



SafeNet Authentication Service Token Validator Proxy Agent

FREQUENTLY ASKED QUESTIONS

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Description

This document answers frequently asked questions about the new version 1.02 SafeNet Authentication Service (SAS) Token Validator Proxy Agent.

The function of the SAS Token Validator Proxy Agent is to implement proxy authentication requests from other agents to SAS.

It has two main uses:

- When working with Network Logon, without SAS Token Validator Proxy Agent you would be required to register each workstation's IP address to SAS and have each workstation communicate directly with SAS. With SAS Token Validator Proxy Agent, each Network Logon agent can be pointed at SAS Token Validator Proxy Agent, and only the IP address of their SAS Token Validator Proxy Agent needs be registered with SAS.
- When using SafeNet Authentication Service API with a cloud application such as MS Azure, you cannot be sure of the IP address of the cloud server, nor are you entitled to claim this IP address as your own. To solve this problem, you can point your cloud application at the SAS Token Validator Proxy Agent and register your SAS Token Validator Proxy Agent as their Auth Node.

Frequently Asked Questions

Q. Are there any upgrade limitations?

A. Automatic upgrade to SAS Token Validator Proxy Agent 1.02 from earlier versions is not supported.

Q. What must I do before installing SAS Token Validator Proxy Agent 1.02 if an earlier version is installed?

A. Follow the following steps:

1. Uninstall the previous version of SAS Token Validator Proxy Agent.
2. Ensure that all installed files have been removed. If not, remove them manually.
3. Install SAS Token Validator Proxy Agent 1.02.
4. Configure SAS Token Validator Proxy Agent 1.02.

Q. How do I install SAS Token Validator Proxy Agent 1.02?

A. Follow the following steps:

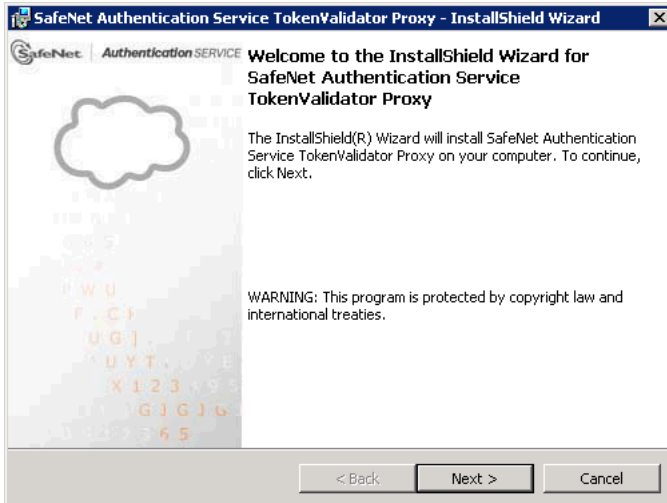


NOTE: Always work in **Run as administrator** mode when installing, uninstalling, enabling, or disabling the SAS Token Validator Proxy Agent.

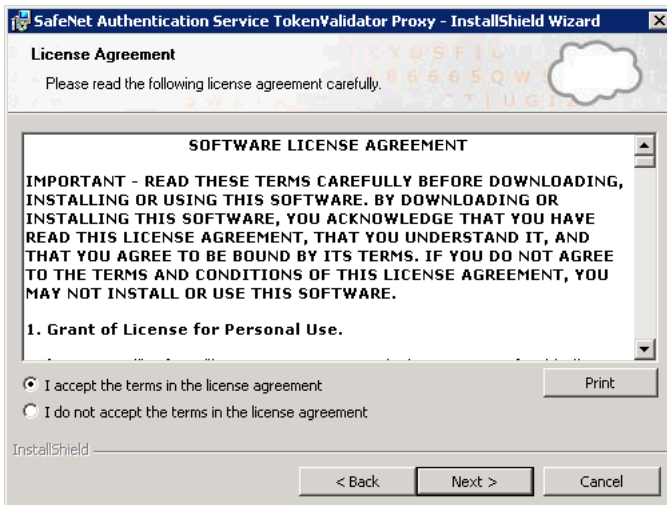
1. On the SAS Token Validator Proxy Agent computer, run one of the following installation files:
 - **SafeNet TokenValidator Proxy x64.exe** (64-bit)
 - **SafeNet TokenValidator Proxy.exe** (32-bit)

The **Welcome to the InstallShield Wizard for SafeNet Authentication Service Token Validator Proxy** window opens.

