

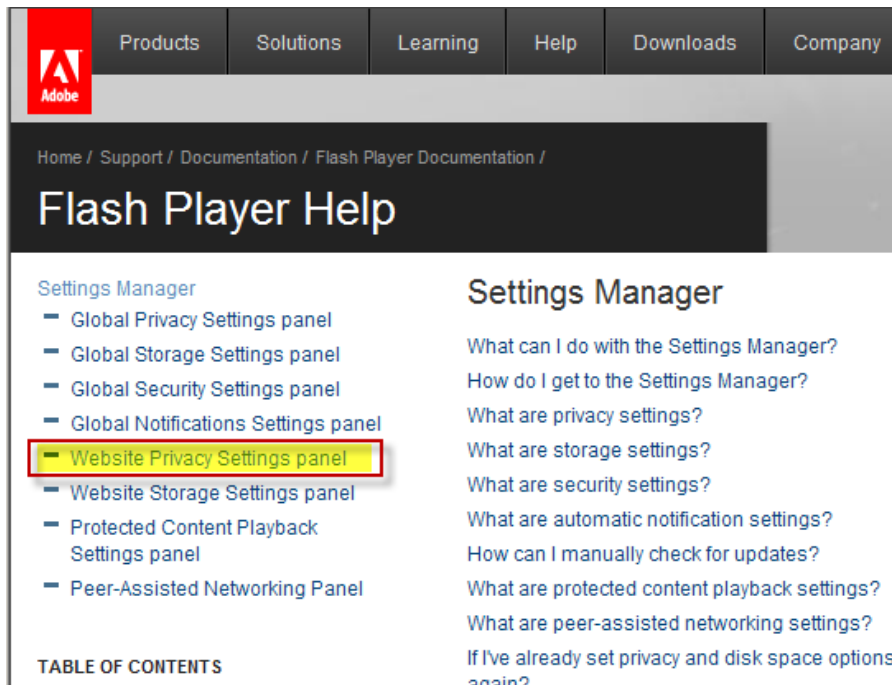
How to resolve when you can't register your computer as private

Occasionally, it becomes necessary to delete the Flash Shared Object (FSO), which is a separate function from deleting cookies or cache within a browser. The most common situation for deleting the Flash object is when you're unable or cannot register a computer or if you are being challenged after a browser upgrade every time you login.

1. First go to the following URL:

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager.html

2. In the Table of Contents to the left, navigate to the "Website Privacy Settings Panel"



The screenshot shows the Adobe Flash Player Help website. The top navigation bar includes links for Products, Solutions, Learning, Help, Downloads, and Company. The main heading is "Flash Player Help". On the left, a "Settings Manager" table of contents lists various settings panels, with "Website Privacy Settings panel" highlighted in yellow. On the right, the "Settings Manager" section contains a list of links for various settings categories, including "What can I do with the Settings Manager?", "How do I get to the Settings Manager?", "What are privacy settings?", "What are storage settings?", "What are security settings?", "What are automatic notification settings?", "How can I manually check for updates?", "What are protected content playback settings?", "What are peer-assisted networking settings?", and "If I've already set privacy and disk space options again?".

3. In the panel to the right there will be a list of "Visited Websites". Search for the domain of bankbyweb.net and/or eCorphost.net server, select it, then click the "Delete Website" button, then click the "Confirm" button to remove the Flash Object. You can also just select "Delete ALL" to remove all Flash Shared Object from the computer.

Website Privacy Settings panel



The screenshot shows the Adobe Flash Player Settings Manager window, specifically the "Website Privacy Settings" panel. The window title is "Adobe® Flash® Player Settings Manager". The panel contains a section for "Website Privacy Settings" with instructions: "For websites you have already visited, view or change the privacy settings for access to your camera and / or microphone." Below this, there are three radio button options: "Always ask" (selected), "Always allow", and "Always deny". Underneath, there is a "Visited Websites" section with a table listing websites and their privacy settings. The table has two columns: "Privacy" and "Websites". The entries are: "Always ask" for "fi.intuit.com", "Always ask" for "www.statebt.com", "Always ask" for "bankbyweb2.net", and "Always ask" for "ecorphost.net". To the right of the table are two buttons: "Delete website" and "Delete all sites", both of which are highlighted with a red box.

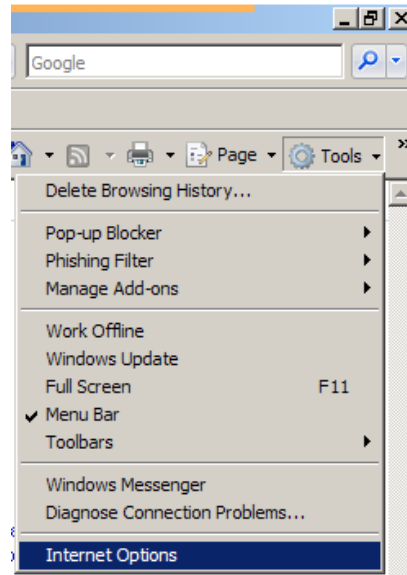
Privacy	Websites
Always ask	fi.intuit.com
Always ask	www.statebt.com
Always ask	bankbyweb2.net
Always ask	ecorphost.net

4. Now you need to clear the browser's cookies and cache. The following information is for Internet Explorer. If you are running another browser other than IE please contact support for detailed instructions on deleting Cookies and Temporary Internet File.

- Open Internet Explorer
- Select **TOOLS** -> **Internet Options** Menu



OR



First, Select the General tab.



Click the Delete button.



- Under **Temporary Internet Files**, click the **Delete files** button. Confirm by clicking **Yes**.



- Under **Cookies**, click the **Delete Cookies** button. Then Confirm by clicking **Yes**.



5. Have the customer login again. They will be challenged. Select to Register the PC and you should then no longer be challenged with a question.

After deleting the FSO object, the end user must delete all cookies and temporary internet files in their browser(s). The end user will be challenged by Multifactor Authentication upon next login. After successfully completing the Layered Authentication challenge, the end-user can register the computer as a personal computer to avoid further security challenge questions.

Please keep in mind that you can only register one browser per computer, so you can't have both Firefox and Internet Explorer registered at the same time. In order to reset where two browsers have been attempted to register is to remove the files from both browsers. Then login with the browser you wish to register.