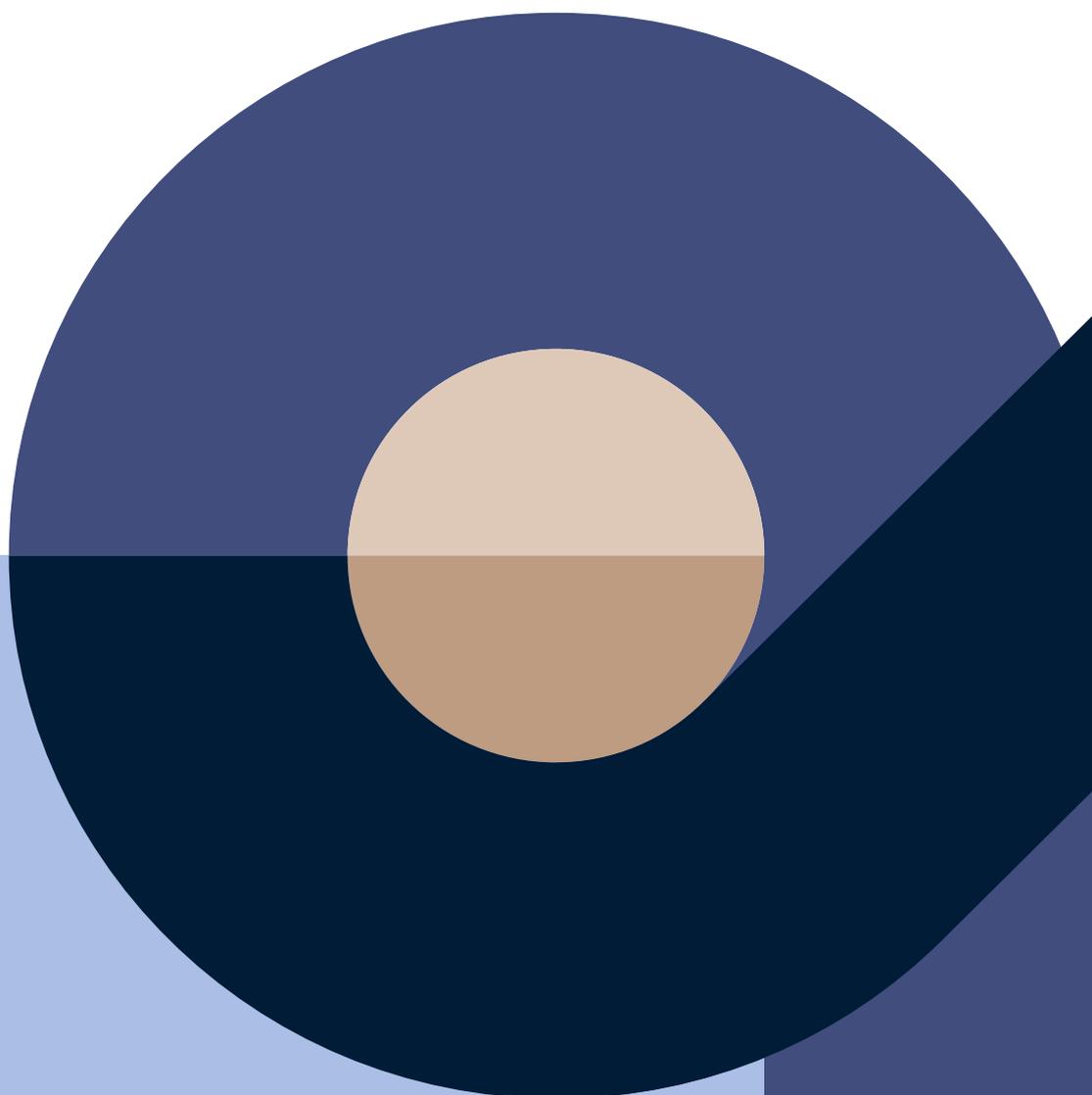


**Security Update TRAVIC-Sign 3.1.19**

# Electronic Banking

The browser based und multi-bank capable platform solution of  
Hamburg Commercial Bank



# Click instruction for the security update in Electronic Banking

## How do I check the installed version?

- Open the Windows input field using „Windows key + R“.
- Enter „control“ into the input field and confirm the entry by clicking „OK“. The Control Panel will open.
- Click on Programs/ Uninstall a program to get to the overview.
- TRAVIC-Sign will be displayed with the installed version.

