SafeNet Authentication Service (SAS)
Service Provider Billing and Reporting Guide
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Reports

Account Manager - Roles

**Report Class:** Account Management  
**Filters:** n/a

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role Name</td>
<td>String</td>
</tr>
<tr>
<td>Role Description</td>
<td>String</td>
</tr>
<tr>
<td>Last Modified</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Modified by</td>
<td>String</td>
</tr>
<tr>
<td>Module</td>
<td>String (Tab Name: Module Name)</td>
</tr>
<tr>
<td>Permissions</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>Access</td>
</tr>
<tr>
<td></td>
<td>Edit</td>
</tr>
<tr>
<td></td>
<td>Delete</td>
</tr>
<tr>
<td></td>
<td>Add</td>
</tr>
<tr>
<td></td>
<td>Import</td>
</tr>
<tr>
<td></td>
<td>Export</td>
</tr>
<tr>
<td></td>
<td>View Log</td>
</tr>
<tr>
<td></td>
<td>Everything</td>
</tr>
</tbody>
</table>

Account Manager – with Static Passwords (internal)

**Description:**  
Lists Account Managers with Static Password logon credentials

**Class:**  
Account Management

**Filters:**  
None

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UserID</td>
<td>String</td>
</tr>
<tr>
<td>Logon ID</td>
<td>String</td>
</tr>
<tr>
<td>Last Name</td>
<td>String</td>
</tr>
<tr>
<td>First Name</td>
<td>String</td>
</tr>
<tr>
<td>Status</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td>Suspend</td>
</tr>
<tr>
<td>Scope</td>
<td>String</td>
</tr>
</tbody>
</table>
Account Manager Activity - Detail

Description:
Lists Operator activity in chronological order over last N days

Class:
Compliance

Filters:
During last N days

Fields in Report
<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>UserID</td>
<td>String</td>
</tr>
<tr>
<td>Action Type</td>
<td>String</td>
</tr>
<tr>
<td>Result</td>
<td>Value: Success, Error</td>
</tr>
<tr>
<td>Action Data</td>
<td>String</td>
</tr>
</tbody>
</table>

Account Manager Activity - Logons

Description:
Reports Operator logons in chronological order over last N days

Class:
Compliance

Selection Criteria:
During last N days

Fields in Report
<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>UserID</td>
<td>String</td>
</tr>
<tr>
<td>LogonID</td>
<td>String</td>
</tr>
<tr>
<td>UserID</td>
<td>String</td>
</tr>
<tr>
<td>SourceIP</td>
<td>String</td>
</tr>
<tr>
<td>Token S/N</td>
<td>Value: 0 serial number, Multiple (password used to logon) (specific token used to authenticate) (authentication failed against all possible credentials)</td>
</tr>
<tr>
<td>Result</td>
<td>Value: Success, Failure, Challenge (authentication passed) (authentication failed) (Account Manager prompted for OTP in response to Challenge)</td>
</tr>
<tr>
<td>Message</td>
<td>String</td>
</tr>
</tbody>
</table>
# Account Manager List - Detail

**Description**

Lists Account Managers, role, scope, access restrictions and last logon

**Class:**

Account Management

**Selection Criteria:**

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UserID</td>
<td>String</td>
</tr>
<tr>
<td>LogonID</td>
<td>String</td>
</tr>
<tr>
<td>Last Name</td>
<td>String</td>
</tr>
<tr>
<td>First Name</td>
<td>String</td>
</tr>
<tr>
<td>Role</td>
<td>String</td>
</tr>
<tr>
<td>Scope</td>
<td>String</td>
</tr>
<tr>
<td>Status</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td>Suspend</td>
</tr>
<tr>
<td></td>
<td>Pending</td>
</tr>
<tr>
<td>Created On</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Start Date</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>---- = none</td>
</tr>
<tr>
<td></td>
<td>yyyy/mm/dd</td>
</tr>
<tr>
<td>End Date</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>---- = none</td>
</tr>
<tr>
<td></td>
<td>yyyy/mm/dd</td>
</tr>
<tr>
<td>Start Time</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>---- = none</td>
</tr>
<tr>
<td></td>
<td>hh:mm</td>
</tr>
<tr>
<td>End Time</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>---- = none</td>
</tr>
<tr>
<td></td>
<td>hh:mm</td>
</tr>
<tr>
<td>Days</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>1111111</td>
</tr>
<tr>
<td></td>
<td>• Where: 0 = restricted. 1=allowed, range MTWTHSS)</td>
</tr>
</tbody>
</table>
Account Summary

