

Section 1 : Browser Setting

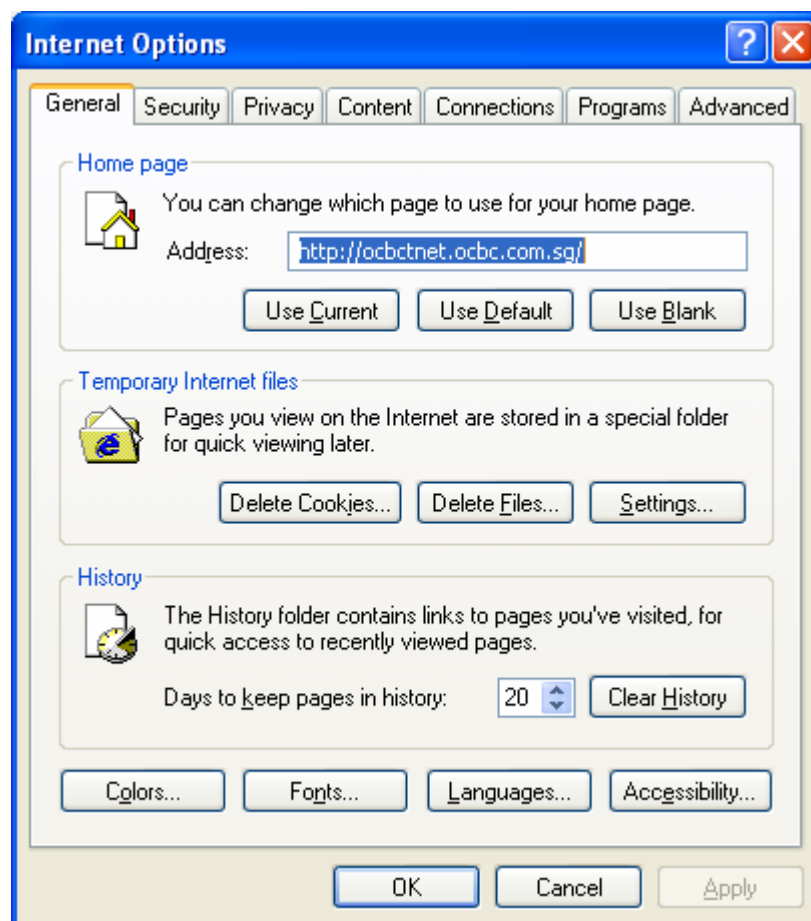
The following steps will guide you how to resolve browser issues which you may encounter when accessing Velocity@ocbc.

1.1 Clearing of Browser Cache

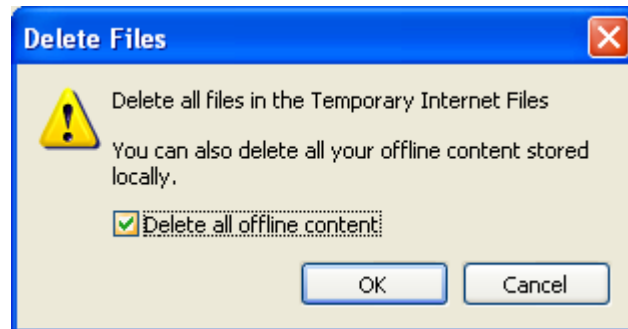
Clearing browser cache is useful when you have corrupted/outdated versions of Velocity@ocbc html files. Clearing of browser cache will ensure that the browser re-download all the necessary files required to display properly.

1.1.1 MS IE Version 6 (IE 6)

- a. Launch IE → Select “Tools” → Click on “Internet Options”
- b. Click on [Delete Files...]

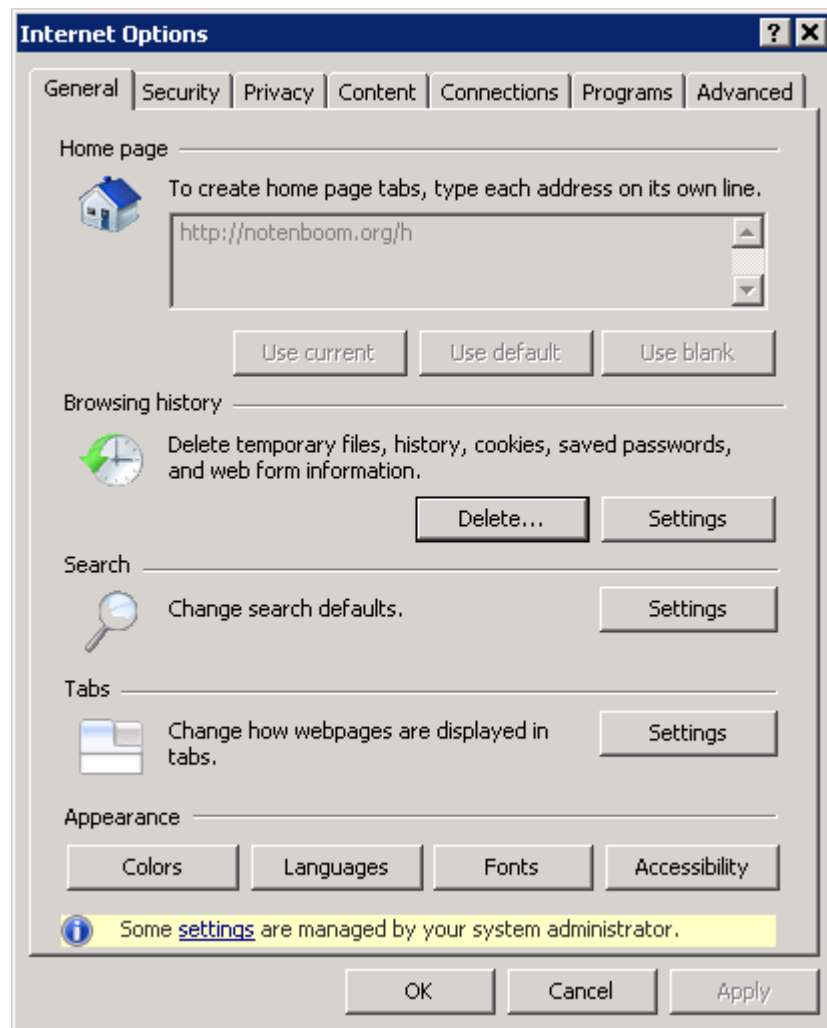


- c. Check on [Delete all offline content] and Click [OK]

