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Preface

This guide is for SAS Service Providers responsible for delivering authentication services to accounts and for configuring the service to reflect the account’s internal business processes, Service Level Agreements, and management hierarchy. This guide describes the functionality of:

- **SafeNet Authentication Service (SAS)**—A cloud authentication service of Gemalto.
- **SAS - Service Provider Edition (SAS-SPE)**—The software used to build an authentication service.
- **SAS - Private Cloud Edition (SAS-PCE)**—The on-premises implementation of SAS-SPE.

## Terminology

The following terms are used in this document:

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
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| Service Provider / Account Manager | The top-level organization that:  
  - Installed and owns SAS, SAS-SPE, or SAS-PCE.  
  - Manages their own Virtual Server.  
  - Is able to create and manage additional Virtual Service Provider and Subscriber accounts.  
  Every other organization is either a “Virtual Service Provider” or “Subscriber”. |
| subscriber                    | All accounts that you create and manage, including Service Provider accounts. |
| Subscriber                     | Accounts that are not Service Providers. |
| Virtual Server                 | An individual account’s virtual authentication server. |
| Virtual Service Provider / Operator | An organization that:  
  - Has a Service Provider as a parent.  
  - Manages their own Virtual Server.  
  - Is able to create and manage additional Virtual Service Provider and Subscriber accounts. |

## Additional Reading

The SafeNet Authentication Service document suite includes:

- Service Provider Quick Start Guide
- Service Provider Administrator Guide (this document)
- Operator Guide for Subscribers
- Synchronization Agent Configuration Guide
- Branding and Customization Guide
- Service Provider Billing and Reporting Reference Guide
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 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.

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<td>Address</td>
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</tr>
<tr>
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<td>4690 Millennium Drive</td>
</tr>
<tr>
<td></td>
<td>Belcamp, Maryland 21017, USA</td>
</tr>
<tr>
<td>Phone</td>
<td>US</td>
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<tr>
<td></td>
<td>1-800-545-6608</td>
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<td></td>
<td>International</td>
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<td>1-410-931-7520</td>
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<td>manage incidents, get the latest</td>
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<td></td>
<td>software upgrades, and access the</td>
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<td>Gemalto Knowledge Base.</td>
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1 – Introduction

SafeNet Authentication Service

SafeNet Authentication Service (SAS) is an enterprise-class authentication server designed to extend authentication services to users in a single organization or across an unlimited number of entities. These entities can be almost anything, from divisions or cost centers within a company, to subsidiaries or completely independent organizations. Its multi-tier, multi-tenant structure accommodates just about any hierarchy, reporting structure, business structure, security segregation, or other delineation.

Figure 1: SafeNet Authentication Service Delivery Platform
SafeNet Authentication Service is available as:

- **SAS**: Gemalto’s cloud-based highly secure, software as-a-service authentication platform with no hardware requirements, providing 24/7 availability. By leaving security to the experts, organizations can have peace of mind knowing their systems are secure, and always available, in a trusted cloud environment. In addition, using one cloud-based platform to manage, maintain, and provision a wide-range of tokens, SAS can grow with your organization’s requirements—securing an infinite number of users in a variety of token form factors.

- **SAS – Service Provider Edition (SPE)**: Providing organizations with a highly economical and effective cloud-based authentication management service.

- **SAS – Private Cloud Edition (PCE)**: Providing organizations with an on-premises authentication management solution.

SAS can be used to extend authentication services beyond the corporate perimeter. By supporting SAML (Security Assertion Markup Language), many cloud applications—from Google Apps and Salesforce to Box.net and web SSO services—can be protected by SAS. Better yet, users will authenticate with the same user ID and token(s) that they use for the corporate network—providing a single, consistent, and familiar login experience.

Throughout this guide, the term “Service Provider” is used to convey the notion of delivering authentication as a service; whether SAS is installed on-premises or as a cloud service. While authentication methods and interoperability remain significant factors, there is a strong focus in SAS on using automation to simplify and streamline user and authentication management; driving the cost of service delivery significantly lower. Key features include:

- **Workflow Automation**—Easy-to-configure policy engines that can manage users, provisioning tasks, access control, and much more based on changes in LDAP.

- **Management by Exception**—Alerts delivered through the UI, SMS, and email in response to business, security, and workflow events and thresholds.

- **Branding**—Complete customization of all user facing emails, web pages, alerts and URLs.

- **Billing**—Flexible inter- and intra- company billing for services.

- **Granular Security Roles and Scope**—Control over who can do what and to whom, captured in the database for extensive audit control, and alerts for real-time notification of changes to security settings.

No matter how many entities you add to your service, each will appear to have a discrete enterprise authentication server, what is referred to throughout this documentation as a “Virtual Server.”

When you, as a Service Provider, log in to the management UI, you’ll be able to view and manage all of your accounts and their Virtual Servers independently. While you will likely standardize on a few service offerings, this independence means that you can customize your service for individual accounts without affecting any other account’s service. This includes pricing, billing, branding, and much, much more.

SafeNet Authentication Service does not obligate you to manage all aspects of an account’s service. In fact, you can allow some or all of your accounts to manage their own Virtual Server.

SafeNet Authentication Service includes workflow automation and management tools that can reduce your on-boarding and management costs to near zero. For example, by combining LDAP synchronization with provisioning rules, each time your account adds a user in their LDAP server, within minutes SAS will automatically create the user account in their Virtual Server and provision the user with a token—all of this without your staff clicking a mouse button.

Finally, you can use SafeNet Authentication Service to create Virtual Service Providers. As a Virtual Service Provider, your account can create and manage Subscribers. You can use Virtual Service Providers to create additional sales channels that resell your service under your banner or under their brand. Of course, Virtual...
Service Providers are not limited to being resellers. They can also be large, complex end-users accounts that need to independently extend and manage the service delivered to many subsidiaries or cost centers, or to accommodate multiple LDAPs and user data sources, or to share access to protected resources across organizational boundaries.

**Service Provider / Account Manager Console**

The Service Provider / Account Manager console (Figure 2) includes a row of tabs in the banner area [1] through which Account Managers can manage the service and all of their accounts, including on-boarding, Virtual Servers, management roles, subscriber metrics, and alerts.

When an Account Manager selects an account’s Virtual Server for management, a second row of tabs displays [2] through which they can manage the account’s users, tokens, reports, and policies. The name of the account being managed is displayed above this row of tabs.

The content of Shortcuts (left-most column) and the work area below the banner is dependent upon which tabs are selected.

![Service Provider / Account Manager and Virtual Service Provider / Operator Console](image)

Figure 2: Service Provider / Account Manager and Virtual Service Provider / Operator Console

**Virtual Service Provider / Operator Console**

The Virtual Service Provider / Operator console is identical to the Service Provider / Account Manager console (Figure 2). Using the Service Provider tabs [1] in the banner area, Operators can manage their own Virtual Server, and can create additional Subscriber and Virtual Service Provider accounts, which they will manage. However, Operators are restricted to managing their own Virtual Server and those of the accounts they create. They cannot view or manage any other account or Virtual Server.
Subscriber Console

Subscribers that are permitted to manage their Virtual Server are presented with a console that includes the Virtual Server tabs/functions only (Figure 3). Therefore, Subscribers cannot access other Virtual Servers, nor create or manage other accounts.

![Subscriber Console](image)

**Figure 3: Subscriber Console (with Subscriber-configurable Customizations)**

**Conventions**

- Shortcuts provide quick access to popular tasks, such as Create Account (Figure 4):

![Shortcuts Panel - Expanded](image)

**Figure 4: Shortcuts Panel - Expanded**

- Click Shortcuts to extend the module panel to the left (Figure 5).

![Shortcuts Panel - Collapsed](image)

**Figure 5: Shortcuts Panel - Collapsed**

- Click the right-pointing arrow to expand the Shortcuts panel (Figure 4).

- Tabs group business, service, and management functions (Figure 6).

- Modules group specific functions, such as token management and user management.
  - Click a module name to toggle the module open/closed.
  - Unpinned modules close whenever another module is opened.
  - Modules that are pinned open will not close when another module is opened.
  - Click the information icon on the module bar to display context-sensitive help.
• Modules that contain lists display a customization icon with which you can change the number of rows displayed in the list. An item count at the bottom of each list shows the number of items displayed and the total number of items that meet the search criteria. Use the arrows beside the item count to navigate through a long list of items.

• Actions/tasks enable you to add, view, edit, and delete accounts, users, and tokens.

Figure 6: Tabs, Modules, and Tasks/Actions

• Navigation arrows enable you to: go to the first; previous; next; or last page respectively, in cases where there are multiple pages of information.
This guide groups the SAS console tabs as follows:

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<th>Sub-tab</th>
<th>Function</th>
</tr>
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<td>-</td>
<td>View account list/metrics; view/acknowledge/close alerts; and view inventory (capacity, credits, ICE, and tokens).</td>
</tr>
<tr>
<td></td>
<td>ON-BOARDING</td>
<td>-</td>
<td>Create/list accounts; delegate account management; edit account details; configure type of service and duration; allocate/deallocate tokens and capacity; view transaction logs; create operators/auth nodes; and add contact information.</td>
</tr>
<tr>
<td></td>
<td>ADMINISTRATION</td>
<td>-</td>
<td>Create Account Management groups/roles/scope/access; alert events/thresholds/recipients; reports/schedules/removal date; and links to support material.</td>
</tr>
<tr>
<td>Virtual Service</td>
<td>VIRTUAL SERVERS</td>
<td>SNAPSHOT</td>
<td>Manage account Virtual Servers, users, and tokens; generate reports; and customize account processes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ASSIGNMENT</td>
<td>Manage user: authentication methods/metrics, access, group memberships, and RADIUS attributes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOKENS</td>
<td>List tokens, move tokens between containers, import tokens, bulk-assign tokens, and initialize tokens.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GROUPS</td>
<td>Create/manage groups and group membership, apply RADIUS attributes to groups, and create/manage containers/objects.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>REPORTS</td>
<td>View, customize, schedule, deliver, and download usage/compliance/inventory/billing reports.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SELF-SERVICE</td>
<td>Empower users to perform simple functions, such as: reset PINs, report lost tokens, and view their authentication history.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OPERATORS</td>
<td>Create/manage internal and external Operators to maintain accounts.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POLICY</td>
<td>Enforce a consistent user login experience and protect against account credential attacks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>COMMS</td>
<td>Configure SMS, LDAP synchronization, agent key files, pre-authentication rules, SAML service providers, and custom branding.</td>
</tr>
</tbody>
</table>

**NOTE:** In this guide, the chapter titles for the tabs under VIRTUAL SERVERS are prefaced with “VS >” (e.g., VS > SNAPSHOT) as a visual aid to the hierarchical location of the tabs.
SafeNet Authentication Service + SafeNet Trusted Access

SAS supports SafeNet Trusted Access (STA).

STA provides user and group access to cloud applications via context-aware policies that specify appropriate credentials.

SAS authenticates the STA users and groups as well as managing users, groups, and tokens.

When configured for your account, you open STA from SAS Shortcuts:

The components that apply when traffic is directed to either STA or SAS are shown in the figure that follows.

**Application Traffic Directed to STA**

- Policies
- Applications
- Dashboard
- Smart SSO
- Tenant Creation and Mgmt
- User Creation/Sync
- Operators
- Permission Control
- Token provisioning
- Token Authentication
- AD Password Sync
- AD Password Validation
- SAS Logs
- SAS Reports
- Pre-AUTH Rules
- Context Auth
- Comms/SAML

**Application Traffic Directed to SAS**

- Policies
- Applications
- Dashboard
- Smart SSO
- Tenant Creation and Mgmt
- User Creation/Sync
- Operators
- Permission Control
- Token provisioning
- Token Authentication
- AD Password Sync
- AD Password Validation
- SAS Logs
- SAS Reports
- Pre-AUTH Rules
- Context Auth
- Comms/SAML

When access attempts for an application are directed to STA, the STA policies fully govern the authentication requirements. In such cases, the SAS pre-authentication rules and Contextual Authentication policies do not apply.

When access attempts for an application are directed to SAS, as configured using the COMMS > SAML Service Providers module, the SAS settings fully govern the authentication requirements. In such cases, the STA policies do not apply.

SAS Administrator tasks related to STA include:

- Set STA Service Status to Active (page 32)
- Set the STA Service Period within the SAS Service Start and Stop dates (page 32)
- Provision Operator roles and permissions for STA (page 170)

In addition, SAS Operator tasks related to STA are described in the SAS Subscriber Account Operator Guide.
The DASHBOARD tab enables you to view accounts, alerts, subscriber metrics, and inventory.

| Accounts | (Shortcut) Open ON-BOARDING > Account (page 24), to display your accounts. |
| Alerts | Display, acknowledge, close, and remove alerts (page 18). |
| Subscriber Metrics | Display account service performance information (page 20). |
| Inventory | Display capacity/inventory of tokens/credits available for allocation (page 21). |

Alerts

DASHBOARD > Alerts enables you to display, acknowledge, close, and remove alerts.

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledge</td>
<td>Add or edit a comment and indicate that you are aware of the alert condition.</td>
</tr>
<tr>
<td>Close</td>
<td>Add or edit a comment and indicate that the alert condition has been fixed.</td>
</tr>
<tr>
<td>Remove</td>
<td>Remove the selected alert(s) from the list.</td>
</tr>
<tr>
<td>Alert ID</td>
<td>Click to display details about any one alert in the list.</td>
</tr>
<tr>
<td>Timestamp</td>
<td>Date and time of the alert (e.g., 11/30/2016 5:39:47 PM).</td>
</tr>
<tr>
<td>Account</td>
<td>Name of the account for which the alert is generated.</td>
</tr>
<tr>
<td>Message</td>
<td>Description of the event that triggered the alert (e.g., Auth Node Changes).</td>
</tr>
<tr>
<td>Status</td>
<td>Current condition of the alert.</td>
</tr>
<tr>
<td>Status Timestamp</td>
<td>Date and time of the change in alert status (e.g., 11/30/2016 5:39:47 PM).</td>
</tr>
<tr>
<td>Operator</td>
<td>Name of the Operator whom has changed the status of the alert.</td>
</tr>
</tbody>
</table>

**NOTE:** To configure Alert Event Thresholds, see page 60.
Display/Hide Alert Details

To display alert details:
1. Click DASHBOARD > Alerts.
2. Click the Alert ID. The alert details display (Figure 7).
3. Click Close to hide the details.

![Figure 7: DASHBOARD > Alerts > Alert Detail](image)

Acknowledges an Alert

Add or edit a comment about an alert to indicate that you are aware of the alert condition. When you acknowledge an alert, SAS updates the state of the alert to Acknowledged. To acknowledge an alert:
1. Click DASHBOARD > Alerts.
2. Select the checkbox to the left of the Alert ID that you are acknowledging.
3. Click Acknowledge.
   a. Add comments about the alert in the field provided (Figure 8).
   b. Click Apply to save your changes or click Close to discard your changes.

![Figure 8: DASHBOARD > Alerts > Acknowledge Alert](image)

Close an Alert

Add or edit a comment about an alert to indicate that the condition causing the alert has been fixed. When you close an alert, SAS updates the state of the alert to Closed. To close an alert:
1. Click DASHBOARD > Alerts.
2. Select the checkbox to the left of the Alert ID that you are closing.
3. Click Close.
   a. Add comments about the alert in the field provided.
   b. Click Apply to save your changes or click Close to discard your changes.
Remove an Alert

To remove an alert:

1. Click DASHBOARD > Alerts.
2. Select the checkbox to the left of the Alert ID that you are removing.
3. Click Remove.

The list re-displays without the Alert IDs that you selected for removal.

---

Note: Although you can remove an alert from the list, the alert and all related activity are retained by SAS and can be retrieved by running the appropriate reports (see VS > REPORTS on page 122).

---

Subscriber Metrics

DASHBOARD > Subscriber Metrics displays account service performance information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber Count</td>
<td>(Rolling Year to Date) Total number of accounts in the month.</td>
</tr>
<tr>
<td>Total Subscribed Capacity</td>
<td>(Rolling Year to Date) Total subscribed capacity in the month.</td>
</tr>
<tr>
<td>Total Authentications per Month</td>
<td>(Rolling Year to Date) Total number of authentications in the month.</td>
</tr>
<tr>
<td>Total Users per Month</td>
<td>(Rolling Year to Date) Total number of users that can authenticate in the month. The totals for previous months reflect the total on the last day of the month.</td>
</tr>
<tr>
<td>Average Authentications per User</td>
<td>(Rolling Year to Date) Total authentications/month divided by the total number of users that can authenticate in the month. The totals for previous months reflect the total on the last day of the month.</td>
</tr>
<tr>
<td>Number of Evaluation Accounts</td>
<td>(Rolling Year to Date) Number of accounts initially marked as evaluation at the time of account creation in the month.</td>
</tr>
<tr>
<td>Most Active Subscribers</td>
<td>The five accounts with the highest average authentications per user in the preceding month, listed in descending order (most to least).</td>
</tr>
<tr>
<td>Least Active Subscribers</td>
<td>The five accounts with the fewest average authentications per user in the preceding month, listed in ascending order (least to most authentications/user).</td>
</tr>
</tbody>
</table>

Count metrics (for example, account count) are continuously updated, whereas relative metrics (totals/month) are updated on the first day of each month. Over time, the table presenting metrics expands to a full year’s data. Thereafter, the oldest month is dropped from the table and the data for the current month is added. Metrics older than one (1) year can be retrieved by running reports.
## Inventory

**DASHBOARD > Inventory** displays the current inventory available for allocation.

<table>
<thead>
<tr>
<th>Section</th>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity</td>
<td></td>
<td>Determines the maximum number of users that can be assigned tokens. For example, an account with a capacity of 100 and with 200 tokens can: assign 2 tokens to each of 100 users; assign 200 tokens to 1 user; or any combination in between. However, after assigning at least one token to 100 users, they could not assign a token to another user without acquiring additional capacity.</td>
</tr>
<tr>
<td></td>
<td>Standard</td>
<td>Non-ICE tokens.</td>
</tr>
<tr>
<td></td>
<td>ICE</td>
<td>The total “In Case of Emergency” capacity available for allocation. ICE is a combination of capacity and MP-1 tokens that you can use to temporarily increase an account’s capacity and token inventory so as to provide business continuity. When the temporary period expires the service reverts to pre-ICE conditions.</td>
</tr>
<tr>
<td>SMS Credits</td>
<td></td>
<td>The number of credits received from your Service Provider and available for reallocation to your accounts. If you have configured an SMS gateway on the Virtual Server, this value is “unlimited.”</td>
</tr>
<tr>
<td>Tokens</td>
<td>Sale</td>
<td>Lists the token types that are in the account inventory (e.g., MP, GrlDsure, MobilePASS, etc.).</td>
</tr>
<tr>
<td></td>
<td>Rental</td>
<td>The number of tokens that you do not own and therefore can only rent to your accounts.</td>
</tr>
</tbody>
</table>
The ON-BOARDING tab provides two views of your accounts: all or selected. Click the ON-BOARDING tab to display a list of all your accounts. From that list, click an account name to display account-specific options.

### All-Accounts View

The **ON-BOARDING** tab for all accounts enables you to create an account, list your accounts, and delegate a Service Provider to view/manage your account.

<table>
<thead>
<tr>
<th>Manage:</th>
<th>Name of the selected account.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Account</td>
<td>(Shortcut) Add an organization’s name and address (page 23).</td>
</tr>
<tr>
<td>List Accounts</td>
<td>(Shortcut) Display a list of the accounts to which you have access (page 24).</td>
</tr>
<tr>
<td>Account</td>
<td>Manage the accounts to which you have access (page 23).</td>
</tr>
<tr>
<td>Delegation Code</td>
<td>Allow your Service Provider to view/manage your account (page 26).</td>
</tr>
</tbody>
</table>

### Selected-Account View

The **ON-BOARDING** tab for a single account (click an account name in **ON-BOARDING > Account**) enables you to create an account, list your accounts, define the type of service, allocate token inventory/capacity, and add: Operators, Auth Nodes, and account contacts.

<table>
<thead>
<tr>
<th>Manage:</th>
<th>Name of the selected account.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Account</td>
<td>(Shortcut) Add an organization’s name and address (page 23).</td>
</tr>
<tr>
<td>List Accounts</td>
<td>(Shortcut) Display a list of the accounts to which you have access (page 24).</td>
</tr>
<tr>
<td>Account Detail</td>
<td>Add accounts and their basic details (page 31).</td>
</tr>
<tr>
<td>Services</td>
<td>Define the type of account, services offered, and service period (page 32).</td>
</tr>
<tr>
<td>Allocation</td>
<td>Allocate or deallocate capacity, tokens, SMS Credits, and ICE licenses (page 35).</td>
</tr>
<tr>
<td>Create Operator</td>
<td>Enable accounts to login to the SAS console to: manage their Virtual Server, create and manage users, provision tokens, and run reports (page 46).</td>
</tr>
<tr>
<td>Auth Nodes</td>
<td>Enable VPN and web applications to authenticate against the Virtual Server (page 49).</td>
</tr>
<tr>
<td>Contacts</td>
<td>Add account contacts (page 55).</td>
</tr>
</tbody>
</table>
Create Account (shortcut)

ON-BOARDING > Create Account enables you to add an organization’s name and address.

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Save Button]</td>
<td>Save your changes.</td>
</tr>
<tr>
<td>![Cancel Button]</td>
<td>Leave the edit session without saving your changes.</td>
</tr>
<tr>
<td>Account</td>
<td>The name of the organization (account); unique within the Virtual Server.</td>
</tr>
<tr>
<td>Billing Address</td>
<td>The physical mailing address to which account invoices will be sent.</td>
</tr>
<tr>
<td>Ship To same as Billing Address</td>
<td>Select this option if you also want shipments other than account invoices sent to the Billing Address. Otherwise, type the physical mailing address to which other shipments for the account must be sent.</td>
</tr>
<tr>
<td>Custom #1-#3</td>
<td>Add descriptors that distinguish this account from similarly titled accounts. You can change the title of these fields with Custom Branding on page 230.</td>
</tr>
<tr>
<td>Profile</td>
<td>(Leave blank)</td>
</tr>
<tr>
<td>Group</td>
<td>Create an association with related accounts (e.g., group North and South American accounts under “Americas”). See Account Management Groups on page 56.</td>
</tr>
</tbody>
</table>

To create an account:

1. Click **ON-BOARDING > Create Account** in the Shortcuts column.
2. Complete the fields provided to accurately describe the account.
3. Click **Save** to save your changes or click **Cancel** to discard your changes.
## Account / List Accounts (shortcut)

**ON-BOARDING > Account** enables you to find/view all of your accounts. **ON-BOARDING > List Accounts** (shortcut) displays **ON-BOARDING > Account**.

### Account List

<table>
<thead>
<tr>
<th>Section</th>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>Account</td>
<td>The name of the account for which to search.</td>
</tr>
<tr>
<td></td>
<td>Custom #1</td>
<td>The optional description used to distinguish between similar accounts.</td>
</tr>
<tr>
<td></td>
<td>Search</td>
<td>Search for the values placed in the Account and Custom #1 fields.</td>
</tr>
<tr>
<td></td>
<td>Clear</td>
<td>Delete the contents of the Account and Custom #1 fields in the Search section.</td>
</tr>
<tr>
<td>Account List</td>
<td>Account</td>
<td>Click the account name to manage its services. The <strong>ON-BOARDING &gt; Account Detail</strong> module displays (see Account Detail on page 31).</td>
</tr>
<tr>
<td></td>
<td>Custom #1</td>
<td>Data that was added to the Custom #1 field in the <strong>ON-BOARDING &gt; Account Detail</strong> module. You can rename the field and column label to identify the type of data and/or its purpose.</td>
</tr>
<tr>
<td></td>
<td>Class</td>
<td>Service Provider (Account Manager/Operator) or Subscriber (Account).</td>
</tr>
<tr>
<td></td>
<td>Activated</td>
<td>The date and time the service was set to Active in the <strong>Services</strong> module.</td>
</tr>
<tr>
<td></td>
<td>Expires</td>
<td>The date and time the service will end and the account will not be able to login.</td>
</tr>
<tr>
<td></td>
<td>Billing</td>
<td>The billing period that was configured in the <strong>Services</strong> module.</td>
</tr>
<tr>
<td></td>
<td>Capacity</td>
<td>The maximum number of users that may authenticate against the Virtual Server, as set in the <strong>Allocation</strong> module. This value is reduced each time inventory is allocated to an account.</td>
</tr>
<tr>
<td></td>
<td>Unused</td>
<td>The total unused capacity. Capacity is consumed when an authentication method is assigned to a user in the account’s Virtual Server, or if the account’s Virtual Service Provider (Operator) allocates capacity to an account that it manages.</td>
</tr>
<tr>
<td></td>
<td>Status</td>
<td>The state of the service: <strong>Active</strong> or <strong>Disabled</strong>, as set in the <strong>Services</strong> module. It will be Active unless the current date is greater than the Expires date or the services have been deactivated in the Services module.</td>
</tr>
<tr>
<td></td>
<td>Remove</td>
<td>Click to remove an account. All inventory must first be revoked (i.e., Capacity, Rental, and Unused must be 0 for the account) before the account can be removed.</td>
</tr>
</tbody>
</table>
Search for an Account

To search for a specific account:

1. Click **ON-BOARDING > List Accounts** (shortcut) or **ON-BOARDING > Account** (module).
2. Type all or part of the **Account** name and/or **Custom #1** name assigned to the account in the fields provided in the Search section.
3. Click **Search** to display the results or click **Clear** to empty the search fields.
4. To display account details, click the account name in the list of search results.

**ON-BOARDING > Account Detail** displays (see Account Detail on page 31).

Edit an Account

To edit an account:

1. Click **ON-BOARDING > List Accounts** (shortcut) or **ON-BOARDING > Account** (module).
2. Select the account, as described in Search for an Account.
3. Click **Edit**. The account descriptor fields display (see View/Edit Account Details on page 31).
4. Update the account data.
5. Click **Save** to save your changes or click **Cancel** to discard your changes.

View Changes to an Account

To view changes to an account:

1. Click **ON-BOARDING > List Accounts** (shortcut) or **ON-BOARDING > Account** (module).
2. Select the account, as described in Search for an Account on page 25.
3. Click **Change Log**. The history of saved changes displays (Figure 9).
4. Click **Close** to close the Change Log.

![Figure 9: ON-BOARDING > Account Detail > Change Log](image)
Delegation Code

**ON-BOARDING > Delegation Code** enables you to allow a Service Provider to view and manage your account. Whereas, typically, Service Providers view and manage only the accounts that they create.

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New</strong></td>
<td>Add a delegate to manage an account.</td>
</tr>
<tr>
<td><strong>Code</strong></td>
<td>The code that must be installed on the account’s Virtual Server.</td>
</tr>
<tr>
<td><strong>Account to Manage</strong></td>
<td>The name of the account. This field is populated after the code is installed in the account’s Virtual Server.</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>Indicates the state of the code: Unused, Pending, or Active.</td>
</tr>
<tr>
<td><strong>Created Date</strong></td>
<td>The date the code was generated.</td>
</tr>
<tr>
<td><strong>Established Date</strong></td>
<td>The date the delegation code was activated.</td>
</tr>
<tr>
<td><strong>Account Group</strong></td>
<td>The Management Group to which the account’s Virtual Server belongs.</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td>Remove the delegation code and terminate delegated management of the account’s Virtual Server.</td>
</tr>
</tbody>
</table>

**NOTE:** See Delegate Management in **ON-BOARDING > Services** on page 32 for an alternate method of delegating management of your account.

Delegate a Service Provider to Manage your Account

You can delegate a Service Provider to manage your account if, for example, you want to offload any of your account management tasks. The delegation process is as follows:

1. The Service Provider (delegate) generates a Delegation Code.
2. You install the Delegation Code on your account’s Virtual Server.
3. The Service Provider activates the code and the account name displays on their **VIRTUAL SERVERS** tab.

You configure the role, scope, and access restrictions for the Service Provider on your account’s Virtual Server so as to limit the management functionality available to the Service Provider’s Account Managers. For information about setting role, scope, and access permissions for a Virtual Server, refer to “Role Management” on page 170.
Generate a Delegation Code from the Delegate Account

From their account, the Service Provider (delegate) generates a delegation code, as follows:


   ![Add Delegation Code](image)

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Add a Delegation Code.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Discard your changes.</td>
</tr>
<tr>
<td>Account Group</td>
<td>The Management Group to which the account’s Virtual Server belongs.</td>
</tr>
</tbody>
</table>

2. Select the **Account Group** to which the virtual server will be added.
   
   This is a list of configured Management Groups. (Refer to the “Account Management Groups” section on page 56.) The account will be added to the selected Management Group on activation of the Delegation Code.

3. Click **Add**. A code and associated data is added to the list displayed in the Delegation Code module.

4. Provide the delegation code to the account.

Install the Delegation Code onto the Managed Account

1. Add the delegation code to **VIRTUAL SERVERS > OPERATORS > External Operator** on the Virtual Server of the account to be managed (Figure 10).

   ![Virtual Server](image)

   **Figure 10: Add Delegation Code**

2. Verify the code.
3. Assign a role to the External Operator, configured in the Virtual Server, which limits the functionality available to the delegated manager (Figure 11).

![Figure 11: Assign Role to Delegated Manager](image)

4. The delegated manager’s scope can be limited to the users and/or tokens in the selected containers of the Virtual Server (Figure 12).

![Figure 12: Set Delegated Manager Scope](image)
5. (Optional) Set date, hour, and day access restrictions for the delegated manager (Figure 13).

6. Click **Finish** to save your changes, or **Back** to review your previous settings, or **Cancel** to discard your changes.

![Figure 13: Limit the Delegation Period](image)

SAS updates the external operators list (Figure 14) and the state of the Delegation Code to **Pending Acceptance** (Figure 15).

![Figure 14: External Delegated Manager](image)
Activate the Delegation Code

1. Click **Pending Acceptance** in the “State” column and then click **Apply** to confirm the delegation.

![Figure 15: Delegation Code Pending Acceptance](image)

SAS updates the state of the Delegation Code to **Established** (Figure 16).

![Figure 16: Delegation Established](image)

2. Select the virtual server from the **VIRTUAL SERVERS tab**.

Remove a Delegation Code

You can remove a delegation code at any time by clicking the **Remove** link for the corresponding code (Figure 16).
# Account Detail

**ON-BOARDING > Account Detail** enables you to display/edit the details of a specific account.

![Account Detail](image)

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Edit</strong></td>
<td>Edit the details of the account.</td>
</tr>
<tr>
<td><strong>Change Log</strong></td>
<td>Display a list of the five most recent changes made to the account address, custom, and group fields as well as metadata about the changes, including: modification date/time and the user/account/group responsible. A complete list of changes can be retrieved using the reporting function (see page 128).</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>The name of the account currently displayed.</td>
</tr>
<tr>
<td><strong>Billing Address</strong></td>
<td>The physical mailing address to which account invoices are sent.</td>
</tr>
<tr>
<td><strong>Ship To same as Billing Address</strong></td>
<td>Select this option if you want all shipments sent to the Billing Address. Otherwise, type the physical mailing address to which shipments, other than account billings, must be sent.</td>
</tr>
<tr>
<td><strong>Custom #1-#3</strong></td>
<td>Add descriptors that distinguish this account from similarly titled accounts. You can change the title of these fields with Custom Branding on page 230.</td>
</tr>
<tr>
<td><strong>Group</strong></td>
<td>Create an association with related accounts (e.g., group North and South American accounts under “Americas”). See Account Management Groups on page 56.</td>
</tr>
</tbody>
</table>

## View/Edit Account Details

To display/edit the details of a specific account:

1. Click **ON-BOARDING > Account Detail**.
   - The account name (e.g., Concept Demo) displays in the “Manage” field.
2. Click **Edit**.
3. Update the account details.
4. Click **Save** to save the changes.
Services

ON-BOARDING > Services enables you to configure an account’s type of service and duration.

Action/Section | Field/Option | Description
--- | --- | ---
Save | Save your changes.
Cancel | Leave the edit session without saving your changes.
Change Log | Display a list of the five most recent changes made to the account address, custom, and group fields as well as metadata about the changes, including: modification date/time and the user/account/group responsible. A complete list of changes can be retrieved using the reporting function (see page 128).

SAS SERVICES

| Account Status | Active | Enable the service for the Service Start and Stop dates defined in the Service Period section. If this option is not selected, the service is disabled regardless of the Service Period.

Suspending services stops all authentication services for the account’s Virtual Server and prevents any Operators they may have from logging into the management UI.

Re-activating services restores the Service and Operator rights to the state immediately prior to suspension.

<p>| Account Type | Evaluation | Distinguish “paying” customers from those “evaluating” the service, in reports. It can also be used to generate an alert a defined number of days before the service stops, enabling you to manage the account while it is still active. |</p>
<table>
<thead>
<tr>
<th><strong>Subscriber</strong></th>
<th>Use for accounts that will add users to the service: manually, by import, or by synchronization from a single LDAP or Active Directory server. This account type cannot create or manage additional accounts.</th>
</tr>
</thead>
</table>
| **Virtual Service Provider** | Use for accounts that will create, manage, and share resources with subordinate accounts or to support synchronization with multiple LDAP servers, it must be configured as a Virtual Service Provider. Typically, you would use this option when:  
- The Account is reselling your service to its customer base and therefore will create and possibly manage its own accounts.  
- The subscribing organization wants to on-board subsidiary companies or segregate management and services between internal groups, or where multiple LDAP servers will be synchronizing users on the service. |

<table>
<thead>
<tr>
<th><strong>Service Period</strong></th>
<th><strong>Service Start</strong></th>
<th>The date that the service is enabled (dependent on Account Status = Active).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Service Stop</strong></td>
<td>The date that the service is disabled (dependent on Account Status = Active).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Billing Frequency</strong></th>
<th>A flag, reproduced in reports; enabling you to ascertain the service and billing commitments with an account without referring to contracts.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Auth Nodes</strong></td>
<td><strong>Max. Auth Nodes</strong></td>
</tr>
</tbody>
</table>

| **Delegate Management** | Checking the Delegated Management option immediately delegates management to the Virtual Service Provider’s parent, where it will appear on their VIRTUAL SERVERS tab. |

| **Use Delegate** | Typically, a Virtual Service Provider will manage the accounts they create. However, they can delegate the management responsibility to their Service Provider or “parent” organization. For example, in Figure 17, Virtual SP2 has created and can manage Subscriber Account SUB1. In addition, Virtual SP2 has also delegated management of SUB1 to SP1. This permits SP1 to manage the SUB1 account on behalf of Virtual SP2. |
Some useful applications of delegated management include:

- Supporting intermediate sales channels (for example, SP2 is purely a sales organization with no support capability, whereas SP1 is able to provide a full range of support functions.)
- SP2 is a customer with several subsidiary organizations, LDAP domains, etc. (SUB1, SUB2, SUB(N)) but all user and account management is to be performed by SP1.

Checking the Delegated Management option immediately delegates management to the Virtual Service Provider’s parent, where it will appear on their VIRTUAL SERVERS tab. The Primary Contact and Telephone fields can be populated to add a point of contact for the parent (SP1) organization.

<table>
<thead>
<tr>
<th>Primary Contact</th>
<th>The name of the contact for the parent (SP1) organization.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>The primary contact’s telephone number.</td>
</tr>
</tbody>
</table>

**STA SERVICES**

**STA Service Status**  **Active**

Enable the service for the Service Start and Stop dates defined in the STA Service Period section.

