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

Account Manager - Roles

Class:
Account Management

Filters:
n/a

Fields in Report
Role Name
Role Description
Last Modified
Modified by
Module
Permissions

Returns:
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String (Tab Name: Module Name)
Value: Access
Edit
Delete
Add
Import
Export
View Log
Everything

Account Manager - with Static Passwords (internal)

Description:
Lists Account Managers with Static Password logon credentials

Class:
Account Management

Filters:
None

Fields in Report
UserID
Logon ID
Last Name
First Name
Status
Scope

Returns:
String
String
String
String
Value: Active
Suspend
String
### Account Manager Activity - Detail

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

**Class:**
Compliance

**Filters:**
During last N days

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>Value: yyyy/mm/dd hh:mm:ss 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

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>yyyy/mm/dd hh:mm:ss 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>Credential Type</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>GrIDsure</td>
</tr>
<tr>
<td></td>
<td>KT</td>
</tr>
<tr>
<td></td>
<td>LDAP/AD Password</td>
</tr>
<tr>
<td></td>
<td>Legacy</td>
</tr>
<tr>
<td></td>
<td>MobilePASS</td>
</tr>
<tr>
<td></td>
<td>OATH</td>
</tr>
<tr>
<td></td>
<td>Static Password</td>
</tr>
<tr>
<td></td>
<td>RB</td>
</tr>
<tr>
<td></td>
<td>SecurID</td>
</tr>
<tr>
<td></td>
<td>SMS</td>
</tr>
<tr>
<td>Token S/N</td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>0 serial number</td>
</tr>
<tr>
<td></td>
<td>Multiple</td>
</tr>
<tr>
<td></td>
<td>Value:</td>
</tr>
<tr>
<td></td>
<td>Success</td>
</tr>
<tr>
<td></td>
<td>Failure</td>
</tr>
<tr>
<td></td>
<td>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>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 (AM or PM)</td>
</tr>
<tr>
<td>Role</td>
<td>String</td>
</tr>
<tr>
<td>Scope</td>
<td>String</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>
</tbody>
</table>

- Where: 0 = restricted. 1=allowed, range MTWTHSS)
**Account Summary**

**Description:**
Reports Account Service Status and Capacities

**Class:**
Account Management

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

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
</tr>
<tr>
<td>Service Type</td>
<td>Value: Service Provider = Virtual Service Provider</td>
</tr>
<tr>
<td></td>
<td>Subscriber = Subscriber</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Value: No = Not Evaluation</td>
</tr>
<tr>
<td></td>
<td>Yes = Evaluation</td>
</tr>
<tr>
<td>Start date</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Stop date</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Management Group</td>
<td>String</td>
</tr>
<tr>
<td>Capacity</td>
<td>Integer</td>
</tr>
<tr>
<td>User Count</td>
<td>Integer</td>
</tr>
<tr>
<td>Token Count</td>
<td>Integer</td>
</tr>
<tr>
<td>Active Auth Methods</td>
<td>String</td>
</tr>
<tr>
<td>Parent Account</td>
<td></td>
</tr>
<tr>
<td>STA Status</td>
<td>Value: Active</td>
</tr>
<tr>
<td></td>
<td>Disabled</td>
</tr>
<tr>
<td>STA Class</td>
<td>Value: Evaluation</td>
</tr>
<tr>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>STA Activated</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>STA Expires</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
</tbody>
</table>
Alert History

Selection Criteria:
Reports all alerts and alert status

Class:
Security Policy

Filters:
Date Range
- Start Date
- End Date
- Current Month
- Last X Months (1 - 12, default = 1)