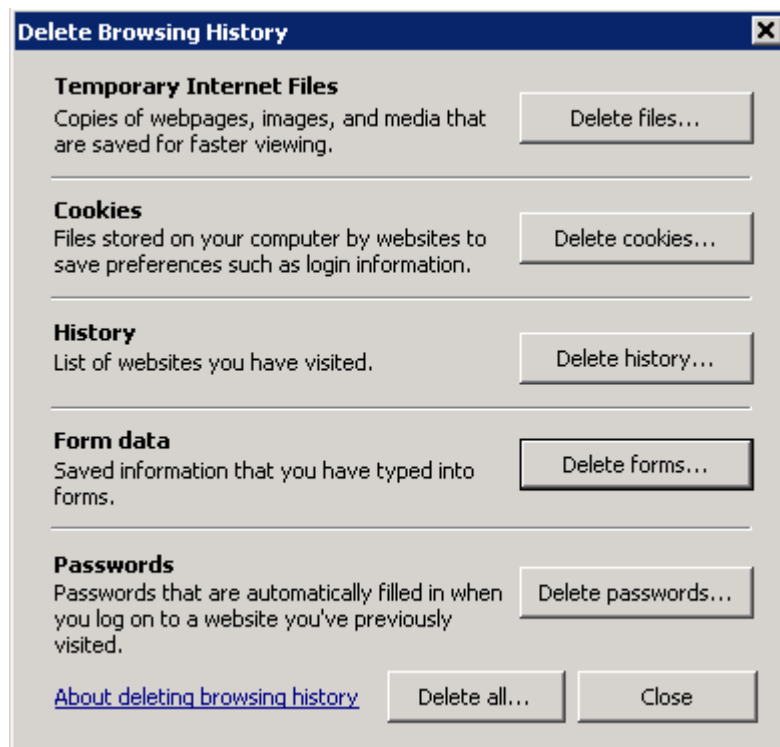


1.1.2 MS IE Version 7 (IE 7)

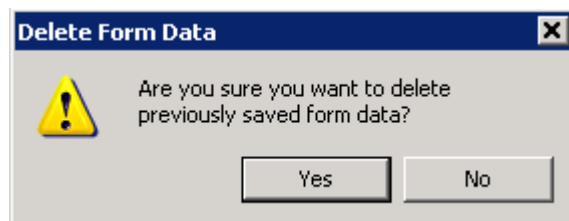
- a. Launch IE → Select "Tools" → Click on "Internet Options"
- b. Click on [Delete...]



- c. Click on [Delete all...]

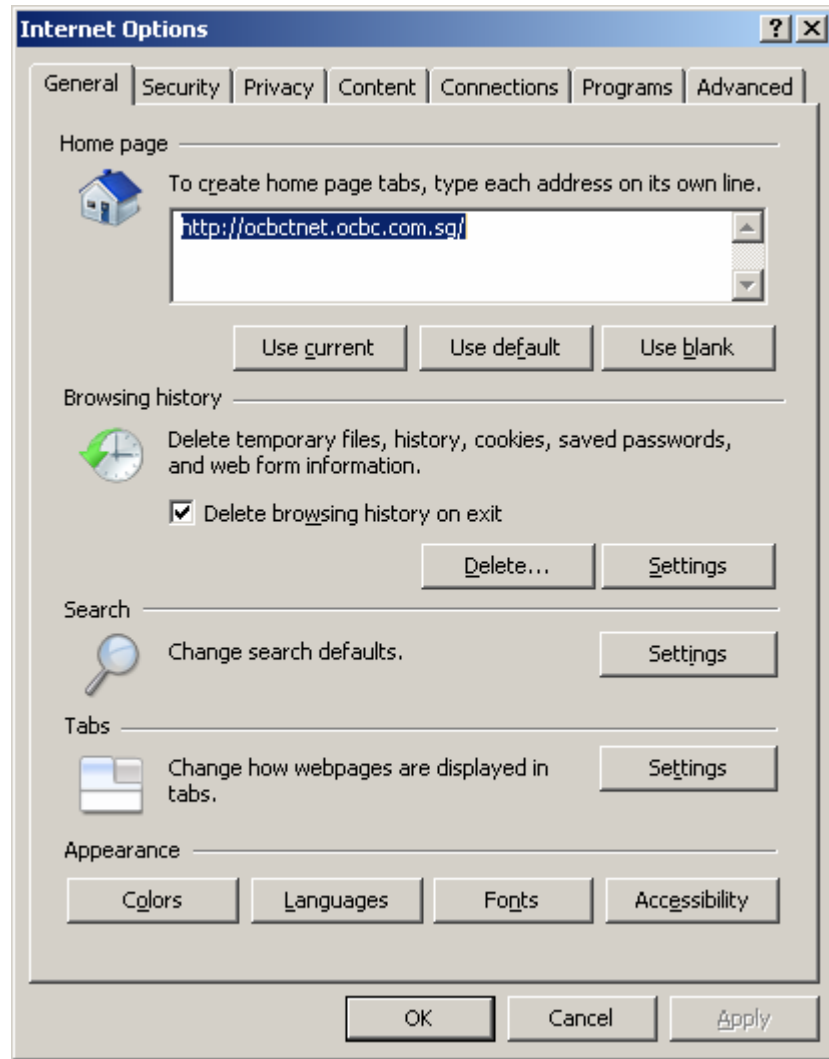


- d. Click [Yes]

