



CITIDIRECT JAVA TROUBLESHOOTING GUIDE

*****You may need to contact your IT (administration access required for some settings) to troubleshoot, install the update and then apply all settings.**

👉 Are you using 2 monitors with your PC? – CitiDirect is only working correctly on the main monitor. When displayed on the secondary some fields on different CitiDirect screens won't be available for editing (for example payment details on Payments Input).

👉 Check your Java version to confirm if it is compatible with CitiDirect – this information is provided in [Appendix 1](#):

Menu Start ⇒ Control Panel ⇒ Java ⇒ General Tab ⇒ About

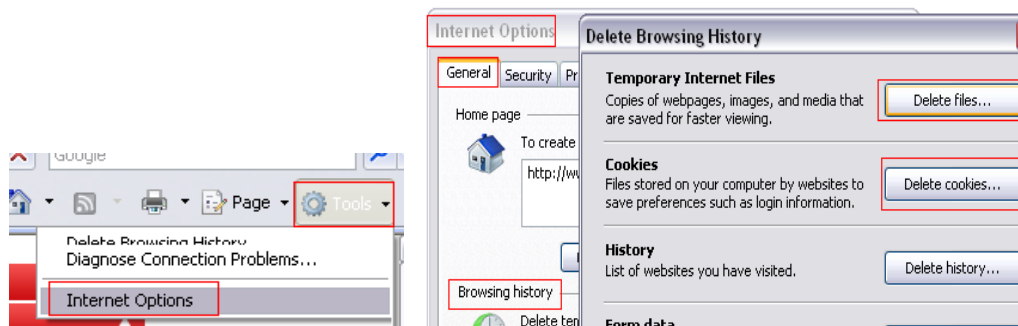


⊗ Not compatible - go to [Java reinstall section](#) in this document.

😊 Compatible - follow the troubleshooting steps:

- 1. Delete cookies and Temporary files in Internet Options:**

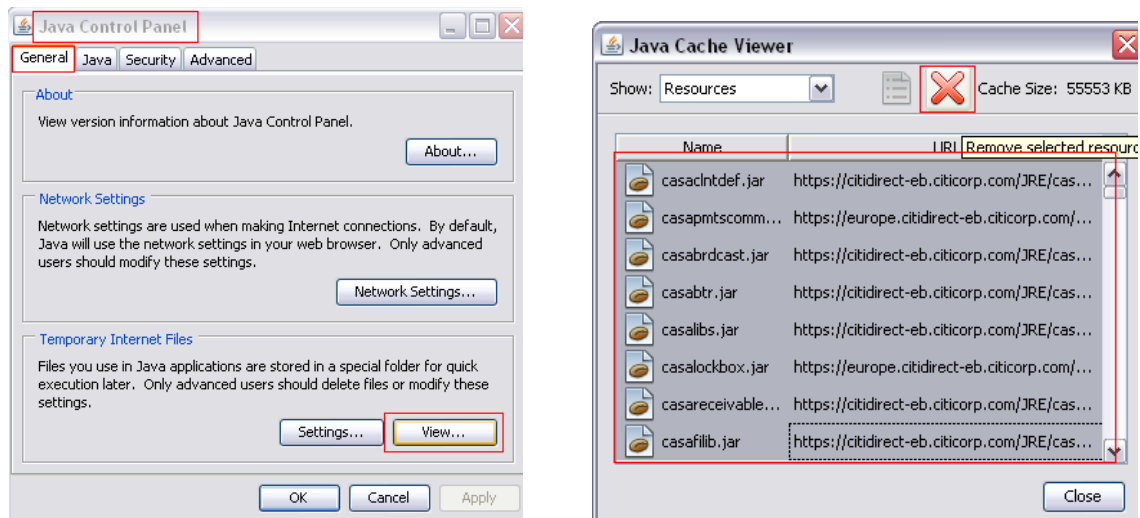
Internet Browser ⇒ Tools ⇒ Internet Options ⇒ General Tab ⇒ Browsing History ⇒ Delete Files ⇒ Delete Cookies



