

Transport Configuration

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Overview

A transport is a method of delivering security strings and other information to users. The type of transport to be used is configurable. Transports are defined by a users group membership from the Repository/Groups menu. A user should only belong to one group. A group may be made up of several repositories, each with differing data sources and data fields, for information on configuring these see [Transport Attribute](#).

Users can send security strings by dual channel, single channel and mobile phone client, and one dual channel transport for [User Alerts](#). PINsafe can work with multiple delivery mechanisms for the Security Strings and [User Alerts](#).

[Graphical Single Channel Image](#) and also see [Taskbar How to Guide](#)

[Mobile Phone Client](#)

[Dual Channel](#), can be [SMS](#) or [SMTP](#), see the below guide

Prerequisites

Swivel 3.x

Transport Types

Some of the transport types are listed in the Swivel administration console, but many more are available if the correct java class name is known. For information with working with additional SMS gateways see [SMS Gateway Integration](#).

Transport Classes

ADPTransport.class	ADP	
AlertsOnlineTransport.class	Alerts Online	
AqlTransport.class	AQL	AQL SMS Gateway How to Guide
AqlVoiceTransport.class	AQL	AQL Voice
ArrayTransport.class	Array	
AspiroTransport.class	Aspiro	
AvivaTransport.class	Aviva	
BizTalkTransport.class	Biz Talk	
BTSMSTransport.class	BT	
CarrefourTransport.class	Carrefour	
ClickatellTransport.class	Clickatell	Clickatell SMS Gateway How To Guide
CorporateMobileMessagingTransport.class	CM	CM SMS Gateway How to guide
Emc3Transport.class	Emc3	
EnvioSMSTransport.class	Emnvio	
EsendexTransport.class	Esendex	
GoyvaTransport.class	Goya	
GsmTransport.class	GSM Modem Emc3	
SMPPTransport.class	SMPP	Infobip SMS Gateway How to guide
InpocTransport.class	Inpoc	
ITaggTransport.class	Itagg	ITAGG SMS Gateway How to Guide
KapowTransport.class	Kapow	
KPNTTransport2.class	KPN	
LoggerTransport.class	send to Swivel log	Logger Transport
MacroioskTransport.class	Macroiosk	

MBloxTransport.class	Mblox	
MobibileStormTransport.class	Mobile Storm	
MobillionTransport.class	Mobillion	
MollieTransport.class	Mollie	
MoretextTransport.class	Moretext	
MovensisTransport.class	Movensis	
NetMarbleTransport.class	NetMarble	
NHSMailTransport.class	NHSMail	NHS Mail SMS Gateway How to guide
PacketMediaTransport.class	Packet Media	
PmanqTransport.class	Pmanq	
PSWinTransport.class	PSWIN	
SecureSmtptTransport.class	Secure Email	
SiroccoTransport.class	Sirocco	
SixtTransport.class	Sixt	
SmileTransport.class	Smile	
SMPPTransport.class	SMPP	SMPP How to guide
SmsSubjectTransport.class	SMS	
SmtptHtmlGateway.class	SMTP HTML to SMS	
SmtptSmsGateway.class	SMTP to SMS	
SmtptTransport.class	SMTP	
SopranoTransport.class	Soprano	
SparrowTransport.class	Sparrow	
Systorsms.class	SMTP	Systor Vest SMS Gateway
txtToolsTransport.class	TXT Tools	
UBISTransport.class	UBIS	
ValueFirstTransport.class	Value First	
VodafoneBulkTransport.class	Vodafone	
VodafoneBulk2Transport.class	Vodafone	
VoiceSageTransport.class	VoiceSage	
WinTransport.class	WIN	

Additional transport classes may be written either by system integrators or by Swivel Secure. Contact Swivel if an integration is required. An API is available for those wishing to write their own transport class. For further information and location of transports see below under Custom Transports.

Note: When upgrading or moving a Swivel server, remember to include any custom transport classes.

Using a Transport Class

The transport class, without the .class extension is added to the end of: `com.swiveltechnologies.pinsafe.server.transport.transport_name`

Example: `com.swiveltechnologies.pinsafe.server.transport.SmtptTransport`

This is added to the required Class on the transport

Identifier:	<input type="text" value="SMTP2"/>
Class:	<input type="text" value="com.swiveltechnologies.pinsafe.server.transport.SmtptTransport"/>
Strings per message:	<input type="text" value="1"/>
Group:	<input type="text" value="PINsafeUsers"/>
Alert repository group:	<input type="text" value="PINsafeUsers"/>
Destination attribute:	<input type="text" value="email"/>

Select the destination attribute that will determine the user attribute to be used as the message destination. This will typically be "email" or "phone" (or "mobile", depending on configuration).

Select the user group(s) that will be using this transport. The item labelled "Group" is for sending security strings only. "Alert repository group" is for all other messages. In more recent versions, there are two more Group selectors, for Push and Voice. These should only be selected if the transport is designed for two-way communication (either PNATransport or voice transports).

Provided you have selected a destination attribute and a group for at least one message type, after clicking "Apply", a new menu option should appear under "Messaging" for configuring the transport.

Transport values

Transport General Settings

Identifier:

A name for the Transport, this will appear in the Swivel Management Console under Transport, and will allow the transport to be configured. This can be up to 32 characters.

Class:

The java class that this transport uses

Strings per message:

Number of security strings per message. From version 3.6 this uses a referrer to make tracking of security strings possible so that the login can tell the user which security string to use.

Destination attribute:

The attribute that is read from the data source, see [Transport Attribute](#).

