Contents

Dear customer!

In this document we try to collect answers for some problems of the Internet-Bank system and tips of browser usage.

What OS and browser does Internet-Bank support?

Internet-Bank works only on personal computers and notebooks with OS Windows XP or 7, supports Internet Explorer, Mozilla Firefox and Google Chrome.

Unexpected error while creating card payment

If you will see the following error in the Internet-Bank system when creating card payment:

(Unknown error when creating card payment)

Please, write to Unibank's customer support. In your letter don't forget to specify which version of Windows is installed on your computer and what browser (with version) you are using to work with the Internet-Bank.

In the case of the above error please, try to use the Mozilla Firefox browser.

How to determine the version of Windows that is installed on a computer

Check for operating system info in Windows 8.1 or Windows RT 8.1

1. Swipe in from the right edge of the screen, tap **Settings**, and then tap **Change PC settings**.
   (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click **Settings**, and then click **Change PC settings**.)
2. Tap or click **PC and devices**, and then tap or click **PC info**.

3. Look under **Windows** for the version and edition of Windows that your PC is running.
4. Look under PC for System type to see if you're running a 32-bit or 64-bit version of Windows.
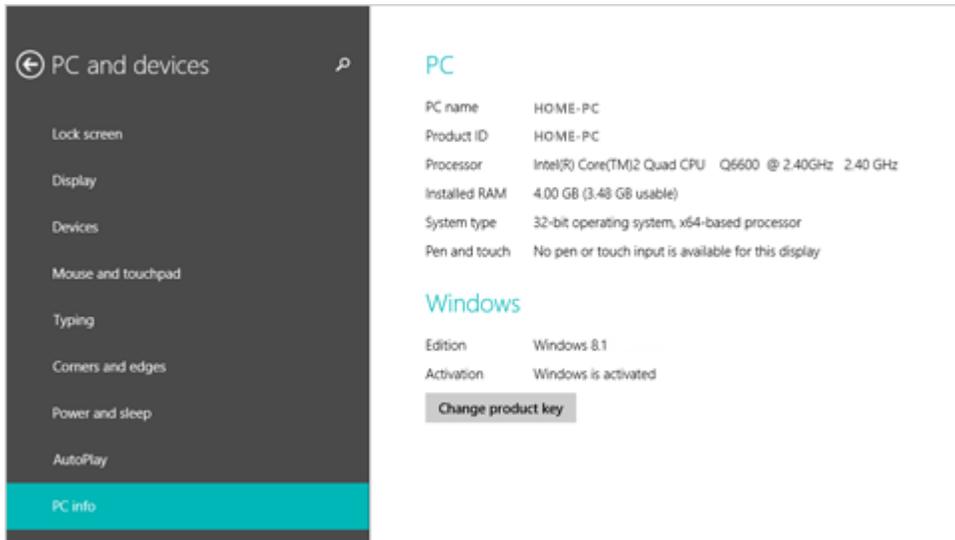
Windows 8.1 Update and Windows RT 8.1 Update are updates to Windows 8.1 and Windows RT 8.1 that include new and changed features to help you get the best out of your PC.

To check if you have Windows 8.1 Update or Windows RT 8.1 Update, check your Start screen. If you see a search button next to your account picture in the upper-right corner, you are running Windows 8.1 Update or Windows RT 8.1 Update.

