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1 Juniper ChangePIN

2 Introduction

This document outlines how to integrate the Swivel ChangePIN with Juniper. See also [RADIUS ChangePIN](#) and [ChangePIN How to Guide](#)

3 Prerequisites

Swivel Server

Juniper SSL VPN version 6 or 7 OS.

[Modified Change pin page for version 6](#)

[Modified Change pin page for version 7](#)

4 Baseline

Juniper SA 2000 JunOS 6 or 7.

Swivel 3.8

5 Architecture

A user authenticates against the Juniper server, which passes the RADIUS authentication to the Swivel server. If the user is required to Change their PIN the Swivel server responds with a RADIUS Challenge, and the user is redirected to a change PIN page.

6 Installation

Configure the Swivel and Juniper so that they are fully working together, see [Juniper SA 6.x Integration](#) or [Juniper SA 7.x Integration](#) or [Juniper SA 8.x Integration](#)

6.1 Swivel Integration Configuration

On the Swivel Administration Console select RADIUS then NAS and edit the required Juniper NAS entry Change PIN Warning to Yes, then apply the settings.

NAS: ☐

Identifier:	<input type="text" value="Juniper"/>
Check Password with repository:	<input type="text" value="No"/>
Username attribute for repository:	<input type="text"/>
Allow alternative usernames:	<input type="text" value="No"/>
Alternative username attributes:	<input type="text"/>
Hostname/IP:	<input type="text" value="192.168.0.100"/>
Secret:	<input type="password" value="•••••"/>
Group:	<input type="text" value="--ANY--"/>
EAP protocol:	<input type="text" value="None"/>
Authentication Mode:	<input type="text" value="All"/>
Vendor (Groups):	<input type="text" value="None"/>
Change PIN warning:	<input type="text" value="Yes"/>
Two Stage Auth:	<input type="text" value="No"/>

6.2 Juniper ChangePIN Integration

Download the login page and add the modified ChangePIN page given above under prerequisites, rename and edit as appropriate, add to the zip file and upload to the Juniper server.

6.2.1 Juniper ChangePIN page options

Edit the following options:

```
var OTC_OPTION = "image"; // button, image, disable
```

image When the user tabs down from the username field, the TURING will automatically show, used for Single Channel access

button The login page will present a TURING button. Click the button to display the TURING, used for Single or Dual Channel access

disable The TURING image will not be shown, used for Dual Channel access.

TURINGImage: Is the URL used to generate a TURING image. This should point to the internal IP address of the appliance

```
var TURINGImage = "https://turing.swivelsecure.com/proxy/SCImage?username=";
```

6.2.2 Juniper RADIUS Custom rules

On the Juniper Administration console select the Swivel RADIUS server and create a Custom RADIUS rule with the following settings:

Name: ChangePIN



Response Packet Type: Access Challenge

Attribute Criteria: RADIUS Attribute Reply-Message (18)

Attribute Criteria: Operand Matches the expression

Value: changepin

Action: use the appropriately modified page; *Show Next Token page* or *show New Pin Page*

	Name	Response Packet Type	Attribute criteria
	ChangePIN	Access Challenge	(Reply-Message matches the expression "change

6.3 Additional Installation Options

6.3.1 Combining Swivel and RSA RADIUS changePIN

Where Swivel is acting as a proxy RADIUS server for RSA authentication, Swivel can proxy the RADIUS request.

Configure the Swivel RADIUS proxy so that it will authenticate RSA users, see [RADIUS Proxy How to guide](#).

On the Juniper edit the Swivel RADIUS authentication setting to add an additional custom rule with the following settings:

Name: RSACHangePIN

Response Packet Type: Access Challenge

Attribute Criteria: RADIUS Attribute Reply-Message (18)

Attribute Criteria: Operand does not match the expression

Value: changepin

Action: show Generic Login page

Apply the settings

Edit Custom Radius Rule

Name: RSACHangepin

If received Radius Response Packet ...

Response Packet Type: Access Challenge ▼

Attribute criteria:




Radius Attribute	Operand	Value	
Reply-Message (18) ▼	matches the expression ▼		Add
Reply-Message	does not match the expression	changepin	X

Then take action ...

- ☐ show **New Pin** page
- ☐ show **Next Token** page
- ☒ show **Generic Login** page
- ☐ show **user login page** with error message
- ☐
- ☐ show **Reply-Message** attribute from the Radius server to the user
- ☐ send **Access Request** with additional attributes

Radius Attribute	Value	
User-Name (1) ▼		Add

Note: The Juniper displays the Generic login page as *show Defender page*

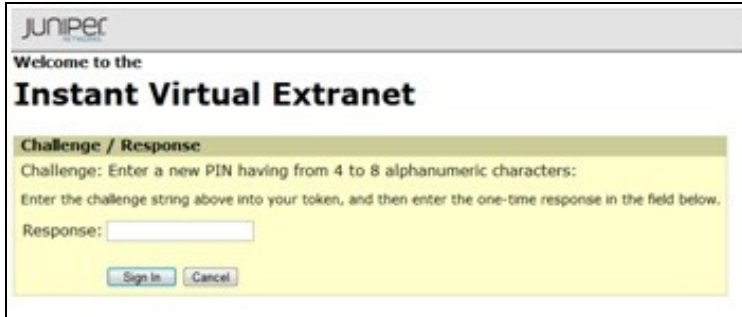
	Name	Response Packet Type	Attribute criteria
	ChangePIN	Access Challenge	(Reply-Message matches the expression "change
	RSAChangepin	Access Challenge	(Reply-Message does not match the expression "

7 Verifying the Installation

Login as a Swivel user.

Set the user to be required to change their PIN, the user should be redirected to the ChangePIN page. The user will be required to enter their old OTC, and a new OTC based on what they want their PIN to be. This OTC could be from the TURING, SMS message or mobile app. Remember to never enter the Swivel PIN.

Where RSA authentication is being used, require the user to change their PIN, and they should be redirected to a RSA Change PIN page. The the first time a user accesses the system with a new token the user will be required to enter a new PIN. If the user wanted a PIN of 1234 the would enter 1234 in the box.



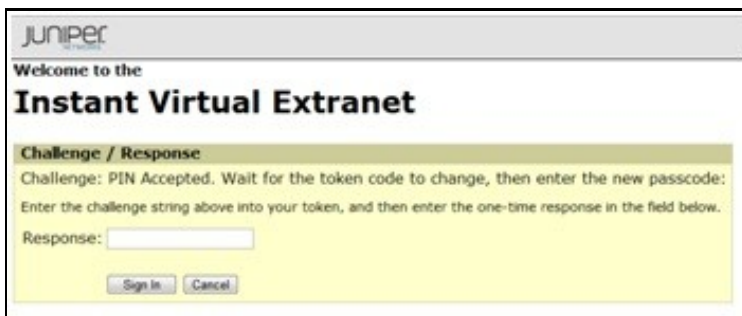
The screenshot shows the Juniper Instant Virtual Extranet login interface. At the top, it says "Welcome to the Instant Virtual Extranet". Below this, a yellow box titled "Challenge / Response" contains the following text: "Challenge: Enter a new PIN having from 4 to 8 alphanumeric characters: Enter the challenge string above into your token, and then enter the one-time response in the field below." There is a text input field for the "Response:" and two buttons at the bottom: "Sign In" and "Cancel".

The RSA server then send a challenge asking for the PIN to be re-entered to confirm the user has not miss-typed it. The user would again enter 1234.



This screenshot shows the same Juniper Instant Virtual Extranet login interface. The yellow "Challenge / Response" box now displays: "Challenge: Please re-enter new PIN: Enter the challenge string above into your token, and then enter the one-time response in the field below." The "Response:" text input field is present, and the "Sign In" and "Cancel" buttons remain at the bottom.

Once the user has successfully changed their PIN the RSA server asks them to login again with their new PIN plus token code. The user would enter 1234XXXXXX where XXXXXX is the code displayed on the token.



The screenshot shows the Juniper Instant Virtual Extranet login interface. The yellow "Challenge / Response" box displays: "Challenge: PIN Accepted. Wait for the token code to change, then enter the new passcode: Enter the challenge string above into your token, and then enter the one-time response in the field below." There is a text input field for the "Response:" and two buttons at the bottom: "Sign In" and "Cancel".

If the RSA server sees the token go out of sync it will ask the user to enter their next token code. The user would now enter XXXXXX where XXXXXX is the next code displayed on the token after the code the user used to authenticate. They do not type their PIN at this stage.



This screenshot shows the Juniper Instant Virtual Extranet login interface. The yellow "Challenge / Response" box displays: "Challenge: Wait for token to change, then enter the new tokencode: Enter the challenge string above into your token, and then enter the one-time response in the field below." There is a text input field for the "Response:" and two buttons at the bottom: "Sign In" and "Cancel".

8 Uninstalling the Swivel Integration

Remove the modified login pages and RADIUS customisation.

9 Troubleshooting

Check the Swivel logs for authentication, proxy and ChangePIN requests.

10 Known Issues and Limitations

Where Swivel and RSA change PIN is being used and the user is a Swivel and a RSA user, and dual channel authentication is being used, then the Change PIN will fail for RSA users. for single channel users not using dual channel authentication, the proxy server can be used to detect the presence of a single channel session being started.

11 Additional Information

12 Juniper Two Stage Challenge and Response

12.1 Juniper Two Stage and Challenge and Response Authentication

12.2 Introduction

Juniper supports the use of a challenge and response whereby a password is used prior to entering a One Time Code. In addition the Challenge and Response mechanism allows an SMS to be sent upon successful entry of a password.

12.3 Prerequisites

PINsafe 3.7

Juniper 6.x

Dual Channel authentication

Two stage authentication requires the use of either a PINsafe password, or that Check password with repository is enabled.

12.4 Baseline

PINsafe 3.7

Juniper 6.4

12.5 Architecture

Juniper using RADIUS authentication to the PINsafe server, with security strings sent to the user using an SMS gateway.

12.6 Installation

Configure the PINsafe server and Juniper appliance for Dual Channel Authentication. Ensure either the user has a PINsafe password, or that Check password with repository is enabled.

12.7 Adding Two Stage Authentication

See also: [Two Stage Authentication How to Guide](#)

On the PINsafe Administration Console server select RADIUS/NAS and the Access device which two stage authentication is required. Set the Two stage Auth to Yes and Apply.

RADIUS>NAS

Please enter the details for any RADIUS network access servers. A NAS is permitted to access the authentication services of the PINsafe server via the RADIUS interface.

NAS: Identifier:	<input type="text" value="VPN"/>
Hostname/IP:	<input type="text" value="1.1.1.1"/>
Secret:	<input type="password" value="....."/>
EAP protocol:	<input type="text" value="None"/>
Group:	<input type="text" value="--ANY--"/>
Authentication Mode:	<input type="text" value="All"/>
Change PIN warning:	<input type="text" value="No"/>
Vendor (Groups):	<input type="text" value="None"/>
Two Stage Auth:	<input type="text" value="Yes"/>

Delete

On the Juniper Administration Console, browse to the Authentication/Auth Servers menu, and select the PINsafe RADIUS authentication server. Under Custom RADIUS Rules click on the New RADIUS Rule button.

