



true-Broker

Installation Manual V-5.1.0

5.1.0

1. Overview

true-Broker enables UBS customers to automatically exchange data with B2B applications of UBS over the Internet. true-Broker Web is responsible to establish a secure communication with the UBS Web-Portal. The communication is secured using 128bit SSL/TLS with mutual certificate based authentication.

true-Broker Web is a Web application running on an Apache Tomcat server.

true-Broker Web is multi-client capable. true-Broker Web Administration may be used to manage the client instances of true-Broker Web. For each client a specific true-Broker Web application instance is deployed on Apache Tomcat which separates it from the other clients.

The configuration of each true-Broker Web client instance is held in an internal data base.

true-Broker Web additionally offers a Web service interface for real time message exchange. The supported operations of the Web service interface are:

- Check the connection to the target system
- Transfer message from the client system to the target system
- Check the status of a sent message
- Receive a message from the target system

1.1. System Requirements

Operating systems

- Recent Windows OS (Server or Desktop)

Software

- true-Broker Web 5.0.x or newer

Hardware

- 20 GB free hard disk
- 8 GB RAM

Other

- Administrator rights
- https access to the Internet (proxy configuration parameters if required)
- Unbound local port 8645/8646
- Firewall allowing connections to <http://localhost:8645> and/or <https://localhost:8646>



2. Installation

a) Download true-Broker Web from the release section of this site.

<https://products.sits.services/books/true-broker/chapter/releases>

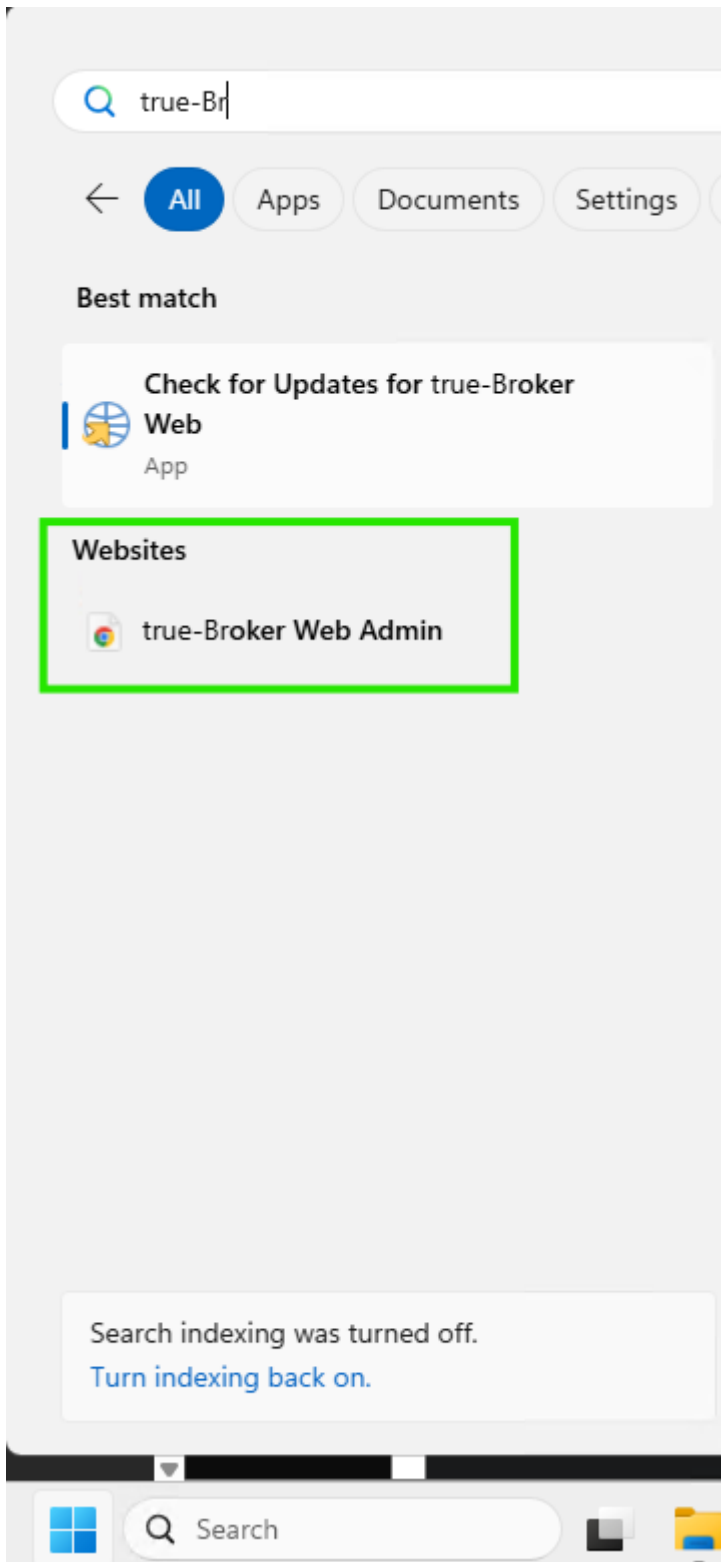
b) Install true-Broker Web by running the downloaded installer. To connect to UBS you require at least version 5.0 of true-Broker. The version is displayed at the bottom-right corner in true-Broker Web.

