

Recommended Mozilla Firefox 3.6 and higher settings for ČSOB InternetBanking 24 and ČSOB BusinessBanking 24 with the use of the chip card



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Notice: The description below can be completed only by a user with administrator rights granted for the given computer.

1. Installation of SecureStore

1.1. Installation of the chip card reader and SecureStore application

SecureStore is available at www.csob.cz at **ČSOB InternetBanking 24** (ČSOB BusinessBanking 24) – **download software** under the **SecureStore card manager**. A detailed installation instruction is available in the **SecureStore Installation Manual**.



The screenshot shows the CSOB website interface. At the top, there are navigation tabs for "People", "Business", and "CSOB". Below the tabs is a breadcrumb trail: "You are here: ... > Electronic banking > Via PC > Download software - CSOB Internetbanking 24". The main heading is "Download software - CSOB Internetbanking 24". Below this is the sub-heading "Client Kit for Administering SecureStore Cards Starcos 3.0". A note states "Version 2.11 was replaced with newer 2.17." There are two red boxes highlighting download links: one for "Installation guide for SecureStore (680 kB)" and "User manual for SecureStore (1,9 MB)", and another for "SecureStore card manager (32bit) (53,3 MB, version 2.17)" and "SecureStore card manager (64bit) (50,1 MB, version 2.17)". To the right is an image of a blue CSOB chip card.

Notice: Use the installation package appropriate for the version of Windows operation system you use (this can be found out in the **System** folder located usually in the **Control Panels**). Installation packages are available for the following versions:

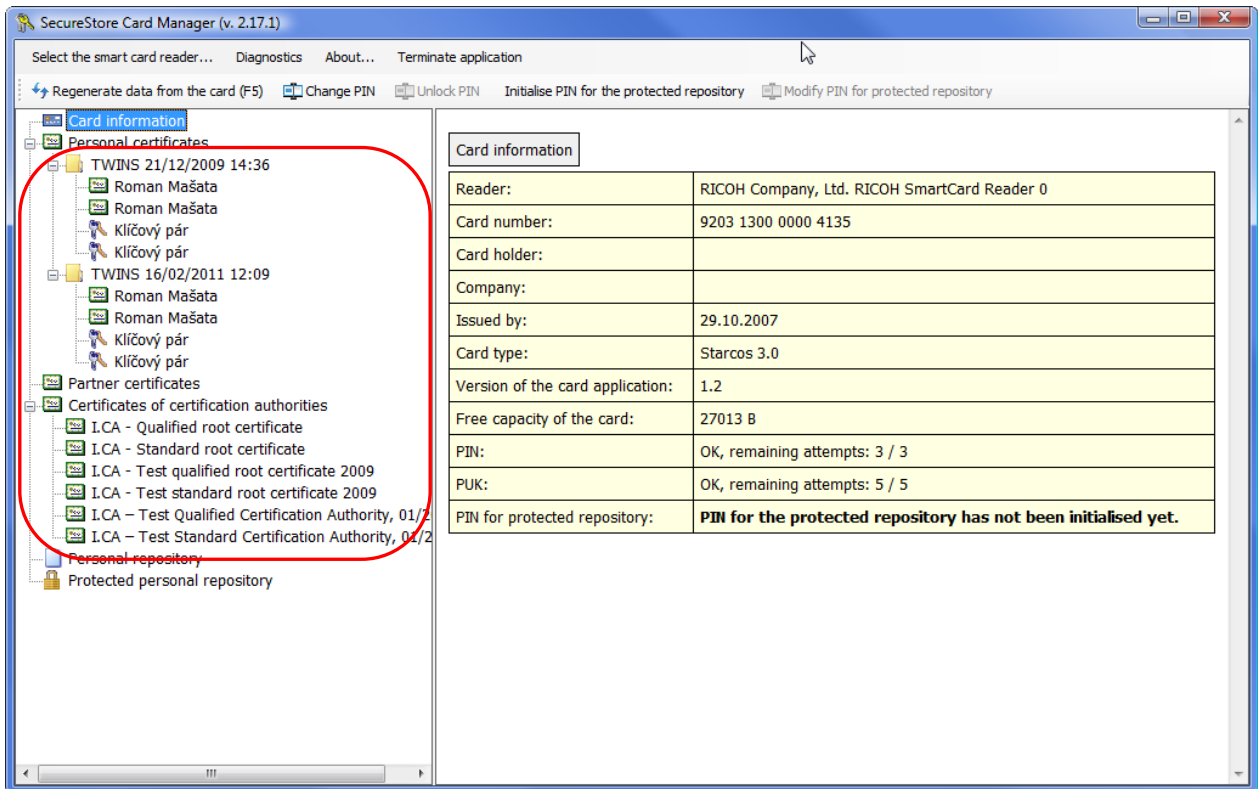
- 32bit – **securestore_X_xx_csob_x86.zip**,
- 64bit – **securestore_X_xx_csob_x64.zip**.

