

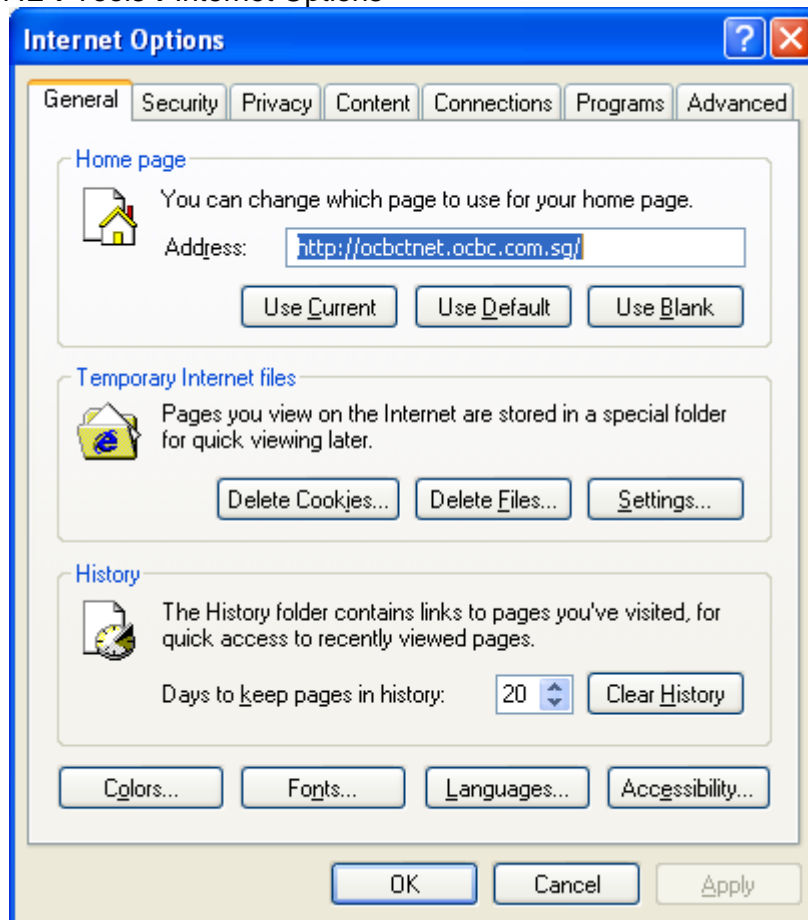
1. Internet Explorer Troubleshooting

1.1 Clearing of Browser Cache

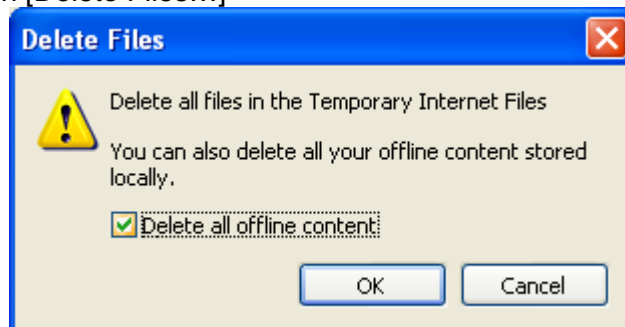
It is advisable to clear browser cache for every new release when a customer faces an issue, as customer may have a corrupted/outdated version of Velocity@ocbc.html files. Clearing of browser cache will ensure that the browser re-download all the necessary files required to display properly.

1.1.1 MS IE Version (IE 6)

Launch IE→Tools→Internet Options



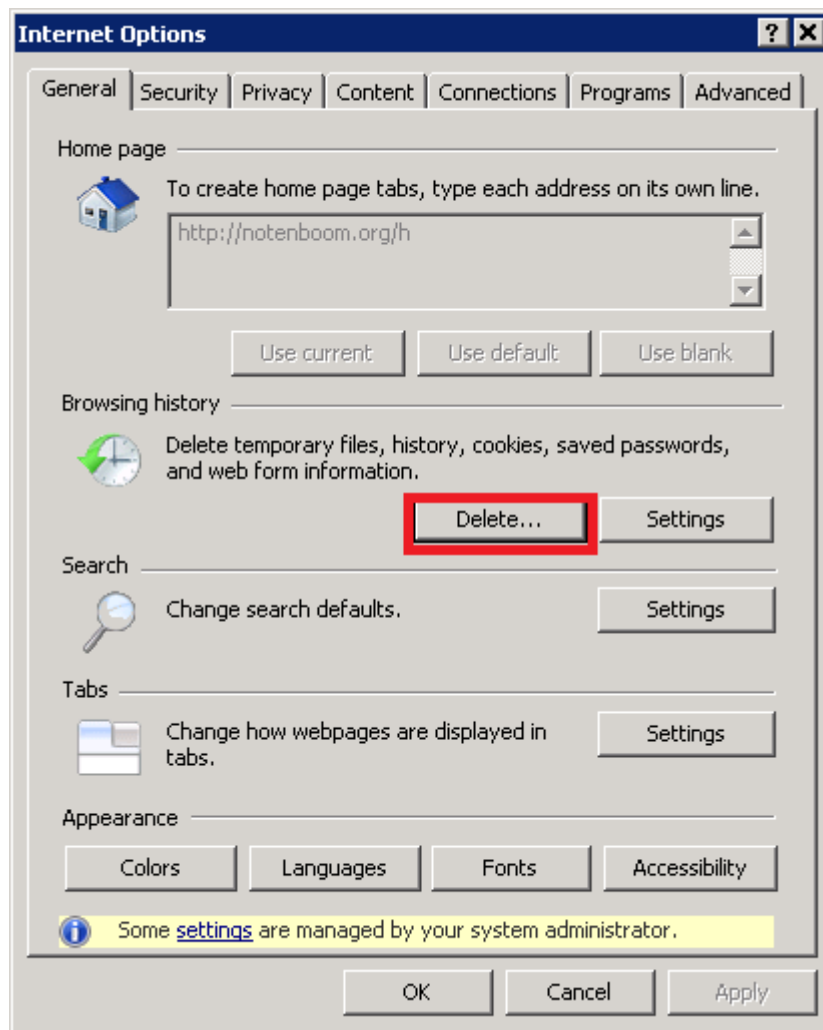
Click on [Delete Files...]



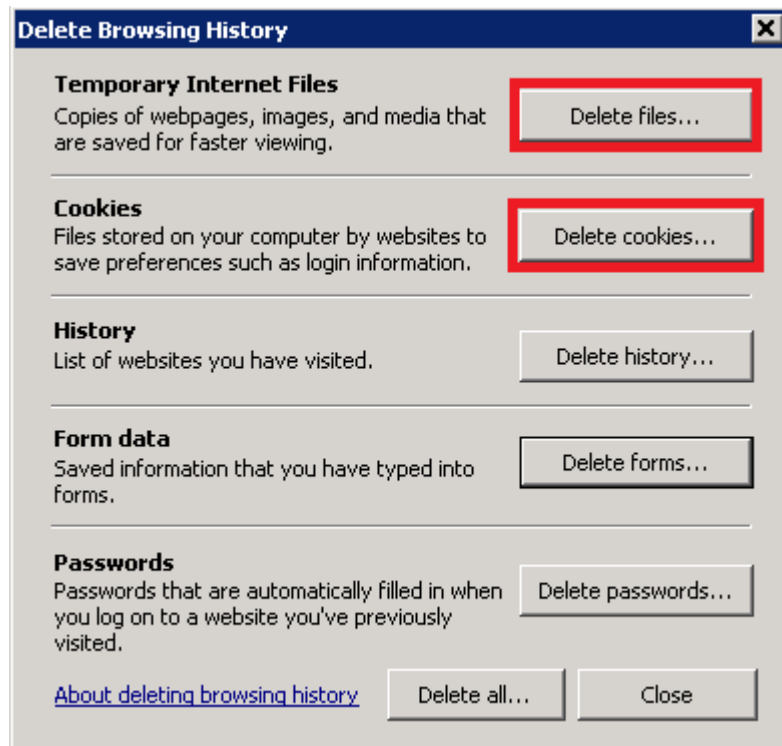
Check on [Delete all offline content] and Click [OK]

1.1.2 MS IE Version (IE 7)

Launch IE→Tools→Internet Options > Click on “Delete...”