If this option is not selected, the service is disabled regardless of the Service Period.

Suspending services stops all authentication services for the account’s Virtual Server and prevents any Operators they may have from logging into the management UI.

Re-activating services restores the Service and Operator rights to the state immediately prior to suspension.

**STA Service Class**  **Evaluation**

Distinguish “paying” customers from those “evaluating” the service, in reports. It can also be used to generate an alert a defined number of days before the service stops, enabling you to manage the account while it is still active.

**STA Service Period**

**Service Start**

The date that the service is enabled (dependent on Account Status = Active); must be greater than or equal to the SAS Service Start date.

**Service Stop**

The date that the service is disabled (dependent on Account Status = Active); must be less than or equal to the SAS Service Stop date.
Typically, Service Providers (Account Managers) can view and manage only the accounts they create. However, if you select Use Delegate in the ON-BOARDING > Services module, SAS adds your account to your Service Provider’s VIRTUAL SERVERS tab; enabling your Service Provider to manage your account. See Delegate Management in the ON-BOARDING > Services module on page 32.

**NOTE:** Your account is not added to your Service Provider’s ON-BOARDING tab when you select Use Delegate. Therefore your Service Provider cannot perform on-boarding functions for the account.

### Configure Services

To configure services:

1. Click ON-BOARDING > Services.
2. Complete the fields in the Services module.

### Allocation

ON-BOARDING > Allocation enables you to allocate tokens and capacity to the account. This process moves inventory into the account’s Virtual Server. A summary of your inventory available for allocation to an account can be found in the Inventory module on the DASHBOARD. Capacity determines the maximum number of tokens that can be in use (assigned to users). The Allocation module displays a table showing the capacity and quantity of all token and authentication types allocated to the account’s Virtual Server, where:

#### Figure 18: ON-BOARDING > Allocation

- **Maximum**—Shows the total, by capacity and authentication method, allocated to the account.
- **In Use**—Shows the capacity and authentication methods consumed by the account or, in the case of Virtual Service Providers, for their own use or allocated to accounts they manage.
- **Available**—Shows unconsumed capacity and authentication methods.
- **Deallocate**—Shows the quantity by type that can be deallocated from the account’s Virtual Server and returned to your inventory.

The options available in allocation include:

- **Rental**—This option is applied to accounts that will pay a recurring fee per user for capacity or some combination of capacity and tokens. Rental ensures that the ownership of tokens does not transfer to the account.
Choose **Capacity** if you are migrating an account from an in-house system with tokens that are compatible on SAS. Essentially, this option allows you to bill for the service without billing for tokens.

Choose **Tokens, Transaction Type Rental**, and **Automatically Add Capacity** with this allocation and if the account will be paying a fee per user for the service including a token per user.

**Sale**—This option transfers ownership of tokens to the account. This option is ideal where the account wishes to own the tokens rather than have that cost bundled into their recurring cost per user.

Choose **Tokens, Transaction Type Sale** if the account is purchasing tokens and does not require additional capacity. For example, an account replacing owned tokens that have been lost or replacing one token type with another.

Choose **Tokens, Transaction Type Sale**, and **Automatically Add Capacity** with this allocation where the account requires an equal amount of additional capacity to support the purchased tokens. Note that this option is the equivalent of two separate allocation transactions: Tokens, Transaction Type Sale and Capacity Only.

**ICE (In Case of Emergency)**—ICE is a service you can offer your accounts allowing them to increase capacity and issue tokens for a limited period of time after which capacity returns to pre-ICE levels. ICE includes MP-1 software tokens equal to the ICE capacity. These tokens can be deployed to any MP-1 target such as PC’s, iPhones™, and BlackBerrys. Expiration of ICE stops the authentication service only for users with ICE tokens.

Though only 1 ICE license can be activated at a time, additional ICE licenses can be allocated at any time to replace a consumed license or replace an in-use license prior to expiration.

Note that only 1 ICE license can be in use at a time. Activation of an ICE license replaces an in-use license. It does not extend an in-use license.

**SMS Credits**—This option is used to charge accounts in advance for use of SMS services. Each SMS message sent by the account uses one (1) credit (assuming customized message lengths do not exceed the SMS character limit resulting in two or more SMS transmissions per message). SAS decrements the account’s SMS credits inventory every time a message is sent.

Use this option if the account will be using SMS/OTP or if it will be configured to send alerts via SMS.

This option is available only if the Virtual Server has a configured SMS gateway or SMS modem, or if you are a Service Provider and have SMS credits in your inventory.

SAS can send an alert to an Account Manager if an account’s remaining SMS credits fall below a specified threshold.

**Allocation Wizard**

Each type of token and/or capacity is allocated to an account in separate transactions. Begin allocation by clicking the **Allocate** button. This starts the Allocation Wizard. The number of steps in the wizard depends on the type of allocation. In general, allocation includes:

- Selecting the type of allocation – Rental, Sales, ICE or SMS Credits.
- Indicating the quantity of inventory to be allocated.
- Creating a billing reference – the amount to be charged for the transaction or unit of transaction, billing triggers, customer reference, and comments.
Step 1 – Determine Allocation Type

Select the transaction type and sub options. For example, if your service bundles capacity and tokens into a single cost/user/month, click Tokens > Transaction Type Rental and select the Automatically add Capacity with this allocation option.

- **Rental**—Indicates that ownership will not transfer. This transaction type can allocate from token inventory containing sale and rental tokens.
- **Capacity Only**—Indicates that tokens are not included in this allocation. A typical use of this option would be to allow an account to use tokens they already own and will import or initialize into their Virtual Server.
- **Tokens and Capacity**—Allocates a specific quantity and type of token and a corresponding quantity of capacity.
- **Sale**—Indicates that token ownership is transferred. Inventory that is not owned cannot be allocated in a sale transaction.
- **Token Type**—Indicates the type of token to be allocated.
- **Automatically add Capacity with this allocation**—Allocates corresponding rental capacity with the sale tokens.
- **ICE**—Indicates the quantity of ICE to be allocated to the account.
- **SMS Credits**—Transfers a quantity of SMS credits to the account.
Step 2 – Select Token(s)

The next step is to select the token(s) to be allocated. The list of available tokens (Figure 20) will vary depending on how your inventory is managed.

Figure 20: Select Token

- **Container**—Indicates the container from which token inventory should be allocated. Default holds all tokens unless additional containers have been created and inventory added to them. For more information about containers refer to the “Container Maintenance” section on page 126.

- **Rental/Sale**—Is used to limit the tokens displayed in the list to Rental or Sale. Note that Sale tokens can be allocated as sale or rental, while Rental tokens can only be allocated as rental.

- **Serial #**—(Hardware tokens only) Is used to select a specific token from inventory by serial number.

- **Available**—Indicates the quantity available for allocation.

- **Quantity**—Indicates the quantity to be selected.

At a minimum, enter the quantity to be allocated, and then click the Search button. The list will be populated with inventory that matches the search criteria. Select the inventory in the list by selecting the column check box, and then click Next to proceed to the next step.

You can use the Remove button to remove checked inventory from the Allocated list.
Step 3 – Create Billing References

Billing references are used in reporting to indicate how the transaction should be billed and to link the transaction to customer references such as purchase order numbers.

Figure 21: Create Billing References

- **Billing Basis**—Is a flag used by the reporting system to indicate the billing method associated with the transaction. Options are:
  - **Allocation**—Indicates that billing occurs on the date the inventory is allocated to the account.
  - **Activate**—Indicates that billing is to occur when the token/method is assigned to a user. This could be a user of this account or any account to which it transfers the token.
  - **Authentication**—Indicates that billing is based on token usage where each authentication incurs a charge.
  - **Transfer**—Indicates that billing should commence when this account (Virtual Service Provider) allocates inventory to an account it creates and manages. Transfer provides a mechanism to bill for the entire transaction or only the quantities transferred.
  - **Billing Start**—This date modifies the Billing Basis to indicate a date other than the transaction date to start billing. This is useful for allowing a grace period before billing commences. For example, on allocation, the Billing Start could allow 30 days after allocation before billing commences whereas on Transfer, the Billing Start date could mean commence billing on this date whether or not the inventory has been transferred.
  - **Rate/Month**—Is a value which indicates the charge to be applied per unit being transferred. Note that a character that is not easily used within the external billing system (for example, $, £) should not be included in this field.
  - **Reference**—Can be used to reference external information related to this allocation such as the customer purchase order number or a sales order number. This allows the transaction to be linked to external processes such as order fulfillment.
  - **Warranty Replacement**—Is a flag attached to the transaction indicating that the allocation is to replace product under warranty. This is helpful for distinguishing between new orders, billable product, and no-charge warranty replacements when producing billing reports.

Use the **Reference** field to record the **RMA (Return Material Authorization)** number with the warranty replacement.

- **Evaluation**—Is a flag attached to the transaction indicating that the allocation is provided for evaluation purposes.
• **Comment**—Is a text box in which to include comments related to the transaction. Comments form a permanent part of the transaction record.

### Step 4 – Confirm Allocation

This final step provides the opportunity to verify before committing the entire transaction.

![Figure 22: Confirm Allocation](image)

The Allocation table is updated when the wizard finishes.

![Figure 23: ON-BOARDING > Allocation - Updated Table](image)

### Allocation Wizard for Sale, ICE, and SMS Transactions

#### Sale Transactions

The process for Sale transactions is identical to the Rental example in the preceding pages except as follows:

- Only inventory available for sale can be used in a Sale transaction.
- Tokens can be allocated without capacity. Choose this option if replacing lost or damaged tokens owned or rented by the account.
- Tokens can be allocated with a corresponding quantity of rental capacity. This option is the equivalent of two separate transactions: **Rental > Capacity Only** and **Sale > Token** (without capacity).
ICE Transactions

To allocate ICE, select the ICE option, enter a quantity in the Allocate field to reflect the required ICE capacity, and then follow the wizard steps described in “Allocation Wizard” on page 36.

Figure 24: ICE Capacity and Allocation

All ICE licenses have a duration of 30 days from activation on the account’s Virtual Server.

SMS Credits Transactions

To allocate SMS Credits, select the SMS Credits option, and then enter the quantity of SMS credits to allocate to the account. Proceed with the steps described in “Allocation Wizard” on page 36.

Figure 25: SMS Credits and Allocation

- The SMS Credits Inventory will be Unlimited if, as a Service Provider you have configured an SMS Gateway in the Virtual Server. Refer to “SMS Settings” on page 192.
- An SMS Credits Inventory of “0” indicates that as a Virtual Service Provider you have not configured an SMS Gateway and have either not purchased, or have consumed, all SMS credits allocated to your account by your Service Provider.
Transaction Log

A transaction record is created for each allocation. Transaction details can be viewed by clicking the Transaction Log button.

![Transaction Log](image)

Figure 26: ON-BOARDING > Allocation > Transaction Log

Every allocation has a unique Transaction ID. The Transaction ID will be a hyperlink if the allocation included tokens. Clicking the link displays a list of all tokens by serial number included in the transaction.

A duplicate of the allocation table and transaction log is presented on the SNAPSHOT tab of the account’s Virtual Server.

De-Allocate Inventory

You can deallocate some or all of the inventory allocated to an account to accommodate:

- An account not renewing the service
- Warranty claims
- Correcting fulfillment errors

To deallocate inventory:

1. Click the link in the Deallocate row corresponding to the inventory.
   
   The Deallocation Wizard displays.
The wizard displays the type and quantity of tokens that may be deallocated:

- **Rental**—The tokens were allocated to the account as a rental, bundling the cost of each token with a unit of capacity. Therefore a unit of capacity will also be deallocated for each MP token deallocated.

- **Sales**—The tokens were sold to the account. A unit of capacity will not be deallocated with each token.

- **Legacy**—Support for ST-1 software tokens imported into the system from legacy systems.

- **Quantity**—The maximum quantity that is not in use in the account’s Virtual Server and is therefore available for deallocation.

- **Deallocate**—Type the quantity to be deallocated in the field provided. The field is activated by the radio button in the left-most column.

1. Type the quantity of product to deallocate in the field provided.
2. Click **Next**.
Figure 29: Deallocation References and Confirmation

Each deallocation transaction offers the opportunity to add reference information:

- **Deallocating**—Summarizes the product and quantity being deallocated.
- **Container**—This menu displays a list of containers in the Virtual Server into which deallocated tokens can be placed. Refer to “Container Maintenance” on page 126 for more information.
- **Reference**—Use this field to enter a transaction reference such as an RMA number that will allow this transaction to be linked to billing, inventory management or other procedures you may have.
- **Comment**—Use this field to enter additional information about this transaction. This information will appear in reports.

As a general rule, you should not deallocate hardware tokens until you have received the product from your account. This is because deallocation will add the hardware tokens to your inventory, causing confusion if there is a discrepancy between the deallocation and what is actually returned by the account. Software tokens and capacity can be deallocated at any time as they are immediately returned to your inventory and are available for re-allocation to other accounts.

**Hardware Tokens**

Hardware token deallocation begins by generating a list of serial numbers for tokens available for deallocation. Enter the maximum value in the **Quantity** field, and then click **Search**. This will generate a list of serial numbers. Select one or more serial numbers from the list corresponding to the physical devices returned by the account, and then use the arrows to move to the **Deallocate** field.
When all tokens to be deallocated have been moved, click **Next**.

The final step in de-allocation is to determine where the returned product should be placed in the Virtual Server's inventory. The following options are available:

- **Return to Inventory**—Choose this option for all Inventory items including hardware tokens that do not require re-initialization. Tokens returned with this option are immediately available for allocation to accounts.

- **Initialize and return to Inventory**—Use this option for tokens that must be re-initialized before they can be allocated to accounts. This option is rarely required and typically applies only to RB-1 tokens issued with token-side PINs. Token PIN requirements can be viewed in the account’s Virtual Server prior to de-allocation. Refer to “Token” on page 112 for more information.

- **Faulty**—Use this option for hardware tokens that do not appear to work. This option returns the tokens to Inventory in the **Faulty** state preventing their use. If testing determines that the token is functional it can be made available for allocation by re-initialization.
3 – ON-BOARDING

- **Lost**—Use this option to indicate the token is lost.
- **Container**—This list displays a list of containers in the Virtual Server into which deallocated tokens can be placed. Refer to “Container Maintenance” on page 126 for more information.
- **Reference**—This can be any alphanumeric string up to 64 characters in length. Best practice is to enter a reference number such as the RMA, work order or similar document that authorized the de-allocation.
- **Comment**—This allows the Account Manager to enter a comment of up to 128 characters describing the reason for the de-allocation.

To commit the de-allocation, click the **Confirm** button. This Allocation table will be updated as will the Transaction Log. Clicking the **Transaction ID** link for the de-allocation will display the list of tokens returned to your Inventory.

![Figure 32: ON-BOARDING > Allocation - De-Allocation Updates and Transaction Logs](image)

**Create Operator**

By default, a Service Provider can manage every account’s Virtual Server. If the account is to manage their own Virtual Server rather than, or in addition to, their Service Provider, they must have an Operator created for them within their Virtual Server. Conversely, if the account is fully managed by the Service Provider, there is no requirement to create an Operator.

Use the **Create Operator** module if you want the account to manage their Virtual Server.
The Create Operator process:

- Creates a user in the accounts Virtual Server
- Assigns an authentication method to the user
- Prepares for enrollment
- Promotes the user to Operator status
- Prepares the Operator e-mail validation process.

If the account is created as a Subscriber account, this process creates an Operator within the account’s Virtual Server. On login, the Operator will have the Subscriber view and will have full control of all aspects of their Virtual Server (refer to “Subscriber” on page 14).

If the account is created as a Virtual Service Provider account, the user is also promoted to Account Manager at the Service Provider level. On login, the user will have the Service Provider view and will have full control of all aspects of their Virtual Server, and the ability to create and manage accounts (refer to “Service Provider / Account Manager” on page 13).

In both cases, an e-mail containing enrollment instructions is sent to the user. When enrollment is complete, the user will receive a second email with instructions for validating their email address, which requires logging in to the Management Console.

The Create Operator wizard is self-explanatory with a few exceptions:

- **Mobile/SMS**—The number in this field is used to send SMS/OTP and other SMS messages to the Operator if SMS is enabled for the account’s service. This field must contain only digits and the first digit(s) must be the country code, followed by the city code.
  
  In North America, this would result in an entry in the format: 16131112222, where 1 is the country code, 613 is the area code and the remaining 7 digits the phone number.
  
  In the UK, this would result in an entry in the format: 448701112222, where 44 is the country code, 870 the city code and the remaining digits the phone number.

- **Container**—Corresponds to the containers configured in the account’s Virtual Server (refer to “Container Maintenance” on page 126 for more information).

- **Custom #1, #2, #3**—Corresponds to three (3) custom fields allowed for each user account and should not be confused with the similarly labeled fields in Account Detail. As with all other custom fields, these can be used to store information relevant to the record and to distinguish similar users.

The wizard prompts for an authentication method to be associated with the user. The available methods reflect the inventory allocated to this account and present in its Virtual Server inventory.
The Available quantity for an Authentication Type (Figure 34) may differ from the corresponding value in the Available row of the Allocation List (Figure 18). This occurs if tokens in this Virtual Server have been moved to containers other than Default. Only tokens that reside in the Default Container on the account’s Virtual Server are available through this wizard.

The wizard finishes and the Operator list is updated.

The status of the Operator is set to pending until enrollment and e-mail validation has been completed. The enrollment process will vary depending upon the assigned authentication method.

Once enrolled, the user will receive an Operator e-mail validation message similar to the following:

Subject: SFNT 3.2 Evaluation Credential Manager Self-enrollment

James Brown:
Your self-enrollment account has been created.

If you are enrolling a hardware token, and do not have your token yet, please contact your system administrator.

Please, go to the following URL to enroll with SFNT 3.2 Evaluation Credential Manager:


If the above link does not work, please copy and paste this url to your web browser.
After they complete this step, the Operator will be logged into their Virtual Server.

**Auth Nodes**

**ON-BOARDING > Auth Nodes** enables you to configure RADIUS IP and port numbers, as well as RADIUS clients, SAS agents, and applications (e.g., VPN or Outlook Web Access) so that they can authenticate against the account’s Virtual Server. Only requests from an Auth Node will be processed by the Virtual Server.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auth Nodes</td>
<td>Create and configure SafeNet Authentication Service Authentication Nodes</td>
</tr>
<tr>
<td>RADIUS IP/Port #</td>
<td>Configure RADIUS IP/Port #</td>
</tr>
</tbody>
</table>

**NOTE:** In SAS-PCE, if there is a single organization (Virtual Server) and no Auth Nodes are configured, the system allows for authentications to be accepted from any source (all IP addresses are allowed).

Depending upon network conditions, authentication requests from an Auth Node will be accepted for processing by the Virtual Server within approximately 5 minutes of configuration.

**Important Considerations if Using the RADIUS Protocol**

Using the RADIUS protocol over the internet with SAS may leak RADIUS request and response information. In order to take advantage of this opportunity, an attacker would need to intercept the RADIUS traffic between the customer data center and the SAS hosting the RADIUS server.

This type of attack may occur because the RADIUS traffic is protected by the RADIUS shared secret and a hiding mechanism which is based on a combination of stream cipher and md5 hash rather than a standard encryption scheme. In particular:

- In **PAP** mode, the user name and the password data are only protected by the RADIUS shared secret.
- In **MSCHAP** mode, the user name and the password data are further protected by the MS-CHAP authentication protocol.

Where possible, Gemalto recommends using one of the following alternatives to avoid the above risks. Refer to the appropriate sections of this guide for configuration details about each of these solutions:

- Use SAML as an alternative to RADIUS for user authentication.
- Terminate the RADIUS traffic in the customer data center by configuring an on premise RADIUS server such as Microsoft NPS or FreeRADIUS with the SAS Agent.
- Use the SAS VPN service to tunnel RADIUS traffic over IPSEC between your data center and the authentication service.
- Use the SAS SDK and API for integration with the authentication validation service.

Gemalto support customers may contact Gemalto Technical Support to obtain the latest product documentation and software updates.
Add an Auth Node

To add an Auth Node:

1. Click **ON-BOARDING > Auth Nodes** (Module) > **Auth Nodes** (Task).
2. Click **Add**. The Auth Nodes section displays a list of configured Auth Nodes (Figure 37).

![Auth Nodes List](image)

**Figure 37: Auth Nodes List**

- **Add**—Add an Auth Node.
- **Change Log**—View the last five changes to Auth Nodes.
- **Index**—View Auth Node configuration
- **Description**—The data entered in the **Description** field when the Auth Node was added.
- **Host Name**—The data entered in the **Host Name** field when the Auth Node was added.
- **IP Address**—The external IP address of the Auth Node (i.e., the address from which the Accounts virtual server will receive authentication requests).
- **FreeRADIUS Synchronization**—If set to **True**, changes to Auth Nodes will be effective in less than 5 minutes on managed services or on instances using the FreeRADIUS plugin. This value must be set to **False** if using Microsoft IAS or NPS as the RADIUS server.
- **Edit**—Click this link to edit the corresponding Auth Node configuration.
- **Remove**—Click this link to remove the corresponding Auth Node configuration.

---

**NOTE:** The number of Auth Nodes that can be added is limited to the **Max. Auth Nodes** value entered in **ON-BOARDING > Services** for this account (page 32). To increase this value, contact your Service Provider.
3. Click **Add**. The Add Auth Node section displays (Figure 38).

![Add Auth Node Section](image)

**Figure 38: ON-BOARDING > Auth Nodes > Add Auth Node Section**

4. Complete the fields provided to accurately describe the Auth Node, as follows:

<table>
<thead>
<tr>
<th>For RADIUS clients, such as SSL VPNs:</th>
<th>For SAS Agents, such as Outlook Web Access:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A descriptive name of the device in the Auth Node Name field</td>
<td>• A descriptive name of the device in the Auth Node Name field</td>
</tr>
<tr>
<td>• The IP address of the RADIUS client</td>
<td>• The IP address of the RADIUS client</td>
</tr>
<tr>
<td>• The RADIUS Shared secret (this must be identical in both SafeNet Authentication Service and the RADIUS client)</td>
<td></td>
</tr>
</tbody>
</table>

- **Auth Node Name**—Can be used to indicate the vendor and model of the Auth Node product.
- **Resource Name**—Identifies in a push notification which authentication node it relates to, so the user can be sure he is authenticating a valid node. By default, this is the Auth Node Name. Unlike **Auth Node Name**, the Resource Name does not have to be unique.

**NOTE:** If authentication nodes are shared, the Resource Name is inherited from the parent account. If authentication nodes are shared with child accounts, make sure that the Resource Name is also meaningful to users of these child accounts.

- **Host Name**—Indicates the FQDN (Fully Qualified Domain Name) of the Auth Node. This entry is optional.
- **IP Address**—Indicates the external IP address of the RADIUS Client or Agent. This field must conform to IPv4 or IPv6 address standards.
- **Exclude from PIN change requests**—If selected, the Virtual Server will not enforce server-side PIN changes during authentication through this Auth Node. While most RADIUS clients support challenge-response, some do not, preventing server-side PIN change. If affected by this RADIUS non-compliance in this Auth Node, simply check this box and the Virtual Server will not attempt to enforce a PIN change. If no Auth Nodes support challenge-response, a better option is to disable server-side PIN change or select a different form of PIN management.

**NOTE:** Some RADIUS Clients are not fully RADIUS compliant and do not support “challenge-response”, which is a requirement for Server-side PIN changes. If your RADIUS client does not support challenge-response and you have configured your server-side PIN policy to require the user to periodically change their PIN, select Exclude from PIN change requests to prevent a forced PIN change with the non-compliant RADIUS client.
• **Configure FreeRADIUS Synchronization**—If checked, changes to Auth Nodes will be effective in less than 5 minutes on managed services or on instances using the FreeRADIUS plugin.

• **Shared Secret**—Is used with RADIUS clients and must match the shared secret configured in the RADIUS client. It is not required for Agents.

5. Click **Save** to save your changes or click **Cancel** to discard your changes.

### Configure RADIUS IP Addresses and Port Numbers

**NOTE:** This task is available to Administrators only.

To configure RADIUS IP addresses and port numbers:

1. Click **ON-BOARDING > Auth Nodes > RADIUS IP/Port #s**. The RADIUS IP/Port #s section displays (Figure 39).

   ![Figure 39: ON-BOARDING > Auth Nodes > RADIUS IP/Port #s - Default](image)

2. Select **Custom**. The RADIUS IP address and port number fields display (Figure 40).

   ![Figure 40: ON-BOARDING > Auth Nodes > RADIUS IP/Port #s - Custom](image)

3. Complete the fields provided.

   • **Primary RADIUS Server**—Configure your RADIUS client (for example, VPN gateway) to use this address as the primary RADIUS server.

   • **Failover RADIUS Server**—Configure your RADIUS client (for example, VPN gateway) to use this address as the failover RADIUS server.

   • **Primary Agent DNS**—Configure your Agent (for example, Logon Agent for Windows) to use this address as the primary authentication server.

   • **Failover RADIUS Server**—Configure your Agent (for example, Logon Agent for Windows) to use this address as the failover authentication server. Configuring the RADIUS client to use the failover RADIUS server as its primary or failing to configure a failover RADIUS server may result in reduced performance or authentication outage.

4. Click **Apply**.
Sharing and Realms

Sharing and Realms is an optional service feature that allows an Auth Node to be shared with two or more organizations or Virtual Servers.

Essentially, a Realm is a group of Virtual Servers. For example, (referring to Figure 41: Sharing and Realms) Org 1 manages a Web Application and its own users for authentication. Org 1 wants users from 3 of its subsidiaries (Org 2, 3, 4), each with their own Virtual Server to be able to log into the Web App. In addition, each Org has protected applications to which only its users should have access. Using Sharing and Realms, Org 1 can share the Web App with other orgs while restricting access to other Auth Nodes to its own users.

Figure 41: Sharing and Realms

To configure, click the Sharing and Realms tab, configure as necessary, and then click Save to commit the configuration where:

![Figure 42: ON-BOARDING > Auth Nodes > Sharing and Realms](image)
• **Allow account lookup based on user name**—The submitted UserID will be used to authenticate the user. The Virtual Server will search the **Shared Auth Node** list in descending order. The first matching UserID will be used to authenticate the user. Use the up/down arrows to move a selected realm up or down in the priority list. Effectively, this means that all UserIDs must be unique across all Realms.

• **Enable Realms**—Use this option where UserIDs may not be unique across all realms. If enabled, additional UserID information will be used to determine to which realm the user belongs. Typically, the UserID will be an email address. Use this feature in conjunction with the Selected Account and Realm Identifier options.

• **Strip Realm from UserID**—Strips all data starting with the delimiter character from the UserID. This allows a submitted UserID such as an email address (UserID@myco.com) to be authenticated as UserID.

• **Delimiter character**—Character that separates a username from a realm name (for example, @). Typically, @ is used when the realm is on the right (user@domain.com), while \ is used when the realm is on the left (DOMAIN\user).

• **Delimiter Instance**—Uses the first instance of the delimiter (left to right) or last instance of the delimiter (right to left). For example, consider two users with the identical UserID of BSmith, one belonging to ACME (acme.com), the other belonging to International Light (IL.com). Configured as follows:
  
  - Realms enabled
  - Strip realm from UserID
  - Delimiter character is “@”
  - Selected Realm = ACME, Realm Identifier= ACME.COM
  - Selected Realm = International Light, Realm Identifier= IL.COM

  The UserID of BSmith@acme.com would authenticate against the Acme Virtual Server with a UserID of BSmith while BSmith@IL.com would authenticate against the International Light Virtual Server with a UserID of BSmith.

• **Realm First**—When this field is enabled, the UserID is accepted as DOMAIN\user; when disabled, user@domain. In this example, the “\” symbol must be specified in the Delimiter character field.

An account’s Auth Node can be shared with an External User Account Manager only if it is within the External User account’s scope.

It is not possible to share an Auth Node of a Subscriber account with any other virtual server. Subscriber accounts under the same Parent account (service provider) can share an Auth Node only if the Auth Node is added to the Parent account.
Contacts

ON-BOARDING > Contacts enables you to add/edit contact references associated with the account.

<table>
<thead>
<tr>
<th>Name</th>
<th>The contact’s name.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>The contact’s telephone number.</td>
</tr>
<tr>
<td>Ext</td>
<td>The contact’s extension number.</td>
</tr>
<tr>
<td>Mobile</td>
<td>The contact’s cell phone number.</td>
</tr>
<tr>
<td>Email</td>
<td>The contact’s email address.</td>
</tr>
<tr>
<td>Function</td>
<td>The contact’s role (job title).</td>
</tr>
<tr>
<td>Edit</td>
<td>Update the contact’s details.</td>
</tr>
<tr>
<td>Remove</td>
<td>Delete the contact from this list.</td>
</tr>
</tbody>
</table>

Add Contact:
- **Save**: Save the changes you made to the contact information.
- **Cancel**: Discard the changes you made to the contact information.

The contact’s name, e-mail address, phone number(s), country code, and function (title). The contact’s physical address. Alternately, select “Same as Account Billing Address”, if applicable.

To display contact details:
1. Click the contact Name.
2. (Optional) To send alerts to the contact, select:
   a. Receives Service Update.
   and/or
   b. Receives System Alerts.
The **ADMINISTRATION** tab enables you to create Account Managers to assist with the tasks of managing and supporting accounts; tailor Account Manager roles (what they can do) and scope (to whom or what); and configure SAS to generate service alerts and deliver them to the responsible parties.

### Account Management Groups

Account Management Groups contain multiple accounts. Although accounts can be moved between Account Management Groups they cannot exist in more than one group at a time.

Scope determines which groups or buckets (and therefore which accounts) can be managed by an Account Manager.

For example, consider a Service Provider with a global support desk and two sales regions, East and West, each of which is exclusively responsible for on-boarding accounts for their respective regions. The support desk must be able to manage the Virtual Servers for accounts in both regions.

One solution would be to create two groups, East and West. Accounts on-boarded in the East would be placed in the East management group while those in the West would be placed in the West management group. The next step would be to create an on-boarding role and a support desk role. Then as Account Managers are added to the system, they would be assigned one of the following combinations of role and scope:

<table>
<thead>
<tr>
<th>Role</th>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-boarding</td>
<td>East Group</td>
</tr>
<tr>
<td>On-boarding</td>
<td>West Group</td>
</tr>
<tr>
<td>Support Desk</td>
<td>East Group and West Group</td>
</tr>
</tbody>
</table>
NOTE: Account Managers can access accounts within groups in their scope only.

Add, Edit, or Remove an Account Management Group

To manage the Account Management Groups:

1. Click **ADMINISTRATION > Account Management Groups**. This displays the list of groups and a brief description of their purpose (Figure 43).

2. Click **Add** to add a group.

   or

3. Click **Edit** to edit the group properties.

   or

4. Click **Remove** to delete a group that does not contain any accounts.

   **NOTE:** The Default group cannot be removed. All accounts belong to the Default group and all Account Managers have access to accounts in this group if no other management group is selected or available.

![Account Management Groups](image)

Figure 43: Account Management Groups List

   **NOTE:** When you use Create Account (shortcut) on page 23, you can select a Management Group that is listed here to create an association with related accounts (e.g., group North and South American accounts under the “Americas” Management Group).
Account Manager Roles

A role is a combination of tabs, modules, and tasks that are available to an Account Manager. Where access to tabs and modules is allowed, the tasks within a module can be restricted. For example:

- Disabling the Create Accounts hyperlink under Shortcuts would remove the ability for an Account Manager to create a new account.
- Disabling the Add, Edit, and Remove actions in the Auth Nodes module would allow an Account Manager to view the Auth Node list and deny the ability to make any changes.

This flexibility in role assignments supports a high degree of operational security.

Create an Account Manager Role

To create an Account Manager role:

1. Click ADMINISTRATION > Account Manager Roles.
   
   The list of Account Manager roles displays.

2. Click a role name to display the associated tabs, modules, and actions.

   All roles except the default Account Manager and Audit roles can be edited or removed by clicking Edit and Remove respectively. The Account Manager role cannot be removed or edited. The Audit role cannot be removed but can be edited.

   ![Account Manager Roles](image)

   Figure 44: Account Manager Roles

Add or Edit an Account Manager Role

To add a role or edit an existing role, click the Add button or Edit hyperlink respectively. If adding, you will be prompted to create a role name and a role description, after which you’ll be presented with the Role configuration page. (Figure 45: on page 59)

The Role configuration page is split into several horizontal sections, each representing a different tab. Within each section is a table listing all modules available on the tab and a corresponding set of actions available for each module.

Clearing a check box removes the tab, module, or action from the role.
Figure 45: Edit Account Manager Roles

There are seven possible actions:

- **Access**—Display the module.
- **Edit**—Provide access to all edit functions available in the module.
- **Delete**—Provide access to all delete or remove functions available in the module.
- **Add**—Provide access to all Add functions available in the module.
- **Import**—Provide access to all import functions available in the module.
- **Export**—Provide access to all export functions available in the module.
- **View Log**—Provide access to the View Log function available in the module.
Account Manager Maintenance

ADMINISTRATION > Account Manager Maintenance enables you to view, add, edit, and remove account managers according to your role and scope.

Add an Account Manager

To add an Account Manager:
1. Click Administrator > Account Manager Maintenance.
2. Click Add to display a list of users eligible for promotion to Account Manager status.

   Only users that have an active authentication method in the Service Provider’s Virtual Server are eligible for promotion to Account Manager. If the user you wish to promote is not displayed in the list, go to the Virtual Server and assign or provision the user with a token, and then return to this step.
Figure 47: Promoting Users to Account Managers

3. Select one or more users to be promoted to Account Manager status, bearing in mind that the same Role, Scope and Access Restrictions will be applied to all selected users.

4. Select the role to be applied.

Figure 48: Role Selection

5. Set the Account Manager’s Scope by selecting the management groups to which they will have access.

Figure 49: Select Management Groups (Scope)

6. Set the desired time and day access restrictions where:
   - **Enable Restrictions**—If checked, restrictions are enabled. If cleared, no time/day/date range restrictions are applied.
   - **Start Date**—Management UI logon is denied before this date.
In the Account Manager Restrictions settings, you can set various restrictions for the Account Manager access to the management UI.

- **End Date**—Management UI logon is denied after this date.
- **Start Time**—Management UI logon is denied before this time.
- **End Time**—Management UI logon is denied after this time.
- **On the following days**—Management UI logon is permitted on checked days only.

Note that Account Manager Restrictions apply only to Account Manager management UI logins. It does not affect any other login by the user (for example, VPN).

![Figure 50: Set Account Manager Access Restrictions](image)

**Alert Event Thresholds**

Alerts can be generated and sent to recipients via email or SMS text message when an event or threshold condition may affect an account.

