SSD

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Overview

Swivel Mobile Clients allow security strings to be provided for remote authentication. The Swivel server details can be automatically configured through the use of a **Site ID or Server ID** which will then pull the settings for their Swivel server from the Swivel Server Details (SSD) allowing them to enter their username and a Mobile Provision Code. This service is provided to all Swivel customers with a valid maintenance agreement.

Prerequisites

Swivel Mobile Phone Client with Server ID option.

Swivel > 3.9.6

In order for the Security Strings or OTC to be downloaded from the Swivel server then the Swivel server needs to be accessible usually through a Network Address Translation or Proxy.

SSD server settings

Requesting a Site ID

To configure the SSD server the following information must be provided to Swivel Secure Support (supportdesk@swivelsecure.com):

Attribute	Example Settings
Instance Name	Your Company Name
Hostname	Public IP/Hostname
SSL	Yes
Port	443
Context	proxy
Push	Yes

Instance Name A descriptive name, example *Acme Company*

Hostname The Webservice URL, being Swivel Server hostname as accessible by mobile clients, example swivel.acme.com

SSL If SSL is enabled or not. A typical test install may have a self signed certificate, so may need to set the Swivel server to use a non SSL connection with HTTP over port 443 or 8443.

Port The web service port used by the client to connect to the Swivel server. For a Swivel virtual or hardware appliance this is usually 8443, for a software install it is usually 8080. Port address translation may allow different ports to be used. For Port Address Translation on Swivel hardware or virtual appliances see PAT

Context The installation name of the Swivel application, the web service context. For a Swivel virtual or hardware appliance this is usually proxy, for a software install it is usually pinsafe.

Push This is used by mobile clients to use the OneTouch Mobile, if it isnot specified then it will default to No.

You will then receive a Site ID which can be sent to users to automatically enter these fields on their Mobile Phone Client.

Configuring the Swivel Server

After submitting the SSD settings to Swivel, enter the returned Site ID under Server/Name

Sending the Site ID to users

Swivel version 3.9.6 onwards allows the Site ID to be sent to the users as part of an automated provisioning service, and can be sent as a number or as a link, see Provision URL.

The Site ID can be sent to the user upon account creation or as part of their Provision process.

Transport Message settings

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

Site Id subject: The Site Id subject

Site Id body: The Site Id message body

The default message is:

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

Where %SITE_ID is the site ID information and %URL_SETTINGS the Site ID URL for the Provision URL.

For older versions prior to 3.9.7, it can be entered manually.

The **Credentials alert message:** or **Mobile Provision Message:** can be configured to add the Site ID. Also the URL for the Mobile Provision Code could be added, see Mobile Re-Provision How to Guide

Use %SITE_ID to specify the Site ID entered into the Swivel server.

```
Your new PINsafe credentials are:%CR%LFUsername: %NAME%CR%LFPassword: %PASSWORD%CR%LFPIN: %PIN %CR%LFSite ID %SITE_ID
Site ID 1234567890 %CR%LF Mobile provision code: %CODE
```

For version 3.9.5 the Site ID must be entered manually

```
Your new PINsafe credentials are:%CR%LFUsername: %NAME%CR%LFPassword: %PASSWORD%CR%LFPIN: %PIN %CR%LFSite ID 1234567890
Site ID 1234567890 %CR%LF Mobile provision code: %CODE
```

Mobile Phone Clients

SSD Client Server ID

On the Mobile Phone client select **Settings**, ensure the Swivel version is *3.8 and above*, then select **Get Server Settings** and enter the **Server ID**, then click on Done.



Testing

Enter Server ID information into mobile phone client, and ensure server details are correct.

Known Issues

Troubleshooting

Is the provision request reaching the Swivel server, check the Swivel logs.

Is a SSL connection being specified for a non SSL sever, this can be verified using tcpdump and monitoring the connection:

```
tcpdump -i eth0 port 443

tcpdump -i eth0 port 8443
```