Table of Contents

Table of Contents

1 ChangePIN User Guide

1.1 How to Change Your PIN

A user guide to changing your PIN. For the ChangePIN administration guide see: ChangePIN How to Guide and for sample screen shots see ChangePIN Samples.

1.2 Overview

Users can change their own PIN in a secure way using the ChangePIN utility. ChangePIN policies may vary from site to site, depending on the options available.

1.3 ChangePIN PIN Security Overview

The PIN must be a number.

It must be at least 4 digits.

When choosing a new PIN the following should be considered:

- Avoid sequential numbers such as 1234, 0987, 2468.
- Avoid repeating numbers, such as 1194, 2525.
- Avoid commonly used numbers such as the current year.

You will normally receive a notification that your PIN has been changed. If you did not change your PIN then consult your system administrator or your PINsafe helpdesk.

1.4 ChangePIN Hints

iPhone, Mobile Phone Client, Java Applet (Swivlet), Windows Mobile users can use the changePIN directly on their mobile Phone.

Never type in your PIN.

You can use the graphical Turing image or the SMS text message to change a PIN.

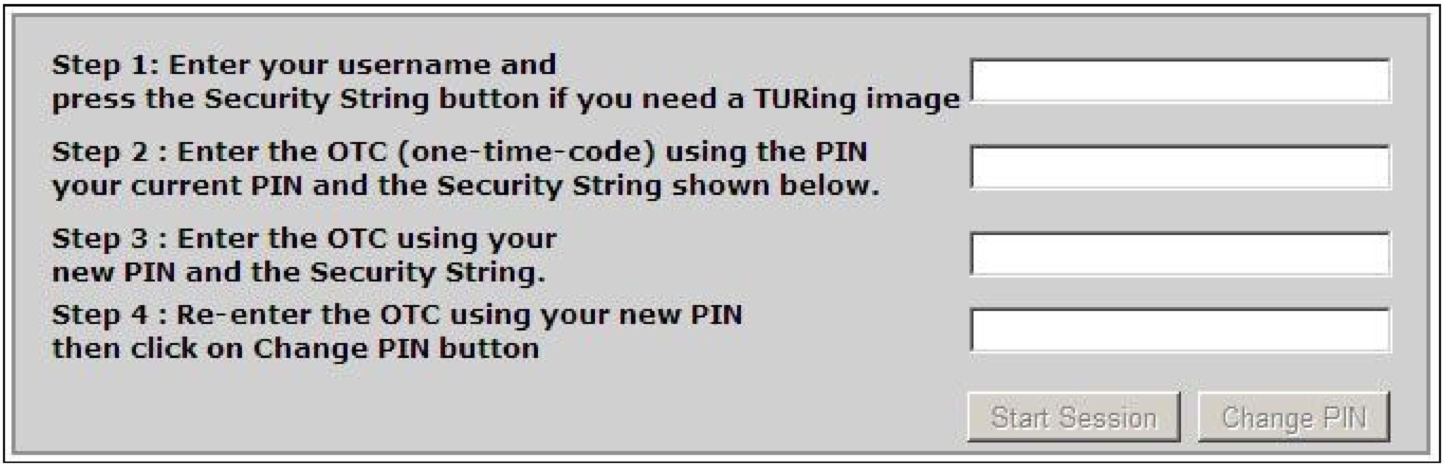
The graphical Turing image is valid for around 2 minutes.

If you are using SMS to changePIN, **DO NOT** click on Start Session.

1.5 Using ChangePIN

1.5.1 Step 1: Navigate to the ChangePIN page

This may be provided as a URL or an automatic redirect from a login page.



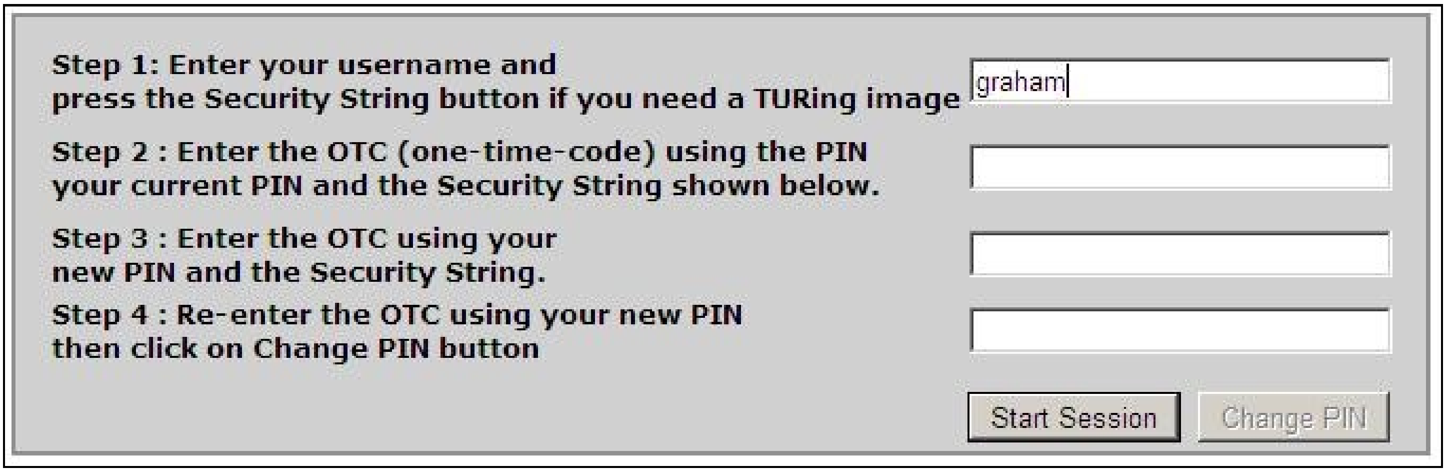
Step 1: Enter your username and press the Security String button if you need a TURing image

Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.

Step 3 : Enter the OTC using your new PIN and the Security String.

Step 4 : Re-enter the OTC using your new PIN then click on Change PIN button

Enter your user name



Step 1: Enter your username and press the Security String button if you need a TURing image: graham

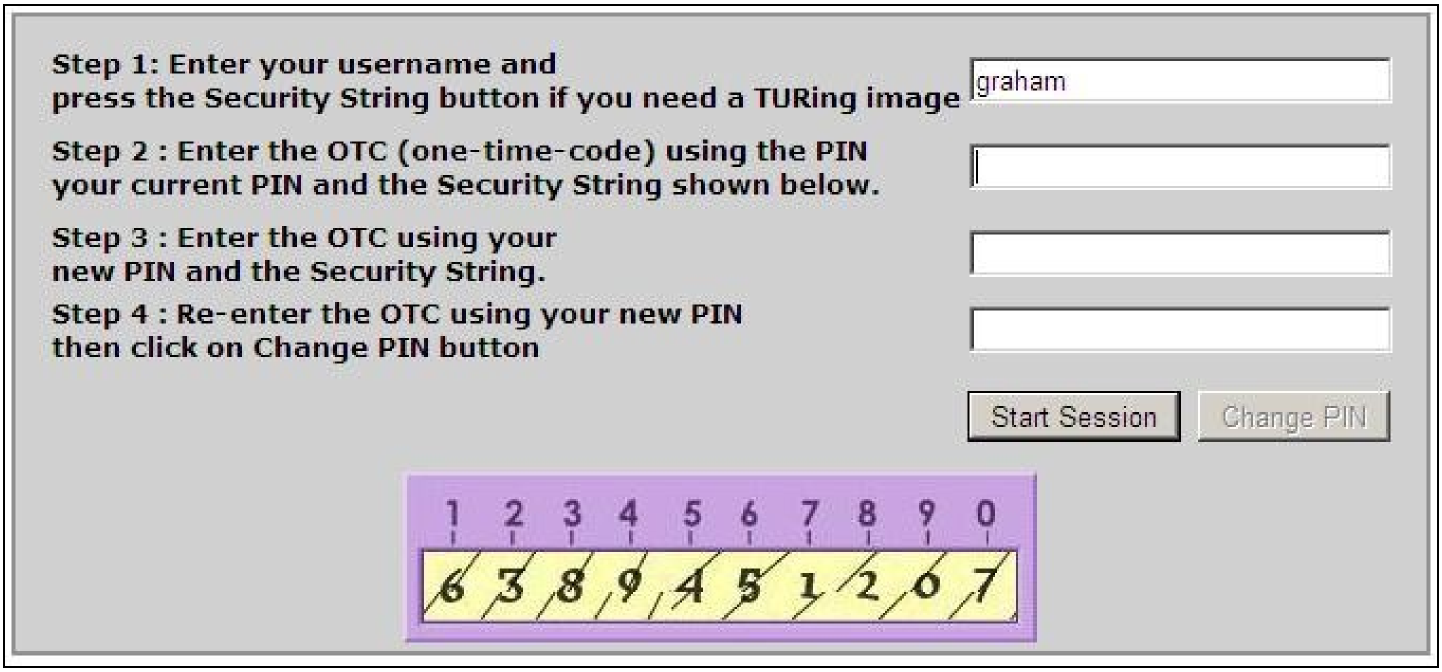
Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.

Step 3 : Enter the OTC using your new PIN and the Security String.

Step 4 : Re-enter the OTC using your new PIN then click on Change PIN button

If you are using SMS to changePIN, **DO NOT** click on Start Session, instead use the SMS text message security string.

If you are using Turing to ChangePIN, then click on Start Session to generate a graphical Turing Image containing the security String.



Step 1: Enter your username and press the Security String button if you need a TURing image: graham

Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.

Step 3 : Enter the OTC using your new PIN and the Security String.

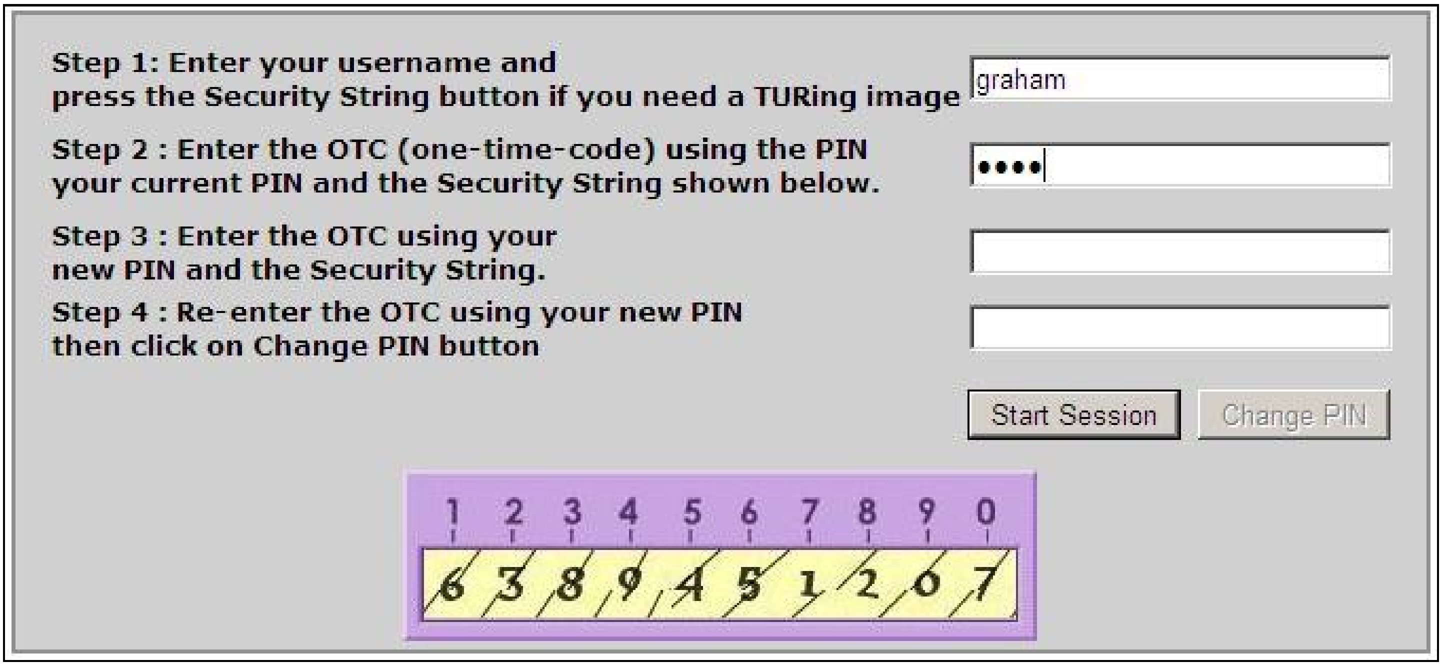
Step 4 : Re-enter the OTC using your new PIN then click on Change PIN button

1	2	3	4	5	6	7	8	9	0
6	3	8	9	4	5	1	2	0	7

1.5.2 Step 2: Using your existing PIN enter the OTC

Using your existing PIN, enter the One Time Code.

Example if your current PIN is 8362 then enter 2853


Step 1: Enter your username and
press the Security String button if you need a TURing image graham

Step 2 : Enter the OTC (one-time-code) using the PIN
your current PIN and the Security String shown below. ●●●●

Step 3 : Enter the OTC using your
new PIN and the Security String.

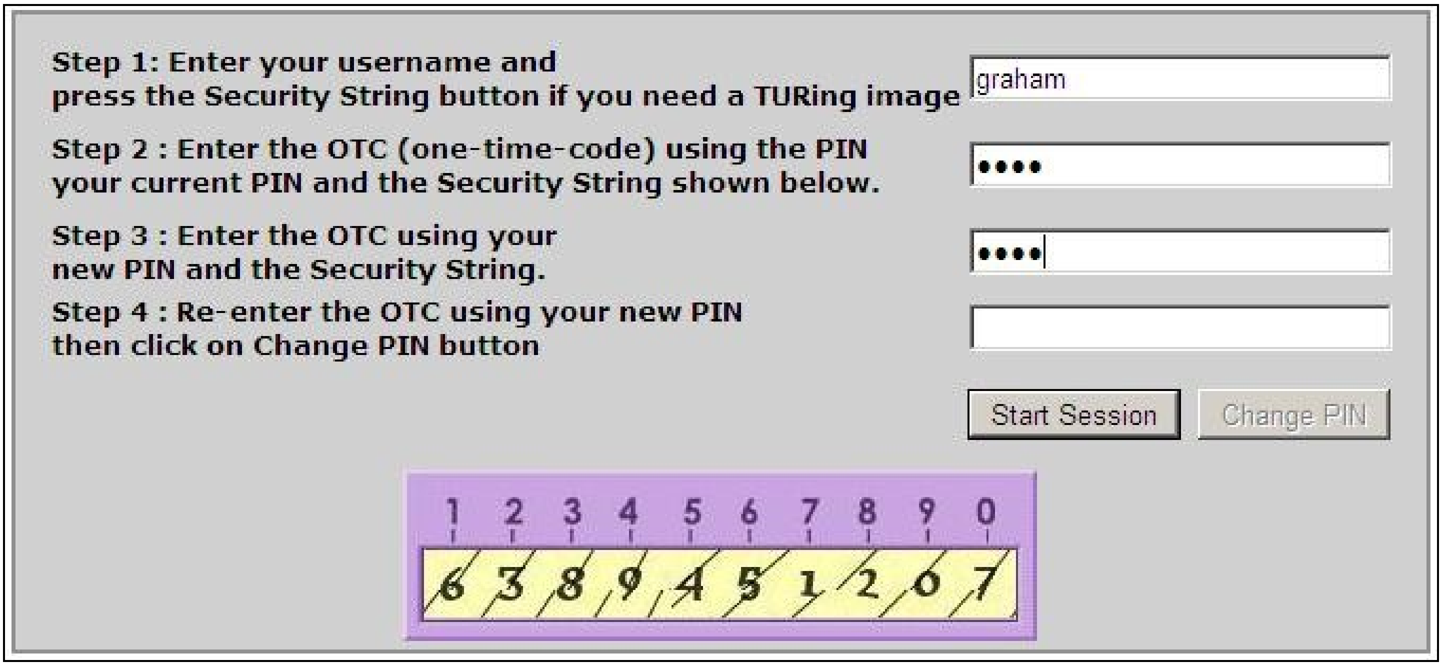
Step 4 : Re-enter the OTC using your new PIN
then click on Change PIN button

1	2	3	4	5	6	7	8	9	0
6	3	8	9	4	5	1	2	0	7

1.5.3 Step 3: Enter the OTC for the New PIN

Decide on a new PIN number, the work out what the One Time Code would be for that PIN. Remember do not enter your PIN number directly.

Example: If the new PIN is to be 2871 then enter 3216


Step 1: Enter your username and
press the Security String button if you need a TURing image graham

Step 2 : Enter the OTC (one-time-code) using the PIN
your current PIN and the Security String shown below. ●●●●

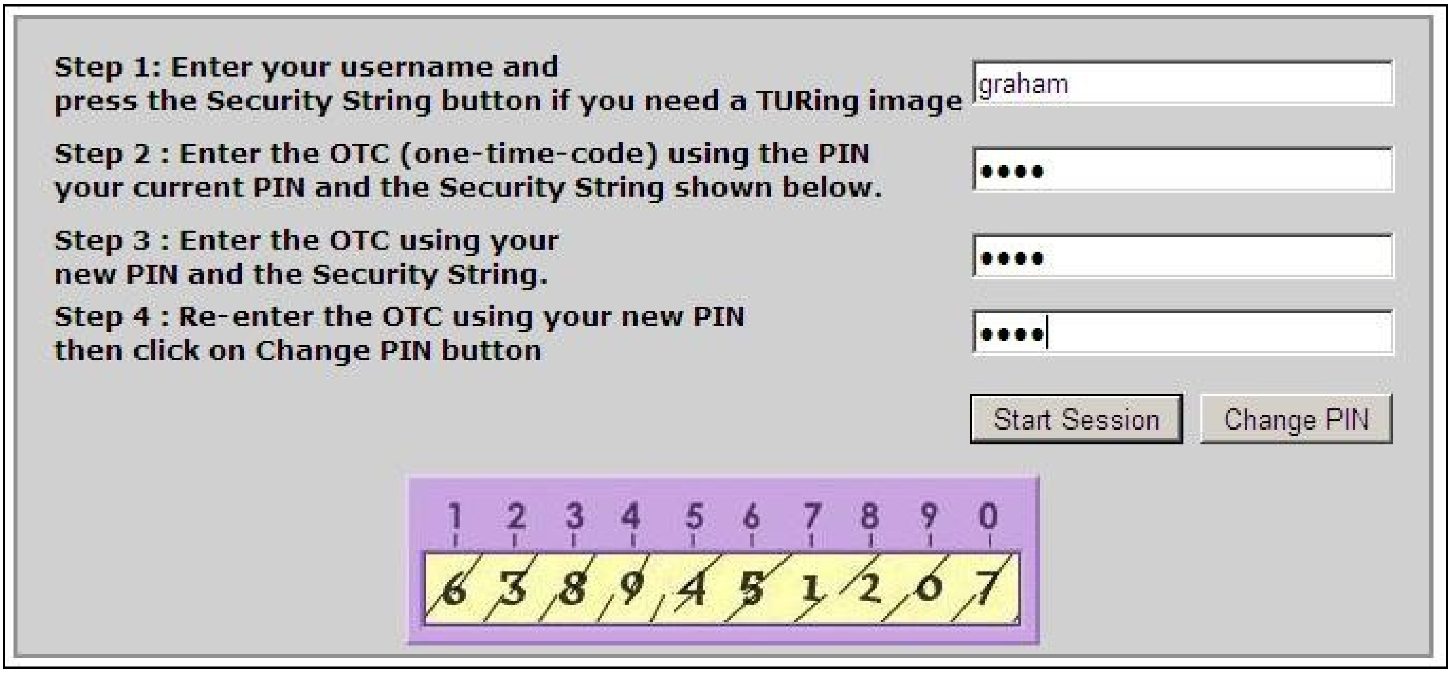
Step 3 : Enter the OTC using your
new PIN and the Security String. ●●●●

Step 4 : Re-enter the OTC using your new PIN
then click on Change PIN button

1	2	3	4	5	6	7	8	9	0
6	3	8	9	4	5	1	2	0	7

1.5.4 Step 4: Re-Enter the OTC for the new PIN

To ensure the OTC of the new PIN is correctly entered, enter again the OTC for the new PIN.