3. Configuration

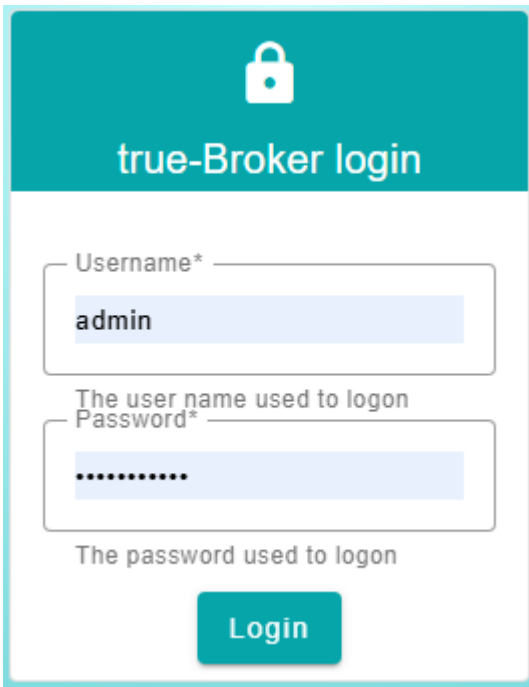
3.1. Add a client

Once the software is installed, you can start with the configuration of it as per the steps below:

a) Open true-Broker Web Admin via Start → *Programs* → *keyon* → *true-Broker Web Admin*



b) Login with user name 'admin' and Password = '12345678', click **Login**



The image shows a login form for 'true-Broker'. It has a teal header with a lock icon and the text 'true-Broker login'. Below the header, there are two input fields. The first is labeled 'Username*' and contains the text 'admin'. The second is labeled 'Password*' and contains a series of dots. Below the password field, there is a teal button labeled 'Login'.

Username*
admin

The user name used to logon
Password*
.....

The password used to logon

Login

c) true-Broker requires you to change the password after the first login. Please be aware that the passport **cannot be reset!** It is **your responsibility** to store the password in a secure place.



Change password

The password needs to be changed to start using true-Broker

There is no way to reset this password!
If it is lost the tool needs to be reinstalled.

Please make sure to store the password on a secure place!

