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
Launch FF→Tools→Clear Recent History
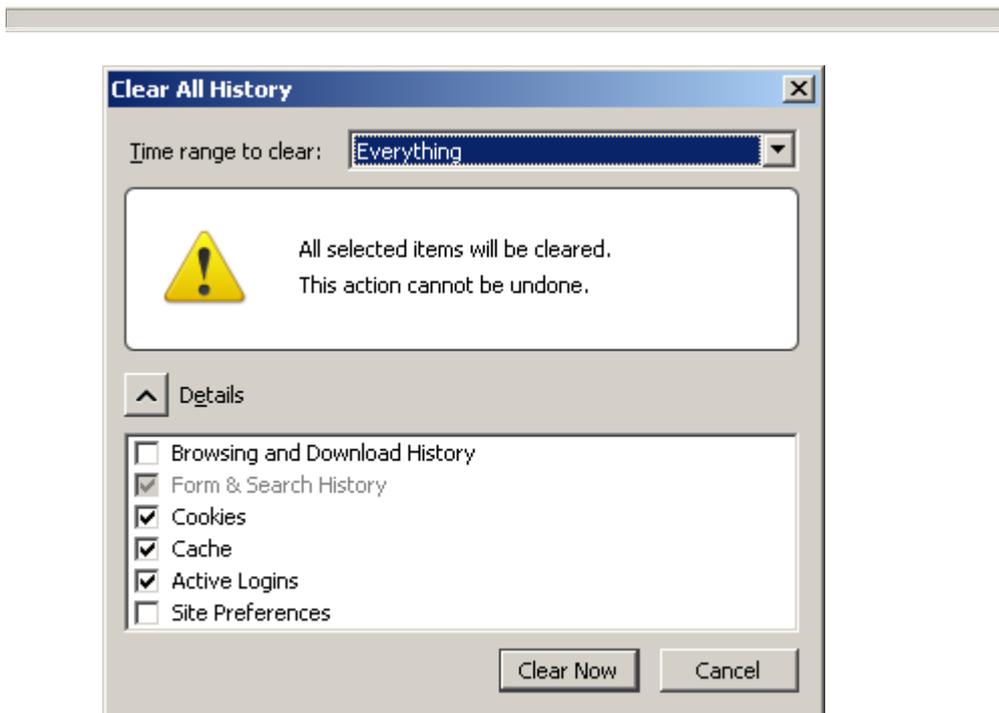
Click [Clear Now].

1.1.2 FF 4/5/6/7/8

Launch FF→Firefox (on top left) → Options → Options
