

Listed below are errors you could possibly encounter when trying to log into Business Online after upgrading to the latest version of Java. Click on the link for a full explanation of the error and the resolution.

[Custom Download Manager downloads the BusinessOnline.jnlp file  
Do you want to save this file? \(BusinessOnline.jnlp\)  
Error – Error launching the application](#)

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[Custom Download Manager downloads the BusinessOnline.jnlp file](#)

When you try to start the Business Online application, a custom Download Manager starts downloading the file BusinessOnline.jnlp

Solution:

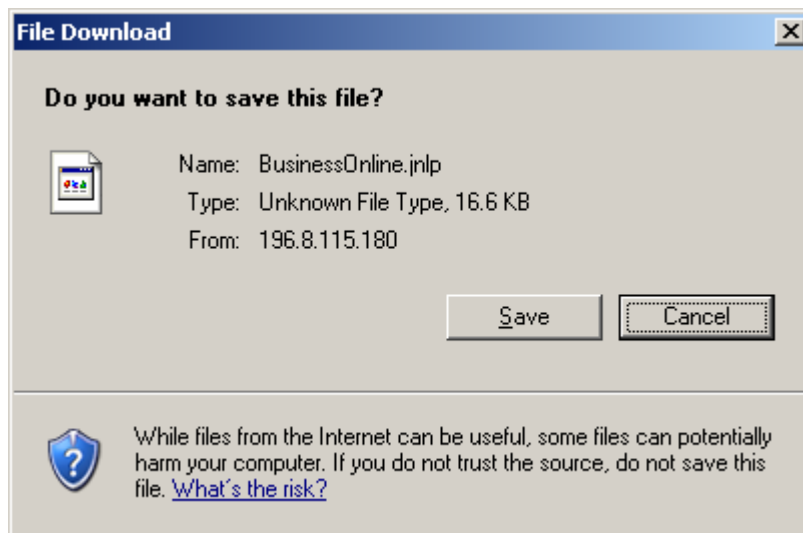
Cancel the download, and deactivate or uninstall the Download Manager, then try to launch the application again.

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[Do you want to save this file? \(BusinessOnline.jnlp\)](#)

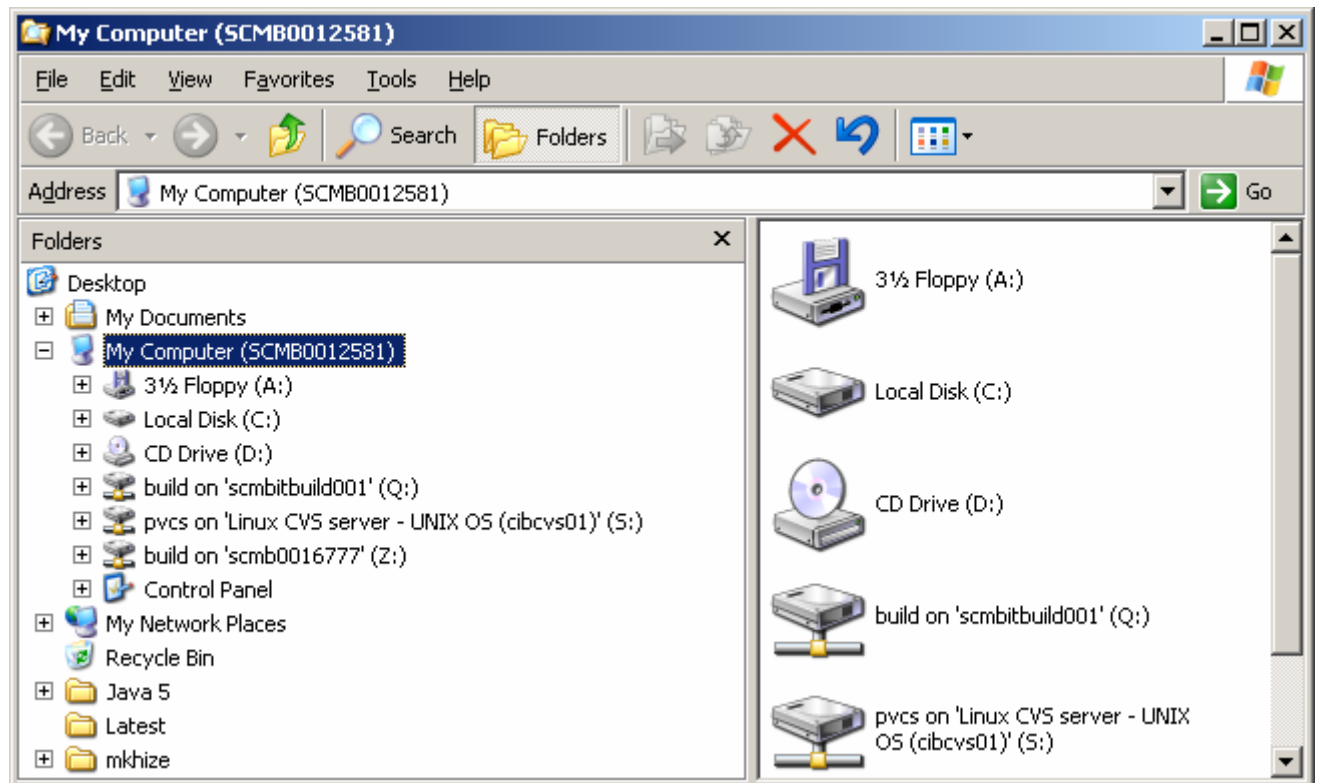
When you try to start the Business Online application, you are asked to either "Save" or "Cancel the file **BusinessOnline.jnlp**



