

Section 1 : Browser Setting

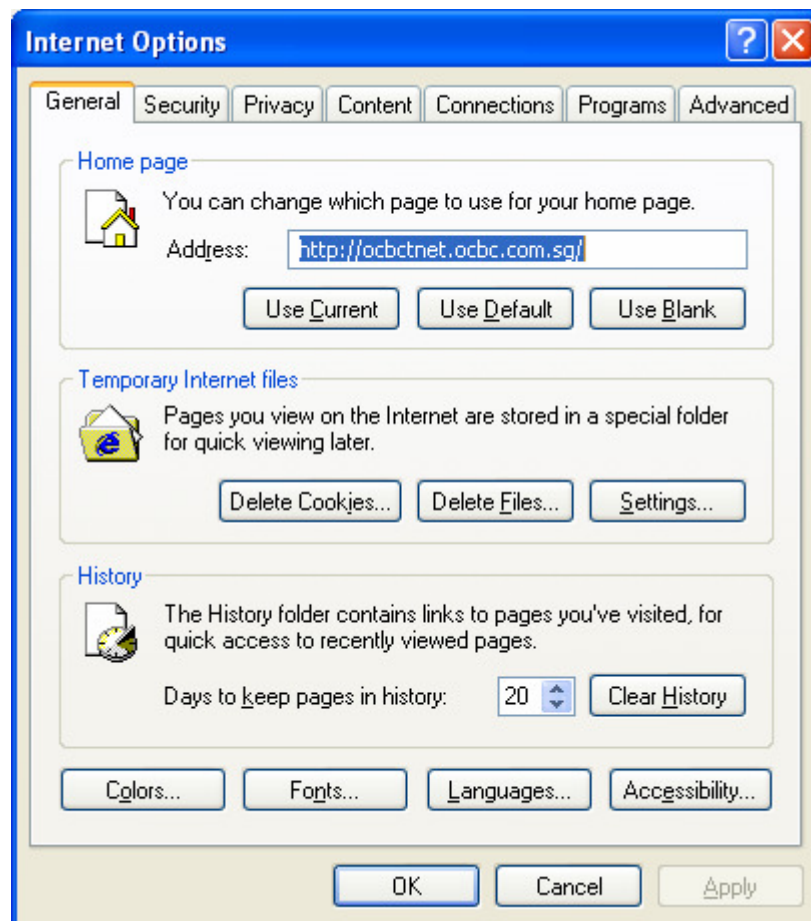
The following steps will guide you how to resolve browser issues which you may encounter when accessing Velocity@ocbc.

1.1 Clearing of Browser Cache

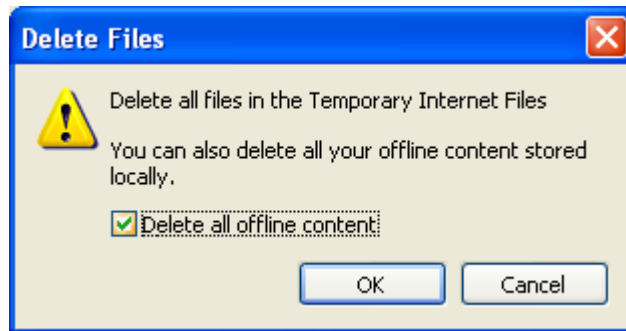
Clearing browser cache is useful when you have corrupted/outdated versions of Velocity@ocbc html files. Clearing of browser cache will ensure that the browser re-download all the necessary files required to display properly.

1.1.1 MS IE Version 6 (IE 6)

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

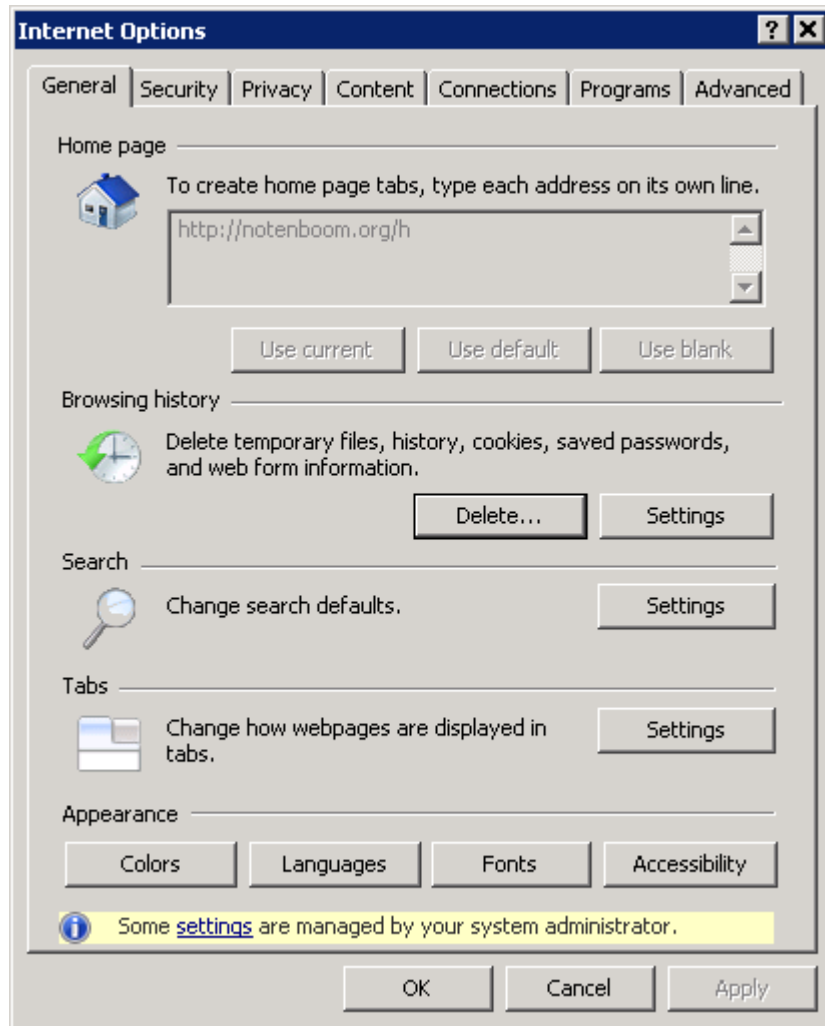


- c. Check on [Delete all offline content] and Click [OK]