Timeout: seconds

Retries:

☒ **Users authenticate using tokens or one-time passwords**

Note: If you select this, the device will send the user's authentication method as "token" if you use SAML, and this credential will not be used in automatic SSO to backend applications.

Backup Server (required only if Backup server exists)

Radius Server: Name or IP address

Authentication Port:

Shared Secret:

Accounting Port: Port used for Radius accounting, if applicable

Radius accounting

User-Name: Template for reporting user id

The template can contain textual characters as well as variables for substitution. Variables should be defined in a list of all variables.

Examples:

<USER> The user's login name

<REALM> The user's sign-in realm

<ROLE SEP=","> The list of ","-separated roles assigned to the user

<ROLE> The first role amongst multiple roles assigned to the user

Interim Update Interval: minutes Time interval to send an interim update (min: 15 minutes, max: 1440 minutes)

☐ Use NC assigned IP Address for FRAMED-IP-ADDRESS attribute value in Radius Accounting

Custom Radius Rules

Delete



New Radius Rule...

	Name	Response Packet Type	Attribute criteria
<input type="checkbox"/>	PIN	Access Challenge	

Save Changes

Reset

Enter a name for the Rule and ensure Response Packet Type is set to Access Challenge.

Under Attribute Criteria ensure RADIUS Attribute is set to Reply Message (18), with the Operand matches the expression, leave the value setting blank.

Ensure that the radio button for ?Show Generic Login Page? is selected.

Click on Save Changes.

Edit Custom Radius Rule

Name:

If received Radius Response Packet ...

Response Packet Type:

Attribute criteria:

Radius Attribute	Operand	Value	
<input type="text" value="Reply-Message (18)"/>	<input type="text" value="matches the expression"/>	<input type="text"/>	<input type="button" value="Add"/>

Then take action ...

- ☐ show **New Pin** page
- ☐ show **Next Token** page
- ☒ show **Generic Login** page
- ☐ show **user login page** with error message
- ☐
- ☐ show **Reply-Message** attribute from the Radius server to the user
- ☐ send **Access Request** with additional attributes

Radius Attribute	Value	
<input type="text" value="User-Name (1)"/>	<input type="text"/>	<input type="button" value="Add"/>

Save Changes ?

12.8 Adding Challenge and response Authentication

See also: [Challenge and Response How to Guide](#)

For PINsafe 3.7 and later, on the PINsafe Administration Console server select RADIUS/NAS and ensure the Two Stage Auth is set to Yes, then click on Apply.

RADIUS>NAS

Please enter the details for any RADIUS network access servers. A NAS is permitted to access the authentication services of the PINsafe server via the RADIUS interface.

NAS: Identifier:	<input type="text" value="VPN"/>
Hostname/IP:	<input type="text" value="1.1.1.1"/>
Secret:	<input type="password" value="....."/>
EAP protocol:	<input type="text" value="None"/>
Group:	<input type="text" value="---ANY---"/>
Authentication Mode:	<input type="text" value="All"/>
Change PIN warning:	<input type="text" value="No"/>
Vendor (Groups):	<input type="text" value="None"/>
Two Stage Auth:	<input type="text" value="Yes"/>

Delete

For PINsafe 3.6 and earlier, on the PINsafe Administration Console server select RADIUS/Server and ensure the Use Challenge/Response is set to Yes, then click on Apply.

RADIUS>Server

Please enter the details for the RADIUS server.

Server enabled:	<input type="button" value="Yes"/>
IP address:	<input type="text"/>
Authentication port:	<input type="text" value="1812"/>
Accounting port:	<input type="text" value="1813"/>
Maximum no. sessions:	<input type="text" value="50"/>
Permit empty attributes:	<input type="button" value="No"/>
Additional RADIUS logging:	<input type="button" value="Both"/>
Enable debug:	<input type="button" value="Yes"/>
Radius Groups:	<input type="button" value="No"/>
Radius Group Keyword:	<input type="text"/>
Use Challenge/Response:	<input type="button" value="Yes"/>
<input type="button" value="Apply"/> <input type="button" value="Reset"/>	

On the PINsafe Administration Console server select Server/Dual Channel. For delivery of a new security string upon entering a correct password, ensure On-Demand Authentication is set to Yes, then click on Apply.

Server>Dual Channel

Please select whether dual channel security string messages are delivered preemptively or on demand at the point of authentication.

On-demand authentication:

Allow message request by username:

Confirmation image on message request:

On-demand delivery:

Multiple authentications per String:

12.9 Combining Juniper and PINsafe Two Stage Authentication

Using the Juniper AD authentication is useful for single Sign On (SSO) features, so it may be of use to combine the Juniper Two Stage login with that of the PINsafe Two Stage authentication in order to send the user a security string or OTC when the AD password is entered. To configure this:

Enable Two Stage Authentication on the Juniper

Enable two Stage Authentication on the PINsafe Administration Console

Enable Check Password with Repository on the PINsafe Administration Console, See [Check Password With Repository](#)

On the Juniper select the User Realm relating to the required Authentication Realm and change the **set Password is:** to the value **Predefined as <PASSWORD>**

When an authentication is made, the AD password is used for the Juniper and the PINsafe Two Stage Authentication so it does not need to be entered twice.

12.10 Verifying the Installation

Check the PINsafe logs

Check the Juniper logs

12.11 Troubleshooting

View the users security string to ensure the correct security string is being used.

Ensure authentication is working with standard authentication.

12.12 Known Issues and Limitations

PINsafe 3.7 Beta required the use of Multiple Authentications per string to be enabled for dual/single channel located on the PINsafe Administration console under Server/Single Channel or Server/Dual Channel.

12.13 Additional Information

Juniper can also be configured for Constrained Delegation where a PINsafe One Time Code is entered and this signs the user into their AD applications without the use of an AD password in the login process. See the following documentation: <http://www.juniper.net/techpubs/software/ive/6.x/6.4/>

For assistance in the PINsafe installation and configuration please firstly contact your reseller and then email Swivel Secure support at support@swivelsecure.com

13 Juniper SA 5.x Integration

13.1 Overview

PINsafe can be integrated with the SA series of SSL VPN products, with the SA 2000 and higher products also allowing additional login page functionality.

[Juniper SA 5.x Basic Integration Guide](#)

[Juniper SA 5.x files for modified login page](#)

[Juniper SA 5.x Enhanced Integration Guide](#)

14 Juniper SA 6.x Integration

14.1 Overview

PINsafe can be integrated with the SA series of SSL VPN products, with the SA 2000 and higher products also allowing additional login page functionality.

[Juniper SA 6.x Integration Guide](#)

14.2 Troubleshooting

INFO RADIUS: <69> Access-Request(1) LEN=147 192.168.1.1:13145 Access-Request by ADMIN\graham Failed: AccessRejectException: AGENT_ERROR_NO_USER_DATA

INFO 192.168.1.1 Juniper:Login failed for user: ADMIN\graham, error: No data for the user was found.

Authentication has failed as the User Realm has been configured with <USER> instead of <USERNAME>

15 Juniper SA 7.x Integration

16 Overview

Swivel can be integrated with the SA series of SSL VPN products, with the SA 2000 and higher products also allowing additional login page functionality. Creating additional login pages allow different authentication methods and test pages to be created with different functionality. Swivel can provide Two Factor authentication with [SMS](#), [Token](#), [Mobile Phone Client](#) and strong Single Channel Authentication [TURing](#), [Pinpad](#) or in the [Taskbar](#) using RADIUS.

The SA 700 can be configured in a similar manner using RADIUS authentication except for the TURing image and other login page modifications.

For 6.x integration guide see [Juniper SA 6.x Integration](#)

For 8.x integration guide see [Juniper SA 8.x Integration](#)

It is also possible to configure Two Stage authentication whereby the user enters a username and AD Password and if correct the user can be sent a security string or OTC for Authentication. This can be combined with the Juniper Two Stage authentication to allow the AD Single Sign On (SSO) features. See [Juniper Two Stage Challenge and Response](#).

17 Prerequisites

Juniper 7.x

Swivel 3.x

Modified login pages can be downloaded from here: [PINsafe modified pages](#) also requires sample pages from Juniper appliance.

It is possible to access Juniper SSL VPN from mobile devices such as iPhone, Blackberry, Windows Mobile and Andriod devices.

To support this, additional pages needs to be modified to support Swivel.

Mobile login pages can be downloaded from here: [Swivel Mobile login pages](#), and should be included if the Single channel images are required on mobile devices.

Where the Virtual DNS is to be used, a DNS entry that uses the same IP address of the external VPN is required. For example turing.swivelsecure.com would need to point to the same IP address as vpn.swivelsecure.com. A valid certificate is required on the Swivel server.

18 Baseline

Juniper 7.2

Swivel 3.7

19 Architecture

A user receives their security string by their transport and enters the authentication information into the login page. The Juniper makes a RADIUS request against the Swivel server to verify the OTC. Usually the Juniper page also verifies the AD password is correct by verifying it against the AD server, in addition to the OTC.

20 Installation

20.1 Swivel Configuration

20.1.1 Configuring the RADIUS server

On the Swivel Administration console configure the RADIUS Server and NAS, see [RADIUS Configuration](#)

20.1.2 Enabling Session creation with username

To allow the [TURING](#) image, [Pinpad](#) and other single channel images, under Server/Single Channel set [Allow session request by username](#) to Yes.