Solution:

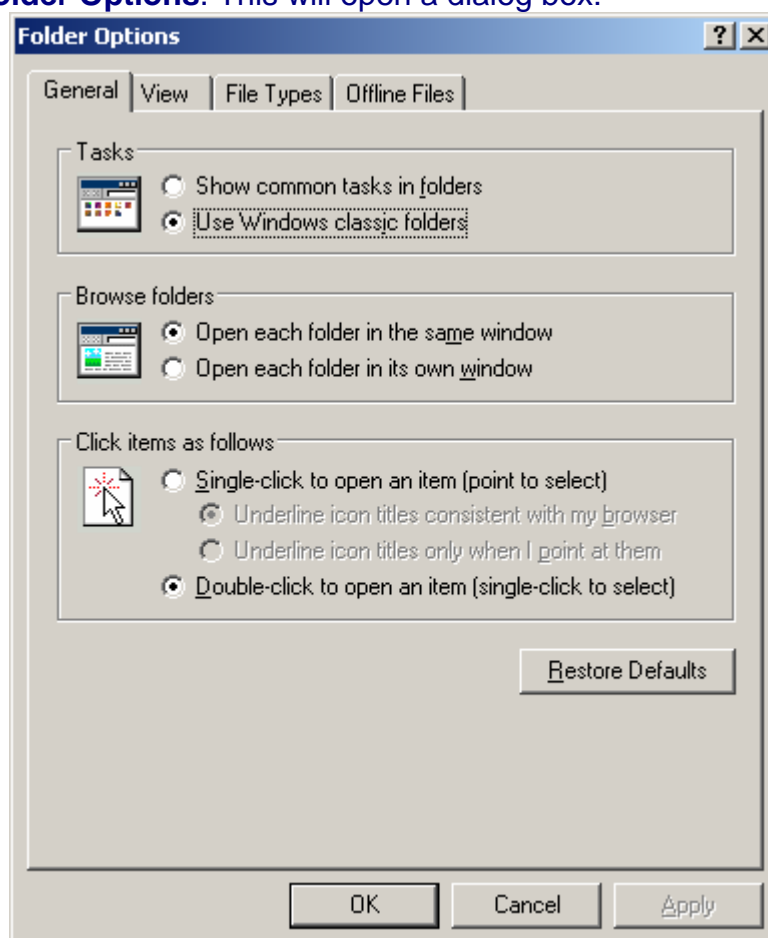
- 1 Click **Cancel** button
- 2 Associate the ".jnlp" file extension with Webstart as follows:
  - 2.1 Open **Windows Explorer**:

