

IBM® Security Access Manager for Enterprise Single
Sign-On
Version 8.2

Help Desk Guide



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Note

Before using this information and the product it supports, read the information in "Notices" on page 19.

Edition notice

Note: This edition applies to version 8.2 of IBM Security Access Manager for Enterprise Single Sign-On, (product number 5724-V67) and to all subsequent releases and modifications until otherwise indicated in new editions.

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About this publication

The IBM® Security Access Manager for Enterprise Single Sign-On provides sign-on and sign-off automation, authentication management, and user tracking to provide a seamless path to strong digital identity. The *IBM Security Access Manager for Enterprise Single Sign-On Help Desk Guide* contains information about providing Help desk services to users.

Intended audience

This publication is for Help desk officers supporting the IBM Security Access Manager for Enterprise Single Sign-On AccessAgent and AccessAdmin.

This publication is for Help desk officers who must perform the following tasks:

- Verify user identity
- Manage second authentication factors and its users
- Promote good security practices
- Search for users
- View and modify policies
- Manage machines

Readers must be familiar with the following topics:

- Information specific to the organization
- Security practices for passwords
- Workflows for common tasks

What this publication contains

This publication contains the following sections:

- Chapter 1, “Overview on Help desk tasks,” on page 1
Discusses the different tasks of a Help desk officer.
- Chapter 2, “Managing authentication factors,” on page 5
Provides instructions on how you can manage users and their authentication factors in AccessAdmin.
- Chapter 3, “Modifying policies,” on page 11
Provides the different user policies that you can modify in AccessAdmin.
- Chapter 4, “Viewing policies,” on page 17
Guides you on how you can view system and machine policies in AccessAdmin.

Publications

This section lists publications in the IBM Security Access Manager for Enterprise Single Sign-On library. The section also describes how to access Tivoli® publications online and how to order Tivoli publications.

IBM Security Access Manager for Enterprise Single Sign-On library

The following documents are available in the IBM Security Access Manager for Enterprise Single Sign-On library:

- *IBM Security Access Manager for Enterprise Single Sign-On Quick Start Guide*, CF38DML

Read this guide for a quick start on the main installation and configuration tasks to deploy and use IBM Security Access Manager for Enterprise Single Sign-On.

- *IBM Security Access Manager for Enterprise Single Sign-On Planning and Deployment Guide*, SC23995203

Read this guide before you do any installation or configuration tasks. This guide helps you to plan your deployment and prepare your environment. It provides an overview of the product features and components, the required installation and configuration, and the different deployment scenarios. It also describes how to achieve high availability and disaster recovery.

- *IBM Security Access Manager for Enterprise Single Sign-On Installation Guide*, GI11930901

Read this guide for the detailed procedures on installation, upgrade, or uninstallation of IBM Security Access Manager for Enterprise Single Sign-On.

This guide helps you to install the different product components and their required middleware, and also do the initial configurations required to complete the product deployment. It covers procedures for using virtual appliance, WebSphere® Application Server Base editions, and Network Deployment.

- *IBM Security Access Manager for Enterprise Single Sign-On Configuration Guide*, GC23969201

Read this guide if you want to configure the IMS Server settings, the AccessAgent user interface, and its behavior.

- *IBM Security Access Manager for Enterprise Single Sign-On Administrator Guide*, SC23995103

This guide is intended for the Administrators. It covers the different Administrator tasks. This guide provides procedures for creating and assigning policy templates, editing policy values, generating logs and reports, and backing up the IMS Server and its database. Use this guide together with the IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Help Desk Guide*, SC23995303

This guide is intended for Help desk officers. The guide helps Help desk officers to manage queries and requests from users usually about their authentication factors. Use this guide together with the IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Policies Definition Guide*, SC23969401

Read this guide for the detailed descriptions of the different user, machine, and system policies that Administrators can configure in AccessAdmin. Use this guide along with the IBM Security Access Manager for Enterprise Single Sign-On Administrator Guide.

- *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*, GC23969301

Read this guide if you have any issues with regards to installation, upgrade, and product usage. This guide covers the known issues and limitations of the

product. It helps you determine the symptoms and workaround for the problem. It also provides information about fixes, knowledge bases, and support.

- *IBM Security Access Manager for Enterprise Single Sign-On AccessStudio Guide*, SC23995603

Read this guide if you want to create or edit profiles. This guide provides procedures for creating and editing standard and advanced AccessProfiles for different application types. It also covers information about managing authentication services and application objects, and information about other functions and features of AccessStudio.

- *IBM Security Access Manager for Enterprise Single Sign-On Provisioning Integration Guide*, SC23995703

Read this guide for information about the different Java™ and SOAP API for provisioning. It also covers procedures for installing and configuring the Provisioning Agent.

- *IBM Security Access Manager for Enterprise Single Sign-On Web API for Credential Management Guide*, SC14764600

Read this guide if you want to install and configure the Web API for credential management.

- *IBM Security Access Manager for Enterprise Single Sign-On Lightweight AccessAgent mode on Terminal Server SDK Guide*, SC14765700

Read this guide for the details on how to develop a virtual channel connector that integrates AccessAgent with Terminal Services applications.

- *IBM Security Access Manager for Enterprise Single Sign-On Serial ID SPI Guide*, SC14762600

IBM Security Access Manager for Enterprise Single Sign-On has a Service Provider Interface (SPI) for devices that contain serial numbers, such as RFID. See this guide to know how to integrate any device with serial numbers and use it as a second authentication factor with AccessAgent.

- *IBM Security Access Manager for Enterprise Single Sign-On Context Management Integration Guide*, SC23995403

Read this guide if you want to install and configure the Context Management solution.

- *IBM Security Access Manager for Enterprise Single Sign-On User Guide*, SC23995003

This guide is intended for the end users. This guide provides instructions for using AccessAgent and Web Workplace.

- *IBM Security Access Manager for Enterprise Single Sign-On Error Message Reference Guide*, GC14762400

This guide describes all the informational, warning, and error messages associated with IBM Security Access Manager for Enterprise Single Sign-On.

Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at the following Web address:

<http://www.ibm.com/software/globalization/terminology>

Accessing publications online

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Information Center Web site at <http://www.ibm.com/tivoli/documentation>.

Note: If you print PDF documents on other than letter-sized paper, set the option in the **File > Print** window that allows Adobe Reader to print letter-sized pages on your local paper.

Ordering publications

You can order many Tivoli publications online at <http://www.elink.ibm.link.ibm.com/publications/servlet/pbi.wss>.

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.elink.ibm.link.ibm.com/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. With this product, you can use assistive technologies to hear and navigate the interface. You can also use the keyboard instead of the mouse to operate all features of the graphical user interface.

For additional information, see "Accessibility features" in the *IBM Security Access Manager for Enterprise Single Sign-On Planning and Deployment Guide*.

Tivoli technical training

For Tivoli technical training information, see the following IBM Tivoli Education Web site at <http://www.ibm.com/software/tivoli/education>.

Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. Tivoli user groups include the following members and groups:

- 23,000+ members
- 144+ groups

Access the link for the Tivoli Users Group at www.tivoli-ug.org.

Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

Online

Go to the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html> and follow the instructions.

IBM Support Assistant

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The IBM Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the IBM Support Assistant software, go to <http://www.ibm.com/software/support/isa>.

Troubleshooting Guide

For more information about resolving problems, see the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

Conventions used in this publication

This publication uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics.

Typeface conventions

This publication uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets) and labels (such as **Tip:** and **Operating system considerations:**)
- Keywords and parameters in text

Italic

- Citations (examples: titles of publications, diskettes, and CDs)
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide: ... where *myname* represents....

Monospace

- Examples and code examples
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text
- Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation.

When using the Windows command line, replace *\$variable* with *% variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, %TEMP% in Windows environments is equivalent to \$TMPDIR in UNIX environments.

Note: You can use the UNIX conventions if you are using the bash shell on a Windows system.

Chapter 1. Overview on Help desk tasks

As a Help desk officer, you can manage users, manage authentication factors, modify policies, and view system and machine policies in AccessAdmin.

See the following topics for more information.

What to do	Where to find information
Manage users • Verify user identity. • View user profiles. Note: Only Administrators can revoke users.	• “Verifying user identity” • “Viewing a user profile” on page 3
Manage second authentication factors • Help users with second authentication factors.	Chapter 2, “Managing authentication factors,” on page 5
Modify policies • Modify user policies such as Wallet and AccessAgent policies. Note: You can modify user policies except administrative policies.	Chapter 3, “Modifying policies,” on page 11
View system and machine policies • View machine and system scope policies.	Chapter 4, “Viewing policies,” on page 17

To learn more about the user workflows, see the *IBM Security Access Manager for Enterprise Single Sign-On User Guide*.

To learn more about common issues and problems, see the *IBM Security Access Manager for Enterprise Single Sign-On Troubleshooting and Support Guide*.

Verifying user identity

You must verify the identity of the user to prevent unauthorized access to protected systems.

- You might communicate with the user personally, online, or over the telephone. Set a standard method of verifying the identity of the user in line with your corporate policies.
- You might require a user to provide information such as an employee number or the maiden name of the mother. Make sure that you verify the accuracy of the credentials information.

There are cases when a user might acquire the identity of a co-worker to gain unauthorized access. If you suspect that the user is committing fraud, request for more information and make sure that you deal with it according to your corporate policies.

Good security practices

You must advise users on the following security practices so that they can protect their data from unauthorized access.

Practice	Description
Choose strong passwords and keep them secure Note: The Administrator can configure the required password length and maximum number of attempts to log on before the Wallet is locked.	Advise users to choose passwords that are not easy to decode. A strong password is longer and is a combination of uppercase characters, lowercase characters, numbers, and special characters.
Do not forget the secret	Secrets help users set new passwords in case they forget their passwords.
Safeguard the second authentication factor	The second authentication factor fortifies the Wallet, and must be kept in a secure place.
Safeguard the desktop	If users are leaving their workstations, tell them to always lock their computer.
Report loss of a second authentication factor	Advise the users to immediately inform Help desk if their second authentication factor is missing or misplaced. Important: When a user reports a missing second authentication factor, revoke the second authentication factor immediately. For more information, see “Revoking authentication factors” on page 10.

Logging on to AccessAdmin

Use AccessAdmin to manage users, authentication factors, and policies.

Procedure

1. Navigate to AccessAdmin.
 - If you are using a load balancer, access `https://<loadbalancer_hostname>:<ihs_ssl_port>/admin`.
 - If you are not using a load balancer, access `https://<ims_hostname>:<ihs_ssl_port>/admin`.
2. Select a language for AccessAgent that is consistent with the location for which you want to apply policies.
3. Enter your user name and password.
4. Click **Log on**.

Checking the IMS Server status

When you check the status of the IMS Server, you can also view the server availability and version number.

Procedure

1. Log on to AccessAdmin.
2. Select **System > Status**. The page displays license information and IMS Server system logs.

Viewing a user profile

Use AccessAdmin to view a user profile.

Procedure

1. Log on to AccessAdmin.
2. Click **My users** under **Search Users**.

Note: If no users are displayed, request your Administrator to assign users to you.

3. Click on the user name. The following links are displayed.

Option	Description
Audit logs	These logs contain the specific details of user activity logs. For example: time of the activity, the type of activity, and the SOCI ID.
Authentication service	This link contains the different types of authentication services enabled for the user.

4. Scroll down the page. Under **User Profile**, the following details are displayed. You can modify these details except for the Administrative Policies.
 - Name
 - Last name
 - E-mail address
 - Enterprise user name
 - User principle name
 - Mobile ActiveCode phone number
 - Mobile ActiveCode e-mail address
 - Mobile ActiveCode preferences
 - Helpdesk Authorization
 - Authentication Factors
 - OTP Token Assignment
 - Cached Wallets
 - Wallet Access Control
 - Administrative Policies (for administrators only)
 - Authentication Policies
 - AccessAssistant and Web Workplace Policies
 - Wallet Policies
 - AccessAgent Policies
 - Authentication Service Policies

Chapter 2. Managing authentication factors

Managing second authentication factors involve tasks such as distribution, maintenance, and safekeeping of these authentication factors.

Task	Description
Providing second authentication factors to new employees	Orient each new employee on the basic concepts of IBM Security Access Manager for Enterprise Single Sign-On.
Replacing lost second authentication factors	The second authentication factor must be revoked when it is lost or stolen to prevent unauthorized use. Note: Revocation is permanent within the IBM Security Access Manager for Enterprise Single Sign-On system. When a second authentication factor is revoked, it cannot be reused unless it is registered again.
Safeguarding unused second authentication factors	Second authentication factors are of no value without user credentials, or unless registered with the IMS Server. Only one Help desk officer is required to monitor the inventory of second authentication factors but a contingency plan must be set in case the designated officer is unavailable.

For managing authentication factors using AccessAdmin, see the following topics.

- “Modifying second authentication factor-related policies”
- “Generating authorization codes for users” on page 8
- “Revoking authentication factors” on page 10

Modifying second authentication factor-related policies

Second authentication factor-specific policies are only applicable to users with more than one authentication factor. Modify the policies appropriate to the type of second authentication factor that is used by the user.

Smart card policies

Smart card policies are the policies that you can set to define how AccessAgent must behave when the user use a smart card for authentication.

Procedure

1. Log on to AccessAdmin.
2. Navigate to the profile of the user.
3. Click **AccessAgent Policies**.
4. Under **Smart card Policies**, complete the following field:

Option	Description
Smart card removal actions	The action that AccessAgent takes when the smart card is removed.

5. Click **Update**.

Hybrid smart card policies

Hybrid smart card policies are the policies that you can set to define how AccessAgent must behave when the user use a hybrid smart card for authentication.

