



Q & A - Nordic Edge™ One Time Password Server

For more information:

You find product information at www.nordicedge.se

For more technical information you are welcome to contact: support@nordicedge.se

Visit Nordic Edge knowledge database: www.nordicedge.se/support/kb (here you find documentation, guides for trouble-shooting and examples of configuration).

1. Can I install Nordic Edge™ One Time Password Server on the same server where I have my catalog service (e.g. Microsoft Active Directory)?

Answer: Yes, Nordic Edge™ One Time Password Server is a smaller application that you can install on a server platform of your choice (e.g. Microsoft, Netware, Linux).

2. On which operative systems can I install One Time Password Server?

Answer: You can install One Time Password Server on a platform of your choice (MS Windows 2003/2008, Novell OES, NetWare, Linux, MAC).

3. Do you support VMware?

Answer: Yes, we have several customers that run One Time Password Server in VMware-environment.

4. Is there a "failover" function?

Answer: Yes, you can point out several addresses to different One Time Password Servers.

5. Are there any limitations regarding number of users?

Answer: No, this is naturally a question of how many logins that are made per minute. We have customers that run more than 10,000 users on one server without any problems. If you should reach an upper limit it is possible to add another server.

6. Does Nordic Edge™ One Time Password Server support other products than Juniper Networks Secure Access (SSL - VPN)?

Answer: Yes, we support all VPN/RADIUS software that support the "access-challenge" protocol.

7. Do you have any more examples of products that you support?

Answer: Nordic Edge One Time Password Server™ has ready integrations towards e.g. Citrix, Microsoft Outlook Web Access, Microsoft ISA 2006, Microsoft IAG, Microsoft IIS, GroupWise Web Access, Apache Reverse Proxy and Web Server. Other applications can easily be integrated via API or Web Services.

8. I see that you use something called Prefetch OTP, can you describe what that is and what I can use it for?

Answer: Prefetch OTP are pre-ordered one time passwords that you can save on your cell phone, as e-mail or in paper form. You can use them e.g. if you travel to a country with poor mobile coverage.

9. Which protocols to other SMS-suppliers do you support?

Answer: The SMS-supplier needs to support one of the following protocols:
HTTP, HTTPS, CIMD2, SMPP, SMTP, Custom plugin API, UCP File, Netsize.

10. In which different ways can you deliver one time passwords?

Answer: Via SMS, e-mail, Token, Skype, Jabber (GoogleTalk), MSN, Prefetch, or via OTP Mobile.

11. Do I need to have a GSM-phone connected to the server?

Answer: No, we use SMS-gateways that work towards an SMS-supplier.

12. Tell me about Nordic Edge™ SMS Gateway

Answer: Nordic Edge™ SMS Gateway is a redundant SMS-service that uses several gateways and several different SMS-suppliers that control that the SMS has arrived.

If a gateway stops working, the next gateway will take over. If an SMS-supplier runs into problems delivering an SMS, another SMS-supplier will take over and send the SMS.

13. Which different databases do you support?

Answer: We support all databases that support LDAP (Lightway, Directory Access Protocol) e.g. Microsoft Active Directory, Novell eDirectory, Sun ONE, Open LDAP etc. SQL via JDBC or ODBC (Oracle, Microsoft SQL Server etc.)

14. Do I have to use Nordic Edge™ SMS Gateway?

Answer: No, you can use any SMS-gateway you want. Most customers use our gateway that is redundant and accessible 24/7/365.

15. Can users choose to receive the one time password via SMS or e-mail?

Answer: Yes, it is possible to set it up so that users themselves can choose.

16. Can a user have several phone numbers that the one-time password is sent to?

Answer: Yes, it is possible to configure in a way so that the user can choose which predetermined phone that the one-time password should be sent to.

17. Which ports do I need to open in my firewall?

Answer: You need to open HTTPS 443 from the inside and out towards three addresses: <https://otp.nordicedge.se>, <https://otp.nordicedge.net> and <https://otpconfig.nordicedge.se>

18. What is OTP Mobile?

Answer: OTP Mobile is an application that can generate one time passwords just like a regular token. It is a good solution when there is no mobile coverage. It exists both in a Java version and Windows Mobile.

19. How can I get high accessibility on the OTP-server?

Answer: You can have several OTP-servers and use "failover" (no extra cost). Our SMS Gateway is redundant since we use several different gateways that are connected towards several different SMS-suppliers.



20. Which security mechanisms are used when you send an SMS?

Answer: All traffic takes place with HTTPS and the customer himself can configure different levels of status control.

21. How do you send information between your OTP-server and the SMS-service?

Answer: Via our own protocol over TCP. You can choose whether or not it should be encrypted.

22. For how long is the one time password valid?

Answer: You yourselves decide. The standard is 5 minutes.

23. Can we choose if we should send the one time password as a flash-SMS or as a regular SMS?

Answer: Yes, you yourselves decide. It is standard that the one-time password is sent as a flash-SMS.

24. Can we change the length of the one-time password?

Answer: Yes, you can decide for yourselves. You can also decide if the one time password should include letters and not just numbers.

25. What is a flash-SMS?

Answer: A flash-SMS is an SMS where the message is displayed directly on the screen of the cell phone. This means that the user doesn't need to enter the inbox of the cell phone in order to read the one time password. A flash-SMS isn't saved in the phone but disappears once you have pressed the OK-button.