

RMB Private Bank online update 2015



Traditional values. Innovative ideas.

ONLINE BANKING ENTERPRISE™ - Resolution to PSK use with Internet Explorer

Installation guidelines to upgrade to Java version 8 Update 45

Please arrange the installation of the latest version through your IT support staff or alternatively, follow the process below:

- Go to the main **FNB Home page**.
- Click on the **Register** link (just before the **Login** options).
- Click on the **Software Downloads** link at the left-bottom corner.
- The Software Downloads page will open.
- Click on the **Java Runtime** option.
- You will be redirected to the Java Downloads page (<http://www.java.com>) where you can select the file according to your operating system.
- Follow the instructions to install Java.

After installing Java, you can check to ensure that you have the recommended version of Java installed for your operating system by clicking on the Verify Java Button.

Assign "Write" permissions to the Java folder

If you are still experiencing problems accessing Online Banking Enterprise™ after upgrading to Java 8 Version 45, please follow the process below to assign "write" permissions to the Java folder:

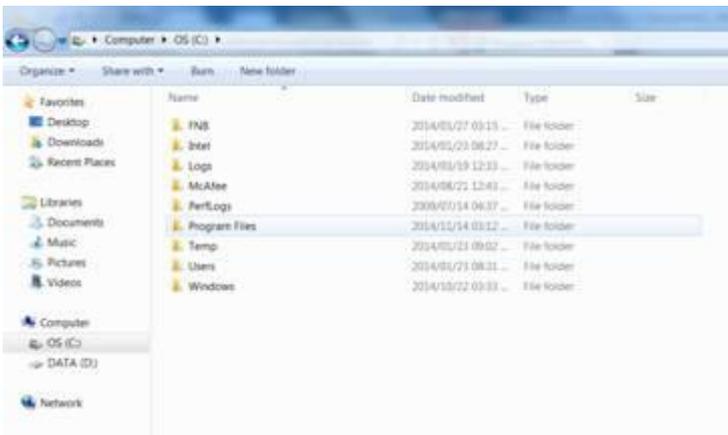
- Select the **"Start"** button and click on "Computer"



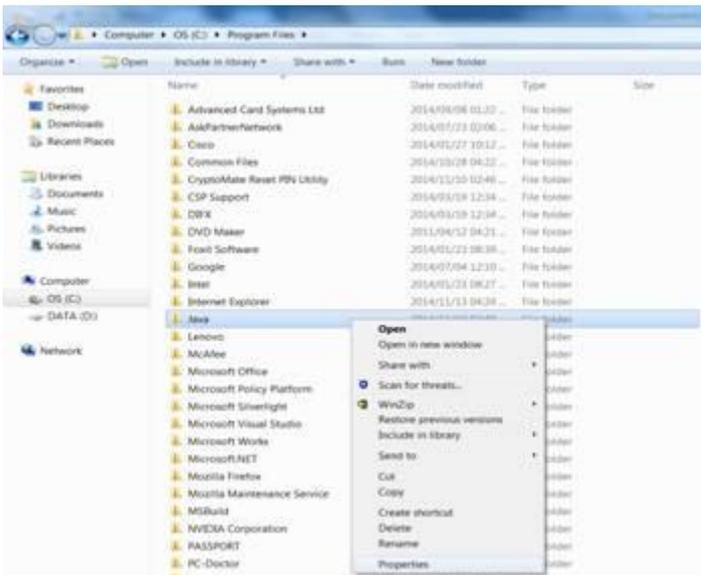
- Click on the **"C"** drive



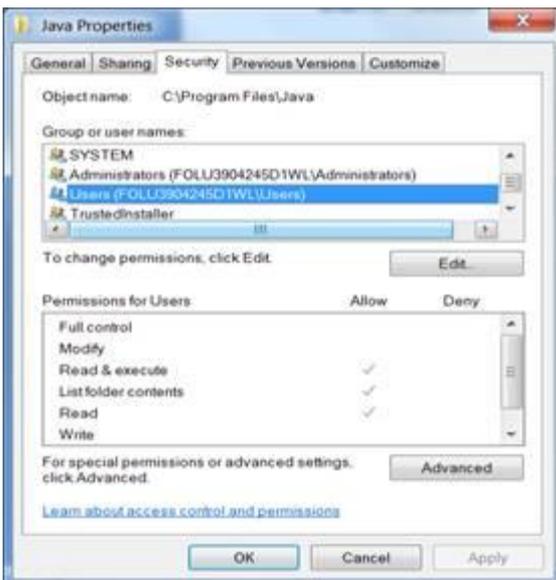
- Select the **"Program Files"** folder (Windows 32bit) or **"Program Files (x86)"** folder (windows 64bit) to locate the Java folder.