Procedure

1. Log on to AccessAdmin.
2. Navigate to the profile of the user.
3. Click **AccessAgent Policies**.
4. Under **Hybrid Smart card Policies**, complete the following fields:

Option	Description
Enable single factor smart card unlock	Specifies whether single factor smart card unlock is supported.
Time expiry, in seconds, for single factor smart card unlock	Specifies the expiration indicated in seconds, for single factor smart card unlock.
Time expiry, in minutes, for single factor smart card logon	Specifies the expiration indicated in minutes, for single factor smart card logon.
Extend single factor smart card logon time expiry when user logs on with smart card and PIN	Specifies whether to extend the single factor smart card logon time expiry when a user logs on using a smart card and PIN.
Actions on presenting same smart card on desktop if user logged on with single factor	The action that AccessAgent takes when the same smart card is presented when the user is logged in with a single factor.
Confirmation countdown duration, in seconds, for presenting the same smart card on desktop	The countdown time frame for the specified action to take place after tapping the same smart card.
Actions on presenting different smart card on desktop if user logged on with single factor	The action that AccessAgent takes when a different smart card is presented when the user is logged in with a single factor.
Confirmation countdown duration, in seconds, for presenting a different smart card on desktop	The countdown time frame for the specified action to take place after tapping a different smart card.

5. Click **Update**.

RFID policies

RFID policies are the policies that you can set to define how AccessAgent must behave when the user use an RFID card for authentication.

Procedure

1. Log on to AccessAdmin.
2. Navigate to the profile of the user.
3. Click **AccessAgent Policies**.
4. Under **RFID Policies**, complete the following fields:

Option	Description
Actions on tapping same RFID on desktop	Specifies the action that AccessAgent performs when the logged on user taps the RFID card on the reader again.
Confirmation countdown duration, in seconds, for tapping same RFID on desktop	Specifies the number of seconds that AccessAgent displays a message box. This box is displayed when AccessAgent is about to perform an action after the same RFID card is tapped on the reader. The message box provides two options for the user, one of which must be selected before the specified number of seconds expire. The user can either click Yes to proceed with the action, or No to reactivate the desktop.
Enable RFID-only unlock	If you set this policy to Yes , then the user can unlock the RFID card in a specified duration that does not require a password.
Time expiry, in seconds, for RFID-only unlock	Specifies the number of seconds that AccessAgent can apply an RFID-only unlock that does not require a password.
Time expiry, in minutes, for RFID-only logon	Specifies the number of minutes that AccessAgent can apply RFID-only logon that does not require a password.
Actions on tapping different RFID on desktop	Specifies the actions that AccessAgent performs when a user taps a different RFID card on the reader while another user is logged on.
Confirmation countdown duration, in seconds, for tapping different RFID on desktop	Specifies the number of seconds that AccessAgent displays a message box. This box is displayed when AccessAgent is about to perform an action after a user taps a different RFID card on the reader. The message box provides two options for the user, one of which must be selected before the specified number of seconds expire. The user can either click Yes to let AccessAgent proceed with the action, or No to reactivate the desktop.

5. Click **Update**.

Fingerprint policies

Fingerprint policies are the policies that you can set to define how AccessAgent must behave when the user use a fingerprint for authentication.

Procedure

1. Log on to AccessAdmin.
2. Navigate to the profile of the user.
3. Click **AccessAgent Policies**.

4. Under **Fingerprint Policies**, complete the following fields:

Option	Description
Actions on tapping same fingerprint on desktop	Specifies the action that AccessAgent performs when a logged on user imprints the same finger on the fingerprint reader.
Confirmation countdown duration, in seconds, for tapping same finger on desktop	Specifies the number of seconds that AccessAgent displays a message box. This box is displayed when AccessAgent is about to perform an action after a user imprinted the same finger on the fingerprint reader. The message box provides two options for the user, one of which must be selected before the specified number of seconds expire. The user can either click Yes to let AccessAgent proceed with the action, or No to reactivate the desktop.
Actions on tapping different finger on desktop	Specifies the action that AccessAgent performs when another user imprints a finger on the reader, even though another user is logged on.
Confirmation countdown duration, in seconds, for tapping different finger on desktop	Specifies the number of seconds that AccessAgent displays a message box. This box is displayed when AccessAgent is about to perform an action after a different user places a finger on the fingerprint reader. The message box provides two options for the user, one of which must be selected before the specified number of seconds expire. The user can either click Yes to let AccessAgent proceed with the action, or No to reactivate the desktop.

5. Click **Update**.

Generating authorization codes for users

An authorization code is a system-generated code used as an authentication factor for specific scenarios. It can be used for password reset, and temporary bypass of an authentication factor.

Procedure

1. Navigate to the profile of the user.
2. Ask the user whether a request code is displayed on screen.
 - If there is a request code, click **Temporary offline access to the Wallet** in the **Help desk Authorization** panel, and enter the request code.

Tip: The user has a request code because connectivity to the IMS Server might not be available.

As a security measure, the user must provide a request code before you can issue an authorization code for temporary offline access.

Note: You must inform the user that for temporary offline access, the new password is only valid for that computer.

- If there is no request code, click **Password reset, unlock account, temporary online access or registration of second factors** in the **Help desk Authorization** panel.
3. Select a validity period from the options in the list.
 4. Click **Issue authorization code**.

Enabling ActiveCode for the user

ActiveCode is a randomly generated, event-based one-time password. Users use ActiveCodes to log on to web applications, AccessAssistant or Web Workplace, and applications supporting RADIUS, such as VPN Servers.

Procedure

1. Navigate to the profile of the user.
2. Under the user name, click **Authentication services**.
3. In **ActiveCode-enabled authentication service**, select the ActiveCode-enabled authentication services of the new user.
4. Enter the user name for the ActiveCode-enabled authentication service.
5. Click **Add Account**.

Locking the ActiveCode-enabled authentication service for users

To temporarily prevent a user from using an ActiveCode-enabled authentication service, you can lock the service. You can also set the service to lock a user automatically after a user enters a wrong ActiveCode several times.

Procedure

1. Navigate to the profile of the user.
2. Under the user name, click **Authentication services**.
3. In **ActiveCode-enabled authentication service**, select the user name and the ActiveCode-enabled authentication service to disable.
4. Select **Locked** from the **Status** list.
5. Click **Update status**.

Deleting ActiveCode for users

You can delete the access of a user to an ActiveCode-enabled authentication service if the user no longer uses it.

Procedure

1. Navigate to the profile of the user.
2. Under the user name, click **Authentication services**.
3. In **ActiveCode-enabled authentication service**, select the user name you want to delete for an ActiveCode-enabled authentication service account.
4. Click **Delete account**.
5. Click **OK**.

Revoking authentication factors

You can revoke a second authentication factor or Wallet when the user leaves the organization or when a second authentication factor is reported lost or stolen.

Procedure

1. Navigate to the profile of the user.
2. Scroll down to the **Authentication Factors** panel.
3. Select the check box of the Wallet or authentication factor to revoke.
4. Click **Revoke**.

Chapter 3. Modifying policies

As a Help desk officer, you can modify user policies and view system and machine policies.

See the table for details about the privileges of an Administrator and Help desk officer on policies.

Role	System Policies	Machine Policies	User Policies
Administrator	can view and modify	can view and modify	can view and modify
Help desk	view only	view only	can view and modify, except administrative policies

See the following topics for more information about modifying and viewing policies.

