



UBS KeyLink  
Quick reference –  
*WEB Installation Guide*

# Table of contents

<b>1.</b>	<b>Introduction</b>	<b>3</b>
1.1.	Why is an Installation needed?	3
1.2.	Is UBS KeyLink secure?	3
1.3.	Information about Secure Sockets Layer (SSL) Encryptions	3
<b>2.</b>	<b>Installation and Start of UBS KeyLink</b>	<b>4</b>
2.1.	Before Installation	4
2.2.	Java Runtime Environment	4
2.3.	Start UBS KeyLink	4
2.4.	Proxy and Firewalls	5
<b>3.</b>	<b>Key contact information</b>	<b>7</b>

# 1. Introduction

This installation guide will help you with the setup of all necessary UBS KeyLink components.

## 1.1. Why is an Installation needed?

You might ask yourself why an installation is needed for a WEB application. The reason is that UBS KeyLink is based on Java, a modern and highly sophisticated software platform that enables many advanced features. For your Internet browser to support these features, a plug-in has to be installed. Details about all these components will be explained in this document.

## 1.2. Is UBS KeyLink secure?

Our security concept uses the latest encryption software combined with tried-and tested authorization characteristics. This combination provides UBS KeyLink users with a high degree of security, while ensuring that our service is as user-friendly as possible.

As a credited, independent certification institution, **VeriSign Incorporated** has confirmed the identity of UBS AG as a financial institution and has thereby granted our institution a financial certificate. A Financial Certificate is a Server Certificate that is issued through a credited certification institution. These certificates permit the use of a strong 256-bit encryption.

## 1.3. Information about Secure Sockets Layer (SSL) Encryptions

Digital certificates encrypt data using Secure Sockets Layer (SSL) technology, the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection. Because SSL is built into all major browsers and web servers, simply installing a digital certificate turns on their SSL capabilities.

An SSL certificate is a string of information (often stored as a text file) that is used by the SSL protocol to establish a secure connection. SSL server certificates contain information about the owner, a unique serial number or other unique identification characteristics, valid dates and an encrypted "fingerprint" that can be used to verify the contents of the certificate.

SSL is a widely spread security solution for Internet based applications.

## 2. Installation and Start of UBS KeyLink

### 2.1. Before Installation

Please refer to the "System Requirements" document prior to installing anything on your computer. You will find this information on the [UBS KeyLink Internet page](#).

### 2.2. Java Runtime Environment

UBS KeyLink works with the Sun Java Runtime Environment (JRE). The current recommended versions; **JRE 6 update 43** is available on our website under [Download Software](#).

We recommend the use of this version, as older or newer versions may currently not be supported.

**Important to note:** Before starting UBS KeyLink you must install this software first, otherwise the programme will not run on your computer.

### 2.2.1 Installation of the Java Runtime Environment

After the successful download, start the file named: "jre-6u13-windows-i586-p" on your local computer to install the Sun JRE 6 update 43.

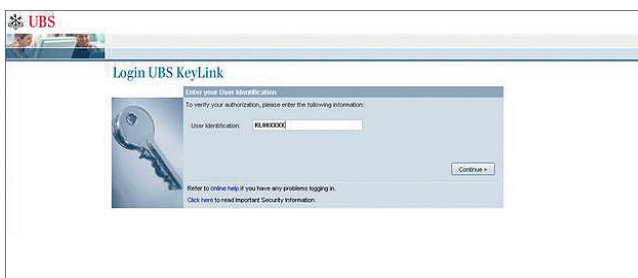
### 2.3. Start UBS KeyLink

After the successful installation of the JRE, you may start [UBS Homepage KeyLink](#).

At the top of the right hand menu, you will see the Login links:

- Customers with accounts held in Switzerland should use the link "UBS KeyLink Switzerland – KeyLink Login with Access Card".
- Customers with accounts held outside Switzerland should use the link "UBS KeyLink International – KeyLink Login with Access Card".

The login screen to UBS KeyLink will appear and you can login into the system by entering your Access Card ID Number (KL Number).



