About the Issuer Administration Server

The issuer administration server allows multiple issuers and the system operator to share the same infrastructure and application while maintaining a completely separate view of the system. It enables issuers and the system operator to configure the system for their own purposes independently.

Access Levels

User access levels are controlled by assigning, one of six pre-defined, roles to the user. The user role determines which menu items and functions are accessible by the user.

A **read only** option is available, for all user roles, for example, for users in support roles that are not required to add records, edit details or upload files.

The access levels are:

System administrator - the highest level of access in the system with access to system management, issuer management, user management, cardholder management, transactions, reporting and audit logs.

Issuer administrator - provides access to member bank configuration options, cardholder management, transactions, reporting and audit logs for one, or a group of issuers.

IT security - provides dedicated access to audit logs, for one or a group of issuers.

Member administrator - provides dedicated access to the Admins section (administration user management), for one issuer or an issuer group.

Business administrator - business level of access to the system provides access to cardholder management, transactions, reporting and audit logs, for one issuer or an issuer group.

Helpdesk - provides cardholder management and transactions, for one issuer or an issuer group for helpdesk users.

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Logging In and Logging Out

Login

To login to the ActiveAccess administration interface you must be previously registered as an administrative user and know your Username and Password. You must also have access to the required one-time passcode, if two-factor authentication is enabled for your user account.

- From your Web Browser make a connection with the Intranet and access the ActiveAccess login page.

  The ActiveAccess administration **Login** screen is displayed.

> **Warning**
>
> If you have forgotten your password, contact your system administrator.
>
> If security has been compromised (such as when you suspect another person has logged in using your username and password) you can login and then change your password using the **Edit Profile** link situated on the top banner.

> **Note**
>
> If you experience login issues after an upgrade, clear your browser's cookies and try again.

- Enter your **Username** and **Password**.

> **Info**
>
> Both **Username** and **Password** are case sensitive.

- Click the **Login** button.
- ActiveAccess supports two-factor authentication for logging into the Administration UI. By default, users are not forced to use two-factor authentication, unless this feature has been enabled during user creation or has been set up by the user in Edit Profile.

> **Note**
>
> To enable this feature, **email notification messages** must be enabled and configured in Settings.

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If two-factor authentication login is enabled for your user account, enter your one-time **Passcode**.

> **Google Authenticator for two-factor authentication login**
>
> To use this feature, you must have Google Authenticator installed on a mobile device and have the provided QR code scanned on the app.
>
> If a System Administrator enables this feature for a user, the QR code will be sent to the user's email address. If a user enables this function for their own account, the QR code will be displayed when enabling the feature.
>
> Refer to Install Google Authenticator for setup instructions of Google Authenticator.

- Click the **Login** button.

Upon entering your username and password (and passcode, if required) successfully, you are verified and the first admin page will be displayed. The page that you see will depend on the access rights assigned to your username (**system administration**, **issuer administration**, **business administration**, **IT security**, **member administrator** or **helpdesk**).

> **Note**
>
> If the user logging in does not belong to an Issuer or Issuer Group with a valid license installed, they will not be able to access any administration pages and will be shown the following message:
>
> *The user '**username**' does not belong to an **Issuer** or **Issuer Group** with a valid **3-D Secure enabled** or **Device enabled license** installed.*
> *Please contact your System Administrator.*

Logout

When you have finished using ActiveAccess administration, it is important that you logout from your account, to prevent other users from performing tasks with your username and access level privileges. The Logout function is accessed via the ***Logout*** link displayed on the right of the title bar area.

> **Warning**
>
> It is also important that you logout while leaving your PC unattended.

- Click the *Logout* link.

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The Administration **Login** screen is displayed.

- You may now close your browser window.

Issuer Administration Environment

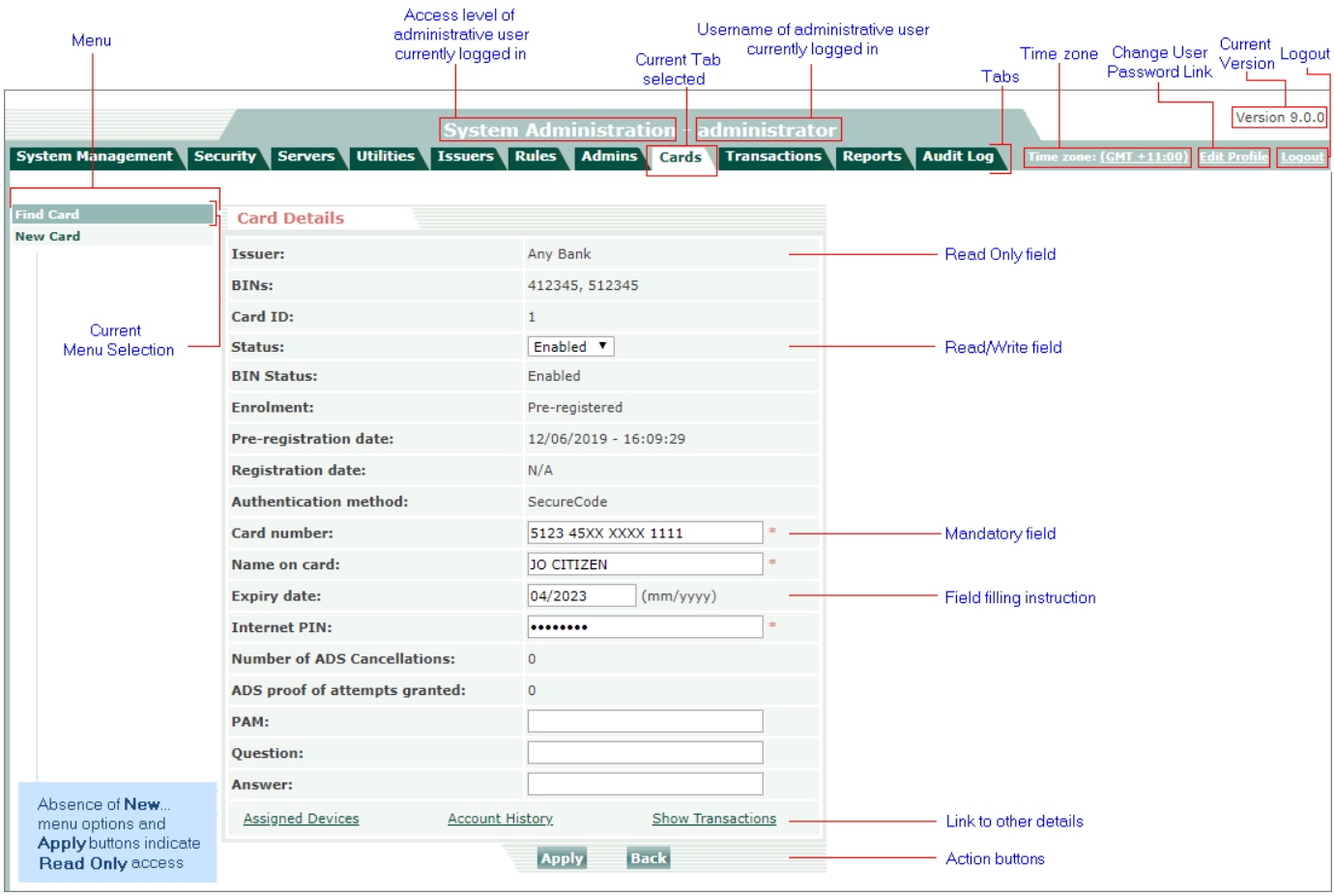
The appearance of the issuer administration pages is consistent throughout, with each being made up of a number of common components.

A banner area at the top of the screen displays the access level and the username of the user currently logged in; the system version; Time zone, Edit Profile and Logout links; and the main menu items as tabs.

Clicking on a menu tab displays the sub menu options on the left side of the page, with the first sub menu item highlighted.

Clicking on the required sub menu option displays the first page for that sub section.

The following example shows the key features of an typical ActiveAccess Administration page.



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Issuer Administration Options

Use the menu tabs on the ActiveAccess Issuer Administration title bar to access the administration options. The complete set of options available is:

- **System Management** - set up and maintenance of system settings, issuer administration servers, issuers and issuer groups, authentication management, issuer public and encryption keys, exchange configuration and archive management.
- **Security** - set up and maintenance of issuer signing certificates, Authentication History Server (AHS) certificates, CAAS (Remote Issuer) certificate, Issuer SDK certificate, Directory Server certificate, OOB Certificate, Risk Certificate, Decoupled Authenticator certificate, and trusted Certificate Authorities (CA).
- **Servers** - set up and maintenance of ACS, Administration, Authentication History Servers and CAAS Servers.
- **Utilities** - upload, manage and run system utilities.
- **Issuers** - set up and maintenance of specific member bank details including card details, rules, custom pages and key management.
- **Rules** - set up and manage business rules and the settings for risk based authentication.
- **Admins** - set up and maintenance of ActiveAccess administrative users.
- **Cards** - registration and maintenance of individual cards.
- **Transactions** - for accessing transactions, when required for cardholder support purposes, dispute resolution, etc.
- **Reports** - provides reports for card, enrolment and merchant activity, authentication, purchase volume, devices, admins and summary reports.
- **Audit Log** - provides a record of administrative user activity. It includes an extensive log of critical actions performed by the administrative staff.

Tip

The audit log section is available to system administrators and issuer administrators only. System administrators have access to an audit log of all events and issuer administrators have access to events relating only to their specific issuer or issuer group.

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About System Management

System Administrators only

This section is used for setting up and maintaining system and ACS settings, Issuers and Issuer groups, settings for authentication devices, RBA, OOB and Decoupled Authenticator, Issuer public keys, exchange configuration and transaction record archiving. It has the following menu options:

- **Settings** - stores general settings for automatic logout idle time; maximum unsuccessful login attempts permitted; automatic unlock time; maximum number of concurrent logins allowed; and the password policy parameters for admin users.
- **ACS Settings** - Access Control Server and Remote Access Control Server related settings.
- **Issuer Management** - for setting up and maintaining Issuers and Issuer BIN ranges and viewing Issuer groups.
- **Group Management** - for setting up and maintaining Issuers groups and viewing group members
- **Authentication Management** - has settings for:
  - **Device Management** - finding, setting up and managing devices used for authentication.
  - **Risk Management** - managing risk chains and risk adapters used in 3DS2 risk based authentication.
  - **OOB Management** - registering and managing the OOB adapters used for performing Out of Band (OOB) authentication challenges.
  - **Decoupled Authenticator Management** - registering and managing the Decoupled Authenticator adapters used for performing Decoupled authentication challenges.
- **Public & Encryption Key Management** - for defining or updating Issuers' public and encryption keys, which are used to validate and decrypt registration API messages signed/ encrypted by the Issuer.

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- **Exchange Configuration** - for displaying automatically downloaded external currency exchange rates and manually creating currency exchange values for rates not available on the automated list.
- **Archive Management** - for setting up automatic transaction record archiving.

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Settings

System Management > Settings

This section is used to specify and maintain general configuration parameters such as automatic logout idle time; maximum unsuccessful logins permitted; automatic unlock lag time; maximum number of concurrent logins allowed; and the password expiry period, etc.

Use the following fields to complete this page:

- **Automatic Logout** time in minutes
  Acceptable range: 0 to 240
  Default: 20 min

  > **Warning**
  >
  > Setting this field to 0 disables the automatic logout mechanism and is not recommended.

  If an administrator account remains idle for the specified period of time it will be automatically logged out.

- **Maximum unsuccessful attempts** permitted for user logins.
  A greater number of unsuccessful login attempts will result in the administration account being locked, restricting further access to the account.
  Acceptable range: 0 to 9
  Default: 3

  > **Warning**
  >
  > Setting this field to 0 disables the automatic locking mechanism and is not recommended.

- **Automatic unlock** time in minutes.
  The amount of time after which a locked administrator account is automatically unlocked.
  Acceptable range: 0 to 1440
  Default: 0, which disables automatic unlocking such that all locked accounts have to be manually unlocked by another administrator user with the same or higher access level.

- **Maximum concurrent logins** permitted for MIA admin users
  Acceptable range: 0 to 9

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> **Warning**
>
> Setting the number of concurrent logins to 0 will prevent more than one user logging in at the same time and is not recommended.

- The administration user **Password policy** is set using the following fields:
  - **Password expiry period** determines how often MIA administration users are required to change their MIA login password
    Acceptable range: 0 to 365
  - **Minimum password lifetime** determines the minimum number of days MIA administration users are required to wait before they can change their MIA login password again.
    Acceptable range: 0 to 90
  - **Minimum password length**
    Acceptable range: 0 to 32
    0 indicates no minimum length
  - **Minimum password numeric characters** required
    Acceptable range: 0 to 32
  - **Minimum password uppercase characters** required
    Acceptable range: 0 to 32
  - **Minimum password lowercase characters** required
    Acceptable range: 0 to 32
  - **Minimum password special characters** required
    Acceptable range: 0 to 32.

> **Note**
>
> The total number of characters entered for **Minimum password numeric characters**, **Minimum password uppercase characters**, **Minimum password lowercase characters** and **minimum password special characters** must be less than or equal to the **Minimum password length**.

- **Registration server URL** is the URL of the registration server used to send final and pre-registration requests to the registration server when issuers upload card data files.
- **Whitelisting server URL** is the URL of the whitelist server used to send add, remove, remove list, get merchant, and get merchant history requests to the whitelist server.

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- **Time zone** is is displayed on the system administration menu bar, from where it can be modified at any time, as and when appropriate. The default time zone is set when the application is installed.
  All reports and results of searches will be based on the time zone specified on the menu bar at the time of the report or search.
- **Disable admin account if inactive for more than** a specified number of days.
  Acceptable range: 0 to 365.
  The system will disable an admin account if it has not been accessed for more than the specified number of days.
  To disable, set to 0.
- **AHS timeout** in seconds
  Acceptable range: 0 to 3600
  This defines the maximum amount of time the ACS will wait for the Authentication History Server to respond. If a response is not received within the expected time, the ACS will re-schedule the AHS transaction for a later time.
- **Show for the following access levels** checkboxes determine which administrator user roles are able to view **Card Number (plain text)** and **AAV/CAVV/AEVV**.
  By default, card numbers are masked and **AAV/CAVV/AEVV** is hidden.
- **Enable manual ACS restart** checkbox if you want to defer application of changes that require a restart to the next time the server is manually restarted.
  When this option is selected, if changes require the system to be restarted to take effect, you will be prompted that a restart is required. You can choose to defer the restart or select the option to Restart now.
- **Enable email notification messages** checkbox if you want the system to send email messages to administrators for two-factor authentication login or notifications such as expiring license keys.
  You will need to configure the mail server settings for this feature to work.
- **Mail server address**, **Mail server port**, **Mail server username**, **Mail server password** and **Mail server protocol** are used to record the address, username and password of an outgoing SMTP mail server.

> **Note**
>
> The sender of the notification messages will be the main administrator user (administrator). Make sure that you have specified a correct email address for this user (use **Edit Profile** link, while logged in as the administrator).

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> **Note**
>
> You can test mail server settings by clicking on *Send Test Message* link. The link will appear once you have entered mail server settings and applied the changes.

- **Log level** determines the amount of information generated and routed to console and log file.
  Changes to log level take immediate effect.
  The options are:
  - **All:** includes any information that can be generated by the application.
  - **Debug:** information regarding more frequent and minor operations of the system or further.
  - **Info:** (Default) important information regarding the normal operation of the application or significant events.
  - **Warn:** warnings are minor errors that may not affect the operation of the system at all. For example a missing feature or component that may not affect the system if you are not planning to use its related functionality.
  - **Error:** log errors that may affect performance or operation of the system but do not necessarily prevent the system from operating. Logs incorrect behaviour of external components and systems outside the control of the application.
  - **Fatal:** logs severe problems, imminent system failure, application or component crash.
  - **Off:** Logging is disabled.

  ActiveAccess currently logs information in a subset of the above levels at **Fatal**, **Error**, **Warn**, **Info**, and **Debug** levels. Note that each higher level is inclusive of the messages of lower levels. For example when you set the log level to **Warn,** you will also see **Error** messages.

> **Database-related log level**
>
> Changing the value of the **Log level** field in **System Management > Settings** will apply it to all categories, except `DBSettings`, which is used for database-related logs. If required, you can update the `priority value` for all instances of the `DBSettings` category in **AA_HOME/log4j.xml**.
>
> The acceptable values for `DBSettings` log level are **OFF**, **INFO**, **DEBUG** and **TRACE**. The log level is set to **OFF** by default.

- ***Apply*** button to save changes.

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ACS Settings

3D Secure 2 settings added

System Management > ACS Settings

The **ACS Settings** section is used to set local and remote (CAAS) Access Control Server options.

Use the following fields to set ACS settings:

- **ACS reference number**

  Displays a unique reference number provided by EMVCo to ActiveAccess.

- Select **Local** or **Remote (CAAS)** from the **Authentication server** drop down list.

3-D Secure 1 Settings

- **ACS URL** is the fully qualified URL of the Access Control Server's Payer Authentication (PA) processing page, as seen externally.

  The ACS URL specified here is passed to the merchant MPI as part of the ACS response to the Verify Enrolment (VEReq) message and is used by the merchant to transfer the session to the ACS for authentication of the cardholder.

  The default path for the ActiveAccess PA processing page is /acs/pa.

  > **Example**
  >
  > If you have installed ActiveAccess on the web server available on https://www.authenticationserver.com/ you should set the ACS URL to https://www.authenticationserver.com/acs/pa

- **Process timeout** in seconds
  Defines the maximum amount of time a cardholder has to complete their authentication. If the cardholder does not complete the authentication within the prescribed time, ACS returns a session timeout error.
  Acceptable range: 60 to 9000

- **Relative timeout** in seconds

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Determines the amount of time a cardholder has to complete a single page, however, the total time to complete the whole authentication process may not exceed the **Process timeout**.

Acceptable range: 60 to 9000

3-D Secure 2 Settings

- **ACS challenge URL** is the fully qualified URL of the Access Control Server's Challenge (CReq) processing, as seen externally.

  The ACS URL specified here is passed to the 3DS Server as part of the ACS response to the Authentication Request (AReq) message and is used by the 3DS Requestor to transfer the session to the ACS for authentication of the cardholder.

  The default path for the ActiveAccess CReq processing page is /acs/ca.

  > **Example**
  >
  > If you have installed ActiveAccess on the web server available on https://www.authenticationserver.com/ you should set the ACS URL to https://www.authenticationserver.com/acs/ca

  The domain and protocol of the URL will be used for OOB device's WebSocket and callback URLs.

  > **Example**
  >
  > The WebSocket URL is: wss://www.authenticationserver.com/acs/oob-ws/
  >
  > The callback URL is: https://www.authenticationserver.com/acs/notify/

- **Initiate CReq timeout** in seconds

  Defines the maximum amount of time between the completion of the TLS handshake and the first CReq message sent to the ACS for processing. If the ACS does not receive any CReq within the prescribed time, it returns a transaction timeout error.

  Acceptable range: 15 to 60

- **Subsequent CReq timeout** in seconds

  Determines the amount of time a cardholder has to complete a single page in App mode. However, the total time to complete the whole authentication process may not exceed the **Process timeout**. If the cardholder does not complete a single page within the prescribed time, ACS returns a transaction timeout error.

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Acceptable range: 300 to 1200

- **RRes timeout** in seconds

  Defines the maximum amount of time the Directory Server has to respond with RRes to the RReq sent by the ACS. If the Directory Server does not respond with RRes within the prescribed time, ACS returns a transaction timeout error.

  Acceptable range: 2 to 10

- **Browser authentication timeout** in seconds

  Determines the amount of time a cardholder has to complete a single page in Browser mode. However, the total time to complete the whole authentication process may not exceed the **Process timeout**. If the cardholder does not complete a single page within the prescribed time, ACS returns a transaction timeout error.

  Acceptable range: 300 to 1200

- **RReq retry interval** in seconds

  Failure to complete the initial connection and TLS handshake to the Directory Server for sending RReq results in an immediate retry. Upon second failure, the ACS will wait for the amount of time prescribed in RReq retry interval and retry to connect to the Directory Server.

  Acceptable range: 5 to 20

- ➕ **RReq retry lifetime** in days

  Failure to complete the initial connection and TLS handshake to the Directory Server results in an immediate retry. Upon second failure, the ACS will retry to connect to the DS every 10 seconds until the message is delivered with Transaction Status = U. The ACS will retry to send the message up to the defined days in this field.

  Acceptable range: 1 to 7

- **Process timeout** in seconds

  Defines the maximum amount of time a cardholder has to complete their authentication. If the cardholder does not complete the authentication within the prescribed time, ACS returns a transaction timeout error.

  Acceptable range: 315 to 1260

- ***Apply*** button to save changes.

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Issuer Management

This section is used to define new issuers and issuer groups, or update existing information.

A group of issuers can be created for administration purposes. Issuer group determines which issuers users have access to; the administration group determines at which level they have access.

Links are provided to **ActiveDevice Settings** for assigning devices, and for creating a **New Issuer Group** or **New Issuer**.

A list of existing issuers and their group memberships is displayed. You can browse to view issuer and issuer group details by clicking on the ***Issuer Name*** and ***Group Membership*** links. The list can be filtered by Issuer Name, Issuer ID, BINs, Status and License Expiry period.

System Management > Issuer Management displays:

- A list of **Issuers**
- ***ActiveDevice Settings*** link to the **ActiveDevice Settings** page.
- ***Exchange Rate Management*** link to the **Exchange Rate Management** page.
- ***New Issuer Group*** link to the **New Issuer Group** page.
- ***New Issuer*** link to the **New Issuer** page.