Username

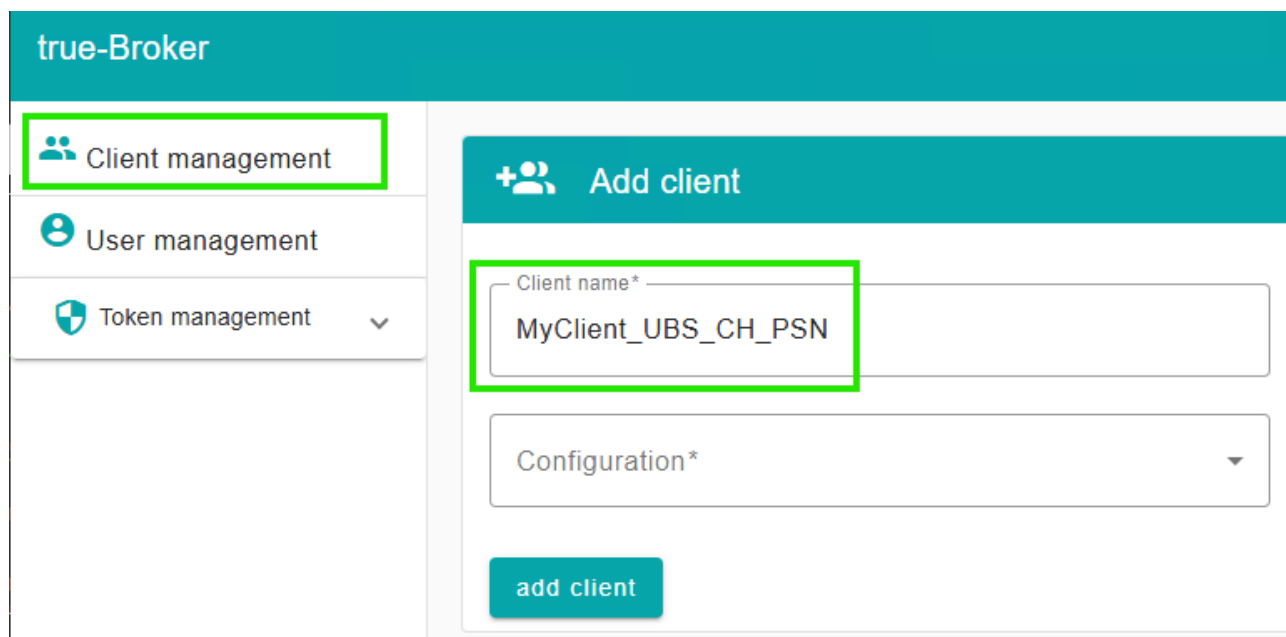
Old Password*

New Password*

Confirm Password

Save new password

d) Add client by entering a client name and it's booking center (e.g. MyClient_UBS_CH_PSN) **Do not use any whitespaces in the name.**



true-Broker

Client management

User management

Token management

+ Add client

Client name*
MyClient_UBS_CH_PSN

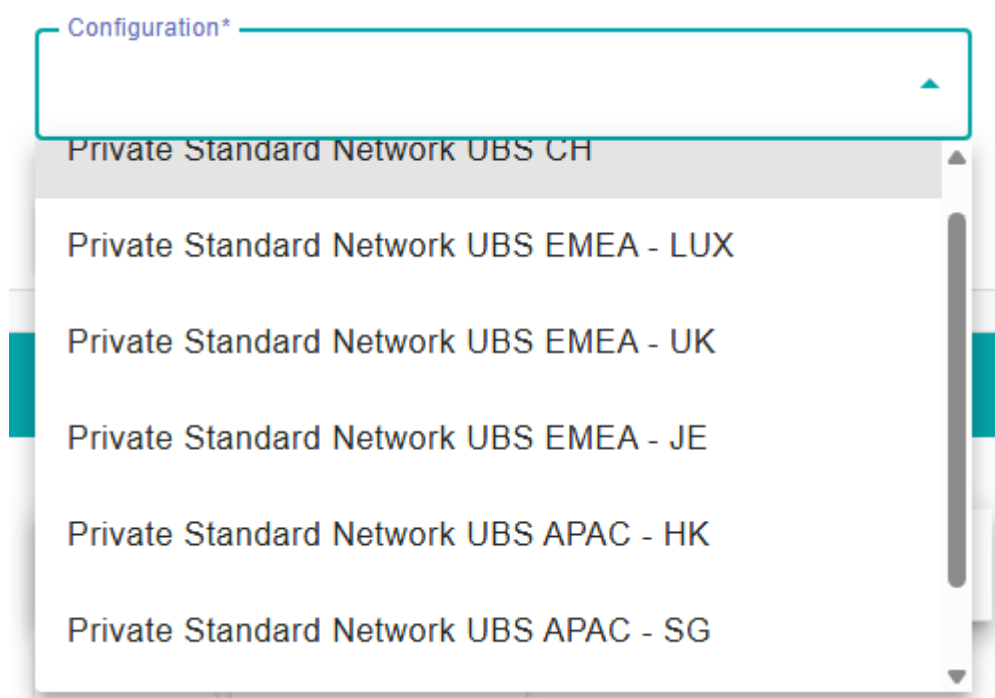
Configuration*

add client

e) Choose the correct Configuration based on where your accounts are booked.