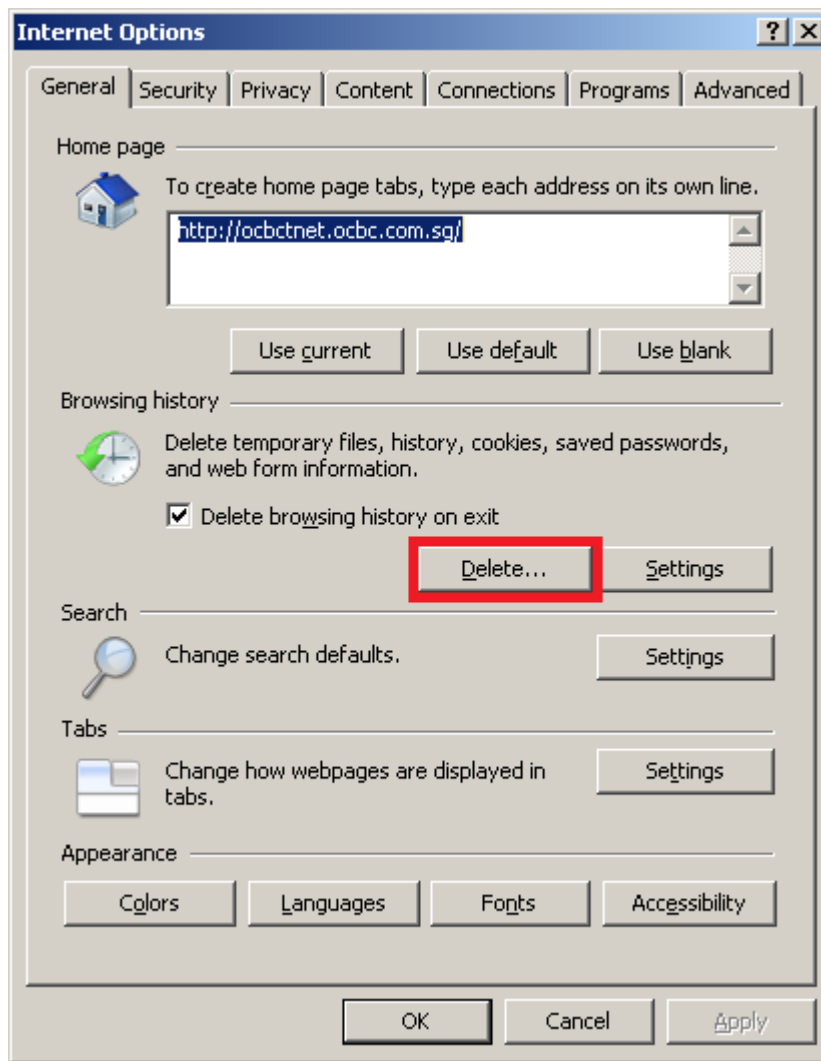
Click on “Delete files...” and “Delete cookies...”

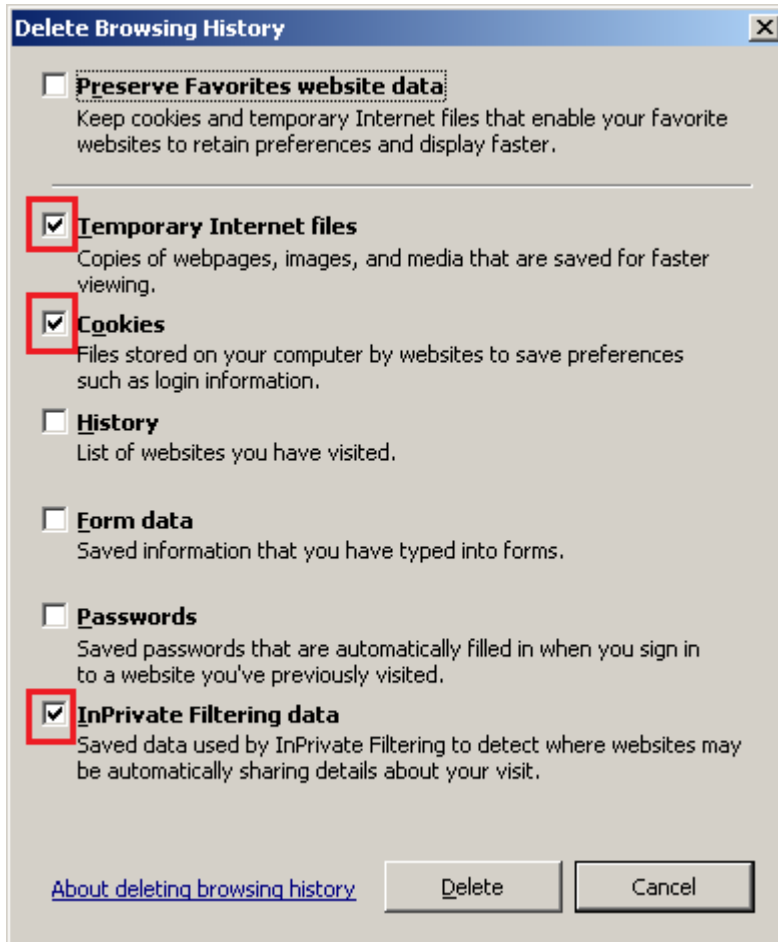


Note: The issue should be resolved after deleting the “Temporary Internet Files” and “Cookies”, otherwise, use “Delete all...” as the last resort.

1.1.3 MS IE Version (IE 8/9)

Launch IE→Tools→Internet Options → “Delete...”





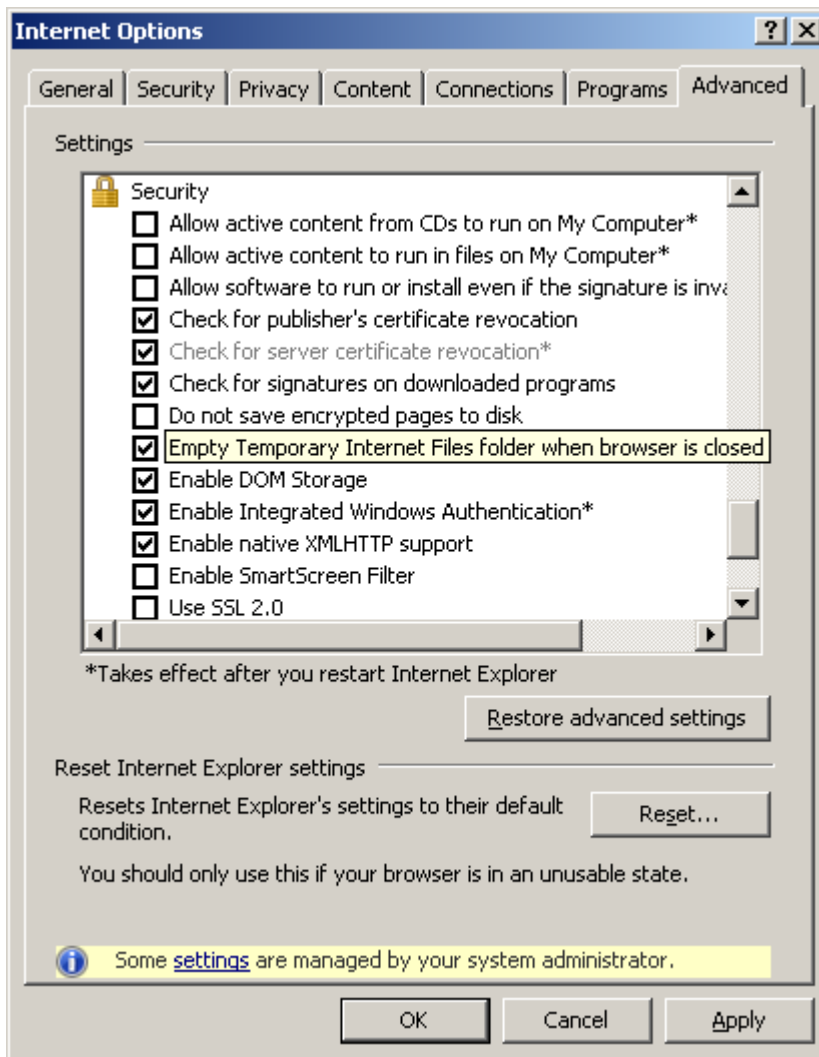
Click [Delete] to clear browser cache.

