IBM Trusteer Rapport – Solution Update

In July 2017, Trusteer released an update to Rapport that uses a new extensions-based architecture for browser protection. We are pleased to announce that they are now releasing an update to Rapport that provides an extension for Google Chrome.

In this release, they are also adding support for Windows 10 Fall Creators Update and Microsoft Edge 15.

What is changing?

In addition to providing this architecture for Firefox browsers, Rapport will also use it in Google Chrome to provide the browser protection layers on Windows devices. This allows IBM to provide browser protection support immediately when new browser versions are released.

This solution will be released on December 15, 2017.

We will extend this solution to other browsers during 2018.

Why use extensions?

In the past, there was often an update required for Rapport to support each new browser version. It could take weeks from the release date of the browser before this update was ready to deploy. By using an extension-based architecture, in most cases, the need for a Rapport update is eliminated.

There are several other reasons why Rapport now uses an extension-based architecture:

- They are supported by most web browsers.
- Browser manufacturers are committed to backwards compatibility.
- An extension allows IBM to:
    - Extend protection layers to existing web apps
    - Provide user notifications and alerts
    - Provide links and information on web pages
    - Allow a quick install that is available in web\app stores

Google Chrome Extension

How do I install the extension?

The extension will be automatically installed in the upcoming Rapport release. After installation, the next time you start Chrome, you will need to do the following:

1. On the **Enable extension** dialog, click **Enable extension**.
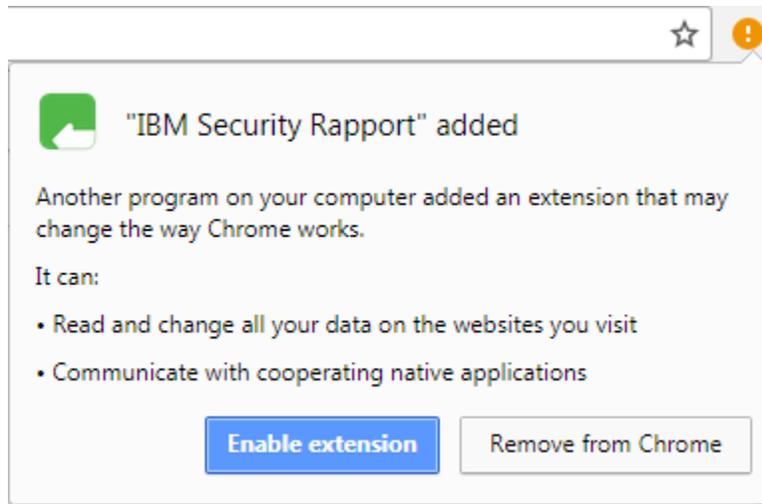
> **Note**: The two bullet points on the Enable extension dialog are generic Chrome information. Rapport has not changed other than requiring an extension to provide browser protection.

If Chrome was open during the Rapport installation, please restart it. The Chrome extension is now enabled and you can navigate to the online banking site with full Rapport protection.

2. If you do not see the message, click the orange Chrome menu, and then click **New extension added (IBM Security Rapport)**.

The **Enable extension** dialog appears and the you can click **Enable extension**.

If the you did not click **Enable extension**, the extension can be enabled at any time with the following procedure.
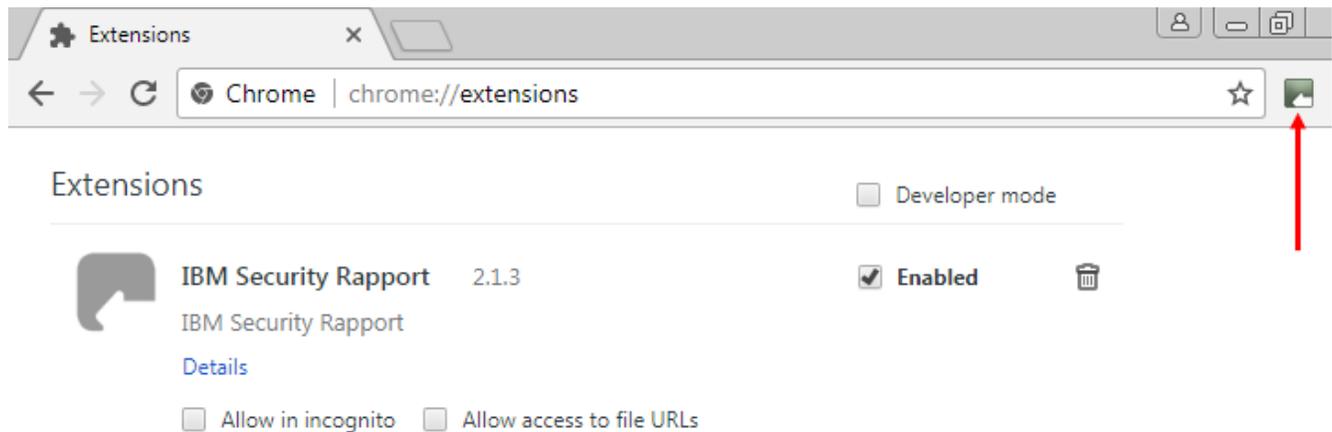
1. Open Chrome.

