SafeNet Authentication Service

Service Provider Billing and Reporting Guide
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Preface

This guide describes SafeNet Authentication Service reports.

Applicability

The information in this document applies to:

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

Support Contacts

If you encounter a problem while installing, registering, or operating this product, refer to 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.

Customer Support Portal

The Customer Support Portal, at https://supportportal.gemalto.com, is a where you can find solutions for most common problems. The Customer Support Portal is a comprehensive, fully searchable database of support resources, including software and firmware downloads, release notes listing known problems and workarounds, a knowledge base, FAQs, product documentation, technical notes, and more. You can also use the portal to create and manage support cases.

**NOTE:** You require an account to access the Customer Support Portal. To create a new account, go to the portal and click on the **REGISTER** link.
**Telephone Support**

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Customer Support by telephone. Calls to Customer Support are handled on a priority basis.

<table>
<thead>
<tr>
<th>Region</th>
<th>Telephone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>+1-410-931-7520</td>
</tr>
<tr>
<td>Australia</td>
<td>1800.020.183</td>
</tr>
</tbody>
</table>
| China        | North: 10800-713-1971
               | South: 10800-1301-932             |
| France       | 0800-912-857                      |
| Germany      | 0800-181-6374                     |
| India        | 000.800.100.4290                  |
| Israel       | 180-931-5798                      |
| Italy        | 800-786-421                       |
| Japan        | 0066 3382 1699                    |
| Korea        | +82 2 3429 1055                   |
| Netherlands  | 0800.022.2996                     |
| New Zealand  | 0800.440.359                      |
| Portugal     | 800.863.499                       |
| Singapore    | 800.1302.029                      |
| Spain        | 900.938.717                       |
| Sweden       | 020.791.028                       |
| Switzerland  | 0800.564.849                      |
| United Kingdom| 0800.056.3158                    |
| United States| (800) 545-6608                    |
Account Manager - Roles

Class:
Account Management

Filters:

Fields in Report
- Role Name: String
- Role Description: String
- Last Modified: Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)
- Modified by: String
- Module: String (Tab Name: Module Name)
- Permissions
  - Access
  - Edit
  - Delete
  - Add
  - Import
  - Export
  - View Log
  - Everything

Returns:
Account Manager - with Static Passwords (Internal)

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

**Class:**
Account Management

**Filters:**

<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:**

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>Value:</td>
</tr>
<tr>
<td></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:</td>
</tr>
<tr>
<td></td>
<td>Success</td>
</tr>
<tr>
<td></td>
<td>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

**Filters:**
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 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>Credential Type</td>
<td>Value: 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: 0</td>
</tr>
<tr>
<td></td>
<td>(password used to logon)</td>
</tr>
<tr>
<td></td>
<td>serial number</td>
</tr>
<tr>
<td></td>
<td>(specific token used to authenticate)</td>
</tr>
<tr>
<td></td>
<td>Multiple</td>
</tr>
<tr>
<td></td>
<td>(authentication failed against all possible credentials)</td>
</tr>
<tr>
<td>Result</td>
<td>Value: Success</td>
</tr>
<tr>
<td></td>
<td>(authentication passed)</td>
</tr>
<tr>
<td></td>
<td>Failure</td>
</tr>
<tr>
<td></td>
<td>(authentication failed)</td>
</tr>
<tr>
<td></td>
<td>Challenge</td>
</tr>
<tr>
<td></td>
<td>(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

**Filters:**

<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
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
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
- Current Month
- Last X Months

Filters:
- Start Date
- End Date

Filters:
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
# Account Activation Report

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

**Class:**
Billing

**Filters:**
Account
Child only

**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>String</td>
</tr>
<tr>
<td>Month</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>Active Users (Current Month)</td>
<td>Integer</td>
</tr>
<tr>
<td>Active Users (Previous Month)</td>
<td>Integer</td>
</tr>
<tr>
<td>Deactivated Users (Current Month)</td>
<td>Integer</td>
</tr>
<tr>
<td>New Activations (Current Month)</td>
<td>Integer</td>
</tr>
</tbody>
</table>
### 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>Field</th>
<th>Description</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>Active RB</td>
<td>Integer</td>
</tr>
<tr>
<td>Active KT</td>
<td>Integer</td>
</tr>
<tr>
<td>Active MP</td>
<td>Integer</td>
</tr>
<tr>
<td>Active GrID</td>
<td>Integer</td>
</tr>
<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>

**Returns:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Type</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>Active RB</td>
<td>Integer</td>
</tr>
<tr>
<td>Active KT</td>
<td>Integer</td>
</tr>
<tr>
<td>Active MP</td>
<td>Integer</td>
</tr>
<tr>
<td>Active GrID</td>
<td>Integer</td>
</tr>
<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: All = All accounts in tree
  Child = Only on-boarded accounts
- Child only

**Fields in Report**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Host Name</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Agent Description</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Resource Name</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Low IP Address in Range</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>High IP Address in Range</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Use as RADIUS Node</td>
<td>Value: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Allow account lookup based on user name</td>
<td>Value: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Disable PIN change request</td>
<td>Value: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Enabled Realm Authentication</td>
<td>Value: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Parse Mode</td>
<td>Value: Last Found</td>
<td>First Found</td>
</tr>
<tr>
<td>Realm Identifier</td>
<td>String</td>
<td></td>
</tr>
<tr>
<td>Remove Realm Suffix</td>
<td>Value: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Modified Date</td>
<td>Value: yyyy/mm/dd hh:mm:ss xM (AM or PM)</td>
<td></td>
</tr>
<tr>
<td>Parent Name</td>
<td>String</td>
<td></td>
</tr>
</tbody>
</table>
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)
  - Value = yyyy-mm
- M-1 (proper month name)
  - Value = yyyy-mm
- M-2
  - Value = yyyy-mm
- M-3
  - Value = yyyy-mm
- M-4
  - Value = yyyy-mm
- M-5
  - Value = yyyy-mm
- M-6
  - Value = yyyy-mm
- M-7
  - Value = yyyy-mm
- M-8
  - Value = yyyy-mm
- M-9
  - Value = yyyy-mm
- M-10
  - Value = yyyy-mm
- M-11
  - Value = yyyy-mm
- Parent Account

