Standard Bank

Business Online Application How-To Guide

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1 Introduction

The Business Online Application installation file contains all the files required to run Business Online, including he required Java components that are required. You are able to download and install the Business Online Application on your computer whether your computer has Java already installed or not.

Refer to the list of frequently asked questions and step-by-step instructions to install the Business Online Application.

This Application:

- Does not require Java to be installed as a pre-requisite. The necessary Java components required previously to run Business Online are now already packaged with the installation
- The file is easy to download and install
- Provides a Business Online icon on your desktop once installed
- Does not require Administrator rights to install or uninstall

2 Frequently Asked Questions

- *How do I install the Business Online Application?*
  Navigate to the Business Online Website (www.businessonline.standardbank.com) and follow the instructions to download and install the Application onto your computer.

- *Will this version provide the same functionality as my existing Business Online?*
  All existing functionality will be available.

- *Can I still use my existing version of Business Online?*
  Your existing version of Business Online will not be removed and will continue to be fully functional.

- *My Internet Browser does not allow me to download the installation file.*
  Your internet security policy may prohibit the download of executable files (files with an ".exe" extension). Contact your system administrator for assistance.

- *I use an Apple Macintosh computer with a Safari Browser. Will I be able to download and install the Business Online Application?*
  Yes, there are three versions available to download based on your computer specifications:
  - Windows 32 and 64 bit versions for Windows operating systems
  - MAC OS X for Apple Macintosh computers

- *The new version looks the same as the old one? What is the difference?*
  The difference is that the new version contains all the files required to run the Application in a single installer file without the need to upgrade Java versions on an on-going basis, while the old version required you to download and install Java files first before you could run Business Online as well as keep these up to date.

- *After installation there are new icons on my computer.*
  The installation will create a new icon on your desktop as well as a new link to Business Online in the start menu. Click on the new icons to use the Business Online Application. You may use the new version for all your daily tasks.

- *Why is there another icon on my desktop? It looks like the installation file is stored on my desktop. What happens when I inadvertently click on the installation file icon?*
  The installation file is stored on your desktop and will appear in its own icon. You may save the installation file to another directory. If you click on the installation file you will be presented with the installation wizard. If you already installed the application, you can cancel the installation wizard.

- *Will I have to download the installation file every time there is an update to Business Online?*
  The Business Online application includes an update manager which will check for and download the latest updates. The download and install process is described in this document is only required for the initial installation.

- *I don't have Java installed on my computer.*
  You will not be required to download and install Java files on your computer. The installer package contains all the files needed to run Business Online.

- *I already have Java installed on my computer*
  You may continue using any version of Java that may be required to run your other applications.

- *I've installed the Business Online Application but need to install Java to run a different application.*
  You may install any version of Java that is required by any other application. You may also update and uninstall any version of Java.

- *I'm experiencing an error. Who do I contact?*
  Contact your Standard Bank/Stanbic Bank Relationship Manager. Alternatively, please contact our Service Support Contact Centre.

3 Downloading the Application

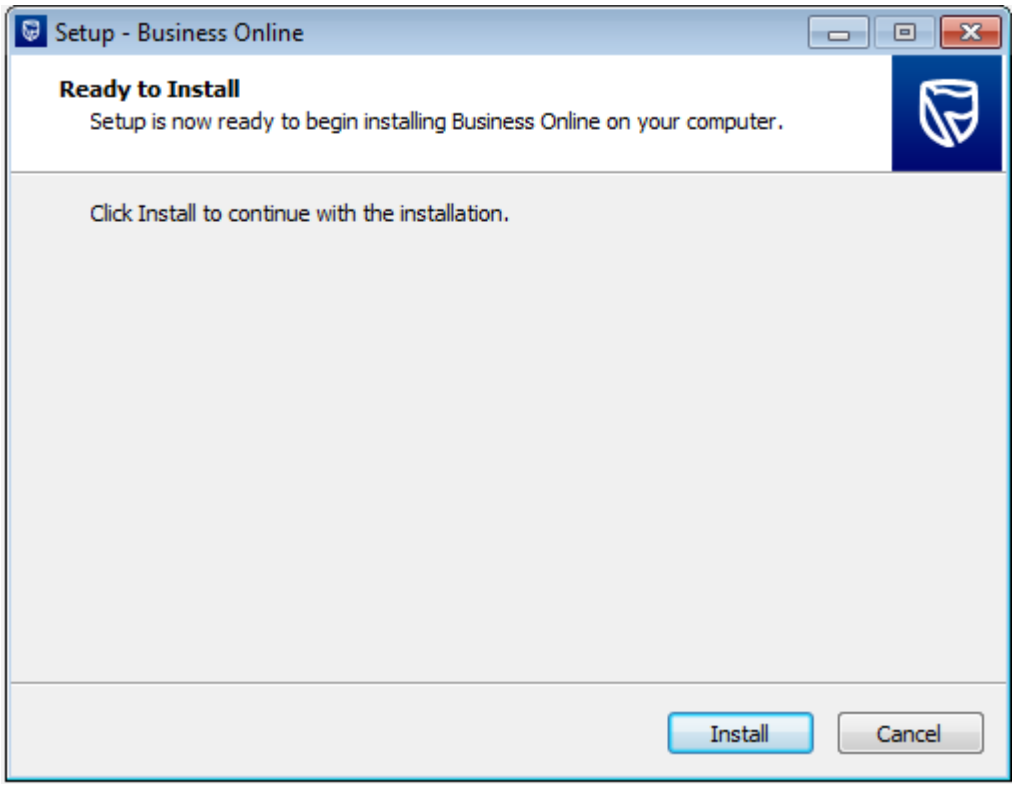
1. Navigate to the Business Online Website: www.businessonline.standardbank.co.za
2. Click on "**Download the Business Online Application here!"**
3. The website will provide you with the recommended version for download based on the operating system version you are running on your computer
4. Click on the download link
5. The download process will start and you will be prompted to run the installation file or save it to your hard drive
6. The website also provide the download links for Business Online compatible on Windows 32 bit, 64 bit and MAC OS

The next section explains how to download and install the Business Online Application using either Microsoft Windows or Mac OS.

