

## Recommended MS Internet Explorer 7 and higher settings for ČSOB InternetBanking 24 and ČSOB BusinessBanking 24 with the use of the chip card



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**Note:** 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](http://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**.



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## Download software - CSOB Internetbanking 24

### Client Kit for Administering SecureStore Cards Starcos 3.0

Version 2.11 was replaced with newer 2.17.

- [Installation guide for SecureStore](#) PDF (680 kB)
- [User manual for SecureStore](#) PDF (1,9 MB)
- [SecureStore card manager \(32bit\)](#) ZIP (53,3 MB, version 2.17)
- [SecureStore card manager \(64bit\)](#) ZIP (50,1 MB, version 2.17)



**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:

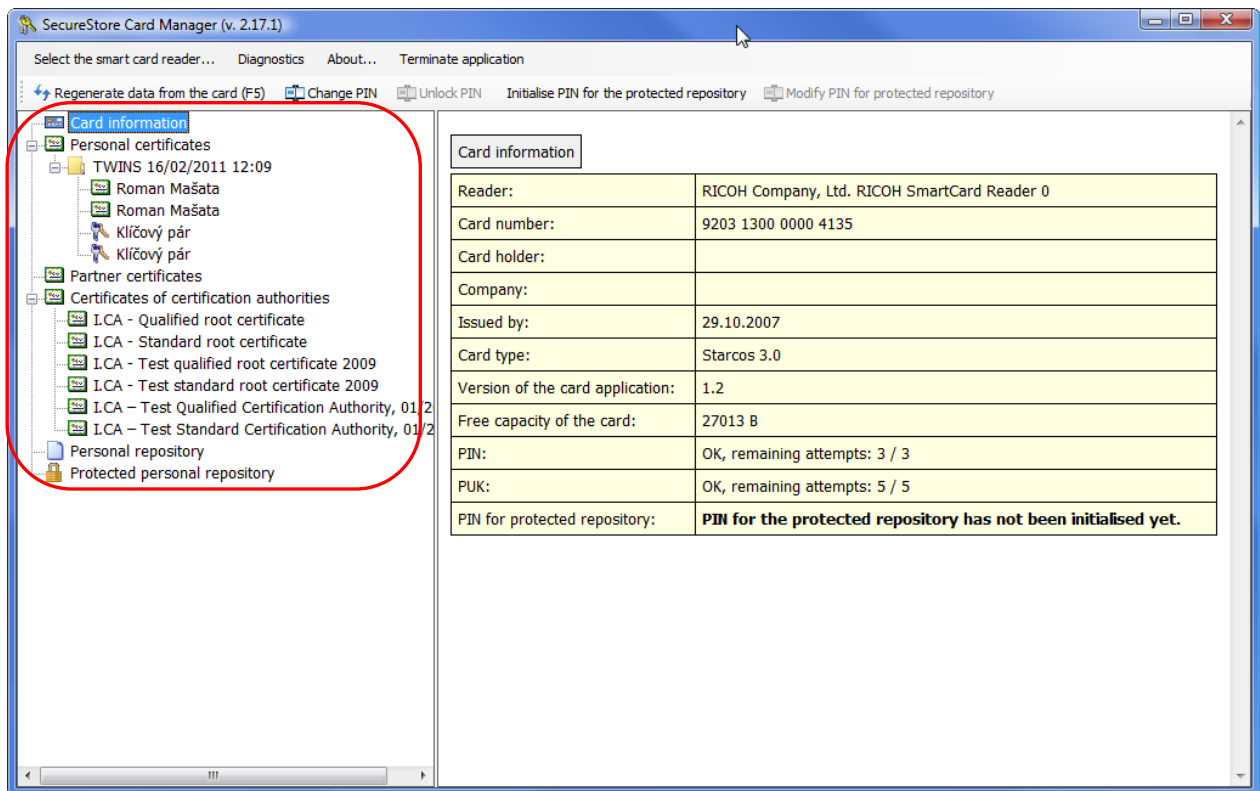
- 32bit – **securestore\_X\_xx\_csob\_x86.zip**,
- 64bit – **securestore\_X\_xx\_csob\_x64.zip**.

