



# RSA Quick Admin

## Clinic RSA Administrators

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## OVERVIEW

With the Quick Admin application, a system or Help Desk administrator can use a Web browser to view and modify user, token, and extension record data in the Primary RSA ACE/Server database. Administrators can perform common tasks such as

- Assigning a temporary password to a user
- Marking a token as lost
- Resetting a token
- Generating a token report
- Editing user information

Quick Admin *cannot* be used to edit realm, site, group, or Agent Host records, create new user records, or import token records into the RSA ACE/Server database.

To login

A screenshot of the RSA ACE/Server Quick Admin login interface. On the left is a dark grey sidebar with a vertical red line on its right edge. The sidebar contains four menu items: "User Search", "Reports", "Exit", and "Help", all in white text. The main content area is white and contains three input fields: "User ID\*", "Passcode\*", and "Realm". Below these fields is a note "\* Required for Login" and two buttons: "OK" and "Clear".

Enter your User ID (same as credentials for Nightingale on Demand)

Enter your Passcode (same as credentials for Nightingale on Demand)

Click OK

**RSA ACE/Server<sup>®</sup>**  
Quick Admin

### Search

First select what you want to search for (*token, userID, first or last name*) then set the search option you want to use (*any value or match your search string*).

SEARCH BY	OPTIONS
<input type="radio"/> **Token Serial No.	(exact match only)
<input checked="" type="radio"/> User ID	<input type="radio"/> **Exact Match <input type="radio"/> **Contains
<input type="radio"/> First Name	<input checked="" type="radio"/> **Begins With <input type="radio"/> Any Value
<input type="radio"/> Last Name	

\*\*If you have selected the search option to match against a search string, enter that string here:

SEARCH STRING

Now, start the search by clicking on the Search button.  
The results will be appended to the Table Heading on this page.

  

Use the Search form to search for user or token records in the RSA ACE/Server database. You can search for records by UserID, first name, last name, or token serial number.

**Note:** A user will be listed more than once if he or she has more than one assigned token or user password.

#### To search for user records:

1. In the **Search By** column, click **UserID, First Name, or Last Name**.
2. In the **Options** column, click a search option.

**Exact Match.** For example, if you select **UserID** and enter **juser** in the **Search String** box, Quick Admin returns only those records with a UserID of **juser**.

**Begins With.** For example, if you select **UserID** and enter **ju** in the **Search String** box, Quick Admin returns all records in which the UserID begins with **ju** (for example, **juser, junitus, and jutz**).

**Contains.** For example, if you select **UserID** and enter **smith** in the **Search String** box, Quick Admin returns all records that contain **smith** (for example, **jsmith** and **smithias**).

**Any Value.** Quick Admin returns every record in the database. This option can result in a very long search time.

3. If you selected **Exact Match, Begins With,** or **Contains,** type the appropriate characters in the **Search String** box.
4. Click **Search.**

Links to your search results appear in a table at the bottom of the page. To view a record, click its link.

#### **To search for token records:**

1. In the **Search By** column, click **Token Serial Number.**

In the **Options** column, click **Exact Match.** You must use an exact match when searching for tokens.

2. In the **Search String** box, enter the serial number of the token you want to find. The serial number is printed on the back of the token.
3. Click **Search.**

Links to your search results appear in a table at the bottom of the page. To view a record, click its link.

## EDITING USER RECORDS

**Note:** Quick Admin supports modifying one piece of data in the Server database at a time. You make your selection or modifications in the Quick Admin forms and the changes are committed to the database when you click **OK**. Any operation that involves removing data from the database must be confirmed by entering **yes** in the corresponding field.

### To search for a user record:

Do one of the following:

- In the left frame of the Quick Admin console, click the **User Search** link, and use the form to search for the user record.
- If the Edit User form is showing in the Quick Admin Console, enter the default UserID in the **Default Login/UserID** box, and click **Select User**.

### To edit a user record:

1. Under **Current User Details**, perform one or more of the following tasks:

To modify the user's first or last name, enter the new name in the **First Name** or **Last Name** box under **Current User**.

To modify the user's UserID, type the new ID into the **Default Login/UserID** box under **Current User**.

