PLIVO SMS GATEWAY & WEBADM

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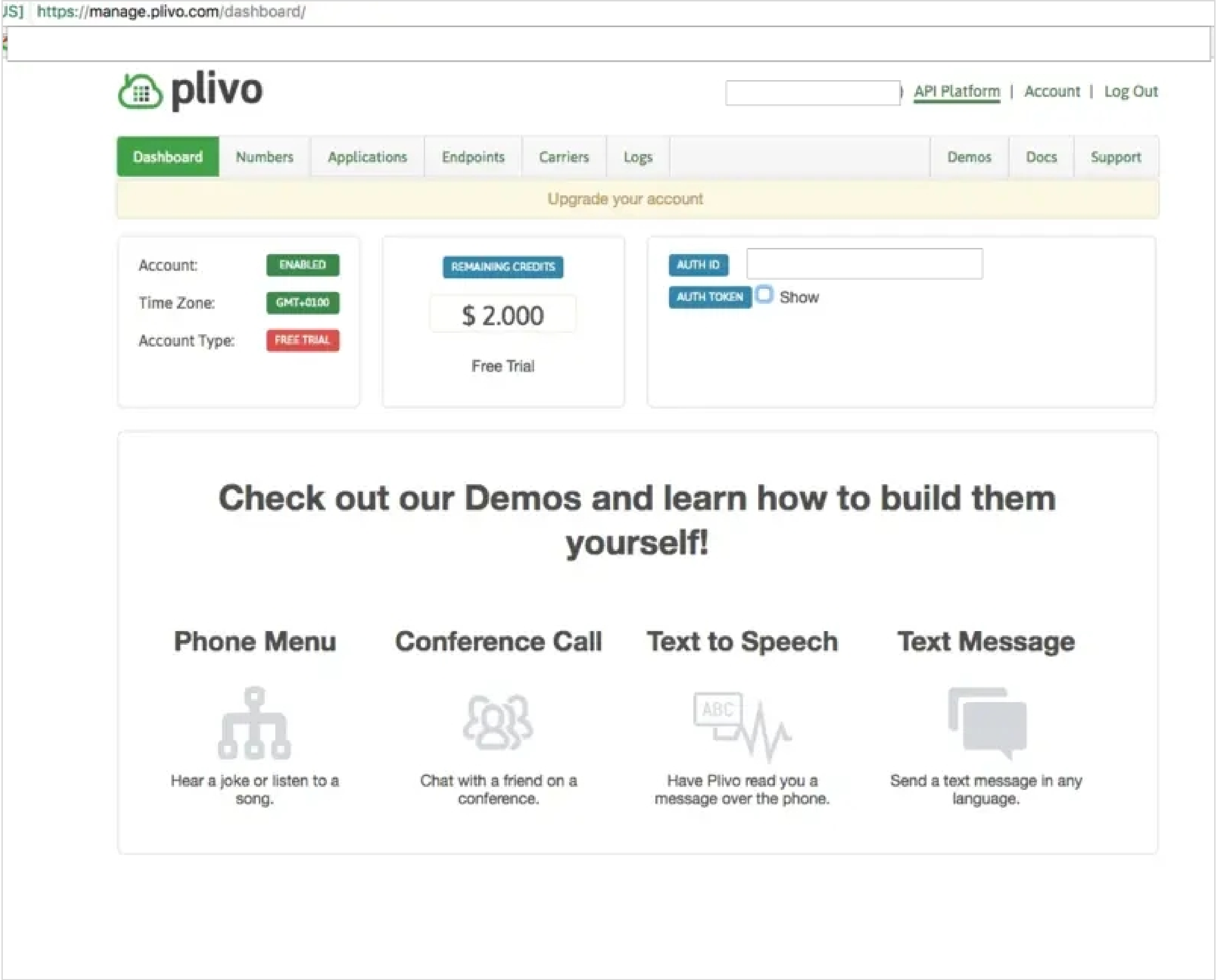
Plivo SMS Gateway & WebADM