For example:

- UBS Switzerland booked accounts:
 - Private Standard Network UBS CH
- UBS Luxembourg booked accounts:
 - Private Standard Network UBS EMEA - LUX



Configuration*

Private Standard Network UBS CH

Private Standard Network UBS EMEA - LUX

Private Standard Network UBS EMEA - UK

Private Standard Network UBS EMEA - JE

Private Standard Network UBS APAC - HK

Private Standard Network UBS APAC - SG

f) Click **Add client** and wait for one minute for the client to be deployed.


Add client

Client name*

MyClient_UBS_CH_PSN

Configuration*

Private Standard Network UBS CH

add client

g) Restart the windows service (TrueBrokerWeb) after the client was added.

3.2. Configure the client

a) Open the client by clicking on the client name

true-Broker

Logout

 Client management
 User management
 Token management


Add client

Client name*

Configuration*

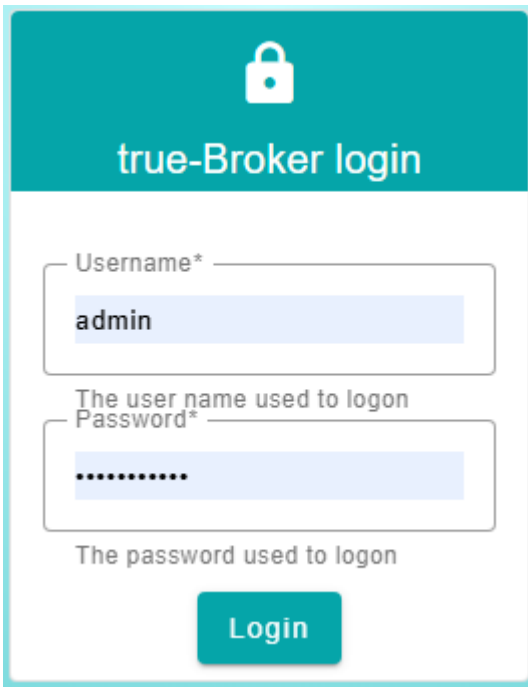
add client


Clients

	Client name	Status
☐	MyClient_UBS_CH_PSN	stopped

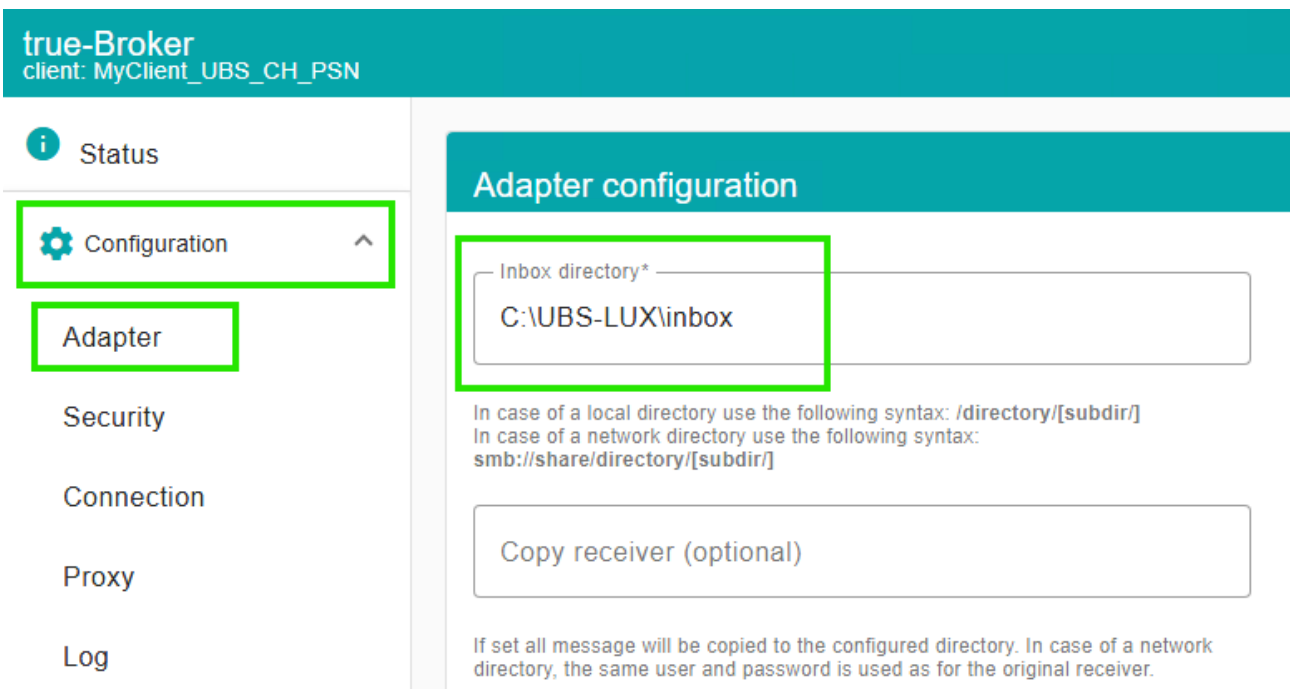
Refresh
Delete selected

b) Login with user name = admin and your password, click **Login**



The login form has a teal header with a lock icon and the text "true-Broker login". Below the header, there are two input fields. The first is labeled "Username*" and contains the text "admin". The second is labeled "Password*" and contains a series of dots. Below the password field, there is a teal button labeled "Login".

c) Configure download path by clicking Adapter, at Inbox directory set the path to an existing directory (e.g. C:\UBS-CH\inbox), then click **Save**



The configuration interface has a teal header with the text "true-Broker" and "client: MyClient_UBS_CH_PSN". On the left, there is a sidebar with a "Status" section and a "Configuration" section. The "Configuration" section is expanded, showing a list of options: "Adapter", "Security", "Connection", "Proxy", and "Log". The "Adapter" option is selected. The main area is titled "Adapter configuration" and contains an "Inbox directory*" field with the value "C:\UBS-LUX\inbox". Below this field, there is a text box with the following text: "In case of a local directory use the following syntax: /directory/[subdir]/