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


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

Billing Basis

Value:
- Rental
- Sale
- ICE
- SMS Credits

Value:
- Allocation
- Activation
- Authentication
- Transfer

Billing Start Date

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

Rate

Reference

Comment

Warranty Replacement

Value:
- No
- Yes

Type

Value:
- KT
- RB
- MP
- Custom
- SecurID
- OATH
- Legacy

Capacity

Allocation date

Total Units

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

**Fields in Report**
- Account Name: String
- Custom#1: String
- Custom#2: String
- Custom#3: String
- Transaction ID: String
- 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

**Returns:**
- All = All accounts in tree
- Child = Only on-boarded accounts
## 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:**
- 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)
- Type: Value: Rental
- Sale
- ICE
- SMS Credits
- Serial Number: String
- Product: Value: KT
- RB
- MP
- Custom
- OATH
- SecurID
- Legacy
  (Nothing indicates capacity only)
- Capacity: Integer
  - Total capacity in transaction (not total per unit per transaction)
- Parent Name: 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

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
- 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
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: Yes
Value: yyyy/mm/dd hh:mm:ss AM or PM
Value: yyyy/mm/dd hh:mm:ss AM or PM
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
  - 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
- Token Count
- Active Auth Methods
- Parent Account

Returns:
- String
- 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
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: yyyy-mm</th>
</tr>
</thead>
<tbody>
<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>

**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.
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>yyyy-mm</td>
</tr>
<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>
<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:**
<table>
<thead>
<tr>
<th>Service Type</th>
<th>All, Subscriber, Virtual Service Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation</td>
<td>All, Yes, No</td>
</tr>
</tbody>
</table>

**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:
<table>
<thead>
<tr>
<th>Service Type</th>
<th>All, Subscriber, Virtual Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider</td>
<td></td>
</tr>
<tr>
<td>Evaluation</td>
<td>All, Yes, No</td>
</tr>
</tbody>
</table>

Fields in Report

<table>
<thead>
<tr>
<th>Current Month (M)</th>
<th>Value: yyyy-mm</th>
</tr>
</thead>
<tbody>
<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>Returns</th>
<th>Value</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 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:
- Task ID: Integer
- MSISDN: Integer
- Slot #: Integer
- User Name: String
- Serial: String
- State: Integer
- Failed attempt count: Integer
- Result: Integer
- OTA Server Message: 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:**
- MSISDN: Integer
- Slot #: Integer
- Serial: String
- Token Type: String
- Slot State: Integer
- Description: 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
- 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
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

<table>
<thead>
<tr>
<th>Field Name</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:

- Account Name: String
- Year: Integer
- Month: Integer
- Account Custom#1: String
- Account Custom#2: String
- Account Custom#3: String
- Token Type: String
- Token Inventory Start of Month: Integer
- Token Inventory End of Month: Integer
- Deallocation during period: Integer
- Allocation during period: 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

**Fields in Report**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
<td>KT</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
<td>RB</td>
</tr>
<tr>
<td>Custom#2</td>
<td>String</td>
<td>MP</td>
</tr>
<tr>
<td>Custom#3</td>
<td>String</td>
<td>GrIDsure</td>
</tr>
<tr>
<td>Serial Number</td>
<td>String</td>
<td>OATH</td>
</tr>
<tr>
<td>Type</td>
<td>String</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>yyyy/mm/dd hh:mm:ss xM</td>
<td>(AM or PM)</td>
</tr>
<tr>
<td>Activated Date</td>
<td>yyyy/mm/dd hh:mm:ss xM</td>
<td>(AM or PM)</td>
</tr>
<tr>
<td>State</td>
<td>All</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>
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<td></td>
<td></td>
<td>PIN Change</td>
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<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>yyyy/mm/dd hh:mm:ss xM</td>
<td>(AM or PM)</td>
</tr>
<tr>
<td>Total Auth</td>
<td>Integer</td>
<td></td>
</tr>
<tr>
<td>Allocation Date</td>
<td>yyyy/mm/dd hh:mm:ss xM</td>
<td>(AM or PM)</td>
</tr>
<tr>
<td>Allocation Type</td>
<td>Allocation</td>
<td></td>
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<tr>
<td></td>
<td>Authentication</td>
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</tr>
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<td></td>
<td>Activation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td></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
Date
Integer
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:

Fields in Report

Returns:

Account Name
String

Custom#1
String

Container Name
String

User Count
Integer

Token Count
Integer
# Users by Container

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

**Class:**
Billing

**Filters:**

<table>
<thead>
<tr>
<th>Fields in Report</th>
<th>Returns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>String</td>
</tr>
<tr>
<td>Custom#1</td>
<td>String</td>
</tr>
<tr>
<td>Container Name</td>
<td>String</td>
</tr>
<tr>
<td>User Name</td>
<td>String</td>
</tr>
<tr>
<td>First Name</td>
<td>String</td>
</tr>
<tr>
<td>Last Name</td>
<td>String</td>
</tr>
<tr>
<td>E-mail</td>
<td>String</td>
</tr>
<tr>
<td>Serial</td>
<td>String</td>
</tr>
</tbody>
</table>