Use the following fields to limit the number of issuers displayed:

- **Issuer Name** (complete or partial) or leave empty to return all matching issuers
- **Issuer ID**, defaults to **All**
- **Issuer BINs** (comma separate multiple BINs)
- **Status** - **All** (default), **Enabled** or **Disabled**
- Select from the **License** key status drop down list:
  - All (default)
  - Valid
  - Expired
  - Expires in less than a month

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    - Expires in 1 to 3 months
    - Expires in 3 to 6 months
    - Expires after due to expire in 1 to 6 months
- Click the **Go** button to display the new search results.

The following fields and links are displayed for each issuer:

- *Issuer Name* link to the **Issuer Details** page
- **Issuer ID**
- **BINs** - BIN numbers defined for the issuer
- *Group Membership* indicates the group to which the issuer belongs to. You can click on the group name to display the **Issuer Group Details** page.
- **Status** - Enabled or Disabled
- **License** - Shows the status of the issuer's license key

New Issuer Group

System Management > Issuer Management > New Issuer Group

This page is used to define a new issuer group and to assign issuers to that group.

Use the following fields to add a new issuer group:

- **Name** of the issuer group. It is a good idea to use the word "group" as part of the name for example "ABC Group".

  The system will automatically assign a **Group ID** to the issuer group.
- Optionally specify a parent by selecting from the **Parent group** drop down list.

  This allows you to build a hierarchy of issuers and groups to suit your administration requirements.
- **ACS URL** - the system allows a separate URL to be created for each issuer group. If a separate URL is required, it should be entered here.
- **ACS Challenge URL** - the system allows a separate URL to be created for each issuer group. If a separate URL is required, it should be entered here.

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> **Note**
>
> Any changes to this URL will require changes to OOB device's WebSocket, OOB device callback URLs, and Decoupled Authenticator callback URLs.

- **Uses confirmation** - Indicates if the Issuer uses the confirmation method. Defaults to **No**.

  In the Enrolment component, if **Uses confirmation** is enabled, the cardholder will be taken through the sign up process. If set to disabled, the registration status of the card will be checked and displayed to the cardholder.

  When **Activation During Shopping** is enabled, if the cardholder is **pre-registered** and **Uses confirmation** is **No**, the cardholder is required to create a 3-D Secure password (VbV password / Mastercard SecureCode / JSecure password / American Express SafeKey / ProtectBuy password / UnionPay International password) to use in the authentication process.

  If **Uses confirmation** is **Yes**, the cardholder's existing registration data is used in the authentication process, instead of requiring a new 3-D Secure password (VbV password / Mastercard SecureCode / JSecure password / American Express SafeKey / ProtectBuy password / UnionPay International password) to be created.

  Select one or more issuers or groups to add to the group from the **Issuer Members** list or the **Group Members** list. Use the **Add >>** button to add the issuers or child groups to the **Selected** list.

  You can use the **<<Remove** button to remove issuers or child groups from the issuer group.

- **SecureCode MAC algorithm** used in conjunction with **SecureCode** transactions (3DS1 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **IAV generation algorithm** used in conjunction with Mastercard Identity Check transactions (3DS2 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Visa CEMEA region** used in conjunction with **Verified by Visa** and **Visa Secure** transactions.

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> **Note**
>
> - This will be used only if the issuer's **Use parent keys** option is enabled.
> - When **Visa CEMEA region** is set to **Yes**, then **CAVV format** will be updated to **U3V7**.

- **Verified by Visa CAVV format** used in conjunction with **Verified by Visa** transactions (3DS1 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Visa Secure CAVV format** used in conjunction with **Visa Secure** transactions (3DS2 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Group Members** - Use the **Add >>** and **<< Remove** buttons to add or remove child groups that should belong to the group.
- **Issuer Members** - Use the **Add >>** and **<< Remove** buttons to add or remove issuers that should belong to the group.
- **Use parent certificate, public and encryption keys** option indicates that the group does not have a certificate of its own and will use the parent group's certificate and registration API public key and encryption key. This option is only enabled if you have specified a parent group. Enabling the parent certificate will automatically enable the use parent keys options.
- **Use parent keys** option to indicate that the group does not have any keys of its own and will use the parent group's keys. This option is only enabled if you have specified a parent group.
- ***Apply*** button to save changes.

> **Note**
>
> Once the issuer group has been created, you may optionally specify a separate **ACS URL** for it by editing the Issuer Group Details.

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Issuer Group Details

This page is used to view/edit issuer group details and assign issuers to, or remove issuers from, the issuer group.

System Management > Issuer Management > Issuer Group Details - fields

> **Info**
>
> See the **New Issuer Group** section of this document for additional information on these fields.

- **Group ID** is a unique identifier, which is used by the system in order to reference the group. Group ID cannot be changed.
- **Name** of the issuer group
- **Parent group** - you can optionally define a parent group in order to create a hierarchy of groups and issuers to suit your administration requirements.
- **ACS URL** - the system allows a separate URL to be created for each issuer group. If a separate URL is required, it should be entered here.
- **ACS Challenge URL** - the system allows a separate URL to be created for each issuer group. If a separate URL is required, it should be entered here.

> **Note**
>
> Any changes to this URL will require changes to OOB device's WebSocket and callback URLs.

- **Uses confirmation** - Indicates if the Issuer uses the confirmation method.

  The confirmation method is a process allowing cardholders with an enrolment status of "Pre-registered" to utilise their pre-registration account information, instead of creating a new 3-D Secure password, to perform 3-D Secure authentication.
- **SecureCode MAC algorithm** to be used in conjunction with **SecureCode** transactions (3DS1 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

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- **IAV generation algorithm** used in conjunction with **Mastercard Identity Check** transactions (3DS2 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Visa CEMEA region** used in conjunction with **Verified by Visa** and **Visa Secure** transactions.

> **Note**
>
> - This will be used only if the issuer's **Use parent keys** option is enabled.
> - When **Visa CEMEA region** is set to **Yes**, then **CAVV format** will be updated to **U3V7**.

- **Verified by Visa CAVV format** used in conjunction with **Verified by Visa** transactions (3DS1 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Visa Secure CAVV format** used in conjunction with **Visa Secure** transactions (3DS2 only).

> **Note**
>
> This will be used only if the issuer's **Use parent keys** option is enabled.

- **Visa Secure Informational Data** - when Visa Secure CAVV format is V3U7, this field is displayed. This field specifies the position 8 of the CAVV value.
- **Group members** - Child groups that belong to the group are listed in the **Selected** list. Other groups (not belonging to any other group) are listed in the **Available** list. Use the **Add >>** and **<< Remove** buttons to change the child groups that belong to the group.
- **Issuer members** - issuers that belong to the group are listed in the **Selected** list. Other issuers are listed in the **Available** list. Use the **Add >>** and **<< Remove** buttons to change the issuers that belong to the group.
- **Use parent certificate, public and encryption keys** - Selecting this option indicates that the issuer group does not have a certificate of its own and will use the parent group's certificate, registration API public key and encryption key. The option is only enabled if you have

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specified a parent group. Enabling the parent certificate will automatically enable the use parent keys options.

> **Note**
>
> Enabling this option will remove the issuer group certificate (if it has one) from the system. You cannot retrieve the certificate once removed.

> **Note**
>
> When you disable this option, the issuer group will no longer use the parent's certificate. You need to create a certificate request for the issuer group and have it signed by the appropriate CAs.

> **Warning**
>
> It is recommended that you make a decision to enable or leave this option disabled at the time of creating the issuer group to avoid the administration overhead of changing this option later.

- **Use parent keys** - Selecting this option indicates that the issuer group does not have any keys of its own and will use the parent group's keys. The option is only enabled if you have specified a parent group.

  Selecting this option indicates that the issuer group does not have any keys of its own and will use the parent group's keys. The option is only enabled if you have specified a parent group.

> **Note**
>
> Changing this option invalidates the issuer group existing certificate. You either need to enable the 'Use parent certificate' option or create a new certificate request, and have it signed by the appropriate CAs.

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Note

Enabling this option will delete the issuer group keys from the local HSM. Deleting keys is irreversible unless you have previously backed them up. The following keys will be removed from the local HSM, where < group_id > is the issuer group's unique identifier as shown in the issuer group details:

- SPA< group_id >
- VbVA< group_id >
- VbVB< group_id >
- JCBA< group_id >
- JCBB< group_id >
- MSCA< group_id >
- MSCB< group_id >
- SKA< group_id >
- SKB< group_id >
- DCA< group_id >
- DCB< group_id >
- UPIA< group_id >
- UPIB< group_id >
- RSAVbV< group_id >_pub
- RSAVbV< group_id >_pri
- RSAMSC< group_id >_pub
- RSAMSC< group_id >_pri
- RSAJCB< group_id >_pub
- RSAJCB< group_id >_pri
- RSASK< group_id >_pub
- RSASK< group_id >_pri
- RSADC< group_id >_pub
- RSADC< group_id >_pri
- RSAUPI< group_id >_pub
- RSAUPI< group_id >_pri
- RSADEVICE< group_id >_pub
- RSADEVICE< group_id >_pri

If you are using other HSMs in your system, you also need to remove these keys from those HSMs to keep them synchronised. You also need to update any other party who may use these keys for verification of AAV (UCAF) or CVV (CAVV).

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Warning

Disabling this option will create new keys for the issuer group, where < group_id > is the issuer group's unique identifier as shown in the issuer group details. The following keys will be created on the local HSM:

- SPA< group_id >
- VbVA< group_id >
- VbVB< group_id >
- JCBA< group_id >
- JCBB< group_id >
- MSCA< group_id >
- MSCB< group_id >
- SKA< group_id >
- SKB< group_id >
- DCA< group_id >
- DCB< group_id >
- UPIA< group_id >
- UPIB< group_id >
- RSAVbV< group_id >_pub
- RSAVbV< group_id >_pri
- RSAMSC< group_id >_pub
- RSAMSC< group_id >_pri
- RSAJCB< group_id >_pub
- RSAJCB< group_id >_pri
- RSASK< group_id >_pub
- RSASK< group_id >_pri
- RSADC< group_id >_pub
- RSADC< group_id >_pri
- RSAUPI< group_id >_pub
- RSAUPI< group_id >_pri

If you are using other HSMs in your system, you also need to export these keys to those HSMs to keep them all synchronised. You also need to update any other party who may use these keys for verification of AAV (UCAF) or CVV (CAVV).

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> **Tip**
>
> It is recommended that you make a decision to either **enable** or leave this option **disabled** at the time of creating the issuer, to avoid the administration overhead of changing this option later.

> **Info**
>
> Refer to New Issuer Group for additional information on these fields.

- ***Apply*** button to save changes.

> **Note**
>
> A group cannot be removed if it has other groups or Issuers belonging to it.

New Issuer

Use this page to define a new issuer and optionally assign the issuer to an issuer group.

System Management > Issuer Management > New Issuer - fields

- **Status** of **Not Registered** is automatically assigned to new issuers by the system and cannot be changed until you have obtained a license key from GPayments.
- Enter the **Name** of the Issuing bank or financial institution.

  You must enter a name that is unique in the issuer system.
- Enter an optional **Password** for the Issuing bank or financial institution.

  This password is used for authentication of issuer connection to ActiveAccess via UAC. This is in addition to the verification of issuer's client authentication and may be left empty if the extra verification is deemed to be unnecessary.
- **ACS URL** - the system allows for a separate URL to be created for each Issuer. If a separate URL is required, it should be entered here.
- **Show extended account information** - Select **Yes** to display all cardholder pre-registration account information, on the card details page, created during the cardholder's Pre-registration with the system. When this option is disabled, only basic cardholder information is displayed on this page.
- **Uses confirmation** - Select **Yes** or **No** to indicate if the Issuer uses the confirmation method.

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The confirmation method is a process allowing cardholders with an enrolment status of "Pre-registered" to utilise their pre-registration account information, instead of creating a new 3-D Secure password, to perform 3-D Secure authentications.

- **Event Logging** - **Disabled** by default. Select **Enabled** to indicate event logging is required or **Enable V+ compatible** to indicate event logging is required, and the maximum number of Activation During Shopping opt-out events reported to the issuer is 9.

  This feature allows issuers to download cardholder events through Registration Server Notification messaging. A Notification is a record of a single cardholder event. Each event is stored in ActiveAccess and a record is logged in the event a cardholder completes their registration, opts-out of Activation During Shopping or locks their account.

- If the issuer is to be assigned to an issuer group, select the group from the **Parent group** drop down list.
- If you have specified a parent group:
  - You may select the **Use parent certificate, public and encryption keys** option to indicate that the issuer does not have a certificate of its own and will use the parent group's certificate and registration API public key and encryption key.
  - You may select the **Use parent keys** option to indicate that the issuer does not have any keys of its own and will use the parent group's keys.
- ***Exchange Rate Management*** - used to define exchange rate for the issuer
- ***Apply*** button to save changes.

Tip

Once you have created the Issuer record a confirmation message will be displayed:

Please note down the **Issuer ID** and **Issuer Name**, and send them to GPayments in order to request a license key for the newly generated issuer.

Note

Once the new issuer has been created, you may optionally specify a separate **ACS URL** for it by editing the Issuer Details.

Info

Refer to Issuer Details for additional information on these fields.

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Issuer Details

This page is used to view/ edit issuer details and assign the issuer to, or remove the issuer from an issuer group.

System Management > Issuer Management > Issuer Details (Local and Remote Issuers)

Use the following fields to view / edit issuer details:

> **Note**
>
> Not all fields will be visible to all issuers, depending on issuer or issuer group settings.

- **Issuer ID** is a unique identifier, which is used by the system in order to reference the issuer. Issuer ID cannot be changed. Issuer ID is used in a number of situations such as requesting license key for the issuer, sending pre-registration and final registration messages and also forms part of the unique URL which is used for the issuer enrolment site.
- **Status** - **Enabled** or **Disabled**, if the issuer is registered. Prior to the issuer obtaining a valid license key the Status is displayed as **Not Registered** and cannot be changed.

  > **Note**
  >
  > An issuer account that does not have a valid licence key is practically disabled. This makes most functions unavailable to the issuer including the enrolment, registration and authentication of cardholders.

- **Name** of the issuing bank or financial institution.

  > **Note**
  >
  > This field forms part of the issuer licence key information. You will need to re-apply for a licence key if you change this field.

- **Password** for the Issuing bank or financial institution.

  This password is used for authentication of issuer connection to ActiveAccess via UAC. This is in addition to the verification of issuer's client authentication and may be left empty if the extra verification is deemed to be unnecessary.

- **ACS URL** - the system allows a separate URL to be created for each issuer. If a separate URL is required, it should be entered here.

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- **ACS Challenge URL** - the system allows a separate URL to be created for each issuer. If a separate URL is required, it should be entered here.

> **Note**
>
> Any changes to this URL will require changes to OOB device's WebSocket and callback URLs.

- **Show extended account information -** Select **Yes** to display all cardholder data as sent by the Registration API messages in the card details page. When this option is disabled, only basic cardholder information is displayed.
- **Allow issuer to access rules -** Select **Yes** or **No** to indicate if the Issuer can access the business rules functionality.

  Business rules are configurable settings which provide issuers control over the customer process during the 3-D Secure transactions. Rules can be configured using a 3-D Secure transaction's parameters such as the Transaction Amount, the Merchant ID, Merchant Name, Acquirer BIN or Merchant Country.

> **Note**
>
> This feature is only available, if the custom pages are rule-compatible.

- If **Allow issuer to access rules** is set to **Yes**, then **Grant Access to Business Admin** and **Grant Access to Helpdesk** checkboxes allow you to grant Business Admin and / or Helpdesk users access to the Rules section. Whether these users have *read only* or *full* access is determined by their Admins settings
- **Authentication Server - Local** or **Remote (CAAS)**
- If **Remote (CAAS)** is selected, **CAAS server** will be displayed, to allow selection of the already configured remote authentication servers.
- If **Authentication server** is set to **Remote (CAAS)**, optionally select the **Risk engine integration** checkbox if the authentication process is to be integrated with the issuer's risk engine.
- **Risk chain** - Select an already configured Risk Chain from the drop down list to enable Risk-Based authentication for the issuer.
- **Force Risk Assessment** - Checkbox to force the risk assessment to be applied to all transactions for the issuer (including PreAuthReq for CAAS Server with **Risk engine integration** enabled).

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- **ACS interface** - Select **Native** (default) or **HTML** from the drop down list.

  Identifies the ACS interface for presenting the challenge to the cardholder: Native UI or HTML UI. In SDK mode, if the supported interface is not specified in the AReq, the ACS uses the interface that is selected in this field.

- **Uses confirmation** - Indicates if the Issuer uses the confirmation method. Defaults to **No**.

  The confirmation method is a process allowing cardholders with an enrolment status of "Pre-registered" to utilise their pre-registration account information, instead of creating a new 3-D Secure password, to perform 3-D Secure authentications.

- **Visa CEMEA region** - Visa CEMEA requires that a CAVV be generated and returned in all PARes, ARes and RReq messages regardless of the authentication status. Set this field to **Yes**, if this functionality is required.

> **Note**
>
> - When **Use parent keys** option is enabled, the parent's Visa CEMEA region will be used.
> - When **Visa CEMEA region** is set to **Yes**, the **CAVV format** will be updated to **U3V7**.

- **EEA region** - used to enable specific rules for issuers in the European Economic Area.

> **Note**
>
> - When EEA region is set to **Yes**, the **CAVV format** will be updated to U3V7.
> - DAF Extension behaves differently in EEA Region according to Visa Specification.

- **SecureCode MAC algorithm** - determines the algorithm which is used for calculation of AAV field for SecureCode transactions. By default HMAC algorithm is used. You may change this to CVC2 if required (3DS1 only).

> **Note**
>
> - The application generates two 3DES keys, when a CVC2 option is selected for the first time: MSCA< issuer_id > and MSCB< issuer_id >.
> - When **Use parent keys** option is enabled, the parent's SecureCode MAC algorithm will be used.

- **IAV generation algorithm** - determines the algorithm which is used for calculation of AAV field for Mastercard IDC transactions. By default, **DS Transaction ID + PAN** algorithm is used. You may change this to `PAN`, `DS Transaction ID`, `Coded Amount + DS Transaction ID +`

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`PAN` , or `Merchant Name + Coded Amount + DS Transaction ID + PAN` if required (3DS2 only).

> **Note**
>
> When **Use parent keys** option is enabled, the parent's SecureCode MAC algorithm will be used.

- **Verified by Visa CAVV format** used in conjunction with **Verified by Visa** transactions (3DS1 only).

> **Note**
>
> When **Use parent keys** option is enabled, the parent's Verified by Visa CAVV format will be used.

- **Visa Secure CAVV format** used in conjunction with **Visa Secure** transactions (3DS2 only).

> **Note**
>
> When **Use parent keys** option is enabled, the parent's Verified by Visa CAVV format will be used.

- **Force cardholders to use device** - if Device Authentication is available, select **Yes** to force cardholders to register their authentication device during the 3-D Secure authentication process. Select **No**, to provide cardholders with a link to allow them to register their authentication device.
- **Event Logging** - **Disabled** (default) or **Enabled** to indicate event logging is required; or **Enable V+ compatible** to indicate event logging is required and the maximum number of Activation During Shopping opt-out events reported to the issuer is 9.
- **Parent group** - select the group to which the Issuer belongs, if any.

> **Note**
>
> The issuer can only be assigned to a single group; however the group itself can belong to another group. This enables you to create a hierarchy of issuers and groups to suit your administration needs.

- **License key** - copy license key provided by GPayments and click ***Apply*** button. The **Status** will then change to **Enabled**.
    - **License status** - once you have entered a valid license key the license status will display the validity period for the key (e.g. **License key is valid until 01/03/2019)**, the 3-D Secure

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authentication protocol version, and whether Risk, OOB, Decoupled Authenticator, NPA, APP, and 3RI features are supported.

> **Note**
>
> If the licence key is not present, invalid or expired, the issuer account is practically disabled. This makes most functions unavailable to the issuer including authentication of cardholders, registration and whitelisting.

- **Issuer BINs** - Use the **BIN Management** link to add, edit, delete, enable and disable one or more BINs for the issuer and specify if device authentication or whitelisting is available for cards that belong to the specified BIN.
- **Use parent certificate, public and encryption keys** - Selecting this option indicates that the issuer does not have a certificate of its own and will use the parent group's certificate, registration API public key and encryption key. The option is only enabled if you have specified a parent group. Using the parent certificate is only possible if you have also chosen to use the parent keys. Enabling this option automatically enables the use parent keys.

> **Note**
>
> - Enabling this option will remove the issuer's certificate (if it has one) from the system. You cannot retrieve the certificate once removed.
> - Enabling this option will disable the issuer's CAVV/IAV related configuration and use parent's.
> - When you disable this option, the issuer will no longer use the parent's certificate. You need to create a certificate request for the issuer and have it signed by the appropriate CAs.

> **Tip**
>
> It is recommended that you make a decision to enable or leave this option disabled at the time of creating the issuer to avoid the administration overhead of changing this option later.

- **Use parent keys** - Selecting this option indicates that the issuer does not have any keys of its own and will use the parent group's keys. The option is only enabled if you have specified a parent group.

> **Note**
>
> - Changing this option invalidates the issuer's existing certificate. You either need to enable the 'Use parent certificate' option or create a new certificate request, and have it signed by the appropriate CAs.
> - Enabling this option will disable the issuer's CAVV/IAV related configuration and use parent's.

