2. Accounts

2.1 Accounts creation

Once you have almost one group you can fulfill it with SIP Accounts. In the Group List (PSOM 1.0 Groups) click on the Accounts icon on the right of each group's row.

🚯 Use	🚯 User created: 32 - Max user limit 200									
Screer	Screenshot >> Account List									
	Owner 4	Username	Virtual Phone Number	Virtual Phone Number (secondary)	Account type	Security model	Enabled	Last Status	Last status date	
Details	Arthur Doyle	294541621	+4418591930		PGSM	SDES	true	Activated	2015-04-28 14:00:37.0	Install SMS - Email
Details	Dante Alighieri	552539227	+3912651321		PGSM	SDES	true	Activated	2015-04-27 13:22:54.0	L Install SMS - Email X Activation SMS - Email
Details	Miguel Saavedra	203881399	+3415471616		PGSM	SDES	true	Activated	2015-04-22 10:53:37.0	▲ Install SMS - Email ★ Activation SMS - Email
Filter	Filter No filters applied									
CSV										

figure 1. The Sip Users Table

As a general list of the accounts which are present in each group, the one shown in figure 1. The Sip Users Table illustrates the main features for each account.

The first column is reserved for the **Details**, which is a link to monitor each account's activities, current status and configuration. Most of the following fields are quite self-explanatory. The last column is for quick links about installation and configuration of customer's clients.

Send Activation Sms is good for sending via Text message a link meant to be used to download and thus install the PrivateWave application. More about the **Automatic Activation** and about the **Provisioning** can be read in paragraph 1.1.4 Automatic Activation.

The customer's platform is automatically detected.

Once the secure link is clicked a mobile web page is shown in the customer's smatphone: in the web page the user can found a link to the related app store to download tha app and an Activate link that serves to plant the configuration file into the selected customer's client.

You have three way for create new users:

- 1. the wizard way: automatic activation
- 2. the plain way: manual configuration
- 3. the batch way

Each one is going to be detailed in the next paragraphs.

2.1.1 Create a new account, the wizard way (automatic activation)

The "wizard way" is the new method for creating accounts. It's made for easing the load on the service manager's shoulder, letting him/her focusing on the service configuration without having to bother about the installation and configuration of the client.

In the Account List page (figure 1. The Sip Users Table) you can see an empty list of accounts. To create a new Sip User you have to click on the New Account (Activation Wizard) button in the top of the page.

Edit Account

Username		460919647
Virtual Phone Number	*	
Virtual Phone Number (secondary)		
Owner		
Email		
Description		
Obfuscation Mode		ON T
Obfuscation Key		9
Provisioning Profile		▼
🔊 Create		



You'll see the "Edit Account page" with a precompiled, non-editable username as in figure 2. new account by wizard.

Please set a Virtual Phone Number and choose a Provisioning Profile.

If you do not insert the international prefix before the real phone number then you cannot use the automatic activation features

If not differently configured, the default values for the Obfuscation are fine. The other fields are optional.



Compile all necessary fields of the new account, select a Provisioning Profile and click on "Create". Now jump to 1.1.4 Automatic Activation for activate the user.

In the "wizard way" the user's account are **DISABLED** until the automatic activation is performed!

2.1.2 Create a new account, the plain way (manual configuration)

The "plain way" is a completely manual creation of the account. In this way you control any feature of the account, but you also need to configure the user's client manually. This way is the opposite of the automatic activation.



In the Account List page (figure 1. The Sip Users Table) you can see an empty list of accounts. To create a new Sip User you have to click on the **New** Account button in the top of the page.

You can create both PGSM (PrivateWave) or SNOM accounts and they do differ a while.

