

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](#)



Photo 1- eToken NG Flash
PBZ USB PKI device



Photo 2- eToken 7300 PBZ
USB PKI device



Photo 3 - eToken 5110
PBZ USB PKI device

In order to be able to use **eToken NG Flash (Photo 1)**, **eToken 7300 (Photo 2)** or **eToken 5110 (Photo 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 downloading of FINA certificates on the PKI USB device

1. It is necessary to install software **before plugging in** the device, downloading FINA certificates and accessing the PBZCOM@NET service.
 - a. For **Windows 64-bit version**, it is necessary to download and install:
 - SafeNet 9: <https://com.pbz.hr/download/SafeNetAuthenticationClient-x64-9.0.msi>
 - SmartCard Management: https://com.pbz.hr/download/SCM_x64.exe
 - b. For **Windows 32-bit version**, it is necessary to download and install:
 - SafeNet 9: <https://com.pbz.hr/download/SafeNetAuthenticationClient-x32-9.0.msi>
 - SmartCard Management: https://com.pbz.hr/download/SCM_x32.exe
2. In order to use the browser **Internet Explorer 11**, it is necessary to install the latest version of Java available at the following link <https://java.com/en/download/manual.jsp>. We recommend installation of the version Windows Offline.

3. In order to use the browsers **Mozilla Firefox**, **Google Chrome** or **Microsoft Edge**, it is necessary to install the SignErgy application available at the following link https://com.pbz.hr/download/PBZ_SignErgy_Installer.exe.

Note: In order to use the browsers **Mozilla Firefox**, **Google Chrome** or **Microsoft Edge** for subscription of FINA certificates, it is necessary to install also the "FINA SignErgy" application, available at: https://rdc.fina.hr/download/FINA_SignErgy_Installer.exe.

4. **After installation** of the mentioned software has been completed, **you should restart your computer**.
5. Plug the device into the computer and **download FINA certificates** on the PBZ PKI USB device by following the instructions provided in the initial e-mail sent from the eaddress 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*"].
6. After successful download of FINA certificates, you may start using i.e. **you will be able to access PBZCOM@NET service** (<https://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 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 *Change Token Password* (**Figure 4**) or

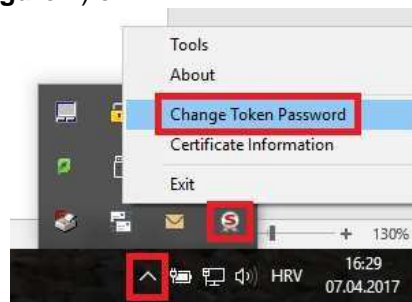


Figure 4 – How to select a PIN change

- 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* (Slika 6).
4. After filling in all the fields, you will be able to click on the **OK** button (Slika 7).



Slika 6- Ekran za promjenu PIN-a



Slika 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

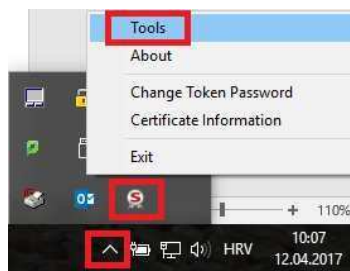


Figure 9 – starting SafeNet Authentication Client Tools

- 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**).

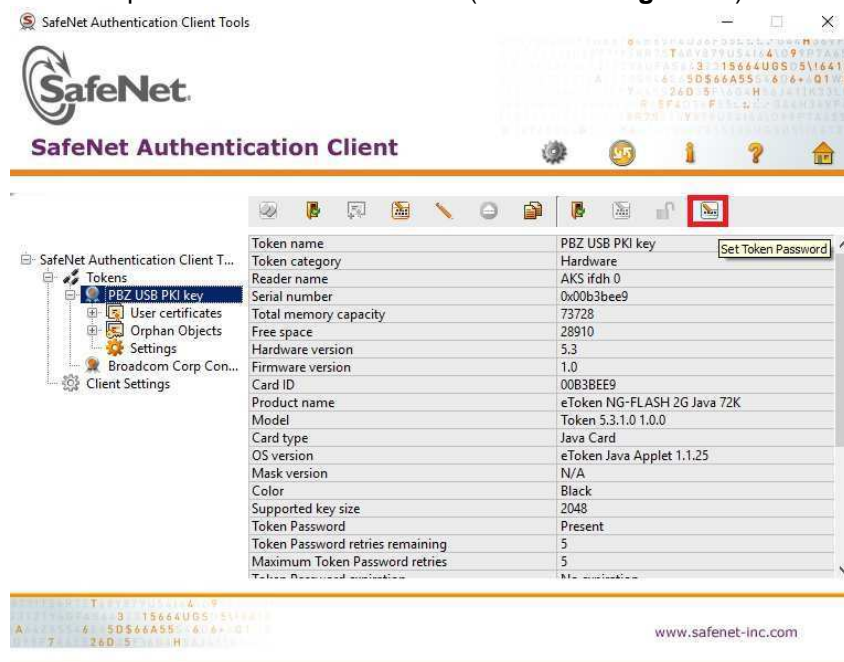


Figure 11 - start SafeNet Authentication Client Tools

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 (<https://com.pbz.hr/>).