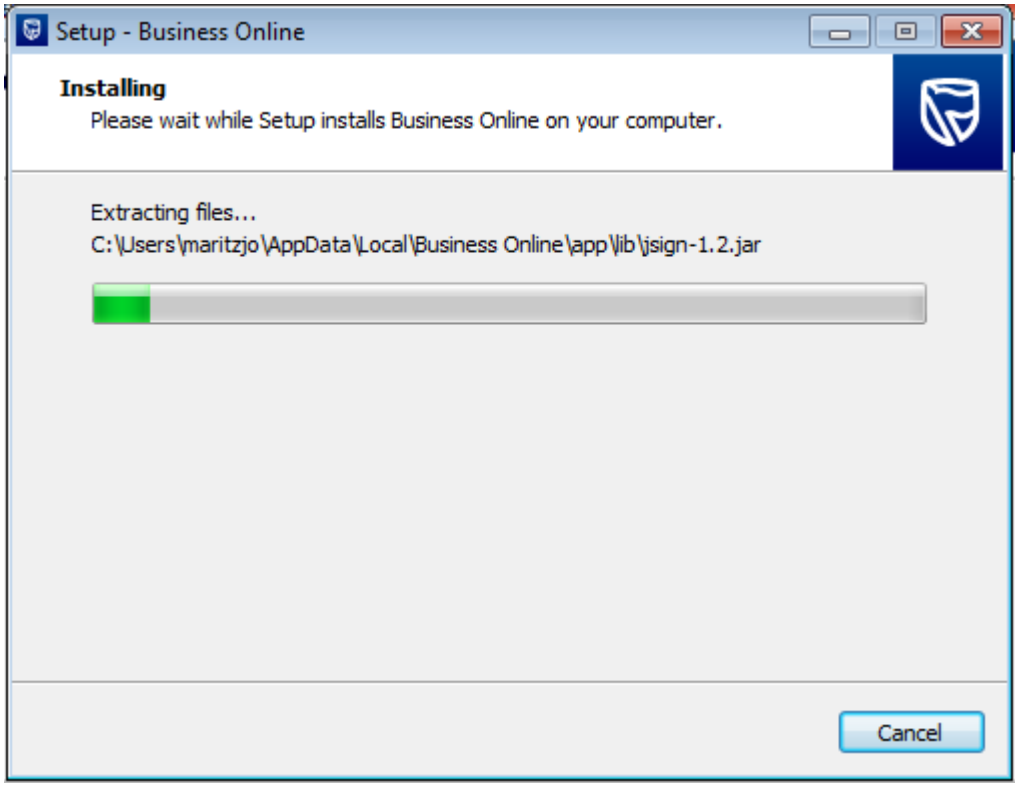
4 Installing the Application

4.1 Microsoft Windows

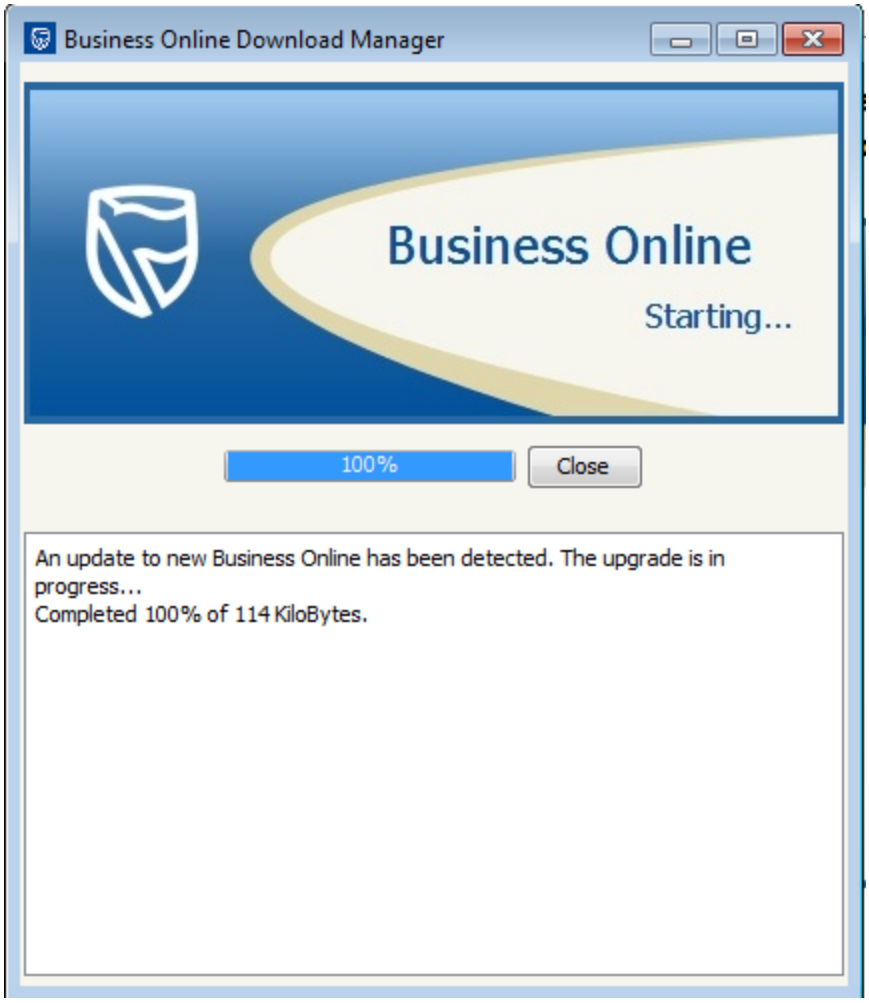
1. Click SAVE on the Drop down menu and select **SAVE AS**
2. Save the file to your desktop or my documents as the location
3. The system will indicate when the file has been downloaded successfully
4. Navigate to where you have saved the installation file and double click to start the installation



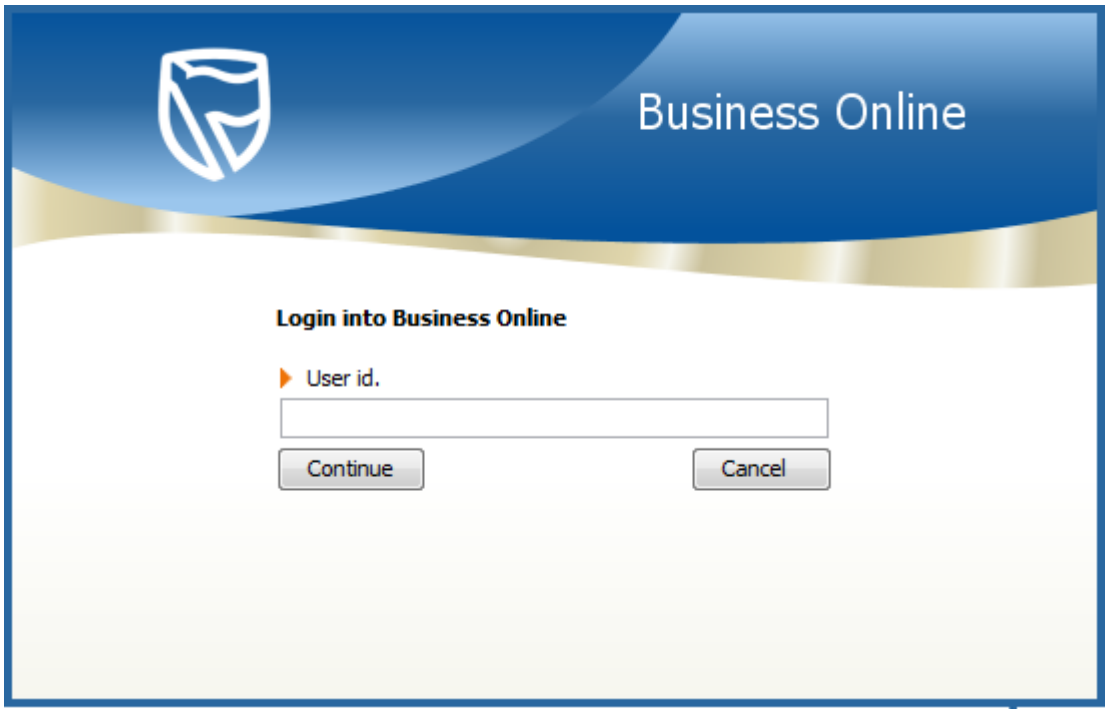
5. The system installs all files required to run Business Online. This includes the required Java files.



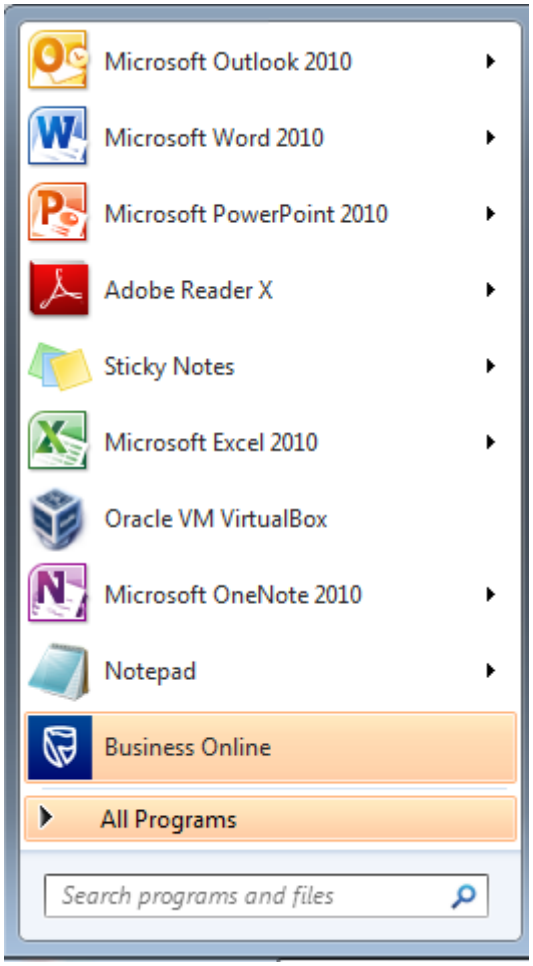
6. After the installation has been completed successfully, the system will connect to the server and download the files required to ensure that your version is up to date. If there are any downloads in progress, please wait until the update has been completed (100%) before closing the screen.