Fields in Report
<table>
<thead>
<tr>
<th>Field</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Alert ID</td>
<td>Integer</td>
</tr>
<tr>
<td>Account</td>
<td>String</td>
</tr>
<tr>
<td>Message</td>
<td>String</td>
</tr>
<tr>
<td>Acknowledged On</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Acknowledged By</td>
<td>String</td>
</tr>
<tr>
<td>Acknowledged Comment</td>
<td>String</td>
</tr>
<tr>
<td>Closed On</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Closed By</td>
<td>String</td>
</tr>
<tr>
<td>Closed Comment</td>
<td>String</td>
</tr>
<tr>
<td>Removed On</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Removed By</td>
<td>String</td>
</tr>
</tbody>
</table>
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

Fields in Report
- Account
- Custom#1
- Parent
- Active RB
- Active KT
- Active MP
- Active GrID

Returns:
- String
- String
- String
- Integer
- Integer
- Integer
<table>
<thead>
<tr>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active RSA</td>
<td>Integer</td>
</tr>
<tr>
<td>Active OATH</td>
<td>Integer</td>
</tr>
<tr>
<td>SMS Credits Used</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive RB</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive KT</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive MP</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive GrID</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive RSA</td>
<td>Integer</td>
</tr>
<tr>
<td>Inactive OATH</td>
<td>Integer</td>
</tr>
<tr>
<td>SMS Credits Inventory</td>
<td>Integer</td>
</tr>
</tbody>
</table>
**Auth Nodes**

**Description:**
- Reports Auth Node information

**Class:**
- Account Management

**Filters:**
- Account:
- Child only

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

**Description:**
Reports Total Authentications/Month (Rolling YTD)

**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>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
</tr>
<tr>
<td>Current Month (M)</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-1 (proper month name)</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-2</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-3</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-4</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-5</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-6</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-7</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-8</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-9</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-10</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>M-11</td>
<td>Value = yyyy-mm</td>
</tr>
<tr>
<td>Parent Account</td>
<td>String</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.
## 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
  - All = All accounts in tree
  - Child = Only on-boarded accounts

### Fields in Report

<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
</tr>
<tr>
<td>Parent</td>
<td>String</td>
</tr>
<tr>
<td>Today – Pass</td>
<td>Integer</td>
</tr>
<tr>
<td>Today – Fail</td>
<td>Integer</td>
</tr>
<tr>
<td>Today – Total</td>
<td>Integer</td>
</tr>
<tr>
<td>Week to date – Pass</td>
<td>Integer</td>
</tr>
<tr>
<td>Week to date – Fail</td>
<td>Integer</td>
</tr>
<tr>
<td>Week to date – Total</td>
<td>Integer</td>
</tr>
<tr>
<td>Month to date – Pass</td>
<td>Integer</td>
</tr>
<tr>
<td>Month to date – Fail</td>
<td>Integer</td>
</tr>
<tr>
<td>Month to date – Total</td>
<td>Integer</td>
</tr>
<tr>
<td>Year to date – Pass</td>
<td>Integer</td>
</tr>
<tr>
<td>Year to date – Fail</td>
<td>Integer</td>
</tr>
<tr>
<td>Year to date – Total</td>
<td>Integer</td>
</tr>
<tr>
<td>Last Year – Pass</td>
<td>Integer</td>
</tr>
<tr>
<td>Last Year – Fail</td>
<td>Integer</td>
</tr>
</tbody>
</table>
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
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**
- Account
- Custom#1
- Custom#2
- Custom#3
- Parent
- RB
- KT
- MP
- GRID
- RSA
- OATH
- SMS Credits
- ICE
- Capacity

**Returns:**
- String
- String
- String
- String
- String
- Integer
- Integer
- Integer
- Integer
- Integer
- Integer
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

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

Billing Basis
Billing Start Date
Rate
Reference
Comment
Warranty Replacement
Type
Capacity
Allocation date
Total Units
**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

