

2X Manual

SafeNet
v4.5





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Version 4.5 – Last updated December 21, 2011

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CONFIGURING SAFENET

SafeNet Token Management System product provide a high-value of protection via secure tokens which makes it a perfect tool of second level authentication in 2X ApplicationServer.

To get started, open the 2X ApplicationServer console and click on Connection module in the navigation panel. Then click on the Second Level Authentication tab as shown below.

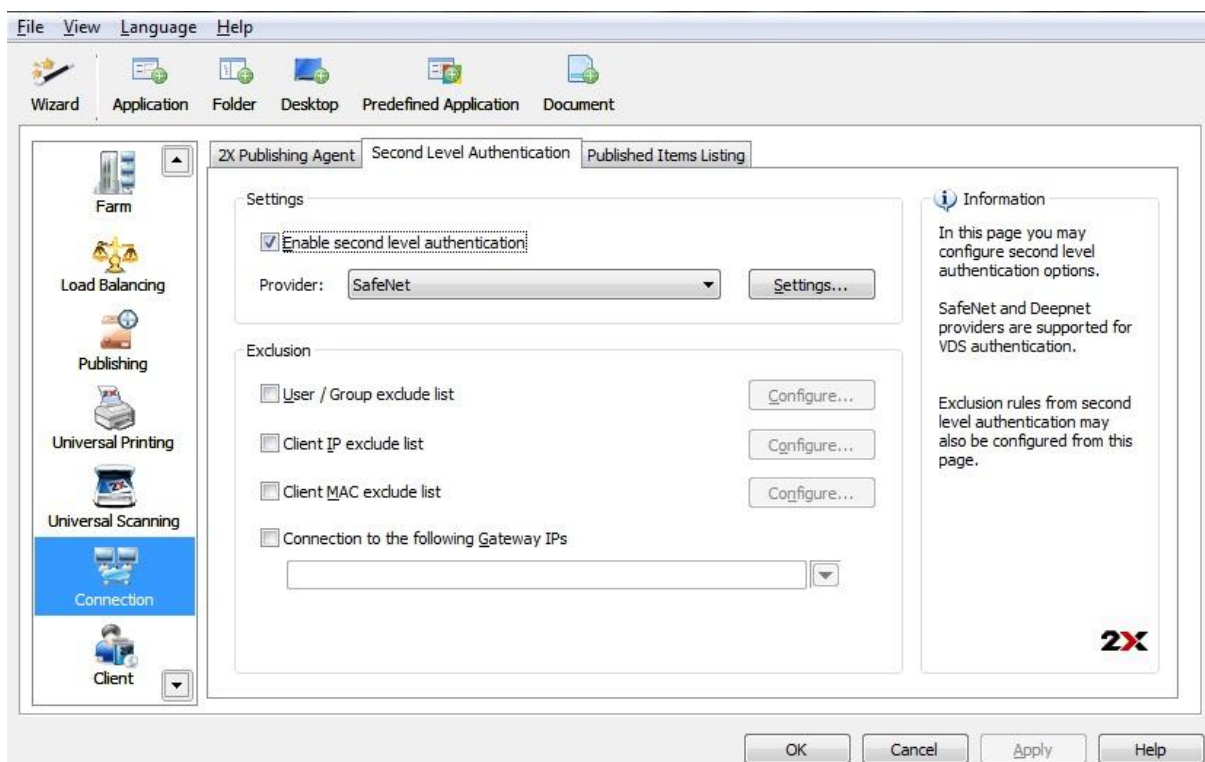


Figure 1: Safenet Management Console

Make sure the enable second level authentication checkbox is ticked and then choose your provider which is SafeNet. Click on Settings.

Settings

Connection Tab

Ensure that the OTP Service URL is properly configured. Click on 'Check connection' button to verify that the connection is valid.