1.2 Reset Browser Setting

Customer may have enable/disable some setting that may have made their browser un-compatible to display Velocity, Resetting the browser setting will ensure that the default setting is activated.

1.2.1 MS IE (6, 7, 8, 9)

Go to Tools→Internet Option→Advanced



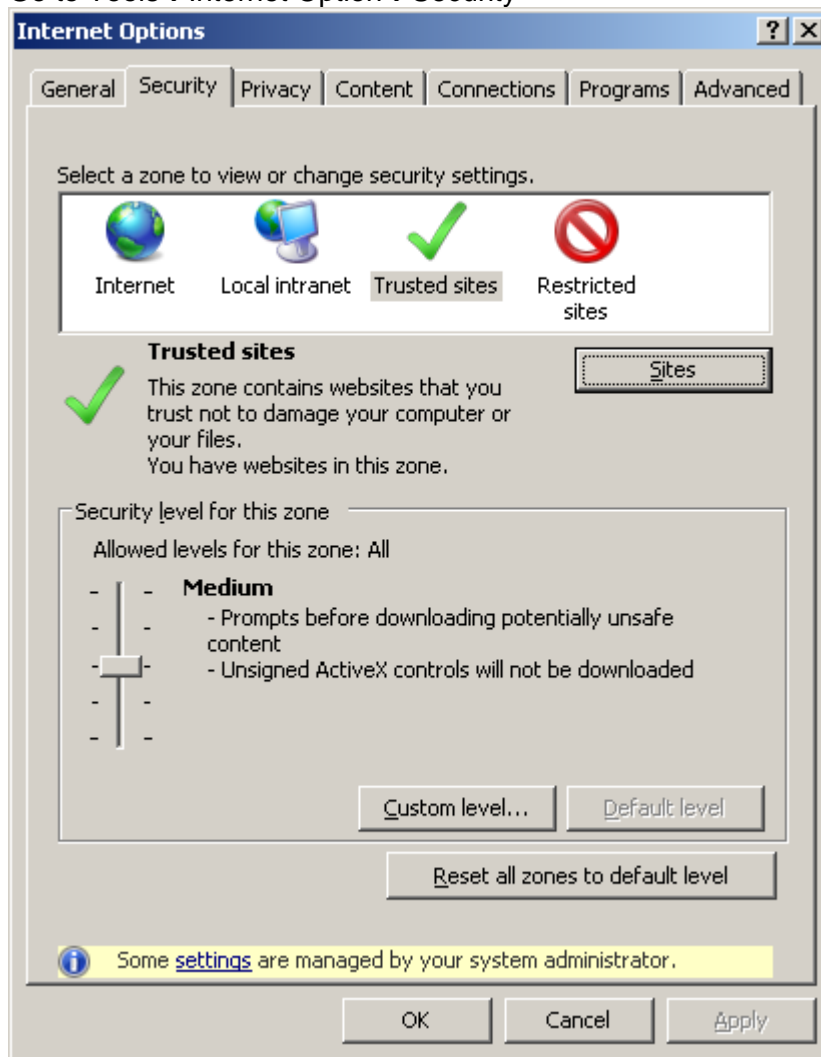
Click [Reset...]



Click [Reset]

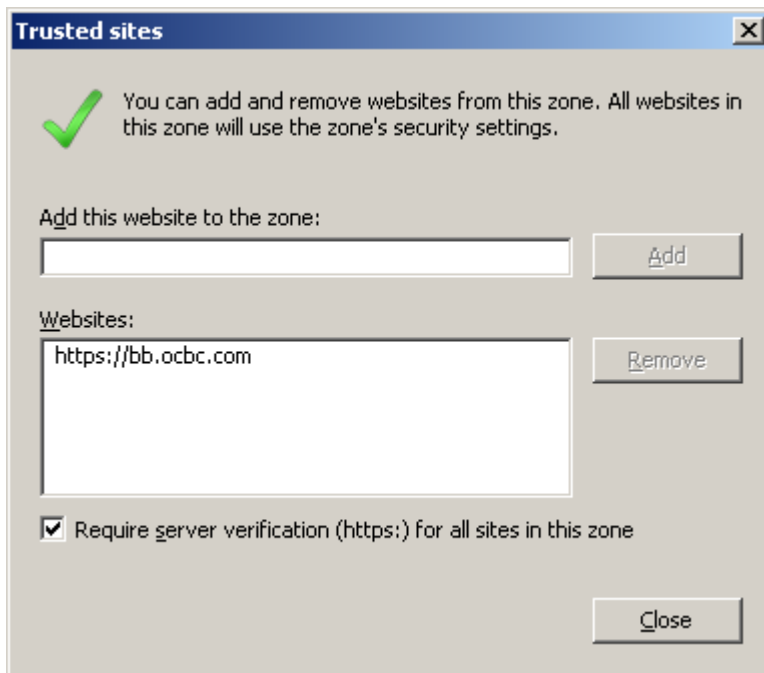
1.3 Adding of trusted site

Go to Tools→Internet Option→Security



Ensure that [Security for this zone] is the Default level [Medium]
(Lower security level is alright)

Click on [Trusted sites] and then [Sites]



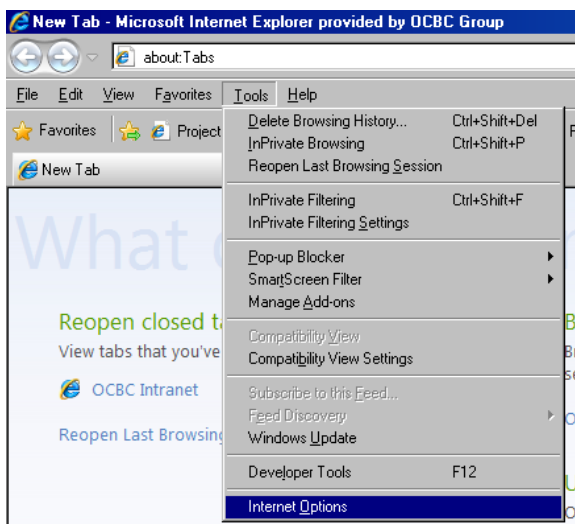
Enter [https://bb.ocbc.com] and click on [Add]

Click [Close] and close and re-open browser.