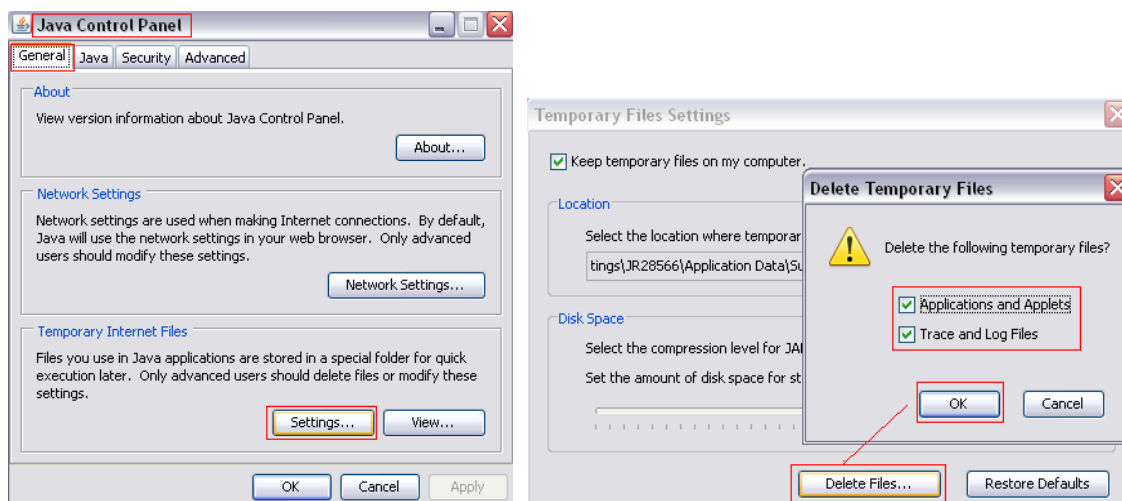
- 2. Close all Internet Windows.**

- 3. Delete Java Cache and Java Temporary Files:**

Menu Start ⇒ Control Panel ⇒ Java ⇒ General Tab ⇒ Temporary Files ⇒ View ⇒ Select All Java Cache files ⇒ Delete All



Menu Start ⇒ Control Panel ⇒ Java ⇒ General Tab ⇒ Temporary Files ⇒ Settings ⇒ Delete Temporary Files ⇒ OK



4. Ensure that Network Settings on your browser correspond to Network Settings in Java control panel:

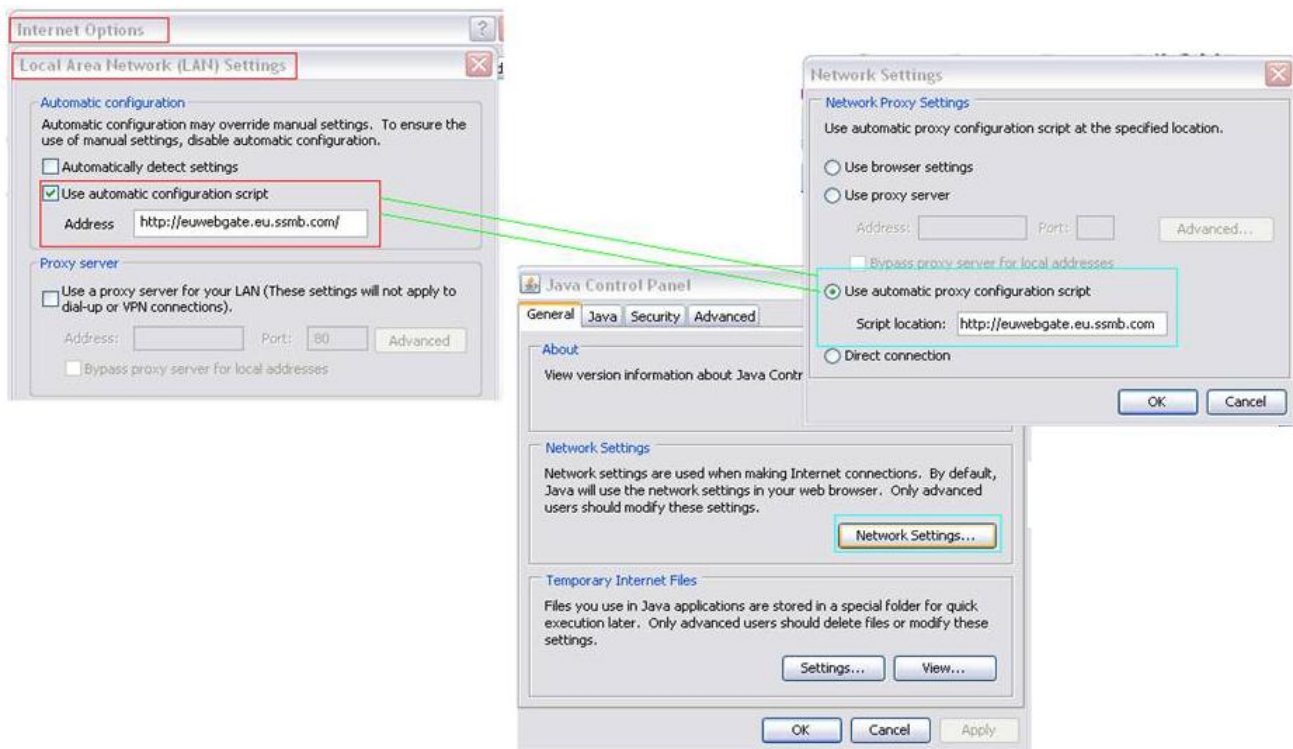
Configuration of Network Settings in:

Internet Browser ⇒ Tools ⇒ Internet Options ⇒ Connections Tab ⇒ LAN Settings

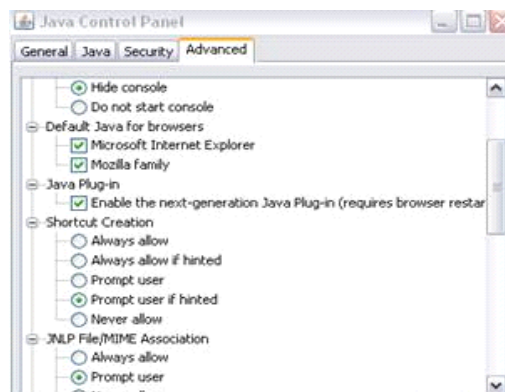
Must be the same as in:

Menu Start ⇒ Control Panel ⇒ Java ⇒ General Tab ⇒ Network settings ⇒ Use browser settings

If Setting in Internet Options	Then setting in Java panel must be
Automatically Detect Settings	Use browser settings
Use Automatic Configuration script	Use Automatic proxy configuration script
Use a proxy server for your LAN	Use Proxy server

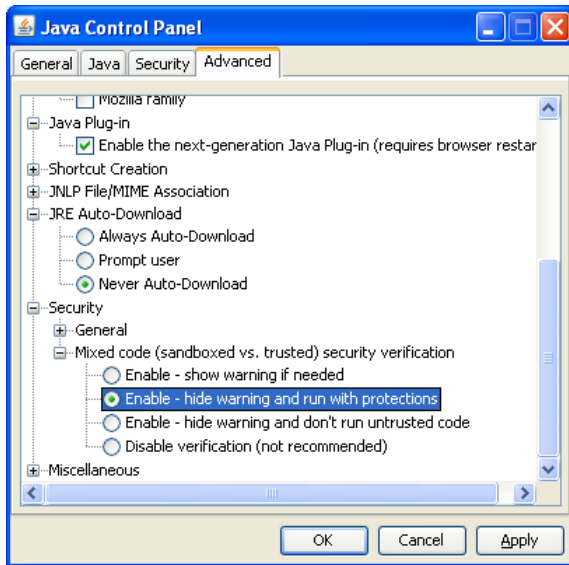


Menu Start ⇒ Control Panel ⇒ Java ⇒ Advanced Tab ⇒ Settings for Java plug in enabled as follows:



5. Mixed Code – important! – for cases including screen freezing/reports issues:

Menu Start ⇒ Control Panel ⇒ Java ⇒ Advanced Tab ⇒ Settings enabled as below



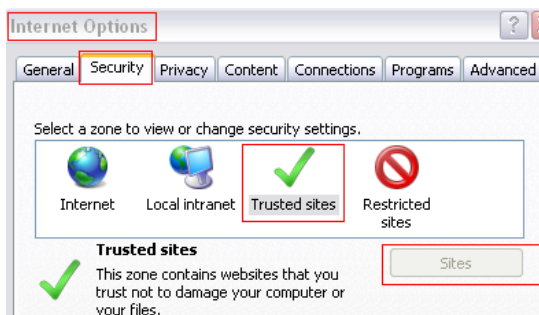
**Mixed code is not present if Java version is earlier than 1.6.0_18.*

6. Trusted sites:

 For Internet Explorer 8 and 9 users: Citi domains are added as trusted sites in Internet Options of your browser:

- *. citidirect.com
- *. citicorp.com

Internet Browser ⇒ Tools ⇒ Internet Options ⇒ Security Tab ⇒ Trusted Sites - Add



When all above steps completed, please restart the PC, open Internet Explorer and login again. **Always** select **New User** from drop down list when login after troubleshooting.