SMS

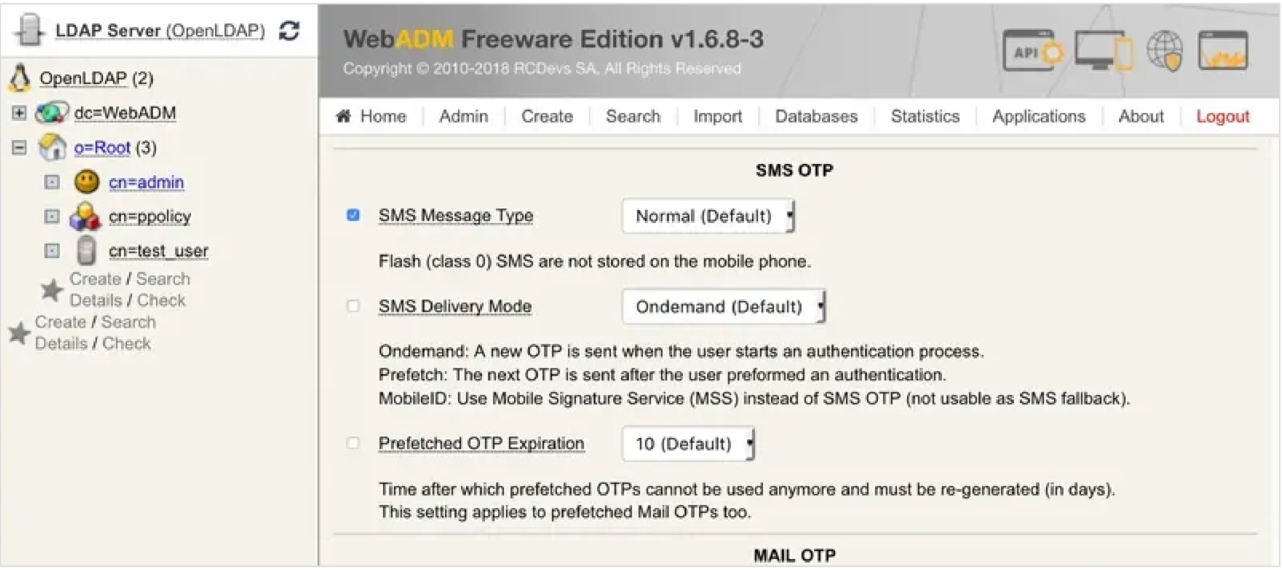
1. Set up an Account on Plivo

- Sign up for an account.
- Add the credit to the account (however, you should get some initial free credit when signing up).
- From the Dashboard go to API Platform and copy the AuthID and the AuthToken.


https://manage.plivo.com/dashboard/
plivo
API Platform | Account | Log Out
Dashboard
Numbers
Applications
Endpoints
Carriers
Logs
Demos
Docs
Support
Upgrade your account
Account: ENABLED
Time Zone: GMT+0100
Account Type: FREE TRIAL
REMAINING CREDITS
$ 2.000
Free Trial
AUTH ID
AUTH TOKEN
□ Show
Check out our Demos and learn how to build them yourself!
Phone Menu
Hear a joke or listen to a song.
Conference Call
Chat with a friend on a conference.
Text to Speech
ABC
Have Plivo read you a message over the phone.
Text Message
Send a text message in any language.

2. Configure WebADM:

- Login to WebADM.
- Go to `Applications` –> `MFA Authentication Server`.
  - Configure the section `SMS OTP`.
- `SMS Message Type` ==> `Normal` (We advise testing using Normal first).



SMS OTP

☑ SMS Message Type: Normal (Default)

Flash (class 0) SMS are not stored on the mobile phone.

☐ SMS Delivery Mode: Ondemand (Default)