In case of a network directory use the following syntax: smb://share/directory/[subdir]/". Below the text box, there is a "Copy receiver (optional)" field. At the bottom, there is a note: "If set all message will be copied to the configured directory. In case of a network directory, the same user and password is used as for the original receiver."

3.3. Create the certificate

a) Configure security by clicking **Security**, select the appropriate Library:

- SoftToken

then click **Load Library**

true-Broker
client: MyClient_UBS_CH_PSN

i Status

 Configuration ^

Adapter

Security

Connection

Proxy

Library Selection

Library*
SoftToken

Load Library

b) Enter Contract-ID which you received by mail from UBS, then click **Load**. Example UBS-Contract-ID: **12345678**

true-Broker
client: MyClient_UBS_CH_PSN

i Status

 Configuration ^

Adapter

Security

Connection

Proxy

Softtoken configuration

SoftToken-ID*
1234567

Please enter the SoftToken-ID you received from UBS

Load

c) Click again on **Security** to display the generated certificate

true-Broker
client: MyClient_UBS_CH_PSN

i Status

⚙ Configuration

Adapter

Security

Connection

Proxy

Softtoken configuration

SoftToken-ID*
1234567

Please enter the SoftToken-ID you received from UBS

Load

Certificate successfully created

d) Send the created Certificate to UBS. You can find it at the bottom of the Security page. Copy it, save it as a .txt file (you can use Notepad for this) and send it to: sh-psn@ubs.com

Do NOT send the thumbprint via mail

Adapter

Security

Connection

Proxy

Log

Messages

☰ Logs

▶ SOAP Service

👤 User management

🏠 true-Broker Web Admin

Alias

1234567 - (1a00f396736)

Alias

Password

Token password.