Description:
Reports Account Service Status and Capacities

Class:
Account Management

Filters:
Account Name
Custom#1
Child only
Service Type
Evaluation
Minimum Capacity

Fields in Report
Account
Custom#1
Custom#2
Custom#3
Service Type
Evaluation
Start date
Stop date
Management Group
Capacity
User Count
Token Count
Active Auth Methods
Parent Account

Returns:
String
String
String
String
Value: Service Provider = Virtual Service Provider
Subscriber = Subscriber
Value: No = Not Evaluation
Yes = Evaluation
Value: yyyy/mm/dd hh:mm:ss AM or PM
Value: yyyy/mm/dd hh:mm:ss AM or PM
String
Integer
Integer
Integer
Integer
String
Account Activation Report

**Description:**
Summarizes changes to active users by account

**Class:**
Billing

**Filters:**
Account
Child only

**Fields in Report**
- Account Name
- Year
- Month
- Custom#1
- Custom#2
- Custom#3
- Active Users (Current Month)
- Active Users (Previous Month)
- Deactivated Users (Current Month)
- New Activations (Current Month)

**Returns:**
- String
- String
- String
- String
- String
- Integer
- Integer
- Integer
Allocated Tokens

Description:
Reports token totals by type (active/inactive)

Class:
Account Management

Filters:
- Account
- Custom#1
- Child only
  All = All accounts in tree
  Child = Only on-boarded accounts.

Fields in Report

<table>
<thead>
<tr>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
</tr>
<tr>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
</tr>
<tr>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
</tr>
<tr>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
</tr>
<tr>
<td>String</td>
</tr>
<tr>
<td>Parent</td>
</tr>
<tr>
<td>String</td>
</tr>
<tr>
<td>Active RB</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Active KT</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Active MP</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Active GrID</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Active RSA</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Active OATH</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>SMS Credits Used</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive RB</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive KT</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive MP</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive GrID</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive RSA</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>Inactive OATH</td>
</tr>
<tr>
<td>Integer</td>
</tr>
<tr>
<td>SMS Credits Inventory</td>
</tr>
<tr>
<td>Integer</td>
</tr>
</tbody>
</table>
## Auth Nodes

**Description:**
Reports Auth Node information

**Class:**
Account Management

**Filters:**
- Account:
  - Child only
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.

### Fields in Report
- Account
- Host Name
- Agent Description
- Resource Name
- Low IP Address in Range
- High IP Address in Range
- Use as RADIUS Node
- Allow account lookup based on user name
- Disable PIN change request
- Enabled Realm Authentication
- Parse Mode
- Realm Identifier
- Remove Realm Suffix
- Modified Date
- Parent Name

### Returns:
- String
- String
- String
- String
- String
- String
- Value: No
- Value: Yes
- Value: No
- Value: Yes
- Value: First Found
- Last Found
- String
- Value: No
- Value: Yes
- Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- String
Authentication Metrics (Rolling YTD)

Description:
Reports Total Authentications/Month (Rolling YTD)

Class:
Account Management

Filters:
Account
Custom#1
Child only

Filters:
All = All accounts in tree
Child = Only on-boarded accounts.

Fields in Report

<table>
<thead>
<tr>
<th>Account</th>
<th>String</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Current Month (M)</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-1 (proper month name)</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-2</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-3</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-4</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-5</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-6</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-7</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-8</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-9</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-10</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>M-11</td>
<td>Value = yyyyy-mm</td>
</tr>
<tr>
<td>Parent Account</td>
<td>String</td>
</tr>
</tbody>
</table>

Returns:

Note: Metrics are updated on 1st day of each month therefore current month metrics are not available until the 1st day of the next month.
Authentication Metrics Detailed (Rolling YTD)

Description:
Reports authentication metrics for day, wtd, mtd and ytd periods

Class:
Account Management

Filters:
Account
Custom#1
Child only

Filters:
All = All accounts in tree
Child = Only on-boarded accounts.

Fields in Report
Returns
Account
String
Custom#1
String
Custom#2
String
Custom#3
String
Parent
String
Today – Pass
Integer
Today – Fail
Integer
Today – Total
Integer
Week to date – Pass
Integer
Week to date – Fail
Integer
Week to date – Total
Integer
Month to date – Pass
Integer
Month to date- Fail
Integer
Month to date- Total
Integer
Year to date – Pass
Integer
Year to date – Fail
Integer
Year to date – Total
Integer
Last Year – Pass
Integer
Last Year – Fail
Integer
Billing - Detail

Description:
Billing detail by asset

Class:
Billing

Filters:
Account Name
Custom#1
Transaction ID

Fields in Report
Account
Custom#1
Custom#2
Custom#3
Transaction ID
Transaction Type
Product
Number Activated
Number Transferred
Capacity
Provider
Allocation date
Billing Basis
Rate
Reference
Comment
Warranty Replacement
For Evaluation

Returns:
String
String
String
String
Integer
String
String
Integer
Integer
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
String
String
Billing – Monthly Transaction Summary

Description:
Billing detail by transaction with asset totals in a given month

Class:
Billing

Filters:
Child only
All = All accounts in tree
Child = Only on-boarded accounts.

