



Desktop Business Online How to Guide



Table of Contents	Pages
FREQUENTLY ASKED QUESTIONS	3
DOWNLOADING AND INSTALLING THE DESKTOP BUSINESS ONLINE	6
Microsoft Windows	6
Apple Mac	12
PROXY AUTHENTICATION	14
ERROR CONSOLE	16
Microsoft Windows	16
Apple Mac	17
HOW TO STOP THE APPLICATION	18
Microsoft Windows	18
Apple Mac	21
Minimum System Requirements	21



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: <ul style="list-style-type: none">• 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?	<p>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:</p> <ol style="list-style-type: none">1. Click on the Start button, right-click My Computer, and then click Properties.2. Under System, you can view the system type. <p>If your computer is running Windows XP, do the following:</p> <ol style="list-style-type: none">1. Click Start.2. Right-click My Computer, and then click Properties.<ol style="list-style-type: none">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?	<p>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.</p>
After installation there are new icons on my computer.	<p>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.</p>
Will I have to download the installation file every time there is an update to Business Online?	<p>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.</p>



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.
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 the Desktop Business Online.
I 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.
I'm experiencing an error. Who do I 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



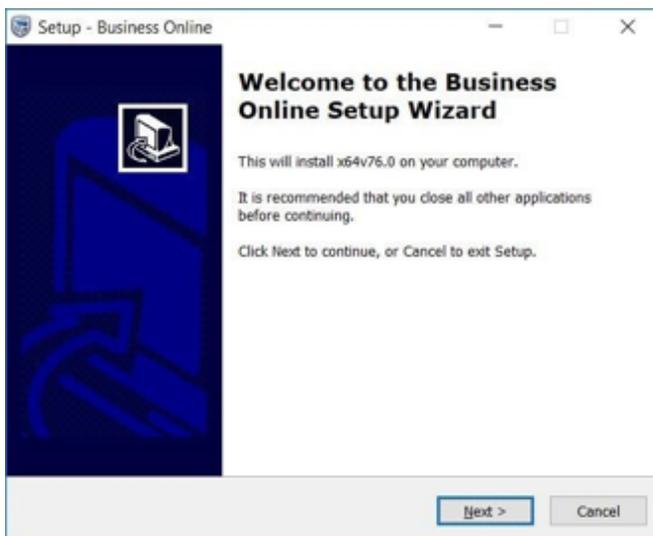
DOWNLOADING AND INSTALLING THE DESKTOP BUSINESS ONLINE

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.