1.2. Verify the SecureStore operation

Start the application using the icon on the Desktop.



If the chip card data has been downloaded into the **SecureStore Card Manager** screen the installation has been correct.



Now, you can close the application.

2. Firefox Settings

The initial browser settings are appropriate for both ČSOB InternetBanking 24 and ČSOB BusinessBanking 24; therefore, there is no need to modify them.

3. First Login

Start the browser and enter <https://ib24.csob.cz> (ČSOB InternetBanking 24) or <https://bb24.csob.cz> (ČSOB BusinessBanking 24) and then click on **log-in** in the **Log-in with chip card** section.

Helpdesk 844 111 124 14.1.2011 15:59:23

ČSOB InternetBanking 24 You can arrange access to the service at your ČSOB branch, which maintains your accounts. More information is available at www.csob.cz.
If you do not carry out any operation in 20 minutes, the application will be logged off automatically.

Log-in [test of the system](#)

with chip card
before log-in, put the card into the chip card reader

log-in

[The change of certificates for application](#)

With identification number and PIN

identification number

PIN

log-in

Updates

Information for ČSOB clients about payments at the end of 2010

We would like to draw your attention to the deadlines for the submission of payment orders to ČSOB which will guarantee the processing of your payments by the end of 2010. You can find the necessary details in this [Deadlines summary for orders delivery to CSOB](#)

ČSOB Claims Code update

We would like to inform you that an update of ČSOB Claims Code will take effect from January 1, 2011. New [Claims Code](#) will provide clients also with general means of submission and handling the complaints of Poštovní spořitelna clients. For more information visit www.csob.cz or your branch office.

Security recommendations

Observe the Principles of the safe use of ČSOB Electronic Banking

The most important principles include:

- Regular updating of the **operating system** and Internet browser (procedure for **MS Windows**),
- Use and regular updating of **antivirus** and **firewall**,
- Use of **SMS key** or **chip card** for signing in.

Operating information

[Information on a change of supported software](#)

Dear client,

If the basic configuration of your PC does not comply with CSOB requirements a screen with the list of errors might appear. In such a case, follow the instructions displayed.

Log-in

[▶ test of the system](#)

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TIPS

You can find tutorial and manuals [here](#)

The principles for safe usage of ČSOB Internetbanking 24 service can be found [here](#)

If you are at your wits' end trying to log in to the new ČSOB Internet Banking 24, [here](#) is the help

System requirements

| | |
|------------------|----------------------------|
| operation system | ✔ Windows Vista SP2 |
| internet browser | ✘ Mozilla 1.9 |
| cookies | ✔ permitted |
| Java environment | ✔ Version 1.6.0_24 |

recapitulation

Upon the analysis of your system we warmly recommend you:

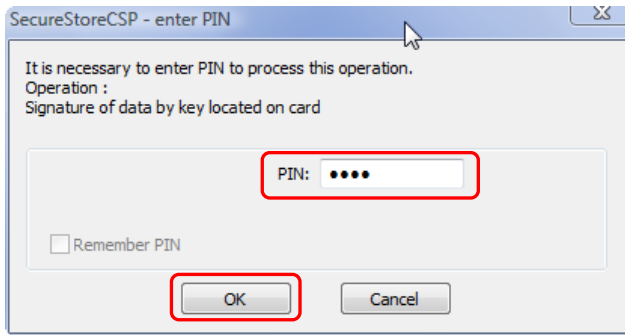
- To use supported version of web browser.

log-in

If the basic configuration is alright the following window will be displayed; tick **Always trust content from this publisher** in the window. Press **Run** to allow the initial download of the JAVA applet for communication with the chip card.



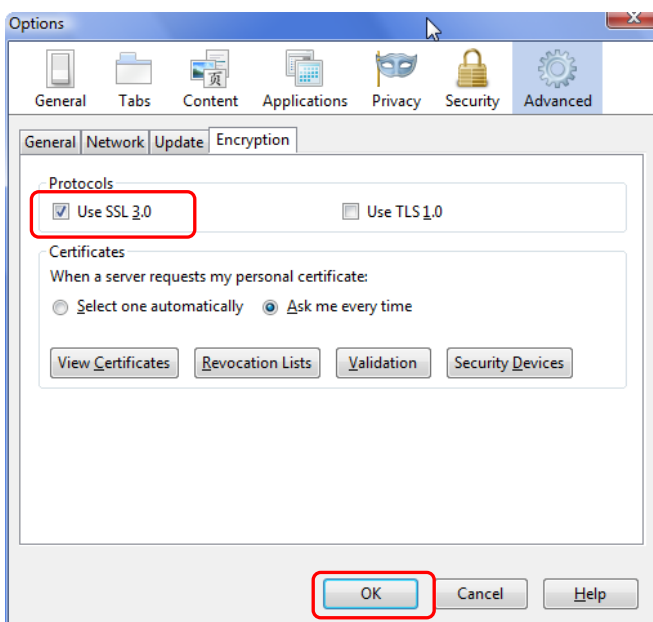
Enter you chip card PIN in the following window and log in to the service by pressing the **OK** button.