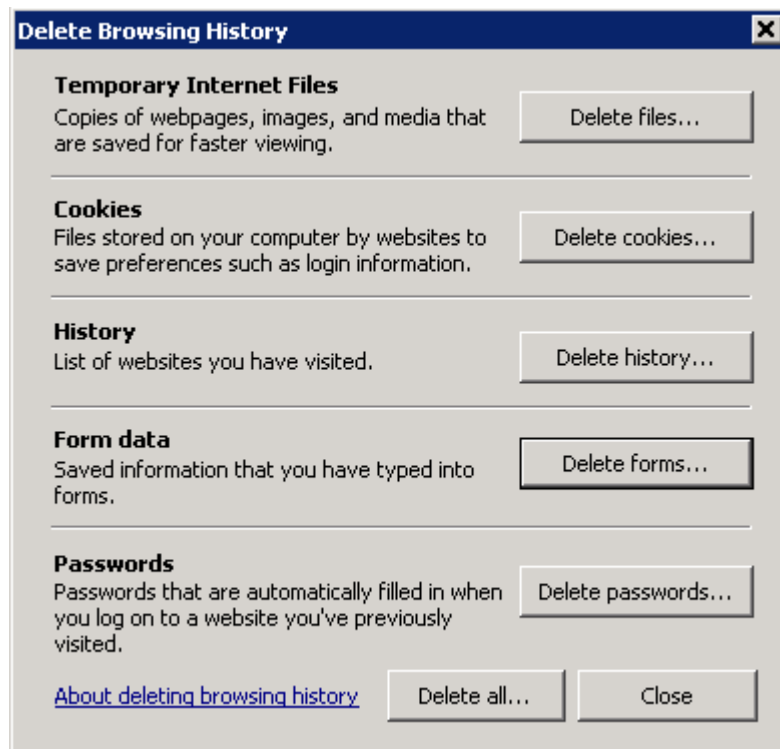


1.1.2 MS IE Version 7 (IE 7)

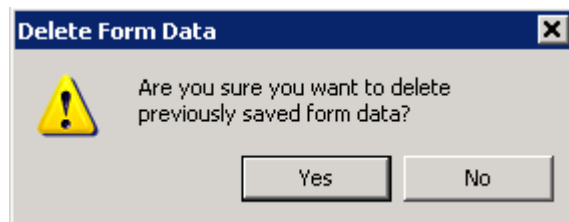
- a. Launch IE → Select “Tools” → Click on “Internet Options”
- b. Click on [Delete...]



c. Click on [Delete all...]

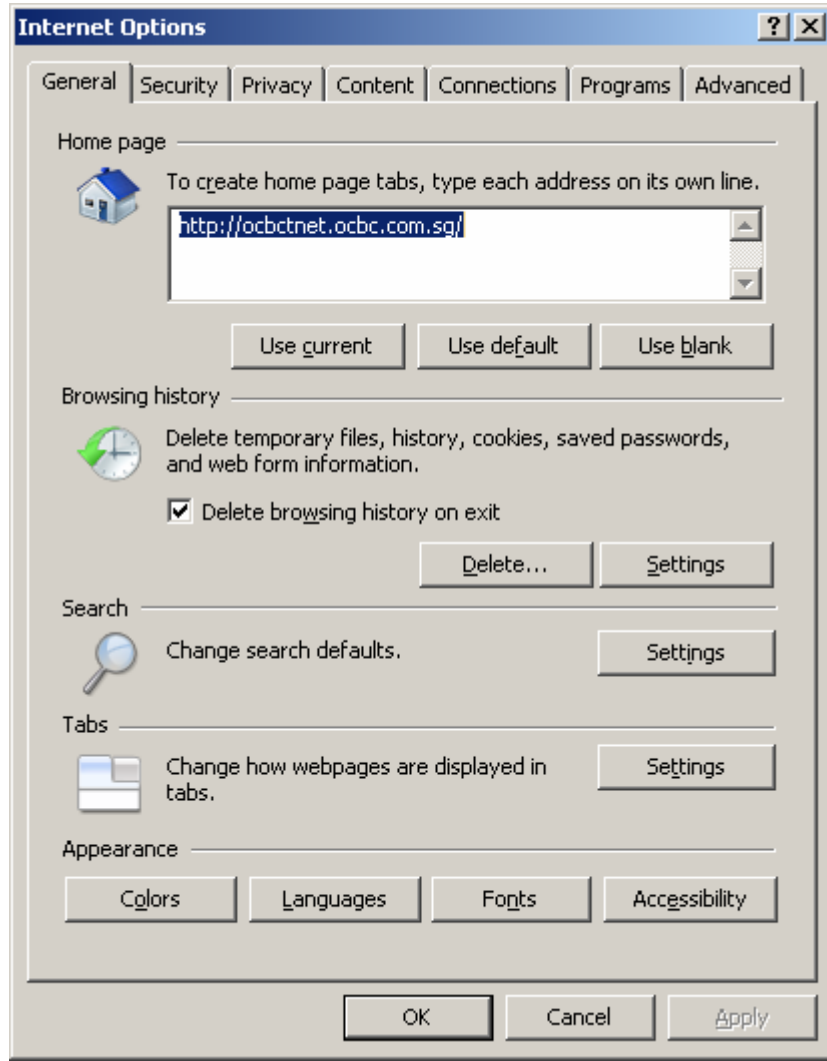


d. Click [Yes]