2.1.2.1 PGSM

(II)

Create Account

Username	xxxxxxxxxx
Password	
Repeat password	
Virtual Phone Number	x00000000x
Virtual Phone Number (secondary)	
Owner	
Group	Screenshot 💌
Email	
Description	
Call Limit	2
Keep-alive Enabled	
Provisioning Profile	•
Account Type	PGSM 💌
Security Model	SDES 🔻
Obfuscation Mode	ON 🔻
Obfuscation Key	9
🚽 Create	

figure 3. Sip Account creation form

The Create Account page will show a form with many fields. Mandatory ones are:

- Username
- Password/Repeat Password
- Virtual Phone Number
- Account Type
- Security Model
- Obfuscation Mode
- Obfuscation Key
 Keep-alive Enabled

Username/Password

Username field is automatically generated as a random numeric value and you are not required to change it. Type in a password and repeat it in the proper fields.



Virtual Phone Number

Set a Virtual Phone number as a numeric value of your choice. Please consider that the Virtual Phone Number is the number to be dialed to call the Account (and also the number shown as the caller, when the Account dials a call). We suggest a three character number such as "111" or "123" for SNOM devices and actual mobile phone number for PrivateWave accounts.

Mobile phone numbers must be formatted with international prefix and + sign, before the real phone number, eg: +391234567890. If you do not use international format, it will not be possible to use automatic activation features.

Automatic Activation is not meant for SNOM devices. You need a PrivateWave client in order to process the URL and the configuration itself. Plus without a phone that can receive an SMS, it wouldn't be delivered at all.

It's still possible to perform an Automatic Activation or to send the installation URL on iPads or devices without phone features using the Provisio ning Messages.

Account Type

- To configure a PrivateWave account select "PGSM" by the drop down menu in "Account Type".
- To configure a SNOM account select "SNOM" by the drop down menu in "Account Type".

📜 Unknown macro: 'builder-show'	📃 Unknown macro: 'builder-show'
📜 Unknown macro: 'builder-show'	

Obfuscation Mode

The Obfuscation mode is a simple but quite efficient trick to let the VoIP pass without being recognized by network equipment intended to block or censor VoIP traffic.

It's not known to be a perfect mask and it aims not to be one, still it works fine up to now and our suggestion is to keep it enabled as by default,

Obfuscation Key

(!)

(1)

The key used by the obfuscator can be an arbitrary one, still "9" is the default value. It doesn't matter which number you put in here as long as it is the very same one you set up on the client side.

If the Obfuscation Key value is not the same on both client's account and server's one, then the call won't be placed properly and it might end suddenly voiceless.

Keep-alive Enabled

In order to receive secure phone calls, PrivateWave client must set up an always-on connection to PrivateServer. Each client sends a "keep alive" request to the server it is connected to, in order to keep up the socket. This is necessary as the TCP socket has an idle timeout after which the socket is closed. Some aggressive network equipment can shorten the standard timeout, less than 10 minutes.

In order to avoid the socket break caused by such aggressive network equipment, you can enable a server side "keep alive" request. In this way you can be sure that the socket and thus the connection would remain up and stable under every circumstances.

The downside of this option is that there will be some more traffic on the socket (each passage of the request is 1.8 KiloByte, thus you can count almost 3.6 KB of traffic)

Battery life warning

This option can afflict the battery life since more traffic means more radio transmission and on same devices the radio wouldn't have a proper timeout for going idle.

The actual default value for the keep-alive interval is 60 seconds. You can configure the general keep-alive timeout in the NAT configuration form. Please read PSAM 2.4 Asterisk advanced configurations to get informations about it.

Older clients issue

All the PrivateWave clients prior to the 11.1 version cannot respond to the keep-alive request and thus if such option was enabled for their users, then those users won't ever be on-line and reachable.

Virtual Phone Number (secondary)

This field is optional and rarely used, still it can prove itself quite useful if you need the account to be reachable by two different phone numbers on the same device. The secondary virtual number can't substitute the primary one, meaning that this field alone won't be accepted as a valid phone number. You still need to configure the primary phone number if you intend to make use of the secondary one.