Step 1: Enter your username and press the Security String button if you need a TURing image: graham

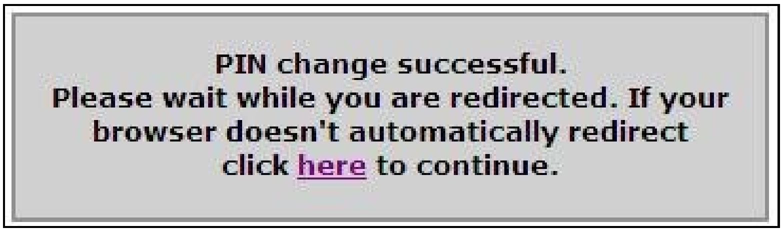
Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.: ••••

Step 3 : Enter the OTC using your new PIN and the Security String.: ••••

Step 4 : Re-enter the OTC using your new PIN then click on Change PIN button: ••••

1.5.5 Step 5: Click on Change PIN

Click on the Change PIN button. A message will report on the success or failure of the ChangePIN



PIN change successful.
Please wait while you are redirected. If your browser doesn't automatically redirect click here to continue.

1.6 Troubleshooting

Account may be locked from too many failed authentication attempts. Consult your PINsafe helpdesk.

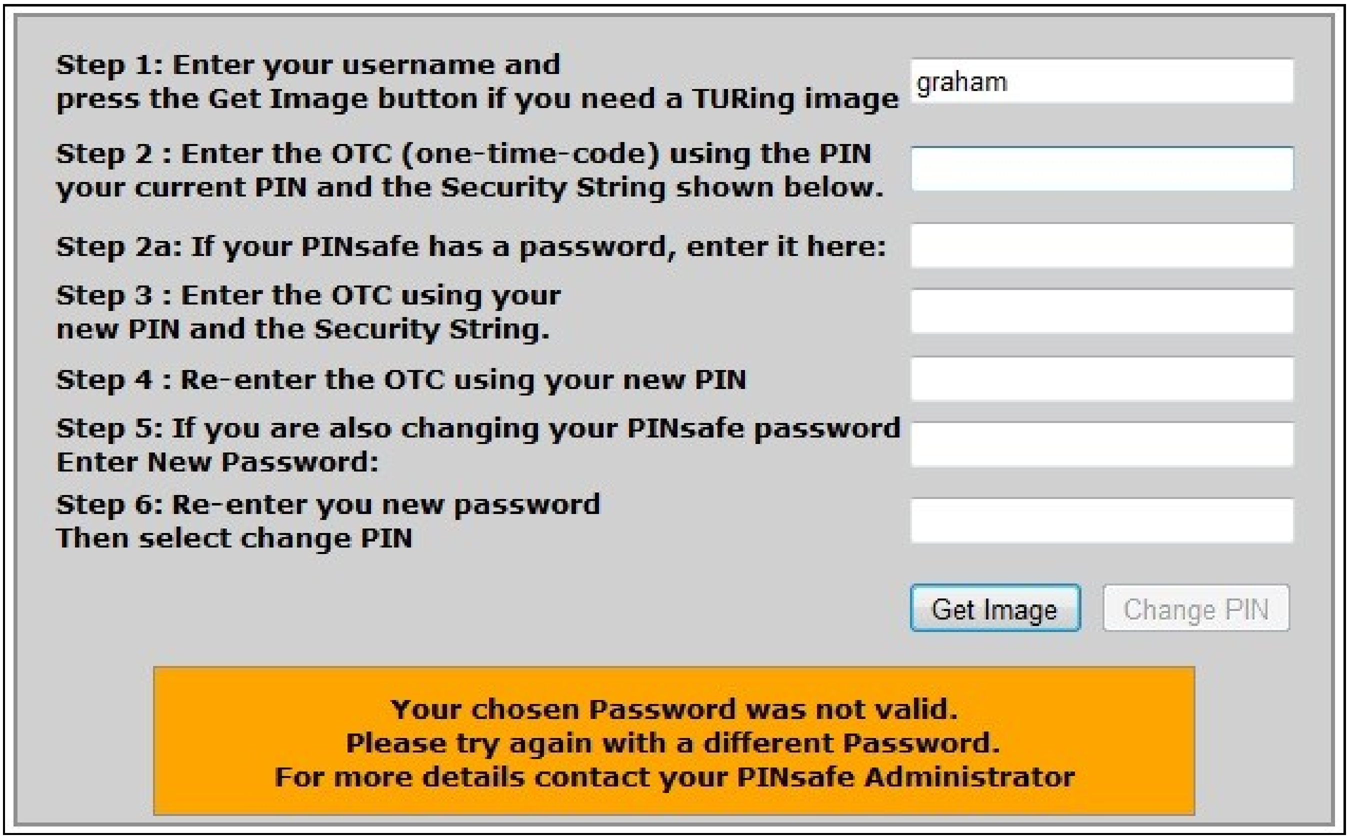
Graphical Turing image may have expired if it has been present for more than 2 minutes. Try process again.

PIN policy may prevent certain PIN numbers from being used, such as repeated digits or sequencies of numbers.

ChangePIN is set to explicit mode, where by the PIN is entered directly (and thus vulnerable to key loggers) Consult your PINsafe helpdesk to see if this mode of operation is in use.

Your chosen Password was not valid. Please try again with a different Password. For more details contact your PINsafe Administrator

A complex password was not entered. Retry with a more complex password.



Step 1: Enter your username and press the Get Image button if you need a TURing image graham

Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.

Step 2a: If your PINsafe has a password, enter it here:

Step 3 : Enter the OTC using your new PIN and the Security String.

Step 4 : Re-enter the OTC using your new PIN

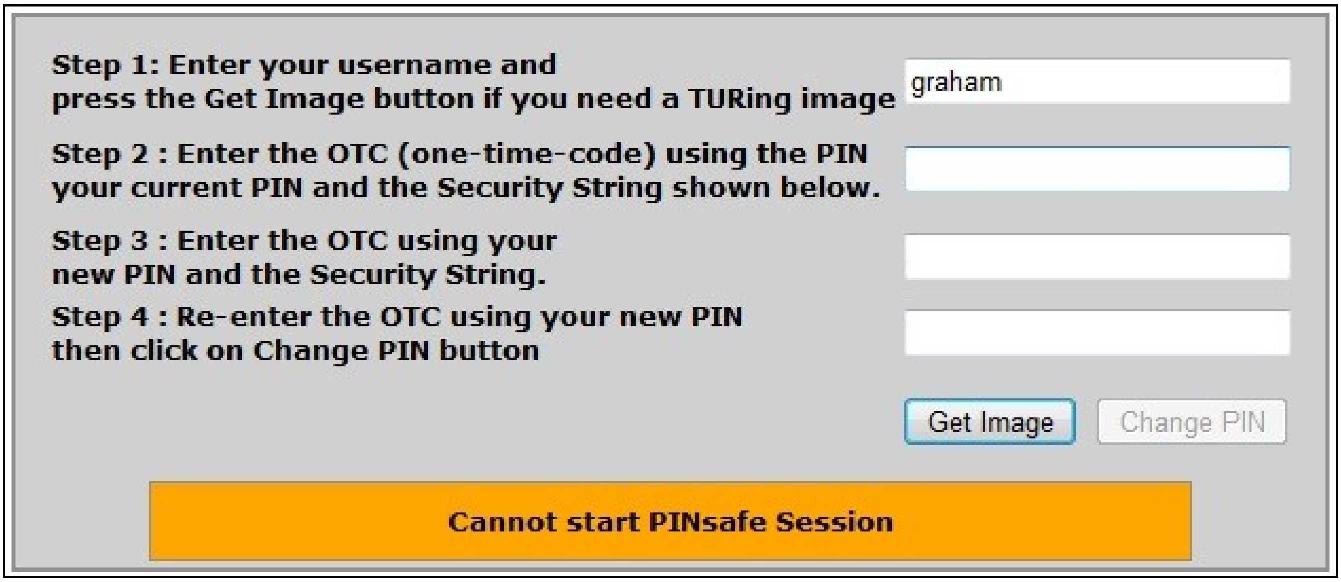
Step 5: If you are also changing your PINsafe password Enter New Password:

Step 6: Re-enter you new password Then select change PIN

Your chosen Password was not valid.
Please try again with a different Password.
For more details contact your PINsafe Administrator

Cannot start PINsafe Session

The user has started a Single Channel Image Request but is not a member of the correct group. Use SMS or Mobile Phone security strings to changePIN.



Step 1: Enter your username and press the Get Image button if you need a TURing image graham

Step 2 : Enter the OTC (one-time-code) using the PIN your current PIN and the Security String shown below.

Step 3 : Enter the OTC using your new PIN and the Security String.

Step 4 : Re-enter the OTC using your new PIN then click on Change PIN button

Cannot start PINsafe Session

2 Microsoft Windows 2000 Login User Guide

see Windows GINA login User Guide

3 Microsoft Windows 2003 Login User Guide

see Windows GINA login User Guide

4 Microsoft Windows 2008 Login User Guide

see Windows Credential Provider User Guide

5 Microsoft Windows Remote Desktop Connection Login User Guide

see Windows Credential Provider User Guide

6 Microsoft Windows Terminal Services User Guide

see Windows GINA login User Guide

7 Microsoft Windows Vista Login User Guide

see Windows Credential Provider User Guide

8 Microsoft Windows Windows 7 Login User Guide

see Windows Credential Provider User Guide

9 Microsoft Windows XP Login User Guide

see Windows GINA login User Guide

11 How to Provision a Swivel Mobile Phone Client

A user guide to provision a Swivel Mobile Phone Client to provide authentication One Time Codes and Security strings.

For the Mobile Phone Provision administration guide see: Mobile Provision Code and Mobile Re-Provision How to Guide

12 Overview

Users can request or be sent a code to provision a Mobile Phone Client, this is required for Swivel 3.8 onwards.

Users can only have one mobile device provisioned at a time, for their account.

13 Mobile Provision Overview

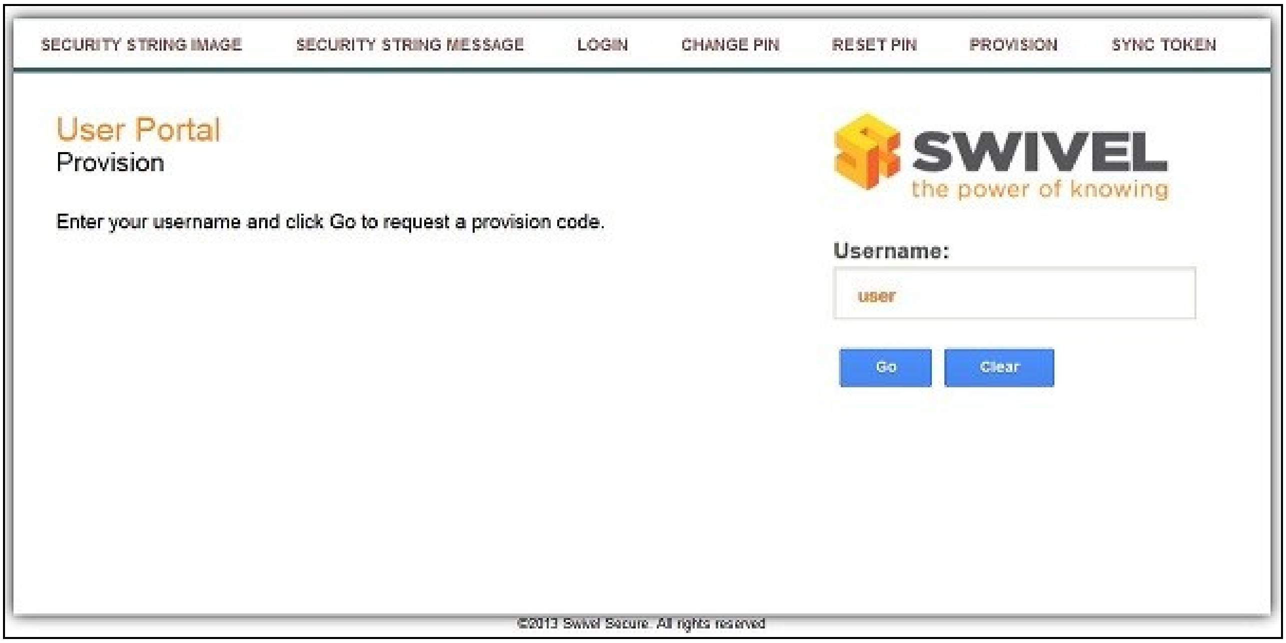
The Mobile Provision Code is only sent to the users defined transport, such as a mobile phone or email address.

14 Using User Portal or ResetPIN

If you have already been sent a Mobile Provision Code, then use it on the Mobile Client. If not to request a new Mobile Provision Code follow the below steps.

Browse to the Provision web page in the User Portal or ResetPIN provision page, enter your user name and click on provision

User Portal provision page



User Portal
Provision

Enter your username and click Go to request a provision code.

Username: user

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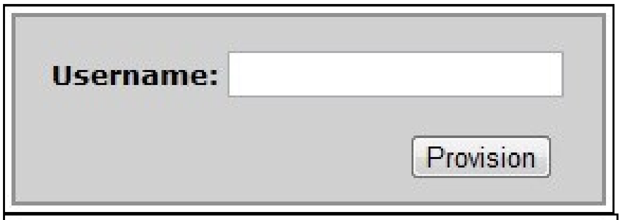
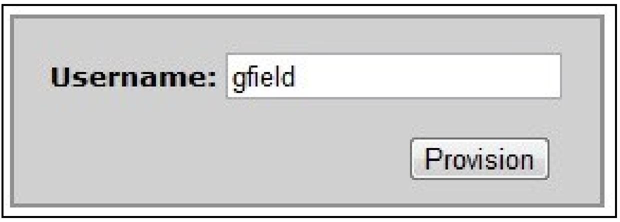
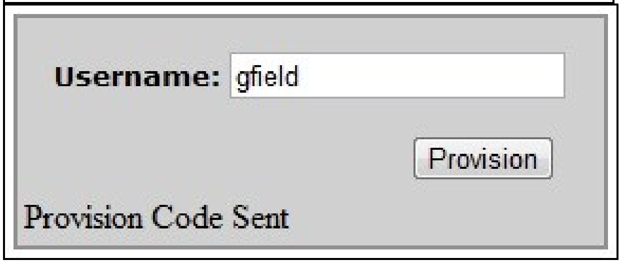
ResetPIN provision page



Username:



Username: gfield



Username: gfield

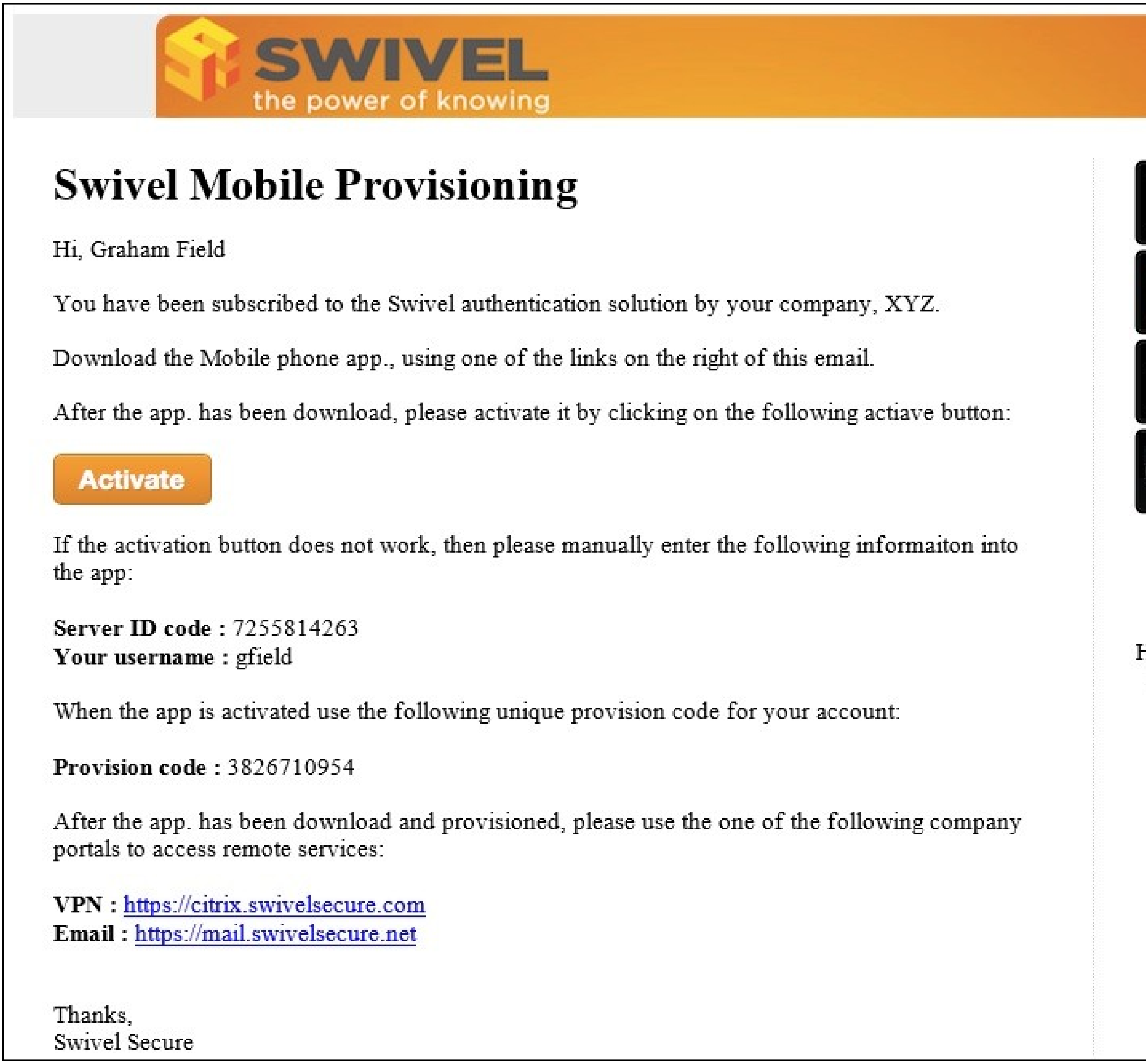
Provision Code Sent

15 Provisioning the Mobile Client

15.1 Using the Provision URL

From Swivel version 3.9.7 onwards, a Provision URL is usually sent to allow the user to allow the server settings and the Mobile Provision Code. The **Activate** URL can be clicked on and:

- Opened in the Swivel Application to automatically configure the Mobile App
- Opened in a web browser that displays a **Get Server Settings** button that allows the mobile client to be configured and provisioned.



Swivel Mobile Provisioning

Hi, Graham Field

You have been subscribed to the Swivel authentication solution by your company, XYZ.

Download the Mobile phone app., using one of the links on the right of this email.

After the app. has been download, please activate it by clicking on the following actiave button:

If the activation button does not work, then please manually enter the following informaiton into the app:

Server ID code : 7255814263
Your username : gfield

When the app is activated use the following unique provision code for your account:

Provision code : 3826710954

After the app. has been download and provisioned, please use the one of the following company portals to access remote services:

VPN : https://citrix.swivelsecure.com
Email : https://mail.swivelsecure.net

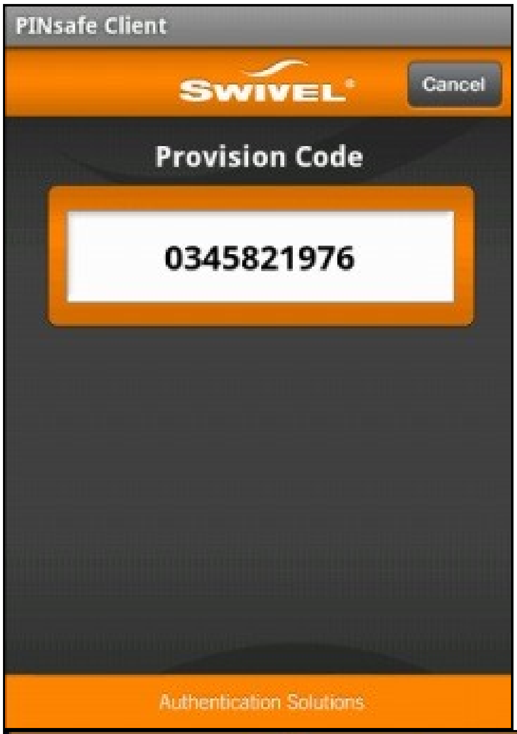
Thanks,
Swivel Secure

If the device is not provisioned automatically, then the settings can be entered as below.

15.2 Using the Provision Code

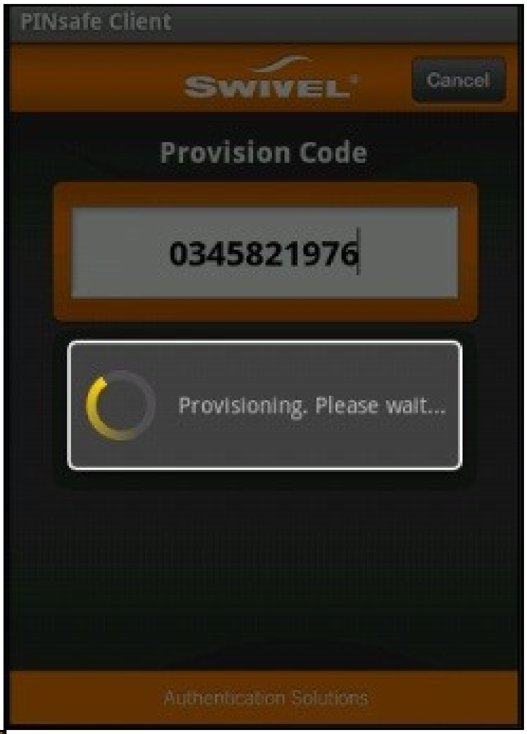
When the new code has been received, on the Mobile Phone select the Re-provision Option and enter the received Mobile Provision Code.