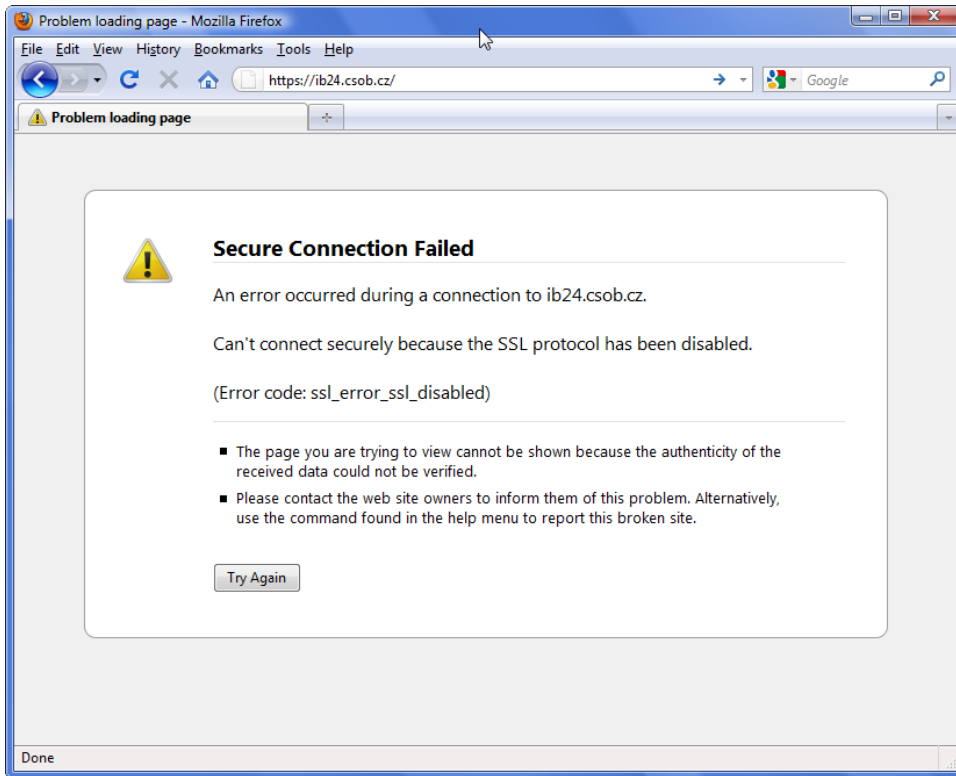
4. Trouble Fixing

4.1. Allow SSL Communication

In **Tools**, select **Options**. In the new window, select **Advanced**; tick **Use SSL 3.0** in **Encryption** and confirm by pressing **OK**.

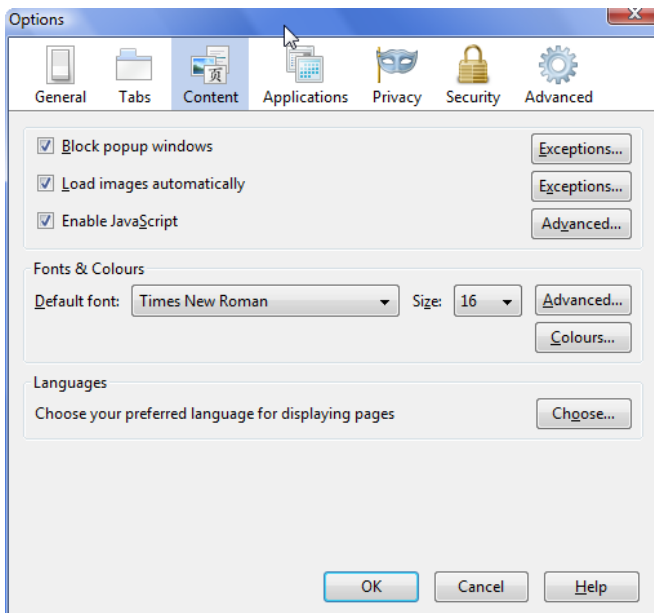


If SSL 3.0 communication is not permitted the following error message will appear.

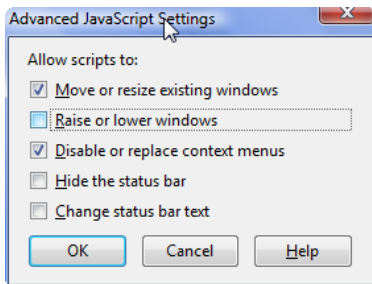


4.2. Enabling JavaScript and other minimum settings

Choose **Options** in the **Tools** menu. Select **Content** in the new window and set your options according to the figure.



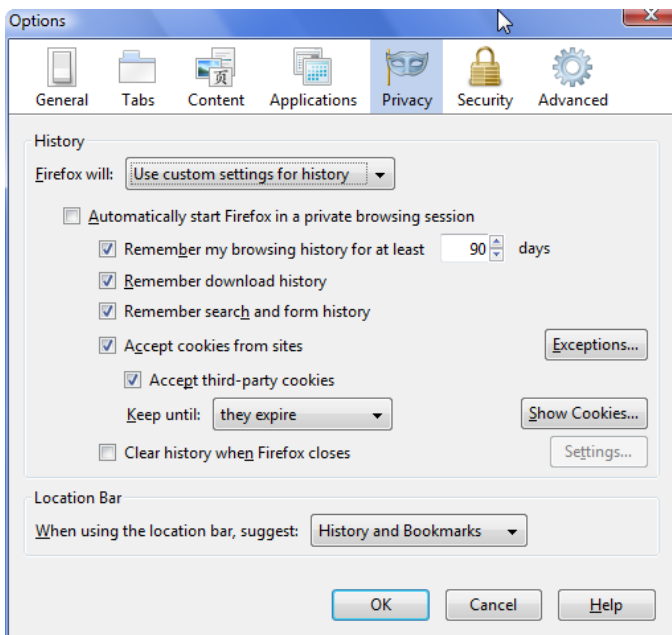
Then press **Advanced...**, set options according to the figure and confirm everything by pressing the **OK** button.



