

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

Fields in Report

Timestamp
UserID
Action Type
Result

Action Data

Returns:

Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
Value: Success
Error
String

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

Timestamp
UserID
LogonID
UserID
SourceIP
Token S/N

Returns:

yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
String
String
Value: 0 (password used to logon)
serial number (specific token used to authenticate)
Multiple (authentication failed against all possible credentials)
Value: Success (authentication passed)
Failure (authentication failed)
Challenge (Account Manager prompted for OTP in response to Challenge)
String

Account Manager List - Detail

Description

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

Class:

Account Management

Selection Criteria:

Fields in Report

UserID
LogonID
Last Name
First Name
Status

Created On
Role
Scope
Start Date

End Date

Start Time

End Time

Days

Returns:

String
String
String
String
Value: Active
Suspend
Pending
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
String
Value: ---- = none
yyyy/mm/dd
Value: ---- = none
yyyy/mm/dd
Value: ---- = none
hh:mm
Value: ---- = none
hh:mm
Value: 1111111

- 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

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
STA Status

STA Class

STA Activated
STA Expires

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 xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
String
Integer
Integer
Integer
Integer
String
Value: Active
Disabled
Value: Evaluation
Production
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)

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

Date
Alert ID
Account
Message
Acknowledged On
Acknowledged By
Acknowledged Comment
Closed On
Closed By
Closed Comment
Removed On
Removed By

Returns:

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

Account
Custom#1
Custom#2
Custom#3
Parent
Active RB
Active KT
Active MP
Active GrID

Returns:

String
String
String
String
String
Integer
Integer
Integer
Integer

Active RSA	Integer
Active OATH	Integer
SMS Credits Used	Integer
Inactive RB	Integer
Inactive KT	Integer
Inactive MP	Integer
Inactive Grid	Integer
Inactive RSA	Integer
Inactive OATH	Integer
SMS Credits Inventory	Integer

Auth Nodes

Description:

Reports Auth Node information

Class:

Account Management

Filters:

Account:

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 Suffice

Modified Date

Parent Name

Returns:

String

String

String

String

String

String

Value: No

Yes

Value: No

Yes

Value: No

Yes

Value: No

Yes

Value: First Found

Last Found

String

Value: No

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

All = All accounts in tree

Child = Only on-boarded accounts

Fields in Report

Account

Custom#1

Custom#2

Custom#3

Current Month (M)

M-1 (proper month name)

M-2

M-3

M-4

M-5

M-6

M-7

M-8

M-9

M-10

M-11

Parent Account

Returns:

String

String

String

String

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

Value = yyyy-mm

String

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

Account
Custom#1
Custom#2
Custom#3
Parent
Today – Pass
Today – Fail
Today – Total
Week to date – Pass
Week to date – Fail
Week to date – Total
Month to date – Pass
Month to date- Fail
Month to date- Total
Year to date – Pass
Year to date – Fail
Year to date – Total
Last Year – Pass
Last Year – Fail

Returns

String
String
String
String
String
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
Integer
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

Integer

String

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

String

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

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

Billing Basis

Billing Start Date

Rate

Reference

Comment

Warranty Replacement

Type

Capacity

Allocation date

Total Units

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 - 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

Account Name
Custom#1
Custom#2
Custom#3
Transaction ID
Reference
Allocated by
Allocation Date
Quantity
Type

Product

Capacity
Parent Name

Returns:

String
String
String
String
Integer
String
String
Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
Integer
Value: Rental
Sale
ICE
SMS Credits
Value: KT
RB
MP
Custom
OATH
SecurID
Legacy
Integer
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

Capacity

Parent Name

Returns:

String
String
String
String
Integer
String
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)

String

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
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
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

Integer

String

Expiring 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
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
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

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

Returns:

Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
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.

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: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Unique Account ID

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

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

Returns:

Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
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.

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

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

Returns:

Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
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.

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

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

Returns:

Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
Value: yyyy-mm
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
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

String

Integer

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

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

Integer

String

String

String

String

Integer

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

String

String

String

Value: KT

RB

MP

Gridsure

OATH

SecurID

Legacy

SMS

Value: All

Active

Assigned

Lost

Inventory

PIN Change

Not Initialized

Faulty

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

Account Name

Custom#1

Custom#2

Custom#3

Serial Number

Type

In-Service date

Activated Date

State

Last Auth Date

Total Auth

Allocation Date

Allocation Type

Transaction ID

Reference

Allocated by

Returns:

String

String

String

String

String

Value: KT

RB

MP

GrIDSure

OATH

SecurID

Legacy

SMS

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

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

Value: All

Active

Assigned

Lost

Inventory

PIN Change

Not Initialized

Faulty

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

Integer

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

Value: Allocation

Authentication

Activation

Transfer

Integer

String

String

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
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

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.

Contact Method	Contact Information	
Address	Gemalto 4690 Millennium Drive Belcamp, Maryland 21017, USA	
Phone	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com 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.	