

## **Error Console**

## Apple

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

00	Exception occured during update
	Click the Error Console button to see the logs or the Ok button to exit
	Error Console Ok

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

000	ErrorConsole	
INFO: Setting file handler for Feb 02, 2016 3:00:07 PM za.o	co.sb.launcher.bolapp.BOLAppLauncher setFileHandler	1
Feb 02, 2016 3:00:09 PM za.c INFO: /Applications/Business Feb 02, 2016 3:00:09 PM za.c INFO: Read settings proxy fil	cation(): /Applications/Business Online.app/Contents/Java co.sb.launcher.bolapp.BOLAppLauncher proxySearchEnabled conline.app/Contents/Java/lib is not the installation root, will try one directory up. co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile e [/Applications/Business Online.app/Contents/Java/proxy.properties] co.sb.launcher.bolapp.BOLAppLauncher readProxySettingsFromFile	
INFO: Read proxy file conten Feb 02, 2016 3:00:10 PM za.o INFO: Inside the load installe	ts :proxy_enabled=false co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties ed properties co.sb.launcher.bolapp.BOLAppLauncher fetchAppVersion	
	co.sb.launcher.bolapp.BOLAppLauncher loadInstalledProperties	
	Copy Logs to clipboard	

3. Open your email application and paste the contents of the clipboard into the mail application. Send it to your Standard Bank/Stanbic Bank Relationship Manager, or to our Service Support Contact Centre.