## 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

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page         You can change which page to use for your home page.         Address:       http://ocbctnet.ocbc.com.sg/         Use Current       Use Default         Use Blank
Temporary Internet files         Pages you view on the Internet are stored in a special folder for quick viewing later.         Delete Cookjes         Delete <u>Files</u>
History         Image: The History folder contains links to pages you've visited, for quick access to recently viewed pages.         Days to keep pages in history:         20 Image: Clear History
Colors Fonts Languages Accessibility OK Cancel Apply

#### 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 "<u>Delete…</u>"

Internet Options ? 🗙
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete Settings
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings
Appearance
Colors Languages Fonts Accessibility
Some <u>settings</u> are managed by your system administrator.
OK Cancel Apply

Click on "Delete files..." and "Delete cookies..."

elete Browsing History	×
Temporary Internet Files Copies of webpages, images, and media that are saved for faster viewing.	Delete files
<b>Cookies</b> Files stored on your computer by websites to save preferences such as login information.	Delete cookies
History List of websites you have visited.	Delete history
Form data Saved information that you have typed into forms.	Delete forms
<b>Passwords</b> Passwords that are automatically filled in when you log on to a website you've previously visited.	Delete passwords
About deleting browsing history Delete all.	Close

Note: The issue <u>should</u> 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 $\rightarrow$ Tools $\rightarrow$ Internet Options  $\rightarrow$  "Delete..."

Internet Options	×
General Security Privacy Content Connections Programs Advanced	١,
Home page	
http://ocbctnet.ocbc.com.sg/	
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> lank	
Browsing history	
Delete temporary files, history, cookies, saved passwords, and web form information.	
Delete browsing history on exit	
<u>D</u> elete <u>S</u> ettings	
Search Change search defaults.	
Tabs	
Change how webpages are displayed in Se <u>t</u> tings tabs.	
Appearance	
Colors Languages Fonts Accessibility	
OK Cancel Apply	

Delete Browsing History	×
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
Temporary Internet files Copies of webpages, images, and media that are saved for faster viewing.	
Files stored on your computer by websites to save preferences such as login information.	
List of websites you have visited.	
<b>Eorm data</b> Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.	,
About deleting browsing history Delete Cancel	]

Click [Delete] to clear browser cache.

#### 1.2 **Reset Browser Setting**

Customer may have enable/disable some setting that may have made their browser uncompatible 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...]

Reset In	iternet Explorer Settings	×
⚠	Are you sure you want to reset all Internet Explorer settings?	
	Resetting includes: <ul> <li>Disable toolbars and add-ons</li> <li>Default web browser settings</li> <li>Privacy settings</li> <li>Security settings</li> <li>Privacy settings</li> <li>Security se</li></ul>	
	<ul> <li>Delete personal settings</li> <li>Resets home pages, search providers and Accelerators to default settings. Deletes temporary Internet files, history, cookies, web form information, passwords and InPrivate Filtering data.</li> <li>You must restart Internet Explorer for these changes to take effect.</li> </ul>	
How d	oes resetting affect my computer? <u>R</u> eset <u>Cancel</u>	

Click [Reset]

## 1.3 Adding of trusted site

Go to Tools→Internet Option→Security

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All
Prompts before downloading potentially unsafe     content       Unsigned ActiveX controls will not be downloaded
<u>⊆ustom level</u> <u>D</u> efault level
Reset all zones to default level
Some <u>settings</u> are managed by your system administrator.
OK Cancel <u>Apply</u>

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]

Add-ons are progra- with the operation might prevent som Show: Add-ons that have	ams that extend the capabil of your browser. You can d e Web pages from working, e been used by Internet Exp	ities of your Web isable, enable, o plorer	o browser. Some add-ons o r update add-ons. Disablin	∶an interfere g an add•oi
Name 🔺	Publisher	Status	Туре	File
HTML Document	Microsoft Corporation	Enabled	ActiveX Control	mshtml
HtmlDlgSafeHelper Class	Microsoft Corporation	Enabled	ActiveX Control	mshtml
IETag Factory	Microsoft Corporation	Enabled	ActiveX Control	IETAG.
Java Plug-in 1.5.0_21		Enabled	ActiveX Control	ssv.dll
🔄 Java Plug-in 1.6.0_23	Sun Microsystems, Inc.	Enabled	ActiveX Control	npjpi16
실 Java Plug-in 1.6.0_23	Sun Microsystems, Inc.	Enabled	ActiveX Control	npjpi16
🔄 Java(tm) Plug-In 2 SSV	Sun Microsystems, Inc.	Enabled	Browser Helper Object	jp2ssv.
JQSIEStartDetectorImp	Sun Microsystems, Inc.	Enabled	Browser Helper Object	jqs_plu
Loader Class v4	Hewlett Packard	Enabled	ActiveX Control	Spider?
McAfee DLP Internet E	McAfee, Inc.	Enabled	Browser Helper Object	fcplie.c
NameCtrl Class	Microsoft Corporation	Enabled	ActiveX Control	NAME.I
OISClientLauncher Class	Microsoft Corporation	Enabled	ActiveX Control	oisctrl.
Research		Disabled	Browser Extension	×
				>
lect an add-on from the list ab settings o disable an add-on, click it a hen click Disable. To update kctiveX control, click it and the lick Update ActiveX.	ove to perform the following an O <u>P</u> isable an <u>D</u> isable	actions: Update Click here to add-on	update this	ActiveX

