

Getting started with the South African Reserve Bank (SARBZAJP) SADC-RTGSWeb over SWIFT WebAccess

Step-by step-guidelines for easy implementation

This document describes the steps for the SADC-RTGS system clients to get started with the SADC-RTGSWeb service using SWIFT WebAccess offering.

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Preface

About this document

This document describes the steps for the SADC-RTGS system clients to get started with the SADC-RTGSWeb service using SWIFT WebAccess offering.

Intended audience

This document is for customers who wish to get started with the SADC-RTGSWeb service using SWIFT WebAccess offering.

Document edition

Edition history of the document.

Edition:	Date:
First edition	14 March 2018
Second edition	05 November 2020
Revision	21 July 2021

1 Introduction

This document describes the steps for the SADC-RTGS system clients to get started with the SADC-RTGSWeb service using SWIFT WebAccess offering. SADC-RTGSWeb is a web enabled front end application that is used by SADC-RTGS system participants to submit enquiries, report requests, administration instructions and payment instructions to the SADC-RTGS system.

Institutions using SADC-RTGSWeb can choose between two supported authentication methods:

- Using the (existing) SWIFT infrastructure (Web Platform) or certificates on HSM or on personal token or
- Using a SWIFT provided personal token per end-user (mandatory when connecting to the Internet).

More information is provided further in this document for each option.

Assumptions

You are a SWIFT customer who already has the necessary SWIFTNet infrastructure on-site or connect through a Service Bureau to access a Web Access service.

You are a SWIFT customer registered on www.swift.com for online ordering.

Note: *If you are already subscribed to the SADC-RTGS system (SRS Fin Copy), you still need to read this document and subscribe to the WebAccess service. This document contains information on how to register and the configuration settings to apply.*

1.1 Planning

The full subscription process can take between 2 and 3 weeks.

1.2 Further assistance

If more details are required than those provided in this document or if you do not have the required SWIFTNet infrastructure, then contact either the SADC-RTGS Customer Support Centre or your SWIFT Regional Account Manager. For more information, see [section 6](#).

1.3 Documentation

The following documents referred to in this document can be found on www.swift.com > mySWIFT > (Login required) > Knowledge Centre.

- [Connectivity Packs - Configurations for Multi-Vendor Secure IP Network Connectivity](#)
- [SWIFT WebAccess Configuration and Troubleshooting Guide](#)
- [Network Configuration Tables Guide](#)
- [Getting Started with your Personal Token](#)

2 Get started with SADC-RTGSWeb WebAccess

- 1) Evaluate SWIFTNet infrastructure requirements.
- 2) Subscribe to the SADC-RTGSWeb service (if not yet done).
- 3) Configure SWIFTNet for WebAccess in your institution.

If your institution will use personal tokens for user authentication, order Personal Tokens from SWIFT using this [link](#).

See [section 5.3](#) for more details on users and user certificates.

3 SWIFTNet Infrastructure Requirements

3.1 Connectivity

One of the three SWIFT Connectivity packs (Alliance Connect Bronze, Silver or Gold) is required to use SADC-RTGSWeb. For pilot testing, it is recommended to have a minimum of 64Kbps bandwidth available. This figure may be revised to use the Live service.

For multiple concurrent users or depending on your frequency of use, more bandwidth may increase performance.

To see if your lines are correctly sized for your expected traffic, refer to the [Connectivity Packs - Configurations for Multi-Vendor Secure IP Network Connectivity](#) or ask your SWIFT Regional Account Manager to assist you.

3.2 SWIFT Software

For institutions that want to store user certificates on their existing (HSM) infrastructure:

The SWIFT infrastructure must include SWIFTNet Link and access to SWIFTNet with one of the Alliance Connect products to be able to access SADC-RTGSWeb.

- An Alliance Web Platform – WebAccess GUI access is required for each user.
- A SWIFTNet Link and Alliance Gateway is required at your institution.
- A web browser. (Qualified on latest Chrome and Microsoft Edge (Chromium version))

For institutions that want to store user certificates on personal tokens:

- Personal tokens from SWIFT. Order your token using this [link](#).
- Personal token driver software. (to be installed on each end user workstation)
- SConnect which is a browser extension that enables applications and websites to communicate with tokens without Java applets.