## 1.2. Verify the SecureStore operation

Start the application using the icon on the desktop.



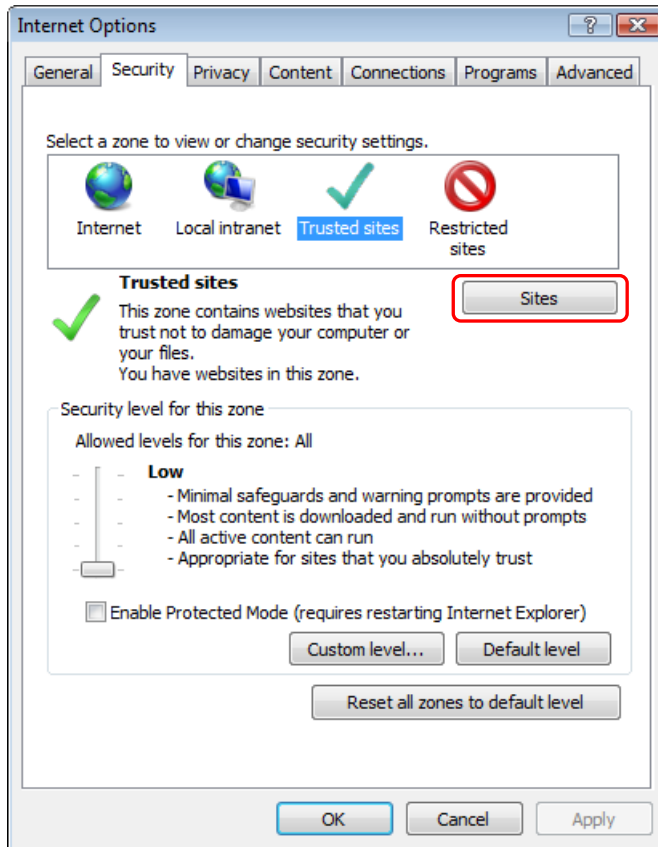
If the chip card data has been downloaded into the **SecureStore Card Manager** screen the installation has been correct.



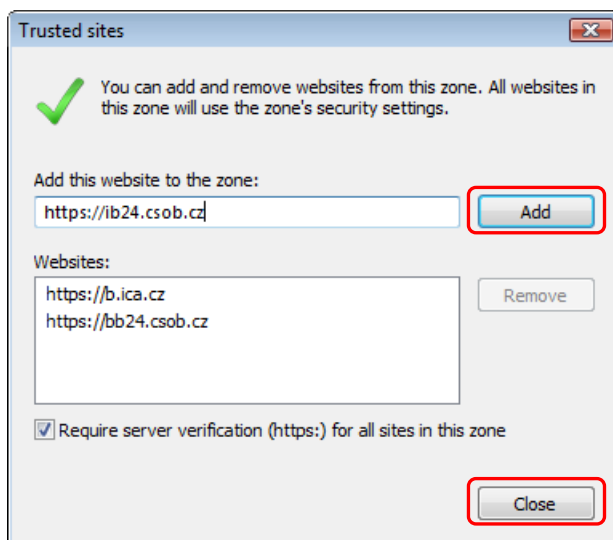
Now, you can close the application.