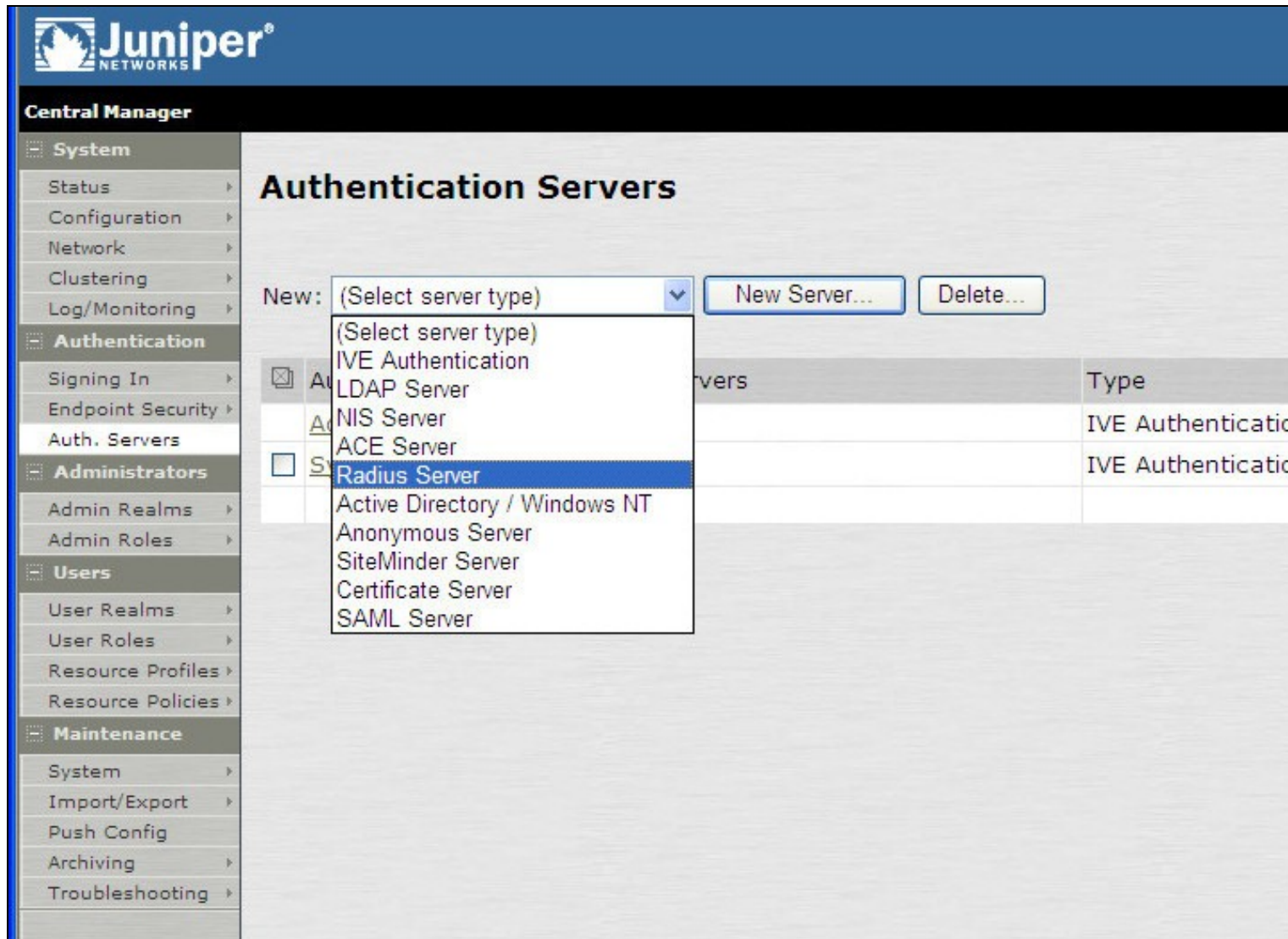
20.2 Setting up Swivel Dual Channel Transports

Used for [SMS](#), see [Transport Configuration](#)

20.3 Juniper Integration

20.3.1 RADIUS Authentication Server Configuration

On the Juniper Server select Authentication Servers then select RADIUS Server from the drop down menu, and click on New Server.



The following information is required:

Name: A descriptive name for the RADIUS server

RADIUS Server: The Swivel server IP/Hostname (Use the Swivel server real IP address not the VIP, multiple servers can be defined as Primary and secondary servers).

Authentication Port: the port used to carry authentication information, by default 1812

Shared Secret: The shared secret that has been entered on the Swivel server

Accounting Port: the port used to carry accounting information, by default 1813

NAS-IP Address: the Juniper interface used for communication, usually left empty

Users authenticate using tokens or one-time passwords Ensure this box is ticked


Backup server, Enter the details of any additional Swivel servers which can be used for authentication.

The screenshot shows the IVE configuration interface. On the left is a navigation menu with categories: System, Authentication, Administrators, Users, and Maintenance. The main content area is titled 'Auth Servers > PINsafe' and has two tabs: 'Settings' (selected) and 'Users'. The 'Settings' tab contains the following fields: 'Name' (PINsafe), 'Radius Server' (82.69.194.195), 'Authentication Port' (1812), 'Shared Secret' (masked with dots), 'Accounting Port' (1813), 'NAS-IP-Address' (empty), 'Timeout' (30 seconds), and 'Retries' (0). Below these is a checkbox 'Users authenticate using tokens or one-time passwords' which is checked, with a note explaining that IVE will send the user's authentication method as 'token' if SAML is used. At the bottom is a 'Backup server' section with fields for 'Radius Server', 'Authentication Port', 'Shared Secret', and 'Accounting Port'. Below that is a 'Radius accounting' section with a 'NAS-Identifier' field.

Field	Value	Description
Name	PINsafe	Label to reference this server.
Radius Server	82.69.194.195	Name or IP address
Authentication Port	1812	
Shared Secret	••••••	
Accounting Port	1813	Port used for Radius accounting, if applicable
NAS-IP-Address		IP address
Timeout	30 seconds	
Retries	0	
Users authenticate using tokens or one-time passwords	<input checked="" type="checkbox"/>	Note: If you select this, IVE will send the user's authentication method as "token" if you use SAML and this credential will not be used in automatic SSO to backend applications.
Backup server		
Radius Server		Name or IP address
Authentication Port		
Shared Secret		
Accounting Port		Port used for Radius accounting, if applicable
Radius accounting		
NAS-Identifier		Name of IVE as known to Radius server

20.3.2 Authentication Realm Configuration

Authentication realms determine which method of authentication will be used. On the Juniper select User Realms, and either create a new Realm with the New button or modify an existing realm by clicking on it.



Central Manager

System

Status

Configuration

Network

Clustering

Log/Monitoring

Authentication

Signing In

Endpoint Security

Auth. Servers

Administrators

Admin Realms

Admin Roles

Users

User Realms

User Roles

Resource Profiles

Resource Policies

Maintenance

System

Import/Export

Push Config

Archiving

Troubleshooting

User Authentication Realms

New...

Duplicate...

Delete...

<input checked="" type="checkbox"/>	Authentication Realm
<input type="checkbox"/>	<u>Users</u>

Authentication realms specify what server to use for authentication, how policies are assigned to users,

20.3.3 Swivel as the Primary Authentication Server

Swivel can be configured as the only authentication method, the first or more usually configured as the secondary authentication server. By changing the Authentication device order on the Juniper, Swivel can be configured as the first authentication server, but you may lose some functionality of SSO to sign you into AD applications and services. The login page would also need to be modified to display the correct text.

To configure Swivel as the server select the Swivel server as the first listed Authentication Server.

Central Manager
System

- Status >
- Configuration >
- Network >
- Clustering >
- Log/Monitoring >

Authentication

- Signing In >
- Endpoint Security >
- Auth. Servers

Administrators

- Admin Realms >
- Admin Roles >

Users

- User Realms >**
- User Roles >
- Resource Profiles >
- Resource Policies >

Maintenance

- System >
- Import/Export >
- Push Config >
- Archiving >
- Troubleshooting >

New Authentication Realm

Name: Label to reference

Description:

☐ When editing, start on the Role Mapping page

Servers

Specify the servers to use for authentication and authorization. To create or manage servers, see the

Authentication: Specify the server

Directory/Attribute: Specify the server

Accounting: Specify the server

☐ **Additional authentication server**

☐ **Dynamic policy evaluation**

Save changes?

20.3.4 Swivel as the Secondary Authentication Server

Swivel can be configured as the only authentication method, or more usually configured as the secondary authentication server.

To configure Swivel as the server as a secondary authentication server click on the box **Additional authentication server**

General		Authentication Policy	Role Mapping
Name:	PINsafe 2 stage authentic		Label to re
Description:	PINsafe 2 stage authentication Realm		
<input type="checkbox"/> When editing, start on the Role Mapping page			
Servers			
Specify the servers to use for authentication and authorization. To create or manage servers, see the Servers page.			
Authentication:	AD-TEST-SERVER		Specify the
Directory/Attribute:	Same as above		Specify the
Accounting:	None		Specify the
<input checked="" type="checkbox"/> Additional authentication server			
You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the sign-in page, or they can be pre-defined below, in which case the user will not be prompted for the credentials.			
Authentication #2:	pinsafe-demo		
Username is:	<input type="radio"/> specified by user on sign-in page <input checked="" type="radio"/> predefined as: <USERNAME>		
Password is:	<input checked="" type="radio"/> specified by user on sign-in page <input type="radio"/> predefined as: <PASSWORD>		
<input checked="" type="checkbox"/> End session if authentication against this server fails			

NOTE: when <USERNAME> is used then just the Username is sent to the Juniper, without a Domain prefix/suffix. When <USER> is used then the Domain Name may be added in the authentication request to the Swivel instance in the form domain/username.

USERNAME

☒ **Additional authentication server**

You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the user on the sign-in page (the labels for these inputs are specified by the sign-in page), or they can be pre-defined below, in which case the user will not be prompted for the credential.

Authentication #2:

SwivelSecure ▼

Username is:

- ☐ specified by user on sign-in page
☒ predefined as: <USERNAME>

Password is:

- ☒ specified by user on sign-in page
☐ predefined as: <PASSWORD>

☒ End session if authentication against this server fails

USER

☒ **Additional authentication server**

You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the user on the sign-in page (the labels for these inputs are specified by the sign-in page), or they can be pre-defined below, in which case the user will not be prompted for the credential.

Authentication #2:

SwivelSecure ▼


Username is:

- ☐ specified by user on sign-in page
☒ predefined as: <USER>

Password is:

- ☒ specified by user on sign-in page
☐ predefined as: <PASSWORD>

☒ End session if authentication against this server fails



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User Authentication Realms

New...

Duplicate...

Delete...

<input checked="" type="checkbox"/>	Authentication Realm
<input type="checkbox"/>	<u>PINsafe Realm</u>
<input type="checkbox"/>	<u>Users</u>

Authentication realms specify what server to use for authentication, how policies are assigned to users,

20.3.5 Juniper Sign-In Policy

The Policy associates a login URL to a login page and an authentication realm which will verify a users credentials. Swivel authentication can be applied to an existing authentication page or to a new possibly customised login page (see login page customisation).

To associate Swivel authentication to a signing in page, associate the realm with the required login page. On the Juniper select Signing-In/Sign-in Policies, then New URL.

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- User Realms ▶
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Signing In

Sign-in Policies

Sign-in Pages

☐ Restrict access to administrators only

Only administrator URLs will be accessible. Note that IVE Administrators can attempt to sign in even if this option is selected.

☒ Display multiple user sessions warning notification

Check this option to notify users if they are already logged in with another active session. If the user is logged in with another session, the current session will be terminated.

New URL...

Delete...

Enable

Disable



Administrator URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/admin/</u>	<u>Default Sign-In Page</u>	<u>A</u>
<input type="checkbox"/>			
User URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/</u>	<u>Default Sign-In Page</u>	<u>U</u>
<input type="checkbox"/>			
Meeting URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/meeting/</u>	<u>Meeting Sign-In Page</u>	<u>A</u>
<input type="checkbox"/>			

Enter a name for the URL, and select a signing-in page (see details below for custom pages). Ensure Swivel is selected as an authentication realm.

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[Signing In >](#)

New Sign-In Policy

 User type: ☒ Users ☐ Administrators ☐ Meeting

 Sign-in URL:

Format: <host>/<path> Us

 Description:

 Sign-in page:

 To create or manage pages, see [Sign-In pages](#).

 Meeting URL:

Authentication realm

Specify how to select an authentication realm when signing in.

☒ **User types the realm name**

The user must type the name of one of the available authentication realms.

☐ **User picks from a list of authentication realms**

 The user must choose one of the following selected authentication realms when they sign in. If a sign-in page will not display the list). To create or manage realms, see the [User Authentication](#)

Available realms:

Selected realms:

When complete the new Swivel policy should be listed.

