

Instruction for upgrading PBZCOM@NET service

A new version of PBZCOM@NET internet banking requires installation of a new version of client support (Java applet for Internet Explorer and SignErgy for Google Chrome, Mozilla Firefox and Microsoft Edge)

This instruction is divided into two parts, depending on which browser you use to access the PBZCOM@NET service:

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Access via Internet Explorer browser

If during the use of PBZCOM@NET via Internet Explorer the error message "Applet nije učitán" (Applet not loaded) appears, please follow the instructions provided below:

Deletion of temporary internet files

1. Start Internet Explorer
2. Choose the option *Tools – Internet Options*

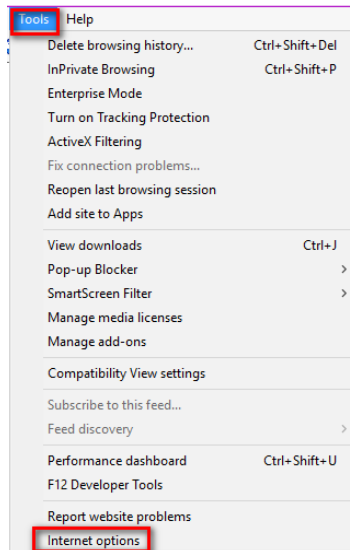


Figure 1- Internet Explorer – opening Internet Options

3. From the *Internet Options* menu, select the tab *General* – option *Delete* under *Browsing history*

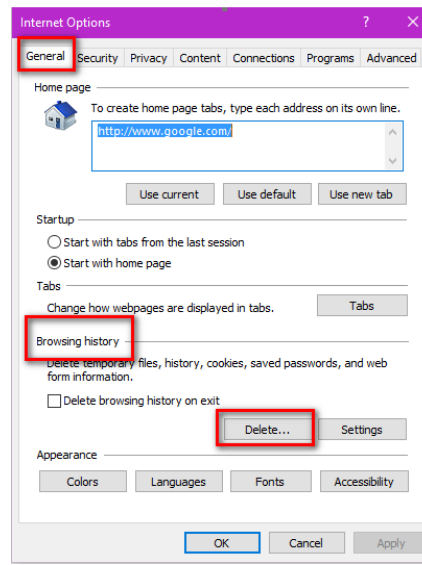


Figure 2: Internet Options – deletion of Browsing history

4. Tick **Temporary internet files and website files** and **Cookies and website data** and select the option **Delete**

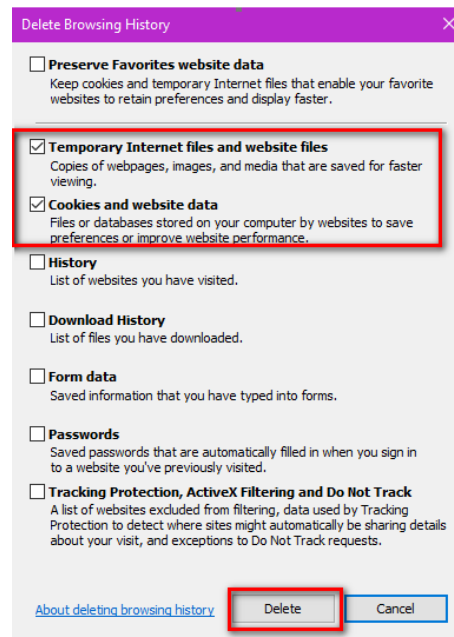


Figure 3: Delete Browsing History

5. Select **Apply** and then **OK**
6. Shut down and restart Internet Explorer.

Deletion of Java temporary files

1. Start *Configure Java*:

Start -> All apps-> Java -> *Configure Java*

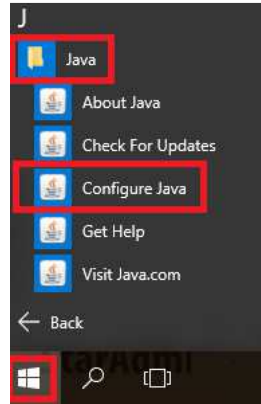


Figure 4: *Configure Java* - Windows 10

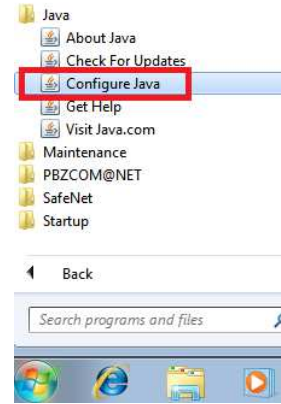


Figure 5: *Configure Java* - Windows 7

2. On the tab *General*, select the option *Settings* under *Temporary Internet Files*

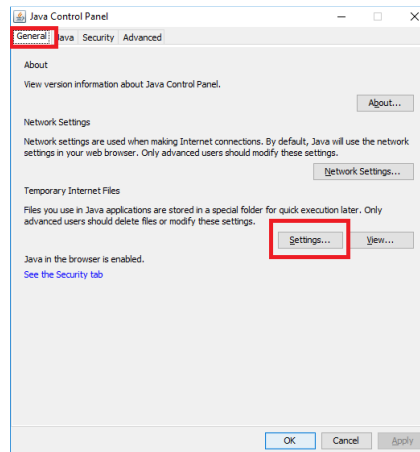


Figure 6: *Java Control Panel*

3. Select the option *Delete Files*, tick all three options and click *OK*.

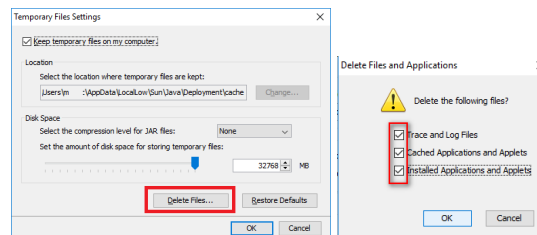


Figure 7: *Java Temporary File Settings and deletion of files and applications*

4. Select *OK*, then click *Apply* and *OK*.

