

BARX Corporate User Guide

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Introduction to BARX Corporate

Welcome to BARX Corporate – an internet based treasury dealing service, providing online foreign exchange dealing (FX), real-time exchange rate and deposit information and online Treasury Deposit capability*.

BARX Corporate enables you to deal in foreign currencies, including foreign exchange spot and short-dated deals, fixed and option dated forward contracts, swaps up to pre-agreed limits and treasury deposits*.

* Online Treasury Deposit capability and option dated forward contracts are only available in the UK.

This guide is designed to help your business enjoy the benefits of BARX Corporate as quickly as possible and should be read in conjunction with the 'Getting Started' section of the website.

Firstly, it provides additional information you may need on the installation steps 1-3 detailed within the 'Getting Started' web page.

Secondly, it details roles and responsibilities.

It is important that System Administrators and users read the information within these sections to understand their roles and responsibilities, and how they can ensure the highest standard of security is maintained.

Finally, you will find a 'Frequently Asked Questions' section. This covers the most common questions around getting started, raised by users.

Contacting the BARX Corporate Client Services Team

The Client Services Team provide dedicated support and administration of BARX Corporate.

You can call them between 07:30 and 17:30 each working day on 0330 153 0538⁺ within the UK, or (+44) 20 7773 9259 if calling from outside the UK.

For clients based in GCC countries, the client Services Team can be contacted on +971 (0)4 438 1144, 24hours a day from Monday to Thursday.

The email address is: **barxcorporate@barclays.com**

The address is:

BARX Corporate Client Services Team
Barclays Bank Plc
5 The North Colonnade
Canary Wharf
LONDON
E14 4BB

System requirements

Below are the recommended system requirements, BARX Corporate may experience performance issues if these are not met:

- Windows 7 or a more recent operating system with the latest service packs and security updates installed
- Microsoft.Net framework minimum v4.5.2
- 2GB hard disk space available
- 1GB of available RAM
- 32Mb of video memory
- Dual core Processor
- Microsoft Internet Explorer 11, Microsoft Internet Explorer 8-10 (requires TSL 1.2 to be enabled), Google Chrome 22 or newer, Mozilla Firefox 27 or newer, Mozilla Firefox 23-26 (requires TSL 1.2 to be enabled)
- 19 inch Monitor (or larger) with resolution of 1280x1024
- Internet Connectivity with a recommended minimum 3Mbps download speed
- Anonymous and Basic authentication supported (Window Integrated authentication, otherwise known as NTLM, is currently not supported.)
- Firewall to be configured to allow the file types .bnlp, .exe, .jar, and .msi
- Firewall to be configured to allow the IP addresses: 141.228.80.76; 141.228.140.76; 141.228.140.65; 141.228.140.75; 141.228.140.76; 141.228.140.77; 141.228.146.109; 141.228.80.75; 141.228.80.76; 141.228.80.77 Ports: 8080 & 443.

Step 1. Installing BARX Launcher platform

In order to use BARX Corporate, the BARX launcher Platform is required to be installed on the local machine.

Download and install the BARX FX Launcher package by clicking [here](#) and follow the on-screen instructions.

****Note:** When you are prompted to select a Destination Folder, please use the default location provided (C:\Program Files (x86)\Barclays Capital\BARX Launcher\). ******

Step 2. Downloading your Personal Digital Certificate

In order to use BARX Corporate, a digital certificate is required for each user. (See FAQs to read more about Digital Certificates.) To complete this download process, you require two items of information:

- user name
- password

You are strongly advised to make a back-up of the certificate in case it gets corrupted, lost or deleted.

In order for your Personal Digital Certificate to be issued you will need to go to the BARX Corporate homepage.

<https://www.barx.com/ms/barxcorporate.html>

Download and install your Barclays digital certificate by clicking Start > All Programs > Barclays Capital> select BARX Certificate Downloader and following the on-screen instructions.

**** Note:** You may also go to C:\Program Files (x86)\Barclays Capital\BARX Launcher\CertDownloader.exe to launch the certificate tool manually if the above link does not work for you. ******

Step 3. Downloading BARX Corporate

Having installed the BARX Launcher – and your personal certificate, you are now ready to download BARX Corporate.