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- Log/Monitoring ▶

Authentication

- Signing In ▶**
- Endpoint Security ▶
- Auth. Servers ▶

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- User Roles ▶
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- Resource Policies ▶

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Signing In

[Sign-in Policies](#)
[Sign-in Pages](#)
☐ Restrict access to administrators only

Only administrator URLs will be accessible. Note that IVE Administrators can attempt to sign in even if this option is selected.

☒ Display multiple user sessions warning notification

Check this option to notify users if they are already logged in with another active session. If the user is notified, the session will be terminated.

[New URL...](#)
[Delete...](#)
[Enable](#)
[Disable](#)


<input checked="" type="checkbox"/>	Administrator URLs	Sign-In Page	
<input type="checkbox"/>	*/admin/	Default Sign-In Page	A
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	User URLs	Sign-In Page	
<input type="checkbox"/>	*/	Default Sign-In Page	U
<input type="checkbox"/>	*/pinsafe/	PINsafe	A
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Meeting URLs	Sign-In Page	
<input type="checkbox"/>	*/meeting/	Meeting Sign-In Page	
<input type="checkbox"/>			

21 Additional Installation Options

Swivel can provide additional authentication options including:

Challenge and Response

Single Channel Authentication Images

Dual Channel Image for Confirmed Messages

Security String Index Image for Multiple security strings

For ChangePIN integration see [Juniper ChangePIN](#)

Where an image is used it is requested by the client from the Swivel server, this can be done in a number of ways:

- Swivel on a public IP address
- Swivel behind a Network Address Translation/Port Address Translation
- Swivel behind a Proxy server
- Swivel behind a Juniper Virtual DNS Proxy

21.1 Creating a Virtual DNS Entry

If using the single channel authentication such as [TURING](#), or SMS confirmed Images, or SMS on demand buttons, an external DNS entry is required that points to the same IP address as the Juniper SSL VPN.

Example:

Juniper SSL VPN vpn.mycompany.com IP 1.1.1.1 Turing Image turing.mycompany.com IP 1.1.1.1

Swivel Example:

Juniper SSL VPN vpn1.swivelsecure.com IP 1.1.1.1 Turing Image turing.swivelsecure.com IP 1.1.1.1

21.1.1 Creating a role for Virtual hostname

Create a role for the Virtual hostname. Then under User Roles/<role name>/Web/Bookmarks, the role does not need any web bookmarks, but under the Options, advanced settings set *Allow browsing untrusted SSL sites, and remove the option to Warn users about the certificate problems.*

☒ **User can type URLs in the IVE browse bar**

Users can browse to sites by typing URLs on their bookmarks page. If disabled, users can st

☐ **User can add bookmarks**

Users can add personal bookmarks

☐ **Mask hostnames while browsing**

Conceals the actual server name in URLs while the user is browsing for protocols rewritten by

▼ **View advanced options**

☒ **Allow Java applets**

If Java applets are enabled, they will normally be modified to allow secure network connection

☐ **Allow Flash content**

If this option is enabled, Flash content will be modified to allow secure network connections.

☐ **Persistent cookies**

User preferences and application settings are sometimes stored in persistent cookies. To m

☐ **Unrewritten pages open in new window**

When users access pages that are not rewritten (see the [Selective Rewriting](#) policy page), yo

☒ **Allow browsing untrusted SSL websites**

Allow users to access web servers with problem certificates, or with certificates not issued by t

☐ Warn users about the certificate problems

☐ Allow users to bypass warnings on a server-by-server basis

☐ **Rewrite file:// URLs**

file:// URLs get rewritten so files can be downloaded using Windows file browsing.

☐ **Rewrite links in PDF files**

Links in PDF files get rewritten so that they can be securely accessed through the gateway.

HTTP Connection Timeout

HTTP Connection Timeout: 240

Seconds 30 to 1800 seconds. This determines

Save changes?

Save Changes

21.1.2 Creating an ACL for the Virtual hostname role

An ACL must be created on the Juniper SA to allow access to the Swivel server. For further information see [\[1\]](#)

A new policy and role may be required for this. Select Resource Policies/Web Access Policies/<Policy Name>/General, under Resources enter the Swivel internal address:

Example <https://pinsafe.swivel.local:8443/proxy/>*

For Roles select Policy Applies to selected roles, add the required role to the selected roles.

For Actions select Allow Access.

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- Junos Pulse ▶

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[Web Access Policies >](#)

Pinsafe

General

Detailed Rules

* Name:

Pinsafe

Description:

Resources

Specify the resources for which this policy applies, one per line. In order for you

* Resources:

`https://pinsafe.
ctrl.local:8443/proxy*`

Examples:

`http://*.domain.com/pu
https://www.domain.com
10.10.10.10/255.255.25
10.10.10.10/24:8000-90`

Roles

- ☐ Policy applies to ALL roles
- ☒ Policy applies to SELECTED roles
- ☐ Policy applies to all roles OTHER THAN those selected below

Available roles:

Birds & Bees

Action

- ☒ Allow access
- ☐ Deny access
- ☐ Use Detailed Rules (see [Detailed Rules](#) page)

Save changes?

Save Changes

Save as Copy

Done

21.1.3 Creating the Virtual Hostname

To create a Virtual DNS entry, on the Juniper SA select the Authentication/Signing In/Sign-In Policies and then select New Page. Select the Authorization Only Access radio button for User type. Complete the following information:

Virtual Hostname: enter the DNS name that will point to the Swivel virtual or hardware appliance for the TURING image.

Example: `turing.swivelsecure.com/`

Backend URL: enter the protocol, IP address and port of the Swivel virtual or hardware appliance

Example for a Swivel virtual or hardware appliance: `http://192.168.0.35:8443/*`

For a software only install see [Software Only Installation](#)

Authorization Server: select No Authorization

Role Option: Select a Role

Save the Changes

[Signing In](#) >

juniper.swivelsecure.com/

User type: ☐ Users ☐ Administrators ☒ Authorization Only Access

Virtual Hostname: Clients connect to a virtual hostname on the

Backend URL: Required: Protocol, hostname and port of the
Server paths are not supported.

Description:

Authorization Server:

Role Option: Not all role options will apply. See admin guide.

Save changes?

<input checked="" type="checkbox"/>	Virtual Hostname	Authorization Server	Role
<input type="checkbox"/>	juniper.swivelsecure.com/		
<input type="checkbox"/>			

21.1.4 Verifying the Virtual DNS Entry

Swivel virtual or hardware appliance

From within the network verify the Swivel server is working using the below to generate a TURING image

`http://<PINsafe appliance URL>:8443/proxy/SCImage?username=test`

Then verify the external access using

<https://<turing.mycompany.com>/proxy/SCImage?username=test>

Software Install

For a software only install see [Software Only Installation](#)

Then verify the external access using

<https://<turing.mycompany.com>/pinsafe/SCImage?username=test>


21.2 Login Page Modifications for Single Channel Authentication and SMS On Demand

The sample pages provided by Juniper on the current version to be integrated, should always be used, as these are the supplied compatible pages and contain the latest updates and security features. To obtain these, login to the Juniper and select Signing-In, Sign-in pages, then click on Upload Custom Pages.

The screenshot displays the Juniper Central Manager web interface. The top header features the Juniper Networks logo. Below it, the 'Central Manager' title is visible. A left-hand navigation menu is organized into several expandable sections: System, Authentication, Administrators, Users, and Maintenance. The 'Authentication' section is currently expanded, showing sub-items like 'Signing In', 'Endpoint Security', and 'Auth. Servers'. The 'Signing In' sub-item is selected, leading to the 'Signing In' configuration page. This page has two tabs: 'Sign-in Policies' and 'Sign-in Pages', with the latter being the active tab. Above a table, there are three buttons: 'New Page...', 'Upload Custom Pages...' (highlighted with a yellow border), and 'Delete'. The table below lists existing sign-in pages. It has three columns: a checkbox for selection, a name column, and a 'Type' column. Two entries are listed: 'Default Sign-In Page' and 'Meeting Sign-In Page', both with a 'Sta' type. The 'Meeting Sign-In Page' is highlighted in blue.

	Sign-In Page	Type
<input type="checkbox"/>	Default Sign-In Page	Sta
<input type="checkbox"/>	Meeting Sign-In Page	Sta

Click on the **Sample** and download the latest sample pages. This is a zip file, and any additional files or changes will need to be added back to the zip file with the original contents, to be uploaded again.


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 NETWORKS

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Upload Custom Sign-In Pages

Custom sign-in pages allow you to provide customized templates for various pages that appear during the sign-in process. Refer to the documentation for information about creating valid templates.

Sign-In Pages

Name:

Label to reference the custom sign-in pages.

Page Type:

☒ Access
 ☐ Meeting

Templates File:

Browse...

Zip file containing the custom templates and assets.

Upload

☐ skip validation checks during upload

Upload Custom Pages

Using the sample login pages we can add the Swivel modified pages (see prerequisites), and change them to suit the integration requirements. The configuration section within **LoginPage.thtml** should be edited to suit your environment as the below modifications.

21.2.1 Modifying the Login Page

OTC_OPTION Controls how the TURING image will be displayed to the user

Option	Description	Single channel Option	Dual Channel Option
image	When the user tabs down from the username field, the TURING will automatically show	Y	N
button	The login page will present a TURING button. Click the button to display the TURING	Y	Y
disable	No TURING image	Y	Y

OTC_RANDOM Displays a button on screen to refresh the TURING image

Option	Description	Single channel Option	Dual Channel Option
true	Button will be displayed	Y	Y
false	No button	Y	Y

TURINGImage URL for generating a TURING image

Option	Description	Single channel Option	Dual Channel Option
URL (see below)	Change the TURINGImage value to reflect the IP address of the Swivel appliance	Y	Y

The URL may be one of the following:

- Using Virtual DNS

Swivel appliance

```
https://virtual_hostname/proxy/SCImage?username=";
```

Software install

```
http://virtual_hostname/pinsafe/SCImage?username=";
```

- For a NAT or Public IP address

Swivel appliance

```
https://hostname:8443/proxy/SCImage?username=";
```

Software install

```
http://hostname:8080/pinsafe/SCImage?username=";
```

21.2.2 Modifying the Welcome Message

To customise login page welcome message, you must edit the LoginPage.html (and LoginPage-stdaln.html if using Network Connect):

Search and remove the following:

```
<% welcome FILTER verbatim %>
```

This references the first line of the Welcome message. E.g. change this to "Welcome to the"

Search and remove the following:

```
<% portal FILTER verbatim %>
```

This references the second line of the Welcome message. E.g. change this to "Swivel Secure Login Page"

21.2.3 Modifying the login for SMS Only requests

Swivel supports SMS on Demand, SMS in advance and SMS using Two Stage authentication. Where SMS on demand only, is used, the login page may be modified so that instead of generating a Turing image a SMS is sent to the user. Locate the following line:

```
https://virtual_hostname/proxy/SCImage?username=";
```

and modify the SCImage?username=" to DCMMessage?username=;

Example:

- Using Virtual DNS

Swivel appliance

```
https://virtual_hostname/proxy/DCMessage?username=";
```

Software install

```
http://virtual_hostname/pinsafe/DCMessage?username=";
```

- For a NAT or Public IP address

Swivel appliance

```
https://hostname:8443/proxy/DCMessage?username=";
```

For a software only install see [Software Only Installation](#)

21.2.4 Modifying the login button text

The login page button and link to *Get Another Image* may be modified.

