

# FBXBankTrends Desktop Application FAQ

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## Minimum Requirements

- Windows Client Operating System
  - Windows 10 Version 1607 (build 14393) aka "Anniversary Update" or newer
  - Windows 8.1
  - Windows 7 SP1 with Platform Update
- .NET Framework 4.7.2
- 1GHz processor (dual-core is recommended)
- 4GB RAM
- 1024 x 768 screen resolution
- 200+ MB hard drive space
- For 32-bit/x86 systems SSE2 is required
- Windows OS Internet Settings TLS 1.2

Administrator privileges are not required to install, execute and uninstall the FBXBankTrends setup and application programs on Windows, unless your organizations IT department has implemented additional security mechanisms that limits a user account on your Windows computing device.

FBXBankTrends-Setup.exe and FBXBankTrends.exe are code signed with [Entrust EV Code Sign certificate](#) allowing for instantaneous reputation with Windows OS, SmartScreen, Defender and similar technologies.

## FBXBankTrends Installation - FBXBankTrends-Setup.exe

Installation directory

- %USERPROFILE%\AppData\Local\Informa

Temp directory and file(s) used during installation

- %USERPROFILE%\AppData\Local\Temp\\*\\*.TMP

Files in installation directory

- FBXBankTrends.exe
- FBXBankTrends.exe.config
- spf.ctrl
- unins000.dat
- unins000

Windows OS Registry Key

- HKEY\_CURRENT\_USER\Software\Classes\trends

If any of these are missing, re-run FBXBankTrends-Setup.exe to ensure a proper installation.

## FBXBankTrends - FBXBankTrends.exe

### Execution directory

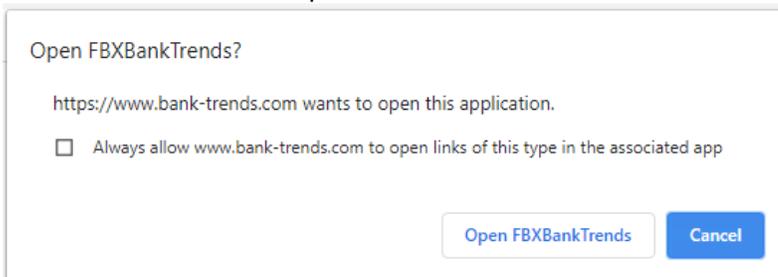
- %USERPROFILE%\AppData\Local\Informa

### Temp directory and file(s) used during execution

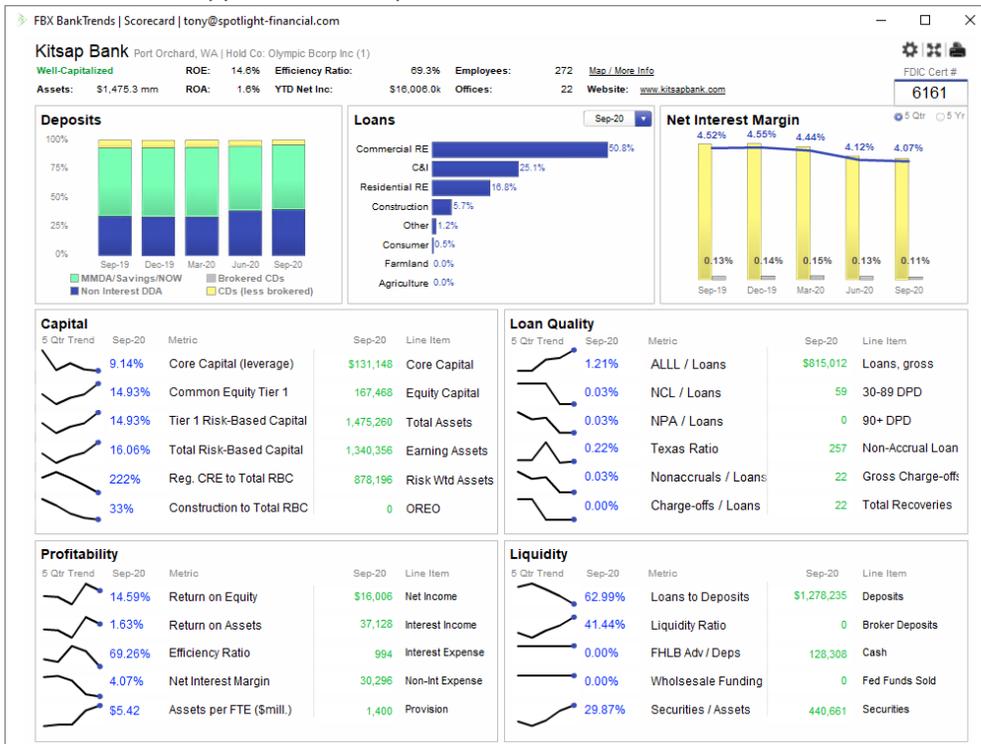
- %USERPROFILE%\AppData\Local\Temp\\*.TMP

## FBXBankTrends Application Usage

1. Sign into BankTrends (<https://www.bank-trends.com>)
2. On signed in home page menu, validate the 'Flash version OFF' switch is set
3. Click on any report link and new tab or new window will pop up with the message 'Open FBXBankTrends?'. Click 'Open' button.