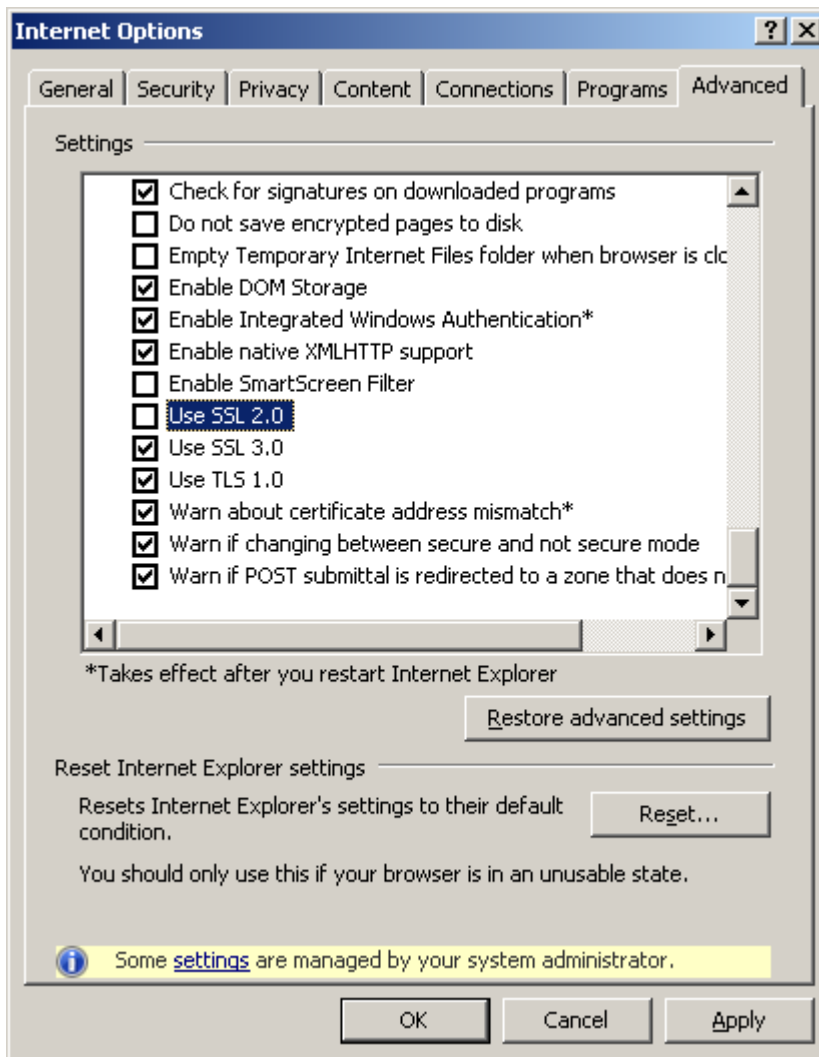
1.4 Checking of SSL configuration

1.4.1 MS Internet explorer

Go to Tools→Internet Option→Advanced



Ensure that [Use SSL 2.0] is unchecked.

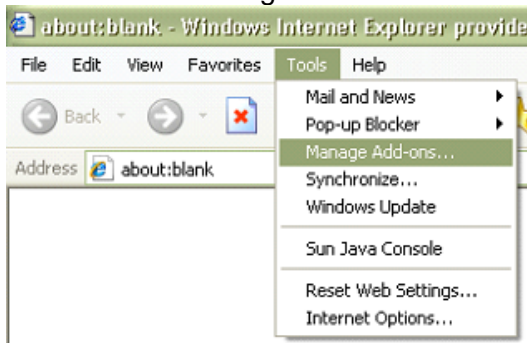


1.5 Enabling Of Add-On

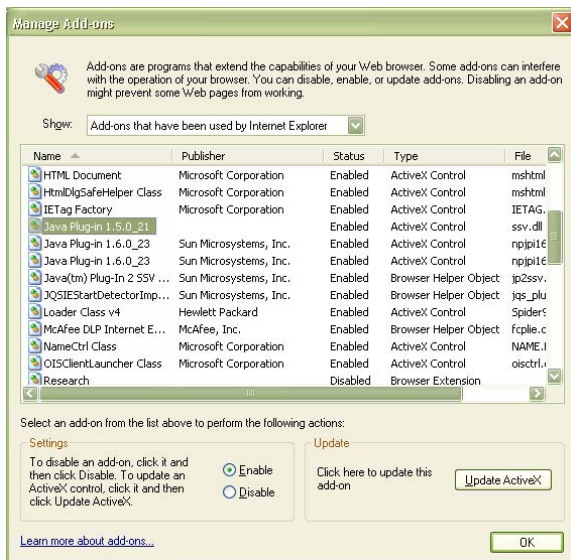
For MS Internet Explorer, there is Add-On feature, Please enable Java JRE Add-on from Sun. this is because Velocity require Java JRE enabled in order to function properly

1.5.1 IE 6

Go to Tools→Manage Add-ons...



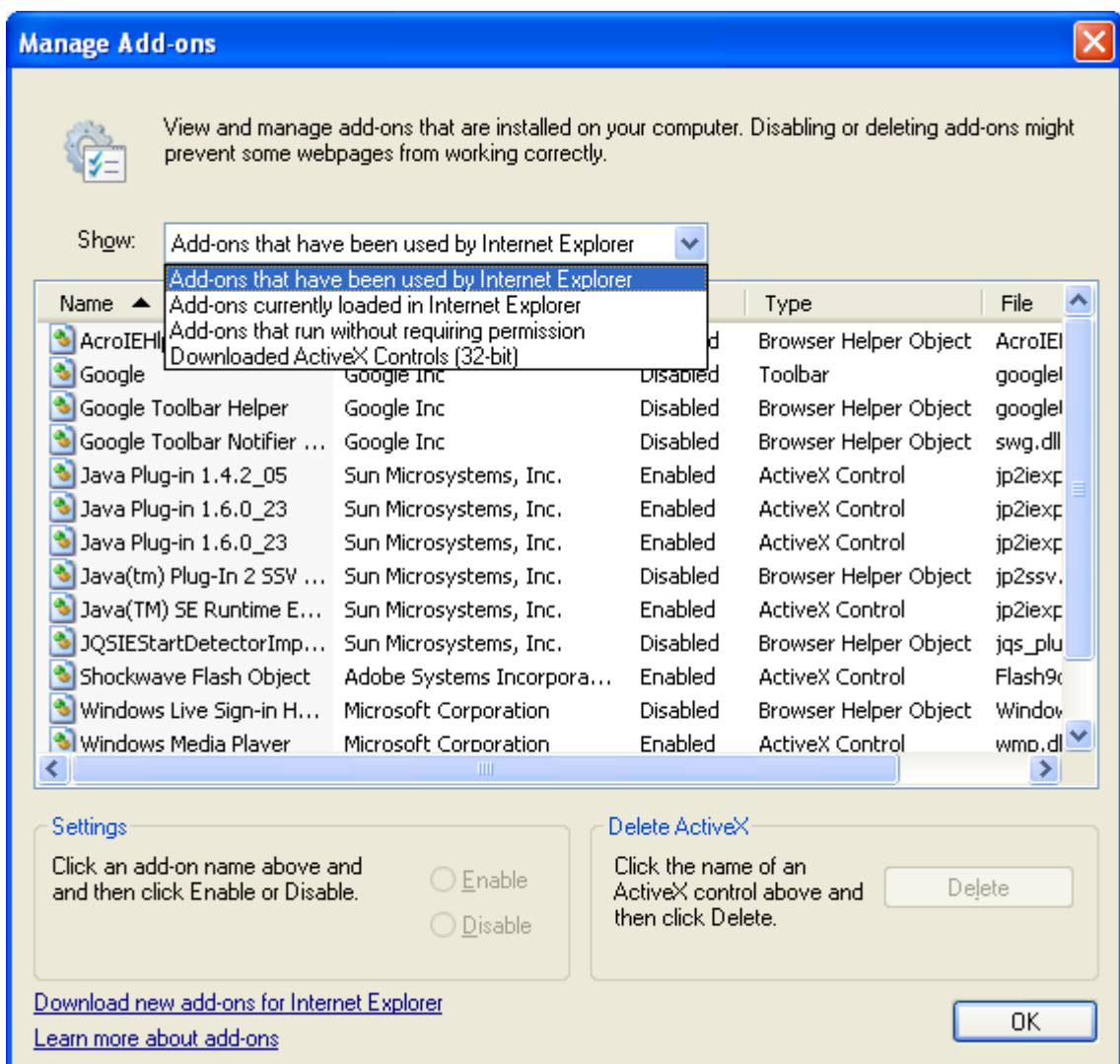
Click on [**Show:**] and select [**Add-ons that have been used by Internet Explorer**]



Enable All Java Plug-in from Sun Microsystems

1.5.2 IE 7

Go to Tools→Manage Add-ons→Enable or Disable Add-ons..