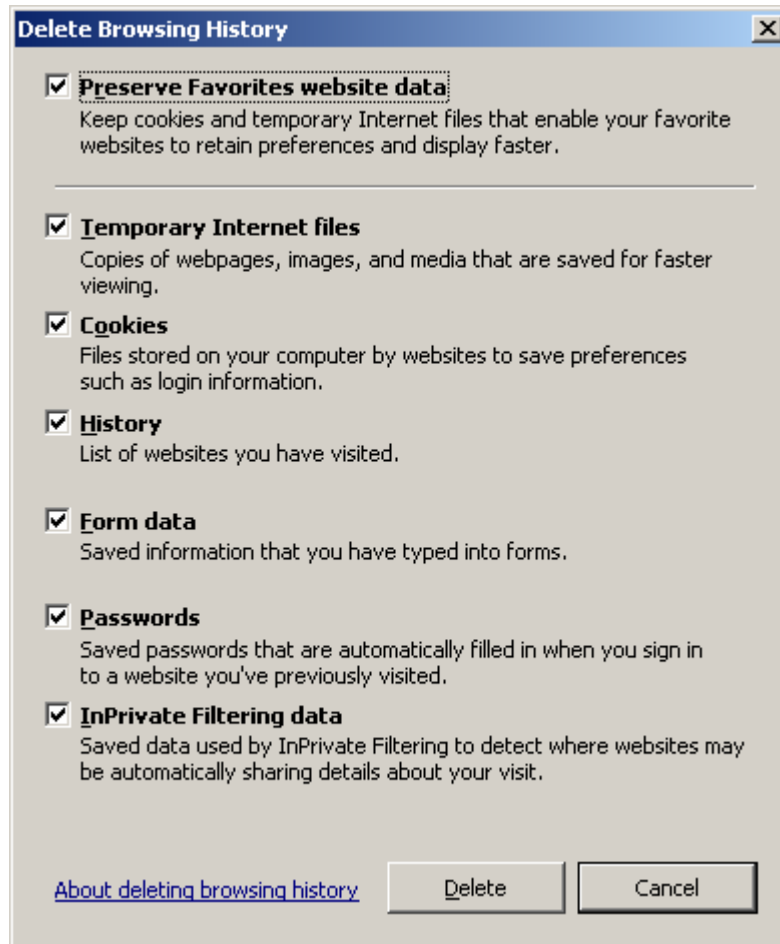


1.1.3 MS IE Version 8 (IE 8)

- a. Launch IE → Select “Tools” → Click on “Internet Options”
- b. Click on [Delete...]

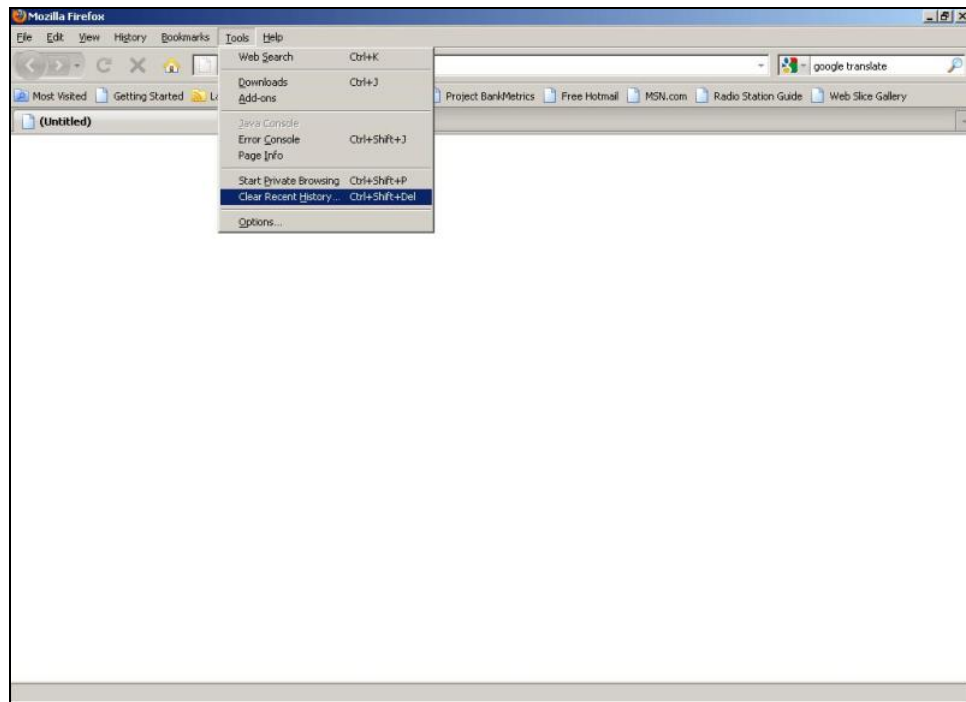


- c. Click [Delete] to clear all browser cache.

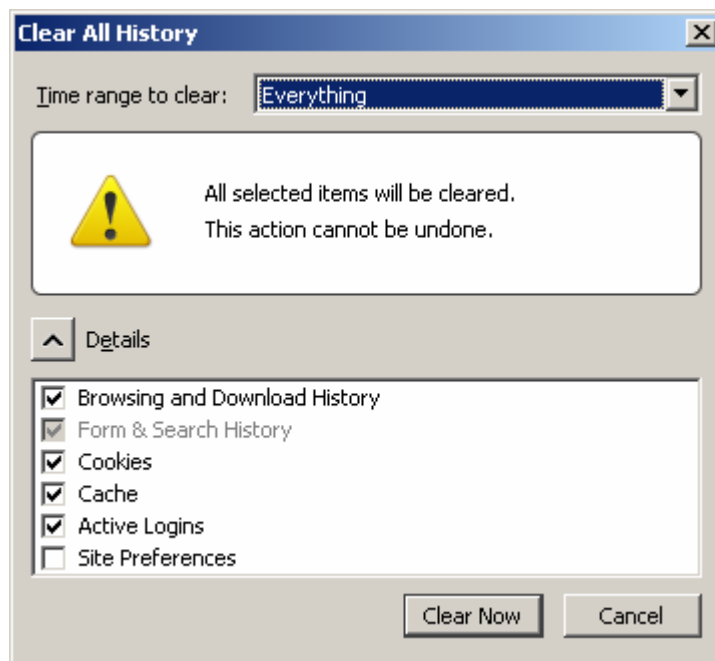


1.1.4 Firefox Browser

- a. Launch FF→Select “Tools”→Click on “Clear Recent History”



- b. Click on [Clear Now].