Enable All Java Plug-in from Sun Microsystems

## 1.5.2 IE 7

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

Manage Add-ons				X
View and mana prevent some v	ge add-ons that are installed on y ebpages from working correctly.	our computer.	Disabling or deleting add	ons might
Show: Add-ons that h	ave been used by Internet Explor	er 🔽		
Add-ons that h	ave been used by Internet Explor the loaded in Internet Explorer	er	Type	File 🔥
Add-ons that r	in without requiring permission	d	Browser Helper Object	AcroIE
	ctiveX Controls (32-bit)		Toolbar	annalei
Google Toolbar Helper	Google Inc	Disabled	Browser Helper Object	aooglel
Google Toolbar Notifier	Google Inc	Disabled	Browser Helper Object	swa.dll
🔊 Java Plug-in 1.4.2 05	Sun Microsystems, Inc.	Enabled	ActiveX Control	ip2iexp
🔊 Java Plug-in 1.6.0_23	Sun Microsystems, Inc.	Enabled	ActiveX Control	jp2iexp
🔊 Java Plug-in 1.6.0_23	Sun Microsystems, Inc.	Enabled	ActiveX Control	jp2iexp
🛐 Java(tm) Plug-In 2 SSV	Sun Microsystems, Inc.	Disabled	Browser Helper Object	jp2ssv.
🔊 Java(TM) SE Runtime E.	Sun Microsystems, Inc.	Enabled	ActiveX Control	jp2iexp
JQSIEStartDetectorImp	Sun Microsystems, Inc.	Disabled	Browser Helper Object	jqs_plu
🔊 Shockwave Flash Objec	Adobe Systems Incorpora	Enabled	ActiveX Control	Flash9(
🔊 Windows Live Sign-in H.	. Microsoft Corporation	Disabled	Browser Helper Object	Windov
🔊 Windows Media Plaver	Microsoft Corporation	Enabled	ActiveX Control	wmp.dl 🐸
<				>
Settings Click an add-on name abov	e and	) <mark>elete Active&gt;</mark> Click the name	e of an	
and then click Enable or Di	sable. <u>D</u> isable	ActiveX contro then click Del	ol above andDej ete.	ete
Download new add-ons for Ir Learn more about add-ons	ternet Explorer			ОК

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 $\rightarrow$ M	anaged Add-On	S
CNew Tab - Microsoft Inter	net Explorer provided by OCB	C Group
🕒 🕞 🗢 🙋 about: Tabs		
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites	<u>T</u> ools <u>H</u> elp	
🖕 Favorites 🛛 🚖 🙋 Project	<u>D</u> elete Browsing History InPrivate Browsing	Ctrl+Shift+Del Ctrl+Shift+P
🏉 New Tab	Reopen Last Browsing <u>S</u> ession	
M/bat	InPrivate Filtering InPrivate Filtering <u>S</u> ettings	Ctrl+Shift+F
vvnat	<u>P</u> op-up Blocker Smar <u>t</u> Screen Filter	) }
Deepen closed t	Manage <u>A</u> dd-ons	
View tabs that you've	Compatibility ⊻iew Compati <u>b</u> ility View Settings	E
🏉 OCBC Intranet	Subscribe to this <u>F</u> eed	P
Reopen Last Browsing	Feed Discovery Windows <u>U</u> pdate	× 0
	Developer Tools	F12
	Internet Options	

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

Manage Add-ons				×
View and manage your Inte	ernet Explorer add-ons			
Add-on Types	Name	Publisher 🔺	Status	File date
STO Dars and Extensions	Brothersoft Toolbar	Conduit Ltd.	Enabled	6/13/2010 7
Search Providers	Sun Microsystems, Inc.			
Accelerators	JQSIEStartDetectorImpl Class Java(tm) Plug-In 2 SSV Helper Java Plug-in 1.6.0_23 Java Plug-in 1.5.0_15 Java Plug-in 1.6.0_23	Sun Microsystems, Inc. Sun Microsystems, Inc. Sun Microsystems, Inc. Sun Microsystems, Inc. Sun Microsystems, Inc.	Disabled Disabled Enabled Enabled Enabled	12/20/2010 12/20/2010 12/20/2010 2/9/2008 3:: 12/20/2010
Show: All add-ons	McAfee, Inc.	McAfee Inc	Enabled	
All add-ons Currently loaded add-ons Run without permission Downloaded controls				
Eind more toolbars and extensions Learn more about toolbars and exte	 ensions			Close

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.

