EasyWay™ over SWIFT WebAccess

Getting started with EasyWay™ over SWIFT WebAccess

This document describes how Euroclear clients can get started with EasyWay using SWIFT WebAccess offering.

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Table of Contents

1 Introduction

Getting started

This document describes how Euroclear clients can get started with EasyWay using SWIFT's Browse offering called SWIFT WebAccess. EasyWay is a web-based tool to access Euroclear Bank services.

EasyWay offers you a unique level of operational control so you can manage your risks better and perform tasks quicker and more efficiently. More information about Euroclear's EasyWay can be found on the Euroclear web site. Institutions using EasyWay over SWIFTNet can choose between two supported authentication methods:

- a SWIFT-provided personal token per end-user.
- the (existing) SWIFT infrastructure (Alliance Web Platform) and a certificate per end-user on HSM.

More information is provided in this document for each option.

Using EasyWay over SWIFTNet offers you a highly secure and reliable channel. This includes hardware-based certificates and strong end-user authentication for end-to-end traceability of end-user activity. HSM allows you to store end-users' certificates in a central fully controlled environment

Assumptions

To be able to use EasyWay over SWIFTNet, you must fulfil the following criteria:

- You are a Euroclear client.
- You are a SWIFT customer who already has the necessary SWIFTNet infrastructure in place to use a SWIFT WebAccess service.
- You are a SWIFT customer registered on www.swift.com for online ordering.

To subscribe to EasyWay over SWIFTNet, you must subscribe with:

- Euroclear: for the use of EasyWay.
- SWIFT: for the use of SWIFT WebAccess as access channel for the application.

Even if you are already subscribed to EasyWay we still advise you to read this document because it contains information on configuration settings. You can skip the sections related to subscription as you do not need to subscribe again for the service – your existing registration information remains valid.

1.1 Planning

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

1.2 Further assistance

Customers who want to join EasyWay should contact either the Euroclear or the SWIFT account manager if more details are required over and above those provided in this document, or if you do not have the required SWIFTNet infrastructure.

1.3   Documentation

SWIFT Documentation referred to in this document can be found on the <u>online Knowledge Center</u>:

- Connectivity Packs (<u>link</u>)
- SWIFT WebAccess Configuration Guide (<u>link</u>)
- Network Access Control Guide (<u>link</u>)
- Network Configuration Tables Guide (<u>link</u>)
- Getting Started with your Personal Token (<u>link</u>)
- Personal Token Software Installation Guide (<u>link</u>)

Euroclear Documentation referred to in this document can be found on:

<u>https://my.euroclear.com/eb/en/reference/connectivity-basics/easyway.html</u>

2   Steps to follow with Euroclear to get started with EasyWay

You can subscribe to EasyWay by filling out either of the following forms available on https://my.euroclear.com/eb/en/reference/connectivity-basics/easyway.html

- e-Form eEB_CC5
- paper form RG 592

Return these forms to client.datamanagement@euroclear.com.

3 Steps to follow with SWIFT to get started with EasyWay

1. Evaluate your SWIFTNet infrastructure requirements.

2. Subscribe to SWIFT WebAccess for EasyWay.

3. Configure your SWIFTNet infrastructure for EasyWay over SWIFT WebAccess in your institution.

If your institution will use personal tokens for user authentication, then order personal tokens from SWIFT using this link. See the section on security (further in this document) for more details on users and user certificates.

3.1 SWIFTNet infrastructure requirements

3.1.1 Connectivity

One of the three SWIFT connectivity packs (Alliance Connect Bronze, Silver, or Gold) is necessary to use EasyWay. They allow connectivity to SWIFTNet using Internet and/or access lines from Network Partners.

The table hereunder provides the bandwidth recommendation for the EasyWay application in line with the number of users.

Subscribed Users	Concurrent Users	Bandwidth Recommendation
1-20	1-5	2 Mbps
20-100	5-25	4 Mbps
100-1000	25-250	8 Mbps

We advise, to either look at the number of subscribed users and take our assumed number of concurrent users. Or alternately you have a clear view to the number of users that will connect at the same time and base your analysis only on that figure.

Note that your browser has caching enabled by default of the EasyWay static data which would enhance performance.

These recommendations can also be retrieved from Euroclear's "client bandwidth guidelines" that can be obtained from Euroclear.

To see if your lines are correctly sized for your expected traffic, you can look in the "Connectivity Packs" document or ask your SWIFT account manager to assist you.

