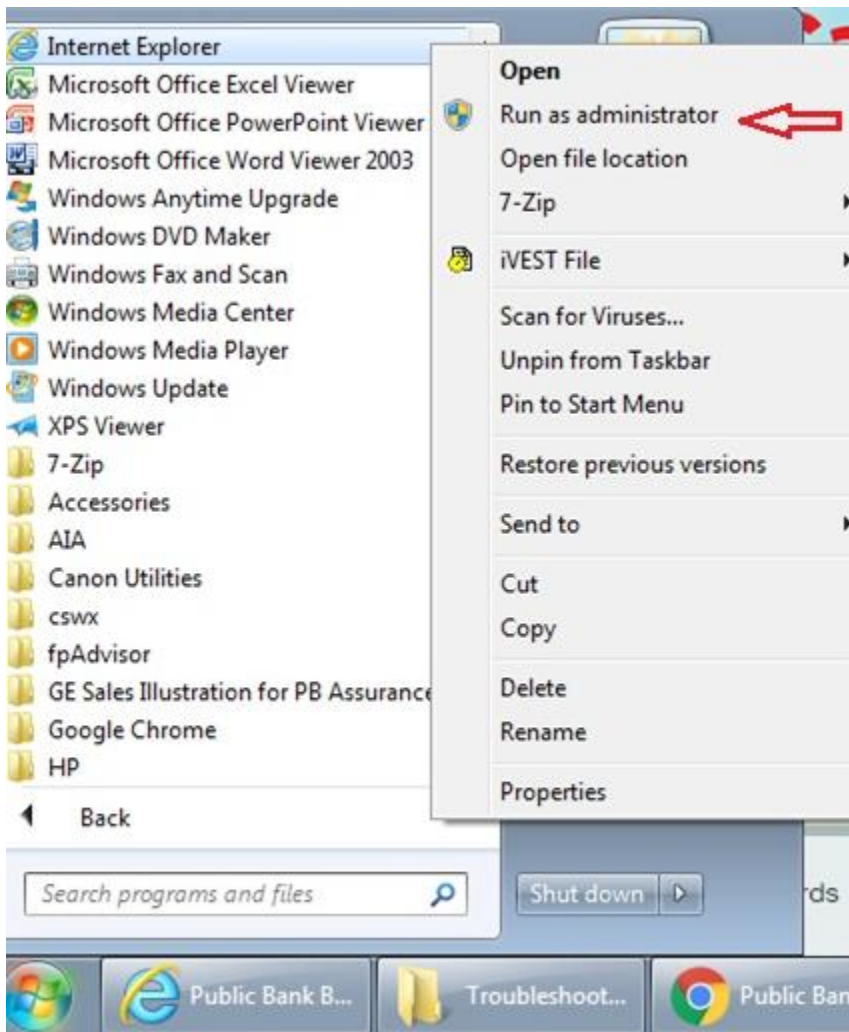


Once IST clients receive the pop up screen request install cab file, follow the instruction click "Accept/Yes", then IE will be able/auto install the new cab files for IST clients. After installation, IST clients should be able to view price feed as well.

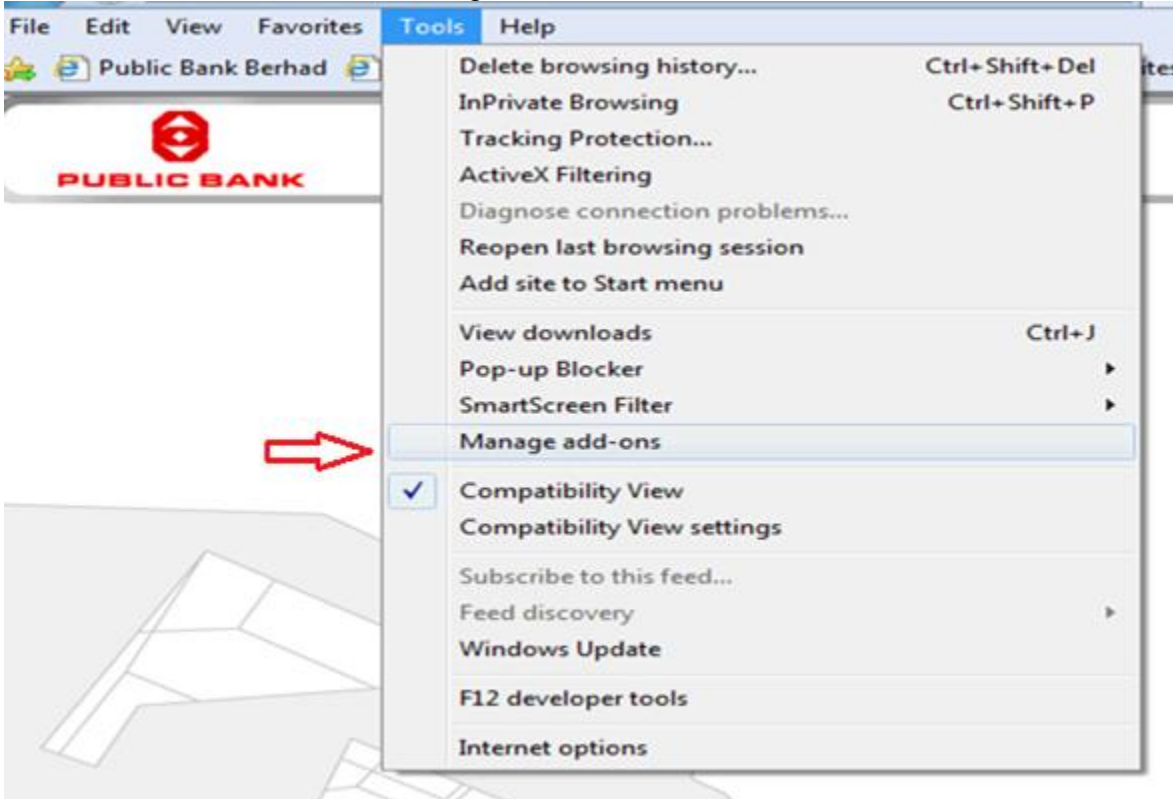
Issues:

[For clients facing installation problem of new cabs file or unable view price feed, please guide clients as follows:](#)

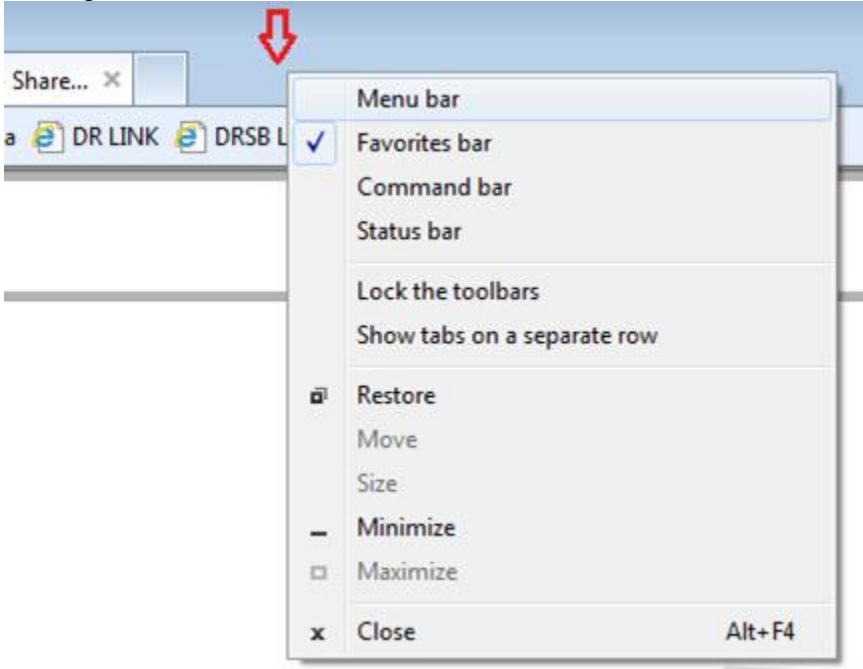
1. First disable firewall and antivirus (if any) on Windows OS, note the setting just temporary to avoid barred by system when do installation cap files, will auto activate when restart Windows OS.
2. Next run as administrator on IE