Check for operating system info in Windows 8 or Windows RT

1. On the **Start** screen, type **Computer**, press and hold or right-click **Computer**, and then tap or click **Properties**.
2. Look under **Windows** edition for the version and edition of Windows that your PC is running.
3. Look under **System** for System type to see if you're running a 32-bit or 64-bit version of Windows.
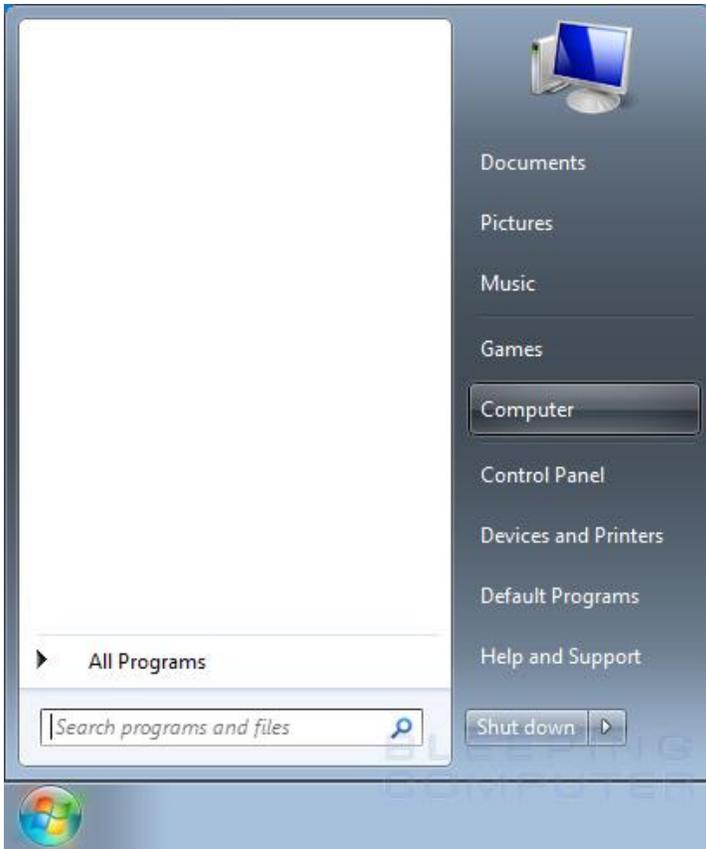
The Start screen can also help you know the operating system. Here's what it might look in Windows 8 and Windows RT.
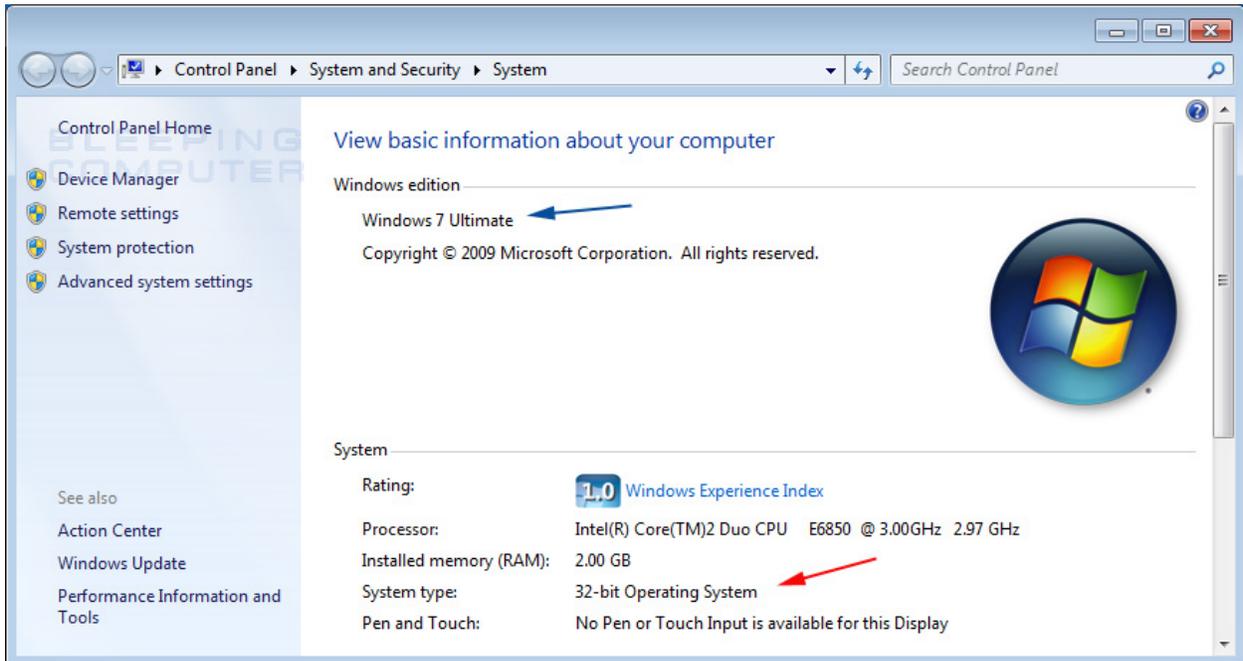

Check for operating system info in Windows 7 or Windows Vista

1. Click the **Start** button , enter **Computer** in the search box, right-click **Computer**, and then click **Properties**.