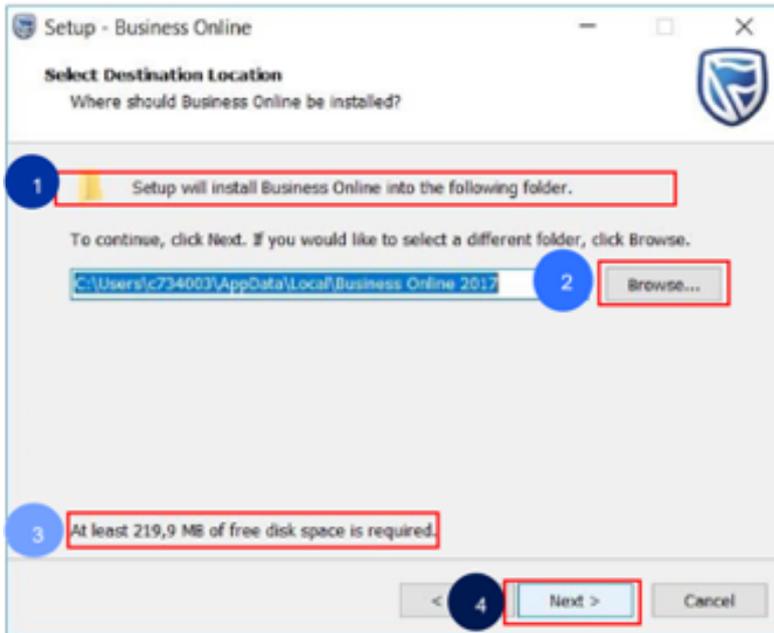


2. The Setup Wizard will be displayed. Click on “Next” to continue.





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



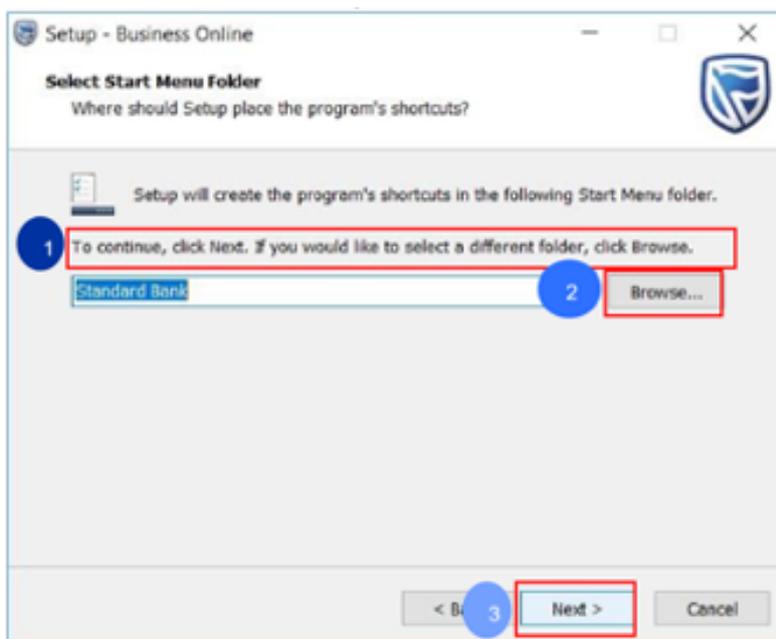
The user has an option to either continue if he/she is happy with where the download will be installed, or to choose a location of his/her choice.

If the user wishes to install the download into an alternative folder, he/she will be required to click on the “Browse” button and select the desired folder.

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 in he/she can click on the “Next” button.

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



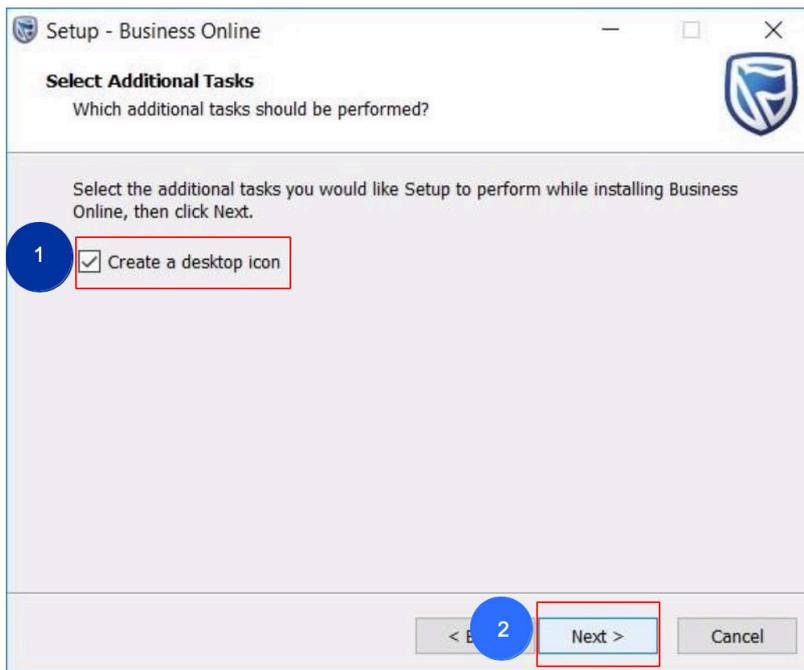
The user has an option to either continue if he/she is happy with where the shortcut will be created, or to choose a location of his/her choice.

If the user wishes to create a shortcut in an alternative location, he/she 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, he/she can click the on “Next” button.



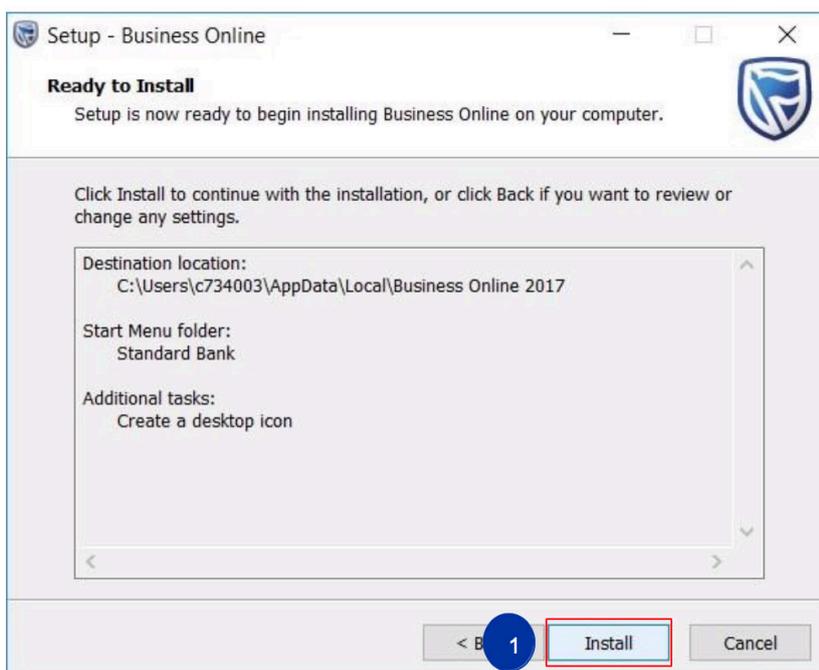
5. The setup will provide you with an option on whether a desktop icon must be created or not.