1.2 Checking of Browser Version

1.2.1 MS IE Version (IE 6/7/8)

Launch IE → Select “Help” → Click on “About Internet Explorer”



1.2.2 Firefox Browser

Launch FF → Select “Help” → Click on “About Mozilla Firefox”

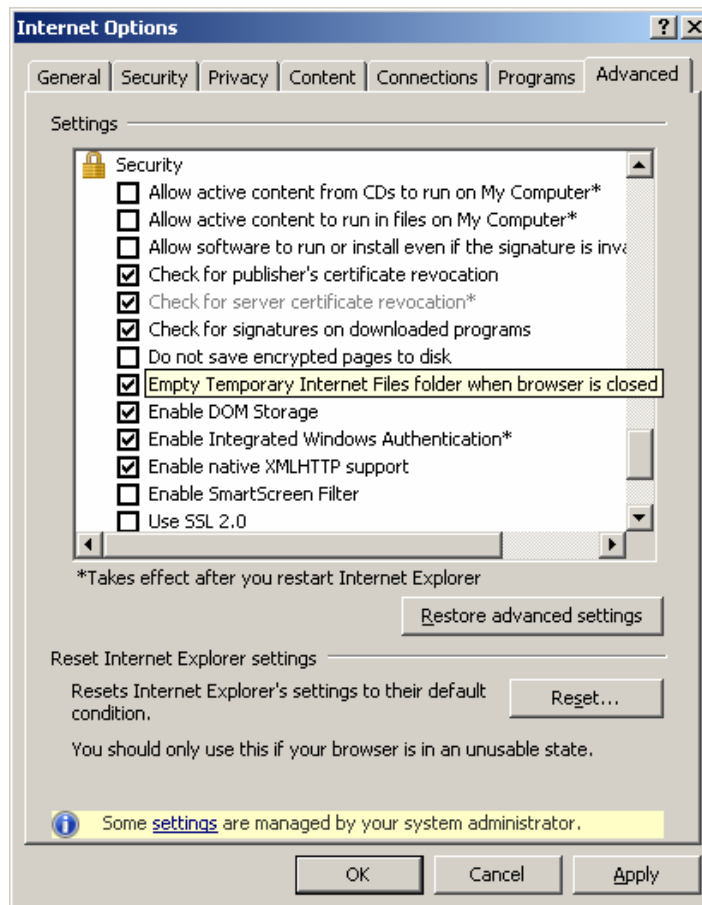


1.3 Reset Browser Settings

You may have enabled/disabled some settings that may have made your browser un-compatible to display Velocity@ocbc. Resetting the browser settings will ensure that the default setting is activated.

1.3.1 MS IE (6/7/8)

- Select "Tools"→ Click on "Internet Options"→ Select [Advanced] tab
- Click [Reset...]

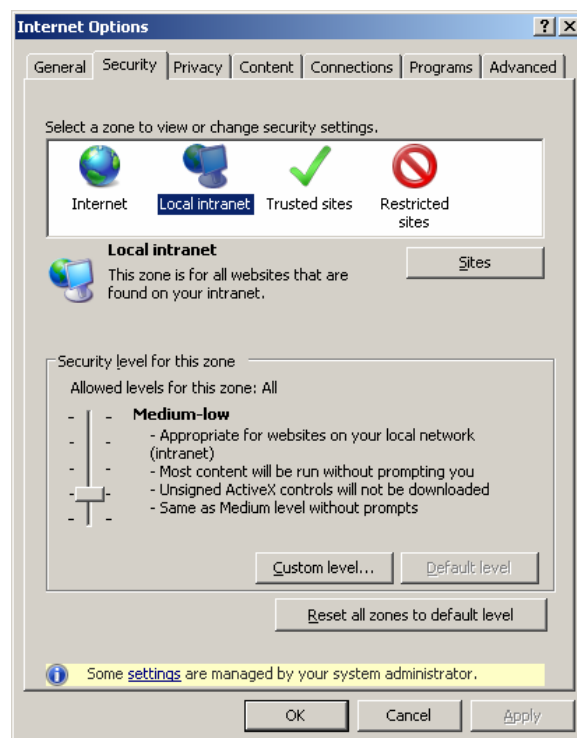


- c. Click [Reset...]

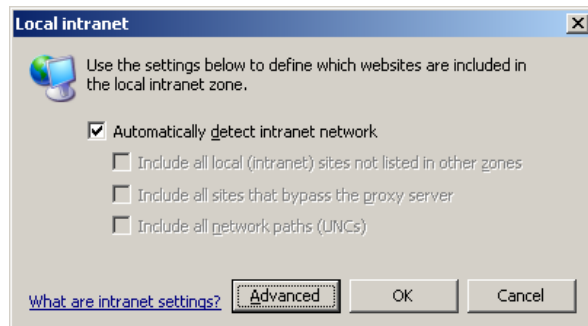


1.4 Adding of Trusted Site

- a. Select "Tools"→Click on "Internet Options"→Select [Security] tab
b. Click on [Sites]

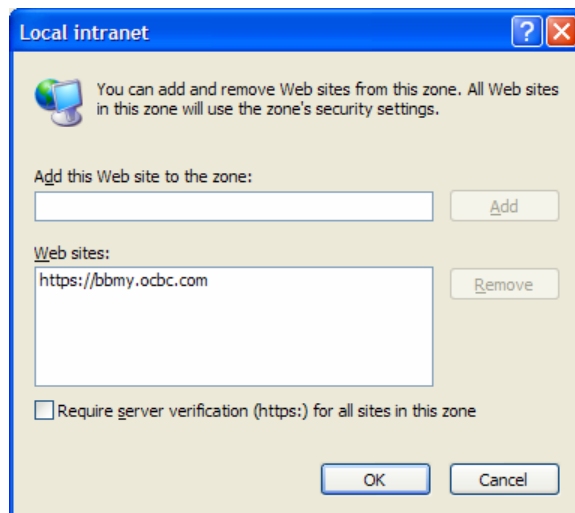


- c. Click on [Advance] tab



- d. Enter "https://bbmy.ocbc.com" under "Add this website to the zone" and click on [Add]

