Protecting identities with intelligent authentication

swivelsecure

PNA Cert Renewal

For Push iOS users

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Contents

Contents 2

Version History 2

PNA Cert Renewal 3

Update Appliance for V4 3

File and Path 3

Filezilla or WinSCP 4

Troubleshooting 5

Version History

Release Date	Description	Author
20/09/2018	First Draft	Nuno Teixeira
21/.09/2018	First Release	Ana Gouveia

PNA Cert Renewal

This document describes how to renew the PNA certificate which allows the iOS users to have Push enabled and working. It covers both v4 and v3 appliances.

This applies to on-premise instances as all cloud instances are covered by direct maintenance, therefore our engineers will apply the changes directly.

To perform the following operation you'll need to be either an accredited reseller or a swivel admin with full access to the appliance, meaning you'll have to enter the command line to apply the changes.

For v4 there is a yum update available at the CMI. For v3 there is manual update only. For HA environments please be sure to have the VIP or load balancer pointing to one of the appliances and start by performing the update to the other.

Update Appliance for V4

If you have a v4 appliance and you have internet access you should only need to access the appliance through the CMI, available through a Putty session.

CMI > Main Menu > Administration > Update Appliance > Swivel Core Products

You can also run all the update options, and get the appliance updated, and be sure to verify the file is downloaded. A tomcat restart will happen so the file will be fully available. If there is no connectivity try flush cache and the Update appliance options again.

If the above is not efficient please download and upload the file - read the below sections.

File and Path

First step is to download the file: section iOS Users: pna

Access the appliance through Filezilla, WinSCP or scp and get the file either directly to the correct folder (see path below) or to the /home/admin folder. cd

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The file is: PushNotificationCertProd.p12

For a V4 the folder is at: /usr/local/tomcat/webapps/sentry/WEB-INF/classes/pna_certs/

For a V3 the folder is at: /usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/pna_certs/

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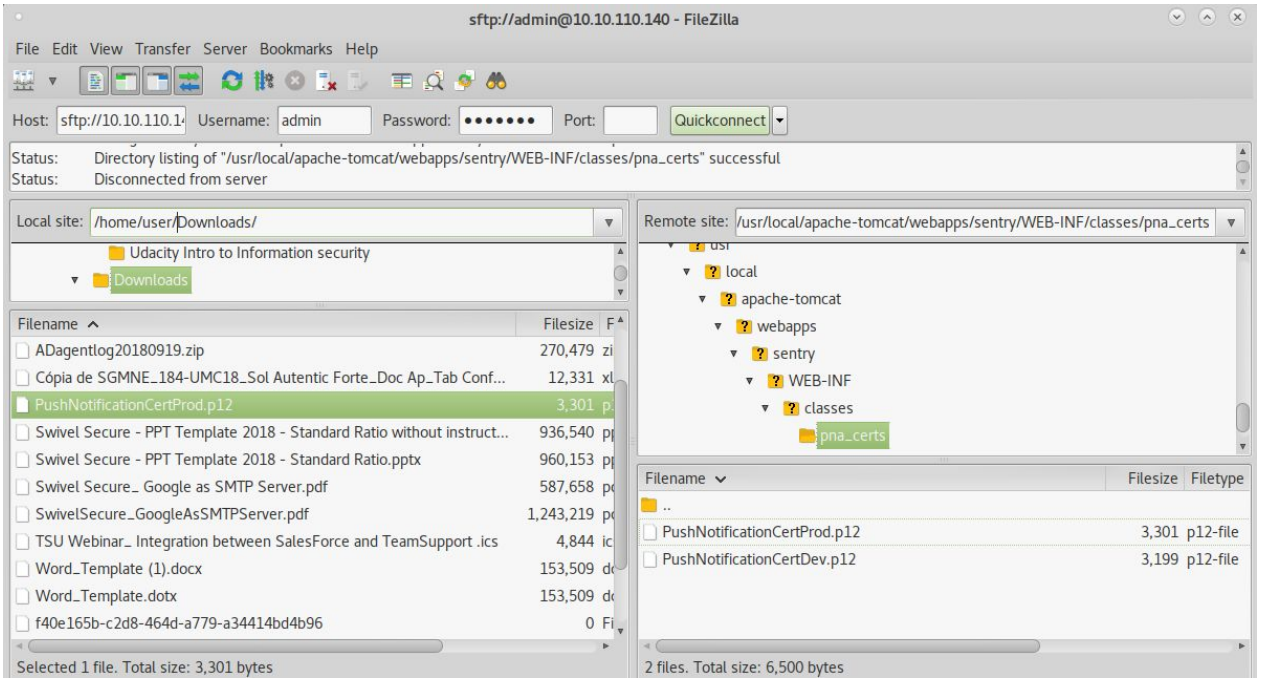
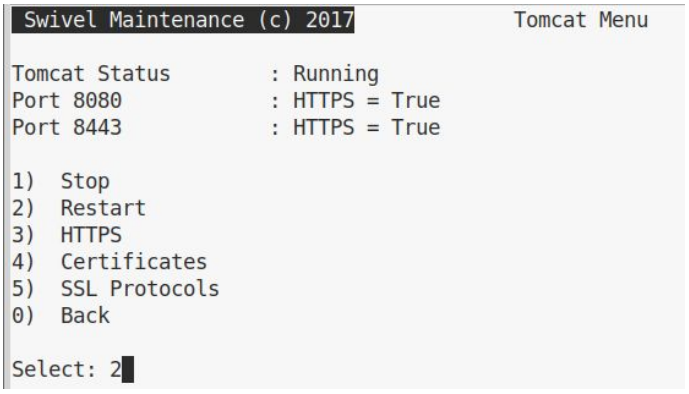
Filezilla or WinSCP

With Filezilla or WinSCP is quite straight forward, you just need to access the appliance and copy paste the file. It should keep the ownership "swivel:swivel" (can be checked through the command line).



After having the file at the correct folder it would be advisable to check the ownership, done through the command line of the appliance (Putty session). The password for this access is available for accredited resellers only.

If this isn't possible for some reason you can restart tomcat from the CMI, accessible through a putty session.



uNIX and direct scp

The below instructions start from being at the folder with the certificates to access the appliance (if needed) and sending the file from the Downloads folder to the /home/admin folder of a v4 appliance:

Note: for a v3 please change the path to

/usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/pna_certs/

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root@SwivelSec:/home/user/Certificates# scp -i Certificate.pem /home/user/Downloads/PushNotificationCertProd.p12 admin@[appliance ip]:/home/admin

Go to CMI (putty session) > Tools and Utilities > Command Line:

mv /home/admin/PushNotificationCertProd.p12 /usr/local/tomcat/webapps/sentry/WEB-INF/classes/pna_certs/PushNotificationCertProd.p12

cd /usr/local/tomcat/webapps/sentry/WEB-INF/classes/pna_certs/

After which change the ownership:

chown swivel:swivel PushNotificationCertProd.p12

Verify the rights and ownership of the file which should be the following:

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-rw-r--r-- 1 swivel swivel 3301 Sep 20 10:33 PushNotificationCertProd.p12
```

And restart tomcat:

service tomcat restart

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Troubleshooting

If after the renewal Push is not working properly please either contact your reseller or access the command line to verify the ownership of the file.

Please report to supportdesk@swivelsecure.com if you are not able to reproduce the above or if you feel the need to share other details regarding this procedure.