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Warning

Enabling this option will delete the issuer's keys. Deleting keys is irreversible unless you have previously backed them up. The following keys will be removed, where < issuer_id > is the issuer's unique identifier as shown in the issuer details:

- SPA< issuer_id >
- VbVA< issuer_id >
- VbVB< issuer_id >
- JCBA< issuer_id >
- JCBB< issuer_id >
- MSCA< issuer_id >
- MSCB< issuer_id >
- SKA< issuer_id >
- SKB< issuer_id >
- DCA< issuer_id >
- DCB< issuer_id >
- UPIA< issuer_id >
- UPIB< issuer_id >
- RSAVbV< issuer_id >_pub
- RSAVbV< issuer_id >_pri
- RSAMSC< issuer_id >_pub
- RSAMSC< issuer_id >_pri
- RSAJCB< issuer_id >_pub
- RSAJCB< issuer_id >_pri
- RSASK< issuer_id >_pub
- RSASK< issuer_id >_pri
- RSADC< issuer_id >_pub
- RSADC< issuer_id >_pri
- RSAUPI< issuer_id >_pub
- RSAUPI< issuer_id >_pri

You also need to update any other party who may use these keys for verification of AAV (UCAF) or CVV (CAVV).

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Note

Disabling this option will create new keys for the issuer. The following keys, where < issuer_id > is the issuer's unique identifier as shown in the issuer details, will be created:

- SPA< issuer_id >
- VbVA< issuer_id >
- VbVB< issuer_id >
- JCBA< issuer_id >
- JCBB< issuer_id >
- MSCA< issuer_id >
- MSCB< issuer_id >
- SKA< issuer_id >
- SKB< issuer_id >
- DCA< issuer_id >
- DCB< issuer_id >
- UPIA< issuer_id >
- UPIB< issuer_id >
- RSAVbV< issuer_id >_pub
- RSAVbV< issuer_id >_pri
- RSAMSC< issuer_id >_pub
- RSAMSC< issuer_id >_pri
- RSAJCB< issuer_id >_pub
- RSAJCB< issuer_id >_pri
- RSASK< issuer_id >_pub
- RSASK< issuer_id >_pri
- RSADC< issuer_id >_pub
- RSADC< issuer_id >_pri
- RSAUPI< issuer_id >_pub
- RSAUPI< issuer_id >_pri

You also need to update any other party who may use these keys for verification of AAV (UCAF) or CVV (CAVV).

Tip

It is recommended that you make a decision to enable or leave this option disabled at the time of creating the issuer to avoid the administration overhead of changing this option later.

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- **Email Address** - may be used in OTP emails (parameter: $IssuerEmail - max 128 char).
- **Customer service phone number** may be used in OTP emails (parameter: $ServicePhoneNumber - max 32 char).
- **ActiveDevice Settings** - used to assign one or more device types to a selected issuer and specify device sharing rules.
- **Exchange Rate Management** - used to define exchange rate for the issuer.
- **Auto Report Settings** - used to configure the issuer's automatic report.
- ***Apply*** button to save changes.

BIN Management

This section is used to manage BINs of a specified issuer. Each BIN provides a link to allow you to edit the BIN, the status of Device over 3-D Secure, the status of whitelisting or the status of the BIN. BINs can be selected and deleted from the system using the **Delete** button. Only BINs which have no cards assigned to them on the system can be deleted. The **Enable** and **Disable** buttons can be used to change the status of the BIN. New BINs can be added for the issuer through the *Add BIN* link, and device authentication and/or whitelisting can be made available for cards that belong to the specified BIN.

System Management > Issuer Management > Issuer Details > BIN Management > Add BIN

Use the following fields to add a BIN:

- **Issuer** is displayed and cannot be changed
- **BIN**
- **Device over 3-D Secure** - **Disabled** or **Enabled** to specify if device authentication is available for cards that belong to this BIN
- **DAF** - **Disabled** or **Enabled** to specify if the DAF Extension is available for cards that belong to this BIN
- **Whitelisting** - **Disabled** or **Enabled** to specify if the process of placing 3DS Requestors on the cardholders' trusted beneficiaries list is available for cards that belong to this BIN.
- **Status** - **Disabled** or **Enabled** to specify the availability of the 3-D Secure service for cards that belong to this BIN. Cards with a **Disabled** BIN cannot be enrolled, registered or authenticated
- ***Apply*** button to save changes.

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ActiveDevice Settings

This section is used to assign one or more device types to a selected issuer and specify device sharing rules. An issuer may choose to share devices with none, all, or a selected number of issuers and issuer groups.

> **Note**
>
> Device parameters for SMS and email devices are issuer specific and these devices are not shared between issuers and issuer groups. However, the same mobile numbers / email addresses can be registered for different issuers. ActiveAccess treats SMS / email devices that have the same mobile numbers / email addresses as independent devices.

System Management > Issuer Management > Issuer Details > ActiveDevice Settings

Use the following fields to view / edit ActiveDevice settings:

- **Issuer**
- **Supported devices** - authentication devices accepted by the Issuer are listed in the **Selected** list. Other available devices not currently selected by the issuer are listed in the **Available** list. Use the **Add** and **Remove** buttons to change the tokens assigned to the issuer.

  > **Warning**
  >
  > If you remove any of the supported devices, the cardholder will no longer be able to use that device and transactions may fail.

- **Allow sharing device with** allows the issuer to share its devices will all, none or a selected list of issuers and groups.
- ***Apply*** button to save changes.

To view device parameter details, click the **Device Parameters** button.

The **Edit Device Parameters** page will be displayed.

> **Warning**
>
> For hardware and software token devices, changing device parameters may adversely affect the authentication of users. Such device parameters must be left as default unless absolutely necessary. You must consult with the device manufacturer before making any changes to these parameters.

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> **Note**
>
> For information on default device parameters, go to **Device Management**.

Edit Device Parameters

The first available Device type for the selected Issuer is displayed.

Use the following fields to edit Device Parameters:

- **Device type** This parameter can be left as the default or customised for the selected issuer.

  The available device types are:

  - Backup Device
  - Decoupled Authenticator
  - Email
  - OOB
  - SMS
  - VASCO

- **Use device's default parameters** - if this option is selected, it indicates that the issuer will use the Default Device Parameters for the selected device.

  Deselect the checkbox to customise the device parameters. If the checkbox is already deselected, you can reset the parameters to the default by selecting it.

  > **Note**
  >
  > For full details of device parameters, refer to Default Device Parameters.

The following fields are additional to the configurable fields in Default Device Parameters:

- **Device type**: SMS
  - **Available SMS Centres** - use the **Add >>** and **<< Remove** buttons to select the appropriate SMS Centres.
- **Device type**: OOB
  - **Available OOB adapters** - use the **Add >>** and **<< Remove** buttons to select the appropriate OOB Adapters

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- **Device type**: Decoupled Authenticator
  - **Available Decoupled Authenticator adapters** - use the **Add >>** and **<< Remove** buttons to select the appropriate Decoupled Authenticator Adapters.

Exchange Rate Management

This section is used to manage exchange rates of a selected issuer. The transaction amount should be converted to Euro for Low-value Payment (LVP) rule of Strong Customer Authentication (SCA) Exemption.

System Management > Issuer Management > Issuer Details > Exchange Rate Management

This page is used to display exchange rates defined for the issuer:

- **Issuer**
- **Exchange Rates** list
- ***Add*** link to the **Add Exchanbe Rate** page
- ***Delete*** button to remove selected exchange rates of the issuer.

The following fields and links are displayed for each exchange rate:

- **Base Currency** link to the **Edit Exchange Rate** page
- **Target Currency**
- **Rate**
- **Last Update** display the date and time the exchange rate was lastly updated.

Add Exchange Rate

System Management > Issuer Management > Issuer Details > Exchange Rate Management > Add > Add Exchange Rate

Use this page to add an exchange rate that is not supported by the automated currency exchange file:

- **Base Currency**
- **Target Currency** for the currency of the issuer threshold as configured in the currency value on the Amount Threshold rule page

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- **Rate** which should be multiplied by the Base Currency to equal the amount in the Target Currency
- ***Apply*** button to save the currency exchange rate.

Edit Exchange Rate

System Management > Issuer Management > Issuer Details > Exchange Rate Management > Edit Exchange Rate

Use this section to edit currency rates that have been manually created through the Exchange Rate section:

- **Base Currency** and **Target Currency** are displayed and cannot be changed
- **Rate** which should be multiplied by the Base Currency to equal the amount in the Target Currency
- ***Apply*** button to save the currency exchange rate.

Auto Report Settings

This section is used to configure the issuer automatic report. The link will be displayed only if the EBA Report collector is enabled (i.e. `EUB_REPORT=true`) in `AA_Home/activeacces.properties`. This report contains all successful 3DS2 transactions for the issuer.

System Management > Issuer Management > Issuer Details > Auto Report Settings

Use the following fields to view/edit Auto Report Settings:

- **Issuer**
- **Status** - **Disabled** or **Enabled** to indicate whether the EBA report collector is active for this issuer.
- **Frequency**: Determines the frequency of collecting report. You can choose Daily, Weekly, or Monthly.
- **Generation hour of the day**: If **Daily** is selected as **Frequency**, this field can be configured. It specifies the time of the day to generate the report. Valid value is between 0 to 23.
- **Generation day of the week**: If **Weekly** is selected as **Frequency**, this field can be configured. It specifies the day of the week to generate the report.
- **Generation day of the month**: If **Monthly** is selected as **Frequency**, this field can be configured. It specifies the day of the month to generate the report.

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- **Destination directory**: The path of the report files to be saved.
- **Maximum records in one file**: Maximum records allowed to be saved in a file. Accepted value is between 1 and 500000.
- ***Apply*** button to save changes.
- ***Generate specific date report*** button to generate a report of a defined date.

> **Note**
>
> 1. Report is Comma Separated Values (CSV) file.
> 2. Report file name format is `3DSA_AMR_<ISSUERID>_<yyyymmdd>_<P><NN>.csv`
>   - `3DSA` – constant, means 3DSecureAccess Reports group;
>   - `AMR` – constant, means Authentication Method Report;
>   - `<ISSUERID>` – variable, means issuer's IssuerID in ActiveAccess;
>   - `<yyyymmdd>` – variable, means report generation date;
>   - `<P>` – variable, means the report periodicity (D – DAILY, W – WEEKLY, M - MONTHLY);
>   - `<NN>` – variable, means the report number in a day.

Generate Specific Date Report

System Management > Issuer Management > Issuer Details > Auto Report Settings > Generate Specific Date Report

Use the following fields to complete specific date report settings:

- **Issuer**
- **Frequency**
- **Date**: Date of report to be regenerated. It should be previous day/week/month depending on the frequency.
- ***Apply*** button to save the generated report.

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Group Management

System Management > Group Management

This section is used to set up and maintain issuer groups. It provides access to the same functions as the Issuer Management section, but from an issuer group perspective.

Organising related issuers in a group can greatly reduce the issuer administration overhead. Groups can have their own keys (AAV key [1], CVC2 keys [2], CVV keys [3], IAV HMAC keys [4] and signing key [5]) and certificates. An issuer can be configured to use the parent group's keys to reduce the number of keys generated and as a result, also reduce the overhead of key management tasks for synchronizing multiple hardware security modules. An issuer may also be configured to use the parent group's certificate in order to reduce the overhead of certificate management and renewal.

A list of issuer groups and their issuer and group members is displayed. You can browse to view issuer group and issuer details by clicking on the **Group Name**, **Issuer Members** and **Group Members** links.

The following fields and links are displayed:

- **Group Name** links to **Group Details** page
- **Group ID**
- **Group Members** links to **Issuer Group Details** page, shows the issuer groups and issuers that belong to this group
- **Issuer Members** links to **Issuer Details** page, shows the license key and certificate details for the selected issuer
- **New Issuer Group**
- **New Issuer**

---

1. 192-bit generic key, used in AAV HMAC calculation for SecureCode transactions
2. Pair of DES or 3DES keys, used in AAV CVC2 calculation for SecureCode transactions
3. Pair of DES or 3DES keys, used in CVV calculation for VbV and Visa Secure transactions
4. 256-bit generic key, used in IAV HMAC calculation for IDC transactions
5. RSA key pair, used for signing the PARes messages and ACSSignedContent in ARes for app-based transactions.

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About Authentication Management

The **Authentication Management** section is used for:

- **Device Management** - for finding, setting up and managing devices used in the authentication process.
- **Risk Management** - for managing risk chains and risk adapters used in 3DS2 risk based authentication.
- **OOB Management** - for registering and managing the OOB adapters used for performing Out of Band (OOB) authentication challenges.
- **Decoupled Authenticator Management** - for registering and managing the Decoupled Authenticator adapters used for performing Decoupled authentication challenges.

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Device Management

*The **Device Management** section is grouped with **OOB Management, Decoupled Authenticator Management** and **Risk Management** in the **Authentication Management** section.*

This section is used for finding devices, updating device status, uploading hardware token device initialization seed files, and configuring default device parameters.

Note

The term 'devices' is used as a generic term for both devices used for authentication and authentication methods. It includes:

- Hardware and software tokens
- Authentication methods such as OTP with SMS or email
- A standalone backup token

Info

Device files for hardware tokens are provided by the device manufacturer and contain information that uniquely identifies each authentication device and can be used to verify the tokens / passwords generated by that device. Each hardware token device is identified by a serial number. The serial number is determined by the device manufacturer and must be unique per device type.

Once a seed file is uploaded into the system, cards can be assigned to devices by linking device serial numbers with card accounts. Once an account is linked with a device serial number, the card enrolment process is complete.

System Management > Authentication Management > Device Management displays

- A list of recently **uploaded device seed files** for hardware tokens. By default the system displays the seed files uploaded in the last 10 days.
- **Edit Default Device Parameters**
- **Upload File** to schedule a new job
- **Find Device** to view or edit the details of each device.

Use the following fields to limit the upload files displayed:

- **Issuer**

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- **Device Type**
- **From** and **To Date**
- **Refresh** button to display the new list.

The following fields and links are displayed:

- **Job number** link to the **Job Details** page to view job details including any error message or warnings.
- **Issuer name** (owner of the devices)
- **File Name**
- **Device type**
- When the upload was **Started** and **Finished**
- Number of **Attempts** before the upload was finished
- **Status** of the job: get the current status by pressing the refresh button

Job Details

This page displays details of the seed file upload, including any error messages or warnings, for the job selected on the **Upload File** page.

System Management > Authentication Management > Device Management > Job Details displays

- **Issuer** name
- **Job number**
- **Uploaded** - date and time when the file was first uploaded
- **Device type**
- **File Name**
- **Start** and **Finish** date and time the job
- **Attempts** before the upload was finished
- **Status**
- **Error message**, if any.
- **Error details**
- **Warnings**

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Edit Default Device Parameters

System Management > Authentication Management > Device Management > Edit Default Device Parameters

Each device has its own set of device parameters. In the case of hardware tokens, these are manufacturer-defined parameters, such as VASCO, supported by adding additional libraries and installing vendor specific drivers. Other devices, such as SMS and Email are virtual devices natively supported by ActiveAccess.

Device parameters can be customised per issuer. By default this customisation is disabled, such that all issuers use the default device parameters.

Use the following fields to edit default device parameters:

- **Device type**

  The options are:

  - Backup Device
  - Email
  - OOB (Out of Band)
  - SMS
  - VASCO

SMS

System Management > Authentication Management > Device Management > Edit Default Device Parameters - SMS

SMS is a virtual device natively supported by ActiveAccess. This is in contrast to some third party devices such as VASCO which are supported by adding additional libraries and installation of vendor specific drivers.

The SMS device can be used as a backup device.

The SMS device parameters page is where the administrator can setup the system for sending SMS messages. ActiveAccess supports SMPP-API-0.3.9.1 (Short Message Peer to Peer) protocol for sending SMS messages to an SMS gateway, also known as an SMSC (Short

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Message Service Centre). The SMS gateway is normally provided by the business section of your preferred telecommunications company.

The connection to the SMSC must be over TCP/IP. The details of connection to the SMSC will be provided by your telecommunications company.

Use the following fields to edit SMS Device Parameters:

- **Device type** - **SMS**
- **SMS token type** - ActiveAccess can generate two types of SMS tokens:
  - **Instant** - the system generates one SMS token per authentication. The token is generated and sent to the cardholder's mobile phone, after the verify enrolment request is received by ActiveAccess.
  - **Batch** - the cardholder receives a batch of SMS tokens beforehand. The batch SMS message contains a batch reference number and a list of generated tokens, each identified by a letter of the alphabet. The cardholder is then asked to enter a token that corresponds with a specific letter of the alphabet as shown on the authentication page. With batch SMS, up to 15 tokens can be sent in a single SMS message and hence reduce the cost of sending SMS tokens. The system generates another set of tokens and sends them to the cardholder when the last token for the current batch is used.
- **Batch SMS lifetime** - determines the validity period of batch SMS tokens in days (acceptable range is 0 to 365). Batch tokens will be valid for the period specified by this option. The default is 30 days.
- **Instant SMS lifetime** - determines the validity period of instant SMS tokens in minutes (acceptable range is 0 to 60). Following Instant tokens will be valid for the period specified by this option. The default is 15 minutes. You should consider the mobile network delay for sending SMS messages and provide sufficient time for the cardholder to enter the token.
- **SMS token length** - determines the number of digits in the token generated (acceptable range is 6 to 10). The default is 6 digits.
- **Number of tokens in each batch** - determines the number of tokens included in a batch. The default is 10.

  An SMS message on a GSM network may contain up to 160 characters, while the limit for a CDMA network is between 120 to 153 characters. The system limits the maximum number of tokens based on the CDMA's lower limit of 120 characters.
- **Maximum unsuccessful attempts to send an SMS** - (acceptable range is 0 to 9) if sending an SMS message fails due to network or application errors, such as connection problems to

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the SMSC or receiving an invalid response from the SMS, the system attempts to resend the SMS message up to the number of times specified by this option. The default value is 5. If all attempts for delivering fail, an error is reported back to the administration user.

- **Maximum number of SMSs sent per authentication session** - (acceptable range is 0 to 99) determines the number of times that a new SMS OTP can be requested by the cardholder during each authentication session. The default value is 3. If the limit is reached, the authentication fails.
- **Accept mobile numbers of** - Select the country name that you would like to accept as SMS mobile number. Select 'All' if you would like to accept all international mobile numbers.
- **Restrict mobile number** - Turn this option on if you want to specify a mobile number format. Enter the required format, eg. ##########, 61#########, 0061#########. Allowed characters are 0-9, '#', '(', ')', '-' and space. Please note that the mobile number, excluding country calling code and trunk code, is checked against the specified patterns. Mobile number patterns should be no longer than 20 characters, including the Country Code.
- **Use as backup device** - Turn this option on if you would like SMS to be used as a backup device. A backup device can be activated once a cardholder reports a device lost or damaged, or requests the helpdesk to disable the device temporarily.
- **OTP and Password** - Select this option when an authentication requires the cardholder to enter both a static password and one-time password.
- **SMS Centres** - Click on the link to view a list of currently configured SMS gateways. You can click on the SMSC name to edit or view the details or you can add or remove an SMSC entry by selecting the corresponding link.
- **SMS Templates** - Click on the link to Edit Default Templates for Activation During Shopping (ADS), Authentication, Activation via Authentication or Activation/Registration via MIA.
- ***Apply*** button to save changes.

SMS Centre

System Management > Authentication Management > Device Management > Edit Default Device Parameters - SMS > SMS Centres

This section is used to manage and add new SMS Centres. You can select any SMS centre to edit or delete.

- To delete an SMS Centre
  - Choose one or more SMS Centres by clicking the **Select** checkbox adjacent to the **ID**

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- Click the **Delete** button.

A confirmation message will be displayed.

- To edit an SMS Centre
  - Click the *Name* hyperlink for the SMS Centre you wish to view or edit details.

The **Edit SMS Centre** page is displayed.

- To add a new SMS Centre
  - Click the *New SMS Centre

The **New SMS Centre** page is displayed.

EDIT SMS CENTRE

System Management > Authentication Management > Device Management > Edit Default Device Parameters - SMS > SMS Centres > Edit SMS Centre *displays the following fields:*

- **Device ID** is displayed and cannot be changed.
- **Name of Service provider** (mandatory).
- **Domain/IP** and **Port** - If changes are made to Domain name or IP address and Port number, they must correspond to the SMSC provider for connection to SMSC over TCP/IP.
- **System ID, System type and Password** - if changes are made, they must be specific to the parameters that are required for authentication of the client application (in this case ActiveAccess) to the SMS centre and this generally will be provided by the SMSC provider.
- **Sender's mobile number** - maximum length of 20 characters, including the Country Code. Allowed characters are A-Z, a-z, 0-9, '(', ')', '-' and space.
- **Plus (+) prefix** - Dropdown has the two options: Enabled and Disabled. Enable to add trunk code to mobile number.
- ***Apply*** button to save changes.

NEW SMS CENTRE

System Management > Authentication Management > Device Management > Edit Default Device Parameters - SMS > SMS Centres > New SMS Centre

Use the following fields to create a new SMS Centre:

- **Name** - Choose a descriptive and unique name.

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If the SMS Centre is actually an MQ Server that consumes SMPP messages, the **Name** should be a unique name which will become the prefix of the required parameters in **AA_HOME/sms-jms-config.properties** for the corresponding SMSviaJMS Client. It is possible to configure as many different SMSviaJMS clients as required for ActiveAccess. For more information regarding the SMSviaJMS configuration parameters, please refer to SMS via JMS.

- **Domain/IP and Port** - Enter the Domain name or IP address and Port number provided by the SMSC provider for connection to SMSC over TCP/IP.