- “Modifying AccessAgent policies”
- “Modifying Wallet policies” on page 13
- “Viewing and setting policy priorities” on page 14

Modifying AccessAgent policies

You can modify the policies that define the behavioral patterns of AccessAgent on a computer when a user is logged on.

Lock/Unlock policies

Lock and unlock policies are the policies that you can set to define when and how AccessAgent locks and unlocks the user session.

Procedure

1. Log on to AccessAdmin.
2. Navigate to the profile of the user.
3. Click **AccessAgent Policies**.
4. Under **Lock/Unlock Policies**, complete the following fields:

Option	Description
Enable lock script during locking of the user's AccessAgent session	If you select Yes , AccessAgent runs a lock script when locking an AccessAgent session.
Lock script type	Specifies the type of lock script to run when locking a session.
Lock script code	Specifies the source code of the lock script to run when locking a session.
Enable unlock script when user unlocks an existing AccessAgent session	If you select Yes , AccessAgent runs an unlock script when unlocking an existing AccessAgent session.
Unlock script type	Specifies the type of unlock script to run when unlocking a session.

Option	Description
Unlock script code	Specifies the source code of the unlock script to run when unlocking a session.
Unlock computer policy	Specifies the type of user who can unlock a computer after a logged on user has been locked. Same user is the user who locked the computer. Admin is the Windows user with Administrator privileges on the computer.
Confirmation countdown, in seconds, for unlocking by a different user	Specifies the number of seconds a different user can unlock the computer.

5. Click **Update**.

Roaming session policies

Roaming session policies are the policies that you can set to define the AccessAgent action on a remote session when computer is locked or session is logged off.

Procedure

1. Under **Roaming session policies**, complete the following fields:

Option	Description
Actions on remote session while locking local computer	Option to disconnect the Terminal server session or log off the remote AccessAgent while locking the local computer.
Actions on remote session before logging off local session	Option to disconnect the Terminal server session or log off the remote AccessAgent before logging off the local AccessAgent.

2. Click **Update**.

Logon/Logoff policies

Logon and logoff policies are the policies that you can set to define how a user is logged on or logged off from a user session.

Procedure

1. Under **Logon/Logoff Policies**, complete the following fields:

Option	Description
Enable logon script during user logon	If you set this policy to Enabled , a script runs whenever the user logs on to AccessAgent. The logon script specifies various actions that AccessAgent performs upon logon, such as selecting the applications to start, or selecting the connecting network resources.
Logon script type	Specifies the types of logon script used with AccessAgent.

Option	Description
Logon script code	Use this option so that Administrators can copy the logon script source code in the text box.
Enable logoff script during user logoff	Specifies the running of a script whenever the user logs off from AccessAgent. The logoff script specifies various actions that AccessAgent performs upon logoff, such as selecting the applications to close and selecting the disconnecting network resources.
Logoff script type	Specifies the types of logoff script used with AccessAgent.
Logoff script code	Use this option so that Administrators can copy the logoff script source code in the text box.
Allow user to manually log off AccessAgent	If you set this policy to Yes , then users can log off from AccessAgent manually.
Actions on manual logoff by user	Specifies the action AccessAgent performs when the user logs off.
Confirmation countdown duration, in seconds, for manual logoff by user	Specifies the number of seconds the computer can request the user to confirm logoff after a period of inactivity.

2. Click **Update**.

Modifying Wallet policies

You can set Wallet policies such as exporting and the display of passwords in AccessAdmin.

Procedure

1. Navigate to the profile of the user.
2. Under **User Profile**, click **Wallet Policies**.
3. Complete the following fields:

Option	Description
Enable "Never" for enterprise authentication services	• If you set the policy to Yes, then a user can set an enterprise authentication services password entry option to Never. • If you set the policy to No, then the password entry option does not have the option Never.
Enable single sign-on using the automatic sign-on mode for personal authentication services	Specifies whether to enable automatic sign-on to authentication services.
Option for displaying of application passwords in AccessAgent	Specifies whether to display application passwords in the Wallet Manager of AccessAgent through the Show passwords option.

Option	Description
Option for exporting of application passwords in AccessAgent	Specifies whether to export application passwords in the Wallet Manager of AccessAgent through the Export? option.
Allow user to enable/disable single sign-on using the automatic sign-on mode	If you set the policy to Yes , then the user can enable automatic sign-on.
List of Wallet items that can be edited by the user through AccessAgent	Each Wallet item that the user can edit through AccessAgent is highlighted.

4. Click **Update**.

Setting wallet authentication policies

A wallet contains credentials of a user, like passwords. Access to the wallet is strengthened by enforcing the use of additional authentication factors, such as RFID badges, biometrics, and smart card tokens.

Procedure

1. Navigate to the profile of the user.
2. Under **User Profile**, click **Authentication Policies**.
3. Select the corresponding Wallet authentication policy.
4. Click **Update**.

Revoking cached Wallets

Revoke the cached user Wallets if the machine contains many Wallets that are no longer needed or if users cannot log on to their cached Wallets. When the cached Wallets are revoked, users can download a new Wallet from the IMS Server.

Procedure

1. Navigate to the profile of the user.
2. Scroll down to the **Cached Wallet** panel.
3. Select the check box of the Wallet that you want to revoke.
4. Click **Revoke**.

Locking Wallets

You can lock a Wallet to temporarily prevent access to the Wallet of the user. A good example is when the user goes for an extended holiday or when an employee leaves the organization.

Procedure

1. Navigate to the profile of the user.
2. Under **User Profile**, click **Wallet Access Control**.
3. Click **Lock wallet**.

Viewing and setting policy priorities

If a policy is defined for two scopes, define which takes higher priority. Setting the priority is useful in case the timeout value for the policy is different for the two scopes. For example, if the policy priority is a machine, then only the machine policy is effective.

Policies can be modified only by Help desk officers and Administrators. These policies affect the behavior of the whole system and must be modified only when it is necessary. These policies are set at deployment and followed through. Changes to these policies are propagated to clients the next time AccessAgent synchronizes with the IMS Server.

Important: Older versions of AccessAgent still use the original policy priorities, and values do not change after upgrading the IMS Server. To change policy priorities, upgrade all installations of AccessAgent to version 8.0 or later, and then launch the command prompt.

Viewing policy priorities

If you want to view the current scope and the priority level of a policy, use the command `managePolPriority --policyId [name of policy]`.

Before you begin

Run `setupCmdLine.bat` to configure the path to the WebSphere Application Server profile where the IMS Server is installed. Set the value to `WAS_PROFILE_HOME`.

Procedure

1. Launch the Windows command prompt.
 - a. Click **Start > Run**.
 - b. Enter `cmd` in the **Open** field.
 - c. Click **OK**. The command prompt window is displayed.
2. Navigate to the batch file folder. Type `<IMS installation folder>\bin`, then press **Enter**.
3. Type `managePolPriority.bat` to view the information about executing the batch file, then press **Enter**.
4. Type `managePolPriority --policyId [name of policy]`, then press **Enter**. The scope and priority of a specific policy are displayed.
5. Type `exit` to close the command prompt and then press **Enter**.