Some example for using the secondary phone number are this scenarios:

Crosto Account

- 1. User changes his own mobile phone number. Using secondary number it is possible to configure the NEW number as primary and the OLD number as secondary. The user will be able to receive secure calls dialed both on his NEW and OLD number.
- 2. User install PrivateWave client on his business phone, but his colleagues could call him both using business and private phone numbers. Using secondary number it is possible to configure the BUSINESS number as primary and the PRIVATE number as secondary. The user will be able to receive secure calls dialed both on his BUSINESS and PRIVATE number. More often that you could expect, users initiate secure calls using the wrong number, complaining about "it does not work".

2.1.2.2 SNOM

In the Account List page (figure 1. The Sip Users Table) you can see an empty list of accounts. To create a new Sip User you have to click on the New Account button in the top of the page.

Username	XXXXXXXXXXX
Password	
Repeat password	
Virtual Phone Number	XXXXXXXXXXX
Virtual Phone Number (secondary)	
Owner	
Group	Screenshot 💌
Email	
Description	
Call Limit	2
Keep-alive Enabled	
Provisioning Profile	
Account Type	SNOM -
Deny	
Permit	
🗇 Create	

figure 4. Sip SNOM Account creation form

There are some few but still important differences between the figure 4. Sip SNOM Account creation form and the figure 3. Sip Account creation form: security model, obfuscation Mode and Obfuscation Key fields are gone and instead you can read Deny and Permit. Due to the type of hardware underlying the SNOM account, we do assume that the hardware would be wired connected on a desktop. Also no obfuscation is possible because the device doesn't allow it. Instead the wired channel can provide us an easy to go access list, based on the LAN IP addresses. We can create both one White-List and one Black-List in order to bind the user's access to one specific device which can be identified by the LAN IP address. The different option shown are:

- Deny
- Permit

Deny

Deny represent the blacklist based on the IP address and the net mask we want to deny when associated to the current user. You have to write this in the form: <ipaddress>/<network mask>

Example:

- 192.168.0.38/255.255.255.255 : Denies traffic from this IP address
- 0.0.0.0/0.0.0.0 : Denies every address

Permit

Permit is the exact opposite of the Deny option. It represent the whitelist based on the IP address and the net mask we want to have access. You have to write this in the form: <ipaddress>/<network mask>

Example:

• 192.168.0.38/255.255.255.0 : Allows traffic from this Network

\odot	EXAMPLE
	You may have multiple rules for masking traffic. Combining together the Deny and the Permit option let you have a fine grain rule of access for any single user's account.
	Please keep in mind that the access rules are processed from the first to the last, meaning that the Deny will be used first and then will be analyzed the Permit one.
	So:
	Deny: 0.0.0/0.0.0
	Permit: 216.27.242.66/255.255.255.255
	Deny every address except for the only one allowed.

2.1.2.3 Actually create the Account

After you filled in the form (either the PGSM or the SNOM one), please click on the Create icon at the page's bottom.