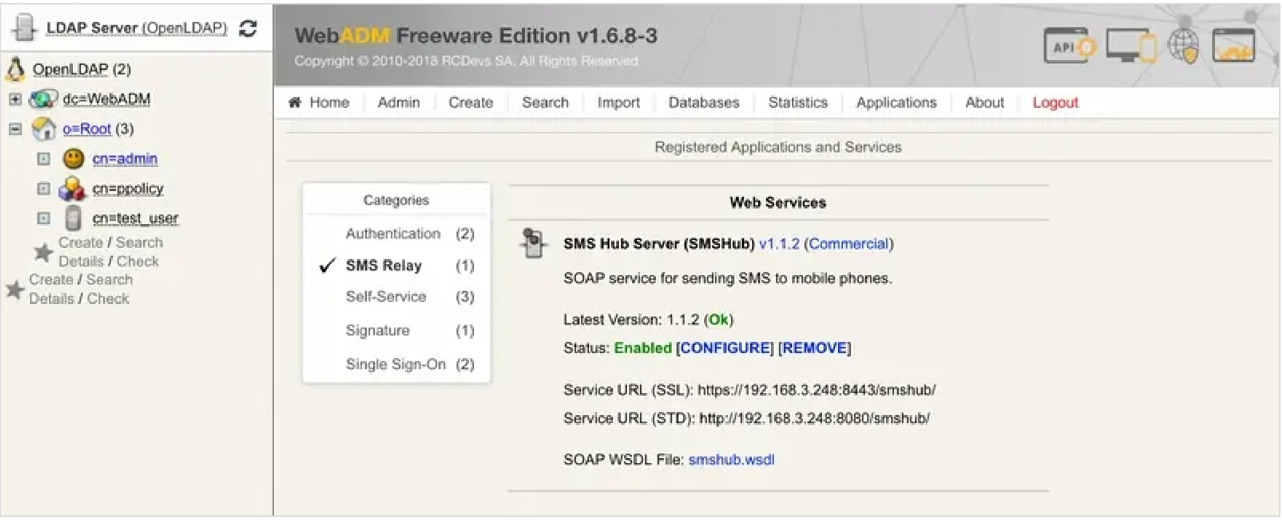
Ondemand: A new OTP is sent when the user starts an authentication process.
Prefetch: The next OTP is sent after the user preformed an authentication.
MobileID: Use Mobile Signature Service (MSS) instead of SMS OTP (not usable as SMS fallback).

☐ Prefetched OTP Expiration: 10 (Default)

Time after which prefetched OTPs cannot be used anymore and must be re-generated (in days).
This setting applies to prefetched Mail OTPs too.

MAIL OTP

- Apply changes.
- Go to `Applications` —> `SMS Relay`.
  - Register the SMS Hub Server application (if you haven't already).
  - Click on `CONFIGURE`.



Web Services

SMS Hub Server (SMSHub) v1.1.2 (Commercial)

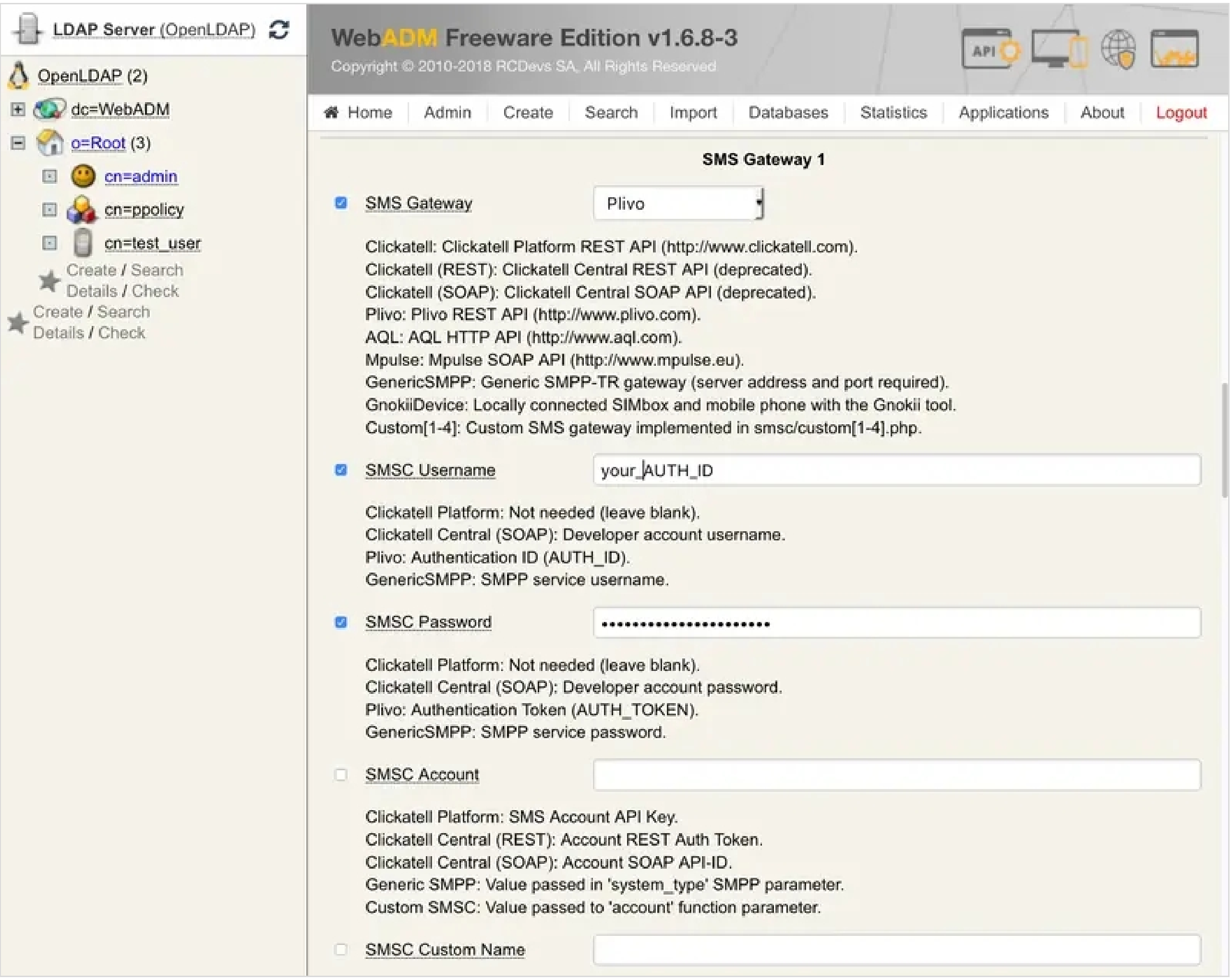
SOAP service for sending SMS to mobile phones.