- For further details, refer to the [SWIFT Certificate Centre SConnect Installation Guide and Knowledgebase Article 5023168 - How do I install SConnect in Web Browsers?](#)
- Web browser. (for more details, refer to the document [Getting Started with your Personal Token](#))
- Access to the Internet.

4 Subscribe to the SADC-RTGSWeb Service

Note: If you are already subscribed to the service, you can skip this section.

To join the SADC-RTGSWeb service, your institution must subscribe to the Test and Live services through the online ordering forms on swift.com.

If you are new to e-ordering, please see [Understanding the ordering process](#) on swift.com. You must be logged in as a registered SWIFT user before the subscription form can be completed.

The links to the Service Subscription forms are www.swift.com > Ordering > Order Products and Services > All > Under S category > click [SADC-RTGS](#) > click “Place orders” to subscribe to the following services:

- [SADC-RTGSWeb \(!pq3\)](#)
- [SADC-RTGSWeb \(!pq6\)](#)
- [SADC-RTGSWeb \(Live\)](#)

E-forms for Test pq3, Test pq6 and Live are completed following the same approach as described hereafter.

Sections of the subscription form

To make the forms easier to complete, it is highly recommended that the default values provided on the forms are used. If these values are not sufficient, advanced form options exist but are more complex to complete. Only mandatory fields marked with an orange triangle must be completed, the other fields are optional.

1) Complete the subscription form as follows:

Section 1: Registered customer information - the fields are already populated by default. There is nothing to complete.

Section 2: Consulting Services and Training Option - if SWIFT assistance is required, please tick the box.

Section 3: Order information - complete order information and your own Purchase Order Reference.

Section 4: Institution BIC that you order for - to be completed.

Section 5: Preferred implementation date - leave provided value or select from drop-down list.

Section 6: SWIFTNet Closed User Group information – do not change the values already provided.

2) Once the form is completed, you can “Save as draft” or “Submit” for validation.

3) Once the form is validated, you can click “Accept to submit order for processing. You will receive an order reference.

You can track progress of your order on www.swift.com > Ordering > Overview > Understanding the ordering process > Track your order > [Read more](#)

4.1 What happens after the subscription form has been submitted?

4.1.1 Validation

SWIFT End-to-End Ordering will perform some further validation of the form. If the form is correct, then it will be submitted to South African Reserve Bank (SARBZAJP) for approval. If the form needs changes, SWIFT End-to-End Ordering will contact you.

4.1.2 Approval

The Service Administrators at SADC-RTGS will be requested to approve your subscription. The information on the subscription form will also allow them to schedule the activation of a link within their systems.

4.1.3 Provisioning

Once approved, End-to-End Ordering will plan the provisioning of your request on SWIFTNet. The provisioning should take place within 2 weeks.

5 Configure SWIFTNet Service Details

Once the provisioning is completed, you must configure your interface software to access the services, SWIFTNet user(s) and a SWIFT PKI certificate used to authenticate the institution.

5.1 Configure your Network and SWIFTNet Interface Software for WebAccess

If your institution is not already using a SWIFTNet WebAccess service, you must first configure your network and software to be able to use a SWIFTNet WebAccess service. This process is described in the [SWIFT WebAccess Configuration and Troubleshooting Guide](#).

This guide also refers to the [Network Configuration Tables Guide](#) which you will need to configure your network and firewall(s).

If you would like to add the IP address of the SADC-RTGSWeb to the configuration of your firewall(s) use the DNA GUA IP from the table in section 5.2.

Similarly, make sure that the SWIFT Identify Services are reachable; this is mentioned in the [Network Configuration Tables Guide](#) (section 2.1 - SWIFTNet Connections). This applies both to users who use HSM-based certificates and users using personal tokens.