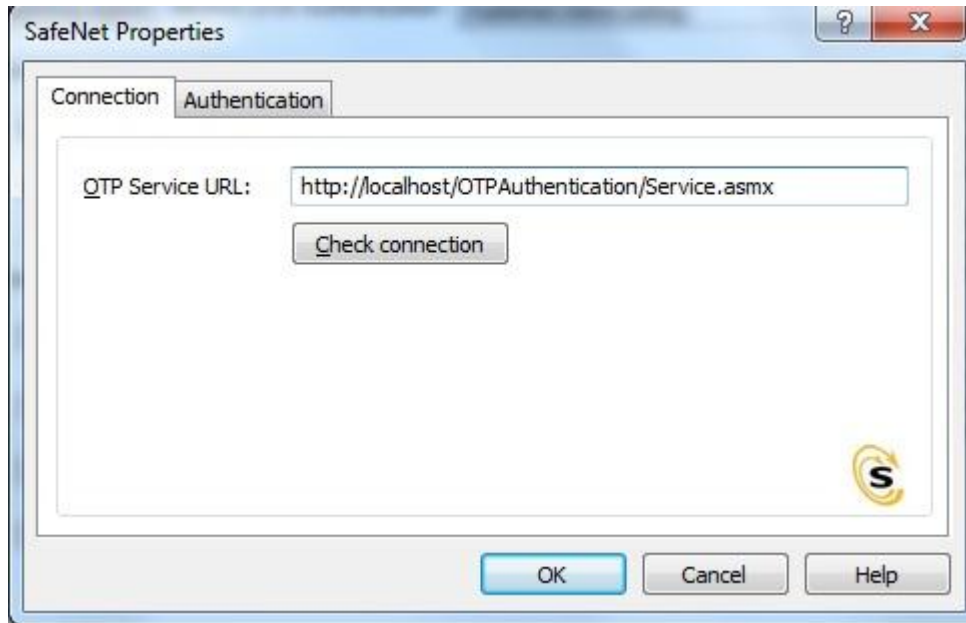
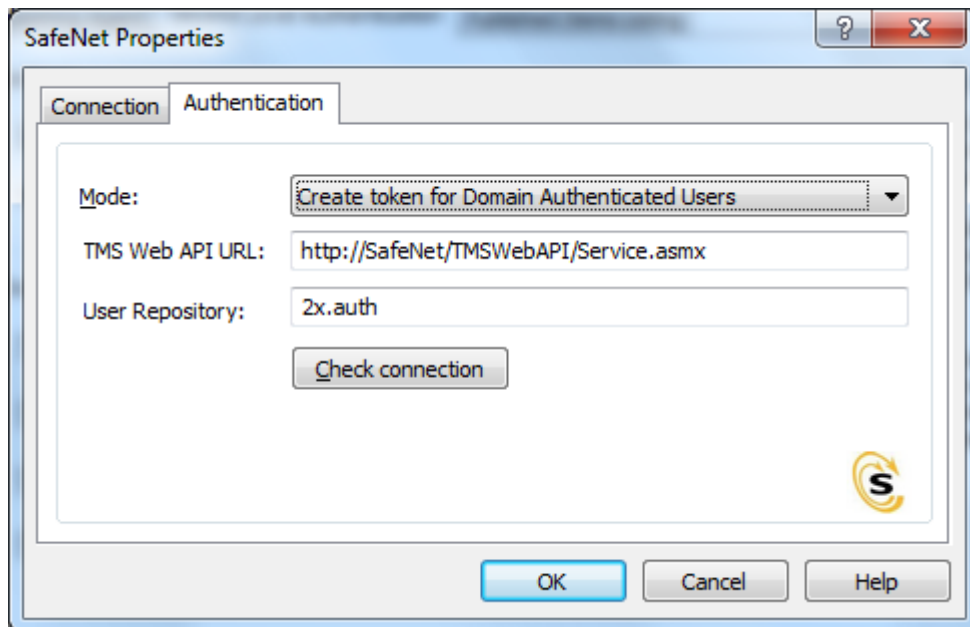


Figure 2: Connection Server settings

The 2X Publishing Agent communicates with the SafeNet Token Management System Server. It is highly recommended to have this behind a Firewall for security reasons. Make sure that the 'OTP Service URL' is set correctly.

Authentication Tab



Modes - Select how you want your users to be authenticated.

Mandatory for all users: Every user using the system must login using two-factor authentication.

Create token for Domain Authenticated Users: Allows 2X ApplicationServer to automatically create software tokens for Domain Authenticated Users. Choose a token type from the drop down list. Note that this option only works with software tokens.

Use only for users with a SafeNet account: Allows users that do not have a SafeNet account to use the system without having to login using two-factor authentication.

TMS Web API URL - In this field enter the location of the SafeNet API URL.

User Repository – Enter the user repository destination.

Exclusion Rules

Exclusion rules from second level authentication may be configured using the panel shown below.



