



## Swivel Authentication Version 3.10.4

### Release Bulletin

#### Introduction

This release bulletin relates to Version 3.10.4 build 2701 of the Swivel Authentication Platform and other new capabilities.

This latest release brings with it new product enhancements, user experience and integrations. Full feature information and details are set out in this document.

We strongly recommend that all our customers upgrade to the latest version as soon as possible. Upgrades are included as part of your annual maintenance renewal and are free of charge.

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## Product Enhancements

### Swivel OneTouch Mobile Client

There is a new way of using the Swivel Mobile client that means all the user has to do to authenticate is touch the screen of their mobile device.

This mode users push notifications to send a request to the user at the time of authentication.

The Swivel notification appears in the notification area on the user's home screen.

When the user clicks on the notification it opens the Swivel Mobile Client and the user is presented with a simple confirmation screen.

All the user has to do is confirm that they want the authentication to continue or to cancel the authentication.

This mode of operation is available across all the main mobile platforms and provides a very user-friendly form of two-factor authentication.



This use case mirrors the existing telephony use case "Press 5 to authenticate" and both these use cases are now referred to as OneTouch. A single Swivel installation can support a mixture of telephony and mobile client based OneTouch use-cases, although an individual user will use only one or the other.

### Mobile Client provision by QR Code

It is now possible to provision a Swivel Mobile client by scanning a QR code. This is particularly useful when a user cannot access the provisioning email on their mobile device. This alternative approach allows the user to display their provisioning information as a QR code on their computer screen. They can then use the QR Scan function on their mobile client to activate the provisioning process.



There is a new version of the Swivel User Portal that has the ability to create the QR code.

## Change Active Directory Password

Swivel has developed a Change AD Password module that enables a user to change/set their AD password even if they have forgotten their current password.

This facilitates the management of AD credentials for remote users and potentially decreases helpdesk costs by allowing AD password self-reset (after completing Swivel two-factor authentication)

The change password module is deployed on an IIS server that can contact a domain controller and the user can access this directly via the modules web interface or indirectly via a page on the user portal that then access the Change Password module via its API

## SAML Single-Sign-On

Single Sign-On capability has been added to Swivel's SAML adaptive integration solution. This means that a user need only authenticate to one SAML based cloud service to have access to all the SAML services that have been integrated with the Swivel SAML solution.

## Attribute Types

When specifying repository attributes it is now possible to describe the attribute as being one of three different types.

- Synchronised Read its value from the repository and update
- Initialised Only read the value from the repository when the account is created
- Local Never read the value from the repository (eg it will be set via an API call)

This supports the use case where certain user attributes will be set by a specific user portal, eg to allow a user to register a mobile phone number or register an answer to a security question.

## Swivel Remote Sync Client

The Swivel Remote Sync Client allows for secure Active Directory synchronisation over the internet. User authentication has been added to the SRSC so that only admin users can make changes to the configuration.

## Mimecast and Huddle Integrations

The SAML solution now supports integration with Mimecast and Huddle.



## Token Management API

The Helpdesk/Admin API has been extended so that it can be used to allocate tokens to users.

## Check Password API

The AgentXML API has been extended to add a checkPassword feature. This means the Swivel core can be used just to validate a user's Active Directory password, even if that user does not have a Swivel account.

## Minor Changes and Bug Fixes

### Mobile Client Updates

To support latest version of Windows 8.1 and Android 4.4.4.

### Minor UI Fixes

Allowing deletion of multiple NAS entries, loading of initial attribute map for new repositories, improved searching on user admin screen.

### MSCHAP authentication logging

Under certain circumstances an MSCHAP authentication would fail, but be reported in the logs as being successful. This has been fixed

### Dual-Channel Multiple Strings per authentication

This now works when the user is also submitting a password.

### SAML Integration ACS URL

If the inbound SAML request contains the ACS parameter, the SAML integration will use this setting for its response.

## Changes Subsequent to the Original Release

This section documents changes subsequent to the original release.

- Log Viewer now correctly handles third-party error messages containing invalid characters.
- User Sync now completes successfully if "Mark Missing Users as Deleted" is set to "No" and there are deleted users.
- Helpdesk policy is now correctly applied.
- Authentication for PINless users with certain special characters in their Active Directory password now works.
- Push ID database field length increased.