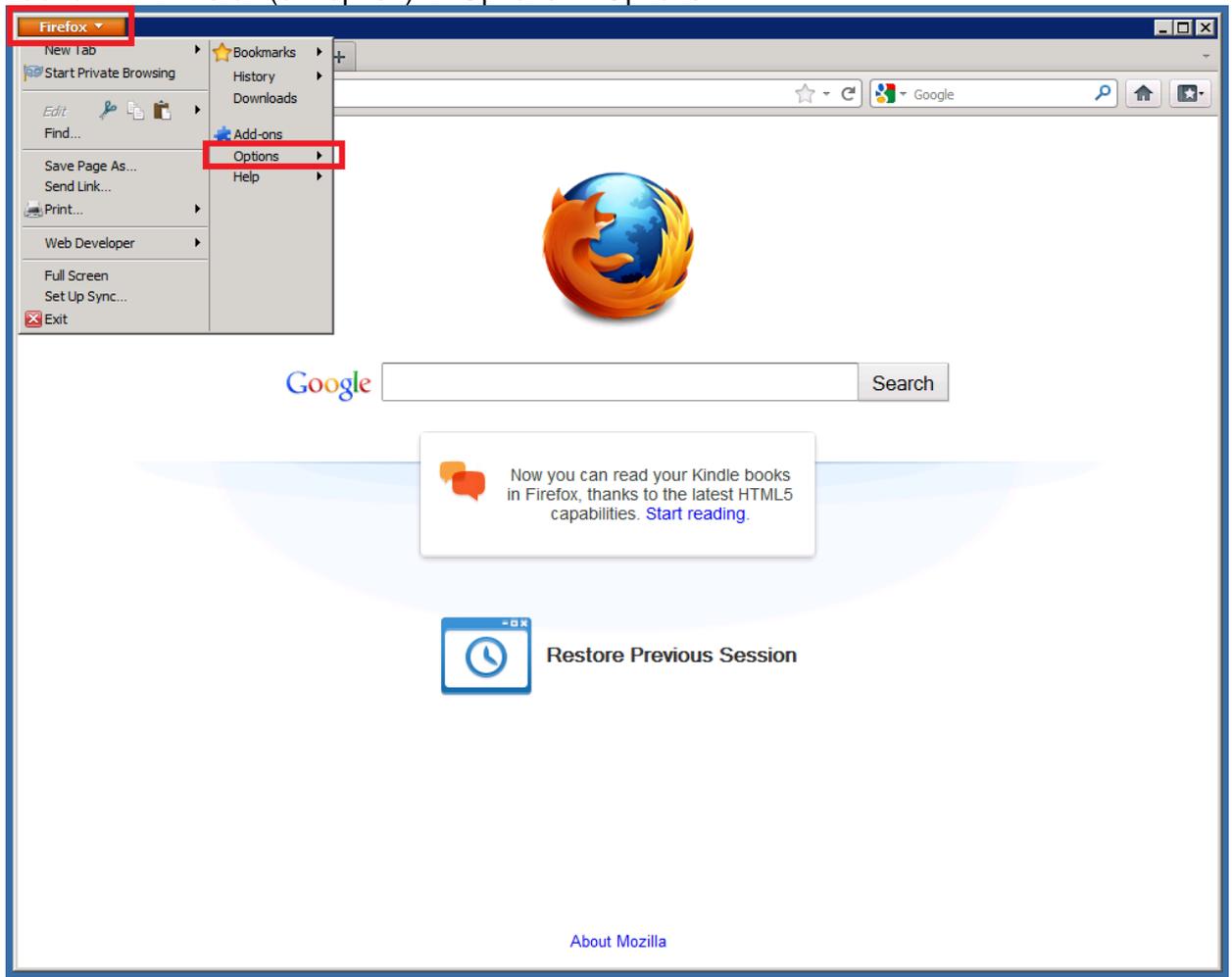
Click on "Privacy" tab → "clear your recent history" hyperlink
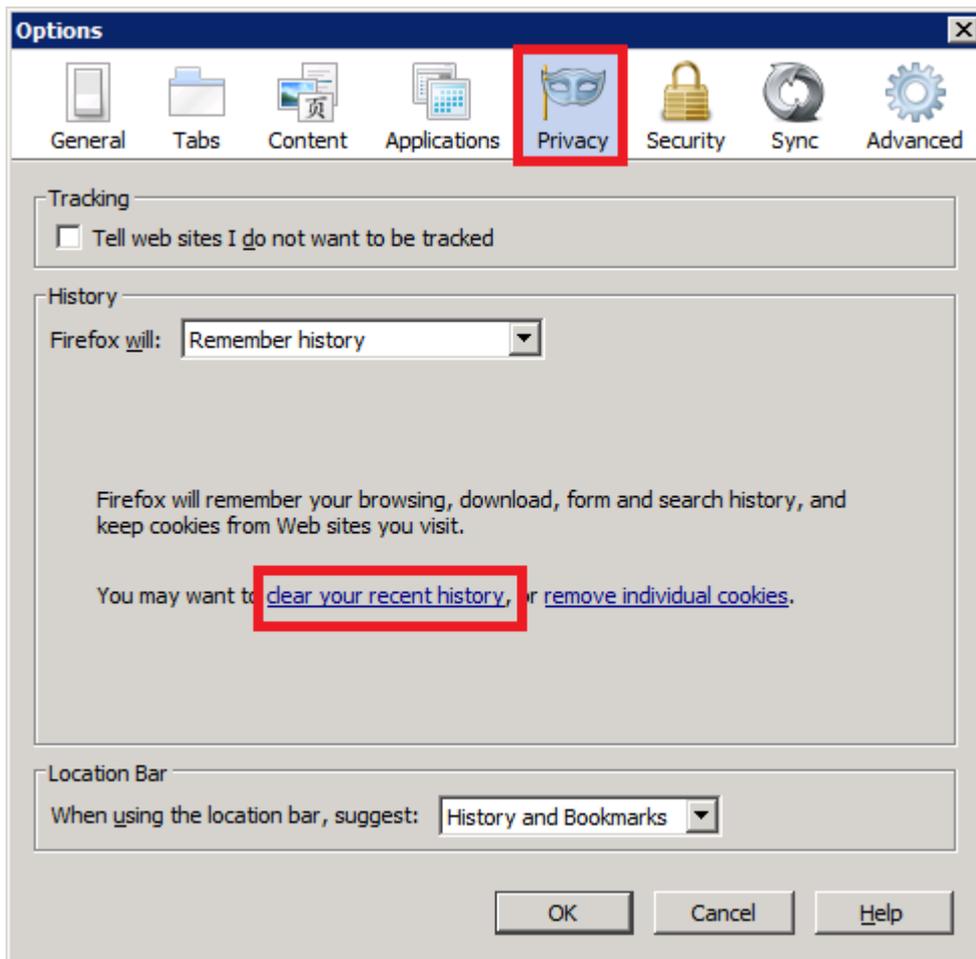
Select "" Everything" from the dropdown menu → Click on "Clear Now" → Click "OK" to continue.
