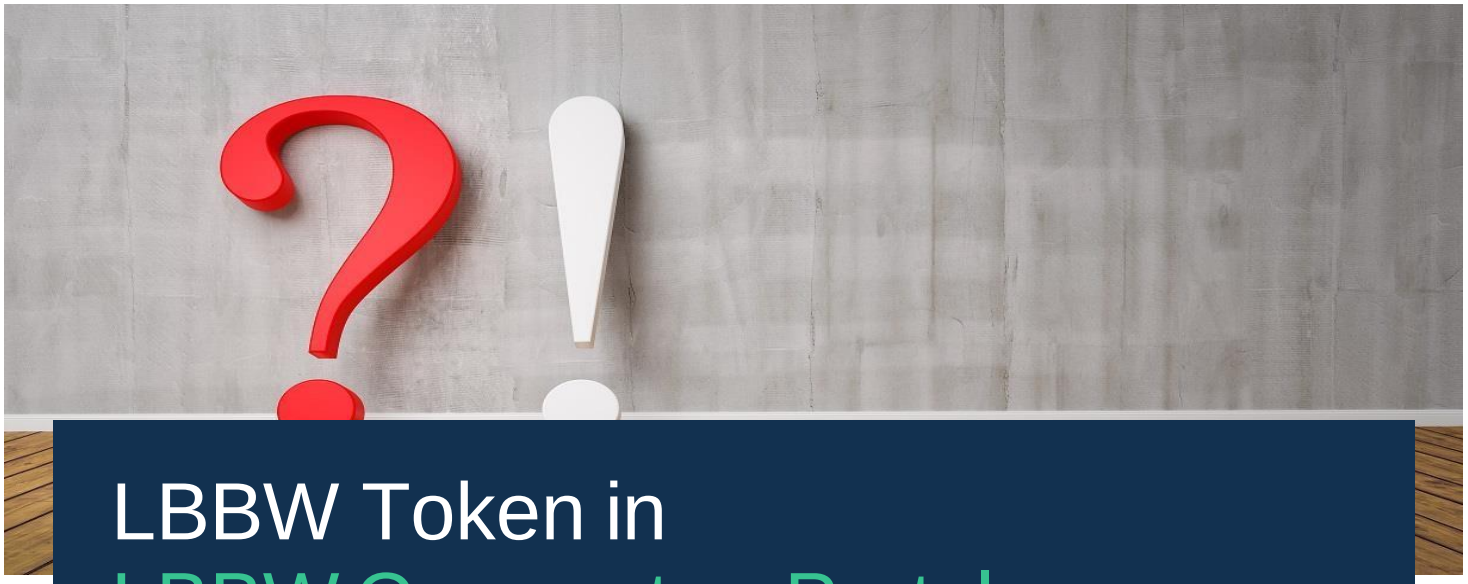
LBBW

Breaking new ground



LBBW Token in LBBW Corporates-Portal FAQs

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General questions

What is the PSD2?
The Payment Services Directive is an EU directive adopted by the European Commission to regulate payment services and payment service providers across the EU.

Where can I find more information about the LBBW Token?
You can find more information in several help documents here: (www.LBBW.de/Token).

I can't open the page https://www.lbbw-corporates.de.
Is the browser up to date? You need the latest version of Internet Explorer, Edge, Firefox or Google Chrome.

The page LBBW-Corporates.de is blocked.
If necessary, unblock the page in Browser/Firewall/ Proxy-Server.

My INI letter is not displayed.
Please add the address LBBW-Corporates.de as an exception in the popup settings and select "Print INI letter again".

I would like to switch from the Desktop Token to the Mobile Token.
Here you will find the instructions for switching access.

How can I change from Keybag.dat to Mobile Token?
Here you will find the instructions for changing access.

How can I change from my old mobile device to a new one?
Here you will find the instructions for changing access.

I have lost my mobile device and want to initialize a new one.
Here you will find the instructions for changing access.

LBBW Desktop Token

Due to our security policy program files have to be released. Which files are to be considered for the LBBW Desktop Token?
The files "LBBW Token.exe" and "elevate.exe" (in the subfolder "resources") are affected.

What are the settings for ports and proxy servers?
There are no special settings for ports. The URL to be set in the proxy server (or corresponding application) is "www.lbbw-corporates.de" (IP address 91.198.67.13). If you can access the URL of the payment app, the token can also be accessed.

For proxy servers, it is important that the token takes the proxy configuration from the system. Therefore, the proxy must be set not only in the browser,
but as a system proxy.