Latest Version: 1.1.2 (Ok)
Status: Enabled [CONFIGURE] [REMOVE]

Service URL (SSL): https://192.168.3.248:8443/smshub/
Service URL (STD): http://192.168.3.248:8080/smshub/

SOAP WSDL File: smshub.wsdl

- Set up the `SMS Gateway 1` section with the details from Plivo - instructions are embedded in the page.



SMS Gateway 1

☑ SMS Gateway: Plivo

Clickatell: Clickatell Platform REST API (http://www.clickatell.com).
Clickatell (REST): Clickatell Central REST API (deprecated).
Clickatell (SOAP): Clickatell Central SOAP API (deprecated).
Plivo: Plivo REST API (http://www.plivo.com).
AQL: AQL HTTP API (http://www.aql.com).
Mpulse: Mpulse SOAP API (http://www.mpulse.eu).
GenericSMPP: Generic SMPP-TR gateway (server address and port required).
GnokiiDevice: Locally connected SIMbox and mobile phone with the Gnokii tool.
Custom[1-4]: Custom SMS gateway implemented in smsc/custom[1-4].php.

☑ SMSC Username: your_AUTH_ID

Clickatell Platform: Not needed (leave blank).
Clickatell Central (SOAP): Developer account username.
Plivo: Authentication ID (AUTH_ID).
GenericSMPP: SMPP service username.

☑ SMSC Password: ••••••••••••••••••••••

Clickatell Platform: Not needed (leave blank).
Clickatell Central (SOAP): Developer account password.
Plivo: Authentication Token (AUTH_TOKEN).
GenericSMPP: SMPP service password.

□ SMSC Account

Clickatell Platform: SMS Account API Key.
Clickatell Central (REST): Account REST Auth Token.
Clickatell Central (SOAP): Account SOAP API-ID.
Generic SMPP: Value passed in 'system_type' SMPP parameter.
Custom SMSC: Value passed to 'account' function parameter.

□ SMSC Custom Name

- Apply changes.

