

## Technical Support Questions and Answers

### Is a special connection required for CommSecIRESS?

CommSecIRESS is an internet-based application. A network connection quality of a 56k modem or above is required, but broadband is highly recommended.

You should contact your Network Administrator or ISP to confirm whether access will be available.

CommSec cannot guarantee that the application will function correctly on all networks.

### Will I still be able to use the CommSec website?

Definitely, you can choose to use either service at any time. While using CommSecIRESS your CommSec website session will remain active, enabling you to switch seamlessly between the two platforms. This will enable you to trade via the CommSec website and access CommSecIRESS for all your streaming market data.

### Can I access CommSecIRESS from any PC?

Yes, you can login from any computer that meets the minimum requirements and has the required browser settings. The PC can be located anywhere in the world as long as it has an Internet connection. However, you can only login to the CommSecIRESS platform from one machine at a time.

### What requirements are necessary to access the CommSecIRESS Platform?

Your computer should pass the Connection Test, which can be found at: <http://web.iress.com.au/info/connectiontest.htm>, as well as meeting the following requirements:

#### Computer

CommSecIRESS requires a Pentium3 500MHZ class machine with a minimum of 256MB RAM.

#### Operating system and browser

Any Microsoft windows operating system supported by the following browsers that are Java enabled may be used.

- ◆ Internet Explorer 6.0 or above
- ◆ Mozilla/Firefox

#### Java Virtual Machine

Sun Java 1.5.0\_06 or above. The latest version can be downloaded from [www.java.com](http://www.java.com)

#### Monitor

At least a 15" colour monitor is required, but a 17" colour monitor is recommended. Resolution of greater than 1024 X 768 is required.

### **Microsoft Office Excel**

Applies to users who wish to run CommSecIRESS Excel Add-in (DDE). Minimum Office Excel version is 2003.

### **Network connection**

A network connection quality of a 56k modem or above is required, but broadband is highly recommended.

### **I use an Apple Mac, can I still access the CommSecIRESS Platform?**

Apple Macintosh browsers do not support standard Java installation technology used by Internet Explorer on Windows. Due to this limitation, Apple Mac is not officially supported to run CommSecIRESS.

Although CommSecIRESS does not officially support Apple Macintosh, users may access CommSecIRESS via a later version of Mac OS X - Tiger. This version permits Java applets to operate in the Safari browser. The same basic requirements apply with a compatible version of Java installed and browser configured to allow CommSecIRESS.

### **Can I customise CommSecIRESS?**

Users can configure the workspace to suit their own work practices. You can also create custom keys for frequently repeated tasks and save all personal settings for future use.

### **How secure is CommSecIRESS?**

A number of measures are taken to ensure the CommSecIRESS authentication information and all other data transfers are kept secure.

By using SSL, the streaming client login is initiated with an encrypted key passed to the java client via SSL connection. Once a streaming connection has been achieved, a secure key exchange algorithm is used to transport a 1024 bit random session key to the java client. This session key is then used to encrypt all sensitive trade information over the streaming connection. All subsequent data transfers use 128 bit RC4 encryption.

### **How long after applying online will I be able to access CommSecIRESS?**

If all online documentation has been correctly completed, the CommSecIRESS platform will be available for use immediately.

### **What technical support exists for CommSecIRESS?**

If you experience any technical problems with the CommSecIRESS service, please email **commseciress@commsec.com.au** specifying:

- ◆ Your CommSec login but not password.
- ◆ Detailed description of the problem.
- ◆ Any steps taken to experience the problem.
- ◆ How frequent the problem occurs.
- ◆ Whether the problem is reproducible.
- ◆ The last time you experienced the problem.

### **What are the common problems and solutions?**

#### **The login page displays “Connection Failed. Please contact Technical Support” error**

The applet failed to connect to the data server due to a network proxy/firewall set up.

1. Ensure that your computer passes the connection test that can be found at <http://web.iress.com.au/info/connectiontest.htm>.
2. If the connection test was not successful, please check whether personal firewall settings are configured to allow access to the site, or contact your network administrators if the system is part of a network. In some cases, the Internet service providers should be contacted.

### **The browser appears blank or displays the error “Java Not Installed”**

The browser does not have the Java system component installed or it is incorrectly installed.

Sun Java needs to be installed/reinstalled. Download and install the latest version using **www.java.com**.

After the Java software is successfully installed, please ensure it is enabled in the browser types below:

Microsoft Internet Explorer 6 and 7

- ◆ Under **Tools** menu > **Internet Options** > **Advanced** Tab, click on **Java (sun)** checkbox
- ◆ Under **Tools** menu > **Options** > **Content** Tab, tick on Enable **Java** checkbox

### **Pop up Killers? Blockers stops the launching of CommSecIRESS**

When security tools such as pop up killers/blockers are enabled, it may potentially stop the successful launching of CommSecIRESS. Pop up killers/blockers need to be configured to allow the CommSecIRESS site.

Microsoft Internet Explorer 6 and 7

1. Under **Tools** menu > **Pop up Blocker** and select “Pop up Blocker Settings”.
2. Under the “Address of Website” section, type “iress.com.au” and click “Add”.

Google Toolbar

1. On the Google Toolbar, left-click on the **Pop-up Blocker** button.
2. The button text will change to display “Pop-ups Okay”.

Yahoo Toolbar

1. On the Yahoo Toolbar, left click on the **Pop-up Blocker** button and left click on the “Always Allow Pop-ups from...”
2. Select “**web.iress.com.au**” and left click on “Allow”.

### **The product fails to start up with the browser running on the Macintosh Platform**

Apple Macintosh browsers don't support standard Java installation technology used by Internet Explorer on Windows. Due to this limitation, Apple Mac is not officially supported to run CommSecIRESS.

Although CommSecIRESS does not officially support Apple Macintosh, users may access CommSecIRESS via a later version of Mac OS X - Tiger. This version permits Java applets to operate in the Safari browser. The same basic requirements apply, with a compatible version of Java installed and browser configured to allow CommSecIRESS.

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