Account
Custom#1
Month

Fields in Report

Parent
RB
KT
MP
GrID
RSA
OATH
SMS Credits
ICE
Capacity

Returns:

String
String
String
String
String
Integer
Integer
Integer
Integer
Integer
Integer

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Document PN: 007-012404-002, Rev. G
Billing - Summary

Description:
Billing detail by transaction

Class:
Billing

Filters:
Account Name
Custom#1
Transaction ID

Fields in Report
Account
Custom#1
Custom#2
Custom#3
Transaction ID
Transaction Type

Billing Basis

Billing Start Date
Rate
Reference
Comment
Warranty Replacement

Type

Returns:
String
String
String
String
Integer
Value: Rental
Sale
ICE
SMS Credits
Value: Allocation
Activation
Authentication
Transfer
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
String
Value: No
Yes
Value: KT
RB
MP
Custom
SecurID
OATH
Legacy
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Integer
Billing - Transaction Logs, by Account

Description:
Reports transactions between specified dates

Class:
Billing

Filters:
Account Name
Custom#1
Start date range
End date range
Child only

Returns:
All = All accounts in tree
Child = Only on-boarded accounts.

Fields in Report
Account Name  String
Custom#1  String
Custom#2  String
Custom#3  String
Transaction ID  Integer
Reference  String
Allocated by  String
Allocation Date  Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Quantity  Integer
Type  Value:
   Rental
   Sale
   ICE
   SMS Credits
Product  Value:
   KT
   RB
   MP
   Custom
   OATH
   SecurID
   Legacy
Capacity  Integer
Parent Name  String
Billing - Transaction Log, by Account, Detailed

**Description:**
Reports transactions by account

**Class:**
Billing

**Filters:**
Account Name
Custom#1
Start date range
End date range
Child only

All = All accounts in tree
Child = Only on-boarded accounts.

**Fields in Report**
Account Name
Custom#1
Custom#2
Custom#3
Transaction ID
Reference
Allocated by
Allocation Date
Type
Serial Number
Product

**Returns:**
String
String
String
String
Integer
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: Rental
Sale
ICE
SMS Credits
String
Value: KT
RB
MP
Custom
OATH
SecurID
Legacy
(Nothing indicates capacity only)

Integer
Total capacity in transaction (not total per unit per transaction)

Parent Name
String
## Dormant Accounts

**Description:**
Lists accounts with no authentications in N days

**Class:**
Account Management

**Filters:**
- **Period:** Enter an integer. Default value is 30 days.
- **Child only**
  - All = All accounts in tree
  - Child = Only on-boarded accounts.

**Fields in Report**
- Account: String
- Custom#1: String
- Custom#2: String
- Custom#3: String
- Service Type: Value: Service Provider, Subscriber
- Evaluation: Value: No, Yes
- Start date: Value: \( \text{yyyy/mm/dd hh:mm:ss XM} \) (AM or PM)
- Stop date: Value: \( \text{yyyy/mm/dd hh:mm:ss XM} \) (AM or PM)
- Capacity: Integer
- Token Count: Integer
- Active Auth Methods: Integer
- Parent Account: String

**Returns**
- String
- String
- String
- String
- Value: Service Provider, Subscriber
- Value: No, Yes
- Value: \( \text{yyyy/mm/dd hh:mm:ss XM} \) (AM or PM)
- Integer
- Integer
- Integer
- String
Expired Accounts

**Selection Criteria:**
Lists account with expired service dates

**Class:**
Account Management

**Filters:**
- Child only
- All = All accounts in tree
- Child = Only on-boarded accounts.

**Fields in Report**
- Account: String
- Custom#1: String
- Custom#2: String
- Custom#3: String
- Service Type: Value: Service Provider, Subscriber
- Evaluation: Value: No, Yes
- Start date: Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Stop date: Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Capacity: Integer
- Token Count: Integer
- Active Auth Methods: Integer
- Parent Account: String

**Returns**
- String
- String
- String
- String
- Service Provider
- Subscriber
- No
- Yes
- yyyy/mm/dd hh:mm:ss xM (AM or PM)
- yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Integer
- Integer
- Integer
- String
Expanding Accounts

Selection Criteria:
Lists account with service expiring in N days

Class:
Account Management

Filters:
- Expiring within 30, 60, 90, 120, 180, 360 days default = 30 days
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.

