User Portal Administrator User Guide

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Overview

The user portal version 3 and 4 places all the self-service application in one place and allows the customer to decide what pages to make available to users and how those pages are to be used. This can replace the current changepin , resetpin and proxy applications.

The following applications are available.

- Change PIN
- Reset PIN (The ResetPIN needs to be enabled on the Swivel Administration console). See also ResetPIN How To Guide
- Provision a Mobile device
- Sync a Token

Prerequisites

User Portal

Swivel v3.9.5 onwards.

Appliance v2.0.16 onwards.

QR Code Provision Provisioning 3.10.4 onwards.

Token See link for Token prerequisites.

User Portal Configuration

Config files are located in: /home/swivel/.swivel/user-portal/ (or .swiveluser-portal on some versions)

settings.properties

Communication settings for a local Swivel instance. Restart Tomcat after making any changes.

```
pinsafessl=false
pinsafeserver=127.0.0.1
pinsafecontext=pinsafe
pinsafesecret=secret
pinsafeport=8181
```

Communication settings for a remote Swivel instance. Restart Tomcat after making any changes.

```
pinsafessl=false
pinsafeserver=RemoteSwivelIP or VIP
pinsafecontext=pinsafe
pinsafesecret=secret
pinsafeport=8080
```

The following attribute indicates if on the ResetPIN screen the user can choose if the Password needs to be reset with the PIN or not. By default it is set to false.

```
showresetpasswordfield=false
```

From 4.0.5, the following attribute indicates if authentication in user portal requires a confirmation code. By default it is set to false.

```
showconfirmationcode=false
```

portalconfig.properties

Controls the behavious of changePIN. Restart Tomcat after making any changes.

```
#valid settings: directEntry turingEntry pinpadEntry
changepin.page=turingEntry
```

Language files

These are located in /usr/local/tomcat/webapps2/userportal/WEB-INF/classes

messages_en.properties

This file contains the text and language which may be customised

User Portal Menu options

The options available to portal users can be edited to remove menus that are not required. Edit the file
\usr\local\tomcat\userportal\WEB-INF\view\template\leftpanel.jsp

To remove an item, add at the start '' example

The following removes the ChangePIN link

```
<li><a href="${mobileProvisioningUrl}"><spring:message code = "mobile_provisioning.title" /></a></li>
<li><a href="${selfResetUrl}" onclick="return confirmDialog(event);"><spring:message code = "reset.title" /></a></li>

<li><a href="${tokenManagementUrl}"><spring:message code = "tokenmanagement.title" /></a></li>
```

Additional Configuration options

Creating a URL redirect from the root level

See Redirect link

Using 443 instead of 8443

See How to run PINsafe on non-default ports

Changing the logo

You can change the User Portal logo by navigating to /usr/local/tomcat/webapps2/userportal/img and there is an image called swivel-logo.png (Not to be mistaken for swivel_logo.png). Import the required image and rename it to swivel-logo.png.

For v4 the available option is the logo-mark--purple.png which is the logo on top of the Username.

Known Issues

The User Portal ONLY supports the UTF-8 Character Code Set.

Troubleshooting

A Reset code could not be requested.

The Swivel server does not allow Account Resets

The ResetPIN needs to be enabled on the Swivel Administration console.

Changes to xml files do not take effect

Cached files

You may find you need to clear the cached compiled files for User Portal before the new settings will take effect. You can find these in /usr/local/tomcat/work/Catalina-proxy/localhost/userportal. Delete the contents of this folder only when Tomcat is stopped.

This folder will be automatically re-created the next time it is required, so it is safe to delete.

File locations

Ensure the correct locations are being edited: Config files will be stored in ~/.swivelportal/conf or as stated by stated in env variable SWIVEL_PORTAL_HOME or web.xml ?portalHome"

Editing the configuration files under <path to Tomcat>\webapps2\userportal\WEB-INF (Example: C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps2\userportal\WEB-INF) will not be used.

Error Messages

There was an error please check your username and pin code if the problem persists contact your systems administrator. Contact the Administrator to see verify the error. This error should be logged on the Swivel server that the User Portal uses.

Change PIN failed for user: graham, error: The use of a static password is mandatory The user is required to use a static Password

Change PIN failed for user: graham, error: The one-time code was missing or malformed. Incorrect OTC entered

In the Swivel log viewer

AgentXML request failed, error: The XML request sent from the agent was malformed.

and in the User Portal

Something went wrong. Please try again or contact your system administrator. This can be seen when a token is synced and the token is already synched.

Dual channel message request failed, error: On-demand dual channel delivery is disabled When sending an SMS/Email to a user the On-demand dual channel delivery needs to be enabed on the Swivel Administration console under Server/Dual Channel.