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.

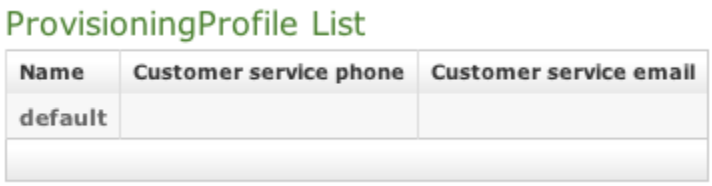

figure 1. default provisioning profile

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:

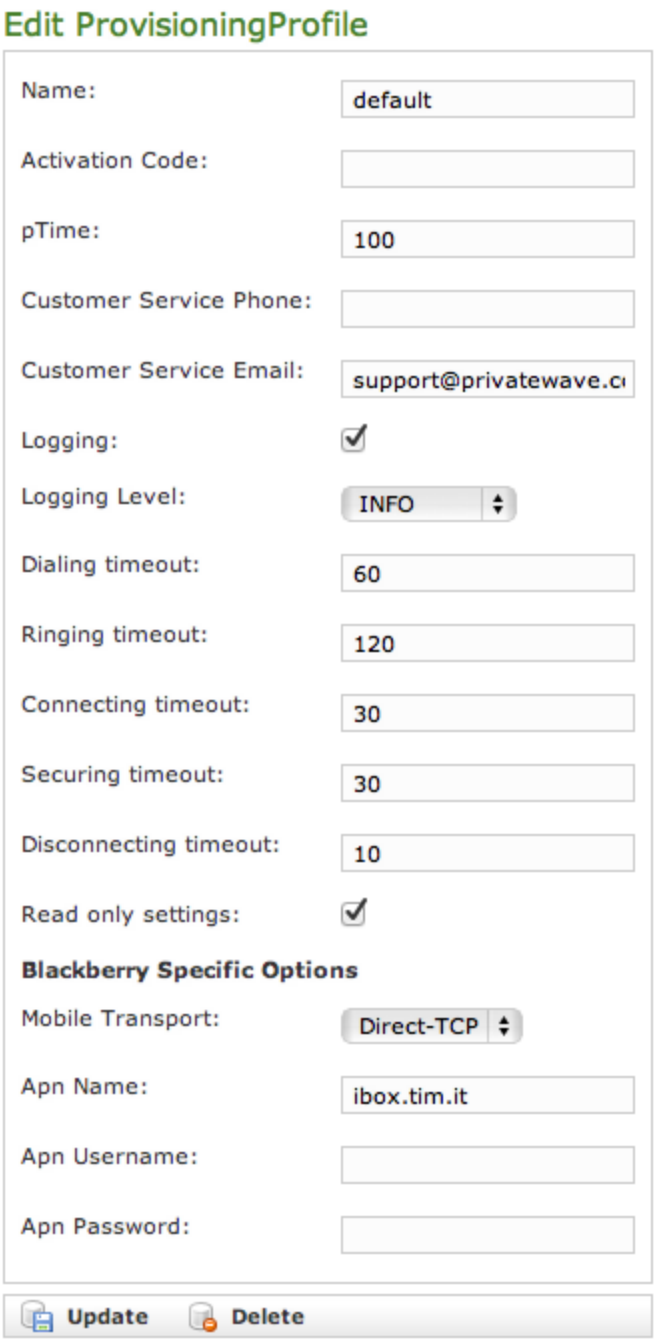

figure 2. new provisioning profile

The provisioning profile can contain an OEM license code that can be used during the initial license activation.

The only mandatory field is the provisioning profile name.

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.

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.