The user has an option to create a desktop icon.

When the user has decided to create a desktop icon or not, he/she will click on "Next" to proceed.

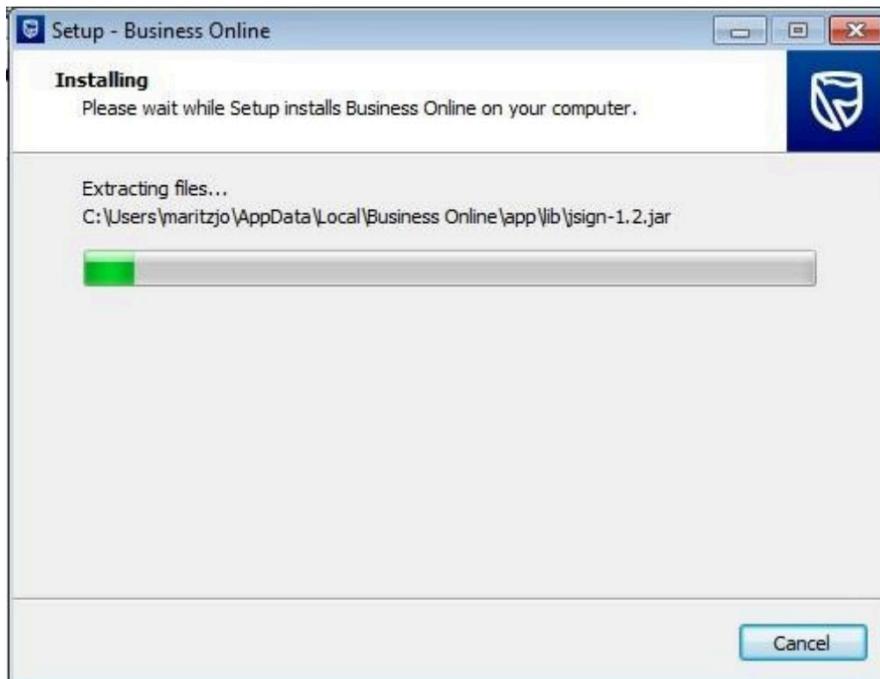
6. Once all the locations have been set up on where the installation should take place, you may proceed to install the Desktop Business Online.



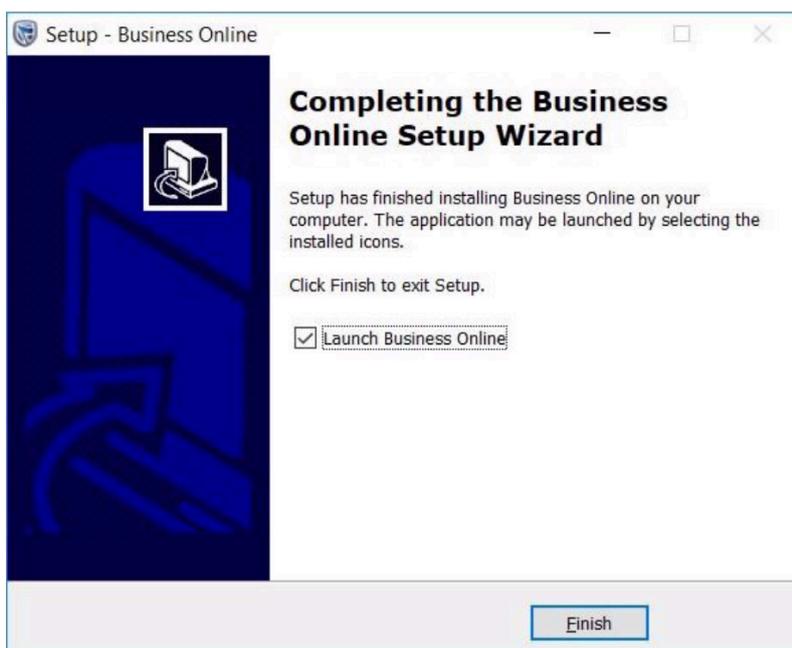
The user must click the "Install" button to proceed.