To set event thresholds:

1. Click **ADMINISTRATION > Alert Event Thresholds**.

![Figure 51: ADMINISTRATION > Alert Event Thresholds](image)
To enable an alert, select the corresponding checkbox in the Enable column, where:

- **Account Status Change**—Detects service changes to/from Active/Disabled, as set in Services (page 32).
- **Active Evaluation Stop Date**—Detects that an account has the Evaluation option checked and the Service Stop date is within X days of the current date. Adjust the threshold accordingly.
- **Account Stop Date**—Detects that the Account Service Stop date is within X days of the current date. Adjust the threshold accordingly.
- **Account Capacity**—Detects that your inventory of capacity is below X. Use this to signal that you may soon be unable to on-board accounts or fulfill account orders. Adjust the threshold accordingly.
- **Hardware Assignment Notification**—Detects that a hardware token is assigned to a user.
- **Hardware Provisioning Notification**—Detects that a hardware token is provisioned and provides the alert recipient with the user’s details so that they are able to ship the hardware token to the user.
- **Account Removal**—Detects that an account is removed.
- **Auth Node Changes**—Detects that an Auth Node is added, modified, or removed.
- **Allocation/Deallocation**—Detects that inventory (capacity, tokens, ICE, SMS Credits) is allocated or deallocated from a Virtual Server. Adjust the threshold accordingly.
- **Account Manager Promotion**—Detects that a user is promoted to Account Manager, changes are applied to their Account Manager role, or they are removed from Account Managers.
- **Remaining Account Capacity**—Detects that an account’s capacity falls below X. Adjust the threshold accordingly.
- **Service Notifications**—Detects that a service notification is published by the Service Provider.

### Role Alert Management / External Alerts Recipients

After you establish alert event thresholds, determine alert recipients. This begins by clicking the **Role Alert Management** and/or the **External Alerts Recipients** hyperlinks in the Administration module. The **Role Alert Management** associates alerts to Account Manager roles, whereas **External Alerts Recipients** is used to send alerts to individuals who may or may not be Account Managers.

When a role is created, it is configured with an Alert list with all alerts disabled.
Figure 52: Configuring Alerts by Role

To enable alerts for a role, click the corresponding Edit hyperlink and select the desired delivery method(s) for each alert, and then click Apply to commit the changes.
The process for **External Alert Recipients** differs only in the requirement to name the Alert configuration and enter the recipient’s name, email, and SMS number as necessary for the delivery method(s) selected.

![Figure 53: Configure External Alert Recipients](image)

**Report and Billing Management**

The Service Provider reporting engine provides an extensive range of usage, compliance, inventory management, and billing reports. Reports can be customized, scheduled, and automatically delivered to recipients or viewed and downloaded through the management UI.

Note that these reports do not include user-specific information but rather cumulative information for billing and reporting purposes. For example, a report may include the name of all organizations below the service provider and a count of tokens by type and their state. But, reports do not include username, user ID, token assignment, etc. Detailed reports including user-specific information must be generated at each virtual server. This mechanism provides a way for the subscriber account to protect confidential information from the service provider.
You can view reports from **VIRTUAL SERVERS > REPORTS** (Figure 54).

![Figure 54: VIRTUAL SERVERS > REPORTS](image)

The **REPORTS** modules include:

- **Available Reports**—Displays the standard reports available in SAS for Service Providers. Reports from this list can be customized and copied to the My Reports List module.

- **My Report List**—Displays the reports that can be run on by the Service Provider. Reports in this module can be scheduled to run once or periodically at regular, predefined intervals. Delivery options and recipients are defined in this module.

- **My Scheduled Reports**—Displays the scheduled reports. Schedules can be modified and reports can be run “Now” without modifying the normal schedule.

- **My Report Output**—Displays the reports that are currently in the run state or have completed. From this list Account Managers can view or download reports to which they are entitled in a variety of formats.

Account Manager roles determine which modules are available to an Account Manager and whether or not they can modify report parameters. Reports can be customized, scheduled, and delivered to the account, the Service Provider, and to external parties, such as auditors.

My Scheduled Reports and My Report Output display only those reports to which the Account Manager is entitled.
Available Reports

To access the reports that are available to you, click **VIRTUAL SERVERS > REPORTS > Available Reports**.

![Available Reports](image)

Figure 55: Available Reports

The **Report Class** dropdown filters reports corresponding to:

- **Account Management**—Account usage, service terms, and overall operations.
- **Compliance**—Account Manager activities related to managing accounts and operations performed through the management UI.
- **Billing**—All transactions including capacity, tokens, SMS credits, and their related billing terms.
- **Service Metrics**—Information similar to that provided with **DASHBOARD > Subscriber Metrics**.
- **Asset Management**—The state and usage of tokens: in Inventory and allocated to accounts.

To add a report to **My Report List**:

1. Select a report from the list.
2. Click **Add**.
Figure 56: Customize Report

**Customize Report**

The options for report customization vary depending on the type of report selected. In general:

- **Report Section**—Customize the name of the report and its description. These changes will appear in the My Report List module. Note that report names must be unique.
• **Filters**—If available, filters provide a way to limit the scope of a report, such as the reporting period. Filters will vary depending upon the nature of the report. Common filters include:
  
  - **Child Only or ALL**—Child only includes data from accounts on-boarded by the Service Provider. All includes data from all account in the tree below the Service Provider (for example, child, grandchild, etc.).
  - **Date Range**—This can be a specific range, or for regular reports, can be options such as this month, last month, last 3 months, etc.
  - **Report Columns**—This shows default fields included in the report. To include/exclude fields, select/deselect fields using the corresponding check boxes.

• **Authorization**—The Access to Report not Enabled field lists all Account Managers that are potential report recipients. The Access to Reports Enabled field lists all Account Managers that will receive the reports. To add or remove from the recipient list, highlight the Account Manager (Ctrl+Click to select multiple Account Managers), and then click the appropriate arrow to move.

• **E-mail Recipients**—The server can send the report by e-mail to addresses in the recipients list. Use this option to send reports to people that are not Account Managers and therefore cannot log into the management UI to view and download reports. To add recipients, enter their e-mail address then click Add. To remove recipients, highlight their e-mail address then click Remove.

• **E-mail small reports (less than 2000 rows)**—This option must be selected if you want SAS to e-mail the report. If selected, SAS e-mails reports to the configured roles (for example, Account Managers and Operators) as well as to the addresses entered in the **E-mail Recipients** field. Reports can also be downloaded from the management UI or by using BSIDCA.

  **NOTE:** The number of rows in small reports can be configured for PCE installations only; the default is 2000.

• **Save over FTP**—If checked and configured (COMMS tab), reports can be automatically generated and delivered to an FTP server.

Click the **Finish** button to commit the customizations and add the report to the **My Report List** module.

### My Report List

The My Report List module lists your customized reports; from this list, you schedule reports to run.

![My Report List](image)

**Figure 57: My Report List**

To schedule a report:

1. Select the report.
2. Click the **Schedule** radio button.
3. Select the desired options (see “Schedule Report Options” on page 70).
4. Click **Finish** to add the report to the **My Scheduled Reports** module.

![Figure 58: Schedule Report](image)

### Schedule Report Options

The **Schedule Report** options include:

- **Schedule to Run Now**—This option adds the report to the report processing queue. Reports in the queue are run in chronological order.

- **Schedule Begins**—The report will not run prior to this date.

- **Frequency**—Reports can be scheduled to run on specific days of the week by selecting the Days/Week option, then selecting the specific days. Alternatively, the report can be scheduled to run on a monthly basis by selecting the Months/Year option, then selecting the specific months. If Months/Year is selected, the **On day** option is enabled. Use this option to specify a day in each month that the report should run. Reports will not run after the date specified in Expiration Date. By default report schedules do not expire.

- **Run Time**—The time at which the report should begin executing.

- **Expiration**—The date after which the report will be removed from the My Scheduled Reports list.

- **Finish**—Commit the report schedule. This adds the report to the My Scheduled Reports list.

Account Managers with appropriate role permissions can use the **Edit** hyperlink to modify the report criteria or remove the report from **My Report List** using the **Remove** hyperlink.

### My Scheduled Reports

Scheduled reports to which the Account Managers is entitled appear in the **My Scheduled Reports** module. The list shows the report name, run frequency, run time and expiration date. Clicking the report name hyperlink
displays the report criteria. Account Managers can modify a report schedule or run a report “now”. The **Run Now** option adds the report to the report processing queue. Reports in the queue are run in chronological order. The reporting service checks the queue every 5 minutes and after each report is generated. **Run Now** reports are processed in order. If no reports are detected, up to 5 minutes may elapse before the service will check the queue for report additions. The **Run Now** option does not alter the regular report schedule.

![Scheduled Reports List](image)

**Figure 59: Scheduled Reports List**

Account Managers with appropriate role permissions can make changes to the reports schedule by clicking the **Edit** link or remove the report from the schedule by clicking the **Remove** link.

Reports that are running or have completed are added to the **My Report Output** module.

**My Report Output**

All reports that are running or have completed to which the Account Managers is entitled are listed in the **Report Output** table.

![Report Output List](image)

**Figure 60: Report Output List**

Intended recipients can view their reports in the browser by clicking the report name hyperlink. Alternatively they may be downloaded for local processing by clicking any of the CSV, Tab, or HTML links. Reports that are no longer required can be deleted from the list by clicking the **Remove** button.

Report links are disabled for Account Managers not listed as intended recipients in the report configuration.

Outdated reports will be automatically removed from the **My Report Output** list after the number of days specified in the **Auto Remove** module. Refer to “Auto Remove” on page 190.
Customize References

This section enables Service Providers to publish information to the **References** module on the **SNAPSHOT** tab of each subscriber’s Virtual Server, where:

**Figure 61: ADMINISTRATION > Customize References**

- **Agents and Software Download URL**—This is the URL to a web page hosted by the Service Provider that contains links to SafeNet Authentication Service Agents and other software that the subscriber may need.

- **Documentation Download URL**—This is the URL to a web page hosted by the Service Provider that contains links to administration guides, quick starts and other documentation that the subscriber may need.

- **Terms of Use Agreement**—This is the URL to a web page hosted by the Service Provider that contains links to “terms of use” and related documentation that the subscriber may need.

- **Help Desk Coordinates**—If enabled, a help icon will be displayed in the tab bar of all on-boarded accounts.

**Figure 62: Help Desk Coordinates**
Enter your help desk coordinates using HTML tags.

![Help Desk Coordinates](image)

**Figure 63: Help Desk Coordinates**

- **Service Notifications**—Use service notifications to alert your subscribers to changes that may affect their service, including upgrade notices. If enabled, an alert icon will be displayed on the logon page. This icon can be customized. Clicking the icon displays the notification message.

![Service Notifications](image)

**Figure 64: Service Notifications**

Notifications can also be sent by email and/or SMS to all Operators. The following is configurable:

- **Default / Custom**—If default is selected, any service notification published by your service provider will appear on your management UI logon page as well as that of all of your on-boarded accounts. If Custom, then only the service notification you configure will be published to all of your on-boarded accounts.

- **Enable Service notification**—If checked, the notification is published immediately or between the notification start and stop dates if these have been set.

- **Notification start date**—Is the first day the notification will be published.

- **Notification stop date**—Is the last day the notification will be published.
• **Message Title**—This is the title of the service notification.

• **Logon page/E-mail message**—This is the text presented on clicking the icon on the logon page or delivered by email.

• **SMS message**—This is the service notification text sent by SMS. Use the Send Service Event to send notification by Email/SMS.

  Enable/disable service notifications by checking/clearing the **Enable service notification** check boxes respectively.

  Click **Apply** to commit the changes. Click **Send Event** to push the notification by email and/or SMS to all Operators in all on-boarded accounts.

• **RADIUS Server IP Addresses**—(Only available for on-premises installations.) Use this module to publish the IP address and port numbers of the RADIUS server on the **AuthNode** module in all Subscriber accounts.

• **SafeNet Authentication Service Agent DNS addresses**—(Only available for on-premises installations.) Use this module to publish the DNS addresses for all agents configured in Subscriber accounts. This information is published on the **AuthNode** module in all Subscriber accounts.

• **SAML Settings**—(Only available for on-premises installations.) Shibboleth is required for SAML integration. Use this module to publish the SAML IdP information to the **AuthNode** module on all Subscriber accounts.

---

### Account Role Provisioning Rules

Use this function to automatically add an Account Manager and grant access to the Management Console based on attributes such as Active Directory group membership. Conversely, an Account Manager can be automatically removed if the rule that promoted the user to Account Manager evaluates false.
Figure 65: Account Role Provisioning Rules

To add a rule, click the **New Rule** button, where:

- **Rule Name**—This must be a unique name which identifies the rule.
- **Auto Revoke**—If selected, the Account Manager created by this rule will be automatically removed if the conditions (for example, group membership) are no longer valid.
- **Account Manager Role**—This is the role that will be assigned to the Account Manager. The list includes all configured roles.
- **Scope**—Account management groups list all configured groups. The Account Manager will have access to groups listed in the **Applied by rule** window. Use the arrow keys to move highlighted groups between the two windows.
- **Groups Filter**—The **Virtual Server Groups** window lists all groups in the virtual server. Users that are members of one or more of the groups in the **Used by rule** window will be promoted to Account Manager. Use the arrow keys to move highlighted groups between the two windows.
Auto Remove

Use this module to set the maximum age of completed reports and alerts. Any report or alert older than the configured number of days will be automatically removed from the My Report Output module and Alerts module. Note that the data itself is not removed and can be accessed through creating or rerunning reports.

To set, enter the number of days in each of the reports and alerts fields, and then click Apply.
The VIRTUAL SERVERS tab (Figure 66) lists the Virtual Servers that are available to the Account Manager.

**NOTE:** In this guide, the chapter titles for the tabs under VIRTUAL SERVERS are prefaced with “VS >” (e.g., VS > SNAPSHOT) to show the hierarchy of the tabs.

![Figure 66: VIRTUAL SERVERS > Manage](image)

**NOTES:**
- Accounts with management delegated to the Service Provider display on the VIRTUAL SERVERS tab but not on the ON-BOARDING tab.
- The name of the delegating organization displays in the Management column of delegated accounts.

Click **VIRTUAL SERVERS** to access the following shortcuts, functions, and information (Figure 66):

- **Create Account** (shortcut)—Enables you to add an organization's title and address to the Virtual Server (see page 23).
- **List Accounts** (shortcut)—Displays a list of the accounts that you can access on the Virtual Server (see page 24).
- **Search** (section)—Enables you to find a specific account within the Account list (see page 24).
- **Managed Account List** (section):
  - **Account**—Name of the account on the Virtual Server.
  - **Custom #1**—One of three fields that can be populated with custom data (employee number, department etc.) to distinguish the user from other similarly named users. You can change the label title (see Custom Branding on page 230).
  - **Class**—Either **Service Provider** (Virtual Service Provider) or **Account** (Subscriber).
  - **Delegated By**—Name of sponsoring account.
- **Activated**—Date and time the service was set to Active in the Services module.
- **Expires**—Date and time the service will end and the account will not be able to login.
- **Billing**—Billing period that was configured in the Services module.
- **Capacity**—Maximum number of users that may authenticate against the Virtual Server, as set in the Allocation module. This value is reduced each time inventory is allocated to an account.
- **Unused**—Total unused capacity. Capacity is consumed when an authentication method is assigned to a user in the account’s Virtual Server, or if the account’s Virtual Service Provider (Operator) allocates capacity to an account that it manages.
- **Status**—State of the service: **Active** or **Disabled**, as set in the Services module. It will be Active unless the current date is greater than the Expires date or the services have been deactivated in the Services module.

### Manage

To manage an account on the Virtual Server:

1. Click **VIRTUAL SERVERS**. The **Manage** module (Figure 66) displays.
2. Click the **Account** name from the **Managed Account List**.

   The **VIRTUAL SERVERS** tabs (Figure 67), which are available to you for the selected account, display.

   ![Figure 67: VIRTUAL SERVERS – Tabs](image)

   These **VIRTUAL SERVERS** tabs (**SNAPSHOT**, **ASSIGNMENT**, etc.) are described in the chapters that follow.
The following modules are available on the VIRTUAL SERVERS > SNAPSHOT tab:

- **Authentication Activity**—Lists up to 100 of the most recent authentications including diagnostic information.
- **Authentication Metrics**—Displays authentication activity metrics over various periods of time.
- **Token States**—Displays all tokens registered in the Virtual Server by state.
- **SMS Credits**—Displays the current SMS credit balance, alert level and SMS sent message count.
- **Allocation**—A complete listing of Virtual Server capacity and token inventory, including detailed transaction records.
- **References**—Displays the custom product name and version number, and URLs from which agents, software, documentation and terms of use can be downloaded or viewed.

![Figure 68: VIRTUAL SERVERS > SNAPSHOT](image)
Authentication Activity

The **Authentication Activity** module displays a list of the most recent authentications, up to a maximum of 100 records. Opening the module automatically refreshes the list.

![Authentication Activity module]

Entries in the list can be filtered according to the following **Result** values:

- **All (default)**—Displays all authentication activity.
- **Failure**—Displays only failed authentications. Note that push notifications that are rejected (the user tapped **It wasn’t me!**) are listed as a **Failure**, with a message to indicate that it was due to user rejection.
- **Success**—Displays only successful authentications. Note that push notifications that are accepted (the user tapped **APPROVED**) are listed as a **Success**.
- **Challenge**—Displays SMS, Push, Gridsure, CR token, and ID First authentication events. In the case of a challenge-response configured token, SAS sends the user a request for: an OTP (SMS); OTP (Push); Gridsure image; or an 8-digit challenge (CR). Note that for push OTP challenges, additional information like geolocation and resource name are displayed in the message column.

Notes about **Push Notification** results:

- Push notifications are listed as **Challenge**.
- Push notifications that are accepted (“approved”) by the user are listed as **Success**.
- Push notifications that are rejected by the user are listed as **Failure**, with a message to indicate that it was due to user rejection.
- Push notifications that are ignored by the user do not result in another entry after the **Challenge**.

**NOTE:** Push OTP is not available with SAS – PCE/SPE editions.

- **Server PIN Provided**—Displays authentication events where the server has generated a PIN for the user.
- **User PIN Change**—Displays authentication events where the user has been prompted to change their PIN.
- **Outer Window Authentication**—The user provided a correct OTP value, but one that was outside of the inner window. Outer window success indicates that the user provided the next expected OTP. (Refer to “Synchronization” on page 159).
- **Change Static Password**—Displays events where the user was required to change their temporary static password. (Refer to “Temporary Password Policy” on page 158).
- **Password Change Failed**—Displays events where password change failed.
- **PIN Change Failed**—Displays events where user PIN change failed.
- **Skipped**—Displays authentications which are not required from the user due to policy settings; such as when the user requests access from a known network and/or device.

Click **Refresh** to sort the results according to revised criteria, or simply to update the list to include any authentications which occurred since the module was opened.

A count of records shown versus total records found is displayed at the bottom of the list. Click the **Customization** button on the module bar and enter a new number of rows in the text field to reset the number of records displayed.

The table of Authentication Activity results includes:

- **Time Stamp**—Displays the time stamp for each authentication event.
- **UserID**—Displays the userID provided by the user attempting to authenticate.
- **Actions**—Displays the action performed during the authentication.
- **Result**—(See the list of possible values at the beginning of this section.)
- **Credential Type**—Displays the type of credential used to authenticate.
- **Serial #**—Displays the serial number of the token used to successfully authenticate. If the value is 0 and authentication succeeded, this indicates the use of a static password to authenticate.
- **IP**—Displays the IP address of the authentication request. Depending upon configuration, this could be the user’s access point (for example, VPN gateway) or agent (for example, OWA) IP address.
- **Message**—Displays a brief description about the authentication attempt.

### Authentication Metrics

The Authentication Metrics module displays a list of pass, fail, and total authentications over various periods:

![Authentication Metrics](image)

**Figure 70: VIRTUAL SERVERS > SNAPSHOT > Authentication Metrics**

- **Today**—Lists values for the current day from 00:00:01, to the time at which the module was opened or most recently refreshed.
- **Week to**—Lists values from 00:00:01 on Monday of the current week, to the time the module was opened or most recently refreshed.
- **Last Week**—Lists values from 00:00:01 on Monday to 24:00:00 on Sunday of the previous week.
- **Month to Date**—Lists values from 00:00:01 on the 1st day of the current month, to the time the module was opened or most recently refreshed.
- **Last Month**—Lists values from 00:00:01 on the 1st day, to 24:00:00 on the last day of the previous month.
- **Year to Date**—Lists values from 00:00:01 on January 1 of the current year, to the time the module was opened or most recently refreshed.
- **Last Year**—Lists values from 00:00:01 on January 1 to 24:00:00 on December 31 of the previous year.
Token States

The token states module provides a count of all token types in the Accounts inventory by state:

![Token States](image)

- **Initialize**—Tokens that must be reinitialized before they can be assigned or provisioned.
- **Inventory**—Tokens that are available for assignment or provisioning.
- **Assigned**—Tokens that are assigned to a user but not yet used to authenticate.
- **Active**—Tokens that are assigned to users and have been used to authenticate.
- **Suspended**—Tokens that have been suspended by an Operator, preventing their use for authentication by the user to whom they are assigned.
- **Locked**—Tokens that are in a locked state as a result of excessive consecutive failed authentication attempts.
- **Lost/Faulty**—Tokens that have been marked as lost or faulty by an Operator.

SMS Credits

The SMS Credits module displays the current SMS Credits Balance, the low Balance Alert Level and the total SMS Messages Sent by this Account where:

![SMS Credits](image)

- The **SMS Credit Balance** is decremented each time an SMS message is sent.
- The **SMS Messages Sent** value is incremented each time an SMS message is sent.
- The messages sent count resets to zero on the 1 millionth message sent.
- An alert is generated when the **SMS Credit Balance** equals the **Low Balance Alert Level**.
Allocation

The Allocation module summarizes server inventory. The Transaction Log displays a detailed list of all allocations and de-allocations related to an account.

Figure 73: VIRTUAL SERVERS > SNAPSHOT > Allocation

In the Allocation table:

- **Maximum**—This lists the maximum number of users that can authenticate against the server. Users may have multiple tokens and the total number of tokens issued to users may exceed server capacity. In all cases these values are decremented as capacity and tokens/authentication methods are consumed. Note that some authentication methods consume the same resource. For example, all tokens consume a unit of capacity when assigned to a user. Likewise, MP-1/SMS, GrID and Password consume a token license, therefore every time any one of these token/authentication methods is assigned to a user, totals for each token type in this class are decremented.

- **In Use**—This lists the capacity consumed as well as totals for all token/authentication methods that are in use.

- **Available**—List capacity and tokens available for assignment to users.

In the Transaction Log:

- **Transaction ID**—This is a unique number assigned by the server to each allocation by the Service Provider. The Transaction ID is a hyperlink if the transaction includes tokens. Clicking the hyperlink displays a list of all tokens by serial number included in the transaction.

- **Reference**—This is a value entered by the Service Provider when allocating the token, generally to aid in identifying the transaction when communicating with the account. This value may have meaning only to the Service Provider.

- **Allocate to**—This is the account which received the inventory allocation. For example, when a service provider allocates inventory, the value in this field will be the name of the account that received the inventory. Conversely during deallocation inventory is returned to the service provider and therefore the service provider name will appear in this field.

---

1 Prior to v3.2, capacity determined the maximum number of tokens and/or authentication methods that could be assigned to users.
• **Allocated From**—This is the account that allocated the inventory. The values in this field are the opposite of “Allocate to”.

• **Date**—This is the date and time of the allocation.

• **Quantity**—This indicates the item quantity of the transaction, usually tokens or SMS credits.

• **Product**—This indicates the primary item in the transaction. If the transaction contains tokens, this will display the token family such as KT, RB etc. A transaction cannot contain more than one token type.

• **Type**—This indicates Rental or Sale. Rental indicates that the allocation of tokens/authentication methods is part of a subscription, incurring a periodic charge for usage. Sale indicates that tokens/authentication methods have been purchased.

• **Capacity**—This indicates the quantity of capacity included in the transaction. Note that capacity is always a rental transaction even when included in a transaction with tokens marked as Sale.

• **Changed by**—This is the name of the Account Manager that performed the allocation.

Any transaction that came from a parent to a child can be used to allocate tokens to the child’s child if and only if all tokens, capacity, and credits that came with the transaction from the parent are available to be allocated.

References

The **References** module lists:

• The Custom Product Name set under COMMS > Custom Branding > Custom Product Name.

• The version number, retrieved from the file system, which is not configurable.

• URLs from which agents, software, documentation and terms of use can be downloaded or viewed. The values in this module are configured by the Service Provider. Refer to “Customize References” on page 72. These values are automatically inherited by all on-boarded accounts. All virtual service providers can modify these values for their child accounts.

![References](image)

Figure 74: VIRTUAL SERVERS > SNAPSHOT > References
The VIRTUAL SERVERS > ASSIGNMENT tab enables you to manage all user: authentication methods/metrics, access restrictions, group memberships, and RADIUS attributes.

![Search User](image)

Figure 75: VIRTUAL SERVERS > ASSIGNMENT > Search User

In addition to the Search User module, the following shortcuts display:

- **Create User**—Manually add users.
- **Import Users**—Import users from a .csv or tab delimited flat file.
- **Provisioning Tasks**—Remove users from tasks or extend tasks “time-to-live”.

### About Adding Users

This chapter describes how to add and manage users. SAS enables you to add users in the following ways:

1. Manually, one user at a time, using the Create User shortcut.
2. Manually, importing one or more user records from a flat file.
3. Automatically by synchronizing with your Active Directory/LDAP server (SAS, SPE Only).

You can add users to the Virtual Server using both manual and automated methods, provided that UserIDs are unique. This allows you to extend authenticating to users that exist in your LDAP directory such as employees, as well as users that do not, such as contractors or business partners.

Consider using Automated Provisioning if you are using automated user creation in conjunction with an external LDAP/AD user source. Automated Provisioning can save administration time by automatically provisioning users with tokens, revoking tokens when users are deleted and applying authorizations based on LDAP groups and much more. (Refer to “Time Zone Offset” on page 182.)
Create User (shortcut)

Click the **Create User** shortcut to manually create a user record. Clicking the shortcut opens the **Create User** wizard.

![Create User wizard]

**Figure 76: Create User**

The minimum requirement for adding a user is First Name, Last Name, User ID and email address. The Add button is disabled until these fields are populated. When the four required fields have been completed, clicking Add creates the record and opens the User Detail page (refer to Figure 85: VIRTUAL SERVERS > ASSIGNMENT on page 93).

- **UserID**—Must be unique. If an identical UserID already exists, an error message is displayed.
- **E-mail**—Address is required. It is used in provisioning and self-enrollment.
- **Mobile/SMS**—This field is required to provision the user with the SMS/OTP authentication method and should contain the SMS number of recipient's mobile device. The number must always begin with the country code, bearing in mind that all characters other than digits are automatically stripped.
  - For example:
    - In North America, the entry +1-613-599-2441 after stripping out non-numeric characters would result in a message delivery to: 16135992441 where 1 is the country code, 613 is the area code and the remaining 7 digits the phone number.
    - In the UK, the entry 44 870 111 2222 would result in an entry in the format: 4408701112222 where 44 is the country code, 870 the city code and the remaining digits the phone number.
- **Container**—Use this option to place the user in a container.
- **Phone**—This is an optional field which may contain spaces, periods (.), dashes (-) and plus signs (+) in addition to digits.
- **Custom #1, Custom #2 and Custom #3**—These are optional fields that can be used to store additional data related to the user. The Custom #1 field is displayed in the User list. Note that the “Custom #x” labels can be changed from the Branding module, Custom labels section.
- **Alias #1, #2**—Aliases can be used to create additional pseudo-UserIDs for a user, allowing the user to log on using their UserID or aliases and any of the tokens assigned to the user. A common application of aliases would be for a person with two domain UserIDs and two roles. For example, Bob and bob-sysadmin, the former being a standard user account, the latter being an account with elevated privileges. In this example, either ID can use the same token.
Import Users (shortcut)

Bulk import of users is a convenient way to add many users in a single operation. To import users, begin by clicking the Import Users shortcut.

**Figure 77: Import Users Wizard - Step 1**

Select the import file format and field qualifiers (if any), and then click Next. Browse to and select the user data import file. Clear the File has a header row option if the import file does not include a header row, and then click Next.

**Figure 78: Import Users Wizard - Step 2**

In the Confirm Field Mappings and Import pane, select the appropriate Database field for each Import Data field. There are four required Database fields in the Confirm Field Mappings and Import pane (FirstName, LastName, UserID and E-mail), each marked by an asterisk (*). UserID * entries must be unique.

Optionally, use Add Field and select the appropriate unused field name from the dropdown list to add further rows. Add Field can be used to force data not contained in the import file into the database. Default values can be created for any added fields.

Data entered into any of the Default Value fields will be used to populate user records that do not have data in the corresponding import file field.
Figure 79: Import Users Wizard - Step 3

Select the container into which users should be imported. The **Do not import if the UserID exists in the database** prevents a user record from being imported if it already exists in the database.

The **Update user record if the UserID exists in the database** will overwrite fields in the database with data from corresponding fields in the import file if a matching UserID is found in the database. Note that populated fields in the database will not be overwritten if a corresponding field is not included in the import file.

Click **Import** to complete the process. When import is finished the server will display the result of the import, showing users that were imported and/or any errors that occurred.

Figure 80: Import Users Wizard – Step 4
Provisioning Tasks (shortcut)

The server creates a Provisioning Task each time the provision function is used.

To manage provisioning tasks:

1. Click the Provisioning Tasks shortcut.

VIRTUAL SERVERS > ASSIGNMENT > Provisioning Task Management displays (Figure 81 and Figure 82).

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**Figure 81: VIRTUAL SERVERS > ASSIGNMENT > Provisioning Task Management > Search**

**Figure 82: VIRTUAL SERVERS > ASSIGNMENT > Provisioning Task Management > Task**

The following functions and fields display:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task</td>
<td>This is a unique number generated by the server for each task. Click this link to view the task details.</td>
</tr>
<tr>
<td>Operator</td>
<td>This is the UserID of the Operator that created the provisioning task.</td>
</tr>
<tr>
<td>Emailed to</td>
<td>This is the last email address a provisioning task was sent to.</td>
</tr>
<tr>
<td>Start Date</td>
<td>This is the date the task was created.</td>
</tr>
<tr>
<td>Stop Date</td>
<td>This is the date by which all users must have completed self-enrollment.</td>
</tr>
<tr>
<td>Count</td>
<td>This is the number of users included in the provisioning task.</td>
</tr>
</tbody>
</table>
### Edit a Provisioning Task

To change a task, click the corresponding **Edit** link (Figure 83).

![Figure 83: Edit Provisioning Task](image)

- **Remove**—This option will remove selected users from the task, and their ability to enroll will be cancelled. Check the e-mail notification option to advise users that their enrollment has been cancelled. This action cannot be reversed.
- **New Stop Date**—This option can be used to extend or shorten the enrollment period. Click **Apply** to complete the change or **Cancel** to abort changes.
- **View Log**—Click this button to view the last five (5) token management tasks performed for this user.
• **Password**—Click this button to assign a temporary static password to a user that does not have an active token.

### Search User

You use the Search User module to:

- Find users that match a variety of search criteria.
- Manage individual users and their tokens.
- Provision tokens for multiple users in a single operation (see Provision on page 97).

### Search Fields

The following fields in the Search User section of the module can be used to refine your search:

- **User ID**—The value the user types to identify themselves when logging in. Use * as a wildcard.
- **Last Name**—The surname of the user. Use * as a wildcard.
- **Auth Method**—The authentication method assigned to users:
  - **Any**—Include users that authenticate with any method.
  - **Token**—Include only users that authenticate with tokens.
  - **Password**—Include only users that authenticate with a static password set in the authentication server.
  - **External Credentials**—Include only users that are allowed to authenticate with credentials not validated by the server, such as a pass-through to an LDAP server. This option applies only to LDAP integration; it does not apply to LDAP synchronization.
- **Email**—The e-mail of the user.
- **Container**—The container within which you want to restrict the search. See Container Maintenance on page 126.
- **Account State**—Locked or Unlocked.

### Search for Users

To display a list of users in the Virtual Server:

1. Type the search criteria that apply in the fields provided (for example, type * in the User ID field).
2. Click the **Search** button.
   
   SAS displays a list of users that meet the search criteria.
Search Result Fields

The following fields display in the search results:

- **User ID**—Click to display additional modules that describe a user (Figure 85 on page 93).
- **Last Name**—The user’s surname.
- **First Name**—The user’s first name.
- **Custom #1**—One of the three fields that can be populated with custom data to distinguish the user from other similarly named users. Examples include employee number, department etc. Note that the label “Custom #1” can be changed in the Branding module of the virtual server.
- **Auth Method**—An indication of the primary authentication method assigned to the user. Options include PwD (Password stored with the user account in the Virtual Server), Token (indicates a two-factor authentication method is assigned).
- **RADIUS Attr**—Indicates whether or not RADIUS attributes have been set for the user. This does not reflect RADIUS attributes applied to a group to which the user may belong.
- **Auth State**—Set to Active if the user can authenticate against the service. Set to Locked if authentication failures exceed the Account Lockout/Unlock Policy (refer to “Account Lockout/Unlock Policy” on page 149). Set to Assigned if the user has not authenticated with the assigned token. If multiple tokens are associated with the user, state precedence in the list is Locked, Active, Assigned.
- **Account State**—Displays whether the account is Locked or Unlocked.
- **Container**—Displays the container in which the user account resides. See “Container Maintenance” on page 126.
- **Provision (Button)**—Provision all selected users in the list with tokens in one simple operation. See “Provision” on page 97.
- **Delete (Button)**—Delete all selected users (excluding LDAP integrated and LDAP synchronized).
- **Account Unlock (Button)**—Unlock an account.

Additional ASSIGNMENT Modules

To display comprehensive information about a user:

1. Click the desired **User ID** from the search results (see Search Result Fields on page 92).
   
   Additional ASSIGNMENT modules display (Figure 85).
The additional ASSIGNMENT modules are:

- **User Detail**—This module displays basic user information. User detail can be modified for all users that were manually created or imported. User accounts created by LDAP integration/synchronization must be modified in the LDAP directory.
- **Tokens**—Use this module to assign, provision and manage all tokens associated with an individual user.
- **Authentication Metrics**—Displays the individual user's authentication metrics over various periods of time.
- **Authentication Activity**—Displays authentication history for up to 100 of the user’s most recent authentication.
- **Access Restrictions**—Use this to set specific times/days and periods during which the user is allowed to authenticate or prevent a user from being authenticated.
- **Group Membership**—Use this module to add or remove group memberships for the selected user. Groups can be used to automate provisioning and/or determine if the user is allowed to authenticate and/or be granted access to specific resources.
- **RADIUS Attributes (user)**—Use this module to apply RADIUS attributes to the selected user.
- **SAML Services**—Use this module to manual enable a user to authenticate at one or more configured SAML Service Providers. Service Providers must be configured before this module can be used. See SAML Service Providers.
User Detail

The User Detail module displays basic information about a user. If the user account was manually created or imported, the Edit button will be active, allowing the information to be updated. If the user account is synchronized or integrated with LDAP, the Edit button will be disabled and required edits to the user account information must be made in LDAP.

Figure 86: User Detail

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Container</td>
<td>This is the container in which the user account resides and can be changed by selecting from the dropdown list and applying the change.</td>
</tr>
<tr>
<td>Custom #1, 2, 3</td>
<td>These fields are available for holding additional information about the user.</td>
</tr>
<tr>
<td>Alias #1, 2</td>
<td>These are alternate logon credentials that can authenticate with the user’s tokens.</td>
</tr>
</tbody>
</table>

Tokens

Use the ASSIGNMENT > Tokens module to:

- Manage (add, provision) user tokens.
- Assign a temporary static password to a user.
- View the tasks associated with a user to determine if the user is to be provisioned with a token.

Figure 87: ASSIGNMENT > Tokens

The Tokens module provides the following functions and information about a user’s tokens:
• **Assign** (button)—Typically used to manually issue hardware tokens, one user at a time.