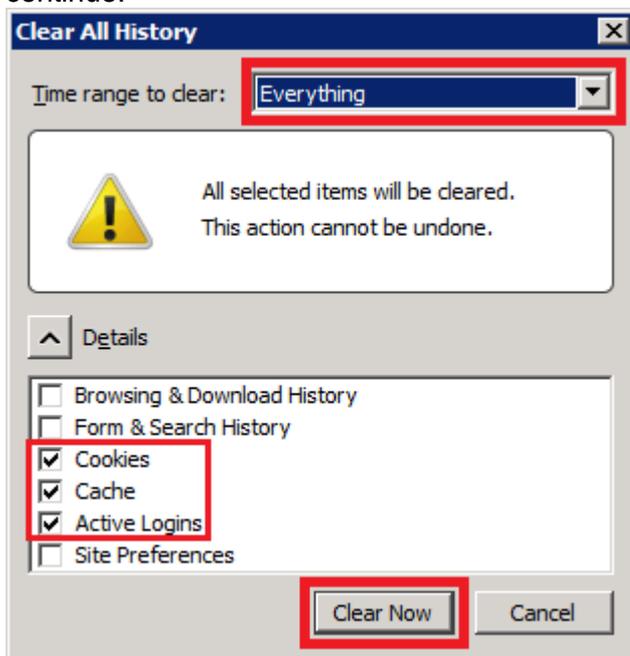
1.2 Reset Browser Setting

Customer may have enable/disable some setting that may have made their browser un-compatible 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
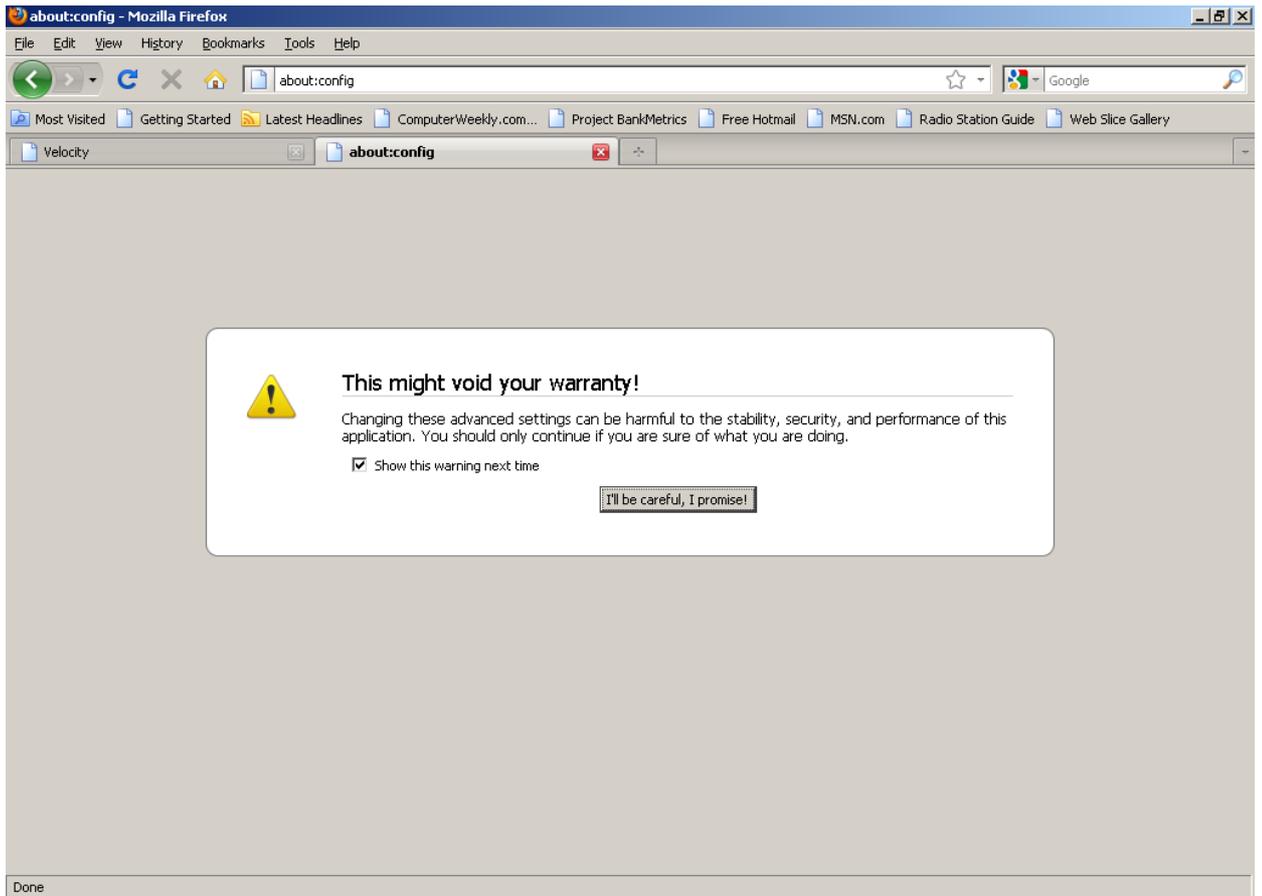