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

**Fields in Report**

<table>
<thead>
<tr>
<th>Field</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
</tr>
<tr>
<td>Transaction ID</td>
<td>Integer</td>
</tr>
<tr>
<td>Reference</td>
<td>String</td>
</tr>
<tr>
<td>Allocated by</td>
<td>String</td>
</tr>
<tr>
<td>Allocation Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>Quantity</td>
<td>Integer</td>
</tr>
<tr>
<td>Type</td>
<td>Value: Rental, Sale, ICE, SMS Credits</td>
</tr>
<tr>
<td>Product</td>
<td>Value: KT, RB, MP, Custom, OATH, SecurlD, Legacy</td>
</tr>
<tr>
<td>Capacity</td>
<td>Integer</td>
</tr>
<tr>
<td>Parent Name</td>
<td>String</td>
</tr>
</tbody>
</table>
**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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Transaction ID</td>
<td>Integer</td>
<td>Integer</td>
</tr>
<tr>
<td>Reference</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Allocated by</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Allocation Date</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Type</td>
<td>String</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Value: Rental, Sale, ICE, SMS Credits</td>
</tr>
<tr>
<td>Serial Number</td>
<td>String</td>
<td>String</td>
</tr>
<tr>
<td>Product</td>
<td>String</td>
<td>Value: KT, RB, MP, Custom, OATH, SecurID, Legacy (Nothing indicates capacity only)</td>
</tr>
<tr>
<td>Capacity</td>
<td>Integer</td>
<td>Integer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total capacity in transaction (not total per unit per transaction)</td>
</tr>
<tr>
<td>Parent Name</td>
<td>String</td>
<td>String</td>
</tr>
</tbody>
</table>
Billing - Users by Custom Field

Selection Criteria:
Reports users across in child accounts, filtered by Custom#1 field

Class:
Billing

Filters:
Custom#1

Fields in Report
- Account Name
- UserID
- Custom#1
- Custom Field 3
- Token Type
- Evaluation

Returns:
- String
- String
- String
- String
- String
- Integer: 0
  1

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
- Custom#1
- Custom#2
- Custom#3
- Service Type
- Evaluation
- Start date
- Stop date
- Capacity
- Token Count
- Active Auth Methods
- Parent Account

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

Returns
String
String
String
String
Value: Service Provider
Value: Subscriber
Value: No
Value: Yes
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: 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 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
- Value: Service Provider
- Subscriber
- Value: No
- Yes
- Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Integer
- Integer
- Integer
- 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>Fields in Report</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Month (M)</td>
<td>Value: yyyyy-mm</td>
</tr>
<tr>
<td>M-1</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>
</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

<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Month (M)</td>
<td>Value: yyyyy-mm</td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
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<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Value: yyyyy-mm</td>
<td></td>
</tr>
<tr>
<td>Id</td>
<td>Unique Account ID</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 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>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Month (M)</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-1</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-2</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-3</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-4</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-5</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-6</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-7</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-8</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-9</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-10</td>
<td>Value: yyyy-mm</td>
</tr>
<tr>
<td>M-11</td>
<td>Value: yyyy-mm</td>
</tr>
</tbody>
</table>

**Note:** Metrics are updated on 1\textsuperscript{st} day of each month therefore current month metrics are not available until the 1\textsuperscript{st} 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
<table>
<thead>
<tr>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Month (M)</td>
</tr>
<tr>
<td>M-1</td>
</tr>
<tr>
<td>M-2</td>
</tr>
<tr>
<td>M-3</td>
</tr>
<tr>
<td>M-4</td>
</tr>
<tr>
<td>M-5</td>
</tr>
<tr>
<td>M-6</td>
</tr>
<tr>
<td>M-7</td>
</tr>
<tr>
<td>M-8</td>
</tr>
<tr>
<td>M-9</td>
</tr>
<tr>
<td>M-10</td>
</tr>
<tr>
<td>M-11</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>
<tr>
<th>Current Month (M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>M-1</td>
</tr>
<tr>
<td>M-2</td>
</tr>
<tr>
<td>M-3</td>
</tr>
<tr>
<td>M-4</td>
</tr>
<tr>
<td>M-5</td>
</tr>
<tr>
<td>M-6</td>
</tr>
<tr>
<td>M-7</td>
</tr>
<tr>
<td>M-8</td>
</tr>
<tr>
<td>M-9</td>
</tr>
<tr>
<td>M-10</td>
</tr>
<tr>
<td>M-11</td>
</tr>
</tbody>
</table>