### 2.3.1 Certificates

While logging in for the first time, two certificates will appear. Both of these certificates are UBS approved and are needed for the secure and proper use of the UBS KeyLink application.

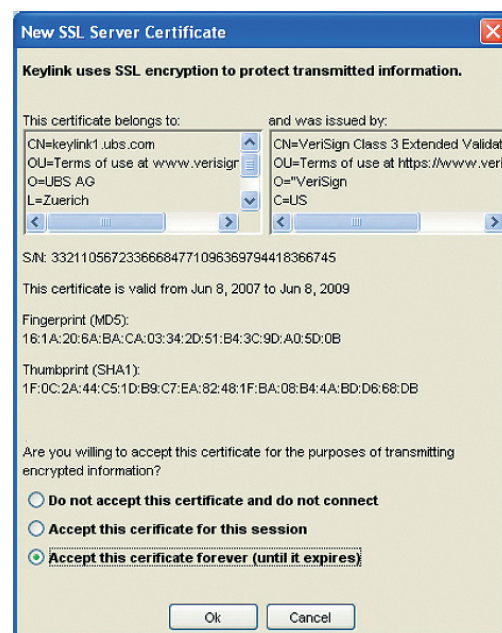
*The first certificate is for Java Security*

Please grant the permissions to UBS KeyLink to access your local data by selecting "Grant Always" for the Java certificate.



*The second certificate which appears is for the SSL*

Please grant the permissions to UBS KeyLink to accessing your local data by selecting the "Accept this certificate forever (until it expires)" option for the SSL certificate.



Once you have accepted both certificates, the UBS KeyLink main menu, which lists all the Module options on the left hand side of the screen, will be launched.

For more detailed information on the various Module options, please refer to our **UBS KeyLink User Guide** by selection the "Help" function once you have accessed UBS KeyLink.

If you are starting UBS KeyLink for the very first time, the KeyLink files will be downloaded automatically to your local hard disk. Having the KeyLink files on your hard disk makes starting UBS KeyLink faster and does not require you to download all the files from the KeyLink server.

## 2.4. Proxy and Firewalls

If you have a Proxy or a Firewall in your environment some additional steps are necessary to run UBS KeyLink.

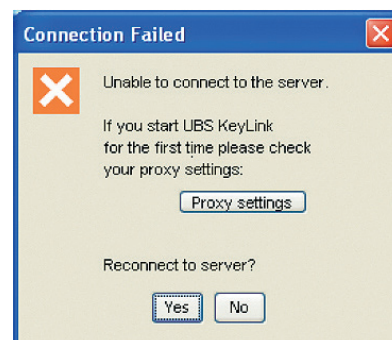
For enterprise customers it is important to be able to set up a secure computing environment within your companies. For this reason, proxy configuration is an essential part of securing a safe environment. Proxy configuration acts as a security barrier, it ensures that the proxy server monitors all traffic between the Internet and the intranet. This is normally an integral part of security enforcement in corporate firewalls within intranets.

Enterprise customers who want to use Java Plug-in to deploy applets on their intranet web pages may also set up proxy the relevant support. This support is required for the Java Plug-in to work in an intranet environment and can be set up through the Java Plug-in Control Panel.

If you do have a proxy or a firewall in your environment, you will have to manually configure your proxy. UBS KeyLink does not support automatic proxy configuration.

### 2.4.1 How to know if a manually configuration of Proxy setting are needed

UBS KeyLink upon start-up will read your machine's Proxy configurations, likewise it will detect if your Proxy settings need to be configured. Should your proxy settings need adjustment, you will receive the following error message:



Should this error message appear, you will need to manually configure your Proxy settings, and should either click on the button marked "Proxy settings" or go to the Java Control Panel (recommended for most users).

If you do not receive an error message, your browser settings are sufficient and no proxy adjustments need to be made.

