

Swivel Authentication Version 3.9.4

Release Bulletin

Introduction

This release bulletin relates to Version 3.9.4 of the Swivel Authentication Platform.

This latest release brings with it new product enhancements including new mobile client features... 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.

Feature Overview

Product Enhancements

- SSD Server
- Smart Phone Settings
- Device PIN Entry for OTC Extraction
- New Tablet functionality for Mobile Client
- Visual Updates to User Interface
- Automatic security policy update for mobile device client
- Helpdesk users report
- New repository enhancements for helpdesk actions
- SMS Spam stop

Other Enhancements

- Writeable LDAP user display
- User attributes database migration
- User attributes user sync issues
- User attributes for MS-SQL

Feature Details

Product Enhancements

SSD Server

The SSD server is a new service that Swivel Secure offers its customers. It is a server that stores a customer's specific mobile client configuration settings in a format that they can be downloaded to the mobile clients. This means the user does not need to enter the specific settings, but can download them from the SSD.

The process is as follows:

- 1) User installs mobile client
- 2) User is sent a provision message with a site id and a user id.
- 3) User enters the site id onto the device, the device downloads the settings it needs from the SSD server.
- 4) The user enters the user-id on the device, the device contacts the users Swivel server (as defined by the downloaded settings) and is provisioned against the server
- 5) The user is then ready to go!

This makes the provision process less error prone and user-friendly.

Customers who want to use this service are allocated a site ID. They can then submit their required settings to Swivel secure who will enter them on the SSD server for subsequent download by their users. Customers wishing to take advantage of this new service should contact support@swivelsecure.com.

Manual entry of the settings is still supported.

Smart Phone Settings

A new "Get Server Settings" button has been added to the settings screen. This button takes the user to a new page where they can put in a 10-digit site-id code they have been given. This will then request, from our server, the details associated with the 10-digit identifier. The result is that the settings are then populated (NOT the username).

Customers wishing to publish their details to the server that we run which holds the details must contact us to make them available. (See the section marked SSD Server)

Device PIN Entry for OTC Extraction

A new button has been added to the main screen which is called "Options". This button opens the options page and offers the user the ability to enhance their

user experience within the app. The only policy which has been implemented so far is the “Make device extract OTC automatically”. When this is enabled the user will be prompted for their PIN every time they require a new OTC – the device will then present the user with the OTC and index



Screen Shots from the updated iPhone App showing some of the new functionality

The availability of this option to the end-user is set on the Swivel server by the system administrator, so a policy requiring the user (rather than the device) to perform the OTC extraction can be implemented.

New Tablet functionality for Mobile Client

The latest version of the mobile client has improved support for Android Tablets and iPads. The changes on both include the ability to resize buttons and interfaces (where appropriate) to fit different sized screens without affecting image quality

In addition to this the iPad version offers rotation so the app can be used in landscape mode. You can rotate the app at any point and the interface will rotate automatically to re-align. This replaces the old interface which had only two modes: one which was the size of the iPhone in the middle of the screen and the second which had significant image distortion when zoomed in.

Please note rotation is only available on the iPad – this function is currently not available for the iPhone or Android devices.

Visual Updates to User Interface

Some graphical improvements have been achieved. Throughout the Android and iOS apps we have introduced headers and footers with a gradient fill which makes them appear more rounded. Also throughout these apps the buttons are now being drawn by software and are not images, meaning there is less distortion visually when resizing.

A new background reflecting the new Swivel brand has also been introduced in this version of the mobile client. The Android app now has colour fill gradient buttons throughout. In previous versions the settings screen had grey buttons.



Screenshot showing new iPad app landscape mode and new background image

Other Enhancements

Helpdesk users report

A new option is now available under Policy->Helpdesk which enables helpdesk users to review all reports.

New repository enhancements for helpdesk actions

Allow any repository for helpdesk actions

SMS Spam Stop

This new feature enables users who receive an SMS message from a Swivel server to reply to the message with STOP. This has been introduced so that users who believe it to be SPAM message can act. The user is then sent a message via the Swivel server containing details of what the message was and who they need to contact for more information. The Swivel server also logs this as an error.

Writeable LDAP user display issue

Fixes the issues where the repository and database views do not correspond due to writeable LDAP repositories utilising prefixes.

User Attributes Migration Issue

Fixes the issue where by the user attributes table (PINSAFEO) is not populated when migrating users to a different database

User Sync Issues

Fixes the issue whereby in some case it took two user syncs to add user attributes.

Reporting display Issues

Fixes the following issues:

- Starting result now resets when a new report is run
- Selected report does not show after first page
- Rows per page setting in the reporting feature now works correctly
- Previous page link now functional on reporting page

User attribute display issue with MS-SQL

SQL query now retrieves user attributes in the user administration page