

Online Banking Troubleshooting Guide

Section 1

If you are unable to save your computer as a personal computer within MFA, please follow the steps below. Otherwise, [click here](#) to advance to the next section.

1.) First delete the cookies from the PC. You can find this under Internet Options (from **Internet Explorer**: Tools ->Internet Options)



For Safari (MAC OSX or Windows) Edit -> Preferences -> Security -> Show Cookies
For Firefox (Windows and Linux) Tools -> Options -> Privacy -> Show Cookies

2.) You will then need to delete these two folders from your C: drive:

C:\Documents and Settings**username**\Application Data\Macromedia\Flash Player\macromedia.com\support\flashplayer\sys\#evault.ws

C:\Documents and Settings**username**\Application Data\Macromedia\Flash Player\#SharedObjects\56HP9J8P(*this set will be different on each PC*)#evault.ws

You can open the drive by going to “My Computer” → “Local Disk C:” then browse to the file or by click on “Start” → “Run” and typing in the path listed below.

Note: **username** applies to the profile you are logged in under. Example: Administrator, Robert, Mom, etc...

Once those folders have been removed log back into online banking and set your computer to personal and fill out any other information that is necessary. Once this is completed you will want to close out of online banking and sign in again to verify that this has worked process has worked.

If you require further assistance with this issue please call us at (419) 358-8040 or by filling out the Contact Us form at the bottom of our homepage <http://www.cnbohio.com>.

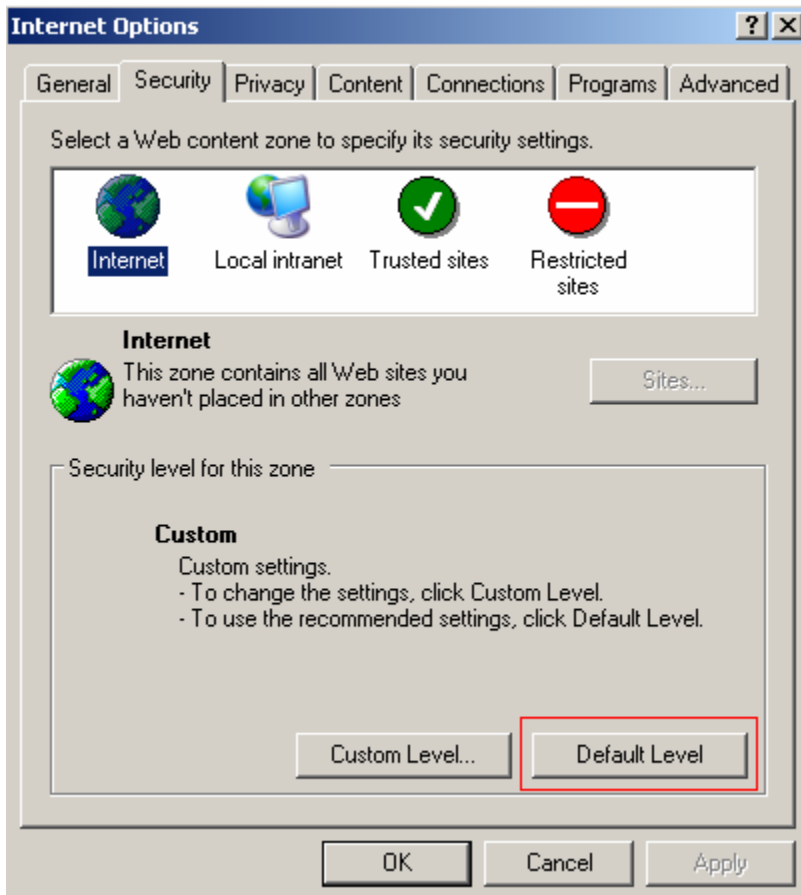
Section 2

If you are unable to open the Online Banking Log In page, please follow the steps below. Otherwise, [click here](#) to advance to the next section.

In Internet Explorer click 'Tools' and 'Internet Options'



Click the 'Security' tab in the 'Internet Options' box and if the security level is not set to 'Medium' then click the 'Default Level' button. Click the 'Apply' button to apply the change.



Close all open Internet Explorer windows and try to enter Online Banking again.