## 2. Setting the Internet Explorer

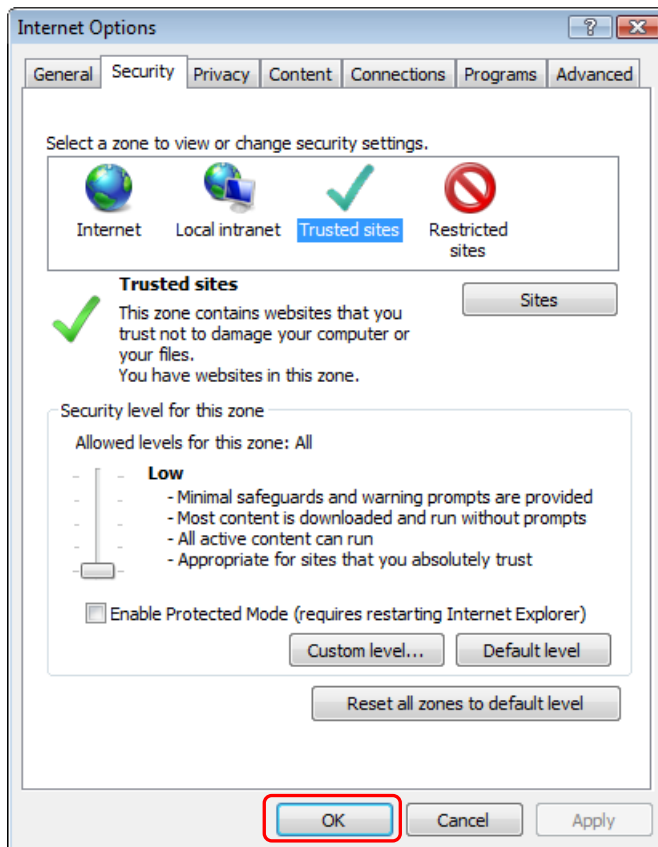
Start the browser and in the **Tools** menu, choose **Internet Options**. When the Internet Options dialog opens, select the Security tab and the option Trusted sites. Check (particularly in case of Windows Vista), that the protected mode is turned off. Then click on the button **Sites**.



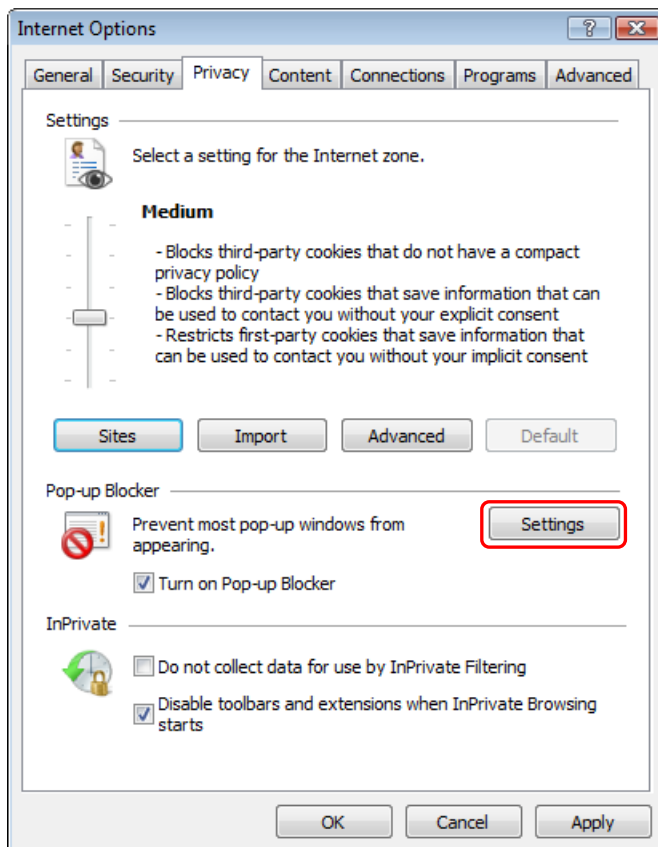
When the Trusted sites dialog opens add the address <https://ib24.csob.cz> (ČSOB InternetBanking 24) and/or <https://bb24.csob.cz> (ČSOB BusinessBanking 24). Add also <https://b.ica.cz> among the web sites for updating the I. CA certificates. Write the addresses after each other to the line field and add them by pressing the **Add** button. At the end confirm your choice by the **Close** button.