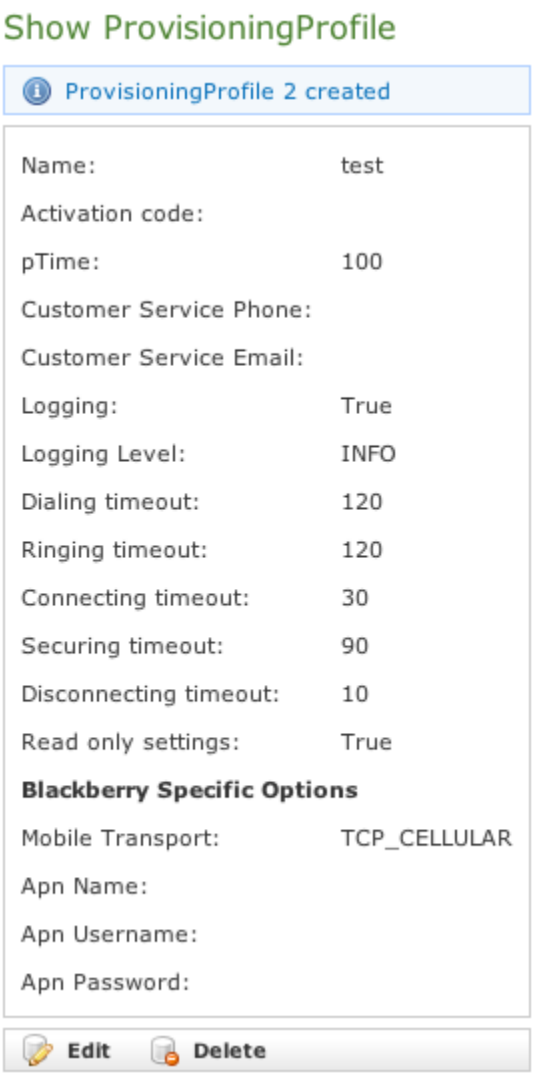

figure 3. new provisioning profile created

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 figure 3. new provisioning profile created).

Press the "**Edit**" button.

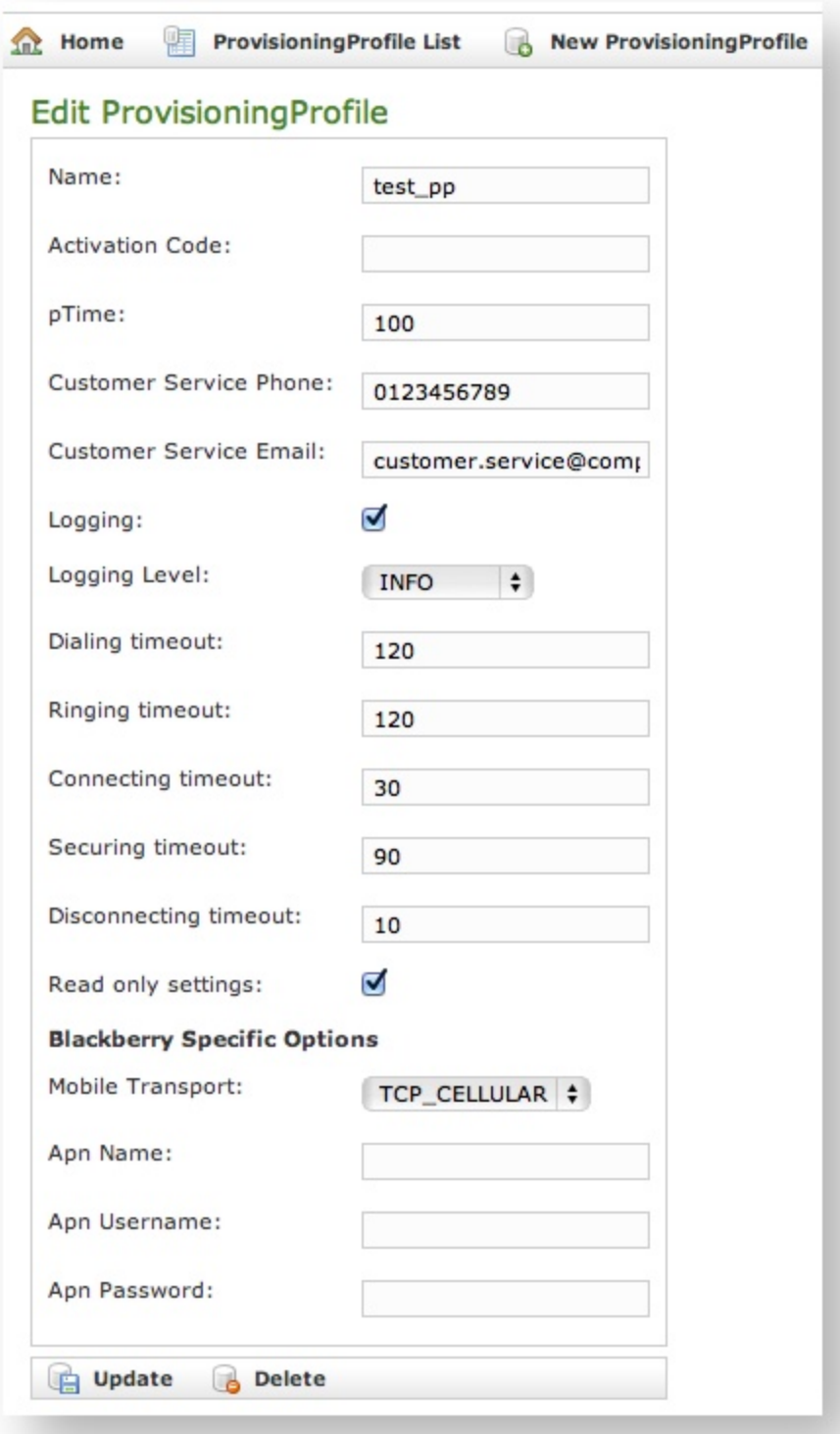

figure 4. Provisioning Profile edit form

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.