2. Click the menu button, click **More tools**, and then click **Extensions**.

The Extensions screen appears.

3. Select the **Enable** check box.

Extensions

☐ Developer mode

IBM Security Rapport   2.1.3   ☐ Enable   🗑

IBM Security Rapport

Details

The Rapport Chrome extension is now enabled. You will see the gray Rapport icon in the toolbar:

The Rapport icon is colored green when navigating to your banking site to indicate that the site is protected. You can go to the banking site to make sure that it works.

If you clicked **Remove from Chrome** when prompted to enable the extension, do the following:

1. Open the IBM Security Trusteer Rapport Console by clicking **Start > All Programs > Trusteer Endpoint Protection > Trusteer Endpoint Protection Console**.

2. In the **Product Settings** area, next to **Chrome extension**, click **install chrome extension**.

Note: If Google Chrome is not set as your default browser, the link will open in whichever browser is set as default. Copy the URL from the address bar and paste it into a Chrome browser to continue.
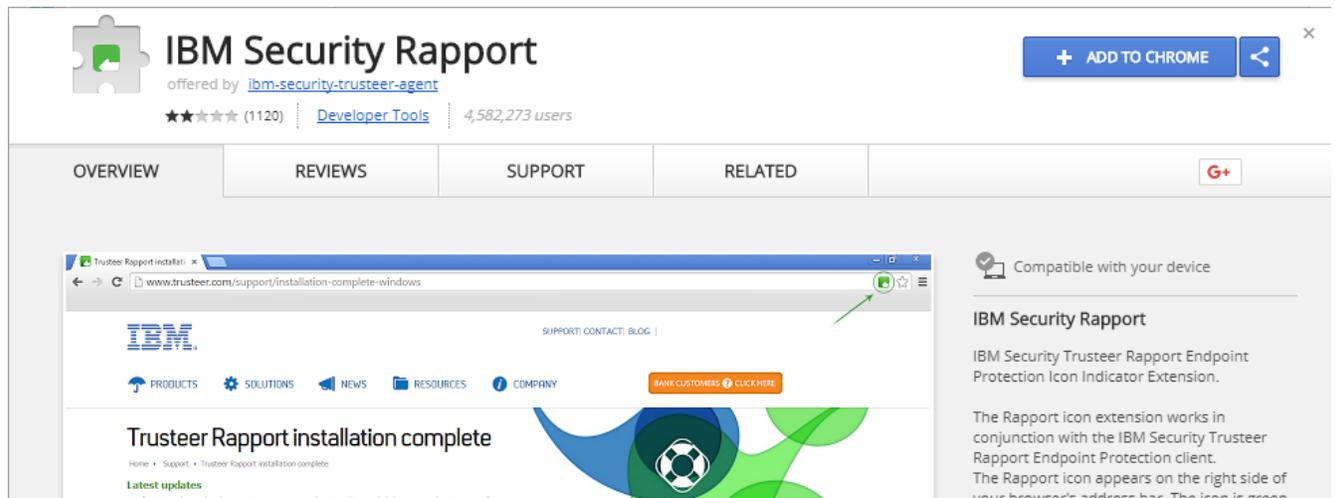

3. You will be directed to the Google Chrome web store; Click **Add to Chrome** to add the extension to your browser.

4. When prompted, click **Add extension**.
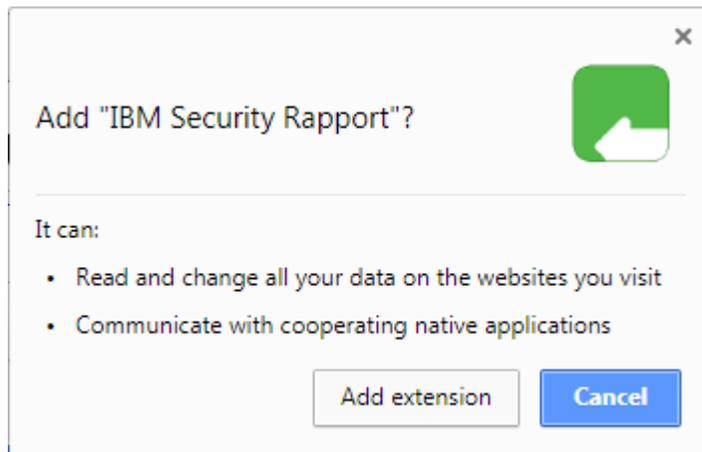
> **Note**: The two bullet points on the Add extension dialog are generic Chrome information. Rapport has not changed other than requiring an extension to provide browser protection.