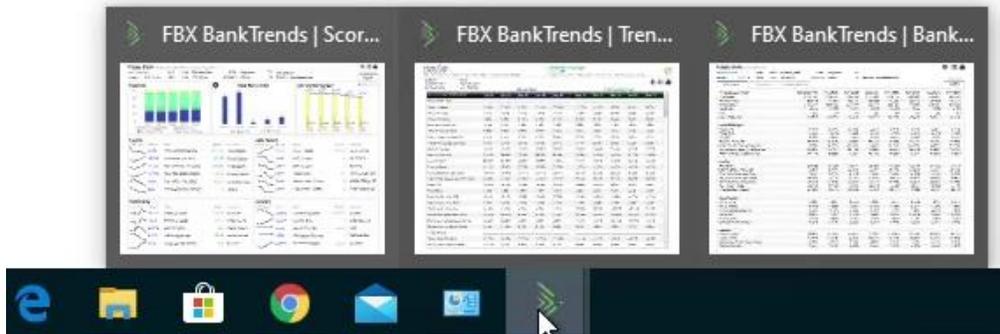
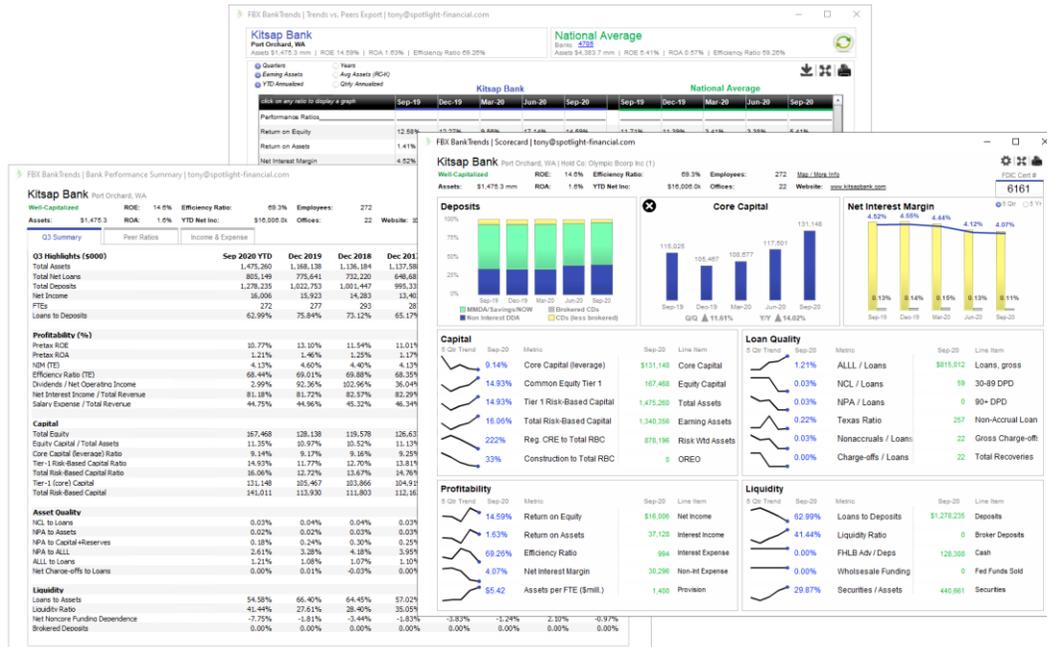
4. FBXBankTrends application will open with the selected dashboard



5. The FBXBankTrends application will show in the Windows OS Toolbar with a green chevron icon



- When you are done with the dashboard, click the [x] in upper right hand corner to close FBXBankTrends application
- You can click and open as many dashboard links from BankTrends web menu as you need. You can hover over the FBXBankTrends icon in the Windows OS Toolbar to see the different dashboards or use Windows ALT-TAB to switch between them.



## Troubleshooting

Why do I see 'FBXBankTrends Application Error' when I double click FBXBankTrends shortcut and/or .exe and run the application?

