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Trico Secure Browser
Installation Guide

Trico Secure Browser Installation Guide

Before Installing Trico Secure Browser, ensure you have

- **Administrative privileges** on the computer where Trico Secure Browser will be installed

- If you have Anti-Virus software installed, you must allow Trico Secure Browser to be installed. If necessary, contact your IT administrator to have this site white-listed. **See page 3** for additional information.

- Close all open computer applications and follow the installation instructions.

System Requirements

- Any general-purpose client versions of Microsoft Windows (Home, Pro, Enterprise) or Apple macOS still supported by and receiving security updates from the vendor

    · For Windows, any 32-bit or 64-bit x86 compatible processor from Intel or AMD supported by the operating system

    · For macOS, any supported 64-bit x86 compatible Intel processor, or an Apple Silicon (M1, M2,etc.) processor when used with Rosetta 2 or later

- A physical computer local to the user and accessed directly by the user

- A local user profile

- For Windows, a PS/2 or HID type keyboard device

- Configurations or Software not supported with Secure Browser:

    · Windows Server, Windows Phone/Mobile, or special-purpose client versions of Windows (S, K, KN, IoT)

    · Windows on ARM processors (some Microsoft Surface Pro models, for example)

    · Virtual, thin-client, or cloud desktop systems, especially those utilizing snapshots or restore points

    · Any computer being accessed remotely (using a remote desktop type connection, for example)

    · User profiles on network locations or cloud services or otherwise utilizing Folder Redirection

    · Networks utilizing TLS inspection

    · Any security software utilizing Device Control technology

    · Anti-keylogging modules from SafeNet (used by default with FedLine) or StrikeForce Technologies

Anti-Virus Compatibility

Trico Secure Browser is compatible with most widely available anti-virus software but may require white-listing within those applications.

However, Trico Secure Browser is **NOT** compatible with anti-virus products that utilize Device Control software. The extensive modifications made by this software to the Windows USB device driver and services stack render the system incompatible with the standard methods used to install the Encrypted Keyboard Driver (EKD) included with Trico Secure Browser.

If the EKD is installed on systems that have been exposed to Device Control software, the previously modified driver and services stack can become corrupted, resulting in serious system stability/usability issues. Symptoms include:

- Unresponsive keyboards and mice

- Disabled USB ports

- Non-functioning USB devices such as printers or USB storage devices (flash drives, external hard drives, etc.)

- Fatal Encrypted Keyboard error messages during Trico Secure Browser start-up

Trico Secure Browser should not be installed on any PCs that currently have or have ever had Device Control software installed. These issues may persist even after the incompatible software is uninstalled. Some products that use the Device Control technology do not fully or cleanly uninstall the Device Control files and settings, and fail to restore the system to its normal state upon product removal. Full recovery from these issues may require reinstalling the Windows operating system.

The following anti-virus software has been identified as having Device Control software, and are known to be incompatible:

- **Lumension Device Control module for Lumension Endpoint Management and Security Suite (a.k.a. Lumension Endpoint Security Device Control, LES DC).**
  All versions.

- **Ivanti Endpoint Security Device Control (a.k.a. HEAT Endpoint Security Device Control) and all Ivanti products that integrate the Device Control technology.**
  All versions.

- **ThreatTrack Security VIPRE Antivirus Business Premium.**
  All 7.5.x versions subsequent to and including 7.5.5819

- **ThreatTrack Security VIPRE Endpoint Security, ThreatTrack VIPRE Advanced Security, and any VIPRE product that incorporates the Device Control technology.**
  Versions 9.6 and later.

- **Any product using the same licensed Device Control technology as the products above but not specifically listed here**

If one of the anti-virus software applications listed above is installed on your PC, do not install Trico Secure Browser. Please contact Tri Counties Bank Treasury Management Support at 877-895-7850 for help with installing Trico Secure Browser.