Launch BARX by clicking [here](#) and entering your username and password when prompted.

If you are a BARX Corporate UAE Client please click [here](#)

**** Note:** If you have problems connecting, check your proxy server settings by clicking "Internet Settings" in the login window and entering your proxy settings as required. You can find more information in our FAQ section below. ******

Step 4. Create a desktop shortcut for BARX Corporate

- Go to Start and type "bwl_barcap-win7.bnlp" in your Windows search bar
- Right-click and select the option "Go to file location"
- Move the file to the Desktop

*** for UAE clients please go to start and type "bwl_efxdealer-uae.bnlp"***

Step 5. Contact the Client Services Team

Before attempting to deal you will need to activate your account by calling the Client Services Team.

Roles and responsibilities

System (security) Administrator

The System Administrator is the main point of contact within the organisation when using BARX Corporate. They play an important role in the usage of BARX Corporate and therefore must be appointed by the client signatory of the BARX terms.

Should you wish to add or change the name of an existing System Administrator you must contact your Relationship Team.

A System Administrator will be responsible for the organisations profile on BARX Corporate and will be able to contact the Client Services Team to:

- give authority to assign access rights for new users as appropriate
- give instructions to request/appoint new users
- give authority to change user access rights (i.e. their ability to undertake tasks)
- give instructions to change individual user limits (if required)
- give instruction to suspend users on BARX Corporate

In addition, a Systems Administrator can either (a) view foreign exchange and money market rates and deal information, or (b) view and deal on behalf of the organisation.

Users

Users responsibilities are allocated by the System Administrator.

Users can either:

- simply view rates and deal information, or
- view and trade deals on behalf of the organisation

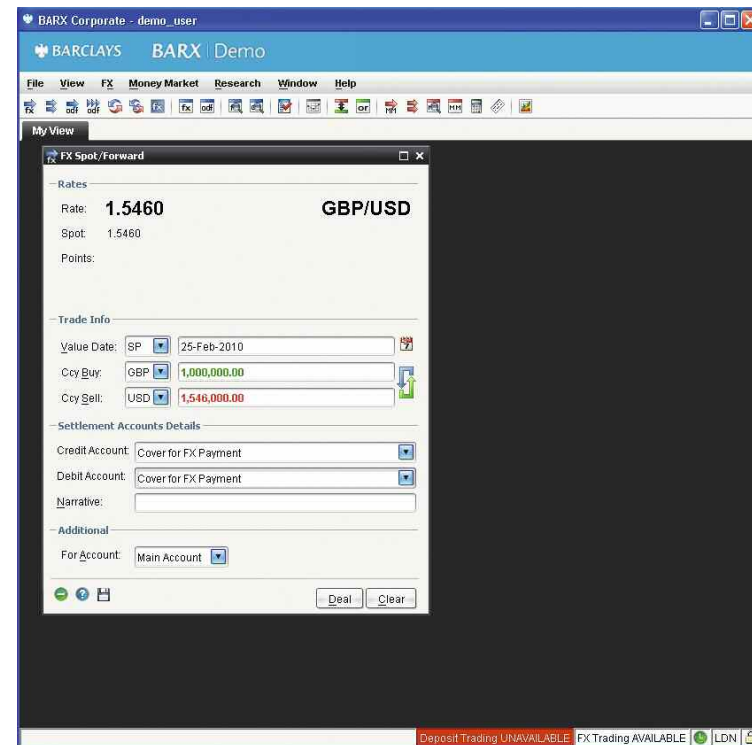
Using BARX Corporate

Online Help

BARX Corporate includes an on-line help facility which will provide you with the support required to use the service effectively.

Each deal screen has an associated help topic. Such topics are known as context-sensitive topics since they are accessed straight from the screen you are currently viewing.

For example, on the FX Spot/Forward screen, click on the ? button to get specific, context-sensitive, help on this screen. Alternatively select 'Help' on the menu bar and you will see a full index of BARX Corporate related topics.



Full Help Index

Specific Help on FX Spot/Forward

Security

BARX Corporate uses industry strength cryptographic algorithms to provide its Public Key Infrastructure (PKI) authentication and 128-bit data encryption.