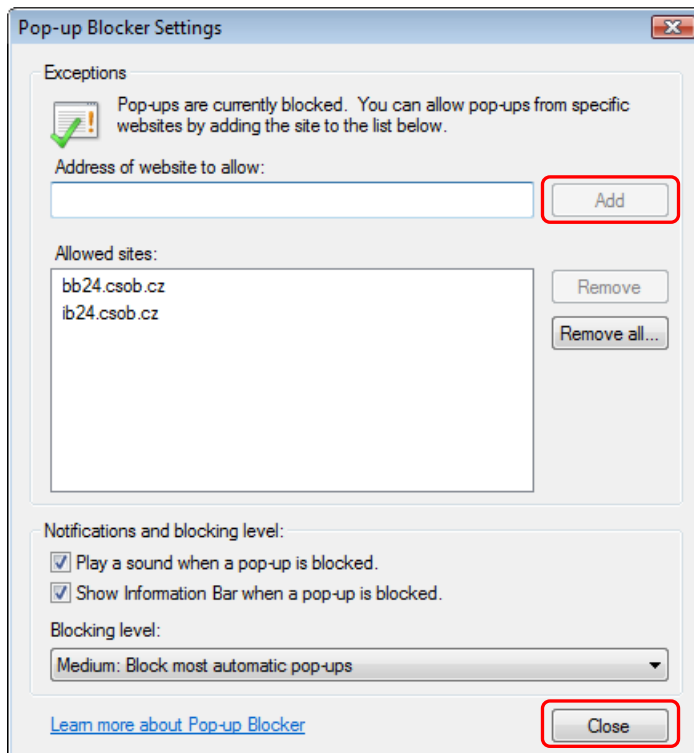
After returning to the **Internet Options** dialog, go to **Security** tab, choose **Trusted sites** and press the **Default level** button. Set the level to **Low** and confirm your settings by the **OK** button.



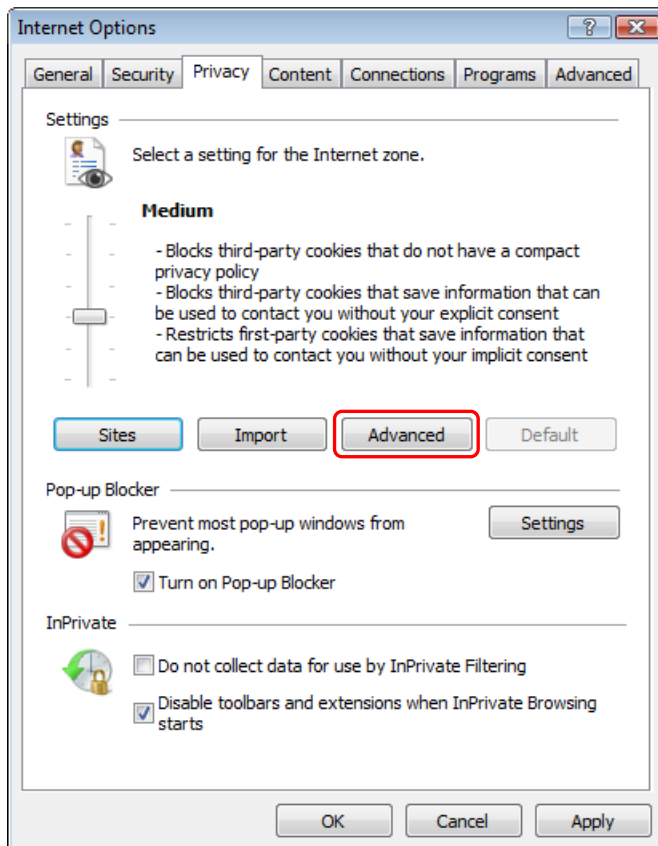
In the **Internet Options**, select the **Privacy** tab and press **Settings**.