Strings Repository Group: previously called Group

Security strings are sent here, and is the group of users that will use this Transport

Alert repository group:

The group of users that will use this Transport for [User Alerts](#) information, such as PIN number, account lockout notification, PIN change notification.

Copy security strings to Alert: or Copy to alert transport:

This allows a copy of each dual channel security string to be sent to the [User Alerts](#) transport. This feature does not work in Swivel version 3.9.6. but is fixed in 3.9.7.

Transport Formatting

The text in the transports can be configured as required. There are a number of variables that can be used within the transport. Swivel 3.6 onwards also supports the use of HTML see below.

%CR Carriage Return (a new line)

%LF Line Feed (a new line)

%NAME The username

%PIN The PIN number

%PASSWORD PINsafe password where used

%NUMBER Number of the security string sent out

%STRING The Security String

%DAYS Number of days, used for PIN expiry

%TIME The time which a PIN was changed

%DATE The date which a PIN was changed or warning for inactive accounts

%CODE A code used for reset PIN

%KEY Device Key for PositiveID

3.9.6 allows any user attribute by adding the string

%{attr_name}

Where attr_name is the name of the attribute (the Swivel name, not the repository attribute, it is case sensitive).

HTML in Transports

PINsafe 3.6 allows HTML to be used in the transports. Use the appropriate <a ...> tags.

Note that if you want to use non-ASCII characters in HTML messages, the safest way to do this is to use embedded code entities, for example `¡` will show the inverted question mark used in Spanish. Since looking up these codes is a slow and error-prone process, we have a basic utility program (Windows only) which allows you to enter text, or read in a text file, and will convert it to the relevant codes. This program is available from [here](#).

Transport Settings

These vary according to the transport type, some are given below for clarification

One Time Code message subject is for on-demand messages.

Security String message subject is for normal security strings.

Include header: Options: Y/N this option determines the place holder numbers 1234567890 are displayed to allow the OTC to be found.

Show strings vertically: Options Y/N this option allows the security string and placeholder to be displayed vertically instead of horizontally.

Creating multiple transports of the same type/Creating New Transports

Multiple transports that use the same transport method can be created by creating a new Identifier (Name) for the transport. Creating multiple transports allows groups of users to have:

- Different numbers of security strings
- The same transport types for multiple groups
- Differing transport text or language for different groups of users

Copy the required transport class and remember to set the destination attribute.

The below example shows an second SMTP transport created with the Identifier of SMTP2, the class has been copied from the original version of the SMTP transport

Identifier:	<input type="text" value="SMTP2"/>
Class:	<input type="text" value="com.swiveltechnologies.pinsafe.server.transport.SmtpTransport"/>
Strings per message:	<input type="text" value="1"/>
Group:	<input type="text" value="PINsafeUsers"/>
Alert repository group:	<input type="text" value="PINsafeUsers"/>
Destination attribute:	<input type="text" value="email"/>

When complete click Apply to save the settings, and a new entry should appear under Transport in the Administration console which can be configured as required.

Custom Transports

For installing custom transports see: [Transports Custom Installation](#)

SMTP to SMS

Email with Phone number in email address Mobile_number@domain_name.com use *SmtpSmsGateway* for the transport **Class** as below:

```
com.swiveltechnologies.pinsafe.server.transport.SmtpSmsGateway
```

Email with the phone number in the email subject use *SmsSubjectTransport* for the transport **Class** as below:

```
com.swiveltechnologies.pinsafe.server.transport.SmsSubjectTransport
```

When all the required fields are complete click Apply to save the settings, and a new entry should appear under Transport in the Administration console which can be configured as required.

Additional Configuration options are:

SMTP Server: The SMTP gateway

Domain: the domain is appended to the email address such as Mobile_number@domain_name

SMTP From: Email from address

Username: Username of the SMS account

Password Password of the SMS account

Domain SMS account domain

Subject Email Subject, for the SmsSubjectTransport this is ignored

SMS Additional Options

Message Overwrite or Replace previous message is supported by some SMS providers.

Flash SMS is also supported by some SMS providers.

SMPP

For SMPP integration see the following [SMPP How to guide](#)

Logger Transport

The logger transport sends data to the Swivel Log Viewer as an email transport and is useful for troubleshooting an testing. For further information see [Logger Transport](#).

Known Issues

Swivel version 3.9.6 HTML tags may be displayed in messages and not correctly displayed. Update to a more recent version.

Troubleshooting

If the transport is not correctly formatted

- check the transport text for errors
- For SMS gateways, check the service provider does not reformat or ignore certain parameters or apply filters

Additional information on PINsafe Transport:

[Email loses carriage returns](#)

Removing messages from the message queue, see: [Message Queue Removal](#)

[Resolving Security String Issues](#)

[SMS messages are not being sent](#)

[Security Strings are not being sent](#)

[Transport fails after upgrade](#)

[Transport problems](#)

[User does not have an associated alert transport](#)

[Security String missing place holder 1234567890](#)

Turn off Replace Message or Message Overwrite or Flash SMS and test to see if transport functions

Using HTML in a message [Transport_HTML](#)

Error Messages

Loading transport class "com.swiveltechnologies.pinsafe.server.transport.TransportName" failed, error: java.lang.ClassNotFoundException: com.swiveltechnologies.pinsafe.server.transport.TransportName

The java class cannot be found. Possible causes of this error are:

Misspelling of the class name on the transport->general screen

Class file not being in the correct location on the appliance

Class file not having the correct ownership or file permissions

Tomcat has not been restarted