Calas						
1p Addr	112.108-15-24					
Port	45,340					
Literspert	P35H_047-25-25841-android	amoung-\$94480005-5.1				
license						
wild Reason						
10		00006040				
Type		SUCCESSION.				
Validity death		2012/12/16 10:02:02	a			
Copyreline		2010/07/17 14:09:07				
Carlos of Lands						
Dalata human ca	únu .	THE				
Dalata Inanas ca etivata Romac Ination Cale:	dev.	1.4				
Delete Inserve se ctiveto liconac metio Cale:	dre	The states	value 117_cond	ano_el	100	
Dalata barran ya etheto ikonac nyatin fuda: Antheto ikona ny palita machelika		nandaty_start television	validity_and Test-Fixed Databased	and_al	1.00	
Delete home se ctiveto liconec nuetos finites intereste ag pales encededing		ninday stad ninday stad nindaha (12 mining 2010-11-21 (12 mining)	rokále, sed mielec (1283), s mielec (1283), s	ere d Para presidente de la companya de encompanya de la companya	1.00 7.00 7.00	
Dalata Inserve sa ctivetto licenae Inserve Codes Antibula Inserve any public anactivettor		7110 1010 (19_1) (101 1010 (101) (1010) (101 1010 (101) (1010) (101 1010 (101) (1010) (101)	edikle_sed E14-19-01 (2.20.3), 9 E14-19-01 (497.,-4 F039.1277-0.0.5980-430704 P239.1277-0.0.5980-430704 P239.1277-0.0.5980-430704	1.00 7.00 7.00 7.00	
Delate Inserve se ctivetes license divetes Cale:		****	vakály jed 10.404 (1.50.31) 10.404 (1.50.31) 10.404 (1.50.31) 20.405 (1.50.31) 20.405 (1.50.31)	erzel Roseller-Jos Siele Antol Roseller-Jos Siele Antol Roseller-Jos Siele Antol Roseller-Jos Stevenson	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Delate homes as technical license researches Mathematicals ag pairs arabédiag		Tite add 19, stat 101-0-21 12 2021 2 201-0-21 12 2 201-0-21 12 201-0-21 12 201-	rah & Ty, seed 10.1-21-01.12.70.313 10.1-21-02.12.70.313 10.1-21-02.12.70.313 10.1-22.02.12.70.323 10.1-22.02.12.70.313 10.1-22.02.12.70.323 10.1-22.02.12.70.323 10.1-22.02.70.70.313 10.1-22.02.70.70.70.70.70.70.70.70.70.70.70.70.70.	ere of contentions see a strict part (product set) part (product set) part (product set) part (product set) part (product set)	014 014 014 014 014	

figure 5. new SIP account



Δ

0

You'll get back the Account List page and the table shows now your new user (figure 5. new SIP account).



To use the automatic activation even in the plain way go reading the 1.1.4 Automatic Activation.

2.1.3 Create a new account, the batch way

The "batch way" is an account creation mode designed specifically for large number of users to be created quickly.

Starting from Account List page figure 1. The Sip Users Tableclick on the Create batch account action to open Create batch account page:

Create Batch Account

Import file must be formatted as Comma Separated Value (CSV). First line MUST include header names as shown in the above file.							
File format example: fullName,gsmNumber,email,securityModel,description Alessandro Bergamaschi,+391234567890,user@email.com,end-to-site,Personal account							
You can download an example CSV file							
Import CSV file Browse_ No file selected.							
Group Test 💌							
Provisioning profile							
S Create							

figure 6. create batch account

Prepare a .csv file with some account. The file must be formatted as the example below, keeping header names in the first row

batch users csv
fullName,gsmNumber,email,securityModel,description Alessandro Bergamaschi,+391234567890,alessandro. bergamaschi@acme.com,end-to-site,Personal account Luigi Rossi,+3932456753,luigi.rossi@acme.com,end-to-site, Personal account Marco Bianchi,+39432242342,mbianchi@gmail.com,end-to-site,Personal account Mario Colombo, +394325346546,colombo.mario@acme.com,end-to-site,Personal account

Select the default provisioning profile and a group for the newly account created. Upload the file and click create: you'll be leaded to the Group list page.

Once you've done you can choose whether to manually activate the user or to lean on the automatic activation.

2.1.4 Account's details

The figure figure 5. new SIP account shows the last step of the procedure for account creation, but it's the same view you can get clicking on the **Details** lin k in the first column of the account's list (as in figure 1. The Sip Users Table.

Three tabs are shown in the Account's details window:

- State
- History
- Configuration

State is the default view you get and shows if the Account is connected and his licence status.

Show Account

<u>S</u> tate	His <u>t</u> ory	<u>C</u> onfiguration
• of	fline	
Last l	Jseragent	
Licen	se	
🔳 Val	id license	
figur	e 7. State	of the account show he's off-line

History shows any relevant information about the account.