Setting policy priorities

System, machine, and user policies each have unique and overlapping policy parameters. Certain policies such as AccessAgent lock and unlock, desktop inactivity, and logon and logoff can be defined in more than one policy type. In deployments where many policies are defined, several policies can overlap. In this case, use the `managePolPriority` command-line utility to manage policy priorities.

Procedure

1. Launch the Windows command prompt.
 - a. Click **Start > Run**.
 - b. Enter `cmd` in the **Open** field.
 - c. Click **OK**. The command prompt window is displayed.
2. Navigate to the batch file folder. Type `<IMS installation folder>\bin`, then press **Enter**.
3. To change the scope of the policy, enter the following information.

```
managePolPriority
--policyId [name of policy]--scope [scp ims or scp machine] --templateId
[template ID]
```

The scope that is given highest priority is assigned a value of 1, the next scope is assigned with a value of 2, and so on.

Note: Provide a template ID to specify the assigned template of the machine, user, or system.

4. Press **Enter**.
5. Type `exit` to close the command prompt and then press **Enter**.

Chapter 4. Viewing policies

If you want to know or verify the values set for a particular user, machine or system policy, open AccessAdmin and select the corresponding policy category.

See the following topics for more information.

- “Viewing a user or machine policy template”
- “Viewing system policies”
- “Viewing administrative policies”

Viewing a user or machine policy template

You can view user and machine policy templates. Only administrators can modify them.

Procedure

1. In the AccessAdmin navigation panel, select your template.
 - For user policy templates, select **User Policy Templates** > [name of the template].
 - For machine policy templates, select **Machine Policy Templates** > **Template assignments** > [name of the template].

Take note of the following information.

- There is one Default template.

If the Administrator defines the templates, these templates are displayed in the other templates available under the **Policy Templates** option in the navigation panel.

- These other templates are fully configurable and the naming convention is set by the Administrator.
2. Click the policy to view the details.

Viewing system policies

You can view system policies in AccessAdmin.

Procedure

1. In the AccessAdmin navigation panel, select **System** > **System policies**.
2. Click on the policy to view the details.

Viewing administrative policies

You can view administrative policies in AccessAdmin.

1. Navigate to the profile of the user.
2. Under **User Profile**, click **Administrative Policies**.

The current role and the Help desk identities are displayed.

The **Update**, **Revoke**, and **Delete user** buttons are disabled because you cannot modify this setting.

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Glossary

AccessAdmin. A web-based management console that Administrators and Helpdesk officers use to administer the IMS Server and to manage users and policies.

AccessAgent plug-in. A piece of script, written in VBscript or Javascript, that is embedded within an AccessProfile to perform custom checking of conditions or to execute custom actions. It is used for extending the capability of an AccessProfile beyond the built-in triggers and actions.

AccessAgent. The client software that manages the identity of the user, authenticates the user, and automates single sign-on and sign-off.

AccessAssistant. The web-based interface that helps users to reset their passwords and retrieve their application credentials.

AccessProfile widget / widget. An independent AccessProfile that consists of pinnable states, which can be used to build another AccessProfile.

AccessProfiles. AccessAgent uses these XML specifications to identify application screens that it can perform single sign-on and automation.

AccessStudio. An application used by Administrators for creating and maintaining AccessProfiles.

Account data bag. A data structure that holds user credentials in memory while single sign-on is performed on an application.

Account data item template. A template that defines the properties of an account data item.

Account data item. The user credentials required for login.

Account data template. A template that defines the format of account data to be stored for credentials captured by using a specific AccessProfile.

Account data. The login information required to verify an authentication service. It can be the user name, password, and the authentication service which the login information is stored.

Action. In profiling, an act that can be performed in response to a trigger. For example, automatic filling of user name and password details as soon as a sign-on window displays.

Active Directory (AD). A hierarchical directory service that enables centralized, secure management of an entire network, which is a central component of the Microsoft Windows platform.

Active Directory credentials. The Active Directory user name and password.

Active Directory password synchronization. An IBM Security Access Manager for Enterprise Single Sign-On feature that synchronizes the ISAM ESSO password with the Active Directory password.

Active RFID (ARFID). ARFID is both a second authentication factor and a presence detector. It can detect the presence of a user and AccessAgent can be configured to perform specific actions. In previous releases, it is called Active Proximity Badge.

ActiveCode. Short-lived authentication codes that are generated and verified by IBM Security Access Manager for Enterprise Single Sign-On. There are two types of ActiveCodes: Mobile ActiveCodes and Predictive ActiveCodes.

Mobile ActiveCodes are generated by IBM Security Access Manager for Enterprise Single Sign-On and dispatched to the mobile phone or email account of the user. Predictive ActiveCodes, or One Time Passwords, are generated from OTP tokens when a user presses its button.

Combined with alternative channels or devices, ActiveCodes provide effective second-factor authentication.

Administrator. A person responsible for administrative tasks such as access authorization and content management. Administrators can also grant levels of authority to users.

Application policies. A collection of policies and attributes governing access to applications.

Application programming interface (API). An interface that allows an application program written in a high-level language to use specific data or functions of the operating system or another program.

Application. One or more computer programs or software components that provide a function in direct support of a specific business process or processes. In AccessStudio, it is the system that provides the user interface for reading or entering the authentication credentials.

Audit. A process that logs the user, Administrator, and Helpdesk activities.

Authentication factor. The different devices, biometrics, or secrets required as credentials for validating digital identities. Examples of authentication

factors are passwords, smart card, RFID, biometrics, and one-time password tokens.

Authentication service. In IBM Security Access Manager for Enterprise Single Sign-On, a service that verifies the validity of an account against their own user store or against a corporate directory. Identifies the authentication service associated with a screen. Account data saved under a particular authentication service is retrieved and auto-filled for the logon screen that is defined. Account data captured from the logon screen defined is saved under this authentication service.

Authorization code. An alphanumeric code generated for administrative functions, such as password resets or two-factor authentication bypass with AccessAgent, AccessAssistant, and Web Workplace.

Auto-capture. A process that allows a system to collect and reuse user credentials for different applications. These credentials are captured when the user enters information for the first time, and then stored and secured for future use.

Automatic sign-on. A feature where users can log on to the sign-on automation system and the system logs on the user to all other applications.

Base distinguished name. A name that indicates the starting point for searches in the directory server.

Bidirectional language. A language that uses a script, such as Arabic and Hebrew, whose general flow of text proceeds horizontally from right to left, but numbers, English, and other left-to-right language text are written from left to right.

Bind distinguished name. A name that specifies the credentials for the application server to use when connecting to a directory service. The distinguished name uniquely identifies an entry in a directory. See also *Distinguished name*.

Biometrics. The identification of a user based on a physical characteristic of the user, such as a fingerprint, iris, face, voice, or handwriting.

Card Serial Number (CSN). A unique data item that identifies a hybrid smart card. It has no relation to the certificates installed in the smart card

Cell. In WebSphere Application Server, a cell is a virtual unit that consists of a deployment manager and one or more nodes.

Certificate authority (CA). A trusted organization or company that issues the digital certificates. The certificate authority typically verifies the identity of the individuals who are granted the unique certificate.