3.1.2 SWIFT software

For institutions that will **store user certificates on their existing (HSM) infrastructure:**

- An Alliance Web Platform access is required for each user.

- Alliance Gateway is required at your institution. Make sure to validate the number of concurrent users as defined in your Alliance Gateway license and if required upgrade the license.
- A web browser: Internet Explorer 11, and a screen resolution of 1024x768 or higher. Please refer to the SWIFT user documentation for latest information on supported browsers.

For institutions that will **store user certificates on personal tokens**:

- Personal tokens from SWIFT.
- Token software and SConnect browser extension (to be installed on each end user workstation).
- A web browser: Internet Explorer 11, and a screen resolution of 1024x768 or higher. Please refer to the SWIFT user documentation for latest information on supported browsers.

3.2 Subscribe to SWIFT WebAccess for EasyWay

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

- To join EasyWay, your institution must subscribe to the Live service through the online ordering forms on http://www.swift.com/ordering/. If you are new to e-ordering, then please see SWIFT Ordering: How it works.
- You must be logged in as a user before you can complete the subscription form.
- The links to the service subscription forms are:
  - http://www.swift.com/
    - o Ordering & Support
    - o Ordering
    - o Order Products and Services.
    - o Under All, E category, select Euroclear Group Services.
    - o EasyWay
    - o Select Subscribe to EasyWay Browse2 (Live).

- Sections of the subscription form:
  - To make the form easier to complete, it is highly recommended that the default values provided on the form are used. If these values are not sufficient, then advanced form options exist but are more complex to complete. Mandatory fields marked with an orange triangle must be completed, but the other fields are optional.
  - Step 1: Complete the subscription form as follows:

1	Registered customer information	The fields are already populated by default. Nothing to complete.
2	Order information	Complete order information and your order reference.
3	Institution that you order for	Enter the Institution BIC that you order for.
4	Preferred implementation date	Leave provided value or select from drop-down list. (one of the Allowable Downtime Windows (ADW) published on SWIFT.COM).
5	Browse Closed User Group information	Leave provided values.

> – Step 2: Once the form is completed, you can <Save as draft> or <Continue> for validation.
>
> – Step 3: Once the form is validated, you can <Accept> to submit the order for processing. You will receive an order reference.

- You can track progress of your order on: www.swift.com > Ordering > Order tracking > Track your orders.

3.2.1   What happens after the subscription form has been submitted?

Validation

SWIFT End-to-End Ordering further validates the form. If the form is correct, then it will be submitted to Euroclear for approval. If the form needs corrections, then End-to-End Ordering will inform you.

Approval

The Service Administrators at Euroclear 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.

At this point Euroclear will match your subscription form with the information received from SWIFT. Your contact persons for the SWIFT infrastructure and for the communications set-up with Euroclear could be different people. Therefore, we ask your permission to exchange contact details between the two institutions to speed up and ease the process.

Provisioning

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

3.3   Configure SWIFTNet service details

Once the provisioning is completed, you must configure your interface software to access the services, your SWIFTNet user(s), and the SWIFT PKI certificates which they will use to individually authenticate on the application.

3.3.1   Configure your network and SWIFTNet interface software for SWIFT WebAccess

If your institution is not yet using a SWIFT WebAccess service, then you must first configure your network and software to be able to use a SWIFT WebAccess service. This process is described in the SWIFT WebAccess Configuration Guide. This guide also refers to the Network Access Control Guide and the Network Configuration Tables Guide, which you will need to configure your network and firewall(s).

Similarly, make sure that the SWIFT Identify Services are reachable. See the connection details for the Browse Identity Service in the SWIFTNet Production Network section of the Network Configuration Tables Guide. This applies both to users who use HSM-based certificates and to users who use personal tokens.

3.3.2   Configure your SWIFTNet interface software for EasyWay via SWIFT WebAccess

Add one of the following URLs to your browser, or WebStation / Web Platform in case of HSM users:

Service	Service Name	URL	DNS GUA IP
Test	EasyWay Browse (Test)	https://euroclear-easyway-pre-d1.browse.swiftnet.sipn.swift.com	149.134.1.42
Production	EasyWay Browse2 (Live)	https://euroclear-easyway-d2.browse.swiftnet.sipn.swift.com	149.134.1.48

3.3.3   Users and SWIFT PKI certificates

Euroclear requires that each end-user is personally identified to the EasyWay application. This means that each physical person that accesses the application must use a personal SWIFT PKI certificate. The Security Officers of the participants must ensure that each certificate DN (distinguished name) contains the name of the end-user. Valid examples are: `cn=john-doe,o=bankbebb,o=swift` or `cn=john-doe,ou=easyway,o=bankbebb,o=swift`.