What happens if the extension is disabled?

If you do not enable the extension, the following occurs when you try and navigate to the online banking site:

You will be able to access the online banking site, but with limited protection, i.e. general computer protection is active, but browser level protection is not. You may see the splash screen asking you to install Trusteer if you have the extension disabled.

Note: The protection status can always be determined by the Rapport icon. If it is green, it is providing protection. If it is gray, it is enabled, but you are not on a protected site.

In addition, if the extension is disabled, you might see the following Rapport message:
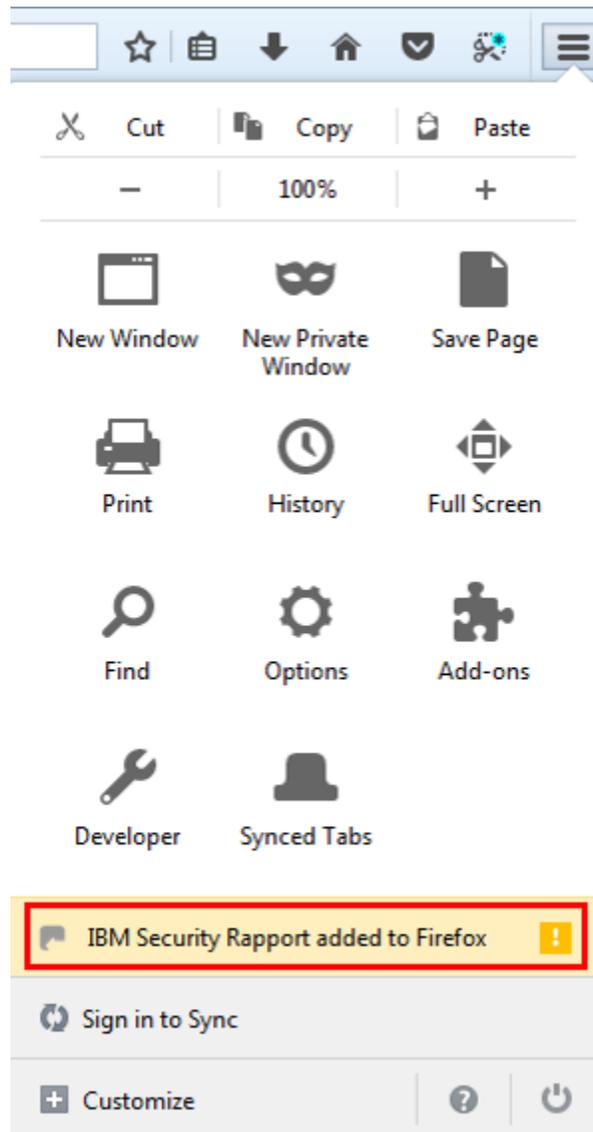

Click **OK** and follow the instructions above to enable the extension.
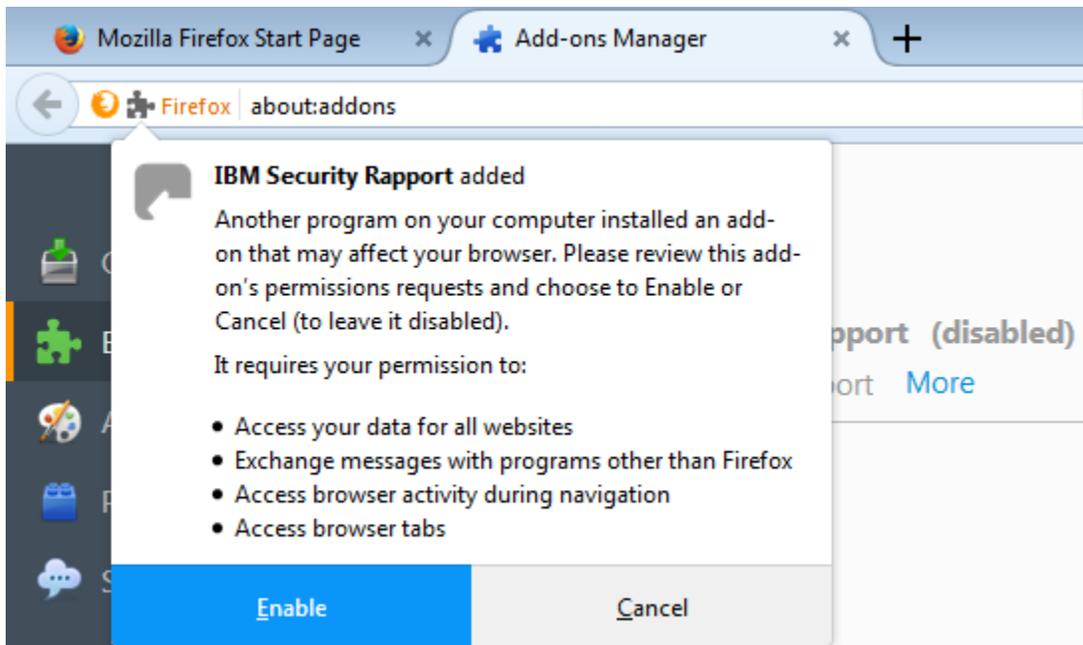
Firefox Extension