7. Log on to Business Online with your existing credentials.

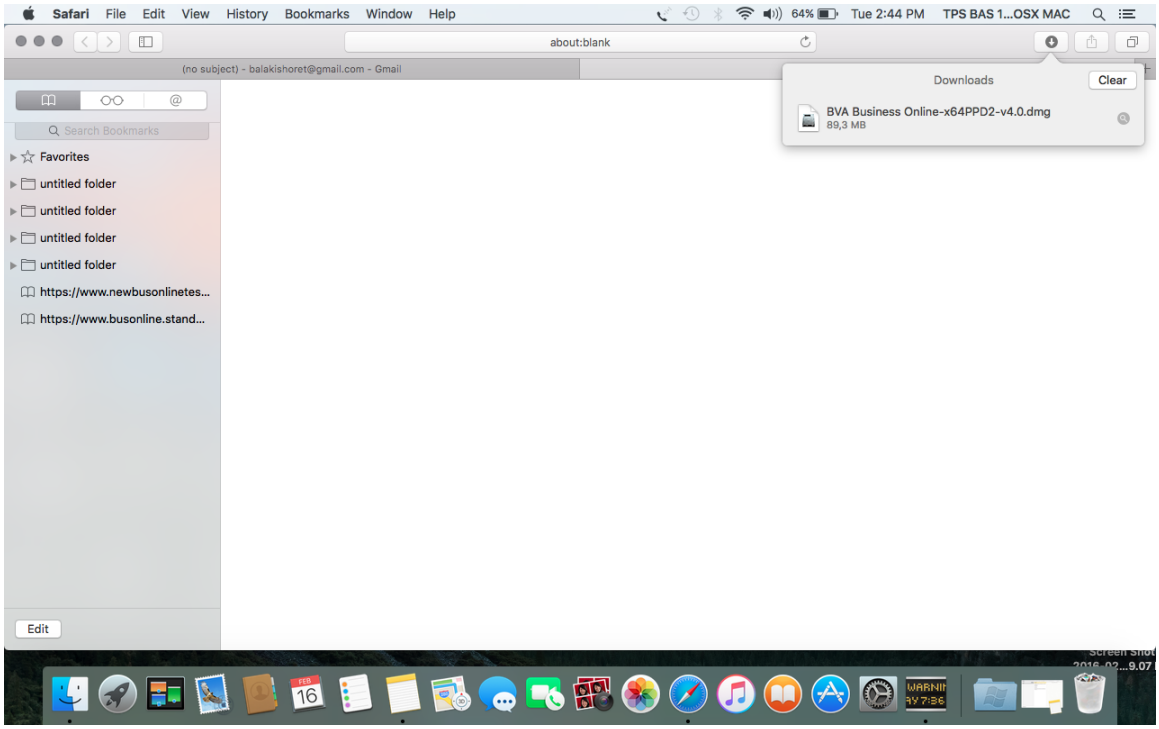

Business Online
Login into Business Online
User id.
Continue
Cancel

8. The installation process will create a new shortcut in the “Start” menu of your computer and place an icon on your desktop. Please use these to start your Business Online application.

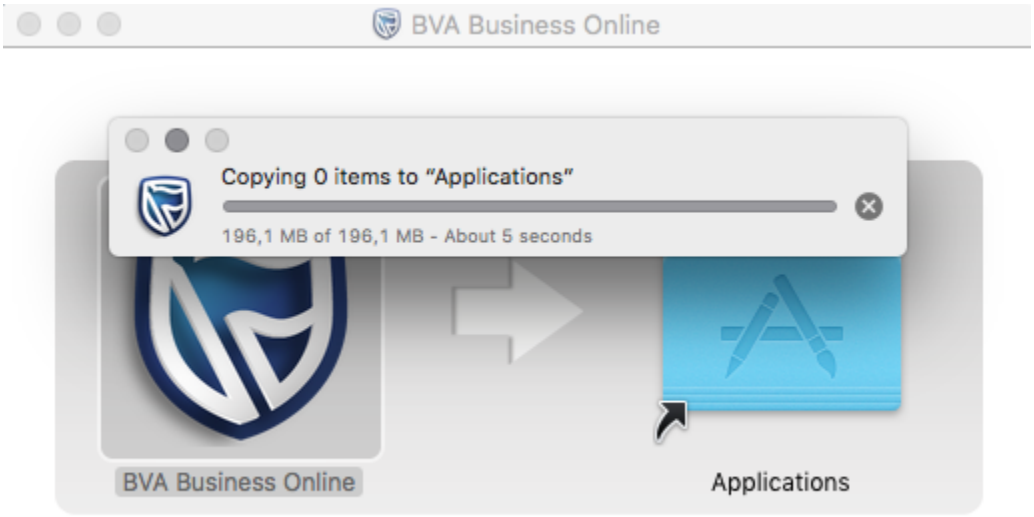


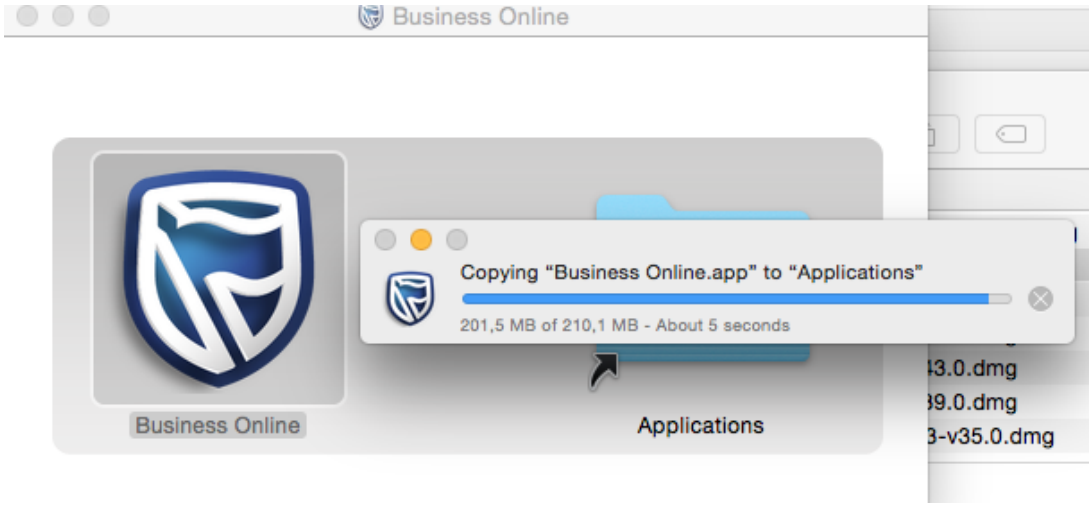
4.1.1 Apple Mac

1. Navigate to the Business Online Website on: www.businessonline.standardbank.co.za
2. Click on "**Download the Business Online Application here!"**
3. The website will provide you with the recommended version for download based on the operating system version you are running on your computer.
4. Click on the download link
5. The download process will start and you will be prompted to run the installation file or save it to your hard drive
6. The website also provide the download links for Business Online compatible on Windows 32 bit, 64 bit and MAC OS