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



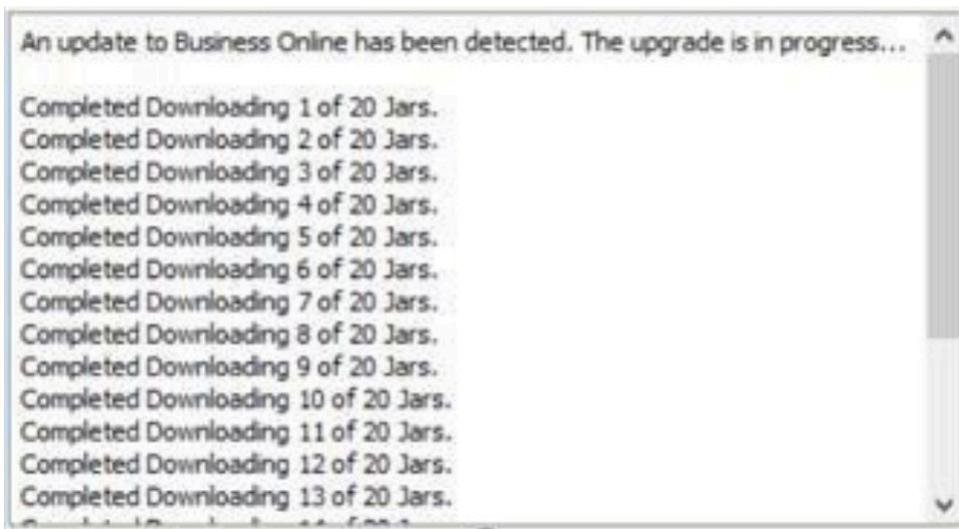
8. When Setup has finished installing the Desktop Business Online, the client has the option to “Launch Business Online” or not when the “Finish” button is clicked.



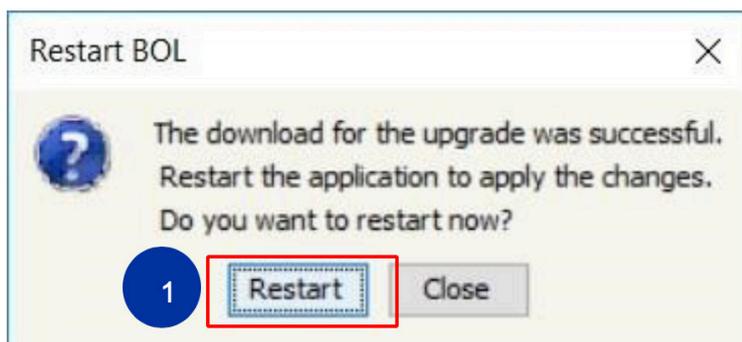
If the box is ticked and the finish button is clicked the Desktop Business Online will be launched



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.



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.



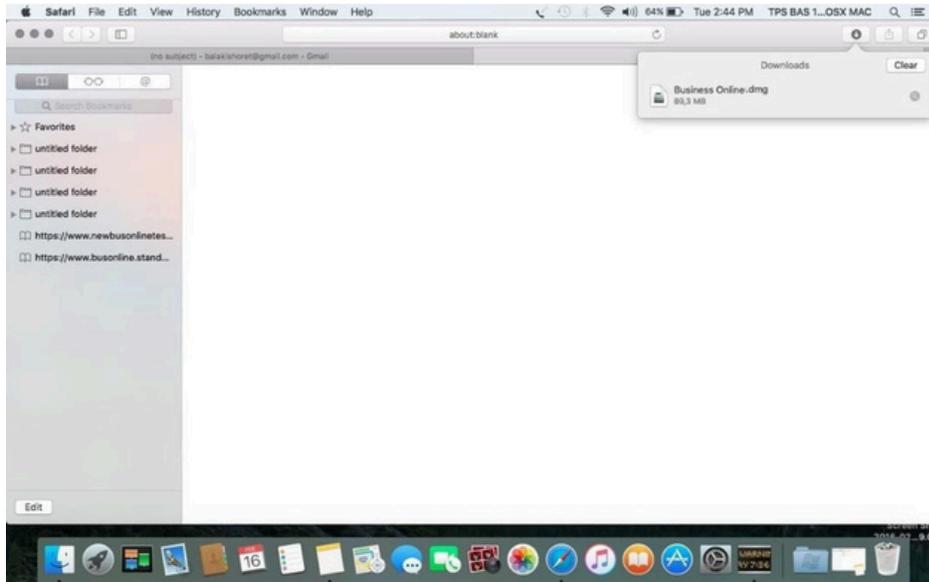
- 12. The installation process will create a new shortcut in the “Start” menu on your computer and place an icon on your desktop. Please use these to start your Desktop Business Online.



