DESKTOP APPLICATION Inhanced installation process makes it easier and quicker for you to load installation process makes it easier and quicker for you to load installation process makes it easier and quicker for you to load installation process makes it easier and quicker for you to load installation file contains the Desktop Business Online Application explicitly update for you, meaning there is no longer the netest version of Java. application: Does not require Java to be installed as a pre-requisite. Provides a once installed Does not require Administrator rights to install or uninstall alload the relevant Desktop Business Online Application to the open of Desktop Business Online Application (Windows Persion Download Desktop Business Online Application (Windows Download Desktop Business Online Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Desktop Business Online Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS Distings ONLINE WEBSTART APPLICATION Disting To the open of Disting Application (MAC OS D	Products and Services       Security Centre       Help and Support         USINESS ONLINE Applications       Applications         by simple, convenient banking with Business Online's desktop       Security Centre         bille apps       SINESS ONLINE DESKTOP APPLICATION         nhanced installation process makes it easier and quicker for you to access going forward.       Ioad installation as well as the require         we will regularly update for you, meaning there is no longer the need for you to continuou       Ioad installation as well as the require         application:       Ioad the relevant besktop Business Online Application below:         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on once installed       Ioad the relevant Desktop Business Online Application below:         Download Desktop Business Online Application (Windows 32 BIT) - This is the reversion       Ioad installed publication (Windows 64 BIT)         Download Desktop Business Online Application (Mindows 64 BIT)       Ioad Ioad publication (Mindows 64 BIT)         Download Desktop Business Online Application (Mindows 64 BIT)       Ioad Ioad Ioad Application (Mindows 64 BIT)         Download Desktop Business Online Application (Mindows 64 BIT)       Ioad Ioad Ioad Application (Mac OS)         SINESS ONLINE WEBSTART APPLICATION SOFTWARE       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Products and Services       Security Centre       Help and Support       About us         Description of the product of	Products and Services       Security Centre       Help and Support       About us       Q         DISINEESS ONLINE Applications         or ys imple, convenient banking with Business Online's desktop and bile apps         SINESS ONLINE DESKTOP APPLICATION         Inhanced installation process makes it easier and quicker for you to access going forward. This easy-to-load installation file contains the Desktop Business Online Application as well as the required Java version, we will regularly update for you, meaning there is no longer the need for you to continuously download test version of Java.         application:         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on your desktop more installed         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on your desktop more installed         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on your desktop more installed         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on your desktop more installed         Does not require Java to be installed as a pre-requisite. Provides a Business Online icon on your desktop Business Online Application (Windows 32 BIT) – This is the recommended beretored besktop Business Online Application (Windows 64 BIT)         Download Desktop Business Online Application (MAC OS)         Dispute Just webBSTART APPLICATION SOFTWARE         Dispute Volume Unson Java Runtime.

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



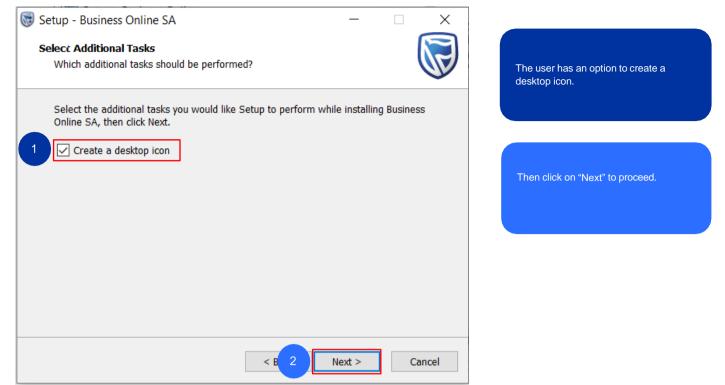
3. Select the file/location where you wish to save the download and click on "Next".

Setup - Business Online SA        ×         Select Destination Location       Where should Business Online SA be installed?       Image: Comparison of the stalled installed in	
Setup will install Business Online SA into the following folder. To continue, click Next. If you would like to select a different folder, click Browse. C:\Users\xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	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.
C:\Users\xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Before the installation takes place, the user will be notified on how much storage space the download will require.
2 At least 173.3 MB of free disk space is required.	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".

😺 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

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.

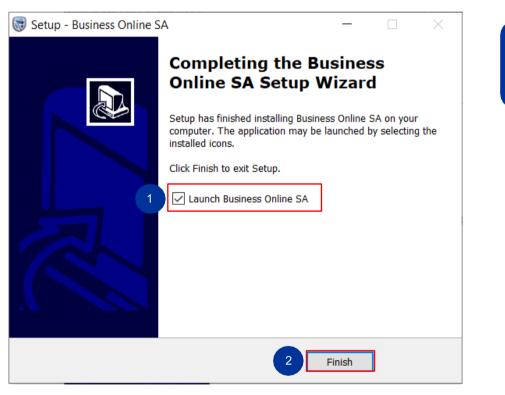
67	Setup - Business Online SA -		×
	Ready to Install Setup is now ready to begin installing Business Online SA on your computer.		
	Click Install to continue with the installation, or click Back if you want to reviev change any settings.	v or	
	Destination location: C:\Users\xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	^	
	Create a desktop icon	~	
	×		
	< 1 Install	Cano	el

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.

