

SafeNet Authentication Service Configuration Guide

Remote Logging Agent



THE
DATA
PROTECTION
COMPANY

Document Information

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Contact Method	Contact Information
Mail	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017, USA
Email	TechPubs@safenet-inc.com

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Overview

SafeNet Authentication Service (SAS) logs are generated on the service providers' servers. The SafeNet Authentication Service Remote Logging Agent sends the information displayed in the SafeNet Authentication Service Manager Snapshot window together with operator activity information (if configured) to a receiving agent on the vendor's local computer, where it can be displayed in the event viewer, syslog, or log file.

Applicability

The information in this document applies to:

- **SafeNet Authentication Service (SAS)**—A cloud authentication service of SafeNet, Inc.
- **SafeNet Authentication Service – Service Provider Edition (SAS-SPE)**—The software used to build a SafeNet authentication service.
- **SafeNet Authentication Service – Private Cloud Edition (SAS-PCE)**—A term used to describe the implementation of SAS on-premises.

Environment

Supported Platforms	<ul style="list-style-type: none">• Windows 2008 SP2 and Windows 2008 R2• Windows 7
Supported Architecture	<ul style="list-style-type: none">• 32-bit• 64-bit
Additional Software Components	IIS 7
Network Port	<ul style="list-style-type: none">• TCP Port 8459 (outbound)• TCP Port 8458 (inbound)• UDP Port 514 (syslog only – optional)

Configuring the SAS Manager

The SafeNet Authentication Service Manager must be configured as follows:

1. In the SAS Manager, click **VIRTUAL SERVERS > COMMS > Communications > Logging Agent Server Settings**.
2. Click **Custom**.

Logging Agent Server Settings:

Apply Cancel

Default Custom

"Inbound" is the Logging Agent Server address to which Logging Agents send data to. "Outbound" is the Logging Agent Server address that the agent receives packets from. This information is displayed also under Authentication Processing / Logging Agent task.

	Inbound	Outbound
Primary Host/IP:	<input type="text"/>	<input type="text"/>
Failover Host/IP:	<input type="text"/>	<input type="text"/>
Port:	<input type="text"/>	<input type="text"/>

3. Complete the following fields, and then click **Apply**.
 - **Primary Host/IP**—This is the FQDN host name or IP address of the Logging Agent server.
 - **Failover Host/IP**—(Optional) This is the FQDN host name or IP address of the alternate Logging Agent server if the primary server selection is not available.
 - **Port**—This is the port number to connect to the Logging Agent server (default: 8459).

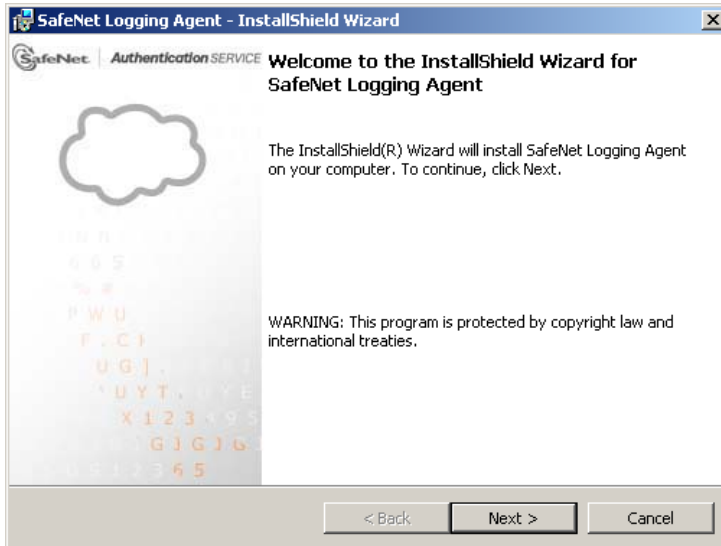
Inbound is the Logging Agent server address to which Logging Agents “send” data. **Outbound** is the Logging Agent server address from which the agent “receives” packets. This information is also displayed under **COMMS > Authentication Processing > Logging Agent**.

Steps 4 and 5 are optional. The agent will be automatically added when you load the **.bmc** file (see “Configuring the Agent” on page 9).