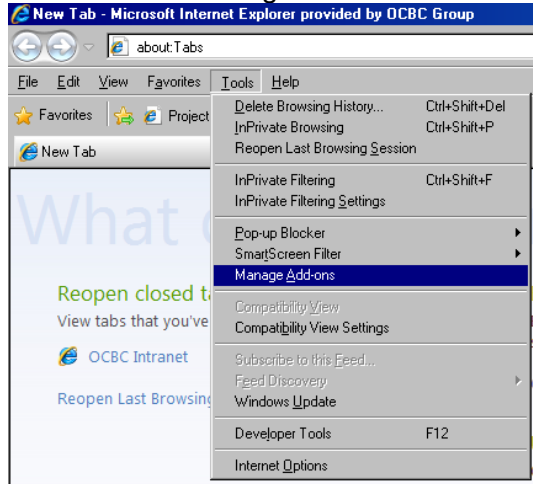


Click on [Show:] and select [Add-ons that have been used by Internet Explorer]

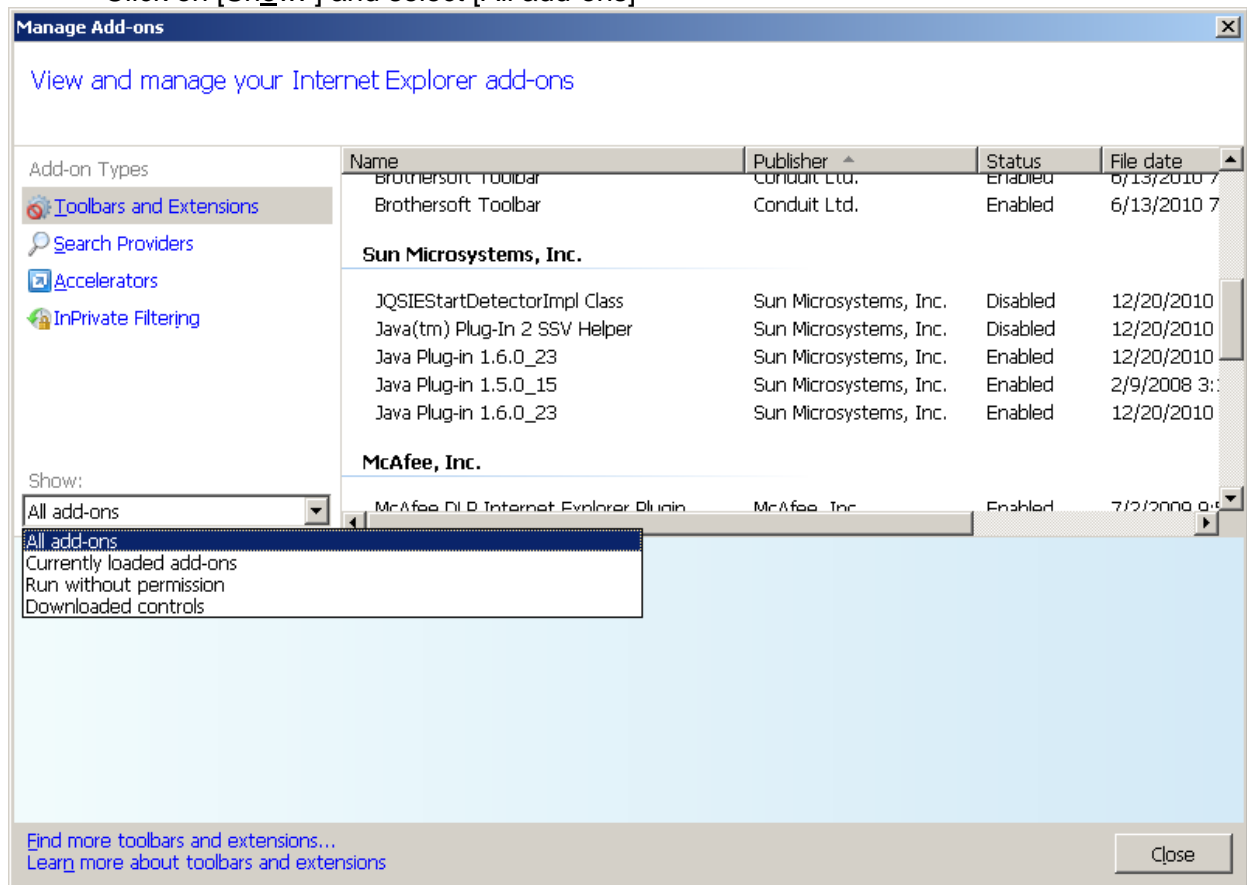
Enable All Java Plug-in from Sun Microsystems

1.5.3 IE 8 / 9

Go to Tools → Managed Add-Ons



Click on [Show:] and select [All add-ons]



Enable All Java Plug-in from Sun Microsystems

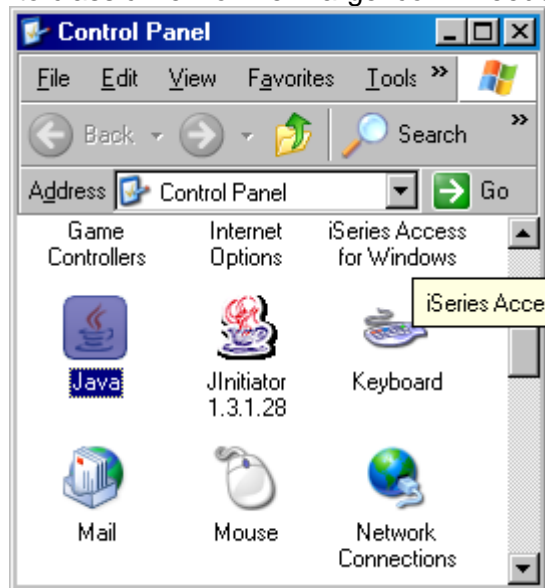
2. Java (JRE) Setting for Internet Explorer

The following steps will guide users resolve Java issues arise when using Velocity. It is advisable to clear Java cache for every new release when a customer faces an issue, as customer may have a corrupted/outdated version of Velocity java files. Clearing of browser cache will ensure that the browser re-downloads all the necessary files required to ensure java functions properly.

