

# 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

Standard Bank

- 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.

🗟 Business Online Download Manager
Business Online Starting
100%       Close         An update to new Business Online has been detected. The upgrade is in progress       Completed 100% of 114 KiloBytes.         Completed 100% of 114 KiloBytes.       Completed 100% of 114 KiloBytes.

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.

Busi	ness Online Download Manager
	Business Online Starting
An update to Business Or Completed 1% of 86099 Completed 10% of 86099 Completed 20% of 86099 Completed 30% of 86099 Completed 40% of 86099	9 KiloBytes. 9 KiloBytes. 9 KiloBytes.



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

R	Business Online
Login into Business Online User id. Continue	Cancel



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.

Proxy Ser	ver Creden	tials
?	Please pro Login ID Password	vide credentials for OK Cancel

## 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
- You may also access the error log file in the following directory, replacing %username% with your user name.
   C:\Users\<u>username</u>\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.

000	Exception occured during update
	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".



000	ErrorConsole	
INFO: Setting file Feb 02, 2016 3:00 INFO: UtilityHelp Feb 02, 2016 3:00 INFO: /Applicatio Feb 02, 2016 3:00 INFO: Read settin Feb 02, 2016 3:00 INFO: Read proxy Feb 02, 2016 3:00 INFO: Inside the Feb 02, 2016 3:00 INFO: login type	0:07 PM za.co.sb.launcher.bolapp.BOLAppLauncher setFileHandler handler for log file creation 0:07 PM za.co.sb.launcher.bolapp.BOLAppLauncher setFileHandler er.getFileLocation() : /Applications/Business Online.app/Contents/Java 0:09 PM za.co.sb.launcher.bolapp.BOLAppLauncher proxySearchEnabled ns/Business Online.app/Contents/Java/lib is not the installation root, will try one directory up. 0:09 PM za.co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile ngs proxy file [/Applications/Business Online.app/Contents/Java/proxy.properties] 0:09 PM za.co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile of lie contents : proxy_enabled=false 0:10 PM za.co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties load installed properties 0:10 PM za.co.sb.launcher.bolapp.BOLAppLauncher fetchAppVersion in fetchAppversionCVA 0:10 PM za.co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties	0
	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.







### 2. Select Programs and Features



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

#### Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize 👻 Uninstall				
Name	Publisher	Installed On	Size	Version
T-Zip 9.38	Igor Pavlov	21/04/2015	3.38 MB	9.38.00.0
E Active Directory Rights Management Services Client	Microsoft Corporation	13/11/2015	17.2 MB	1.0.1770.0
Adobe Flash Player 18 ActiveX	Adobe Systems Incorporated	17/11/2015	17.3 MB	18.0.0.232
🖊 Adobe Flash Player 18 NPAPI	Adobe Systems Incorporated	17/11/2015	17.8 MB	18.0.0.232
📕 Adobe Reader X (10.1.3)	Adobe Systems Incorporated	19/12/2013	247 MB	10.1.3
Altiris Application Metering Agent	Altiris Inc.	28/05/2014	1.01 MB	6.1.55
Altiris Deployment Agent	Altiris	19/12/2013	4.98 MB	1.0.0
Altiris Software Delivery Solution Agent	Altiris Inc.	24/01/2014	890 KB	6.1.1016.0
Altiris Task Synchronization Agent	Altiris Inc.	24/01/2014	340 KB	6.1.1030.0
💷 Amazon Kindle	Amazon	23/04/2014		
🔜 Auto Agent Configurator	Standard Bank of South Africa	19/12/2013	410 KB	1.1.0
Business Online	Jard Bank	13/11/2015	204 MB	v3.0
CA IdentityMinder Credential Provid	puter Associates	17/11/2014	3.98 MB	12.62.69019
🥑 Computer Info	Dimensiondata	19/06/2014	512 KB	1.0.0