To modify the login button text locate the text *value='Turing'* and replace the Turing with the required text.

To modify the *Get another image?* URL, locate the two instances of *Get another image?* and change the text as required.

21.2.5 Modifying the login for PINpad

The custom page for [Pinpad](#), is available from [here](#).

Follow the same instructions as above, but note the following:

- The zip file contains 3 additional images that need to go into the *imgs* folder of the Juniper custom login.
- **OTC_OPTION** needs to be set to "**pinpad**", which it already is in the attached file.

- You need to set the value for *PinpadImage*, rather than *TURINGImage* to match your own Swivel instance.

Example

```
var PinpadImage = "https://hostname:8443/pinsafe/SCImage?username=";
```

to

```
var PinpadImage = "https://hostname:8443/pinsafe/SCPinPad?username=";
```

21.2.6 Modifying the Login pages for Mobile Devices

Download the [mobile modified pages](#) that can be uploaded with any other modified pages to add Swivel authentication to the login.

Modify the file PageHeader-mobile-webkit.html, find the below line and change the link for the Swivel appliance as the standard login page above.

```
var TURINGImage = "https://pinsafe.company.com/proxy/SCImage?username=";
```

21.2.7 Juniper Network Connect login page modification

The Juniper Network Connect can be started directly, and to customise the login page for Swivel authentication copy the login.html page to LoginPage-stdaln.html

Network Connect - Sign In

Tools

Sign-in Page:

SWIVEL[®]
Authentication Solutions

Welcome to the Swivel Secure VPN

username

password

One-Time Code

Please sign in to begin your secure session.

Juniper Network Connect with TURING



21.2.8 Uploading the Modified Page

Ensure all the modified files are included with the zip file to upload to the Swivel server. On the Juniper select Signing In/Sign-in Pages then click on Upload Custom Pages.

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Sign-in Policies

Sign-in Pages

New Page...

Upload Custom Pages...

Delete



Sign-In Page

Typ

[Default Sign-In Page](#)

Sta

[Meeting Sign-In Page](#)

Sta

Enter a Name for the Custom page, then use Browse to find the location of the Templates file. Then click on the Upload Custom Pages, observe any errors that may occur.

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[Signing In >](#)

Upload Custom Sign-In Pages

Custom sign-in pages allow you to provide customized templates for various pages that appear during the sign-in process. Refer to the documentation for information about creating valid templates.

Sign-In Pages

Name:

Label to reference the custom sign-in pages.

Page Type:



Access



Meeting

 Templates File:

Zip file containing the custom templates and assets.

Upload


skip validation checks during upload

The new signing in page should be listed.

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- Log/Monitoring ▸

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Signing In

[Sign-in Policies](#)
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[New Page...](#)
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[Delete](#)

<input checked="" type="checkbox"/>	Sign-In Page	Type
<input type="checkbox"/>	PINsafe	Custom
	Default Sign-In Page	Standard
	Meeting Sign-In Page	Standard

22 Verifying the Installation

Navigate to the login page and verify that the page is as expected. Test a login using an OTC and verify the user can login with a correct OTC and fails with an incorrect OTC.

Dual Channel Authentication



Welcome to the Swivel Secure VPN

username


password

One-Time Code

Sign In

Please sign in to begin your secure session.

Single Channel Authentication



Welcome to the Swivel Secure VPN

username

password

One-Time Code

Sign In

Please sign in to begin your session.

1	2	3	4	5	6	7	8	9	0
E	S	D	H	F	G	X	K	P	L

[Get another image?](#)

23 Uninstalling the Swivel Integration

To remove Swivel, remove the customised page, Swivel realm, and Swivel Policy.

24 Troubleshooting

Check the Swivel logs. If the Single Channel image is used then a 'session start' should be seen for the username. RADIUS authentication requests should be seen for successful or failed login attempts.

Check the Juniper logs, look for user authentication requests.

If the TURING image is not visible, right click on the red cross and view the details of the image URL.

Copy and paste this URL into a separate web browser, observe any certificate errors.



The image shows a web page for Swivel Secure VPN Access. At the top is an orange header with the Swivel logo and the tagline "AUTHENTICATION YOU CAN IDENTIFY WITH". Below the header, the page says "Welcome to the Swivel Secure VPN Access Page". There are two input fields: "username" with the value "bob" and "password" which is empty. To the right of these fields is the text "Please sign in to begin your secure session." Below the password field is a "Sign In" button. On the left side, there is a "Turing" button. At the bottom left, there is a small square icon containing a red 'X'.

Internal Certificate Authorities

If an internal certificate authority is used, then the Single Channel image may not be accessible externally unless the client has installed the certificate as a trusted root certificate. Using a valid public certificate will remove this requirement.

domain\username is used instead of username

On the Juniper when USER is used then the domain name may be added in the authentication request to the Swivel instance in the form domain\username. When USERNAME is used then just the username is sent to the Juniper.

25 Known Issues and Limitations

"ExceededConcurrent.thtml" is not found in zip file.

Ensure that the file is present.

Make sure that the files are not located in a sub-directory within the zip folder

Select All of the files within the folder and then send to a zip folder

25.1 iPhone, iPad iOS automatic TURing image generation issue

The Onblur method in Javascript does not work in iOS, so a TURing button would need to be created to request the image after the username has been entered.

```
<a class="wide confirm buttonTxt" href="#" onclick="var frm = document.getElementById('frmLogin'); if (onFormSubmit()) { frm.submit(); }">Si
```

A modified login page is available here: [iPad modified login page](#)

25.2 Junos Pulse usability issue

[Junos Pulse for SSL VPN: How to resolve usability issue \(very small fonts and field size\) with the VPN login screen on iPhone running iOS 7](#)

25.3 Authentication fails after upgrading Swivel

In Swivel 3.8, the domain name was automatically removed for RADIUS authentication. However, this prevents authentication in cases where the domain\ prefix is required.

Assuming PINsafe is not the primary authentication, this can be worked around by changing the value passed to Swivel by the Juniper as <USERNAME>, rather than <USER>. This is in the Juniper settings for secondary authentication: "Username is predefined as".

26 Additional Information

Custom sign-in pages for Pinpad can be found [here](#).

27 Juniper SA 8.x Integration

28 Overview

Swivel can be integrated with the SA series of SSL VPN products, with the SA 2000 and higher products also allowing additional login page functionality. Creating additional login pages allow different authentication methods and test pages to be created with different functionality. Swivel can provide Two Factor authentication with [SMS](#), [Token](#), [Mobile Phone Client](#) and strong Single Channel Authentication [TURing](#), [Pinpad](#) or in the [Taskbar](#) using RADIUS.

The SA 700 can be configured in a similar manner using RADIUS authentication except for the TURing image and other login page modifications.

For 6.x integration guide see [Juniper SA 6.x Integration](#)

For 7.x integration guide see [Juniper SA 7.x Integration](#)

It is also possible to configure Two Stage authentication whereby the user enters a username and AD Password and if correct the user can be sent a security string or OTC for Authentication. This can be combined with the Juniper Two Stage authentication to allow the AD Single Sign On (SSO) features. See [Juniper Two Stage Challenge and Response](#).

29 Prerequisites

Juniper 8.x

Swivel 3.x

Modified login pages can be downloaded below. Note that you don't need the included image files unless you are using [Pinpad](#).

It is possible to access Juniper SSL VPN from all mobile devices, however additional pages need to be modified to support Swivel integration.

Mobile login pages can be downloaded below, and should be included if the Single channel images are required on mobile devices. NOTE: These have not been tested on version 8.

Where the Virtual DNS is to be used, a DNS entry that uses the same IP address of the external VPN is required. For example [turing.swivelsecure.com](#) would need to point to the same IP address as [vpn.swivelsecure.com](#). Since the Juniper will be supporting at least two different host names, the SSL certificate on the Juniper must either be a wildcard certificate, or must include SANs (Subject Alternative Names) for all host names used.

30 File Downloads

[PINsafe modified pages](#)

[Swivel Mobile login pages](#)

[Modified pages for both PC and tablets](#). These files have been tested internally only, and do not currently work with PINpad on tablets. The main advantage is that you only need edit one file - swivel-header.shtml - to set the image URL for all devices.

31 Baseline

Juniper 8

Swivel 3.9.7

32 Architecture

A user receives their security string by their transport and enters the authentication information into the login page. The Juniper makes a RADIUS request against the Swivel server to verify the OTC. Usually the Juniper page also verifies the AD password is correct by verifying it against the AD server, in addition to the OTC.

33 Installation

33.1 Swivel Configuration

33.1.1 Configuring the RADIUS server

On the Swivel Administration console configure the RADIUS Server and NAS, see [RADIUS Configuration](#)

33.1.2 Enabling Session creation with username

To allow the [TURING](#) image, [Pinpad](#) and other single channel images, under Server/Single Channel set [Allow session request by username](#) to Yes.

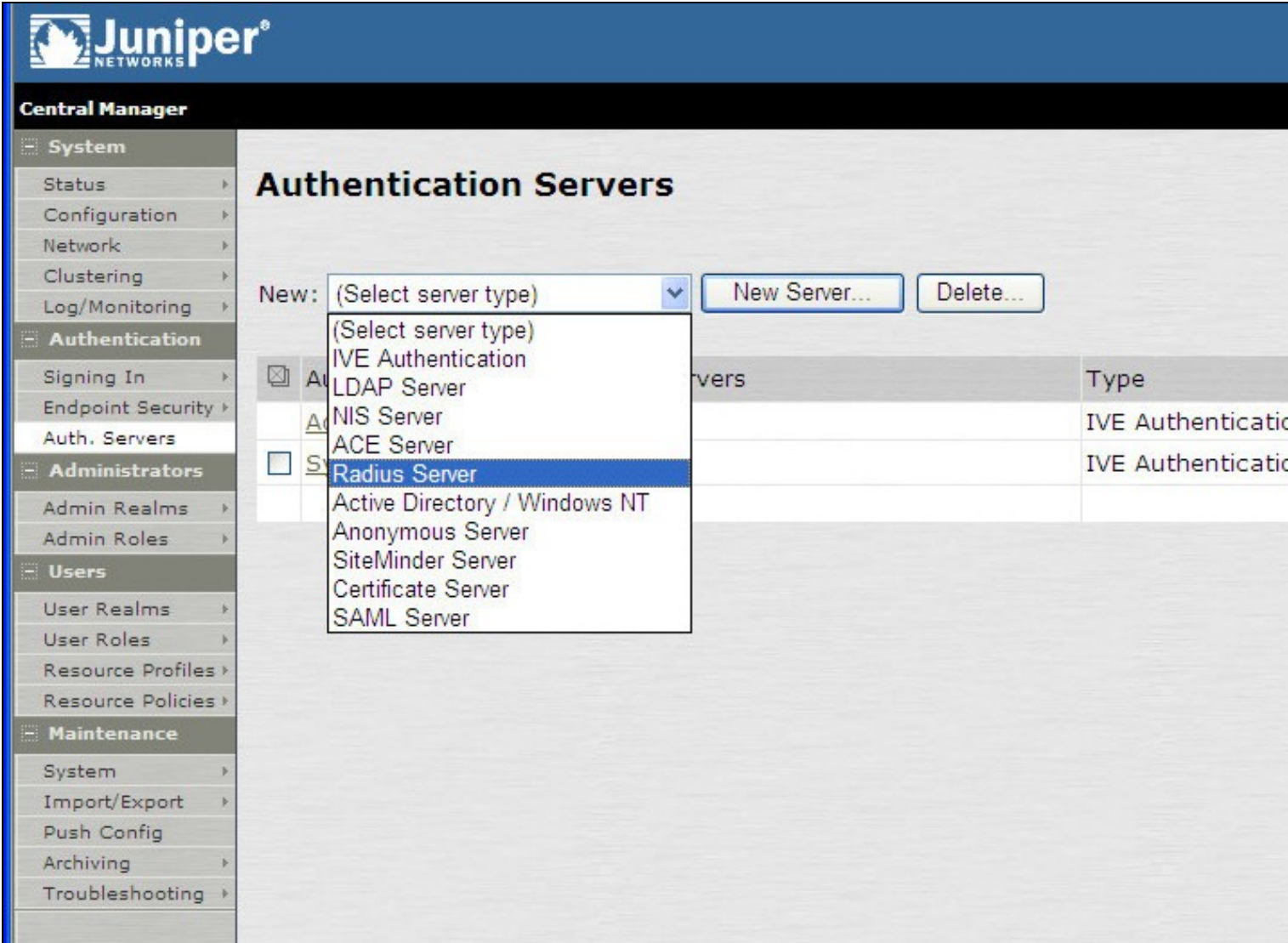
33.2 Setting up Swivel Dual Channel Transports