Enter the Mobile Provision Code and observe the screen input for a *Provisioning. Please wait...* message. When complete a *Device Provisioned* message briefly appears on the screen.



Provision Code

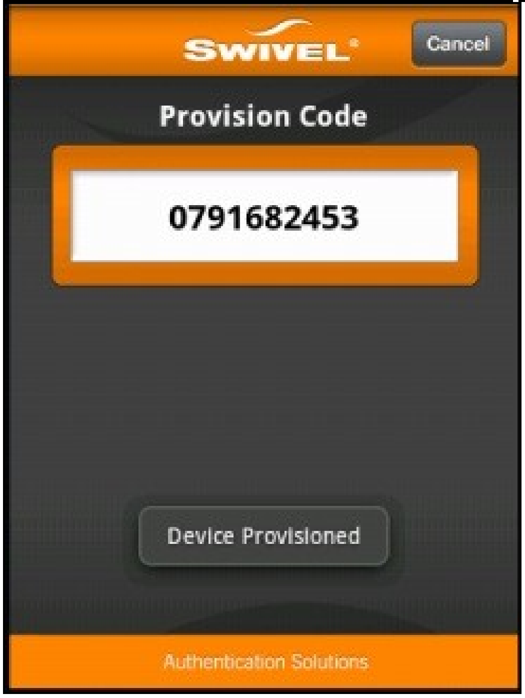
0345821976



Provision Code

0345821976

Provisioning. Please wait...



Provision Code

0791682453

Device Provisioned

16 Troubleshooting

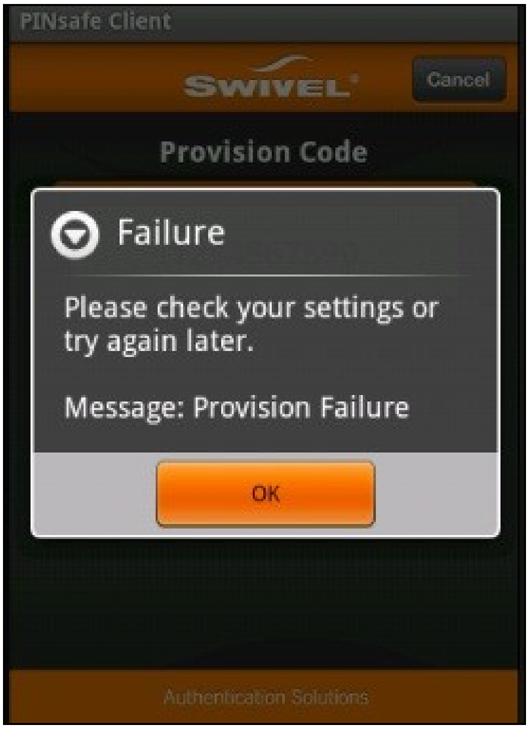
User not set

No username has been entered under options. Enter the username and retry.

Failure Please check your settings or try again later. Message: Provision Failure

This can be caused by an incorrect Mobile Provision Code, or the time allowed for provisioning a device has been exceeded.

Note: The security strings on the mobile phone will be invalid until a successful provision is carried out and a new set of security strings are downloaded.



Failure

Please check your settings or try again later.

Message: Provision Failure

17 PINsafe User Guide

17.1 The PIN

Each user is issued with a PIN number, like an ATM PIN number, however the difference is that **THE PIN NUMBER IS NEVER TYPED IN**

17.2 The Security String

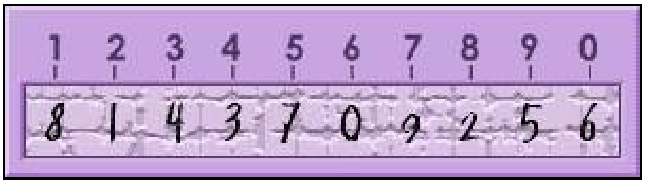
Each user is sent a security string. Using the PIN as a positional indicator, a code for authentication is found.

This is similar to systems who ask for example, the 2nd and 6th digits of a password.

```
Example 1:

If my PIN is 1234 and my Security String is 7 4 6 9 8 3 2 1 6 0

My login code is 7469


Example 2: (we can also use letters)

If my PIN is 9371 and my Security String is H R Q B F S Z A M T

My login code is MQZH
```

17.3 The Security String as a Graphical Image

We can display the security string as an image in a login page as below. The first line 1-10 makes working out the login code simpler. You enter your username and either automatically get an image or click on a button to get the image:



1 2 3 4 5 6 7 8 9 0
8 1 4 3 7 0 9 2 5 6

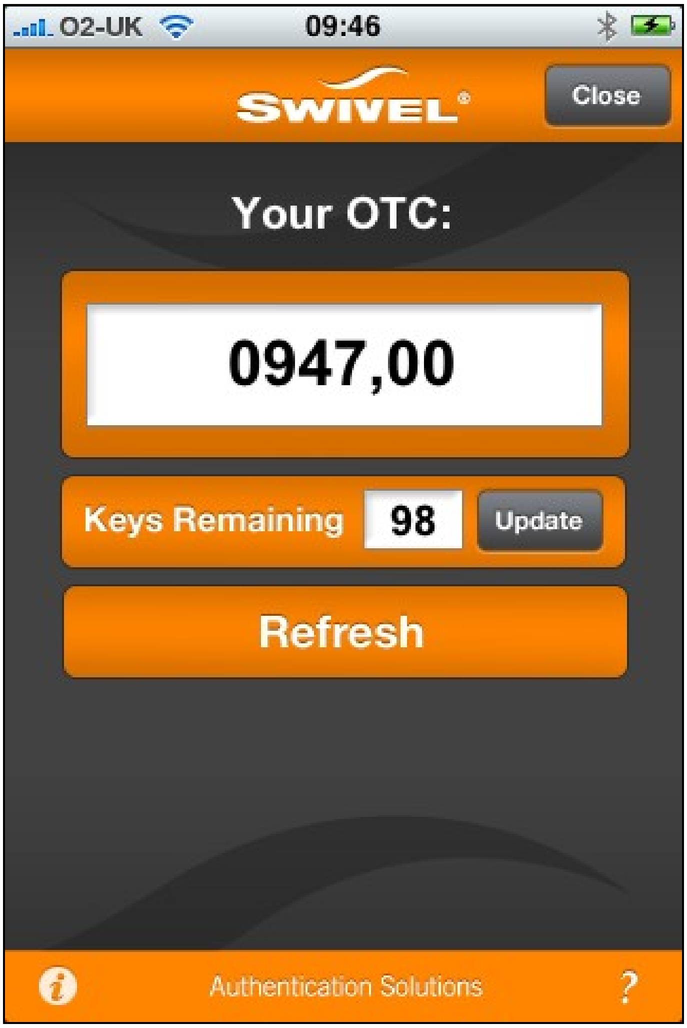
17.4 The Security String as a Mobile Phone Message

The security string can be sent by text message to a mobile phone.

```
1 2 3 4 5 6 7 8 9 0
0 4 9 2 7 1 8 3 6 5
```

17.5 The Security String as a Mobile Phone App

The security string can also be generated on a mobile phone:



17.6 Too complicated for you?

We can just send you a password or passcode to a mobile phone to use at login, its not as secure though, and you cannot use the graphical image:

836494

18 PositiveID User Guide

18.1 What is the PINsafe Taskbar?

The PINsafe Taskbar is a utility that sits in the tray at the bottom of the Windows desktop. If it is not present then you may have to start it by going to Start, Programs, Swivel Secure Ltd, and clicking on PINsafe Taskbar.

18.2 PositiveID Registration Key

If you receive a PositiveID Registration Key, you will need to enter it when prompted. If you are requested to enter one but do not have one, you will need to contact your System Administrator.

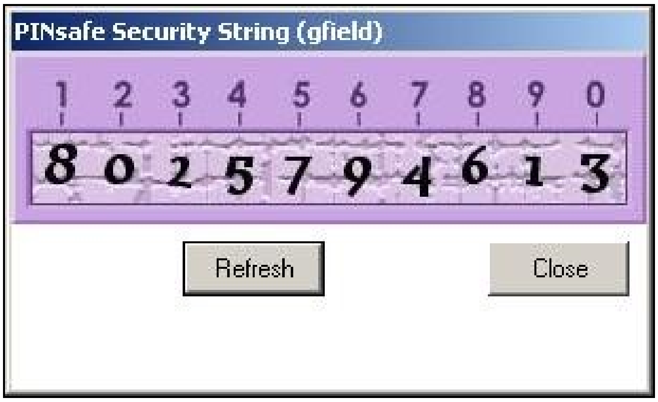
18.3 PINsafe Image for Authentication

To generate an image for authentication, either:

Double Click Click on the PINsafe Taskbar icon

or

Right Click on the PINsafe Taskbar icon and then select **Get Image...**

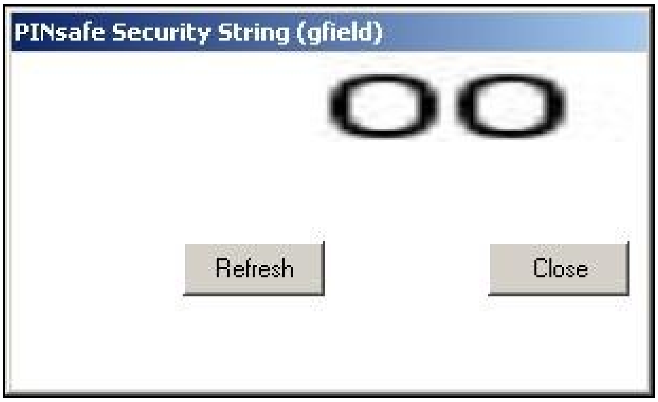


If you need to know how to use this image go the the PINsafe User Guide

18.4 Which security String Should I use for authentication?

If you have received text message on your mobile phone with multiple security strings, you use, each in turn, if you do not know which one to use then;

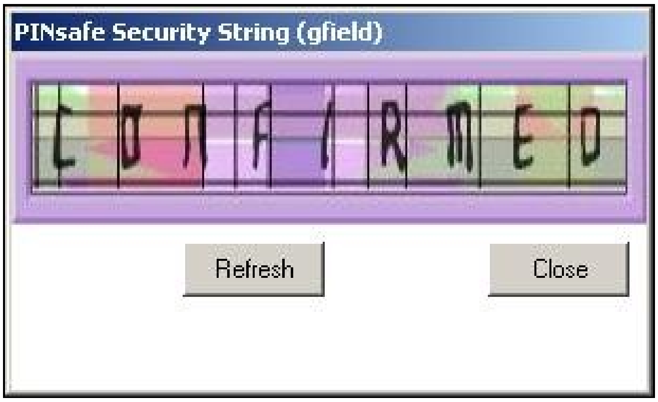
Right Click on the PINsafe Taskbar icon and then select **Get String Index**



18.5 Requesting a new SMS message

Right Click on the PINsafe Taskbar icon and then select **Request Security String**

An image will appear to confirm it has been sent to you



18.6 Troubleshooting

Check your settings, for more information see Taskbar_How_to_Guide

19 Provision URL

20 Provision URL

Swivel version 3.10 combines the Site ID and Provision codes into one single URL.

From Swivel version 3.9.7, a URL can be used to provide the Swivel authentication server settings and the Mobile Provision Code to a user.

For the Mobile Phone Provision administration guide see: and Mobile Re-Provision How to Guide

21 Overview

Mobile Phone Client Users can request a Mobile Provision Code using the User Portal, or be sent one from the Administrator. message.

22 Mobile Provision Overview

The Mobile Provision Code URL is only sent to the users defined transport, such as a mobile phone or email address.

23 Prerequisites

Swivel 3.10

Supported Mobile device

Swivel Mobile Client installed that supports provisioning, see Mobile Phone Client

24 Configuring the Provision URL

These settings refer to the Swivel SSD provisiong server and should not be changed unless explicitly directed to by Swivel. The URL used for provisioning a user is defined on each Swivel Administration Console under Policy/Self Reset. These URL's can be used for all deployments of Swivel and do not need to be hosted locally, i.e. use these default URL's.

URL provisioning: default: http://smc.swivelsecure.com/smc/provision/ The provisioning URL allows the provision code to be used for a specific user. A URL request is made by the mobile devices web browser with the Provision number appended to provision the device.

URL to get settings: default: http://smc.swivelsecure.com/smc/getsettings/ The Site ID (SSD) is added to the URL to automatically populate the relevant server settings for the user. The site ID needs to be entered on the Swivel Administration console under Server/Name Site ID.

URL complete: default: http://smc.swivelsecure.com/smc/complete/ The URL to read the Site ID and Provision code combing the two above into one link

Send provision code as security string: Yes/No. If set to Yes, then the users provision code will be sent by their security string transport instead of their Alert transport.

25 Transport Message settings

25.1 Site ID

Each transport (version 3.9.7 onwards) has the following fields for Provisioning and may be edited as required:

Site Id subject: The Site ID subject

Site Id body: The Site ID message, as below

```
Server Id: %SITE_ID

To get the server settings automatically click the following URL: %URL_SETTINGS%SITE_ID
```

25.2 Provision Code

Each transport has the following fields for Provisioning and may be edited as required:

Provision code subject: The Provision code subject

Provision code body: The provision code message as below

```
Mobile provision code: %CODE

To automatically provision your device, click the following URL: %URL_PROVISION%CODE
```

Note Blackberry devices only support HTTP and not HTTPS.

26 Using the Provision URL

From Swivel version 3.9.7 onwards, a **Provision URL** is usually sent to allow the user to allow the server settings and the Mobile Provision Code. The **Activate** URL can be clicked on and:

- Opened in the Swivel Application to automatically configure the Mobile App
- Opened in a web browser that displays a **Get Server Settings** button that allows the mobile client to be configured and provisioned. If given a choice a suitable web browser should be selected.

26.1 Automating Provision Code Delivery

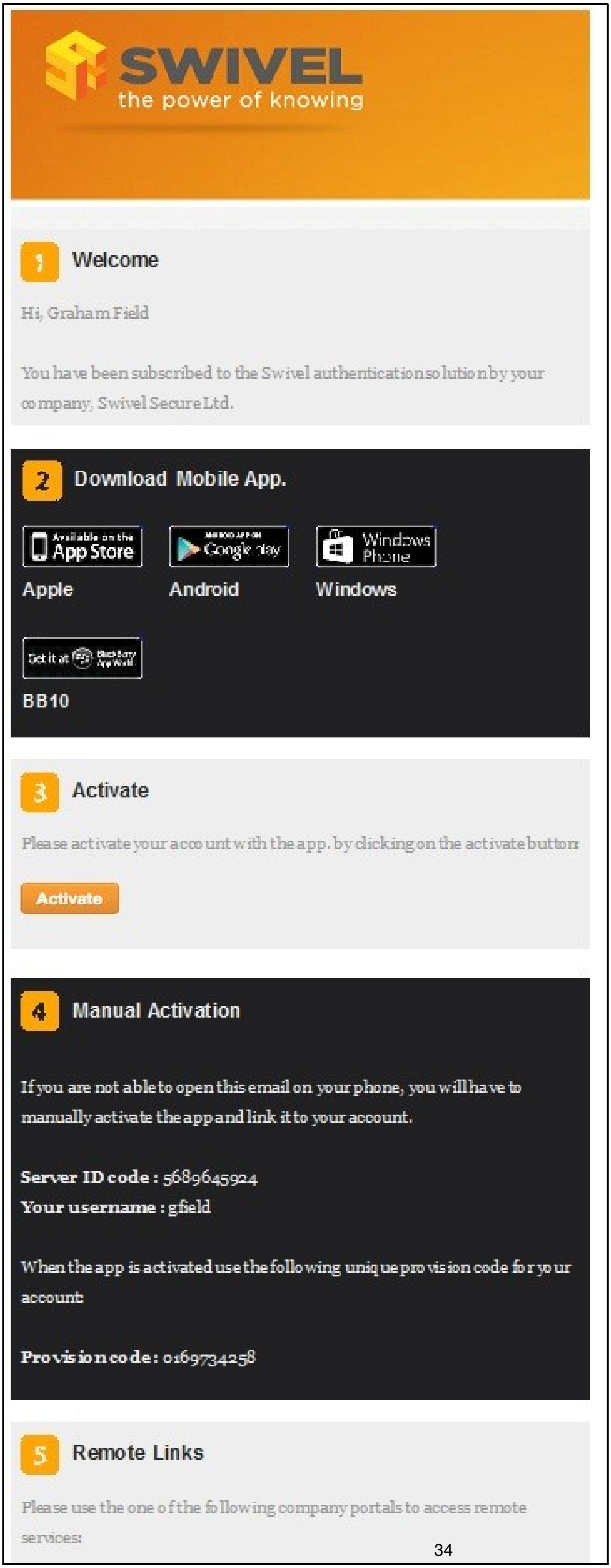
If a suitable Transport Configuration is enabled for users, then the Provision code can be sent out when the Swivel account is created. To enable this, under Policy>General set Auto. send provision code: to Yes.

26.2 Provisioning Sample Code

Sample ProvisionFor use with an SMTP transport using HTML.

26.2.1 Complete One Step Provisioning

Sample Provision code For use in the *Quick Provision* field:


SWIVEL
the power of knowing
Available on the App Store
ANDROID APP ON Google play
Windows Phone
Get it at BlackBerry App World
Activate

1 Welcome

Hi, Graham Field

You have been subscribed to the Swivel authentication solution by your company, Swivel Secure Ltd.

2 Download Mobile App.

Apple

Android

Windows

BB10

3 Activate

Please activate your account with the app. by clicking on the activate button:

4 Manual Activation

If you are not able to open this email on your phone, you will have to manually activate the app and link it to your account.

Server ID code : 5689645924
Your username : gfield

When the app is activated use the following unique provision code for your account:

Provision code : 0169734258

5 Remote Links

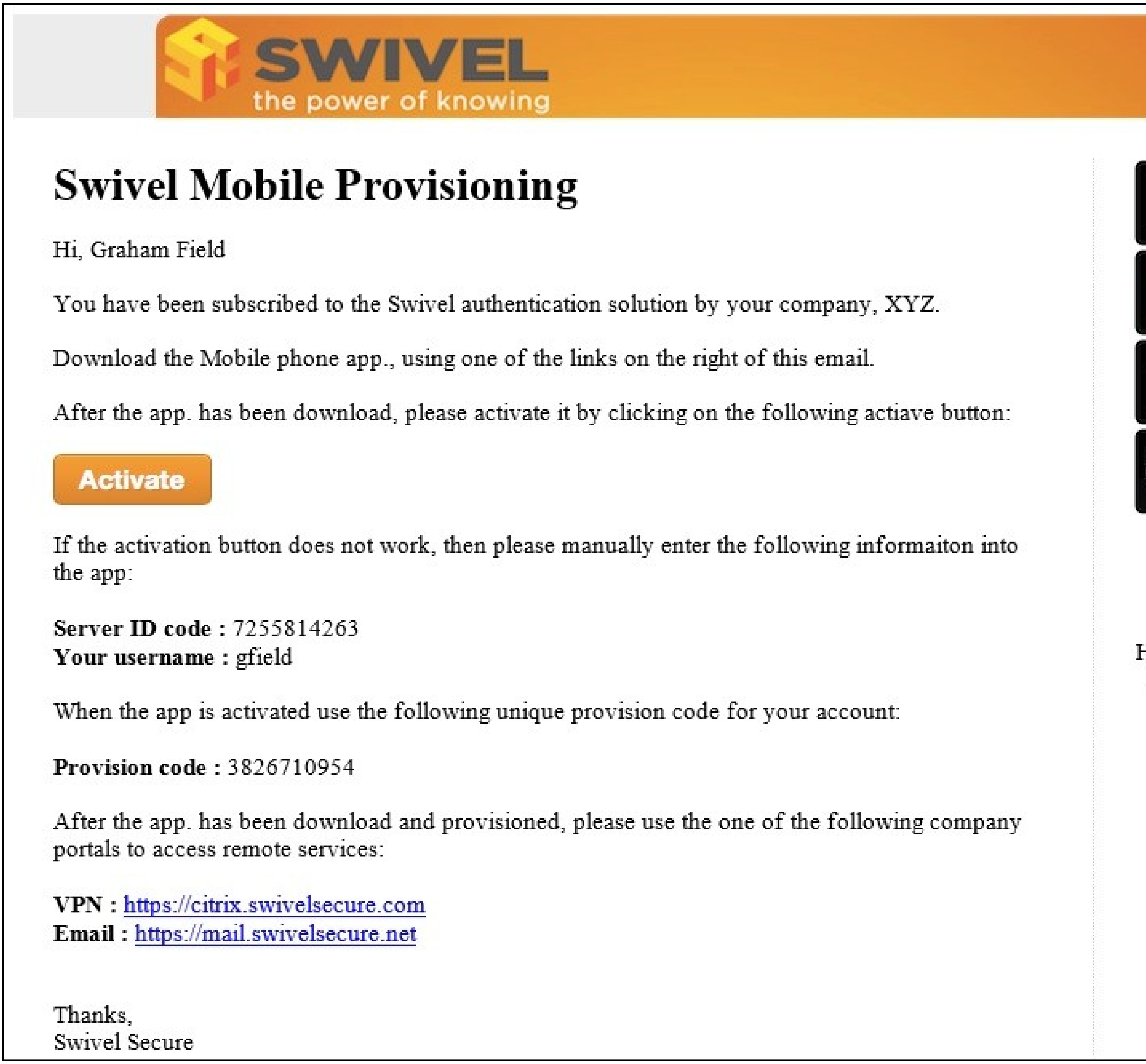
Please use the one of the following company portals to access remote services:

As shown below

26.2.2 Two step URL Provisioning

Sample code For use in the *Manual Provision* field

Sample Provision text



Swivel Mobile Provisioning

Hi, Graham Field

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Download the Mobile phone app., using one of the links on the right of this email.