👦 Setup - Business Online SA 🦳 —		Х
Installing Please wait while Setup installs Business Online SA on your computer.		R
Extracting files C:\\app\lib\icmfunds-prod_RESIZE-0.0.2.3-SNAPSHOT.jar		
	(	Cancel

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.



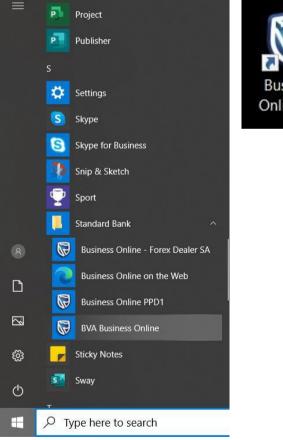
10. Once the updates have been completed the user will be required to restart the desktop Business Online application.



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.



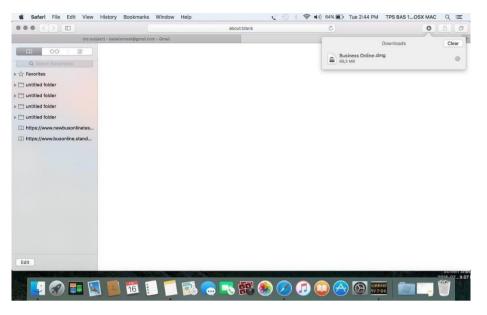
11. The installation process will create a new shortcut in the "Start" menu on your computer and place an icon on your desktop. Please use these to access your Desktop Business Online application.





## 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	🗑 BVA I	Business Online	
	Copying 0 items to "App		- 0
Ű	196,1 MB of 196,1 MB - Abd	but 5 seconds	7
BVA B	usiness Online	Applica	tions
	Business C	Juline	
		ing "Business Online.app" to "Appli MB of 210,1 MB - About 5 seconds	
Busines	s Online	Applications	13.0.dmg 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	s 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.	
0 1.10 1.1 1.4 (011	*

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.

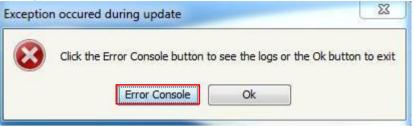
proxy.p	roperties - Notepa	
File Edit	Format View	
	nabled=false	*

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

Proxy Se	rver Creden	itials	×
?	Please pro Login ID Password	vide credentials for	
		OK 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	*		4
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher loadLangProperties INFO: System Locale : en ZA	E		
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher fetchAppVersion INFO: login type in fetchAppversionBVA			
INFO: Bol Application Version : x86INT5-v44.0			Business Online
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Using JRE Version : 1.8.0_60</init>			
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher <init> INFO: Invoking MaintenanceCheck</init>			Starting
Oct 05, 2015 3:53:32 PM za.co.sb.launcher.nbolapp.NBOLAppLauncher invokeMaintenanceChe INFO: Maintenence Url : http://pcibqtpsbeb01/confluence/display/APPARCH/NBol+Application+R			
Oct 05, 2015 3:53:33 PM za.co.sb.nbolapp.updater.MaintenanceCheck getResponseCode			
Copy Logs to dipboard		CONTRACTOR OF	a kindad and
Copy Logs to dipboard			Chartelal S

- 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.

000	⊖ ○ ○ Exception occured during update			
R	Click the Error Console button to see the logs or the Ok button to exit			
	Error Console Ok			

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

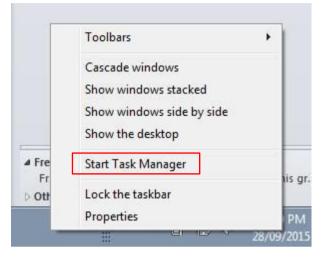
	o.sb.launcher.bolapp.BOLAppLauncher setFileHandler
INFO: Setting file handler for	
	o.sb.launcher.bolapp.BOLAppLauncher setFileHandler
INFO: UtilityHelper.getFileLoo	ation() : /Applications/Business Online.app/Contents/Java
Feb 02, 2016 3:00:09 PM za.o	o.sb.launcher.bolapp.BOLAppLauncher proxySearchEnabled
INFO: /Applications/Business	Online.app/Contents/Java/lib is not the installation root, will try one directory up
Feb 02, 2016 3:00:09 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile
	[/Applications/Business Online.app/Contents/Java/proxy.properties]
Feb 02, 2016 3:00:09 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile
INFO: Read proxy file content	
	o.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties
INFO: Inside the load installe	
	o.sb.launcher.bolapp.BOLAppLauncher fetchAppVersion
INFO: login type in fetchAppy	
	o.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.