Fields in Report
- Account String
- Custom#1 String
- Custom#2 String
- Custom#3 String
- Service Type Value: Service Provider Subscriber
- Evaluation Value: No Yes
- Start date Value: yyyy/mm/dd hh:mm:ss AM or PM
- Stop date Value: yyyy/mm/dd hh:mm:ss AM or PM
- Capacity Integer
- Token Count Integer
- Active Auth Methods Integer
- Parent Account String

Returns:
- Account String
- Custom#1 String
- Custom#2 String
- Custom#3 String
- Service Type Value: Service Provider Subscriber
- Evaluation Value: No Yes
- Start date Value: yyyy/mm/dd hh:mm:ss AM or PM
- Stop date Value: yyyy/mm/dd hh:mm:ss AM or PM
- Capacity Integer
- Token Count Integer
- Active Auth Methods Integer
- Parent Account String
Service Metrics – Average Authentications per User (Rolling YTD)

**Description:**
Reports average authentications/user by account type (rolling YTD)

**Class:**
Service Metrics

**Filters:**
- Service Type: All, Subscriber, Virtual Service Provider
- Evaluation: All, Yes, No

**Fields in Report**

<table>
<thead>
<tr>
<th>Current Month (M)</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-1</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
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<td>Value: yyyy-mm</td>
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<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-11</td>
<td>Value: yyyy-mm</td>
</tr>
</tbody>
</table>

**Note:** Metrics are updated on 1st day of each month therefore current month metrics are not available until the 1st day of the next month.
Service Metrics – Total Active Users per Month (Rolling YTD)

Description: Reports total active users by account type (rolling YTD)

Class: Service Metrics

Filters:
- Service Type: All, Subscriber, Virtual Service Provider
- Evaluation: All, Yes, No
- Child Only: All, Child Only

Fields in Report
- Account
- Current Month (M)
- M-1
- M-2
- M-3
- M-4
- M-5
- M-6
- M-7
- M-8
- M-9
- M-10
- M-11
- Id

Returns:
- Account name
- Value: yyyyy-mm

Note: Metrics are updated on 1st day of each month; therefore, current month metrics are not available until the 1st day of the next month.
Service Metrics – Total Authentications per Month (Rolling YTD)

Description:
Reports total authentication/month (rolling YTD)

Class:
Service Metrics

Filters:
Service Type: All, Subscriber, Virtual Service Provider
Evaluation: All, Yes, No

Fields in Report

<table>
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<tbody>
<tr>
<td>Current Month (M)</td>
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<td>Value: yyyy-mm</td>
</tr>
</tbody>
</table>

Note: Metrics are updated on 1st day of each month therefore current month metrics are not available until the 1st day of the next month.
Service Metrics – Total Subscribed Accounts (Rolling YTD)

Description:
Reports total number of subscribed accounts (rolling YTD)

Class:
Service Metrics

Filters:
Service Type
All, Subscriber, Virtual Service
Provider
Evaluation
All, Yes, No

Fields in Report

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</tr>
</thead>
<tbody>
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<td>M-11 Value: yyyy-mm</td>
</tr>
</tbody>
</table>

Note: Metrics are updated on 1st day of each month therefore current month metrics are not available until the 1st day of the next month.
Service Metrics – Total Subscribed Capacity (Rolling YTD)

Description:
Reports total quantity of subscribed capacity (rolling YTD)

Class:
Service Metrics

Filters:
Service Type: All, Subscriber, Virtual Service Provider
Evaluation: All, Yes, No

Fields in Report

<table>
<thead>
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<th>Returns</th>
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</thead>
<tbody>
<tr>
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<tr>
<td>M-11</td>
<td>Value: yyyy-mm</td>
</tr>
</tbody>
</table>

Note: Metrics are updated on 1st day of each month therefore current month metrics are not available until the 1st day of the next month.
**SIM Provisioning**

**Description:**
All SIM provisioning tasks (This report is not available unless licensed for SAE)

**Class:**
Asset Management

**Filters:**
Start date range
End date range

**Fields in Report**
- Task ID
- MSISDN
- Slot #
- User Name
- Serial
- State
- Failed attempt count
- Result
- OTA Server Message

**Returns:**
- Integer
- Integer
- Integer
- String
- String
- Integer
- Integer
- String
SIM Slot Information

Description:
Information on SIM cards with a token provisioned. (This report is not available unless licensed for SAE)