2. Look under **Windows** edition for the version and edition of Windows that your PC is running.
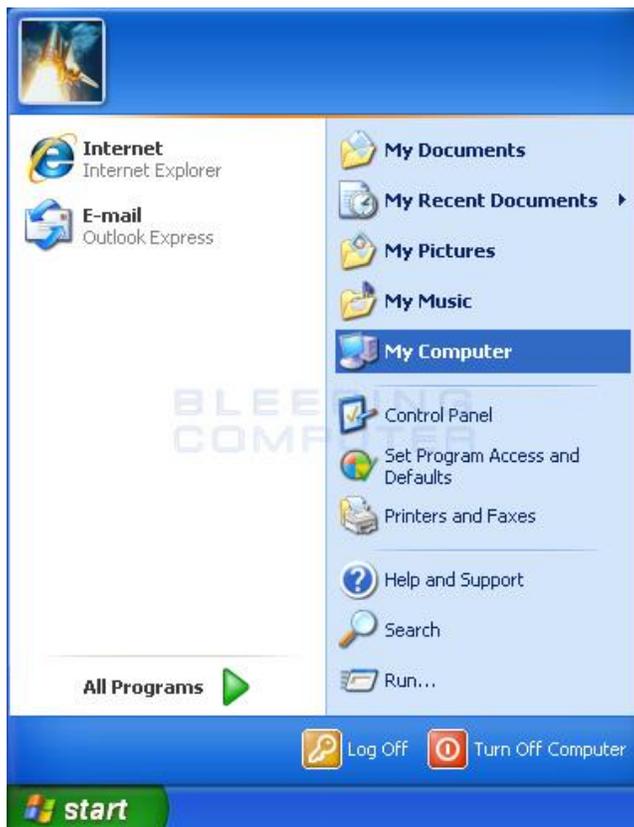
Check for operating system info in Windows XP

Click the **Start** button 🌐, click **Run**, type **winver**, and then press **Enter**.

OR

- Click on the Windows Start button.

- You should now see a screen similar to the one below:

Please right-click on the **My Computer** icon as shown in the image above and select **Properties**.

- The **System Properties** screen should now open that displays the Windows version and whether or not it the operating system is 32-bit or 64-bit. Please note that this screen will only display if the operating system is 64-bit. If it does not specifically state 64-bit, then it is a 32-bit installation of Windows.
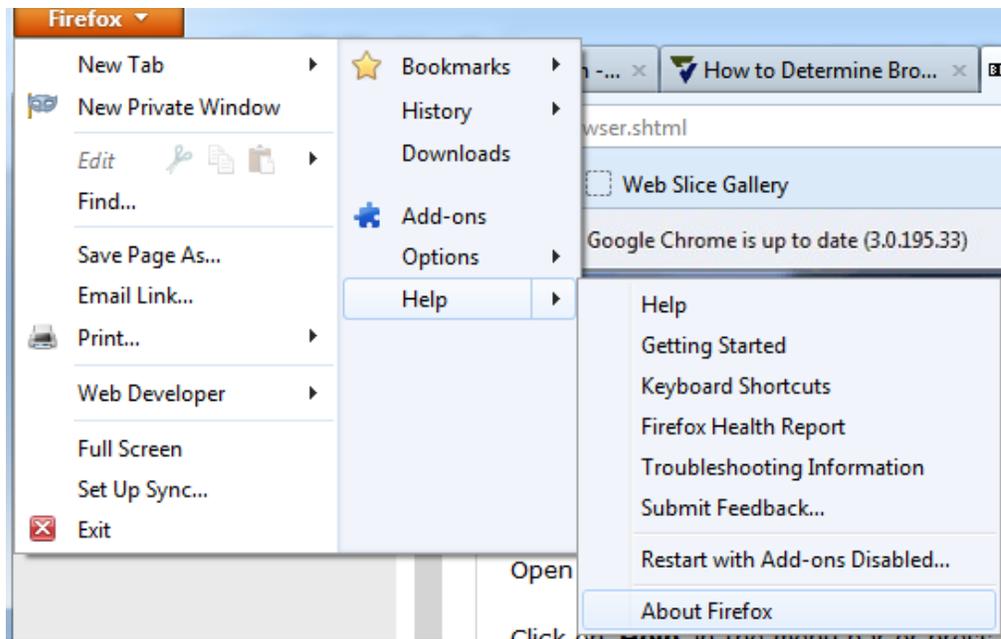
The information on the version of Windows that is installed on your computer can be found under the **System** section, which I have indicated with the blue box.