Used for [SMS](#), see [Transport Configuration](#)

33.3 Juniper Integration

33.3.1 RADIUS Authentication Server Configuration

On the Juniper Server select Authentication Servers then select RADIUS Server from the drop down menu, and click on New Server.



The following information is required:

Name: A descriptive name for the RADIUS server

RADIUS Server: The Swivel server IP/Hostname (Use the Swivel server real IP address not the VIP, multiple servers can be defined as Primary and secondary servers).

Authentication Port: the port used to carry authentication information, by default 1812

Shared Secret: The shared secret that has been entered on the Swivel server

Accounting Port: the port used to carry accounting information, by default 1813

NAS-IP Address: the Juniper interface used for communication, usually left empty

Users authenticate using tokens or one-time passwords Ensure this box is ticked

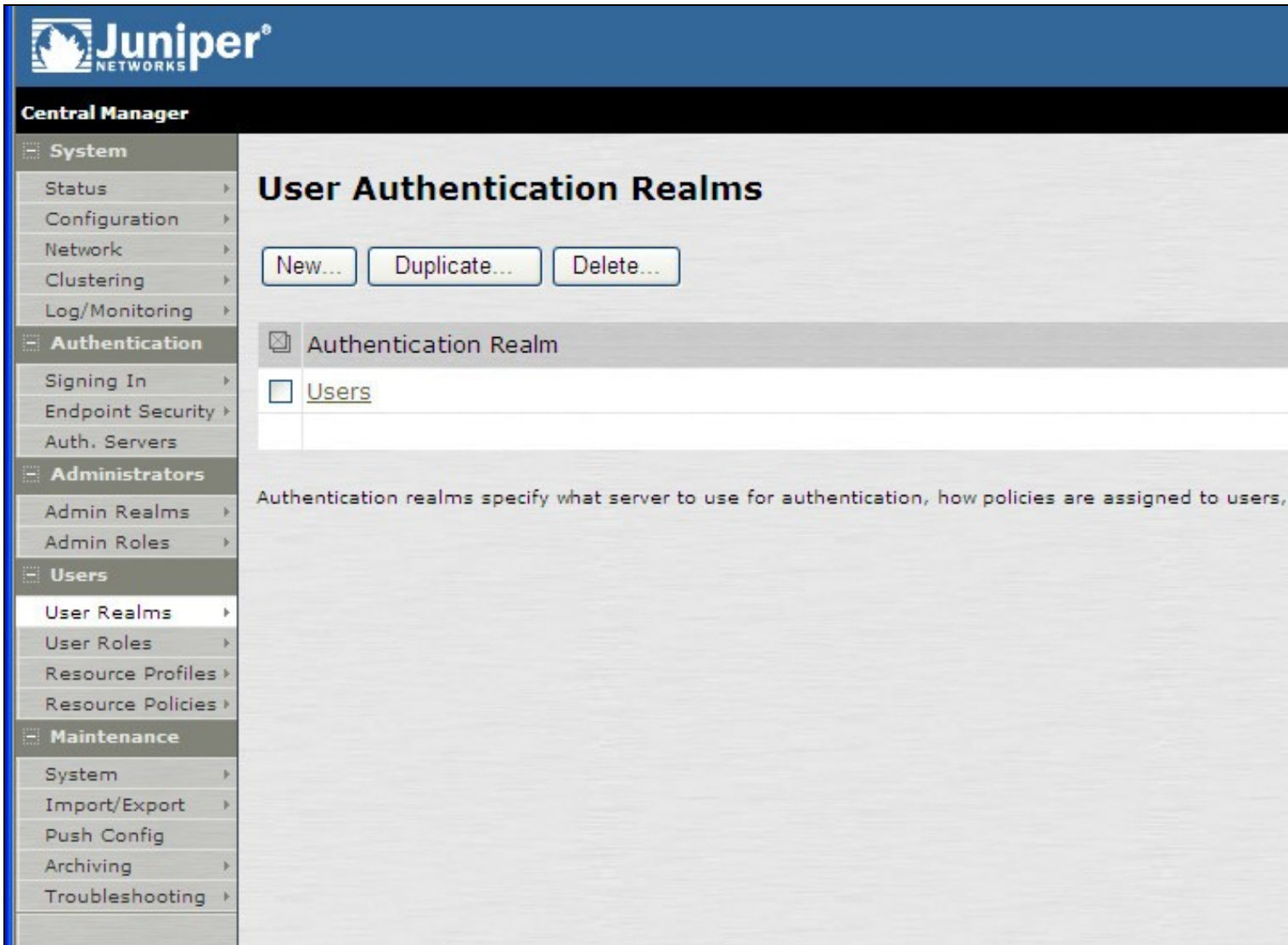
Backup server, Enter the details of any additional Swivel servers which can be used for authentication.

The screenshot displays the IVE configuration interface. On the left is a navigation menu with categories: System, Authentication, Administrators, Users, and Maintenance. The 'Auth Servers' link is highlighted, leading to the 'PINsafe' configuration page. The page has two tabs: 'Settings' (active) and 'Users'. The main configuration area includes fields for Name (PINsafe), Radius Server (82.69.194.195), Authentication Port (1812), Shared Secret (masked with dots), Accounting Port (1813), and NAS-IP-Address (empty). Below these are Timeout (30 seconds) and Retries (0). A checkbox 'Users authenticate using tokens or one-time passwords' is checked, with a note explaining that IVE will send the user's authentication method as 'token' if SAML is used. At the bottom, there is a 'Backup server' section with fields for Radius Server, Authentication Port, Shared Secret, and Accounting Port. Finally, a 'Radius accounting' section contains the 'NAS-Identifier' field.

Field	Value	Description
Name	PINsafe	Label to reference this server.
Radius Server	82.69.194.195	Name or IP address
Authentication Port	1812	
Shared Secret	••••••	
Accounting Port	1813	Port used for Radius accounting, if applicable
NAS-IP-Address		IP address
Timeout	30 seconds	
Retries	0	
Users authenticate using tokens or one-time passwords	<input checked="" type="checkbox"/>	Note: If you select this, IVE will send the user's authentication method as "token" if you use SAML and this credential will not be used in automatic SSO to backend applications.
Backup server		
Radius Server		Name or IP address
Authentication Port		
Shared Secret		
Accounting Port		Port used for Radius accounting, if applicable
Radius accounting		
NAS-Identifier		Name of IVE as known to Radius server

33.3.2 Authentication Realm Configuration

Authentication realms determine which method of authentication will be used. On the Juniper select User Realms, and either create a new Realm with the New button or modify an existing realm by clicking on it.



33.3.3 Swivel as the Primary Authentication Server

Swivel can be configured as the only authentication method, the first or more usually configured as the secondary authentication server. By changing the Authentication device order on the Juniper, Swivel can be configured as the first authentication server, but you may lose some functionality of SSO to sign you into AD applications and services. The login page would also need to be modified to display the correct text.

To configure Swivel as the server select the Swivel server as the first listed Authentication Server.

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New Authentication Realm

Name: Label to reference

Description:

☐ When editing, start on the Role Mapping page

Servers

Specify the servers to use for authentication and authorization. To create or manage servers, see the

Authentication: Specify the server

Directory/Attribute: Specify the server

Accounting: Specify the server

☐ **Additional authentication server**

☐ **Dynamic policy evaluation**

Save changes?

33.3.4 Swivel as the Secondary Authentication Server

Swivel can be configured as the only authentication method, or more usually configured as the secondary authentication server.

To configure Swivel as the server as a secondary authentication server click on the box **Additional authentication server**

General	Authentication Policy	Role Mapping
Name:	PINsafe 2 stage authentic	
Description:	PINsafe 2 stage authentication Realm	
<input type="checkbox"/> When editing, start on the Role Mapping page		
Servers		
Specify the servers to use for authentication and authorization. To create or manage servers, see the Servers page.		
Authentication:	AD-TEST-SERVER	
Directory/Attribute:	Same as above	
Accounting:	None	
<input checked="" type="checkbox"/> Additional authentication server		
You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the sign-in page, or they can be pre-defined below, in which case the user will not be prompted for the credentials.		
Authentication #2:	pinsafe-demo	
Username is:	<input type="radio"/> specified by user on sign-in page <input checked="" type="radio"/> predefined as: <USERNAME>	
Password is:	<input checked="" type="radio"/> specified by user on sign-in page <input type="radio"/> predefined as: <PASSWORD>	
<input checked="" type="checkbox"/> End session if authentication against this server fails		

Note when USERNAME is used then just the username is sent to the Juniper. When USER is used then the domain name may be added in the authentication request to the Swivel instance in the form domain/username.

USERNAME

☒ **Additional authentication server**

You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the user on the sign-in page (the labels for these inputs are specified by the sign-in page), or they can be pre-defined below, in which case the user will not be prompted for the credential.

Authentication #2:

SwivelSecure ▼

Username is:

- ☐ specified by user on sign-in page
☒ predefined as: <USERNAME>

Password is:

- ☒ specified by user on sign-in page
☐ predefined as: <PASSWORD>

☒ End session if authentication against this server fails

USER

☒ **Additional authentication server**

You can specify an additional authentication server for single sign-on (SSO) purposes. The additional credentials can be specified by the user on the sign-in page (the labels for these inputs are specified by the sign-in page), or they can be pre-defined below, in which case the user will not be prompted for the credential.