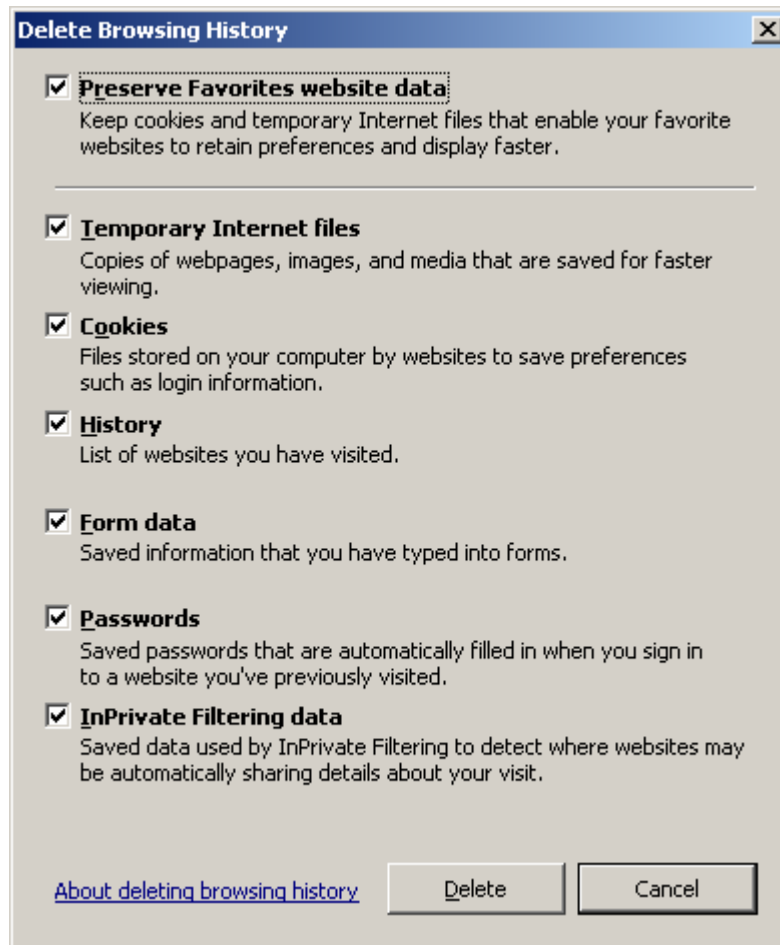


1.1.3 MS IE Version 8 (IE 8)

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

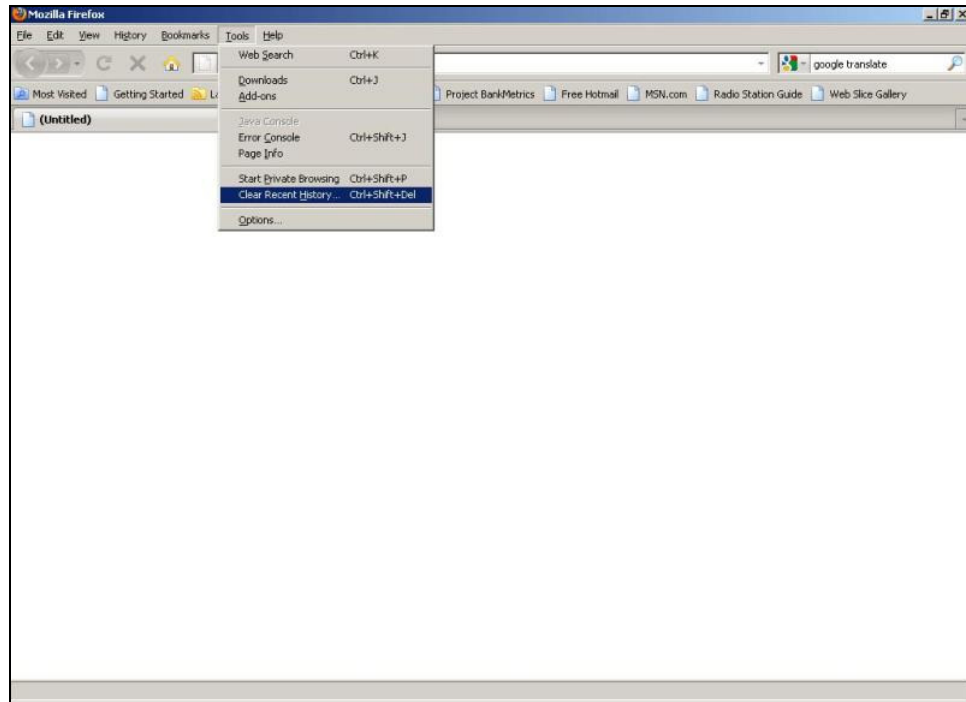


- c. Click [Delete] to clear all browser cache.

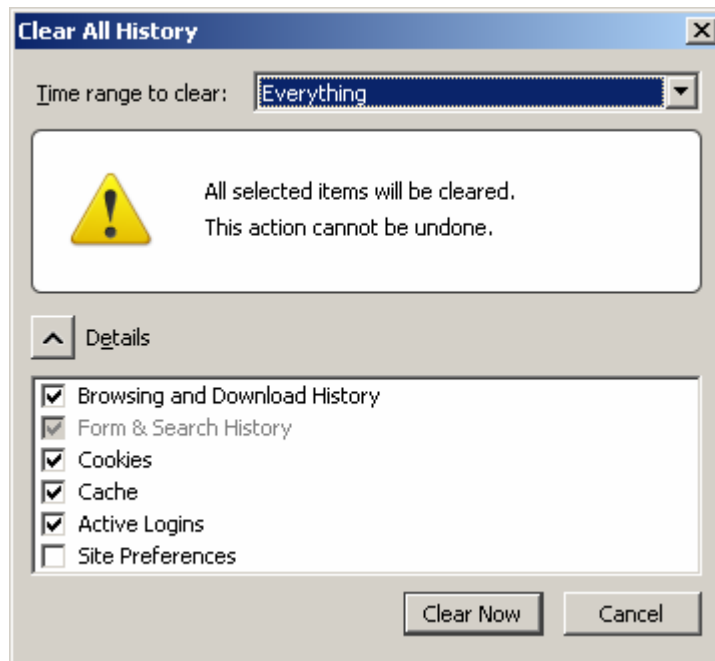


1.1.4 Firefox Browser

- 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”