• **Provision** (button)—Issue any token type (hardware, software, SMS, Grid) to 1 or more users simply. This option works hand-in-hand with self-enrollment. Provisioning provides major time-savings for administrators and is the recommended method for associating a token with a user.

• **Change Log** (button)—View the last five token management tasks performed for this user.

• **Password** (button)—Assign a temporary static password to a user that does not have an active token. Disabled if the user has any other assigned authentication method.

• **Manage**—Provides access to all management functions for the token.

• **Type**—Displays the authentication method assigned to the user.

• **Target**—Device to which a token is deployed (e.g., Windows™ PC, iPhone™, BlackBerry™, etc.)

• **Serial #**—Displays the serial number of the token or “Password” if a static password is allowed.

• **State**—The state of the token/authentication method:
  - **Active**—Can be used to authenticate.
  - **Suspended**—Cannot be used to authenticate until it is reactivated by an operator.
  - **Locked**—Cannot be used to authenticate until the unlock policy is triggered or until it is reactivated by an operator. The user has exceeded the maximum number of consecutive failed logon attempts.
  - **Assigned**—Issued to the user, but not yet used to authenticate.

• **Initial PIN**—The PIN value to be given to the user when using Assign to issue a token. By default, the initial PIN value must be changed by the user during their first authentication. SAS clears the Initial PIN field as soon as the user completes the PIN change.

### Assign

To assign a token to a user:

1. Click **Assign** (Figure 87).

![Assign tokens](Image)

**Figure 88: Assign a Token**

2. Refine the inventory list of tokens available for assignment by:
   a. Selecting from the **Token Type** dropdown list.
   
or

   b. Typing a partial serial number.
3. Click **Search**.

4. Click **Select** for the token to be assigned.

5. Click **Assign** to save the selection.

![Figure 89: Token Inventory List](image)

![Figure 90: Assign Token](image)

The token is now assigned to the user.

![Figure 91: Assigned Token to a User](image)

If this is a hardware token, you should give this to the user now along with the initial PIN shown in the last column of the list. The default policy requires the user to change this PIN on first use of the token to a value known only to them. The value in the **Initial PIN** field is cleared when the user completes their PIN change.

If this is a software token, you must ensure that the MP-1 application is installed on the user’s PC, BlackBerry™, iPhone etc. before proceeding, then:

Click the **Manage** hyperlink, and then click the **Issue** button.
Choose the delivery method for the token profile.

- **Save the token file**—This saves the token profile to a location specified by the Operator. The file must be transferred to the user’s device.
- **E-mail the token and PIN to the user**—Choose this option to e-mail the token and initial PIN to the user. Typically this method is used for installation of the MP token on a laptop.

**Provision**

You can automatically provision and securely deliver tokens to one or more users, regardless of their physical location, in a single bulk operation. This process has significant advantages:

- It saves a tremendous amount of time for Operators.
- It is secure because only the intended recipient can enroll and activate their token.
- It can be used with hardware and software tokens.
- It is not necessary to deliver a specific hardware token to each user.
- It can be time-limited, requiring users to enroll their tokens on or before a specified date.
- It can be used to coordinate migrating users from static passwords to token authentication without interruption of service.

To use the provision function, begin by selecting one or more users from the **Users** list, and then click the **Provision** button.
This will refine the list to include only those users selected for provisioning. Once you've verified the list of selected users, click Provision again. Next, select the type of token to be issued to each of the users in the list. You can add a comment about this provisioning task in the Description field.

- **Available**—Indicates the quantity tokens by type in inventory and available for provisioning
- **Reserved for Provisioning Tasks**—Specific tokens (i.e., serial numbers) are not removed from inventory until enrollment is complete. This column represents the amount of inventory that has been committed by other provisioning tasks.

Click Provision > Confirm to complete the process and create a Provisioning Task.

**Self-Enrollment**

Each user in the provisioning task will receive an email with instructions for enrollment. The content of the email message varies, depending on the token type. Message content can be customized including the use of HTML and images (see “SAS Service Provider Branding Guide”).
Suspend

Use this option to suspend the token, making it invalid for authentication but leaving it assigned to the user. This button is disabled if the token is not in the **Active** state.

- **No Static Password**—The user’s token will be suspended and the user will not be given a temporary static password.
- **Accept LDAP/AD Password**—The user’s token will be suspended and the user will be allowed to use their LDAP/Active Directory password to authenticate. Note that this option is displayed only if the SAS LDAP Integrator service is set up in SAS PCE/SPE, or if Active Directory Password Sync is set up for SAS Cloud. (requires SAS v3.5.1 or later) and the user has a synchronized Active Directory password. Refer to **Enable password synchronization** in the *Synchronization Agent Configuration Guide* for additional details.
NOTE: Currently, SAS does not synchronize the password expiry state. The AD password is handled as a cached credential, where the credential will remain valid until it is updated by the user through the domain controller.

NOTE: The Account Lockout policy (defined in POLICY> User Policies) will temporarily lock a user’s AD password if the Account lock threshold is exceeded, and it will be automatically unlocked after the configured Account lock duration. Assigned AD passwords appear in the user’s token list, and can also be manually unlocked by the Operator. However, the Operator cannot manually unlock unassigned AD passwords that can be used in pre-authentication rules. Assigned or not, AD passwords will always be automatically unlocked according to the Account Lockout policy. (Refer to “Account Lockout/Unlock Policy” on page 149.)

Set Temporary Static Password—The user’s token will be suspended and the user will be given a temporary static password which can be used to authenticate:

- **Generate button**—Use this to generate a static password that complies with the established policy. (Refer to “Temporary Password Policy” on page 158.)
- **Change Password on First Use option**—If checked, the user must change the provided static password to a new value known only to them and which complies with the established policy.
- **No Static Password after**—Use this option to limit the life of the temporary password.
- **Comment**—Use this area to enter a brief explanation for suspending the token. This forms part of the permanent token record and can be viewed by other Operators managing this user’s account.

Unlock

Use this option to reactivate a token that is in the locked state, making it valid for authentication. Its use varies depending on the PIN mode.

If the token is locked due to excessive consecutive failed authentication attempts, clicking Unlock will reactivate the token. Check the **Set a New PIN** option to create a new PIN for the user for this token or use the **Random** button to generate a PIN that complies with the policy.

Figure 98: Unlock a Token
A token initialized with a token-side PIN which has been locked by the user by exceeding the maximum allowed PIN attempts may be unlocked using this function, provided the token was initialized with the unlock token option enabled. (Refer to “Token Templates” on page 151.) This function should only be used if you are certain that the person in possession of the token is the rightful owner.

Figure 99: Unlock with Token-side PIN

To use this function the user must generate an unlock challenge. The method for doing this varies with token type. Refer to the SafeNet Authentication Service Tokens Guide. Enter this value into the Challenge displayed on token field and then click Unlock to display an unlock code. Give this to the user to enter into their token. If correctly entered, the user will be required to generate a new PIN, after which the token can be used to authenticate.

Figure 100: Unlock Token Example

New PIN

This option is available where the PIN is evaluated by the Server (Server-side PIN). This function sets a new PIN value for this token according to the configured PIN policy.

Use the Generate button to automatically create a new PIN that meets the minimum policy requirements.

Figure 101: New PIN
The **Change PIN on first use** option is disabled if the change PIN policy is set to prevent Operator override. If enabled, the Operator can remove the requirement to change PIN on first use.

**Resync**

Use this option to resync a token or test a token if there are repeated failed authentication attempts with it. Generally, a resync is not required. Resync does not require the user or Operator to reveal the PIN associated with a token.

The resync methods vary depending on the type of token:

- **For challenge/response resynchronization**—Have the user key the challenge into their token after enabling resync to generate a response. Enter the resulting response into the **Response** field and then click **Resync**. The response provided by the user’s token for the displayed challenge should result in a successful test. If so, the token is working properly and in sync with the server. (Refer to the *SafeNet Authentication Service Tokens Guide*.)

  ![Challenge/Response Token Resync](image1)

  **Figure 102: Challenge/Response Token Resync**

- **For OATH, SafeNet Gold/Platinum tokens**—Have the user generate two passcodes and enter these in the correct order. A message will be displayed confirming the success or failure of the resync process.

  ![OATH Token Resync](image2)

  **Figure 103: OATH Token Resync**
Initialize

Use initialize to generate new token seeds and change the operating parameters of hardware tokens. The current token template (refer to “Token Templates” on page 151) is applied during initialization. The appropriate token initializer must be connected to the PC. This button is available only if a hardware token is selected.

![Initialize Token](image)

**Figure 104: Initialize Token**

Issue

Use this button to create an MP-1 token profile (token seed and operating parameters) in conjunction with the Assign function.

Revoke

Use this button to revoke a token. A revoked token can no longer be used to authenticate. If the **Revoke Password** option is not selected, the user can still authenticate using a previously assigned static password. The user can also authenticate with any other active token associated with their account.

![Revoke Token](image)

**Figure 105: Revoke Token**

- **Return to Inventory, Initialization Required**—Choose this option for hardware tokens issued with a token-side PIN or if the token seed and operating parameters must be changed before the token is reissued. Generally, this option is used with RB-1 PIN Pad tokens.
- **Return to Inventory, token does not need to be reinitialized**—Choose this option for all other cases where the token is being returned.
- **Lost**—Returns the token to inventory in the Lost state. Tokens in this state cannot be reissued unless they are recovered and reinitialized.
- **Faulty**—Returns the token to inventory in the Faulty state. Tokens in this state cannot be reissued unless they are successfully reinitialized.
View a User’s Tasks

Use the Tokens module to view the outstanding provisioning tasks that apply to the user’s tokens.

![Tokens Module](image)

**Figure 106: ASSIGNMENT > Tokens**

The Provisioning Tasks table is not displayed if there are no outstanding tasks. The Provisioning Tasks table cannot be edited.

In the Provisioning Tasks table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task</td>
<td>If the operator has provisioning management permissions, this is a hyperlink to the Provisioning Task Management module where the selected task is expanded.</td>
</tr>
<tr>
<td>Operator</td>
<td>This is the UserID of the Operator that created the provisioning task.</td>
</tr>
<tr>
<td>Start Date</td>
<td>This is the date the task was created.</td>
</tr>
<tr>
<td>Stop Date</td>
<td>This is the date by which the user must have completed self-enrollment.</td>
</tr>
<tr>
<td>Status</td>
<td>Indicates the status of the user’s enrollment.</td>
</tr>
</tbody>
</table>

**Resend a Token Provisioning Task**

An Operator can resend a provisioning task message to a user:

1. Click **Virtual Servers > Assignment > Tokens**.
2. Select the User ID of the user whose provisioning task you want to resend.
3. In the **Tokens** section, under **Provisioning Tasks**, click **Edit**.
4. Click **Resend**.

By default, the email address saved in the user’s SAS profile is automatically entered into the **E-mail** field. You can specify an alternate email address if necessary; however, this email address will not be retained in the system once the provisioning task is resent. Note that only active provisioning tasks can be resent. The **Stop Date** for the task will be adjusted based on the Self-Enrollment Policy.
Authentication Metrics

This module displays authentication metrics for the user reflecting pass, fail and total authentication results for the current day, current week, previous week, month to date, previous month, year to date, and previous year.

Authentication Activity

This module is identical to the Authentication Activity module on the SNAPSHOT tab (refer to “Authentication Activity” on page 80) with the exception that all data is for the selected user.
Access Restrictions

Use this module to set time/day/date restrictions on when a user may authenticate. By default restrictions are disabled.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>The user cannot authenticate prior to this date.</td>
</tr>
<tr>
<td>Stop Date</td>
<td>The user cannot authenticate after this date.</td>
</tr>
<tr>
<td>Start Time</td>
<td>The user cannot authenticate after this time of day.</td>
</tr>
<tr>
<td>On the following days</td>
<td>The user can authenticate only on the checked days.</td>
</tr>
</tbody>
</table>

Click the **Apply** button to commit changes to access restrictions. Use the **Change log** button to view up to the last five (5) changes made to this user’s access restrictions where:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modified Time</td>
<td>Time and date stamp of the applied change.</td>
</tr>
<tr>
<td>Change By</td>
<td>Displays the UserID of the Operator that applied the change.</td>
</tr>
<tr>
<td>Change by Account</td>
<td>Displays the name of the account that applied the change.</td>
</tr>
</tbody>
</table>

Consider using Active Directory time/day/date restrictions if the Virtual Server is configured for LDAP integration. Changes to restrictions in Active Directory will automatically be applied by the authentication server.
Group Membership

Use this module to manage the user’s group memberships. Groups can be used for auto-provisioning and for authorization (RADIUS attributes and/or pre-authentication rules). Click the Add button, select the group membership, and then click Apply. To remove a membership, click the corresponding Remove link and confirm the action.

Figure 111: ASSIGNMENT > Group Membership

To modify the memberships of many users at a time, use the Group Membership module on the GROUPS tab instead.

RADIUS Attributes (user)

Use this module to apply RADIUS attributes to the user. Note that user attributes take precedence over attributes applied to groups to which the user belongs. The functionality of this module is identical to the RADIUS Attributes module on the Groups tab except that changes applied here are applied to the user. (Refer to “RADIUS Attribute (Group)” on page 124.)

In order to define user-based RADIUS attributes, you must use the SAS FreeRADIUS Agent. The FreeRADIUS Agent is capable of returning RADIUS attributes defined in SAS to the RADIUS client but not the Windows RADIUS IAS/NPS Agent. If you are using the SAS IAS/NPS Agent, the RADIUS attributes will have to be defined in NPS and not in SAS.

By default, RADIUS return attributes are defined for all Auth Nodes, or they can be restricted to selected Auth Nodes by using the Restrict To Auth Nodes check box.
When authenticating with a RADIUS token, SAS also passes RADIUS attributes to the RADIUS client that were received from an external RADIUS server. This is beneficial for authentication requests that may go to a third-party authentication service and then return through SAS. This is also useful for migrations where an external RADIUS server continues to authenticate users that are not yet migrated to SAS. With this feature, the RADIUS client can receive the same external attributes during the migration phase than before migration (without SAS).

Also, refer to “Block RADIUS Authentication on page 215.

NOTE: SAS returns the attributes received from the external server after attributes that are configured in SAS. If the same attribute is configured in the external server and in SAS but with different values, it is up to the RADIUS client as to how this is interpreted. It is advised to avoid conflicting attribute definitions in SAS and the external RADIUS server.
SAML Services

Use this module to manually enable a user to authenticate against one or more SAML Service Providers.

Figure 113: ASSIGNMENT > SAML Services

To manage SAML services, click ASSIGNMENT > Search User > (User ID) > User Detail: (User ID) > SAML Services. The following functions are available:

- **Service**—Lists all of the configured SAML Service Providers. See SAML Service Providers.
- **SAML Login ID**—The User ID that is returned to the service provider in the SAML assertion. If your service provider (e.g., Salesforce) requires a user ID of name@domain.com, and this is identical to the user’s email address, choose the E-mail option. Doing so allows the user to consistently use their user ID to authenticate regardless of the service provider’s requirements. Typically, a service provider will require either the user ID or e-mail. For all other cases, choose the Custom option and enter the required user ID to be returned.

You can automate the creation/removal of SAML Services for users by creating a SAML provisioning rule. Refer to “SAML Provisioning Rules” on page 187.
### The TOKENS Tab

The **TOKENS** tab enables you to view, import, bulk-assign, and initialize tokens.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>View Change Log</strong></td>
<td>Display the last five changes to the token properties; including: date and time of change, Operator ID, and changed values (page 110).</td>
</tr>
<tr>
<td><strong>List Lost Tokens</strong></td>
<td>Display a list of tokens that have been marked as lost or faulty by an Operator (page 111).</td>
</tr>
<tr>
<td><strong>List Locked Tokens</strong></td>
<td>Display a list of tokens that are in a locked state as a result of excessive consecutive failed authentication attempts (page 111).</td>
</tr>
<tr>
<td><strong>Tokens</strong></td>
<td>List registered tokens and move tokens between containers (page 111).</td>
</tr>
<tr>
<td><strong>Import SafeNet Tokens</strong></td>
<td>Import records for unallocated tokens that have a .btk, .dat, or .xml file (page 114).</td>
</tr>
<tr>
<td><strong>Bulk Assign Third Party Tokens</strong></td>
<td>Automatically assign a token by serial number to an existing UserID (page 117).</td>
</tr>
<tr>
<td><strong>Import Third Party Tokens</strong></td>
<td>(Available with SAS PCE/SPE only) Import RSA/SecurID AES time-based tokens serial number records (page 114).</td>
</tr>
<tr>
<td><strong>Initialize Token</strong></td>
<td>Initialize or change the operating parameters of hardware tokens on your server, such as OTP length and strength (page 119).</td>
</tr>
</tbody>
</table>

### View Change Log (shortcut)

The **View Change Log** shortcut opens **VIRTUAL SERVERS > TOKENS > Tokens** to display the record of changes to token properties; including: date and time, Operator ID, and values.

![View Change Log (Shortcut)](image-url)
List Lost Tokens (shortcut)

The List Lost Tokens shortcut opens VIRTUAL SERVERS > TOKENS > Tokens to display the search results for tokens that have been placed in a lost or failed state by the Operator (State = Lost/Failed).

List Locked Tokens (shortcut)

The List Locked Tokens shortcut opens VIRTUAL SERVERS > TOKENS > Tokens to display the search results for tokens that are locked due to excessive consecutive failed authentication attempts (State = Locked).

Tokens

VIRTUAL SERVERS > TOKENS > Tokens enables you to find/view details about all registered tokens.

<table>
<thead>
<tr>
<th>Section</th>
<th>Field/Action</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Log</td>
<td></td>
<td></td>
<td>Display the last five token management operations in the Virtual Server. The log displays a row for each token operation that includes the token serial number, the operation or action, a date/time stamp of the operation, the name of the Operator that performed the action, the organization to which the Operator belongs (for example, your organization or Service Provider) and any comment provided by the Operator.</td>
</tr>
<tr>
<td>Search</td>
<td>Token Type</td>
<td></td>
<td>Refine the list to a specific type of token.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>All</td>
<td>List all tokens; include every state.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Inventory</td>
<td>The token is available for assignment to users.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Initialize</td>
<td>A hardware token in inventory that must be initialized before it becomes available for assignment.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Assigned</td>
<td>The token is no longer in inventory. It has either been manually assigned to a user but not activated or is part of a bulk provisioning operation and has not yet been enrolled by a user.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Active</td>
<td>The token is assigned to a user and has been enrolled or used to authenticate.</td>
</tr>
<tr>
<td></td>
<td>State</td>
<td>Suspended</td>
<td>This indicates that an Operator has placed the token in a suspended state, making it invalid for authentication but leaving it assigned to a user. This is usually done if there is a security concern such as a lost or misplaced token. Suspended tokens can be reactivated by an Operator when the security concern has been resolved.</td>
</tr>
</tbody>
</table>
Locked  
This state occurs when a user exceeds the maximum consecutive failed logon attempts threshold. A locked token can be reactivated by an Operator. The automatic locking and unlocking of tokens is controlled by the Account Lockout/Unlock Policy.

Lost/Failed  
This is a state applied by an Operator when revoking a token. Revoked tokens are returned to Inventory in this state where they can be permanently removed or if the token is subsequently found or determined to function properly, it can be reinitialized into the Inventory state.

Serial #  
Search by partial or complete serial number to find a range or specific token.

Container  
Lists only the tokens that are held in the selected container. (Refer to “Container Maintenance” on page 126.)

All  
List all tokens; include every container.

Search for the values placed in the Token Type, State, Serial #, and Container fields.

Delete the contents of the fields in the Search section.

Token Search Results

The result of a search is displayed in the Token List (Figure 115).

Figure 115: VIRTUAL SERVERS > TOKENS > Search Results

From this list you can:

- **Move**—Move the selected tokens to a different container.
- **Reset PIN Policy**—Apply the current Server-side PIN policy to the selected range of tokens. This function is not available for tokens initialized with Token-side PINs. Tokens must be in the Inventory state.
- **Delete**—Remove the selected token from the Virtual Server Inventory. Delete cannot be used with rented tokens. Rented tokens must be deallocated by the Service Provider.
- **Serial Number**—Click to display the token operating parameters, in-use statistics, organizational ownership, and MobilePASS app details (the target OS, Push OTP state, and the device type), as
shown in Figure 116. Under Mobile App, the Push OTP field displays only if the push feature is enabled in POLICY > Token Policies. If the push feature is enabled, the state of the Push OTP feature is displayed here. Push OTP is not available with SAS – PCE/SPE. The states are:

- **Enabled**—Displays if the user has permitted Push OTP notifications on the device.
- **Disabled**—Displays if the user has not permitted Push OTP notifications on the device, but the application is push capable (for example, on MobilePASS+).
- **Not Applicable**—Displays if the application is not push capable (for example, on MobilePASS 8).
- **User ID**—Click to access the user’s record and management functions. The additional ASSIGNMENT modules display (see Additional ASSIGNMENT Modules on page 92).
- **Close**—Hide the Token List section.

Figure 116: Token Detail
Import SafeNet Tokens

VIRTUAL SERVERS > TOKENS > Import SafeNet Tokens enables you to import .btk and .dat files into inventory for a variety of tokens. You can also import .xml files (available for SAS SPE/PCE only).

**Action/Field** | **Description**
--- | ---
Import | Import tokens from a selected file into inventory. By default, token templates force a user-selected PIN on imported tokens. By default GOLD/eTokens do not have PINs, unless their token template policy is changed.  
**Note:** Import will fail for tokens with a serial number that already exists in the Virtual Server. Token seed records can be re-imported after duplicates are removed from the Virtual Server inventory. The maximum file size is 10 Mb.

Save Log | Store the import results (also displayed on the import token UI) to the default web browser download folder.

Container | The container into which token inventory will be allocated. The “Default” container holds all tokens unless additional containers have been created and inventory added to them. For more information about containers refer to the Container Maintenance section on page 126.

Import File | The file containing the tokens to be imported.

Browse | Locate the file to be imported.

Configure the Window Size for a Time-based Token’s First Authentication

You can configure an expanded evaluation window (maximum value = 300) that applies only to the first authentication attempt after a token record is imported - to adjust for token drift - so that the time-based tokens can be conveniently synchronized. Subsequent authentication attempts with the tokens will be restricted to the Inner window (maximum = 10) and Outer window (maximum = 100) values. See Synchronization on page 159 for information about Inner/Outer windows.

To configure the window size for a time-based token’s first authentication:

1. Click **VIRTUAL SERVERS > POLICY > Token Policies > Synchronization**. The Synchronization section displays (Figure 163 on page 159).
2. Type a value in the field provided for the “First authentication time-based OTP window size”.

**NOTE:** The recommended size for a first-authentication time-based OTP window is “200”. A too-small value will result in unexpected challenges for additional authentication from SAS. A too-large value may reduce the security of your authentication process.
3. Click **Apply** to save your changes.

---

**NOTE:** If multiple first-authentication attempts fail, verify that the “First authentication time-based OTP window size” is set correctly. Next, to reset the affected tokens, delete them from SAS and re-import the file with the tokens.

---

### Import SafeNet Tokens

To import SafeNet Tokens (this feature is available for SAS SPE/PCE only):

1. Click **VIRTUAL SERVERS > TOKENS > Import SafeNet Tokens**.
2. Click **Choose File**.
3. Browse to the file location.
4. Double-click the file to be imported (maximum file size = 10 Mb).
   The filename displays in the “Choose File” field.
5. Click **Choose File**. The filename displays in the “Selected File” field.
6. (For xml files only) SAS prompts for a password. Type your password in the field provided.
7. Click **Import**. SAS displays the result (for example, a list of the tokens that were added).

![Import SafeNet Tokens](image)

**Figure 117: Results Displayed After File Imported**

8. (Optional) Click **Save Log** to save the import results to your default web browser Download folder.

An example of the import results log follows:

- The following tokens have been successfully added:
  - Total: 2 tokens added.
  - Token: 1, Serial: GAKT00040D6D, Type: eToken
  - Token: 2, Serial: GAKT00040D6E, Type: eToken

- The following tokens already exist:
  - Total: 2 tokens exist.
  - Token: 1, Serial: GAKT00040D6F, Type: eToken
  - Token: 2, Serial: GAKT00040D71, Type: eToken
9. Click the **Tokens** module. The Search section displays.

10. Select **eToken** from the drop-down menu in the Token Type field.

11. Click **Search**. A list of the search results displays (Figure 118).

![Tokens Search Results](image)

Figure 118: Tokens Search Results

12. Click a **Serial #** from the Token List. SAS displays details about the token (Figure 116 on page 113).

---

**NOTE:** See “Configure the Window Size for a Time-based Token’s First Authentication” on page 114 to conveniently re-synchronize a token that has not been used for months.

---

### Import Third Party Tokens

**VIRTUAL SERVERS > TOKENS > Import Third Party Tokens** (Available with SAS PCE/SPE only) enables a host service provider to import tokens into inventory. Tokens are automatically bound to an existing UserID in SAS if the import file contains a matching UserID; otherwise the tokens are placed in inventory.

<table>
<thead>
<tr>
<th>Action/Field</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Import</strong></td>
<td></td>
<td>Import tokens from a selected file into inventory. By default, the imported tokens do not have PINs unless their token template policy is changed. <strong>Note:</strong> Import will fail for tokens having a serial number that already exists in the Virtual Server. Token seed records can be re-imported after duplicates are removed from the Virtual Server inventory. The maximum file size is 10 Mb.</td>
</tr>
<tr>
<td><strong>Save Log As</strong></td>
<td></td>
<td>Store the provisioning results (also displayed on the import token UI) to the default web browser download folder.</td>
</tr>
<tr>
<td><strong>Token Type</strong></td>
<td><strong>RADIUS</strong></td>
<td>Use with any token type, provided the third-party authentication server will accept</td>
</tr>
</tbody>
</table>
authentication requests via RADIUS from SAS. To automatically bind a specific
token to a user during import:

- Ensure that the UserID already exists in SAS.
- Ensure that a record in the import file contains the corresponding UserID and
token serial number. Each record in the import file must be in the format:
  UserID,SerialNumber,yyyy/mm/dd
  Where: Serial Number is 12 characters (pad with leading 0 if necessary).

If a UserID is omitted in the import record, the token will be imported and placed in
inventory. Though the token can be assigned or provisioned to a user in SAS,
care must be taken to ensure that the same token is assigned to the same user in
the third-party RADIUS server. Use containers to segregate imported tokens that
will be allocated to Subscriber Accounts.

SecurID Use with SecurID tokens, provided the RSA Authentication Manager is configured
to accept authentication requests via RADIUS from SafeNet Authentication
Service. To automatically bind a specific token to a user during import:

- Ensure that the UserID already exists in SafeNet Authentication Service.
- Ensure that a record in the import file contains the corresponding UserID and
token serial number. Each record in the import file must be in the format:
  UserID,SerialNumber,yyyy/mm/dd,#
  Where: Serial Number is 12 characters (pad with leading 0 if necessary).
  # is the length of the generated passcode. Allowed values are
  6 or 8. If omitted, 6 is assumed.

If a UserID is omitted in the import record, the token will be imported and placed in
inventory. Though the token can be assigned or provisioned to a user in SafeNet
Authentication Service care must be taken to ensure that the same token is
assigned to the same user in the RSA Authentication Manager.

Container The container from which token inventory should be allocated. Default holds all
tokens unless additional containers have been created and inventory added to
them. For more information refer to “Container Maintenance” on page 126.

Import File The file containing the tokens to be imported. Click Browse to navigate to the file.

NOTE: Typically, OATH-compliant tokens work fine with SAS. However, support
can only be provided on a best effort approach as long as the 3rd party tokens
have not been fully validated. You may be instructed to work with the token
vendor for a resolution.

For SAS Cloud: All 3rd party token seed records must be provided to Gemalto
for import into SAS Cloud.

For SAS PCE/SPE: All token seed records (except those in XML format) must be
provided in an unencrypted format and converted to .btk file format by Gemalto.
XML token seed records can be imported directly.

NOTE: See “Configure the Window Size for a Time-based Token’s First
Authentication” on page 114 to conveniently re-synchronize a token that has not
been used for months.
Bulk Assign Third-Party Tokens

The tokens must exist in inventory prior to using this module.

This module is available to Virtual Service Provider and Subscriber accounts and allows tokens from various manufacturers to be managed by SafeNet Authentication Service. Tokens will automatically be bound to an existing UserID in SafeNet Authentication Service if the token import record contains a matching UserID.

The token records must be added to your token inventory by your Service Provider. Your Service Provider will require a file containing a record for each token. Refer to “RADIUS Tokens” on page 118.

If an import record does not contain a UserID, the token will be imported and placed in inventory.

Figure 119: TOKENS > Bulk Assign Third-Party Tokens

Options include the following:

- **RADIUS Tokens**—This import method can be used with any token type including RSA/SecurID, provided the third-party authentication server will accept authentication requests via RADIUS from SAS.

  **Step 1:** Provide a Third-Party Token Import file to your service provider.

  - This file must be comma delimited file (.csv) and contain a record for each token being imported. Each record must be in the following format:

    SerialNumber,yyyy/mm/dd

    Note the leading ","

    Serial Number is 12 characters (pad with leading 0 if necessary)

    These tokens will appear in your token inventory when the Service Provider has completed the import process.

  **Step 2:** To automatically bind a specific token to a user during import:

    - Ensure that the UserID already exists in SafeNet Authentication Service.
    - Ensure that a record in the import file contains the corresponding UserID and token serial number. This file must be comma delimited file (.csv). Each record in the import file must be in the format:

      UserID,SerialNumber,yyyy/mm/dd

      Where: **Serial Number** is 12 characters (pad with leading 0 if necessary)

    If a UserID is omitted in the import record, the token will be imported and placed in inventory. Though the token can be assigned or provisioned to a user in SafeNet Authentication Service, care must be taken to ensure that the same token is assigned to the same user in the third-party RADIUS server.

- **SecurID Tokens**—Not available to Virtual Service Provider or Subscriber accounts.
OATH Token — Third-party OATH tokens can be imported into SafeNet Authentication Service, however, these must be converted to a special .btk format prior to import. Contact Gemalto for instructions.

Initialize Token

This module can be used with CRYPTOCard/SafeNet RB and KT series hardware tokens. It applies the corresponding series template which determines the operating characteristics of the token such as passcode length, strength, PIN options and so on. (Refer to “Token Templates” on page 151.)

![Initialize Token](image)

This process requires an RB and/or KT token initializer attached to a USB port on the operator’s PC. The necessary drivers can be downloaded and installed using the links displayed in the module.

**NOTE:** The installation procedure will install a Windows service (Token Initialization Service) on the operator’s PC. This service requires local administrator permissions on the PC.

Preparing the KT Series Token for Initialization

Starting with the KT-x off, press and hold the button until the display shows “Init” (approximately 3-4 seconds). Release and press the button again. The display will show the prompt: RDY 4 IR. Insert the token in the initializer with the LCD display facing the front of the initializer. Click the Initialize button. Note that the KT-x will remain in the RDY 4 IR state for approximately 15 seconds. The token cannot be initialized while in any other state. Initialization will complete in 7-10 seconds.

Preparing the RB Series Token for Initialization

Place the RB-x token in the initializer with the LCD display down and facing the front of the initializer. The RB-x does not need any other preparation before initialization. Click Initialize in the Token Mgt group to complete the process. Initialization will complete in 7-10 seconds.

![RB Series Token Initializer](image)
## Troubleshooting

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm experiencing communication problems.</td>
<td>Ensure the SAS Token Initialization Service is running. To test whether it is working correctly, browse to <a href="http://localhost:19857/Initializer/ReadInformation">http://localhost:19857/Initializer/ReadInformation</a> on the client machine on which you are trying to initialize the token. Performing this step with a token that is ready to be initialized should return information about the token. Error code descriptions are provided in the return. Here is a sample of the information that is returned if the SAS Token Initialization Service is running and there is no initializer plugged in:</td>
</tr>
</tbody>
</table>

```json
{
  "CurrentFirmware": "-2",
  "CurrentModelNumber": "-2",
  "CurrentSerial": "-2",
  "ErrorCodes":
  [
    {
      "Key": 1,"Value": "Generic Error"},
    {
      "Key": 2,"Value": "No Initializer Detected"},
    {
      "Key": 3,"Value": "No Token Detected"},
    {
      "Key": 4,"Value": "Couldn't read serial number"},
    {
      "Key": 5,"Value": "Enter serial manually"
    }
  ]
}
```

| The “No initializer or installed drivers. Token initialization failed.” message is displayed after installing the Initializer Drivers software. | 1. Disconnect and reconnect the USB initializer.  
2. Verify that Windows completes the **Driver Software Installation** by confirming the device is recognized. In **Control Panel > Devices and Printers**, the device should be listed under **Unspecified**.  
For example, you should see **CRYPTOCARD KT Token USB Initializer** or **CRYPTOCARD RB Token USB Initializer**. |
Figure 122: VIRTUAL SERVERS > GROUPS

VIRTUAL SERVERS > GROUPS provides access to functions that enable you to:

- Create and Manage Groups (Group Maintenance module)
- Manage User Group Memberships (Group Membership module)
- Apply RADIUS Attributes to Groups (RADIUS Attribute (Group) module)
- Create and Manage Containers (Container Maintenance module)
- Manage Container Objects (Container Members)

**Group Maintenance**

Groups are attributes that can be attached to a UserID and used for authorization during the authentication process. Group attributes provide a way to distinguish between valid users (all users that can authenticate) and those that should be allowed to authenticate to gain access to a particular resource.

For example, assume you have two (2) valid users User1 and User2 both of which can authenticate. However, one of your protected resources is the HR network which should only be available to User1. By creating and adding User1 to the “HR” group, then creating a firewall rule or a Pre-Authentication rule (refer to “Pre-Authentication Rules” on page 205) in the Virtual Server, only User1 will be able to authenticate to the HR network. This of course is a simple example. Complex requirements are also accommodated using a combination of Group Membership and Pre-Authentication rules.
**Internal and Synchronized Groups**

You can have two types of groups on the Virtual Server:

- **Internal Groups**—Groups that you create and to which you add members.

- **Synchronized Groups**—Groups that exist on an external source such as Active Directory. The Synchronization Agent can be used to “synchronize” Active Directory group(s) in the Virtual Server. Synchronization not only synchronizes AD groups, it also retains each synchronized user’s group membership.

- AD groups can be used for authorization. Simply by adding or removing a user from an AD group, the Virtual Server using Pre-authentication rules can allow or deny access to resources based on user group membership attributes.

- Auto-provision users with tokens based on their AD group membership. For example, if in AD there were three groups: remote access, KT and MP, the Virtual Server could automatically provision users that belong to the remote access and KT groups with a KT hardware token, and those that belong to the remote access and MP groups with a software token.

- By utilizing a combination of Groups, Pre-authentication, and auto-provisioning the Virtual Server can accomplish most authentication management functions (creating users, authorization, assigning tokens, revoking tokens) without any administration.

Synchronized users can belong to both Synchronized and Internal groups.

To create an internal group, select the **Internal** option, and then click **New**.

![Figure 123: Add Group](image-url)

Type a group name and a brief description of its purpose in the fields provided, and then click **Add**. This adds the group and updates the **Internal Groups List**.

Group names and descriptions can be edited by clicking **Edit**, or removed by clicking **Remove**.
Group Membership

This module is used to display all members of a group or to modify the memberships of one or more users. Note that the memberships for an individual user can also be managed from the Group Membership module on the ASSIGNMENT tab.