  ActiveAccess currently supports the following types of the SMPP gateways as SMSC and one as SMSviaSMTP:

  - **Real SMPP Compatible SMSC** - This is a real world receiver of the SMPP messages. The IP and Port of the designated SMSC need to be specified for this type. SMS maximum length is 160 ASCII characters (70 Unicode characters).
  - **SMSviaJMS Module** - This acts as an SMSC and receives SMPP messages but relays only the submit_sm messages to the MQ Server, which exclusively consumes submit_sm messages. SMS maximum length is 160 ASCII characters (70 Unicode characters).
  - **SMSviaJMS Library** - This has been embedded into ActiveAccess itself and acts as a real SMPP client but only submits the submit_sm messages to the MQ Server, which exclusively consumes submit_sm messages. **Port** can be set to any number as it does not have any usage here. SMS maximum length is 64k ASCII characters (32k Unicode characters).
  - **SMSviaSMTP Library** - This has been embedded into ActiveAccess itself and acts as an SMTP client, which builds SMS but sends them to the email addresses with a specified template in the **Domain/IP** field. **Port** can be set to any number as it does not have any usage for this type. No limitation is applied for the size of the SMS via SMTP.

Some clients have their own SMS switch, which provides all necessary information regarding SMS delivering and billing. These SMS gateways support only SMTP protocol for the incoming messages. As the ACS provides the ability to send OTP over SMTP, a template has been defined for this purpose, in the form of mailto:$DEVICE_SERIAL_NUMBER\@smtp.com.

The SMS sender module replaces the **$DEVICE_SERIAL_NUMBER** in the Domain/IP field with the registered mobile number of the cardholder and sends the OTP to a generated email account through the SMS switch.

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For Example

If a cardholder has been registered with the mobile number of 614501234567, the SMS sender sends the OTP to the 614501234567@smtp.com account and the SMS switch relays it to the cardholder's mobile.

You can also define an email URL instead of an IP address for testing purposes. The email URL must start with **mailto:**, followed by the destination email address (such as **mailto:**myemail@mycompany.com). If you specify an email instead of an IP address, ActiveAccess will send the content of the SMS message to the specified email address. You must also ensure that the mail server settings are properly configured in the **_System Management** > **Settings_** page.

Alternatively, SMPPSim, an open source and free SMPP simulator from http://www.seleniumsoftware.com/, can be used for testing.

Before testing with SMS, make sure that SMS has been selected as the authentication device for the issuer and that the SMS custom pages have been loaded for the issuer.

- **System ID, System type and Password** - These are SMSC specific parameters that are required for authentication of the client application (in this case ActiveAccess) to the SMS centre and should be provided by the SMSC provider. If the SMSC does not require client authentication, leave these fields blank.
- **Sender's mobile number** - Enter the number to be used as the sender's default mobile number, for all messages sent through the selected SMSC. Maximum length is 20 characters, including the Country Code. Allowed characters are A-Z, a-z, 0-9, '(', ')', '-' and space.
- **Plus (+) prefix** - Dropdown has the two options: Enabled and Disabled. Enable to add trunk code to mobile number.
- ***Apply*** button to create the new SMS Centre.

SMS Template

Use this section to edit the default SMS templates for:

- Activation During Shopping (ADS)
- Authentication
- Activation via Authentication
- Activation/Registration via MIA.

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System Management > Device Management > Edit Default Device Parameters - SMS > SMS Templates > Edit Default Templates

Use the following fields to edit an SMS Template:

- **SMS**
- **Template name** - the options are:
  - Activation During Shopping (ADS)
  - Authentication
  - Activation via Authentication
  - Activation/Registration via MIA
- **Template** - Enter the default system message. This message is sent to the cardholder when an SMS authentication is requested.

Info

Click the adjacent **Help** button for a full list of parameters. The default phrase can incorporate the following details, where appropriate:

SMS Template Parameters	Length (char)
$BatchNumber - serial number of the batch SMS sent when using device authentication of 3-D Secure	max 5
$CardExpiryDate - expiry date of the credit card	5
$CardHolderName - cardholder name as specified in the system	max 64
$CardProvider - card scheme name for the credit card	max 21
$CurrencySymbol - the currency symbol for the purchase when using device authentication over 3-D Secure	max 3
$IssuerName - Issuer's name as defined in the system	max 256 *
$MerchantCountry - 3 character country code for the Merchant's country	3

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SMS Template Parameters	Length (char)
$MerchantName - Merchant's name for purchase using device authentication over	max 25 *
3-D Secure	
$MerchantURL - URL of the Merchant's website	max 2048 *
$Pan - credit card number used for device authentication over 3-D Secure	max 19
$LastFourDigitsOfPAN - last 4 digits of credit card number used for device authentication over 3-D Secure	max 4
$PurchaseCurrency - 3 character currency code for the currency of the purchase	max 3
$PurchaseDateTime - date and time of the purchase in the system	22
$PurchaseDescription - description of the purchase when using device authentication over 3-D Secure	max 125 *
$PurchaseDisplayAmount - purchase amount displayed for purchase when using device authentication over 3-D Secure	max 20
$PurchaseXID - merchant's purchase ID when using device authentication over 3-D Secure	28
$RecurringEndDate - end date for a recurring payment	10
$RecurringFrequency - recurring frequency for the purchase in days	max 4
$TokenA - the one time password. Subsequent tokens for the batch SMS can be displayed as **$TokenB**, **$TokenC**, **$TokenD**,...	max 8
$PurchaseRealAmount - indicate the transaction amount	max 20
$tokenlifetime - lifetime of the token	max 5

- The parameter can contain Unicode characters, but presenting Unicode characters will reduce the maximum size allowed from 160 to 70 characters.

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Note

To be able to send SMS with templates in languages other than English or using symbols in the SMS Template, you must set the following system property in the application server's configuration file: `smpp.default_alphabet`.

Example

For Tomcat, set `\-Dsmpp.default_alphabet=ie.omk.smpp.util.UCS2Encoding` in the **TOMCAT_HOME/bin/catalina.bat** or **catalina.sh**.

Email

System Management > Authentication Management > Device Management > Edit Default Device Parameters - Email

Email is a virtual device natively supported by ActiveAccess to provide email OTP authentication.

The Email device can be used as a backup device.

The Email device parameters page is where the administrator can setup the system for sending OTP via email.

Use the following fields to edit email Parameters:

- **Device type** - **Email**
- **Token lifetime** - determines the validity period of email tokens in minutes (acceptable range is 0 to 10). Following the sending of an email, the token will be valid for the period specified by this option. The default lifetime of email tokens is 10 minutes. You should consider the network delay for sending email messages and give enough time for the cardholder to enter the token.
- **Token length** - determines the number of digits in the generated token (acceptable range is 6 to 10). The default size is 6 digits.
- **Maximum unsuccessful attempts to send an email** - (acceptable range is 0 to 9) if sending an OTP by email fails due to network or application errors such as connection problems to the mail server or receiving a delivery error, the system attempts to resend the email message up to the number of times specified by this option. The default value is 5. If all attempts for delivering an OTP by email fail, an error is reported back to the administration user.

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- **Mail server address, Mail server port, Mail server username, Mail server password**, **Mail server protocol** and **Mail sender** - Enter the address of an outgoing SMTP mail server with a valid username and password

> **Note**
>
> The sender of the notification messages will be the main administrator user (administrator). Make sure that you have specified a correct email address for this user (use **Edit Profile** link, while logged in as the administrator).

- **Minimum wait before the updated email address can be used** (acceptable range is 0 to 9999). 0 to disable this option.
- **Use as backup device** - Turn this option on if you would like **Email** to be used as a backup device. A backup device can be activated once a cardholder reports a device lost or damaged, or requests the helpdesk to disable the device temporarily.
- **OTP and Password** - Select this option when an authentication requires the cardholder to enter both a static password and one-time password.
- **Email Templates** - Click on the link to **Edit Default Templates** for Activation During Shopping (ADS), Authentication, Activation via Authentication or Activation/Registration via MIA.
- **Send Test Email** - Click on the link to send a test email.

> **Note**
>
> The sender of the test emails will be the main administrator user (administrator). Make sure that you have specified a correct email address for this user (use **Edit Profile** link, while logged in as the administrator).

- ***Apply*** button to save changes.

Email Template

System Management > Authentication Management > Device Management > Edit Default Device Parameters - Email > Email Templates > Edit Default Templates

Use this section to edit the default email templates for:

- Activation During Shopping (ADS)
- Authentication
- Activation via Authentication

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- Activation/Registration via MIA
- Subject of Activation During Shopping (ADS)
- Subject of Authentication
- Subject of Activation via Authentication
- Subject of Activation/Registration via MIA.

Use the following fields to edit an Email Template:

- **Type** - **Email** (this cannot be changed)
- **Template name** , the options are:
  - Activation During Shopping (ADS)
  - Authentication
  - Activation via Authentication
  - Activation/Registration via MIA
  - Subject of Activation During Shopping (ADS)
  - Subject of Authentication
  - Subject of Activation via Authentication
  - Subject of Activation/Registration via MIA.
- **Content type** - **Plain** or **HTML** !!! note This field is only available for templates of the email body.
- **Template** - Enter the default content for the email to be sent to the cardholder when email OTP authentication is requested.

Info

Click the adjacent **Help** button for a full list of parameters. The default phrase can incorporate the following details, where appropriate:

Email Template Parameters	Length (char)
$CardExpiryDate - expiry date of the credit card	5
$CardHolderName - cardholder name as specified in the system	max 64

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Email Template Parameters	Length (char)
$CardProvider - card scheme name for the credit card	max 21
$CurrencySymbol - the currency symbol for the purchase when using device authentication over 3-D Secure	max 3
$IssuerName - issuer's name as defined in the system	max 256 *
$MerchantCountry - 3 character country code of the Merchant's country	3
$MerchantName - Merchant's name for the purchase when using device authentication over 3-D Secure	max 25 *
$MerchantURL - URL of the Merchant's website	max 2048 *
$Pan - credit card number used for device authentication over 3-D Secure	max 19
$LastFourDigitsOfPAN - last 4 digits of credit card number used for device authentication over 3-D Secure	max 4
$PurchaseCurrency - 3 character currency code for the currency of the purchase	max 3
$PurchaseDateTime - date and time of the purchase in the system	22
$PurchaseDescription - description of the purchase when using device authentication over 3-D Secure	max 125 *
$PurchaseDisplayAmount - purchase amount displayed for purchase when using device authentication over 3-D Secure	max 20
$PurchaseXID - Merchant's purchase ID when using device authentication over 3-D Secure	28
$RecurringEndDate - end date for a recurring payment	max 10
$RecurringFrequency - recurring frequency of the purchase in days	max 4
$TokenA - the one time password.	max 10
$ServicePhoneNumber - customer service phone number of the issuer	max 32

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Email Template Parameters	Length (char)
$IssuerEmail - issuer's email address	max 128

* The parameter can contain Unicode characters.

OOB

System Management > Authentication Management > Device Management > Edit Default Device Parameters - OOB

OOB (Out of Band) is an API developed by the issuer to authenticate cardholders using devices that are not supported by ActiveAccess.

Use the following fields to edit OOB Device Parameters:

- **OTP and Password** - Select this option when an authentication requires the cardholder to enter a static password and complete the OOB authentication.

Backup Device

System Management > Authentication Management > Device Management > Edit Default Device Parameters - Backup Device

The backup device is a standalone backup token, which is software generated. It can be used multiple times, as configured in the Backup Device Parameters.

Use the following fields to edit Backup Device Parameters:

- **Device type** - **Backup Device**
- **Backup device lifetime** (acceptable range is 0 to 365 days)

  A value of 0 disables the device.
- **Max usage limit** - the maximum number of times the backup device can be used as (acceptable range is 0 to 9).

  A value of 0 disables the device.

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- **OTP and Password** - Select this option when an authentication requires the cardholder to enter both a static password and a one-time password.
- ***Apply*** button to save changes.

VASCO

System Management > Authentication Management > Device Management > Edit Default Device Parameters - VASCO

VASCO Parameters:

- **Device type** - **VASCO**

The following manufacturer fields are available for configuration by default

- **CHECKCHALLENGE, CHKINACTDAYS, DERIVEVECTOR, DIAGLEVEL, EVENTWINDOW, GMTADJUST, HSMSLOTID, ITHRESHOLD, ITIMEWINDOW, ONLINESG, STHRESHOLD, STIMEWINDOW, STORAGEDERIVEKEY1, STORAGEDERIVEKEY2, STORAGEDERIVEKEY3, STORAGEDERIVEKEY4, STORAGEKEYID, SYNCWINDOW, TRANSPORTKEYID** and **MODE** (Response only or Challenge response) (acceptable range for field values is displayed in field hints, where appropriate).
- **OTP and Password** - Select this option when an authentication requires the cardholder to enter both a static password and one-time password.
- ***Apply*** button to save changes.

Upload File

System Management > Authentication Management > Device Management > Upload File

This page is used to enter the details of the device seed file you wish to upload and to schedule the upload date and time.

The seed file is provided by the device manufacturer.

Use the following fields to upload a file:

- **Issuer**
- **Device type**

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- Click the **Choose File** / **Browse...** button, adjacent to **File name**, to locate and select a device seed file to upload.

  The **No file chosen** message will then be replaced by the **File name** of the file to be uploaded.

- **Key value** - The device manufacturer may provide a key for decrypting the seed file. Enter the key as provided by the device manufacturer.
- **Schedule Date** and **Time** when you want the uploaded data to be processed.

  Uploaded files scheduled to run in the past are set to run immediately.

  You may also leave these fields blank if you wish to process the uploaded data as soon as possible.

> **Note**
>
> The data upload may take a long time to complete depending on the file size and line speed.

- ***Apply*** button to create the upload job file.

Find Device

System Management > Authentication Management > Device Management > Find Device

Find Device can be used to search for an authentication device based on a number of criteria such as serial number, range of serial numbers, creation data and type of device.

Use the following to find a device:

- **Issuer**
- **Creation date** and **time** (dd/mm/yyyy HH:MM) or specify a date and time range for the search result by entering dates and times in the **From** and **To** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.
- **Device type**
- **Device Serial number** or specify a range of numbers to search within:
  - **VASCO** - device serial number, e.g. 123456789000
  - **SMS** - phone number including country code, e.g. +61123456789

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- **Email** - email address, e.g. jo.citizen@domain.com

- Click ***Search*** to display device details.

Device Search Result

System Management > Authentication Management > Device Management > Find Device > Search Result

This page displays

- A list of **Devices**
- **Device ID** link to the **Device Details** page
- **Delete**, **Mark as lost**, **Mark as damaged**, **Mark as disabled** and **Back** buttons

The following fields and links are displayed for each device

- **Select** - checkbox for selecting the device to use in conjunction with the **Delete**, **Mark as lost**, **Mark as damaged** and **Mark as disabled** buttons.
- *Device ID* link to the **Device Details** page
- **Serial number** - The unique device / authentication method identifier
- **Issuer** - The issuer name to which this device belongs
- **Device type** - The type/make of the device such as VASCO, Email, SMS, etc
- **Status** - **Active**/**Lost**/**Damaged**/**Disabled**. Only an active device can be used in device authentication. If a device is reported lost, stolen, damaged or disabled, it must be flagged accordingly. A lost or damaged device can no longer be used for authentication and the cardholder must be issued with a new device.

To Delete, Mark as lost, damaged or disabled, devices in the Search Results

- Click the checkbox adjacent to the appropriate device or the checkbox in the **Select** column heading, to select all devices.

> **Warning**
>
> **Important:** The display of search results is limited to 400 records, however if you select all records, all records matching the search criteria will be affected by the action you choose to perform.

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> **Warning**
>
> Performing the selected action on a large number of records may take a long time to complete and will generate the equivalent number of audit log records. Use this functionality on a large number of records diligently and only where strictly necessary.

- Click the appropriate **Delete**, **Mark as lost**, **Mark as damaged** or **Mark as disabled** button.

Device Details

System Management > Authentication Management > Device Management > Find Device > Device Details

This page is used to view details for the device selected on the **Find Device** page and to change device status if the device has been reported as lost, damaged or temporarily disabled.

The following fields and links are displayed

- **Device ID** - unique device ID
- **Issuer** - The issuer name to which this device belongs
- **Serial number** - The unique device / authentication method identifier
- **Device type** - The type / make of the device, e.g. VASCO, Email, SMS.
- **Status** - **Active/Lost/Damaged**. Only an active device can be used for authentication. If a device is reported lost, stolen or damaged, it must be flagged accordingly. A lost or damaged device can no longer be used for device authentication and the cardholder must be issued with a new device.
- **Creation date** - The date on which the device was created.
- **Reported lost/damaged on** - displays the last time a token was reported lost or damaged.
- **Device Specific Parameters** - a number of device specific parameters may be displayed for each device. These parameters are determined by the device manufacturer / authentication method and are displayed for completeness.
- **Assigned Cards** - link to a list of cards assigned to this device.
- **Activate Device** - the link appears for devices marked as lost or damaged. This allows the administrator to re-activate the device for example when the cardholder reports that the device has been found, to save the cardholder from the trouble of having to use a back up device or wait for the replacement to arrive. To activate the device, the administrator needs

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to enter a valid token generated by the device to confirm that the device is actually in the possession of the cardholder again.

- **Reset device** - this option is currently supported for time-synchronous VASCO tokens. Such devices use an internal clock for generating the tokens which may gradually go out of sync with the authentication server time due to the internal clock's drift. Time synchronous devices automatically adjust this error with each authentication, as long as the time drift is within a reasonable range. The time drift on a device that has not been used for a long period of time may go outside the accepted window for automatic adjustment. In such a case, resetting the device will re-initialise the associated record and allows for a much larger window of synchronization. Before performing this action, the administrator should make sure that the cardholder's account status is enabled and should confirm that the cardholder is entering the token from a linked device by checking the device's serial number against the cardholder account. If this does not resolve the problem, the administrator should reset the token and advice the cardholder to perform another authentication. If resetting the device does not solve the problem, the device should be marked as damaged and a replacement ordered for the cardholder.

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Risk Management

This section is used to set up the risk chains, which are used to define the authentication process, and the risk adapters defined in the chain. The sequence in which cardholder credentials are passed to the risk adapters is also defined in the chain. Each risk chain adapter defines a condition, actions to be taken if the condition is met or not met, a match score, together with the number of transactions which must have been performed and on how many days.

For further information about risk-based authentication and risk chains and risk adapters, refer to risk-engine-adapter.

System Management > Authentication Management > Risk Management

This page displays:

- A list of **Risk Chains** and for each Risk Chain:
  - Checkbox to **Select** it
  - **Chain ID** link to Edit Risk Chain
  - A list of **Adapters** that are enabled for the risk chain
  - Link to **Configure risk adapters** for the risk chain
- ***Delete*** button to delete selected risk chains
- Link to Add Risk Chain
- Link to Risk Adapter Management

Add / Edit Risk Chain

System Management > Authentication Management > Risk Management > Add / Edit Risk Chain

Use the following fields to complete this page:

- **Chain ID**
- **Authentication Method Score Range** - Based on the risk score (a value between 0 and 100) returned from the risk evaluation, the ranges defined in the following fields will indicate

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which authentication method should be used for authenticating the cardholder for each risk score.

- **Score range for frictionless** - if the risk score falls within this range, the cardholder will be authenticated frictionlessly and authentication method will be 99.
- **Score range for frictionless with review** - if the risk score falls within this range, the cardholder will be authenticated frictionlessly and authentication method will be 97.
- **Score range for static password** - if the risk score falls within this range, the cardholder will be required to authenticate using static authentication data that has previously been assigned to them, e.g. static password.
- **Score range for device** - if the risk score falls within this range, the cardholder will be required to authenticate using an authentication device that has previously been assigned to them, e.g. SMS OTP, Email OTP, Vasco, OOB, etc. If the cardholder has multiple devices assigned, a device selection page will be displayed to them during the authentication process and they will be required to select a device from the available devices.
- **Score range for OOB** - if the risk score falls within this range, the cardholder will be required to authenticate using the authentication method utilised by the OOB service, e.g. biometrics, push notifications, etc.
- **Score range for decline** - if the risk score falls within this range, the authentication will be rejected.

Info

- The ranges defined must fully cover the range between 0 and 100
- Each range must have a begin and end value
- It is not required to have a score range for every authentication method. The score range for some authentication methods can be left blank if these authentication methods are not used by the issuer.
- The ranges can be defined in your preferred order, e.g. OOB can have a lower score range than device.
- Ranges can not overlap.

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Example 1

Score range for frictionless: 0..40

Score range for static password: 41..50

Score range for device: 51..60

Score range for OOB: 61..80

Score range for decline: 81..100

Example 2

Score range for frictionless: 0..40

Score range for static password:

Score range for device: 61..100

Score range for OOB: 41..60

Score range for decline:

- ***Apply*** button to save changes
- ***Back*** button to return to the **Risk Chains** page.

Configure Risk Chain

System Management > Authentication Management > Risk Management > Configure Risk Chain

In this section, available Risk Adapters can be enabled/disabled, configured and prioritized for the corresponding risk chain.

This page displays:

- Chain ID
- A list of available **Risk Adapters** that can be configured for this Risk Chain, and for each Risk Adapter:
  - Checkbox to **Select** it. Risk Adapters can only be selected if they have been configured.
  - **Adapter ID** link to Configure Risk Adapter
  - **Move Up** and **Move Down** arrows to change the **Priority** of the risk adapter, i.e. the order in which the risk adapter is used in the risk chain

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- **Status**
  - Not configured
  - Configured

- ***Enable*** button to enable selected risk adapters
- ***Disable*** button to disable selected risk adapters
- ***Back*** button to return to the **Risk Management** page.

Configure Risk Adapter

System Management > Authentication Management > Risk Management > Configure Risk Chain > Configure Risk Adapter

This page displays:

- **Adapter ID**
- **Adapter name**

Use the following fields to complete this page:

- **Condition** which has been defined in the adapter and for each Condition:
  - **Matched behaviour** for when the Condition is matched
    - Continue
    - Finish
  - **Mismatched behaviour** for when the Condition is not matched
    - Continue
    - Finish
  - **Matched score** - the score produced when the condition is matched
  - **Condition value** - the transaction data is compared with this value to determine if it matches the condition or not.
- ***Apply*** button to save changes
- ***Back*** button to return to the **Config Risk Chain** page.