Are read rights sufficient to use the LBBW Desktop Token in Windows?
No, to use the LBBW Desktop Token you basically need write permissions in Windows for the following directories:
1) installation path of the token (default:
<username>\AppData\Local\Programs\LBBW Token)
2) <username>\AppData\Roaming\LBBW token.

Are administrator rights required when installing the LBBW Desktop Token?
If the token is used on a Windows computer by one person, no administrator rights are required. If several people share a PC, the token must be stored for each Windows profile. In this case, administrator rights are required for the one-time installation.

Does the LBBW Desktop Token also work if the antivirus program is deactivated?
No, an antivirus program must be installed and activated. This is a required security feature for your protection.

Can the LBBW Desktop Token also be used on terminal servers and in virtual systems?
Due to PSD2 regulations, the LBBW Desktop Token can only be used on terminal servers if it is installed locally on a computer that is connected to the terminal server. Otherwise the use is not permitted according to PSD2 and therefore not approved by the manufacturer. Please speak to your IT contact person about this.

Use on virtual systems is generally not possible.

Can the LBBW Desktop Token be installed unattended?
Yes, a "silent install" is possible with the addition of "/S" after Setup.exe.

Can several people use the LBBW Desktop Token on one Windows PC?
This is possible if a separate Windows profile is created for each user. The token must then be stored in the respective Windows profile of the users. If a user has logged into his Windows profile, he can use his access via the token.

I have forgotten my password. How can I reset the LBBW Desktop Token?
To do this, start the token, click on the gear wheel and select "Reset application". Then inform LBBW's Client Support 0711-127 46565 (EB-Helpline@LBBW.de) so that a reinitialization can be initiated.

Can the LBBW Desktop Token be stored on multiple devices?
No, use on multiple computers is contrary to the requirements of PSD2. The token can only be installed and used on one computer at a time.

How can I change my deposited device?
Inform LBBW's Client Support 0711-127 46565 (EB-Helpline@LBBW.de) about the required reset of your participant. You can then initialize on a new device.

LBBW Desktop Token

Can multiple keys be stored in one LBBW Desktop Token?
Yes, if they are used for the same user (one user works with multiple customer IDs). Just click on the gear, select "Add additional keys" and follow the instructions.

How does the LBBW Desktop Token recognize which key should be used for the login (if more than one is deposited)?
As soon as a second key is deposited, you will have to enter the required customer and user ID in addition to your password when logging into the token.

After logging into the portal, the message "No pending confirmations" appears in the LBBW Desktop Token. What does this mean?
It is simply a notice that you do not currently need to authorize any payments.

I had to reset the LBBW Desktop Token and can no longer use my previous password during the new initialization. Why?
You are not allowed to use the last 10 passwords you used, you have to assign a new one.

What can I do if my Token Desktop resets regularly?
The Token Desktop uses the Windows Accessing Credential Manager and also stores encrypted data there. Please ensure that the data is stored in the Windows Accessing Credential Manager for a longer period of time.

LBBW Mobile Token (Android/iOS)

How do I find the LBBW Mobile Token in the App Store/on Google Play?
Search for the term "LBBW Token" in the Store.

I have forgotten my password. How can I reset the LBBW Mobile Token?
Delete the data in the "LBBW Token" app in the settings of your smartphone (Android: select Settings /Apps /LBBW Token / Memory / Delete data, iOS: select Settings / LBBW Token / Reset). Then inform LBBW's Client Support 0711-127 46565 (EB-Helpline@LBBW.de) so that a reinitialization can be initiated.

Can the LBBW Mobile Token manage multiple keys?
No, in the current version only one key can be managed per smartphone.

How can I change my stored smartphone?
Inform the Client Support of LBBW 0711- 127 46565 (EB-Helpline@LBBW.de) about the reset of your subscriber. You can then initialize on the new smartphone.

Can the LBBW Mobile Token also be used on tablets?
In principle, yes, but the LBBW Mobile Token is optimized for smartphones.

The LBBW Mobile Token is provided by Apple (iOS) or Google (Android). Do these providers have access to my data as a result?
No, because the key is always stored locally on the smartphone. The LBBW Mobile Token can also only be started on non-routed devices or devices without a jailbreak.

Are iOS beta versions supported?
No, only versions released by Apple are supported. Using the LBBW Mobile Token with beta versions may cause crashes and malfunctions. Apple advises against the use of beta versions on productive devices.

Can the payment transactions app in the Corporates portal also be used on a tablet via the LBBW Mobile Token?
Yes, this is possible. The application can be accessed and used on desktop computers (Windows/MacOS) and on mobile devices.