128-bit data encryption is one of the most secure forms of encryption available, this ensures confidential transfer of data between your PC and the bank.

Your Digital Certificate

In order to log-on to BARX Corporate a digital certificate is required. This digital certificate utilises PKI and enables users to interact with BARX Corporate using digital identities. Each user is assigned their own unique online digital ID that verifies their identity when accessing BARX Corporate.

Certificates cannot be transferred between users and expire after two years. They can be transferred between PC's using the provided wizard in Internet Explorer.

Keeping your user name and password safe

Each user on BARX Corporate will have a unique user name and password. It is your responsibility to ensure they are kept confidential.

- Do not write down your password
- Do not tell anyone else your password
- Do not leave your PC unattended whilst logged in to BARX Corporate
- If you feel your password has been compromised, inform your **System Administrator** immediately

It is good practice to log off BARX Corporate when you have finished using the BARX Corporate website or are leaving your machine for any length of time. This will prevent any unauthorised users from viewing your information or booking a MM or FX deal without your knowledge.

Changing your password

You will be prompted to change your password only at first login. Therefore, it is recommended that you change your password on a regular basis. This can be done by selecting 'Change Password' from the support menu where you will be asked to enter a new password.

Failed log-in attempts

If you enter an incorrect password and access to your digital certificate is blocked, then please inform your System Administrator who will contact the Client Services Team.

Frequently Asked Questions

Q. How does BARX Corporate stay up to date?

A. Java Web Start automatically checks for updates to the application and downloads them so the current version of BARX Corporate is always presented.

Q. What is a digital certificate?

A. A digital certificate is used as a security mechanism to successfully authenticate the user. In order to use BARX Corporate the digital certificate acts as a gateway whereby individuals use their name and password to confirm their identity before gaining successful access.

The digital certificate utilises Public Key Infrastructure (PKI) and provides secure authentication, encryption and non-repudiation.

Q. Where is the certificate stored?

A. Certificates are stored in the users Certificate Store located within the Registry, and can be viewed within Internet Explorer. Users with roaming profiles are able to log-in from any PC, assuming that the relevant software is available on that PC.

Please note: in order for the certificate to be embedded in the browser, the security settings within IE must be enabled to **Run Active X Controls and Plug-ins** and allow File Downloads. Under the advanced tabs of Internet Options the following options must be enabled: PCT 1.0, SSL 2.0, SSL 3.0.

Q. My digital certificate is due to expire, how do I renew?

A. You should receive an email reminder a few weeks before expiry to go on line and renew. Once a certificate has expired you will need to contact the Client Services Team to generate a PIN for a new certificate and then download the new certificate. If you do not receive an email, please contact the Client Services Team for assistance.

Q. I've downloaded BARX Corporate and logged on but am unable to deal. What can I do?

A. Call the Client Services Team. Please refer to page 2 of this user guide for contact details.

You will need to activate your account before you can deal.

Q. What IP addresses and ports are used by BARX Corporate?

A. 141.228.140.65

141.228.140.75

141.228.140.76

141.228.140.77

141.228.146.109

141.228.80.75

141.228.80.76

141.228.80.77

Q. What file-types do I need to permission on my firewall?

A. Firewall to be configured to allow the file types .bnlp, .exe, .jar, and .msi.

Q. What proxy servers are compatible with BARX Corporate?

A. BARX Corporate will work with any proxy server that supports HTTP Tunnelling, i.e. one that supports the CONNECT method. Basic or anonymous authentications are the only authentication schemes currently supported. Window Integrated Authentication, otherwise known as NTLM, is not currently supported.

Q. My company's Internet security policy prohibits the download of any files. Can I still use BARX Corporate?

A. Yes. Please contact BARX Corporate Client Services Team for more information.

Q. I received 'Windows protected your PC' when trying to install the BARX Launcher

A. Windows defender is blocking the application from running. Select More Info and then Run Anyway.

Q. 'Unable to load resource' error

A. BARX Launcher has difficulty trying to download the BARX Corporate files from our servers. This could be because of incorrect proxy settings, files being blocked by the firewall or Internet-related (ISP connectivity, DNS, routing or bandwidth).