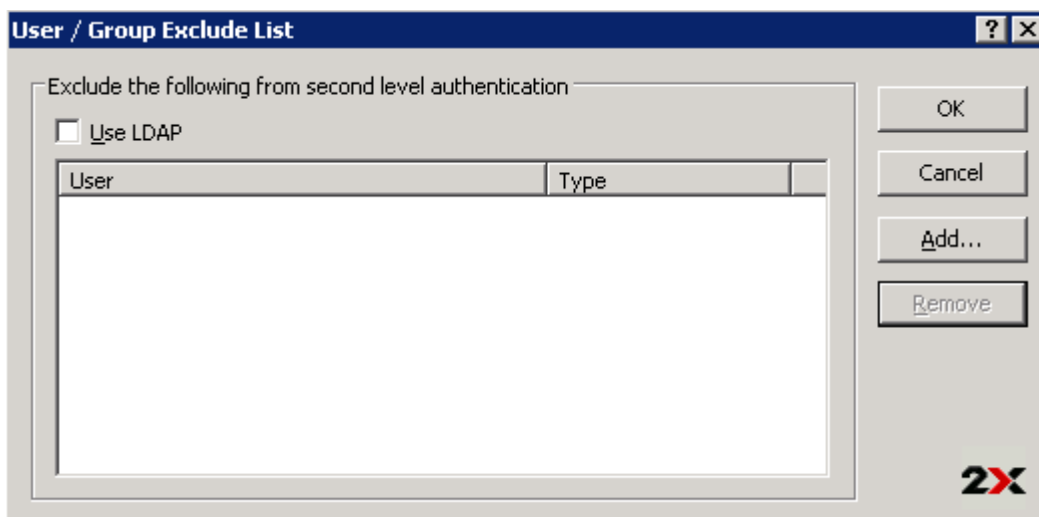
The image shows a configuration panel titled "Exclusion". It contains four checkboxes, each with a corresponding "Configure..." button to its right:

- User / Group exclude list
- Client IP exclude list
- Client MAC exclude list
- Connection to the following Gateway IPs

Below the last checkbox is a text input field and a dropdown arrow.

User/Group exclude list:

To exclude a User or Group from second level authentication, enable 'User/Group exclude list' and press configure.

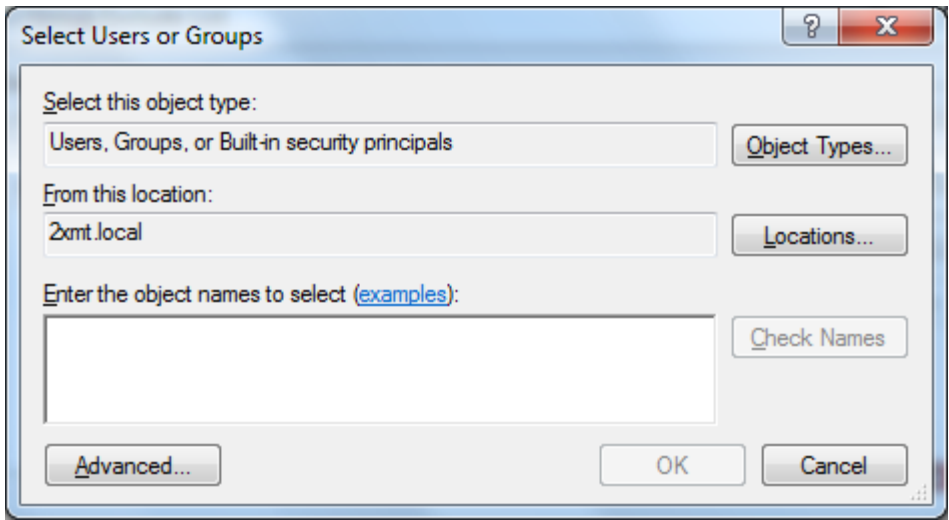


The image shows a dialog box titled "User / Group Exclude List". It has a title bar with a question mark and a close button. The main area contains the text "Exclude the following from second level authentication" and a checkbox labeled "Use LDAP". Below this is a table with two columns: "User" and "Type". The table is currently empty. To the right of the table are four buttons: "OK", "Cancel", "Add...", and "Remove". The "2X" logo is in the bottom right corner.