After the app. has been download, please activate it by clicking on the following actiave button:

If the activation button does not work, then please manually enter the following informaiton into the app:

Server ID code : 7255814263
Your username : gfield

When the app is activated use the following unique provision code for your account:

Provision code : 3826710954

After the app. has been download and provisioned, please use the one of the following company portals to access remote services:

VPN : https://citrix.swivelsecure.com
Email : https://mail.swivelsecure.net

Thanks,
Swivel Secure

If the device is not provisioned automatically, then the settings can be entered as below.

27 Troubleshooting

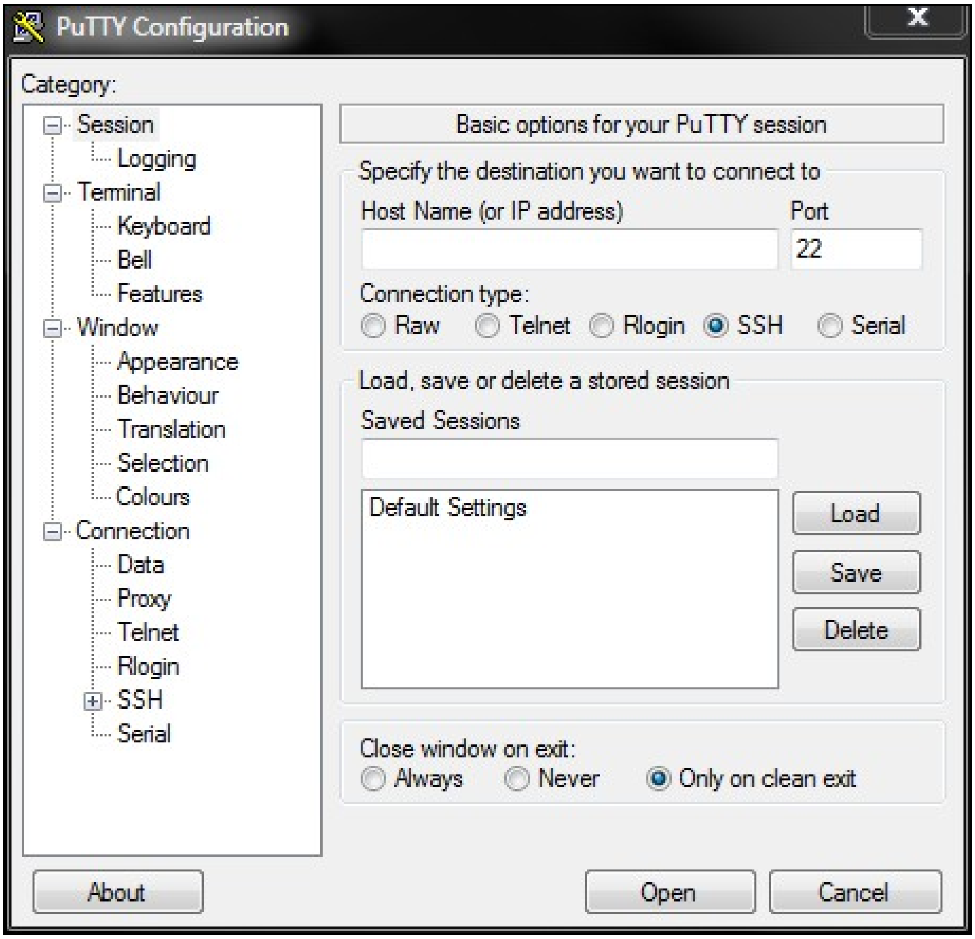
28 PuTTY How To Guide

29 Introduction

There are various applications which will provide SSH and SFTP functionality. We recommend the use of PuTTY for SSH console connectivity to the Swivel appliance. If you wish to transfer files to and from the appliance, please see the WinSCP How To Guide.

30 Connecting to the Swivel appliance

When you run PuTTY, you are presented with the following screen, where you can manage stored sessions.



PuTTY Configuration

Basic options for your PuTTY session

Specify the destination you want to connect to

Host Name (or IP address)

Port: 22

Connection type: ○ Raw ○ Telnet ○ Rlogin ● SSH ○ Serial

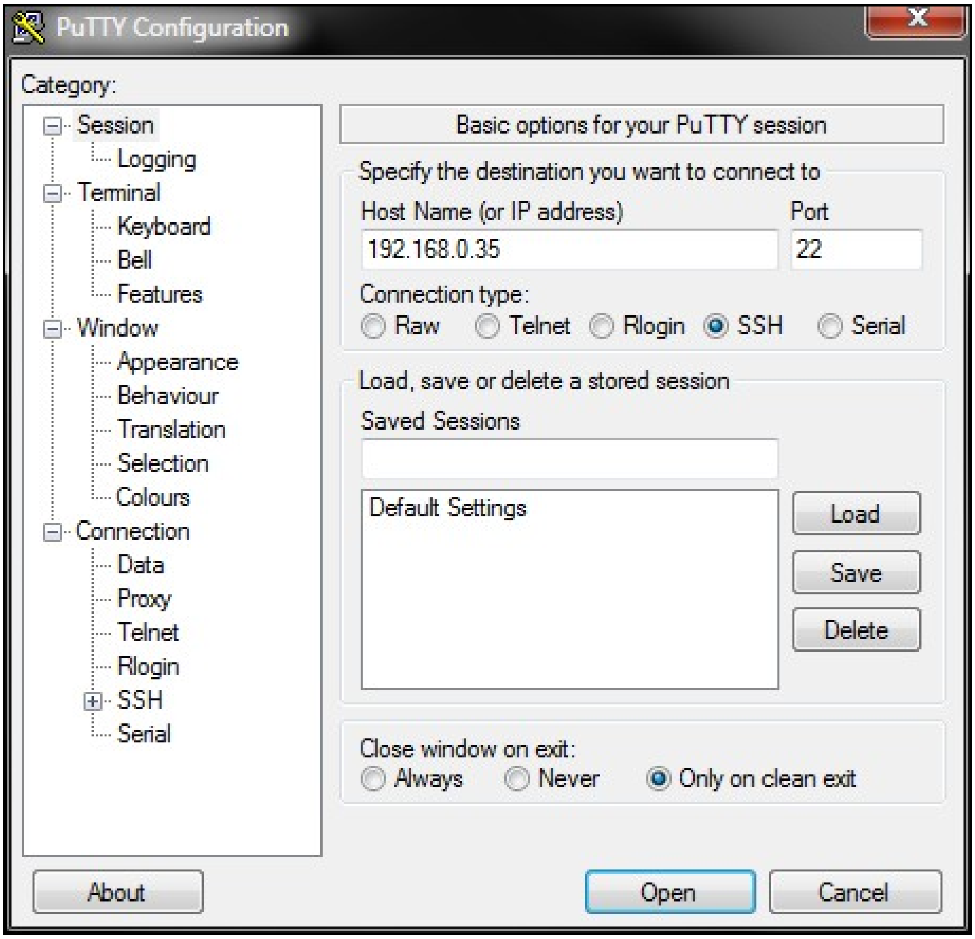
Load, save or delete a stored session

Saved Sessions

Default Settings

Close window on exit: ○ Always ○ Never ● Only on clean exit

To connect to the Swivel appliance enter the IP address of the PINsafe appliance into the Host Name field (the default out of the box IP address is 192.168.0.35 for the standalone appliance).



PuTTY Configuration

Basic options for your PuTTY session

Specify the destination you want to connect to

Host Name (or IP address): 192.168.0.35

Port: 22

Connection type: ○ Raw ○ Telnet ○ Rlogin ● SSH ○ Serial

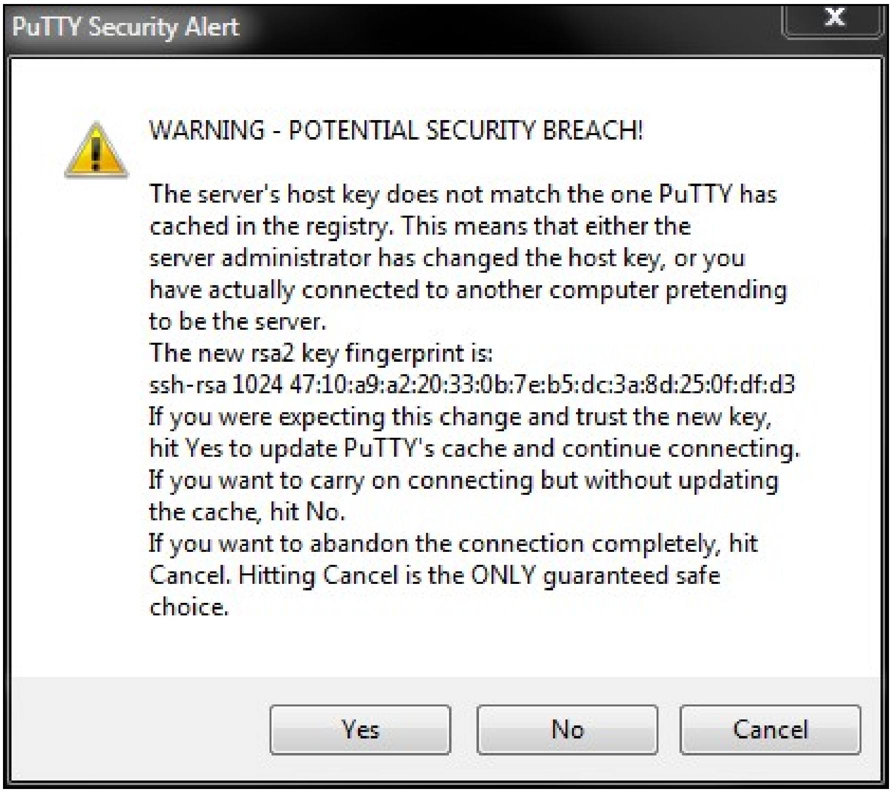
Load, save or delete a stored session

Saved Sessions

Default Settings

Close window on exit: ○ Always ○ Never ● Only on clean exit

Click the Open button at the bottom of the window, to initiate the SSH session. You may be prompted to add or update the security key.

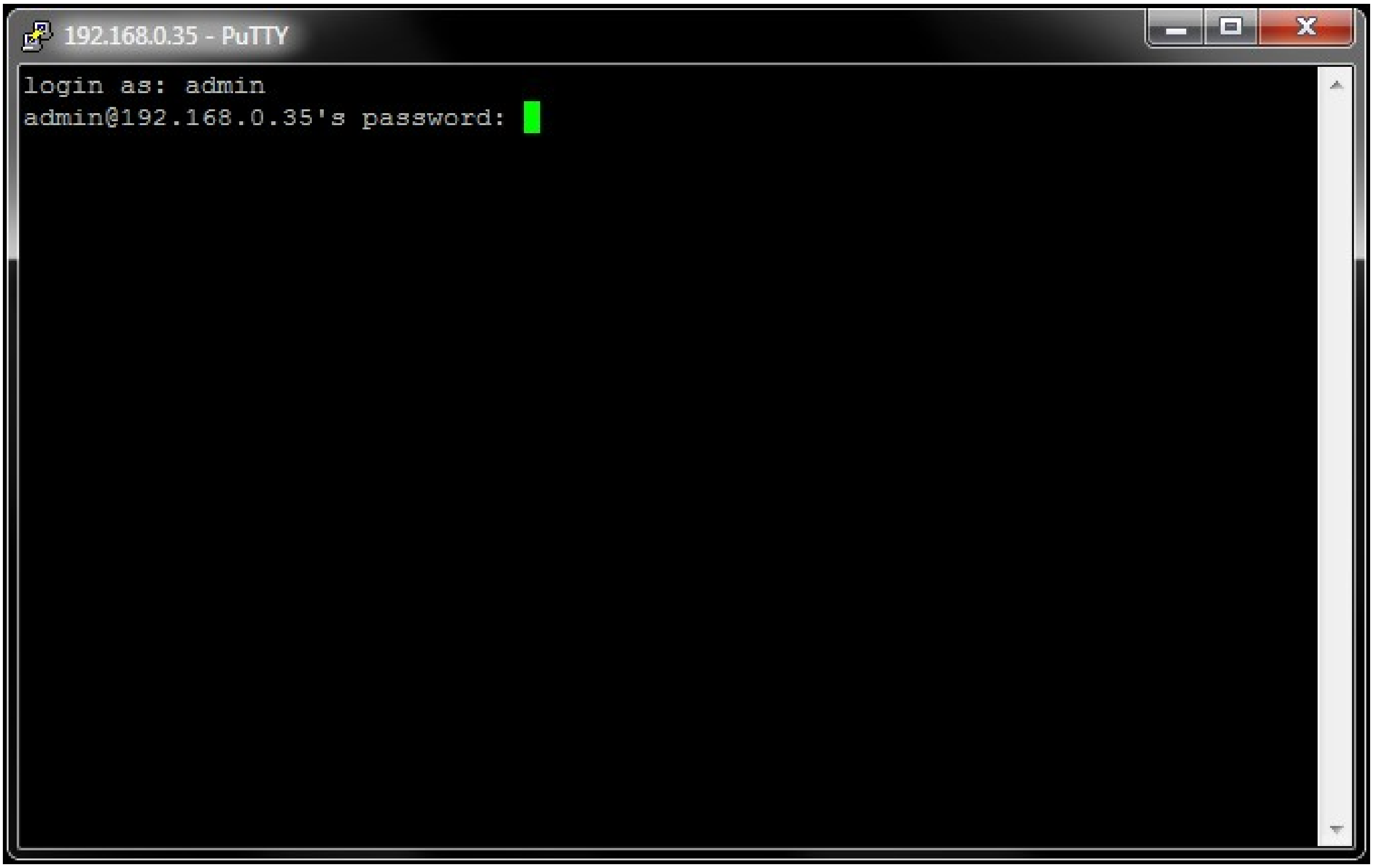


PuTTY Security Alert

WARNING - POTENTIAL SECURITY BREACH!

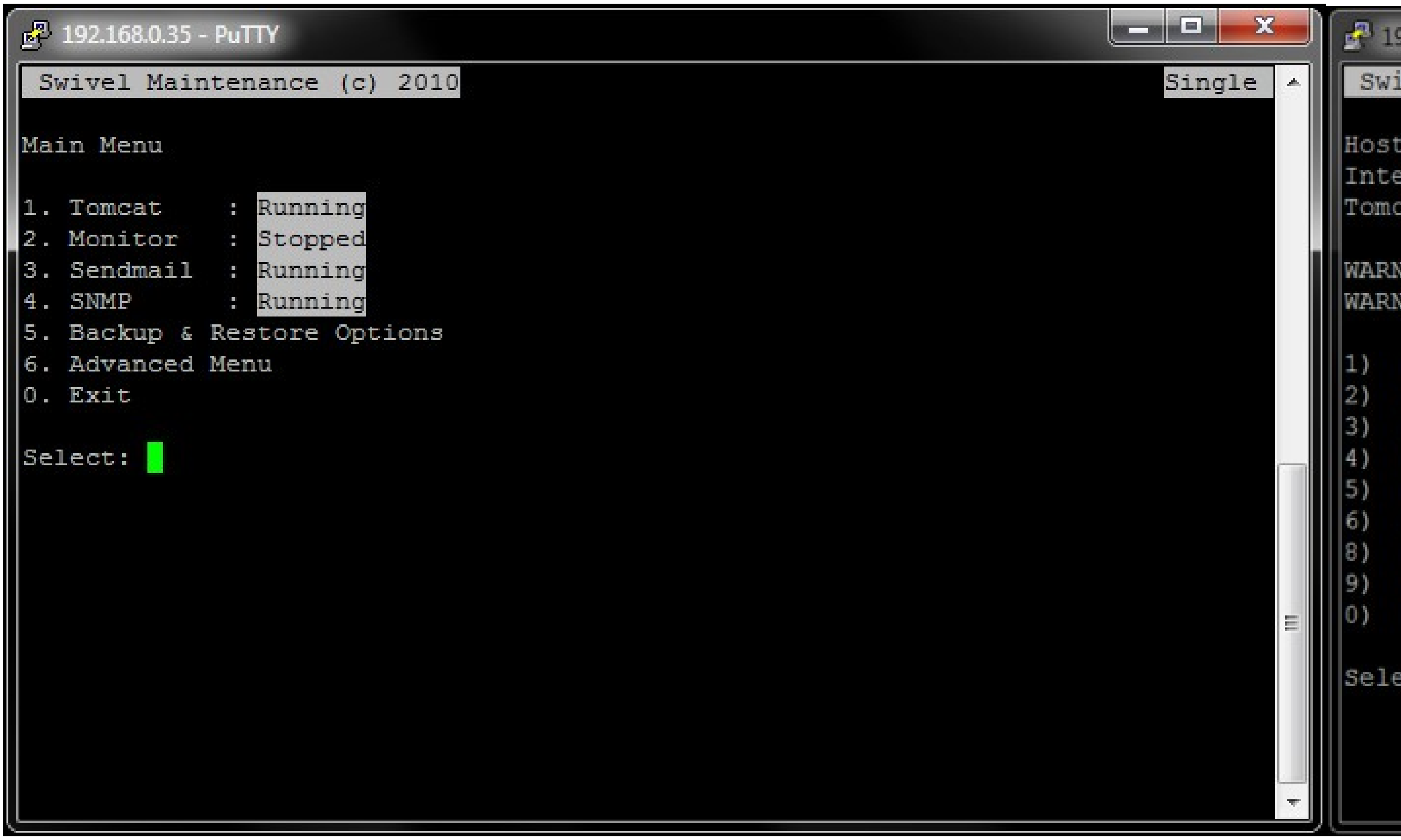
The server's host key does not match the one PuTTY has cached in the registry. This means that either the server administrator has changed the host key, or you have actually connected to another computer pretending to be the server.
The new rsa2 key fingerprint is:
ssh-rsa 1024 47:10:a9:a2:20:33:0b:7e:b5:dc:3a:8d:25:0f:df:d3
If you were expecting this change and trust the new key, hit Yes to update PuTTY's cache and continue connecting.
If you want to carry on connecting but without updating the cache, hit No.
If you want to abandon the connection completely, hit Cancel. Hitting Cancel is the ONLY guaranteed safe choice.

You should then be presented with the following screen, where you are prompted to enter the username and password. The default username on Swivel appliances is **admin** (on older appliances it is **root**). The default password is **lockbox** - you are advised to change this, but make sure that you have a record of the new password - recovering access if you have forgotten the password is possible, but it is a complex process.



```
login as: admin
admin@192.168.0.35's password:
```

Once logged in successfully, you should be presented with the following screen, which is the CMI. The left image shows the v2 CMI and the right shows v3.