olications	Processes	Services	Performance	Network	ing Users		
Image Na	ame		User Name	CPU N	lemory (Private Working Set)	Description	*
hidfind.ex	xe		MaritzJO	00	412 K	Alps Pointing-device Driver	
ApMsgFwd.exe		MaritzJO	00	532 K	ApMsgFwd		
AeXAgentUIHost.exe		MaritzJO	00	896 K	Altiris Agent		
McTray.exe		MaritzJO	00	640 K	McTray Application		
MSOSYNC.EXE		MaritzJO	00	1 736 K	Microsoft Office Document Cache		
Dell.SecurityManager.Systray		MaritzJO	00	5 460 K	Dell.Client.SecurityManager.SystrayApp		
jusched.exe		MaritzJO	00	1 100 K	Java(TM) Update Scheduler		
UdaterUI.exe		MaritzJO	00	1 056 K	Common User Interface		
communicator.exe		MaritzJO	00	28 040 K	Microsoft Lync 2010		
dagentui.exe		MaritzJO	00	740 K	Dagent		
Apoint.exe		Maritz30	00	1 044 K	Alps Pointing-device Driver		
igfxpers.exe		MaritzJO	00	988 K	persistence Module		
hkcmd.exe		MaritzJO	00	636 K	hkcmd Module		
igfxtray.exe		MaritzJO	00	640 K	igfxTray Module		
iusb3mon	i.exe		MaritzJO	00	688 K	Intel(R) USB 3.0 Monitor	
DataProt	ectionAgent.	exe	MaritzJO	00	5 548 K	Protection Agent	
explorer.exe		MaritzJO	00	22 680 K	Windows Explorer		
taskhost.exe		MaritzJO	00	1 328 K	Host Process for Windows Tasks		
dwm.exe	al a second		Maritz 10	00	468 K	Desktop Window Manager	
Business	Online.exe		MaritzJO	00	51 776 K	Business Online.exe	
WINWOR	D.EXE		MaritzJO	00	31 448 K	Microsoft Word	
winlogon.	.exe			00	780 K		
AwHProbe.exe			00	784 K			
csrss.exe	8			00	6 828 K		+
•					m		) r
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.

pplications	Processes	Services	Performance	Networking	Users			
Image Na	ime		User Name	CPU Mem	ory (Private V	Vorking Set)	Description	
McTray.e MSOSYNO Dell.Secu Udate comm dager Apoin igfxpe hkcmc igfxtra	tUIHost.exe xe C.EXE rityManager Windows Ta Do you v If an open and you wi	Systray isk Manag Want to program i Il lose any might rest	Martiz 10 er end 'Busir s associated v unsaved dat. ult in an unsta e?	vith this proce a. If you end a able system. A	e.exe'? ess, it will clo system are you sure	36 K 40 K 88 K 50 K	ApMsgFwd Altris Agent McTray Application Microsoft Office Document Cache Dell.Client.SecurityManager.SystrayApp Java(TM) Update Scheduler Common User Interface Microsoft Lync 2010 Dagent Alps Pointing-device Driver persistence Module Hickmd Module IgfxTray Module Intel(R) USB 3.0 Monitor Protection Agent Windows Explorer	E
taskho				End process	Cance	16 K	Host Process for Windows Tasks	
dwm.exe Business	Online.exe		MaritzJO MaritzJO	00		468 K 28 584 K	Desktop Window Manager Business Online.exe	
taskmgr.e WINWOR winlogon. AwHProb csrss.exe	exe D.EXE exe e.exe		MaritzJO MaritzJO	00 00 00 00 00 00		1 916 K 32 672 K 780 K 784 K 6 828 K	Windows Task Manager	
•					m			۱.
Chow	processes f	rom all user					1	End Process

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

pplications Processes	Services	Performance	Networ	king Users		
Image Name		User Name	CPU	Memory (Privat	e 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	
AeXAgentUIHost.exe	MaritzJO	00		840 K	Altiris Agent	
igfxpers.exe		MaritzJO	00		persistence M	
Apoint.exe	MaritzJO	00	1 052 K Alps Pointin			
UdaterUI.exe		MaritzJO	00		Common User	
jucheck.exe	MaritzJO	00		Java(TM) Upd		
taskhost.exe	MaritzJO	00		Host Process		
jusched.exe	MaritzJO	00		1624 K	Java(TM) Upd	
MSOSYNC, EXE	MaritzJO	00		Microsoft Offi		
taskmgr.exe	MaritzJO	00		2 140 K	Windows Task	
winlogon.exe		00		2 196 K		
DataProtectionAgent.e	MaritzJO	00		Protection Ag		
Dell.SecurityManager.S	MaritzJO	00		Dell.Client.Sec		
SCNotification.exe		MaritzJO	00		5 248 K	SCNotification
csrss.exe			00		7 068 K	
UcMapi.exe	MaritzJO	00	8 508 K		Microsoft Lync	
communicator.exe	MaritzJO	00		14 076 K	Microsoft Lync	
WINWORD.EXE	MaritzJO	00		18 000 K	Microsoft Wor	
wmplayer.exe	MaritzJO	00		19 140 K	Windows Med	
mspaint.exe	MaritzJO	00		30 444 K	Paint	
explorer.exe	Maritz30	00		63 364 K	Windows Expl	
OUTLOOK.EXE	MaritzJO	00	124 204 K		Microsoft Outl +	
4		111				÷.
Show processes fro	[	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.