- Right click on the “Java” folder and select “Properties”



- Select the “Security” tab and choose “Users” and then click on “Edit”

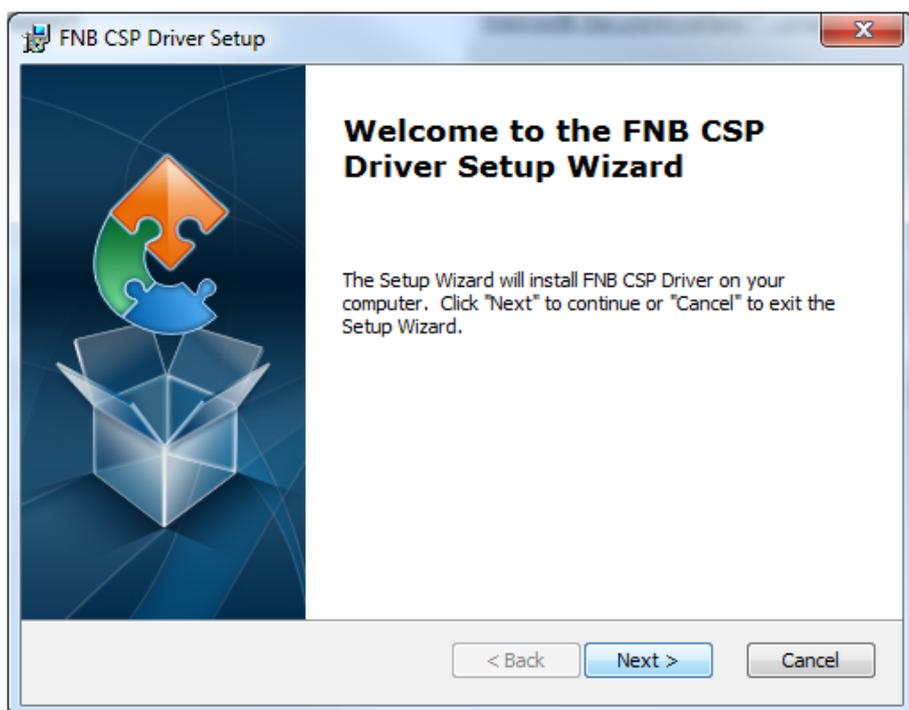


- Tick the check box next to “Write” to assign write permissions and click on “Apply” and then “OK” to save the amended settings.

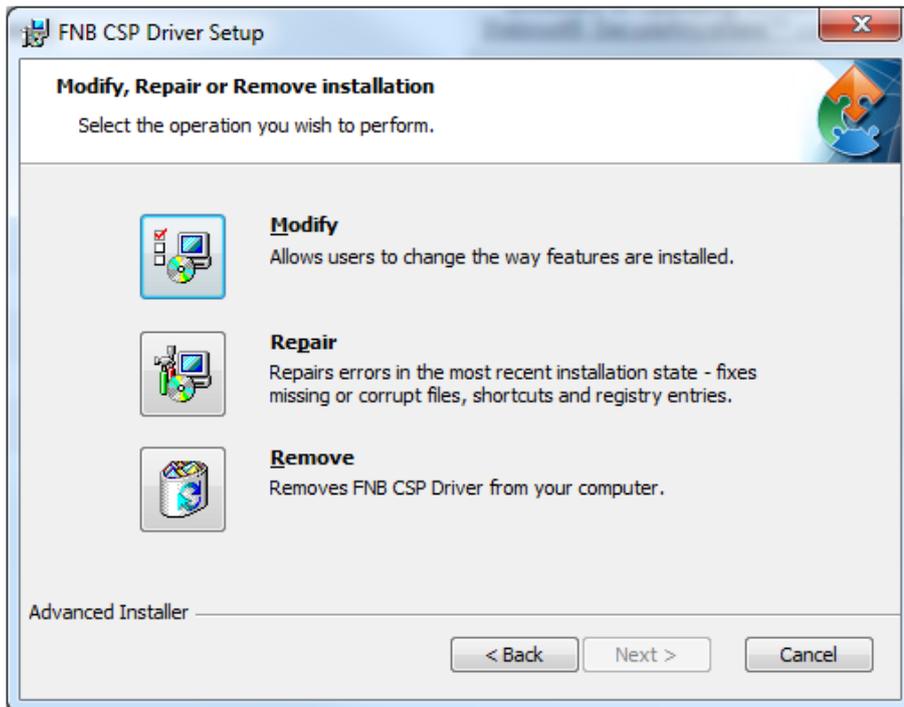
Repair your PSK Software drivers

Once you have assigned the 'write' permission as described above, please follow the process below to repair your PSK drivers:

- Go to the main **FNB Home page**.
- Click on the **Register** link (just before the **Login** options).
- Click on the **Software Downloads** link at the left-bottom corner.
- The Software Downloads page will open.
- Click on the **Personal Security Key software** option required for your PC specifications.
- Follow the instructions and **Run** the FNB CSP Drivers.



- Select **Repair** if the software is already installed on your PC and follow the instructions.



- **Close** your browser and remove your PSK device from your PC
- **Re-open** your browser, insert your **PSK device** and **Login** onto **Online Banking Enterprise™**.

If you have any further questions or comments regarding this matter, please feel free to discuss it with us by calling Online Assistance on 087 575 0000.