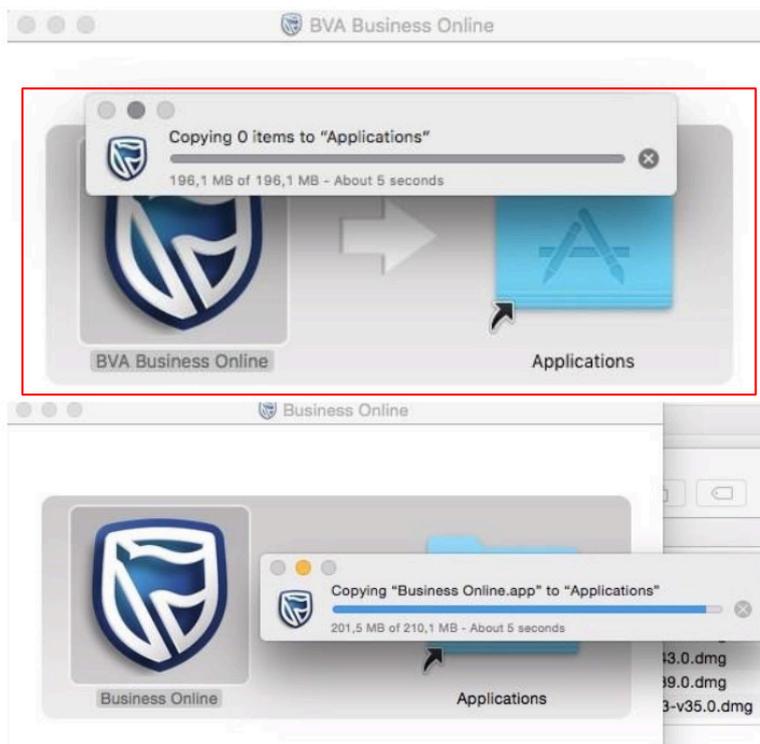


Apple Mac

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



2. The following screen will pop up, allowing the user to drag the Desktop Business Online to the "Applications" folder.



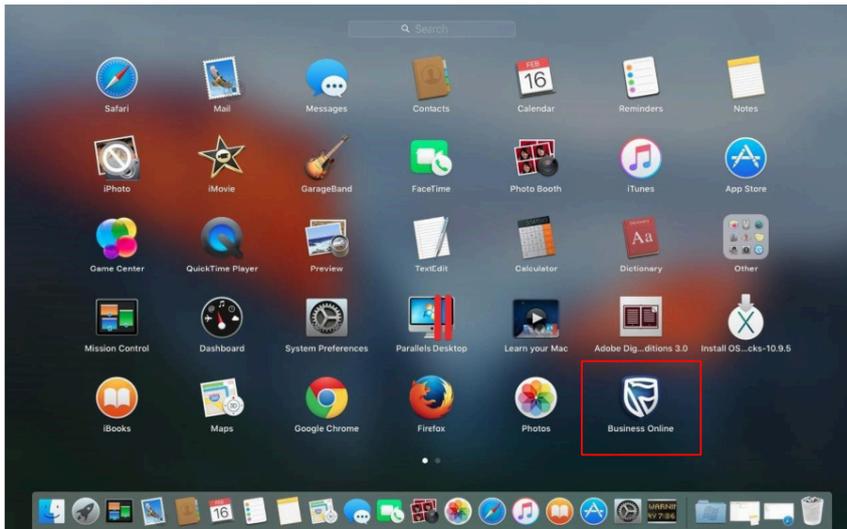


3. Once the installation has been completed successfully, the system will connect to the server and download the files required to ensure that your version is up to date. Please wait until the update has been completed (100%). Alternatively, you may close the screen.
4. Logon on to Business Online with your existing credentials.





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.