 **If successful – no further steps needed, if not – reinstall java version:**

JAVA Reinstall:

Previous versions have to be removed first. Install SunJava v1.6.0 27 or higher available from Oracle website archive:

<http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-javase6-419409.html>

- Always select Java SE Runtime Environment

NOTE: If you are also a TreasuryVision user – versions higher than 1.6.0_30 are currently not supported for this application.

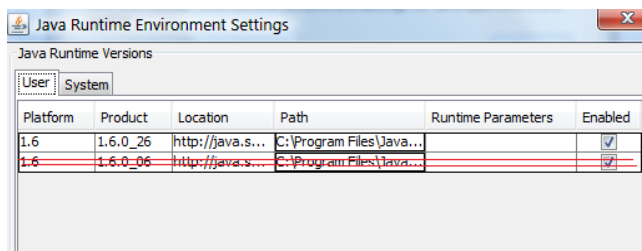
After accepting the conditions you will be asked for user name, we created one for Clients', please feel free to use it:

User name: ebsupport@citi.com

Password: Citibank1

When new Java installed successfully restart the PC, then continue with settings check:

Menu Start ⇒ Control Panel ⇒ Java ⇒ Tab Java ⇒ View



Only 1 version should be installed on CitiDirect user's PC (recommended).

Now open Internet Explorer and login again. **Always** select New User from drop down list when login after troubleshooting.



If the above troubleshooting and reinstall is successful – no further steps needed.

In the unlikely event you still cannot access the system or have the same error– please run the following application to check PC settings for CitiDirect:

<https://www.treasuryvision.com/cvdetect>

and send the report that is generated to your Customer Service Representative, we will analyse it with technical support and recommend actions.



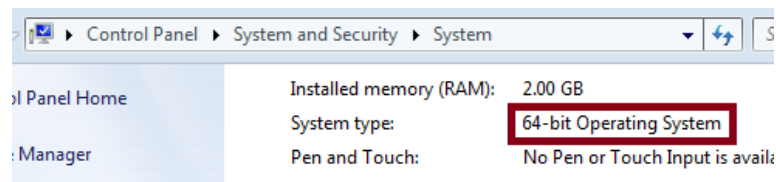
If you experience the following error message:



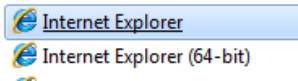
There are two possible reasons:

- **Your Operating System is 64bit and Java and browser are not compatible.**

This would be the case for newer PCs (Windows 7) –check system type in Control Panel:



There are usually two versions of Internet Explorer available on 64-bit OS:



Java downloads in Oracle archive are also available in two versions – 32-bit and 64-bit

Windows x86 Online	0.87 MB	jre-6u27-windows-i586-iftw.exe	Select "x86" if your PC and browser are 32-bit
Windows x86 Offline	16.12 MB	jre-6u27-windows-i586.exe	
Windows x64	16.39 MB	jre-6u27-windows-x64.exe	Select "x64" if your PC and browser are 64-bit

Java and browser must be compatible with each other.

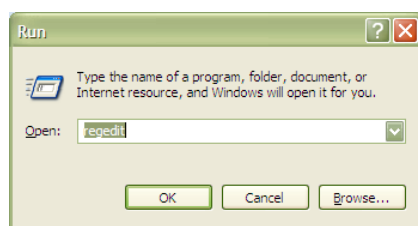
- Java was reinstalled from v7 to v6 – Registry values of your PC must be cleaned

Please proceed with ADVANCED troubleshooting (we recommend contacting your IT- this step involves changes with operating system of your PC)