Q. I am always prompted for a username and password before the BARX Corporate login screen appears

A. Your proxy server has been configured by your network administrator to explicitly asking for authentication when accessing the Internet. Adding the BARX Corporate IP address to the **Trusted List** on your proxy server may negate the need for this.

Q. 'IE Certificate Import Error'

A. Your digital certificate has been corrupted, possibly as a result of a software upgrade or patch, system crash, or you didn't log off your computer properly. If you have a back-up copy of your certificate available, then simply delete the corrupted certificate and imported the back-up certificate. Otherwise contact BARX Corporate Client Services Team for a new certificate to be issued.

Q. 'Error connecting through proxy'

A. Either the proxy server settings on the BARX Corporate Config screen are incorrect (check and try again), or the proxy server does not support SSL tunnelling (consult local IT support for assistance).

Q. Error Message 'The application cannot connect to BARX servers. Please check your Internet settings and try again.' appears when trying to log in to BARX Corporate

A. From the BARX Corporate login screen click on the Options tab, choose the Action "Change Internet Settings" and click Go.

Enter your proxy server address and port information in the window that appears. Your local IT support desk will be able to supply the necessary information. Fill in the User ID and Password fields if your proxy server requires authentication. Leave the MIS Settings fields blank.

Click OK to save the settings and attempt to log in to BARX Corporate again.

Q. Can I run BARX Corporate on more than one computer?

A. Yes, but you can only log on to BARX Corporate from one computer at any one time. You will need to download and install the BARX Launcher and BARX Corporate, and export and import a copy of your certificate to each computer that you will require access from.

Q. 'Password Needed – Networking' dialogue box appears during the BARX Corporate download process

A. This indicates that your proxy server is requesting authentication to download/launch BARX Corporate. Please enter your own network internet authentication username and password, **not** your BARX Corporate username and password. Consult your local IT support desk for assistance if necessary.

Q. Other websites no longer work after installing Java

A. Those websites are probably running a Java applet that requires the Microsoft Java Virtual Machine (JVM), and are not compatible with the Java Plug-In which is enabled by default during the installation of Java. Simply disable the Java Plug-In via the Windows Control Panel, or within IE's Internet Options (on the Advanced tab).

Q. Are there any costs involved in setting up additional users?

A. No. To request access for new users, the Authorised System Administrator should send an email to barxcorporate@barclays.com with the following information: full name and title, contact details (telephone number, email, office address) and the type of access required (trading, read-only or clone an existing user's set-up).

Q. What support can I expect with BARX Corporate?

A. Upon successful registration you will be asked to download a 'Getting Started Guide', which will help support you through the process of downloading the required software.

BARX Corporate includes a comprehensive, easy-to-use on-line Help System which will provide you with the support required to use the service effectively.

In addition, the Client Services Team, provides dedicated support and administration of BARX Corporate.

Q. Why have you developed an online dealing service?

A. BARX Corporate has been developed so that it can provide you with faster response times and can be updated more cost efficiently and effectively for both you and the bank.

Q. How can I reinstall BARX Corporate on a new PC?

A. If you have access to your old PC

1. Export/Import your certificate
2. Follow steps 2 and 3 of the Getting Started Instructions

If you do not have access to your old PC

1. Contact the Client Services Team to issue a PIN for a new certificate. On receipt of the PIN download the new certificate
2. Follow steps 2 and 3 of the Getting Started Instructions

You can get this in Braille, large print or audio by calling 0800 027 1316, Option 1* (via Text Relay or Next Generation Text Relay if appropriate). For more information, please visit [barclayscorporate.com/alternativeformats](https://www.barclayscorporate.com/alternativeformats). Clients outside of the UK please contact your local Barclays representative or call +44 207 757 7323, Option 1**.

*Calls to 0800 numbers are free from UK land lines and personal mobiles, otherwise call charges may apply. Please check with your service provider. To maintain a quality service we may monitor or record phone calls. Lines are open Monday to Friday, 8am to 7pm.

**International call charges may apply.

[†]Calls to 03 numbers are charged at the same rate as calls to landline numbers. Please consult your service provider for further information.

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