Section 3

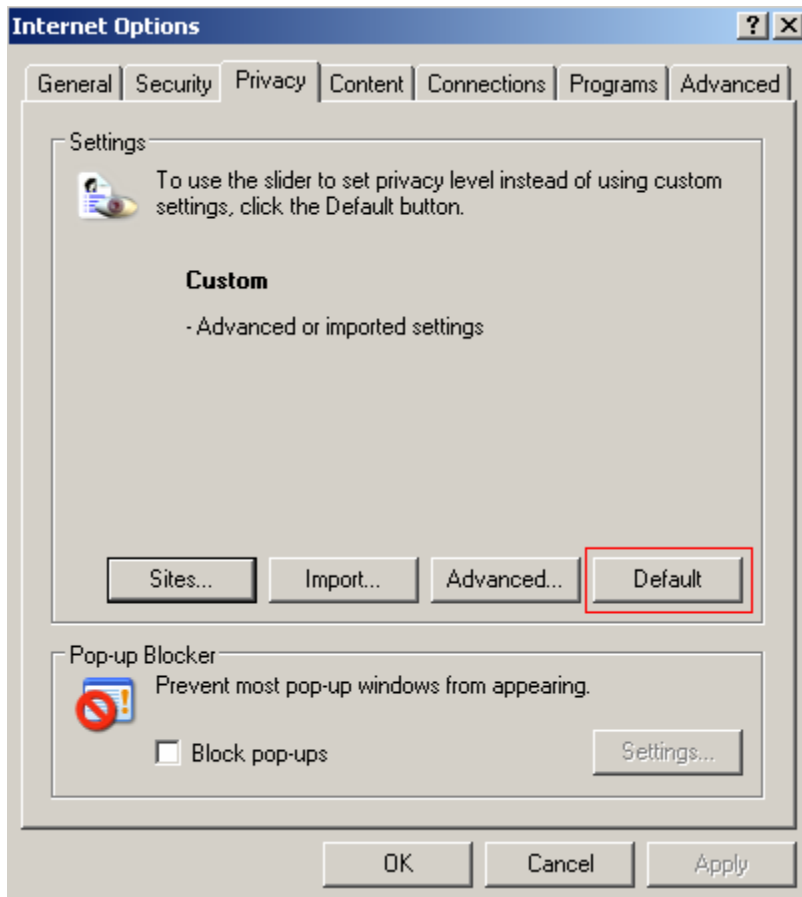
If you encounter the error shown below after you enter your Access Id and Password, please follow the steps below, otherwise [click here](#) to advance to the next section.

Transaction did not complete for the following reason(s):

1. A Security Error Has Occurred. Online Session Has Expired.
Possible Reasons Include Double Clicking A Link Or Pressing The Browser's Back Forward Or Refresh Buttons.

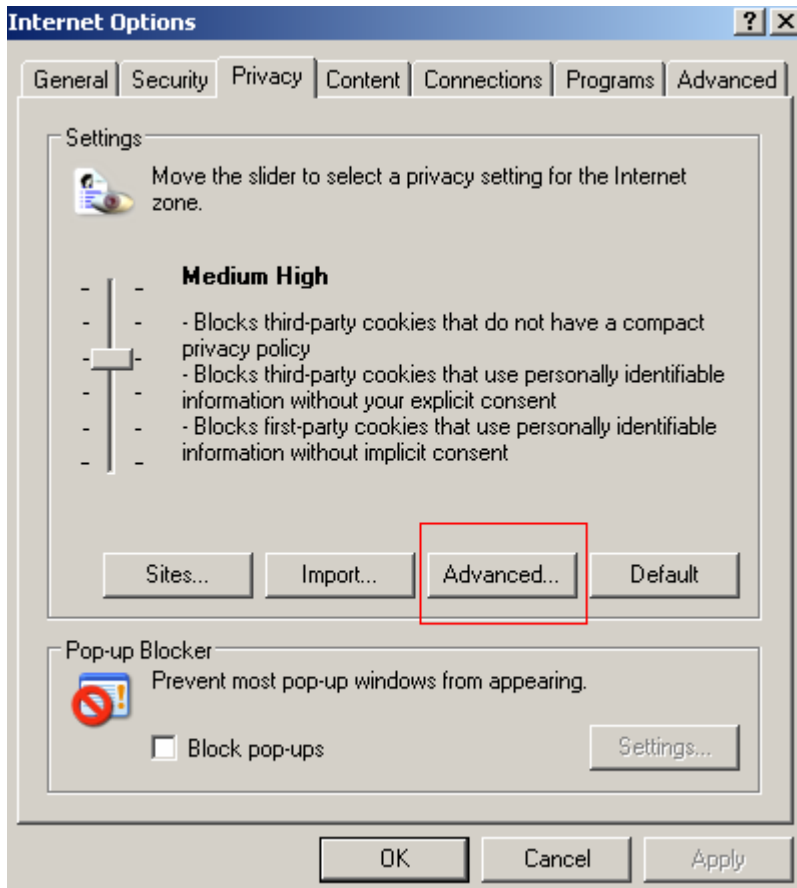
Return To The Log In Page To Continue Session.