Click [I'll be careful, I promise!]
Enter 'signed.applets.codebase_principal_support' into the [Filter:] file
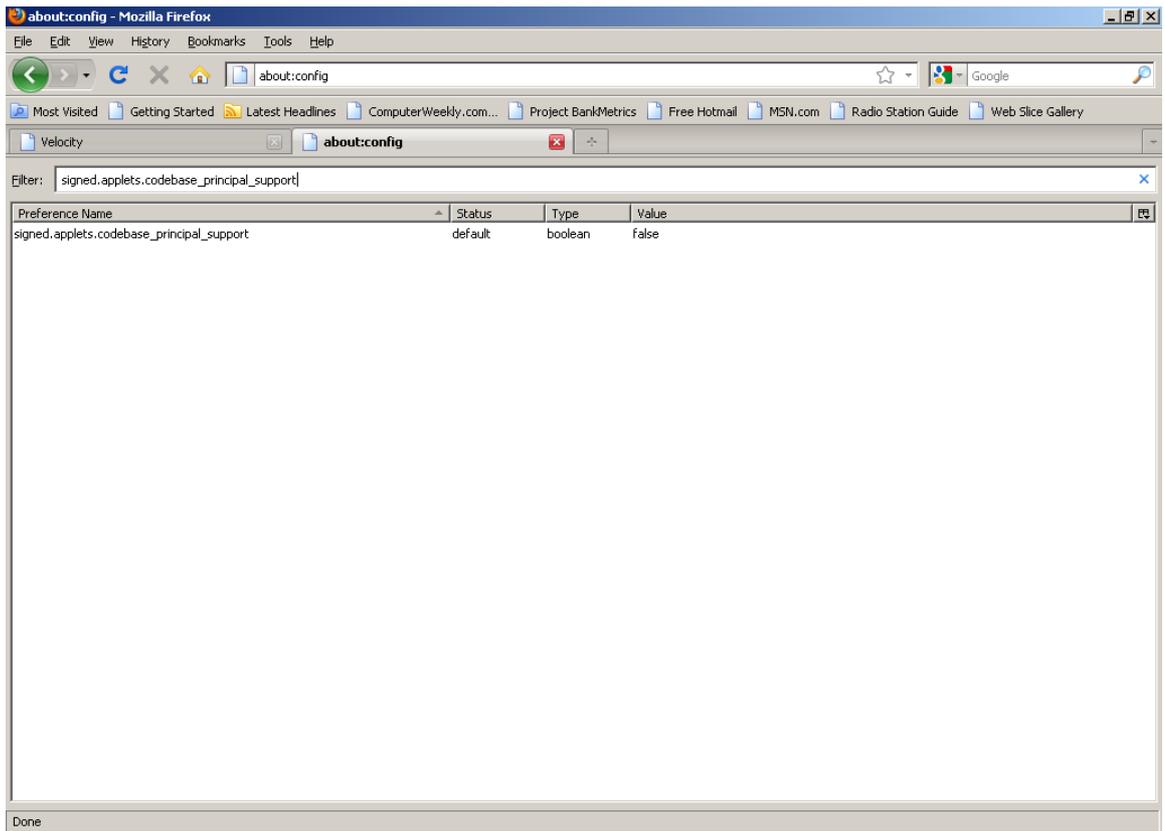
Double click on [signed.applets.codebase_principal_support] to enable.