User	Type
------	------

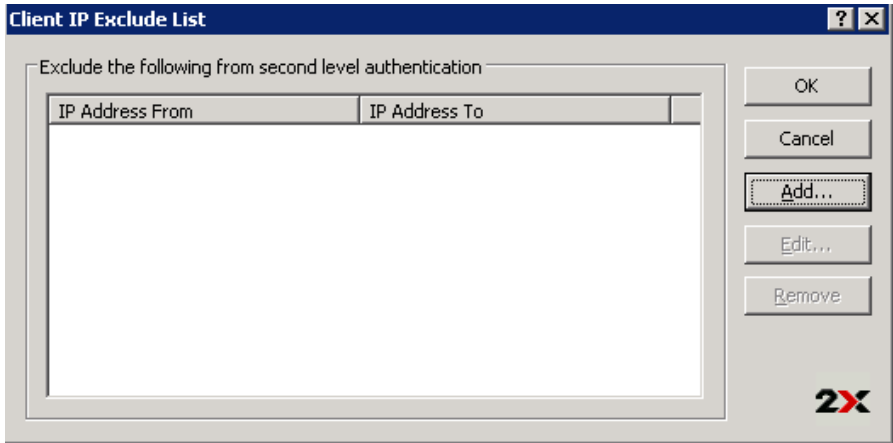
User / Group Exclude List

Press add to exclude a user or group from second level authentication.



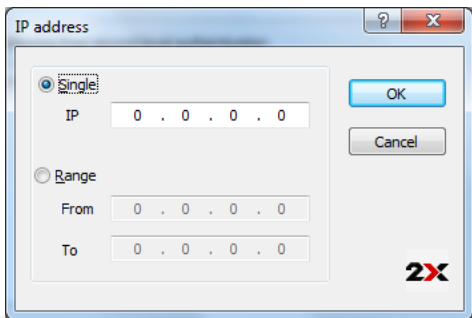
Client IP exclude list:

To exclude clients from a specific IP or a range of IPs from second level authentication, enable 'Client IP exclude list' and press configure.



Client IP Exclude List

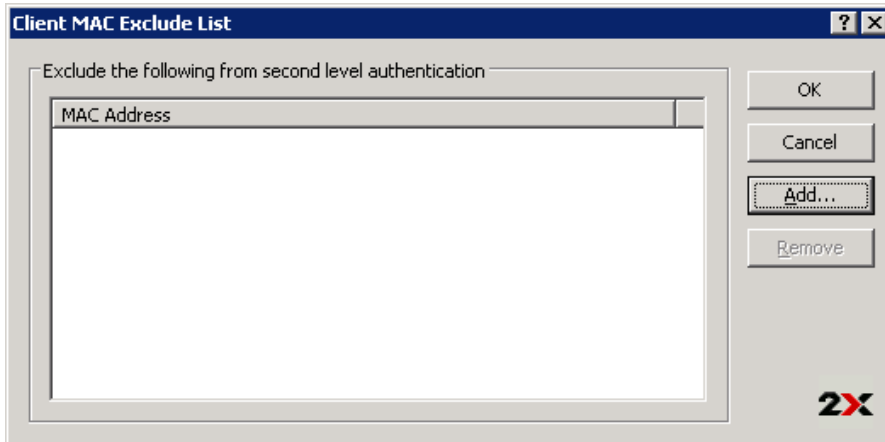
Then press add to select a client IP or range of IPs as shown below.



IP Address range

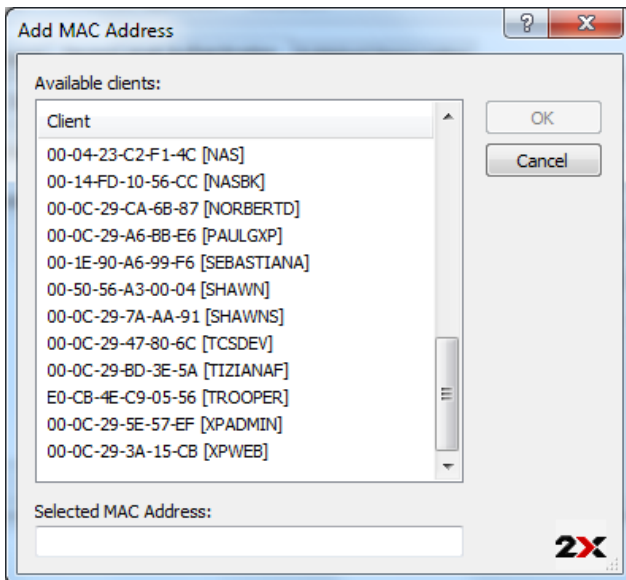
Client Mac Exclude list:

To exclude clients from a specific MAC address from second level authentication, enable 'Client MAC Exclude list' and press configure.



Client MAC Exclude List

Then press add to select a client MAC address from the range shown below.