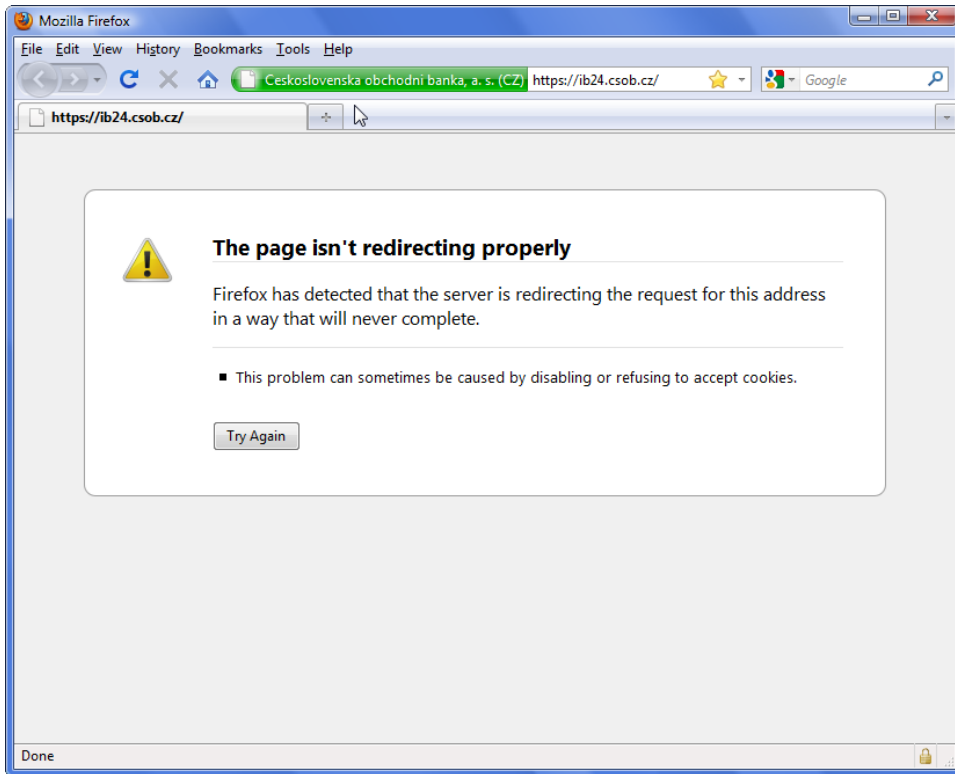
If JavaScript is not enabled you will not be able to log in (the log-in page will be displayed even when the log-in button has been pressed).

4.3. Permitting Cookies

Choose **Options** in the **Tools** menu. Select **Privacy** in the new window, set the options according to the figure and confirm by pressing **OK**.