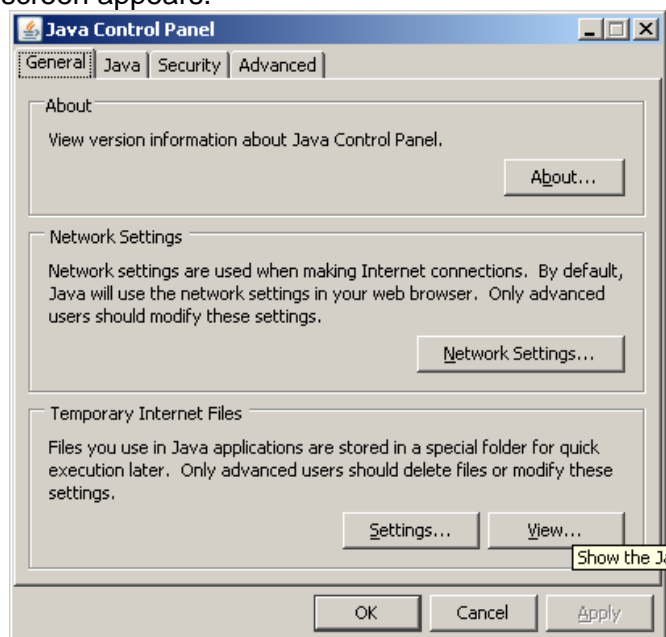
2.1 Clearing of Java (JRE) Cache

2.1.1 Java (JRE) 1.6.0

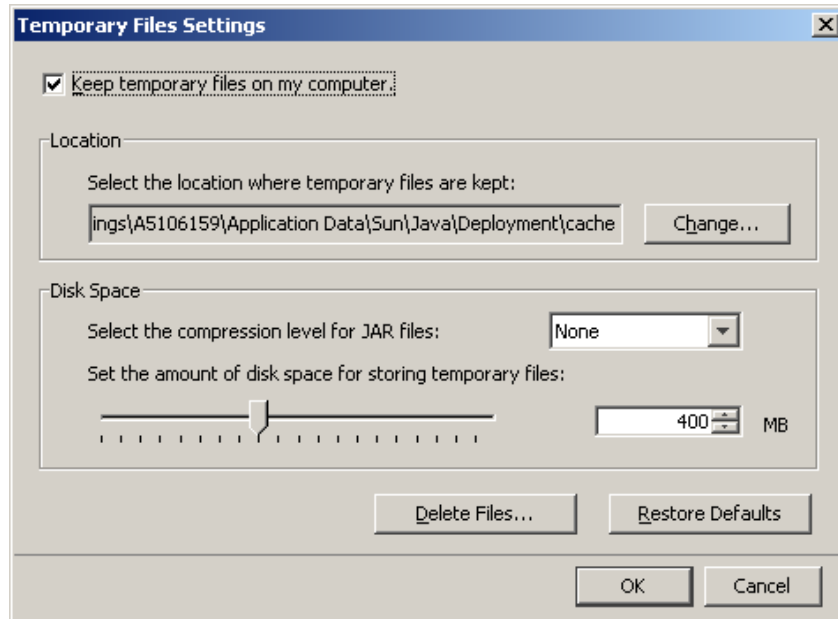
Click on **Start**→**Control Panel** → **Java**
(Switch to classic view or view large icon if needed)



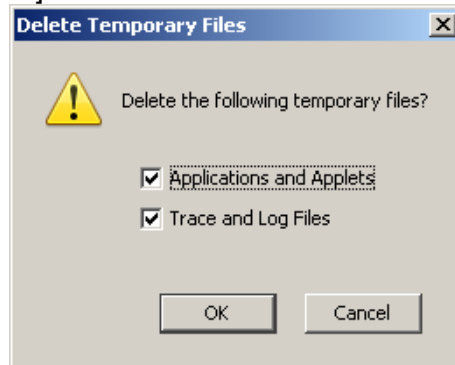
Below screen appears.



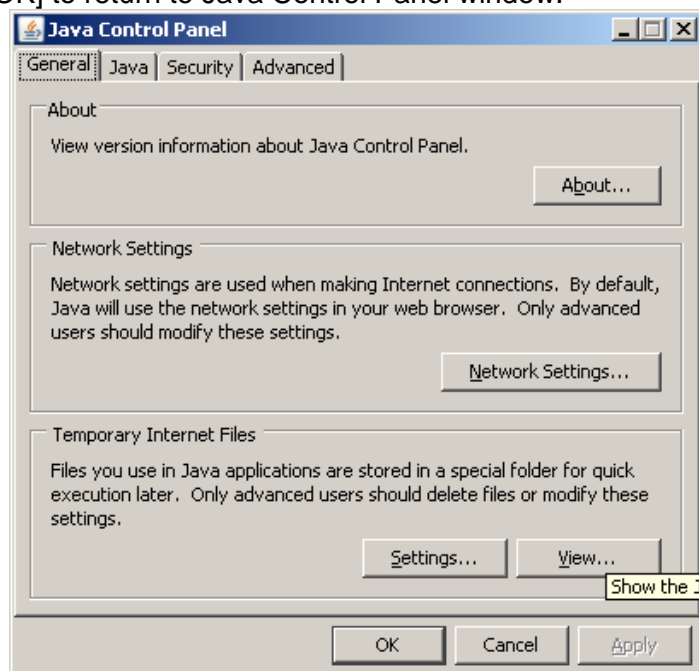
Click [Settings...] to display below screen. And click [Delete Files...].



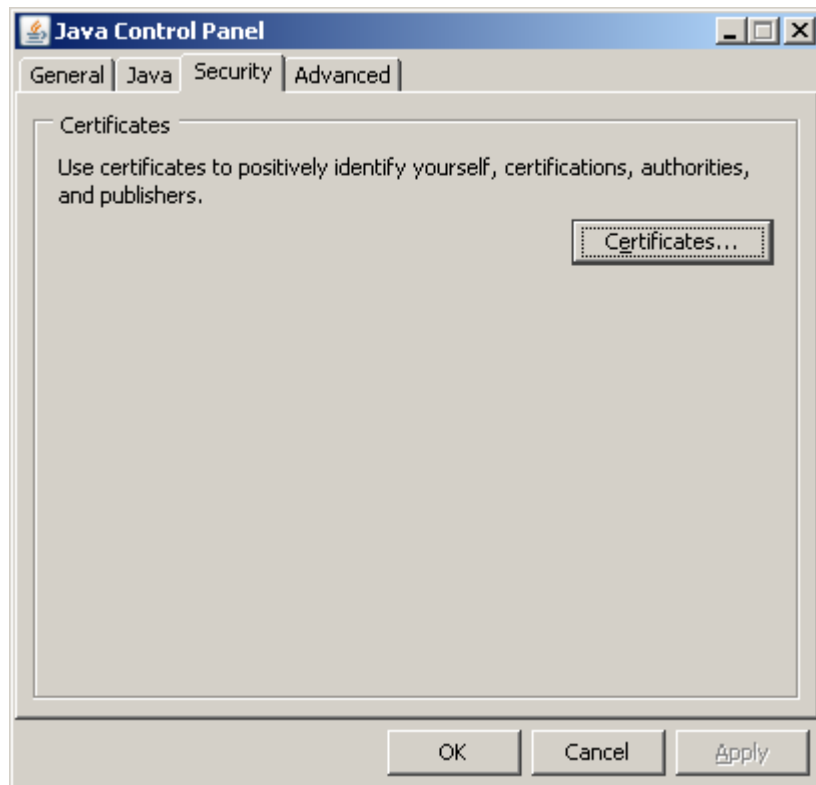
Click [OK] to clear all Java cache.