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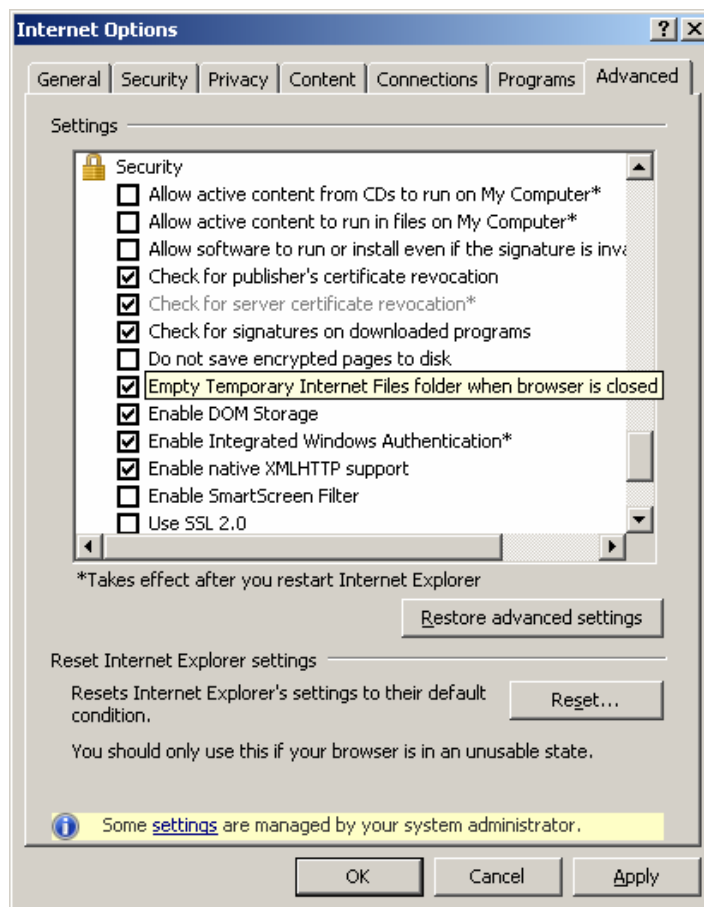


1.3 Reset Browser Settings

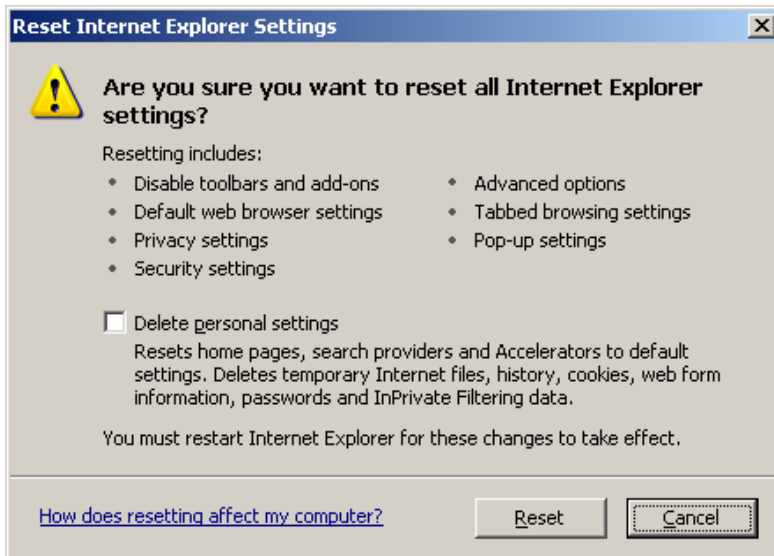
You may have enabled/disabled some settings that may have made your browser un-compatible to display Velocity@ocbc. Resetting the browser settings will ensure that the default setting is activated.

1.3.1 MS IE (6/7/8)

- a. Select “Tools” → Click on “Internet Options” → Select [Advanced] tab
- b. Click [Reset...]

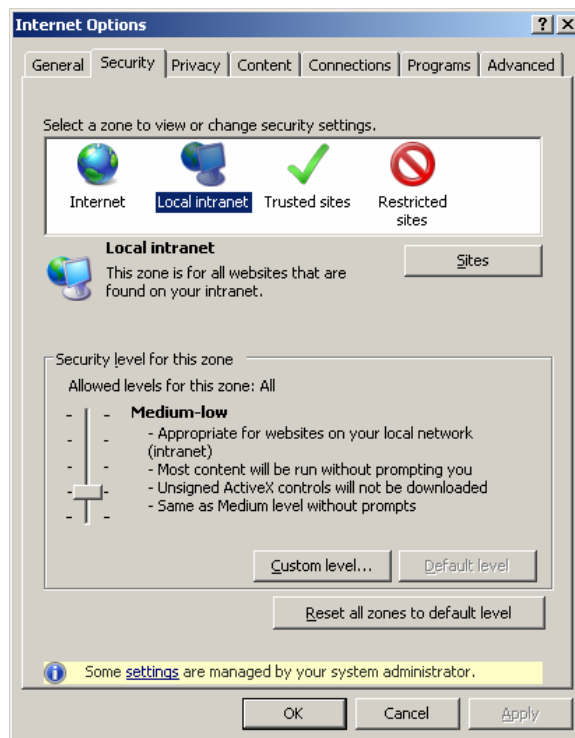


c. Click [Reset...]