Figure 124: Group Membership List

To view group membership, use the search function in conjunction with:

- **Is a member of option**—Refines the list to users that are members of any group or the specified group.
- **Is not a member of option**—Refines the list to users that are not members of any group or the specified group.

You can further refine the list by adding the User’s last name or User ID to the search criteria.

Click **User ID** to display the corresponding **User Detail**.

Add Users to a Group (Internal)

To add users to a group, use the check box options to select one or more users, and then click the **New** button. This will open the **Add Membership** window. Use the drop-down list to select the group membership to add to the user, and then click the **Add** button.

Synchronized Group Membership

Synchronized Group membership cannot be added or removed from users in the management UI. This is because synchronized group membership is obtained from the AD/LDAP or other external user source. However, you can use the **Search Synchronized** tab in Group Membership to view groups and group memberships.
**RADIUS Attribute (Group)**

This module allows RADIUS Attributes to be attached to a group. The attribute will be returned for each member of the group when they authenticate. Note that attributes assigned to users have precedence over attributes assigned to a group to which the user belongs.

By default, group-based RADIUS attributes are defined for all Auth Nodes, or they can be restricted to selected Auth Nodes (excluding shared Auth Nodes) by using the **Restrict To Auth Nodes** check box.

When authenticating with a RADIUS token, SAS also passes RADIUS attributes to the RADIUS client that were received from an external RADIUS server. This is beneficial for authentication requests that may go to a third-party authentication service and then return through SAS. This is also useful for migrations where an external RADIUS server continues to authenticate users that are not yet migrated to SAS. With this feature, the RADIUS client can receive the same external attributes during the migration phase than before migration (without SAS).

Also, refer to “Block RADIUS Authentication” on page 215.

---

**NOTE:** SAS returns the attributes received from the external server after attributes that are configured in SAS. If the same attribute is configured in the external server and in SAS but with different values, it is up to the RADIUS client as to how this is interpreted. It is advised to avoid conflicting attribute definitions in SAS and the external RADIUS server.
Set RADIUS Attribute (Group)

To set RADIUS attributes, select the appropriate Internal or Synchronized Group, and then click the **New** button.

![Figure 125: Set RADIUS Attributes (Group)](image)

The options and input values will vary depending upon your selection from the various drop-down lists. Consult your network equipment vendor’s documentation for guidance on which attributes to use.

Once the attribute is set, click the **Add** button. This will add the attribute to the Group. Repeat as necessary to add more attributes.

View RADIUS Attribute (Group)

Select the group to view using the internal or synchronized group option, and then click Search. A list of attributes assigned to the group will be displayed in a list. The **Edit** link for each attribute can be used to modify the corresponding attribute. Likewise, the **Remove** link is used to remove the group attribute.
Container Maintenance

Containers are used to separate objects (users, tokens or both) for the purposes of management. Objects can only reside in one container at a time. When a user is moved between containers, all of the user’s assigned tokens are moved at the same time.

Containers define an Operator’s scope – what it is they can manage. If a container is not in an Operator’s scope, then all of the objects in the container are also not in scope and consequently cannot be viewed or managed by the Operator.

Containers can be used to segregate:

- Management:
  - Operator A can see/manage objects in Container A
  - Operator B can see/manage objects in Container B
  - Operator C can see/manage objects in Containers A and B

- Inventory:
  - Cost center A purchases tokens which are placed in Container A
  - Cost center B purchases tokens which are placed in Container B
  - Operator A can only view/manage tokens in Container A
  - Operator B can only view/manage tokens in Container B
  - Operator C can view/manage tokens in Containers A and B

The Virtual Server has a default container into which users and tokens are automatically placed unless a different selection is made at the time the users and/or tokens were added.

Create a Container

To create a new container, click the New button, then enter a unique container name and brief description of its purpose, and then click Add. The new container will appear in the Containers List.
Click the **Edit** link or the **Remove** link respectively to edit the container information or remove it. Note that all objects must be removed from a container before it can be removed.

### Container Members

Containers and their members can be viewed and members moved between containers using this module.

![Container Members Module](image)

**Figure 127: GROUPS > Container Members**

The **Containers View** includes two tabs: **Users** and **Unassigned Tokens**. To view objects by type, select the appropriate tab. Recall that tokens assigned to users always reside in the container with the user.

To view the members of a container, select the appropriate Source Container and then click **Search**. The resulting list displays all objects in the container. Clicking the **UserID** or **Serial Number** links displays the object’s details.

### Move Objects

To move objects to a different container, select the objects in the list using the check box option, then select the target container from the **Move to Container** list, and then click the **Move** button.
Every Virtual Server has a reporting engine that provides an extensive range of usage, compliance, inventory management, and billing reports. Reports can be customized, scheduled and automatically delivered to recipients or viewed and downloaded through the management UI.

Figure 128: VIRTUAL SERVERS > REPORTS

Reporting consists of four modules:

- **Available Reports**—Lists the standard reports available on the Virtual Server. Reports from this list can be customized and copied to the **My Report List** module.

- **My Report List**—Lists all reports that can be run on the Virtual Server. Reports in this module can be scheduled to run once or periodically at regular, predefined intervals. Delivery options and recipients are defined in this module.

- **My Scheduled Reports**—Lists all scheduled reports. Schedules can be modified and reports can be run “now” without modifying the normal schedule.

- **My Report Output**—Lists all reports that are currently in the run state or have completed. From this list Operators can view or download reports in a variety of formats.

Operator Roles determine which modules are available to an Operator and whether or not they can modify report parameters.

Scheduled Reports and Report Output will display only those reports to which the Operator is authorized. Reports can be customized, scheduled, and delivered to the account, the Service Provider, and to external parties such as auditors.

### Available Reports

The reports that are available in a Virtual Server are listed in the **Available Reports** module. To view all or filtered lists of available reports, use the **Report Class** drop-down menu or expand the number of rows displayed using the customization icon in the module bar.
The Report Class dropdown selects reports corresponding to:

- **Security Policy** — This group of reports deals with alert history, container management, Operator Roles and Scope, Auth Nodes and RADIUS attributes.
- **Compliance** — This group of reports covers user authentication activity, Operator activity and other factors important to internal and external security auditors.
- **Billing** — This group of reports provides details of all transactions including capacity, tokens, SMS credits and their related billing terms.
- **Inventory** — This group of reports provides detailed information about tokens, token ownership, states and other general inventory information.

![Available Reports](image.png)

Figure 129: REPORTS > Available Reports

To add a report to the **My Reports Module** list, begin by selecting a report from the list, and then click the **Add** button.
Figure 130: REPORTS > Available Reports > Customize Report
Customize Report

When customizing reports, only the Report Columns check boxes that are currently active will be displayed by default. The More Columns/Less Columns toggle button allows you to view or hide additional column selections.

- Click the More Columns button to display additional column check boxes that are currently inactive.
- Click the Less Columns button to hide the column checkboxes that are currently inactive.
- Changes that are made to the Report Columns check boxes will take effect after clicking Finish.
- In cases where there is only one unselected check box, the toggle button is not displayed.

The options for report customization vary depending on the type of report selected. In general:

- **Report Section**—Customize the name of the report and its description. These changes will appear in the My Report List module. Note that report names must be unique.
- **Filters**—If available, filters provide a way to limit the scope of a report, such as the reporting period.
- **Report Columns**—This shows default fields included in the report. To include/exclude fields, select/deselect fields using the corresponding check boxes.
- **Authorization**—The Access to Report not Enabled field lists all Operators that are potential report recipients. The Access to Report Enabled field lists all Operators that will receive the reports. To add or remove from the recipient list, highlight the Operators (CTRL+click to select multiple Operators), and then click the appropriate arrow to move.
- **External Authorization**—The Access to Report not Enabled field lists all Service Providers that are potential report recipients. The Access to Report Enabled field lists all Service Providers that will receive the reports. To add or remove from the recipient list, highlight the Service Providers (CTRL+click to select multiple Service Providers), and then click the appropriate arrow to move.
- **E-mail Recipients**—The server can send the report by e-mail to addresses in the recipients list. Use this option to send reports to people that are not Operators or Service Providers and therefore cannot log into the management UI to view and download reports. To add recipients, enter their e-mail address then click the Add button. To remove recipients, highlight their e-mail address then click the Remove button.
- **E-mail small reports (less than 2000 rows)**—This option must be selected if you want SAS to e-mail the report. If selected, SAS e-mails reports to the configured roles (for example, Account Managers and Operators) as well as to the addresses entered in the E-mail Recipients field. Reports can also be downloaded from the management UI or by using BSIDCA.

NOTE: The number of rows in small reports can be configured for PCE installations only; the default is 2000.

- **Save over FTP**—If checked, the completed report will be transferred by FTP/SFTP or SCP according to the parameters set under COMMS > Communications > FTP/SFTP/SCP Settings (page 198).

Click Finish to commit the customizations and add the report to the My Report List module.
My Report List

This module lists all customized reports. It is from this list that you schedule reports to run.

![Figure 131: My Report List](image)

Schedule a Report

To schedule a report:

1. Select the report.
2. Click **Schedule**.

![Figure 132: My Report List > Schedule Report](image)

The schedule report options are:

- **Schedule to Run Now**—This option adds the report to the report processing queue. Reports in the queue are run in chronological order.
- **Schedule Begins**—The report will not run prior to this date.
- **Frequency**—Reports can be scheduled to run on specific days of the week by selecting the *Days/Week* option, then selecting the specific days. Alternatively, the report can be scheduled to run on a monthly basis by selecting the *Months/Year* option, then selecting the specific months. If *Months/Year* option is selected, the *On day* option is enabled. Use this option to specify a day in each month that the report should run. Reports will not run after the date specified in *Expiration Date*. By default report schedules do not expire.
- **Run Time**—The time at which the report should begin executing.
- **Expiration**—The date after which the report will be removed from the *My Scheduled Reports* list.

To commit the report schedule, click *Finish*. This adds the report to the *My Scheduled Reports* module. Operators with appropriate role permissions can use the *Edit* link to modify the report criteria or remove the report from the *My Report List* using the *Remove* link.

**My Scheduled Reports**

Scheduled reports to which the Operator is entitled appear in the *My Scheduled Reports* List. The list shows the report name, run frequency, run time and expiration date. Clicking the report name link displays the report criteria. Operators can modify a report schedule or run a report “now.” The *Run Now* option adds the report to the report processing queue.

Reports in the queue are run in chronological order. The reporting service checks the queue every 5 minutes and after each report is generated. This means that all reports will be processed in order however if no reports are detected, up to 5 minutes may elapse before the service will check the queue for new report additions. The *Run Now* option does not alter the report’s regular schedule.

![My Scheduled Reports](image)

**Figure 133: VIRTUAL SERVERS > REPORTS > My Scheduled Reports**

Operators with appropriate role permissions can make changes to the reports schedule by clicking the *Edit* link, or remove the report from the schedule by clicking the *Remove* link.

Reports that are running or have completed running are added to the *My Report Output* module.
My Report Output

All reports that are running or have completed to which the Operator is entitled are listed in the My Report Output table.

![My Report Output Table](image)

**Figure 134: VIRTUAL SERVERS > REPORTS > My Report Output**

Reports can be viewed in the browser by clicking the report name hyperlink. Alternatively they may be downloaded for local processing by clicking any of the CSV, Tab, or HTML links. Reports that are no longer required can be deleted from the list by clicking the Remove link.
SAS Self-service enables organizations to:

- Empower users to perform simple authentication management functions such as resetting PINs, reporting lost tokens or viewing their authentication history, and in the process, reduce the workload and end user reliance on the help desk.
- Invite users to request a token. This is particularly useful for organizations servicing consumers of online subscription services. Users can now request a token as part of their subscription for other services.
- Create a customized yet automated workflow for approving token requests, fulfilling and shipping tokens to users.
- Offer a complete user-centric service, including multi-language support, customized prompts, messages, help and navigation, all optimized for the user based on how they are interacting with self-service (browser type, screen resolution, etc.)

For more information, refer to Configuring Self-Service in the SafeNet Authentication Service Self-Service Administrator Guide.
Virtual Servers are managed by Operators, of which there are two types:

- **Internal Operator**—User accounts in the Virtual Server that have been promoted to Operator status.
- **External Operator**—Operator accounts created for the Service Provider, allowing Service Provider management access to the Virtual Server.

Both types of Operators are managed from the OPERATORS tab.

### Internal Operator

Any user added to a Virtual Server to which you’ve assigned a token or password can be promoted to Internal Operator, allowing them to log into and perform management functions. Operators appear in the Internal Operator list. Operators cannot modify their own role, scope or access restrictions.

Each row in the list displays:

- **User ID**—This is the User ID of the Operator. Click the link to reveal additional user detail.
• **Role Name**—This is the role assigned to the Operator. Roles determine what an operator is able to do through the management UI.

• **State**—There are three (3) possible states:
  - **Pending Validation**—User has not yet validated their email address.
  - **Active**—Operator is able to log on to the management UI. Click the **State** link to suspend.
  - **Suspended**—Operator account has been suspended. Click the **State** link to re-activate.

• **Edit**—Click this link to edit the Operator’s role, scope and access restrictions.

• **Remove**—Click this link to remove this user as an Operator.

### Add an Internal Operator

To add an Internal Operator, begin by clicking the **New** button in the **Internal Operator** module. This will produce a list of users that are eligible for promotion to Operator status. Use the **Last Name** and/or **UserID** criteria and the **Search** button to refine the list. Click **Next** to select a Role.

![Figure 138: List of Potential Operators](image)

You can select multiple users for promotion, bearing in mind that the same Role, Scope, and Access Restrictions will be applied to all selected users.
Assign a Role

Roles determine the task an Operator can perform (refer to “Role Management” on page 170). Select a Role and then click Next.

Figure 139: Assign Operator Role

Assign Scope

Containers define an Operator’s Scope—what it is they can manage. If a Container is not in an Operator’s Scope, then all of the objects in the container are also not in Scope and consequently cannot be viewed or managed by the Operator. Select one or more Containers from the list, and then click Next.

Figure 140: Assign Scope
Access Restrictions

Access Restrictions are used to limit when an Operator is allowed to log into the Virtual Server management UI. If no restrictions are to be applied, click Finish, or, enable restrictions, and then click Finish.

Figure 141: Assign Access Restrictions

If Access Restrictions are required, begin by clicking the Enable Restrictions option, then:

- **Start Date**—Operator cannot log into the Virtual Server management UI prior to this date.
- **End Date**—Operator cannot log into the Virtual Server management UI after this date.
- **Start Time**—Operator cannot log into the Virtual Server management UI prior to this time of day.
- **Stop Time**—Operator cannot log into the Virtual Server management UI after this time of day.
- **On the following days**—Operator logon is restricted to the checked days of the week.

Operator E-mail Validation

Operators log into the management UI using the e-mail address associated with their UserID. Before an Operator can logon, they must confirm they own the email account to which the validation message is sent.

Figure 142: Customizable Operator E-mail Validation

Note that a validation message will be resent if the Operator’s e-mail address associated with their UserID changes.
External Operator

An external Operator is an account that is automatically created for the Service Provider when the Virtual Server is created. It is through this account that Account Managers are able to access the account’s Virtual Server (via the VIRTUAL SERVERS tab).

- As with Internal Operators, External Operators have an assigned role, which by default is Operator, allowing access to all of the VIRTUAL SERVERS tabs, modules, and actions.
- A role other than Operator can be assigned to an External Operator. By applying a different role, the account can limit the functionality available to the Service Provider through the UI, including denying access to the Virtual Server. To prevent this, the Service Provider must modify all Internal Operator roles to deny access to the External Operator module.
- All External Operator activity is recorded in the Virtual Server for audit and reporting purposes.
- An additional External Operator account is created for each Service Provider account to which management of the Virtual Server has been delegated. External Operator accounts can have different roles.

Figure 143: Management UI Remote Login

Figure 144: VIRTUAL SERVERS > OPERATORS > External Operator

In the External Operator List:

- **Account**—This is the name of the Service Provider account.
- **Primary Contact**—This field is populated using information provided in the Primary Contact field in the Services module on the ON-BOARDING tab.
• **Telephone**—This field is populated using information provided in the **Primary Contact** field in the Services module on the ON-BOARDING tab.
• **Role**—This is the role assigned to the External Operator account. Refer to “Role Management” on page 170.
• **Realming**—Empty field indicates the external operator has not been added to the realm.
  - **Enabled** indicates the external operator has been added to the realm and can authenticate. Clicking the link allows the status to be changed to Disabled.
  - **Disabled** indicates the external operator has been added to the realm but is not allowed to authenticate. Clicking the link allows the status to be changed to Enabled.
• **Edit**—Allows an Internal or External Operator with sufficient rights to modify the role assigned to this account.
• **Remove**—Allows an Internal or External Operator with sufficient rights to modify the role assigned to this account.

Operators cannot modify or delete their own role.

Delegation is most commonly used in a multi-tier sales and service model, where the intermediary sales channel On-boards the account but does not have the capacity or business interest to manage the account’s Virtual Server. If the delegation option is selected in the Services module (ON-BOARDING tab), then two External Operator accounts are automatically created, one for the Service Provider and one for the delegated Service Provider.

Add an External Operator Account (Delegation)

An External Operator account can be created for each Service Provider to which management of the Virtual Server should be delegated. Each Service Provider account must provide a delegation code (refer to Delegation Code on page 26). This code will be used to create an External Operator account for their exclusive use.

To add an external operator account, click **New**.

![Figure 145: VIRTUAL SERVERS > OPERATORS > External Operator > New](image)

Enter the delegation code provided by the Service Provider, and then click **Verify** to confirm the Service Provider name in the **Managing Account** field. Click **Next** to continue.
Figure 146: VIRTUAL SERVERS > OPERATORS > External Operator > Assign Role
Select the role (for more details about roles, see Role Management) to be applied to this account, and then click Next.

Figure 147: Configure Scope
Select the containers to which this role should have access, and then click Next.

Figure 148: Configure Access Restrictions
To limit when the Service Provider can log in and manage the Virtual Server, turn on access restrictions, and configure the conditions where:

- **Enable Restrictions**—If checked, restrictions are enabled. If cleared, no time/day/date range restrictions are applied.
- **Start Date**—Management UI logon is denied before this date.
- **End Date**—Management UI logon is denied after this date.
- **Start Time**—Management UI logon is denied before this time.
- **End Time**—Management UI logon is denied after this time.
- **On the following days**—Management UI logon is permitted on checked days only.

Note that Account Manager Restrictions apply only to Account Manager Management UI logons. It does not affect any logon by the user.

![New External Operator](image)

**Figure 149: New External Operator**

The new External Operator account is added to the list. The service provider must now confirm the delegation, after which the accounts Virtual Server will appear in the accounts list on their VIRTUAL SERVERS tab.

![Server Provider Confirmation](image)

**Figure 150: Server Provider Confirmation**

**Modify and Remove External Operators**

The process to modify or remove External Operators is identical to that for Internal Operators.
The **VIRTUAL SERVERS > POLICY** tab enables you to configure an account’s security policy; to enforce a consistent login experience and protect against denial of service, brute force, and other account credential attacks.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create User</td>
<td>(Shortcut) Add a user record to an account (page 86).</td>
</tr>
<tr>
<td>List Accounts</td>
<td>(Shortcut) Display a list of the accounts to which you have access (page 24).</td>
</tr>
<tr>
<td>Authentication Policies</td>
<td>Configure the authentication behavior (page 145).</td>
</tr>
<tr>
<td>User Policies</td>
<td>Configure a user’s access to the authentication service (page 149).</td>
</tr>
<tr>
<td>Token Policies</td>
<td>Configure a token’s interaction with the authentication service (page 151).</td>
</tr>
<tr>
<td>Role Management</td>
<td>Configure operator roles, alerts, alert thresholds, and the console language (page 170).</td>
</tr>
<tr>
<td>Automation Policies</td>
<td>Auto-provision users with tokens and configure self-enrollment/service (page 182).</td>
</tr>
</tbody>
</table>
## Authentication Policies

**VIRTUAL SERVERS > POLICY > Authentication Policies** enables you to configure one Contextual Authentication policy per Virtual Server to flexibly adapt (apply/skip) credential requirements for SAML-protected web-based applications.

<table>
<thead>
<tr>
<th>Section</th>
<th>Field/Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POLICY IMPACT</strong></td>
<td>No Impact (default)</td>
<td>Define whether or not SAS applies the Contextual Authentication policy.</td>
</tr>
<tr>
<td><strong>AFFECTED USERS</strong></td>
<td>All Users</td>
<td>Apply the policy to all users.</td>
</tr>
<tr>
<td></td>
<td>Users in Specific Groups</td>
<td>Type the group name(s) containing the subset of users to which the policy will apply.</td>
</tr>
<tr>
<td><strong>CONTEXT CONDITIONS</strong></td>
<td>Trusted Network</td>
<td>The IP address to which the policy applies. SAS considers the originating public IP address of the request only.</td>
</tr>
<tr>
<td></td>
<td>IPv4, IPv6, or CIDR address</td>
<td>(Optional) The end IP address of a range.</td>
</tr>
<tr>
<td></td>
<td>ending address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Known Device</td>
<td>The number of days before SAS requires users to fully authenticate.</td>
</tr>
<tr>
<td><strong>RE-AUTHENTICATION PERIOD</strong></td>
<td>Every 30 days (default)</td>
<td>The number of days before users must authenticate with their full credentials; to ensure that users don't forget their full login credentials and to protect against malicious use of a known device.</td>
</tr>
</tbody>
</table>

Save your changes.
| Discard your changes.       |
Configure a Contextual Authentication Policy

To configure a Contextual Authentication policy:

1. Click **VIRTUAL SERVERS > POLICY > Authentication Policies > Contextual Authentication Policy**.

2. Define the POLICY IMPACT on the authentication process; select one of the following options:
   - **No Impact**—(Default) The Contextual Authentication policy will NOT be applied. SAS WILL prompt the user for their full credentials at each login.
   - **Skip OTP**—If all of the policy conditions are met and unless the end of the RE-AUTHENTICATION PERIOD has been reached, SAS will NOT prompt the user for their credentials (for example, static password or One Time Password) as part of the authentication process.

3. Define the AFFECTED USERS to whom the policy applies:
   - **All Users** (Default)
   - **Users in Specific Groups**—Type the name of the group(s) in the field provided.

   **NOTES:**
   - A group must exist to be added to the list.
   - If a local and a synced group have the same name, both groups are added to SAS when the policy is saved.
   - If a list of groups exists in the RBA Policy and an operator switches to "All Users" the list of groups becomes inactive but is not erased from the database unless the policy is saved.
   - The policy applies to the child groups of each parent group.
   - Changes are not saved if no groups are added or removed.

4. (Optional) Define a Trusted Network of IP addresses:
   a. Select **Trusted Network** in the CONTEXT CONDITIONS section.
   b. Type a trusted IP address in the left-most of the two fields provided. If this is the first address of a range, type the start/lowest IP address in this field.
   c. (Optional) If this is the last address of a range, type the end/highest IP address in the right-most of the two fields provided.

   **NOTES:**
   - The following IP address formats are supported: IPv4, IPv6, or CIDR.
   - SAS considers the originating IP address of the request only. For example, if the user requests a protected application from a public IP address, SAS ignores the user’s internal enterprise network IP address (if any).
   - Changes to the Trusted Network option are logged.

5. (Optional) Allow Known Devices (user-device-browser combinations from which users have ‘recently’ successfully authenticated) to qualify for the policy:
   a. Select **Known Device** in the CONTEXT CONDITIONS section.
   b. Type the Retention period (1 - 365 days), in the field provided, throughout which SAS will remember the browser-device combination. The Retention period is continuously restarted upon each successful authentication within the Retention period. Default = 7 days.
**NOTE:** If the user attempts to authenticate after the configured Retention period is exceeded, the user must provide credentials; even if POLICY IMPACT = Skip OTP. Upon successful authentication by the user, the Retention period is restarted.

The Known Device condition is specific to the combination of user, device, and browser. For example, a user may meet the Known Device rule on one browser (e.g., Google Chrome) on their computer, but not on another browser on the same computer – depending on the authentication history of the browser being used.

**NOTES:**
- The Known Device condition will be applied to a user on a given device-browser pair only if they have selected the Remember Me on this Device checkbox on the SAML login page and successfully authenticated.
- The Known Device condition relies on cookies and is effective only if cookies are allowed on the browser from which the user is authenticating.
- If the user on a Known Device fails to type their correct User ID at the login prompt, SAS then prompts the user with a false challenge (but does not reveal to the user that their User ID was invalid).

6. Type the number of days (1 - 90), in the RE-AUTHENTICATION PERIOD, until which SAS will require the user to authenticate with all of their credentials. Default = 30 days.

**NOTES:**
- The re-authentication is enforced separately on each device-browser that the user is using.
- If POLICY IMPACT = Skip OTP, after the configured number of days, and upon the next authentication request, SAS will prompt the user for full credentials and deny the user access to the SAML-protected resource until the user provides their full credentials. Upon successful authentication by the user, SAS will restart the Re-authentication period.
- If POLICY IMPACT = No Impact, then the Contextual Authentication policy (including the re-authentication period) will NOT be applied and SAS WILL prompt the user for their full credentials at each login.

7. Click **Apply** to save your changes or click **Cancel** to cancel your changes.
View the Change Log

When you save changes to “Users in Specific Groups” and/or “Trusted Network”, SAS updates the Operator logs in the console.

Enable Contextual Authentication

Contextual Authentication is disabled, by default, and must be enabled on a per SAML Service Provider basis using the SAML 2.0 Setting.

NOTE: Pre-authentication rules do not apply to SAML authentications where Enhanced User Login and/or Contextual Authentication are used. For more information, see Pre-authentication Rules on page 205.

To enable the Contextual Authentication for a SAML Service Provider:

1. Click VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings > Add/Edit > Add/Edit SAML 2.0 Setting.

2. In the USER LOGIN SETTINGS section, select both:
   a. Enable Enhanced User Login—(Default) See Enhanced User Login on page 225.

3. Click Apply to save your changes or click Cancel to cancel your changes.

NOTES:
- You can select “Enable Contextual Authentication” only if “Enhanced User Login” is also selected for the same SAML Service Provider.
- If “Enable Contextual Authentication” is selected and you deselect “Enhanced User Login”, then “Enable Contextual Authentication” becomes ineffective (greyed out) but retains its settings.
User Policies

This module contains policies that affect user accounts.

Figure 152: VIRTUAL SERVERS > POLICY > User Policies

Account Lockout/Unlock Policy

The Virtual Server uses this policy to determine how to handle consecutive failed logon attempts.

Figure 153: User Policies > Account Lockout/Unlock Policy

- **Apply** (button)—Save changes to the policy. Active until changes to the policy are saved or cancelled.
- **Cancel** (button)—Clear unsaved changes to the policy and close the module.
- **Change Log** (button)—Display the last 5 changes to the policy; including: date and time of change, Operator ID, and changed values.
- **Account lock threshold**—The maximum number of consecutive failed login attempts permitted for a user. If this value is exceeded, SAS locks the account. To disable this function, set the value to 0. Default value: 3
- **Alert User on account lockout**—If checked, SAS sends an alert to the User when the User’s account changes state from Unlocked to Locked.
- **Alert User on account unlock**—If checked, SAS sends an alert to the User when the User’s account changes state from Locked to Unlocked.
- **Account lock duration**—The time in seconds, minutes, or hours that must elapse after locking the account, after which the User’s account will automatically unlock. If set to 0, the account will not automatically unlock. Default value: 15 minutes.

Dormant Account Lockout Policy

Some compliance regulations require that dormant user accounts be automatically locked and not be permitted to authenticate. A dormant account is one that has not logged on for a defined period of time.
The Virtual Server uses the **Dormant Account Lockout Policy** to determine how long after the last successful logon an account is considered to be dormant and becomes locked.

![Dormant Account Lockout Policy](image)

**Figure 154: User Policies > Dormant Account Lockout Policy**

- **Apply Button**—Active when the policy is modified. Use to commit policy change.
- **Cancel**—Clears any uncommitted change to the policy and closes the module.
- **Change Log**—Displays a list of the last 5 changes to this policy, including the date and time of each change, changed by Operator ID, and the value that was specified.
- **Dormant Account Threshold**—Allowed range in days is: 0 (default, threshold disabled) to 365. Input limited to integers in this range.

**Push OTP Rejection Policy**

This is not available with SafeNet Authentication Service – PCE/SPE editions.

The Virtual Server uses the **Push OTP Rejection Policy** to send push notifications only to registered devices with currently active, push-enabled tokens. If a user receives a push notification that he or she did not initiate and the notification is rejected, enabling this option will automatically email a Push Notification Rejection Alert to the user.

> **NOTE:** If the user’s account gets locked due to this Push OTP rejection, the body of this alert is appended to the User Lockout Alert that is sent to the user.

![Push OTP Rejection Policy](image)

**Figure 155: User Policies > Push OTP Rejection Policy**

- **Apply** (button)—Active when the policy is modified. Use to commit policy change.
- **Cancel** (button)—Clears any uncommitted change to the policy and closes the module.
- **Change Log** (button)—Displays a list of the last 5 changes to this policy as follows, including the date and time of each change, changed by Operator ID, and the value that was specified.
- **Alert user on OTP push notification rejected**—If checked, an alert regarding the User’s Account that a push notification was denied (from the User’s device) will be sent by email to the User.
Token Policies

This module contains policies that affect token usage and operation.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Token Templates</td>
<td>Edit the templates used to customize token operation. Templates are applied during token initialization.</td>
</tr>
<tr>
<td>Token Passcode Processing Policy</td>
<td>Set how the server will evaluate passcodes and support offline authentication.</td>
</tr>
<tr>
<td>Server-side PIN Policy</td>
<td>Set or modify the global server-side PIN policy.</td>
</tr>
<tr>
<td>Global or Groups PIN Change</td>
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<td>Temporary Password Policy</td>
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</tr>
<tr>
<td>Synchronization</td>
<td>Set inner, outer and first authentication window parameters.</td>
</tr>
<tr>
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<td>Set the number of OTPs to be sent in a single SMS message, as well as delivery mode and content.</td>
</tr>
<tr>
<td>Allowed Target Settings</td>
<td>Set the allowed targets to software tokens.</td>
</tr>
<tr>
<td>MP Token Devices</td>
<td>Set and format download, installation, and removal messages for SafeNet Authentication Service MP token devices.</td>
</tr>
<tr>
<td>Third-Party Authentication Options</td>
<td>Set authentication options for third-party tokens, such as GridSure and RADIUS.</td>
</tr>
</tbody>
</table>

Figure 156: VIRTUAL SERVERS > POLICY > Token Policies

Token Templates

Templates are the operating parameters for each type of token. A template is applied every time a hardware token is initialized, an MP token is assigned/provisioned, or an SMS/OTP or GrID is generated. You can adjust token templates, and therefore token operation, to optimize usability and adapt to changes in your security policy. To modify a template, click the **Token Templates** link, select the token type, and then click **Edit**.

Token templates are the operating characteristics, such as passcode strength, to be applied to all hardware tokens of a given type during initialization, to MP tokens when they are assigned/provisioned to users, and to SMS/OTP passcodes. A template modification does not affect tokens that are already initialized and does not affect tokens assigned to users.

Token templates are provided for: KT-1, KT-2/3, KT-4, KT-5; RB; MP; Legacy 4.x, 5.x, 6.x; SMS, OATH, RADIUS, SecurID, GridSure, GOLD, eToken, and MobilePASS software tokens.

The options presented in a template vary depending upon the token type. In addition, the selection of one option may preclude the availability of another option. All possible options are described in the following paragraphs below and apply to all token types unless otherwise noted.

To view or modify an existing template, click the **Token Templates** link, select the token type, and then click **Edit**. The **Edit Token Template** window is displayed.
By default, all tokens use AES 256-bit encryption. Certain third-party tokens use 3DES or OATH. SafeNet Authentication Service automatically applies the strongest algorithm supported by the token type.

The options available within each policy vary based on token type.

**Passcode Policy**

- **Mode**—Tokens can operate in either Challenge-Response or Quick Log mode. Quick Log mode is recommended because it greatly simplifies the User logon experience and strengthens security by eliminating the requirement to have the user key a challenge into a token to get an OTP. Default value: Quick Log.

- **Complexity**—The OTPs generated by the token can be comprised of numbers, letters, and additional characters as follows:
  - **Decimal**—Token generates passcodes comprised of digits from 0-9.
  - **Hexadecimal**—Token generates passcodes comprised of digits and letters from 0–9 and A-F.
  - **Base32**—Token generates passcodes comprised of digits and letters from 0-9 and A-Z. (Default value).
  - **Base64**—Token generates passcodes comprised of digits and letters from 0-9 and Aa-Zz, as well as punctuation.

- **Length**—This option determines the number of characters displayed as the OTP. Options are 5, 6, 7 or 8 characters. Default value: 8.

- **Synchronization**
  - **Time-based**—Determines the number of seconds the user has to authenticate, before another Passcode needs to be generated.
  - **Event-based**—Determines the number of clicks the user has to authenticate, before another Passcode needs to be generated.

- **Display Mask**—If set to Telephone Mode, the fourth character of the OTP will always be a dash (“-“). Typically, this is used with a decimal OTP, length of 8. Example OTP: 123-5678. If set to None, the
fourth character is unmodified. Example OTP: 12345678. Telephone mode can be used with any token complexity and length setting. Default value: None.

- **Password/Cycle**—This option is used in conjunction with Operation Policy (Manual Shut-Off, Auto Shut-Off). Tokens can be limited to generating 1 password per cycle or allow multiple passwords to be generated in a cycle. Default value: Single.

For tokens with a **No PIN** or **Server-side PIN** policy, the selection of **Single** in combination with **Manual Shut-Off** set to **Disabled** means that the token will not generate another password until the **Auto Shut-Off** value has expired. For example, if the value is 60 seconds, the user must wait 60 seconds before another password can be generated.

For tokens with a **Fixed** or **User selected** PIN, selection of **Manual Shut-off** set to **Disabled** means that the token will not generate another password until the **Auto Shut-Off** value has expired and the user enters their PIN into the token.

**Operation Policy**

- **Manual Shut-Off**—If Enabled, the user can clear the OTP from the display and turn the token off at any time by pressing the appropriate button, depending on the token type. If **Disabled**, the OTP will be displayed until the Auto Shut-off value expires. Default Value: Disabled.

- **Auto Shut-Off**—This value determines the length of time the password will be displayed, 30, 60 or 90 seconds. On expiration of this value, the token automatically clears the display and shuts off. Default Values: 60.

**NOTE:** Gemalto recommends using the **Operation Policy Group** default settings for RB and KT series tokens configured for QUICKLog operation. Doing so ensures that the user must wait at least 60 (default) seconds before the token will generate another passcode.

**PIN Policy**

- **PIN Type**—This setting determines the type of PIN to be used with the token:
  - **No PIN**—Means that the user will not use a PIN. The token generated password will be sufficient for authentication.
  - **Fixed PIN**—Means that the PIN generated for the token during initialization is permanent and cannot be changed without reinitializing the token. This PIN must always be keyed into the token before a password is generated.
  - **User-selected PIN**—Means that the user must change the PIN generated for the token during initialization before a password will be generated. Thereafter, the user can change the PIN at any time. Note that the PIN change must conform to the minimum requirements for PIN Length, Complexity and Maximum PIN Attempts.
  - **Server-side Fixed**—Means that the PIN generated for the token at initialization is permanent and cannot be changed without reinitializing the token. This PIN type is evaluated at SafeNet Authentication Service.
  - **Server-side User Select**—Means that the PIN generated for the token can be changed by the User. The new PIN must conform to the minimum requirements set in the Server-side PIN policy.
• **Server-side Server Select**—Means that the PIN generated for the token can be changed, however, the new PIN will be generated by SAS and will conform to the minimum requirements set in the **Server-side PIN Policy Group** on the Policy Admin tab.

