

# SafeNet Authentication Service (SAS)

Service Provider Billing and Reporting Guide

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# Contents

Reports .....	4
Account Manager - Roles.....	4
Account Manager - with Static Passwords (internal) .....	4
Account Manager Activity - Detail .....	5
Account Manager Activity - Logons.....	6
Account Manager List - Detail .....	7
Account Summary .....	8
Alert History .....	9
Account Activation Report .....	10
Allocated Tokens.....	10
Auth Nodes.....	12
Authentication Metrics (Rolling YTD) .....	13
Authentication Metrics Detailed (Rolling YTD) .....	14
Billing - Detail .....	15
Billing - Monthly Transaction Summary.....	16
Billing - Summary .....	17
Billing - Transaction Logs, by Account .....	18
Billing - Transaction Log, by Account, Detailed .....	19
Billing - Users by Custom Field .....	20
Dormant Accounts .....	20
Expired Accounts .....	21
Expiring Accounts.....	22
Service Metrics - Average Authentications per User (Rolling YTD).....	23
Service Metrics - Total Active Users per Month (Rolling YTD) .....	24
Service Metrics - Total Authentications per Month (Rolling YTD).....	25
Service Metrics - Total Subscribed Accounts (Rolling YTD).....	26
Service Metrics - Total Subscribed Capacity (Rolling YTD).....	27
SIM Provisioning .....	28
SIM Slot Information.....	29
SMS Message Report .....	30
SMS Message Report - Detailed.....	31
Token Assignment Report.....	32
Tokens - by Account.....	33
Tokens - by Account, Detail .....	34
Token by Serial Number Range .....	35
User and Token Count by Container.....	35
Users by Container.....	36
Support Contacts .....	37

# Reports

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## 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 - 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  
 Credential Type

**Returns:**

yyyy/mm/dd hh:mm:ss xM (AM or PM)  
 String  
 String  
 String  
 String  
 Value: Gridsure  
 KT  
 LDAP/AD Password  
 Legacy  
 MobilePASS  
 OATH  
 Static Password  
 RB  
 SecurID  
 SMS  
 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

Token S/N

Result

Message

## 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 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.

## 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 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 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 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 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 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**

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 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 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 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.

## 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

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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	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> 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.	