

SafeNet Authentication Service

Subscriber Account Reporting Guide

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Contents

Preface	5
Audience	5
Support Contacts	5
Customer Support Portal	5
Telephone Support	6
1 Reports	7
Auth Node Change Log	7
Auth Nodes – Detail List	8
Authentication History – Chronological Descending	9
Authentication Metrics	10
Authentication Totals - All	11
Authentication Totals - Current	11
Billing - Detail	12
Billing - Summary	13
Containers - List	14
Containers - Tokens	14
Containers - Users	15
Enrollment - History	15
Group - Users	16
Operator Activity - Detail	16
Operator Activity - Logons	17
Operator List - Detail	18
Operator Roles	19
Operator Scope	19
Operators (Internal) with Static Passwords	20
Provisioning Task Attempts	20
Provisioning Tasks	21
Provisioning Tasks - Outstanding	21
Push OTP Authentication History	22
RADIUS Attributes – by Group	23
RADIUS Attributes – by User	23
SIM Provisioning Tasks	24
SIM Slot Information	24
SMS Message Report	25
SMS Message Report - Detailed	26
Token Requests	27
Tokens – Count by Type and State	28
Tokens – Detail by Serial Number	29
Tokens – Expiring	30

Tokens – History, Detailed..... 30

Tokens – Inventory 31

Tokens – Lost/Faulty 31

Tokens – Ownership..... 32

Tokens – Suspended..... 32

Transaction Log 33

Transaction Log, Detailed..... 33

Users – Aliases 34

Users – All – with Tokens and Tasks..... 35

Users – Expiring..... 36

Users – Inactive 36

Users – Locked Account..... 37

Users – Never Authenticated..... 37

Users – No Authenticated Method..... 38

Users – With Static Passwords..... 38

Users – With Tokens..... 39

Preface

Audience

This document is intended for personnel responsible for maintaining your organization's security infrastructure. It is assumed that the users of this document are proficient with security concepts.

All products manufactured and distributed by Gemalto are designed to be installed, operated, and maintained by personnel who have the knowledge, training, and qualifications required to safely perform the tasks assigned to them. The information, processes, and procedures contained in this document are intended for use by trained and qualified personnel only.

Support Contacts

If you encounter a problem while installing, registering, or operating this product, refer to the documentation. If you cannot resolve the issue, contact your supplier or [Gemalto Customer Support](#).

Gemalto Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Customer Support Portal

The Customer Support Portal, at <https://supportportal.gemalto.com>, is a where you can find solutions for most common problems. The Customer Support Portal is a comprehensive, fully searchable database of support resources, including software and firmware downloads, release notes listing known problems and workarounds, a knowledge base, FAQs, product documentation, technical notes, and more. You can also use the portal to create and manage support cases.



NOTE: You require an account to access the Customer Support Portal. To create a new account, go to the portal and click on the **REGISTER** link.

Telephone Support

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Customer Support by telephone. Calls to Customer Support are handled on a priority basis.

Region	Telephone number (Subject to change. An up-to-date list is maintained on the Customer Support Portal)
Global	+1-410-931-7520
Australia	1800.020.183
China	North: 10800-713-1971 South: 10800-1301-932
France	0800-912-857
Germany	0800-181-6374
India	000.800.100.4290
Israel	180-931-5798
Italy	800-786-421
Japan	0066 3382 1699
Korea	+82 2 3429 1055
Netherlands	0800.022.2996
New Zealand	0800.440.359
Portugal	800.863.499
Singapore	800.1302.029
Spain	900.938.717
Sweden	020.791.028
Switzerland	0800.564.849
United Kingdom	0800.056.3158
United States	(800) 545-6608

1 Reports

Auth Node Change Log

Description:

Reports all auth nodes, configuration, and status

Class:

Compliance

Filters:

Node Name

Date Range/Current Month/Last X Months

Fields in Report

Modified Date

Modified By

Node Name

Resource Name

Host Name

Low IP Address in Range

High IP Address in Range

Allow account lookup based
on user name

Disable PIN change request

Enabled Realm Authentication

Parse Mode

Realm Identifier

Remove Realm Suffix

Use as RADIUS Node

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

String

String

String

Value: No

Yes

Value: No

Yes

Value: No

Yes

Value: First Found

Last Found

String

Value: No

Yes

Value: No

Yes

Auth Nodes – Detail List

Description:

Reports detailed auth node settings

Class:

Security Policy

Filters:

Fields in Report

Node Name
 Resource Name
 Host Name
 Low IP Address in Range
 High IP Address in Range
 Allow account lookup based on user name

 Disable PIN change request

 Enabled Realm Authentication

 Parse Mode

 Realm Identifier
 Remove Realm Suffix

 Use as RADIUS Node

 Modified Time

Returns:

String
 String
 String
 String
 String
 Value: No
 Yes
 Value: No
 Yes
 Value: No
 Yes
 Value: First Found
 Last Found
 String
 Value: No
 Yes
 Value: No
 Yes
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Authentication History – Chronological Descending

Description:

Reports authentication history in chronological order

Class:

Compliance

Filters:

User ID

Result

Date Range/Current Month/Last X Months

Fields in Report

TimeStamp

User ID

Used Name

First Name

Last Name

Source IP

Agent

Token

Action

Result

Message

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

String

String

String

String

String

String

String

Authentication Metrics

Description:

Equivalent to snapshot metrics

Class:

Compliance

Filters:

Start Date

End Date

Fields in Report

Account Name

Today Pass

Today Fail

Today Total

Week-to-Date Pass

Week-to-Date Fail

Week-to-Date Total

Month-to-Date Pass

Month-to-Date Fail

Month-to-Date Total

Year-to-Date Pass

Year-to-Date Fail

Year-to-Date Total

Returns:

String

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Integer

Authentication Totals - All

Description:

Reports total authentication statistics for all users and tokens that have ever authenticated

Class:

Service Metrics

Filters:

Fields in Report

User Name
 Serial
 Total Authentication
 Pass
 Fail
 Last Success Date
 Last Fail Date

Returns:

String
 String
 Integer
 Integer
 Integer
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Authentication Totals - Current

Description:

Reports total authentication statistics for current users and their tokens

Class:

Service Metrics

Filters:

Fields in Report

User Name
 Serial
 Total Authentication
 Pass
 Fail
 Last Success Date
 Last Fail Date

Returns:

String
 String
 Integer
 Integer
 Integer
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Billing - Detail

Description:

Reports billing parameters by Item

Class:

Billing

Filters:

Product
Transaction ID

Fields in Report

Transaction ID
Type
Serial #
Capacity
From
To
Allocation Date
Transaction Type
Billing Basis
Billing Start Date
Rate
Reference
Comment
Warranty Replacement

For Evaluation

Returns:

String
String
String
Integer
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Integer
String
String
Value: No
Yes
Value: No
Yes

Billing - Summary

Description:

Reports billing parameters by transaction

Class:

Billing

Filters:

Transaction ID

Start Date

End Date

Fields in Report

Transaction ID

Transaction Type

Allocation Date

Billing Basis

Billing Start Date

Rate

Reference

Comment

Warranty Replacement

For Evaluation

From

To

Type

Token Count

Returns:

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Integer

String

String

Value: No

Yes

Value: No

Yes

String

String

String

Integer

Containers - List

Description:

Lists all containers

Class:

Security Policy

Filters:**Fields in Report**

Container
Description
User Count
Token Count

Returns:

String
String
Integer
Integer

Containers - Tokens

Description:

Lists individual tokens in container

Class:

Security Policy

Filters:**Fields in Report**

Container Name
Token Type
Serial Number
Assigned

Returns:

String
String
String
String

Containers - Users

Description:

Lists individual users in container

Class:

Security Policy

Filters:
Fields in Report

Container Name

User ID

Last Name

First Name

Token Assigned

Returns:

String

String

String

String

String

Enrollment - History

Description:

Reports detail and status of all self-enrollments

Class:

Compliance

Filters:

State

Date Range/Current Month/Last X Months

Fields in Report

Provisioning Task

Start Date

End Date

User ID

Last Name

First Name

State

Serial Number

Completed Date

Deployed To

Returns:

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

Value: 0 - Enrollment Pending and within the provisioning period

2 - Provisioning task/Enrollment link expired

4 - Successful Enrollment

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

Group - Users

Description:

List individual Users in the Group

Class:

Security Policy

Filters:

Group Name

Fields in Report

Group Name

User ID

Last Name

First Name

Token Assigned

Returns:

String

String

String

String

Value: No

Yes

Operator Activity - Detail

Description:

Reports operator activity, actions, and results

Class:

Compliance

Filters:

User ID

Type

Date Range/Current Month/Last X Months

Fields in Report

Action Date

User ID

Type

Action Class

Action Type

Result

Action Details

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

String

String

String

Operator Activity - Logons

Description:

Reports operator logons in a date range

Class:

Compliance

Filters:

User ID

Date Range/Current Month/Last X Months

Fields in Report

TimeStamp

User ID

Logon ID

Used ID

Source IP

Serial Number

Result

Message

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

String

String

String

String

Operator List - Detail

Description:

Reports operators, roles and access restrictions

Class:

Security Policy

Filters:

User ID
Start Date
End Date

Fields in Report

User ID
Logon ID
Status
Created On
Role
Start Date
End Date
Start Time
End Time
Weekly restrictions

Last Logon

Returns:

String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: No
Yes
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Operator Roles

Description:

Reports operator roles, description and assigned Operators

Class:

Security Policy

Filters:

Start Date

End Date

Fields in Report

Role Name

Role Description

Last Modified

Modified by

Module

Permission

Returns:

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

Operator Scope

Description:

Reports detailed operator scope information

Class:

Security Policy

Filters:

User ID

Start Date

End Date

Fields in Report

User ID

Last Name

First Name

Scope

Returns:

String

String

String

String

Operators (Internal) with Static Passwords

Description:

Reports operators with static password credentials

Class:

Compliance

Filters:**Fields in Report**

User ID
Logon ID
Last Name
First Name
Status

Returns:

String
String
String
String
String

Provisioning Task Attempts

Description:

Reports detail of attempts to use provisioning tasks by users

Class:

Security Policy

Filters:

Task ID
User ID

Fields in Report

Task ID
User ID
Last Name
First Name
Action
Remaining Attempts
Serial

Returns:

String
String
String
String
String
Integer
String

Provisioning Tasks

Description:

Reports detail of provisioning tasks

Class:

Security Policy

Filters:

Task ID

Fields in Report

Task ID
 Task Start Date
 Task Stop Date
 Created by
 User ID
 Last Name
 First Name
 Status
 Max Attempts
 Attempts Count
 Used Serial
 ICE
 Container

Returns:

String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 String
 String
 String
 Integer
 Integer
 String
 String
 String

Provisioning Tasks - Outstanding

Description:

Lists all outstanding provisioning tasks

Class:

Security Policy

Filters:
Fields in Report

Task ID
 User ID
 Last Name
 First Name
 Token Type

Returns:

String
 String
 String
 String
 String

Push OTP Authentication History

Description:

Reports on push notification and authentication result history in chronological descending order (Push OTP is not available with SafeNet Authentication Service – PCE/SPE editions)

Class:

Compliance

Filters:

User ID

Result

Date Range [Start Date, End Date], Current Month, Last X Months [1-12]

Fields in Report

Push Notification Time

OS Type

Device Type

Organization

User ID

User IP

Location

Source

Agent

Resource

Push Notification Result

Auth Time

Token Serial

Auth Result

Auth Message

Returns:

Value: mm/dd/yyyy hh:mm:ss xM (AM or PM)

String

String

String

String

String

String

String

String

String

String

Value: mm/dd/yyyy hh:mm:ss xM (AM or PM)

String

String

String

RADIUS Attributes – by Group

Description:

Reports RADIUS attributes applied to a group

Class:

Security Policy

Filters:

Group Name

Fields in Report

Group Name

Vendor ID

Attribute

Auth Node

Value

Modified Date

Modified by

Returns:

String

String

String

String

Integer

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

RADIUS Attributes – by User

Description:

Reports RADIUS attributes applied to a user

Class:

Security Policy

Filters:

User ID

Fields in Report

User ID

Last Name

First Name

Custom #1

Vendor ID

Auth Node

Attribute

Value

Modified Date

Modified by

Returns:

String

String

String

String

String

String

String

Integer

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

SIM Provisioning Tasks

Description:

All SIM provisioning tasks

Class:

Security Policy

Filters:

Date Range/Current Month/Last X Months

Fields in Report

Task ID
MSISDN
Slot #
User Name
Serial
State
Failed Attempt Count
Result
OTA Server Message
Max. Retry Value

Returns:

String
String
Integer
String
String
String
Integer
String
String
Integer

SIM Slot Information

Description:

Information on SIM cards with a token provisioned

Class:

Security Policy

Filters:

MSISDN
Start Date
End Date

Fields in Report

MSISDN
Slot #
Serial
Token Type
Slot State
Description

Returns:

String
Integer
String
String
String
String

SMS Message Report

Description:

Reports the number of SMS message sent in a time period

Class:

Billing

Filters:

Start Date

End Date

Fields in Report

Month

SMS/OTP

SMS/Alter and Messages

Returns:

String

String

String

SMS Message Report - Detailed

Description:

Details of SMS message sent in a time period

Class:

Billing

Filters:

Messages in

Start Date

End Date

Fields in Report

Time

Message Type

User ID

Sent To

Gateway

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Value: 0 – EventNotification

1 – NewToken

2 – TestMessage

3 – TempSelfServicePassword

4 – NextOTP

5 – Test

6 – Suspend

7 – Activate

8 – ActivateNewPIN

9 – NewPIN

10 – LostTokenConfirmationSMS

11 – TokenRequestConfirmation

12 – EnrollmentOutOfBand

13 – TokenRequestManagement

String

String

String

Token Requests

Description:

Reports requests for tokens and their current state

Class:

Security Policy

Filters:

Date Range/Current Month/Last X Months

Fields in Report

Request ID
 User ID
 First Name
 Last Name
 Process State
 Last Updated
 Email
 Token Type
 Provisioning Task
 Request Date
 Approved Level 1 By
 Approved Level 1 On
 Approved Level 2 By
 Approved Level 2 On
 Issued By
 Issued On
 Shipped By
 Shipped On
 Rejected By
 Rejected On

Returns:

String
 String
 String
 String
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 String
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Tokens – Count by Type and State

Description:

Reports totals for each token type by state

Class:

Inventory

Filters:

Product

State

Start Date

End Date

Fields in Report

Token Type

State

Count

Returns:

String

String

Integer

Tokens – Detail by Serial Number

Description:

Reports details of each token by serial number

Class:

Inventory

Filters:

Product
Serial Number
Start Date
End Date

Fields in Report

Serial Number
Type
In-Service Date
Activated Date
State
Last State Change Data
Last PIN Change
Last Auth Date
Result
Total OTP Pass
Total OTP Fail
Total Auth
Encryption

Mode
Complexity
Passcode Length
Display Mask
OPT/Cycle
Synchronization

PIN Side
PIN Type
Auto Shut-off

Remote Unlock

Allocation Date
Allocation Type
Transaction ID

Returns:

String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
Integer
Integer
Integer
Value: No
Yes
String
String
Integer
String
String
Value: No
Yes
String
String
Value: No
Yes
Value: No
Yes
Value: No
Yes
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String

Tokens – Expiring

Description:

Reports tokens that are nearing expiry or have already expired

Class:

Inventory

Filters:

Days till expiry

Start Date

End Date

Fields in Report

Serial

User ID

First Name

Last Name

State

Last Login

SecurID Token Type

In service Date

Expiry Date

Returns:

String

String

String

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Tokens – History, Detailed

Description:

Reports all events affecting a token

Class:

Inventory

Filters:

Serial Number

Date Range/Current Month/Last X Months

Fields in Report

Date

Serial Number

Action

Comment

Modified by

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

String

String

String

Tokens – Inventory

Description:

Lists all tokens, their state, container, in-service date and expiration

Class:

Inventory

Filters:**Fields in Report**

Token Type
Serial Number
State
Container
In-Service Date
Expiration Date

Returns:

String
String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Tokens – Lost/Faulty

Description:

Lists all tokens marked as lost/faulty

Class:

Inventory

Filters:**Fields in Report**

Token Type
Serial Number
Last State Change Data
Change by

Returns:

String
String
String
String

Tokens – Ownership

Description:

List all tokens and ownership

Class:

Inventory

Filters:

Type

Fields in Report

Token Type

Serial Number

Type

Allocation Date

Transaction #

Reference

Allocated by

Returns:

String

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Integer

String

String

Tokens – Suspended

Description:

Lists all tokens assigned to users in the Suspended state

Class:

Security Policy

Filters:

Fields in Report

User ID

First Name

Last Name

Serial

Token Type

Comment

Suspended Date

Suspended By

Returns:

String

String

String

String

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

String

Transaction Log

Description:

Lists all transactions

Class:

Inventory

Filters:

Fields in Report

Transaction ID
Reference
Allocated by
Allocation Date
Quantity
Type
Product
Capacity

Returns:

String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Integer
String
String
Integer

Transaction Log, Detailed

Description:

Lists all objects in a transaction

Class:

Inventory

Filters:

Transaction ID

Fields in Report

Transaction ID
Reference
Allocated by
Allocation Date
Type
Product
Serial Number

Returns:

String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
String

Users – Aliases

Description:

Reports on users and their aliases

Class:

Security Policy

Filters:**Fields in Report**

User Name

First Name

Last Name

E-mail

Custom #1

Alias 1

Alias 2

Returns:

String

String

String

String

String

String

String

Users – All – with Tokens and Tasks

Description:

Reports users with their assigned authentication methods and active, locked or expired provisioning tasks

Class:

Compliance

Filters:

Group Name

Fields in Report

User ID
 Last Name
 First Name
 Serial Number
 Task ID
 Email
 Mobile Phone
 City
 State
 Country
 Custom Field 1
 Custom Field 2
 Custom Field 3
 Alias 1
 Alias 2
 Auth Method
 Auth State
 Token Type
 Token State
 Target
 Device Type
 Push OTP
 Last Auth Date
 Provisioning Type
 Task Status
 Container

Returns:

String
 String
 String
 String
 Integer
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 String
 Datetime: yyyy/mm/dd hh:mm:ss xM (AM or PM)
 String
 String
 String

Users – Expiring

Description:

Reports users that are nearing expiry or have already expired

Class:

Inventory

Filters:

Days till expiry

Fields in Report

User Name

First Name

Last Name

Start Date

End Date

Returns:

String

String

String

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

Users – Inactive

Description:

Reports Users that have not authenticated for N days

Class:

Compliance

Filters:

Days

Fields in Report

User ID

Last Name

First Name

Method

Serial Number

Day

Returns:

String

String

String

String

String

String

Users – Locked Account

Description:

Reports locked user accounts

Class:

Compliance

Filters:**Fields in Report**

User ID
Last Name
First Name
Date
Modified by

Returns:

String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String

Users – Never Authenticated

Description:

Reports users that have not authenticated

Class:

Compliance

Filters:**Fields in Report**

User ID
Last Name
First Name

Returns:

String
String
String

Users – No Authenticated Method

Description:

Reports users with no assigned authentication method

Class:

Compliance

Filters:**Fields in Report**

User ID

Last Name

First Name

Returns:

String

String

String

Users – With Static Passwords

Description:

Reports users able to authenticate with a static password

Class:

Compliance

Filters:

Method

Fields in Report

User ID

Last Name

First Name

Type

Returns:

String

String

String

String

Users – With Tokens

Description:

Reports users with assigned authentication method, excluding passwords

Class:

Compliance

Filters:

Product

Fields in Report

User ID
Last Name
First Name
Mobile Phone
City
State
Country
Custom Field 1
Custom Field 2
Custom Field 3
Serial Number
Token State
Target
Device Type
Push OTP
Last Auth Date

Returns:

String
String
String
String
String
String
String
String
String
String
String
String
String
String
String
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)