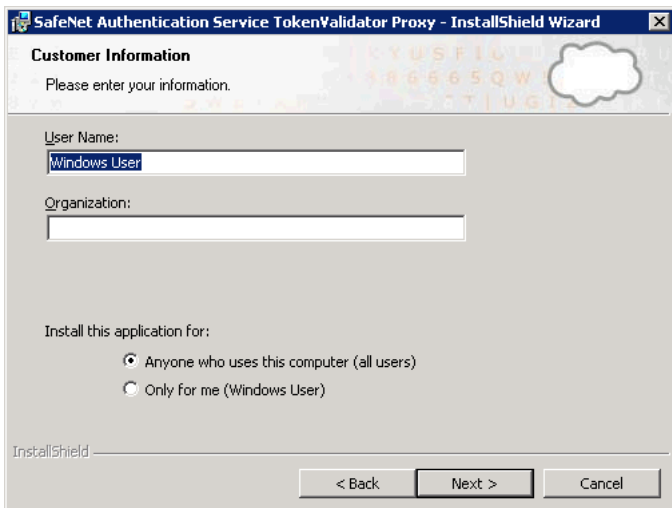
2. Click **Next** to continue.



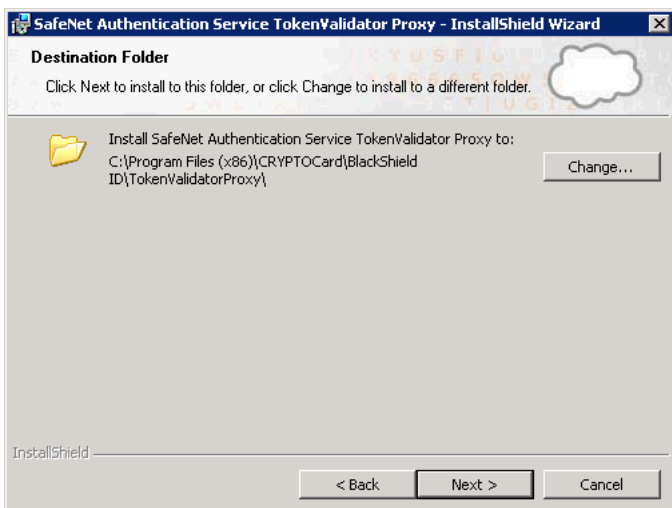
3. On the **License Agreement** window, select I accept the terms in the license agreement and click Next.



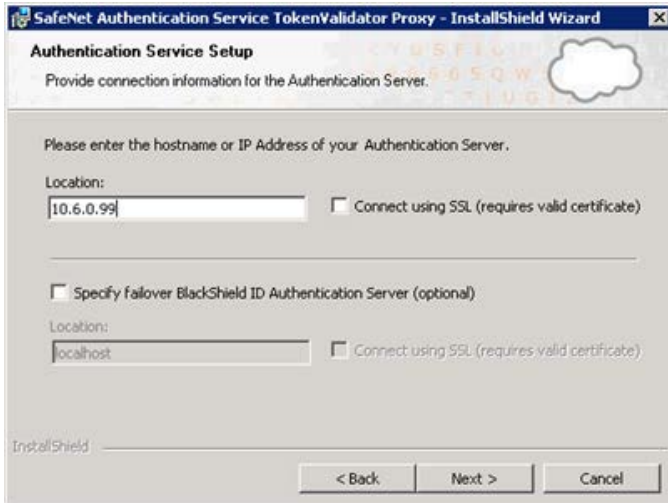
4. On the **Customer Information** window, do the following:
 - a. Enter the **User Name** and **Organization**.
 - b. Select one of the following options to determine who can use the application:
 - **Anyone who uses this computer (all users)**
 - **Only for me**
 - c. Click **Next**.



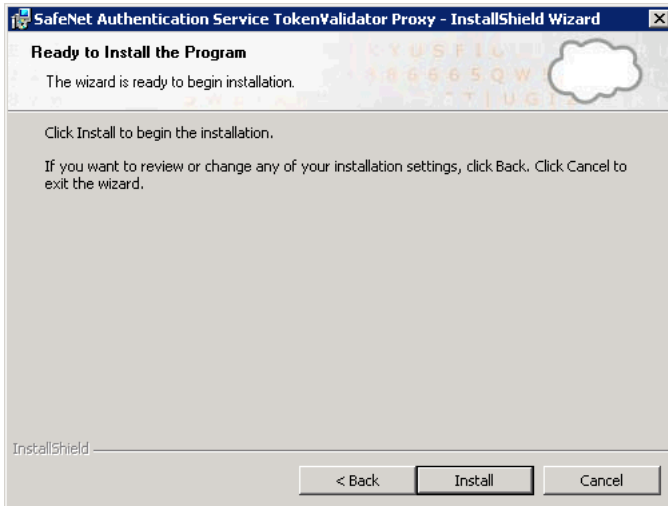
5. On the **Destination Folder** window, the installation folder is displayed. To change the location, click **Change** and then browse to the required location. Select the required location and click **Next**.