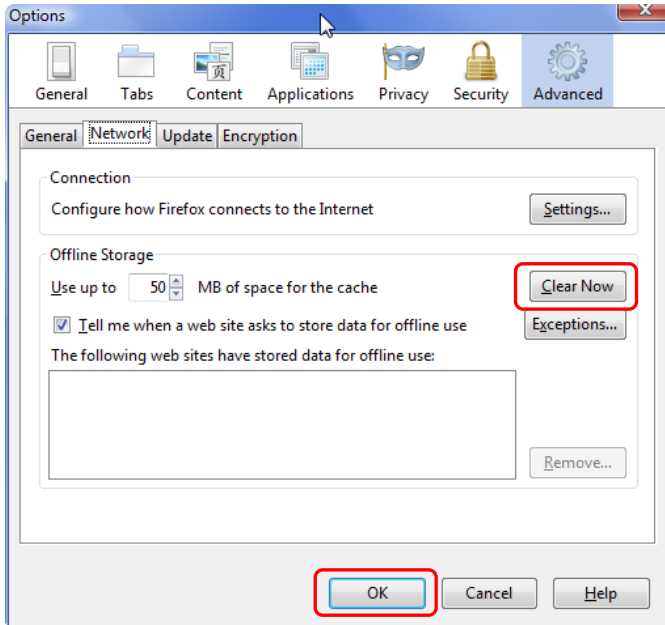


If cookies are not permitted you will not be able to log-in (you will be redirected to the introductory page after logging in with your ID number and PIN).



4.4. Clearing the Cache Memory (if necessary)

Choose **Options** in the **Tools** menu. Select **Advanced** in the new window, press **Clear** at the **Network** tab and confirm by pressing **OK**.



5. Testing the operation system, browser and other components

Start Firefox, enter <https://ib24.csob.cz> (ČSOB InternetBanking 24) or <https://bb24.csob.cz> (ČSOB BusinessBanking 24) and then click on **system test** in top right corner. Use the test to check that your computer is correctly set to run the service. The test requires JAVA applet installed (without it only a part of the test will run).



The initial screen of the test will appear. If you would like to test the signature by chip card as well, tick **Electronic signature**. Then continue by pressing the **start test >>** button.

Helpdesk 844 111 124 8.2.2011 11:11:23

CSOB InternetBanking 24

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Log-in ? help

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Test of the system

You are here: **Introduction** JS Java OS Browser Resolution Cookies Session ActiveX Manager USB Signature

Result

The test will find out whether your computer meets the requirements for CSOB Internet banking for the following parameters:

1. **JavaScript** (if your browser allows its use including the settings).
2. **Java** (recommended for the use of the chip card: Java 1.6 or higher).
3. **Operation system** (recommended: Windows XP SP3, Windows Vista and Windows 7).
4. **Web browser** (recommended: Internet Explorer 7.0 or higher, Firefox 1.5 or higher and Opera 10).
5. **Monitor resolution** (recommended: 1024 × 768 points or higher).
6. **Cookies** (must be allowed).
7. **Opening of session** (must be allowed).
8. **ActiveX** (for electronic signature verification in Internet Explorer).
9. **Chip Card Manager** (SW suitable for chip card management must be installed).
10. **USB ports** (must be functional for chip card usage).
11. **Electronic signature** I want to test (you must insert the chip card into the reader).

Without the Java application some tests may be skipped ([download Java](#)).

start test >> **previous**

When all the test stages have been completed the result will be displayed. If this meets the requirements you can return to the introductory page by pressing **end test >> button** and start using the service.

If any item of the result is incorrect please modify the relevant settings according to the recommendations displayed. The ActiveX is an exception as it cannot be performed correctly in Mozilla Firefox.

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Test of the system

You are here: [Introduction](#) [JS](#) [Java](#) [OS](#) [Browser](#) [Resolution](#) [Cookies](#) [Session](#) [ActiveX](#) [Manager](#) [USB](#) [Signature](#) **Result**

| | |
|--------------------------|--|
| JavaScript | correspond to requirements |
| Java | correspond to requirements |
| operating system | correspond to requirements |
| web browser | correspond to requirements |
| resolution of the screen | correspond to requirements |
| cookies | correspond to requirements |
| creation of a session | correspond to requirements |
| ActiveX | does not correspond to requirements (Enable ActiveX in your web browser to ensure correct functioning of your chip card) |
| chip card manager | correspond to requirements |
| USB ports | correspond to requirements |
| electronic signature | correspond to requirements |

[End test >>](#)

[previous](#)