3. Go menu bar => Tools => Manage add-ons, if can't find menu bar => 4.

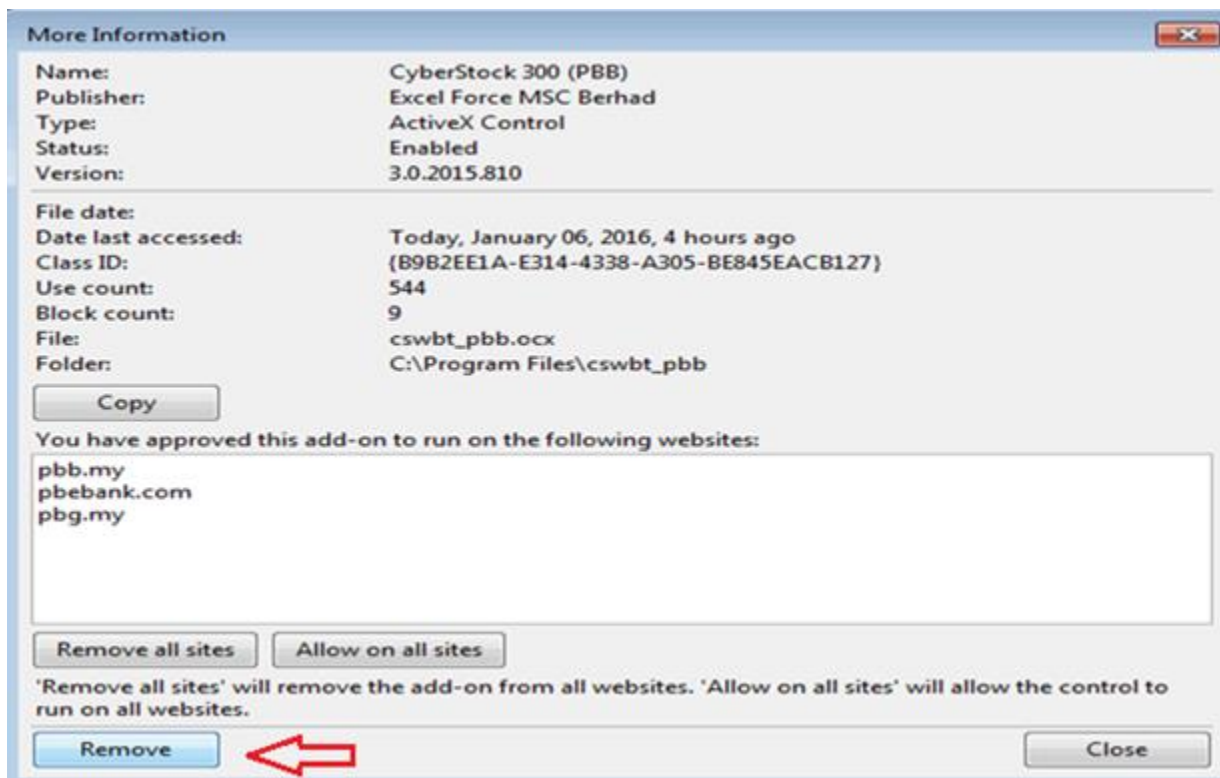
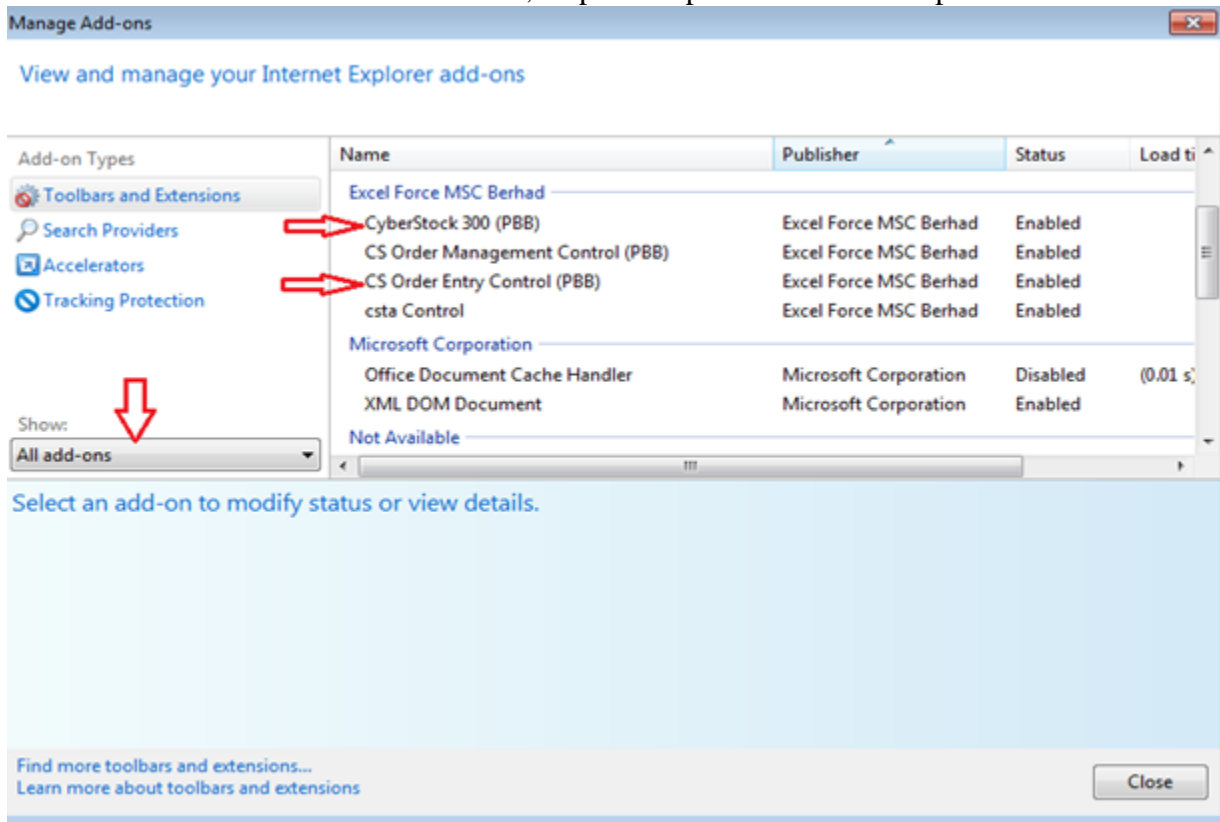