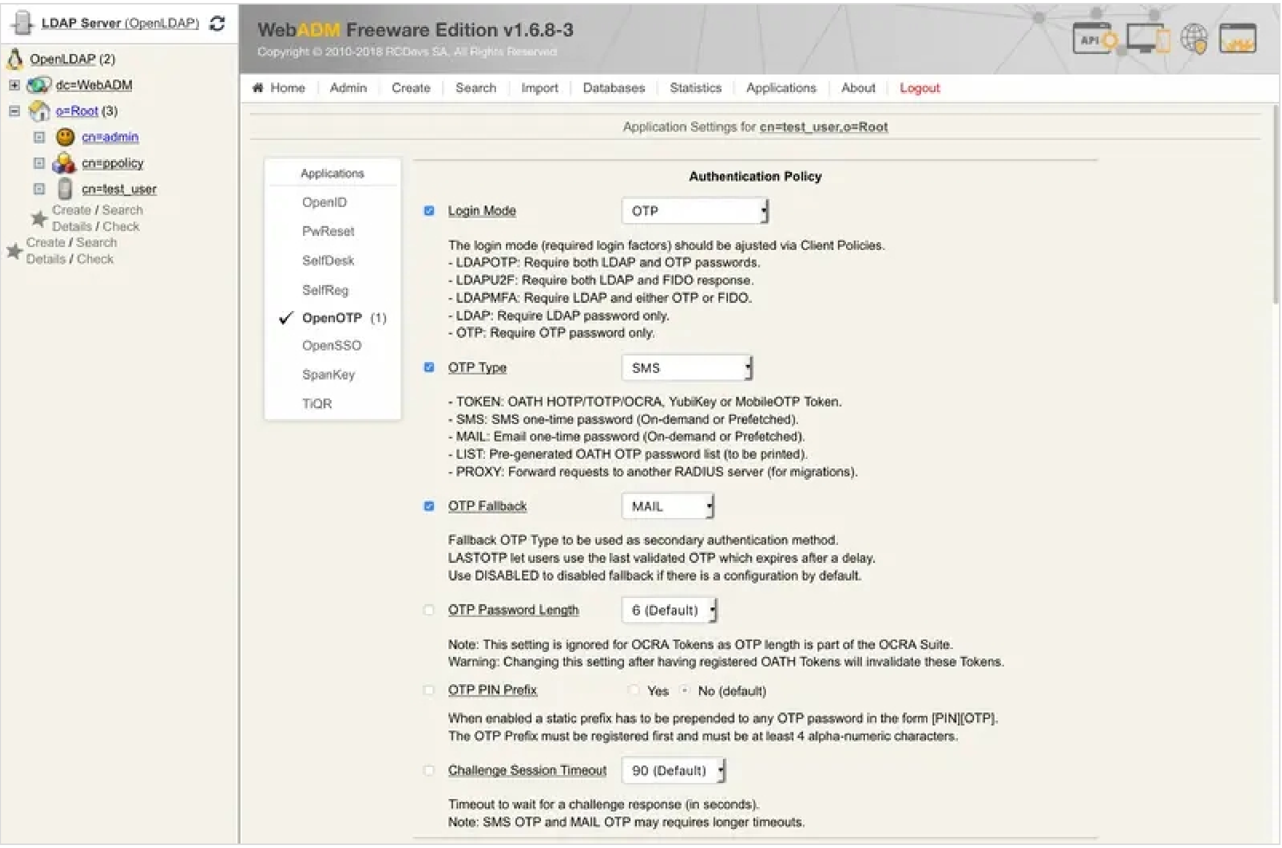
3. Activate SMS Login on Group of Users:

- Select the AD/LDAP group.
- If the group is not activated (to openotp), choose `Activate` now.
- In the `Object Details` box, choose to `CONFIGURE` on WebADM Settings.
- Choose OpenOTP Settings and set.

```
OTP Type ==> SMS
```

4. Configure User (if needed)

- The user needs a mobile number, which can be added (if not already existing) as an attribute.
- The user needs an OpenOTP authentication setup which uses SMS - (in WebADM settings for the user, under `OpenOTP` configuration).



Application Settings for cn=test_user,o=Root

Authentication Policy

☑ Login Mode: OTP

The login mode (required login factors) should be ajusted via Client Policies.
- LDAPOTP: Require both LDAP and OTP passwords.
- LDAPU2F: Require both LDAP and FIDO response.
- LDAPMFA: Require LDAP and either OTP or FIDO.
- LDAP: Require LDAP password only.
- OTP: Require OTP password only.

☑ OTP Type: SMS

- TOKEN: OATH HOTP/TOTP/OCRA, YubiKey or MobileOTP Token.
- SMS: SMS one-time password (On-demand or Prefetched).
- MAIL: Email one-time password (On-demand or Prefetched).
- LIST: Pre-generated OATH OTP password list (to be printed).
- PROXY: Forward requests to another RADIUS server (for migrations).