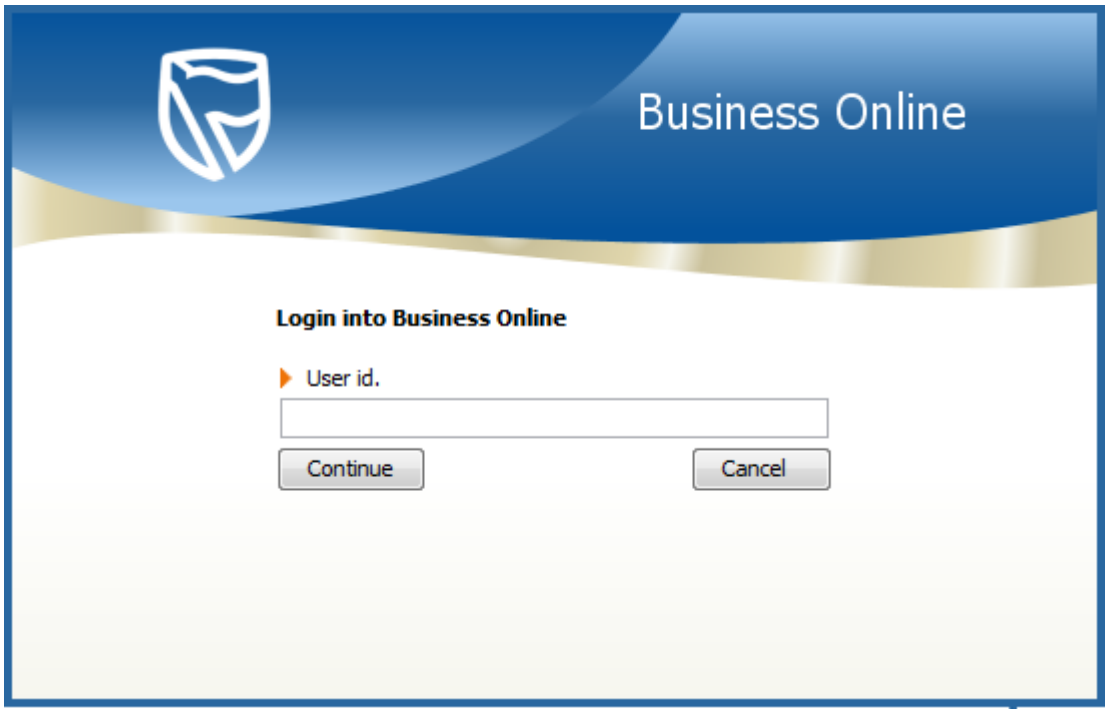
1. After the file is downloaded, the user needs to run/execute/double click on the DMG file.
2. This will pop up the screen that allows us to drag the Business Online Application to the “Applications” folder.





3. After the installation has been completed successfully, the system will connect to the server and download the files required to ensure that your version is up to date. If there are any downloads in progress, please wait until the update has been completed (100%) before closing the screen.

4. Log on to Business Online with your existing credentials.



5. The installation process will create a new icon on your desktop. Please use these to start your Business Online Application.

5 Proxy Authentication

In the event that your company policy requires you to manually log onto their proxy server, you are required to change a setting in the proxy authentication file.

Please contact your IT Administrator for assistance.

While the procedure is the same, the path to the proxy properties file differs between Microsoft and Apple Mac systems.

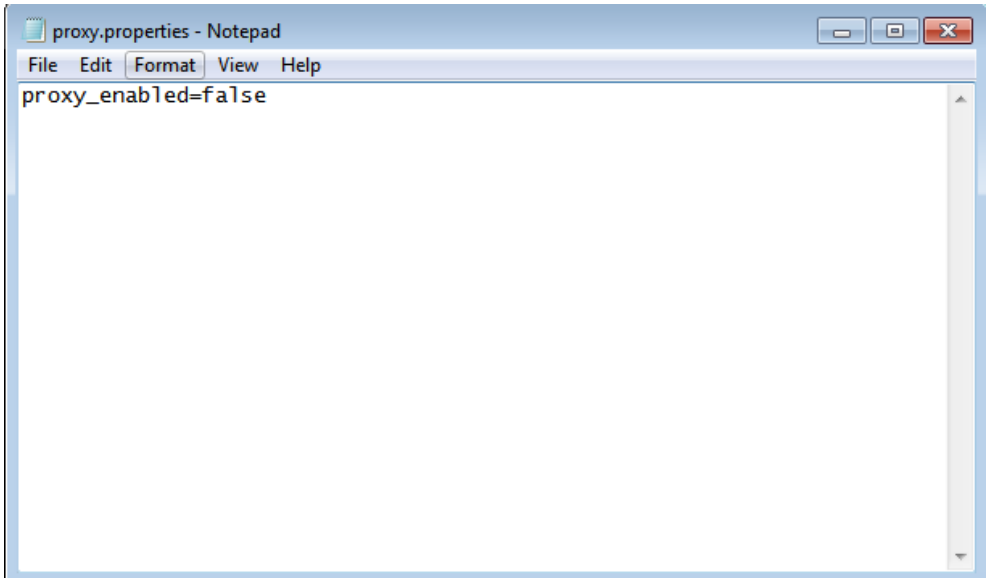
For Microsoft systems, the proxy properties file can be found in the following directory:

C:\Users\w728473\AppData\Local\BVA Business Online\app

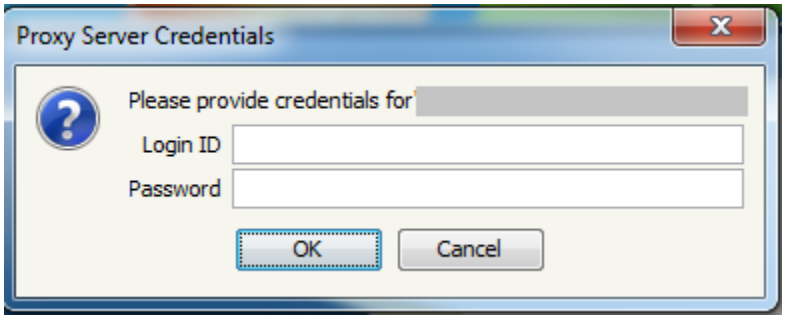
For Apple Mac systems, the proxy properties file can be found in the following directory:

/Applications/Business Online.app/Contents/Java/properties

1. Navigate to the appropriate directory for your operating system 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.



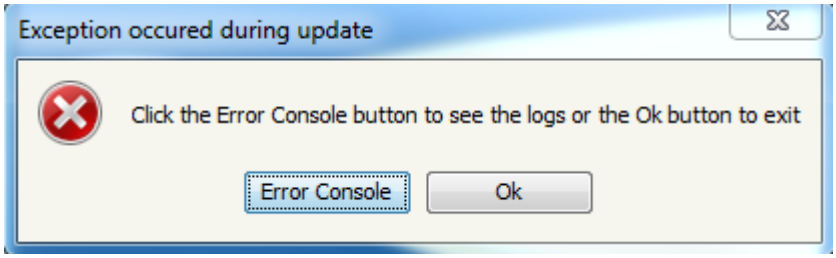
3. When you re-start the Business Online Application, you will be prompted to provide your proxy credentials.