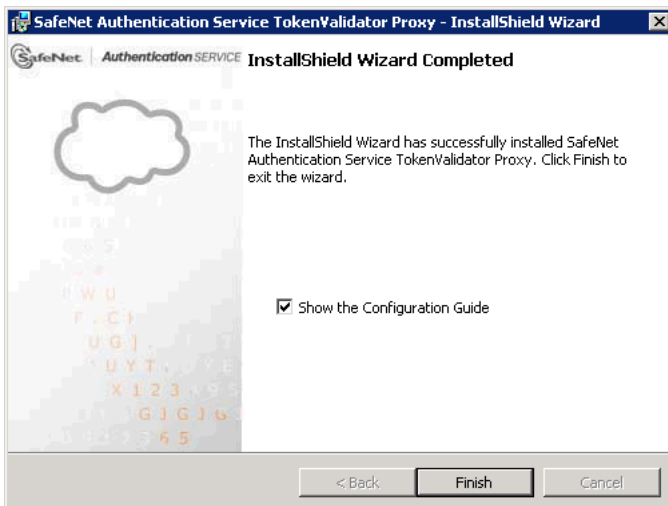
6. On the **Authentication Service Setup** window, enter the IP address of the SAS server and click **Next**.



7. On the **Ready to Install the Program** window, click **Install** to begin installation.



8. When the process has been completed, the **InstallShield Wizard Completed** window opens. Click **Finish** to exit the installation wizard.



Following installation, the **SAS Proxy Source Server** service is installed on Windows.

Q. How do I configure SAS Token Validator Proxy Agent 1.02?

- A. SAS Token Validator Proxy Agent uses an encrypted key file to communicate with the agents and the authentication server. This ensures all authentication attempts made against the SAS Token Validator Proxy Agent and the server are from valid recognized agents.

Follow the following steps:

1. Load the Key File.
 - a. The key file must be saved on the client computer and the SAS Token Validator Proxy Agent computer.
 - a. In SAS, select the **System** tab and download a key file from the **Agent Settings** section.
 - b. Using Windows Explorer, change your current working directory to the **KeyFile** directory by entering **[INSTALLDIR]\KeyFile** in the address bar, where **[INSTALLDIR]** represents the installation directory of the SAS Token Validator Proxy Agent.
 - c. Copy and paste the key file to the **KeyFile** directory.
2. Register the Key File.
 - a. In Windows, select **Start > Run**.
 - b. Enter `regedit` and then click **OK**.
 - c. Expand **HKEY_LOCAL_MACHINE > SOFTWARE > CRYPTOCARD > BlackShield ID > TokenValidatorProxy**.
 - d. Double-click **EncryptionKeyFile**.
 - e. In the text box, enter the fully qualified path to the loaded key file that was loaded above.
3. Define the main SAS Server.

Enter the path to the main SAS server in the following Registry key:

HKEY_LOCAL_MACHINE \SOFTWARE\CRYPTOCARD\BlackShield ID\TokenValidatorProxy\PrimaryServiceURL
4. Define the backup SAS Server.

Enter the path to the backup SAS server in the following Registry key:

HKEY_LOCAL_MACHINE \SOFTWARE\CRYPTOCARD\BlackShield ID\TokenValidatorProxy\OptionalSecondaryServiceURL

Product Documentation

The following documentation is associated with this release:

- SafeNet Authentication Service Token Validator Proxy Agent Configuration Guide (PN 007-012423-001)
- SafeNet Authentication Service Token Validator Proxy Agent Customer Release Notes (PN 007-013401-001)

We have attempted to make these documents complete, accurate, and useful, but we cannot guarantee them to be perfect. When we discover errors or omissions, or they are brought to our attention, we endeavor to correct them in succeeding releases of the product.

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or Gemalto Customer Support. Gemalto Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

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