4. Right click on beside tab/address bar, click on Menu bar to bring up the Menu bar on IE

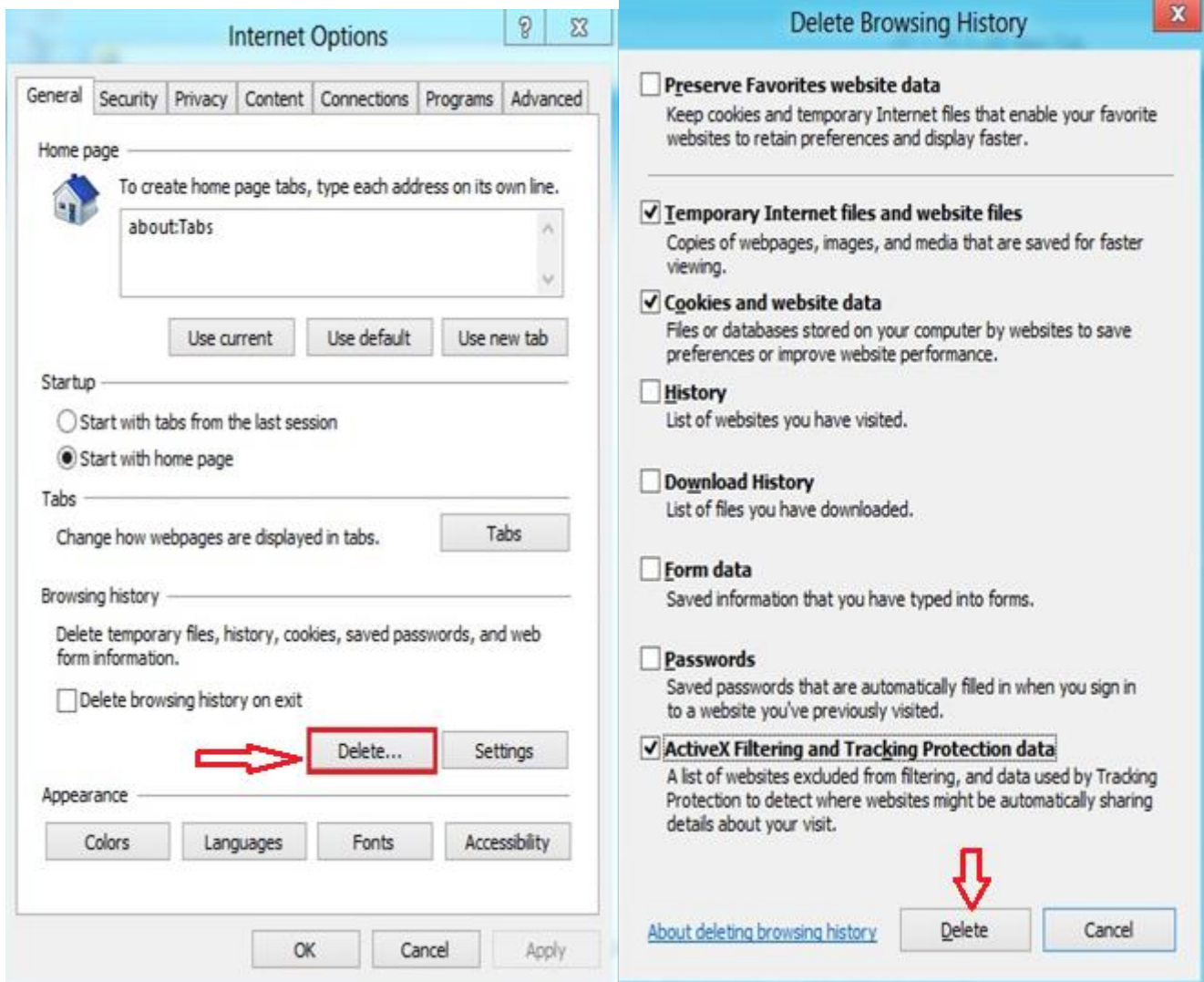


5. After click Manage Add-ons will pop up window below , check “show all add ons”
- a. Double click on **CS Order Entry Control (PBB)** old cab file / **CS Order Management Control (PBB)** new cab file > Click on **Remove** Button.
 - b. Double Click on **CyberStock 300 (PBB)** > Click on **Remove** Button