How do I install the extension?

The extension will be automatically installed in the upcoming Rapport release. After installation, the next time you start Firefox, you will need to do the following:

1. Click the menu button, and then click **IBM Security Rapport added to Firefox**.

2. The Add-ons Manager opens and on the enable extensions dialog, click **Enable**.

If Firefox was open during the Rapport installation, please restart it. The Firefox extension is now enabled and you can navigate to the online banking site with full Rapport protection.

If you did not click **Enable**, the extension can be enabled at any time with the following procedure.
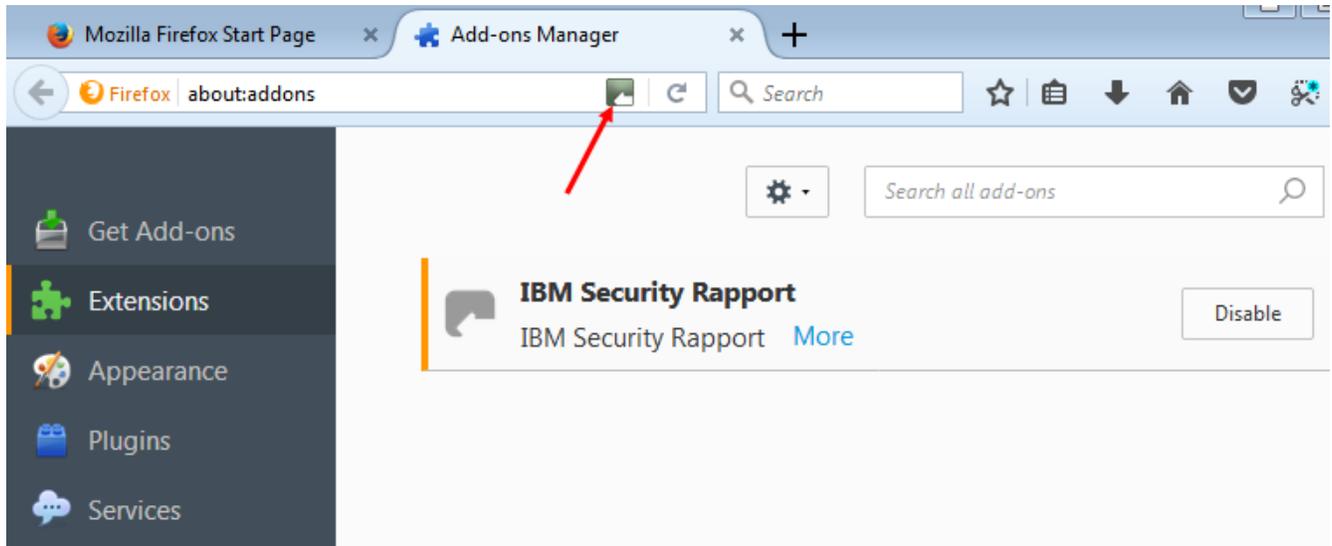
1. Open Firefox.