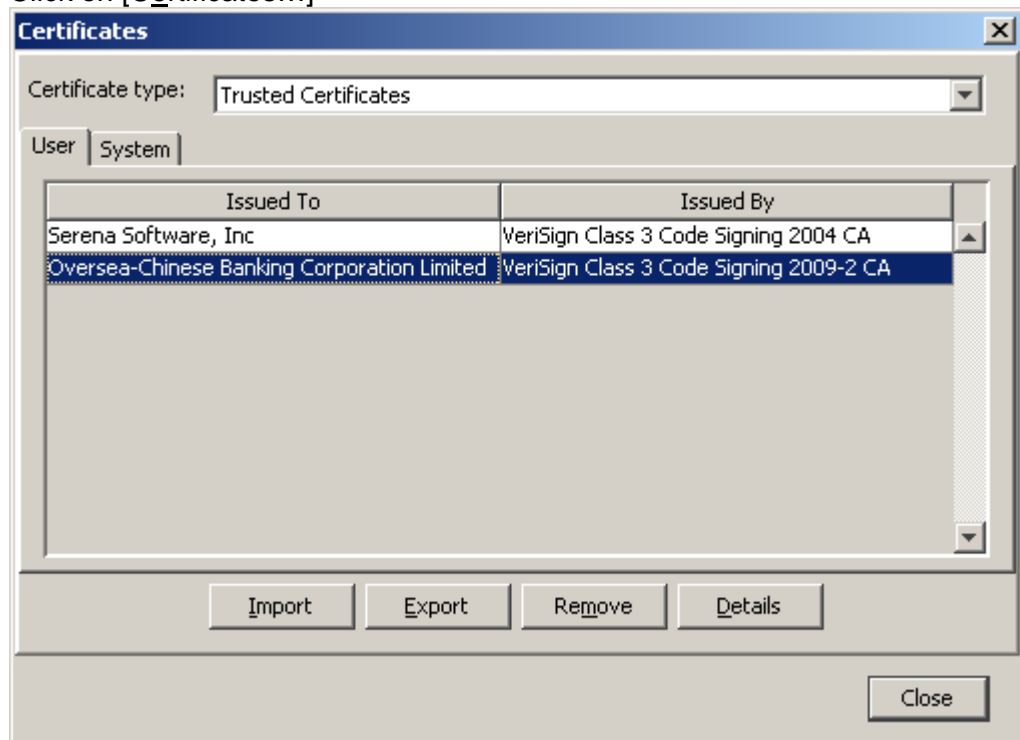
Click [OK] to return to Java Control Panel window.



Click on the [Security] Tab



Click on [Certificates...]

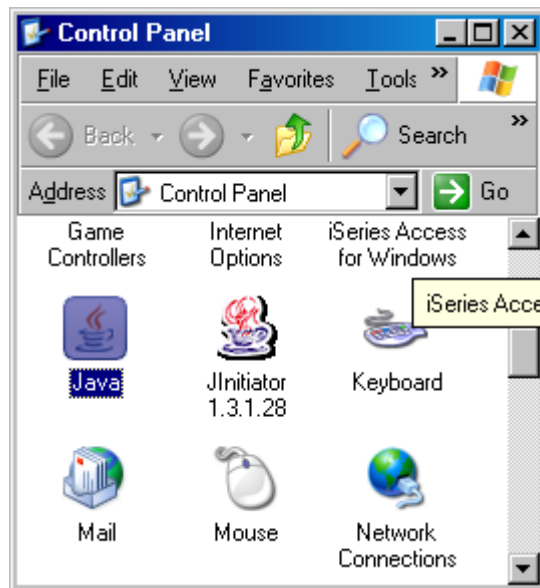


Select OCBC certificates and click [Remove].
Click close and ask customer to Re-launch Velocity again

2.1.2 Java (JRE) 1.5.0

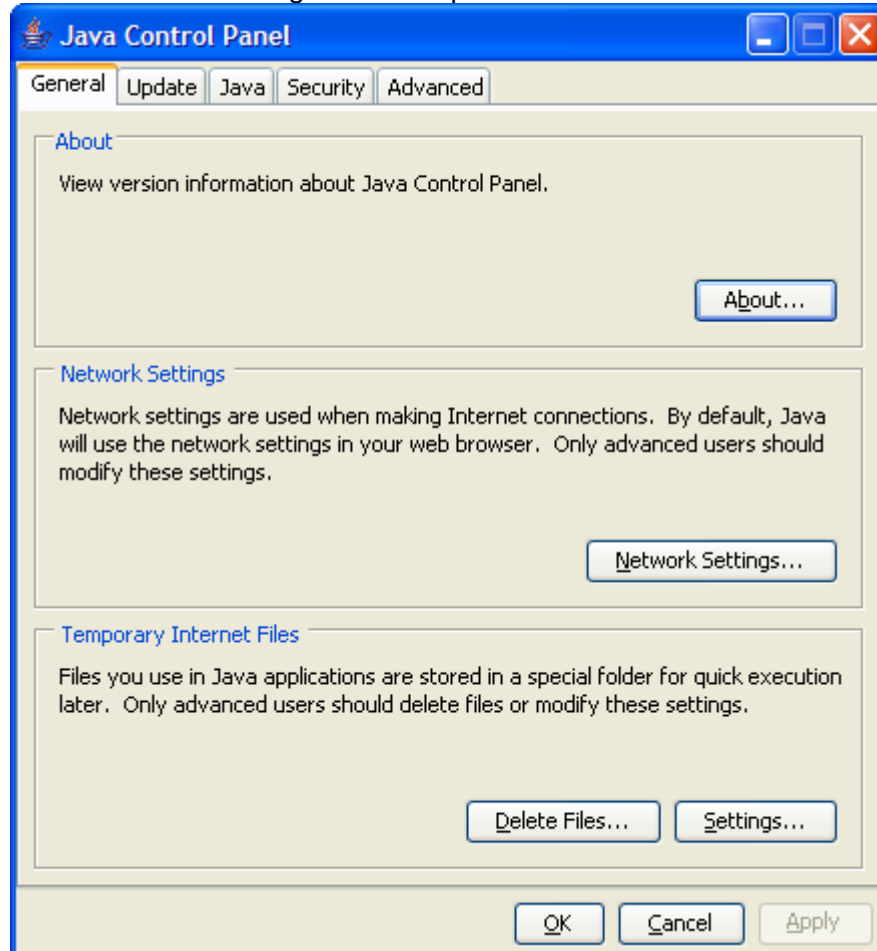
Click on **Start**→**Control Panel** → **Java**

(Switch to classic view or view large icon if needed)



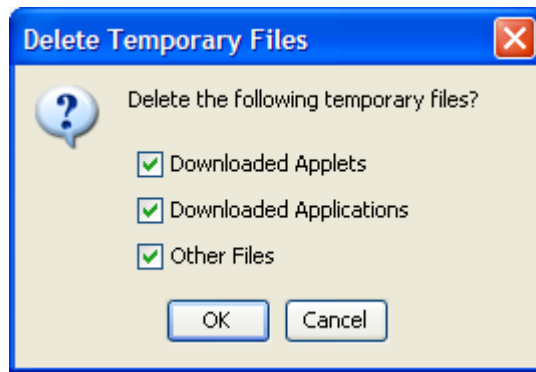
Below screen appears.

Click on Start→Settings→Control panel and double click on Java icon

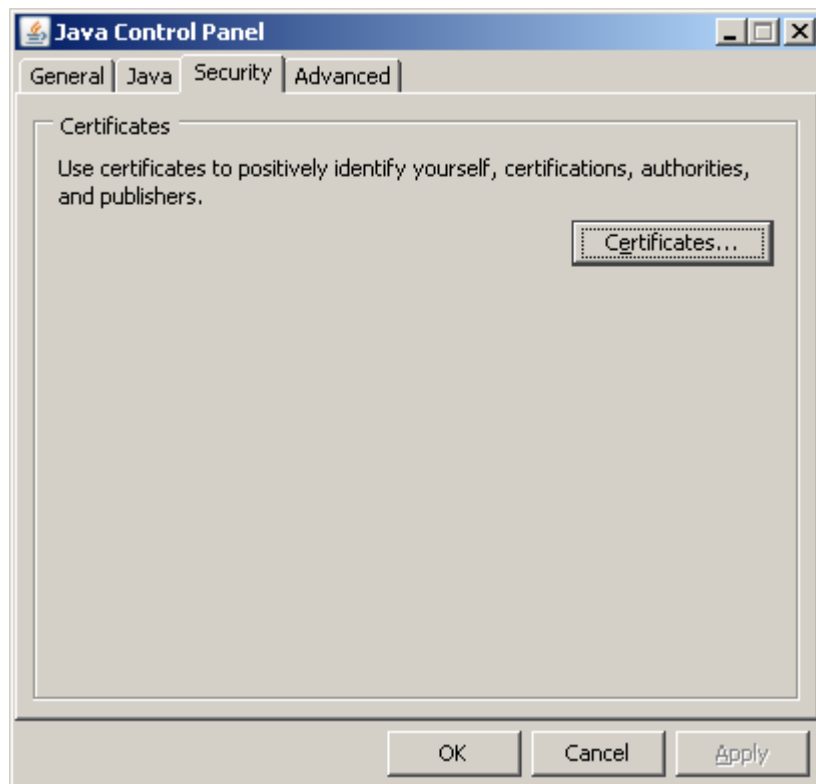


Click [Ddelete Files...].