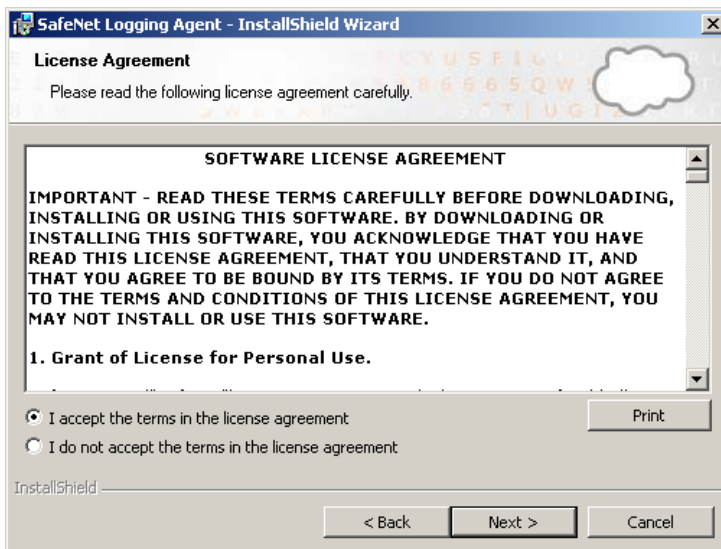
4. In the **Task** column, click **Logging Agent**.
 - a. Enter the IP address of the vendor’s remote computer and then click **Apply**.
 - b. A new row is created displaying the IP address.
 - c. Click **Add > Download**. A **.bmc** file is created.
5. Copy the **.bmc** file to the remote (vendor’s) computer.

Installing the Agent

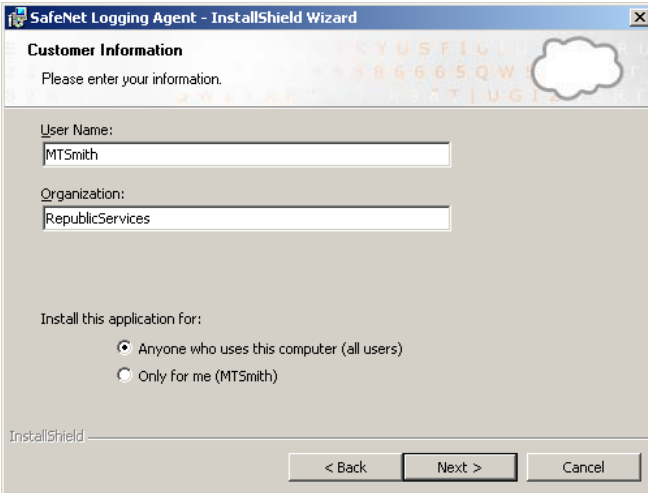
1. On the remote (vendor's) computer, run one of the following installation files:
 - SafeNet Authentication Service Logging Agent x64.exe (64-bit)
 - SafeNet Authentication Service Logging Agent.exe (32-bit)
2. On the **Welcome** window, click **Next**.



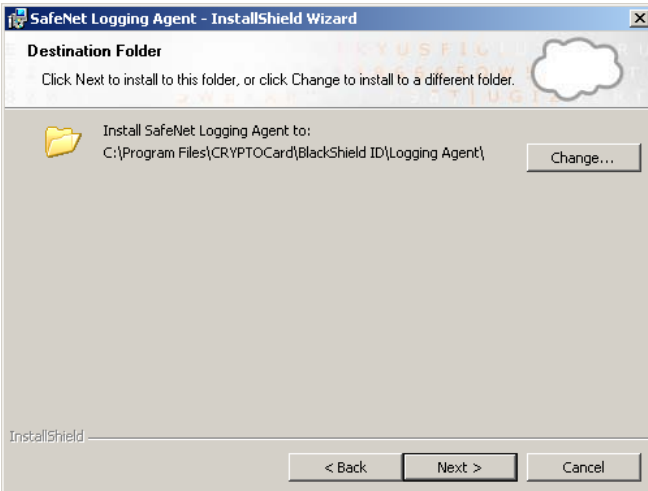
3. On the **License Agreement** window, select **I accept the terms in the license agreement** and then click **Next**.



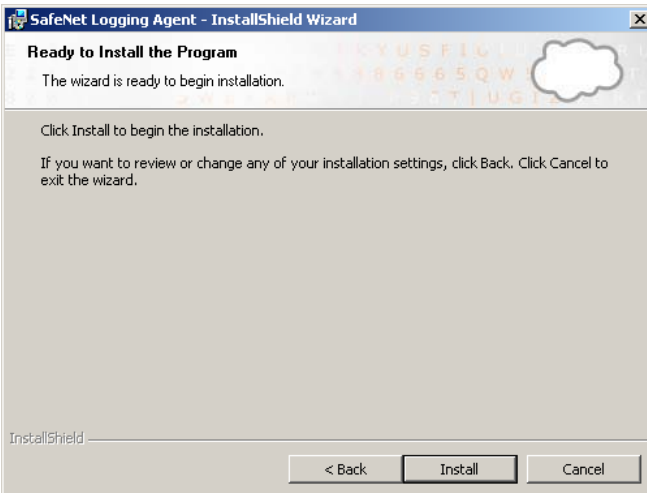
4. On the **Customer Information** window:
 - a. Enter your **User Name** and **Organization**.
 - b. Select one of the following to determine who can use the application:
 - Anyone who uses this computer (all users)
 - Only for me
 - c. Click **Next**.



