All information herein is either public information or is the property of and owned solely by Gemalto and/or its subsidiaries who shall have and keep the sole right to file patent applications or any other kind of intellectual property protection in connection with such information.

Nothing herein shall be construed as implying or granting to you any rights, by license, grant or otherwise, under any intellectual and/or industrial property rights of or concerning any of Gemalto’s information.

This document can be used for informational, non-commercial, internal and personal use only provided that:

- The copyright notice below, the confidentiality and proprietary legend and this full warning notice appear in all copies.
- This document shall not be posted on any network computer or broadcast in any media and no modification of any part of this document shall be made.

Use for any other purpose is expressly prohibited and may result in severe civil and criminal liabilities.

The information contained in this document is provided “AS IS” without any warranty of any kind. Unless otherwise expressly agreed in writing, Gemalto makes no warranty as to the value or accuracy of information contained herein.

The document could include technical inaccuracies or typographical errors. Changes are periodically added to the information herein. Furthermore, Gemalto reserves the right to make any change or improvement in the specifications data, information, and the like described herein, at any time.

Gemalto hereby disclaims all warranties and conditions with regard to the information contained herein, including all implied warranties of merchantability, fitness for a particular purpose, title and non-infringement. In no event shall Gemalto be liable, whether in contract, tort or otherwise, for any indirect, special or consequential damages or any damages whatsoever including but not limited to damages resulting from loss of use, data, profits, revenues, or customers, arising out of or in connection with the use or performance of information contained in this document.

Gemalto does not and shall not warrant that this product will be resistant to all possible attacks and shall not incur, and disclaims, any liability in this respect. Even if each product is compliant with current security standards in force on the date of their design, security mechanisms’ resistance necessarily evolves according to the state of the art in security and notably under the emergence of new attacks. Under no circumstances, shall Gemalto be held liable for any third party actions and in particular in case of any successful attack against systems or equipment incorporating Gemalto products. Gemalto disclaims any liability with respect to security for direct, indirect, incidental or consequential damages that result from any use of its products. It is further stressed that independent testing and verification by the person using the product is particularly encouraged, especially in any application in which defective, incorrect or insecure functioning could result in damage to persons or property, denial of service or loss of privacy.

© 2017 Gemalto. All rights reserved. Gemalto and the Gemalto logo are trademarks and service marks of Gemalto and/or its subsidiaries and are registered in certain countries. All other trademarks and service marks, whether registered or not in specific countries, are the property of their respective owners.

**Document Number:** 007-012404-003, Rev. A  
**Release Date:** July 2017
Contents

Reports ................................................................. 4
Account Manager - Roles.................................. 4
Account Manager - with Static Passwords (internal) ........................................ 4
Account Manager Activity - Detail .................. 5
Account Manager Activity - Logons ............... 5
Account Manager List - Detail ......................... 6
Account Summary ............................................. 7
Alert History .................................................. 8
Account Activation Report ............................... 9
Allocated Tokens ........................................... 9
Auth Nodes ..................................................... 11
Authentication Metrics (Rolling YTD) .......... 12
Authentication Metrics Detailed (Rolling YTD) .... 13
Billing - Detail ............................................. 14
Billing - Monthly Transaction Summary ....... 15
Billing - Summary ........................................ 16
Billing - Transaction Logs, by Account ........ 17
Billing - Transaction Log, by Account, Detailed .... 18
Billing - Users by Custom Field ..................... 19
Dormant Accounts ......................................... 19
Expired Accounts .......................................... 20
Expiring Accounts ......................................... 21
Service Metrics - Average Authentications per User (Rolling YTD) .... 22
Service Metrics - Total Active Users per Month (Rolling YTD) ..................... 23
Service Metrics - Total Authentications per Month (Rolling YTD) .............. 24
Service Metrics - Total Subscribed Accounts (Rolling YTD) ................. 25
Service Metrics - Total Subscribed Capacity (Rolling YTD) ................. 26
SIM Provisioning .......................................... 27
SIM Slot Information ...................................... 28
SMS Message Report ................................. 29
SMS Message Report - Detailed ............... 30
Token Assignment Report ............................ 31
Tokens - by Account .................................... 32
Tokens - by Account, Detail ....................... 33
Token by Serial Number Range .................... 34
User and Token Count by Container ............ 34
Users by Container ...................................... 35
Support Contacts ......................................... 36
Reports

