

Desktop Business Online How to Guide



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FREQUENTLY ASKED QUESTIONS

The Desktop Business Online installation file contains all the files you require to run Business Online. It also contains the Java components required for running the desktop application. You can download and install Desktop Business Online 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 Business Online.

Desktop Business Online:

- does not require Java to be installed as a prerequisite. The necessary Java components previously required to run Business Online are now already packaged with the installation.
- can run on your computer with or without Java installed.
- 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.

QUESTION	ANSWER	
How do I install the Desktop Business Online?	Navigate to the Business Online website (https://www.businessonline.standardbank. com/bol/desktop_bOL_app.html) and follow the instructions to download and install the application onto your computer.	
Will the Desktop Business Online provide the same functionality as my existing Business Online?	All existing functionality will be available on the Desktop Business Online.	
My internet browser does not allow me to download the Desktop Business Online installation file.	Your Internet security policy may prohibit the download of executable files (files with an ".exe" extension). Contact your internal system administrator for assistance.	
I use an Apple Macintosh computer with a Safari browser. Will I be able to download and install the Desktop Business Online?	 Yes, there are three versions available to download based on your computer specifications: Windows 32-bit; 64-bit versions for Windows operating systems and; MacOS version for Apple Macintosh computers. 	



QUESTION	ANSWER
How do I know if I am using a 32-bit or 64-bit computer?	 To find out if your computer is running a 32-bit or 64-bit version of Windows in Windows 7 or Windows Vista, do the following: 1. Click on the Start button, right-click My Computer, and then click Properties. 2. Under System, you can view the system type. If your computer is running Windows XP, do the following: 1. Click Start. 2. Right-click My Computer, and then click Properties. a. If you don't see "x64 Edition" listed, then you're running the 32-bit version of Windows XP. b. If "x64 Edition" is listed under System, you're running the 64-bit version of Windows XP.
The new Desktop Business Online looks the same as the current version of Business Online. What is the difference?	The difference is that the Desktop Business Online contains all the files required to run the desktop application in a single installer file while the existing version of Business Online requires you to download and install Java files before you can run Business Online.
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 Desktop Business Online. You may use the new version for all your daily tasks.
Will I have to download the installation file every time there is an update to Business Online?	The Desktop Business Online includes an update manager which will check for and download the latest updates automatically. The download and installation process described in this document is only required for the initial installation.



QUESTION	ANSWER
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 have already installed the application, you can cancel the installation wizard.
l 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 the Desktop Business Online.
l already have Java installed on my computer.	The Desktop Business Online does not need and will not be affected by any version of Java on your PC.
I've installed the Desktop Business Online, but I need to install Java to run a different application.	The Desktop Business Online does not need and will not be affected by any version of Java on your PC.
If I require Java on my computer for other applications, would this impact the Desktop Business Online?	No, the Desktop Business Online (which has the Java-required items to run Business Online) is a standalone desktop application and will not interfere with any version of Java you may have installed for your other application requirements.
l'm experiencing an error. Who do l contact?	Kindly contact your relevant Country Support Helpdesk first.
	Contact the Business Online help desk:
	Call Us 086 012 3209
	Email us Businessonlinequeries@standardbank.co.za



DOWNLOADING AND INSTALLING THE DESKTOP BUSINESS ONLINE

Microsoft Windows

1. Either click on "here", which will automatically download the correct version of the application for your computer or choose the correct version manually with the links that follow.

Standard Bank Met trading in Stante: Earl	Visit the global site Select your country •
Home About Business Online Transactional Services Security Centre Help and Support Contact	I'm looking for
You are here: / Home / Desklop Business Online	
Desktop Business Online	
Business Online has introduced an enhanced installation process, making it easier and quicker for you to access going forward. This eas which will provide the latest software and security updates to access Business Online. This installation file:	sy-to-download installation file contains the Desktop Business Online file
Does not require Java to be installed as a pre-requisite. Desistop Business Online installation file runs as a stand-alone application to ena	able the User to access Business Online.
Click here & download the Business Online installation Ne. This download is available for both Windows and Macintosh operating system	та.
Download the relevant Desktop Business Online below.	
Download Desistop Business Online (Mindows 32 B/T) - This is the recommended version.	
Download Desidop Business Online (Mindows 64 B/T)	
Download Desidop Business Online (MAC OS)	

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".







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



6. Once all the locations have been set up on where the installation should take place, you may proceed to install the Desktop Business Online.