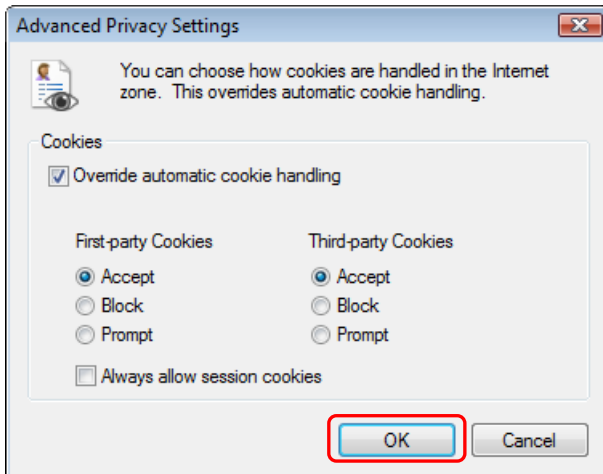
In the **Pop-up Blocker Settings** dialog, add the <https://ib24.csob.cz> and/or <https://bb24.csob.cz> addresses to allowed sites and confirm by the **Close** button.



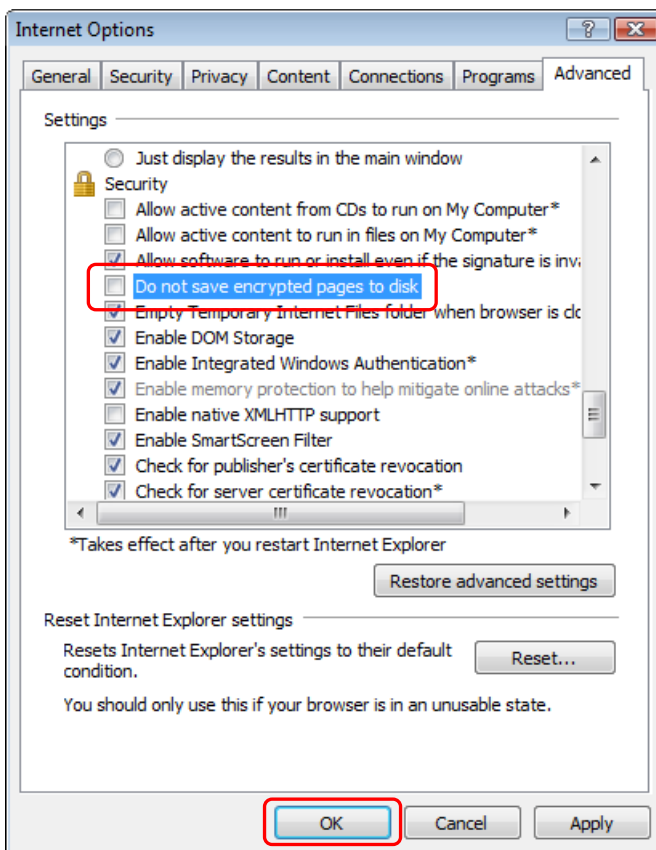
In the **Internet Options**, select the **Privacy** tab and press **Advanced**.



Confirm the Cookie settings as seen in the following picture and confirm by the **OK** button.



In the **Internet Options**, select the **Advanced** tab and check that the option **Do not save encrypted pages to disk** is not ticked; confirm by the **OK** button.



After setting the Internet Explorer successfully you have to close it and the changes will take effect only upon restarting.

### 3. First Login

Start the browser and enter <https://ib24.csob.cz> (ČSOB InternetBanking 24) or <https://bb24.csob.cz> (ČSOB BusinessBanking 24).

**Notice:** If you use a 64bit operation system there are two versions of IE in your PC (32bit and 64bit). To enable your application to operate in both versions you have to install the 64bit version of both SecureStore and JAVA.

