

Security String missing place holder 1234567890



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Overview

This article describes how to overcome the issue of a missing placeholder within email messages containing security strings sent for dual channel authentication.

Symptom

Users are sent security strings by email (SMTP Transport), but the place holder ('1234567890') is missing.

Prerequisites

- This issue has been found in PINsafe version 3.8.4256
- Download the [replacement SMTP Transport class](#) here.

Solution

Upload the replacement SmtptTransport.class file using WinSCP (if using a PINsafe appliance). For more information on WinSCP, see the [WinSCP How To Guide](#).

If using a PINsafe appliance, replace the existing version of the file here:
/usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/transport/SmtptTransport.class

If you are using a software-only installation of PINsafe, replace the existing version of the file here: <PINsafe Instance>\WEB-INF\classes\com\swiveltechnologies\pinsafe\server\transport\SmtptTransport.class

Where <PINsafe Instance> is specific to your Apache Tomcat install location. Typically this would be something like: C:\Program Files\Apache Tomcat\webapps\pinsafe\

Restart Tomcat after replacing the file.

Next Steps - Testing

Send a new security string to the user. You should now find that the placeholder is sent along with the security string.