Step 1: Installation

1 Download the Trico Secure Browser from:

tcbk.com/business/treasury-management/treasury-center-resources

2 Run the Trico Secure Browser installation file you downloaded. When prompted, select Next to continue.

3 Choose a file location and select Next to continue.
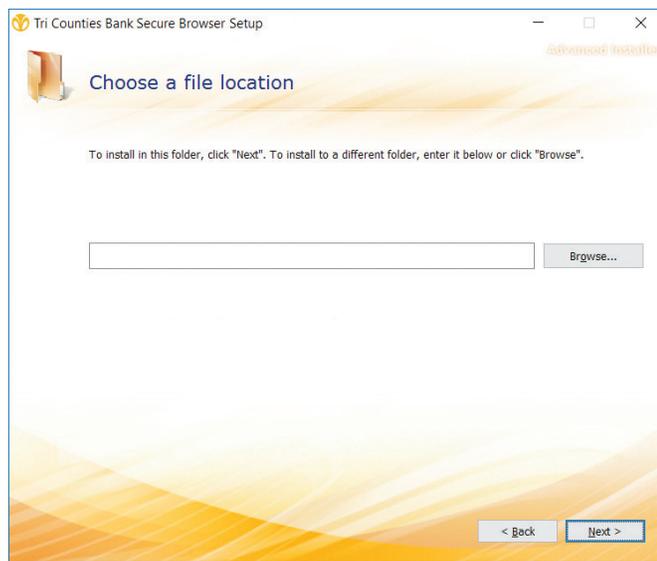
4 Trico Secure Browser will begin installing its files and folders. If prompted, confirm that Trico Secure Browser should be allowed to make changes to the computer.
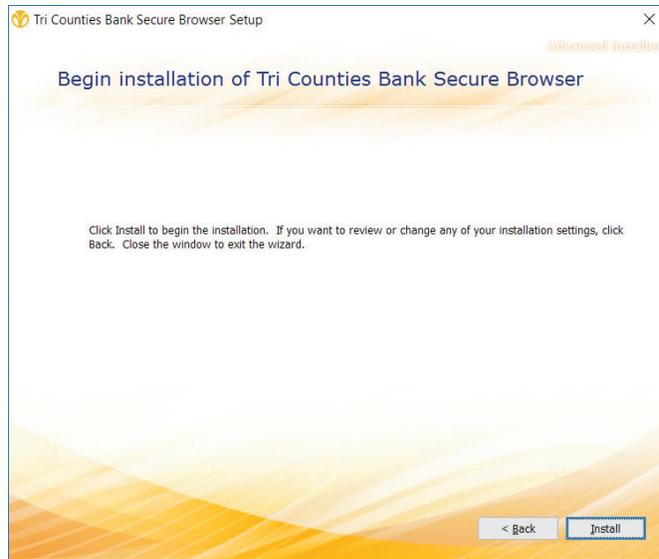
Secure Browser installation is now complete. You are now ready to register as a User of Trico Treasury Center. Proceed to the next page when you have received an Activation Key from Tri Counties Bank.

WE'RE HERE TO HELP

If you have any questions, please contact Treasury Management Support at 877-895-7580 or tm@tcbk.com

Step 2: Registration

Launch Trico Secure Browser by double-clickingon the new icon that has been created on your desktop. Be sure to have your Activation Key handy. **The Activation Key is provided to your company's Online Banking Administrator** by Tri Counties Bank. Administrators can also access Activation Keys for all users in the Administration section of Trico Treasury Center.