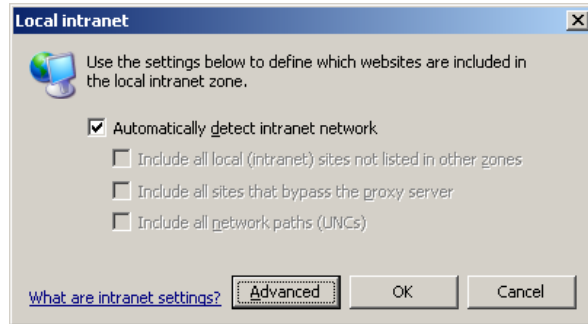


1.4 Adding of Trusted Site

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

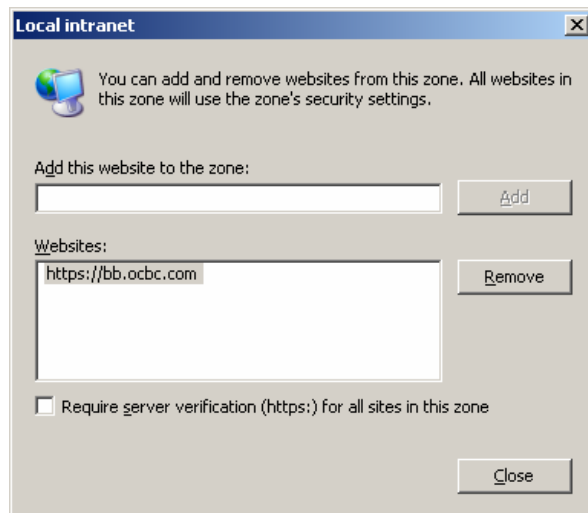


- c. Click on [Advance] tab



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

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



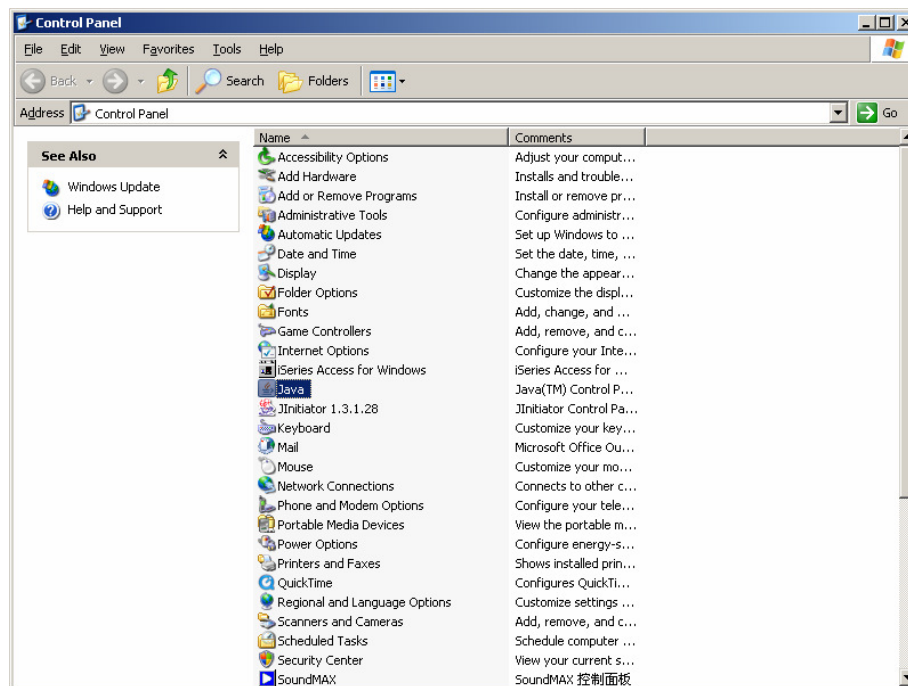
Section 2 : Java(JRE) Setting

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

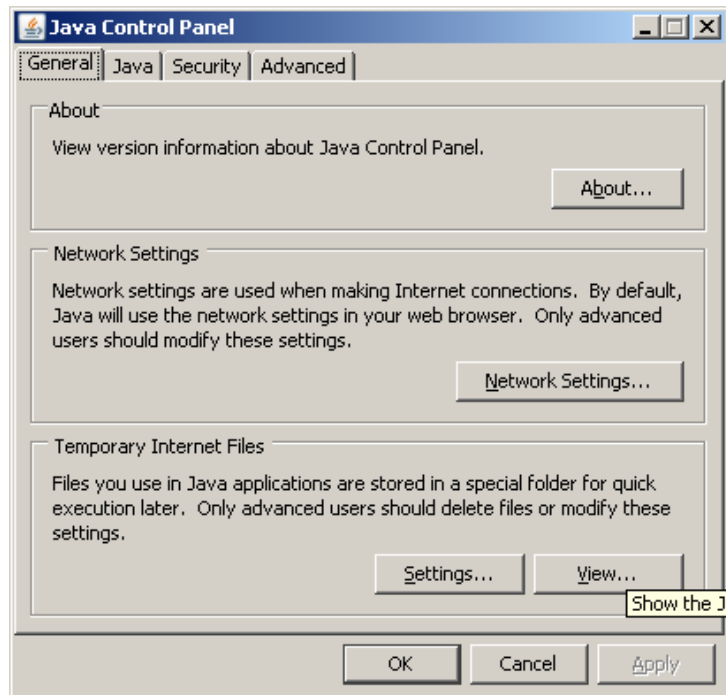
Clearing Java cache is useful when you have corrupted or outdated versions of Velocity@ocbc Java files. Clearing of browser cache will ensure that the browser re-download all the necessary files required to ensure Java functions properly.

2.1 Clearing of Java Cache

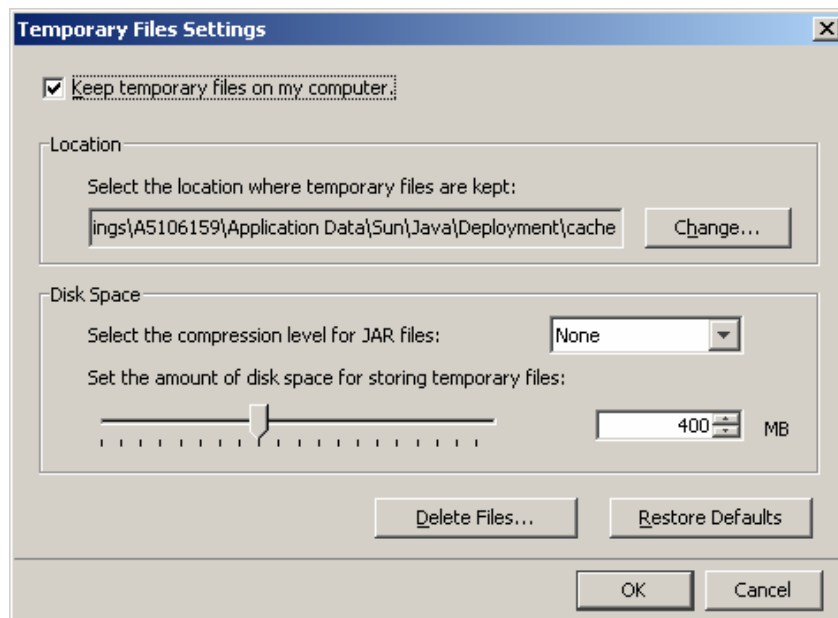
- a. Click on “Start”→Select ‘Settings’→Click on “Control Panel” and double click on “Java” icon.



