

SafeNet Authentication Service Welcome Guide

MP-1 Token for Microsoft Windows



THE
DATA
PROTECTION
COMPANY

Document Information

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| Document Part Number | 007-012415-002, Rev. A |
| Release Date | September 2014 |

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Contents

| | |
|-------------------------------------|----|
| Introduction..... | 4 |
| Overview | 4 |
| How the MP-1 Token Works..... | 4 |
| Self-Enrolling Your MP-1 Token..... | 5 |
| Using Your MP-1 Token..... | 7 |
| Managing Your MP-1 Token | 7 |
| Protect Your Security PIN..... | 7 |
| Changing Your Security PIN..... | 7 |
| Resetting a Locked MP-1 Token | 8 |
| Failed Logon Attempts..... | 8 |
| Customizing Your MP-1 Token | 8 |
| Change the Security PIN | 8 |
| Generate Signatures..... | 8 |
| Rename a Token | 8 |
| Resync a Token | 9 |
| Unlock a Token | 9 |
| Multiple Tokens | 10 |
| Support Contacts..... | 10 |

Introduction

Overview

This guide provides instructions for installing and activating your SafeNet MP-1 software token. Once activated, you will use your MP-1 token every time you log on.



Figure 1: MP-1 Software Token for Windows

Until now, you've logged on with your user name and password. The problem is that passwords are easily compromised, putting your identity and the resources you access at risk. By using an MP-1 token for authentication, you will be able to generate a "one-time password" (OTP). As the name implies, an OTP can only be used once. Each time you log on, you will use your MP-1 to generate a new OTP.

How the MP-1 Token Works

Password theft is the single most common way thieves and hackers steal identities and gain unauthorized access to networks and resources. While they have many ways to steal a password, success depends on the stolen password being valid, much the way credit card theft relies on the card being usable until you report it as stolen. The problem is that it is almost impossible for you or the security professionals that manage your network to discover that your password has been compromised until long after damage has been done.

The MP-1 solves this problem because the instant you log on with your OTP, it is no longer valid. Any attempt to log on using the same OTP will not only fail but will also instantly alert your network security professionals to a possible attack on your identity.

Your MP-1 is protected against unauthorized use by a Security PIN that only you know. Again, much like a bank card or "chip and PIN" credit card, the thief not only needs access to your MP-1 token but must also know your PIN. Any attempt to use the MP-1 with an incorrect PIN will fail. Successive attempts to guess your PIN will automatically "lock" your MP-1, effectively disabling it, giving you and your network security staff time to deal with the threat.

Each time you need an OTP, the MP-1 will prompt you to enter your Security PIN. For example:

| Security PIN | OTP |
|--------------|----------|
| 1427 | 48466628 |
| 1427 | 4Kz6371R |
| 1427 | 669-9487 |

Self-Enrolling Your MP-1 Token

Self-enrollment is a simple process for activating your token and creating your Security PIN. When completed, you will be able to use your token to log on.

A “self-enrollment email” will be sent from your company containing a unique URL to the **SafeNet Authentication Service Self-Enrollment** website. The email will also contain instructions for installing the MP-1 software, and enrolling and activating your token. During self-enrollment, you will create a Security PIN that only you know.

If you have not received your self-enrollment email, contact your security administrator to arrange for a new one to be sent to you.

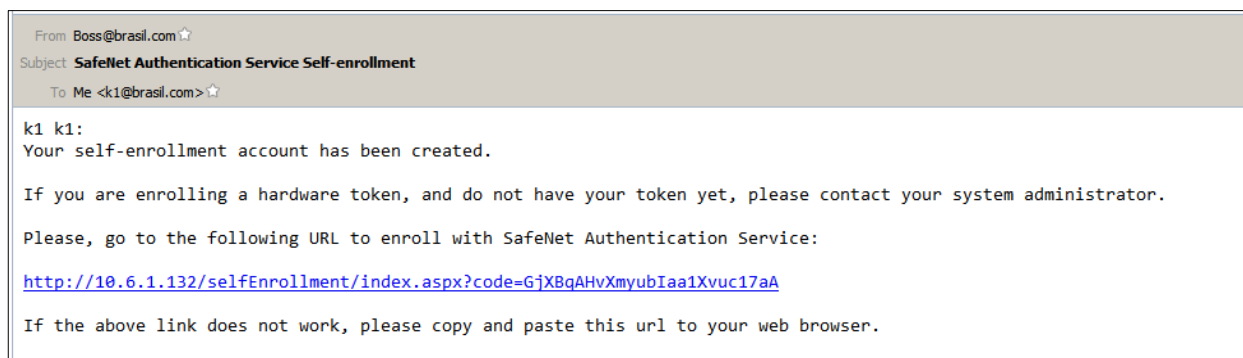
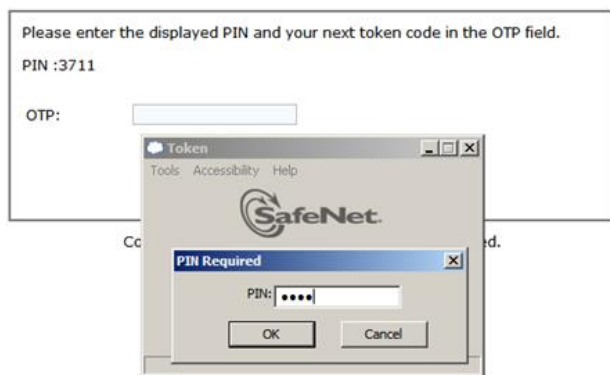