1 After Trico Secure Browser has been installed, enter your Activation Key. If you need additional help, please contact Tri Counties Bank Treasury Management Support at 877-895-7580.
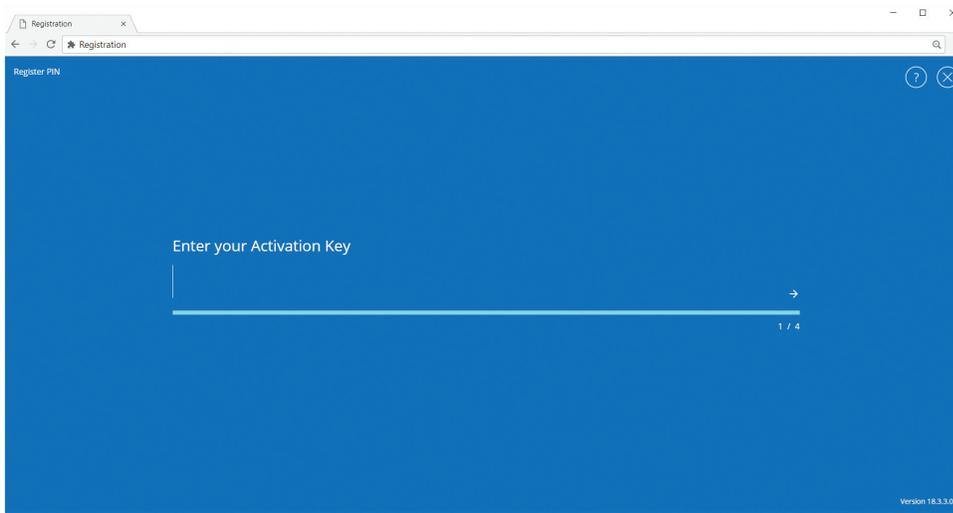
2 Next, create the PIN (password) you will use to login, and select the Continue arrow. Please remember the PIN, as you will use it to login following registration. Your PIN must be from 6 to 12 characters, letters and numbers only.
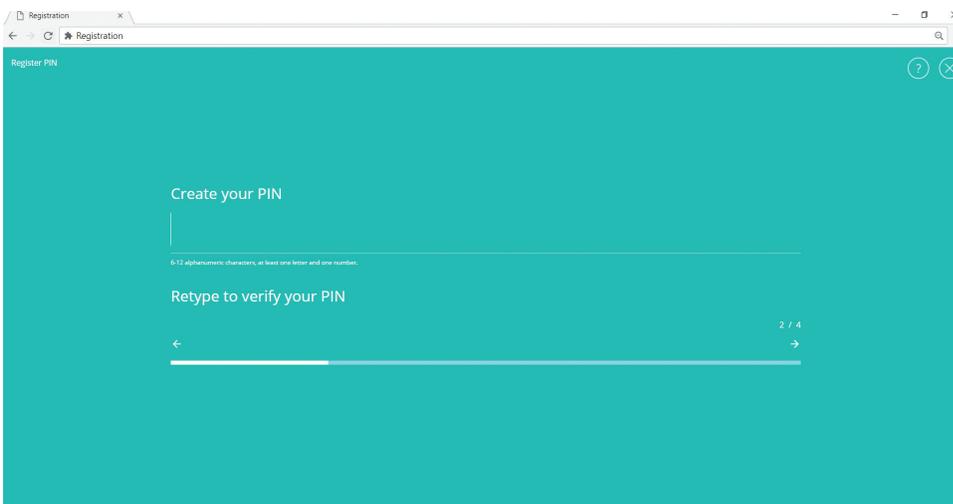
3 To confirm your identity, a user verification code will be sent to you. Choose to have this code delivered via email or SMS (text), then select the Continue arrow.