In Internet Explorer click 'Tools' and 'Internet Options'. Click the 'Privacy' tab and press the 'Default' button. Click the 'Apply' button to apply the change. Close all open Internet Explorer windows and try to enter Online Banking again.

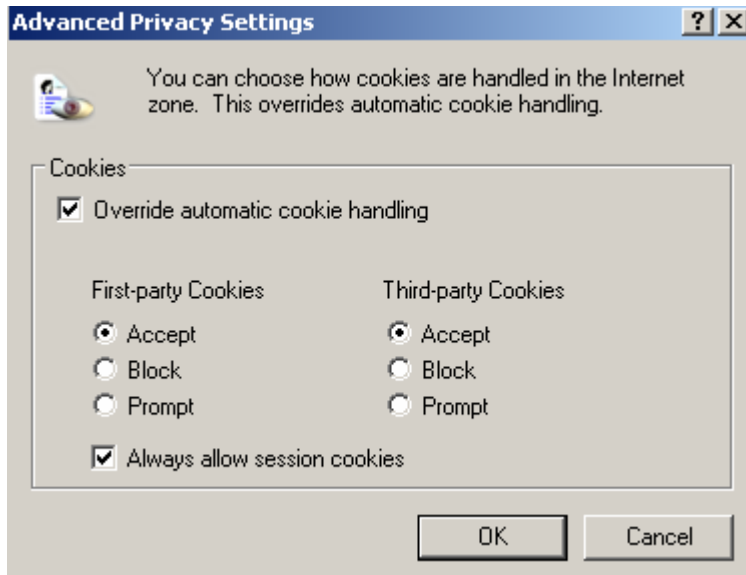


Close all open Internet Explorer windows and try to enter Online Banking again.

After making the above change if you are still encountering the same error, click 'Tools' and 'Internet Options' again and click the 'Privacy' tab. Press the 'Advanced' button:



Under the advanced window set the following options:



Close all open Internet Explorer windows and try to enter Online Banking again.

Section 4

If you are receiving an 'Internal Server Error' please click the link below and follow the instructions under the 'Resolution' section, otherwise [click here](#) to advance to the next section.

<http://support.microsoft.com/kb/831167>

Close all open Internet Explorer windows and try to enter Online Banking again.

Section 5

In order to use Online Banking you must have the latest version of Internet Explorer. To check your version:

Click 'Help' and then 'About Internet Explorer'



You must be at least version 6.0 in order to use Online Banking.



Version: 6.0.2900.2180.xpsp_sp2_gdr.050301-1519
Cipher Strength: 128-bit
Product ID:76487-OEM-0055387-92545
Update Versions:; SP2;

Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana-Champaign.