Then click on the **log-in** button in the **Log in with chip card** section.

Helpdesk 844 111 124 14.1.2011 15:59:23

**CSOB 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](http://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](#)

**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](http://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.

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**System requirements**

operation system	✗ Windows 2003
internet browser	✗ Explorer 6
cookies	✓ permitted
Java environment	✓ Version 1.6.0_05

**recapitulation**

Upon the analysis of your system we warmly recommend you:

- To use supported version of operating system.
- To use supported version of web browser.

**log-in**

**TIPS**

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

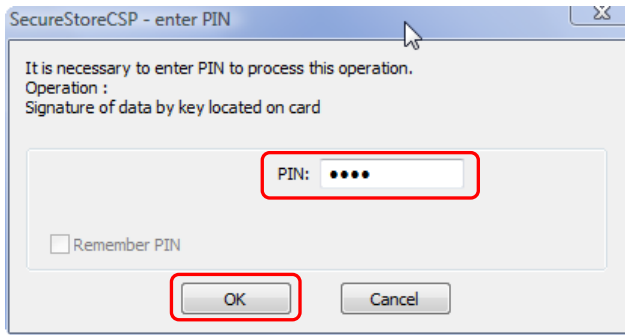
The principles for safe usage of ČSOB Internetbanking 24 service can be found [here](#)

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

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. Testing the operation system, browser and other components

Start Internet Explorer and enter the address <https://ib24.csob.cz> (ČSOB InternetBanking 24) or <https://bb24.csob.cz> (ČSOB BusinessBanking 24). In the bottom status bar of the login page check that the address of page is **Trusted server** and **Protected mode is turned off**. On the login page click on the link in the right top corner marked **Test of the system**. Use the test to check that your computer is correctly set for running the service. The test requires JAVA applet installed (without it only a part of the test will run).

Helpdesk 844 111 124 15.10.2009 15:25:34

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**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**

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**Updates**  
**Main changes in payments from November**  
On November 1st, 2009 new Act No. 284/2009 Coll. of 4 September 2009, the Payment System Act will become effective. We wish to inform you in this way about the most significant impacts on providing banking services.  
**Payment orders abroad from 1. 11. 2009**  
Effective from 1. 11. 2009, payment orders to EU/EEA member states in their respective currencies will be subject to relevant SHARE charge code.  
**New wording of the ČSOB Business Terms and Conditions**  
We are going to update the ČSOB General Business Terms and Conditions and the Conditions for individual payment services from 1st November 2009.

**Operating information**  
**Important information for clients with chip cards – a new component ICASign (for Internet Explorer only)**  
We wish to inform you that on 15th October 2009 (ČSOB InternetBanking 24) and on 16th October 2009 (ČSOB BusinessBanking 24) we will implement a higher version of the component ICASign 1.7.0.3, which relates to amended legislation regarding the use of electronic certificates (logging-on and signing with a chip card). At the same time, it makes the work with the applications more comfortable.  
**This can be used to verify the functional state of individual ČSOB Electronic Banking services. (This information is only available in Czech).**

© ČSOB, 2009 HelpdeskEB@csob.cz | Write to us | [www.csob.cz](http://www.csob.cz) Internet Protected Mode: On

The initial page of the test will be displayed. In the case you use a chip card, tick the box item **Electronic signature** and press the button **start test >>**.

**Test of the system** help

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 x 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**

After going through all steps of the test the result will be displayed. In case it complies with the requirements you can return back to login page by pressing **end test >>** and start using the service.

In the case the result is incorrect in any of the points you have to change the respective settings using the display instructions.

Helpdesk 844 11 124 18.5.2011 14:59:20

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**Log-in** help export to

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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	correspond to requirements
chip card manager	correspond to requirements
USB ports	correspond to requirements
electronic signature	correspond to requirements

**End test >>** **previous**