Note: email is the preferred method
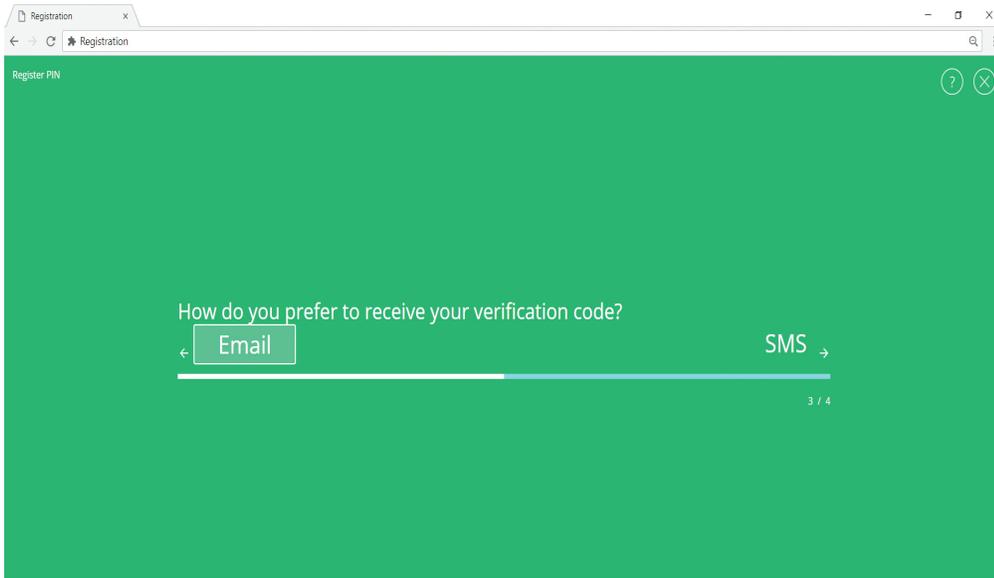
4 Enter the user verification code that has been delivered to you via email or SMS (text), and then select the Continue arrow.
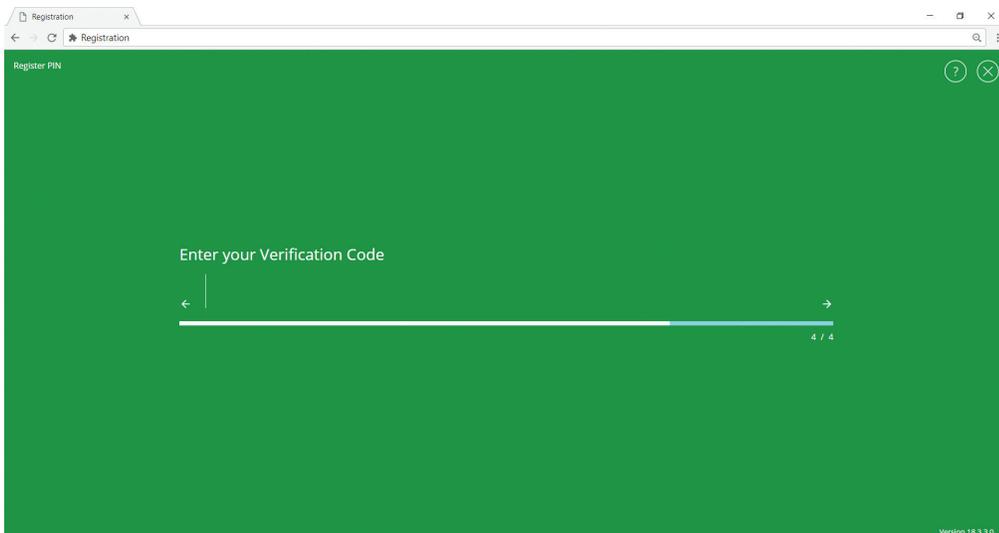
Registration is complete! You're now ready to access Trico Treasury Center.