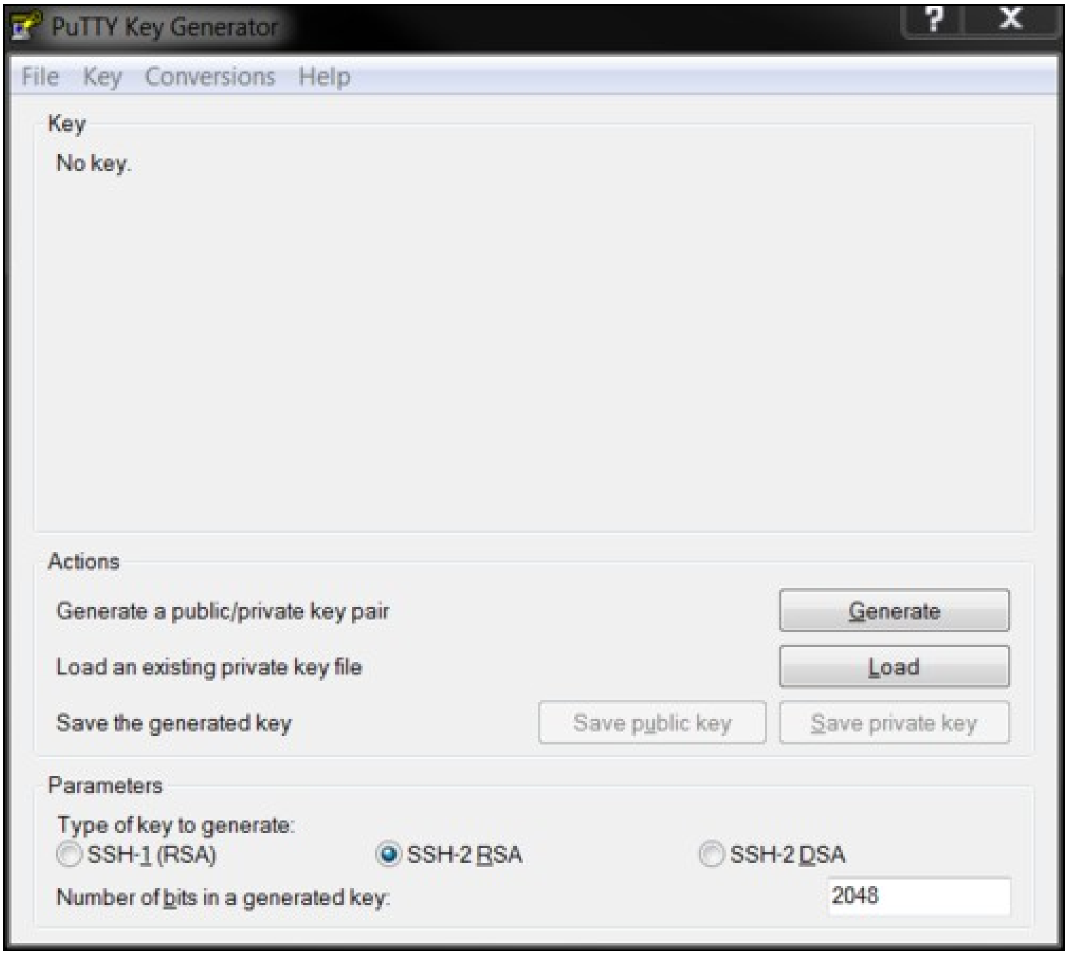
```
 Swivel Maintenance (c) 2010                                        Single

Main Menu

1. Tomcat     : Running
2. Monitor    : Stopped
3. Sendmail   : Running
4. SNMP       : Running
5. Backup & Restore Options
6. Advanced Menu
0. Exit

Select:
```

```
 Swi

Host
Inte
Tomc

WARN
WARN

1)
2)
3)
4)
5)
6)
8)
9)
0)

Sele
```

31 Next Steps

See the Getting Started Basic CMI configuration guide.

32 Certificates



PuTTY Key Generator

Key

No key.

Type of key to generate:

○ SSH-1 (RSA) ● SSH-2 RSA ○ SSH-2 DSA

Number of bits in a generated key: 2048

Some appliances may be configured to use certificates. The program PuTTYgen allows keys to be imported and also converted to a format used by PuTTY.

To import a certificate start PuTTYgen, and click the Load button. If the file you are loading is not a .ppk file, such as a .pem file, then select All Files from the File Type dropdown, and choose then select the relevant file.

Upon loading the file, PuTTYgen should display a message 'Successfully imported foreign key...,'. You will then need to click on 'Save private key' to save it as a PuTTY Private Key file (.ppk). You will also be prompted to 'Enter a passphrase' if required.

The PuTTY configuration allows a key to be specified under Connection/SSH/Auth of the PuTTY session you're configuring.

33 Known Issues

A break in Network connectivity will cause the PuTTY session to terminate.

34 Troubleshooting

- Check that the IP address is the correct IP for the appliance;
- Check that internal firewall policies allow connection to port 22.

34.1 WARNING: REMOTE HOST IDENTIFICATION HAS CHANGED!

The following message may be seen when connecting between Swivel virtual or hardware appliances.

```
Press Return to continue
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@    WARNING: REMOTE HOST IDENTIFICATION HAS CHANGED!     @
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
IT IS POSSIBLE THAT SOMEONE IS DOING SOMETHING NASTY!
Someone could be eavesdropping on you right now (man-in-the-middle attack)!
It is also possible that the RSA host key has just been changed.
The fingerprint for the RSA key sent by the remote host is
2d:40:e9:84:c3:c5:ec:cd:37:9b:21:ba:27:56:0e3:d4.
Please contact your system administrator.
Add correct host key in /root/.ssh/known_hosts to get rid of this message.
Offending key in /root/.ssh/known_hosts:2
RSA host key for 192.168.1.1 has changed and you have requested strict checking.
Host key verification failed.
```

backup the file /root/.ssh/known_hosts in the appliance which is initiating the connection and remove the old key.

When a connection is made the new host is added

```
[admin@gbcar-swvl2 ~]# ssh admin@192.168.1.1
The authenticity of host '192.178.1.1 (192.168.1.1)' can't be established.
RSA key fingerprint is 29:d2:2f:70:3a:34:d2:ed:aa:8f:fa:50:a9:65:a2:45.
Are you sure you want to continue connecting (yes/no)?
Warning: Permanently added '192.168.1.1' (RSA) to the list of known hosts.
Connection closed by 192.168.1.1
```

35 ResetPIN User Guide

35.1 How to recover a lost PIN

A user guide to requesting a new PIN. For the ResetPIN administration guide see: ResetPIN How To Guide

35.2 Overview

Users can request a new PIN to be sent to them if it has been forgotten or lost. ResetPIN will not work for a locked account, neither will it unlock a locked account.

35.3 ResetPIN PIN Security Overview

The PIN is only sent to the users defined transport, such as a mobile phone or email address.

A new PIN is created. It is not possible to request the existing PIN to be sent to the user.

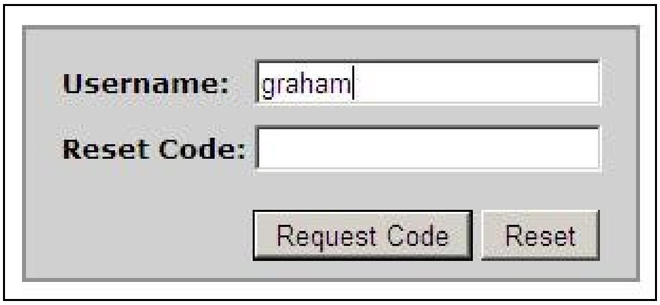
35.4 ResetPIN Hints

Never type in your PIN.

35.5 Using ResetPIN

35.5.1 Step 1: Navigate to the ResetPIN page

This may be provided as a URL. Enter your username.

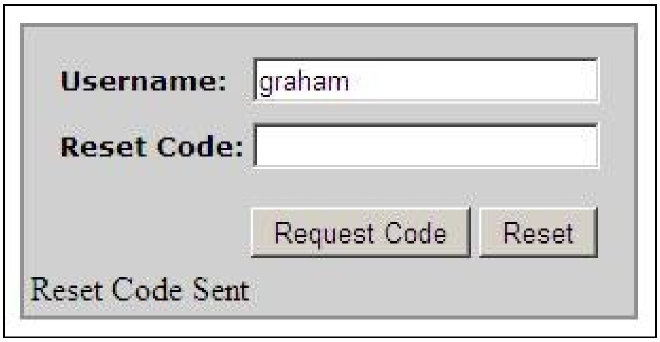


Username: graham

Reset Code:

35.5.2 Step2: Request Code

Click on the Request Code button



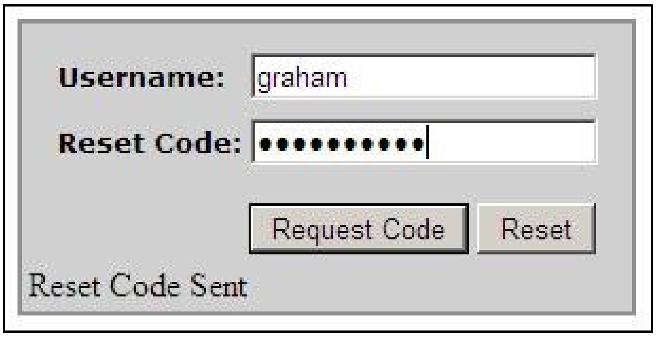
Username: graham

Reset Code:

Reset Code Sent

35.5.3 Step3: Enter the Reset Code

Check the email or SMS for the Reset Code and enter it into the Reset Code box. This code is valid for only two minutes (by default).

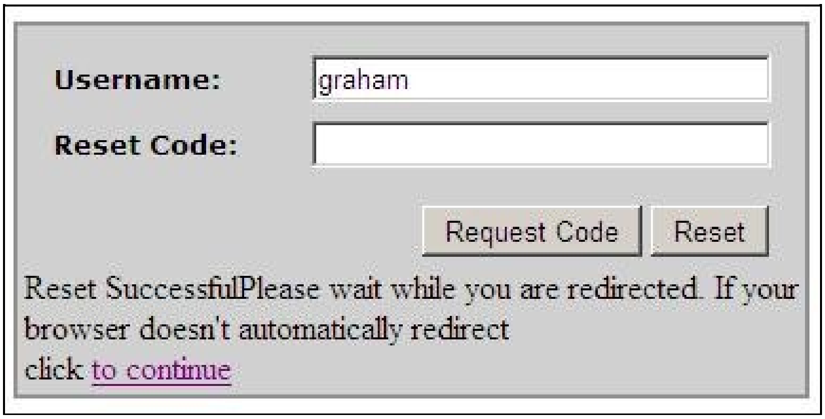

Username: graham

Reset Code: ••••••••••

Reset Code Sent

35.5.4 Step 4: Click on Reset Code

Click on a reset code to be sent a new reset PIN by email or SMS.


Username: graham

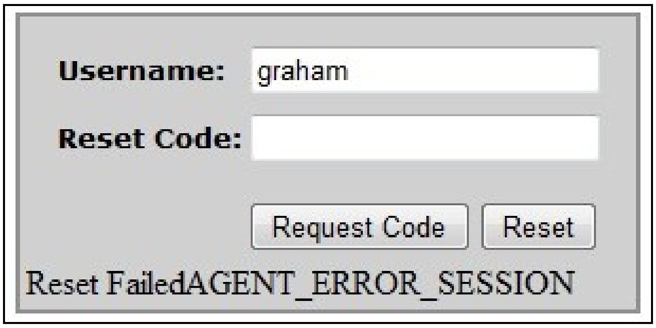
Reset Code:

Reset SuccessfulPlease wait while you are redirected. If your browser doesn't automatically redirect
click to continue

35.6 Troubleshooting

Ensure that the Reset Code is entered before it times out, default of 2 minutes. The following is displayed if the reset code is used after it has expired.

Reset Failed AGENT_ERROR_SESSION

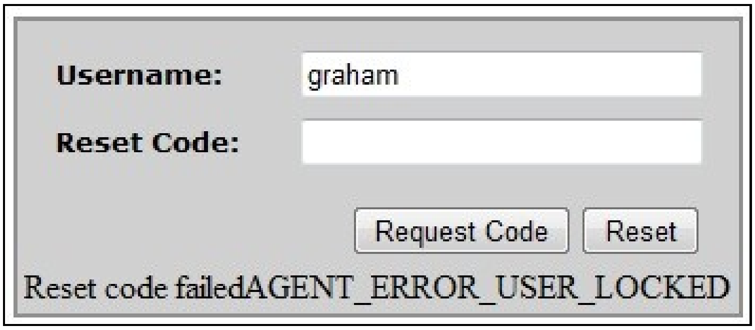

Username: graham

Reset Code:

Reset FailedAGENT_ERROR_SESSION

Reset code failed AGENT_ERROR_USER_LOCKED

The user account has been locked and a reset pin cannot be performed until the account has been unlocked.

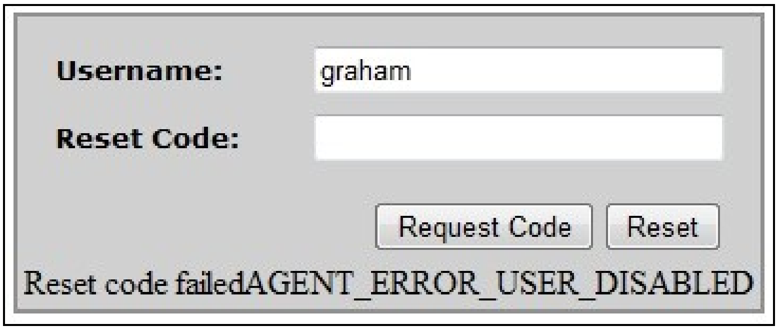

Username: graham

Reset Code:

Reset code failedAGENT_ERROR_USER_LOCKED

Reset code failed AGENT_ERROR_USER_DISABLED

The user account has been disabled and a reset pin cannot be performed until the account has been enabled.



Username: graham

Reset Code:

Reset code failedAGENT_ERROR_USER_DISABLED

36 Taskbar User Guide

36.1 What is the Swivel Taskbar?

The Swivel Taskbar is a utility that sits in the tray at the bottom of the Windows desktop. If it is not present then you may have to start it by going to Start, Programs, Swivel Secure Ltd, and clicking on Swivel Taskbar.

For information on the installation of the Swivel Taskbar see Taskbar How to Guide

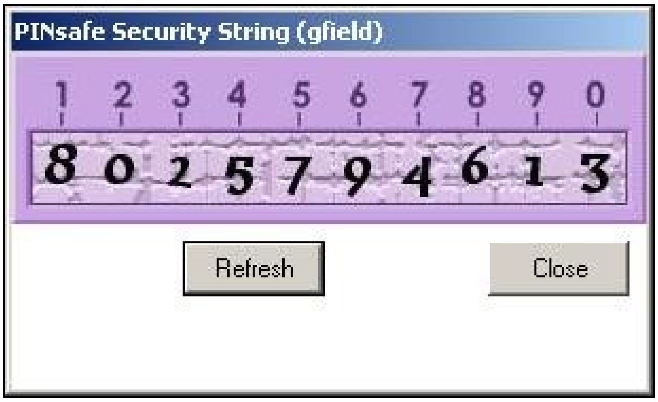
36.2 Swivel Image for Authentication

To generate an image for authentication, either:

Double Click Click on the Swivel Taskbar icon

or

Right Click on the Swivel Taskbar icon and then select **Get Image...**

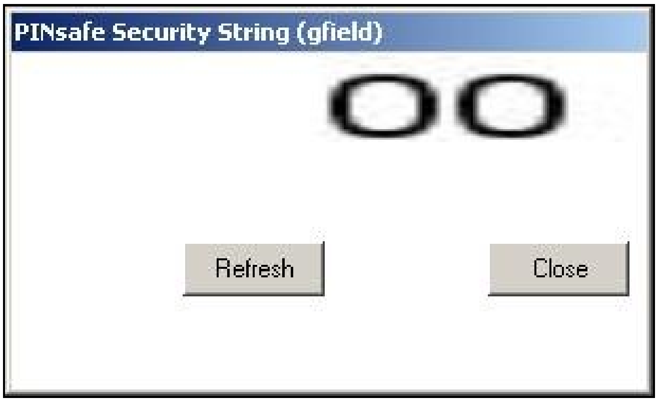


If you need to know how to use this image go the the Swivel User Guide

36.3 Which security String Should I use for authentication?

If you have received text message on your mobile phone with multiple security strings, you use, each in turn, if you do not know which one to use then;

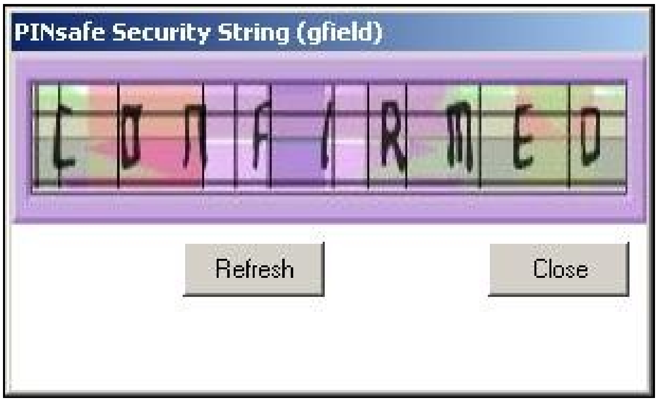
Right Click on the Swivel Taskbar icon and then select **Get String Index**



36.4 Requesting a new SMS message

Right Click on the Swivel Taskbar icon and then select **Request Security String**

An image will appear to confirm it has been sent to you



36.5 Troubleshooting

Check your settings, for more information see Taskbar_How_to_Guide

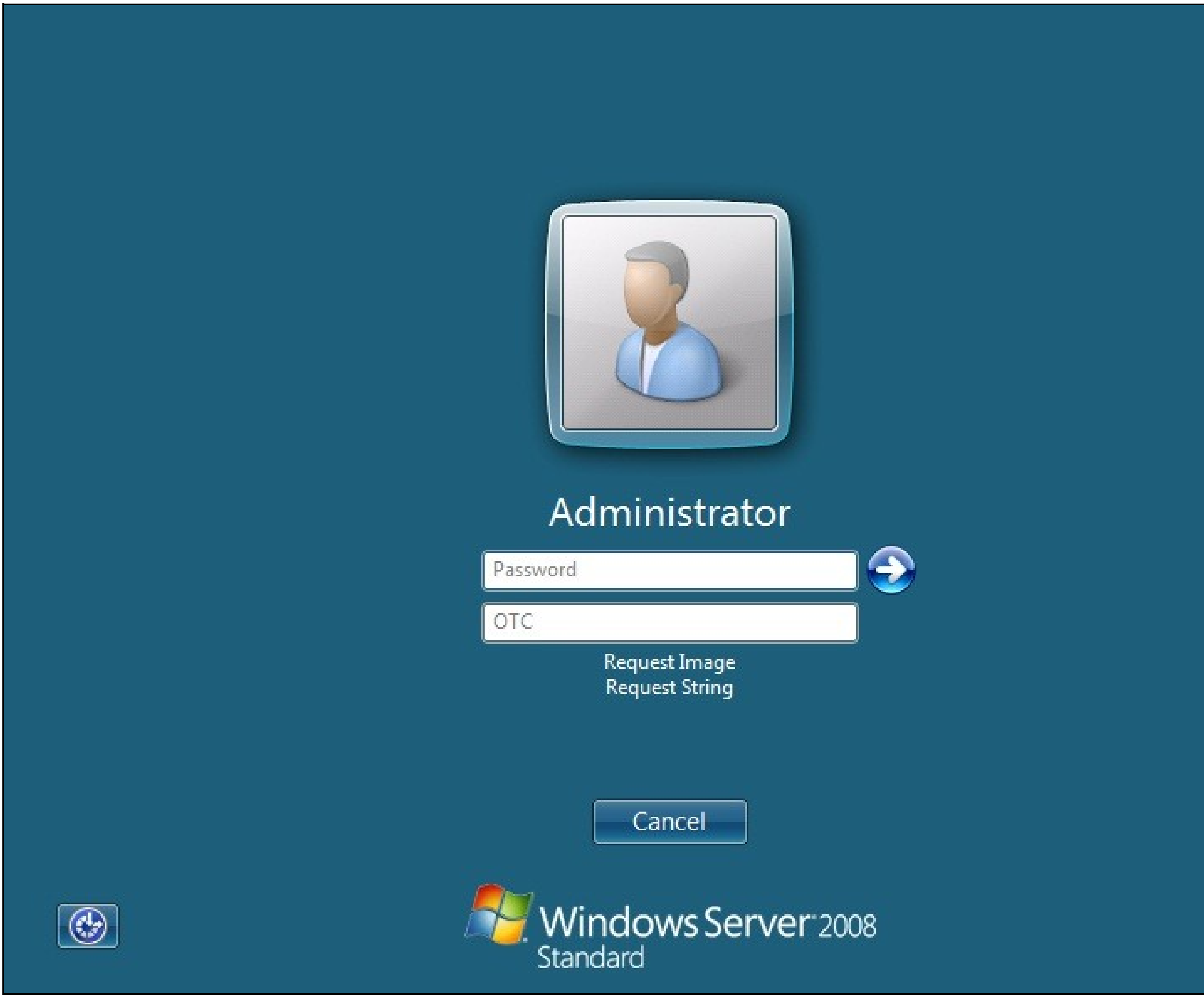
37 Windows Credential Provider User Guide