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Risk Adapter Management

System Management > Authentication Management > Risk Management > Risk Adapter Management

The Risk Adapter Management page displays:

- A list of **Risk Adapters** and for each Risk Adapter:
  - Checkbox to **Select** it
  - **Adapter ID** - links to Edit Risk Adapter ID
  - **Adapter name**
  - **Risk adapter connector**
- **Delete** button to delete selected risk adapters
- Link to Register Risk Adapter
- Link to Risk Adapter Connector Management.

Register Risk Adapter

System Management > Authentication Management > Risk Management > Risk Adapter Management > Register Risk Adapter

Use the following fields to complete this page:

- **Adapter ID** can be entered by the user or generated by the system
- **Adapter name**
- Select **Risk adapter connector** from the drop down list
- ***Generate*** button to generate **Adapter ID** by the system
- ***Apply*** button to save changes
- ***Back*** button to return to the **Risk Adapter Management** page.

> **Note**
>
> Please leave Risk adapter connector empty when rigistering/editing Native API Risk Adapter.

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Edit Risk Adapter

System Management > Authentication Management > Risk Management > Risk Adapter Management > Edit Risk Adapter

Use the following fields to complete this page:

- **Adapter ID**
- **Adapter name**
- Select **Risk adapter connector** from the drop down list
- Select **PAN Hashing Algorithm** from the drop down list:
  - **Enable RAW PAN**: No encryption and hashing will be applied to PAN
  - **Enable SHA256**: PAN will be encoded with SHA256
  - **Enable SHA512**: PAN will be encoded with SHA512
  - **Disabled PAN OUTPUT**: PAN will not be shared
- **Send challenge result to Risk Engine**:
  - **Disabled**: No transaction result will be shared
  - **Send challenge results (assessed by risk engine)**: Only challenge results assessed by risk engine will be shared
  - **Send frictionless, decline, and challenge results (assessed by risk engine)**: All transaction results assessed by risk engine with be shared
  - **Send all transactions results**: All transaction results, including mandated challenges that are not assessed by risk engine will be shared.
- **Query Archived transactions**:
  - **Enabled**: Archived transaction will be searched when selecting the counts/days of transactions
  - **Disabled**: Archived transaction will not be searched.

> **Note**
>
> Enable this option may slow down the authentication process.

- **Check Risk Adapter version**: link to identify the adapter version

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- ***Apply*** button to save changes
- ***Back*** button to return to the **Risk Adapter Management** page.

Check Risk Adapter Version

System Management > Authentication Management > Risk Management > Risk Adapter Management > Edit Risk Adapter > Check Risk Adapter Version

Following fields will display:

- **Adapter version stored**: the adapter version stored in ActiveAccess
- **Adapter version from adapter information**: the version returned in `AdapterInfo` message
- ***Update version*** button to update stored version in ActiveAccess.

Risk Adapter Connector Management

System Management > Authentication Management > Risk Management > Risk Adapter Management > Risk Adapter Connector Management

This section is used to define one or more connectors for communicating with remote risk adapters, which are called by ActiveAccess for risk-based authentication.

> **Note**
>
> To establish a secure connection with Risk Adapters, you may need CA Certificates and a keystore.

The Risk Adapter Connector Management page displays:

- A list of **Risk Adapter Connectors** and for each Risk Adapter Connector:
  - Checkbox to **Select** it
  - **Name** - links to Edit Risk Adapter Connector
  - **URL**
- **Delete** button to delete selected risk adapters
- ***Back*** button to return to the **Risk Adapter Management** page
- Link to Add Risk Adapter Connector.

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Add / Edit Risk Adapter Connector

System Management > Authentication Management > Risk Management > Risk Adapter Management > Risk Adapter Connector Management > Add / Edit Risk Adapter Connector

Use the following fields to complete this page:

- **Name** of the Risk Adapter Connector
- **URL** of the Risk Adapter Connector
- **Connection timeout**
- **Read timeout**
- ***Apply*** button to save changes
- ***Back*** button to return to the **Risk Adapter Connector Management** page.

Upload Connector Encryption Key

System Management > Authentication Management > Risk Management > Risk Adapter Management > Risk Adapter Connector Management > Upload Connector Encryption Key

Use the following fields to complete this page:

- **Risk adapter connector** - choose the name of the adapter connector you want to assign an encryption key to
- **Encryption KeyStore** - click on **Browse** to locate and select an encryption key file to upload. The **No file selected** message will be replaced with the name of the file to be uploaded. The system uses the AES (128 bits) key contained in the JKS KeyStore in order to encrypt/ decrypt cardholder data that is being transferred between ActiveAccess modules and Adapter. Issuers must ensure that this AES key is used in encrypting and decrypting cardholder data at other external hosts.
- **KeyStore password** - password of the uploaded JKS KeyStore file
- ***Apply*** button to save changes
- ***Back*** button to return to the Risk Adapter Connector Management page.

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Note

Instruction on calculating the iv vector:

- Fetch the SecretKey from the encryption key store; name it secretKey.
- Base64 Decode the input data and name it `valueA`.
- Fetch the first byte of `valueA`, it shows the length of IV; name it `ivLen`.
- Use `valueA` and `ivLen` to fetch the `ivValue` and `encryptedValue` from `valueA`.
- Use byte[0] as `AAD`, encryption algorithm, `secretKey`, `ivValue`, and `encryptedValue` to find the decrypted value.

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OOB Management

This section is used to register and manage the OOB adapters that are used for performing Out of Band (OOB) authentication challenges. For more information about OOB adapters, refer to OOB Adapter Specification.

OOB Management

System Management > Authentication Management > OOB Management

This page displays:

- A list of **OOB Adapters** and for each adapter:
  - Checkbox to **Select** it
  - **Adapter ID** link to Edit OOB Adapter
  - **Adapter name**
  - **OOB adapter connector**
- Link to Register OOB Adapter
- Link to OOB Adapter Connector Management
- ***Delete*** button to remove selected OOB adapters.

Register OOB Adapter

System Management > Authentication Management > OOB Management > Register OOB Adapter

Use the following fields to complete this page:

- **Adapter ID** can be entered by the user or generated by the system
- **Adapter name**
- **Instruction**: Instruction to display to Cardholder on OOB page
- **OOB adapter connector**
- Select an **OOB adapter connector** from the drop down list.
- ***Generate*** button to generate **Adapter ID** by the system

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- ***Apply*** button to save changes
- ***Back*** button to return to the **OOB Management** page.

> **Note**
>
> Please leave OOB adapter connector empty when rigistering/editing Native API version of OOB Adapter.

Edit OOB Adapter

System Management > Authentication Management > OOB Management > Edit OOB Adapter

Use the following fields to complete this page:

- **Adapter ID**
- **Adapter name**
- **Instruction**: Instruction to display to Cardholder on OOB page
- **OOB adapter connector**
- Select **PAN Hashing Algorithm** from the drop down list:
  - **Enable RAW PAN**: No encryption and hashing will be applied to PAN
  - **Enable SHA256**: PAN will be encoded with SHA256
  - **Enable SHA512**: PAN will be encoded with SHA512
  - **Disabled PAN OUTPUT**: PAN will not be shared
- **Check OOB Adapter version**: link to identify the adapter version
- ***Apply*** button to save changes
- ***Back*** button to return to the **OOB Adapter Management** page.

Check OOB Adapter Version

System Management > Authentication Management > OOB Management > Edit OOB Adapter > Check OOB Adapter Version

- **Adapter version stored**: the adapter version stored in ActiveAccess
- **Adapter version from adapter information**: the version returned in `AdapterInfo` message
- ***Update version*** button to update stored version in ActiveAccess.

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OOB Adapter Connector Management

System Management > Authentication Management > OOB Management > OOB Adapter Connector Management

This section is used to define one or more Out of Band authentication connectors, which allow ActiveAccess to trigger the external OOB process and perform interactions with the cardholder for authentication.

This page displays:

- A list of **OOB Adapter Connectors** and for each connector:
  - Checkbox to **Select** it
  - **Name** link to Edit OOB Adapter Connector
  - **URL**
- Link to Add OOB Adapter Connector
- ***Delete*** button to remove selected OOB adapters.
- ***Back*** button to return to the **OOB Management** page.

Add / Edit OOB Adapter Connector

System Management > Authentication Management > OOB Management > OOB Adapter Connector Management > Add OOB Adapter Connector

Use the following fields to complete this page:

- **Name** of the OOB Adapter Connector
- **URL** of the OOB Adapter Connector
- **Connection timeout**
- **Read timeout**
- ***Apply*** button to save changes
- ***Back*** button to return to the **OOB Adapter Connector Management** page.

Upload Connector Encryption Key

System Management > Authentication Management > OOB Management > OOB Adapter Connector Management > Upload Connector Encryption Key

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Use the following fields to complete this page:

- **OOB adapter connector** - choose the name of the adapter connector you want to assign an encryption key to
- **Encryption KeyStore** - click on **Browse** to locate and select an encryption key file to upload. The **No file selected** message will be replaced with the name of the file to be uploaded. The system uses the AES (128 bits) key contained in the JKS KeyStore in order to encrypt/ decrypt cardholder data that is being transferred between ActiveAccess modules and Adapter. Issuers must ensure that this AES key is used in encrypting and decrypting cardholder data at other external hosts.
- **KeyStore password** - password of the uploaded JKS KeyStore file
- ***Apply*** button to save changes
- ***Back*** button to return to the OOB Adapter Connector Management page.

Note

Instruction on calculating the iv vector:

- Fetch the SecretKey from the encryption key store; name it secretKey.
- Base64 Decode the input data and name it `valueA`.
- Fetch the first byte of `valueA`, it shows the length of IV; name it `ivLen`.
- Use `valueA` and `ivLen` to fetch the `ivValue` and `encryptedValue` from `valueA`.
- Use byte[0] as `AAD`, encryption algorithm, `secretKey`, `ivValue`, and `encryptedValue` to find the decrypted value.

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Decoupled Authenticator Management

This section is used to register and manage the Decoupled Authenticator adapters that are used for performing Decoupled authentication challenges. For more information about Decoupled Authenticator adapters, refer to Decoupled Authentication Adapter Specification.

Decoupled Authenticator Management

System Management > Authentication Management > Decoupled Authenticator Management

This page displays:

- A list of **Decoupled Authenticator Adapters** and for each adapter:
  - Checkbox to **Select** it
  - **Adapter ID** link to Edit Decoupled Authenticator Adapter
  - **Adapter name**
  - **Decoupled Authenticator adapter connector**
- Link to Register Decoupled Authenticator Adapter
- Link to Decoupled Authenticator Adapter Connector Management
- ***Delete*** button to remove selected Decoupled Authenticator adapters.

Register / Edit Decoupled Authenticator Adapter

System Management > Authentication Management > Decoupled Authenticator Management > Register / Edit Decoupled Authenticator Adapter

Use the following fields to complete this page:

- **Adapter ID** can be entered by the user or generated by the system
- **Adapter name**
- **Decoupled Authenticator adapter connector**
- Select an **Decoupled Authenticator server** from the drop down list.
- ***Generate*** button to generate Adapter ID by the system

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- ***Apply*** button to save changes
- ***Back*** button to return to the **Decoupled Authenticator Management** page.

Decoupled Authenticator Adapter Connector Management

System Management > Authentication Management > Decoupled Authenticator Management > Decoupled Authenticator Adapter Connector Management

This section is used to define one or more Out of Band authentication connectors, which allow ActiveAccess to trigger the external Decoupled Authenticator process and perform interactions with the cardholder for authentication.

This page displays:

- A list of **Decoupled Authenticator Adapter Connectors** and for each connector:
  - Checkbox to **Select** it
  - **Name** link to Edit Decoupled Authenticator Adapter Connector
  - **URL**
- Link to Add Decoupled Authenticator Adapter Connector
- ***Delete*** button to remove selected Decoupled Authenticator adapters.
- ***Back*** button to return to the **Decoupled Authenticator Management** page.

Add / Edit Decoupled Authenticator Adapter Connector

System Management > Authentication Management > Decoupled Authenticator Management > Decoupled Authenticator Adapter Connector Management > Add Decoupled Authenticator Adapter Connector

Use the following fields to complete this page:

- **Name** of the Decoupled Authenticator Adapter Connector
- **URL** of the Decoupled Authenticator Adapter Connector
- **Connection timeout**
- **Read timeout**
- ***Apply*** button to save changes

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- ***Back*** button to return to the **Decoupled Authenticator Adapter Connector Management** page.

Upload Connector Encryption Key

System Management > Authentication Management > Decoupled Authenticator Management > Decoupled Authenticator Adapter Connector Management > Upload Connector Encryption Key

Use the following fields to complete this page:

- **Decoupled Authenticator adapter connector** - choose the name of the adapter connector you want to assign an encryption key to
- **Encryption KeyStore** - click on **Browse** to locate and select an encryption key file to upload. The **No file selected** message will be replaced with the name of the file to be uploaded. The system uses the AES (128 bits) key contained in the JKS KeyStore in order to encrypt/ decrypt cardholder data that is being transferred between ActiveAccess modules and Adapter. Issuers must ensure that this AES key is used in encrypting and decrypting cardholder data at other external hosts.
- **KeyStore password** - password of the uploaded JKS KeyStore file
- ***Apply*** button to save changes
- ***Back*** button to return to the Decoupled Authenticator Adapter Connector Management page.

Note

Instruction on calculating the iv vector:

- Fetch the SecretKey from the encryption key store; name it secretKey.
- Base64 Decode the input data and name it `valueA`.
- Fetch the first byte of `valueA`, it shows the length of IV; name it `ivLen`.
- Use `valueA` and `ivLen` to fetch the `ivValue` and `encryptedValue` from `valueA`.
- Use byte[0] as `AAD`, encryption algorithm, `secretKey`, `ivValue`, and `encryptedValue` to find the decrypted value.

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Public & Encryption Key Management

System Management > Public & Encryption Key Management

This section is used to provide or update the issuer's public and encryption keys. A valid public key must be defined for each issuer. The issuer system uses the issuer's public key to validate an issuer's signature. Issuers are required to sign their registration messages with a valid private key that corresponds to the public key as provided to the issuer system.

ActiveAccess uses encryption keys to encrypt cardholder data during communication between ActiveAccess and other hosts in the environment.

A KeyStore with the following details should be prepared for the encryption key that is to be uploaded, through Upload encryption key:

- **KeyStore type/format:** JCEKS
- **KeyStore provider:** SunJCE
- **Key algorithm:** AES
- **Key size:** 112 or 168 bit
- **Key name:** can be any
- **No of keys in the KeyStore:** Only one key must be populated in the KeyStore

Such KeyStores can be easily created by the Java Keytool utility using the following command:

```
keytool -genseckey -alias enckey168 -keypass 123456 -keyalg AES -keysize 168
-keystore enc-key.JKS -storepass 123456 -storetype JCEKS
```

This page displays for each key:

- **Owner**-
- **Owner Type** - type of the owner of the key, Issuer or Group
- **Certificate Information** -
- **Validity** - validity of the certificate
- **Issuer** - issuer of the certificate
- **Delete encryption key** link

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- **Download public key** link
- **Download encryption key** link

Export Encryption Key

System Management > Export Encryption Key

Use the following fields to export the encryption key:

- **Encryption KeyStore** - Enter the File password.
- Click **Export**.

Upload Public Key

System Management > Upload Public Key

Use the following fields to view/ update public key details:

- **Issuer** or an **Issuer group**.A message is shown to indicate whether a public key is currently available for this item or not.
- Enter the path and filename for the **XML signing certificate**; you can use the **Choose File** / **Browse…** button.

  The system uses the public key contained in the certificate in order to validate the issuer signature when it receives messages through the registration server. Issuers must ensure that this certificate corresponds to the RSA private key, which is used in signing the registration messages.
- **Certificate information** - Displays the certificate information if one is already loaded for the selected issuer or the issuer group
- **Public Key** - Displays the public key in hexadecimal format if one is already loaded for the selected issuer or the issuer group
- ***Apply*** button to update public key information.
- ***Download*** button to save a previously uploaded certificate as a PEM encoded certificate.

Upload Encryption Key

System Management > Upload Encryption Key

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Use the following fields to view / update encryption key details:

- **Issuer** or an **Issuer group**. A message is shown to indicate whether an encryption key is currently available for this item or not.
- **Choose File** button, adjacent to **Encryption KeyStore** to locate and select an encryption key file to upload.

  The **No file chosen** message or current file name will be replaced with the name of the file to be uploaded.

  The system uses the AES (128 Bits) key contained in the JKS KeyStore in order to encrypt/ decrypt cardholder data that is being transferred between ActiveAccess modules and other external hosts. Issuers must ensure that this AES key is used in encrypting and decrypting cardholder data at other external hosts.
- **KeyStore password** - File password for the Encryption KeyStore.
- **Encryption key** - Displays the key information if one is already loaded for the selected issuer or the issuer group
- ***Apply*** button to update public key information.

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Exchange Configuration

System Management > Exchange Configuration

Business rules are configurable settings which provide issuers control over the customer process during the 3-D Secure transactions. The Amount Threshold rule is used to determine whether authentication can be bypassed based on an amount threshold. To cater for this requirement, it is necessary to set a threshold amount in a default currency. Where the default currency is the same as the transaction currency, this calculation is straightforward. However, where these currencies differ, it is necessary to first convert the transaction currency to an equivalent value in the default currency before calculating whether the threshold has been exceeded. In order to compare the default currency and transaction currency values where they differ, it is necessary to maintain a list of currency exchange rates.

To automate the maintenance of currency exchange values, the ACS system has been configured to automatically download an external currency exchange rate resource file. Where this list of rates is not comprehensive, and a transaction is received which is in a currency not found on the automated list, this section provides the necessary functionality to manually create currency exchange values.

The Exchange Configuration page shows a list of manually configured currency rates. The Base Currency signifies the transaction currency whilst the Target Currency signifies the currency of the issuer threshold as configured in the currency value on the Amount Threshold rule page. The Rate value is used as a multiplier, to convert an amount in the Base Currency to an equivalent amount in the Target Currency. Manual exchange rates can be edited by clicking on the *Base Currency* link.

Links are provided to *View automatic exchange rates* and *View effective exchange rates* and *Add* for adding a manual exchange rate.

This page displays:

- **Manual Exchange Rates** list
- *View automatic exchange rates* link to the **Automatic Exchange Rates** page
- *View effective exchange rates* link to the **Effective Exchange Rates** page
- *Add* link to the **Add Exchange Rate** page
- **Delete** button to allow selected exchange rates to be deleted

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The following fields and links are displayed for each exchange rate:

- **Base Currency** link to the **Edit Exchange Currency** page
- **Target Currency**
- **Rate**
- **Last Update** - Shows the date and time the exchange rate was last updated.

Add Exchange Configuration

System Management > Exchange Configuration > Add > Add Exchange Rate

Use this page to add an exchange rate that is not supported by the automated currency exchange file.

Use the following fields to add a currency exchange rate:

- **Base Currency**
- **Target Currency** for the currency of the issuer threshold as configured in the currency value on the Amount Threshold rule page.
- **Rate** which should be multiplied by the Base Currency to equal the amount in the Target Currency.

> **Warning**
>
> Note that values entered here take precedence over those rates obtained by the automatic exchange rates feed when they have been updated more recently than the automatic updates.

- ***Apply*** button to save the currency exchange rate.

Edit Exchange Configuration

System Management > Exchange Configuration > Add > Edit Exchange Rate

Use this section to edit currency rates that have been manually created through the Exchange Rate section.

- On the **Exchange Configuration** page, select the *Base Currency* link.

  The **Edit Exchange Rate** page is displayed.

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- The **Base Currency** and the **Target Currency** are displayed and cannot be changed.
- Enter a value for the **Rate** which should be multiplied by the Base Currency to equal the amount in the Target Currency.

> **Warning**
>
> Note that values entered here take precedence over those rates obtained by the automatic exchange rates feed when they have been updated more recently than the automatic updates.

- ***Apply*** button to save the currency exchange rate.

View Automatic Exchange Rates

Use this page to view the automatic exchange rates held in the system.

This page displays:

- **Automatic Exchange Rates** list
- **View manual exchange rates**
- **View effective exchange rates**
- **Refresh list** to update the list with the most recent exchange rates.

The following fields and links are displayed for each exchange rate:

- **Base Currency**
- **Target Currency**
- **Rate**
- **Last Update** - Shows the date and time the exchange rate was last updated.

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CurrencyConvertor.properties file

You can specify the currency exchange settings by editing the **CurrencyConvertor.properties** file located in ActiveAccess' **AA_HOME** directory on the server. The following parameters are configurable in this file:

AUD_URL: Specifies the URL of the feed that provides Australian Dollar exchange rates. The default is http://www.rba.gov.au/rss/rss-cb-exchange-rates.xml.

MAX_UNSUCCESSFUL_TRY: Specifies the number of times an attempt can be made to connect to try to the exchange feed URL before giving up in the case of an error is displayed.

AUD_FILE_TYPE: Specifies the format of the currency feed for the Australian Dollar. Default is XML.

RETRY_INTERVAL: Specifies the time in seconds that the system waits before sending another request in the case of error. Default is 30.

AUD_DATE_PATTERN: Specifies the format for date and time.

UPDATE_PERIOD: Specifies how often exchange rates are updated (hours). Default is 24.

PROXY_HOST: If required specifies the proxy address to be used for connecting to the exchange feed. Default is blank.

PROXY_PORT: If required specifies the proxy port to be used for connecting to the exchange feed. Default is blank.