To modify the user's extension data or create a new extension data field in the user's record, click the **Edit This User's Extensions** link. User extension data can contain additional information, such as the user's e-mail address, that can be processed by custom administration programs.

2. Click **Apply**.

### To edit a user operation:

1. Under **Edit User Operations**, click one of the following options:

**Assign New Token.** Assigns a token to the user. The operation creates a link between the token record and the user record in the RSA ACE/Server database. You can assign up to three tokens to any user.

**Create/Change Password.** Lets you create or modify a special type of token known as a user password. To authenticate, the user enters the password at the PASSCODE prompt instead of entering a PASSCODE. To set the password, type it in the **Password** box and again in the **Confirm** box.

**Delete Current User.** This option **PERMANENTLY** removes the user's record from the RSA ACE/Server database. All user information, including token assignments, group memberships, and agent host activations, is erased. To complete the deletion, you must check **Confirm**.

2. Click **Apply**.

#### To edit a user's existing token information:

1. To modify a user's existing token information, select the token in the **Assigned Tokens** area, and click one of the following options:

**Unassign Selected Token.** Removes the link between the token record and the user's record in the RSA ACE/Server database. If the token is unassigned, it cannot be used for authentication. To unassign the token, check **Confirm**.

**Remove User Password.** Removes the user's password so that the user can no longer use it to authenticate. To remove the password, check **Confirm**.

**Replace Selected Token.** Assigns a replacement token to be used in place of the current token. After the replacement token is used in a successful authentication, the replaced token is automatically unassigned and disabled. Type the replacement token serial number in the **Replacement Token Serial Number** box. If you click **Retain Original PIN**, the user can use the same PIN that is associated with the old token. If you click the **Clear PIN** option, the user must specify a new PIN for the new token.

**Note:** If the **Automatically delete replaced tokens from database** option is enabled in the System Parameters dialog box on the Primary Server, the old token is automatically deleted after the new token is used in a successful authentication. For details, see your administrator.

2. Click **Apply**.

## EDITING USER OR TOKEN EXTENSION DATA

Use the Edit Extension Data form to create, modify, or delete custom extension data fields in a user or token record.

### To access the Edit Extension Data form:

- From the Edit Token form, in the Current Token Information section, click **Edit This Token's Extensions**.
- From the Edit User form, in the Current User Details section, click **Edit This User's Extensions**.

### To create token or user extension data:

1. Click **Create Extension Data for Selected Item**.
2. In the **Key** box, enter a name for the extension data field. The key can be up to 48 characters.
3. In the **Value** box, enter the data that you want to store in this field. The value can be up to 80 characters.
4. Click **Apply**.

### To modify token or user extension data:

1. In the **Extension Data Operations** area, click the key-value pair you want to modify.
2. Click **Update Extension Record Data for Selected Item**.
3. In the **Value** box, enter the new data that you want to insert in the extension field. The value can be up to 80 characters.
4. Click **Apply**.

### To delete token or user extension data:

**Note:** When you delete extension data, the key-value pair is permanently removed from the Server database. The information will no longer be linked to the token or user record.

1. In the **Extension Data Operations** area, click the key-value pair you want to delete.
2. Click **Delete Extension Record for Selected Item**.
3. Check **Confirm**.
4. Click **Apply**.

To view the latest information before you select another operation, click **Refresh Extension Data**, and click **Apply**.

## WORKING WITH TOKEN INFORMATION

### SEARCHING FOR USERS OR TOKENS

Use the Search form to search for user or token records in the RSA ACE/Server database. You can search for records by UserID, first name, last name, or token serial number.

**Note:** A user will be listed more than once if he or she has more than one assigned token or user password.

#### To search for user records:

1. In the **Search By** column, click **UserID, First Name, or Last Name**.
2. In the **Options** column, click a search option.

**Exact Match.** For example, if you select **UserID** and enter **juser** in the **Search String** box, Quick Admin returns only those records with a UserID of **juser**.

**Begins With.** For example, if you select **UserID** and enter **ju** in the **Search String** box, Quick Admin returns all records in which the UserID begins with **ju** (for example, **juser, junitus, and jutz**).

**Contains.** For example, if you select **UserID** and enter **smith** in the **Search String** box, Quick Admin returns all records that contain **smith** (for example, **jsmith** and **smithias**).