- e. Click [Close] to close and re-launch browser



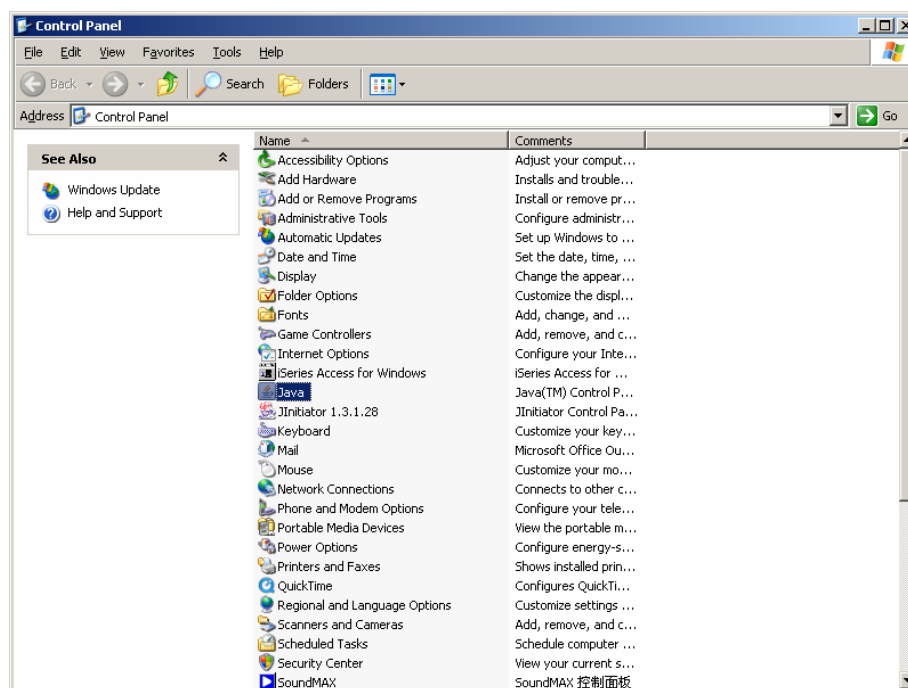
Section 2 : Java(JRE) Setting

The following steps will guide you to resolve Java issues which you may encounter when accessing Velocity@ocbc.

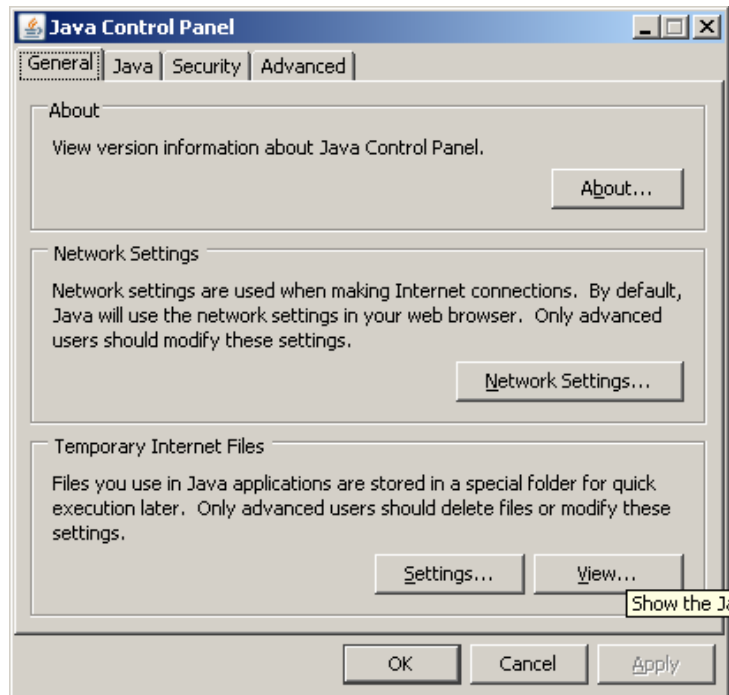
Clearing Java cache is useful when you have corrupted or outdated versions of Velocity@ocbc Java files. Clearing of browser cache will ensure that the browser re-download all the necessary files required to ensure Java functions properly.

2.1 Clearing of Java Cache

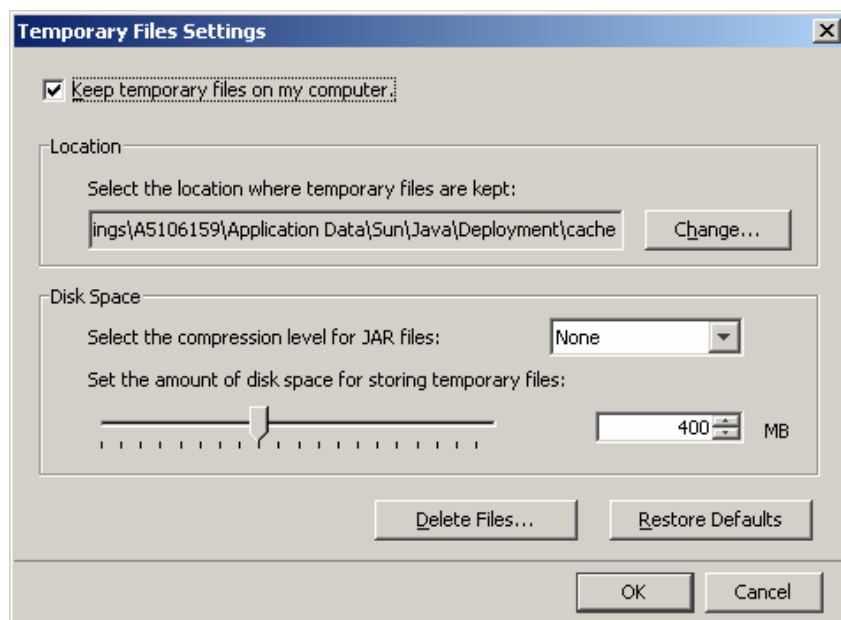
- a. Click on “Start”→Select ‘Settings’→Click on “Control Panel” and double click on “Java” icon.



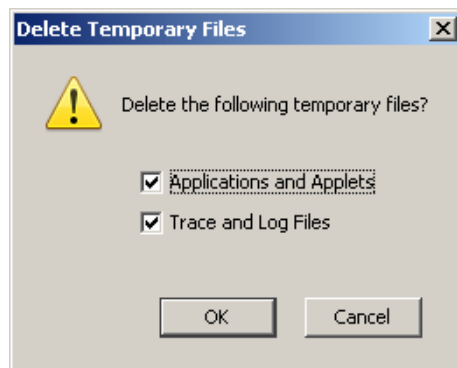
- b. Screen below appears. Click on [Settings...]