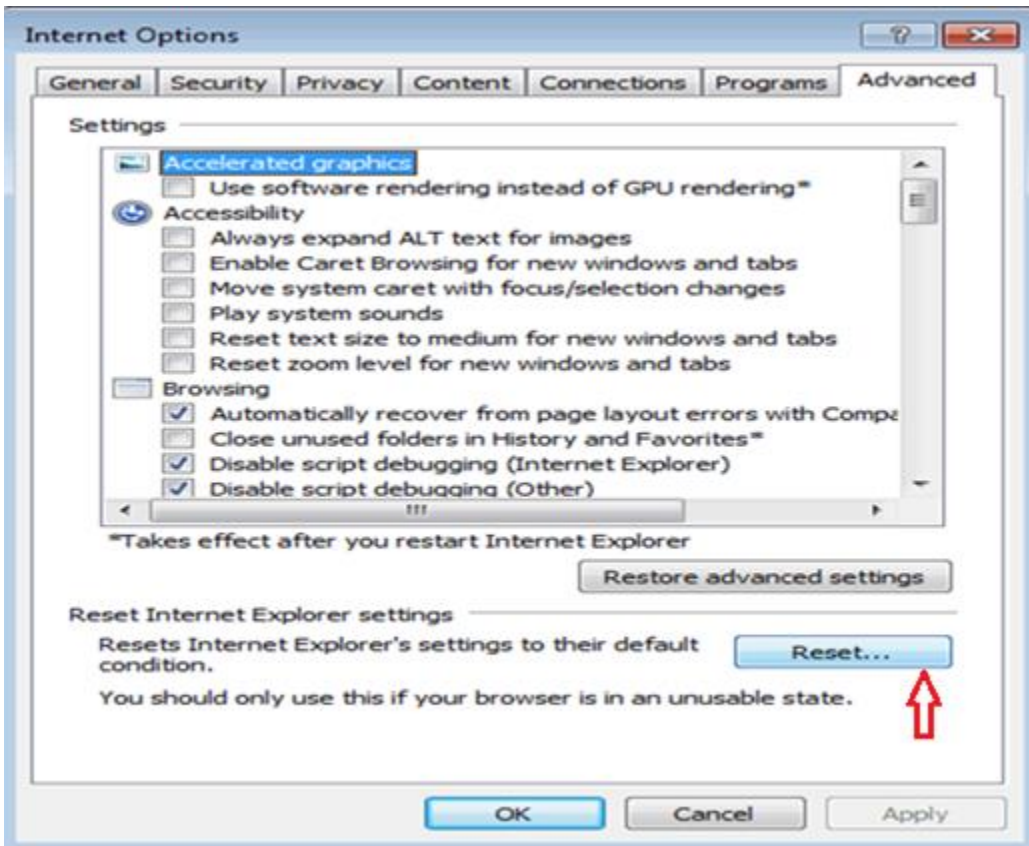
Note : if unable search the files as above, skip the step 5 and move to step 6



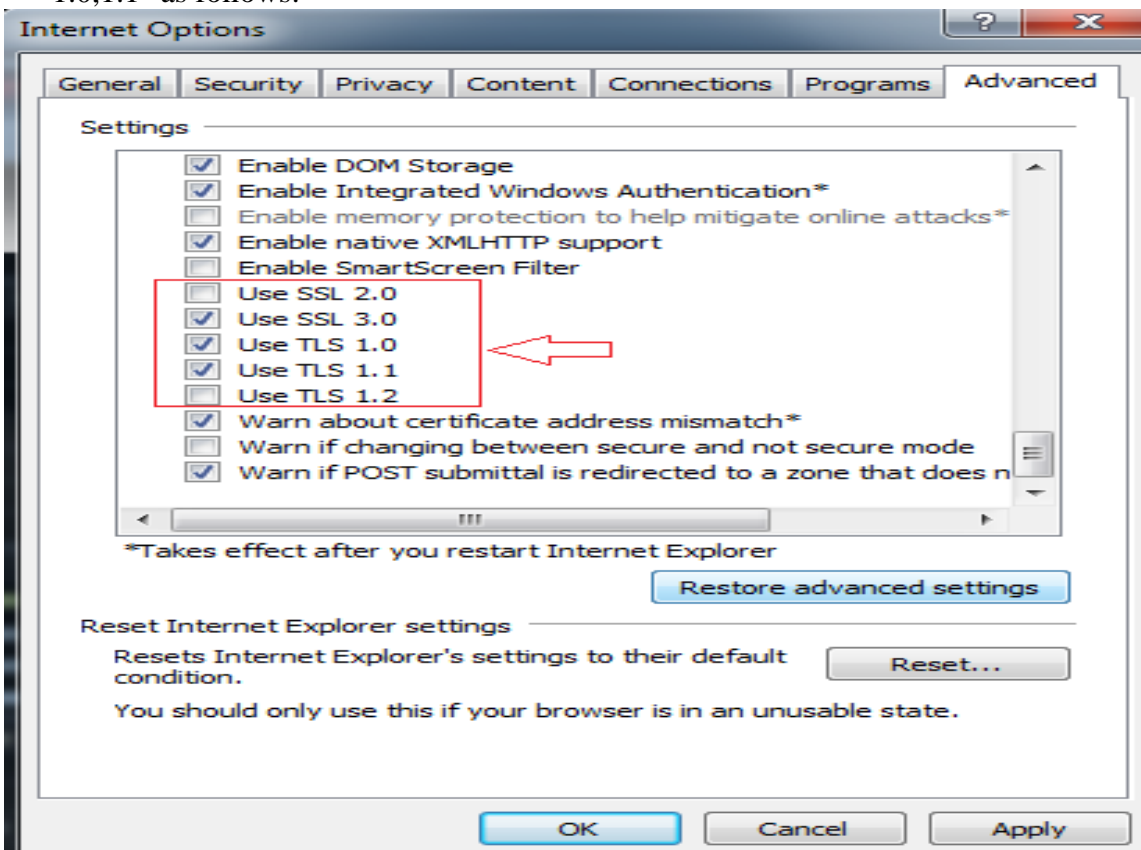
6. Go to Tools => Internet Options => General tab, click delete button to clear cache history.