Server-side PINs require the user to append or prepend the PIN to the token generated password during login, allowing the PIN to be evaluated by the Virtual Server. For example, if the user PIN is ABCD, and it must be prepended to the password 12345678, the user would enter ABCD12345678 at the password prompt.

All other PIN types require the user to key the correct PIN into the token before a password is generated. In this case, the user provides only the password at the password prompt. For example, if the user PIN is 8432 and the password is 12345678, the user will enter 12345678 at the password prompt. Generally, server-side PINs are used with KT tokens.

• **Initial PIN**—Determines the nature of the initial PIN created for a token during initialization. If **Random**, SafeNet Authentication Service will generate a random PIN that conforms to the minimum PIN Policy options set in the dropdowns for this group for each token during initialization. If **Fixed**, all tokens will be initialized with the same PIN. Default value: Random

• **Min. PIN Length**—Determines the minimum PIN length that can be used with the token.
  - This option is disabled if PIN Type is set to No PIN. The user will not be required to use a PIN at any time.
  - This option is disabled if PIN Type is set to Server-side Fixed, Server-side User Select, or Server-side Server Select. The user will be required to use a PIN according to the options set in the Server-side PIN Policy Group.
  - This option is enabled if PIN Type is set to Fixed PIN or User selected PIN. This requires that any PIN set for the token meets the indicated minimum number of digits. The range is 1 to 8 digits.

• **Allow Trivial PINs**—If enabled, a PIN may be three (3) or more consecutive numbers (for example, 1234), or three (3) or more identical digits (for example, 2222). Default value: Cleared.

• **Max. PIN Attempts**—Determines the maximum number of consecutive failed PIN attempts permitted by the token. If this number is exceeded, the token will enter the Locked state and cannot be used for authentication until it is reinitialized. This option is available only if PIN Type is set to Fixed PIN or User selected PIN.

Click the **Apply** button to apply changes to the template. Changes to the template will be applied to their respective token types during initialization. Previously initialized tokens will be unaffected by changes to a template.

• **PIN Complexity**—If PIN Complexity is set to Decimal and Allow Trivial PINs is selected, the user can use a PIN with any consecutive or repeated characters. For example, 1111, 1234, 6543, abcd, aaaa.
  - If PIN Complexity is set to Decimal and Allow Trivial PINs is disabled, the user can use either a Numeric or an alphanumeric PIN, as long as it does not consist of consecutive or repeated characters. For example, aaaa or 1234 are not permitted while 9946, 123682, 321aaa, i6gfaa are permitted.
  - If PIN Complexity is set to Alphanumeric, the user must use an alphanumeric PIN that includes at least one uppercase and one lowercase character, and one number. For example, 1Qazxs8, ajUys36.

• **Allow Biometric PIN**—(not available with SafeNet Authentication Service – PCE/SPE editions) If enabled, subscribers can use a fingerprint sensor instead of typing a PIN to access their MobilePASS+ token. Default value: Disabled. This option requires that:
  - Token Type is set to MobilePASS.
  - PIN Type is set to User-selected PIN.
The Biometric PIN (Touch ID for iOS) policy setting on SAS is applied to tokens at the time of enrollment only. After a token is enrolled, policy changes on SAS do not affect the availability of the Biometric PIN (Touch ID for iOS) feature on that token.

Click the **Apply** button to apply changes to the template. Changes to the template will be applied to their respective token types during initialization. Previously initialized tokens will be unaffected by changes to a template.

**Token Passcode Processing Policy**

There are global settings that determine how the server will evaluate OTP's and support off-line authentication.

![Token Passcode Processing Policy](image)

**Figure 158: Token Policies > Token Passcode Processing Policy**

- **Ignore case in Hexadecimal and Base 32 token codes** — This is a usability enhancement. If enabled, users will be able to enter OTPs using either uppercase and/or lowercase letters. If unchecked, users must enter Base32 token codes using only uppercase letters.

- **Allow disconnected authentication** — This option is used in conjunction with the SafeNet Authentication Service Authentication Agent for Windows Logon. If enabled, users will be able to log in to their Windows computers using an OTP, even if the computer is not connected to a network. The number of disconnected authentications is the maximum number of times a user can log in to their computer before they must connect to the network and authenticate against the Virtual Server.

**Server-side PIN Policy**

You can configure how the server will evaluate PINs that are appended or prepended to the token code.

![Server-side PIN Policy](image)

**Figure 159: (SAS Cloud Only) Token Policies > Server-side PIN Policy**
The Server-side PIN Policy options are:

- **Change PIN on first use is required (Operator cannot override)**—Force the user to change the initial PIN set for the token during initialization or set by an Operator before they can logon. For example, if the initial PIN is ABCD and the password is 12345678, the user will attempt to logon with ABCD12345678. Assuming this combination successfully authenticates against SafeNet Authentication Service, the user will then be prompted to change their PIN to a new value that meets the minimum requirements of the Server-side PIN. If this option is checked, the Operator cannot override this policy when resetting a User’s PIN. If this option is cleared, the Operator can choose whether or not to force a PIN change on first use after resetting the User’s PIN. Default value: checked.

- **Force Random PINs (Operator cannot override)**—If selected: 1) the Virtual Server generates random PINs that meet the Server-side PIN policy requirements for each User; 2) the Operator cannot choose the PIN to be given to a User. If cleared, the Operator can create a PIN that conforms to the policy or request a PIN be generated by the Server. Default: selected.

- **Mask Initial PIN**—(SAS SPE/PCE Only) Allows to mask Token PINs on User Detail and Token Detail pages in the SAS Administrator portal. If the checkbox is cleared, token PINs are displayed in clear text when configured using either of the method (using the SAS Console or executing the WSDL BSIDCA API). By default, the PIN masking will be off. Administrators or Operators (those who can access POLICY > Token Policies) will only be able to change this setting.

- **PIN Processing Order**—Determines whether the PIN must be appended to the end of the token code or prepended to the beginning of the token code.

The PIN Strength options are:

- **Minimum Length**—The minimum number of characters in a PIN. Range is 3 – 15 characters.

- **Maximum Length**—The maximum number of characters in a PIN. Range is 4 – 16 characters.

- **Default Generated Length**—The number of characters in a PIN auto-generated by the server.

- **Change Frequency**—How frequently a user must change their Server-side Server Select or Server-side User Select PIN. This period begins with the last PIN change date for a token. Default: 30 days.

- **Minimum Complexity**—The combination of characters that must be used in a PIN. Default: Numeric.
  - **Numeric**—A PIN comprised of digits 0-9.
  - **Alphanumeric**—A PIN that contains at least 1 digit and 1 uppercase letter; for example, 0-9, A-Z.
- **Strong Alphanumeric**—A PIN that contains at least 1 digit, 1 uppercase letter, and 1 lowercase letter; for example, 0-9, Aa-Zz.
- **Complex Alphanumeric**—A PIN that contains at least 1 digit, 1 letter, and 1 special character; for example, 0-9, Aa-Zz, and punctuation.

The following table illustrates the application of PIN complexity rules, using MobilePASS as an example:

<table>
<thead>
<tr>
<th>Server-side PIN Policy</th>
<th>Client Message</th>
<th>Pass Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Numeric</strong>: (Minimum) PIN comprises digits 0-9.</td>
<td>&quot;Token PIN should contain X decimal or alphanumeric characters.&quot;</td>
<td>abc123, 1111, abcd, or Pass12</td>
</tr>
<tr>
<td><strong>Alphanumeric</strong>: (Minimum) PIN comprises at least 1 digit and 1 uppercase letter.</td>
<td>&quot;Token PIN should contain X alphanumeric characters and have at least one numeral, lowercase and uppercase character.&quot;</td>
<td>12aA or 12Aa</td>
</tr>
<tr>
<td><strong>Strong Alphanumeric</strong>: (Minimum) PIN comprises at least 1 digit, 1 uppercase letter and 1 lowercase letter.</td>
<td>&quot;Token PIN should contain X alphanumeric characters and have at least one numeral, lowercase, and uppercase character.&quot;</td>
<td>12aA or 12Aa</td>
</tr>
<tr>
<td><strong>Complex Alphanumeric</strong>: (Minimum) PIN comprises at least 1 digit, 1 letter and 1 special character (for example, punctuation).</td>
<td>Not applicable for MobilePASS</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Alphanumeric PINs are typically more secure than numeric PINs.
Global or Groups PIN Change

This determines if the **Server-side PIN Policy** settings are global settings. Global PIN changes are applied immediately, and the group’s users who have server-side PIN-enabled tokens are required to change their Server-side PINs during their next authentication.

![Global or Groups PIN Change](image)

**Figure 161: Token Policies > Global or Groups PIN Change**

Temporary Password Policy

This section applies to temporary static passwords assigned to user accounts using the **Password** button (**Tokens module > ASSIGNMENT tab**). As with Server-side PIN Policy, these Options set global temporary password policy. Click **Apply** in the **Actions** group to apply changes to these values.

![Temporary Password Policy](image)

**Figure 162: Token Policies > Temporary Password Policy**

- **Temporary Password Allowed**—This option determines whether a static password can be assigned. When checked, an Operator can assign a temporary password to a user, provided the user does not currently have an active token. If cleared, Operators may not assign a temporary password to a user. Default value: Enabled.

- **Change Password on first use required**—This option forces the user to change the static password assigned by an Operator before they can logon. The user must first provide the assigned password and then is prompted to replace the password. If this box is checked, all users assigned a static password will be required to change it on first use. The Operator cannot override this policy. If cleared, the Operator has the option of requiring a password change on first use. Default value: checked.

- **Minimum Length**—This is the minimum number of characters required in the temporary password. Range is 3 to 15 characters. Default value: 8.
• **Maximum Length**—This is the maximum number of characters permitted in the temporary password. Range is 4 to 16 characters. This value must be greater than or equal to the minimum length. Default value is 16 characters.

• **Minimum Complexity**—This determines the combination of characters that must be used in a password. Default value: Complex alphanumeric.

  - **Numeric**—The minimum requirement is a password comprised of digits 0-9.
  - **Alphanumeric**—The minimum requirement is a password that contains at least 1 digit and 1 uppercase letter. 0-9, A-Z.
  - **Strong Alphanumeric**—The minimum requirement is a password comprised of at least 1 digit, 1 uppercase letter and 1 lowercase letter. 0-9, Aa-Zz.
  - **Complex alphanumeric**—The minimum requirement is a password comprised of at least 1 digit, 1 letter and 1 special character. 0-9, Aa-Zz, and other printable characters.

• **Change Frequency**—This determines how frequently a user will be required to change their static password. This period commences with the last static password change date for a token. Default value: 30 days.

• **Force Random Passwords**—This determines whether an Operator can choose the password to be given to a user. If cleared, the Operator can manually create or generate a password that conforms to the policy. If checked, the Virtual Server must generate the temporary password. Default value: cleared.

• **Force Maximum Lifetime**—This determines how long a temporary password will remain active. Possible values are in minutes, hours, days or weeks. Default value: disabled.

### Synchronization

Synchronization provides a secure mechanism through which the server and token can automatically resynchronize when a user authenticates.

![Synchronization Table]

<table>
<thead>
<tr>
<th></th>
<th>Value Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inner event-based OTP window size</td>
<td>1 - 99</td>
</tr>
<tr>
<td>Outer event-based OTP window size</td>
<td>100 (1 - 5,000)</td>
</tr>
<tr>
<td>First authentication time-based OTP window size</td>
<td>5 (1 - 500)</td>
</tr>
<tr>
<td>Inner time-based OTP window size</td>
<td>5 (1 - 10)</td>
</tr>
<tr>
<td>Outer time-based OTP window size</td>
<td>25 (1 - 100)</td>
</tr>
</tbody>
</table>

**Figure 163: Token Policies > Synchronization**

The Synchronization options are:

- **Inner event-based OTP window size**—The number of passwords the server will “look-ahead” from the last successful logon by the user. Using the example above, the server would be expecting passcode number 1 even though the user provides passcode number 2. Assuming the default inner window value of 3, the server would look from passcode 1 to 3 until a match is found (in this case at passcode 2). If a match is found, the user is authenticated and any unused passcodes are discarded. The next valid passcode on the server would be passcode 3. Default value: 10.

- **Outer event-based OTP window size**—This handles situations where the user’s passcode is not found in the inner window. In this case, the server will look ahead up to the indicated value (by default 100). If a match is found in this window, the user is prompted to provide the next passcode in sequence. For example, if the user provides passcode 4, the user will be prompted for and must provide passcode 5. In essence this window has an effective size of 1. Default value: 100.
• **First authentication time-based OTP window size**—An expanded evaluation window (maximum value = 300) that applies only to the first authentication attempt after a token record is imported - to adjust for token drift - so that the time-based tokens can be conveniently synchronized. Subsequent authentication attempts with the token will be restricted to the Inner window (maximum = 10) and Outer window (maximum = 100) values. For more details, see “Configure the Window Size for a Time-based Token’s First Authentication” on page 114.

• **Inner time-based OTP window size**—This handles time drift for time-based tokens. This value determines the number of token ticks the token can be out of sync with the server. An OTP found inside this window will be accepted and the server is updated to adjust for this token’s time drift. Default: 5.

  **NOTE:** Token ticks are defined in the token policy (under Time Period). The default is 30 seconds.

• **Outer time-based OTP window size**—This handles time drift for time-based tokens. This value determines the number of token ticks the token can be out of sync with the server if the OTP is not found in the inner window. If the OTP is found in the outer window, the user must provide the next OTP in sequence to successfully authenticate. Default value: 25.

  **NOTE:** Token ticks are defined in the token policy (under Time Period). The default is 30 seconds.

  **NOTE:** When a user is resyncing a token on the Self-Service site, or an admin is resyncing a token on the Token window of the SAS Management Console, the outer window is three times the setting, up to a maximum of 300. The actual outer window value, up to a maximum of 100, is only used during an authentication with an agent.

Synchronization supports the following token types:

• QUICKLog (event-based) Tokens configured for QUICKLog do not rely on time to remain synchronized with the server. Instead, each time an event-based token is activated a new token code is generated. For each login “event”, the server compares the submitted passcode with the expected passcode. Occasionally, a user may generate a passcode without using it, causing the token to be “ahead of” or out of sync with the server during the next login.

• CRYPTOCard/SafeNet KT series (time-based)

• SafeNet GOLD/Platinum

• MobilePASS

• eToken PASS

• Third-party OATH

**Display the Synchronization Policy Change Log**

To display the Synchronization Policy Change Log:

1. Click **VIRTUAL SERVERS > POLICY > Token Policies > Synchronization**. The Synchronization section displays.
2. Click **Change Log** to display a record of the changes to the Synchronization fields (Figure 164).

![Change Log](image)

**Figure 164: Synchronization Change Log**

3. Click **Close** to hide the Change Log.

**SMS/OTP**

This policy determines how the server will generate and deliver OTPs by SMS to users.

![SMS/OTP Policy](image)

**Figure 165: Token Policies > SMS/OTP Policy**

- **OTPs per SMS**—From one to five OTPs can be sent in an SMS message. This method applies only if the SMS token is issued in **QUICKLog** mode (refer to “Token Templates” on page 151). In this mode the user receives an SMS message immediately after each successful authentication. By including more than 1 OTP, users that are temporarily outside of an SMS delivery zone will be able to authenticate until all OTPs in the message have been consumed.

If the SMS token is issued in Challenge/Response mode, the OTP is not sent until the user attempts to logon. SMS Challenge/Response is usually combined with Single Sign-on, whereby the user must first successfully authenticate with the Active Directory password, after which the Virtual Server automatically sends the OTP necessary to complete the authentication and logon process.

- **Resend OTP on Challenge**—If checked, the Virtual Server will send an OTP to the user if an empty or 1 character password is submitted in the **OTP/password** field during authentication.

- **Request Interval**—This setting determines the number of minutes that must elapse between Resend OTP on challenge requests. Requests received during this period are ignored by the server.

- **Challenge Time to Live**—This setting determines the lifespan of an OTP issued in **Challenge/Response** mode. An OTP that is unused after this period cannot be used to authenticate.

- **Send SMS messages via E-mail**—If enabled, all SMS token passcodes are sent via SMTP server. Use this option to deliver OTPs to an email address or to send OTPs using email to SMS. If disabled, all OTPs are sent via SMS gateway or modem.

- **Use the following method**—The options are **Replacement** and **Suffix**.
  - **Replacement**—OTPs are sent using the address from the field selected in the Use the following value option (described below). Typically, this will be a valid email address.
  - **Suffix**—OTPs are sent to an address that is the combination of the data in the Mobile/SMS field (User Detail) and the data contained in field selected in Use the following value option. For example,
if Mobile/SMS contains 16135992441 and Custom #2 (selected) contains @na.rogers.com, the email will be sent to 16135992441@na.rogers.com.

- **Use the following value**—This selection determines the field used to provide the data for **Replacement** and **Suffix**. Options are **Email**, **Custom #1**, **#2**, or **#3**.

### Software Token Push OTP Setting

This is not available with SAS – PCE/SPE editions.

This policy determines if Push OTP communication is enabled for MobilePASS+.

**Figure 166: Token Policies > Software Token Push OTP Setting**

- **Apply Button**—Active when the policy is modified. Use to commit policy change.
- **Cancel**—Clears any uncommitted change to the policy and closes the module.
- **Change Log**—Displays a list of the last 5 changes to this policy as follows, including the date and time of each change, changed by the Account and Operator ID, and the value that was specified.
- **Enable Push OTP communication with MobilePASS+**—(not available with SAS – PCE/SPE editions)
  This selection enables Push OTP communication for MobilePASS+. It applies to this Virtual Server.
  
  When enabled, the **Allowed Targets Settings** options display the OS types where users can enroll MobilePASS tokens. The settings that you select in this policy will determine which targets are presented to users during MobilePASS token self-enrollment. Enrolled and active tokens cannot be transferred between the two apps.

**NOTE:** These selections can also be made in the “Allowed Targets” policy on page 164.

- **Enhanced Approval Workflow**—Significantly accelerate the authentication process for MobilePASS+ (version 1.4 or higher) tokens and enable users to manage push login requests without unlocking their mobile device.
NOTE: It is highly recommended that you either enforce a device PIN or enable a PIN setting in the MobilePASS token template so that only the device owner or token assignee can approve a push request.

NOTE: If Enhanced Approval Workflow is enabled, users with incompatible versions of MobilePASS+ will receive an error message when the application opens. Enhanced Approval Workflow can be disabled at any time, restoring full functionality with earlier MobilePASS+ versions.

For new accounts created in SAS v3.5 (and higher), by default, iOS and Android are configured to MobilePASS+, and all other platforms are configured to MobilePASS 8.

For existing accounts, after the upgrade to SAS v3.5, all platforms are selected to deploy for MobilePASS 8 by default. You will need to enable iOS or Android (or both) for MobilePASS+.

Only one MobilePASS application per OS type can be selected. For example, you can enable iOS for either MobilePASS+ or MobilePASS 8, but not both.

MobilePASS+

- **Android**—If enabled, the token may be installed on Android O/S 4.x and 5.x.
- **iOS**—If enabled, the token may be installed on iPhones and iPads running iOS 7+.

MobilePASS 8

- **Android**—If enabled, the token may be installed on Android O/S 2.3+.
- **iOS**—If enabled, the token may be installed on iPhones and iPads running iOS 6+.
- **Mac OS X**—If enabled, the token may be installed on devices running OS 10.9 and 10.10.
- **Windows Phone**—If enabled, the token may be installed on devices running Windows Phone 8.1+.
- **Windows**—If enabled, the token may be installed on Windows 7, 8, 8.1, and 10.
- **Windows RT**—If enabled, the token may be installed on Windows tablets running 8.1+.
- **BlackBerry 10**—If enabled, the token may be installed on devices running OS 10.2+.
- **BlackBerry Java**—If enabled, the token may be installed on these devices/specifed operating systems:
  - **BB Curve 9320/OS 7.1**
  - **BB Torch 9800/OS 6.0**
  - **BB Bold Touch 9900/OS 7.0**
  - **BB Torch 9860/OS 7.1**
  - **BB 9700 (Bold)/running v5.0.0.979**
  - **BB 9810 (Torch)/running v7.1.0.714**
  - **BB 9900/OS 7.1**
Token File Creation Policy

This policy determines the default location for saving MP token profiles. This applies to MP tokens issued to users via the Assign function with the Save option selected.

![Token File Creation Policy](image)

Figure 167: Token Policies > Token Profile Creation Policy

Allowed Targets

This policy is used to select the OS types where users can enroll MobilePASS and MP-1 tokens.

MobilePASS

![Allowed Targets Policy – MobilePASS](image)

Figure 168: Token Policies > Allowed Targets Policy – MobilePASS

The MobilePASS tab consists of two sections—one for MobilePASS 8 target settings, and one for MobilePASS+ target settings. The settings that you select in this policy will determine which targets are presented to users during MobilePASS token self-enrollment. Enrolled and active tokens cannot be transferred between the two apps.

Note that one MobilePASS application per OS type can be selected. For example, you can enable iOS for either MobilePASS+ or MobilePASS 8, but not both.

For additional details on these selections, please refer to “Software Token Push OTP Setting” on page 162.
MP-1 tokens can be installed on a wide range of devices (targets).

- **Allow user to edit phone number and e-mail address during enrollment**—If enabled, the user will be able to modify the email address and/or mobile phone number to which the token enrollment message is delivered. By default, this option is disabled, forcing enrollment to occur through address and number in the users account detail.

- **Require Phone Description**—If selected, a list of devices configured in the MP Token Devices module (refer to "MP Token Devices" on page 166) will be displayed during the self-enrollment process.

- **Show MP target selector as a dropdown list**—If selected, targets are displayed in a dropdown list. If not selected, targets are displayed as radio button options.

- **Allow Install Locally**—If enabled, the user will have the option to install the MP on their PC, supported on Windows Desktop, up to Windows 8.x.

- **Allow Java Enabled Phone**—If enabled, the user will be able to install the token on mobile phones running the Java O/S. Options include USB/desktop and Over-the-Air (OTA) token installation. The type of method that can be used is determined by the phone manufacturer.

- **Allow Smart Card**—This option is disabled in this version.

- **Allow BlackBerry**—If enabled, the token may be installed on BlackBerry devices.

- **Allow Secure Flash Drive**—If enabled, the token may be installed on supported secure Flash Drives such as IronKey™ Enterprise and SafeStick™. Refer to the SafeNet website for a list of supported products and versions.

- **Allow iPhone**—If enabled, the token may be installed on iPhones and iPads running iOS 4.3+.

- **Allow Android**—If enabled, the token may be installed on devices running Android O/S 2.2+.

- **Allow Mac OS X**—If enabled, the token may be installed on devices running OS X 10.7 (Lion) or higher.

- **Allow Windows Phone 8**—If enabled, the token may be installed on devices running Windows Phone 7 or higher.

The device names presented to users during self-enrollment can be modified by changing the corresponding text in the **MP Token Targets** section.
MP Token Devices

This section allows the messages presented in the browser to the user during self-enrollment to be customized for both content and graphics. The messages will apply to the type of device selected in the Type list. Use this module to add instructions and support for target devices, such as specific models of mobile phones and USB drives.

Figure 170: Token Policies > MP Token Devices

An entry is added to the list for each custom device. Use the Edit and Remove links to edit and remove custom messages.
Third-Party Authentication Options

This policy determines the operation of the GrIDsure authentication method and RADIUS tokens.

GrIDsure Method

This method presents a matrix of characters to the user during authentication. The user’s passcode is determined by overlaying their “PIP” (personal identification pattern) on the matrix and using the corresponding characters in the order the PIP was created. The white squares in the following image have been added to demonstrate the concept of a PIP, and a resulting passcode, in this case 87982, bearing in mind that the user might have created the PIP pattern in any order.

In other words, had the user created it right to left, the passcode for would have been 28978. There is no restriction on the order in which a pattern is created and indeed some cells in the pattern could have been used more than once. For example, assume left to right, repeating every second cell would mean that the passcode for this PIP would be: 8779882. The PIP can be combined with a PIN for an additional level of security.

To modify, select GrIDsure from the list and then click Edit.
- **Allow Trivial PINs**—If enabled, the user can select a row, column or 4 corners of the grid as their PIP.
- **Use Numbers, lowercase letters, uppercase letters, symbols**—Grids will contain characters from the enabled options. Note that the grid size is set under Token Templates (refer to page 151), as is the requirement for a PIN, as well as the passcode that corresponds to the PIP.
- **Minimum PIP Length**—Specify the minimum number of characters for a PIP. Default: 4

**RADIUS Method**

**RADIUS** is a configuration that can be used with any third-party token. Its purpose is to provide enterprises with a simple and effective migration path from their existing third-party vendor’s authentication product to SAS and, in the process, extend most of the SAS Management UI functionality including PIN management, automated provisioning, authentication history and reporting and pre-authentication rules to users with the third-party tokens.

This method bears similarity with RADIUS proxy but there are substantial differences:

<table>
<thead>
<tr>
<th>Similarities</th>
<th>Differences</th>
</tr>
</thead>
<tbody>
<tr>
<td>SafeNet Authentication Service is configured as a RADIUS Client to the third-parties RADIUS server. Configuration is standard RADIUS – IP, port #, shared secret.</td>
<td>In RADIUS proxy, all user, token management, authentication history, reporting etc. must be done at the third-party RADIUS server. However, in RADIUS Token mode, all management can be done through SafeNet Authentication Service except for reassignment of third-party tokens.</td>
</tr>
</tbody>
</table>

Any tokens imported into SafeNet Authentication Service (refer to “Import Third Party Tokens” on page 116) using the RADIUS option automatically use the method as configured in this module.
Figure 174: Migration using "RADIUS" Token
To modify, select RADIUS from the list and then click Edit.

Figure 175: Configure "RADIUS" Third-Party Token Support

- **RADIUS IP**—This is the IP address of the third-party authentication server’s RADIUS server. During authentication, SafeNet Authentication Service will pass the OTP via this connection to the third-party server for passcode verification.
- **Secondary RADIUS IP**—Provides redundancy for the RADIUS IP setting above. This setting is optional but recommended.
- **RADIUS Port**—The port number on to be used for RADIUS requests. Default is 1812. This value must match the settings at the third-party authentication server.
- **RADIUS Shared Secret**—This is the shared secret used to encrypt RADIUS traffic. It must be identical in both SafeNet Authentication Service and the third-party RADIUS server.
- **User Name**—User ID. Must exist in both SAS and the third-party RADIUS server. In addition, the token assigned to the user must have been imported as a "RADIUS" token and must be the same token assigned to the user in the third-party server.
- **User Password**
- **Test**—Provides a way to test the configuration before saving the changes. Displays the results of the authentication test.
Role Management

Use this module to manage Operator roles, alerts, and alert thresholds, and to select the SAS Management Console language.

![Role Management](image1)

**Figure 176: VIRTUAL SERVERS > POLICY > Role Management**

**Role Management (task)**

A role is a combination of tabs, modules, and actions within modules that are available to an Operator. Access to tabs and modules can be disabled. Where access to tabs and modules is allowed, the actions within any module can be restricted through policy settings.

![Role Management Diagram](image2)

**Figure 177: Virtual Server Tabs, Modules, and Actions**

For example:

- Disabling the **Add** function in the **Tokens** module on the **ASSIGNMENT** tab and the **Access** function in the **Provisioning** module removes the ability to assign or provision a token.
Disabling the OPERATORS tab removes access to this tab and all of its modules.

This high degree of granularity means that operational security can easily be customized for each Virtual Server and role. The Operator role is always assigned to the person added through the Create Operator module on the ON-BOARDING tab. If a different role is required, create the user from within the Virtual Server (ASSIGNMENT tab, Create User shortcut), then promote the user to Operator status from the OPERATORS tab, selecting an appropriate role.

Roles are specific to the Virtual Server in which they are configured. The Operator role grants unrestricted rights to manage the Virtual Server. Existing roles are displayed in the roles list. Use the Edit or Remove links to edit or remove the corresponding role.

Create an Operator Role

1. Click POLICY > Role Management and then click the Role Management task (Figure 178).

![Figure 178: POLICY > Role Management > Role Management (task)](image)

2. Click Add. See Figure 179.

![Figure 179: POLICY > Role Management > Role Management (task) > Add](image)
3. Click a Role Name to display the list of tabs, modules and actions available for the selected role.
   All roles except the default Operator role can be edited or removed.

![Figure 180: Role Options - Part 1](image-url)
4. Click **Edit** to edit a role.
5. Click **Remove** to remove a role.
6. For similar roles, click **Duplicate** to make a copy of an existing role, and then edit the duplicate.
7. Click **Save** to commit the role configuration.
Add or Edit a Role

To add a role or edit an existing role, click the Add button or Edit hyperlink respectively. If adding, you will be prompted to create a role name and a role description, after which you’ll be presented with the Role configuration page.

The Role configuration page (Figure 180 - Figure 182) is split into several horizontal sections, each representing a different Virtual Server tab. Within each section is a table listing all modules available on the tab and a corresponding set of actions available for each module. Clearing a check box removes the tab, module, or action from the role.

Module Actions

Choose from the following actions for each module, by selecting the associated checkbox:

- **Access**—Displays the module.
- **Edit**—Enables the Role to access edit functions.
- **Delete**—Enables the Role to access delete or remove functions.
- **Add**—Enables the Role to access add functions.
- **Import**—Enables the Role to access import functions.
- **Export**—Enables the Role to access export functions.
- **View Log**—Enables the Role to access the View Log function.

Alert Management

The Virtual Server can generate alerts when a condition or threshold is detected or exceeded. By default an alert policy with all alerts disabled is attached to every role when the role is created. Edit the default policy for each role to enable the desired alert and delivery method.

To configure alerts:

1. Click POLICY > Role Management > Alert Management.
2. Click Edit corresponding to a role.
Alerts can be delivered by e-mail and/or SMS message. To enable an alert, check the corresponding check box according to the method of delivery. Commit the changes by clicking the **Apply** button.

- **Organization Capacity**—If enabled, an alert will be sent when the Virtual Server capacity falls below the threshold. (Refer to “Alert Management” on page 174.)
- **Account SMS Credits**—If enabled, an alert will be sent when available SMS Credits falls below the threshold.
• **Operator Status Change**—If enabled, an alert will be sent when an Operator’s status is changed to/from Active, Suspended, Removed.

• **Expired Reservation**—If enabled, an alert is generated for each user in a provisioning task who has not enrolled their token before the stop date.

• **Enrollment Lockout**—If enabled, an alert is generated if the user exceeds the maximum number of attempts to enroll their token. (Refer to “Self-Enrollment Policy” on page 186.)

• **Hardware Assignment Notification**—If enabled, an alert including the User detail is sent when a hardware token is assigned to a user.

• **Hardware Provisioning Notification**—If enabled, an alert including the User detail and address is sent when a hardware token is assigned to a user. This option is useful for alerting a third-party fulfillment service with information necessary to deliver the hardware token to the user.

• **LDAP Sync Notification**—If enabled an alert is sent each time LDAP synchronization results in an update to the server. A sync notification alert indicates why user synchronization failed—it lists all affected users and the error that caused the failure, so that the user data can be corrected in the user source.

If the alert has been customized, the failure information can be added by manually inserting the following text into the alert template after the `<removeList />` section:

```
The following <totalProblemUsers /> users have properties that prevented a successful sync:
<problemUserList />:
```

• **Service Notifications**—If enabled, service notifications are delivered by the selected method. Note that service notifications are created by the Service Provider and are always published to the management logon page.

• **Provisioning Notification**—If enabled, an alert is sent each time a provisioning task is created.

• **Operator Lockout Alert**—If enabled, an alert is sent when an Operator account becomes locked.

• **Operator Unlock Alert**—If enabled, an alert is sent when an Operator account becomes unlocked.

• **Auth Node Changes**—If enabled, an alert is delivered sent when an Auth Node is added, modified or removed from the Virtual Server.

• **Allocation/Deallocation Alert**—If enabled, an alert is sent whenever inventory (Capacity, tokens, SMS credits, ICE) are add to or removed from the Virtual Server.

• **Lost Token Report**—If enabled, an alert is sent when user reports a lost token.

• **Dormant Account Alert**—If enabled, an alert is sent when the user is approaching their Dormant Account Lockout threshold.

• **Organization Stop Date**—If enabled, an alert is sent when the Account Service Stop date is within X days of the current date. The threshold should be adjusted accordingly.

• **Sync Host Notification**—If enabled, an alert is sent indicating that permissions should be edited to allow the SAS server to accept syncs from the Synchronization Agent. This option is enabled by default when creating a new Virtual Server. The alert is only sent when a newly added agent attempts a sync for the first time.

• **Push Notification Rejection Operator Alert**—If enabled, an alert is sent to the Operator when a user denies a push notification request from their device.
External Alerts Recipients

Use this policy to configure alerts and delivery method(s) for recipients that are not Operators. Configuration of this policy is similar to Alert Management Policy with the following exceptions:

- **Alert Name**—Use this to classify the set of alerts.
- **Alert Recipients**—This is a list of recipients. A valid address or mobile number must be entered if alert delivery will be by email or SMS message respectively. Click the **Add** button to update the recipient list.

![Figure 185: Role Management > External Alerts Recipients > Set Event Recipients](image)
Figure 186: Role Management > External Alerts Recipients > Set Event Recipients > Add
Event Thresholds

Figure 187: Role Management > Event Thresholds > Set Event Thresholds

Use this policy to configure the server to monitor for specific alerts and thresholds where:

- **Organizational Capacity**—This is related to the capacity of the virtual server. An alert is generated if the value falls below the threshold.
- **Account SMS Credits**—This is related to the number of SMS credits in inventory. An alert is generated if the value falls below the threshold.
- **Allocation/Deallocation Alert**—An alert is generated whenever inventory (Capacity, tokens, SMS credits, ICE) are add to or removed from the virtual server.
- **Organization Stop Date**—An alert is generated X days before the stop date.
Language

Use this policy to set the default language of the SAS Management Console. Currently, only the English language can be designated as the default language.

While English is currently the only language available as the default language for the SAS Management Console, Operators can specify their own language preference if desired, which will take effect upon login. There are two locations in SAS where an Operator can set their language preference:

- **SAS Login page**—At the bottom of the SAS Login page, links are provided for English and Français.

- **SAS Management Console Home page**—On the SAS Management Console Home page, a Language option is provided at the top of the page. Placing the mouse cursor over the Language button will present the options English and Français, as well as any other language sets that may have been created.
Figure 190: SAS Console Home Page Language Options

All text in the Console will be switched to the selected language, including fields, buttons, tabs, menus, and descriptions (as shown in the example below). It should be noted that log files will always be presented in the English language.

Allowed Management IP Range

Use this policy to restrict an account’s SAS logon to a specific IP range.

Figure 191: Role Management > Allowed Management IP Range

To add a range in which the account’s SAS Management UI logon is allowed, click Add.

Figure 192: Role Management > Allowed Management IP Range > Add IP Range
- **Enable**—Enable logon from within the IP range.
- **Disable**—Disable logon from within the IP range.
- **Name**—This is a friendly name for this range.
- **Start IP**—This is the beginning of the IP address range to be enabled or disabled.
- **End IP**—This is the end of the IP address range to be enabled or disabled.