Show Account													
State History Configurat	ion												
Timeline													
Account created													
Activation Sms Sent					2015	5-04-22 10:52	20.000						
Activation Sms Clicked					2015	5-04-22 10:53	37.000						
Last Registered					2015	5-04-22 16:25	16.000						
Latest session events All events													
Timestamp	Event	Source	Details	User	agent			Rei	noteaddr	Tisciph	er	Tra	ansport
2015-04-22 17:30:36.420	UNREGIS	TER SERVER	DISCONNECT	ION PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 17:30:36.386	DISCONN	IECT CLIENT	NETWORK_ER	ROR PGSI	4_ENT-15.0.4894-an	drold samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 17:24:52.952	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	idroid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 17:15:50.114	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
2015-04-22 17:06:46.884	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
2015-04-22 16:57:40.154	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	drold samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	на ты	s
2015-04-22 16:48:37.672	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 16:39:33.268	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
2015-04-22 16:30:30.076	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
2015-04-22 16:21:28.904	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	на те	s
2015-04-22 16:12:26.582	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 16:03:23.956	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	idroid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	.s
2015-04-22 15:54:21.240	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
2015-04-22 15:45:19.568	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	на те	s
2015-04-22 15:36:16.874	REGISTE	R CLIENT	200 OK	PGSI	4_ENT-15.0.4894-an	droid samsung	-SM-G900F/5.0			ECDHE	RSA-AES256-S	HA TU	s
All events Latest calls All dialed calls All received calls Call Date	Caller Number	Caller	Caller Group	Callee Numbe	r Callee	Callee Group	Total Duration	n Call Duration	Disposition	Hangup cause	Call id	Call type	Call rou
2015-04-28 15:24:03.000	+4418591930	Arthur Doyle	Screenshot	3415471616	Miguel Saavedra	Screenshot	0	0	FAILED	NO_ANSWER	801441838	CALL	
2015-04-22 14:50:33.000	+3912651321	Dante Alighieri	Screenshot	+3415471616	Miguel Saavedra	Screenshot	7	2	ANSWERED	NORMAL_CLEARING	1400098661	CALL	
2015-04-22 14:50:19.000	+3912651321	Dante Alighieri	Screenshot	+3415471616	Miguel Saavedra	Screenshot	2	0	CANCEL	NOT_DEFINED	1903091164	CALL	
2015-04-22 12:31:37.000	+3415471616	Miguel Saavedra	Screenshot	+3912651321	Dante Alighieri	Screenshot	0	0	CANCEL	NOT_DEFINED	530702674	CALL	
2015-04-22 12:07:44.000	+3912651321	Dante Alighieri	Screenshot	+3415471616	Miguel Saavedra	Screenshot	1	0	CANCEL	NOT_DEFINED	347803403	CALL	
2015-04-22 12:07:34.000	+3415471616	Miguel Saavedra	Screenshot	+3912651321	Dante Alighieri	Screenshot	0	0	CANCEL	NOT_DEFINED	681863570	CALL	
2015-04-22 12:03:03.000	+3912651321	Dante Alighieri	Screenshot	+3415471616	Miguel Saavedra	Screenshot	247	236	ANSWERED	NORMAL_CLEARING	905615281	CALL	
2015-04-22 12:02:03.000	+3415471616	Miguel Saavedra	Screenshot	+3912651321	Dante Alighieri	Screenshot	34	0	CANCEL	NOT_DEFINED	396304634	CALL	
2014-12-01 15:54:38.000	+3415471616	Miguel Saavedra	Screenshot	+3912651321	Dante Alighieri	Screenshot	1	0	CANCEL	NOT_DEFINED	1256859348	CALL	
2014-11-19 17:10:18.000	+3415471616	Miguel Saavedra	Screenshot	+3415471616	Miguel Saavedra	Screenshot	0	0	BUSY	USER_BUSY	1325784029	CALL	

figure 8. Show account. History tab

As you can see in figure 8. Show account. History tab there are three main subsections:

- Timeline lists all the informations about the creation and activation of the account as well as date and time of text messages sent and received.
 Last session events is an excerpt of the SIP Sessions targeted to the account.
- Latest calls is an excerpt of the CDR showing all the recent calls placed by the account. It's possible to show all the received calls as well, by clicking on the All received calls at the list's bottom.

