

## Installation guide for certificates on USB token for payments through the e-banking service from Stopanska banka AD – Skopje

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## Installation guide for first-time users of certificates on USB token

Dear clients, thank you for choosing the e-banking service for managing your personal and business finance. The service offers you the possibility to overview your account balances and banking product statuses as well as an option to execute different types of payments in foreign and domestic currency alongside with fund transfers from your accounts.

For the advantages and opportunities provided by the e-banking service from Stopanska banka AD – Skopje, the payment schedules and fees the details are provided on the <u>web site</u> of the Bank.

The certificate on USB token is solely intended for execution of payments and fund transfers from your accounts. For successful use of the certificate it is necessary to install a program to read the certificate from the USB token.

If you only wish to have an overview on the account balances the installation of the above mentioned program is not necessary. The account balance overview is available simply by logging into the e-banking service with your unique username and password given to you by the Bank.

Additionally, the USB token can be used on more than one computer, however the program that reads the certificate from the USB token will be required for each computer and you will have to install it in order to successfully perform payments.

**Important note:** In the case of the wizard commands being unreadable (appearing as a string of symbols), an activation of the Macedonian language on your computer is required. In order to do this, follow this path *Control panel > Region > Administrative* изберете *Change system locale...* and on the next window select the Macedonian language.

👂 Region	×	🔗 Region Settings	:
Welcome screen and new user accounts View and copy your international settings to the welcome screen, system accounts and new user accounts.		Select which language (system locale) to use when displ that do not support Unicode. This setting affects all user computer. <u>C</u> urrent system locale: Macedonian (Macedonia, FYRO)	laying text in programs r accounts on the
Language for non-Unicode programs This setting (system locale) controls the language used when displaying text in programs that do not support Unicode. Current language for non-Unicode programs:		OK	Cancel
Macedonian (Macedonia, FYRO)			
OK Cancel Apply			

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Wizard for first installation of USB token



For successful use of the e-banking service for foreign and domestic payment transactions it is necessary to use the certificate available on the USB token you were given by the Bank. Please follow the instructions of the wizard and in a few simple steps the installations and adjustments necessary for payment transactions through the e-banking service will be completed.

**Important note**: For successful use of the e-banking service you need to have *Internet Explorer* installed on your computer. If you don't have Internet Explorer, please first install it and then continue with the installation of the e-banking wizard.

- 1. Insert the CD in the CD drive of your computer
- 2. If the AutoRun option is allowed on your computer, the CD will start the installation immediately with the welcome screen of the wizard that will guide you through the process of installation and adjustments. If AutoRun is blocked please open the CD folder and select setup.exe to launch the wizard.
- The wizard begins by allowing you to select the installation language on the following screen. Select your preferred setup language and press <u>Hanped</u>.

😼 SB Xml Digital Si	gnature инсталација	
Изберете јази	к	
Изберете го јазик	от на кој сакате да продолжи инсталацијата.	
Изберете јазик: Englis Маке	h (United States) донски	
	Напред >	Откажи

4. The setup continues with the installation of one of the main components – SB Xml Digital Signature as shown below. The screen displays information about the necessary installation and the next steps in the process. Please read through all the data before continuing with the installation.



😼 SB Xml Digital Signature setup	X
Readme Information	
Please read the following information about the SB Xml Digital Signature carefully.	
Important information about SB Xml Digital Signature.	
E-banking service	
of Stopanska banka AD - Skopje	
Information regarding the SB Xml Digital Signature	Ξ
Thank you for choosing the e-banking service of SB for management of your business and private finances.	
The service was launched back in 2004, and the Bank is constantly improving and modifying it according to the clients' growing needs.	
<b>IMPORTANT</b> : The e-banking payment service is functional solely on Internet Explorer (IE) and if you wish to execute payments through it, please first install IE on your computer and then continue with the e-banking installation using our	~
< Back Next > Cance	

5. The following screen displays the information that all is prepared for the next step and asks you to continue with the installation process.