PROXY_USER: If required, specifies the user name to be used to connect via the proxy. Default is blank.

PROXY_PASSWORD: If required, specifies the password to be used for connecting via the proxy. Default is blank.

ActiveAccess server should be restarted for changes to take effect.

Note

Automatic Exchange Rates rely on access to the Internet or an external resource configured to retrieve these details. If no access is available, the following message is displayed "Loading effective exchange rates, please wait..."

View Effective Exchange Rate

Use this page to view the effective exchange rates.

This page displays:

- **Effective Exchange Rates** list
- **View manual exchange rates** link to the **Manual Exchange Rates** page
- **View automatic exchange rates** link to the **Automatic Exchange Rates** page

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- **Refresh list** to update the list with the most recent exchange rates.

The following fields and links are displayed for each exchange rate:

- **Base Currency**
- **Target Currency**
- **Rate**
- **Last Update** - Shows the date and time the exchange rate was last updated.

> **Note**
>
> Effective Exchange Rates rely on access to the Internet or an external resource configured to retrieve these details. If no access is available, the following message is displayed "Loading effective exchange rates, please wait..."

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Archive Management

System Management > Archive Management

The **Archive Management** section is used to define automatic archive settings and review the history of previous archives.

An automatic archive process can be scheduled to run at a specified time to collect records that are older than a specified date. Several archive databases can be introduced to the archive procedure but only ones which are not closed can be used for the scheduled archive procedure.

Archived databases can be chosen as the default for transaction and audit log search purposes.

Links are provided to Archive Databases, Edit Archive Settings, Archive Database Details and Archive history details pages.

This page displays:

- **Archive Settings**
- **Archive Databases** link to the **Archive Databases** page
- **Edit** link to the **Archive Settings** page

Edit Archive Settings

Use the following fields and links to edit the archive settings:

- **Automatic archive** checkbox to enable / disable automatic archiving
- **Start date** for archiving in dd/mm/yyyy format
- **Start time** for archiving in hh:mm format
- **Archive old records every**, and select **Days** or **Months** from the drop down list to specify how often records should be archived.
- **Collect records which are older than**, and select **Days** or **Months** from the drop down list to specify the age of records to archive.
- **Automatic archive purge** checkbox to enable / disable automatic archive purging
- **Purge start date** for purging archived records in dd/mm/yyyy format

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- **Purge start time** for purging archived records in hh:mm format
- **Purge old archived records every**, and select **Days** or **Months** from the drop down list to specify how often records should be archived.
- **Purge archived records which are older than**, and select **Days** or **Months** from the drop down list to specify the age of records to archive.
- ***Apply*** button to save the settings

Archive Databases

This page displays:

- **Archive Databases** list
- **New Archive Database**

The following fields and links are displayed for each archive database:

- **Select** radio button to indicate which archive database to delete
- **Archive database (Archive user)**
- **Creation date** - the date that the archive database was created.
- **End date** - the date that the archive database was closed. A database is closed once a new archive database is added. Closed archive databases are not used for archiving but can still be used for Transaction/Audit Log Searches.
- **Archive user status** - indicates which archive database is the default for Transaction and Audit Log searches
- **Set as default for Search** link for selecting a different archive database to use for Transaction and Audit Log searches

New Archive Database

Use the following fields to add a new Archive Database:

- Select either **Database Link** or **Database user**
- If the **Database link** radio button is selected, enter the **Database Link**.

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This must be a valid database link to an ActiveAccess archive database with the schema that has already been defined in Archive/archive_schema.sql under the ActiveAccess package.

- If the **Database user** radio button is selected, enter a valid ActiveAccess archive database, with a schema that has already been defined in Archive/archive_schema.sql under the ActiveAccess package.

> **Note**
>
> The current ActiveAccess database user should have the appropriate access rights to the archive database user objects.

- ***Apply*** button to save the new Archive Database.

> **Note**
>
> Creating a new archive database closes the current archive database and all subsequently archived records are recorded in the new archive database.
> A closed archive database can still be accessed by selecting it as the default for Transaction/Audit Log searches.

Archive Database details

This page displays:

- Links to the **Archive history details** pages

The following fields and links are displayed in Archive Database Details page

- **Archive Database** is displayed and cannot be changed
- **Creation date** is displayed and cannot be changed
- **End date -** the date that the archive database was closed. A database is closed once a new archive database is added. Closed archive databases are not used for archiving but can still be used for Transaction/Audit Log Searches.
- **Archive History** tab - lists previous archive activities with a *link* to the **Archive history details** of each archive run.
- **Purge History** tab - lists previously purged archive activities with a link to the **Purge history details** of each purge archive run.

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Archive History Details

The following fields and links are displayed:

- **Archive history details** for a specified archive date and time and record age
- **Table** - name of the database table archived
- **Number of Records Archived**

Purge History Details

The following fields and links are displayed

- **Purge history details** for a specified purge date and time and record age
- **Table** - name of the database table purged
- **Number of Records Purged**

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Security

System Administrators only

The **Security** section is used for setting up and maintaining digital certificates that are used for verification of connections with external parties and signing messages.

Warning

Note that server certificate related tasks that allow authentication of ActiveAccess server to external clients such as browsers and directory servers have been delegated to the ActiveAccess container. This is the application/web server which is used to run ActiveAccess server. Please consult with your application server documentation for setting up and installing SSL server certificates.

***Security** has the following sub menu options:*

- **Issuer Certificate** - for setting up and maintaining the issuers' signing certificates that are used to sign PARes messages.
- **AHS Certificate** - for setting up and maintaining client certificates used for connections to the authentication history server.
- **CAAS Certificate** - for setting up and maintaining CAAS certificates used for connections to the remote CAAS server.
- **SDK Certificate** - for setting up and maintaining SDK signing certificates that are used to sign ACSSignedContent in ARes.
- **Directory Server Certificate** - for setting up and maintaining client certificates used for connections to the Directory Server to send RReq.
- **OOB Certificate** - for setting up and maintaining client certificates used for connections to the RESTful OOB adapters.
- **Risk Certificate** - for setting up and maintaining client certificates used for connections to the RESTful RBA adapters.

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- Decoupled Authenticator Certificate - for setting up and maintaining client certificates used for connections to the RESTful Decoupled Authenticator adapters.
- CA Certificate - for setting up and maintaining trusted certificates. ActiveAccess uses CA certificates to validate server certificates in outbound connections to external servers such as authentication history server.

Issuer Certificate

Security > Issuer Certificate

This section is used to setup and maintain issuers' signing certificates. Issuer certificates are used to sign PARes messages. The issuer certificates must be issued by the certificate authority designated by the 3-D Secure provider for this purpose.

The following fields and links are displayed:

- **Currently installed certificates** list
- **Create Certificate Request** for creating new certificate requests for issuers or groups
- **Install Certificate** for installation of signed certificates
- **Delete Selected Certificates** remove selected certificates.

The following fields and links are displayed for each issuer:

- **Owner**, either a group or an issuer, and links to the **Group Details** page or the **Issuer Details** page
- **Owner Type** - Shows whether the owner is a group or an issuer
- **Provider** - 3-D Secure provider of the certificate. The certificate is only used for 3-D Secure transactions, which belong to the same provider. Provider link enables certificate to be downloaded for viewing.
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organization Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) who issued the certificate

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- **Signature Algorithm** – The hash algorithm used to sign the certificate.

Create Certificate Request

Security > Issuer Certificate > Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate used in signing PARes message must be signed by an appropriate CA which is designated by the scheme. You need a separately signed certificate for each supported scheme. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
  - Select whether the CSR is for an **Issuer** or an **Issuer Group** and select the organization from the list
  - Select an authentication **Provider** (scheme) from the list
  - If the RSA Signing key is inactive, the **Alias** list is displayed and you will be required to select an **Alias**. The RSA Signing key that is created with the PCIDSS Key Retiring Utility or through **Issuers** > **Key Management** will remain inactive until a certificate request is created and signed by card schemes, then installed for the specified Alias
  - The **Key size** will be displayed once a provider and a key type (and alias, if available) have been selected. The key size is based on the size of the RSA Signing Key of the provider for each issuer.
  - Select the **Hash Algorithm** to be used to create the certificate request from the list. Defaults to **SHA1**.
  - **Common Name** - a descriptive name for the certificate, for example 'Any Bank Signing Certificate'
  - **Organization** name - for example 'Any Bank'
  - **Organizational Unit** - the name of the department within the organization to which this certificate belongs, for example 'Card Services'
  - **City** - for example 'Sydney'

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- **Province** full name - for example 'New South Wales'
- **Two-letter country code** - for example AU for 'Australia.'

Install Certificate

Security > Issuer Certificate > Install Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same issuer and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- Select the appropriate radio button to indicate whether the **Issuer** or the **Issuer Group** was previously used for creating the CSR.
- Select an authentication **Provider** (scheme) from the drop sdown list. Select the provider whose CA has signed the certificate.
- If the RSA Signing key is inactive, the **Alias** list is displayed and you will be required to select an **Alias**. The RSA Signing key that is created with the PCIDSS Key Retiring Utility or through **Issuers** > **Key Management** will remain inactive until a certificate request is created and signed by card schemes, then installed for the specified Alias.
- Use the **Certificate content (file)** field to locate the PKCS#7 file that contains the signed certificate or copy and paste the signed CSR (if in base64 text format) in the **Certificate content** field.

AHS Certificate

Security > AHS Certificate

This section is used to set up and maintain SSL client certificates which are used to authenticate ActiveAccess to the authentication history server. Note that not all 3-D Secure providers may require an authentication history server. Check with the 3-D Secure provider regarding creating AHS client certificates and the designated CA for signing the certificates.

The following fields and links are displayed:

- **Currently installed certificates** list

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- *Create Certificate Request* links to the **AHS Certificate Request** page for creating a new AHS client certificate request
- *Install Certificate* links to the **Install AHS Certificate** page for installation of the signed AHS client certificate
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates and associated private keys
- *Import Certificate* links to the **Import AHS Certificate** page for direct installation of a signed AHS client certificate which contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **Owner** - the 3-D Secure provider and links to the **Export AHS Certificate** page. The certificate is only used for 3-D Secure transactions which belong to the same provider.
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organization Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Certificate Request

Security > AHS Certificate > AHS Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a

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CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.

- **Provider** (scheme)
- **Common Name** - a descriptive name for the certificate for example 'Any Bank AHS Client Certificate'.
- **Organization** - the name of your organization for example 'Any Bank'.
- **Organization Unit** - the name of the department within the organization to which this certificate belong for example 'Card Services'.
- **City** - for example 'Sydney'.
- **Province** - enter the state or province full name for example 'New South Wales'.
- **Two-letter country code** for example AU for 'Australia'.
- **Key size** ,defaults to **1024**.
- **Hash Algorithm** used to create the certificate request, defaults to **SHA1**.

Install AHS Certificate

Security > AHS Certificate > Install AHS Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- **Provider** (scheme) - Select the provider whose CA has signed the certificate.
- Click the **Choose File** / **Browse...** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export AHS Certificate

Security > AHS Certificate > Export AHS Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

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Use the following fields to export a certificate:

- **Provider** (scheme).
- **Type**, the options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import AHS Certificate

Security > AHS Certificate > Import AHS Certificate

The 3-D Secure provider may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- **Provider** (scheme) .
- Select the certificate **Format.** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format.
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

CAAS Certificate

Security > CAAS Certificate

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This section is used to set up and maintain SSL client certificates which are used to authenticate ActiveAccess to the CAAS server. Note that the CAAS server may use mutual SSL authentication to verify the client, which in this case is ActiveAccess. Check with the CAAS server provider for more details.

The following fields and links are displayed:

- **Currently installed certificates** list
- **Create Certificate Request** for creating a new CAAS client certificate request
- **Install Certificate** for installation of the signed CAAS client certificate
- **Delete Selected Certificates** link used with the **Select** checkbox to remove selected certificates and associated private keys
- **Import Certificate** for direct installation of a signed CAAS client certificate that contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **Certificate Information** links to the **Export CAAS Certificate** page. The **Certificate Information** contains certificate details such as Common Name (CN), Organization (O), Organization Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Certificate Request

Security > CAAS Certificate > CAAS Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

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Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
  - **Common Name** - a descriptive name for the certificate for example 'caas-client'.
  - **Organization** - the name of your organization for example 'Internet Widgits Pty Ltd'.
  - **Organization Unit** - the name of the department within the organization to which this certificate belong for example 'Caas Services'.
  - **City** for example 'Sydney'.
  - **Province** - enter the full name of the state or province, for example 'New South Wales'.
  - **Two-letter country code**, for example AU for 'Australia'.
  - Select a **Key size** from the list. Defaults to **1024**.
  - Select the **Hash Algorithm** to be used to create the certificate request from the list. Defaults to **SHA1**.

Install CAAS Certificate

Security > CAAS Certificate > Install CAAS Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- Click the **Choose File** / **Browse…** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export CAAS Certificate

Security > CAAS Certificate > Export CAAS Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

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Use the following fields to export a certificate:

- Select the export **Type** from the list. The options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** drop down list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import CAAS Certificate

Security > CAAS Certificate > Import CAAS Certificate

The CAAS server operator may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- Select the certificate **Format.** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format.
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

SDK Certificate

New_Section

Security > SDK Certificate

This section is used to set up and maintain SDK signing certificates which are used to sign the ACSSignedContent of ARes to the SDK via DS Server.

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The following fields and links are displayed:

- **Currently installed certificates** list
- **Create Certificate Request** for creating a new SDK client certificate request
- **Install Certificate** for installation of the signed SDK client certificate
- **Delete Selected Certificates** link used with the **Select** checkbox to remove selected certificates and associated private keys.
- **Import Certificate** for direct installation of a signed SDK client certificate that contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **Certificate Information** links to the **Export SDK Certificate** page. The **Certificate Information** contains certificate details such as Common Name (CN), Organization (O), Organization Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Certificate Request

Security > SDK Certificate > SDK Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a

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CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.

- **Common Name** - a descriptive name for the certificate for example 'sdk-client'.
- **Organization** - the name of your organization for example 'Internet Widgits Pty Ltd'.
- **Organization Unit** - the name of the department within the organization to which this certificate belong for example 'SDK Services'.
- **City** for example 'Sydney'.
- **Province** - enter the full name of the state or province, for example 'New South Wales'.
- **Two-letter country code**, for example AU for 'Australia'.
- Select a **Key size** from the list. Defaults to **1024**.
- Select the **Hash Algorithm** to be used to create the certificate request from the list. Defaults to **SHA1**.

Install SDK Certificate

Security > SDK Certificate > Install SDK Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- Click the **Choose File** / **Browse...** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export SDK Certificate

Security > SDK Certificate > Export SDK Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

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Use the following fields to export a certificate:

- Select the export **Type** from the list. The options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** drop down list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import SDK Certificate

Security > SDK Certificate > Import SDK Certificate

The SDK server operator may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- Select the certificate **Format.** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format.
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

Directory Server Certificate

Security > Directory Server Certificate

This section is used to set up and maintain client certificates used for connections to the Directory Server to send RReq.

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The following fields and links are displayed:

- **Currently installed certificates** list
- *Create Certificate Request* links to the **Directory Server Certificate Request** page for creating a new Directory Server certificate request
- *Install Certificate* links to the **Install Directory Server Certificate** page for installation of the signed Directory Server certificate
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates and associated private keys
- *Import Certificate* links to the **Import Directory Server Certificate** page for direct installation of a signed Directory Server certificate which contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **Owner** - the 3-D Secure provider and links to the **Export Directory Server Certificate** page. The certificate is only used for 3-D Secure transactions which belong to the same provider.
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organizational Unit (OU), Location (L), State (ST) and Country (C), Key size, Hash algorithm.
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Certificate Request

Security > Directory Server Certificate > Directory Server Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

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Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
    - **Provider** (scheme)
    - **Common Name** - a descriptive name for the certificate for example 'Any Bank Directory Server Certificate'.
    - **Organization** - the name of your organization for example 'Any Bank'.
    - **Organizational Unit** - the name of the department within the organization to which this certificate belong for example 'Card Services'.
    - **City** - for example 'Sydney'.
    - **Province** - enter the state or province full name for example 'New South Wales'.
    - **Two-letter country code** for example AU for 'Australia'.
    - **Key size** ,defaults to **1024**.
    - **Hash Algorithm** used to create the certificate request, defaults to **SHA1**.

Install Directory Server Certificate

Security > Directory Server Certificate > Install Directory Server Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- **Provider** (scheme) - Select the provider whose CA has signed the certificate.
- Click the **Choose File** / **Browse...** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export Directory Server Certificate

Security > Directory Server Certificate > Export Directory Server Certificate

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Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

Use the following fields to export a certificate:

- **Provider** (scheme).
- **Type**, the options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import Directory Server Certificate

Security > Directory Server Certificate > Import Directory Server Certificate

The 3-D Secure provider may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- **Provider** (scheme) .
- Select the certificate **Type** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format.
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

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OOB Certificate

Security > OOB Certificate

This section is used to set up and maintain client certificates used for connections to the RESTful OOB adapters.

The following fields and links are displayed:

- **Currently installed certificates** list
- *Create Certificate Request* links to the **OOB Adapter Connector Certificate Request** page for creating a new OOB adapter connector certificate request
- *Install Certificate* links to the **Install OOB Adapter Connector Certificate** page for installation of the signed OOB adapter connector certificate
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates and associated private keys
- *Import Certificate* links to the **Import OOB Adapter Connector Certificate** page for direct installation of a signed OOB adapter connector certificate which contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **OOB adapter connector** name - links to the **Export OOB Adapter Connector Certificate** page.
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organizational Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Certificate Request

Security > OOB Adapter Connector Certificate > OOB Adapter Connector Certificate Request

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Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
  - **OOB adapter connector** - select from the list.
  - **Common Name** - a descriptive name for the certificate for example 'Any Bank OOB Adapter Connector Certificate'
  - **Organization** - the name of your organization for example 'Any Bank'
  - **Organizational Unit** - the name of the department within the organization to which this certificate belong for example 'Card Services'
  - **City** - for example 'Sydney'
  - **Province** - enter the state or province full name for example 'New South Wales'
  - **Two-letter country code** for example AU for 'Australia'
  - **Key size** ,defaults to **1024**
  - **Hash Algorithm** used to create the certificate request, defaults to **SHA1**.

Install OOB Adapter Connector Certificate

Security > OOB Adapter Connector Certificate > Install OOB Adapter Connector Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- **OOB adapter connector** - select from the list

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- Click the **Choose File** / **Browse...** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export OOB Adapter Connector Certificate

Security > OOB Adapter Connector Certificate > Export OOB Adapter Connector Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

Use the following fields to export a certificate:

- **OOB Adapter Connector** - select from the list.
- **Type**, the options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import OOB Adapter Connector Certificate

Security > OOB Adapter Connector Certificate > Import OOB Adapter Connector Certificate

The 3-D Secure provider may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- **OOB Adapter Connector** - select from the list.

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- Select the certificate **Type** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

Risk Certificate

Security > Risk Certificate

This section is used to set up and maintain client certificates used for connections to the RESTful RBA adapters.

The following fields and links are displayed:

- **Currently installed certificates** list
- *Create Certificate Request* links to the **Risk Adapter Connector Certificate Request** page for creating a new Risk adapter connector certificate request
- *Install Certificate* links to the **Install Risk Adapter Connector Certificate** page for installation of the signed Risk adapter connector certificate
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates and associated private keys
- *Import Certificate* links to the **Import Risk Adapter Connector Certificate** page for direct installation of a signed Risk adapter connector certificate which contains a private key as well as a public key.

The following fields and links are displayed for each provider:

- **Risk Adapter Connector** name - links to the **Export Risk Adapter Connector Certificate** page
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organizational Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate

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- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Risk Adapter Connector Certificate Request

Security > Risk Certificate > Risk Adapter Connector Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
  - **Risk adapter connector** - select from the list.
  - **Common Name** - a descriptive name for the certificate for example 'Any Bank Risk Adapter Connector Certificate'
  - **Organization** - the name of your organization for example 'Any Bank'
  - **Organizational Unit** - the name of the department within the organization to which this certificate belong for example 'Card Services'
  - **City** - for example 'Sydney'
  - **Province** - enter the state or province full name for example 'New South Wales'
  - **Two-letter country code** for example AU for 'Australia'
  - **Key size** ,defaults to **1024**
  - **Hash Algorithm** used to create the certificate request, defaults to **SHA1**.

Install Risk Adapter Connector Certificate

Security > Risk Certificate > Install Risk Adapter Connector Certificate

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Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- **Risk adapter connector** - select from the list
- Click the **Choose File** / **Browse…** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export Risk Adapter Connector Certificate

Security > Risk Certificate > Export Risk Adapter Connector Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

Use the following fields to export a certificate:

- **Risk adapter connector** - select from the list
- **Type**, the options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.
- If the export type selected is KeyStore, select from the **Format** list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import Risk Adapter Connector Certificate

Security > Risk Adapter Connector Certificate > Import Risk Adapter Connector Certificate

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The 3-D Secure provider may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- **Risk adapter connector** - select from the list
- Select the certificate **Type** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

Decoupled Authenticator Certificate

Security > Decoupled Authenticator Certificate

This section is used to set up and maintain client certificates used for connections to the RESTful Decoupled Authenticator adapters.

The following fields and links are displayed:

- **Currently installed certificates** list
- *Create Certificate Request* links to the **Decoupled Authenticator Adapter Connector Certificate Request** page for creating a new Decoupled Authenticator adapter connector certificate request
- *Install Certificate* links to the **Install Decoupled Authenticator Adapter Connector Certificate** page for installation of the signed Decoupled Authenticator adapter connector certificate
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates and associated private keys
- *Import Certificate* links to the **Import Decoupled Authenticator Adapter Connector Certificate** page for direct installation of a signed Decoupled Authenticator adapter connector certificate which contains a private key as well as a public key.