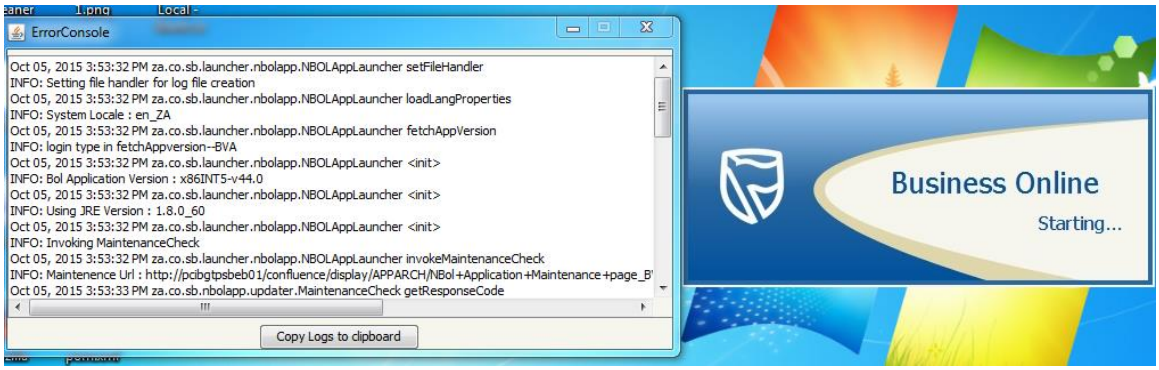
6 Error Console

6.1 Microsoft Windows

1. In the event that an unrecoverable error occurs you will see a message similar to the one below but the message may be different depending on the type of error. Click on “Error Console” to show details.



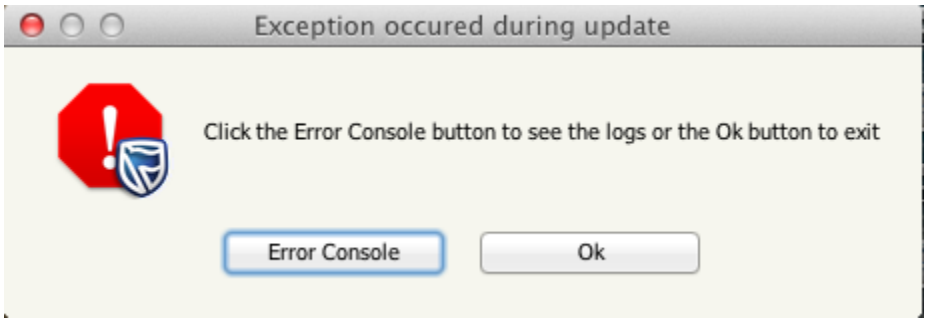
2. The Error Console will be displayed. Click on “Copy Logs to Clipboard”.



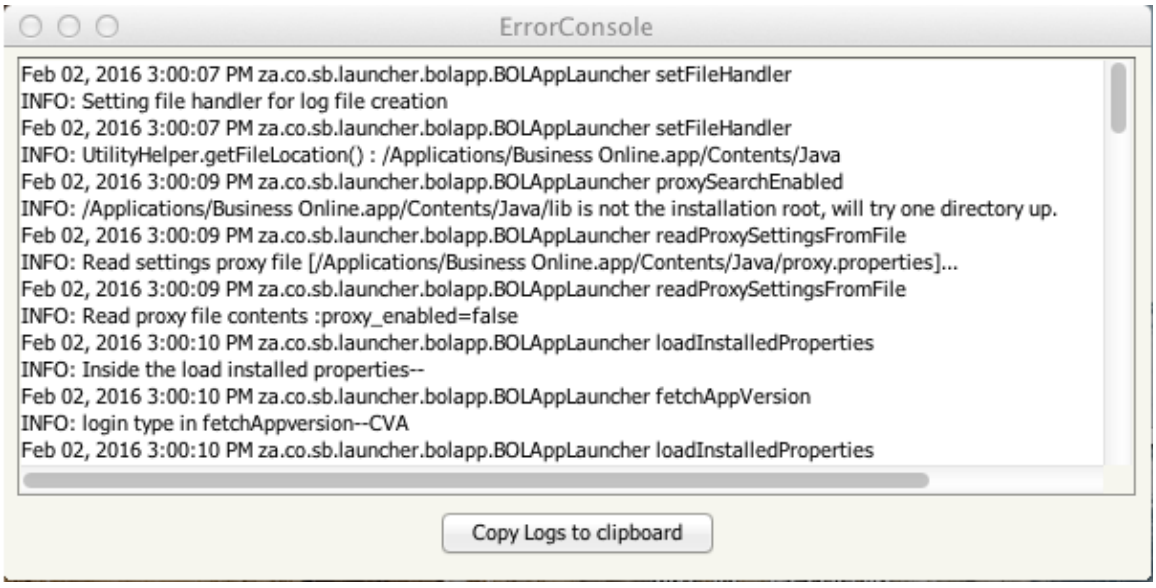
3. Open your email application and paste the contents of the clipboard into the mail application. Send the email to your Standard Bank/Stanbic Bank Relationship Manager, alternatively to our Service Support Contact Centre
4. You may also access the error log file in the following directory, replacing %username% with your user name.
   C:\Users***username***\AppData\Local\Business Online\app\logs.
5. Select the last modified log file and email it to your Standard Bank/Stanbic Bank Relationship Manager, alternatively to our Service Support Contact Centre.

6.2 Apple Mac

1. In the event that an unrecoverable error occurs you will see a message similar to the one below but the message may be different 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”.



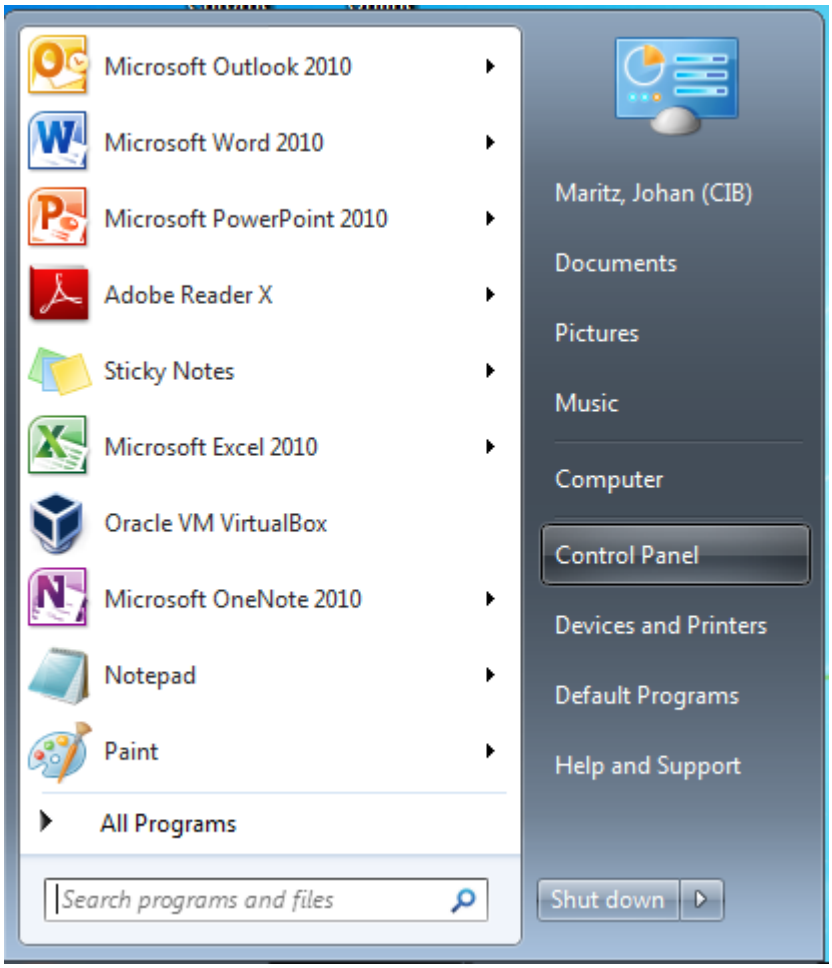
6. Open your email application and paste the contents of the clipboard into the mail application. Send it to your Standard Bank/Stanbic Bank Relationship Manager, alternatively to our Service Support Contact Centre.