37.1 Overview

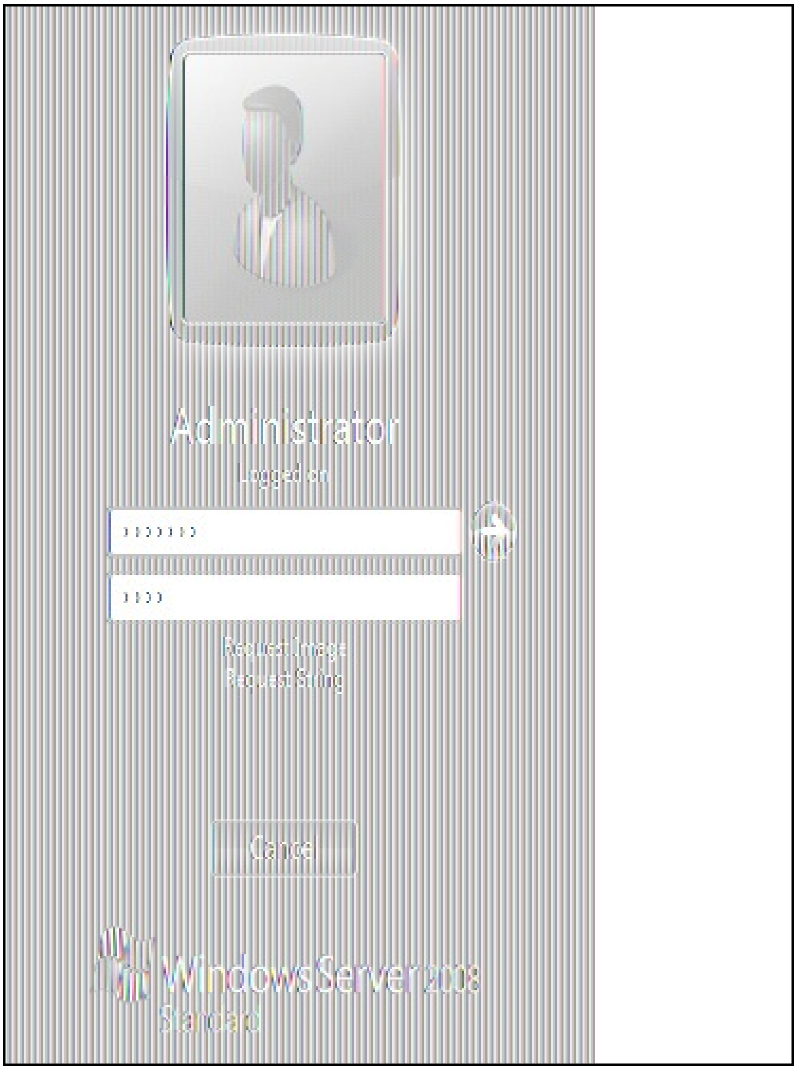
PINsafe can be used to protect the Windows login and remote login for Vista, Windows 7 and 2008 server. For the Windows Credential Provider Administrator guide see Microsoft Windows Credential Provider Integration. For the Windows PINsafe GINA for Windows 2000, 2003 and XP see Windows GINA login User Guide.

37.2 User Login

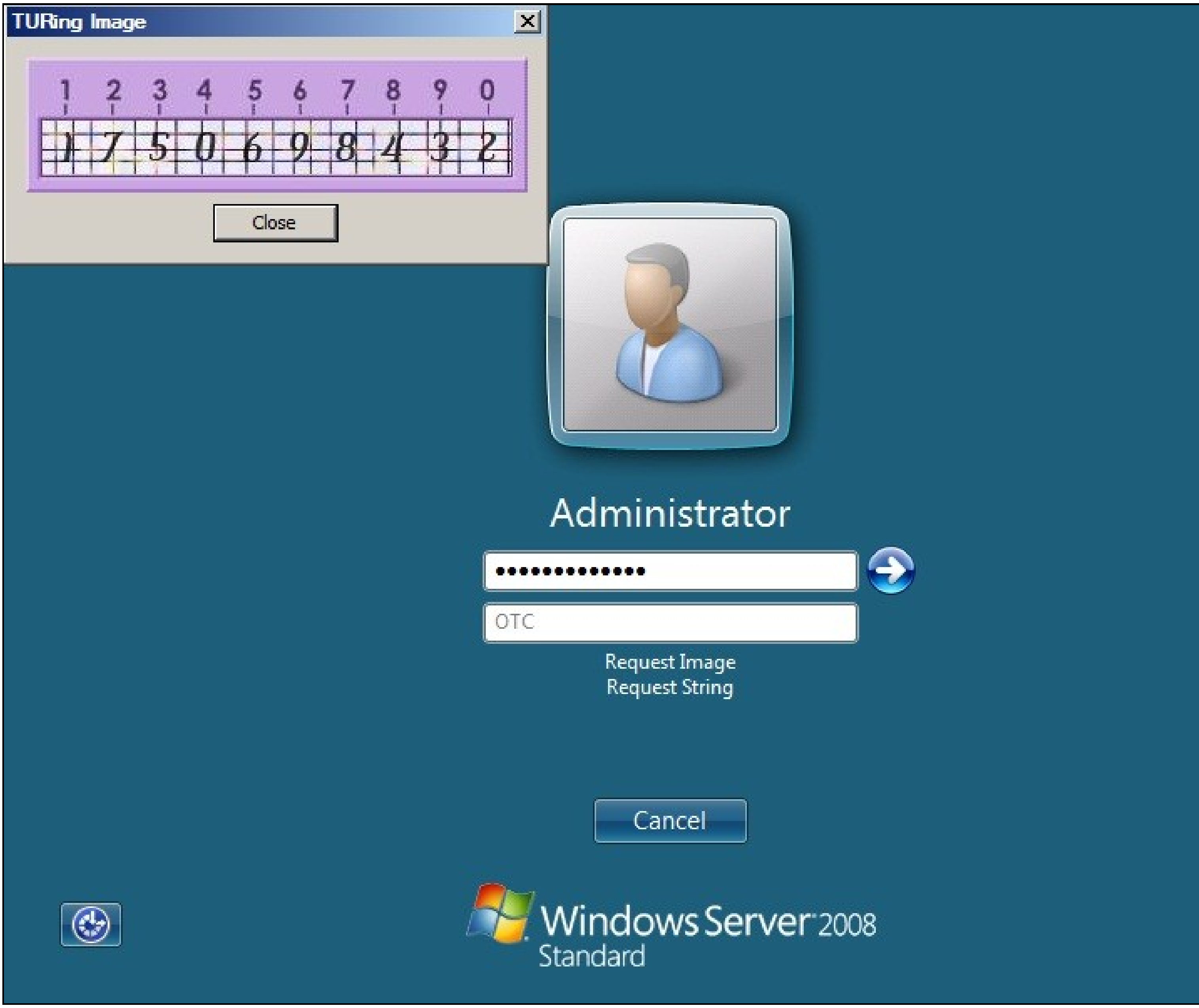
A user may login by entering their username, password and One Time Code.



The one time code can be sent by an SMS message or a mobile phone client. Do not click Get Message unless the image is to be used for authentication.



A user can also authenticate using a One Time Code generated from a TURing graphical image.



For information on the PINsafe security string and PIN extraction see PINsafe User Guide

37.3 ChangePIN

If the PIN number is required to be changed, then the ChangePIN page will appear. It is also possible to change the PIN and password by using the Ctrl-Alt-Del keys and then Change Password.

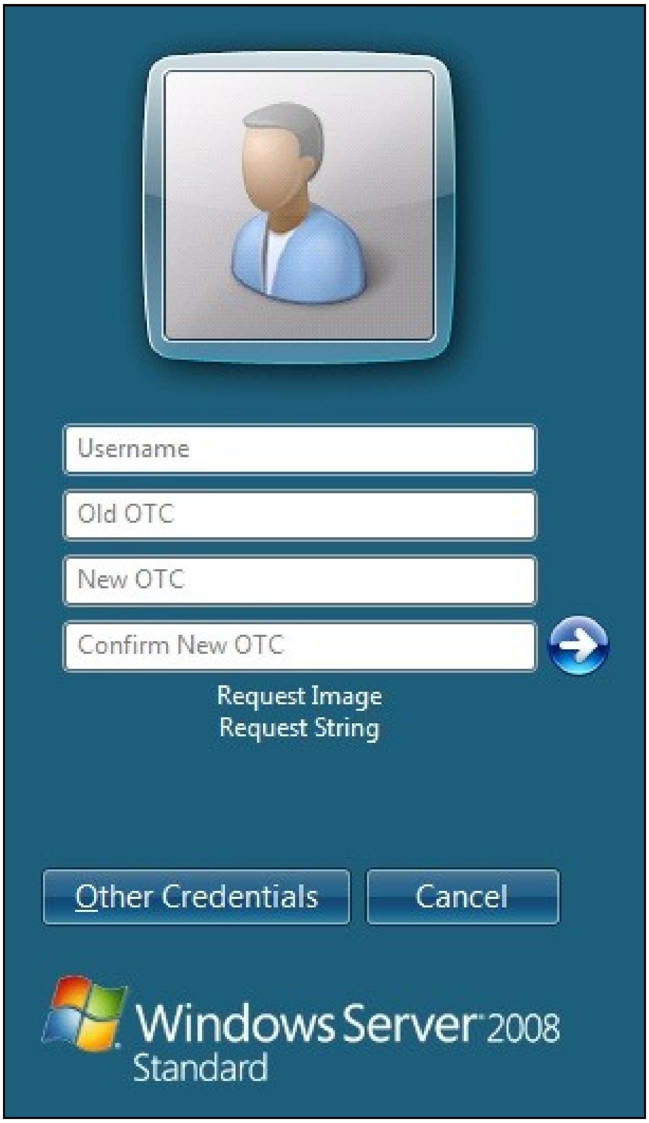
Remember with PINsafe, the PIN number is never entered. To change the PIN enter the current OTC, and then enter an OTC for the new PIN.

Example:

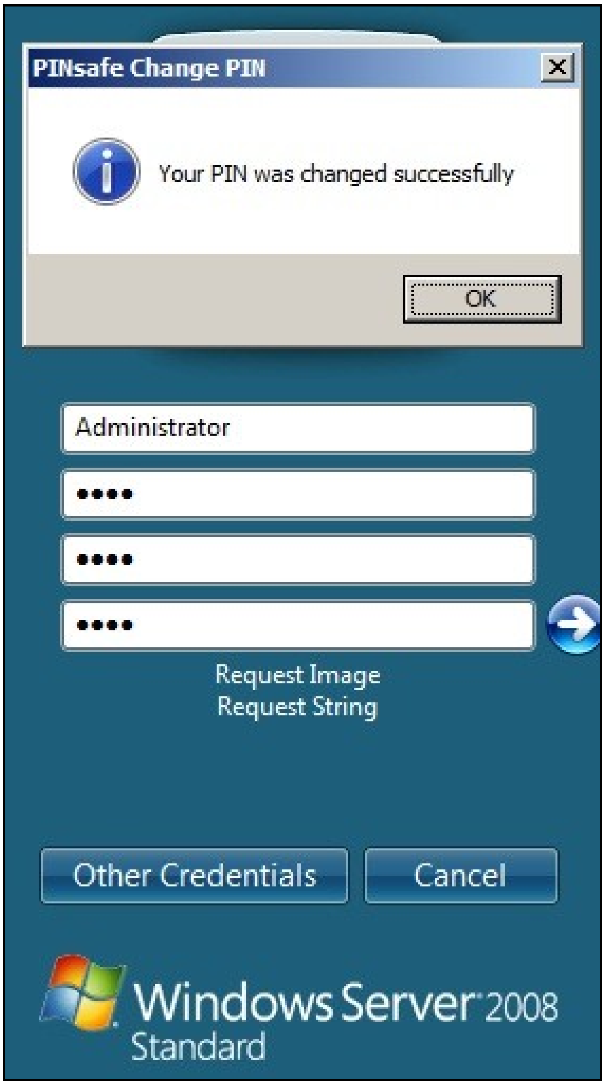
```
Security string is 8375210964, current PIN 1234, required new PIN 7890
OTC 8375
New OTC 0964
Confirm New OTC 0964
```

PIN policy may prevent repeated digits or sequences.

Security strings may be changed using security strings from SMS messages, mobile Phone Clients or using a TURing image. Do not click Request Image unless the TURing image is to be used for ChangePIN.



A successful Change PIN will show the message **Your PIN was changed successfully**



PINsafe Change PIN

Your PIN was changed successfully

Administrator

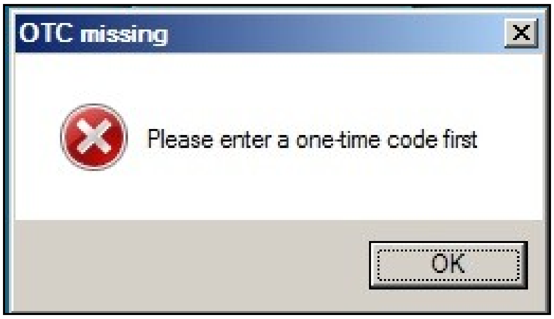
••••

••••

••••

37.4 Troubleshooting

Please enter a one-time code first

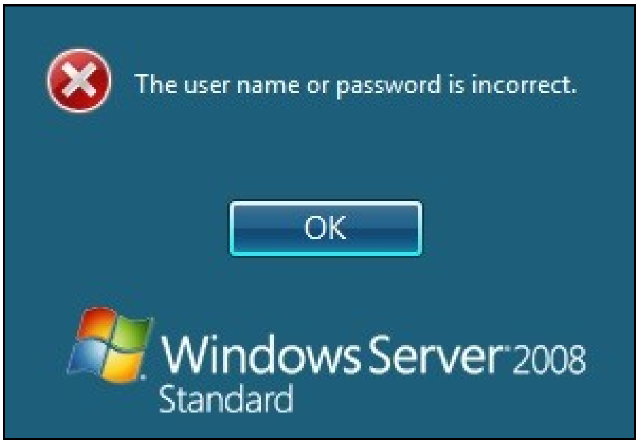


OTC missing

Please enter a one-time code first

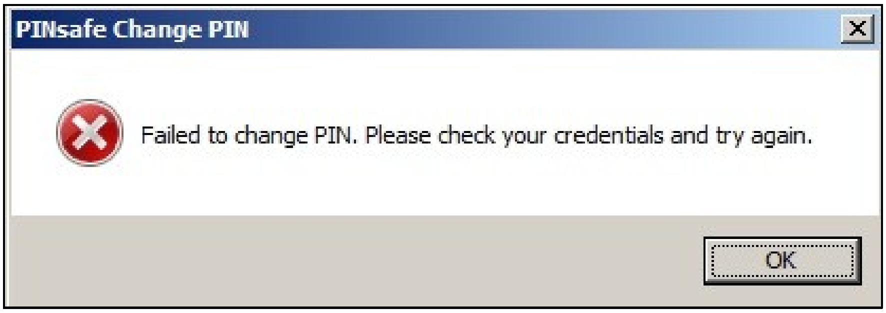
A One Time Code was not entered in the OTC field during login.

The user name or password is incorrect.


The user name or password is incorrect.

The username or password is incorrect.

Failed to change PIN. Please check your credentials and try again.



Failed to change PIN. Please check your credentials and try again.

The user has failed to change the PIN number. This could occur if the PINsafe server cannot be contacted.

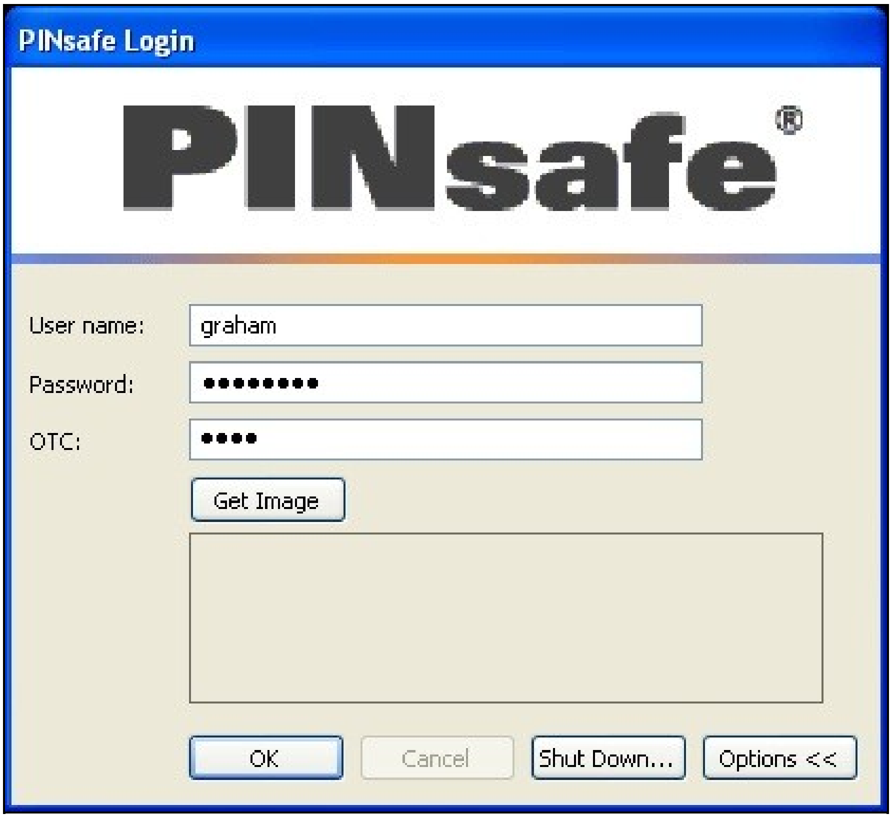
38 Windows GINA login User Guide

38.1 Overview

PINsafe can be used to protect the Windows login and remote login for Windows 2000, 2003 and XP. For the Windows PINsafe GINA Administrator guide see Microsoft Windows GINA login. For the PINsafe Credential Provider for Vista, Windows 7 and 2008 server see Windows Credential Provider User Guide.

38.2 User Login

A user may login by entering their username, password and One Time Code. The one time code can be sent by an SMS message or a mobile phone client. Do not click Get Message unless the image is to be used for authentication.

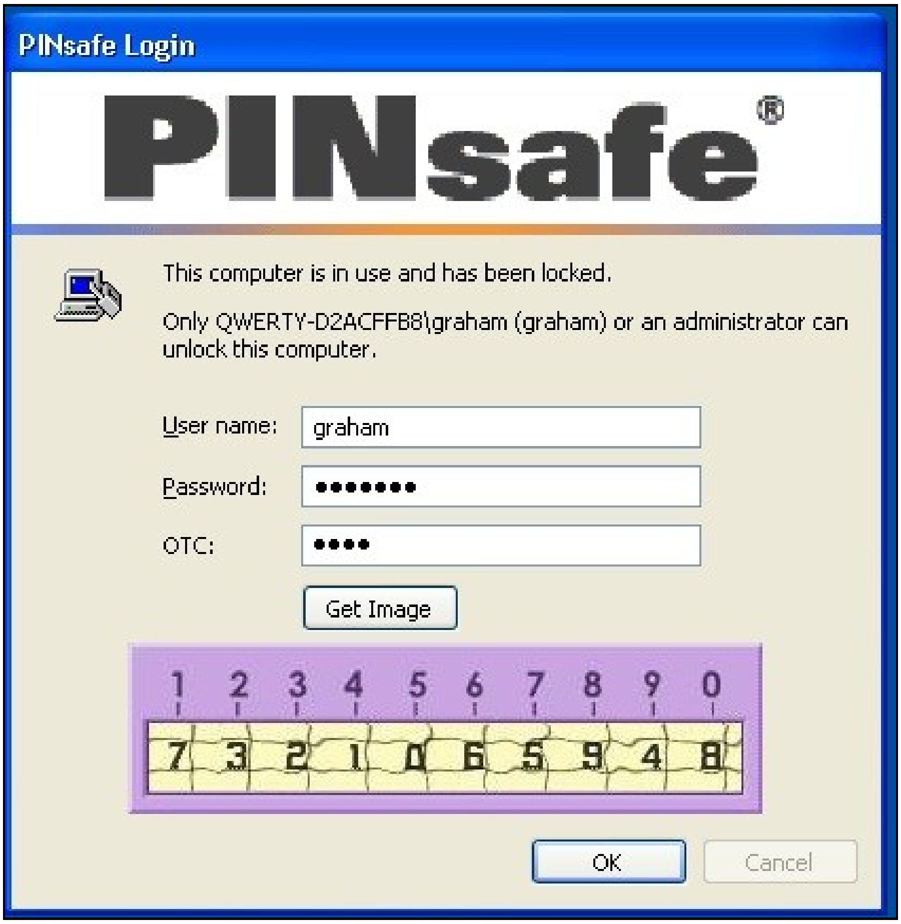


User name: graham

Password: ●●●●●●●●●

OTC: ●●●●

A user can also authenticate using a One Time Code generated from a TURing graphical image.