TRAVIC-Sign	PPI AG, Hamburg, Germany	10.06.2024	11,4 MB	3.1.19.0
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## Alternatively, you can view the current version in Windows Explorer:

- Open Windows Explorer and navigate to the TRAVIC-Sign folder. It should be located in the following directory: C:\Program Files\TRAVIC-Sign
- Check the file version of the file uninstall.exe by viewing properties.
- Contact your IT administrator if you are unsure.

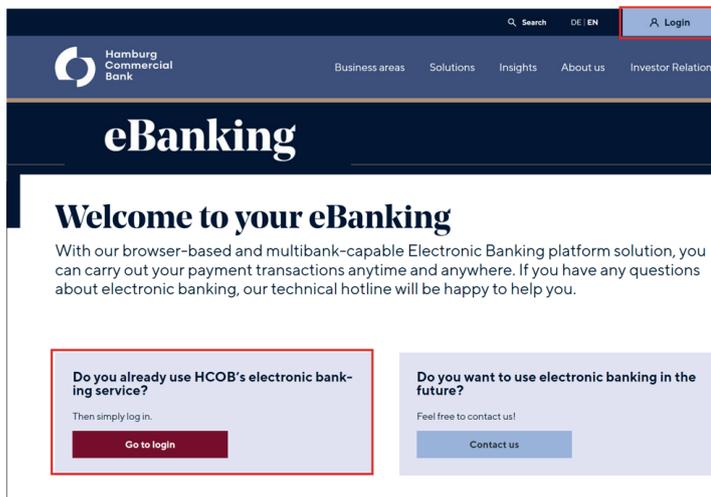
The screenshot shows a Windows Explorer window with the address bar set to 'This PC > Windows (C:) > Program Files > TRAVIC-Sign'. The file list contains 'manifest-chrome.json', 'TRAVIC-Sign-Service.exe', and 'uninstall.exe', with 'uninstall.exe' highlighted. An 'uninstall.exe Properties' dialog box is open, showing the 'Details' tab. The 'File version' is listed as '3.1.19.0'.

Name	Date modified	Type	Size
manifest-chrome.json	6/10/2024 3:05 PM	JSON File	1 KB
TRAVIC-Sign-Service.exe	4/11/2024 4:57 PM	Application	11,765 KB
uninstall.exe	4/11/2024 4:58 PM	Application	86 KB

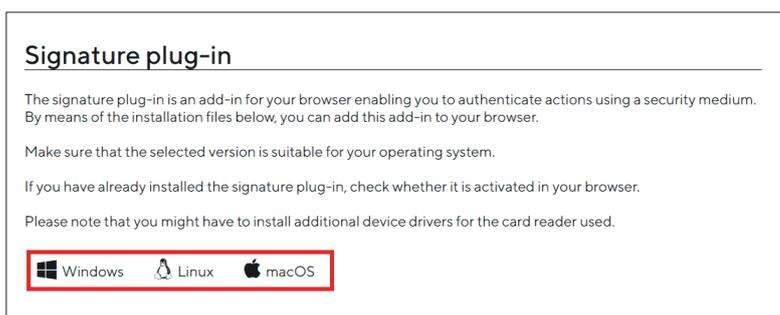
Property	Value
Description	Installer for TRAVIC-Sign 3.1.19.0
Type	Application
File version	3.1.19.0
Product name	PPI Installer for TRAVIC-Sign 3.1.19.0
Product version	
Copyright	Copyright © 2005-2024 PPI AG Hamburg, ...
Size	85.2 KB
Date modified	4/11/2024 4:58 PM
Language	English (United States)

## How do I install the update?

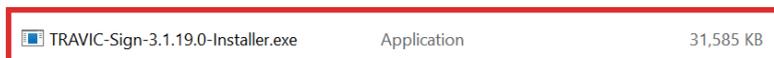
1. Before installing the update, we recommend uninstalling the installed signature plug-in if it is a version lower than 3.1.19.
2. You can download the current version
  - 2.1. via the following direct link:  
<https://electronicbanking.hcob-bank.com/tphelp/plugin/TRAVIC-Sign-3.1.19.0-Windows.zip>
  - 2.2. or alternatively, you can access the HCOB Electronic Banking user interface via “Go to Login” and click on the question mark symbol at the upper right corner of the page.  
 (https://www.hcob-bank.com/en/banking/ebanking/)



- 2.3. Scroll to the “Signature Plug-In” section, download the installation file of the plug-in for your operating system, and extract the ZIP file.



3. Execute the file **TRAVIC-Sign-3.1.19.0-Installer** by double-clicking on it.



**Note:** Please contact your IT administrator if you lack the permissions for the installation and execution of TRAVIC-Sign version 3.1.19.

## When is the TRAVIC-Sign version 3.1.19 available?

The TRAVIC-Sign version 3.1.19 is available immediately.