Upgrade of Java support

1. In your browser, open the location for downloading Java support:
<https://www.java.com/en/download/manual.jsp>
2. Select the option "Windows Offline" and save the file on your computer (e.g. in the Documents folder or on the Desktop)

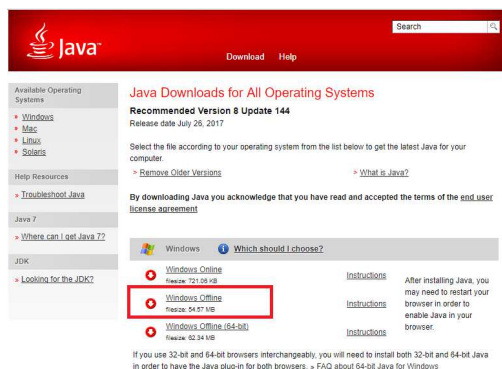


Figure 8: Choosing the version of Java support

3. Start the downloaded file/ installation (e.g. jre-8u144-windows-i586.exe)
4. Follow the installation wizard and, if offered, uninstall old versions of the support.

After completing all the mentioned steps, it is necessary to restart the browser (Internet Explorer) and it is also recommended that you restart the computer.

Access via Google Chrome/Mozilla Firefox/Microsoft Edge browsers

Installation / Re-installation of SignErgy application

In order to use Google Chrome, Mozilla Firefox and Microsoft Edge browsers, it is necessary to use the SignErgy application. To install or re-install SignErgy, it is necessary:

- to download "SignErgy installation package" – available on the web page "Podrška za uslugu PBZCOM@NET" (PBZCOM@NET Support): <http://com.pbz.hr/podrska.html>, or directly at the link http://com.pbz.hr/download/PBZ_SignErgy_Installer.exe.
A detailed instruction for the installation of the SignErgy application is available at: http://com.pbz.hr/download/uputa_za_instalaciju_PBZ_signergy_aplikacije.pdf.
- After downloading, you should run the saved file (PBZ_SignErgy_Installer.exe)
- Follow the installation procedure (by clicking *Dalje /Continue*):
 - if an older version of the application is detected, the upgrading will be performed automatically (it is not necessary to uninstall the old version before installing a new one)
 - if the application detects that SignErgy is running, allow the process to end or restart the computer and restart installation.
- After completing all the mentioned steps, it is necessary to restart the browser (Google Chrome, Mozilla Firefox or Microsoft Edge) and it is also recommended that you restart the computer.