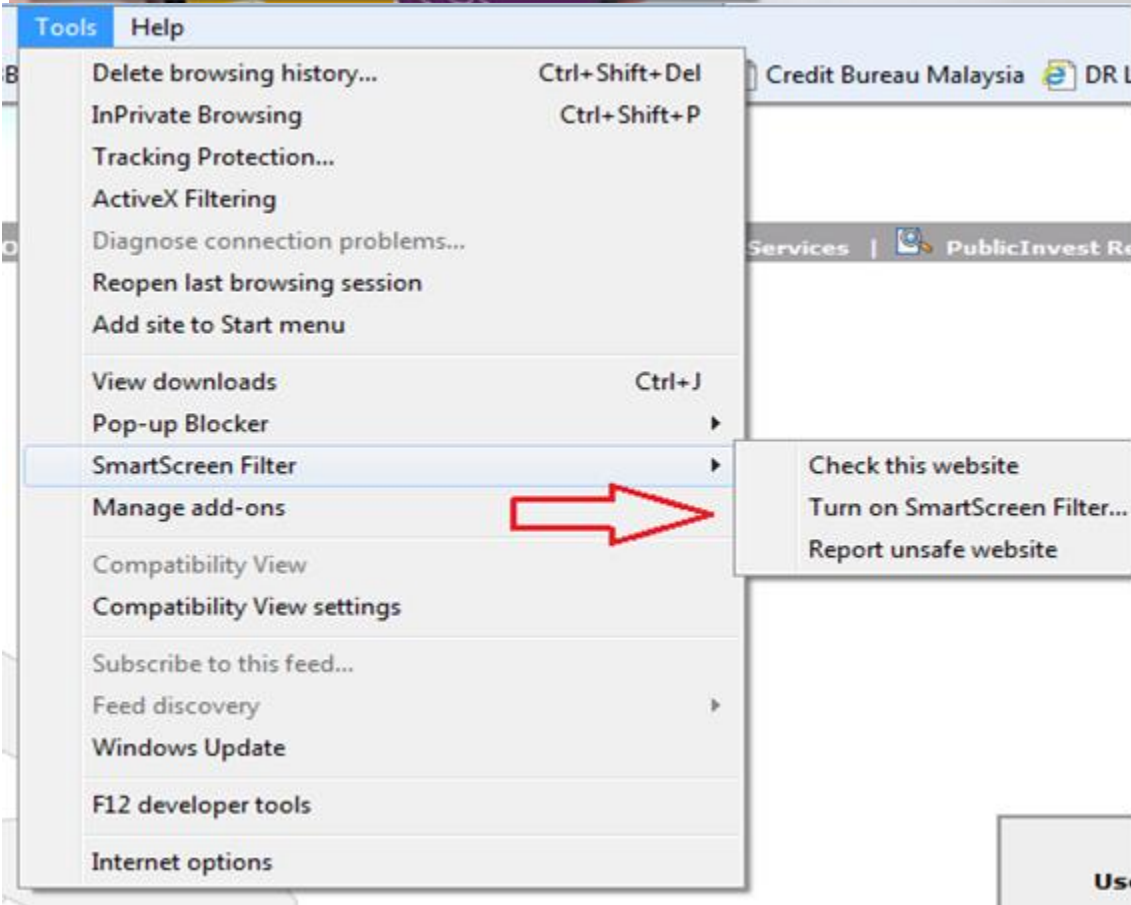
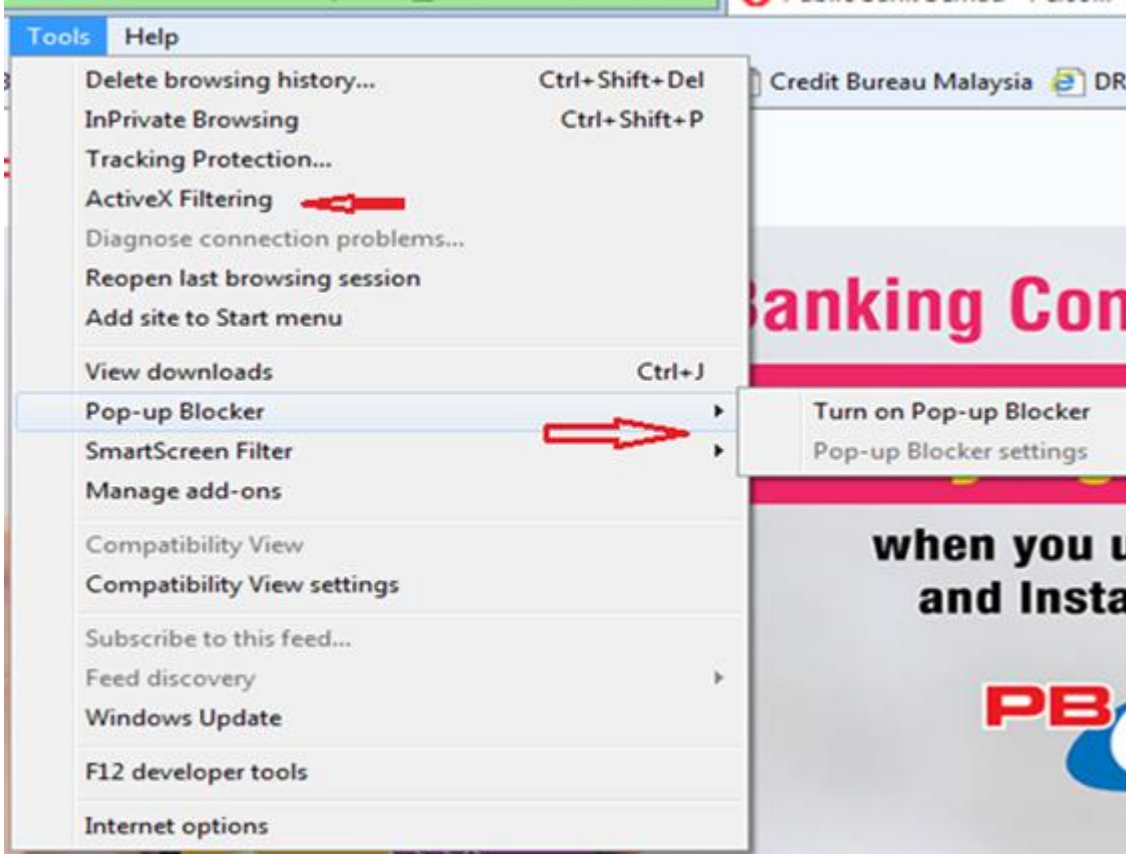
7. Internet Options => Advance => click the "Reset..." button and closed IE.