🖆 Java Control Panel 📃 🗐 🗙
General Java Security Advanced
About
View version information about Java Control Panel.
About
Network Settings
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
Settings View
Show the J
OK Cancel Apply

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

Temporary Files Settings	×
Keep temporary files on my computer.	
Location	
Select the location where temporary files are kept:	
ings\A5106159\Application Data\Sun\Java\Deployment\cache Change	
Disk Space	
Select the compression level for JAR files: None	
Set the amount of disk space for storing temporary files:	
400 - MB	
Delete Files Restore Defaults	
OK Cancel	

## Click [OK] to clear all Java cache.

Delete Te	mporary Files	X
	Delete the following t	emporary files?
	I Applications and I Trace and Log F	d Applets Files
	ОК	Cancel

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

🕌 Java Control Panel			
General Java Security Advanced			
About			
View version information about Java Control Panel.			
About			
Network Settings			
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.			
<u>N</u> etwork Settings			
Temporary Internet Files			
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.			
Settings View			
Show the J			
OK Cancel Apply			

Click on the [Security] Tab

🕌 Java Control Panel		
General Java Security Advanced		
Certificates Use certificates to positively identify y	ourself, certificati	ons, authorities,
and publishers.	Ī	Certificates
	or L co	ncel (rooly
	OK Ca	ncel <u>A</u> pply

### Click on [Certificates...]

Certificates		×
Certificate type: Trusted Certificates	<b></b>	
User System		
Issued To	Issued By	
Serena Software, Inc	VeriSign Class 3 Code Signing 2004 CA	
Oversea-Chinese Banking Corporation Limited	VeriSign Class 3 Code Signing 2009-2 CA	
Import Export	Remove Details	
	Close	

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

🖆 Java Control Panel
General Update Java Security Advanced
About View version information about Java Control Panel.
About
Network Settings Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
Delete Files

Click [Delete Files...]. Click [OK] to clear all Java cache.



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

🕌 Java Control Panel	
General Java Security Advanced	
Certificates Use certificates to positively identify yourself, certific and publishers.	cations, authorities,
OK	Cancel <u>Apply</u>

Click on [Certificates...]

Certificates	X
Certificate type: Trusted Certificates	
User System	
Issued To	Issued By
Serena Software, Inc	VeriSign Class 3 Code Signing 2004 CA
Oversea-Chinese Banking Corporation Limited	VeriSign Class 3 Code Signing 2009-2 CA
Import Export	Remove Details
	Close

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.

Internet Options
General Security Privacy Content Connections Programs Advanced
Settings
Always show encoded addresses
Send IDN server names
Send IDN server names for Intranet addresses
Send UTF-8 URLs
Show Information Bar for encoded addresses
Use UTF-8 for malito links
Java (Sun)
I ava console enabled (requires restart)
JIT compiler for virtual machine enabled (requires restart)
A Multimedia
Always use ClearType for HTML*
*Takes effect after you restart Internet Explorer
<u>R</u> estore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default
You should only use this if your browser is in an unusable state.
Some <u>settings</u> are managed by your system administrator.
OK Cancel <u>Apply</u>

Additional steps for IE 8/9: Additional steps is required for IE 8, Go to Tools  $\rightarrow$  Managed Add-ons, search for Sun Microsystems and enable all Java Add-ons

Manage Add-ons				×
View and manage your In	terpet Evolorer, add-ops			
view and manage your in	terhet Explorer add-ons			
	Name	Dublicher .	Ctatus	File data
Add-on Types	Sup Microsystems Inc	Pablisher -		
Toolbars and Extensions	Jun Microsystems, Inc.			
	Java Plug-in 1.6.0_21	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	Web Browser Applet Control	Sun Microsystems, Inc.	Enabled	9/7/2010 10
	isInstalled Class	Sun Microsystems, Inc.	Enabled	9/7/2010 10
TINPrivate Hitering	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
	DQSIEStartDetectorImpl Class	Sun Microsystems, Inc.	Enabled	9/7/2010-10
	Adobe Systems Incorporated			
Show:	Shockwave Flash Object	Adobe Systems Incorp	Enabled	9/5/2010 2:2
Currently loaded add-ons	•		1	•
JQSIEStartDetectorImpl Cl Sun Microsystems, Inc.	ass			
Version: 6.0.210.7	Type:	Browser Helper Objec	t	
File date:	Search	for this add-on via default search	provider	
More information				
				Disa <u>b</u> le
Eind more toolbars and extensions	5			Close
Learn more about toolbars and ex	CELEDIDED .			