7 Uninstalling the Application

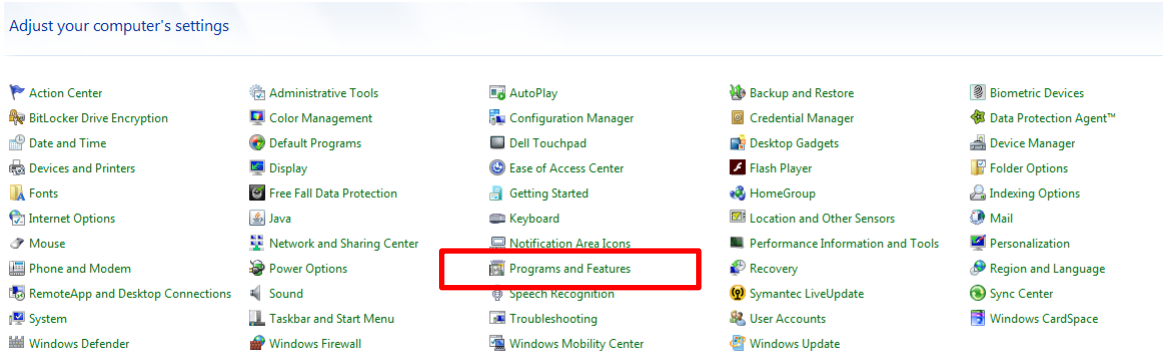
The following steps illustrate how to uninstall the application should it be required.

7.1 Microsoft Windows

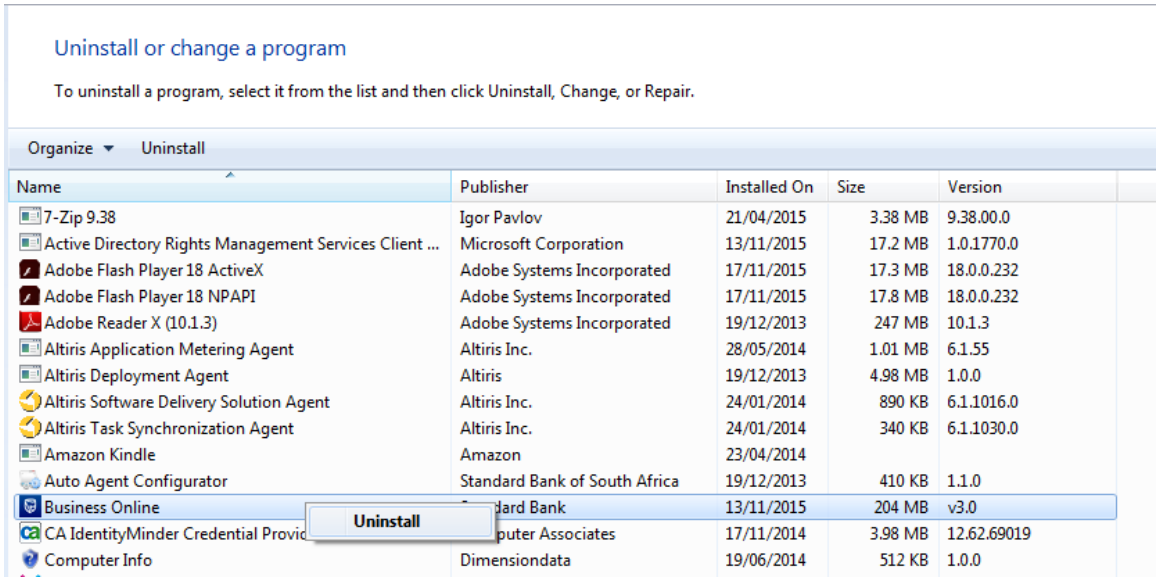
1. Navigate to the Control Panel.


Microsoft Outlook 2010
Microsoft Word 2010
Microsoft PowerPoint 2010
Adobe Reader X
Sticky Notes
Microsoft Excel 2010
Oracle VM VirtualBox
Microsoft OneNote 2010
Notepad
Paint
All Programs
Search programs and files
Maritz, Johan (CIB)
Documents
Pictures
Music
Computer
Control Panel
Devices and Printers
Default Programs
Help and Support
Shut down