Authentication #2:

SwivelSecure ▼


Username is:

- ☐ specified by user on sign-in page
☒ predefined as: <USER>

Password is:

- ☒ specified by user on sign-in page
☐ predefined as: <PASSWORD>

☒ End session if authentication against this server fails



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User Authentication Realms

New...

Duplicate...

Delete...

<input checked="" type="checkbox"/>	Authentication Realm
<input type="checkbox"/>	<u>PINsafe Realm</u>
<input type="checkbox"/>	<u>Users</u>

Authentication realms specify what server to use for authentication, how policies are assigned to users,

33.3.5 Juniper Sign-In Policy

The Policy associates a login URL to a login page and an authentication realm which will verify a users credentials. Swivel authentication can be applied to an existing authentication page or to a new possibly customised login page (see login page customisation).

To associate Swivel authentication to a signing in page, associate the realm with the required login page. On the Juniper select Signing-In/Sign-in Policies, then New URL.

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Signing In

Sign-in Policies
Sign-in Pages
☐ Restrict access to administrators only

Only administrator URLs will be accessible. Note that IVE Administrators can attempt to sign in even if this option is selected.

☒ Display multiple user sessions warning notification

Check this option to notify users if they are already logged in with another active session. If the user is logged in with another session, the user will be notified that their current session will be terminated.



Administrator URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/admin/</u>	<u>Default Sign-In Page</u>	<u>A</u>
<input type="checkbox"/>			
User URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/</u>	<u>Default Sign-In Page</u>	<u>U</u>
<input type="checkbox"/>			
Meeting URLs		Sign-In Page	
<input type="checkbox"/>	<u>*/meeting/</u>	<u>Meeting Sign-In Page</u>	<u>A</u>
<input type="checkbox"/>			

Enter a name for the URL, and select a signing-in page (see details below for custom pages). Ensure Swivel is selected as an authentication realm.

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[Signing In >](#)

New Sign-In Policy

Save Changes

User type: ☒ Users ☐ Administrators ☐ Meeting

Sign-in URL: Format: <host>/<path> Us

Description:

Sign-in page:
 To create or manage pages, see [Sign-In pages](#).

Meeting URL:

Authentication realm

Specify how to select an authentication realm when signing in.

☒ User types the realm name

The user must type the name of one of the available authentication realms.

☐ User picks from a list of authentication realms

The user must choose one of the following selected authentication realms when they sign in. If a sign-in page will not display the list). To create or manage realms, see the [User Authentication](#)

Available realms:

Users

Add ->

Remove

Selected realms:

PINsafe Realm

Move Up

Move Down

When complete the new Swivel policy should be listed.

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Signing In

[Sign-in Policies](#)
[Sign-in Pages](#)
☐ Restrict access to administrators only

Only administrator URLs will be accessible. Note that IVE Administrators can attempt to sign in even if this option is selected.

☒ Display multiple user sessions warning notification

Check this option to notify users if they are already logged in with another active session. If the user is notified, the session will be terminated.

[New URL...](#)
[Delete...](#)
[Enable](#)
[Disable](#)


<input checked="" type="checkbox"/>	Administrator URLs	Sign-In Page	
<input type="checkbox"/>	*/admin/	Default Sign-In Page	A
<input type="checkbox"/>			

<input checked="" type="checkbox"/>	User URLs	Sign-In Page	
<input type="checkbox"/>	*/	Default Sign-In Page	U
<input type="checkbox"/>	*/pinsafe/	PINsafe	A
<input type="checkbox"/>			

<input checked="" type="checkbox"/>	Meeting URLs	Sign-In Page	
<input type="checkbox"/>	*/meeting/	Meeting Sign-In Page	
<input type="checkbox"/>			

34 Additional Installation Options

Swivel can provide additional authentication options including:

Challenge and Response

Single Channel Authentication Images

Dual Channel Image for Confirmed Messages

Security String Index Image for Multiple security strings

For ChangePIN integration see [Juniper ChangePIN](#)

Where an image is used it is requested by the client from the Swivel server, this can be done in a number of ways:

- Swivel on a public IP address
- Swivel behind a Network Address Translation/Port Address Translation
- Swivel behind a Proxy server
- Swivel behind a Juniper Virtual DNS Proxy

34.1 Creating a Virtual DNS Entry

If using the single channel authentication such as [TURING](#), or SMS confirmed Images, or SMS on demand buttons, an external DNS entry is required that points to the same IP address as the Juniper SSL VPN.

Example:

Juniper SSL VPN vpn.mycompany.com IP 1.1.1.1 Turing Image turing.mycompany.com IP 1.1.1.1

Swivel Example:

Juniper SSL VPN vpn1.swivelsecure.com IP 1.1.1.1 Turing Image turing.swivelsecure.com IP 1.1.1.1

34.1.1 Creating a role for Virtual hostname

Create a role for the Virtual hostname. Then under User Roles/<role name>/Web/Bookmarks, the role does not need any web bookmarks, but under the Options, advanced settings set *Allow browsing untrusted SSL sites, and remove the option to Warn users about the certificate problems.*

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Roles >

Pinsafe

- General
- Web
- Files
- SAM
- Telnet/SSH
- Terminal Services
- Virtual Desktops
- Bookmarks
- Options

☒ User can type URLs in the IVE browse bar

Users can browse to sites by typing URLs on their bookmarks page. If disabled, users can st

☐ User can add bookmarks

Users can add personal bookmarks

☐ Mask hostnames while browsing

Conceals the actual server name in URLs while the user is browsing for protocols rewritten by

▼View advanced options

☒ Allow Java applets

If Java applets are enabled, they will normally be modified to allow secure network connection

☐ Allow Flash content

If this option is enabled, Flash content will be modified to allow secure network connections.

☐ Persistent cookies

User preferences and application settings are sometimes stored in persistent cookies. To m

☐ Unrewritten pages open in new window

When users access pages that are not rewritten (see the [Selective Rewriting](#) policy page), yo

☒ Allow browsing untrusted SSL websites

Allow users to access web servers with problem certificates, or with certificates not issued by t

☐ Warn users about the certificate problems

☐ Allow users to bypass warnings on a server-by-server basis

☐ Rewrite file:// URLs

file:// URLs get rewritten so files can be downloaded using Windows file browsing.

☐ Rewrite links in PDF files

Links in PDF files get rewritten so that they can be securely accessed through the gateway.

HTTP Connection Timeout

HTTP Connection Timeout: 240

Seconds 30 to 1800 seconds. This determines

Save changes?

Save Changes

34.1.2 Creating an ACL for the Virtual hostname role

An ACL must be created on the Juniper SA to allow access to the Swivel server. For further information see [\[1\]](#)

A new policy and role may be required for this. Select Resource Policies/Web Access Policies/<Policy Name>/General, under Resources enter the Swivel internal address:

Example <https://pinsafe.swivel.local:8443/proxy/>*

For Roles select Policy Applies to selected roles, add the required role to the selected roles.

For Actions select Allow Access.

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[Web Access Policies](#) >

Pinsafe

General

Detailed Rules

* Name:

Pinsafe

Description:

Resources

Specify the resources for which this policy applies, one per line. In order for you

* Resources:

`https://pinsafe.
ctrl.local:8443/proxy*`

Examples:

`http://*.domain.com/pu
https://www.domain.com
10.10.10.10/255.255.25
10.10.10.10/24:8000-90`

Roles

- ☐ Policy applies to ALL roles
- ☒ Policy applies to SELECTED roles
- ☐ Policy applies to all roles OTHER THAN those selected below

Available roles:

Birds & Bees

Action

- ☒ Allow access
- ☐ Deny access
- ☐ Use Detailed Rules (see [Detailed Rules](#) page)

Save changes?

Save Changes

Save as Copy

Done

34.1.3 Creating the Virtual Hostname

To create a Virtual DNS entry, on the Juniper SA select the Authentication/Signing In/Sign-In Policies and then select New URL. Select the Authorization Only Access radio button for User type. Complete the following information:

Virtual Hostname: enter the DNS name that will point to the Swivel virtual or hardware appliance for the TURING image.

Example: turing.swivelsecure.com/

Backend URL: enter the protocol, IP address and port of the Swivel virtual or hardware appliance

Example for a Swivel virtual or hardware appliance: <http://192.168.0.35:8443/>*

For a software only install see [Software Only Installation](#)

Authorization Server: select No Authorization

Role Option: Select a Role

Save the Changes

The screenshot shows the 'Signing In >' configuration page for a virtual hostname. The main heading is 'juniper.swivelsecure.com/'. Below this is a 'Save Changes' button. The configuration fields are as follows:

- User type:** Three radio buttons are present: 'Users' (unselected), 'Administrators' (unselected), and 'Authorization Only Access' (selected).
- Virtual Hostname:** A text input field containing 'juniper.swivelsecure.com/'. To the right, a note states: 'Clients connect to a virtual hostname on the'.
- Backend URL:** A text input field containing 'http://192.168.0.215:8443/'. To the right, a note states: 'Required: Protocol, hostname and port of the Server paths are not supported.'
- Description:** A text input field containing 'Turing Proxy'.
- Authorization Server:** A dropdown menu with '[No Authorization]' selected.
- Role Option:** A dropdown menu with 'AnonyRole' selected. Below it, a note states: 'Not all role options will apply. See admin guide.'

At the bottom of the form, there is a 'Save changes?' section with a 'Save Changes' button.

<input checked="" type="checkbox"/>	Virtual Hostname	Authorization Server	Role
<input type="checkbox"/>	juniper.swivelsecure.com/		

34.1.4 Verifying the Virtual DNS Entry

Swivel virtual or hardware appliance

From within the network verify the Swivel server is working using the below to generate a TURING image

<http://<PINsafe appliance URL>:8443/proxy/SCImage?username=test>

Then verify the external access using

<https://<turing.mycompany.com>/proxy/SCImage?username=test>

Software Install

For a software only install see [Software Only Installation](#)

Then verify the external access using

<https://<turing.mycompany.com>/pinsafe/SCImage?username=test>


34.2 Login Page Modifications for Single Channel Authentication and SMS On Demand

The sample pages provided by Juniper on the current version to be integrated, should always be used, as these are the supplied compatible pages and contain the latest updates and security features. To obtain these, login to the Juniper and select Signing-In, Sign-in pages, then click on Upload Custom Pages.

The screenshot displays the Juniper Central Manager web interface. The top navigation bar includes the Juniper logo and the text 'Central Manager'. A left-hand sidebar contains a tree view of system components: System, Authentication, Administrators, Users, and Maintenance. The 'Authentication' section is expanded, showing 'Signing In' as the selected option. The main content area is titled 'Signing In' and features two tabs: 'Sign-in Policies' and 'Sign-in Pages'. Below the tabs are three buttons: 'New Page...', 'Upload Custom Pages...' (highlighted with a yellow border), and 'Delete'. A table below the buttons lists existing sign-in pages. The table has three columns: a checkbox, a name, and a type. Two entries are visible: 'Default Sign-In Page' and 'Meeting Sign-In Page', both with a type of 'Standard'.