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The following fields and links are displayed for each provider:

- **Decoupled Authenticator Adapter Connector** name - links to the **Export Decoupled Authenticator Adapter Connector Certificate** page
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organizational Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Create Decoupled Authenticator Adapter Connector Certificate Request

Security > Decoupled Authenticator Certificate > Decoupled Authenticator Adapter Connector Certificate Request

Use this section to create a certificate signing request (CSR) that can be sent to a designated certificate authority (CA) to obtain a signed certificate. The certificate is used in connection to the authentication history server designated by the 3-D Secure provided and must be signed by a CA approved by the respective 3-D Secure provider. The CSR is created in standard PKCS#10 format.

Use the following fields to create a CSR:

- Each scheme may have certain requirements regarding the format and content of CSR fields that need to be entered here. Please contact the scheme for information regarding creating a CSR. Please note that some fields may not be required by a scheme and that the following explanations are generic.
  - **Decoupled Authenticator adapter connector** - select from the list.
  - **Common Name** - a descriptive name for the certificate for example 'Any Bank Decoupled Authenticator Adapter Connector Certificate'
  - **Organization** - the name of your organization for example 'Any Bank'
  - **Organizational Unit** - the name of the department within the organization to which this certificate belong for example 'Card Services'

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- **City** - for example 'Sydney'
- **Province** - enter the state or province full name for example 'New South Wales'
- **Two-letter country code** for example AU for 'Australia'
- **Key size** ,defaults to **1024**
- **Hash Algorithm** used to create the certificate request, defaults to **SHA1**.

Install Decoupled Authenticator Adapter Connector Certificate

Security > Decoupled Authenticator Certificate > Install Decoupled Authenticator Adapter Connector Certificate

Use this section to install a certificate which is signed by the CA. The signed certificate must correspond to a previously created CSR for the same provider and must be in standard PKCS#7 format.

Use the following fields to install a signed certificate:

- **Decoupled Authenticator adapter connector** - select from the list
- Click the **Choose File** / **Browse…** button adjacent to **Certificate content (file)**, to locate and select the PKCS#7 file that contains the signed certificate *or* copy and paste the signed CSR (base64 text format) into the **Certificate content** text box.

Export Decoupled Authenticator Adapter Connector Certificate

Security > Decoupled Authenticator Certificate > Export Decoupled Authenticator Adapter Connector Certificate

Use this section to export the SSL client certificate in a number of formats including PKCS#12 which allows you to export both private and public keys.

Use the following fields to export a certificate:

- **Decoupled Authenticator adapter connector** - select from the list
- **Type**, the options are:
  - **KeyStore** - to export both private and public keys
  - **Certificate** - to export the public key in DER binary encoded X509 format
  - **Certificate path** - to export the entire certificate chain in P7B format.

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- If the export type selected is KeyStore, select from the **Format** list:
  - **PFX** to export in standard PKCS#12 format
  - **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications.
- If the export type selected is KeyStore, enter a **File password** to protect the private key.

Import Decoupled AuthenticatorDecoupled Authenticator Adapter Connector Certificate

Security > Decoupled Authenticator Adapter Connector Certificate > Import Decoupled Authenticator Adapter Connector Certificate

The 3-D Secure provider may issue an SSL certificate which contains both the public and private key and is already signed. You may install this type of certificate using the import functionality provided in this section.

Use the following fields to import a certificate:

- **Decoupled Authenticator adapter connector** - select from the list
- Select the certificate **Type** Supported formats are **JKS** to export in the Java KeyStore format used by the Java Keytool and most Java-based applications or **PFX** to export in standard PKCS#12 format
- Click the **Choose File** / **Browse…** button to locate and select the **File**
- Enter the **File password** which is used to protect the private key.

CA Certificate

Security > CA Certificate

This section is used to set up and maintain trusted certificate authority certificates. ActiveAccess uses this list in order to validate the certificate chain of installed certificates and to authenticate remote connections to external SSL enable servers such as the authentication history server.

ActiveAccess is installed with the most recent CA certificates from 3-D Secure providers. However, you may need to maintain and add new certificates they may be introduced at a later

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time by the 3-D Secure provider or in order to test with non-production 3-D Secure systems that use a different CA.

The following fields and links are displayed:

- **Currently installed certificates** list
- *Import CA Certificate* links to the **Import CA Certificate** page for installation of trusted root certificates.
- *Delete Selected Certificates* link used with the **Select** checkbox to remove selected certificates.

The following fields and links are displayed for each provider:

- **Owner** - the 3-D Secure provider. Clicking on the link allows you to save the certificate in DER binary encoded X509 certificate format.
- **Type** - displays the key type
- **Certificate Information** - Certificate details such as Common Name (CN), Organization (O), Organizational Unit (OU), Location (L), State (ST) and Country (C)
- **Validity** - Shows the validity period of the certificate
- **Status** - The status of a certificate can either be **Valid**, **Expired** or **Not signed**. You need to reapply for certificates before they expire. A certificate status is shown as not signed if the certificate is not signed by a trusted certificate authority.
- **Issuer** - The certificate authority (CA) that issued the certificate.
- **Signature Algorithm** - The hash algorithm used to sign the certificate.

Import Certificate

Security > CA Certificate > Import CA Certificate

This section allows you to install additional trusted root certificates.

ActiveAccess is installed with the most recent CA certificates from 3-D Secure providers. However, you may need to maintain and add new certificates they may be introduced at a later time by the 3-D Secure provider or in order to test with non-production 3-D Secure systems that use a different CA.

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Use the following fields to import a certificate:

- **Provider** - select the scheme from the list
- **Key type** - select the key type from the list
- Click the **Choose File** / **Browse…** button to locate and select the **File**. ActiveAccess supports X509 certificates in DER encoded binary or based64 encoded formats.

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Servers

System Administrators only

This section is used to manage administration and access control server nodes when ActiveAccess is running in a load-balanced configuration. It is also used for setting up and maintaining authentication history servers.

When ActiveAccess is installed, the first instance of administration server and access control server are automatically recognised. However, as you expand the system by adding more administration or access control servers, for load-balancing or fail-over, you are required to introduce newly added nodes using the facility provided in this section. ActiveAccess uses these lists in order to communicate changes in the administration and options to all administration and access control server nodes.

Warning

If you do not properly introduce these servers here, the additional servers will continue to function, however they will not receive notifications when changes occur to options throughout the admin interface, which will result in system instability.

Warning

The Registration server nodes do not need to be introduced as it runs independently.

Servers has the following menu options:

- **MIA Servers** - for managing MIA Servers
- **Access Control Servers** - for managing Access Control Servers
- **Authentication History Servers** - for managing Authentication History Servers
- **Centralised Authentication and Authorisation Server** - for managing Centralised Authentication and Authorisation Servers.

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MIA Servers

Servers > MIA Servers

A server entry is automatically created for the first instance of administration that you install. If you wish to install more than one server, you should first create an entry for the new server here and specify the IP address of the new instance and an arbitrary but descriptive name for the server.

This page displays:

- **MIA servers** list
- **Add Server** link
- **Delete Selected Servers** link used with the **Select** checkbox to remove selected servers.

The following fields and links are displayed for each administration server:

- **IP** link to the **Edit Server** page
- **Server Name**

Access Control Servers (ACS)

Servers > ACS Server Management

A server entry is automatically created for the first instance of ACS that you install. If you wish to install more than one server, you should first create an entry for the new server here and specify the IP address of the new instance and an arbitrary but descriptive name for the server.

This page displays:

- **Access control servers** list
- **Delete Selected ACS Servers** link used with the **Select** checkbox to remove selected servers.

The following fields and links are displayed for each administration server:

- **Server name** link to the **Edit Server** page
- **Domain name**
- **Binding IP**

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- The **AHS Client** column shows whether the AHS client functionality is turned on for the ACS. If enabled the ACS will send PATransReq messages to the authentication history server.

Edit ACS Server

Servers > ACS Server Management > Server name

The following fields and links are displayed:

- **Server name**
- **Binding IP**
- **Domain name**
- **AHS client**
- Click the **Apply** button to save the changes
- Click the **Test RMI connection** button to check the status of the RMI connection.

> **Note**
>
> For Oracle WebLogic Server users, in case there is an issue in the RMI call, set `JAVA_OPTIONS="${JAVA_OPTIONS} -Dweblogic.oif.serialFilterScope=weblogic` in `setDomainEnv.cmd` or `startWebLogic.sh`

Authentication History Servers (AHS)

Servers > AHS Server Management

This section is used to define one or more authentication history servers. The authentication history server is a repository of authentication activity maintained by the 3-D Secure provider, which can be used for dispute resolution by Issuers and Acquirers. ActiveAccess sends a copy of each 3-D Secure authentication attempt to the appropriate authentication history server. Not all 3-D Secure providers support and require the transactions to be sent to an authentication history server (e.g. Visa and Mastercard require AHS but other providers do not).

This page displays:

- **Authentication history servers** list
- **Add AHS Server**
- **Delete Selected AHS Servers** link used with the **Select** checkbox to remove selected servers.

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The following fields and links are displayed for each administration server:

- *URL* of the authentication history server, as provided by the 3-D Secure provider, links to the **Edit AHS Server** page.
- **ACS ID** provided by the AHS administrator for the authentication history server.
- **Login ID** provided by the AHS administrator for the authentication history server.
- **Provider**, which is the entity (e.g. Mastercard or Visa) that manages the authentication history server.

Edit AHS Server

Servers > AHS Servers> Edit AHS Server

The **Edit AHS Server** page is used to change AHS details

Fields displayed on this page:

- **Provider**

  This is the entity (e.g. Mastercard or Visa) that manages the authentication history server.

- **URL**

  This the fully qualified URL of the authentication history server as provided by the 3-D Secure provider.

- Authentication history server **ACS ID, Login ID** and **Password**

  These are provided by the AHS administrator. You will need to contact the 3-D Secure provider to obtain this information. This information is required in order to establish a successful connection to the authentication history server.

Add AHS Server

Servers > AHS Servers > AHS Server Management > Add AHS Server

The **Add AHS Server** page is used to define new AHS servers

Fields displayed on this page:

- **Provider**
- **URL**

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- **ACS ID**
- **Login ID**
- **Password**

> **Info**
>
> For full information on individual fields please refer to the Edit AHS Server section of this document.

Centralised Authentication and Authorisation Servers (CAAS)

Servers > CAAS Server Management

This section is used to define one or more centralised authentication and authorisation servers. Centralised authentication and authorisation servers are remote authentication servers, which allow issuer banks to connect ActiveAccess with previously implemented remote servers that support authentication with the cardholder's existing database.

This page displays:

- **Centralised authentication and authorisation servers** list
- **Add CAAS Server**
- **Delete Selected CAAS Servers** link used with the **Select** checkbox to remove selected servers.

The following fields and links are displayed for each administration server:

- **CAAS URL**, which is the fully qualified URL of the remote authentication server (CAAS). Refer to CAAS document for further details of the URL. It links to the **Edit CAAS Server** page.
- **CAAS username**, which determines the username to access the CAAS server.

Edit CAAS Server

Servers > CAAS Servers> Edit CAAS Server

The **Edit CAAS Server** page is used to change CAAS details

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Fields displayed on this page:

- **CAAS URL**

  This is the fully qualified URL of the remote authentication server (CAAS). Refer to CAAS document for further details of the URL.

- **CAAS username**

  This is the username used for accessing the CAAS server. Leave it blank if there is no username required by the CAAS authentication server.

- **CAAS password**

  This is the password associated with the CAAS username. Leave it blank if no password is required.

- **CAAS Connection timeout** in seconds (acceptable range is 60 to 9000)

  This determines the maximum amount of time the ACS, as a CAAS client, can take to complete a connection with the CAAS authentication server.

- **Maximum SMS Request** (acceptable range is 0 to 99) (0 to disable)

  This determines the maximum number of SMS requests that the ACS will attempt to initiate with the remote CAAS server. Enter 0 to disable sending SMS initialisation requests to the remote server.

- **SMS Template**

  This template is used by the remote CAAS server to send the SMS OTP via a text message.

  Use **{0}** within the template to indicate the Token/OTP.

  The following flags are available to use within the template:

  - **$LastFourDigitsOfPAN** - to indicate the last four digits of the card
  - **$MerchantName** - to indicate the merchant name for the current transaction
  - **$PurchaseRealAmount** - to indicate the transaction amount.

  > **Note**
  >
  > See SMS Template Parameters table for a full list of available parameters.

- **OOB info template**

  The template is a JSON message used by the remote CAAS server to deliver OOB required data.

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The default JSON message is:

```
{
"threeDSServerTransID": "$ThreeDSServerTransID", "purchaseAmount":
"$PurchaseAmount", "purchaseCurrency": "$PurchaseCurrency",
"purchaseExponent": "$PurchaseExponent", "messageCategory":
"$MessageCategory", "deviceChannel": "$DeviceChannel", "acctNumber":
"$AcctNumber", "merchantName": "$MerchantName", "cardHolderInfo":
{"cardholderName": "$CardholderName", "email": "$Email", "homePhone": {"cc":
"$HomePhone_cc", "subscriber": HomePhone_subscriber"}, "mobilePhone": {"cc":
"$MobilePhone_cc", "subscriber": "$MobilePhone_subscriber"}, "workPhone":
{"cc": "$WorkPhone_cc", "subscriber": "$WorkPhone_subscriber"},
"shipAddrCity": "$ShipAddrCity", "shipAddrCountry": "$ShipAddrCountry",
"shipAddrLine1": "$ShipAddrLine1", "shipAddrLine2": "$ShipAddrLine2",
"shipAddrLine3": "$ShipAddrLine3", "shipAddrPostCode": "$ShipAddrPostCode",
"shipAddrState": "$ShipAddrState"}
}
```

The following flags are available to use within the template:

- `$ThreeDSServerTransID` to indicate the transaction threeDSServer Transaction ID
- `$PurchaseAmount` to indicate the transaction amount
- `$MessageCategory` to indicate the transaction message category
- `$DeviceChannel` to indicate the transaction device channel
- `$AcctNumber` to indicate the transaction account number
- `$MerchantName` to indicate the transaction merchant name
- `$CardholderName` to indicate the transaction cardholder name
- `$Email` to indicate the transaction email
- `$HomePhone_cc` to indicate the cardholder's home phone calling code in transaction
- `$HomePhone_subscriber` to indicate the cardholder's home phone number in the transaction
- `$MobilePhone_cc` to indicate the cardholder's mobile phone calling code in the transaction
- `$MobilePhone_subscriber` to indicate the cardholder's mobile phone number in the transaction
- `$WorkPhone_cc` to indicate the cardholder's work phone calling code in the transaction
- `$WorkPhone_subscriber` to indicate the cardholder's work phone number in the transaction

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- `$ShipAddrCity` to indicate the transaction shipping city
- `$ShipAddrCountry` to indicate the transaction shipping country
- `$ShipAddrLine1` to indicate the transaction shipping address line 1
- `$ShipAddrLine2` to indicate the transaction shipping address line 2
- `$ShipAddrLine3` to indicate the transaction shipping address line 3
- `$ShipAddrPostCode` to indicate the transaction shipping postal code

- **Email Template**

  This template is used by the remote CAAS server to send the OTP via an email message.

  Use **{0}** within the template to indicate the Token/OTP.

  The following flags are available to use within the template:

  - **$LastFourDigitsOfPAN** - to indicate the last four digits of the card number
  - **$MerchantName** - to indicate the merchant name for the current transaction
  - **$PurchaseRealAmount** - to indicate the transaction amount
  - **$ServicePhoneNumber** - to indicate the issuer's customer service phone number
  - **$IssuerEmail** - to indicate the issuer's email address

> **Note**
>
> See Email Template Parameters table for a full list of available parameters.

- **Email Subject Template**

  This template is used by the remote CAAS server for the Subject to be used for the OTP via email message.

  The flags described in Email Template above can be used for the Subject template.

- Select the **Use Proxy** checkbox if the ACS is to connect to the remote CAAS server via a proxy and complete the following:
  - **Proxy host**, which determines the proxy's IP address or domain name.
  - **Proxy port**, which determines the proxy's port.
  - **Proxy username**, which determines the proxy's username, if required.
  - **Proxy password** associated with the Proxy username, if required.
  - ***Apply*** button to save updated settings.

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- Click the **Check CAAS Status** link to verify that the CAAS server can be reached by the current remote authentication settings.

  The **Check CAAS Status** will be displayed, which shows the current status of the remote authentication server and is used to indicate the remote authentication server is running or not. * Click the **Retry** button to re-test the remote authentication server status.

- Click the **Close** button to close this page.

Add CAAS Server

Servers > CAAS Servers > CAAS Server Management > Add CAAS Server

The **Add CAAS Server** page is used to define new CAAS servers

Fields displayed on this page:

- **CAAS URL**
- **CAAS username**
- **CAAS password**
- **CAAS Connection timeout**
- **Maximum SMS request**
- **SMS template**
- **Email template**
- **Email subject template**
- **Use proxy**
- **Proxy host**
- **Proxy port**
- **Proxy username**
- **Proxy password**

> **Info**
>
> For full information on individual fields, please refer to the Edit CAAS Server section.

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Utilities

System Administrators only

This section is used to load, run and manage add-ins from within the ActiveAccess administration. Utilities can be assigned to, and run on behalf of, an Issuer or Issuer Group.

Utilities *has the following sub menu options:*

- **Utilities** - used for managing add-in utilities
- **Upload Utility** - used to upload add-in utilities on behalf of one or a number of Issuer or Issuer Groups.

The first **Utilities** page is **Utilities Search Result**.

Note

Utilities shown may vary.

Utilities

Utilities > Utilities Search Results

The Utilities section is used for viewing the details and availability of utilities in the system, and for managing and running selected utilities.

Note

Utilities shown may vary.

This page displays:

- Utilities List
- **Delete** button to allow selected utilities to be deleted

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The following fields and links are displayed for each utility:

- **Select** checkbox
- **Name**
- **File Name**
- **Version**
- **Issuer**
- **Group**
- **Creation time**
- **Run** link - links to the **first** page of the selected Utility.

Upload Utility

Utilities > Upload Utility

Use this page to upload utilities to the system or on behalf of one or a number of Issuers or Issuer Groups.

Use the following fields to upload a utility:

- **Select the appropriate Issuer** or **Group** to upload the utility for.
- **File name** - click the Choose File button to locate and select the utility file to upload.
- ***Apply*** to upload the selected utility.

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Key Retiring Utility

> *Previously AA85 - PCIDSS Key Retiring Utility.pdf*

This PCIDSS Key Retiring utility retires specified encryption keys and regenerates new encryption keys. Related table columns are then re-encrypted by new keys. The utility allows for the automatic retiring of old keys and regeneration of new ones, while keys manually created by HSM administrators can also be introduced as new keys.

In the case of automatic key retiring, the utility can be run for selected general MIA / ACS settings encryption keys or issuer / groups based on key type and provider. Replacement with manually created keys can be carried out for general MIA / ACS settings encryption keys or issuers by entering the new key alias of keys created by the HSM administrator.

Uploading the Utility

A System Administrator will be responsible for uploading the utility through the MIA (**Utilities > Upload Utility**).

To upload the utility

- There is no need to select an Issuer or Group to upload this utility.
- Browse to locate and select the **File name** (PCIDSSKeyRetiringUtility.war).
- Click the **Apply** button to upload the utility.

  The utility will be listed in the MIA utilities section (**Utilities > Utilities**) **PCIDSS Key Retiring Utility**.

Running the Utility

This utility makes changes in the HSM keystore and re-encrypts cardholder data and configuration settings in the database. Therefore, a full backup of the HSM keystore and ActiveAccess database should be taken before running this utility. If any archive database has been configured for automatic archiving, a backup of its database should be taken as well.

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> **Note**
>
> Automatic archiving and purging in **System Management > Archive Management** must be disabled before running the utility. During the utility run, all ActiveAccess modules must stop receiving requests from the outside world.

Utility List

To run the utility

- Go to the MIA utilities section (**Utilities > Utilities**)
- Click the *Run* link adjacent to the **PCIDSS Key Retiring Utility**.

  The **PCIDSS Key Retiring Utility** screen is displayed prompting users to select which issuer, group or general encryption keys to run the utility for.

Retiring keys automatically

To customise the key retiring process

- Select **Retire old keys and generate new ones automatically**

To retire keys automatically

- Select the **General encryption keys** radio button
  - Select the **MIA settings encryption key** checkbox
  - Select the **ACS settings encryption key** checkbox
- Select the **Issuer** radio button
  - Select the **Issuer** from the drop down list
- Click the **Prepare** button

> **Note**
>
> The process for retiring General/Data Encryption Keys occurs in two stages: Preparation and Finalization. For stage one of the process, the **Prepare** button will be available.

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Retiring keys using manually created keys

Select the following field to customise the key retiring process

- Select **Retire old encryption keys and use the keys which have been created by HSM administrator**

Use the following fields for retiring keys using manually created keys

- Select the **General encryption keys** radio button
  - Select the **MIA settings encryption key** checkbox and enter the created key in the **New key alias** field
  - Select the **ACS settings encryption key** checkbox and enter the created key in the **New key alias** field
- Select the **Issuer** radio button
  - Select the **Issuer** from the drop down list
  - Enter the created key in the **New key alias** field
- Click the **Prepare** button

Results

When the process is complete, the Results will be available for immediate display. For more details of the utility process you can check **AA_HOME/mia_log.log**.

Encryption Key - Preparation Failure

If there is a failure within any of the steps of the preparation process, the utility stops and logs the details of the issue for the administrator's reference.