### 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.

			Applications			
< >				Q Search		
Favorites	Name		Date Modified	Size	Kind	
All My Files	Ado	be Digital Editions 3.0	18 Feb 2014, 8:48 PM	39,8 MB	Appli	cation
	App	Store	17 Jun 2015, 9:31 PM	2.7 MB	Annli	cation
iCloud Drive	Auto		08 May 2015, 8:39 PM			cation
AirDrop						
(%) Androp		iness Online	11 Feb 2016, 7:47 PM	190,7 MB		cation
Applications	Calc		23 Aug 2015, 4:30 AN	5,6 MB	Appli	cation
	🔂 Cale	andar	23 Aug 2015, 6:48 AN	26,4 MB	Appli	cation
Desktop	© Cell	С	31 Oct 2012, 11:00 PM	10,1 MB	Appli	cation
Documents	🕹 Che	22	23 Aug 2015, 6:56 AM	8,7 MB	Annli	cation
		tacts	20 Jun 2015, 12:57 AM			cation
🕑 Downloads						
	😨 Das		23 Aug 2015, 2:45 AM			cation
Movies	Dict	ionary	23 Aug 2015, 6:14 AM	13,9 MB	Appli	cation
🞵 Music	DVD	) Player	23 Aug 2015, 4:15 AM	24,4 MB	Appli	cation
	Name			Date Modified	Size	Kind
All My Files	App Store Automator			22 Sep 2015, 9:09 PM 28 Apr 2014, 11:43 PM	2,5 MB 15,2 MB	Applicatio Applicatio
ICloud Drive	Business Online			14 Mar 2016, 6:14 PM	209,3 MB	Applicatio
AirDrop	Calculator	Open Show Package Contents		23 Feb 2015, 7:54 AM	5 MB	Applicatio
Desktop	Calendar & Chess	-		21 Mar 2015, 9:30 AM 05 Mar 2015, 1:11 PM	36,3 MB 8,4 MB	Applicatio Applicatio
nbolbuild	Contacts	Move to Trash		18 Jul 2014, 5:02 AM	20,9 MB	Applicatio
Applications	B Dashboard	Get Info		10 Sep 2014, 12:03 AM	551 KB	Applicatio
Documents	Dictionary	Compress "Business Online" Burn "Business Online" to Disc		22 Sep 2015, 9:09 PM	14,5 MB	Applicatio
Downloads	DVD Player FaceTime	Duplicate		09 Sep 2014, 11:39 PM	23,5 MB 8,9 MB	Application Application
-	<ul> <li>Face lime</li> <li>Firefox</li> </ul>	Make Alias		22 Sep 2015, 9:09 PM 01 Apr 2010, 5:29 PM	55,3 MB	Applicatio
evices	Font Book	Quick Look "Business Online"		12 Aug 2014, 11:39 PM	13,8 MB	Applicatio
nBOL Build's iMac	Game Center	Share ►		23 Jun 2014, 9:46 PM	3,2 MB	Applicatio
hared	of GarageBand	Copy "Business Online"		27 Jul 2010, 1:14 PM	300,2 MB	Applicatio
lgs	iBooks			22 Sep 2015, 9:09 PM	63,2 MB	Applicatio
Red	O IDVD	Show View Options		23 Jul 2015, 6:11 PM	105,4 MB	Applicatio
	Image Capture iMovie	Tags		09 Sep 2014, 11:38 PM 23 Jul 2015, 6:11 PM	2,9 MB 236,7 MB	Application Application
Orange	iPhoto			23 Jul 2015, 6:11 PM	387,9 MB	Applicatio
Yellow	ITunes			22 Sep 2015, 9:09 PM	309 MB	Applicatio
	强 iWeb	Open in SeuresTree		23 Jul 2015, 6:11 PM	441,1 MB	Applicatio
Green		Open in SourceTree		10 Sep 2014, 12:03 AM	1,3 MB	Applicatio
<ul><li>Green</li><li>Blue</li></ul>	Launchpad	Beveal in Finder				
Blue	🛸 Mail	Reveal in Finder		22 Sep 2015, 9:09 PM	41,9 MB	Applicatio
		Reveal in Finder		22 Sep 2015, 9:09 PM 22 Sep 2015, 9:09 PM 22 Sep 2015, 9:09 PM	41,9 MB 10,8 MB 23,7 MB	Applicati Applicati



# 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.

	Toolbars	
	Cascade windows	
	Show windows stacked	
	Show windows side by side	
	Show the desktop	
⊿ Fre Fr	Start Task Manager	nis gr.
⊳ Otł	Lock the taskbar	
	Properties	PM
		28/09/2015



- 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.