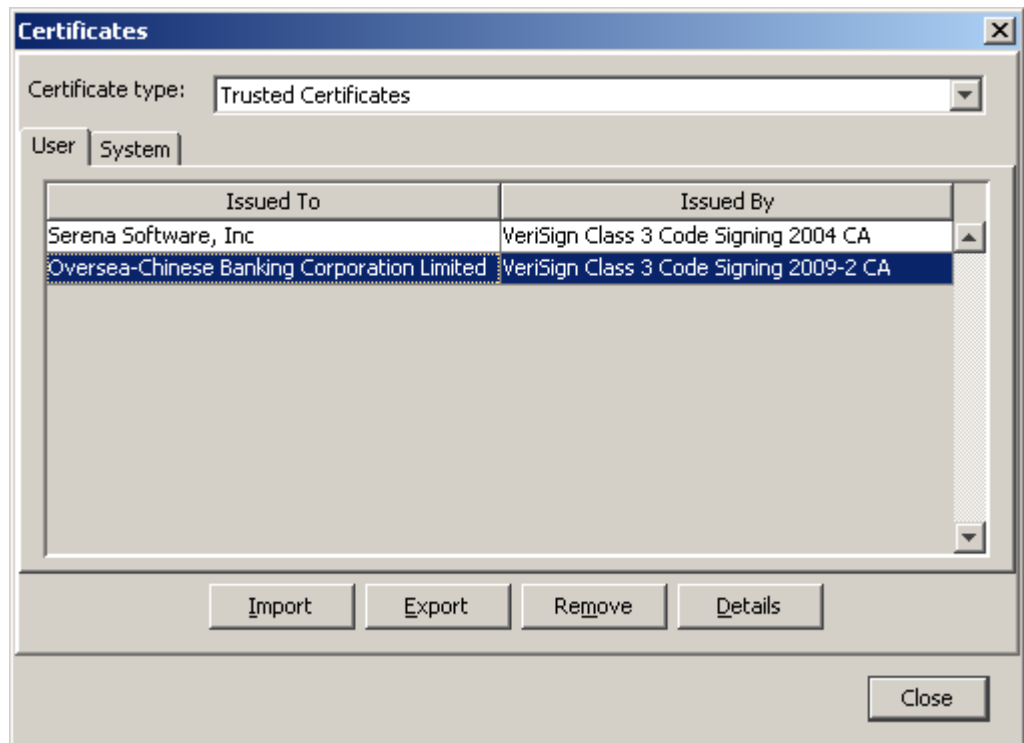
Click [OK] to clear all Java cache.



Click [OK] to return to Java Control Panel window.
Click on the [Security] Tab



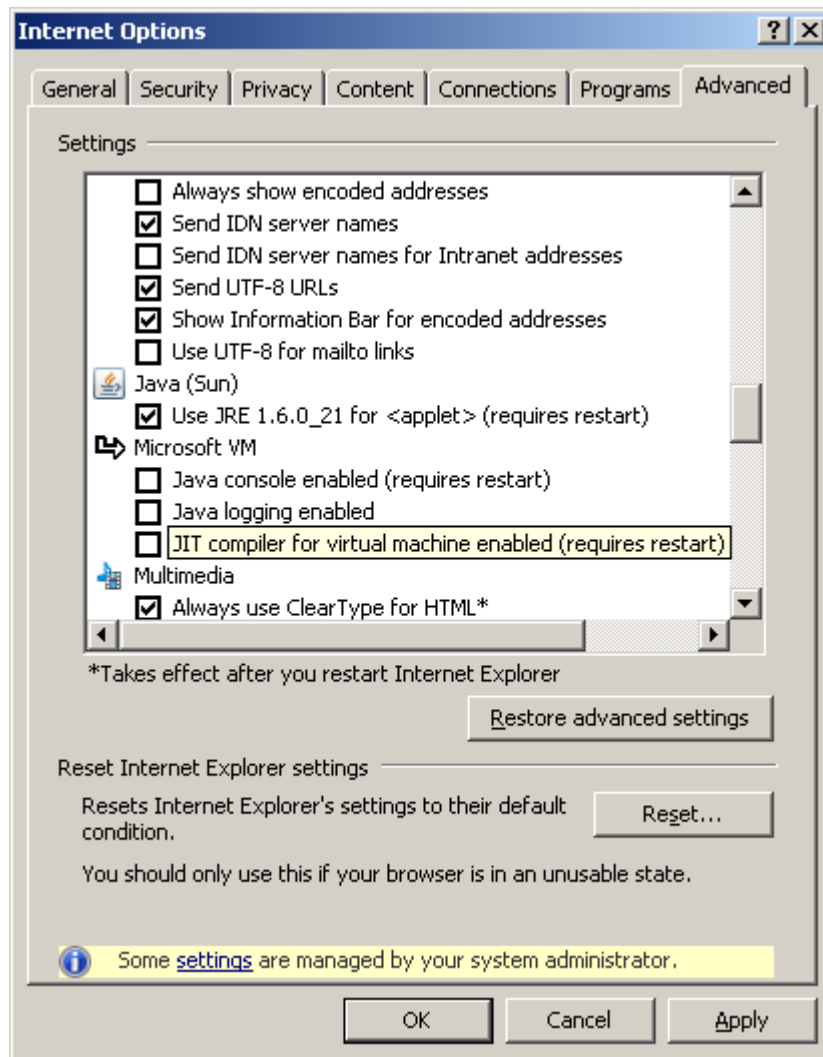
Click on [Certificates...]



Select OCBC certificates and click [Remove].
Click close and ask customer to Re-launch Velocity again

2.1.3 MS IE Browser Java setting (IE 6/7/8/9)

Go to Tools→Internet Option→Advanced, scroll to Java (Sun) and enable JRE use, Uncheck Microsoft VM options.



Additional steps for IE 8/9:

Additional steps is required for IE 8,
Go to Tools → Managed Add-ons, search for Sun Microsystems and enable all Java Add-ons

Manage Add-ons View and manage your Internet Explorer add-ons

Add-on Types	Name	Publisher	Status	File date
Toolbars and Extensions	Sun Microsystems, Inc.			
Search Providers	Java Plug-in 1.6.0_21	Sun Microsystems, Inc.	Enabled	9/7/2010 10
Accelerators	Web Browser Applet Control	Sun Microsystems, Inc.	Enabled	9/7/2010 10
InPrivate Filtering	isInstalled Class	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	Deployment Toolkit	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	Java(tm) Plug-In 2 SSV Helper	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	JQSIStartDetectorImpl Class	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	Adobe Systems Incorporated			
	Shockwave Flash Object	Adobe Systems Inco...	Enabled	9/5/2010 2:

Show: **Currently loaded add-ons**

JQSIStartDetectorImpl Class
Sun Microsystems, Inc.

Version: 6.0.210.7 Type: Browser Helper Object
 File date: [Search for this add-on via default search provider](#)
[More information](#)

[Find more toolbars and extensions...](#) [Learn more about toolbars and extensions](#)