Each list is expandable to show any record related to the account. This is possible by using the proper links at the bottom of each form displayed.

Configuration is what's left of the account's details form as it was intended in previous versions of PrivateServer .

Show Account

Activation SMS - Email Disable account Revoke all keys Username 592640517 Virtual Phone Number +391112223330 Virtual Phone Number (secondary) Owner S6 Group ZRTP Email test@privatewave.com Description 2 Call Limit 2 Provisioning Profile default (default) Account Type PGSM Security Model QN Obfuscation Mode ON Obfuscation Key 9 Enabled true Account created 2017-07-11 11:44:04.0 Install sent 2017-10-24 16:20:44.0 Activation sent 2017-10-24 16:20:45.0 Install clicked 2017-10-24 16:21:00.0 Last SIP register 2017-10-25 13:52:25.000	State History Configuration								
 Activation SMS - Email Disable account Revoke all keys Secoke all keys Username Sy2640517 +391112223330 Virtual Phone Number (secondary) Owner S6 Group ZRTP Email test@privatewave.com Description Call Limit 2 Provisioning Profile default (default) Account Type PGSM Security Model QRTP Obfuscation Mode ON Obfuscation Key Enabled true Account created 2017-10-24 16:20:44.0 Activation sent 2017-10-24 16:20:45.0 Install clicked Activation clicked 2017-10-24 16:21:00.0 Last SIP register 	Available actions								
 Disable account Revoke all keys Secoke all keys Virtual Phone Number yapped to the secondary) Owner S6 Group ZRTP Email test@privatewave.com Description Call Limit 2 Provisioning Profile default (default) Account Type PGSM Security Model ZRTP Obfuscation Mode ON Obfuscation Key Enabled true Account created 2017-107-11 11:44:04.0 Install sent 2017-10-24 16:20:45.0 Install clicked Activation clicked 2017-10-24 16:21:00.0 Last SIP register 	Activation SMS - Email								
Revoke all keysUsername592640517Virtual Phone Number+391112223330Virtual Phone Number (secondary)S6GroupZRTPEmailtest@privatewave.comDescription2Call Limit2Provisioning Profiledefault (default)Account TypePGSMSecurity ModelQNObfuscation ModeONObfuscation Key9EnabledtrueAccount created2017-07-11 11:44:04.0Install sent2017-10-24 16:20:44.0Activation sent2017-10-24 16:20:45.0Install clicked2017-10-24 16:21:00.0Last SIP register2017-10-25 13:52:25.000	Disable account								
Username592640517Virtual Phone Number+391112223330Virtual Phone Number (secondary)-OwnerS6Group ZRTP Email test@privatewave.com Description2Call Limit2Provisioning Profile default (default)Account TypePGSMSecurity ModelZRTPObfuscation ModeONObfuscation Key9EnabledtrueAccount created2017-07-11 11:44:04.0Install sent2017-10-24 16:20:45.0Activation sent2017-10-24 16:20:45.0Last SIP register2017-10-24 16:21:00.0	Revoke all keys								
Virtual Phone Number+391112223330Virtual Phone Number (secondary)S6OwnerS6Group ZRTP Email test@privatewave.com Description2Call Limit2Provisioning Profile default (default)Account TypePGSMSecurity ModelQRTPObfuscation ModeONObfuscation Key9EnabledtrueAccount created2017-07-11 11:44:04.0Install sent2017-10-24 16:20:45.0Activation sent2017-10-24 16:20:45.0Install clicked2017-10-24 16:21:00.0Last SIP register2017-10-25 13:52:25.000	Username	592640517							
Virtual Phone Number (secondary)OwnerS6GroupZRTPEmailtest@privatewave.comDescription2Call Limit2Provisioning Profiledefault (default)Account TypePGSMSecurity ModelZRTPObfuscation ModeONObfuscation Key9EnabledtrueAccount created2017-07-111:44:04.0Install sent2017-10-24 16:20:45.0Install clicked2017-10-24 16:20:45.0Activation clicked2017-10-24 16:21:00.0Last SIP register2017-10-25 13:52:25.000	Virtual Phone Number	+391112223330							
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Last SIP register 2017-10-25 13:52:25.000	Activation clicked	2017-10-24 16:21:00.0							
	Last SIP register	2017-10-25 13:52:25.000							
	a .								

