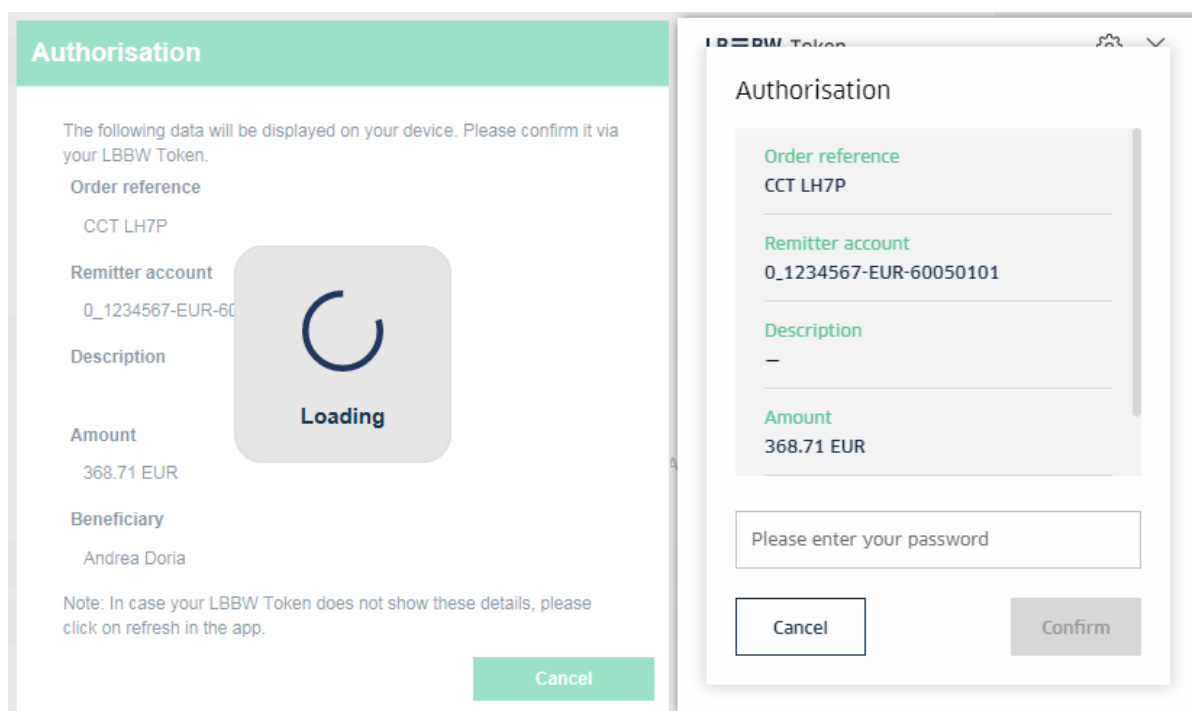


Stand: August 2019

## Payments App in Corporates-Portal - Known bugs LBBW Token Desktop

### Known bugs with the new LBBW Token Desktop in interaction with browsers:

1) During the authorisation of a payment within the **LBBW Corporates-Portal** (URL [www.LBBW-Corporates.de](http://www.LBBW-Corporates.de)), a loading window remains erroneously, which covers parts of the payment information:



### Possible solution

Log in via the LBBW Business-Portal (URL [www.LBBW-Business.de](http://www.LBBW-Business.de)), the problem does not occur there either.

2) When calling the LBBW Token via the login page of the **LBBW Corporates-Portal** (URL [www.LBBW-Corporates.de](http://www.LBBW-Corporates.de), click there on "LBBW Token") in the browser Internet Explorer 11, the following error messages may appear: either "LBBW Token no longer works" or "The program cannot be started because ffmpeg.dll is missing on the computer".

Possible solutions:

- a) If you use another supported browser (Firefox, Chrome or Edge), the problem does not occur there.
- b) Log in via the LBBW Business-Portal (URL [www.LBBW-Business.de](http://www.LBBW-Business.de)), the problem does not occur there either.