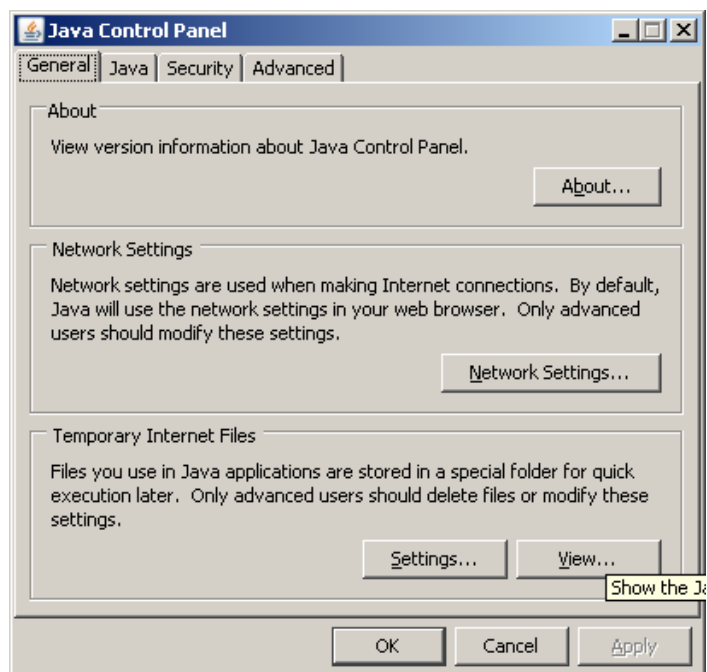
- c. Click on [Delete Files...]
- d. Click [OK] to clear all Java cache



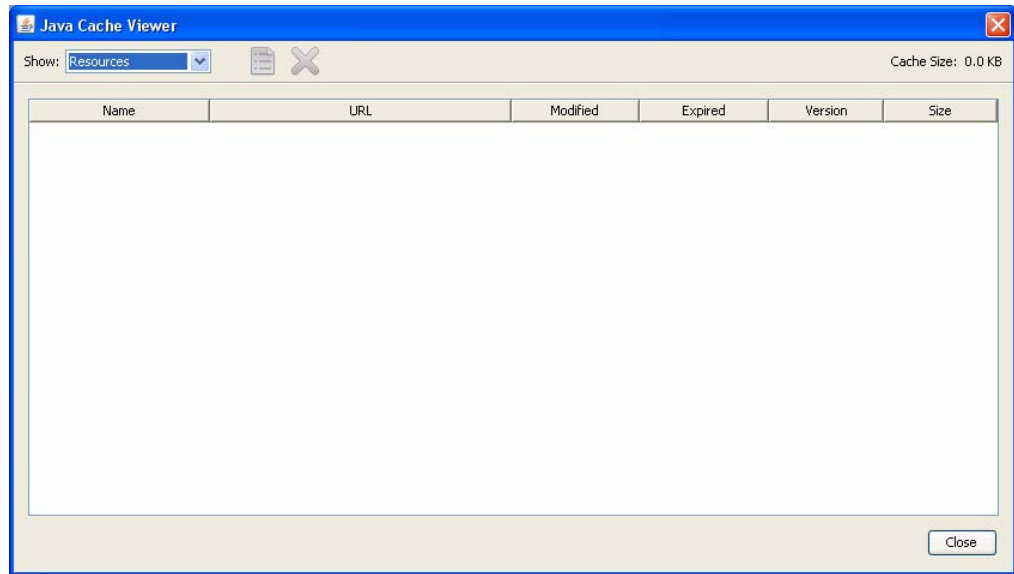
- e. Click [OK] to return to Java Control Panel window.



- f. Click [View] button, screen below will be displayed.

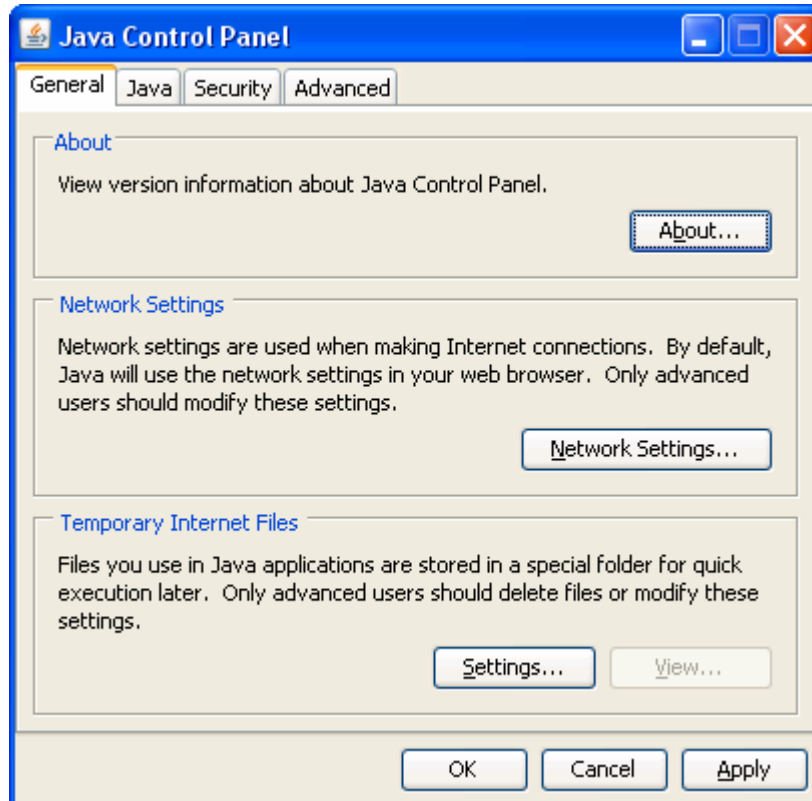


- g. Verify the clearing of cache files with no entry/record is displayed as below.



2.2 Checking of Java(JRE) Version Installed

- a. Click on “Start”→Select “Settings”→Select “Control Panel” and double click on Java icon.