PINsafe Login

This computer is in use and has been locked.

Only QWERTY-D2ACFFB8\graham (graham) or an administrator can unlock this computer.

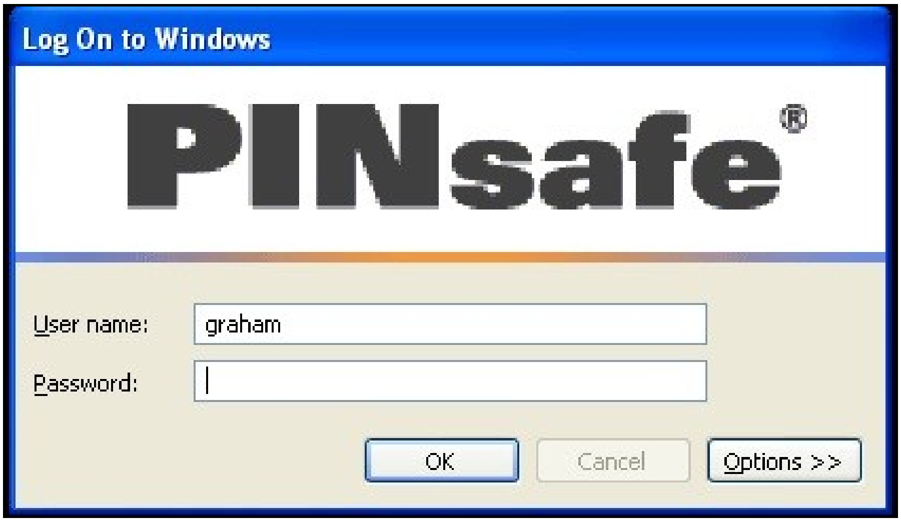
User name: graham

Password: ••••••••

OTC: ••••

1	2	3	4	5	6	7	8	9	0
7	3	2	1	0	6	5	9	4	8

The option for standard authentication when the PINsafe server cannot be contacted may be available.


Log On to Windows

User name: graham

Password:

For information on the PINsafe security string and PIN extraction see PINsafe User Guide

38.3 ChangePIN

If the PIN number is required to be changed, then the ChangePIN page will appear. It is also possible to change the PIN and password by using the Ctrl-Alt-Del keys and then Change Password.

Remember with PINsafe, the PIN number is never entered. To change the PIN enter the current OTC, and then enter an OTC for the new PIN.

Example:

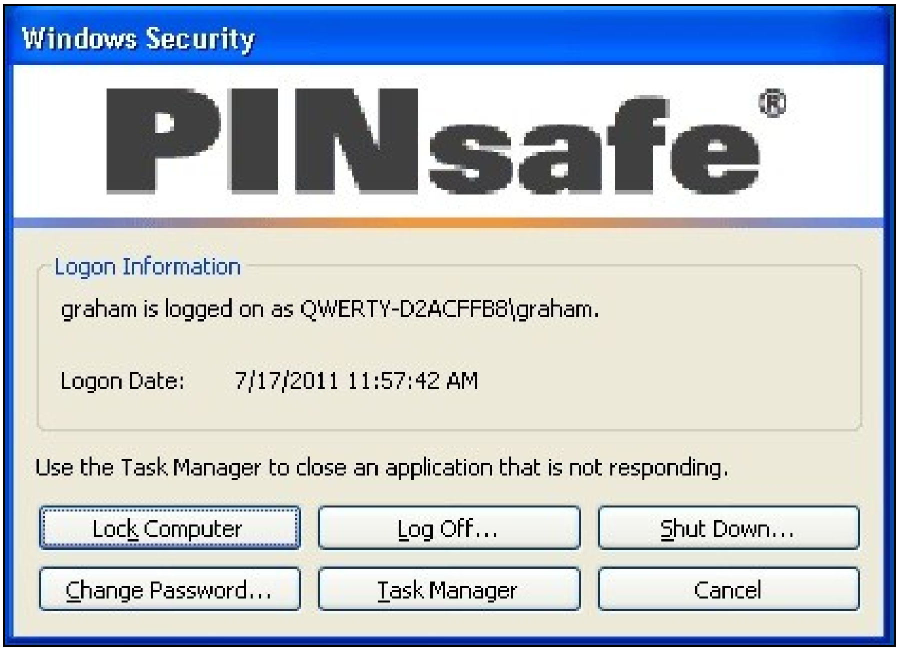
```
Security string is 8375210964, current PIN 1234, required new PIN 7890
OTC 8375
New OTC 0964
Confirm New OTC 0964
```

PIN policy may prevent repeated digits or sequences.

Security strings may be changed using security strings from SMS messages, mobile Phone Clients or using a TURing image. Do not click Request Image unless the TURing image is to be used for ChangePIN.

38.3.1 User Requested ChangePIN using Change Password

From the Windows menu select Ctrl-Alt-Delete



Windows Security

PINsafe®

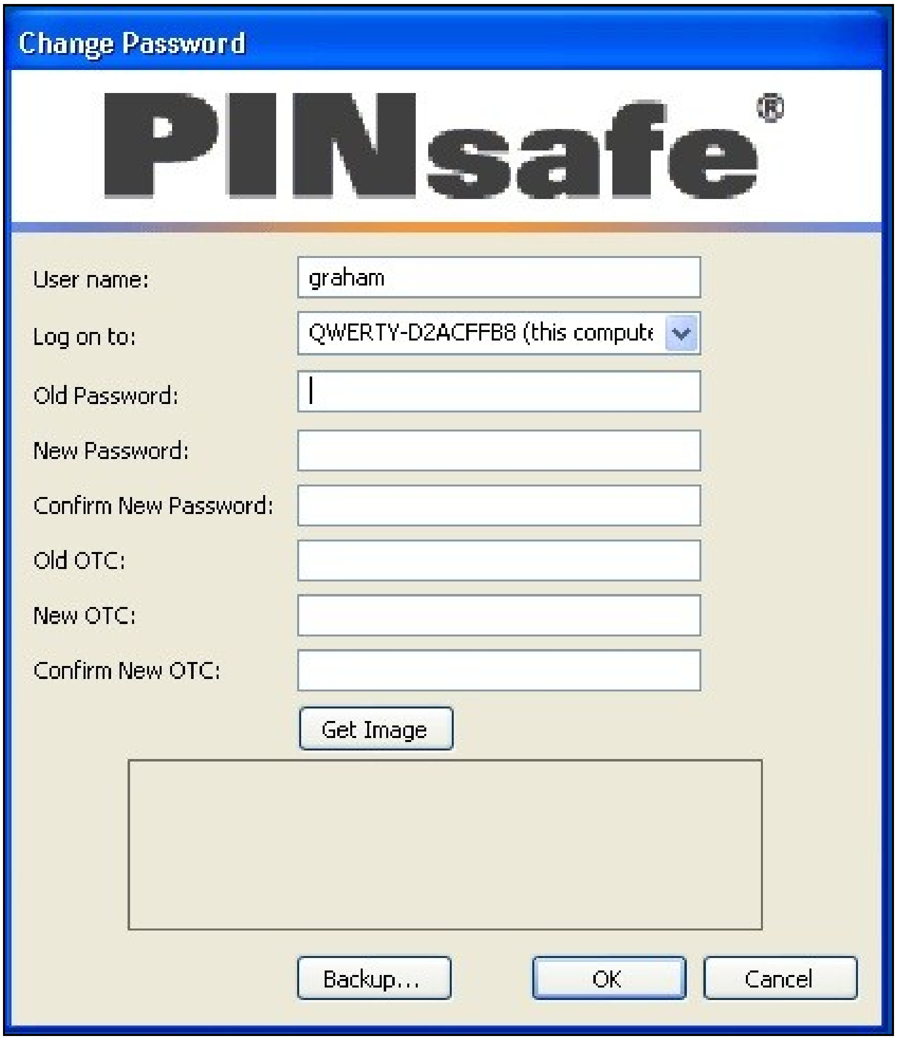
Logon Information

graham is logged on as QWERTY-D2ACFFB8\graham.

Logon Date: 7/17/2011 11:57:42 AM

Use the Task Manager to close an application that is not responding.

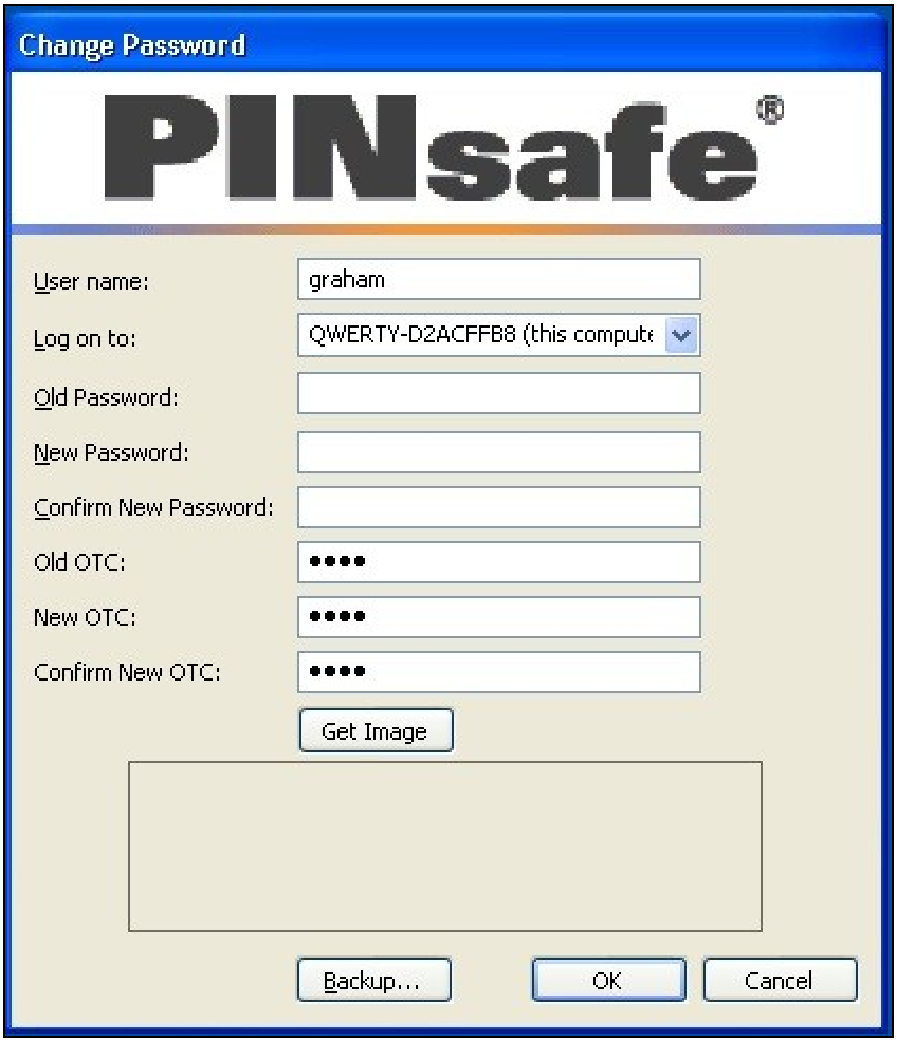
To ChangePIN, password details can be left blank.



Change Password

User name:	graham
Log on to:	QWERTY-D2ACFFB8 (this compute
Old Password:	
New Password:	
Confirm New Password:	
Old OTC:	
New OTC:	
Confirm New OTC:	

ChangePIN using dual channel or mobile phone client



User name: graham

Log on to: QWERTY-D2ACFFB8 (this comput

Old Password:

New Password:

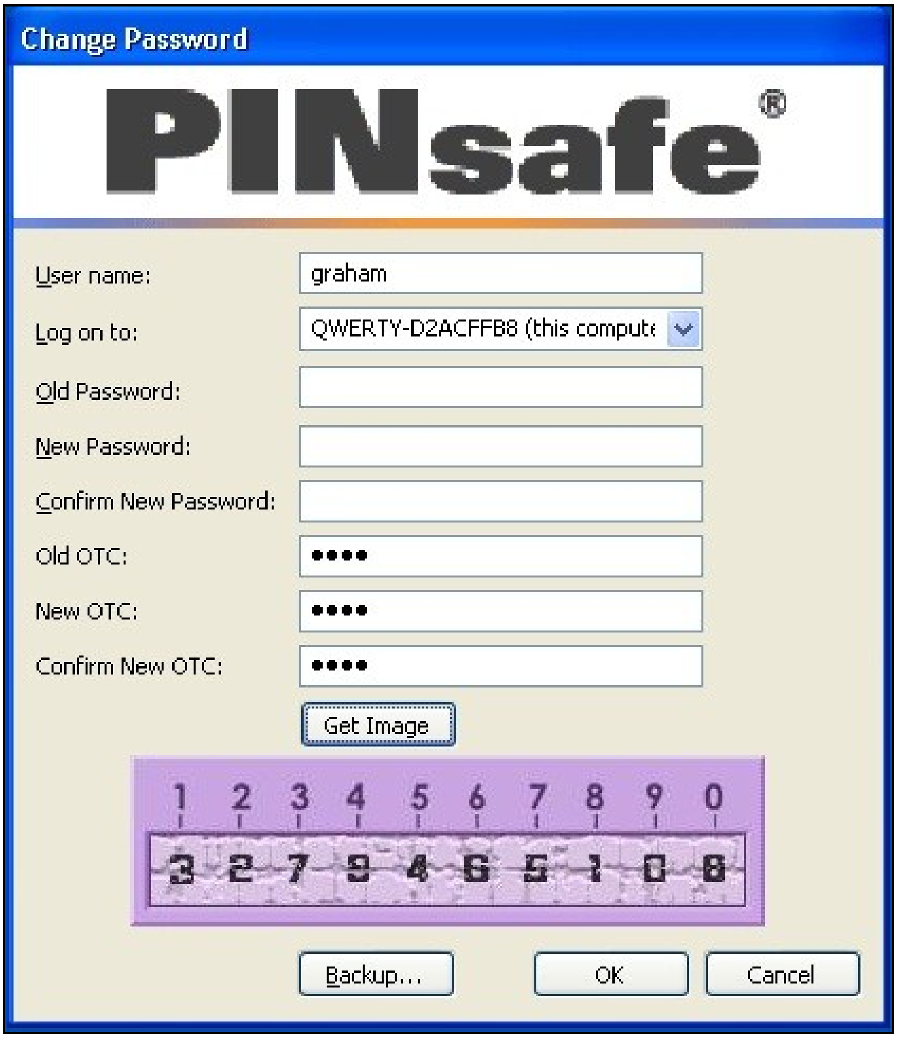
Confirm New Password:

Old OTC: ●●●●

New OTC: ●●●●

Confirm New OTC: ●●●●

ChangePIN using TURing



Change Password

User name: graham

Log on to: QWERTY-D2ACFFB8 (this comput

Old Password:

New Password:

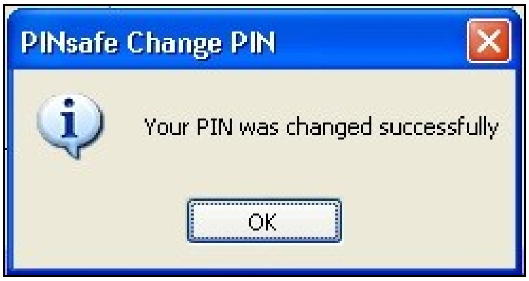
Confirm New Password:

Old OTC: ●●●●

New OTC: ●●●●

Confirm New OTC: ●●●●

ChangePIN successful

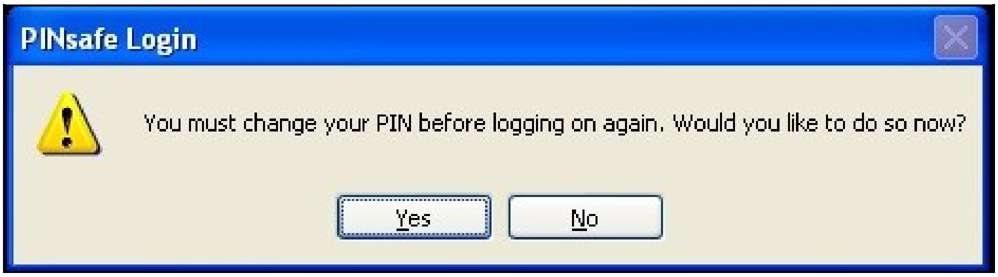


PINsafe Change PIN

Your PIN was changed successfully

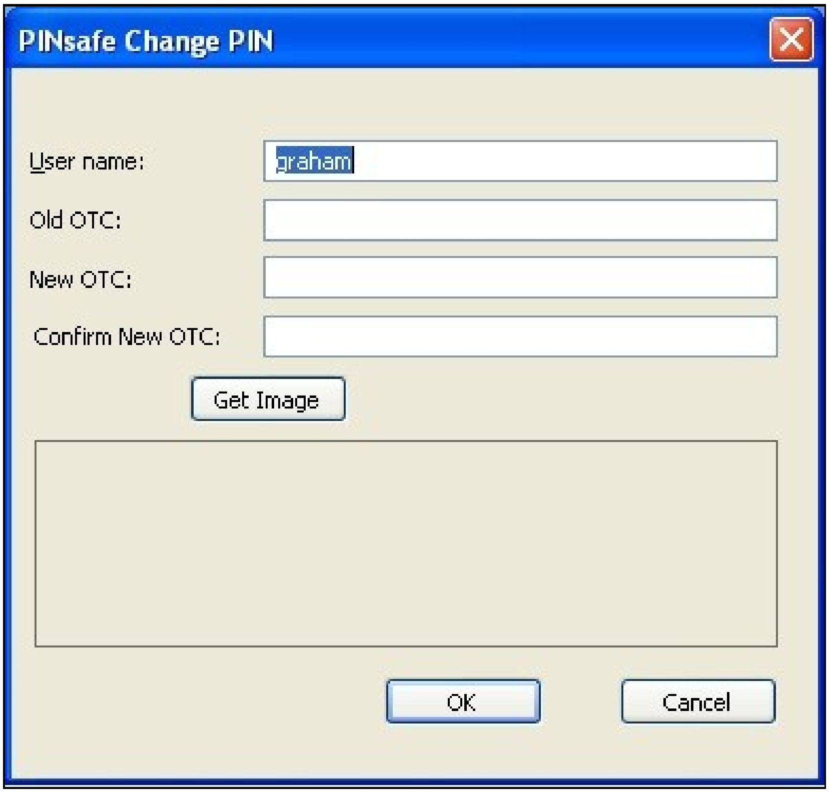
38.3.2 ChangePIN redirect at login

Wheen required to ChangePIN the login is redirected to the ChangePIN page.



PINsafe Login

You must change your PIN before logging on again. Would you like to do so now?