## Automation Policies

Automation policies are used to auto-provision users with tokens, and to control the self-enrollment and self-service functions.

![Automation Policies](image)

**Figure 193: VIRTUAL SERVERS > POLICY > Automation Policies**

## Time Zone Offset

Use this policy to control the offset from Coordinated Universal Time (UTC) of the time recorded for a reported activity.

- **Apply**—Use to commit policy change.
- **Cancel**—Use to cancel any uncommitted change to the policy and close the module.
- **Adjust Time Zone relative to UTC**—Select the offset in hours from the UTC.

Time adjustments are local to the Virtual Server.

![Time Zone Offset](image)

**Figure 194: VIRTUAL SERVERS > POLICY > Automation Policies > Time Zone Offset**

**Time Zone Offset** affects:

- Date/Timestamps used in all reports
- The scheduled Run Time of a report
- Date/Timestamp of Provisioning Tasks
• Enrollment Date/Timestamp
• Snapshot/Authentication Activity Date/Timestamp
• Date/Timestamp of Allocation/Deallocation
• Date/Timestamp of Operator Activity
• Date/Timestamp of External Operator Activity in Virtual Server
• Pre-Auth Rules using time/date:
  • Start/stop of rule
  • Account day/time restrictions (authentication)

The **Time Zone Offset** is automatically inherited from the parent at the time of account creation.

If an account has no parent (the first account on a system), its offset is based on the local server time. The local server time of account in the cloud is UTC 0.

When an account’s **Time Zone Offset** is changed, the upcoming scheduled reports are not affected. Only after a scheduled report is run will a recurring report be scheduled using the new offset.

If the account is a Subscriber, time stamp changes affect the virtual server only.

If the account is a Service Provider, time stamp changes affect the Service Provider’s virtual server AND all reports and activities performed at the Service Provider level (for example, Administration | Reports, Allocation/deallocation Date/Time Stamp, all view log data).

A **Time Zone Offset** adjustment may impact the date of an activity.

**Provisioning Rules**

One of the most powerful features of the server, provisioning rules determine under what conditions tokens will be automatically issued and revoked. Combine provisioning rules with pre-authentication rules to seamlessly migrate users from static passwords to token authentication without service interruption and with little to no administration.

Rules are triggered when group memberships and other user attributes change. For example, if a user is added to a group included in a rule, SAS will provision the user with a token. Conversely, if a user is removed from a group included in the rule, SAS will revoke the token.

Provisioning rules can be used with internal groups or LDAP synchronized groups. By combining provisioning rules with LDAP synchronization or integration, the server can automatically issue and revoke tokens based on changes made in LDAP without the intervention of an Operator.

**Create a Provisioning Rule**

To create a provisioning rule:

1. Click **VIRTUAL SERVERS > POLICY > Automation Policies > Provisioning Rules**.
2. Click **New Rule**.

   The “Add New Provisioning Rule” section displays (Figure 195).
The following options are available:

- **Rule Name**—This is a unique, descriptive name for the rule.
- **Token Type**—This is the type of token to be provisioned when the rule evaluates true.
- **Issue Duplicate Types**—If unchecked, a user will not be provisioned with the selected token type if they already have one of the same type as a result of manually assigning a token or a different rule evaluating true.
- **Auto Revoke**—If checked, the token issued by this rule will be revoked if the rule evaluates false for the user such as when a user has been removed from the monitored group(s).

**NOTE:** This option should only be selected in the case that a user remains synced to SAS but the provisioning rule no longer applies. If a user is removed from SAS (for example because they are no longer part of a sync group) all of their tokens are revoked whether or not Auto Revoke is selected.

- **Notify Users With Active Provisioning Revoke**—If checked, users are notified if their auto provisioned tokens are revoked by the provisioning rule.
- **Container**—The user must reside in the selected container for the rule to evaluate true.
- **Require Expiring**—Enable this option to provision a replacement token N days before the expiration date of any assigned tokens. Enabling **Auto Revoke** results in the replaced token being revoked immediately upon the user completing enrollment of the replacement token.
• **Require In-Service Expiry**—This option is used to replace tokens that have been in the field for an extended period of time and are likely to need battery replacement. Enable this option to provision a replacement token for any assigned tokens that has been in use for more than N years. Enabling **Auto Revoke** results in the replaced token being revoked immediately upon the user completing enrollment of the replacement token.

• **Assign as ICE Token**—This option is available only if ICE capacity has been added to the server. If checked, the user will be provisioned with an ICE token which after enrollment can only be used to authenticate during the life of the ICE license.

• **Target Groups**—The group(s) to which the rule will apply.

• **Affected Group Members**
  
  o **Users that belong to ANY of the target groups. (OR Logic. Highly Recommended.)**
    
    ▪ If one or more groups are selected for a rule, users that belong to any of the selected groups will be included in the rule.

  o **Users that belong to ALL of the target groups. (AND Logic. Use with Caution.)**
    
    ▪ If multiple groups are selected for a rule, only the users that belong to all of the selected groups will be included in the rule. For example, if GroupA, GroupB, and GroupC are selected, only users that belong to GroupA, AND GroupB, AND GroupC will be included in the rule.

**About Affected Group Members**

Consider the case where you create provisioning rule “One” for Group A. Initially, the rule applies to all users in that group. However, that may change if you add a group to the original rule, depending upon whether you apply OR logic or AND logic, as described in the scenarios that follow.

**CAUTION**: If you add a group to an existing provisioning rule, you may dramatically and unexpectedly change the effect of the rule. For example, if you add a group to an AND logic provisioning rule which has provisioned tokens and Auto Revoke selected, then all users from the original group(s) that are not also members of the added group will have their tokens revoked.

**Scenario 1:** Select “Users that belong to ANY of the target groups. (OR Logic. Highly Recommended.)”

If you select “Users that belong to ANY of the target groups” and apply rule “One” to Group B (i.e., add Group B to rule “One”); the rule will apply to ALL users from Group A and Group B, as shown in the following table.

<table>
<thead>
<tr>
<th>Group</th>
<th>Users</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alfred, Betty, Carson, Diane, Emil, Fred</td>
<td>After you add Group B to rule “One”, the users to which the rule applies is expanded to include Cory, Debbie, and Ernest (i.e., the users that belong to ANY of the groups listed in the rule).</td>
</tr>
<tr>
<td>B</td>
<td>Betty, Cory, Debbie, Ernest, Fred</td>
<td>If <strong>Auto Revoke</strong> is a condition of the rule, none of the users from Groups A and B will have their tokens revoked.</td>
</tr>
</tbody>
</table>
Scenario 2: Select “Users that belong to ALL of the target groups. (AND Logic. Use with Caution.)”

If you select “Users that belong to ALL of the target groups” and apply rule “One” to Group B (i.e., add Group B to rule “One”); the rule will apply to only the users whom belong to both Group A AND Group B, as shown in the following table (i.e., Betty and Fred).

<table>
<thead>
<tr>
<th>Group</th>
<th>Users</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alfred, Betty, Carson, Diane, Emil, Fred</td>
<td>After you add Group B to rule “One”, the users to which the rule applies is reduced to Betty and Fred (i.e., the only users that belong to ALL groups listed in the rule). If Auto Revoke is a condition of the rule, the users that were previously assigned tokens by rule “One” that don’t belong to ALL groups (i.e., Alfred, Carson, Diane, and Emil) will have their tokens revoked.</td>
</tr>
<tr>
<td>B</td>
<td>Betty, Cory, Debbie, Ernest, Fred</td>
<td></td>
</tr>
</tbody>
</table>

**Self-Enrollment Policy**

Use this policy to control self-enrollment thresholds and alerts.

- **Self-Enrollment base URL**—This is the URL to which the user will be directed as a result of a provisioning task and is included in the enrollment email instructions to the user. Do not modify this value unless you have installed a stand-alone enrollment web server.

- To enforce self-service over SSL, replace http with https in the Self-Enrollment Base URL field. Do not modify this value unless you have installed a stand-alone enrollment web server and have a valid certificate installed.

- **Activation Code Format**—This option determines the strength of the activation code included in the enrollment message and encoded in the enrollment URL. Options are numeric, alphabetic or Alphanumeric formats.

- **Reservation time to live**—This is the maximum number of days the user has to complete enrollment commencing with the start date of the provisioning task. This value is added to the provisioning task start date to generate the provisioning task stop date. If set to 0, a provisioning task will never expire. The default value is 10 days.
• **Enrollment lockout after**—This value determines the number of failed enrollment attempts by a user. When this threshold is exceeded, the user will be unable to enroll their token.

• **Days Before Expiry to Warn**—This value allows you to send a provisioning reminder via email to the user a specified number of days (0-31) before expiration of their provisioning task. The default setting is 0, which will not send a reminder. You can modify the email message template called **EnrollmentExpiring** to customize the content of the expiry reminder email sent to the user.

• **Enable Multi-Device Instructions**—If checked, the **Multi-Device Instructions** section in **SELF-SERVICE > Configure Self-Enrollment Pages** is enabled in the self-enrollment policy for MobilePASS tokens. Multi-Device Instructions may be useful to:
  - Provide assistance to users when the device where the page is loaded is not a selected allowed target. **Allowed Targets Settings** are designed to allow the user to choose the instructions related to his/her chosen device type, and are selected in **POLICY > Token Policies**.
  - Provide instructions to users who may be loading the **Self-Enrollment** page on a device that is not their intended device for enrolling the token (and wish to only review the instructions).

• **Display QR Code**—(not available with SafeNet Authentication Service – PCE/SPE editions) If checked, the enrollment email sent to the user will include the link to the page on the SAS Self-Service module where the QR code is displayed.
  - The QR code will display only if a supported device is selected in the device selection drop down menu of the enrollment email.

**SAML Provisioning Rules**

For a user to authenticate against a SAML Service Provider (for example, Google Apps, Salesforce), they must be given the appropriate rights. SAML Provisioning Rules are designed to replace the manual process (refer to “SAML Services” on page 109) of creating SAML associations.

In effect, a rule automatically creates the appropriate associations based on user attributes such as group membership. For example, the action of adding or removing a user from an Active Directory security group will cause the rule to automatically create or remove SAML associations affected by the rule.
To configure or edit a rule, click the **New Rule** button or the **Edit** link respectively.

![SAML Provisioning Rules](image)

**Figure 198: VIRTUAL SERVERS > POLICY > Automation Policies > SAML Provisioning Rules**

- **Rule Name**—A name that describes the rule.
- **User is in container**—Users affected by this rule must be in the selected container.
- **Server Groups**—Users in these groups are not affected by this rule.
- **Rule Groups**—Users must be in one or more of these groups to be affected by this rule.
- **Relying Parties**—Service Providers in this section are not affected by this rule. This list contains all configured SAML Service Providers (page 220).
- **Rule Parties**—Users that belong to one or more of the Rule Groups will be able to authenticate against Service Providers in this section.
- **SAML Login ID**—The User ID that is returned to the service provider in the SAML assertion. If your service provider (e.g., Salesforce) requires a User ID of name@domain.com, and this is identical to the user’s email address, choose the **E-mail** option. Doing so allows the user to consistently use their user ID to authenticate regardless of the service provider’s requirements. Typically, a service provider will require either the user ID or e-mail. For all other cases, choose the **Custom** option and enter the required user ID to be returned.
Role Provisioning Rules

Use this function to automatically add an Account Manager and grant access to the management UI based on attributes such as Active Directory group membership. Conversely an Account Manager can be automatically removed if the rule that promoted the user to Account Manager evaluates false.

To add a rule, click the New Rule button, where:

- **Rule Name**—This must be a unique name which identifies the rule.
- **Auto Revoke**—If selected, the Account Manager created by this rule will be automatically removed if the conditions (for example, group membership) are no longer valid.
- **Containers**—This is container where the user must reside for the rule to evaluate true.
- **Role**—This is the role that will be assigned to the Account Manager. The list includes all configured roles.

Figure 199: VIRTUAL SERVERS > POLICY > Automation Policies > Role Provisioning Rules
• **Scope**—Account management groups list all configured groups. The Account Manager will have access to groups listed in the *Applied by Rule* window. Use the arrow keys to move highlighted groups between the two windows.

• **Groups Filter**—The **Virtual Server** groups window lists all groups in the virtual server. Users that are members of one or more of the groups in the *Used by rule* window will be promoted to Account Manager. Use the arrow keys to move highlighted groups between the two windows.

### Auto Remove

Auto remove is used to automatically remove reports and alerts that are no longer required based on their age. This function only removes the entries in the various lists. Data is retained in the system and available by running the report again, if necessary.

![Auto Remove](image)

*Figure 200: VIRTUAL SERVERS > POLICY > Automation Policies > Auto Remove*

### Provisioning Policy

Auto-provisioning can be enabled for users in nested groups.

![Provisioning Policy](image)

*Figure 201: VIRTUAL SERVERS > POLICY > Automation Policies > Provisioning Policy*

**Provisioning Rules will use nested group relations**—Select this option to enable this policy. When enabled, provisioning rules for a parent group will be applied to all of its nested groups in SAS, and all users that are in the nested groups will receive an email for token activation. This policy applies to user and role provisioning. SAML service provisioning applies to users in nested groups regardless of this setting.
The VIRTUAL SERVERS > COMMS tab contains the following modules:

- **Communications**—Configure/Customize SMS gateways, SMTP email, and content of outbound SMS and Email messages.
- **LDAP**—Configure LDAP integration.

**NOTE:** LDAP integration is available only on SAS SPE/PCE. For SAS Cloud, refer to “LDAP Sync Server Settings” on page 197.

- **Authentication Processing**—Configure Pre-authentication rules, LDAP Synchronization, and Agent key files.
- **Auth Nodes**—Configure Auth Nodes, Sharing, and Realms.
- **SAML Service Providers**—Configure SAML Service Providers.
- **Custom Branding**—Customize the appearance of the SAS console.

Figure 202: VIRTUAL SERVERS > COMMS
Communications

SMS Settings

SMS gateways are used to send SMS/OTPs and alerts. There are two options for sending SMS messages:

- **Default**—In this option, SMS messages will be sent via your Service Provider’s SMS gateway. This option can be used only if you have been allocated SMS credits by your Service Provider. You can verify this from the Allocation module on the SNAPSHOT tab under the SMS Credits column.

- **Custom**—Select this option to configure the Virtual Server to send SMS messages via a gateway service to which you’ve subscribed or SMS modem installed at your site. You can verify the ability to send SMS messages by entering the number of a device capable of receiving SMS messages in the SMS Mobile Number field. SMS phone numbers must contain only digits and must begin with a country code.

Custom SMS Settings

To configure the Virtual Server to use an SMS gateway service or modem, start by selecting the Custom option, and then provide details about the SMS provider you are using:

- **Gateway**—Select to configure a primary and failover SMS service provider.

- **SMS Plugin**—The list includes a number of preconfigured providers. If the SMS provider you are using is not listed, select the Generic HTTP(s) SMS Plugin option. See “Using a Generic HTTP(s) SMS Plugin” on the next page.
Figure 205: VIRTUAL SERVERS > COMMS > Communications > SMS Settings (Custom)

The options for configuration will vary depending on your SMS plug-in selection. Your gateway service provider will supply the necessary configuration information.

**NOTE:** For the Clickatell SMS Plugin, an alternate Sender ID may be used as long as the "customization" feature has been purchased from Clickatell. When **Clickatell SMS Plugin** is selected in the **SMS Plugin** field, a message will be displayed next to the **Sender ID** field indicating the requirements for this optional functionality.

Other configuration options that may be available, depending on your network and SMS gateway service provider:

- **Use Proxy**—If you will be sending SMS messages via a Proxy Server, select **Yes**, and then add the Proxy URL, Proxy Port, Proxy Username, and Proxy Password.
- **Use Flash SMS**—Use this option if the gateway supports Flash SMS and you do not want SMS messages stored on the receiving device.
- **Use Overwrite SMS**—Use this option if the gateway supports Overwrite SMS, causing the previous SMS message stored on the receiving device to be overwritten by each new message.

**Using a Generic HTTP(S) SMS Plugin**

Select the **Generic HTTP(s) SMS Plugin** option to configure communications with SMS service providers not included in the **SMS Plugin** list. Refer to the provider’s documentation for guidance on formatting entries in SAS. Available configuration options include the following:

- **Method Name**—Select **GET** or **POST**, based on what your SMS service provider requires.
- **Add parameters to URL**—When set to **True**, this function will encode a space as a "+" sign, as specified in URLEncode(). If set to **False**, a space is encoded as "%20". Check with your SMS provider as to which setting is recommended. Most SMS providers support both encodings, while some will only support one of the two available options.
- **SMS URL**—Enter the SMS URL. For example: http://api.<SMS provider>.com/http/sendmsg

[Diagram of SMS Settings]
If the selected method is **GET**, the SMS message is sent as a page request with the parameters on the same line as the URL. They are appended to the page name with a `?`, followed by the key, followed by an `=` and then the value. Use `&` to add another key-value pair.

If the selected method is **POST**, the SMS message is sent as a page request with the parameters attached as a query string included in the message body (rather than with the URL).

- **Destination Parameter Name**—Enter the name (a key, as described above in **SMS URL**) the SMS provider wants for the cellphone number.
- **Message Parameter Name**—Enter the name (a key, as described above in **SMS URL**) the SMS provider wants for the message to be sent.
- **Success Message Contains String**—Enter the text string SAS sends back for a success message.
- **Use Proxy**—If you will be sending SMS messages via a Proxy Server, select **Yes**, and then add the Proxy URL, Proxy Port, Proxy Username, and Proxy Password.

If additional parameters are required, click **Add Parameter**, and enter them as key-value pairs. You will notice below that you can also flag a field as a password to hide the field.

![Figure 206: Communications > SMS Settings > Custom > SMS Plugin + Add Parameter](image)

SafeNet Authentication Service (SAS): Service Provider Administrator Guide
Document PN: 007-012403-003, Rev. A, © 2017 Gemalto
E-mail Settings

SMTP servers are used to send enrollment messages and alerts. There are two options for sending e-mail messages:

- **Default**—Send email messages via your Service Provider’s SMTP server. E-mail sent via the Service Providers SMTP server will not appear to come from your account. In addition, any failed deliveries (for example, invalid e-mail address) will be sent to the Service Provider’s e-mail server.

- **Custom**—Send email messages via the account’s SMTP server. E-mail sent via the account’s SMTP server will appear to come from the account. Any failed delivery notices will be sent to the account’s e-mail server. You can verify the Virtual Server’s ability to send e-mail messages by entering a valid e-mail address in the **Test To Address** field, and then clicking the **Test** button.

If using a third-party email server, you can modify the **From Address** by choosing the **Custom** option in the **From Address** group then enter a custom address.

![E-mail Settings](image)

**Figure 207: Communications > E-mail Settings**

**Custom E-mail Settings**

To configure the Virtual Server to use the account’s SMTP server, start by selecting the **Custom** option.

![Custom E-mail Settings](image)

**Figure 208: Communications > E-mail Settings > Custom**

- **From Address**—This is the From name (for example, System Administrator) and valid account (for example, account@myco.com) on your SMTP server from which e-mail will be sent. For example: System Administrator (account@myco.com)

- **SMTP Server and Port number**—This is the SMTP server name or IP address and port number (for example, Name: smtp.myco.com Port #: 25).
• **SMTP User and SMTP Password**—If the SMTP server requires authentication, enter an account and password in these fields.

• **SSL**—Select this option if your SMTP server is configured to use SSL.

### SMS Messages

You can customize the various SMS/OTP messages that are sent by the Virtual Server. Start by selecting the **Custom** option, and then select an **SMS Message Type** from the list. The message content is displayed in the **Message** box.

![Figure 209: Communications > SMS Messages > Custom](image)

**NOTE:** You can add !MUTE! to the beginning of any SMS or e-mail message to prevent it from being sent.

Refer to the SAS *Service Provider Branding Guide* for information about customizing SMS messages.

### Email Messages

You can customize the various e-mail messages that are sent by the Virtual Server. Start by selecting the **Custom** option, and then select an **E-mail Message Type** from the list. The message content is displayed in the **Message** box.

Messages that are sent in response to an alert can be sent by e-mail, SMS, or both (refer to “Alert Management” on page 174). The **SMS Content** field is presented for messages that support both types of delivery. SMS messages greater than 160 characters including spaces will span multiple SMS messages.

Note that an SMS Credit is consumed for each SMS alert message unless the Virtual Server is configured to use an SMS gateway.

Refer to the SAS *Service Provider Branding Guide* for information about customizing email messages.
LDAP Sync Server Settings

This function is used to change the default location of the LDAP synchronization server. Synchronization agents will transmit to this location. Do not modify the default settings unless you have installed and configured a separate synchronization server.

Figure 211: Communications > LDAP Sync Server Settings
FTP/SFTP/SCP Settings

Reports generated by the virtual server can be sent by FTP, SFTP, or SCP. This module defines the location and connection information to the remote FTP/SFTP/SCP server.

![FTP/SFTP/SCP Settings](image)

**Figure 212: Communications > FTP/SFTP/SCP Settings**

Configure the connection information by selecting the type of transfer, server location, and connection method. Choose the **OTP** option if you have configured the server to require OTP authentication. In this case, the User ID must have an active MP-1 token. Use the **Test** button to test the connection to the server.

---

**NOTE:** For SFTP connections, the following SSH ciphers and MACs are supported:
- Key Exchange: diffie-hellman-group-exchange-sha1, diffie-hellman-group1-sha1
- Cipher: 3des-cbc, aes128-cbc
- MAC: hmac-md5

---

Logging Agent Server Settings

To configure settings for a Logging Agent server other than the default, select **Custom**.

![Logging Agent Server Settings](image)

**Figure 213: VIRTUAL SERVERS > COMMS > Communications > Logging Agent Server Settings**

**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**.

- **Primary Host/IP**—This is the FQDN host name or IP address of the Logging Agent server.
- **Failover Host/IP**—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.
LDAP (SAS SPE/PCE Only)

The VIRTUAL SERVERS > COMMS > LDAP module is used to configure LDAP integration. In SAS PCE/SPE v3.4 and later, LDAP integration is implemented as a service, replacing the Direct LDAP Integration feature included in earlier releases of SAS PCE/SPE.

NOTE: LDAP integration is available only on SAS SPE/PCE. For SAS Cloud, refer to “LDAP Sync Server Settings” on page 197.

Figure 214: SAS LDAP Integrator

- The SAS LDAP Integrator service enables SAS to make a direct connection to LDAP without the need for an external agent. The service runs automatically on startup. It scans LDAP users and groups every five minutes, updating the SAS database to match the contents of LDAP. The scan interval is not configurable.
- The user information is stored internally in the SAS database and SAS is not required to make connections to LDAP for each authentication demand, resulting in efficient performance. SAS can continue operating even when LDAP is disconnected or non-responsive.
- LDAP Integration should only be configured where a high speed, permanent connection is assured and LDAP failover is configured. Loss of connection between the Virtual Server and all LDAP user sources will result in authentication service outage.
- If your LDAP/AD is not using a default schema, you must configure a compatible schema in the Virtual Server before configuring the LDAP User Source. Do this from the Schema Management link. (Refer to “Schema Management” on page 201.)

LDAP User Source

To configure LDAP Integration:

1. Click LDAP User Source.
2. Configure the Virtual Server to connect directly to your LDAP/Active Directory.
   - Host name or IP Address—The FQDN host name or IP address of your LDAP/AD.
   - Port—The port number allowed to connect to LDAP/AD.
   - Use SSL—Check this option if you have a certificate installed on your LDAP/AD server.
   - Number of Failover Hosts—The number of failover LDAP/AD servers to which the Virtual Server will attempt to connect in the event the primary LDAP/AD cannot be reached.
   - Connection Timeout (secs)—The time in seconds before the connection terminates.
3. Establish a connection.
4. Choose an LDAP Schema from the list.

![Figure 215: COMMS > LDAP](image1)

**LDAP/Active Directory Integration**

If your LDAP/AD is not using a default schema, you must configure a compatible schema in the Virtual Server before configuring the LDAP User Source. Do this from the **Schema Management** link. (Refer to “Schema Management” on page 201.)

![Figure 216: COMMS > LDAP > Select LDAP Schema](image2)

Next, provide a valid user account that can be used by the Virtual Server to connect to your LDAP/AD. The Virtual Server will not write to LDAP. The account privileges need only be sufficient to allow the Virtual Server to connect and browse the schema.

![Figure 217: COMMS > LDAP > LDAP Credentials](image3)

Once a connection has been established, the Virtual Server will automatically detect all DNs containing users that will be integrated with the Virtual Server. Users added or removed from these DNs will automatically be added or removed from the Virtual Server.

Use the **Manually edit searched containers** option to remove DNs from integration with the Virtual Server.
Figure 218: COMMS > LDAP > Select DNs

The Virtual Server can simultaneously support LDAP Integration or LDAP Synchronization and creation and management of users in its SQL database. If you intend to use the Virtual Server to authenticate users in your LDAP/AD user source, as well as users that are not in that user source, select this option.

Figure 219: COMMS > LDAP > LDAP and Virtual Server User Sources

Click Done to save the configuration. Users in your LDAP/AD directory will automatically be populated in the Virtual Server.

Schema Management

You can add a custom schema to the Virtual Server. Start by clicking the Schema Management hyperlink, and then choose a default schema that is most like your custom schema by selecting from the Schema dropdown list.
Figure 220: COMMS > LDAP > Schema

The page displays the default schema mappings. Adjust the defaults to map your schema to the **User** and **Group Attributes**, **Object Class**, and **Custom Fields** where:

### User Attributes and Custom Fields

These are the fields that appear in the User detail.

The Virtual Server in conjunction with LDAP Pre-auth Rules can take advantage of additional attributes found in Active Directory including:

- **userAccountControl**—The Virtual Server will not authenticate a User whose account is disabled in Active Directory.
- **lockoutTime**—The Virtual Server will authenticate a user only during the **Days/Times** set in Active Directory.
- **memberOf**—The Virtual Server will authenticate a user based on their Active Directory group membership. This is usually combined with source IP and other attributes in Pre-authentication rules.
- **accountExpires**—The Virtual Server will not authenticate an expired Active Directory user account.
LDAP Synchronization

Users can be automatically added, suspended or removed from the account’s Virtual Server by utilizing the LDAP Synchronization Agent, eliminating the need to manually create and manage users. The agent comes with support for standard Active Directory, eDirectory and SunOne. The agent can be configured to support non-standard schemas.

This method requires the installation of a Synchronization Agent, normally somewhere on the same network as the AD/LDAP directory.

![Figure 221: LDAP/AD Synchronization Agent](image)

The Agent is configured to monitor the specified LDAP containers (DNs) and groups for changes such as adding or removing a user, synchronizing and applying these changes at the Virtual Server. Synchronization can be coupled with other workflow automation policies such as:

- Automatic provisioning of tokens to users (Refer to “Time Zone Offset” on page 182)
- Automatic revocation of tokens from users
- LDAP pre-authentication and authorization

SAS supports manual creation of users concurrent with LDAP synchronization, bearing in mind that manually created users will not be modified in any way by an LDAP synchronization provided there is no overlap in UserID. If an overlap occurs, any tokens assigned to the manually created UserID are revoked and marked as lost with a comment, and the UserID is replaced by the overlapping LDAP UserID.

To configure your system for LDAP synchronization, see LDAP (SAS SPE/PCE Only).

LDAP Integration

**NOTE:** This option is only available with SafeNet Authentication Service – PCE edition.

Users can be automatically added, suspended or removed from the account’s Virtual Server by configuring LDAP integration, eliminating the need to manually create and manage users or use a synchronization agent.

SafeNet Authentication Service - SAS subscribers must use the Synchronization Agent.

With integration, UserIDs, group membership and other LDAP/AD user attributes are validated against the LDAP source for every user lookup and authentication performed in the Virtual Server. Integration supports
additional functionality such as chained authentication (LDAP authentication followed by OTP authentication) and static password validation against Active Directory.

![LDAP Integration Diagram]

**Figure 222: LDAP/AD Integration**

In addition to basic user information, synchronization includes the users Active Directory group membership which in turn can be used for:

- Automatic provisioning of tokens to users (Refer to “Time Zone Offset” on page 182)
- Automatic revocation of tokens from users
- LDAP pre-authentication and authorization
- Chained authentication

For performance reasons LDAP integration is not recommended where the directory server and SafeNet Authentication Service are communicating across the internet. If integration over the internet is required it must be across a high speed, low latency connection with guaranteed availability.

### Authentication Processing

![Authentication Processing Table]

**Figure 223: VIRTUAL SERVERS > COMMS > Authentication Processing**

In this module:

- **Pre-Authentication Rules**—Determines the conditions that must be satisfied before a user is allowed to authenticate.
• **Authentication Agent Settings**—Generates a unique encryption file used by agents to authenticate against the Virtual Server.

• **Remote Service Settings**—Generates a unique encryption file to be used by Remote Services against the Virtual Server.

  NOTE: Remote Service Settings is available only on SAS SPE/PCE.

• **LDAP Sync Agent Settings**—Generates a unique encryption file to be used by the LDAP Sync Agent to synchronize LDAP/AD user sources with the Virtual Server.

• **ICE Activation**—Activates ICE capacity allowing MP-1 ICE tokens and capacity to be used to accommodate a short term requirement to increase the number of users that can authenticate against the system.

• **LDAP Sync Agent Hosts**—Use this function to add allowed LDAP sync agents to the virtual server by name and source IP address.

• **Logging Agent**—Use this function to add logging agents by name and source IP address.

• **Migrate SafeNet Authentication Servers**—Use this function to allow the server to migrate users and tokens from other SafeNet authentication servers (such as SafeWord and CryptoServer). For more information, refer to the SafeWord to SafeNet Authentication Service Migration Guide.

• **Block RADIUS Authentication Without Attribute**—Use this function to block the RADIUS authentication if no RADIUS return attribute is defined for the user or group.

### Pre-authentication Rules

Just because a user is able to provide a valid one-time passcode does not necessarily mean that they should be granted access to the network. Other conditions—such as network access point, group membership, account status, and other attributes—might be important in allowing or denying access.

Note that to authenticate against an LDAP user source, a direct LDAP connection must be used from SAS. LDAP authentication is not supported through the Sync Agent.

Security Administrators can use Pre-authentication Rules to apply additional conditions that must be met for authentication to succeed.

The key advantages of Pre-authentication Rules are:

• Rules can be applied to LDAP/Active Directory user account attributes.

• Rules can be applied to user accounts maintained in the internal SQL user data source.

• Rules can be applied based on network access points (source IP, Agent).

• Rules can be used to modify the authentication sequence (OTP, LDAP, LDAP + OTP).

• Changes to user attributes made in LDAP or the internal user data source are immediately effective on SafeNet Authentication Service.

• Rules can have a fixed day of week, start and/or stop date, and/or start and/or stop time; a useful feature for transitioning from static passwords to OTP authentication.

There are few limitations to how Pre-authentication Rules can be used. Rules can be relatively simple, checking a single attribute such as time of day restrictions, or they can be complex, checking multiple attributes such as group membership, network access point and token state.
The authentication proceeds in the following sequence:

- UserID is validated. If valid:
  - Pre-authentication rules are applied. If any rule is satisfied:
    - Password is validated. If valid, access is granted.

The key concepts to consider when creating rules are:

- Multiple rules may be configured, however a user’s attributes need only satisfy one rule for authentication to proceed.
- Initially, SAS is configured with an **Allow All** rule. Pre-Authentication Rules must be enabled to provide the restrictions.

**Configure Pre-Authentication Rules**

Begin by clicking the **Pre-authentication Rules** link, and then the **New Rule** button. Enter a name and description for the rule, and then select a filter from the drop-down list. Possible filters include:

- Agent is
- Date Restrictions
- Day of week restrictions
- IP
- LDAP/AD Password Validation (prior to SAS v3.5.1, this was named **LDAP password pass-through**)
- Time of day restrictions
- User is a member of

Select the **Enable Pre-Auth Rules** check box enables the enforcement of pre-authentication rules. This allows an administrator to spend time creating the rules, and when ready, this feature can be enabled, and the rules will become enforced. If the feature is enabled and there are no pre-authentication rules defined, then all authentications will be blocked/fail.

**Figure 224: VIRTUAL SERVERS > COMMS > Authentication Processing > Pre-authentication Rules**

**Agent is**

This attribute is used to specify which agents are allowed to authenticate against the Virtual Server. For example, Agent is IAS would allow RADIUS authentication from all Microsoft IAS/NPS servers with the appropriately configured SafeNet Authentication Service IAS/NPS agent.
<table>
<thead>
<tr>
<th>Filter: Agent is</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication API</td>
<td>Required to allow authentication from 3rd party applications that added authentication using the SafeNet Authentication Service Authentication API.</td>
</tr>
<tr>
<td>Citrix</td>
<td>Required to allow authentication via the SafeNet Authentication Service Agent for Citrix Web Interface.</td>
</tr>
<tr>
<td>Console</td>
<td>Required to allow remote management connections to SafeNet Authentication Service server</td>
</tr>
<tr>
<td>IAS</td>
<td>Required to allow authentication via the SafeNet Authentication Service Agent for IAS / NPS</td>
</tr>
<tr>
<td>IIS</td>
<td>Required to allow authentication via the SafeNet Authentication Service Agent for IIS</td>
</tr>
<tr>
<td>Remote Management API</td>
<td>Required to allow the Command Line Interface (CLI) to connect to SafeNet Authentication Service server.</td>
</tr>
<tr>
<td>Juniper / Funk SBR</td>
<td>Required to allow authentication via the SafeNet Authentication Service Agent for Juniper/Funk Steel Belted RADIUS</td>
</tr>
<tr>
<td>Windows Logon</td>
<td>Required to allow authentication via the SafeNet Authentication Service Agent for Windows Domain Logon.</td>
</tr>
</tbody>
</table>

**Date Restrictions**

This filter is used to limit the lifetime of a rule. This rule is always used in conjunction with another filter. For example, it could be used with the “LDAP/AD Password Validation” filter to facilitate migration from LDAP passwords to token authentication, whereby LDAP passwords would be valid against SafeNet Authentication Service until the rule expires or a token is activated.

<table>
<thead>
<tr>
<th>Filter: Date Restrictions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin this rule on</td>
<td>If enabled, the rule will not be active until the indicated date. If disabled, the rule is immediately effective.</td>
</tr>
<tr>
<td>Expire this rule on</td>
<td>If enabled, the rule will stop being enforced on this date. If disabled, the rule will remain active.</td>
</tr>
</tbody>
</table>

**Day of Week Restrictions**

If enabled, SafeNet Authentication Service will process authentication requests only on the selected days of the week. Unlike the Access Restrictions module on the ASSIGNMENT tab, this rule can be used to enforce restrictions on groups or destinations.
Filter: Day of week restrictions | Description
--- | ---
Day of week | If enabled, the rule will be enforced on the selected days of the week.

**IP**

If enabled, SafeNet Authentication Service will not process authentication requests from NAS devices such as VPNs and firewalls that have an IP address outside of the defined range. This filter is usually used in conjunction with another filter. For example, if combined with a group membership attribute, only members of a specific group could authenticate at a NAS device in the IP range. Conversely, in the absence of any other contravening rule, members of the group would not be able to authenticate at a NAS device not in the IP range. This filter supports IPv4 and IPv6 addressing.