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

😝 Setup - Business Online	
Installing Please wait while Setup installs Business Online on your computer.	
Extracting files C: \Users \maritzjo \AppData \Local \Business Online \app \ib \jsign-1.2.jar	
	Cancel

8. When Setup has finished installing the Desktop Business Online, the client has the option to "Launch Business Online" or not when the "Finish" button is clicked.





9. 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%). Alternatively, you may close the screen.

An update to Business Online has been det	tected. 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 lina i b is fans	6	7/

10. Once the updates have been completed the client, needs to restart the Desktop Business Online.



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



11. The Desktop Business Online is ready for the user to login.

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

12. 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 start your Desktop Business Online.





Apple Mac

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

Other Understander Biggenik Leam - Gravit Downloads Cleam Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit Image: Social Statement Biggenik Leam - Gravit		about:blank	Ċ	0 0 0
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Image: State Stat	🕆 Favorites			
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	🗂 untitled folder			
Https://www.newbuscoline.tea Https://www.buscoline.stand Edit	🗀 untitled folder			
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55/280 50/56.02	Edit			
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2. The following screen will pop up, allowing the user to drag the Desktop Business Online to the "Applications" folder.

000	😡 BVA I	Business Online	
	Copying 0 items to "App	l ications" uut 5 seconds	- 0
BVA Bus	siness Online	Applicat	ions
00	🔀 Business	Online	
		ying "Business Online.app" to "Appl 5 MB of 210,1 MB - About 5 seconds	ications"
Business	s Online	Applications	13.0.dmg 39.0.dmg



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.	¥

- 3. Once 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. Please wait until the update has been completed (100%). Alternatively, you may close the screen.
- 4. Logon on to Business Online with your existing credentials.

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



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



PROXY AUTHENTICATION

If your company policy requires you to manually log on to its 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 on Microsoft systems differs from the path on Apple Mac systems.

For Microsoft systems, the proxy properties file can be found in the following directory: C:\Users\w728473\AppData\Local\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.

proxy.properties - Notepad	
File Edit Format View Help	
proxy_enabled=false	~
	*

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

Proxy Se	ver Credentials	×
?	Please provide credentials for Login ID Password OK	Cancel



ERROR CONSOLE

Microsoft Windows

1. If 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.

Exceptio	n occured during update	X
	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".



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



ERROR CONSOLE

Apple Mac

1. If 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	
P	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
Feb 02, 2016 3:00:07 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher setFileHandler
INFO: Setting file handler for	log file creation
Feb 02, 2016 3:00:07 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher setFileHandler
INFO: UtilityHelper.getFileLog	cation() : /Applications/Business Online.app/Contents/Java
Feb 02, 2016 3:00:09 PM za.c	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
INFO: Read settings proxy file	e [/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	s :proxy_enabled=false
Feb 02, 2016 3:00:10 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties
INFO: Inside the load installe	d properties
Feb 02, 2016 3:00:10 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher fetchAppVersion
INFO: login type in fetchAppv	ersionCVA
Feb 02, 2016 3:00:10 PM za.c	o.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties
<	
	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 Desktop Business Online support desk for assistance.



HOW TO STOP THE APPLICATION

Microsoft Windows

If your Desktop Business Online is not responding, (that is if the application freezes and does not respond to user commands), you can close it 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 will be visible as one of the running processes.

plications Processes Services	Performance	Networkin	ng Users		
Image Name	User Name	CPU M	emory (Private Working Set)	Description	
hidfind.exe	Maritz30	00	412 K	Alps Pointing-device Driver	
ApMsgFwd.exe	Maritz30	00	532 K	ApMsgFwd	
AeXAgentUIHost.exe	MaritzJO	00	896 K	Altiris Agent	
McTray.exe	Maritz30	00	640 K	McTray Application	
MSOSYNC.EXE	Maritz30	00	1 736 K	Microsoft Office Document Cache	11
Dell.SecurityManager.Systray	Maritz30	00	5 460 K	Dell.Client.SecurityManager.SystrayApp	
jusched.exe	Maritz30	00	1 100 K	Java(TM) Update Scheduler	
UdaterUI.exe	Maritz30	00	1 056 K	Common User Interface	
communicator.exe	Maritz30	00	28 040 K	Microsoft Lync 2010	
dagentui.exe	Maritz30	00	740 K	Dagent	
Apoint.exe	Maritz30	00	1044 K	Alps Pointing-device Driver	
igfxpers.exe	Maritz30	00	988 K	persistence Module	
hkomd.exe	Maritz30	00	636 K	hkand Module	
igfxtray.exe	Maritz30	00	640 K	igfxTray Module	
iusb3mon.exe	Maritz30	00	688 K	Intel(R) USB 3.0 Monitor	11
DataProtectionAgent.exe	Maritz30	00	5 548 K	Protection Agent	
explorer.exe	Maritz30	00	22 680 K	Windows Explorer	
taskhost.exe	Maritz30	00	1 328 K	Host Process for Windows Tasks	
dwm.exe	Maritz30	00	468 K	Desktop Window Manager	
Business Online.exe	Maritz30	00	51 776 K	Business Online.exe	
WINWORD.EXE	MaritzJO	00	31 448 K	Microsoft Word	
winlogon.exe		00	780 K		
AwHProbe.exe		00	784 K		
csrss.exe		00	6 828 K		-
•			m		•
Show processes from all use	rs				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 process will be terminated.