**Any Value.** Quick Admin returns every record in the database. This option can result in a very long search time.

3. If you selected **Exact Match, Begins With, or Contains**, type the appropriate characters in the **Search String** box.
4. Click **Search**.

Links to your search results appear in a table at the bottom of the page. To view a record, click its link.

#### To search for token records:

1. In the **Search By** column, click **Token Serial Number**.

In the **Options** column, click **Exact Match**. You must use an exact match when searching for tokens.

2. In the **Search String** box, enter the serial number of the token you want to find. The serial number is printed on the back of the token.
3. Click **Search**.

Links to your search results appear in a table at the bottom of the page. To view a record, click its link.

## EDITING TOKEN INFORMATION

### To search for a token record:

Do one of the following:

- In the left frame of the Quick Admin console, click the **User Search** link, and use the form to search for the token record.
- If the Edit Token form is showing in the Quick Admin Console, enter the token number in the **Token Serial Number** box, and click **Search**.

**Note:** You must enter the **exact** serial number. The serial number is etched on the back of the hardware token. If the user has any other type of token, either ask the user to give you the serial number or use Quick Admin to search for the user record. Tokens that are assigned to the user will be listed in the Edit User form.

### To edit token information:

1. In the **Edit Token Operations** area, click one of the following options:

**Place Token in New PIN Mode.** Puts the user's token into New PIN mode. If you have not also cleared the PIN, the user can use the old PIN one more time when authenticating. After that, the user must specify a new PIN. If you clear the user's PIN, the user must enter only the currently displayed tokencode and then specify a new PIN.

**Clear PIN.** Deletes the user's PIN, which means the old PIN can no longer be used for authentication. Instead, during the next authentication the user must enter only the currently displayed tokencode and then specify a new PIN.

**Enable/Disable Token.** Toggles between enabling and disabling the token. A disabled token cannot be used for authentication. A token can be disabled either manually by an administrator or automatically after a set number of guessed PINs or tokencodes have been tried.

**Reset Token.** Takes the user's token out of Next Tokencode mode and clears any record of unsuccessful authentications.

**Resynch Token.** Resynchronizes the clock in the token to the clock in the RSA ACE/Server. If a user enters valid PASSCODEs but is consistently denied access, the two clocks might be out of synchronization. To perform this operation, ask the user to read you two consecutive tokencodes from the token. Type the codes in the **First Tokencode** and **Second Tokencode** boxes.

**Replace Token.** Assigns a replacement token to be used in place of the current token. After the new token is used in a successful authentication, the old token is automatically unassigned and

disabled. Type the new token's serial number in the **New Token Serial Number** box. If you select the **Clear PIN** option beneath the box, the user must specify a new PIN for the new token. If you select **Retain original PIN**, the user must use the same PIN that is associated with the old token.

**Note:** If the **Automatically delete replaced tokens from database** option is enabled in the System Parameters dialog box on the Primary Server, the old token is automatically deleted after the new token is used in a successful authentication. For details, see your administrator.

**Unassign Token.** Removes the link between the token record and the user's record in the RSA ACE/Server database. If the token is unassigned, it cannot be used for authentication. To complete this operation, you must check the **Confirm** box.

2. Click **Apply**.

## EDITING USER OR TOKEN EXTENSION DATA

Use the Edit Extension Data form to create, modify, or delete custom extension data fields in a user or token record.

### To access the Edit Extension Data form:

- From the Edit Token form, in the Current Token Information section, click **Edit This Token's Extensions**.
- From the Edit User form, in the Current User Details section, click **Edit This User's Extensions**.

### To create token or user extension data:

1. Click **Create Extension Data for Selected Item**.
2. In the **Key** box, enter a name for the extension data field. The key can be up to 48 characters.
3. In the **Value** box, enter the data that you want to store in this field. The value can be up to 80 characters.
4. Click **Apply**.

### To modify token or user extension data:

1. In the **Extension Data Operations** area, click the key-value pair you want to modify.
2. Click **Update Extension Record Data for Selected Item**.
3. In the **Value** box, enter the new data that you want to insert in the extension field. The value can be up to 80 characters.
4. Click **Apply**.