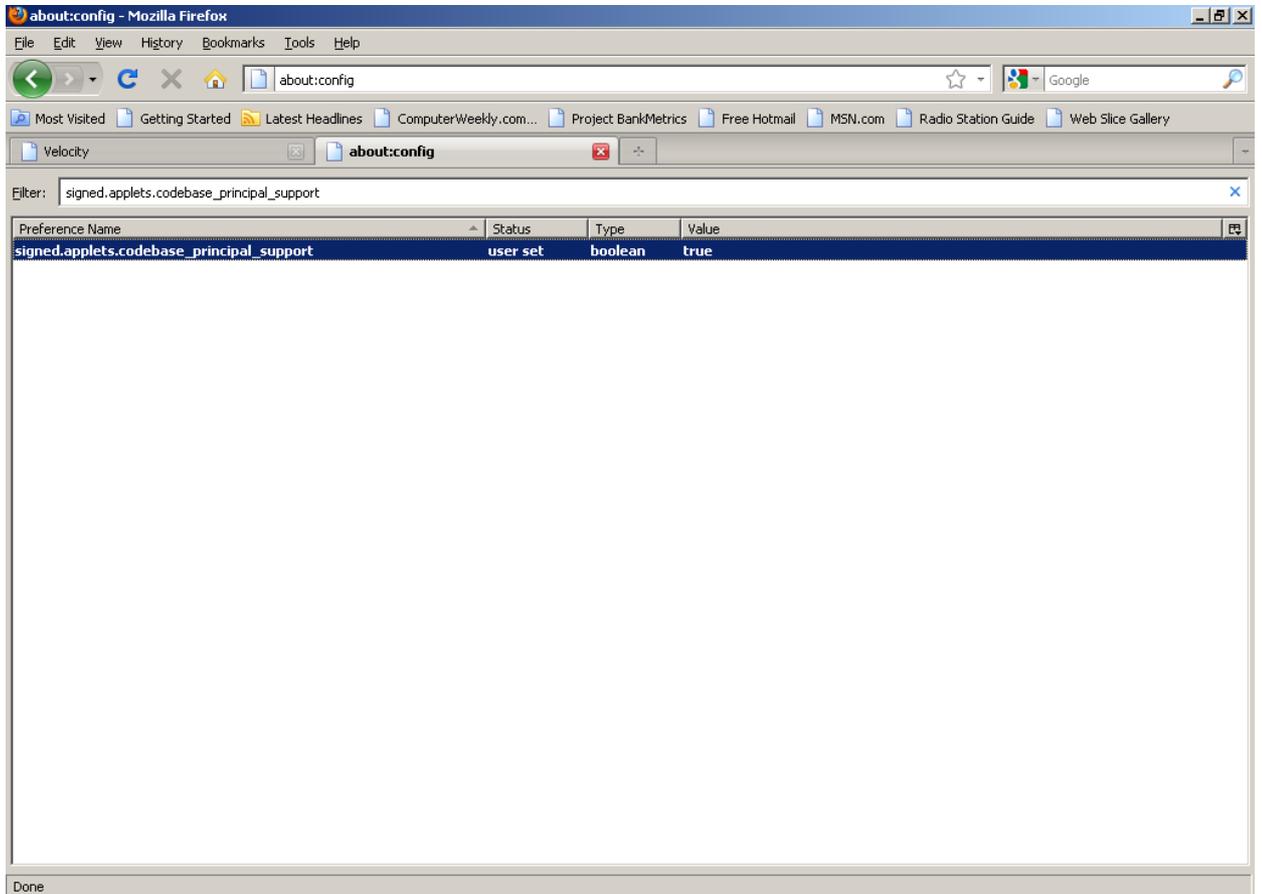
Re-launch Webpage

1.3.1 FF Browser Java Version

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