☑ OTP Fallback: MAIL

Fallback OTP Type to be used as secondary authentication method.
LASTOTP let users use the last validated OTP which expires after a delay.
Use DISABLED to disabled fallback if there is a configuration by default.

□ OTP Password Length: 6 (Default)

Note: This setting is ignored for OCRA Tokens as OTP length is part of the OCRA Suite.
Warning: Changing this setting after having registered OATH Tokens will invalidate these Tokens.

□ OTP PIN Prefix: ○ Yes ● No (default)

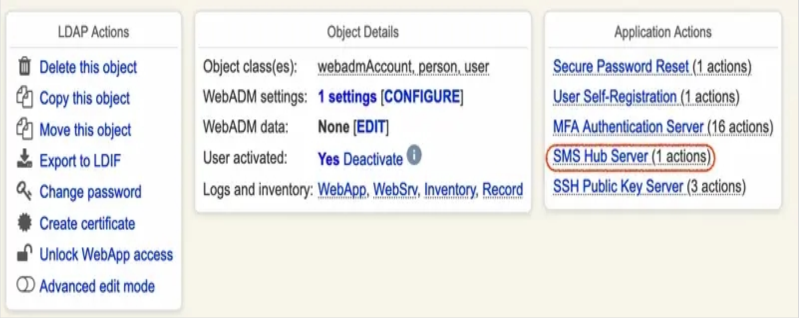
When enabled a static prefix has to be prepended to any OTP password in the form [PIN][OTP].
The OTP Prefix must be registered first and must be at least 4 alpha-numeric characters.

□ Challenge Session Timeout: 90 (Default)

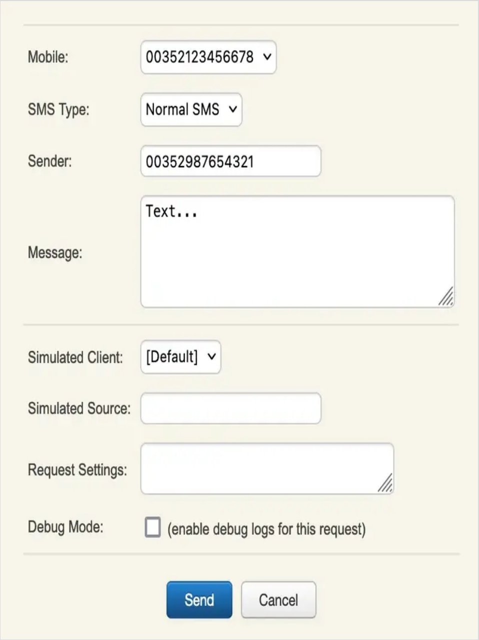
Timeout to wait for a challenge response (in seconds).
Note: SMS OTP and MAIL OTP may requires longer timeouts.

5. Test

- Test the configuration using a valid user with a mobile number and using the MFA Authentication service link in the user's page :



