## 1. FireFox 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 FF 3.6.X





Click [Clear Now].

# 1.1.2 FF 4/5/6/7/8

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		Now you can read your Kindle books		
		in Firefox, thanks to the latest HTML5		
		capabilities. Start reading.		
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		Restore Previous Session		
		About Mozilla		

Launch FF $\rightarrow$ Firefox (on top left)  $\rightarrow$  Options  $\rightarrow$  Options

Click on "Privacy" tab  $\rightarrow$  "clear your recent history" hyperlink

Options							×	
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Firefox will remember your browsing, download, form and search history, and keep cookies from Web sites you visit. You may want to <u>dear your recent history</u> , or <u>remove individual cookies</u> .								
Location Bar When using the location bar, suggest: History and Bookmarks								
				OK	Cance	±	Help	

Select "" Everything" from the dropdown menu  $\rightarrow$  Click on "Clear Now"  $\rightarrow$  Click "OK" to continue.

Clear All History	×
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All selected items will be cleared. This action cannot be undone.	
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Browsing & Download History	
Form & Search History	
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Cache	
Active Logins	
Site Preferences	
Clear Now Cancel	

### 1.2 Reset Browser Setting

Customer may have enable/disable some setting that may have made their browser uncompatible to display Velocity@ocbc, Resetting the browser setting will ensure that the default setting is activated.

### 1.3 Enabling signed applets for Firefox 3.6.X/4/5/6/7/8

Launch Firefox→enter [about:config] in the address bar



Click [I'll be careful, I promise!] Enter 'signed.applets.codebase\_principal\_support' into the [Filter:] file

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Double click on [signed.applets.codebase\_principal\_support] to enable.

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Re-launch Webpage

### 1.3.1 FF Browser Java Version

Go to Tools $\rightarrow$ Add-ons, under Plugins, ensure that Java is enabled. (Diagram shown as below when it is enabled)

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