Filter: IP | Description
--- | ---
Is equal to | Specifies a single valid IP address
Is in the range | Specifies an IP address range
Is in mask | Specifies an IP address range using a mask

**LDAP/AD Password Validation**

This filter determines when SafeNet Authentication Service should validate a password or pass it through to LDAP for validation. It also determines how SafeNet Authentication Service will handle LDAP authentications that fail.

**NOTE:** This function is available with SAS-PCE/SPE with a direct LDAP connection, or, it is available with SAS Cloud, through Active Directory password synchronization (this requires SAS v3.5.1 or later).

**NOTE:** MSCHAPv2 authentication protocol is not supported for LDAP/AD passwords.

The primary purpose of this filter is transparent migration of users from static passwords to token authentication. For users that meet the conditions, authentication will “pass through” SafeNet Authentication Service to LDAP or use the synchronized Active Directory password for validation. This filter also determines the action to be taken by SafeNet Authentication Service after LDAP authentication. This filter is often combined with Date Restrictions and Agent or IP attributes.

For example, enabling **LDAP/AD Password Validation** if a user has no token or temporary password would mean that any user with a token must use it to authenticate while those without could continue to use their LDAP password until they received or enrolled their token or until the Date restriction disabled this attribute.
### Filter: LDAP/AD Password Validation

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
</tr>
<tr>
<td>All passwords will be passed to LDAP for validation/verified against the AD hash.</td>
</tr>
<tr>
<td>When user has no SafeNet Authentication Service token/password</td>
</tr>
<tr>
<td>Passwords will be passed to LDAP for validation/verified against the AD hash only if the user does not have a token in the Active, Suspended, or Locked state, or a SAS temporary password.</td>
</tr>
<tr>
<td>When user has an active SafeNet Authentication Service token/password</td>
</tr>
<tr>
<td>Passwords will be passed to LDAP for validation/verified against the AD hash only if the user has a token in the Active, Suspended or Locked state or SAS temporary password.</td>
</tr>
<tr>
<td>If LDAP authentication fails, reject the authentication</td>
</tr>
<tr>
<td>Access is denied if LDAP authentication fails.</td>
</tr>
<tr>
<td>If LDAP authentication fails, forward request back to SafeNet Authentication Service</td>
</tr>
<tr>
<td>SafeNet Authentication Service attempts to validate the password.</td>
</tr>
<tr>
<td>If LDAP authentication succeeds, the user is authenticated</td>
</tr>
<tr>
<td>SafeNet Authentication Service grants access based on the AD password alone.</td>
</tr>
<tr>
<td>If LDAP authentication succeeds, force challenge response</td>
</tr>
<tr>
<td>SafeNet Authentication Service challenges the user to authenticate with their SAS token/password</td>
</tr>
</tbody>
</table>

### Time of Day Restrictions

If enabled, SafeNet Authentication Service will process authentication requests only within the selected time range. Unlike the Access Restrictions module on the ASSIGNMENT tab, this rule can be used to enforce restrictions on groups or destinations.

<table>
<thead>
<tr>
<th>Filter: Time of day restrictions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start time</td>
<td>If enabled, the rule will not be active until the indicated time. If disabled, the rule is immediately effective.</td>
</tr>
<tr>
<td>End time</td>
<td>If enabled, the rule will stop being enforced at this time. If disabled, the rule will remain active.</td>
</tr>
</tbody>
</table>

### User is a member of

This filter is used to require group membership for authentication to proceed. It is normally used in conjunction with Agent or IP filters so that a user must be a member of a specified LDAP group when authenticating at the defined agent or IP address.
This filter does not require group membership to be configured in SafeNet Authentication Service. Users LDAP group memberships can be checked with each authentication. This means that group memberships can manage from LDAP. Use "*" as a wildcard to filter available groups.

<table>
<thead>
<tr>
<th>Filter: User is a member of</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User is a member of</td>
<td>User must be a member of the specified group in the list. To create a list, separate LDAP group names with a semi-colon “;”</td>
</tr>
</tbody>
</table>

**Authentication Agent Settings**

SafeNet Authentication Service agents send authentication requests to the Virtual Server. Security sensitive data sent between the server and agents is protected by AES 256 encryption. To encrypt the traffic and to prevent unauthorized agents, the Virtual Server requires that each agent use an identical encryption key file.

A default encryption key file is automatically created by the Virtual Server.

The default encryption key files are provided to ease initial setup. For best security practices, it is recommended to replace all default agent encryption key files with newly created ones.

To create an Agent Key File, click the **Authentication Agent Settings** link, and then click the **Create** button.

![Authentication Agent Settings](image)

**Figure 225: VS > COMMS > Authentication Processing > Authentication Agent Settings > Create**

Download the newly created key file and use it when prompted during configuration of any SafeNet Authentication Service agent that will authenticate against the Virtual Server. For information about individual agents and configuration, go to [www.safenet-inc.com](http://www.safenet-inc.com).

---

**NOTE:** By design, when a new key is created in SAS (for the encryption of communication between SAS and an authentication agent), the old key becomes invalid.

---

**Remote Service Settings**

**NOTE:** Remote Service Settings is available only on SAS SPE/PCE.

Remote Service allows command line clients to send management instructions to the Virtual Server. Security sensitive data sent between the server and agents is protected by AES 256 encryption. To encrypt the traffic
and to prevent unauthorized command line clients, the Virtual Server requires that each client use an identical encryption key file.

A default encryption key file is automatically created by the Virtual Server.

For optimum security a new encryption key file should be created and used to replace all default Remote Service key files.

To create a Remote Service Key File, begin by clicking the Remote Service Settings hyperlink, and then clicking the Create button.

![Remote Service Settings](image)

**Figure 226: VS > COMMS > Authentication Processing > Remote Service Settings > Create**

Download the newly created key file and use it when prompted during configuration of any SafeNet Authentication Service agent that will authenticate against the Virtual Server.

**LDAP Sync Agent Settings**

The LDAP Sync Agent Settings generates an encryption key file that is required by the LDAP Sync Agent to encrypt data transmitted between the sync agent and the Virtual Server. This section also includes settings that determine how the Virtual Server handles Operator accounts under certain conditions described below.

Begin by clicking the LDAP Sync Agent Settings hyperlink, enable/disable the options, then download the Sync Agent key file and install with your LDAP Sync Agent.

![LDAP Sync Agent Settings](image)

**Figure 227: VIRTUAL SERVERS > COMMS > Authentication Processing > LDAP Sync Agent Settings**

- **Persist Operators Against Sync**—By default, synchronized user accounts are removed from the Virtual Server when removed from a synchronized group in your external data source (LDAP/AD). If this option is unchecked, users that have been promoted to Operator will also be removed. Checking this option ensures that unintended changes to the LDAP account do not prevent the Operator from logging into the Virtual Server management UI. If checked, Operator accounts must be manually removed.

- **Use Delayed Sync Removal**—By default, this option delays the removal of synchronized LDAP user accounts flagged for deletion from the SAS Virtual Server for 24 hours. Conversely, if this option is disabled, accounts deleted in the LDAP directory are removed immediately and permanently from the SAS user database upon synchronization, along with all user/token associations.
When this option is enabled, it provides a “safety net” that protects against accidental or erroneous deletions, and saves the time and effort of re-establishing valid user accounts. The deleted user accounts will be marked as “disabled” during the 24-hour period, and these users will not be able to authenticate. However, Operators will have the ability to either re-enable the account or expedite the deletion manually if they are certain the removal is valid.

When used in conjunction with this option, enabling sync notifications provides the Operators with the opportunity to review synchronization activities and determine the validity of user account changes and deletions. (Refer to “Alert Management” on page 174.) If a sync event is detected, the Virtual Server will send an alert to Operators indicating that all detected changes will occur in 24 hours unless they intervene.

ICE Activation

This option is available only if an ICE (In Case of Emergency) capacity has been allocated to the Virtual Server. ICE is used to temporarily increase the Virtual Server capacity and quantity of MP-1 tokens and therefore the number of users that can authenticate against the Virtual Server in response to an extraordinary situation or event.

ICE Activation

![ICE Activation](image)

Are you sure you want to activate the In Case of Emergency licensing feature? This action will activate all ICE tokens and cannot be reversed.

Figure 228: VIRTUAL SERVERS > COMMS > Authentication Processing > ICE Activation

All ICE licenses are valid for 30 days from activation and can be activated one time only. Once activated, the license will persist for 30 days or until overwritten by a new ICE license. Unused time or capacity is not retained.

Users that have been provisioned with ICE MP-1 tokens will be able to self-enroll at any time prior to activation or after activation of the ICE license. However, on expiration of ICE, they will not be able to authenticate. Note that their ICE tokens remain valid for use if a subsequent ICE license is activated.

To activate an ICE license, click the [ICE Activation](image) link, and then click the [Activate](image) button.

LDAP Sync Agent Hosts

This lists all LDAP sync agents that are allowed to synchronize with this virtual server.

![LDAP Sync Agent Hosts](image)

Figure 229: VIRTUAL SERVERS > COMMS > Authentication Processing > LDAP Sync Agent Hosts
Click **Add** to create a new entry in the table, and then enter the name of the remote agent and its source IP address. The sync agent can send LDAP changes when **Sync Permissions** are set to **Allowed**. Use the following links:

- **Sync Permissions**—Toggle between Allowed and Denied.
- **Remove**—Remove a sync agent from the list.

**View Sync History**

View synchronization activity. On this report, the **Processed Groups** column displays the number of changed groups that were processed during the sync batch. The **Processed Users** column displays only the number of users in this batch sent to be synced since the last successful sync. Each synchronization batch contains up to 500 attributes. How many users fit into a batch depends on how many attributes are configured for syncing.

**Logging Agent**

This function lists all logging agents for the selected virtual server. The IP address and port information for each agent is displayed, providing convenient access to information required for firewall configuration between the Logging Agent and the SAS server.

![Logging Agent Table](image)

**Figure 230: VIRTUAL SERVERS > COMMS > Authentication Processing > Logging Agents**

Click **Add** to create a new entry in the table, enter the logging agent address, and then click **Apply**.

Click **Download** to download and save the logging agent configuration file (**LoggingAgentConfigFile.bmc**), and then manually load it in the client.

The logging agent can receive logging information from the server when **Permissions** are set to **Allowed**.

- **Permitted**—Toggles between **Allowed** and **Denied**.
- **Remove**—To remove a logging agent from the list.

**Migrate SafeNet Authentication Servers**

The settings in this section allow the SAS server to migrate users and tokens from legacy SafeNet products, such as SafeWord and CRYPTOCard.
Settings in this section allow the server to migrate users and tokens from other SafeNet authentication servers.

From the **Server** list, select the server you want users and tokens to migrate from.

- For CryptoServer 5.32 or CryptoServer 6.4, prerequisites are:
  - Ensure that the capacity of the account in SAS supports an equal or greater number of tokens as the CRYPTO-Server license, to ensure that all tokens are imported and activated for all users. If the capacity of this account is smaller, the import will not take place for any users, operator, token, or group.
  - An existing ODBC data source should be configured in SAS to connect to the corresponding CRYPTO-Server database (i.e., MySQL ODBC data source configured in SAS to connect to a MySQL database on the CRYPTOAdmin server). In SAS, install the ODBC driver required to connect to the 6.x or 5.32 CRYPTO-Server database (MySQL, MS SQL, or Oracle). Configure the ODBC driver to connect to the 6.x or 5.32 CRYPTO-Server database.
  
  If using MySQL, a **grant** statement must be added to allow a connection from SAS. Add the following SQL statements to the MySQL server used by CRYPTO-Server:
  
  - grant all privileges on ".*" to root@IP_Address_of_SAS identified by 'password';
  - grant all privileges on ".*" to root@DNS_Name_of_SAS identified by 'password';
  - grant all privileges on ".*" to root@Hostname_of_SAS identified by 'password';
  - flush privileges;

  - RADIUS attributes and clients from a 6.4 server will not be imported; these must be manually created in the SAS Agent-enabled IAS/NPS or Steel-Belted RADIUS software.

  - 6.4 CAP Protocol-enabled agents are not supported in SAS (CRYPTO-Logon, CRYPTO-Web, CAP PAM, and certain Citrix Web Interface agents); they must be updated to SAS Agents.

  - CRYPTO-Server software tokens are imported and marked as legacy tokens in the database. Users with old versions of CRYPTOCard Software Tools installed can authenticate against SAS without changing their client-side software. This does not include CRYPTO-Server agents such as CRYPTO-Logon.

  - RADIUS attributes and clients from a 6.4 server will not be imported. These must be manually created in the SAS Agent-enabled IAS/NPS or Steel-Belted RADIUS software.

  - 6.4 CAP Protocol-enabled agents are not supported in SAS (CRYPTO-Logon, CRYPTO-Web, CAP PAM and certain Citrix Web Interface agents); they must be updated to SAS Agents.

  - CRYPTO-Server software tokens are imported and marked as legacy tokens in the database. Users with old versions of CRYPTOCard Software Tools installed can authenticate against SAS without changing their client-side software. This does not include CRYPTO-Server agents such as CRYPTO-Logon.
• If during the migration a duplicate serial number is detected, a new serial number will be assigned to the token, which can then be assigned to the user. This change in the serial number does not affect a migrated user’s ability to authenticate against SAS.

• If SAS is configured to use LDAP, tokens are assigned and activated during the migration when it finds a match between the CRYPTOCard server token name and the LDAP user logon name. If a match is not found, the token is imported but placed into inventory. Static-password-enabled users will not be enabled as static password users in SAS.

• KT-1 tokens with a serial number 3120xxxxx or earlier and RB-1 tokens with a serial number 2020xxxxx or earlier will be migrated into SAS but it might not be possible to reinitialize these tokens. These older tokens may need to be replaced with more recent models due to firmware compatibility issues.

• Serial initializers are not supported in SAS. Serial token initializers must be upgraded to USB token initializers. Installing SAS on an existing 6.x CRYPTO-Server is not recommended due to RADIUS Port conflicts between the CRYPTO-Protocol (CAP and RADIUS) service and IAS/NPS.

• Parameters for CryptoServer 5.32 or CryptoServer 6.4 migrations:
  • **ODBC Name**—the name of the ODBC data source as configured in the ODBC configuration of the Administrator tools section of the Control Panel. (REQUIRED FOR CryptoServer 5.32 or CryptoServer 6.4)
  • **Secret**—(CryptoServer 5.32 only) This is the text contained in the 'ccsecret' file on the 5.32 CRYPTO-Server
  • **Oracle**—Forces alternate SQL syntax to migrate from Oracle databases
  • **User Name**—Optional user name if the ODBC connection settings do not specify one.
  • **Password**—Optional password if the ODBC connection settings do not specify one.

**NOTE:** The Add Parameter button can be used to add optional custom ODBC attributes to pass to the ODBC data source if required for them to connect.

• SafeWord requirements are as follows:
  • A valid license must have been imported.
  • An empty account must exist to migrate into with enough capacity for the tokens that will be migrated.

• Parameters for SafeWord migration:
  • **Ldif file**—The path to the decrypted SafeWord export LDIF to migrate.
  • **Database Password**—An optional password that was used to encrypt the contents of the database. This password is 8 to 16 characters long.
  • **Sccsigners file**—A required file used to decrypt the ldif database file.
  • **User CSV file**—An optional file containing additional user information.

**Block RADIUS Authentication**

This setting will allow you to block (and reject) RADIUS authentication if no RADIUS return attribute is defined for the user or group. This feature works only when authenticating through FreeRADIUS agent since RADIUS attributes defined for users and groups are returned to FreeRADIUS agents only.

To block RADIUS authentication (Figure 232):
1. Select VIRTUAL SERVERS > COMMS > Authentication Processing > Block RADIUS authentication without return attribute.

2. Click **Apply**.

**Figure 232: COMMS > Authentication Processing > Block RADIUS Authentication Without Attributes**

**NOTE:** When authenticating with a RADIUS token, SAS also passes RADIUS attributes to the RADIUS client that were received from an external RADIUS server. This is beneficial for authentication requests that may go to a third-party authentication service and then return through SAS. If this feature is applied, authentication request to SAS will check the combined list of attributes (RADIUS token attributes and SAS-defined attributes) to block authentication requests.

**Figure 233: VIRTUAL SERVERS > SNAPSHOT > Authentication Activity (Blocked)**

Figure 233 shows the authentication activity when the user does not have any attribute defined and the blocking feature is applied.
**Auth Nodes**

An Auth Node is any RADIUS client, Agent or application (for example, VPN and web applications such as Outlook Web Access) that will send authentication requests to the Virtual Server. This module displays a list of configured Auth Nodes and allows adding, editing and removal.

![Auth Nodes Table](image)

An entry in the **Auth Nodes** table must be created for every Auth Node. The number of Auth Nodes cannot exceed the allowed number set by your Service Provider. The Virtual Server will not process authentication requests received from devices or applications that are not in the list.

**Configure Auth Nodes**

To configure an Auth Node, click the **Add** button and enter at least the following:

For RADIUS clients such as SSL VPNs:
- Descriptive name of the device in the **Auth Node Name** field
- IP Address of the RADIUS client
- RADIUS shared secret (this must be identical in both SafeNet Authentication Service and the RADIUS client)

For SafeNet Authentication Service Agents, such as Outlook Web Access:
- Descriptive name of the device in the **Auth Node Name** field
- IP Address of the Agent

---

**NOTE:** The **Resource Name** field identifies in a push notification which authentication node it relates to, so the user can be sure he is authenticating a valid node. By default, this is the **Auth Node Name**. Unlike **Auth Node Name**, the **Resource Name** does not have to be unique. If authentication nodes are shared, the **Resource Name** is inherited from the parent account. If authentication nodes are shared with child accounts, make sure that the **Resource Name** is also meaningful to users of these child accounts.
Some RADIUS Clients are not fully RADIUS compliant and do not support “challenge-response”, which is a requirement for server-side PIN changes. If your RADIUS client does not support Challenge-Response and you have configured your server-side PIN policy to require the user to periodically change their PIN, select the option **Exclude from PIN change requests** to prevent a forced PIN change with the non-compliant RADIUS clients.

### Sharing and Realms

Sharing and Realms is an optional service feature that allows an Auth Node to be shared with two or more organizations or Virtual Servers. Essentially, a Realm is a group of Virtual Servers. For example, (referring to Figure 41: Sharing and Realms) Org 1 manages a Web Application and its own users for authentication. Org 1 wants users from three of its subsidiaries (Org 2, Org 3, Org 4), each with its own Virtual Server, to be able to log into the Web App. In addition, each Org has protected applications to which only its users should have access. Using Sharing and Realms, Org 1 can share the Web App with other Orgs while restricting access to other Auth Nodes to its own users.
To configure, click the **Sharing and Realms** tab, configure as necessary, and then click **Save** to commit the configuration.

![Edit Auth Node](image)

**Figure 237: VIRTUAL SERVERS > COMMS > Auth Nodes > Edit Auth Node > Sharing & Realms**

- **Allow account lookup based on user name**—The submitted UserID will be used to authenticate the user. The Virtual Server will search the **Shared Auth Node** list in descending order. The first matching UserID will be used to authenticate the user. Use the up/down arrows to move a selected realm up or down in the priority list. Effectively, this means that all UserIDs must be unique across all Realms.

- **Enable Realms**—Use this option where UserIDs may not be unique across all realms. If enabled, additional UserID information will be used to determine to which realm the user belongs. Typically, the UserID will be an email address. Use this feature in conjunction with the **Selected Account** and **Realm Identifier** options. See “Sharing and Realms” on page 218 for additional information.

- **Strip Realm from UserID**—Strips all data starting with the delimiter character from the UserID. This allows a submitted UserID, such as an email address (UserID@myco.com), to be authenticated as UserID.

- **Delimiter Instance**—Uses the first instance of the delimiter (left to right) or last instance of the delimiter (right to left).

For example, consider two users with the identical UserID of BSmith, one belonging to ACME (acme.com), the other belonging to International Light (IL.com). Configured as follows:

- Realms enabled
- Strip realm from UserID
- Delimiter character is “@”

Selected Realm= ACME, Realm Identifier= ACME.COM

Selected Realm=International Light, Realm Identifier= IL.COM

The UserID of BSmith@acme.com would authenticate against the Acme Virtual Server with an effective UserID of BSmith while BSmith@IL.com would authenticate against the International Light Virtual Server with an effective UserID of BSmith.

An account’s Auth Node can be shared with an External User Account Manager only if it is within the External User account’s scope.
SAML Service Providers

SAML Service Providers (for example, Google Apps, Salesforce, Box.net) can rely on SafeNet Authentication Service for authentication. Use this module to add Service Providers to the Virtual Server. For configuration examples using popular cloud applications, refer to the separate document SAML Authentication Quick Start Guide.

![SAML Service Providers](image)

The remaining fields (Return Attributes and Custom Login UI) that display in the Add/Edit SAML 2.0 Setting section continue on the next page.

Figure 238: VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings > Add (Part 1)
### Return Attributes

#### Add attribute

#### Custom Login UI

- **Logo:**
- **CSS:**
- **Background Image:**
- **Button Image:**
- **Page Title:**
- **Icon:**
- **Enable Push/Manual OTP Selector:**
  - [ ]
  - **Push/Manual OTP Selector Text:**
  - **Push OTP Button Text:**
  - **Manual OTP Button Text:**
  - **Push OTP Processing Text:**
  - **Push OTP Cancellation Text:**
  - **Push OTP Cancellation Link:**
  - **Push OTP Authenticating Text:**
  - **Login Header Text:**
  - **Login Button Text:**
  - **Login Message:**
  - **Username Text:**
  - **Password Text:**
  - **Remember Me Text:**
  - **Remember Me Help Text:**
  - **Forget Me Text:**
  - **SIGN-IN Text:**
  - **SIGN-OUT Text:**
  - **OR Text:**

---

**Figure 239: VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings > Add (Part 2)**
The information displayed in the **SAML 2.0 Settings** section will be required by your Service Provider.

To insert a service provider into the list:

1. Click **Add**.
2. Complete the following fields:

   - **Service Provider Name**—The name you assign to the Relying Party for easy identification. This is used for administration purposes and must be unique within a virtual server. This name displays in SAML Services lists under **ASSIGNMENT > SAML Services** and under **POLICY > Automation Policies > SAML Provisioning Rules**.
   - **Resource Name**—(Push OTP is not available with SAS PCE/SPE) Push notifications include the SAML service where a push was initiated. To ensure users easily recognize the source of the push notification, this field enables Operators to customize the SAML service name that displays. This field defaults to the SAML **Service Provider Name** after the SAS upgrade, and when a new SAML service is added.
   - **SAML 2.0 Metadata**
     - **Upload Existing Metadata File**—An XML file that is generated by your SAML Service Provider.
     - **Create New Metadata File**—Some SAML Service Providers do not provide a metadata file, but instead provide only their Entity ID and location (essentially the resource being accessed). Use this option to have the virtual server create and add a metadata file based on this information.

   **NOTE**: When a SAML metadata file is provided, SAS will validate the Location URL in the metadata file. If the server cannot reach the URL, a warning message will be displayed, which provides the user with the option to either continue with the current file, or cancel the action.
   - If the user clicks **Continue**, the upload will continue with the current file, and the SAML configuration will be added.
   - If the user clicks **Cancel**, the SAML panel will close, and the SAML configuration will not be added.

   - **Entity ID**—The Relying Party ID of the SAML Service Provider, typically in the form of a URL. This value will be provided by the SAML Service Provider or can be extracted from the metadata (XML file) provided by the SAML Service Provider.
      
      For example:

      ```xml
      <md:EntityDescriptor xmlns:md="urn:oasis:names:tc:SAML:2.0:metadata"
      entityID="https://mycompany.salesforce.com"
      />  
      ``

   - **Enable Enhanced User Login**—The checkbox that controls whether Enhanced User Login or Classic User Login displays.

   - **Return Attributes**—(not available with SAS PCE/SPE) Return attributes are used to enable SAML applications to integrate with SAS and to authorize the user based on the attribute values. Operators must define all SAML return attributes for their SAML services in SAS. Note that after a SAS upgrade (to SAS v3.5.1 or later), any existing SAML service providers will automatically be configured to their existing behavior. Attributes that are not needed can be deleted.

   **NOTE**: For newly created SAML services, the SAS Operator must add all required attributes. There are no default attributes. The agent will not send attributes that are not added.
To add a return attribute:
1. Click **Add attribute**.
2. Define the **Name** for the attribute.
3. Select the attribute type from the **Value** menu.
4. (If a custom value is needed) Select **Custom** from the **Value** menu and type the value.

To delete a return attribute, click **X** adjacent to the attribute.

The most commonly used return attributes are:

- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress
- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/EmailAddress
- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name
- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname
- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/CommonName
- http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier
- principal

The options in the **Custom Login UI** section are used to customize the appearance of the login page.

- **Logo**—The image that displays as the logo on the login form.
- **CSS**—Modify the CSS and then upload it to customize the appearance of the page. For more information, see “CSS Customization” on page 229.

**NOTE:** Some of the following fields include recommended line lengths. Do not exceed the recommended length to ensure that the text is displayed correctly.

- **Background Image**—(Available for: SAS Cloud - Enhanced User Login only.) The image that displays as the background on the login form.
- **Button Image**—(Available for: SAS Cloud - Classic User Login only.) The image that displays as the login button on the login form.
- **Page Title**—The title displayed on the browser tab.
- **Icon**—The icon displayed on the browser tab.
• **Enable Push/Manual OTP Selector**—(Available for: SAS Cloud only.) The checkbox that controls whether the Push OTP or Manual OTP option displays on the SAML login page.

  **NOTE:** If this check box is disabled, the user can still trigger push or another challenge/response method with an empty passcode.

• **Push/Manual OTP Selector Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This field is displayed if the **Enable Push/Manual OTP Selector** checkbox is selected. This is the "I want to:" text to display on the SAML Login page. Recommended length: 20 characters

• **Push OTP Button Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This field is displayed if the **Enable Push/Manual OTP Selector** checkbox is selected. This is the text to display for the option to use Push OTP. Recommended length: 29 characters

• **Manual OTP Button Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This field is displayed if the **Enable Push/Manual OTP Selector** checkbox is selected. This is the text to display for the option to use a manual OTP. Recommended length: 29 characters

• **Push OTP Processing Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This is the text to display when a Push OTP request is processing and waiting for a response from the user. Recommended length: 30 characters

• **Push OTP Cancellation Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This is the text to display on the button that is used to cancel a Push OTP request. Recommended length: 40 characters

• **Push OTP Cancellation Link**—(not available with SafeNet Authentication Service – PCE/SPE editions) This is text to display when a Push OTP request is cancelling. Recommended length: 10 characters

• **Push OTP Authenticating Text**—(not available with SafeNet Authentication Service – PCE/SPE editions) This is the text to display when a Push OTP request is authenticating. Recommended length: 22 characters

  **NOTE:** If the **Enable Push/Manual OTP Selector** option is disabled, the user can still trigger push or another challenge/response method with an empty passcode. Note that the passcode triggers (introduced in SAS Cloud v3.5.1) to override Push OTP apply also to the push behavior for SAML login.

• **Login Header Text**—This field is no longer used.

• **Login Button Text**—This is the text displayed on the logon button. Recommended length: 10 characters

• **Username Text**—This field is no longer used.

• **Password Text**—This is the label for the password field. Recommended length: 20 characters

• **Remember Me Text**—(Available for: SAS Cloud - Enhanced User Login only.) The label for the Remember me on this device field. Recommended length: 35 characters or less. This parameter is used only when Enhanced User Login is set to ON.

• **Remember Me Help Text**—(Available for: SAS Cloud - Enhanced User Login only.) The text displayed after the Help icon (next to the Remember me on this device checkbox) is clicked. Recommended length: 80 characters or less. This parameter is used only when Enhanced User Login is set to ON.
• **Forget Me Text**—(Available for: SAS Cloud - Enhanced User Login only.) The label for the Forget Me on this Device field. Recommended length: 40 characters or less. This parameter is used only when Enhanced User Login is set to ON.

• **SIGN-IN Text**—(Available for: SAS Cloud - Enhanced User Login only.) The text that displays at the top of the authentication dialog box next to the application name (Resource Name). Recommended length: 24 characters or less. This parameter is used only when Enhanced User Login is set to ON.

• **SIGN-OUT Text**—(Available for: SAS Cloud - Enhanced User Login only.) The text that displays upon signing out. Recommended length: 24 characters or less. This parameter is used only when Enhanced User Login is set to ON.

• **OR Text**—(Available for: SAS Cloud - Enhanced User Login only.) The text that displays in between the Push OTP progress message and the manual Passcode field prompt – the default is the conjunction “or”. Recommended length: 20 characters or less. This parameter is used only when Enhanced User Login is set to ON.

**Enhanced User Login**

Enhanced User Login (available with SAS Cloud v3.5.3 and later, but not with SAS PCE/SPE) improves the user experience relative to the Classic User Login for SAML authentications in the following ways:

- The user provides their User Name only; after which SAS prompts them for additional credentials.
- SAS initiates the appropriate challenge (Push, SMS or GrIDsure) for a user whom is remembered from previous successful authentication(s) on the same device + browser combination.
- SAS pre-populates the User Name field for users whom choose to be remembered from previous successful authentication(s) on the same device + browser combination.
- SAS displays the name of the requested application during login.
- SAS displays the User Name during login.

**Figure 241: Comparison of Login Pages**

**Activate the Enhanced User Login**

To activate the Enhanced User Login feature for a SAML Service Provider:

1. Login to the SAS console.
2. Select the account that you are managing from “List Accounts” in the Shortcuts column.
3. Navigate to **VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings**.
4. Click Add to create a SAML Service Provider
   or
   Select a SAML Service Provider from the Service Provider Name table (if present).
5. Select the Enable Enhanced User Login checkbox.

Switch Between Login Types

You can enable/disable Enhanced User Login individually for each SAML SP so as to roll out the feature only after users are trained and your feature customizations are completed.

For SAML Service Providers configured prior to the introduction of the Enhanced User Login feature, the feature is OFF by default and the Classic User Login experience displays.

For SAML Service Providers configured after the introduction of the Enhanced User Login feature, the feature is ON by default and the Enhanced User Login experience displays. If the feature is thereafter set to OFF, the Classic User Login experience displays.

Remember me on this Device

The Remember me on this device function enables users to login to a specific device (for example, desktop PC, tablet, or mobile phone) + browser (for example, Chrome, Internet Explorer, or Safari) combination multiple times without typing their user ID (that is, SAS pre-populates the User Name field) if they have previously logged in to the specific device + browser combination. This function also enables SAS to recognize users so that in later authentications it can, under certain conditions, automatically initiate a Push, GrIDsure or SMS challenge.

SAS will not pre-populate the User Name field or recognize the user if the user attempts to login:

- To a device other than that which they used when Remember me on this device was last selected.
- Using a browser other than that which they used when Remember me on this device was last selected.

See "If the User Chooses to be Remembered" for further details.
If the User Chooses to be Remembered

If the user selected **Remember me on this device** and successfully authenticated on the device + browser combination that they are currently using; then, in response to a login request from the user, SAS sends a Push, SMS or GrIDsure challenge appropriate to the user’s token type whenever all of the following conditions apply:

1. **Enable Enhanced User Login** is selected.
2. The user has not selected **Forget me on this device** since last selecting **Remember me on this device**.
3. The user is provisioned with one type of token only (for example, MobilePASS+ with Push enabled, SMS or GrIDsure).

Customize the Remember Me Text

You can customize the “Remember me on this device” text that displays on the login page next to the check-box that enables a user to select whether they want to be remembered on the device + browser combination that they are currently using.

1. Navigate to **VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings**.
2. Type a customized message in the Remember Me Text field.

![Figure 243: Remember Me Text Field](image)

Customize the Remember me Help Text

You can customize the text that displays on the login page when a user clicks on the question mark icon next to the “Remember me on this device” option.

1. Navigate to **VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings**.
2. Type a customized message in the Remember Me Help Text field.

![Figure 244: Remember Me Help Text Field](image)

Forget me on this Device

The **Forget me on this device** function enables users to be forgotten on the device + browser combination that they are currently using - in the context of SAML authentication; not just for the current login attempt but for all login attempts until they select “Remember me on this device”.

After selecting **Remember me on this device** (whereby the User Name field is pre-populated), a user can choose to be prompted for their User Name (i.e., type their User Name) on subsequent logins, by selecting **Forget me on this device**.

### Customize the Forget Me Text

You can customize the “Forget me on this device” text that displays on the login page as a link that enables the user to be forgotten for the device + browser combination that they are currently using.

1. Navigate to **VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings**.
2. Type a customized message in the Forget Me Text field.

![Figure 246: Forget Me Text Field](image)

### Display Enhancements

To add context to the authentication process, the following information displays on the login page:

- The name of the requested application (at the top of the authentication dialog box).
- The User Name of the authenticating user.

The name that SAS displays for the requested application is configured using **VIRTUAL SERVERS > COMMS > SAML Service Providers > SAML 2.0 Settings > Resource Name** for each SAML Service Provider.

![Figure 247: SAML Service Providers > SAML 2.0 Settings](image)
Login Page Customization

The Enhanced User Login for SAML feature introduces the following User Interface (UI) elements:

- Background Image
- Remember Me Text
- Remember Me Help Text
- Forget Me Text
- SIGN-IN Text
- SIGN-OUT Text
- OR Text

In the case of a SAML Service Provider application that was previously configured in SAS with some or all of the text or image fields customized, when Enable Enhanced User Login is selected, the customized values are retained and (where applicable) are applied to the Enhanced User Login experience.

CSS Customization

You can customize both the Enhanced User Login and the Classic User Login user interface by uploading a custom CSS file. To obtain a copy of the default CSS file:

1. Go to http://www2.gemalto.com/sas/implementation-guides.html
2. Click “SafeNet Authentication Service Cloud” to display a list of SAS Cloud documents.
3. Click “CSS for SAML Enhanced User Login” under the heading with the same name.

The bsid.css file displays. The Classic User Login classes are defined within the “Non ID First” section and the Enhanced User Login classes are defined within the “ID First” section.

NOTE: Custom CSS files are always applied on top of the default CSS file, as such, classes specified in the custom CSS files will override classes of the same name in the default CSS file.

As you switch from Classic User Login to Enhanced User Login, or vice-versa, by changing the Enable Enhanced User Login setting, a previously uploaded custom CSS file is retained. However, since CSS classes for Enhanced User Login are distinct from CSS classes for Classic User Login, a previously applied custom CSS file created strictly to customize the UI for Classic User Login will have no effect on the User Interface for Enhanced User Login.

Restrictions and Limitations

The Enhanced User Login feature is not compatible with SAS Pre-Authentication rules.

In cases where the Enhanced User Login feature is enabled, if a Virtual Server is configured for Pre-Authentication rules, those rules are ignored in the context of a SAML authentication; but continue to be applied in all other contexts.
Custom Branding

The appearance and branding of the Virtual Server management console, Self-Service, and Enrollment web pages can be customized for colors, fonts, logos, titles, labels, and product name. Refer to the SAS Service Provider Branding Guide for information about customizing these SAS elements.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Customization Inherit</td>
<td>Use this module to configure the inheritance of customizations to console.</td>
</tr>
<tr>
<td>Custom Product Name</td>
<td>Change the default reference to SafeNet Authentication Service found in all SMS and email messages.</td>
</tr>
<tr>
<td>Custom Organization Name</td>
<td>Customize organization name which will be displayed to the user.</td>
</tr>
</tbody>
</table>

Figure 248: VIRTUAL SERVERS > COMMS > Custom Branding (Operator View)

Figure 249: VIRTUAL SERVERS > COMMS > Custom Branding (Account Manager View)