5.2 Configure your SWIFTNet Interface Software for SADC-RTGSWeb WebAccess

Add the following URLs to your Browser, or Web Platform in case of HSM users:

Service	URL	DNS GUA IP
Test service pQ3	https://srsweb3.browse.swiftnet.sipn.swift.com/SiressEnterpriseWeb/sso/siressSwiftLogin	149.134.1.57
Test service pQ6	https://srsweb6.browse.swiftnet.sipn.swift.com/SiressEnterpriseWeb/sso/siressSwiftLogin	149.134.1.58

Live service	https://srsweb7.browse.swiftnet.sipn.swift.com/SiressEnterpriseWeb/sso/siressSwiftLogin	149.134.1.59
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5.3 Users and SWIFT PKI Certificate

The SADC-RTGS Operator requires that each end-user is personally identified to the SADC-RTGSWeb application. This means that each physical person that accesses the application must use a personal SWIFT PKI certificate. The SWIFT Security Officers of the participants must ensure that each certificate DN (distinguished name) contains the name of the end-user and ensure that the end-user DN is granted with the required RBAC role.

Note: For assistance in setting up the PKI certificates:

https://www2.swift.com/knowledgecentre/publications/sn_pki_cert_adm_guid/1.0?topic=con_79457.htm

Valid examples are:

- cn=john-doe,o=bankzaj2,o=swift or
- cn=john-doe,ou=SADCappl,o=bankzaj2,o=swift

Ensuring that each end-user is identified to the SADC-RTGSWeb application as follows:

- For institutions who decide to store the certificates on their HSM:
 - Ensure there is a one-to-one mapping between an end-user and his/her certificate on HSM.
 - Ensure each user uses his/her personal certificate when accessing the SADC-RTGSWeb Access application using Web Platform.
 - Business and personal certificates can be used.
- For institutions who decide to use personal tokens:
 - Ensure that each user have their own personal token.
 - Ensure that these users have activated their token. (see below)
 - Ensure that the token drivers and SConnect are installed on each user's workstation.

- Only personal certificates can be used.

For information about defining users, installing the drivers and activating tokens, see the document [Getting Started with your Personal Token](#). It can be found, together with the required token driver and an installation guides, using this [link](#). Also find How-to videos that explains how to install the SConnect browser extension here.

Personal tokens can be ordered using this [link](#).

The RBAC role for any SADC-RTGS service is: access_to_SiressWeb

6 Support

6.1 SADC-RTGS Customer Support Centre (CSC)

The SADC-RTGS CSC can be contacted as follows:

- South Africa: Tel: +27 12 313 4622
- Email: SADC-RTGS-CSC@resbank.co.za

6.2 SWIFT Support

6.2.1 Commercial Support

For commercial support assistance, please contact Mumtaz Onia

- Tel: +27 11 218 5348.
- Email: mumtaz.onia@swift.com

6.2.2 SWIFT Sales, Ordering and Administration Support

If you need assistance to complete the SWIFTNet ordering forms, please contact the Commercial Services Team in your region.

For support and assistance, access the Regional Sales and Training page. Contacts are listed on swift.com > Contact Us > [Sales](#)

6.2.3 SWIFT Technical Support – Online

For technical support/ assistance, access Support page on swift.com:
<https://www.swift.com/contact-us/support>

Users registered on swift.com with access rights to the Case Manager can receive 24-hour support.

The Case Manager lets you easily report, update and monitor cases. Please use this tool as the main communication channel with our regional support centres.

Please have your support registration number, and if required, the reference of your case readily available before calling the support centre. This allows you to benefit from a faster and a more personalised support service.

European Customer Support Centre:

- Tel: +31 71 582 2822
- Fax: +31 71 581 2645

6.2.4 SWIFT Technical Support – Telephone

Registered users with access to Support can also contact a regional support centre by telephone for urgent matters. You will need your Support registration number and case reference for identification – and a faster, more personalised service.

You can find your registration number in **My profile**.

Europe: Tel: +31 71 582 2822

Hong Kong: Tel: +852 2 852 8777

India: Tel: +91 000800401795

United States: Tel: +1 540 825 6056

Support contacts are listed on swift.com > Contact Us > [Support](#)

Legal Notices

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The content of this document may be changed from time to time and you must always refer to the latest available version. The latest published version of this document shall be applicable each time you access and / or transact using SADC-RTGSWeb

Translations

The English version of SWIFT documentation is the only official and binding version.