IMS Server Certificate. Used in IBM Security Access Manager for Enterprise Single Sign-On. The IMS Server Certificate allows clients to identify and authenticate an IMS Server.

Client AccessAgent. AccessAgent installed and running on the client machine.

Client workstation, client machine, client computers. Computers where AccessAgent installed.

Clinical Context Object Workgroup (CCOW). A vendor independent standard, for the interchange of information between clinical applications in the healthcare industry.

Clustering. In WebSphere Application Server, clustering is the ability to group application servers.

Clusters. A group of application servers that collaborate for the purposes of workload balancing and failover.

Command line interface. A computer interface in which the input command is a string of text characters.

Credentials. Information acquired during authentication that describes a user, group associations, or other security-related identity attributes, and that is used to perform services such as authorization, auditing, or delegation. For example, a user ID and password are credentials that allow access to network and system resources.

Cryptographic application programming interface (CAPI). An application programming interface that provides services to enable developers to secure applications using cryptography. It is a set of dynamically-linked libraries that provides an abstraction layer which isolates programmers from the code used to encrypt the data.

Cryptographic Service Provider (CSP). A feature of the i5/OS[®] operating system that provides APIs. The CCA Cryptographic Service Provider enables a user to run functions on the 4758 Coprocessor.

Data source. The means by which an application accesses data from a database.

Database (DB) server. A software program that uses a database manager to provide database services to software programs or computers.

DB2[®]. A family of IBM licensed programs for relational database management.

Deployment manager profiles. A WebSphere Application Server runtime environment that manages operations for a logical group, or cell, of other servers.

Deployment manager. A server that manages and configures operations for a logical group or cell of other servers.

Deprovision. To remove a service or component. For example, to deprovision an account means to delete an account from a resource.

Desktop application. Application that runs in a desktop.

Desktop Manager. Manages concurrent user desktops on a single workstation

Direct auth-info. In profiling, direct auth-info is a direct reference to an existing authentication service.

Directory service. A directory of names, profile information, and computer addresses of every user and resource on the network. It manages user accounts and network permissions. When a user name is sent, it returns the attributes of that individual, which might include a telephone number, or an email address. Directory services use highly specialized databases that are typically hierarchical in design and provide fast lookups.

Directory. A file that contains the names and controlling information for objects or other directories.

Disaster recovery site. A secondary location for the production environment in case of a disaster.

Disaster recovery. The process of restoring a database, system, policies after a partial or complete site failure that was caused by a catastrophic event such as an earthquake or fire. Typically, disaster recovery requires a full backup at another location.

Distinguished name. The name that uniquely identifies an entry in a directory. A distinguished name is made up of attribute:value pairs, separated by commas. For example, CN=person name and C=country or region.

Distributed IMS Server. The IMS Servers are deployed in multiple geographical locations.

Domain name server (DNS). A server program that supplies name-to-address conversion by mapping domain names to IP addresses.

Dynamic link library (DLL). A file containing executable code and data bound to a program at load time or run time, rather than during linking. The code and data in a DLL can be shared by several applications simultaneously.

Enterprise directory. A directory of user accounts that define IBM Security Access Manager for Enterprise Single Sign-On users. It validates user credentials during sign-up and login, if the password is synchronized with the enterprise directory password. An example of an enterprise directory is Active Directory.

Enterprise Single Sign-On (ESSO). A mechanism that allows users to log on to all applications deployed in the enterprise by entering a user ID and other credentials, such as a password.

Enterprise user name. The user name of a user account in the enterprise directory.

ESSO audit logs. A log file that contains a record of system events and responses. ESSO audit logs are stored in the IMS Database.

ESSO Credential Provider. Previously known as the Encentuate Credential Provider (EnCredentialProvider), this is the IBM Security Access Manager for Enterprise Single Sign-On GINA for Windows Vista and Windows 7.

ESSO credentials. The ISAM ESSO user name and password.

ESSO GINA. Previously known as the Encentuate GINA (EnGINA). IBM Security Access Manager for Enterprise Single Sign-On GINA provides a user interface that is integrated with authentication factors and provide password resets and second factor bypass options.

ESSO Network Provider. Previously known as the Encentuate Network Provider (EnNetworkProvider). An AccessAgent module that captures the Active Directory server credentials and uses these credentials to automatically log on the users to their Wallet.

ESSO password. The password that secures access to the user Wallet.

Event code. A code that represents a specific event that is tracked and logged into the audit log tables.

Failover. An automatic operation that switches to a redundant or standby system in the event of a software, hardware, or network interruption.

Fast user switching. A feature that allows users to switch between user accounts on a single workstation without quitting and logging out of applications.

Federal Information Processing Standard (FIPS). A standard produced by the National Institute of Standards and Technology when national and international standards are nonexistent or inadequate to satisfy the U.S. government requirements.

Fix pack. A cumulative collection of fixes that is made available between scheduled refresh packs, manufacturing refreshes, or releases. It is intended to allow customers to move to a specific maintenance level.

Fully qualified domain name (FQDN). In Internet communications, the name of a host system that

includes all of the subnames of the domain name. An example of a fully qualified domain name is `rchland.vnet.ibm.com`.

Graphical Identification and Authentication (GINA).

A dynamic link library that provides a user interface that is tightly integrated with authentication factors and provides password resets and second factor bypass options.

Group Policy Object (GPO). A collection of group policy settings. Group policy objects are the documents created by the group policy snap-in. Group policy objects are stored at the domain level, and they affect users and computers contained in sites, domains, and organizational units.

High availability (HA). The ability of IT services to withstand all outages and continue providing processing capability according to some predefined service level. Covered outages include both planned events, such as maintenance and backups, and unplanned events, such as software failures, hardware failures, power failures, and disasters.

Host name. In Internet communication, the name given to a computer. The host name might be a fully qualified domain name such as `mycomputer.city.company.com`, or it might be a specific subname such as `mycomputer`.

Hot key. A key sequence used to shift operations between different applications or between different functions of an application.

Hybrid smart card. An ISO-7816 compliant smart card which contains a public key cryptography chip and an RFID chip. The cryptographic chip is accessible through contact interface. The RFID chip is accessible through contactless (RF) interface.

IBM HTTP server. A web server. IBM offers a web server, called the IBM HTTP Server, that accepts requests from clients and forward to the application server.

IMS Bridge. A module embedded in third-party applications and systems to call to IMS APIs for provisioning and other purposes.

IMS Configuration Utility. A utility of the IMS Server that allows Administrators to manage lower-level configuration settings for the IMS Server.

IMS Configuration wizard. Administrators use the wizard to configure the IMS Server during installation.

IMS Connector. A module that connects IMS to external systems to dispatch a mobile active code to a messaging gateway.

IMS data source. A WebSphere Application Server configuration object that defines the location and parameters for accessing the IMS database.

IMS Database. The relational database where the IMS Server stores all ESSO system, machine, and user data and audit logs.

IMS Root CA. The root certificate authority that signs certificates for securing traffic between AccessAgent and IMS Server.