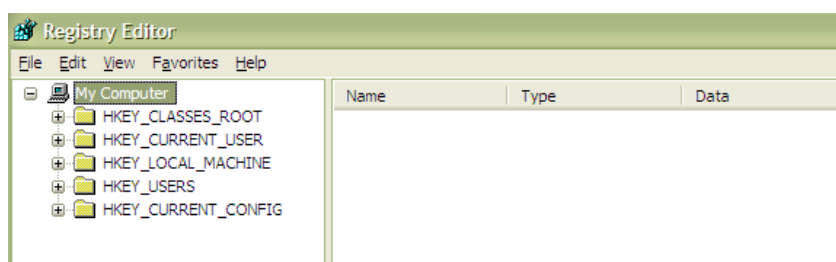
For Information: Whenever user installs JRE1.7, the respective Java Webstart, Java Plugin and JREmetrics values gets set in the registry. When this JRE is uninstalled (specifically JRE1.7), this registry value sometimes does not get removed. So even when the user installs Jre1.6, the previously set registry values of Jre1.7 is taken into account and the user is shown the unsupported page. Registry settings must be removed as well after uninstalling Jre 1.7.

Steps to clear the JRE registry values.

- Uninstall all the existing Jre's.
- Go to Start-->Run. Type regedit and hit enter.

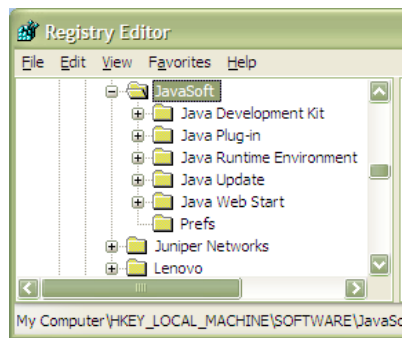


- The Registry window will be opened.



- In this window click on HKEY_LOCAL_MACHINE > SOFTWARE and expand it.
- Under SOFTWARE expand the JavaSoft.
- Delete the following registry entry and its contents:

- ⇒ *Java Plug-in*
- ⇒ *Java Web Start*
- ⇒ *JreMetrics*



Appendix 1

CitiDirect Minimum Software Requirements:

The minimum software requirements to run CitiDirect[®] Online Banking on your Personal Computer (PC) are listed below.

Note: Administrator rights to your PC are required if updates or installs of any third party components are needed to run CitiDirect on Windows XP, Vista, and Windows 7 systems. For complete details on Administrator Rights requirements, click the link at right.

Windows[®] Operating Systems:

CitiDirect Online Banking is certified to operate on the Microsoft Operating Systems listed below excluding versions indicated.

- Windows[®] XP
Excluding: Arabic OS
- Windows[®] Vista
Excluding: Arabic OS
- Windows[®] 7
Excluding: Arabic OS

Apple[®] Mac Operating Systems:

- Version 10.5 up to 10.7.2
(*) Lion operating system does not provide a Java runtime by default. In order to download Java, please click here: <http://support.apple.com/kb/DL1421>
- Version 10.7.3 and higher
In order to download Java, please click here: <http://www.java.com/en/download/manual.jsp>

Internet Browsers:

Microsoft Internet Explorer (IE)

IE 7.0 with Windows XP
IE 7.0 with Windows Vista[™]
IE 8.0 with Windows XP
IE 8.0 with Windows Vista[™]
IE 8.0 with Windows 7
IE 9.0 with Windows Vista[™]
IE 9.0 with Windows 7

Safari version 4.0.5 and higher

(*) Note: pop-up blocker must be disabled

Java Software:

Java Software (JRE) Versions: (highest version listed is recommended for use with CitiDirect):

- 6.0 Update 1 through 7, 10 through 15, 27, 29 through 33, 35, 37, 38 and 39
- 7.0 Update 1 through 5, 7, 9 through 11, 13*, 15*

We recommend the use of Release Family 6 or 7 version with recent updates for best performance. For earlier versions / updates, first see Java SE and Java for Business End of Life Roadmap at <http://www.oracle.com/technetwork/java/javase/eol-135779.html> Ensure you are using a supported version.

*MAC users can log into CitiDirect but may experience some disruptions in service

Adobe[®] Reader[®] version to 9.0 or higher.

Adobe ended support for Acrobat 8.x in November of 2011 and earlier versions are no longer supported by Adobe. Needed to view CitiDirect reports or documents on this site that are in "pdf" format.

DISCLAIMER:

Customer will use CitiDirect Online Banking in accordance with the system specifications provided by Citibank. Customer acknowledges that Citibank has no responsibility for Customer's use of CitiDirect Online Banking with a system that does not comply with such specifications.