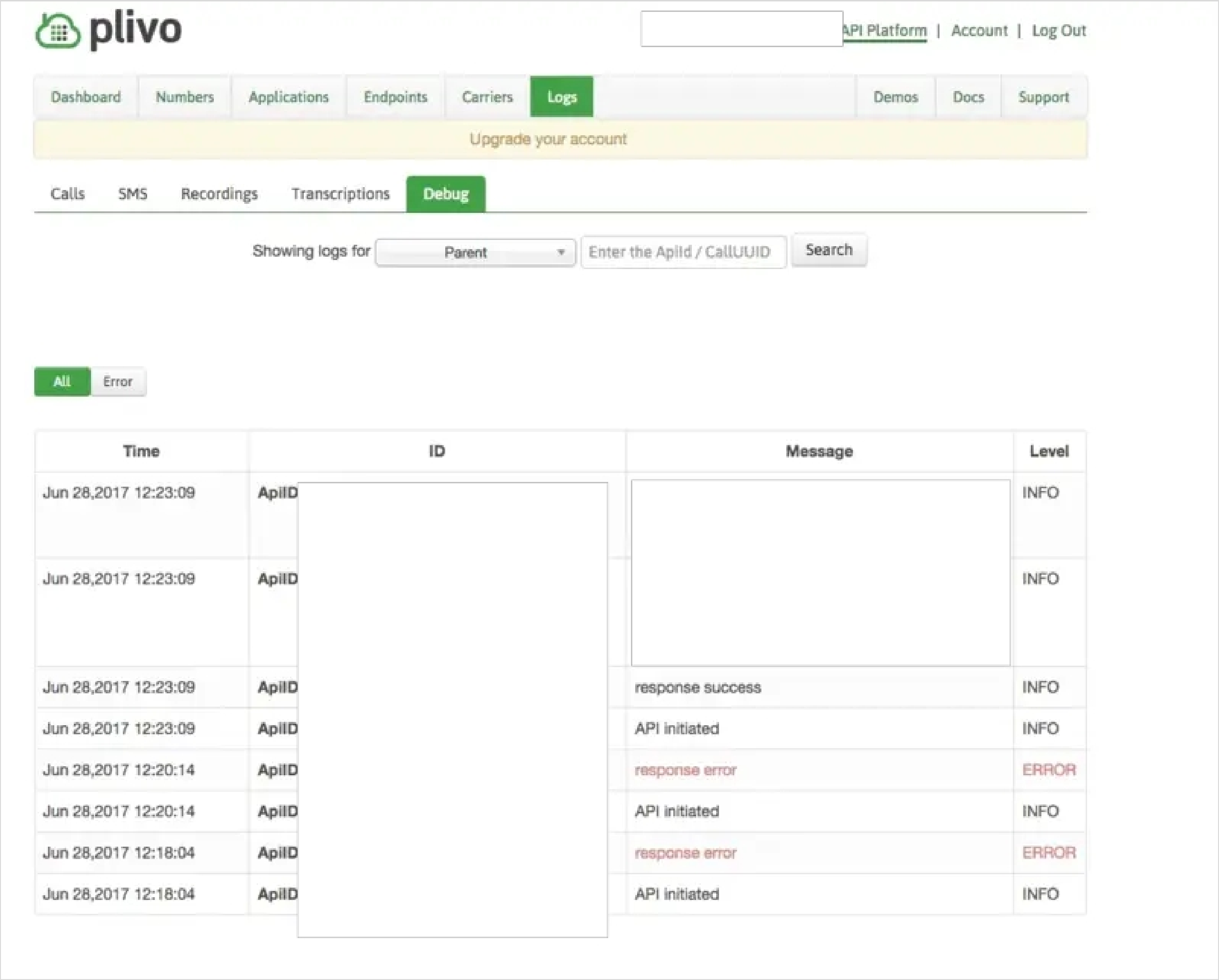
Object class(es): webadmAccount, person, user
WebADM settings: 1 settings [CONFIGURE]
WebADM data: None [EDIT]
User activated: Yes Deactivate
Logs and inventory: WebApp, WebSrv, Inventory, Record



Mobile:	00352123456678
SMS Type:	Normal SMS
Sender:	00352987654321
Message:	Text...
Simulated Client:	[Default]
Simulated Source:	
Request Settings:	
Debug Mode:	□ (enable debug logs for this request)

