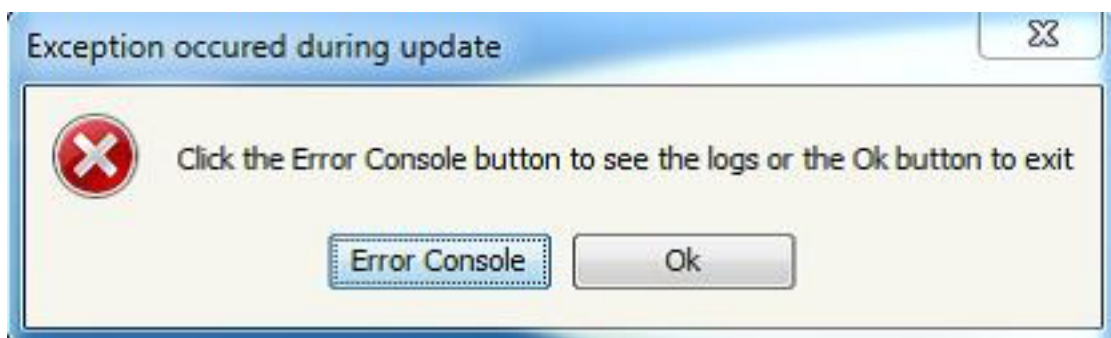




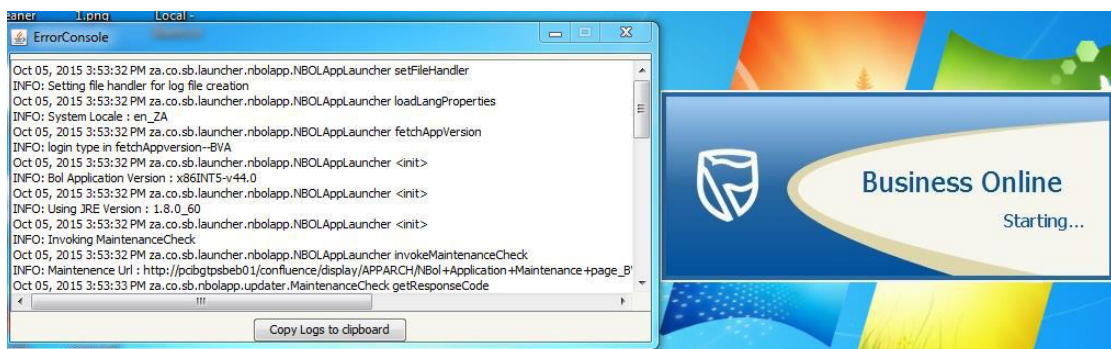
## Error Console

### Microsoft Windows

1. In the event that an unrecoverable error occurs, you will see a message similar to the one below, but the message may be different depending on the type of error. Click on 'Error Console' to show details.



2. The Error Console will be displayed. Click on 'Copy Logs to Clipboard'.



3. Open your email application and paste the contents of the clipboard into the mail application. Send the email to your Standard Bank/Stanbic Bank Relationship Manager, or to our Service Support Contact Centre.
4. You may also access the error log file in the following directory, replacing %username% with your user name. C:\Users\%username%\AppData\Local\Business Online\applogs.
5. Select the last modified log file and email it to your Standard Bank/Stanbic Bank Relationship Manager, or to our Service Support Contact Centre.