On Demand Delivery problems

Contents

Overview

On Demand Delivery allows an SMS to be sent to the user upon request. This should not be confused with the On Demand Authentication.

Prerequisites

Swivel 3.7

On Demand Delivery Issues

Only one security string or OTC is sent

On Demand Delivery will only send one security strong or One Time Code.

Swivel 3.7 Dual Channel Delivery Message absent and message expires

Users may not receive a Dual Channel message or find that it is only valid for a limited time span.

Users have to have single channel rights as well as dual to use DCMessage! Additionally, DCMessage actually starts a session, in contradiction to the documented functionality. This means that if you request a string on demand, you only have 2 minutes to use it, rather than it being available for use indefinitely.

or apply the below patch

Swivel Dual Channel On Demand Delivery patch Patch for Swivel 3.7

Download and extract the following patch file

Copy the patch file to:

<tomcat_root>/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/session

For Swivel appliances set owner to swivel:swivel

Then restart Tomcat.

Other solutions

If this solution does not apply, see additional solutions here:

SMS messages are not being sent

Transport problems