INSTRUCTION FOR INSTALLATION OF PBZ PKI USB DEVICE

This document provides the description of how to install software on computers of users of PBZCOM@NET internet banking, how to change a PIN and how to unlock the PBZ PKI USB device. This Instruction consist of the following sections:

1. Installation of software and downloading of FINA certificates on the PBZ PKI USB device

2. Change of a PIN for the PBZ USB PKI device

3. Unlocking of the PBZ USB PKI device

Slika 1. eToken NG Flash
PBZ USB PKI uređaj

Slika 2. eToken 7300
PBZ USB PKI uređaj

Slika 3. eToken 5110
PBZ USB PKI uređaj

In order to be able to use **eToken NG Flash** (Figure 1), **eToken 7300** (Figure 2) or **eToken 5110** (Figure 3) **device**, i.e. in order to be able to access the PBZCOM@NET service via the mentioned devices, **one-off installation of software will be required.**

NOTE: You should have administrator authority to install software on your computer (the right/authorisation that permits you to install software). If you do not have administrator authority, you should contact your IT support. After the installation has been successfully completed, you should simply plug in the USB device in order to access the PBZCOM@NET service, which means that administrator authority is no longer required.

1. Installation of software and importing FINA certificates to the PKI USB device

It is necessary to install appropriate software **before connecting** the device to the computer, downloading the FINA certificates and accessing the PBZCOM@NET service.

For Windows 10 and Windows 11 computers, it is necessary to download and install the following applications:

• SafeNet: https://com.pbz.hr/download/SafeNetAuthenticationClient-x64.msi

• SmartCard Management: https://com.pbz.hr/download/SmartCardManagement_Installer_x64.exe

• FINA SignErgy: https://rdc.fina.hr/download/FINA_SignErgy_Installer.exe

NOTE: If you receive an error when loading the certificate via the FINA CMS application, you need to check the program support and install the recommended application versions: FINA SignErgy (version 3.18.001), SmartCard Management (version 10.5.0) or PBZ SignErgy (version 3.18.008) and SafeNet (version 9.0.43.0). If the versions of the applications on your computer are different from the recommended ones, we suggest that you uninstall the mentioned applications, then restart the computer and only then install the recommended versions of the mentioned applications.

After installing the necessary applications on the computer, restart the computer. After restarting the computer, connect the PBZ PKI USB device to the computer. Import the FINA certificates to the PBZ PKI USB device by following the instructions provided in the initial e- mail sent from the e-mail address info.rdc@fina.hr whose Subject line reads as follows: *"Pin za prijavu na portal za preuzimanje digitalnih certifikata [PIN for logging in to the portal for digital certificates download"].*

After successful download of FINA certificates to your device, you will be able to access PBZCOM@NET service (http://com.pbz.hr/).

For any further questions or explanations, you may contact us at a toll-free phone number 0800 PBZ COM **(0800 729 266)** or by e-mail, using the e-address: com@pbz.hr

2. Change of a PIN for the PBZ PKI USB device

1. **Plug in the PBZ USB PKI device** in a USB port on your computer.
2. **Start SafeNet Authentication Client** (there are two ways of doing it):
   a. Right-click on the icon *SafeNet Authentication Client* at bottom right of the screen, next to the system clock, and choose the option *Change Token Password* (Figure 4) or
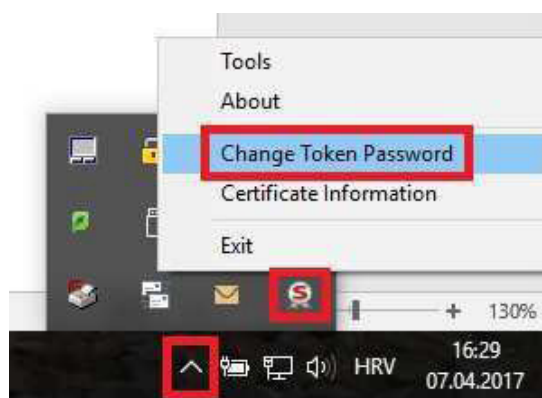

Figure 4 – How to select a PIN change

   b. Start *SafeNet Authentication Client Tools (Start -> All applications -> SafeNet -> SafeNet Authentication Client Tools).*
   c. Choose the option *Change Token Password* (Figure 5)

Figure 5- How to select a PIN change

3. **Enter the current PIN** in the field *Current eToken Password,* and then **enter a new PIN** in the field *New Token Password* and the field *Confirm New eToken Password* (Figure 6).

4. After filling in all the fields, you will be able to click on the **OK** button (Figure 7).

Figure 6- Ekran za promjenu PIN-a

Figure 7 – Ispravno popunjeni podaci za promjenu PIN-a

5. Upon clicking on **OK**, a message will appear saying that you have successfully changed your PIN (Figure 8).

Figure 8 – a message about PIN being changed successfully

3. Unlocking of the PBZ USB PKI device

The devices eToken NG Flash or eToken 7300 PBZ USB PKI will be locked after entering an incorrect PIN 5 times in a row. For a device to continue functioning normally, it has to be unlocked by using an Unlock code.

The procedure to be followed is described below:

1. **Plug the PBZ USB PKI device** in a free USB port on your computer.

2. **Start SafeNet Authentication Client** (there are two ways of doing it):

   a. Right-click on the icon SafeNet Authentication Client at bottom right of the screen, next to the system clock, and choose the option Tools (Figure 9) or
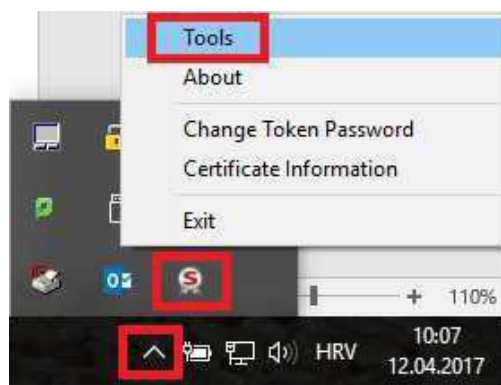
Figure 9 – starting SafeNet Authentication Client Tools

b. Start *SafeNet Authentication Client Tools (Start -> All applications -> SafeNet > SafeNet Authentication Client Tools).*

3. **Click** on the icon ***Advanced view*** (marked on Figure 10).

Figure 10 - selecting Advanced view

4. In the window *Advanced view,* **choose PBZ USB PKI device** on your left, and then choose the option *Set Token Password* (marked on Figure 11).

Figure 10 - selecting Advanced view

5. In the window *Administrator Logon*, **enter the Unlock code** in the field *Administrator Password* and then click on *OK* (Figure 12).

6. In the window *Set Password: PBZ USB PKI key*, **enter twice a new PIN** (in the fields *Token Password* and *Confirm Password*), which will become active by clicking on *OK* (Figure 13).

Figure 12- screen for entering the unlock code

Figure 13 – screen for entering a new PIN

7. Close the application *SafeNet Authentication Client Tools* and **log in again** in PBZCOM@NET (http://com.pbz.hr/).