Figure 2: Example Self-Enrollment Email

To self-enroll your MP-1 token:

1. Read the instructions in the self-enrollment email message and click on the embedded link.
2. The enrollment website will display a list of devices, or “targets”, approved by your security administrator, such as a local computer or smartphone, on which the MP-1 can be installed.
3. Select **Install Locally** and then click **Next** to start the process of loading the token onto your Windows computer.
4. On the next page, proceed as appropriate:
 - If the Software Tools application is installed on your computer, you can proceed to copy and paste the activation code into the application.
 - If the Software Tools application is not installed on your computer, click **Download Software Tools and Activate Token**. When prompted, click **Download Software Tools**, and then click **Next**.

5. Complete the installation by following the on-screen instructions, and then click **Next** to continue.
6. Depending on your browser configuration, you may be prompted to download the token file. If so, click the **Download** button and save the file to your desktop. Click **Next** to continue. If you were not prompted, go to the next step.
7. Minimize your browser, and then locate and double-click the MP token file that you saved to your desktop (.7mp extension) in the previous step.
 - The MP-1 application will now load the MP token file.
 - To complete the process you will be prompted by the MP-1 application to provide the PIN displayed in your browser. Be sure to memorize this PIN value.
8. Type the PIN as displayed on the screen, and then click **OK**.



9. Your administrator may require that you change the **Initial PIN** to a value only you know before the token can generate an OTP. If this is the case, enter the **Initial PIN** value (as displayed) into the **Current PIN** field, and then enter and verify the new PIN.
10. Your token will display a Token Code. Follow the on-screen instructions to enter the code (this will vary according to your system configuration). Click **Next** to continue.



Your token has been enrolled and can now be used to authenticate.

Using Your MP-1 Token

Every time you need a one-time password (OTP) to log on, select the **MP-1** icon and then enter your Security PIN. If you have more than one token loaded, you must select one before you will be prompted to enter your Security PIN.

Remember, every time you log on, you must enter your Security PIN to generate an OTP. You will then type or copy the OTP into the appropriate password or OTP field. Use the icon to the right of the **Token Code** field to copy to clipboard; then just right-click in the **Password** field and paste the code.



If the token window happens to close while you are entering the token code, simply click the **Generate Token Code** button, and then enter your Security PIN. Enter the new Token Code into the appropriate **Password** field and log on as normal.

Managing Your MP-1 Token

Using the MP-1 software token not only provides security, it simplifies your life by reducing or eliminating the need to remember or change passwords. Your token will do this for you every time you logon. Your token will be able to generate OTPs until it is revoked by your security administrator. However, you do have a few simple obligations as described in the following sections.

Protect Your Security PIN

Protect your Security PIN just as you would the PIN for your bank or credit card. Never share it with anyone, including people you trust. Your network security administrator and help desk will never ask for your PIN and you should never reveal it to them. Never write down your PIN.

Changing Your Security PIN

If you wish to change your Security PIN, or are concerned that it has been compromised, click the **Edit** button and then the blue token tile, and then enter your current Security PIN. This will display a list of options, from which you should select **Change PIN**. Enter and confirm the new Security PIN, and then click the **Done** button.

If you have simply forgotten your Security PIN, contact your help desk. Upon verifying your identity, they will be able to reset your PIN.