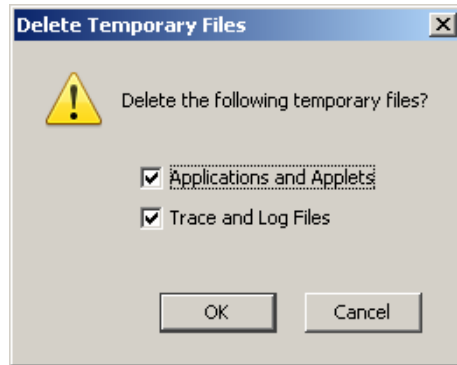
- b. Screen below appears. Click on [Settings...]



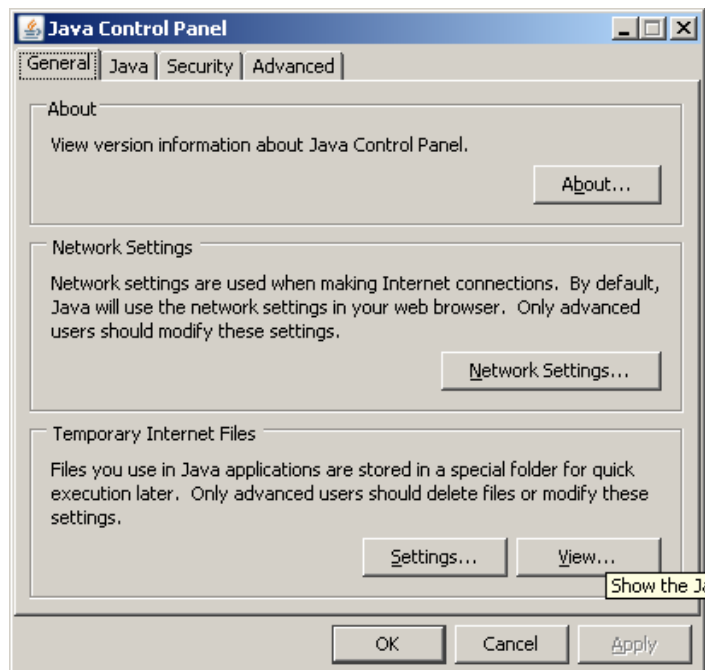
- c. Click on [Delete Files...]
- d. Click [OK] to clear all Java cache



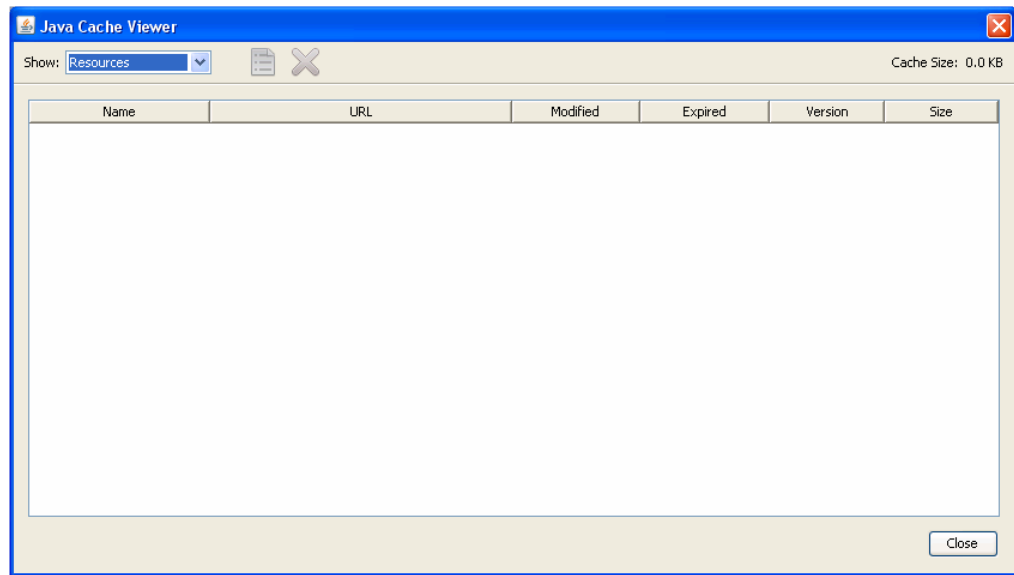
- e. Click [OK] to return to Java Control Panel window.