😼 SB Xml Digital Signature setup	×
Ready to Install the Program	
The Installation Wizard is ready to install the SB $ imes$ ml Digital Signature.	
You are now ready to install SB Xml Digital Signature.	
Press the Next button to begin the installation or the Back button to re-enter the installation information.	
< Back Next > Cancel	

6. By proceeding with the <u>Next</u> button the installation process begins and the next screen appears that completes the SB Xml Digital Signature component installation.



Ĩ	🔂 SB Xml Digital Signature setup 🛛 🛛 🔀	
	Setup Status	
-		
	Please wait. SB Xml Digital Signature installation is in progress.	
	If you want to interrupt installation process, press the Cancel button. But in this case correct working of the program is not guaranteed.	
	Copying file	
	C:\Program Files\SB Xml Digital Signature\SbInstallCertificate.exe	
	Cancel	
		×
Thank you certificate Explorer a	u for completing the installation. All settings for Internet Explorer on your computer required for rea a have been done. To assure that the installation has been done successfully, please close all windo and log in to the e-banking service through the icon installed on your desktop.	ding the installed ws of Internet
	ОК	

Simultaneously, the system informs that in order to execute payments using the e-banking service on your computer it is necessary to install the program that reads the certificate from your USB token.

If you are in agreement to install the necessary program on your computer please select <u>Yes</u> on the following screen:



	j SB Xml Digital Signature инсталација
	Статус на инсталацијата
	Ве молиме почекајте. Инсталацијата на SB Xml Digital Signature е во тек.
	Ако сакате да ја прекинете инсталацијата притиснете на копчето Откажи. Но во тој случај коректното функционирање на софтверот не е гарантирано.
P I - I I -	
L-banking	
Доколку вашиот сер Дали сакате сега да	тификат е издаден на USB токен, морате да ги инсталирате соодветните драјвери доколку досега го немате сторено тоа. го инсталирате драјверот PKIClient-x32-5.1-SP1.msi?
	Vec No
	Откажи

7. By accepting the installation process a new screen appears where you need to choose your preferred setup language and select <u>OK</u>.

Please Select Language 🛛 🔀				
12	Please Select Language			
	English			

8. The next step is allowing the wizard to install the *ePass 2003* program. With the selection of <u>Next</u> on the following screen, the installation starts.



😼 ePass 2003 Setup	
	Welcome to the ePass2003 Setup
	Setup will guide you through the installation of ePass2003. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.
	Next > Cancel

9. On the following window, select <u>Next</u>.

15 ePass 2003 Setup	Z
<b>Choose Install Location</b> Choose the folder in which to install ePass2003.	<b>S</b>
Setup will install ePass2003 in the following folder. To install in a diffe and select another folder. Click Next to continue.	rent folder, click Browse
Destination Folder C:\Program Files\EnterSafe\ePass2003	Browse
Space required: 5.2MB Space available: 30.7GB	
Windows Installer	ext > Cancel

10. By clicking *Install* on the next window the system starts the installation of the *ePass 2003* program.



🕞 ePass 2003 Setup	
<b>Options</b> Choose CSP option	
Select CSP Type	
● Private CSP	
O MicroSoft CSP	
Windows Installer	< Back Install Cancel

11. With the selection of *Finish*, the installation process is completed and the *ePass 2003* application can be used to execute payments on the e-banking service.

🔁 ePass2003 Setup	
	Completing the ePass2003 Setup
	ePass2003 has been installed on your computer. Click Finish to close Setup.
	< Back Finish Cancel

12. The next screen informs that the installation of all the necessary components is completed and it is required for the Internet Explorer to be restarted. In order to complete this request, please close every tab that you might have opened and in use at the moment of installation and exit the browser entirely. Click OK to close the message and proceed to logging in to the e-banking service of Stopanska banka AD – Skopje by using the icon created by the wizard and located on your Desktop.



