# **PSAM 2.7.1 Provisioning Profile**

## 1. Provisioning profile

Provisioning profile is a PrivateGSM configuration template, that can be re-used across different VoIP accounts. It is possible to create different provisioning profile, depending on organization and groups of user.

Provisioning profile can be assigned to a group, as a default profile for all VoIP account in that group. It is possible to assign a provisioning profile to a specific VoIP account, overriding the group configuration.

CSR can select and assign a specific provisioning profile.

### ProvisioningProfile List

Name	Customer service phone	Customer service email
default		

figure 1. default provisioning profile

By default the appliance comes with a default provisioning profile.

## 2. Create a new provisioning profile

In order to create a new provisioning profile you have to press the "New ProvisioningProfile" button and get a new profile form as below:

### Edit ProvisioningProfile

Name:	default				
Activation Code:					
pTime:	100				
Customer Service Phone:					
Customer Service Email:	support@privatewave.co				
Logging:					
Logging Level:	INFO \$				
Dialing timeout:	60				
Ringing timeout:	120				
Connecting timeout:	30				
Securing timeout:	30				
Disconnecting timeout:	10				
Read only settings:	1				
Blackberry Specific Options					
Mobile Transport:	Direct-TCP 🛟				
Apn Name:	ibox.tim.it				
Apn Username:					
Apn Password:					
🕞 Update 🛛 🔒 Delete					

#### figure 2. new provisioning profile

The provisioning profile can contain an OEM license code that can be used during the initial license activation.  ${\it O}$ The only mandatory field is the provisioning profile name.  $\oslash$ Most of the field can be left as by default. You probably need to fill:

- Customer Service Phone: number to be called to reach the customer service
- Customer Service Email: email that will receive the logs and the complaints about the issues
- Logging: it's not mandatory but still very suggested to enable the logging in the clients for possible troubleshooting analysis • Read only settings: very handy to keep the application control. This wouldn't let the user to change the settings by his/hers own.

Blackberry devices require some specific configuration to work, especially the transport type to be used for the always-on connection used by signaling traffic (SIP over TLS):

- 1. BES: this transport routes your traffic through RIM servers around the world.
- 2. BIS-B: this transport routes your traffic through RIM servers around the world.
- 3. Direct-TCP: this is usual internet access option used on all other smartphone platforms, using internet APN.

(i) We strongly suggest to use Direct-TCP transport, both for privacy and performances reasons:

- Privacy: signaling traffic is encrypted, that means that nobody can know who you called, but it is still possible to detect when you had a secure call. If you select Direct-TCP, your mobile operator or an attacker sniffing your traffic could know it. If you select BES or BIS-B also RIM can know this information
- Performances: RIM network (BES and BIS-B) is an overlay network, which add both latency and quality issues over your mobile operator network. It is still memorable the RIM server failure happened on October 2011, with one week outage

APN configuration is mandatory, whichever transport you choose:

- BES and BIS-B transport cannot route UDP traffic used during secure call
- Direct-TCP: APN configured here will be used only by PrivateGSM client, not by other installed applications

When you completed to fill the form you can proceed with the profile creation just pressing the "Create" button at the bottom.

#### Show ProvisioningProfile

(!)

ProvisioningProfile 2 cr	eated				
Name:	test				
Activation code:					
pTime:	100				
Customer Service Phone:					
Customer Service Email:					
Logging:	True				
Logging Level:	INFO				
Dialing timeout:	120				
Ringing timeout:	120				
Connecting timeout:	30				
Securing timeout:	90				
Disconnecting timeout:	10				
Read only settings:	True				
Blackberry Specific Options					
Mobile Transport:	TCP_CELLULAR				
Apn Name:					
Apn Username:					
Apn Password:					
🍃 Edit 🛛 🔒 Delete					

# 3. Edit a provisioning profile

From the Provisioning Profile list choose the profile you need to edit and click on it with your mouse. the "Show Provisioning Profile" page will appear (see fi gure 3. new provisioning profile created).

Press the "Edit" button.

dit ProvisioningProf	file	
lame:	test_pp	
Activation Code:		
Time:	100	
Customer Service Phone:	0123456789	
Customer Service Email:	customer.service@com;	
ogging:	<b>I</b>	
ogging Level:	INFO \$	
Dialing timeout:	120	
Ringing timeout:	120	
Connecting timeout:	30	
Securing timeout:	90	
Disconnecting timeout:	10	
Read only settings:		
Blackberry Specific Optio	ns	
Nobile Transport:	TCP_CELLULAR \$	
Apn Name:		
Apn Username:		
Apn Password:		



Change the fields you need to and when you're done press the "Update" button at the bottom of the form to save the changes.

# 4. Delete a Provisioning Profile

By the very same form shown above in figure 3. new provisioning profile created you can also delete your Provisioning Profile.

You have to click on the "Delete" button and Confirm the operation by clicking "Ok" at warning in and the Profile is gone.

PSAM 2.7.2 SMS Gateway