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

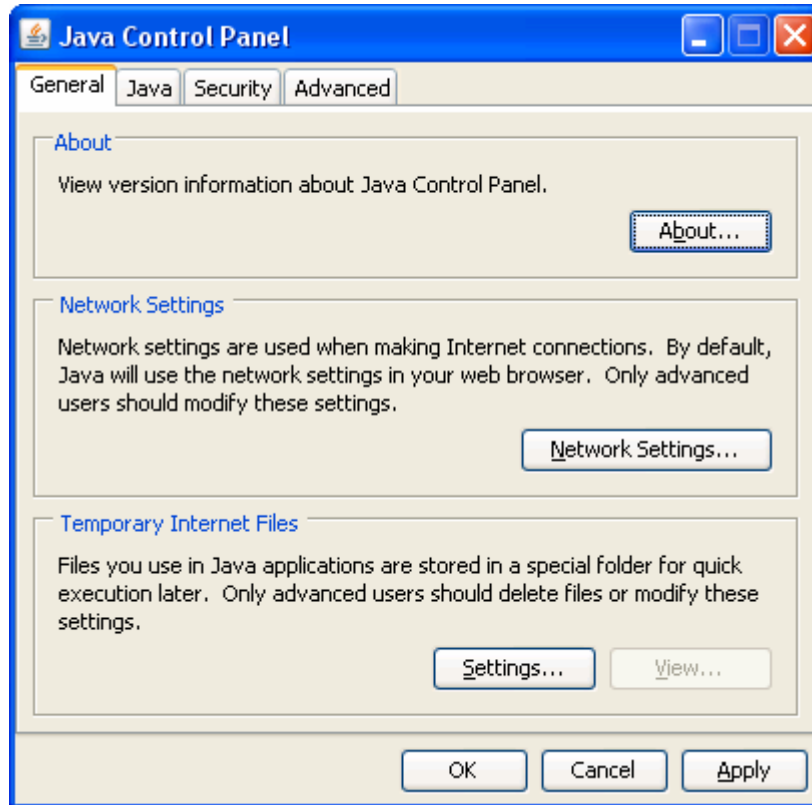


- g. Verify the clearing of cache files with no entry/record is displayed as below.



2.2 Checking of Java(JRE) Version Installed

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

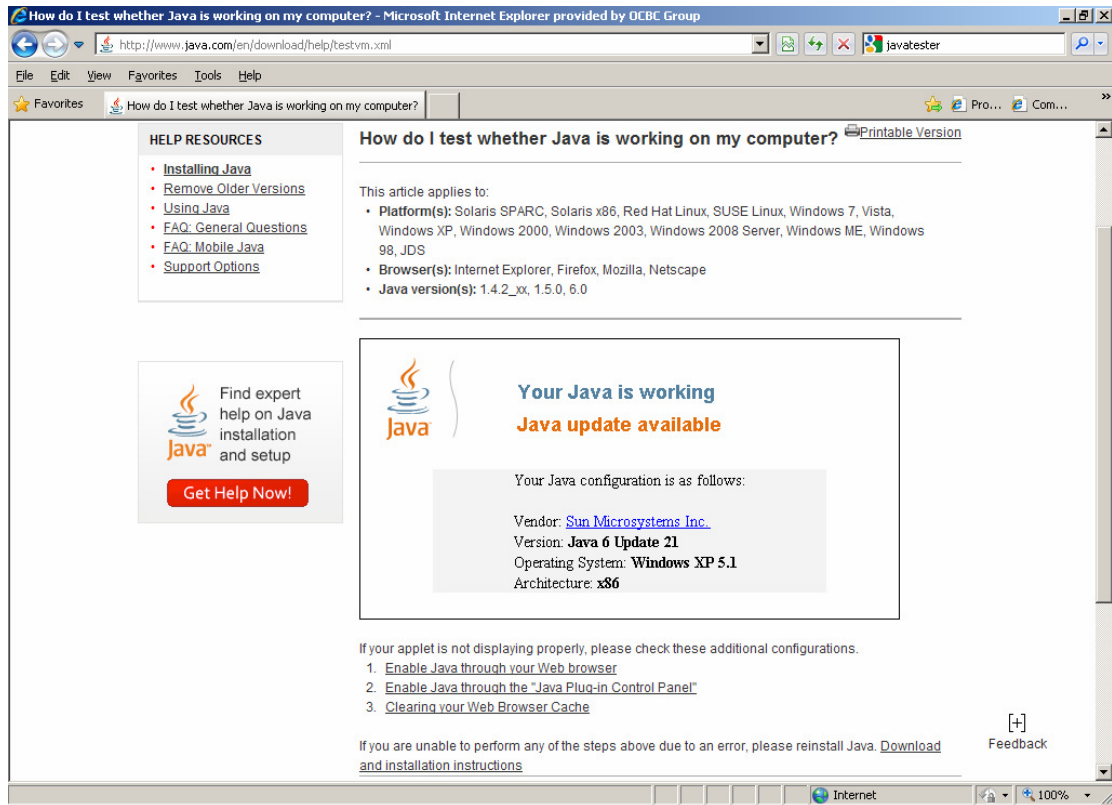


- b. Click on [About...] to check if your Java version is compatible with Velocity@ocbc. Please refer to the latest compatibility list at <http://bb.ocbc.com>