2. Click the menu button and select **Add-ons**.

3. Click **Extensions**.

   The Extensions screen appears.
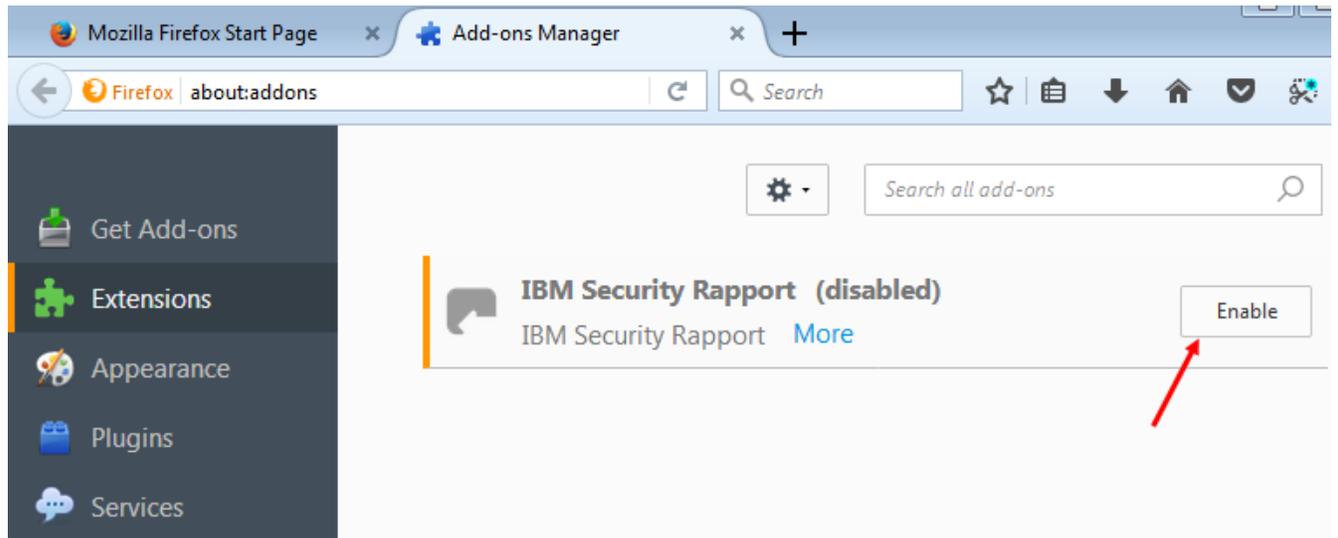
4. Click **Enable**.

The Rapport Firefox extension is now enabled. You will see the gray Rapport icon in the address bar:

The Rapport icon is colored green when navigating to the banking site to indicate that the site is protected. You can go to the banking site to make sure that it works.
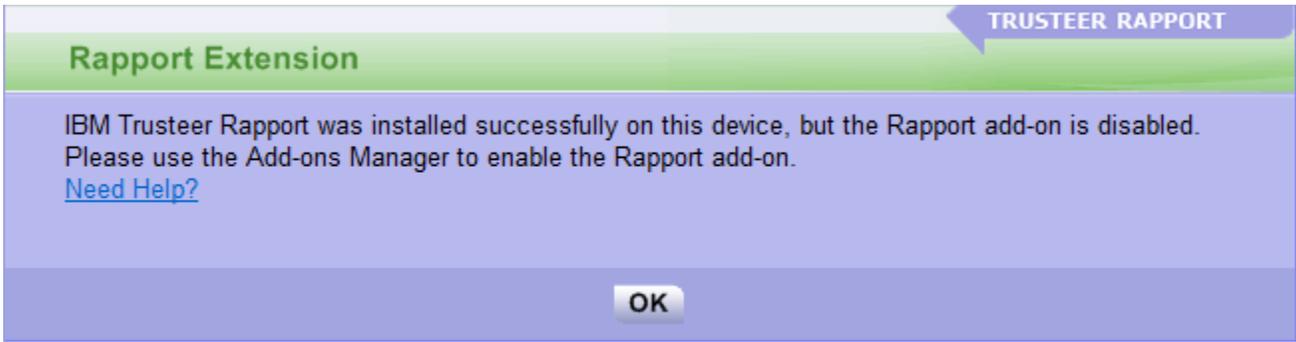
What happens if the extension is disabled?

If you do not enable the extension, the following occurs when they try and navigate to the online banking site:

- You will be able to access the online banking site, but with limited protection, i.e. general computer protection is active, but browser level protection is not. You may see the splash screen asking you to install Trusteer if you have the extension disabled.

Note: The protection status can always be determined by the Rapport icon. If it is green, it is providing protection. If it is gray, it is enabled, but the user is not on a protected site.

In addition, if the extension is disabled, you might see the following Rapport message:

Rapport Extension

TRUSTEER RAPPORT

IBM Trusteer Rapport was installed successfully on this device, but the Rapport add-on is disabled. Please use the Add-ons Manager to enable the Rapport add-on.
Need Help?

OK

Click **OK** and follow the instructions above to enable the extension.