IMS Server. An integrated management system for ISAM ESSO that provides a central point of secure access administration for an enterprise. It enables centralized management of user identities, AccessProfiles, authentication policies, provides loss management, certificate management, and audit management for the enterprise.

Indirect auth-info. In profiling, indirect auth-info is an indirect reference to an existing authentication service.

Interactive graphical mode. A series of panels that prompts for information to complete the installation.

IP address. A unique address for a device or logical unit on a network that uses the Internet Protocol standard.

Java Management Extensions (JMX). A means of doing management of and through Java technology. JMX is a universal, open extension of the Java programming language for management that can be deployed across all industries, wherever management is needed.

Java runtime environment (JRE). A subset of a Java developer kit that contains the core executable programs and files that constitute the standard Java platform. The JRE includes the Java virtual machine (JVM), core classes, and supporting files.

Java virtual machine (JVM). A software implementation of a processor that runs compiled Java code (applets and applications).

Keystore. In security, a file or a hardware cryptographic card where identities and private keys are stored, for authentication and encryption purposes. Some keystores also contain trusted, or public, keys.

Lightweight Directory Access Protocol (LDAP). An open protocol that uses TCP/IP to provide access to directories that support an X.500 model. An LDAP can be used to locate people, organizations, and other resources in an Internet or intranet directory.

Lightweight mode. A Server AccessAgent mode. Running in lightweight mode reduces the memory footprint of AccessAgent on a Citrix/Terminal Server and improves the single sign-on startup duration.

Load balancing. The monitoring of application servers and management of the workload on servers. If one server exceeds its workload, requests are forwarded to another server with more capacity.

Lookup user. A user who is authenticated in the Enterprise Directory and searches for other users. IBM Security Access Manager for Enterprise Single Sign-On uses the lookup user to retrieve user attributes from the Active Directory or LDAP enterprise repository.

Main AccessProfile. The AccessProfile that contains one or more AccessProfile widgets

Managed node. A node that is federated to a deployment manager and contains a node agent and can contain managed servers.

Microsoft Cryptographic application programming interface (CAPI). An interface specification from Microsoft for modules that provide cryptographic functionality and that allow access to smart cards.

Mobile ActiveCode (MAC). A one-time password that is used by users for two-factor authentication in Web Workplace, AccessAssistant, and other applications. This OTP is randomly generated and dispatched to user through SMS or email.

Mobile authentication. An authentication factor which allows mobile users to sign-on securely to corporate resources from anywhere on the network.

Network deployment. Also known as a clustered deployment. A type of deployment where the IMS Server is deployed on a WebSphere Application Server cluster.

Node agent. An administrative agent that manages all application servers on a node and represents the node in the management cell.

Nodes. A logical group of managed servers.

One-Time Password (OTP). A one-use password generated for an authentication event, sometimes communicated between the client and the server through a secure channel.

OTP token. A small, highly portable hardware device that the owner carries to authorize access to digital systems and physical assets.

Password aging. A security feature by which the superuser can specify how often users must change their passwords.

Password complexity policy. A policy that specifies the minimum and maximum length of the password, the minimum number of numeric and alphabetic characters, and whether to allow mixed uppercase and lowercase characters.

Personal applications. Windows and web-based applications where AccessAgent can store and enter credentials.

Some examples of personal applications are web-based mail sites such as Company Mail, Internet banking sites, online shopping sites, chat, or instant messaging programs.

Personal desktop. The desktop is not shared with any other users.

Personal Identification Number (PIN). In Cryptographic Support, a unique number assigned by an organization to an individual and used as proof of identity. PINs are commonly assigned by financial institutions to their customers.

Pinnable state. A state from the AccessProfile widget that is declared as 'Can be pinned in another AccessProfile'.

Pinned state. A pinnable state that is attached to a state in the main AccessProfile.

Policy template. A predefined policy form that helps users define a policy by providing the fixed policy elements that cannot be changed and the variable policy elements that can be changed.

Portal. A single, secure point of access to diverse information, applications, and people that can be customized and personalized.

Presence detector. A device that, when fixed to a computer, detects when a person moves away from it. This device eliminates manually locking the computer upon leaving it for a short time.

Primary authentication factor. The IBM Security Access Manager for Enterprise Single Sign-On password or directory server credentials.

Private desktop. Under this desktop scheme, users have their own Windows desktops in a workstation. When a previous user return to the workstation and unlocks it, AccessAgent switches to the desktop session of the previous user and resumes the last task.

Private key. In computer security, the secret half of a cryptographic key pair that is used with a public key algorithm. The private key is known only to its owner. Private keys are typically used to digitally sign data and to decrypt data that has been encrypted with the corresponding public key.

Provisioning API. An interface that allows IBM Security Access Manager for Enterprise Single Sign-On to integrate with user provisioning systems.

Provisioning bridge. An automatic IMS Server credential distribution process with third party provisioning systems that uses API libraries with a SOAP connection.

Provisioning system. A system that provides identity lifecycle management for application users in enterprises and manages their credentials.

Provision. To provide, deploy, and track a service, component, application, or resource.

Public Key Cryptography Standards. A set of industry-standard protocols used for secure information exchange on the Internet. Domino® Certificate Authority and Server Certificate Administration applications can accept certificates in PKCS format.

Published application. Application installed on Citrix XenApp server that can be accessed from Citrix ICA Clients.

Published desktop. A Citrix XenApp feature where users have remote access to a full Windows desktop from any device, anywhere, at any time.

Radio Frequency Identification (RFID). An automatic identification and data capture technology that identifies unique items and transmits data using radio waves.

Random password. An arbitrarily generated password used to increase authentication security between clients and servers.

Registry hive. In Windows systems, the structure of the data stored in the registry.

Registry. A repository that contains access and configuration information for users, systems, and software.

Remote Authentication Dial-In User Service (RADIUS). An authentication and accounting system that uses access servers to provide centralized management of access to large networks.

Remote Desktop Protocol (RDP). A protocol that facilitates remote display and input over network connections for Windows-based server applications. RDP supports different network topologies and multiple connections.

Replication. The process of maintaining a defined set of data in more than one location. Replication involves copying designated changes for one location (a source) to another (a target) and synchronizing the data in both locations.

Revoke. To remove a privilege or an authority from an authorization identifier.

Root certificate authority (CA). The certificate authority at the top of the hierarchy of authorities by which the identity of a certificate holder can be verified.

Scope. A reference to the applicability of a policy, at the system, user, or machine level.

Secret question. A question whose answer is known only to the user. A secret question is used as a security feature to verify the identity of a user.

Secure Remote Access. The solution that provides web browser-based single sign-on to all applications from outside the firewall.

Secure Sockets Layer (SSL). A security protocol that provides communication privacy. With SSL, client/server applications can communicate in a way that is designed to prevent eavesdropping, tampering, and message forgery.

Secure Sockets Layer virtual private network (SSL VPN). A form of VPN that can be used with a standard web browser.

Security Token Service (STS). A web service used for issuing and exchanging of security tokens.

Security trust service chain. A group of module instances that are configured for use together. Each module instance in the chain is called in turn to perform a specific function as part of the overall processing of a request.