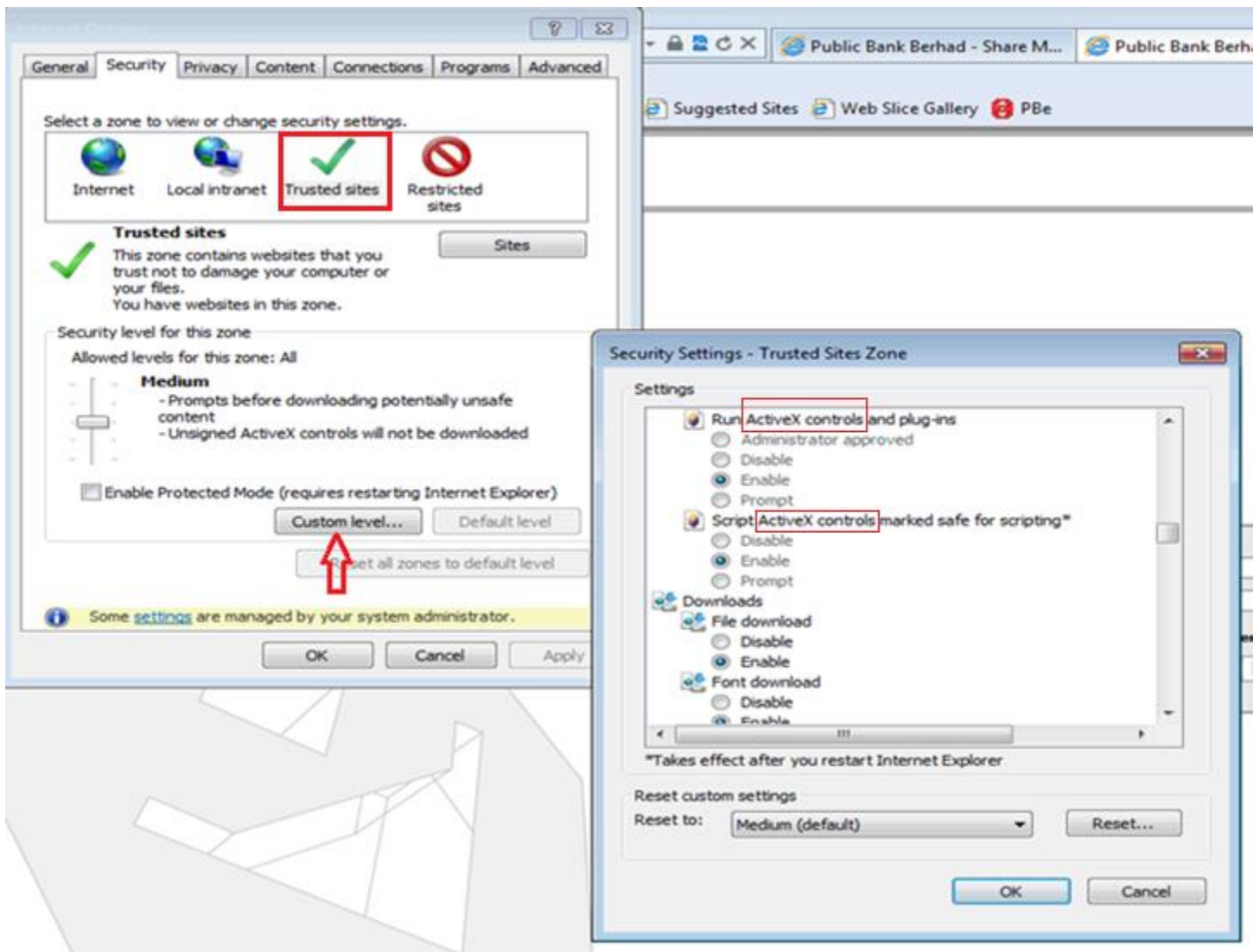
8. Restart IE (**run as administrator**) and go to Advance > make sure click on "Use SSL 3.0" and "Use TLS 1.0,1.1" as follows:-