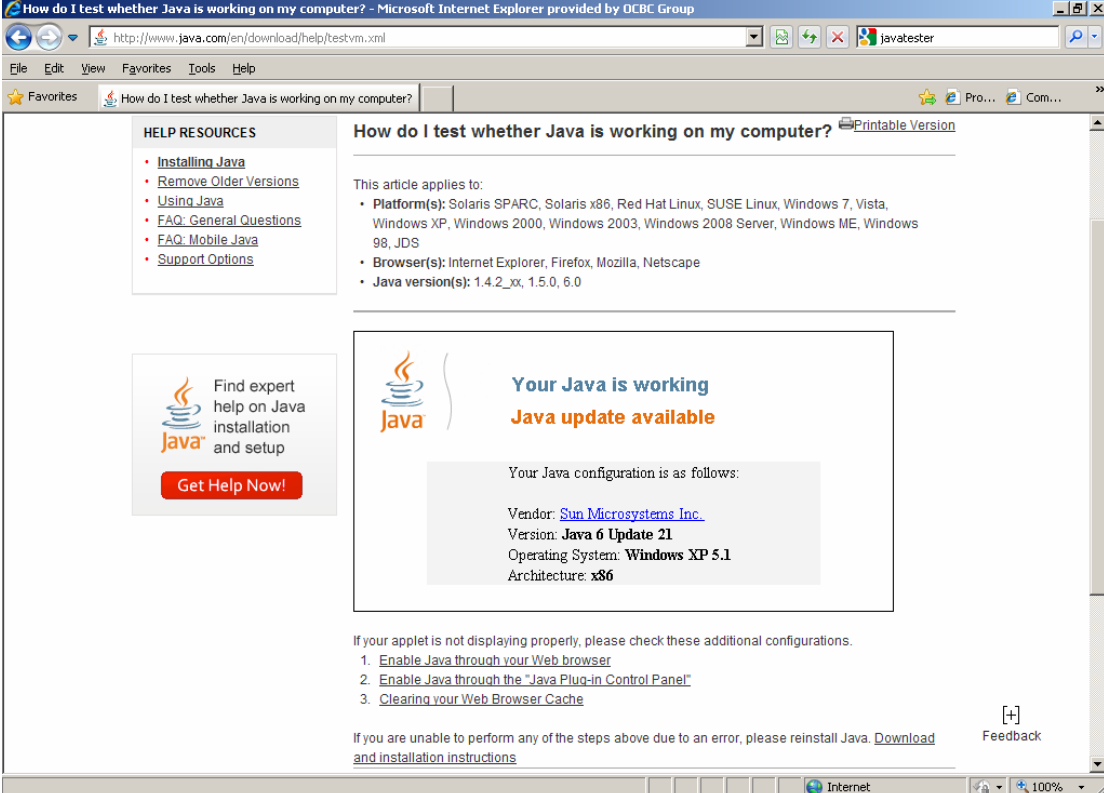
- b. Click on [A**b**out...] to check if your Java version is compatible with Velocity@ocbc. Please refer to the latest compatibility list at <http://bbmy.ocbc.com>



2.3 Determine Browser Java Version

You may check your browser Java version at the official Java website:

<http://www.java.com/en/download/help/testvm.xml>



The screenshot shows a Microsoft Internet Explorer window titled "How do I test whether Java is working on my computer? - Microsoft Internet Explorer provided by OCBC Group". The address bar shows the URL <http://www.java.com/en/download/help/testvm.xml>. The page content includes a sidebar with "HELP RESOURCES" (Installing Java, Remove Older Versions, Using Java, FAQ: General Questions, FAQ: Mobile Java, Support Options) and a "Find expert help on Java installation and setup" button. The main content area is titled "How do I test whether Java is working on my computer?" and lists the platform, browser, and Java version. A large box displays "Your Java is working" and "Java update available", showing the configuration: Vendor: Sun Microsystems Inc., Version: Java 6 Update 21, Operating System: Windows XP 5.1, Architecture: x86. Below this, it provides instructions for troubleshooting if the applet is not displaying properly and a link to download and installation instructions.

HELP RESOURCES


- [Installing Java](#)
- [Remove Older Versions](#)
- [Using Java](#)
- [FAQ: General Questions](#)
- [FAQ: Mobile Java](#)
- [Support Options](#)

Find expert help on Java installation and setup
Get Help Now!

How do I test whether Java is working on my computer?

This article applies to:

- **Platform(s):** Solaris SPARC, Solaris x86, Red Hat Linux, SUSE Linux, Windows 7, Vista, Windows XP, Windows 2000, Windows 2003, Windows 2008 Server, Windows ME, Windows 98, JDS
- **Browser(s):** Internet Explorer, Firefox, Mozilla, Netscape
- **Java version(s):** 1.4.2_xx, 1.5.0, 6.0



Your Java is working
Java update available

Your Java configuration is as follows:

Vendor: [Sun Microsystems Inc.](#)
Version: **Java 6 Update 21**
Operating System: **Windows XP 5.1**
Architecture: **x86**

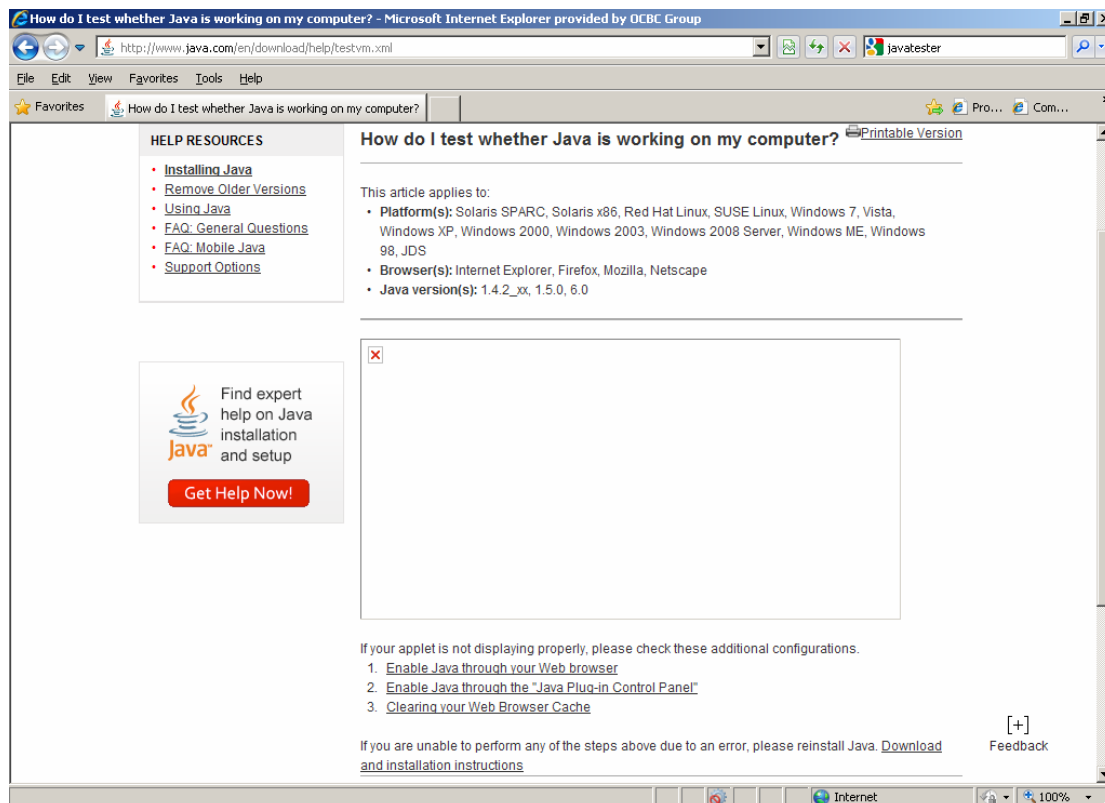
If your applet is not displaying properly, please check these additional configurations.