How to check the version of the web browser

Mozilla Firefox

1. Open Mozilla firefox, press "**Help**", choose "**About Firefox**" <u>or</u>
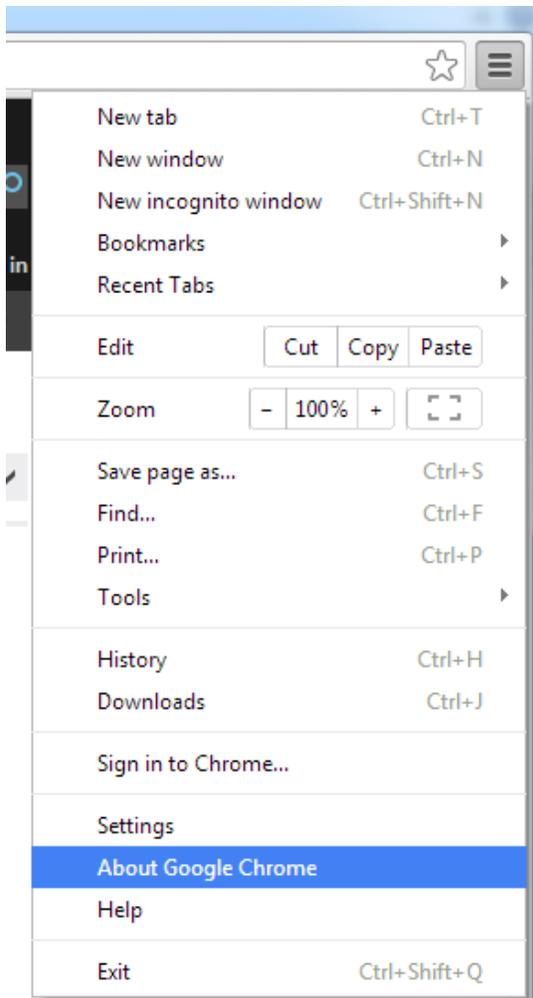
or

2. Click on **"Help"** in the menu bar or press **Alt + H**. In the drop-down menu, click on **'About Mozilla Firefox**' or press **A** to open the window shown below:

Google Chrome

1. Open Google Chrome. In the right upper corner press *«***Customize and control Google Chrome***»* button. Choose "**About Google Chrome**":
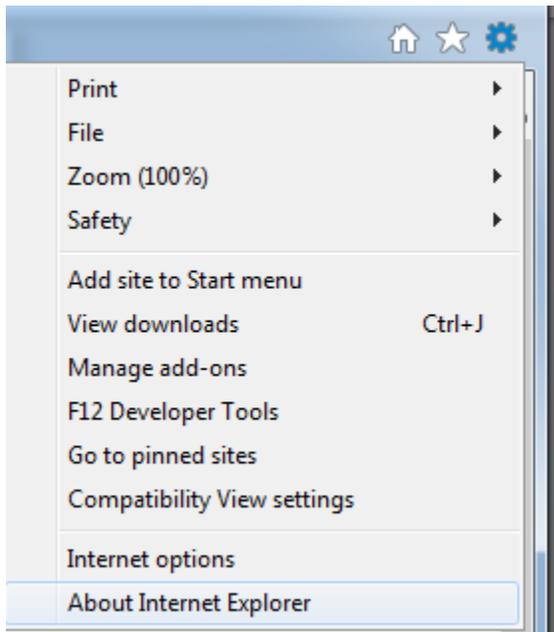
2. In the window below you can see what version of Google chrome you are using:

Internet Explorer

1. Open Internet Explorer, press "**Help**", choose "**About Internet Explorer**" <u>or</u>
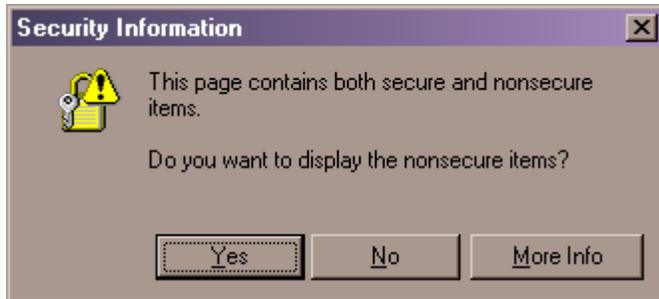
In the right upper cornet press "**Tools**" (**Alt + X**):

2. In the window below you can see what version of Internet Explorer you're using.

Internet Explorer's "This page contains both secure and nonsecure items" message

To turn off the warning message, you can:

1. Open **Internet Explorer**.

2. From the **Tools** menu, choose **Internet Options**.

3. Click the **Security** tab.

4. Click the **Internet** Web content zone icon.

5. Click the **Custom Level...** button.

6. Scroll down to the **Miscellaneous** section. Look for the **Display mixed content** setting.

7. Set the **Display mixed content** setting to **Enable**.

8. Click **OK**. Click **Yes**.

9. Click **OK** to close the **Internet Options** dialog box.

10. Close **Internet Explorer**. Re-open **Internet Explorer** and test.