Login

Use the PIN that you created in step 2 of the Registration process for Trico Secure Browser.
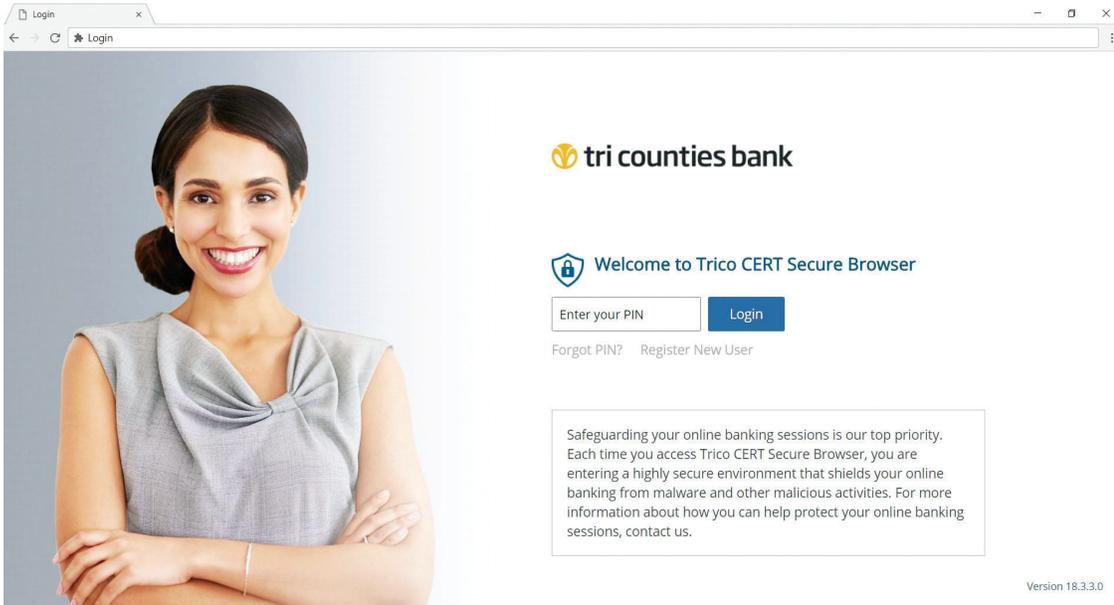
Trico Secure Browser Homepage

After you have successfully logged into Trico Secure Browser, you will see your customized landing page, giving you a secure portal to all of your Tri Counties Bank Treasury Management services. Simply click on one of the tiles to launch the service you would like to open.
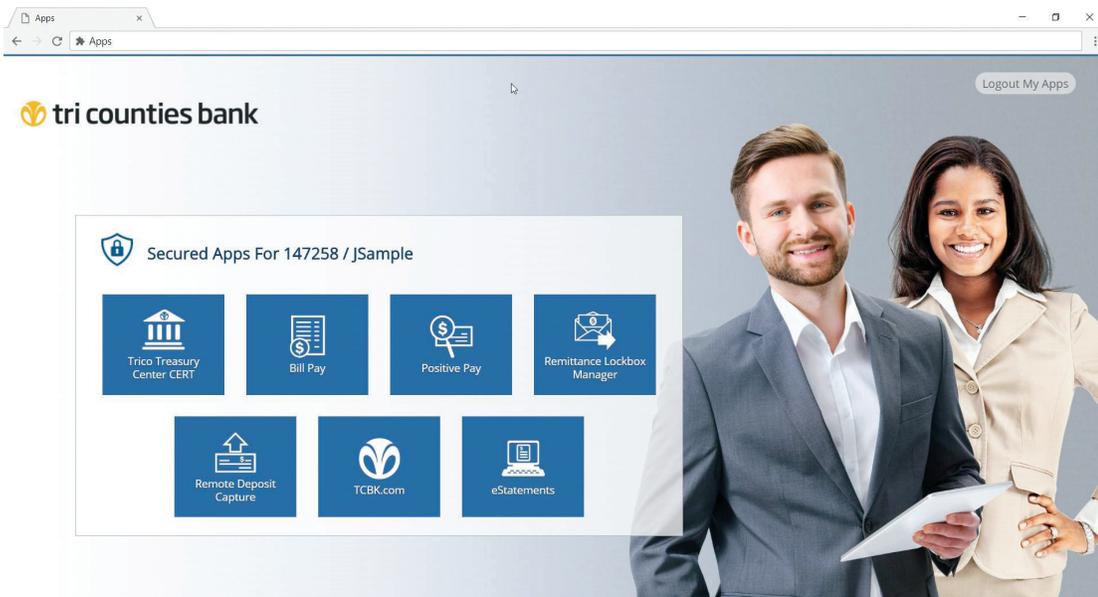
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