Account Manager - Roles

**Class:**
Account Management

**Filters:**
n/a

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

**Returns:**
- Role Name: String
- Role Description: String
- Last Modified: Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Modified by: String
- Module: (Tab Name: Module Name)
- Permissions: 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:**
- UserID: String
- Logon ID: String
- Last Name: String
- First Name: String
- Status: Value:
  - Active
  - Suspend
- Scope: 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
<table>
<thead>
<tr>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>UserID String</td>
</tr>
<tr>
<td>Action Type String</td>
</tr>
<tr>
<td>Result Value: Success</td>
</tr>
<tr>
<td>Error</td>
</tr>
<tr>
<td>Action Data 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>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
</tr>
<tr>
<td>UserID String</td>
</tr>
<tr>
<td>LogonID String</td>
</tr>
<tr>
<td>UserID String</td>
</tr>
<tr>
<td>SourceIP String</td>
</tr>
<tr>
<td>Token S/N Value: 0 serial number (password used to logon)</td>
</tr>
<tr>
<td>Multiple (specific token used to authenticate)</td>
</tr>
<tr>
<td>Result Value: Success (authentication passed)</td>
</tr>
<tr>
<td>Failure (authentication failed)</td>
</tr>
<tr>
<td>Challenge (Account Manager prompted for OTP in response to Challenge)</td>
</tr>
<tr>
<td>Message 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 xM (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>
<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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</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>Service Type</td>
<td>Value</td>
<td>Service Provider = Virtual Service Provider</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Subscriber = Subscriber</td>
</tr>
<tr>
<td>Evaluation</td>
<td>Value</td>
<td>No = Not Evaluation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes = Evaluation</td>
</tr>
<tr>
<td>Start date</td>
<td>Value</td>
<td>yyyy/mm/dd hh:mm:ss AM or PM</td>
</tr>
<tr>
<td>Stop date</td>
<td>Value</td>
<td>yyyy/mm/dd hh:mm:ss AM or PM</td>
</tr>
<tr>
<td>Management Group</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Capacity</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>User Count</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>Token Count</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>Active Auth Methods</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Parent Account</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>STA Status</td>
<td>Value</td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disabled</td>
</tr>
<tr>
<td>STA Class</td>
<td>Value</td>
<td>Evaluation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Production</td>
</tr>
<tr>
<td>STA Activated</td>
<td>Value</td>
<td>yyyy/mm/dd hh:mm:ss AM or PM</td>
</tr>
<tr>
<td>STA Expires</td>
<td>Value</td>
<td>yyyy/mm/dd hh:mm:ss 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
- Date
- Alert ID
- Account
- Message
- Acknowledged On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Acknowledged By
  - String
- Acknowledged Comment
  - String
- Closed On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Closed By
  - String
- Closed Comment
  - String
- Removed On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Removed By
  - String

Returns:
- Date
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Alert ID
  - Integer
- Account
  - String
- Message
  - String
- Acknowledged On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Acknowledged By
  - String
- Acknowledged Comment
  - String
- Closed On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Closed By
  - String
- Closed Comment
  - String
- Removed On
  - Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Removed By
  - 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
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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>String</td>
</tr>
<tr>
<td>Host Name</td>
<td>String</td>
</tr>
<tr>
<td>Agent Description</td>
<td>String</td>
</tr>
<tr>
<td>Resource Name</td>
<td>String</td>
</tr>
<tr>
<td>Low IP Address in Range</td>
<td>String</td>
</tr>
<tr>
<td>High IP Address in Range</td>
<td>String</td>
</tr>
<tr>
<td>Use as RADIUS Node</td>
<td>Value: No</td>
</tr>
</tbody>
</table>

| Allow account lookup based on user name | Value: No |
| Disable PIN change request         | Value: No |
| Enabled Realm Authentication       | Value: No |
| Parse Mode                        | Value: First Found |
| Realm Identifier                  | String    |
| Remove Realm Suffix               | Value: No |
| Modified Date                     | Value: yyyy/mm/dd hh:mm:ss xM (AM or PM) |
| Parent Name                       | String    |
## Authentication Metrics (Rolling YTD)

