

# Bank of Zambia

## Gateway Switching Guide



Date: January 2025



**Bank of Zambia**



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## **REGISTERED OFFICES**

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### **Head Office**

Bank of Zambia, Bank Square, Cairo Road P. O. Box  
30080, Lusaka, 10101, Zambia Tel: (+260) 211 399300  
E-mail: [info@boz.zm](mailto:info@boz.zm)  
Website: [www.boz.zm](http://www.boz.zm)

### **Regional Office**

Bank of Zambia, Buteko Avenue, P. O. Box 71511, Ndola,  
Zambia Tel: (+260) 212 399600  
E-mail: [info@boz.zm](mailto:info@boz.zm)  
Website: [www.boz.zm](http://www.boz.zm)

Follow the steps below when switching to the Gateway:

1. Verify Network connectivity (`telnet 172.20.101.57 7286`) . If telnet fails, contact Emmanuel or Nalumino. See contact information in Table 1
2. Kill all Java processes by either restarting the computer or using Task Manager
3. Delete the Gateway cache from IcedTea-Web  
`...\IcedTeaWeb\WebStart\bin\itweb-settings.exe`
4. Delete the Gateway folder located in `%USERPROFILE%\Gateway`
5. Download new Gateway file and start the Application
6. Should you encounter non-Network related challenges, contact Kembani or Inigo. See contact information in Table 1
7. We may request you to send the log file. The location of the log file is  
`%USERPROFILE%\Gateway\log\gateway.log`

No.	Name	Email	Area
1	Emmanuel	esiwingwa@boz.zm	Network Operations
2	Nalumino	nilubala@boz.zm	Network Operations
3	Kembani	kkembani@boz.zm	Application Support
4	Inigo	imulaisho@boz.zm	Application Support

*Table 1: BoZ RTGS Support Contacts*

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