Contraction of the	😼 SB Xml Digital Signature	инсталација		×	
	Статус на инсталациј	ата			-
	Ве молиме почекајте. Инстал Ако сакате да ја прекинете и	ацијата на SB Xml Digita исталацијата притиснет	l Signature е во тек. е на копчето Откажи. I	Но во тој	
Ви благодариме за инсталациј сертификат. За да се уверите електронско банкарство прек	јата. Направени се и подесувањата з дека инсталацијата е успешна Ве су иконата која е поставена на Ваш	и на Internet Explorer-от молиме затворете ги си иот desktop.	на Вашиот компјутер ге прозорци на Interne	кои се неопходи et Explorer и наја	ии за читање на инсталираниот авете се на сервисот за
	— Ghost Installer Wizard ————			Откажи	



## Main features of the ePass 2003 application

The *ePass 2003* application can be accessed through the Start menu, following this path *All Programs > EnterSafe > ePass 2003 > ePass 2003 Token Manager*. By inserting the USB token in the USB port of your computer during the first attempt to log in to the e-banking system, the application will request a change of the initial USB token password:

EnterSafe Certificate Register - ePass2003				
	٩	The user PIN has not been changed after initialized. Would you like to change it now?		
		Yes No		

After the option <u>Yes</u> has been selected ce отвора the following screen is displayed. In the <u>Old user</u> <u>PIN</u> field the user enters the previous password (for the first login attempt, the initial password is PASSWORD). The new password created by the user is entered in the next two fields <u>New user PIN</u> and <u>Confirm</u> and confirmed by selecting <u>OK</u>.

EnterSafe PKI Mana	nger - ePass2003 🛛 🔀
Change user PIN of	ePass2003
Old user PIN:	l
New user PIN:	
	Check intensity
Confirm:	
	Enable soft keyboard
	OK Cancel

If the newly created password is accepted by the application, the following message is displayed:

EnterSafe PKI Manager - ePass2003 🔀				
٩	Changing user PIN Succeeded!			
	ОК			

**Important note:** If an incorrect password is entered 3 times in a row, the token will be blocked and any further use rendered impossible. In this case it is necessary to bring the USB token to the Bank for reissuing.



After the initial password is changed, other options of the certificate are enabled such as *Change Token name*, *Change User PIN* and *Login*.

💫 EnterSafe PKI Mana	ger - ePass2003	_ 🗆 🖂
Welcome to EnterSafe	PKI Manager. Please login.	
Token list		
		Import
		Export
	Hide Details-> 💌	Delete
Field	Value	
Token Name	ePass2003	Change User PIN
Manufacturer	EnterSafe	
Model	ePass2003	
Serial Number	1F5E140B80028034	Change Token Name
Total Memory	60416	
Free Memory	46080	
Max PIN Length	255	Certificate View
Min PIN Length	8	
Hardware Version	1.0	
Hirmware Version	1.0	
		Exit

With the selection of the Change Token Name, the following window is displayed:

EnterSafe PKI Manager - ePass2003	X		
Change name of ePass2003.			
Do NOT end with blank.			
ePass2003			
OK Cancel			

The user can rename their USB token for easier recognition and usage by entering the new name in the field and selecting  $\underline{OK}$ .

Meeting the clients' requirements, the system offers the possibility to change the USB token password on demand, using the <u>Change User PIN</u> option of the *ePass 2003* application. The Bank advises that the password is changed sporadically, as an additional precautious measure regarding the protection of your financial information.



## Activation guide for reissued certificates on USB token

The certificate for payments via the e-banking service can be reissued on the same USB token for various reasons; if the периодот на важност is expired, if the password has been forgotten and the USB token was blocked after 3 unsuccessful login attempts or in the case of the USB token being lost and reissuance required by the user.

In any of the previous scenarios, the USB token can be reissued in the nearest branch of Stopanska banka AD – Skopje and payments can be executed **without repeating of the installation process**. It is only required for the user to change the initial password by creating a new password using the *ePass 2003* program.

Detailed instructions regarding the change of password using the *ePass 2003* program can be found above in this installation guide.

After a successful change of the USB token password, the reissued certificate is activated and the ebanking service can be accessed in the manner that you find best suitable for your needs; via the ebank icon on your Desktop or by following this <u>link</u> to our web-site so that you could manage your finance from the comfort of your home or office.

For additional information and advice on the e-banking service, visit the Banks <u>web-site</u> or contact our 24-hour contact center at (02) 3100 109.