Processes Services	Performance	Network	ing Users		
Image Name	User Name	CPU N	Memory (Private Working Set)	Description	
hidfind.exe	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	Maritz30	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	MaritzJO	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	1
iusb3mon.exe	MaritzJO	00	688 K	Intel(R) USB 3.0 Monitor	
DataProtectionAgent.exe	MaritzJO	00	5 548 K		
explorer.exe	MaritzJO	00	22 680 K		
taskhost.exe	MaritzJO	00	1 328 K	Host Process for Windows Tasks	
dumiexe	Maritz30	-00	468 K	Deaktop Window Manager	
Business Online.exe	MaritzJO	00		Business Online.exe	
WINWORD.EXE	MaritzJO	00	31 448 K	Microsoft Word	
winlogon.exe		00	780 K		
AwHProbe.exe		00	784 K		L
csrss.exe		00	6 828 K		
•					
Show processes from all user	· s			ſ	End Process



- 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.

ications	Processes	Services	Performance	Network	king Users				
				_					
Image Name		User Name	CPU I	J Memory (Private Working Set)		Description			
ApMsgFwd.exe		MaritzJO	00	532 K		ApMsgFwd			
AeXAgentUIHost.exe		MaritzJO	00	896 K 460 K					
McTray.exe		MaritzJO	00						
MSOSYNC.EXE		MaritzJO	00	1 748 K		Microsoft Office Document Cache			
Dell.SecurityManager.Systray		MaritzJO	00	5 512 K Del		Dell.Client.SecurityManager.SystrayApp			
usched	eve		Maritz10	00	1 10(	0 K	Java(TM) Update Scheduler		
Jdate 🐧	Nindows Ta	sk Manag	er		<b>-</b> X- 50	6 K	Common User Interface		
omm		-			72	2 K	Microsoft Lync 2010		
lagen	Do you want to end 'Business Online.exe'?			nline.exe'? 4	0 K	Dagent			
Apoint				4	4K	Alps Pointing-device Driver			
gfxpe	1					8 K	persistence Module		
nkcmd	and you will lose any unsaved data. If you end a system					hkcmd Module			
gfxtra	process, it might result in an unstable system. Are you sure you want to continue?			m. Are you sure		igfxTray Module			
usp.3n	you want to	o continue					Intel(R) USB 3.0 Monitor	1	
DataP			_				Protection Agent		
explor			E	End proce	ess Cancer		Windows Explorer		
askho					16	6 K	Host Process for Windows Tasks		
			Mantalo	00	10	<u> </u>	Desktop Window Manager		
	Online.exe		MaritzJO	00	28 58		Business Online.exe		
askingra			Maritz 10	00			Mircosoft Word		
WINWORD.EXE		Maritzuo	00	32 672 K 780 K		MICrosoft word			
winlogon.exe AwHProbe.exe			00	780 K 784 K					
srss.exe				00	6 828				
i sissiexe				00	111	OK			
					m			P	
æ	processes fi							End Process	

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.

plications Processes Services	Performance	Networ	rking Users		
Image Name	User Name	CPU	Memory (Priva	ate Working Set)	Description 4
dagentui.exe	MaritzJO	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		968 K	persistence M
Apoint.exe	MaritzJO	00		1 052 K	Alps Pointing-
UdaterUI.exe	MaritzJO	00		1 080 K	Common User
jucheck.exe	MaritzJO	00		1 204 K	Java(TM) Upd
taskhost.exe	MaritzJO	00		1 576 K	Host Process
jusched.exe	MaritzJO	00		1 624 K	Java(TM) Upd
MSOSYNC.EXE	MaritzJO	00		1 812 K	Microsoft Offi
taskmgr.exe	MaritzJO	00		2 140 K	Windows Task
winlogon.exe		00		2 196 K	
DataProtectionAgent.exe	MaritzJO	00		5 104 K	Protection Age
Dell.SecurityManager.Systray	MaritzJO	00		5 216 K	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	MaritzJO	00		Windows Expl	
OUTLOOK.EXE	MaritzJO	00		Microsoft Outl 🖣	
•					Þ
Show processes from all user	s			ſ	End Process



## 8.2 Apple Mac

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

System Preferences				Options	
/ TextEdit				Options	•
Time Machine				Show All Wi	indows
Utilities				Hide	
Xcode	 tound			Quit	
	**				- 4
	MAR	A 2-	WARNIN (		
	18	E0-3	997:86		

# 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