Login alias

1234567

Login alias (for UBS global auth)

Valid Until

17. 08. 2027

Certificate is valid until (dd.mm.yyyy)

Certificate thumbprint

D4:75:13:AA:86:30:C6:82:29:71:80:FD:FD:4F:C1:93:95:08:63:25:59:AE:DB:F5:DE:66:27:DA:7E:DC:AA:66

The thumbprint of your certificate (SHA256)

Certificate as String

-----BEGIN CERTIFICATE-----
MIIC7DCCAdSgAwIBAgIGAaAPOWc2MA0GCSqGSIb3DQ

Your certificate

Reconfigure

UBS now needs to register your newly created certificate on their side. For this you must schedule a call with the team (sh-psn@ubs.com). During this call, you share the thumbprint of your certificate with UBS. The thumbprint of your certificate is listed under Security, directly above your certificate. (Marked in blue)

3.4. Test and start your client

a) Open the client by clicking on the client name

true-Broker
Logout

Client management
User management
Token management

Add client

Client name*
Configuration*
add client

Clients

	Client name	Status
☐	MyClient_UBS_CH_PSN	stopped

Refresh
Delete selected

b) Login with username 'admin' and your password, click **Login**

true-Broker login

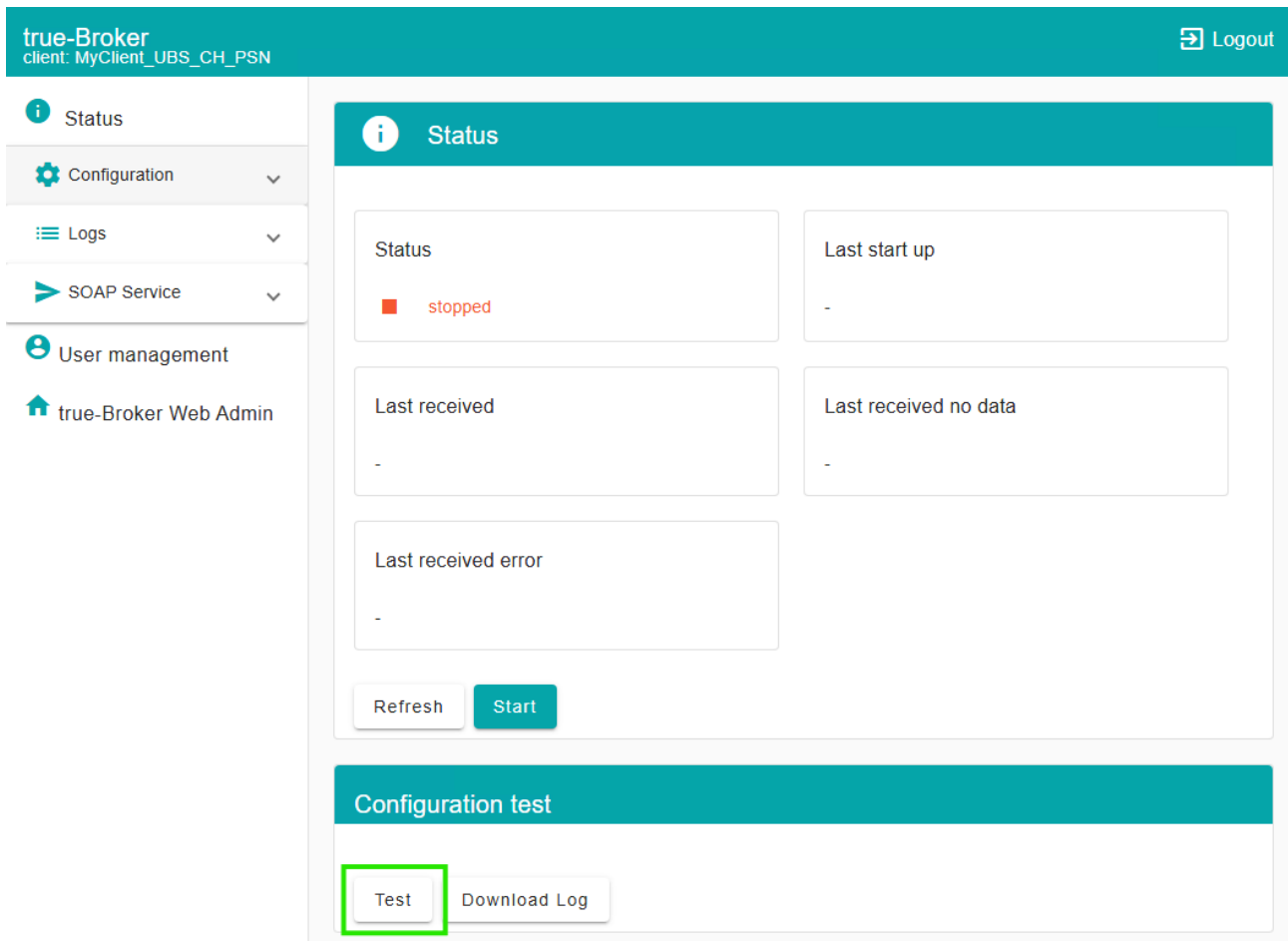
Username*
admin

The user name used to logon
Password*

The password used to logon

Login

c) Run Configuration Test by clicking **Status** on the left, then click **Test**



The screenshot displays the 'true-Broker' web application interface. The top header shows 'true-Broker' and 'client: MyClient_UBS_CH_PSN' with a 'Logout' button. The left sidebar contains navigation links: 'Status' (selected), 'Configuration', 'Logs', 'SOAP Service', 'User management', and 'true-Broker Web Admin'. The main content area is titled 'Status' and contains several status boxes: 'Status' (showing 'stopped' with a red square), 'Last start up' (showing '-'), 'Last received' (showing '-'), 'Last received no data' (showing '-'), and 'Last received error' (showing '-'). Below these boxes are 'Refresh' and 'Start' buttons. At the bottom, there is a 'Configuration test' section with a 'Test' button (highlighted with a green box) and a 'Download Log' button.

d) Start the client by clicking **Start** (once the connection test was successful)

Done! Your downloaded files will now be saved in the configured directory

4. Troubleshoot