This can be achieved in the following ways:

- For institutions that decide to store the certificates on their HSM:
    - Ensure that there is a one-to-one mapping between an end-user and his or her certificate on the HSM.
    - Ensure that each user uses his or her personal certificate when accessing the EasyWay browse application using Alliance WebStation or Alliance Web Platform.
    - Two types of certificates can be used:
        - Personal HSM certificates (recommended).
        - Business certificates on HSM.

- For institutions that decide to use personal tokens:
    - Ensure that each user has his or her own personal token.
    - Ensure that the token software and SConnect browser extension is installed on each user's workstation.

    Ensure that the users have activated their token. SWIFT provides document Getting Started with your Personal Token that describes how to order, to install and to activate the personal token. It refers to other documentation for more detailed procedures, in particular the Personal Token Software Installation Guide.

While SWIFT highly recommends the use of named certificates for end-to-end traceability of users' operations, it is possible to use another schema for EasyWay because Euroclear allows the institution's administrators to register the identity of the end-users directly in their UAM system. In this case, customers may use business certificates stored on HSM for which the DN does not include the name of the end-user. The customer administrators will then need to register in UAM the identity of each end-user and associate it with the DN of their SWIFTNet certificates. Note that, even with this schema, each user requires an individual certificate; certificates cannot be shared amongst users.

3.3.4 Configure SWIFTNet users through O2M

Ensure each end-user has an individual certificate.

The customer's SWIFTNet security officers must provide end-users that do not have a SWIFTNet certificate yet with an individual certificate. The end-user must be registered and set up for certification through O2M.

Assign RBAC roles to the end-user certificates.

To access the service, the Security Officer of the participant must ensure that the default RBAC role (access_to_easyway) is assigned to end-users through the SWIFTNet Online Operations Manager (O2M) tool.

Federate users' credentials.

For an end-user with several certificates stored on different HSM clusters, security officers can federate the different DNs through O2M. With this, O2M will ensure that, when updated, the RBAC roles are kept synchronized across the different certificates of the user.

3.4 Define users in Euroclear's UAM and distribute functions in SAMS

When Euroclear has matched the two subscriptions, they will distribute the rights to create users that can use SWIFT tokens in UAM to your administrator users.

The administrator will:

- Create new users or update existing users.
- Specify the corresponding SWIFT Distinguished Name in UAM, which will link the user identification in SWIFT with the one used in Euroclear.
- Distribute the functions in SAMS that give access to the Euroclear EasyWay service or to specific roles within this service, and specify for which accounts the functions can be exercised.

More information can be found in the User Access Management guide and the Secure Access Management Services guide available via

my.euroclear.com > My Apps > Knowledge base and enter:

Information Type: **Guide** – Keywords: **UAM guide or SAMS guide**

4 Support

4.1 Client Technical Support at Euroclear

The Euroclear Client Technical Support team can be contacted on business days, from 08:00 until 20:00 Brussels time:

* E-mail: connectivity@euroclear.com
* Telephone: +32 2 326 1433

There is also a watch duty outside business hours.

For technical support, you can also contact a local Euroclear branch or representative office in their specific time zones:

* Hong Kong Branch   +852 3966 5555
* Local representative offices
    - New York: +1 646 835 5404
    - Tokyo: +81 3 5501 7715

4.2 SWIFT Support

Commercial support

Your SWIFT regional office contact information can be found on www.swift.com:

https://www.swift.com/contact-us

SWIFT ordering and administration support

If you require assistance with completing SWIFTNet ordering forms, please contact a commercial administrator in your region. For more information, see www.swift.com > Products & services > Sales contacts.

Technical support – online

To find all contact information for SWIFT support, go to www.swift.com > Ordering&Support > Contact information

Users registered on swift.com with access rights to the Case Manager can receive 24-hour support. SWIFT advises that you use online support as your main communication channel with SWIFT's regional support centres. If your problem is urgent, then do not hesitate to contact SWIFT by telephone.

Technical support – telephone

Please have your support registration number and, if appropriate, the reference of your case readily available before calling the support centre. In this way, you can benefit from a faster and more personalised support service.

European Customer Support Centre:

* Telephone: +31 71 582 2822

Technical support – e-mail

Additional information on an existing open case can also be sent by e-mail to support@swift.com. Ensure that you refer to the case number in the subject field, and the new information will automatically be added to the case.

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