Returns:
Value: yyyy-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.
**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

<table>
<thead>
<tr>
<th>Field</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSISDN</td>
<td>Integer</td>
</tr>
<tr>
<td>Slot #</td>
<td>Integer</td>
</tr>
<tr>
<td>Serial</td>
<td>String</td>
</tr>
<tr>
<td>Token Type</td>
<td>String</td>
</tr>
<tr>
<td>Slot State</td>
<td>Integer</td>
</tr>
<tr>
<td>Description</td>
<td>String</td>
</tr>
</tbody>
</table>
**SMS Message Report**

**Description:**
Reports the number of SMS messages 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:**
- Account Name: String
- Account Custom#1: String
- Account Custom#2: String
- Account Custom#3: String
- Time: Value
- Message Type: String
- UserID: String
- Sent To: Integer
- Gateway: 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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
</tr>
<tr>
<td>Year</td>
<td>Integer</td>
</tr>
<tr>
<td>Month</td>
<td>Integer</td>
</tr>
<tr>
<td>Account Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Account Custom#2</td>
<td>String</td>
</tr>
<tr>
<td>Account Custom#3</td>
<td>String</td>
</tr>
<tr>
<td>Token Type</td>
<td>String</td>
</tr>
<tr>
<td>Token Inventory Start of Month</td>
<td>Integer</td>
</tr>
<tr>
<td>Token Inventory End of Month</td>
<td>Integer</td>
</tr>
<tr>
<td>Deallocation during period</td>
<td>Integer</td>
</tr>
<tr>
<td>Allocation during period</td>
<td>Integer</td>
</tr>
</tbody>
</table>

**Returns:**

- String
- 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
## 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>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Serial Number</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td>String</td>
<td>KT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MP</td>
</tr>
<tr>
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<td></td>
<td>GridSure</td>
</tr>
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<td></td>
<td></td>
<td>OATH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SecurID</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Legacy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SMS</td>
</tr>
<tr>
<td>In-Service date</td>
<td>Value: yyyy/mm/dd hh:mm:ss (AM or PM)</td>
<td></td>
</tr>
<tr>
<td>Activated Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss (AM or PM)</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Value: All</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Assigned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lost</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inventory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PIN Change</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not Initialized</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Faulty</td>
</tr>
<tr>
<td>Last Auth Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss (AM or PM)</td>
<td></td>
</tr>
<tr>
<td>Total Auth</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>Allocation Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss (AM or PM)</td>
<td></td>
</tr>
<tr>
<td>Allocation Type</td>
<td>Value: Allocation</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Authentication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Activation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transfer</td>
</tr>
<tr>
<td>Transaction ID</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Allocated by</td>
<td>String</td>
<td></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
String
Date
Integer
String
String
String
String

User and Token Count by Container

Selection Criteria:
Number of user and tokens in each container for child accounts

Class:
Billing

Filters:
None

Fields in Report
Account Name
Custom#1
Container Name
User Count
Token Count

Returns:
String
String
String
Integer
Integer
Users by Container

Selection Criteria:
List of all users by container for child accounts

Class:
Billing

Filters:
None

Fields in Report
Account Name
Custom#1
Container Name
User Name
First Name
Last Name
E-mail
Serial

Returns:
String
String
String
String
String
String
String
String

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><strong>Address</strong></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><strong>Phone</strong></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><strong>Technical Support</strong></td>
<td></td>
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<tr>
<td><strong>Customer Portal</strong></td>
<td><a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a></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>
</table>