Resetting a Locked MP-1 Token

If the MP-1 token becomes locked, this indicates that there has been an attempt to generate OTPs using an incorrect Security PIN. Contact your help desk. Upon verifying your identity, they will be able to reset your PIN.

Failed Logon Attempts

The most common cause of a failed logon is entering an incorrect OTP.

- Never attempt to reuse a Token Code.
- Ensure that you enter the code exactly as displayed on the token, including any uppercase and lowercase letters and punctuation that it may contain.

Your account will automatically lock for a period of time if the maximum number of consecutive failed logon attempts is exceeded. You must wait this specified amount of time before your account will unlock. Contact the help desk to resolve logon problems.

Customizing Your MP-1 Token

You can customize your token in a variety of ways, as described in this section.

Change the Security PIN

This option is used to change the Security PIN of the selected token. You will be required to provide the current PIN and then create and confirm a new PIN.

Generate Signatures

The signature function is disabled by default and should not be used unless advised by your security administrator.

Rename a Token

To rename a token, click **Tools > Rename Token**. Enter a new name, and then click **OK**.

Resync a Token

This option is rarely required and should only be used on instruction from your help desk. To resync a token, enter the challenge code provided by your administrator (or from the **Self-Service** website) and the Security PIN for the token. Give the resulting Token Code to your administrator or enter it into the appropriate field on the **Self-Service Resync** page.

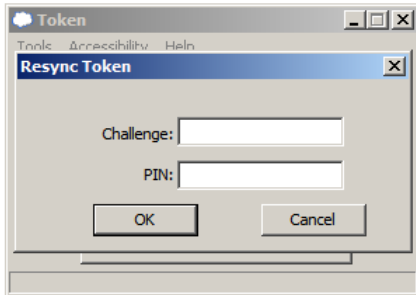


Figure 3: Resync Token – Challenge

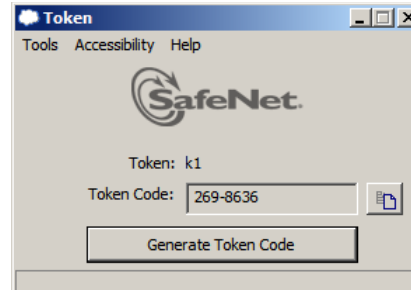


Figure 4: Resync Token - Token Code

Unlock a Token

If an incorrect PIN is entered into the token too many times consecutively, the token will become locked. If your token is locked, click **Tools > Unlock Token**. If this option is not available, contact the help desk.

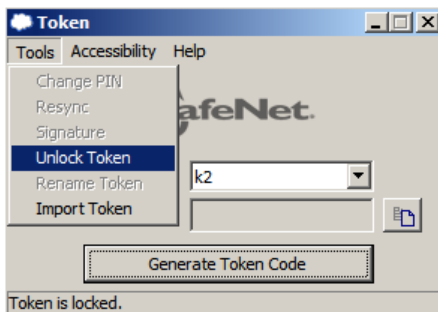


Figure 5: Unlock Token Option

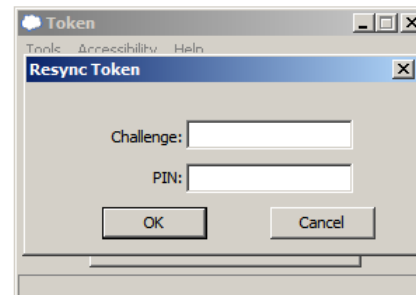


Figure 6: Unlock Token

Read the “unlock” challenge to your administrator exactly as it is displayed, including proper case. Your administrator will provide a “Server Response” that must be entered exactly as provided. Click **OK** to submit the change.

Multiple Tokens

It is possible to load several tokens into the MP-1 application. When multiple tokens exist, a drop-down list provides access to the additional tokens.

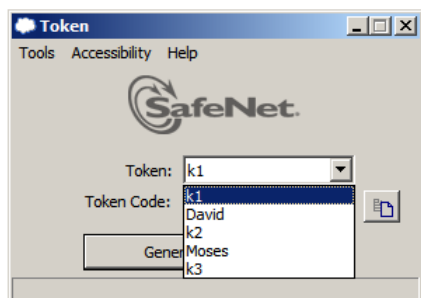


Figure 7: MP-1 with Multiple Tokens

Support Contacts

If you encounter a problem while installing, registering or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet 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 SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

| Contact Method | Contact Information | |
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| Address | SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA | |
| Phone | United States | 1-800-545-6608 |
| | International | 1-410-931-7520 |
| Technical Support Customer Portal | https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base. | |