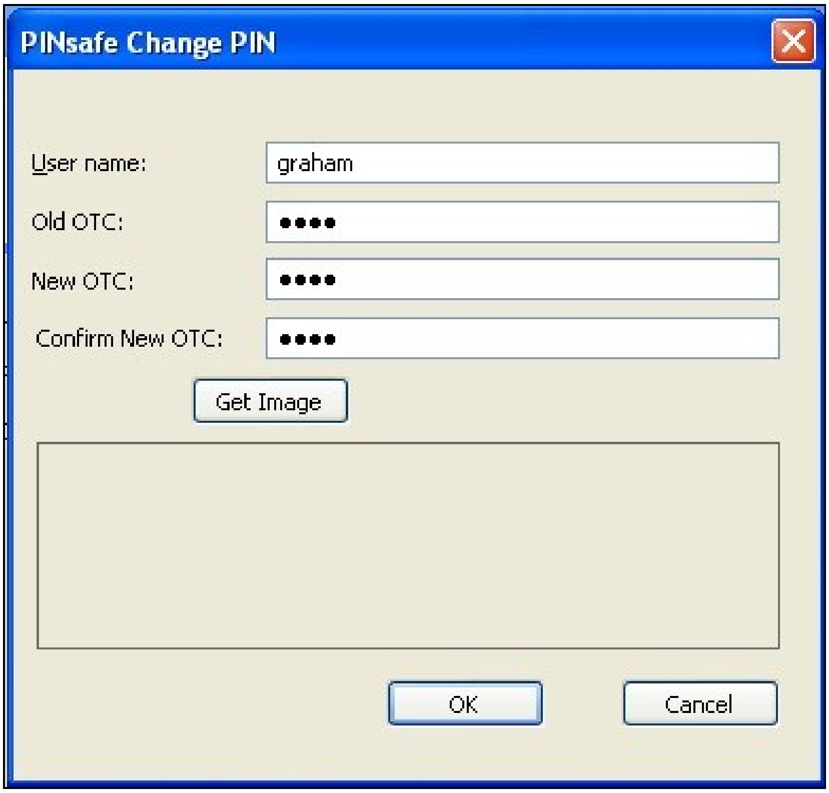
User name: graham

Old OTC:

New OTC:

Confirm New OTC:

ChangePIN using dual channel or mobile phone client



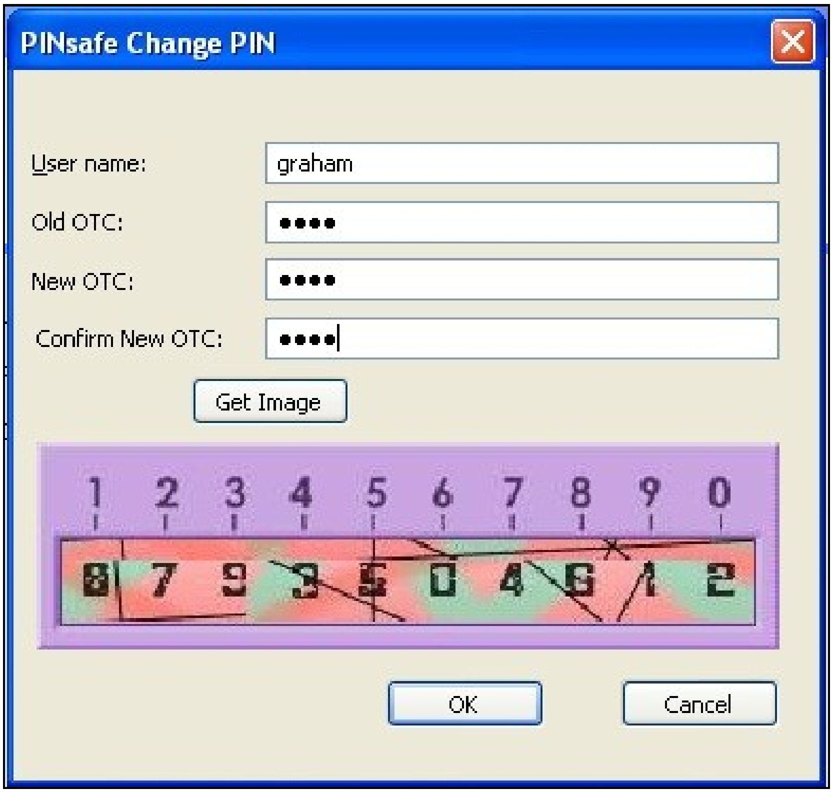
User name: graham

Old OTC: ••••

New OTC: ••••

Confirm New OTC: ••••

ChangePIN using TURing



PINsafe Change PIN

User name: graham

Old OTC: ●●●●

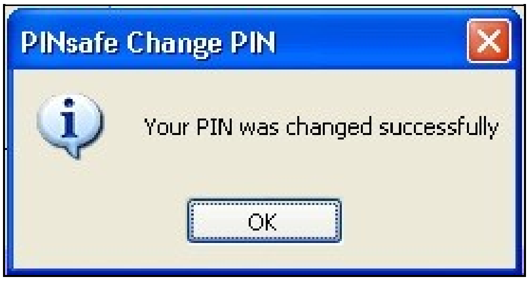
New OTC: ●●●●

Confirm New OTC: ●●●●

1 2 3 4 5 6 7 8 9 0

8 7 9 3 5 0 4 6 1 2

ChangePIN successful



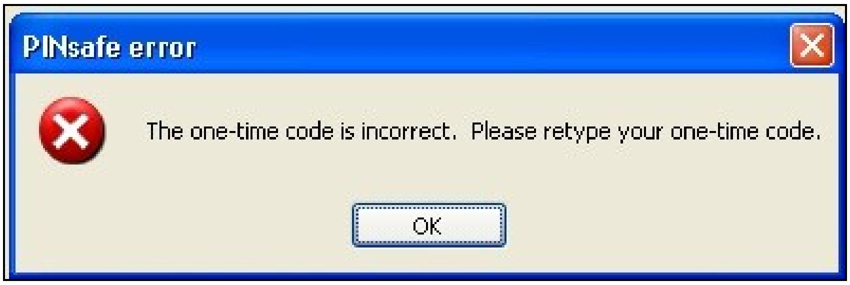
PINsafe Change PIN

Your PIN was changed successfully

38.4 Troubleshooting

The one-time code is incorrect. Please retype your one-time code

The One Time Code is incorrect

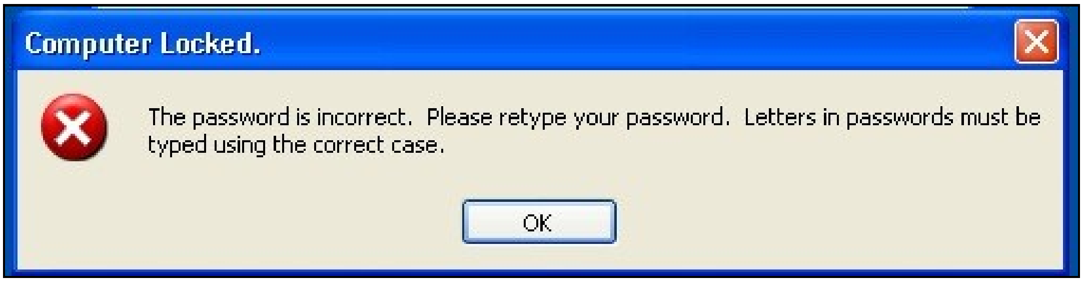


PINsafe error

The one-time code is incorrect. Please retype your one-time code.

The password is incorrect. Please retype your password. Letters in passwords must be typed using the correct case.

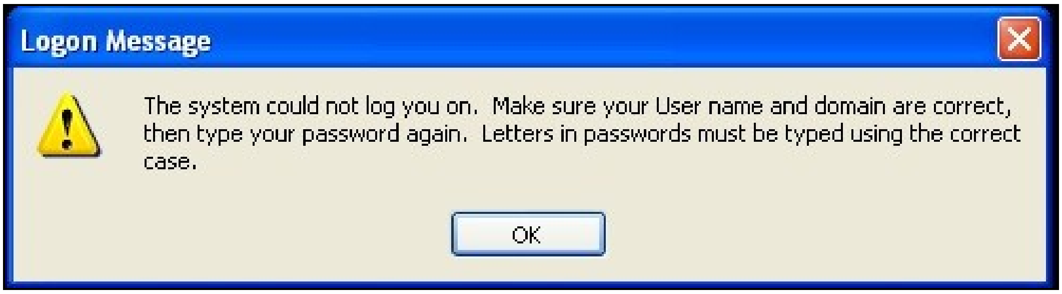
The Active Directory Password is incorrect



The password is incorrect. Please retype your password. Letters in passwords must be typed using the correct case.

The system could not log you on. Make sure your username and domain are correct, then type your password again. Letters in passwords must be typed using the correct case.

The PINsafe account may be locked contact the PINsafe system Administrator



The system could not log you on. Make sure your User name and domain are correct, then type your password again. Letters in passwords must be typed using the correct case.

39 WinSCP How To Guide

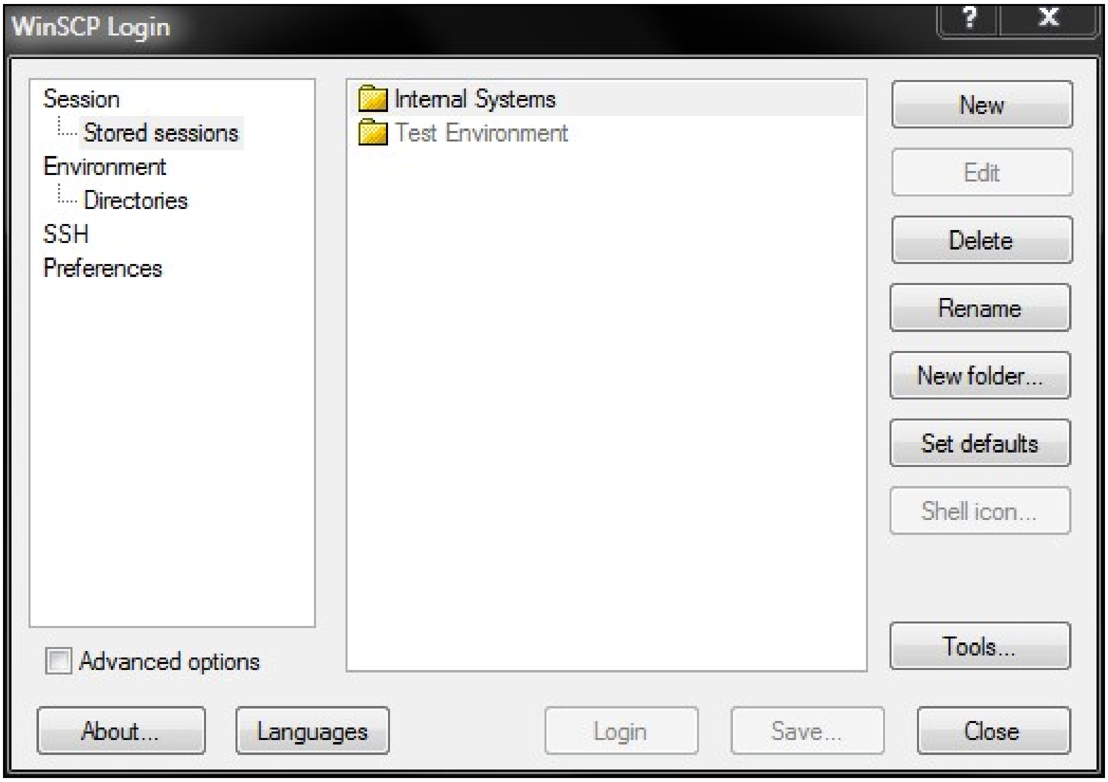
40 Introduction

There are various applications which will provide SSH and SFTP functionality. We recommend the use of WinSCP for SFTP file transfers to and from the PINsafe appliance. If you wish to access the CMI console via SSH, please see the PuTTY How To Guide. WinSCP allows Putty to be started through the WinSCP interface for saved servers. WinSCP also allows files to be edited, and here Notepad or another text editor, such as Notepad++, should be used, but not WordPad as this may introduce Windows Control codes which can cause problems.

WinSCP can also be used to copy backups off of the appliance, see Automated SCP Backups.

41 Connecting to the PINsafe appliance

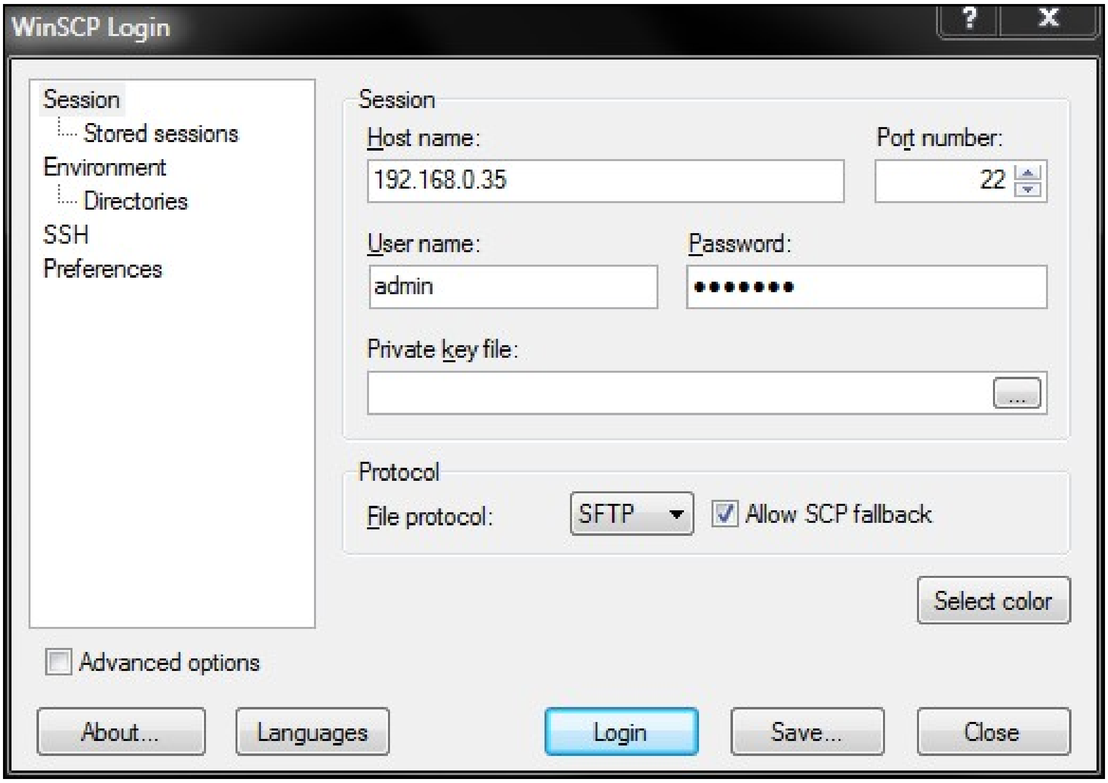
When you run WinSCP, you are presented with the following screen, where you can manage stored sessions. To connect to the Swivel appliance click the 'New' button on the right-hand side.



☐ Advanced options

- Enter the IP address of the Swivel appliance into the Host Name field (the default out of the box IP address is 192.168.0.35);
- Enter the username into the User Name field (the default username is **admin**);
- Enter the password into the Password field (the default password is **lockbox**, but if you have changed the password for the appliance console, use that instead);

Click the Login button at the bottom of the window, to initiate the SFTP session. You may be prompted to add or update the security key.



Host name: 192.168.0.35

Port number: 22

User name: admin

Password: •••••••

Private key file:

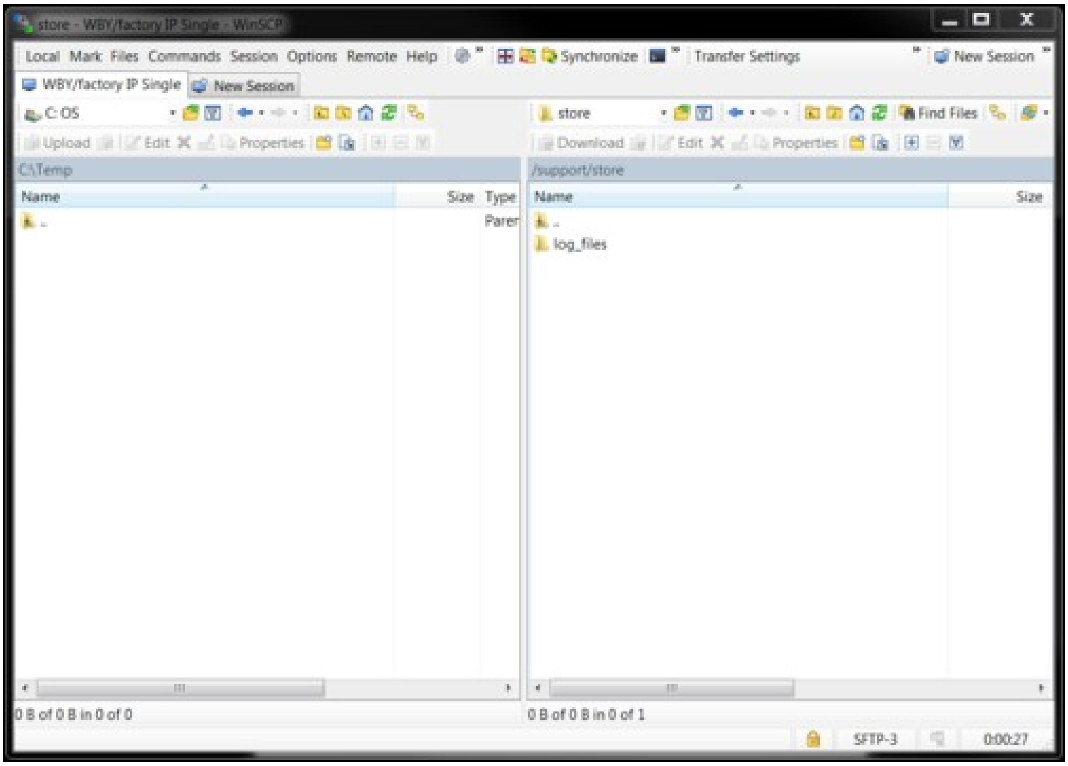
File protocol: SFTP

☑ Allow SCP fallback

☐ Advanced options

You should then be presented with the following screen, where you have a left-hand pane and right-hand pane representing your local filesystem and remote (Swivel Appliance) filesystem. You can now drag and drop files between your local filesystem and the remote filesystem.

On a version 3 remote (Swivel Appliance) filesystem you will need to place and retrieve files from the /support/store directory.



store - WBY/factory IP Single - WinSCP

C:\Temp

Name	Size	Type
..		Parer

/support/store

Name	Size
..	
log_files	

0 B of 0 B in 0 of 0

0 B of 0 B in 0 of 1

SFTP-3

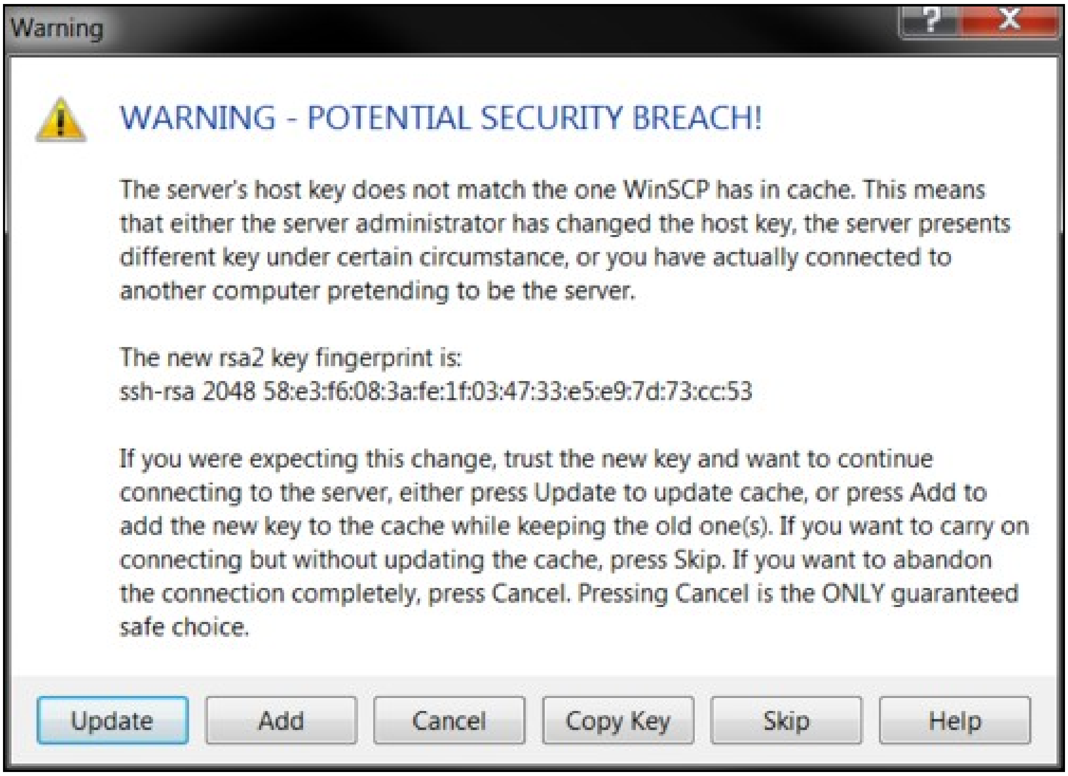
0:00:27

42 Viewing hidden files

Folders and files that start with a '.' are hidden from view by default. To allow these to be seen, select **Options**, **Preferences** from the main menu, then the **Panels** tab, and check the option to **Show hidden files (Ctrl+Alt+H)**.

43 Troubleshooting

- Check that the IP address is the correct IP for the appliance;
- Check that internal firewall policies allow connection to port 22.
- Security Breach message may pop up which you will need to either Add or Update the key for, if you are accessing this machine for the first time. This is to prevent spoofing of the SSH login.



WARNING - POTENTIAL SECURITY BREACH!

The server's host key does not match the one WinSCP has in cache. This means that either the server administrator has changed the host key, the server presents different key under certain circumstance, or you have actually connected to another computer pretending to be the server.

The new rsa2 key fingerprint is:
ssh-rsa 2048 58:e3:f6:08:3a:fe:1f:03:47:33:e5:e9:7d:73:cc:53

If you were expecting this change, trust the new key and want to continue connecting to the server, either press Update to update cache, or press Add to add the new key to the cache while keeping the old one(s). If you want to carry on connecting but without updating the cache, press Skip. If you want to abandon the connection completely, press Cancel. Pressing Cancel is the ONLY guaranteed safe choice.