

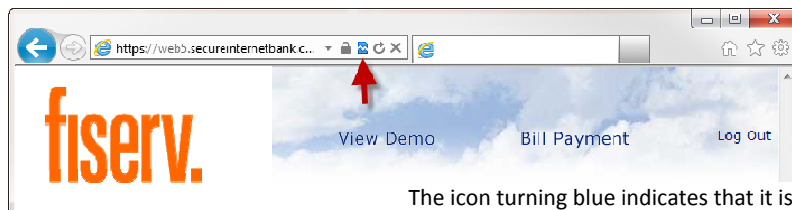
Browser and Retail Internet Banking Troubleshooting

Troubleshooting Notes

- * A compatible web browser and default PDF reader are the only requirements
- * Not affected by Java versions, ActiveX or popup blockers
- * Google Chrome always uses its built-in PDF reader; all other browsers will use the default PDF reader specified in the operating system
- * Review compatibility charts to confirm versions are compatible
- * If a compatible combination is having issues, it could be caused from corruption of the browser and/or default PDF reader applications. Reinstalling and updating both applications should resolve any corruption issues

Internet Explorer 9 (IE9) Troubleshooting

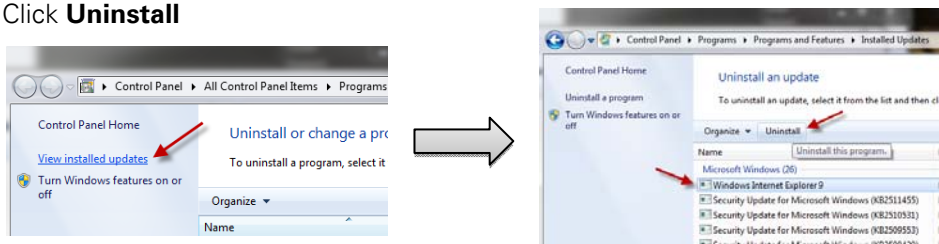
Internet Explorer 9 is not fully supported. Compatibility mode must be enabled in Internet Explorer 9 to properly access the site. This can be done by clicking the broken page icon next to the browser bar:



The icon turning blue indicates that it is enabled.

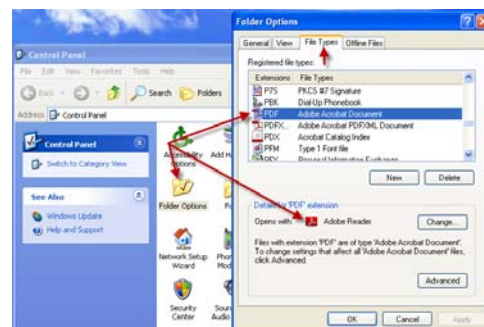
Alternatively, IE9 can be uninstalled and reverted back to IE8:

1. Open **Add/Remove Programs** and click on **View Installed Updates**
2. Scroll down and locate **"Internet Explorer 9"**
3. Click **Uninstall**



Identifying the Default PDF Viewer

1. Open the **Control Panel**
2. Switch to classic view and select **Folder Options**
3. Select **File Types** tab
4. Scroll down to select PDF to display the default PDF viewer
5. Use the **Change...** button to select a different application



Browser and Retail Internet Banking Compatibility

Recommended System Requirements

OS: Windows XP SP3, Windows Vista, Windows 7, OS X

Browser: Microsoft Internet Explorer 7 or 8, Mozilla Firefox 4, Opera 10, Google Chrome, Safari 5

PDF Reader: Adobe Reader/Acrobat 10

Supported Configurations

Compatibility Notes:

- * Not all browser and PDF software versions are compatible
- * PDF version is the **default PDF application** version
- * Adobe refers to both Adobe Reader and Adobe Acrobat
- * Vista and Windows 7 share supported configurations

Compatibility Charts:

- * Green = Fully Compatible; Yellow = Working; Red = Not Compatible

Windows XP SP3 Compatibility

	IE7	IE8	Firefox	Chrome*	Safari (XP)	Opera
Adobe 6.0	✗	✗	✓	✓	⚠	⚠
Adobe 7.0	⚠	⚠	✓	✓	⚠	⚠
Adobe 8.0	✗	✗	✓	✓	✓	✓
Adobe 9.0	✓	✓	✓	✓	✓	✓
Adobe 9.1	✓	✓	✓	✓	✓	✓
Adobe 9.2	✓	✓	✓	✓	✓	✓
Adobe 9.3	✓	✓	✓	✓	✓	✓
Adobe 9.3.3	✓	✓	✓	✓	✓	✓
Adobe 9.3.4	✓	✓	✓	✓	✓	✓
Adobe 9.4.0	✓	✓	✓	✓	✓	✓
Adobe 9.4.1	✓	✓	✓	✓	✓	✓
Adobe 9.4.2	✗	✗	✓	✓	✓	✓
Adobe 9.4.3	✗	✗	✓	✓	✓	✓
Adobe 9.4.4	✗	✗	✓	✓	✓	✓
Adobe 10.0	✓	✓	✓	✓	✓	✓
Adobe 10.0.1	✓	✓	✓	✓	✓	✓
Foxit PDF	⚠	⚠	✓	✓	✓	✓
PDF-Xchange	✓	✓	✓	✓	✓	✓
Cool PDF	✗	✗	⚠	✓	⚠	⚠
Primo PDF	✗	✗	⚠	✓	⚠	⚠

* Google Chrome features a built-in PDF reader that automatically renders the PDF document in the browser. It does not use or require Adobe.

Windows 7 Compatibility

	IE7	IE8	Firefox	Chrome*	Safari	Opera
Adobe 6.0	Not Supported by Windows 7					
Adobe 7.0						
Adobe 8.0	✗	✗	✓	✓	✓	✓
Adobe 9.0	✓	✓	✓	✓	✓	✓
Adobe 9.1	✓	✓	✓	✓	✓	✓
Adobe 9.2	✓	✓	✓	✓	✓	✓
Adobe 9.3	✓	✓	✓	✓	✓	✓
Adobe 9.3.3	✓	✓	✓	✓	✓	✓
Adobe 9.3.4	✓	✓	✓	✓	✓	✓
Adobe 9.4.0	✓	✓	✓	✓	✓	✓
Adobe 9.4.1	✓	✓	✓	✓	✓	✓
Adobe 9.4.2	✗	✗	✓	✓	✓	✓
Adobe 9.4.3	✗	✗	✓	✓	✓	✓
Adobe 9.4.4	✗	✗	✓	✓	✓	✓
Adobe 10.0	✓	✓	✓	✓	✓	✓
Adobe 10.0.1	✓	✓	✓	✓	✓	✓
Foxit PDF	⚠	⚠	✓	✓	✓	✓
PDF-Xchange	✓	✓	✓	✓	✓	✓
Cool PDF	✗	✗	⚠	✓	⚠	⚠
Primo PDF	✗	✗	⚠	✓	⚠	⚠

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Mac OS X Compatibility

	IE7	IE8	Firefox	Chrome*	Safari	Opera
Adobe 6.0	Not Supported by Mac OS X					
Adobe 7.0						
Adobe 8.0			✓	✓	✓	✓
Adobe 9.0			✓	✓	✓	✓
Adobe 9.1			✓	✓	✓	✓
Adobe 9.2			✓	✓	✓	✓
Adobe 9.3			✓	✓	✓	✓
Adobe 9.3.3			✓	✓	✓	✓
Adobe 9.3.4			✓	✓	✓	✓
Adobe 9.4.0			✓	✓	✓	✓
Adobe 9.4.1			✓	✓	✓	✓
Adobe 9.4.2			✓	✓	✓	✓
Adobe 9.4.3			✓	✓	✓	✓
Adobe 9.4.4			✓	✓	✓	✓
Adobe 10.0			✓	✓	✓	✓
Adobe 10.0.1			✓	✓	✓	✓

* Google Chrome features a built-in PDF reader that automatically renders the PDF document in the browser. It does not use or require Adobe.

Mobile Device Compatibility:

- * Apple iOS 4 (iPhone) is supported but unable to view PDF documents
- * Android OS is not supported

Browser Display Issues:

- * Firefox and Opera document popup takes a vertical length to the footer of the displayed page. This causes difficulty reading documents in some cases.
- * Internet Explorer has a display issue with all embedded PDF viewers causing multiple scroll bars.



Opera Browser



Firefox Browser



Internet Explorer