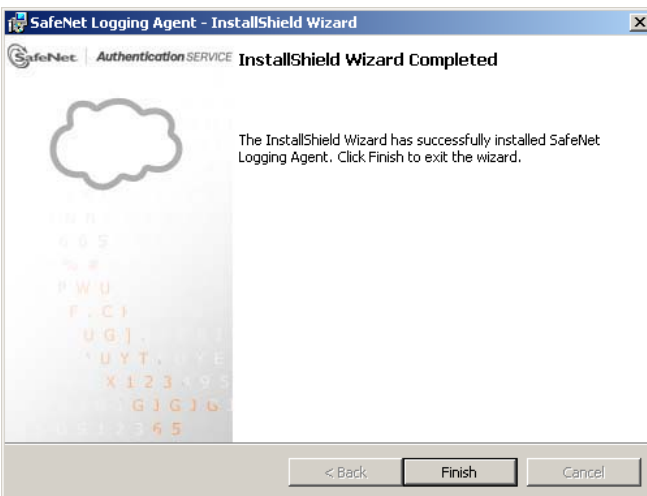
5. On the **Destination Folder** window, click the **Change** button to select a new install location or click **Next** to accept the default location.



6. On the **Ready to Install the Program** window, click **Install** to begin installation.



7. When the process has been completed, the **InstallShield Wizard Completed** window opens. Click **Finish** to exit the installation wizard.



Configuring the Agent

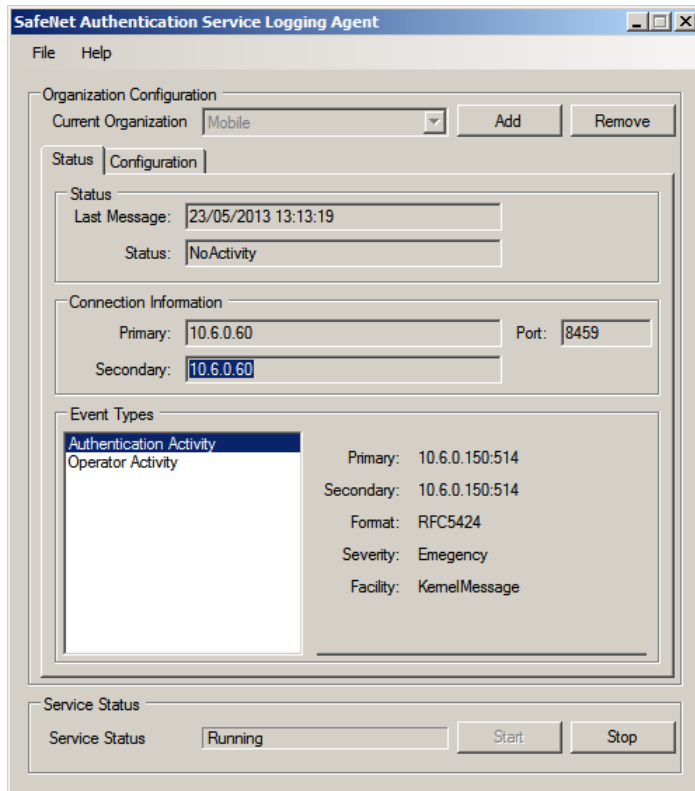
The following ports are used on the Logging Agent computer:

- Port 8458 - Inbound traffic
- Port 8459 - Outbound traffic

To configure the agent:

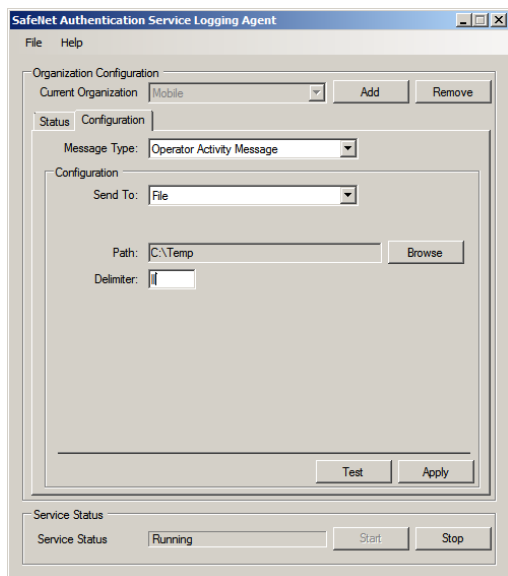
1. Click **Start > All Programs > SafeNet > Agents > Logging Agent**.

