



RESERVE BANK OF AUSTRALIA

RITS User Access and Browser Upgrade Program

Frequently Asked Questions (FAQ)

These frequently asked questions provide timely guidance on commonly asked questions about the transition to the new versions of RITS software being implemented in 2023.

Note: The numbering of these questions is fixed and will not change as new questions are added.

12 April 2023

Version 1.1

1. What should I do if I am asked 'enter the PIN for eToken Pro'?



The eToken Pro pop-up appears due to the Symantec / DigiCert PKI Client incorrectly registering as a TLS authentication handler for the eToken-5110. To resolve the issue, it must be de-registered as such, by applying the following procedure:

1. Open regedit and navigate to
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards
2. Export the above key with its sub-keys into a file. This file will form a backup before you edit the registry.
3. Open the exported file with a text editor (e.g. notepad) and search for the following string in it:

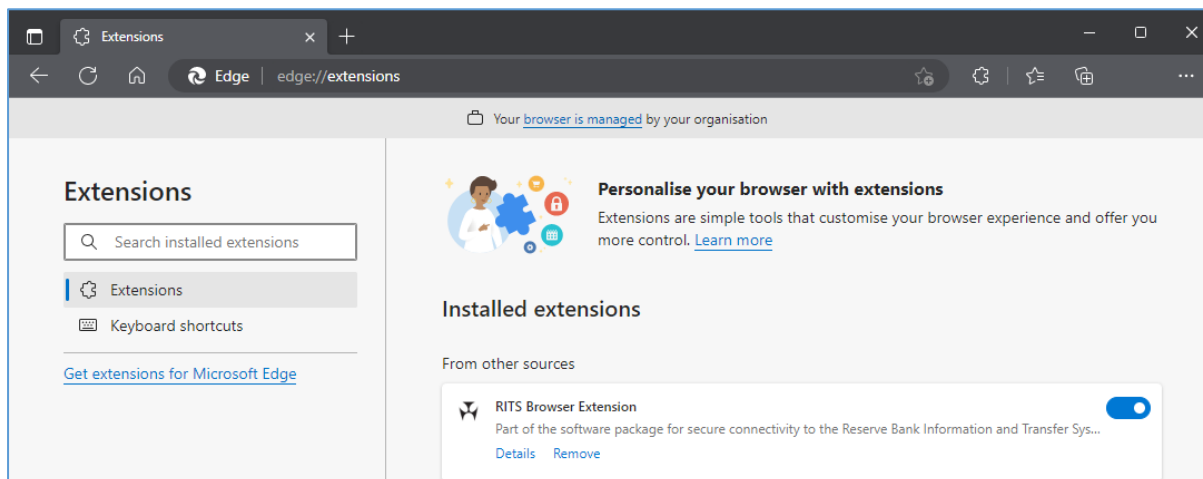
3b,d5,18,00,81,31,3a,7d,80,73,c8,21,10,30.

The error message is due to the registry having multiple sub-keys containing a value of this string.

4. In the registry, delete all sub-keys identified in step 3, except for the following sub-key (and its values) which must be retained:

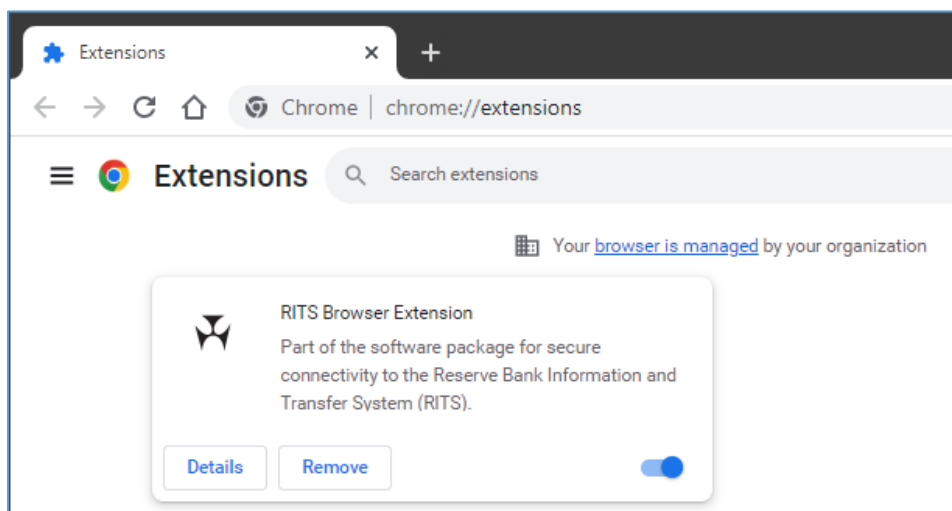
```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards\eTokenCard\JC1.0b]
"Smart Card Key Storage Provider"="SafeNet Smart Card Key Storage Provider"
"ATR"=hex:3b,d5,18,00,81,31,3a,7d,80,73,c8,21,10,30
"ATRMASK"=hex:ff,ff,ff,ff,ff,ff,ff,ff,ff,ff,ff,ff,ff,ff
"Crypto Provider"="eToken Base Cryptographic Provider"
```

2. How can I check if the RITS Browser Extension is installed in Edge?



1. In the Microsoft Edge browser, navigate to <edge://extensions/>
2. Check for the availability of the RITS Browser Extension.
3. Verify the version number as per the requirements in the [RITS Technical Requirements Webpage](#).
4. If not installed, or if an out-dated version is present; go to the [RITS Software page](#) and download and install the current RITS Browser Extension.
5. Enable the extension if necessary.

3. How can I check if the RITS Browser Extension is installed in Chrome?



1. In the Google Chrome browser, navigate to <chrome://extensions/>
2. Check for the availability of the RITS Browser Extension.
3. Verify the version number as per the requirements in the [RITS Technical Requirements Webpage](#).
4. If not installed, or if an out-dated version is present; go to the [RITS Software page](#) and download and install the current RITS Browser Extension.
5. Enable the extension if necessary.

4. How do I install the new RITS Launch Page for Edge?

RITS Launch Page Software

Install the RITS Launch Page Software by selecting and running the appropriate version(s) of the software for your environment below.



[Download RITS Launch Page Software Installer \(Edge\) V. 2.8.8](#)



[Download RITS Launch Page Software Installer \(Chrome\) V. 2.8.7](#)

When downloading the installer, users will be presented with two options. To run the installer immediately after download, select "Run" for Chrome users or "Open file" for Edge users – this is the recommended approach. Alternatively, selecting "Show in folder" for Chrome users or "Open downloads folder" for Edge users will show you the location of your downloaded file. You will then be able to run the installer at a later time by navigating to and double-clicking the saved file.

1. Check if your machine has the current RITS Launch Page already installed
2. Verify the version number as per the requirements in the [RITS Technical Requirements Webpage](#).
3. If an outdated version is installed, uninstall the historical version
4. In the Microsoft Edge browser, navigate to <https://www.rba.gov.au/rits/browser-upgrade/software/>
5. Download and install the Launch Page compatible with the Edge browser by following the prompts.

5. How do I install the new RITS Launch Page for Chrome?

RITS Launch Page Software

Install the RITS Launch Page Software by selecting and running the appropriate version(s) of the software for your environment below.



[Download RITS Launch Page Software Installer \(Edge\) V. 2.8.8](#)



[Download RITS Launch Page Software Installer \(Chrome\) V. 2.8.7](#)

When downloading the installer, users will be presented with two options. To run the installer immediately after download, select "Run" for Chrome users or "Open file" for Edge users – this is the recommended approach. Alternatively, selecting "Show in folder" for Chrome users or "Open downloads folder" for Edge users will show you the location of your downloaded file. You will then be able to run the installer at a later time by navigating to and double-clicking the saved file.

1. Verify the version number as per the requirements in the [RITS Technical Requirements Webpage](#).
2. If an outdated version is installed, uninstall the historical version
3. In the Google Chrome browser, navigate to <https://www.rba.gov.au/rits/browser-upgrade/software/>
4. Download and install the Launch Page compatible with the Chrome browser by following the prompts.