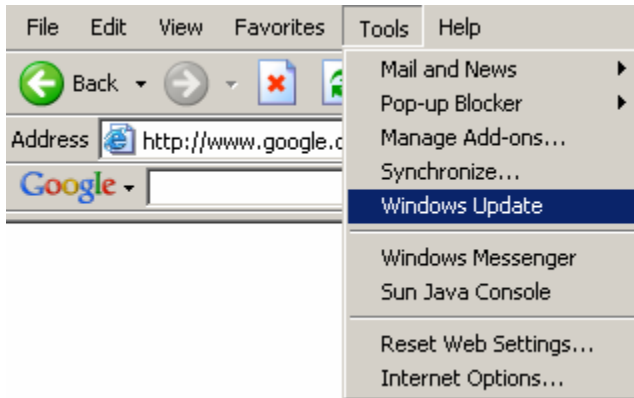


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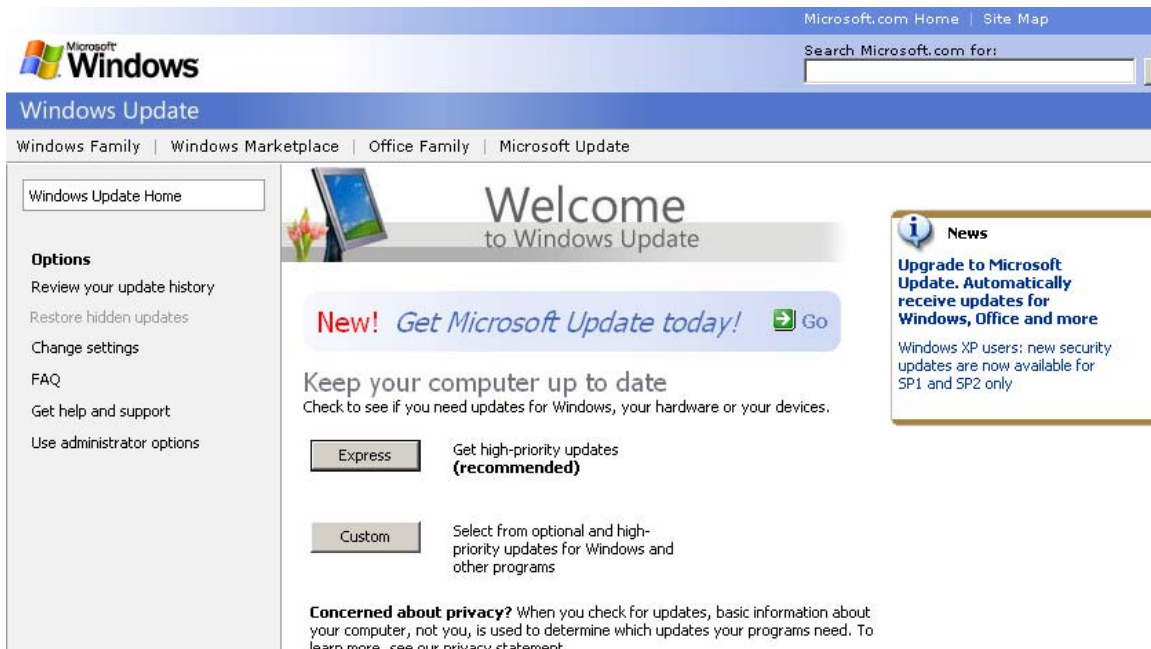
OK

Section 6

If your version is of Internet Explorer 6.0 or above, [click here](#) to advance to the next section. If your current version is not 6.0 or above, click 'Tools' and select 'Windows Update'.



A windows update page will load. You will need to download and install all critical packages by clicking the 'Express' button:



Close all open Internet Explorer windows and try to enter Online Banking again.

Section 7

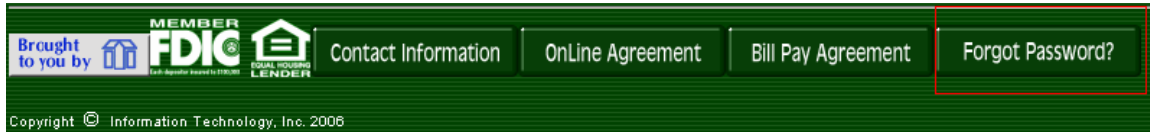
If you are receiving the error "Log in information is missing or invalid", follow the steps below. Otherwise, [click here](#) to advance to the next section.

Log In

Error

Log In Information Is Missing Or Invalid (20060724.121824375.384)

Please contact us via the 'Forgot Password' form at the bottom of the Log In page:

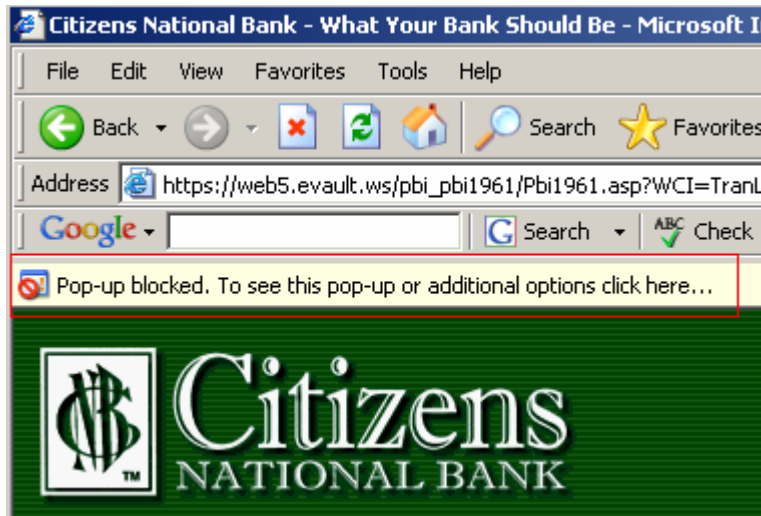


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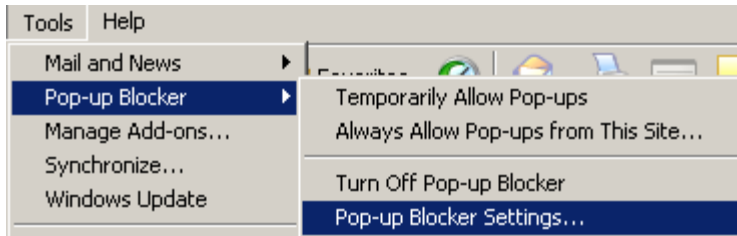


Section 8

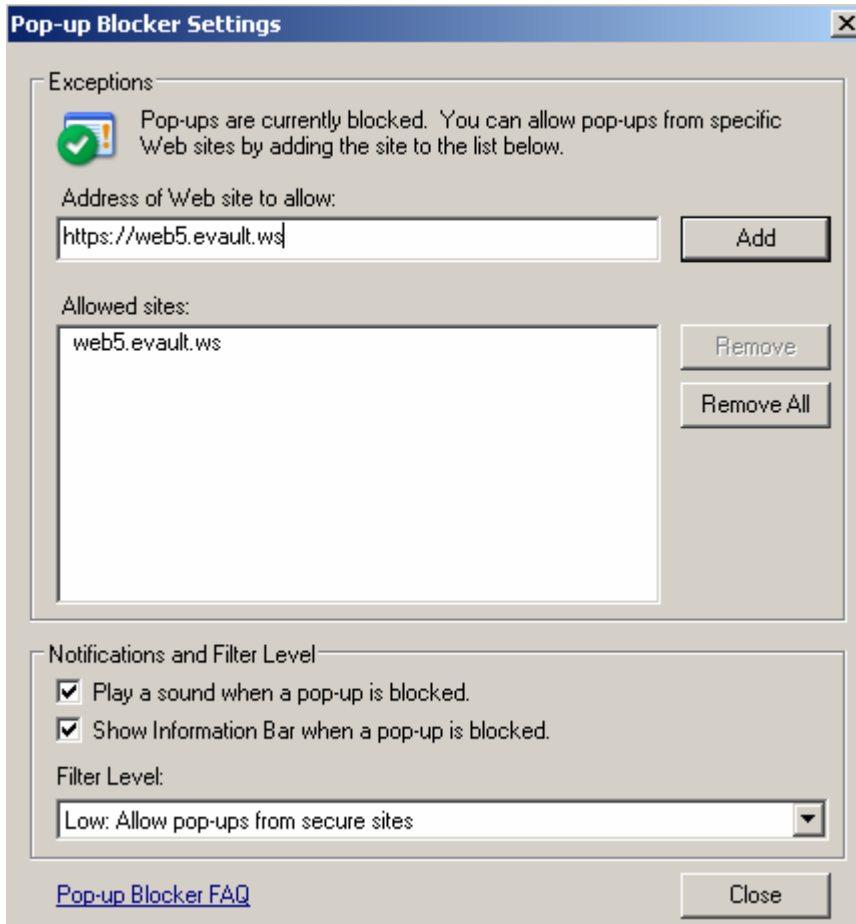
If you are encountering the following message while retrieving a check image, follow the steps below. Otherwise, [click here](#) to advance to the next section.



This is caused by having the Internet Explorer Pop-Up Blocker settings too high. To allow pop-ups for Online Banking go to:



Add the following website to the allowed sites list and make sure the filter level is set to low:



Close all open Internet Explorer windows and try to view images in Online Banking again.

If you have worked through this entire troubleshooting guide and you are still experiencing problems with Online Banking please call us at (419) 358-8040 or fill out the Contact Us form at the bottom of our homepage <http://www.cnbohio.com>.