	Sign-In Page	Type
<input type="checkbox"/>	Default Sign-In Page	Standard
<input type="checkbox"/>	Meeting Sign-In Page	Standard

Click on the **Sample** and download the latest sample pages. This is a zip file, and any additional files or changes will need to be added back to the zip file with the original contents, to be uploaded again.



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Upload Custom Sign-In Pages

Custom sign-in pages allow you to provide customized templates for various pages that appear during the sign-in process. Refer to the documentation for information about creating valid templates.

Sign-In Pages

Name:

Label to reference the custom sign-in pages.

Page Type:

☒ Access

☐ Meeting

Templates File:

Browse...

Zip file containing the custom templates and assets.

Upload

☐ skip validation checks during upload

Upload Custom Pages

Using the sample login pages we can add the Swivel modified pages (see prerequisites), and change them to suit the integration requirements. The configuration section within **LoginPage.html** should be edited to suit your environment as the below modifications.

If you are using the combined PC and tablet version, you should make these changes to swivel-header.html.

34.2.1 Modifying the Login Page

OTC_OPTION Controls how the TURING image will be displayed to the user

Option	Description	Single channel Option	Dual Channel Option
image	When the user tabs down from the username field, the TURING will automatically show	Y	N
button	The login page will present a TURING button. Click the button to display the TURING	Y	Y
disable	No TURING image	Y	Y

OTC_RANDOM Displays a button on screen to refresh the TURING image

Option	Description	Single channel Option	Dual Channel Option
true	Button will be displayed	Y	Y
false	No button	Y	Y

TURINGImage URL for generating a TURING image

Option	Description	Single channel Option	Dual Channel Option
URL (see below)	Change the TURINGImage value to reflect the IP address of the Swivel appliance	Y	Y

The URL may be one of the following:

- Using Virtual DNS

Swivel appliance

```
https://virtual_hostname/proxy/SCImage?username=";
```

Software install

```
http://virtual_hostname/pinsafe/SCImage?username=";
```

- For a NAT or Public IP address

Swivel appliance

```
https://hostname:8443/proxy/SCImage?username=";
```

For a software only install see [Software Only Installation](#)

34.2.2 Modifying the Welcome Message

To customise login page welcome message, you must edit the LoginPage.html (and LoginPage-stdaln.html if using Network Connect):

Search and remove the following:

```
<% welcome FILTER verbatim %>
```

This references the first line of the Welcome message. E.g. change this to "Welcome to the"

Search and remove the following:

```
<% portal FILTER verbatim %>
```

This references the second line of the Welcome message. E.g. change this to "Swivel Secure Login Page"

34.2.3 Modifying the login for SMS Only requests

Swivel supports SMS on Demand, SMS in advance and SMS using Two Stage authentication. Where SMS on demand only, is used, the login page may be modified so that instead of generating a TURING image a SMS is sent to the user. Locate the following line:

```
https://virtual_hostname/proxy/SCImage?username=";
```

and modify the SCImage?username=" to DCMMessage?username=;

Example:

- Using Virtual DNS

Swivel appliance

```
https://virtual_hostname/proxy/DCMessage?username=";
```

Software install

```
http://virtual_hostname/pinsafe/DCMessage?username=";
```

- For a NAT or Public IP address

Swivel appliance

```
https://hostname:8443/proxy/DCMessage?username=";
```

For a software only install see [Software Only Installation](#)

34.2.4 Modifying the login button text

The login page button and link to *Get Another Image* may be modified.

To modify the login button text locate the text *value='Turing'* and replace the Turing with the required text.

To modify the *Get another image?* URL, locate the two instances of *Get another image?* and change the text as required.

34.2.5 Modifying the login for PINpad

Customising for [Pinpad](#) can be done using the same custom pages as above. Follow the same instructions as above, except the following:

- The zip file contains 3 additional images that need to go into the *imgs* folder of the Juniper custom login.
- **OTC_OPTION** needs to be set to "pinpad".
- You need to set the value for *PinpadImage*, rather than *TURINGImage* to match your own Swivel instance.

Example

```
var PinpadImage = "https://hostname:8443/pinsafe/SCImage?username=";
```

to

```
var PinpadImage = "https://hostname:8443/pinsafe/SCPinPad?username=";
```

34.2.6 Modifying the Login pages for Mobile Devices

The prerequisites section contains the mobile modified pages that can be uploaded with any other modified pages to add wivel authentication to the login.

Modify the file PageHeader-mobile-webkit.html, find the below line and change the link for the Swivel appliance as the standard login page above.

```
var TURingImage = "https://pinsafe.company.com/proxy/SCImage?username=";
```

Instant Virtual Extranet

EN

Instant Virtual Extranet

Please sign in to begin your secure session.

username test

password

One-Time Code

Turing

1	2	3	4	5	6	7	8	9	0
Q	O	C	F	E	L	Y	E	A	S

[Get another image?](#)

Sign In

34.2.7 Juniper Network Connect login page modification

The Juniper Network Connect can be started directly, and to customise the login page for Swivel authentication copy the login.html page to LoginPage-stdaln.html

Network Connect - Sign In

Tools

Sign-in Page:

SWIVEL[®]
Authentication Solutions

Welcome to the Swivel Secure VPN

username

password

One-Time Code

Please sign in to begin your secure session.

Juniper Network Connect with TURING



34.2.8 Uploading the Modified Page

Ensure all the modified files are included with the zip file to upload to the Swivel server. On the Juniper select Signing In/Sign-in Pages then click on Upload Custom Pages.

Central Manager
System

- Status ▶
- Configuration ▶
- Network ▶
- Clustering ▶
- Log/Monitoring ▶

Authentication

- Signing In ▶
- Endpoint Security ▶
- Auth. Servers

Administrators

- Admin Realms ▶
- Admin Roles ▶

Users

- User Realms ▶
- User Roles ▶
- Resource Profiles ▶
- Resource Policies ▶

Maintenance

- System ▶
- Import/Export ▶
- Push Config
- Archiving ▶
- Troubleshooting ▶

Signing In

Sign-in Policies

Sign-in Pages

New Page...

Upload Custom Pages...

Delete



Sign-In Page

Typ

[Default Sign-In Page](#)

Sta

[Meeting Sign-In Page](#)

Sta

Enter a Name for the Custom page, then use Browse to find the location of the Templates file. Then click on the Upload Custom Pages, observe any errors that may occur.

Central Manager
System

- Status >
- Configuration >
- Network >
- Clustering >
- Log/Monitoring >

Authentication

- Signing In >
- Endpoint Security >
- Auth. Servers >

Administrators

- Admin Realms >
- Admin Roles >

Users

- User Realms >
- User Roles >
- Resource Profiles >
- Resource Policies >

Maintenance

- System >
- Import/Export >
- Push Config >
- Archiving >
- Troubleshooting >

[Signing In >](#)

Upload Custom Sign-In Pages

Custom sign-in pages allow you to provide customized templates for various pages that appear during the sign-in process. Refer to the documentation for information about creating valid templates.

Sign-In Pages

Name:

Label to reference the custom sign-in pages.

Page Type:

☒ Access ☐ Meeting

 Templates File:

Zip file containing the custom templates and assets.

Upload
☐ skip validation checks during upload

The new signing in page should be listed.

Central Manager
System

- Status ▸
- Configuration ▸
- Network ▸
- Clustering ▸
- Log/Monitoring ▸

Authentication

- Signing In ▸**
- Endpoint Security ▸
- Auth. Servers

Administrators

- Admin Realms ▸
- Admin Roles ▸

Users

- User Realms ▸
- User Roles ▸
- Resource Profiles ▸
- Resource Policies ▸

Maintenance

- System ▸
- Import/Export ▸
- Push Config
- Archiving ▸
- Troubleshooting ▸

Signing In

[Sign-in Policies](#)
[Sign-in Pages](#)
[New Page...](#)
[Upload Custom Pages...](#)
[Delete](#)

<input checked="" type="checkbox"/>	Sign-In Page	Type
<input type="checkbox"/>	PINsafe	Custom
	Default Sign-In Page	Standard
	Meeting Sign-In Page	Standard

35 Verifying the Installation

Navigate to the login page and verify that the page is as expected. Test a login using an OTC and verify the user can login with a correct OTC and fails with an incorrect OTC.

Dual Channel Authentication



Welcome to the Swivel Secure VPN

username


password

One-Time Code

Please sign in to begin your secure session.

Sign In

Single Channel Authentication



Welcome to the Swivel Secure VPN

username

graham

password

••••••••

One-Time Code

••••

Please sign in to begin your session.

Sign In

1	2	3	4	5	6	7	8	9	0
E	S	D	H	F	G	X	K	P	L

[Get another image?](#)

36 Uninstalling the Swivel Integration

To remove Swivel, remove the customised page, Swivel realm, and Swivel Policy.

37 Troubleshooting

Check the Swivel logs. If the Single Channel image is used then a 'session start' should be seen for the username. RADIUS authentication requests should be seen for successful or failed login attempts.

Check the Juniper logs, look for user authentication requests.

If the TURING image is not visible, right click on the red cross and view the details of the image URL.

Copy and paste this URL into a separate web browser, observe any certificate errors.

A screenshot of the Swivel Secure VPN Access Page. The page has an orange header with the Swivel logo and the tagline "AUTHENTICATION YOU CAN IDENTIFY WITH". Below the header, the text "Welcome to the" is followed by "Swivel Secure VPN Access Page" in a large, bold font. There are two input fields: "username" with the value "bob" and "password" which is empty. To the right of these fields is the text "Please sign in to begin your secure session." Below the password field is a "Sign In" button. On the left side, there is a "Turing" button. At the bottom left, there is a small square icon containing a red 'X'.

Internal Certificate Authorities

If an internal certificate authority is used, then the Single Channel image may not be accessible externally unless the client has installed the certificate as a trusted root certificate. Using a valid public certificate will remove this requirement.

domain\username is used instead of username

On the Juniper when USER is used then the domain name may be added in the authentication request to the Swivel instance in the form domain\username. When USERNAME is used then just the username is sent to the Juniper.

38 Known Issues and Limitations

"ExceededConcurrent.thtml" is not found in zip file.

Ensure that the file is present.

Make sure that the files are not located in a sub-directory within the zip folder

Select All of the files within the folder and then send to a zip folder

38.1 iPhone, iPad iOS automatic TURING image generation issue

The Onblur method in Javascript does not work in iOS, so a TURING button would need to be created to request the image after the username has been entered.

```
<a class="wide confirm buttonTxt" href="#" onclick="var frm = document.getElementById('frmLogin'); if (onFormSubmit()) { frm.submit(); }">Si
```

A modified login page is available here: [iPad modified login page](#)

38.2 Authentication fails after upgrading Swivel

In Swivel 3.8, the domain name was automatically removed for RADIUS authentication. However, this prevents authentication in cases where the domain\ prefix is required.

Assuming PINsafe is not the primary authentication, this can be worked around by changing the value passed to Swivel by the Juniper as <USERNAME>, rather than <USER>. This is in the Juniper settings for secondary authentication: "Username is predefined as".

39 Additional Information

Custom sign-in pages for Pinpad can be found [here](#).

40 Category:Juniper VPN