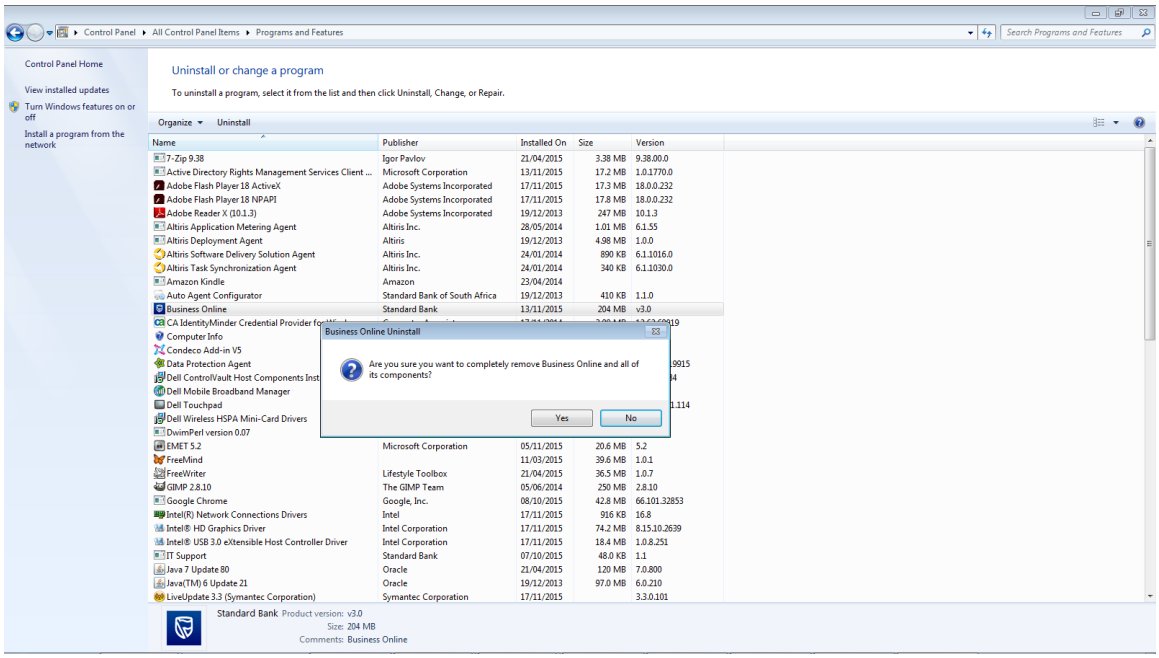
2. Select Programs and Features



3. Click on Business Online icon and Right-Click to Uninstall

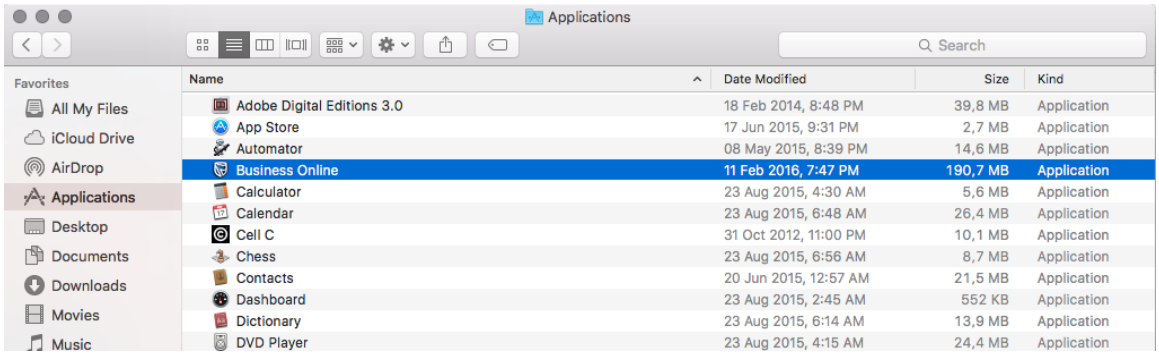


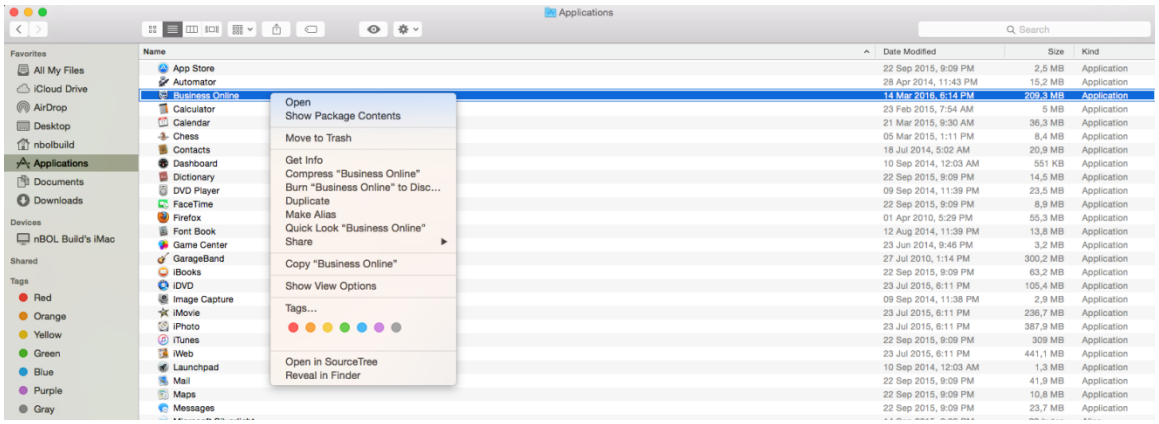
4. Select Yes when prompted to Uninstall



7.2 Apple Mac

1. Navigate to the Applications Panel, select the Business Online Application and uninstall by selecting ‘Move to Trash’ option.





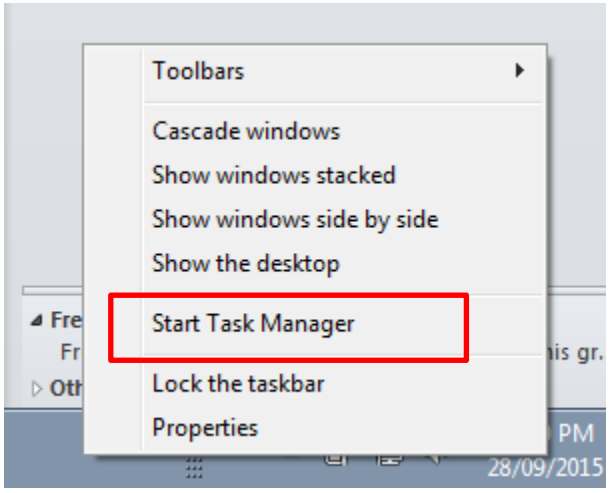
8 How to stop the application

8.1 Microsoft Windows

If your Business Online Application is not responding, i.e. the applications freezes and does not respond to user commands, you can close it by using the Microsoft Windows Task Manager.

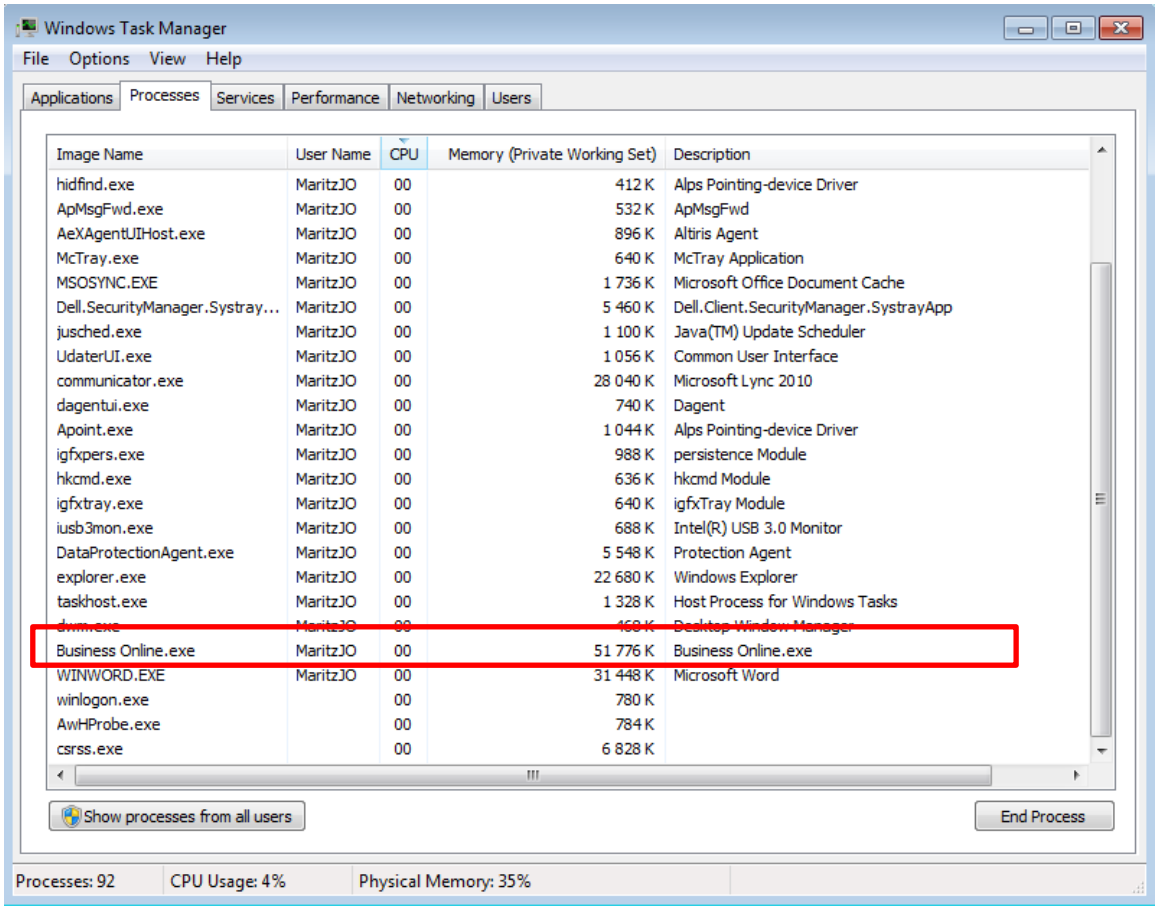
The Task Manager can be accessed in the following ways:

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.