The **SafeNet Authentication Service Logging Agent** is displayed.



2. Under **Current Organization**, click **Add**. Browse to the location of the **LoggingAgentConfigFile.bmc** and load the file. The **Current Organization** section will update to show information about your Virtual Server.

3. Select the **Configuration** tab.



4. From the **Message Type** list, select one of the following:

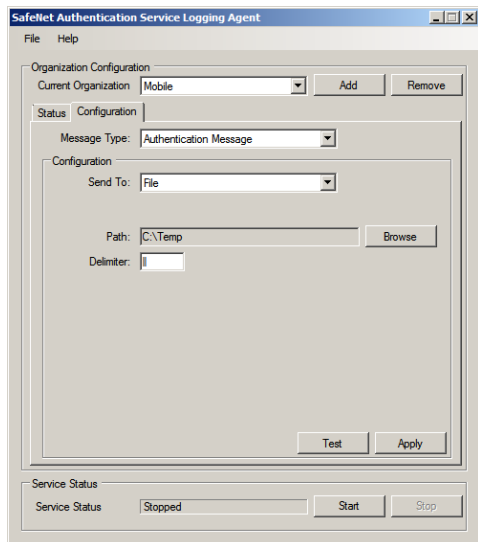
- Authentication Message
- Operator Authentication Message

5. From the **Configuration Send To** list, select one of the following:

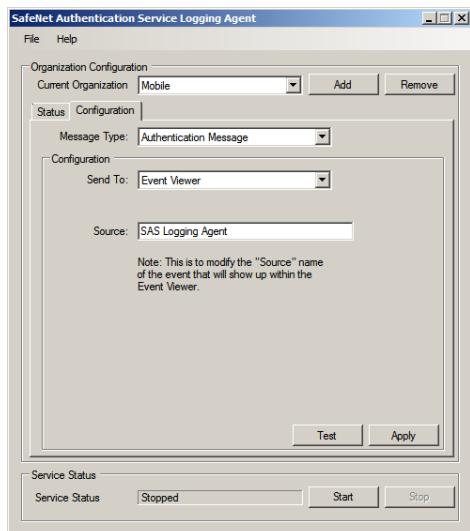
- File (see step 6)
- Event Viewer (see step 7)
- Syslog (see step 8)

6. If you selected **File**, do the following:

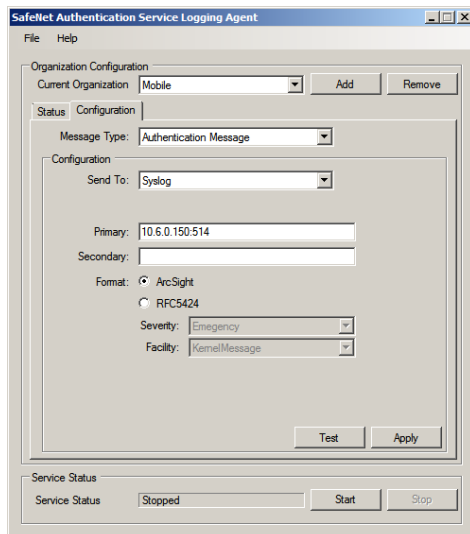
- a. Browse to the folder.
- b. Enter the required delimiter (it is a CVS file).
- c. Click **Apply**.
- d. To test, click **Test** and open the CVS file.



7. If you selected **Event Viewer**, do the following:
 - a. In the **Source** field, select **SafeNet Authentication Service Logging Agent**.
 - b. Click **Apply**.
 - c. To test, click **Test** and open the Event Viewer.



8. If you selected **syslog**, do the following:
 - a. In the **Primary** field enter the IP:Port of the Syslog server.
 - b. In the **Secondary** field, enter the IP:Port of the secondary (backup) Syslog server, if required.
 - c. Click **Apply**.
 - d. To test, click **Test** and open the Syslog.



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 phone support is available to you.

Contact Method	Contact Information	
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.	