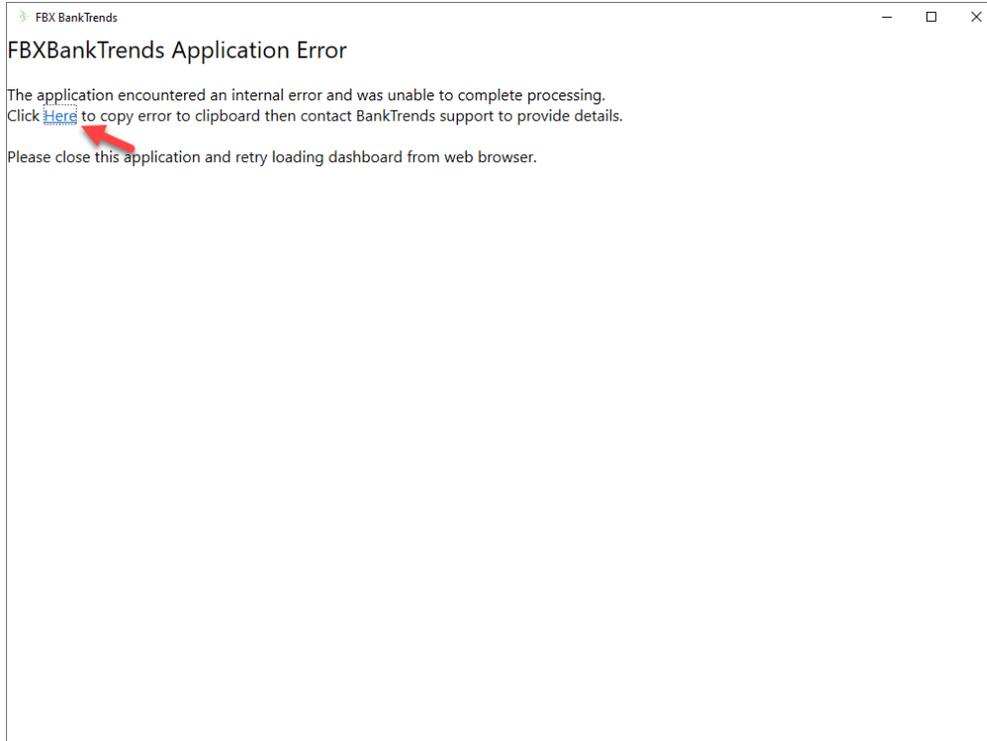
FBXBankTrends is to be opened by the BankTrends web signed in home page menu link(s). Opening the .exe directly on Windows OS will result in 'Invalid inputs' error since the web app did not open the application.

Why does the FBXBankTrends application not run when I click a menu link from the BankTrends web signed in home page?

Your Windows user account is most likely being blocked by additional IT security mechanisms from running the FBXBankTrends application. This could be Windows OS, Antivirus, Antimalware, Firewall, and/or Proxy rules blocking your user account from running the application. Ensure all components of the application are installed and request permission, rule and/or exception from your organizations IT department to run FBXBankTrends.exe with your Windows user account on your Windows computing device.

Why do I see 'FBXBankTrends Application Error' after I click a BankTrends web signed in home page menu link to open a dashboard?

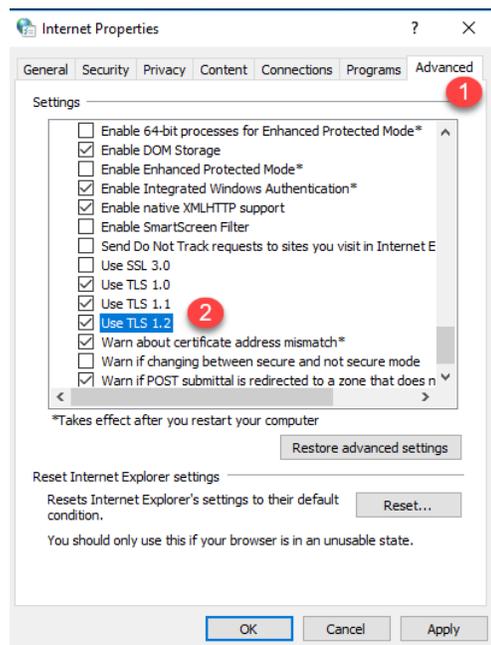
Click the 'Here' link in the application error screen to copy error details and then paste, CTRL-V or right click and select paste, into email and/or BankTrends Intercom support message to send to BankTrends support team.



- 'Invalid Inputs' application error message. This means the BankTrends menu link is not correctly formed, please contact BankTrends support letting them know which menu link is not working correctly.
- 'An error occurred while making the HTTP request ... be caused by a mismatch of the security binding between the client and the server.' application error message. This means your Windows OS Internet Properties does not have TLS 1.2 configured, which is required to run the application.

To configure Windows OS Internet Properties TLS 1.2 is configured on your Windows computing device:

1. Press Windows logo key + R, to open Run dialog box.
2. Type inetcpl.cpl and click on OK.
3. Click on Advanced tab.
4. Scroll down, under Security, select the checkbox for Use TLS 1.2, if unchecked.
5. Click on OK.



- 'The specified procedure could not be found.' application error message. This means your Windows OS does not have the required Microsoft .Net Framework 4.7.2 or newer installed.

Have you or your IT administrator install Microsoft .Net Framework 4.7.2 on your Windows computing device(s).

Microsoft web pages regarding Microsoft .Net 4.7.2, you would need the 'runtime' download to install

<https://support.microsoft.com/en-us/help/4054530/microsoft-net-framework-4-7-2-offline-installer-for-windows>

<https://dotnet.microsoft.com/download/dotnet-framework/net472>

Direct Download URL:

<http://go.microsoft.com/fwlink/?linkid=863265>

- Any other application error message. Please notify BankTrends support team so they can further investigate the issue.