plications	Processes	Services	Performance	Networking	Users			
Image Na	me		User Name	CPU Mem	ory (Private Wo	rking Set)	Description	
ApMsgFv AeXAgen McTray.e MSOSYNU Dell.Secu jusched Udate Commi dagen Apoin igfxpe hkcmc igfxtra iusb3r DataP explor	d.exe tUIHost.exe xe C.EXE TityManager wa Mindows Ta Do you u If an open and you wint you want t	Systray sk Manag want to program is Il lose any might res o continue	Maritz30 Maritz30 Maritz30 Maritz30 Maritz30 Maritz30 Maritz30 Maritz30 er end 'Busir es associated v unsaved dat dit in an unstu s?	00 00 00 00 00 00 00 00 00 00 00 00 00	e.exe"? ess, it will close a system Are you sure	532 K 896 K 460 K 1 748 K 5 512 K 1 100 K 56 K 72 K 40 K 44 K 88 K 88 K 50 K 54 K	ApMsgFivid 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 Hicmd Module IgfxTray Module Intel(R) USB 3.0 Monitor Protection Agent Windows Explorer	
dwm.exe		_	MantzJO	00		16 K 468 K	Host Process for Windows Tasks Desktop Window Manager	
Business	Online.exe	_	Maritz30	00		28 584 K	Business Online.exe	
taskmgr. WINWOR winlogon AwHProb csrss.exe	exe ID.EXE e.exe e.exe		Maritz30 Maritz30	00 00 00 00 00		1 916 K 32 672 K 780 K 784 K 6 828 K	Windows Task Manager Microsoft Word	
•					111			•
Chou	processes f	rom all user	-				ſ	End Process

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

Atmine CPU 10 00	Memory (Private Working Se 620 628 728 840 968 1052 1080 1204 1576 1624 1812 2140 2196	tt) Description K Dagent K Alps Pointing- K Intel(R) USB 3 K Alps Pointing- K Alps Pointing- K Common User K Java(Th/) Upd K Host Process K Java(Th/) Upd K Microsoft Offic
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00 00 Ot	2 196	K Windows Task
00 OL		к
	5 104	K Protection Age
00 OL	5 2 16	K Dell.Client.Sec
00 OL	5 248	K SCNotification
00	7 068	к
00 OL	8 508	K Microsoft Lynx
00 OL	14 076	K Microsoft Lync
00 OL	18 000	K Microsoft Wor
00 OL	19 140	K Windows Med
00 OL	30 444	K Paint
00 OL	63 364	K Windows Expl
10 00	124 204	K Microsoft Outl +
00 00	121201	
	00 00 00 00 00 00 00 00 00 00 00	00 7068 0 00 8508 0 00 14076 0 00 18000 0 00 19140 0 00 30444 0 00 63364 0 00 124204



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.



Minimum System Requirements

Windows

Windows 10 Windows 8.x (Desktop) Windows 7 SP1 Windows Vista SP2 Windows Server 2008 R2 SP1 (64-bit) Windows Server 2012 and 2012 R2 (64-bit) RAM 4 Gig Disk Space 300 Meg

OS X

Intel-based Mac running Mac OS X 10.8.3+, 10.9+ MacOS 64-bit Disk Space 400 Meg RAM 4 Gig

Other

No browser requirements No Java requirements No admin rights required The ability to download and run an exe installer (windows) or dmg file (OS X)