Client MAC address List for second authentication exclusion

Exclusion

User / Group exclude list Configure...

Client IP exclude list Configure...

Client MAC exclude list Configure...

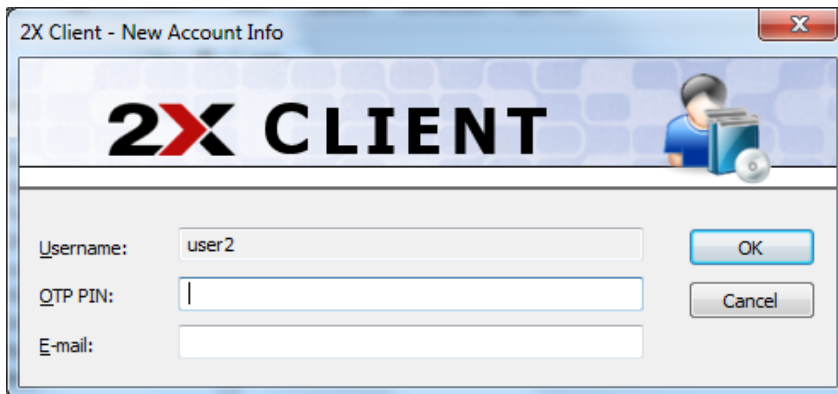
Connection to the following Gateway IPs

▼

Connection to the following Gateway IPs

Enter the Gateway IP address to exclude from SafeNet.

2X Client



2X Client - New Account Info

2X CLIENT

Username: user2

OTP PIN: |

E-mail:

OK

Cancel

Enter any four digits in the OTP Pin number field.
Enter your email address and then click on OK.

Log onto your email account and retrieve the email containing the information you will need to activate your SafeNet authentication.



MobilePASS Authenticator: Andre

eToken

Activation Key

Activate

Enter the Activation Key found in the SafeNet email
i.e. Activation Key: YZQHoczZWw3cBCNo

Token Serial: 4F214C507612A26A

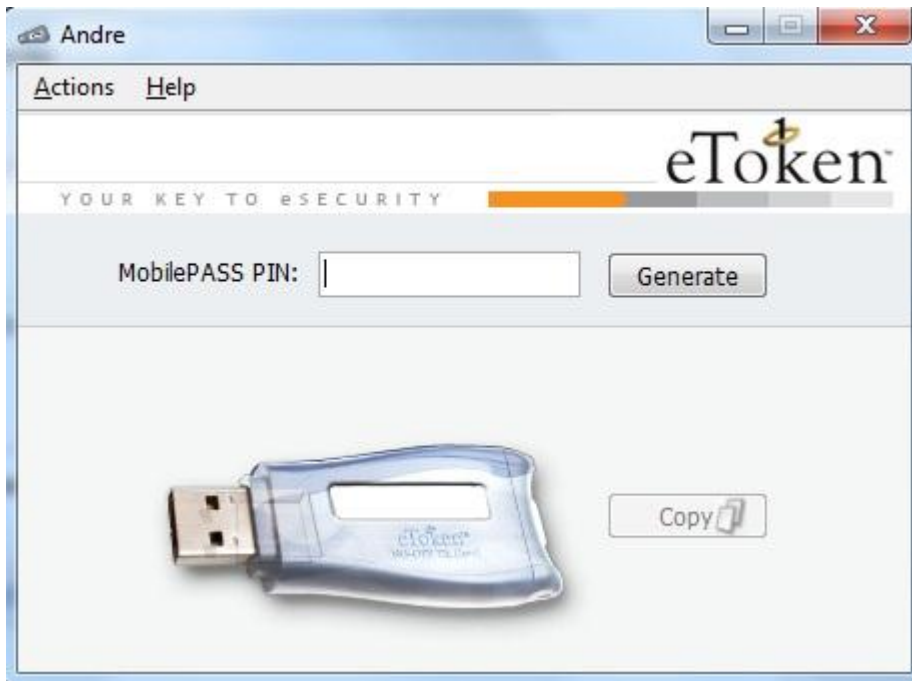
Download MobilePASS client from:
<http://localhost:80/TMSService/ClientDownload/MobilePASSWin.exe>

*Login with domain credentials.

*Place the attached seed file in the same folder as the MobilePASS client.