If the connection is not working as expected, please execute the test as described above. Then check the error which is shown.

4.1. Contract unknown

The test is not successful and shows below error: **Contract** unknown

Configuration test

Adapter configuration successfully tested.

Security configuration successfully tested.

Connection test failed: Auth failed because contract is unknown to UBS. Please check with UBS directly if this contract: 1234567 is valid for location code: 041.

SOAP Connection not available.

Test

Download Log

The above error means, that either your contract number is wrong or you have chosen the wrong booking location. Please double check that the contract number is correct and that you have chosen the right location. The Booking Codes mentioned in the error are mapped as per below table. If you are unsure what to choose, please contact your client advisor of UBS to clarify it.

Location	Code
Hong-Kong	030
Jersey	036
Luxembourg	041
Singapore	046
Switzerland	001
United Kingdom	023

4.2. Certificate unknown

The test is not successfull and shows below error: **Certificate** unknown

true-Broker Installation Manual V-5.1.0

Page 14 of 16

Configuration test

Adapter configuration successfully tested.

Security configuration successfully tested.

Connection test failed: Auth failed because the certificate is unknown to UBS. Please check with UBS directly if your certificate was loaded for the contract: 14821769 in location code: 001.

SOAP Connection not available.

The above error means, that UBS did not yet load your certificate on their side. Please wait until you receive the confirmation from UBS that your certificate was activated. After that, the test should result in a success.

5. Support

In case you see a different error or you need further assistance. Please **download** the log file of the test as per the screenshot below and provide it to our support team at: servicedesk@sits.com

Configuration test

Adapter configuration successfully tested.

Security configuration successfully tested.

Connection test failed: Auth failed because the certificate is unknown to UBS. Please check with UBS directly if your certificate was loaded for the contract: 14821769 in location code: 001.

SOAP Connection not available.

Test

Download Log



🕒 Revision #10

★ Created 2026-08-17 15:33:09 UTC by SITS

✎ Updated 2026-09-24 13:52:27 UTC by SITS