figure 9. account configuration

From this summary of the account's configurations you can manage the account itself. It's possible to **Send Activation Sms**, action which we explore deeper in paragraph 1.1.4, as well as to **Disable account**. Disable action inhibits the user to call or to be called and a specific Audio Message is issued by the PrivateServer to inform the user, the last action **Revoke all Keys**, this will revoke tls Keypair which is used to send and receive End-to-End Secure Messages, the only way to upload a new tls Keypair from client side are re-provision device by sending a new activation link, enabling/disabling PIN or whe n duress code is used.

It's also possible to **Edit** the account's settings (more about this in the paragraph 1.1.2), **Refresh** account's data (which is proved to be quite useful to monitor the Text Messages status, like the **Installation clicked**) or simply **Delete** (paragraph 1.1.3) the account itself. In the following paragraphs you'll read more about account's management.

2.2 Update the Account

To change the SIP Account values you need to reach the form showed in figure 9. account configuration, which has been explained in the paragraph 1.1.1.4 . Once there, you can just press the **Edit** button at the bottom.

Edit Account

Username	592640517
Password	
Repeat password	
Virtual Phone Number	+391112223330
Virtual Phone Number (secondary)	
Owner	S6
Group	ZRTP V
Email	test@privatewave.com
Description	
Call Limit	2
Keep-alive Enabled	
Provisioning Profile	T
Account Type	PGSM V
Obfuscation Mode	ON T
Obfuscation Key	9
🞝 Update 📋 Delete	

figure 10. form for changing account's parameters

In the form that would be presented to you (shown in figure 10. form for changing account's parameters) it's possible to change any value you need to. Once you're done, click on the **Update** button at the bottom of the form to save the changes. Only **Virtual Phone Numbers** (primary and secondary) are not editable. In order to change them it is necessary to delete and re-create the account.

Show Account

Account updated		
<u>S</u> tate	His <u>t</u> ory	<u>C</u> onfiguration
figure 11. the account has been updated		

As shown in figure 11. the account has been updated the Web Console would warn you after the updated was processed. You can check the changes clicking on the **Configuration** tab.

2.3 Delete the Account

In order to delete the account you have to access at the account details as described in paragraph 1.1.1.4. You have to get the **Configuration** details as in figure 9. account configuration. At the bottom of the details window you can see a **Delete** button that's what you're looking for.

Are you sure?
OK Cancel

figure 12. confirm deletion

Press it and confirm the deletion in the next warning pop up window (figure 12. confirm deletion).



figure 13. The Account has been deleted

Once you're done, by pressing the "Ok" button, the Account List page will be shown up without the Account and with a warning: see figure 13. The Account has been deleted

2.4 Automatic Activation of the Account

After you created your new account(s) you have to configure the customer's client application PrivateWave . In the **wizard way** it's **MANDATORY** to use the automatic activation in order to enable the account.

The Automatic Activation is quite useful in two occasions:

- 1. after you just finished creating an user
- 2. whenever you need a quick account's reconfiguration without involving too much the user

To be able to send text messages with the Automatic Activation you first need to get the Account list (figure 1. The Sip Users Table) or the Account's configuration details (figure 9. account configuration). From both views it's possible to press the **Send Activation SMS** which would send automatically the URL of the configuration file via Text Message.