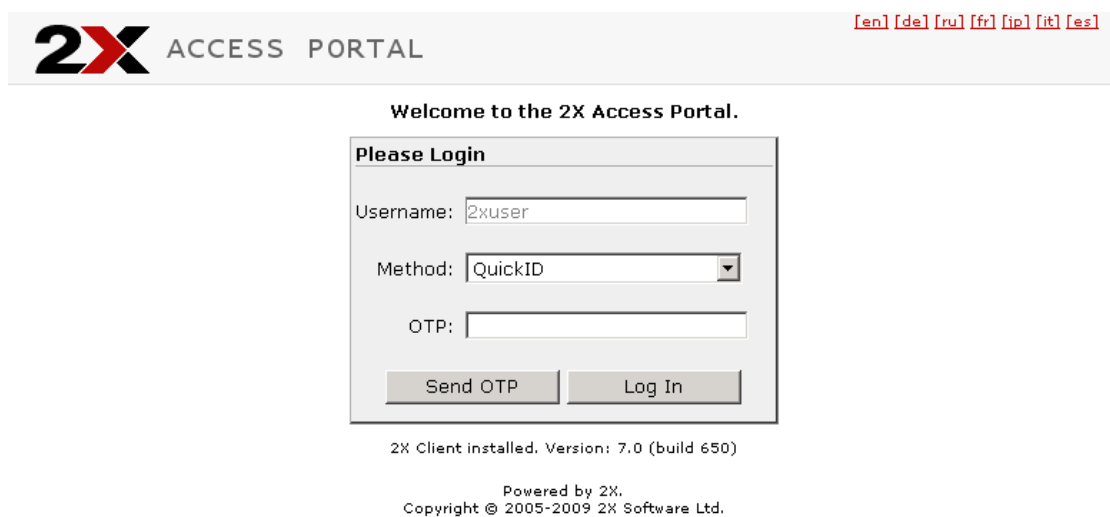
Enter the One-Time Password to log into the Terminal Server Connection.

Application PIN: 4089



2X CLOUDPORTAL

If Safenet second level Authentication is enabled, logging to 2X CloudPortal also requires 2nd Level Authentication.



2X ACCESS PORTAL [\[en\]](#) [\[de\]](#) [\[ru\]](#) [\[fr\]](#) [\[jp\]](#) [\[it\]](#) [\[es\]](#)

Welcome to the 2X Access Portal.

Please Login

Username:

Method:

OTP:

2X Client installed. Version: 7.0 (build 650)

Powered by 2X.
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Figure 3 – 2X CloudPortal Using Safenet

TROUBLESHOOTING AND SUPPORT

Introduction

The troubleshooting chapter explains how you should go about resolving issues you may have. The main sources of information available to users are:

- The manual – most issues can be solved by reading and referring to the manual.
- The 2X support site – accessible from the 2X website. It includes a knowledge base with the most frequently asked questions.
- Contacting the 2X support department by email at support@2x.com
- Contacting our support department by telephone.

Knowledgebase

2X maintains a knowledgebase, which includes answers to most commonly asked problems. If you have a problem, please consult the knowledgebase first. The knowledgebase is continuously updated and contains the-most-up-to-date listings of support questions and patches.

The knowledgebase can be found at <http://www.support.2x.com>

Request Support via E-mail

If you are unable to resolve your issue after using the knowledgebase and referring to this manual, please contact the 2X support department.

Contact us via e-mail, and attach any references or examples of the issue you are experiencing. This will enable us to solve your issue quickly and efficiently.

You may be asked to collect some information and you may be asked a number of questions. Please take your time to answer these questions accurately. Without the proper information it will not be possible to diagnose your problem.

We will answer your inquiry within 24 hours or less, depending on your time zone.

Request Support via Phone

You can also contact 2X by phone for technical support. Please check our [support](#) website for the correct numbers to call, depending on where you are located, and for our hours of operation.

ABOUT 2X

ABOUT 2X | 2X Software Ltd - 2X - is a company developing software for the booming server-based computing market. Thin client computing controls skyrocketing PC management costs, centralizes application and desktop management, improves security and performance and allows users to work remotely. The company's product line includes: 2X ApplicationServer for Windows Terminal Services, 2X ApplicationServer, 2X LoadBalancer for Terminal Services/Citrix and 2X ThinClientServer. 2X is a privately held company with offices in the USA, Germany, France, UK, Australia and Malta. Its management team is backed by years of experience in developing and selling network infrastructure software. 2X is a Microsoft, VMware, IBM and RedHat partner. For more information visit: <http://www.2x.com>. All product and company names herein may be trademarks of their respective owners.



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