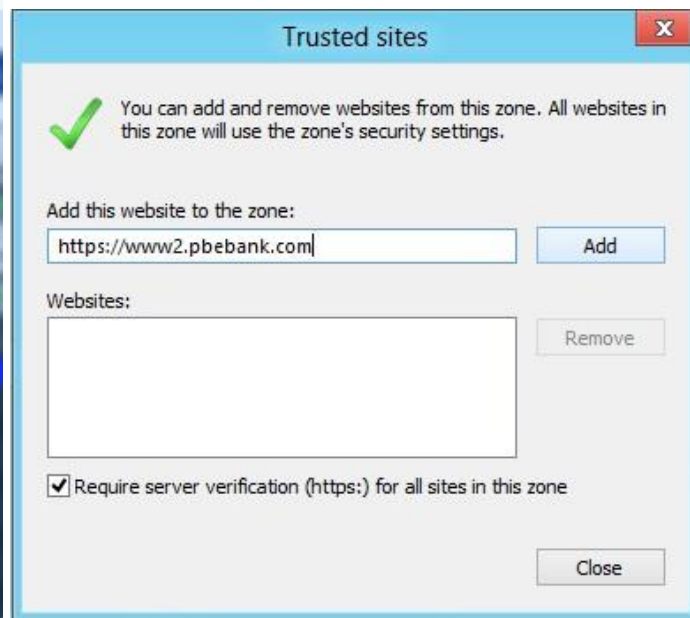
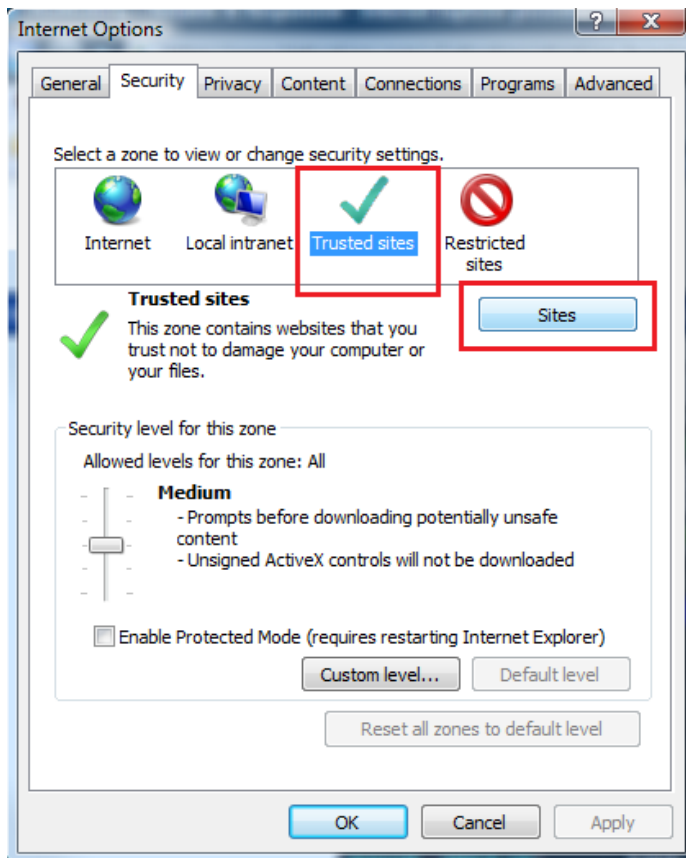
9. Make sure all options under "Tools" as follows no click same as per 2 screens attach below :-



10. Then go to Security under Trusted Sites. Click on "**Custom Level**" button, will pop up Security Settings screen, Set "Enable" to **all option under Active X controls**.



11. Tools > Internet Options > Security > Trusted Sites > click on "Sites" button, Add <https://www2.pbebank.com> and <https://www.pbebank.com> in Trusted Sites zone.



12. Last restart IE (**run as administrator**), login again and the installation cab files should be able install completely and the problem should be solved.

13. If in order, restart PC/Laptop to enable auto activate back firewall and antivirus for Windows OS.