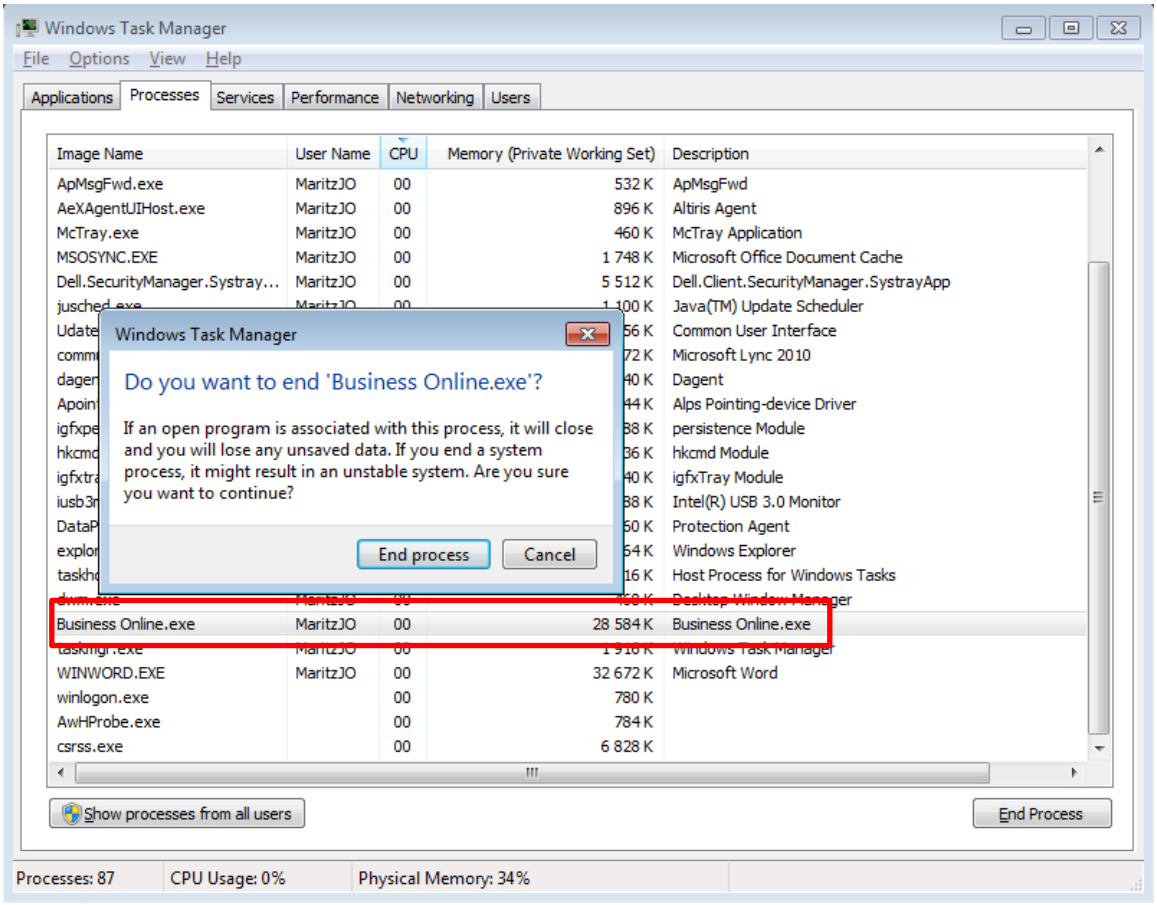


2. You can also invoke the Task Manager by pressing the Ctl-Alt-Del keys and select “Task Manager”

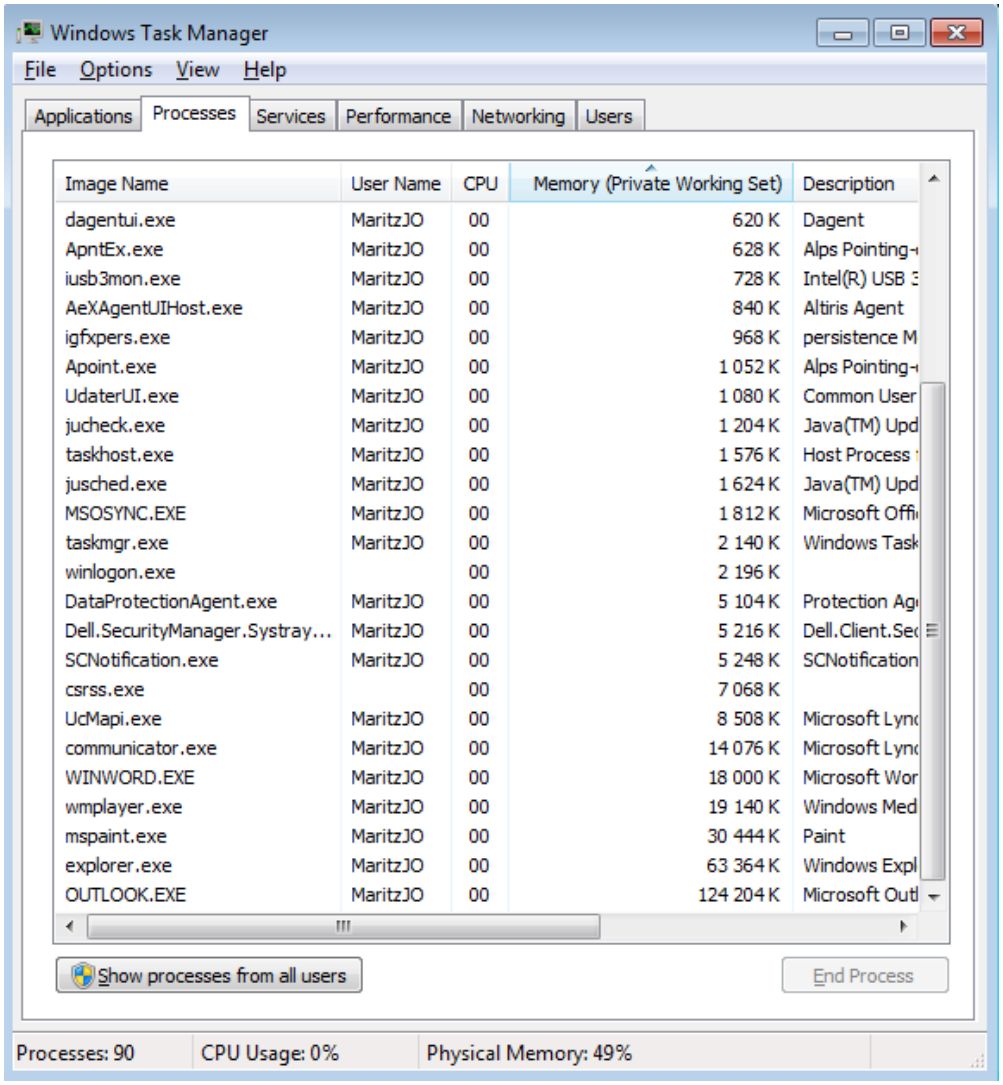
3. Select the “Processes” tab on the Task Manager. The Business Online Application will be visible as one of the running processes.



4. In order to stop the 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 Business Online application process will be terminated.

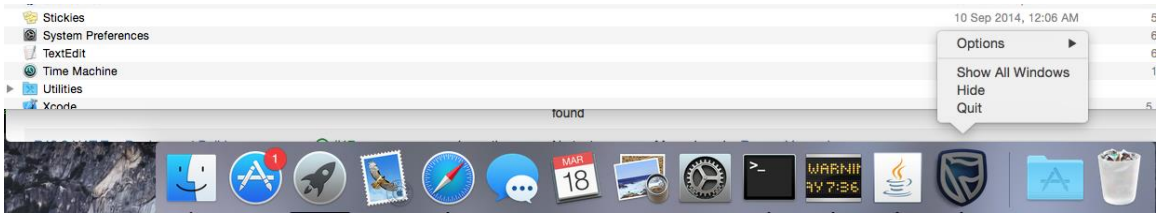


5. The Business Online process will disappear from the screen that displays all the running processes.



8.2 Apple Mac

Navigate to Task Bar and quit the ‘Business Online’ by selecting Quit option from the Business Online icon.



9 Minimum System Requirements

OS X 10.8.3+, 10.9+

Windows 8.1 (Desktop)

Windows 8 (Desktop)

Windows 7

Windows Vista SP2

Windows Server 2008 R2 SP1 (64-bit)

Windows Server 2012 (64-bit)

RAM: 2 Gig

Disk space: 256 MB

Processor: Minimum Pentium 2 266 MHz processor