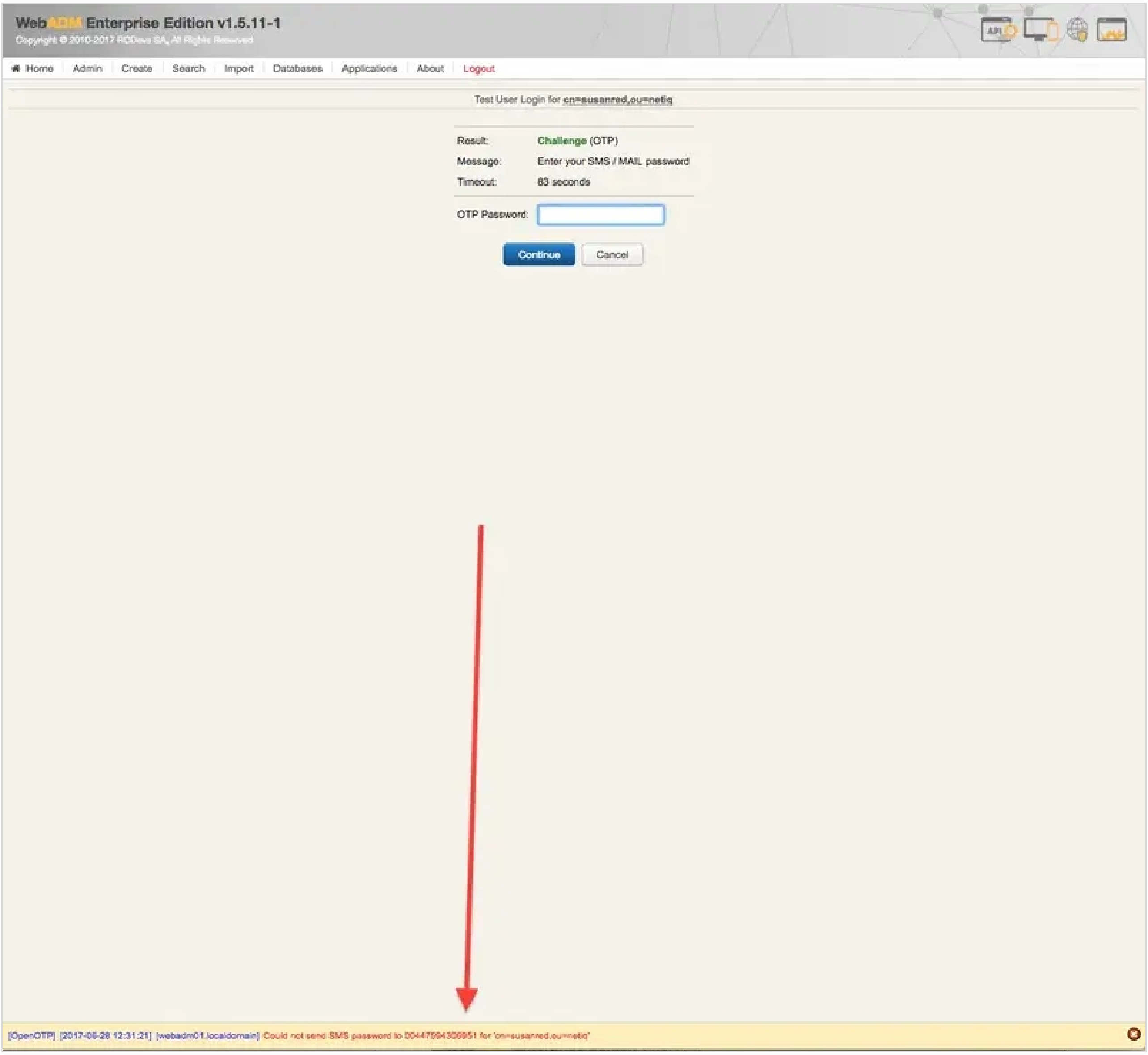
6. Troubleshooting

- **BEWARE** of the “Sandbox” numbers, check Plivo documentation website.
- In case of problems with Plivo, head to the Logs -> Debug section in your dashboard to check what’s happening (and/or check the WebADM Logs).



Time	ID	Message	Level
Jun 28,2017 12:23:09	ApiID		INFO
Jun 28,2017 12:23:09	ApiID		INFO
Jun 28,2017 12:23:09	ApiID	response success	INFO
Jun 28,2017 12:23:09	ApiID	API initiated	INFO
Jun 28,2017 12:20:14	ApiID	response error	ERROR
Jun 28,2017 12:20:14	ApiID	API initiated	INFO
Jun 28,2017 12:18:04	ApiID	response error	ERROR
Jun 28,2017 12:18:04	ApiID	API initiated	INFO

- If WebADM fails to send the SMS, you will be notified at the bottom of the page (typical WebADM notification pattern).


WebADM Enterprise Edition v1.5.11-1
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Home
Admin
Create
Search
Import
Databases
Applications
About
Logout
Continue
Cancel

Test User Login for cn=susanred,ou=netiq

Result: Challenge (OTP)

Message: Enter your SMS / MAIL password

Timeout: 83 seconds

OTP Password:

[OpenOTP] [2017-06-28 12:31:21] [webadm01.localdomain] Could not send SMS password to 00447594306951 for 'cn=susanred,ou=netiq'

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