Class:
Asset Management

Filters:
- MSISDN
- Start date range
- End date range

Fields in Report
- MSISDN
- Slot #
- Serial
- Token Type
- Slot State
- Description

Returns:
- Integer
- Integer
- String
- String
- Integer
- String
**SMS Message Report**

**Description:**
Reports the number of SMS message sent in a time period

**Class:**
Billing

**Filters:**
- Account Name
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.
- Start date range
- End date range

**Fields in Report**
- Account Name
- Account Custom#1
- Account Custom#2
- Account Custom#3
- Month
- SMS/OTP
- SMS/Alerts and Messages

**Returns:**
- String
- String
- String
- Integer
- Integer
**SMS Message Report - Detailed**

**Description:**
Details of SMS message sent in a time period

**Class:**
Billing

**Filters:**
- Account Name
- Messages in:
  - Current Month
  - Last Month
  - Last 3 Months
  - Last Year
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.
- Start date range
- End date range

**Fields in Report**
- Account Name
- Account Custom#1
- Account Custom#2
- Account Custom#3
- Time
- Message Type
- UserID
- Sent To
- Gateway

**Returns:**
- String
- String
- String
- String
- Value
- String
- Integer
- String
Token Assignment Report

**Description:**
Summarizes changes to token inventory

**Class:**
Billing

**Filters:**
- Account Name
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.
- Start date range
- End date range

**Fields in Report**
- Account Name
- Year
- Month
- Account Custom#1
- Account Custom#2
- Account Custom#3
- Token Type
- Token Inventory Start of Month
- Token Inventory End of Month
- Deallocation during period
- Allocation during period

**Returns:**
- String
- Integer
- String
- String
- String
- Integer
- Integer
- Integer
Tokens – by Account

**Description:**
Reports total tokens by type and state by account

**Class:**
Asset Management

**Filters:**
- State
- Child only
  - All = All accounts in tree
  - Child = Only on-boarded accounts.

**Fields in Report**
- Account Name
- Custom#1
- Custom#2
- Custom#3
- Token Type
- State
- Count

**Returns:**
- String
- Integer

- **Token Type**
  - KT
  - RB
  - MP
  - GrIDsure
  - OATH
  - SecurID
  - Legacy
  - SMS

- **State**
  - All
  - Active
  - Assigned
  - Lost
  - Inventory
  - PIN Change
  - Not Initialized
  - Faulty
## Tokens – by Account, Detail

**Description:**
Reports token detail by account

**Class:**
Asset Management

**Filters:**
- Token Type
- Child only
  - Toggle (default = child only)

### Fields in Report

<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
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</thead>
<tbody>
<tr>
<td>Account Name</td>
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<td>RB</td>
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<td>Legacy</td>
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<td>SMS</td>
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<tr>
<td>In-Service date</td>
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<td>Authentication</td>
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<td>Transaction ID</td>
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<td>Reference</td>
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</tr>
<tr>
<td>Allocated by</td>
<td>String</td>
</tr>
</tbody>
</table>
Token by Serial Number Range

**Description:**
This report lists tokens by serial number range

**Class:**
Asset Management

**Filters:**
- From serial #
- To serial #
- Start date range
- End date range

**Fields in Report**
- Allocated to
- Allocated from
- Account Custom#1
- Account Custom#2
- Account Custom#3
- Serial #
- Type
- Allocation Date
- Transaction ID
- Reference
- Allocated by
- Allocated by Account
- Allocation Type

**Returns:**
- String
- String
- String
- String
- String
- String
- Date
- Integer
- String
- String
Users – All – with Tokens and Tasks

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

Class:
Compliance

Filters:
Group Name

Fields in Report | Returns:
--- | ---
User ID | String
Last Name | String
First Name | String
Serial Number | String
Task ID | Integer
Email | String
Mobile Phone | String
City | String
State | String
Country | String
Custom Field 1 | String
Custom Field 2 | String
Custom Field 3 | String
Alias 1 | String
Alias 2 | String
Auth Method | String
Auth State | String
Token State | String
Target | String
Device Type | String
Push OTP | String
Last Auth Date | Datetime: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Task Status | String
Token Type | String
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.

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Gemalto</td>
</tr>
<tr>
<td></td>
<td>4690 Millennium Drive</td>
</tr>
<tr>
<td></td>
<td>Belcamp, Maryland 21017, USA</td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>US</td>
<td>1-800-545-6608</td>
</tr>
<tr>
<td>International</td>
<td>1-410-931-7520</td>
</tr>
<tr>
<td></td>
<td>Customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the Gemalto Knowledge Base.</td>
</tr>
</tbody>
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Support Contacts

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