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

**Class:**
Account Management

**Filters:**
- Account
- Custom#1
- Child only

<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
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

<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>Transaction ID</td>
<td>String</td>
</tr>
<tr>
<td>Transaction Type</td>
<td>String</td>
</tr>
<tr>
<td>Product</td>
<td>String</td>
</tr>
<tr>
<td>Number Activated</td>
<td>Integer</td>
</tr>
<tr>
<td>Number Transferred</td>
<td>Integer</td>
</tr>
<tr>
<td>Capacity</td>
<td>Integer</td>
</tr>
<tr>
<td>Provider</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>Billing Basis</td>
<td>String</td>
</tr>
<tr>
<td>Rate</td>
<td>String</td>
</tr>
<tr>
<td>Reference</td>
<td>String</td>
</tr>
<tr>
<td>Comment</td>
<td>String</td>
</tr>
<tr>
<td>Warranty Replacement</td>
<td>String</td>
</tr>
<tr>
<td>For Evaluation</td>
<td>String</td>
</tr>
</tbody>
</table>
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
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

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

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

<table>
<thead>
<tr>
<th>Filters</th>
<th>All = All accounts in tree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child only</td>
<td>Child = Only on-boarded accounts</td>
</tr>
</tbody>
</table>

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

**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
- Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Value: Rental
- Sale
- ICE
- SMS Credits
- 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:
- Account Name: String
- UserID: String
- Custom#1: String
- Custom Field 3: String
- Token Type: String
- Evaluation: Integer: 0

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:
- 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
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
- 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
- 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>Value: yyyyy-mm</th>
</tr>
</thead>
<tbody>
<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>

**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.
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>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Value: yyyy-mm</td>
</tr>
<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>
<tr>
<td>Id</td>
<td>Unique Account ID</td>
</tr>
</tbody>
</table>

**Returns:**
- Account name: 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 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>yyyy-mm</td>
</tr>
<tr>
<td>M-1</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-2</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-3</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-4</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-5</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-6</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-7</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-8</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-9</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-10</td>
<td>yyyy-mm</td>
</tr>
<tr>
<td>M-11</td>
<td>yyyy-mm</td>
</tr>
</tbody>
</table>

**Note:** Metrics are updated on 1<sup>st</sup> day of each month therefore current month metrics are not available until the 1<sup>st</sup> 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>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>

**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.
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>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 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

<table>
<thead>
<tr>
<th>Fields in Report</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 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
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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Returns</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>
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**

**Returns:**
- **Value:**
  - KT
  - RB
  - MP
  - GrIDsure
  - OATH
  - SecurID
  - Legacy
  - SMS
  - All
  - Active
  - Assigned
  - Lost
  - Inventory
  - PIN Change
  - Not Initialized
  - Faulty
- **Count**
  - Integer
## Tokens - by Account, Detail

**Description:**
Reports token detail by account

**Class:**
Asset Management

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

**Fields in Report**
- Account Name
- Custom#1
- Custom#2
- Custom#3
- Serial Number
- Type

**Returns:**
- **In-Service date**
  - Value: yyyy/mm/dd hh:mm:ss AM or PM
- **Activated Date**
  - Value: yyyy/mm/dd hh:mm:ss AM or PM
- **State**
  - Value: All
    - Active
    - Assigned
    - Lost
    - Inventory
    - PIN Change
    - Not Initialized
    - Faulty
- **Last Auth Date**
  - Value: yyyy/mm/dd hh:mm:ss AM or PM
- **Total Auth**
  - Integer
- **Allocation Date**
  - Value: yyyy/mm/dd hh:mm:ss AM or PM
- **Allocation Type**
  - Allocation
  - Authentication
  - Activation
  - Transfer
- **Transaction ID**
  - Integer
- **Reference**
  - String
- **Allocated by**
  - 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.

<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>US</td>
</tr>
<tr>
<td></td>
<td>1-800-545-6608</td>
</tr>
<tr>
<td></td>
<td>International</td>
</tr>
<tr>
<td></td>
<td>1-410-931-7520</td>
</tr>
<tr>
<td>Technical Support</td>
<td><a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a></td>
</tr>
<tr>
<td>Customer Portal</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>