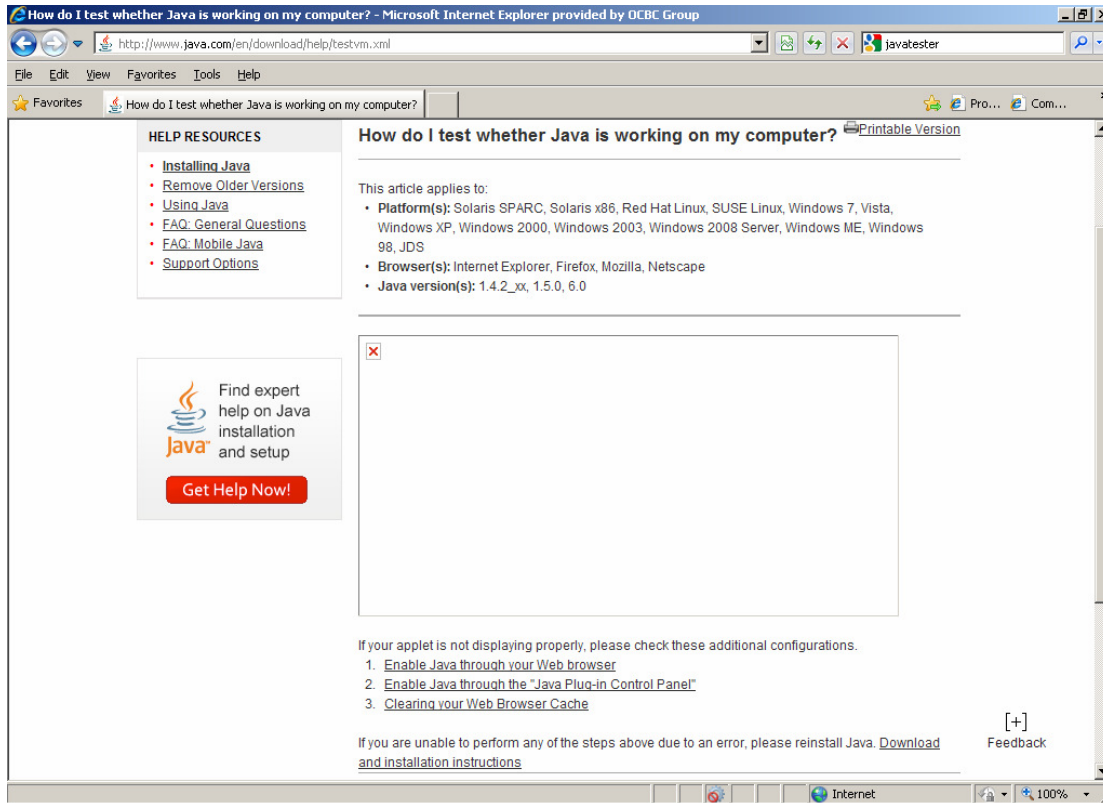


2.3 Determine Browser Java Version

You may check your browser Java version at the official Java website:
<http://www.java.com/en/download/help/testvm.xml>



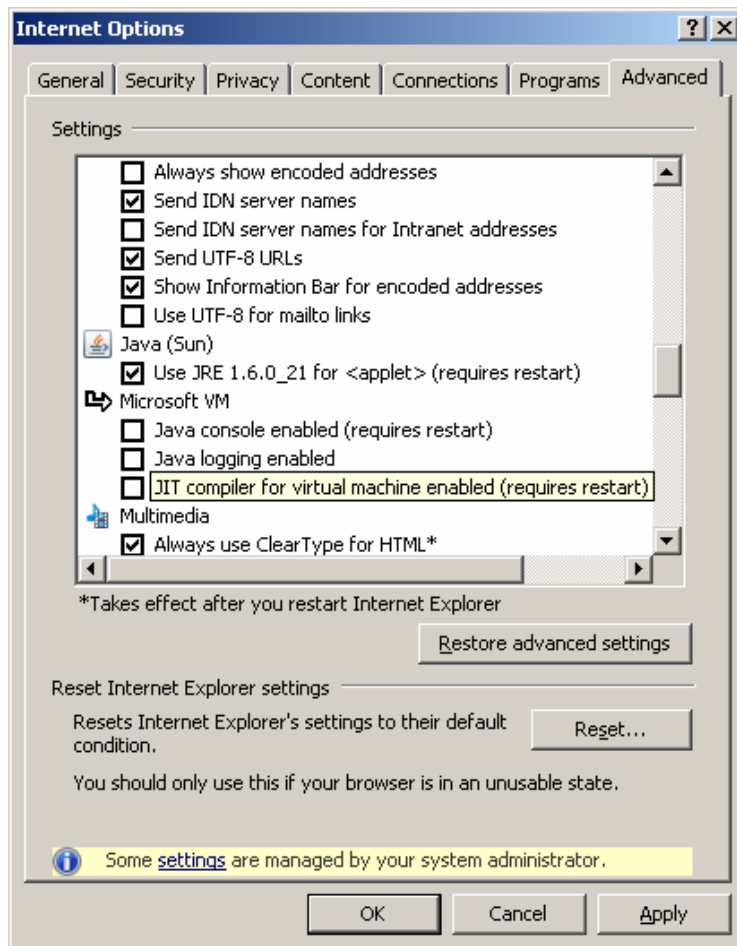
If Java is not working, you will be presented with the display below (at times, it could be a grey box). If you encounter this, please enable Java for your browser (Refer to Section 2.4)



2.4 Enable Browser Java Setting

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

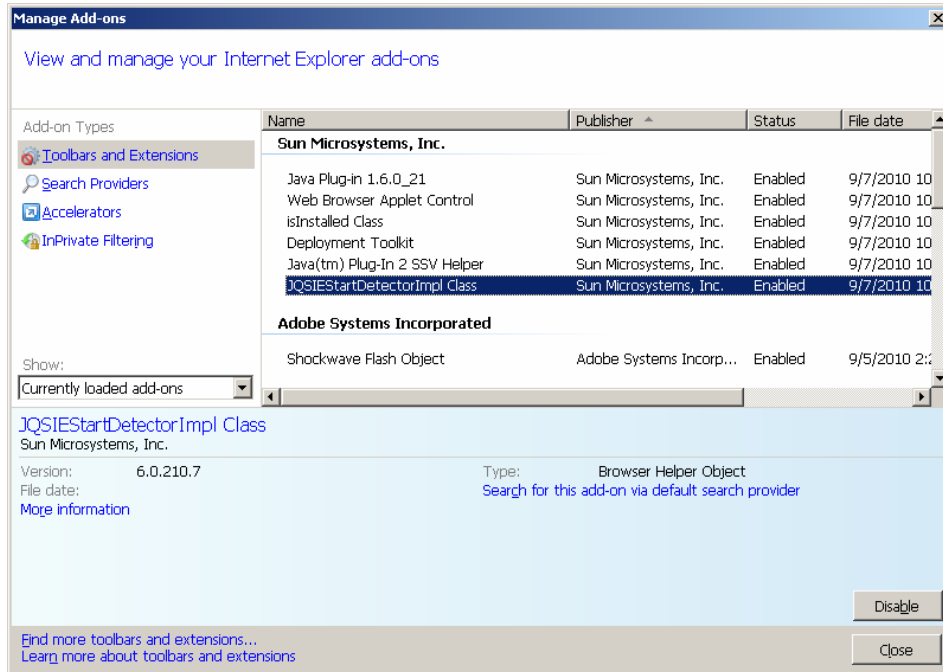
Select “Tools”→Click on “Internet Options”→Click on [Advanced] tab, scroll to Java (Sun) and enable JRE use. Uncheck Microsoft VM options.



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.)