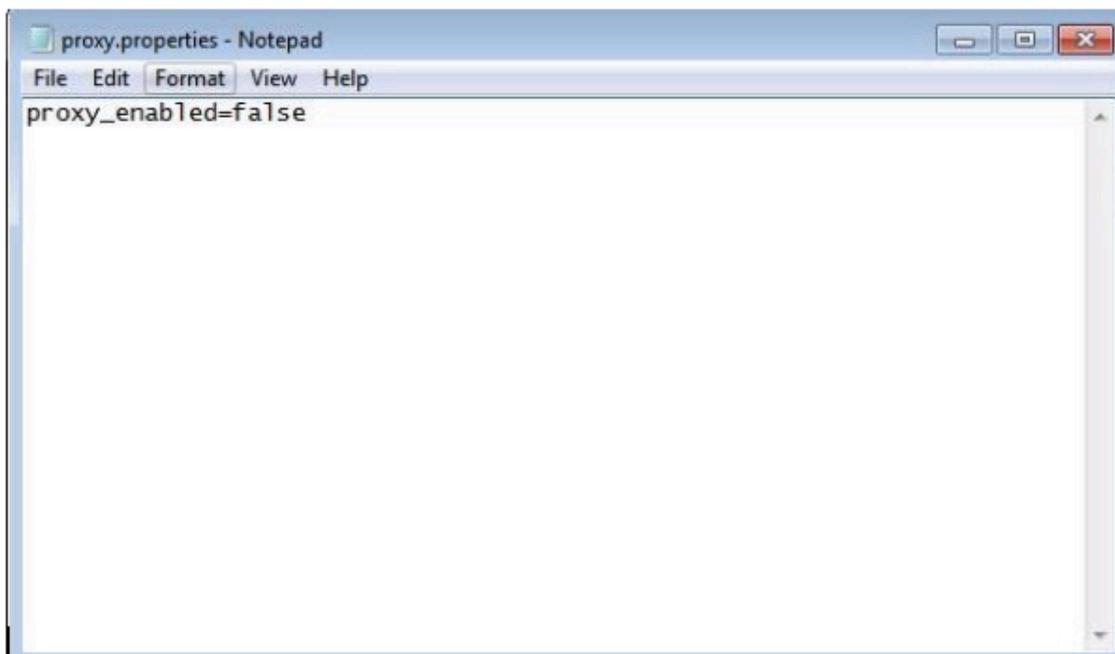
While the procedure is the same, the path to the proxy properties file on Microsoft systems differs from the path on Apple Mac systems.

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

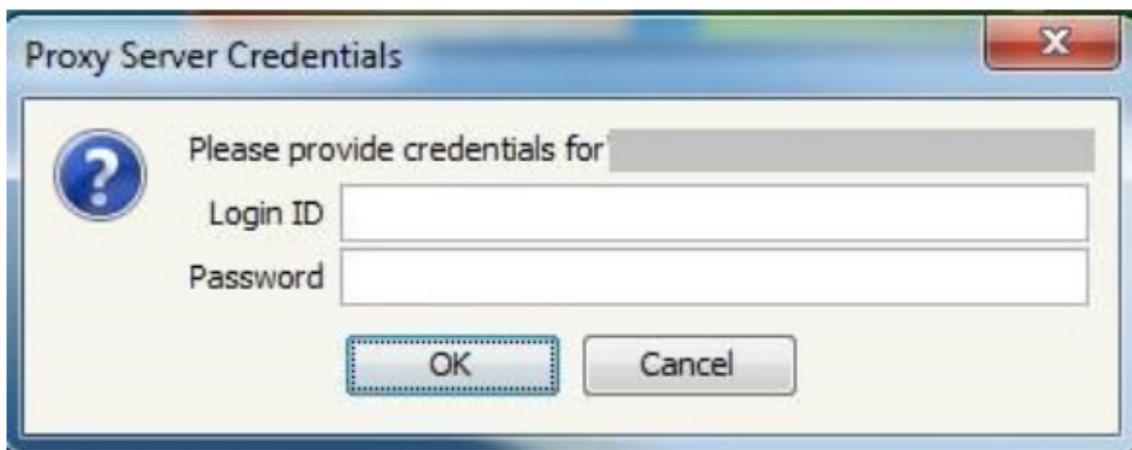
For Apple Mac systems, the proxy properties file can be found in the following directory:
/Applications/Business Online.app/Contents/Java/properties



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.



3. When you re-start the Desktop Business Online, 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, 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 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.