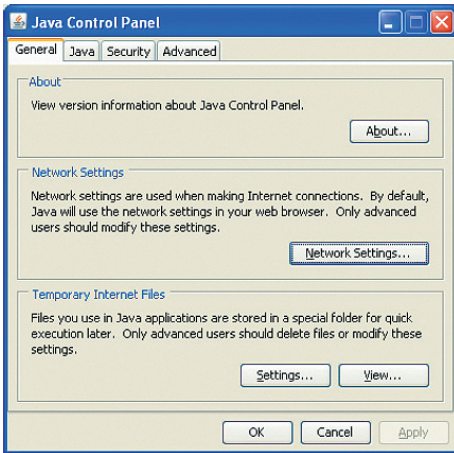
## 2.4.2 Adjust the Proxy settings

You can adjust the Proxy settings either from the Java control panel or by clicking the "Proxy Settings" button from the error messages when prompted in UBS KeyLink.

### To configure from the Java Control Panel:

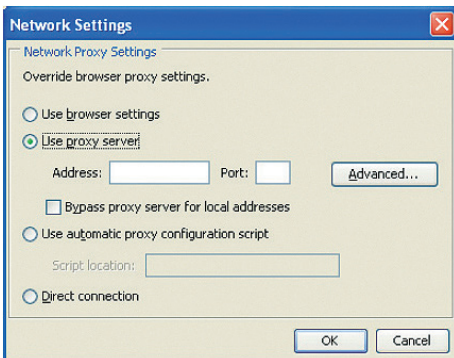
It may be necessary to manually enter your Proxy Name and Proxy Port into the JAVA Plug-In Console. (Found under "Start → Settings → Control Panel, Java").

In the "Proxies" tab adjust the browser default settings or override the proxy address and port for the different protocols. You can override the default settings by un-checking the "Use browser settings" check box, then completing the proxy information table beneath the check box. You can enter the proxy address and port in each of the supported protocols.



Click on the "Network Settings" tab to override the network settings in your browser.

This action will open the "Network Settings" window:



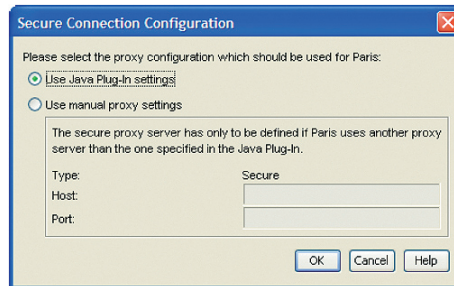
Please keep in mind that the secure proxy server has only to be defined if UBS KeyLink needs different proxy settings from your web browser.

Please contact your web system administrator and ask for either the network name or the IP-address and the port of the secure proxy server you need to access the Internet.

### To configure from UBS KeyLink:

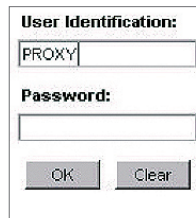
You also have the option to adjust your proxy settings directly in UBS KeyLink by selecting the "Proxy Settings" button when you receive the above mentioned error message.

In doing so, the following dialog box will appear:



The same rules apply here as in the Java Control panel. You may either choose the Java Plug-in settings defined in the Java Control panel, or manually enter a different proxy server.

If you have questions regarding your proxy set up, you can access this information by quickly checking your proxy settings in UBS KeyLink. To open the "Proxy Settings" information screen, enter the word "PROXY" in the "User Identification" field and select "OK".



Please also ensure that you keep your operating system and Internet browser updated with the latest security features and supporting updates.

Please be advised that various configuration changes to your company's firewall may apply.

### 3. Key contact information

To find out how UBS KeyLink e-banking solutions can benefit you, please contact [UBS AG](#), [UBS KeyLink](#).

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**Global Toll Free Numbers**

Global Helpline Number	+41-848-888 848
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**Regional Helpline Numbers<sup>1</sup>**

Americas	+1-203-719 3800
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Europe, Middle East and Africa	+41-44-239 0607
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Asia-Pacific	+65-6495 8740
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e-mail UBS KeyLink Switzerland  
[sh-keylink-emea@ubs.com](mailto:sh-keylink-emea@ubs.com)

<sup>1</sup> Our regional helpline numbers are staffed between the hours of 8:00 am to 6:00 pm local time. Calls to our Europe, Middle East, and Africa number (+41-44-239 0607) outside of Swiss operating hours, will be redirected to another helpline number outside of Switzerland.