### To delete token or user extension data:

**Note:** When you delete extension data, the key-value pair is permanently removed from the Server database. The information will no longer be linked to the token or user record.

1. In the **Extension Data Operations** area, click the key-value pair you want to delete.
2. Click **Delete Extension Record for Selected Item**.
3. Check **Confirm**.
4. Click **Apply**.

To view the latest information before you select another operation, click **Refresh Extension Data**, and click **Apply**.

## WORKING WITH LOST TOKENS

When a user loses his or her RSA SecurID token, you can assign the user a password for logging in to the system. Setting a password marks the token as lost in the RSA ACE/Server database. When the token is marked as lost, the token is disabled, making it impossible for an unauthorized person to gain access with the token.

The two password types are

**Temporary passwords.** These can be used more than once, but they expire after a set period.

**One-time passwords.** These can be used only once and are therefore more secure than temporary passwords. You can assign a user multiple one-time passwords so the user can log in until he or she receives a replacement token.

### To mark a token as lost:

1. Use Quick Admin to search for the user to whom the lost token is assigned.

The user record opens in the Edit User form.

2. In the **Assigned Tokens** area, click the token that the user has lost.

The Edit Token form opens.

3. Click **Edit Lost Status**.

The Edit Lost Status form opens.

- **To set a temporary password**, click **Fixed Password**, enter and confirm the password, and set the expiration in the **Expiration Method** area.
- **To set a one-time password(s)**, click **OTP**, enter the number of passwords to generate, and configure the password syntax settings.

4. Click **Apply**.

The token is marked as lost and, if applicable, the generated one-time password(s) appear at the bottom of the form. Communicate the password(s) to the user in a secure manner, such as over the telephone. Do not use e-mail.

### If the user finds his or her token:

1. Search for the user, and display his or her record in the Edit User form.
2. In the **Assigned Tokens** area, click the token that the user has lost.

The Edit Token form opens.

3. Click **Edit Lost Status > Not Lost > Apply**.

The token is marked as not lost.

[User Search](#)

[Reports](#)

[Exit](#)

[Help](#)

### Reports...

First select the type of report (**Token** or **User**), then select the **Search By** and **Options** criteria as needed.  
 (Note: you should restrict your report as much as possible. The greater the number of records retrieved, the longer it will take to generate the report)

	SEARCH BY	OPTIONS
<input checked="" type="radio"/> Token	By Type - Assigned ▾	PINPad ▾
<input type="radio"/> User	By Default Login ▾	begins with ▾

If you have selected the search option to match against a search string, enter that string here:

SEARCH STRING

Now, start the search by clicking on the Search button.  
A link to the results will appear below....

Restrict your report as much as possible. The greater the number of records retrieved, the longer it will take to generate the report. If you need to generate large reports, see your administrator.

### To create a report about users:

1. In the left pane of the RSA ACE/Server Quick Admin console, click **Reports**.
2. Click **User** as the report type.
3. In the **Search By** column, click the primary criteria for generating the report. For example, to find all users in a certain group, click **By Group**. To find all users who have a common last name, click **By Last Name**.
4. In the **Options** column, click the secondary criteria for generating the report. For example, if you clicked **By Last Name** in the **Search By** column, and you want to search for an exact last name, click **matches**.
5. In the **Search String** box, enter the text string you want to use to narrow your report (for example, the user's last name). Your search results are written to a text file, and a link to the file appears at the bottom of the form. To view the report, click the link. The contents of the file appear in your browser window.

### To create a report about tokens:

1. In the left frame of the RSA ACE/Server Quick Admin console, click **Reports**.
2. Click **Token** as the report type.

3. In the **Search By** column, click the primary criteria for generating the report. For example, to find all the tokens in the database that are ready to expire, click **By Expiration**.
4. In the **Options** column, click the secondary criteria for generating the report. For example, if you clicked **By Expiration** in the **Search By** column, click either **Assigned Expired Tokens** (tokens that have already expired) or **Assigned Expiring Tokens** (tokens that will expire soon) in the **Options** column.

**Note:** Do not enter any characters in the **Search String** box. This box is used only for user reports.

5. Click **Search**. Your search results are written to a text file, and a link to the file appears at the bottom of the form. To view the report, click the link. The contents of the file appear in your browser window.