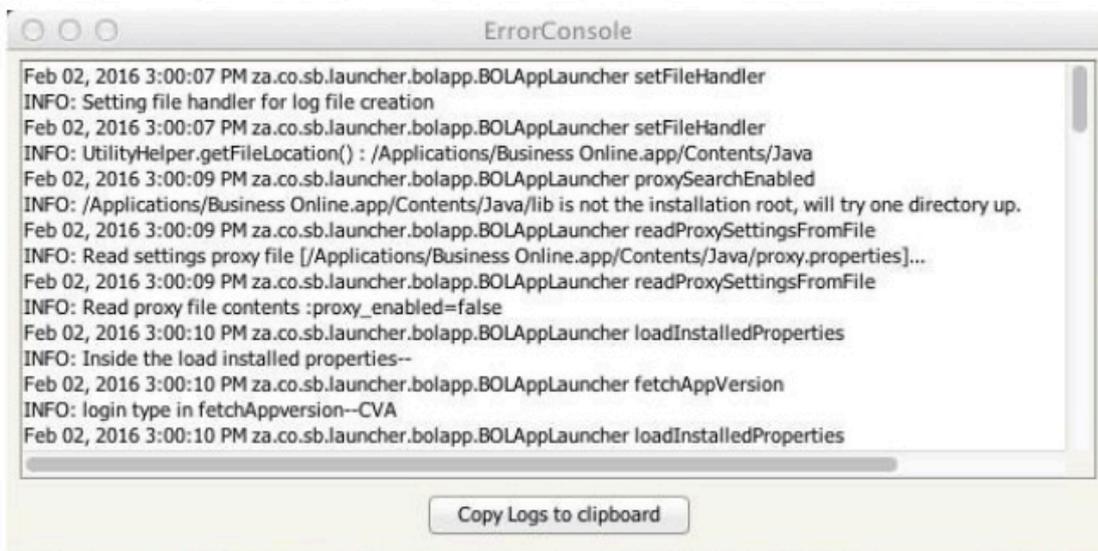
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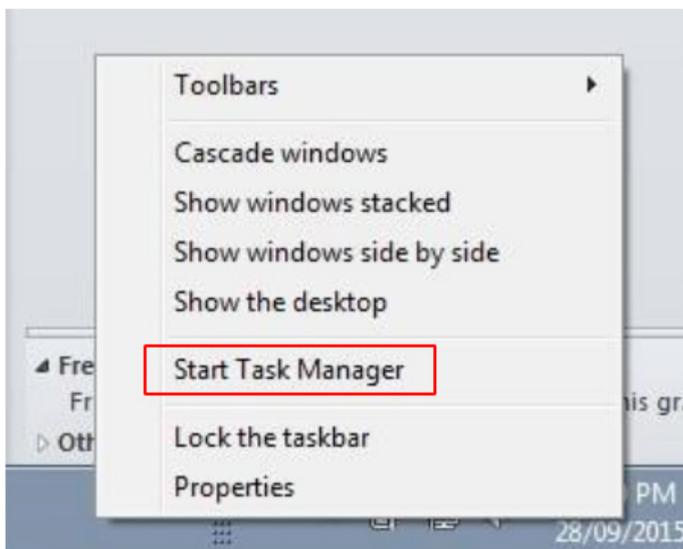


HOW TO STOP THE APPLICATION

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:

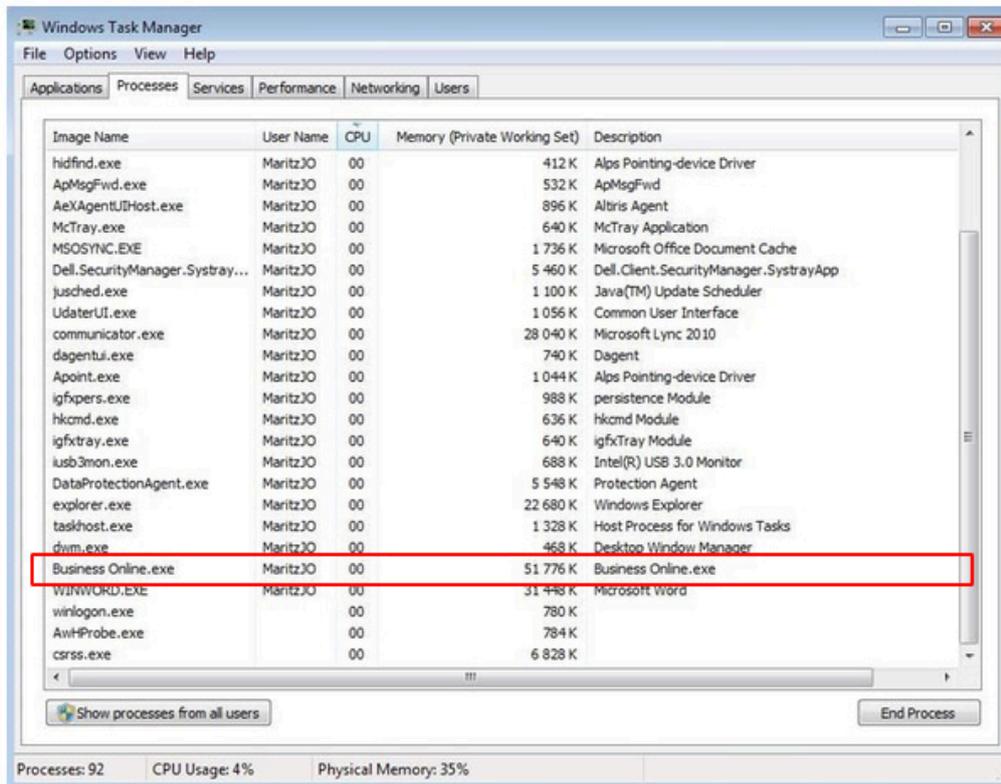
1. Right-click on the Task Bar at the bottom of the screen, a dialogue will appear with various options. Click “Start Task Manager” to invoke the Task Manager.