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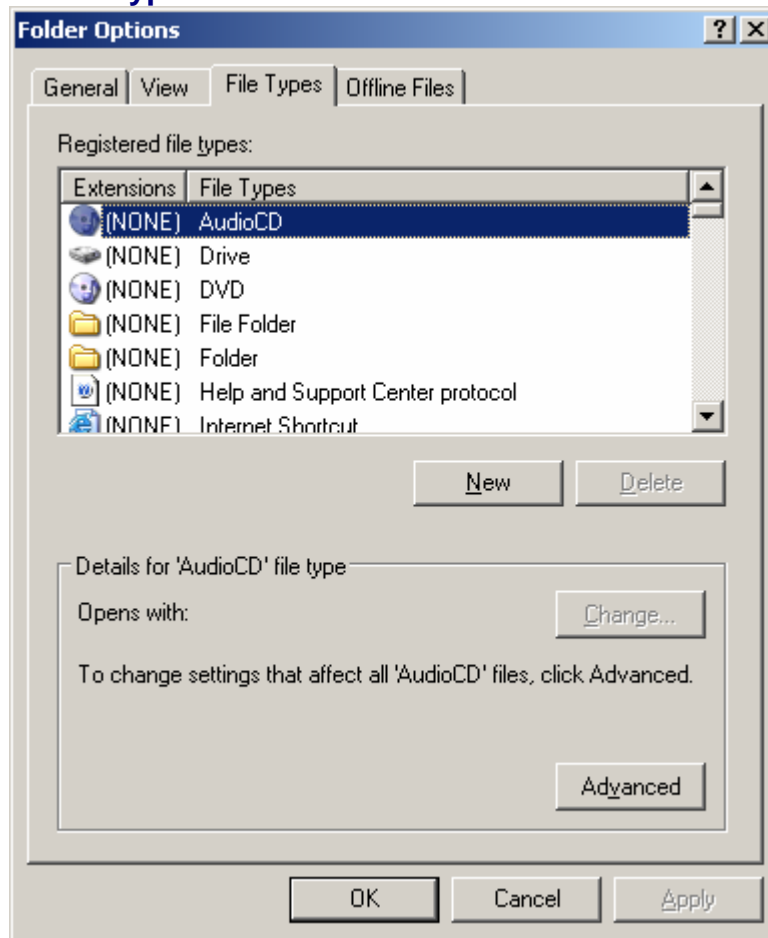


2.2 Click the **Tools** menu on Windows Explorer

2.3 Click **Folder Options**. This will open a dialog box:



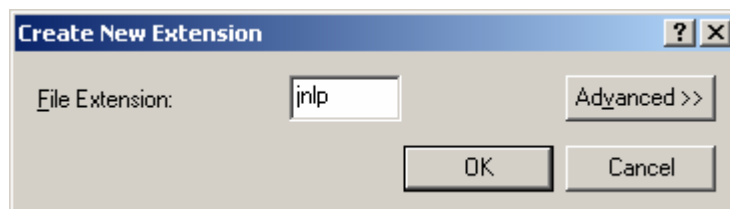
2.4 Select the **File Types** tab:



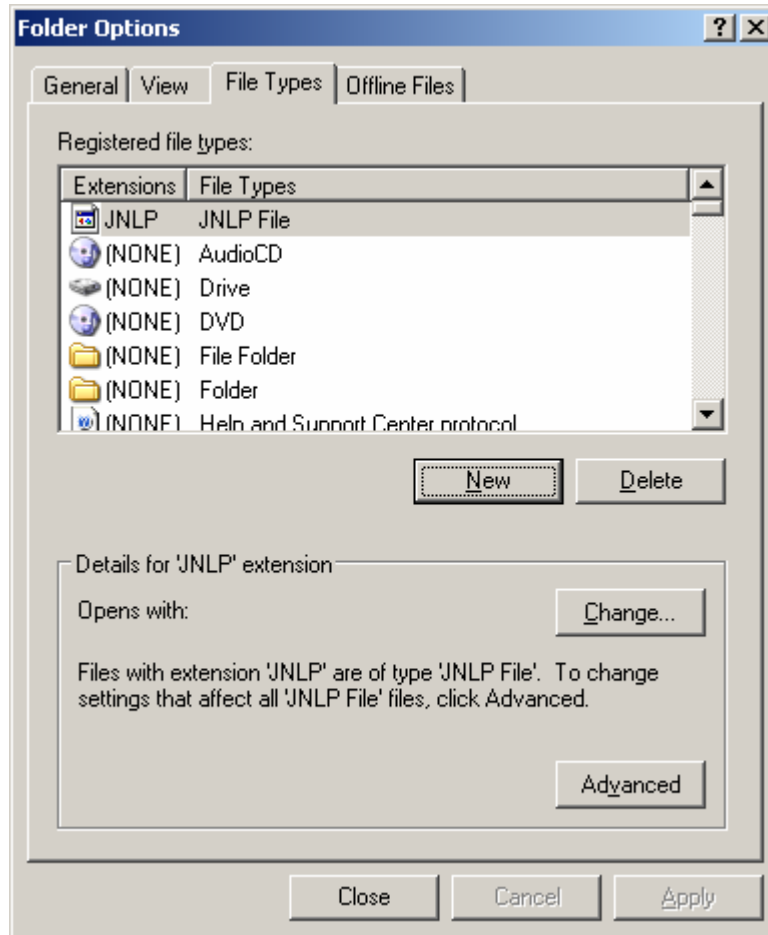
2.5 Click the **New** button. That will present the dialog below:



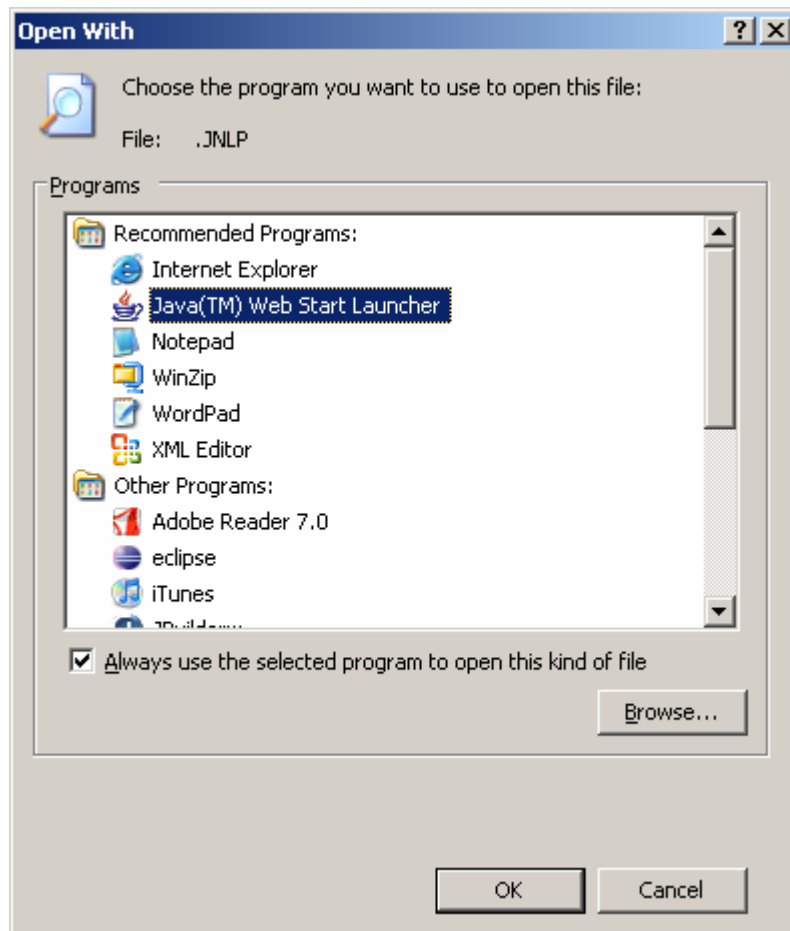
2.6 In the File Extension input field, type the letters **jnlp**.



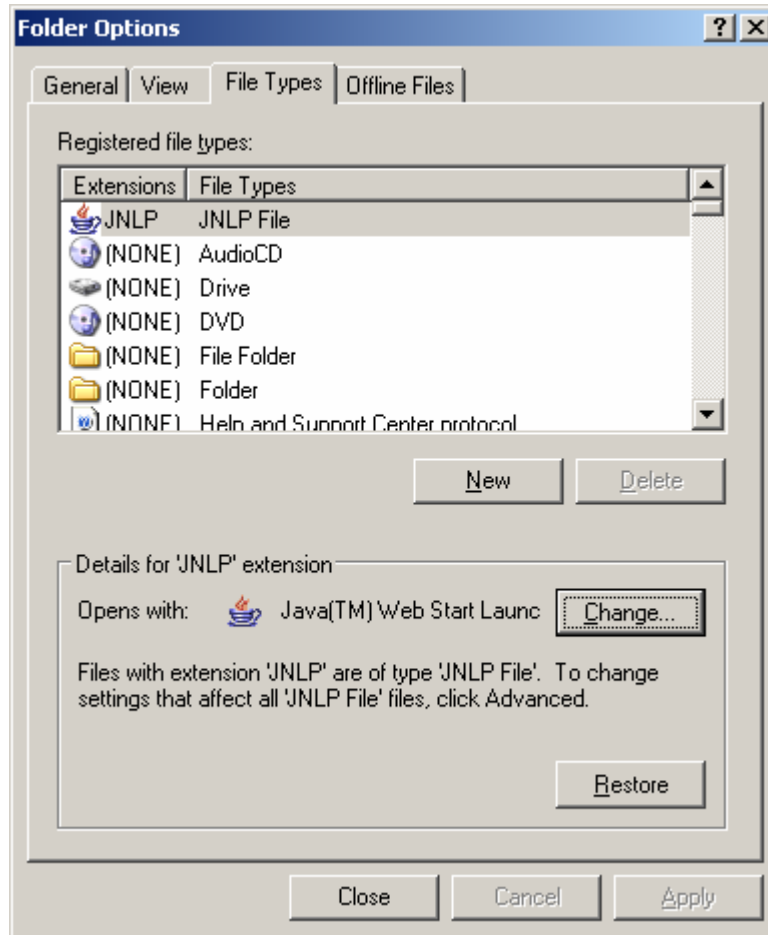
2.7 Click **OK** to go back to the Folder Options dialog box:



- 2.8 In the Registered file types list, select the row with “JNLP”
- 2.9 Click the **Change** button. The dialog below will appear:

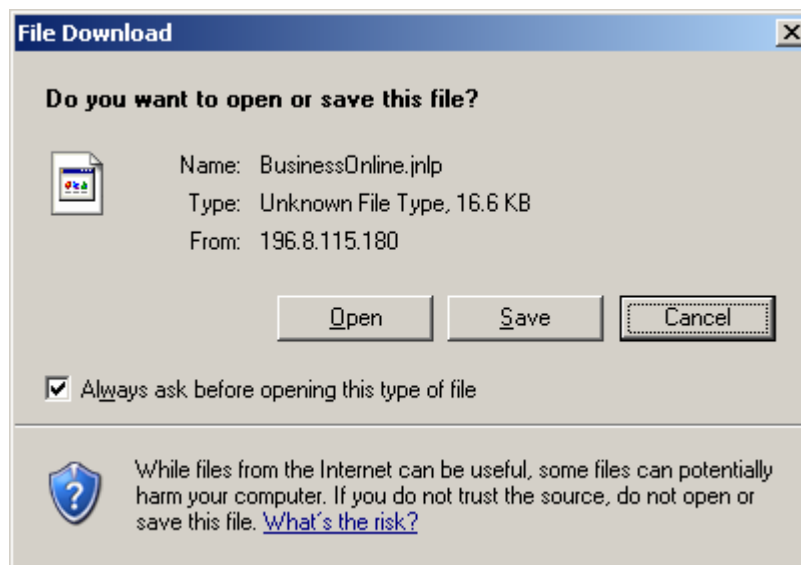


- 2.10 Make sure that the check box marked **Always use the selected program to open this kind of file** is ticked.
- 2.11 Select Java(TM) Web Start Launcher from the list of programs.
- 2.11.1 If Java(TM) Web Start Launcher does not appear in the list, click the **Browse** button and browse to the folder where the Java Runtime environment is installed. The path takes the form: [Drive where Windows is installed:\Program Files\Java\JREx.x.x\_xx\bin\] e.g. "C:\Program Files\Java\jre1.5.0\_09\bin\". The actual path may be different, depending on the version of Java installed on the machine. Select a file named "javaws.exe". Click the **Open** button to return to the Open With dialog box.
- 2.12 On the Open With dialog box, click the **OK** button. The following dialog box will now appear:



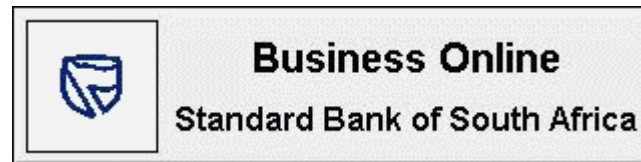
2.13 Click the **Close** button.

3 Launch the Business Online application again, by clicking on the Business Online icon on your desktop. The following dialog box will be presented:

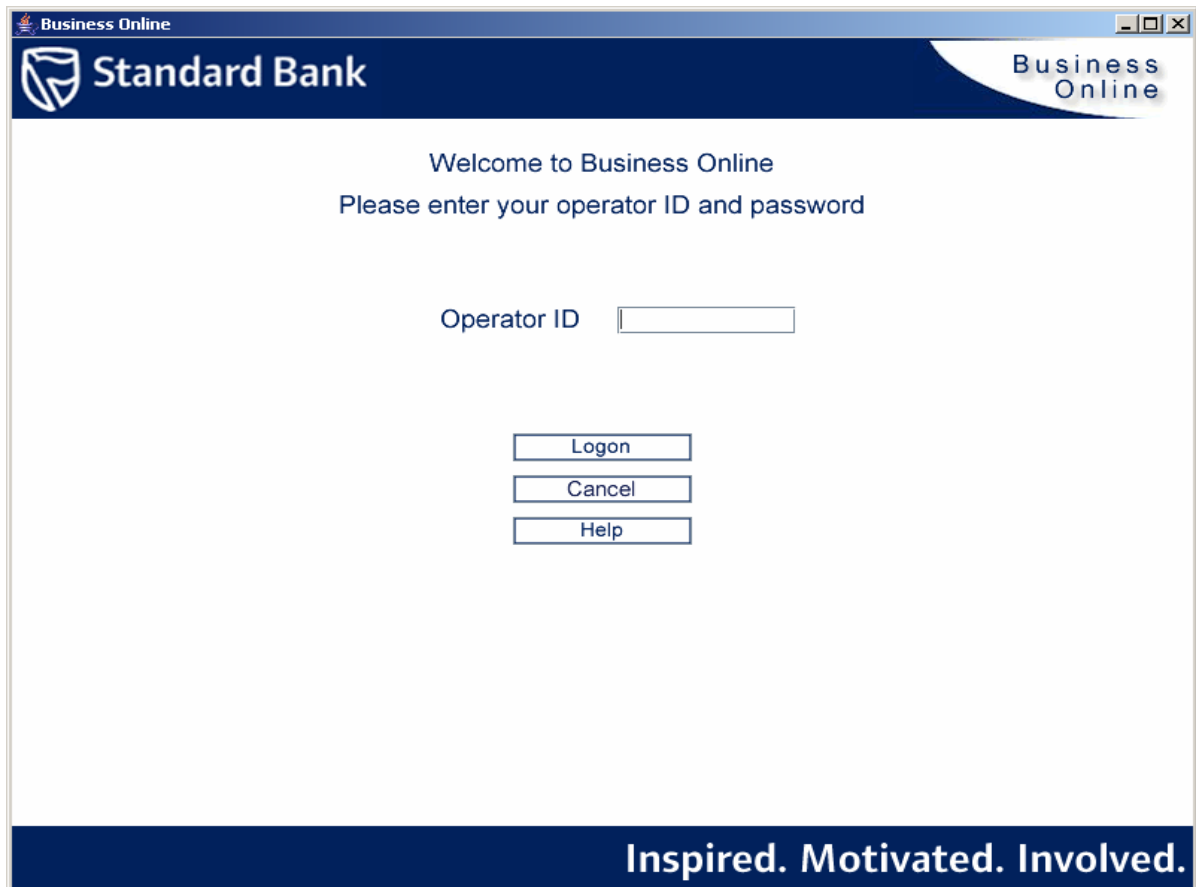


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- 4 Uncheck the Always ask before opening this type of file checkbox. This ensures that the above dialog box does not appear every time you launch the application.
- 5 Click the **Open** button. The following splash screen will appear while the application starts up.



- 6 The login screen will be displayed, and you can log in and use the application.

A screenshot of the Business Online login screen. The window title is "Business Online". The header features the Standard Bank logo and "Standard Bank" on the left, and "Business Online" on the right. The main content area says "Welcome to Business Online" and "Please enter your operator ID and password". Below this is a text input field labeled "Operator ID". At the bottom of the input area are three buttons: "Logon", "Cancel", and "Help". A dark blue footer bar at the bottom contains the slogan "Inspired. Motivated. Involved." in white text.

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## Troubleshooting Guide

### Error – Error launching the application

When starting up Business Online, an error message appears, indicating that there was an error launching the application.

#### Solution 1:

1. Close the dialog box displaying the error message.
2. If a browser was used to launch the application, close the browser window, and then open up a new one, where you should launch the application again. If a shortcut was used to launch the application, use it once more to launch the application for the second time.

#### Solution 2:

1. Close the dialog box displaying the error message.
2. Close the browser window if the application was launched using a browser.
3. Follow the following steps:
  - 3.1. Click the Windows Start button
  - 3.2. Click Control Panel
  - 3.3. Double-click Java. This will open a dialog box.
  - 3.4. Click the Advanced tab in the dialog box opened in the above step.
  - 3.5. Expand the JNLP File/ MIME Association option.
  - 3.6. Select the radio button labelled Allow if association is new.
  - 3.7. Click Apply.
  - 3.8. Click Ok.
  - 3.9. Close the Control Panel window.
4. Launch the application again.

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