Self-service features. Features in IBM Security Access Manager for Enterprise Single Sign-On which users can use to perform basic tasks such as resetting passwords and secrets with minimal assistance from Help desk or your Administrator.

Serial ID Service Provider Interface (SPI). A programmatic interface intended for integrating AccessAgent with third-party Serial ID devices used for two-factor authentication.

Serial number. A unique number embedded in the IBM Security Access Manager for Enterprise Single Sign-On Keys, which is unique to each Key and cannot be changed.

Server AccessAgent. AccessAgent deployed on a Microsoft Windows Terminal Server or a Citrix server.

Server locator. A locator that groups a related set of web applications that require authentication by the same authentication service. In AccessStudio, server locators identify the authentication service with which an application screen is associated.

Service Provider Interface (SPI). An interface through which vendors can integrate any device with serial numbers with IBM Security Access Manager for Enterprise Single Sign-On and use it as a second factor in AccessAgent.

Session management. Management of user session on private desktops and shared desktops.

Shared desktop. A desktop configuration where multiple users share a generic Windows desktop.

Shared workstation. A workstation shared among users.

Sign up. To request a resource.

sign-on automation. A technology that works with application user interfaces to automate the sign-on process for users.

sign-on information. Information required to provide access to users to any secure application. This information can include user names, passwords, domain information, and certificates.

Signature. In profiling, unique identification information for any application, window, or field.

Silent mode. A method for installing or uninstalling a product component from the command line with no GUI display. When using silent mode, you specify the data required by the installation or uninstallation program directly on the command line or in a file (called an option file or response file).

Simple Mail Transfer Protocol (SMTP). An Internet application protocol for transferring mail among users of the Internet.

Simple Object Access Protocol (SOAP). A lightweight, XML-based protocol for exchanging information in a decentralized, distributed environment. SOAP can be used to query and return information and invoke services across the Internet.

Single sign-on. An authentication process in which a user can access more than one system or application by entering a single user ID and password.

Smart card middleware. Software that acts as an interface between smart card applications and the smart card hardware. Typically the software consists of libraries that implement PKCS#11 and CAPI interfaces to smart cards.

Smart card. An intelligent token that is embedded with an integrated circuit chip that provides memory capacity and computational capabilities.

Stand-alone deployment. A deployment where the IMS Server is deployed on an independent WebSphere Application Server profile.

Stand-alone server. A fully operational server that is managed independently of all other servers, and it uses its own administrative console.

Strong authentication. A solution that uses multi-factor authentication devices to prevent unauthorized access to confidential corporate information and IT networks, both inside and outside the corporate perimeter.

Strong digital identity. An online persona that is difficult to impersonate, possibly secured by private keys on a smart card.

System modal message. A system dialog box that is typically used to display important messages. When a system modal message is displayed, nothing else can be selected on the screen until the message is closed.

Terminal emulator. A program that allows a device such as a microcomputer or personal computer to enter and receive data from a computer system as if it were a particular type of attached terminal

Thin client. A client machine that has little or no installed software. It has access to applications and desktop sessions that is running on network servers that are connected to it. A thin client machine is an alternative to a full-function client such as a workstation.

Tivoli Common Reporting tool. A reporting component that you can use to create, customize, and manage reports.

Tivoli Identity Manager adapter. An intermediary software component that allows IBM Security Access Manager for Enterprise Single Sign-On to communicate with Tivoli Identity Manager.

Transparent screen lock. A feature that, when enabled, permits users to lock their desktop screens but still see the contents of their desktop.

Trigger. In profiling, an event that causes transitions between states in a states engine, such as, the loading of a web page or the appearance of window on the desktop.

Trust service chain. A chain of modules operating in different modes. For example: validate, map and issue.

Truststore. In security, a storage object, either a file or a hardware cryptographic card, where public keys are stored in the form of trusted certificates, for authentication purposes in web transactions. In some applications, these trusted certificates are moved into the application keystore to be stored with the private keys.

TTY (terminal type). A generic device driver for a text display. A tty typically performs input and output on a character-by-character basis.

Two-factor authentication. The use of two factors to authenticate a user. For example, the use of password and an RFID card to log on to AccessAgent.

Uniform resource identifier. A compact string of characters for identifying an abstract or physical resource.

User credential. Information acquired during authentication that describes a user, group associations, or other security-related identity attributes, and that is used to perform services such as authorization, auditing, or delegation. For example, a user ID and password are credentials that allow access to network and system resources.

User deprovisioning. Removing the user account from IBM Security Access Manager for Enterprise Single Sign-On.

User provisioning. The process of signing up a user to use IBM Security Access Manager for Enterprise Single Sign-On.

Virtual appliance. A virtual machine image with a specific application purpose that is deployed to virtualization platforms.

Virtual channel connector. A connector that is used in a terminal services environment. The virtual channel connector establishes a virtual communication channel to manage the remote sessions between the Client AccessAgent component and the Server AccessAgent.

Virtual Member Manager (VMM). A WebSphere Application Server component that provides applications with a secure facility to access basic organizational entity data such as people, logon accounts, and security roles.

Virtual Private Network (VPN). An extension of a company intranet over the existing framework of either a public or private network. A VPN ensures that the data that is sent between the two endpoints of its connection remains secure.

Visual Basic (VB). An event-driven programming language and integrated development environment (IDE) from Microsoft.

Wallet caching. When performing single sign-on for an application, AccessAgent retrieves the logon credentials from the user credential Wallet. The user credential Wallet is downloaded on the user machine and stored securely on the IMS Server. So users can access their Wallet even when they log on to IBM Security Access Manager for Enterprise Single Sign-On from a different machine later.

Wallet manager. The IBM Security Access Manager for Enterprise Single Sign-On GUI component that users can use to manage application credentials in the personal identity Wallet.

Wallet Password. A password that secures access to the Wallet.

Wallet. A secured data store of access credentials of a user and related information, which includes user IDs, passwords, certificates, encryption keys.

Web server. A software program that is capable of servicing Hypertext Transfer Protocol (HTTP) requests.

Web service. A self-contained, self-describing modular application that can be published, discovered, and invoked over a network using standard network protocols. Typically, XML is used to tag the data, SOAP is used to transfer the data, WSDL is used for describing the services available, and UDDI is used for listing what services are available.

Web Workplace. A web-based interface that users can log on to enterprise web applications by clicking links without entering the passwords for individual applications. This interface can be integrated with the existing portal or SSL VPN of the customer.

WebSphere Administrative console. A graphical administrative Java application client that makes method calls to resource beans in the administrative server to access or modify a resource within the domain.

WebSphere Application Server profile. The WebSphere Application Server administrator user name and profile. Defines the runtime environment.

WebSphere Application Server. Software that runs on a web server and that can deploy, integrate, execute, and manage e-business applications.

Windows logon screen, Windows logon UI mode. The screen where users enter their user name and password to log on to the Windows desktop.

Windows native fast user switching. A Windows XP feature which allows users to quickly switch between user accounts.

Windows Terminal Services. A Microsoft Windows component that users use to access applications and data on a remote computer over a network.

WS-Trust. A web services security specification that defines a framework for trust models to establish trust between web services.

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