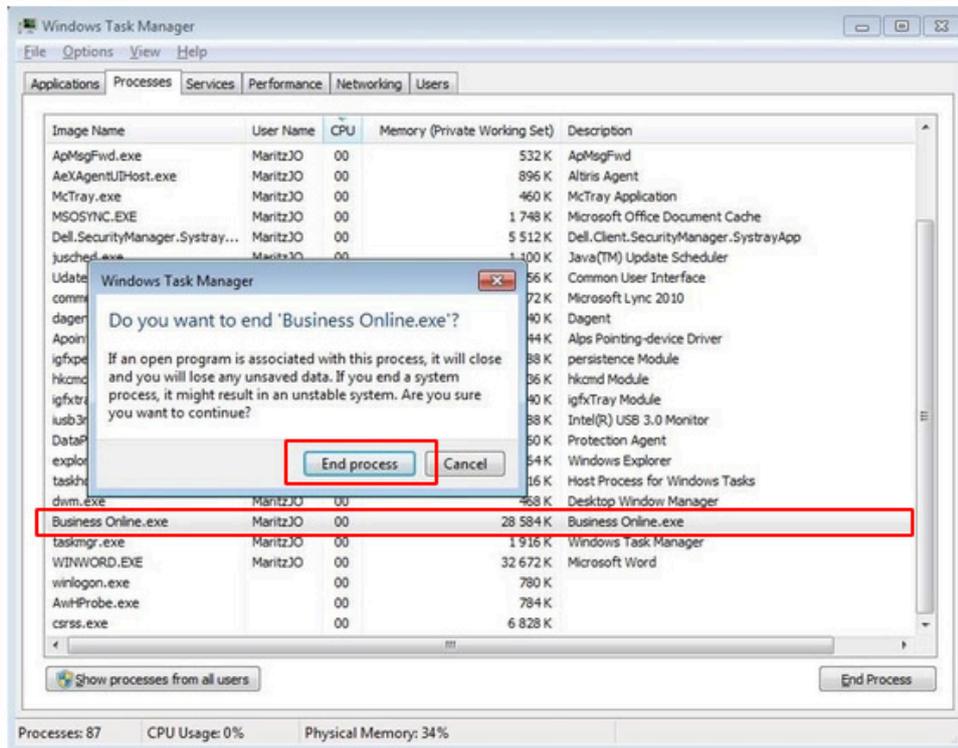
2. You can also invoke the Task Manager by pressing the Ctl-Alt-Del keys and select “Task Manager”



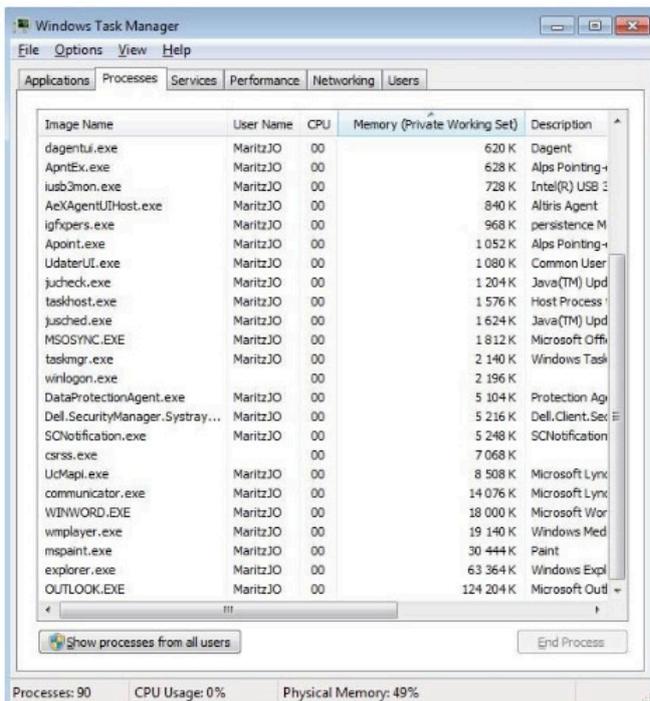
3. Select the “Processes” tab on the Task Manager. The Desktop Business Online will be visible as one of the running processes.



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.



- 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.



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)