Confirm as in the above picture and the PrivateServer advices the operation has been completed:



The SMSs are sent to the account's Virtual Phone Number, so please check it exist as an actual mobile phone number before using the Automatic Activation

Getting back to the account list you can read the exact status and the time of its change:



So what's happened is that the status has changed from "Created" to "Installation SMS sent" and "Activation SMS sent" and the "Last Status date" has been updated to the time the SMS has been sent to the customer.

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The Automatic Activation and the Provisioning Profiles must be set up to have this procedure to work.

After the customer has downloaded and installed the application, the "Last status" changes to "Installed" but the "Enabled" is still "False". "Last Status date" is updated as well.

After the customer has clicked on the "Activate" link in mobile web page he has opened you can know for sure that the user has configured his/her PrivateWave application because after the action has been performed the account's "Last Status" becomes "Activated" and the "Last Status date" is updated as in the former cases.

Now the "Enabled" fields is changed to "true" meaning that the customer is ready to go.

Please remember that if you created the account in plain way then the account is enabled by default, no matter if you sent the Activation SMS or not.

If the customer actually goes on line with the PrivateWave application, than the "Last Status" becomes "Connected".



2.5 Disabling/Enabling an Account

If you need to temporary **block** any account in both directions so that he cannot place or receive calls, then you can just disable him. When a disabled account tries to perform secure voice actions a proper audio message is played warning about the account' status.

Any account is enabled by default.

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In order to disable an account you need first to reach the form shown in figure 9. account configuration. On the top of the form you can read the Disable account link.



Just press it and it will change as in figure 16. account disabled. In order to enable the Account again you just have to press the **Enable account** and check the link and the related icon are changed again to the default.

2.6 Searching an Account

You can search search a group's accounts with the search box on the menu bar of the Account list page.



figure 17. The searching interface

The search covers the following fields of accounts:

- Owner
- Username
- Caller id
- E-mail
- Description

The search string is interpreted as a list of words, separated by spaces. All words in the search string must match. Words must match exactly, unless they contain wildcards:

- *: matches zero or more characters
- ?: matches one character, any character

Examples:

- Marco matches "Marco Rossi" and "Marco Bianchi", but not "Giulio Marconi"
- Marco Rossi matches "Marco Rossi", but neither "Marco Bianchi" nor "Giulio Marconi"
- Marco* matches "Marco Rossi", "Marco Bianchi" and "Giulio Marconi"
- Marco?? matches "Giulio Marconi", but neither "Marco Rossi" nor "Marco Bianchi"

(1) The search engine is based on Apache Lucene; see "Query Parser Syntax" for a detailed description of the full syntax of search queries. The field names that can be used in search queries are owner, username, callerid, email and description.

2.7 Licensing

All licensing system now in managed trough user account by accessing figure 5. new SIP account.

The communication model of the licence can change quite a bit based on how user activated his account. Manual account creation leads the licence client on PrivateWave to communicate directly with PrivateWave Italia S.r.l. 's licence server. Automatic Activated clients would communicated with their own PrivateServer, which plays the role of a proxy to PrivateWave Italia S.r.l. 's licence server. In the latter case, the current licence is cached on PrivateServer and visible in account details.

example given

Let's say we have a PrivateServer named test1.acme.com. This PrivateServer sent an Automatic Activation text message to the client PGSM_A. PGSM_A would ask to test1.acme.com for its licence validation.

If it was a manual configured account, then it would ask its licence validation to the main licence server.

Since the licence validation is an important component of the secure call, it's important that this difference in the behaviour of the client is fully understood by the Operator Manager. For instance if the Services weren't configured to let the HTTPS/SmartPhone Web Service be reachable on the public NIC, then the licence clients of any Automatically Activated PrivateWave s would never be able to validate their own licences and thus the client would be stuck until its licence status would be cleared somehow.

1. Groups

3. Conference Rooms