1. [Enable Java through your Web browser](#)
2. [Enable Java through the "Java Plug-in Control Panel"](#)
3. [Clearing your Web Browser Cache](#)

If you are unable to perform any of the steps above due to an error, please reinstall Java. [Download and installation instructions](#)

[+]
Feedback

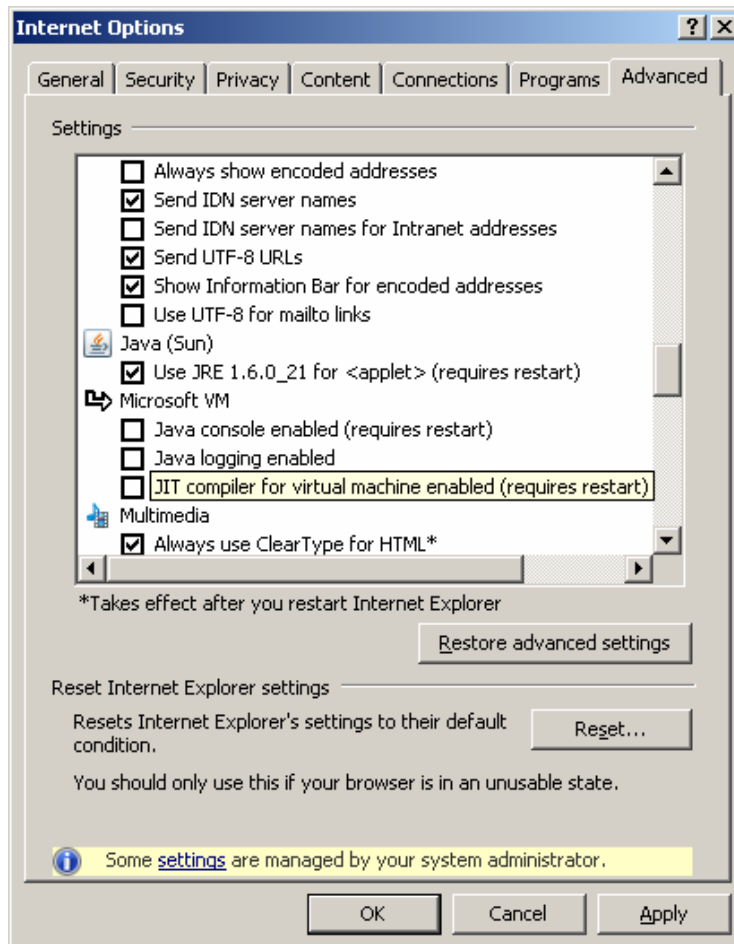
If Java is not working, you will be presented with the display below (at times, it could be a grey box). If you encounter this, please enable Java for your browser (Refer to Section 2.4)



2.4 Enable Browser Java Setting

2.4.1 MS IE Browser Java setting (IE 6/7/8)

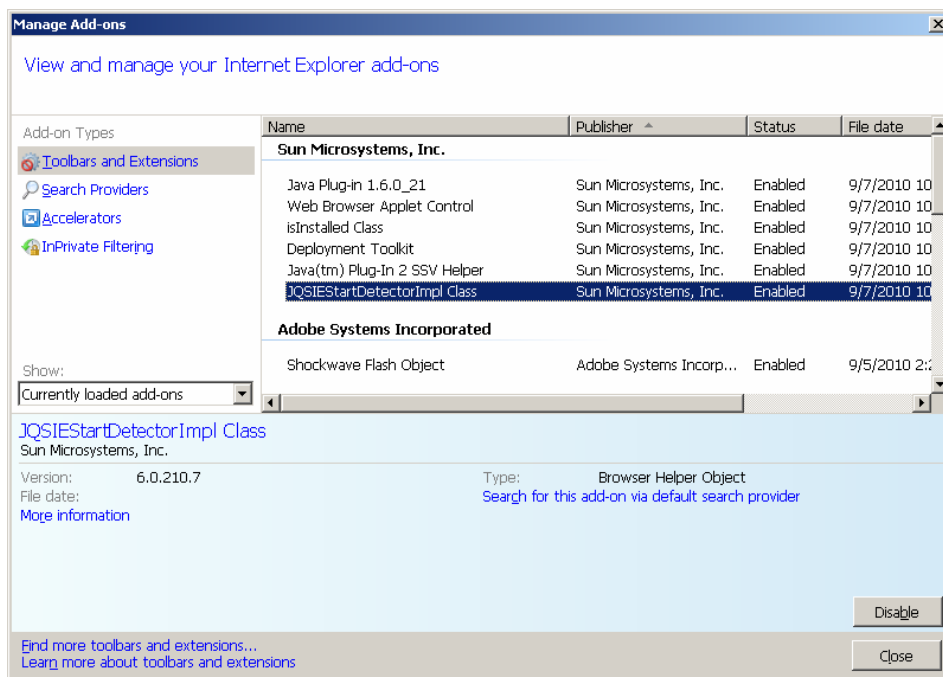
Select “Tools”→Click on “Internet Options”→Click on [Advanced] tab, scroll to Java (Sun) and enable JRE use. Uncheck Microsoft VM options.



2.4.2 Additional steps for IE 8

Additional step is required for IE 8.

Select “Tools” → Managed Add-ons, search for Sun Microsystems and enable all Java Add-ons



2.4.3 Firefox Browser Java Version

Select “Tools”→ Select “Add-ons”, under Plugins, ensure that Java is enabled.
(Diagram shown as below when it is enabled.)