Encryption Key - Failed Resume/Rollback

If the encryption key retiring fails in the preparation stage, the process can be resumed from the latest status once the issue is resolved or all the changes can be undone using the Rollback option. When a process has a failed status, new processes cannot be started until the current process is successfully resumed or rolled back.

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Encryption Key - Preparation Success

During the encryption key retiring process, a new encryption key is generated and a temporary column is added to the specified table for every column that keeps encrypted data. The data from the main column is decrypted using the old key, then encrypted using the new key and stored in a temp column.

Encryption Key - Finalization Re-encrypt/Finalize/Rollback

Once the preparation stage of the encryption key retiring process is completed successfully, the process can be finalized.

If any new data has been created after the completion of the preparation stage, the encryption process can be redone using the **Re-encrypt** option.

Alternatively, all the changes made during the preparation stage can be undone using the **Rollback** option.

The **Finalize** option completes the encryption key retiring process. In the Finalization process, once all the required columns are re-encrypted, the main column is dropped and the **temp** column is renamed to the name of the main column. In the final step, all the required constraints and indexes are created for the main column.

When the MIA settings encryption key is automatically or manually retired and replaced with a new one

If there are any other instances of MIA, Registration servers, rather than the current server, in the environment, replace the **DBOWNERPASSWORD** and **DBPASSWORD** values with their plain values in the **AA_HOME/activeaccess.properties** file, then add the following properties to it and restart:

HSMENCALIAS=MIA_DB_DESEDE_NEW (where MIA_DB_DESEDE_NEW is the new MIA settings encryption key alias in HSM)

PLAIN_TEXT=

When the ACS settings encryption key is automatically or manually retired and replaced with a new one

If there is any other instance of ACS, rather than the current server, in the environment, replace the **DBOWNERPASSWORD** and **DBPASSWORD** values with their plain values in the **AA_HOME/activeaccess.properties** file, then add the following properties to it and restart:

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HSMENCALIAS=AA_Administration_NEW (where AA_Administration_NEW is the new ACS settings encryption key alias in HSM)

PLAIN_TEXT=

When the Issuer's data encryption key is automatically or manually retired and replaced with a new one

The current notification report files of the selected issuer are no longer valid and will be re-collected in the next run of the specified job in the Registration server.

If there is any other instance of Registration server, rather than the current instance, in the environment, add the following property into the **AA_HOME/activeaccess.properties** file:

NOTIFICATION_REPORT_REGEN_ISSUERIDS=1234567890 (where 1234567890 is the Issuer ID)

If property **NOTIFICATION_REPORT_REGEN_ISSUERIDS** already exists, modify its value by appending the Issuer ID to the end and restart.

Encryption Key - Archive

Following the successful finalization of the encryption key retiring process, if archiving is configured on the system, the encryption key of the archive database must also be retired and replaced using the **Re-encrypt Archive** option.

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Migrate to Data Key Utility

This utility retires the current encryption keys and uses the new data encryption keys which have been generated during the installation process. The fields that are currently kept encrypted with the HSM encryption keys will be decrypted by the current HSM keys, and re-encrypted using the new data encryption keys.

Uploading the Utility

A System Administrator will be responsible for uploading the utility through MIA (**Utilities > Upload Utility**).

To upload the utility:

- Do **not** select an Issuer or Group to upload this utility.
- Browse to locate and select the **File name** (MigrateToDataKeyUtility.war).
- Click the **Apply** button to upload the utility.

  The utility will be listed in the MIA utilities section (**Utilities > Utilities**): **Encryption Key Migration Utility**.

Running the Utility

To run the utility:

- Go to the MIA utilities section (**Utilities > Utilities**)
- Click the *Run* link adjacent to the **Encryption Key Migration Utility**'s Creation Time.

  The **Encryption Key Migration Utility** screen is displayed prompting users to choose from **Use single thread** or **Use multiple threads** and run the key retiring process on the main database.

> **Note**
>
> To change the thread selection, click *Pause* during the utility run and click *Back* to re-select.

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> **Warning**
>
> After the completion of the utility run, the current notification report files will no longer be valid and will be re-collected in the next run of the specified job in the Registration server.
>
> If there are other instances of ActiveAccess servers, in addition to the current instance, copy `NOTIFICATION_REPORT_REGEN_ISSUERIDS` property into **AA_HOME/activeaccess.properties** and restart ActiveAccess.

Results

When the process is complete, the results will be available for immediate display. For further details about the utility run process, please refer to **AA_HOME/mia_log.log**.

If the process failed, please check **AA_HOME/logs/mia_log.log** regarding the cause of failure. The process can be resumed once the issue is resolved by clicking **Resume** button.

The utility will automatically retire the old encryption keys and activate the new data keys.

> **Note**
>
> - If archive users exist, click **Run on archive** to complete the re-encryption process.

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Issuers

System Administrators and **Issuer Administrators** only

This section is used to set issuer specific settings; maintain and upload card details; create and maintain custom pages and manage keys.
When a new issuer is created all issuer settings are set to default.
Issuers has the following menu options:

Issuers *has the following sub menu options:*

- Settings
- Upload Registration Files
- Registration Requests
- Custom Pages
- Key Management

The first **Issuers** page is **Settings**.

Settings

This section is used to set up and maintain issuer system settings for displaying PARes, providing proof of authentication attempts to merchants, maximum unsuccessful authentication attempts permitted for cardholders and the automatic unlock lag time.

Note

Settings are different for **Local** and **Remote** Issuers.

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Local Issuer Settings

These settings are available if the Issuer's **Authentication server** has been set to **Local** in Issuer Details.

Issuer > Settings

Use the following fields to manage Local Settings:

- Select an **Issuer** from the drop down list, to display its settings.
  This field is not displayed if the user is assigned to a single issuer.
- **Issuer ID** cannot be changed.
- **BINs** - displays a list of BINs currently assigned to the selected issuer. The BIN list can only be changed by a user with System Admin access level from **System Management > Issuer Management** section.
- **Maximum authentication attempts** allows the administrator to setup an upper limit for the number of successful authentications that can be performed by each cardholder (acceptable range is 0 to 999) in a specified period of time (acceptable range is 1 to 24 hours). This is particularly useful when the issuer is being charged per transaction for each authentication and it makes sense to set an upper limit for the financial liability.

  This option is disabled by default which means the number of successful authentications that can be performed by the user is not limited.

  Once a set limit is reached, issuer will reject further authentication attempts.
- **Maximum unsuccessful attempts** that will be permitted for unsuccessful authentication or enrolment attempts by cardholders (acceptable range is 0 to 9).

  The default value is **3**, which means that 4 unsuccessful authentication or registration attempts with a card will result in the card being locked to avoid further access for security reasons. An issuer may change to any other value to comply with their internal policy.

  > **Warning**
  >
  > Setting this field to 0 disables the automatic locking mechanism and is not recommended.

- **Maximum interaction** is used to set a maximum number of cardholder interactions as determined by the selected Challenge Flows and security requirements to allow an appropriate number of cardholder retries without going beyond the pre-set maximum

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(acceptable range is 0 to 10). When the limit is reached, the transaction fails but the card will not be locked.

- **Automatic unlock** time in minutes (acceptable range is 0 to 1440). A currently locked card can be automatically unlocked after the amount of time specified here has passed.

  This may help to reduce helpdesk calls if set properly.

  The default value is **0**, which implies that this field is disabled and as such all locked accounts have to be manually unlocked by helpdesk staff.

- ➕ **Enable Purchase date validation** - checkbox to enable purchase date validation against defined **Purchase date validation interval**.
- ➕ **Purchase date validation interval** - the acceptable time difference between the purchase date and time in AReq and when the ACS receives the AReq.
- Specify the cardholder **Password policy** using the following:
  - **Minimum password length** between 1 and 128 chars (typically 6)
  - **Maximum password length** between 1 and 128 chars (typically 16)
  - **Minimum password digit**, the minimum number of numerical characters the password must contain. The default value is 0, which disables this field.
  - **Minimum password capital letter**, the minimum number of capital letters the password must contain (typically 1). The default value is 0, which disables this field.

> **Note**
>
> The sum total of the numbers entered for **Minimum password digit** and **Minimum password capital letter** must be less than or equal to the **Minimum password length**.

- **Time zone**

  This allows administrators to set an individual time zone for the specified issuer.

  The default time zone is set when the application is installed and is displayed for reference, on the menu bar, from where it can be modified at any time, as and when appropriate. Modification of the Time zone on the menu bar *does not* change the Time zone for the Issuer in the Issuer Settings.

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> **Note**
>
> If you modify the Time zone in the menu bar it will persist for the current session only. It will revert to the Time zone entered in the Issuer settings, the next time you login.
>
> All search parameters for transactions, audit logs and reports (daily, monthly and annual) will be based on the Time zone specified on the menu bar at the time of the search.

> **Warning**
>
> **IMPORTANT:** If the time zone in **Issuers > Settings** is changed, it will impact the data displayed for issuer reports (daily, monthly and annual). When attempting to change the time zone, a warning message is displayed with the following options:
>
> - **Continue and delete report data** - reports will not be available for the selected issuer until the next overnight report run, which will use the new time zone.
>
> **NOTE** :If auto archive is enabled, archived data will no longer be collected and previous report data will be lost.
>
> - **Continue and keep report data** - existing report data will be inaccurate due to the time change. Accurate reports will not be available until the next overnight report run, which will use the new time zone.
> - **Cancel** - time zone will not be changed.

- **Language selection during authentication**

  This allows administrators to enable or disable the language selection page displayed to cardholders during the authentication process of 3-D Secure 1 and the challenge process of 3-D Secure 2 authentications.

- **Name on card verification**

  This allows administrators to enable or disable cardholder name When it is Enabled then ACS will not compare the received cardholder name in request with saved value.

- A link is provided to Provider Settings.

Provider Settings

There are a number of settings that can be specified per authentication scheme. You should set these parameters in accordance with the recommendation of the 3-D Secure authority of each scheme.

Issuer > Settings > Provider Settings

Use the following fields to view / edit Providers settings:

- Select an **Issuer** from the drop down list

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- Select a **Provider ID** from the drop down list
- Select **Enabled** or **Disabled** from the **Activation during shopping** drop down list to enable or disable the cardholder registration during the shopping process.

  Enabling this option allows an issuer to dynamically enrol the cardholders while they are shopping at a 3-D Secure enabled merchant site. The activation during shopping process only applies to those cardholders who have been pre-registered by their issuer in the system.
- Select **Enabled** or **Disabled** from the **Proof of authentication attempt** drop down list to enable to disable providing authentication attempt guarantee to merchants.

  This option applies to SafeKey, SecureCode, ProtectBuy, J/Secure and Verified by Visa in 3-D Secure version 1.0.2 and later. An issuer may choose to provide proof of authentication attempts for non-enrolled cardholders, when an authentication is requested by the merchant. Proof of attempt processing provides guarantee of funds transfer to the merchant. This may shift the liability to the issuer despite the fact the cardholder was not enrolled and could not be authenticated. Proof of attempt is an incentive for the merchants to implement 3-D Secure.
- Specify the value for **Maximum ADS proof of attempts** (acceptable range is 0 to 9). The option limits the number of times a user is allowed to opt-out of ADS processes and still receive proof of authentication attempt status code. Once the limit is reached, cancelling ADS will result in PARes status='N' to be returned to the merchant and it is likely that cardholder transaction will not be authorised by the merchant. Set this option to 0, if you wish to grant unlimited authentication attempts to cardholders.
- Specify the value for **PAReq freshness period** in minutes (acceptable range is 0 to 60). The default value 0, which effectively disables this option.

  An ACS may receive duplicate PAReq messages due to cardholder actions (for example, if the cardholder clicks the **Back** or **Refresh** buttons during the authentication process). In order to provide good customer service, and minimise cardholder confusion, the 3-D Secure protocol recommends that receipt of a duplicate PAReq within a reasonable time should not be treated as an error. This is called the **PAReq freshness period**. According to the 3-D Secure bulletin of July 12, 2004, the recommended period should be between 10 and 15 minutes.

> **Warning**
>
> ActiveAccess sends a PARes with status code 'U' and iReqCode 56, if a duplicate PAReq is received outside the period specified by this parameter.

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> **Warning**
>
> The ADS and attempt process for Visa, American Express, Diners Club International and JCB is the same but different for Mastercard. Mastercard does not currently recognise attempt processing in the sense defined by Visa specification and does not provide authentication guarantee and liability shift if the cardholder is not enrolled. However, Mastercard still requires a PARes with status 'A' to be sent when the cardholder cancels ADS up to the limit defined by the issuer. For more information refer to Visa 3-D Secure standard and Mastercard SecureCode specification.

- *Mastercard SecureCode only*: Select **Mastercard SecureCode** or **Mastercard Identity Check** from the **Authentication type** drop down list, this option is only used for 3DS1 protocol. When **Mastercard Identity Check** is selected, challenge authentication does not allow static password only.
- *American Express SafeKey only*: Specify the value for **Maximum forgot password attempts** (acceptable range is 0 to 9, default is 2 as specified in the SafeKey Issuer Implementation Guide). The option limits the number of times a user is allowed to enter an incorrect SafeKey before the card is locked. Once the limit is reached, it will result in PARes status='N' to be returned to the merchant and the cardholder transaction may not be authorised by the merchant.
- Select **A (Attempted)** or **N (Not approved)** from the **Unsupported device PARes status** drop down list.

  This option specifies the PARes to be used for unsupported devices.
- Specify any **Browser Unsupported devices** in the text box

  This is for specifying browsers / devices for which authentication is not supported in browser mode. It can also be used to quickly remove support if, for example, a security issue has been reported for a particular browser.

  Format of the input is JSON array.

> **Example**
>
> [{"user-agent":"Mozilla/5.0 (X11; Ubuntu; Linux x86_64; rv:69.0) Gecko/20100101 Firefox/69.0"}]

- Specify any **App Unsupported devices** in the text box

  This is for specifying browsers / devices for which authentication is not supported in app mode. It can also be used to quickly remove support if, for example, a security issue has been reported for a particular browser.

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Format of the input is JSON array.

Example

[{"DV":"1.0","DD":{"C001":"Android","C002":"HTC One_M8","C004":"5.0.1","C005":"en_US","C006":"Eastern Standard Time","C007":"06797903-fb61-41ed-94c2-4d2b74e27d18","C009":"John's Android Device",....},"DPNA":{"C010":"RE01","C011":"RE03"},"SW":["SW01","SW04"]}, {"DV":"1.0","DD":{"C001":"iOS","C002":"iPhone 5c","C003":" iPhone OS","C004":"9.2","C005":"en-US","C006":"GMT-6","C009":"John's iPhone",....}," DPNA":{"C010":"RE01","C011":"RE03"},"SW":"SW01","SW04"]}, {"DV":"1.0","DD":{"C001":"Windows","C002":"NOKIA RM-984_1006","C003":"WindowPhone","C004":"10.0.10586.11","C005":"en-US","C006":"(UTC-06:00) Central Time (US & Canada)","C007":"1bbd95da4520a6dfe7b94480d69f3cbb","C008":"1280x720","C009":"My Phone",....},"DPNA":"C010":"RE02","C011":"RE03"},"SW":["SW01","SW04"]}
]

- Set the **Challenge Mandated Indicator**

  The ACS decides based on the ACS Challenge Mandated Indicator, the 3DS Requestor Challenge Indicator, and the ACS Rendering Type whether to perform the requested challenge.

- **Cardholder info for non-exempt authentication** - Text provided by the ACS to the cardholder during a frictionless transaction that was not authenticated by the ACS.

  It is optional for issuers to provide information to the cardholder.

Example

"Additional authentication is needed for this transaction, please contact (Issuer Name) at xxx-xxx-xxxx."

- **ACS Reference Number** - A unique reference number provided by EMVCo to ActiveAccess.
- **ACS Operator ID** - An ACS identifier assigned by the Directory Server. Each Directory Server can provide a unique ID to each ACS on an individual basis.
- **Broad Info** - Unstructured information sent between the 3DS Server, the Directory Server and the ACS.
- **Add device acknowledgement in ARes**: This allows administrators to enable or disable the Device Acknowledgement extension in ARes message.
- *J/Secure only*: **Display attempt time** - The duration of displaying an attempt page for JCB cards only in case of attempt returning status. A value of **0** indicates that no attempt page should be shown.

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Remote Issuer Settings

These settings are available if the Issuer's **Authentication server** has been set to **Remote (CAAS)** in Issuer Details.

Issuers > Settings

Use the following fields to view/ edit Remote Settings:

- **Issuer** This field is not displayed if the user is assigned to a single issuer.
- **Issuer ID** cannot be changed
- **Maximum interaction** is used to set a maximum number of cardholder interactions as determined by the selected Challenge Flows and security requirements to allow an appropriate number of cardholder retries without going beyond the pre-set maximum (acceptable range is 0 to 10). When the limit is reached, the transaction fails but the card will not be locked.
- **Time zone**

  This allows administrators to set an individual time zone for the specified issuer.

  The default time zone is set when the application is installed and is displayed for reference, on the menu bar, from where it can be modified at any time, as and when appropriate. Modification of the Time zone on the menu bar *does not* change the Time zone for the Issuer in the Issuer Settings.

> **Note**
>
> If you modify the Time zone in the menu bar it will persist for the current session only. It will revert to the Time zone entered in the Issuer settings, the next time you login. All search parameters for transactions, audit logs and reports (daily, monthly and annual) will be based on the Time zone specified on the menu bar at the time of the search.

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> **Warning**
>
> **IMPORTANT:** If the time zone in **Issuers > Settings** is changed, it will impact the data displayed for issuer reports (daily, monthly and annual). When attempting to change the time zone, a warning message is displayed with the following options:
>
> - **Continue and delete report** data - reports will not be available for the selected issuer until the next overnight report run, which will use the new time zone.
>
> **NOTE**- If auto archive is enabled, archived data will no longer be collected and previous report data will be lost.
>
> - **Continue and keep report data** - existing report data will be inaccurate due to the time change. Accurate reports will not be available until the next overnight report run, which will use the new time zone.
> - **Cancel** - time zone will not be changed.

- **Enable Purchase date validation** - checkbox to enable purchase date validation against defined **Purchase date validation interval**.
- **Purchase date validation interval** - the acceptable time difference between the purchase date and time in AReq and when the ACS receives the AReq.

Authentication Scheme Settings

There are a number of settings that can be specified per authentication scheme including activation during shopping, attempt processing and PAReq freshness period. You should set these parameters in accordance with the recommendation of the 3-D Secure authority of each scheme.

- Select **Enabled** or **Disabled** from the **Use ACS local settings** drop down list.

  Enabling this option allows issuer settings to be set locally in the ACS instead of remotely on the CAAS side.

> **Note**
>
> If **Disabled**, refer to Remote Messaging Specification for further information on setting these parameters.

*If **Enabled**:*

- Select **Enabled** or **Disabled** from the **Activation during shopping** drop down list to enable or disable the cardholder registration during the shopping process.

  Enabling this option allows an issuer to dynamically enrol the cardholders while they are shopping at a 3-D Secure enabled merchant site. The activation during shopping process only applies to those cardholders who have been pre-registered by their issuer in the system.

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- Select **Enabled** or **Disabled** from the **Proof of authentication attempt** drop down list to enable to disable providing authentication attempt guarantee to merchants.

  This option applies to SafeKey, SecureCode, ProtectBuy, J/Secure and Verified by Visa in 3-D Secure version 1.0.2 and later. An issuer may choose to provide proof of authentication attempts for non-enrolled cardholders, when an authentication is requested by the merchant. Proof of attempt processing provides guarantee of funds transfer to the merchant. This may shift the liability to the issuer despite the fact the cardholder was not enrolled and could not be authenticated. Proof of attempt is an incentive for the merchants to implement 3-D Secure.

- Specify the value for **Maximum ADS proof of attempts** (acceptable range is 0 to 9). The option limits the number of times a user is allowed to opt-out of ADS processes and still receive proof of authentication attempt status code. Once the limit is reached, cancelling ADS will result in PARes status='N' to be returned to the merchant and it is likely that cardholder transaction will not be authorised by the merchant. Set this option to 0, if you wish to grant unlimited authentication attempts to cardholders.
- Specify the value for **PAReq freshness period** in minutes (acceptable range is 0 to 60). The default value 0, which effectively disables this option.

  An ACS may receive duplicate PAReq messages due to cardholder actions (for example, if the cardholder clicks the **Back** or **Refresh** buttons during the authentication process). In order to provide good customer service, and minimise cardholder confusion, the 3-D Secure protocol recommends that receipt of a duplicate PAReq within a reasonable time should not be treated as an error. This is called the **PAReq freshness period**. According to the 3-D Secure bulletin of July 12, 2004, the recommended period should be between 10 and 15 minutes.

> **Warning**
>
> ActiveAccess sends a PARes with status code 'U' and iReqCode 56, if a duplicate PAReq is received outside the period specified by this parameter.

> **Warning**
>
> The ADS and attempt process for Visa, American Express, Diners Club International and JCB is the same but different for Mastercard. Mastercard does not currently recognise attempt processing in the sense defined by Visa specification and does not provide authentication guarantee and liability shift if the cardholder is not enrolled. However, Mastercard still requires a PARes with status 'A' to be sent when the cardholder cancels ADS up to the limit defined by the issuer. For more information refer to Visa 3-D Secure standard and Mastercard SecureCode specification.

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- **Mastercard SecureCode only**: Select **Mastercard SecureCode** or **Mastercard Identity Check** from the **Authentication type** drop down list.
- **American Express SafeKey only**: Specify the value for **Maximum forgot password attempts** (acceptable range is 0 to 9, default is 2 as specified in the SafeKey Issuer Implementation Guide). The option limits the number of times a user is allowed to enter an incorrect SafeKey before the card is locked. Once the limit is reached, it will result in PARes status='N' to be returned to the merchant and the cardholder transaction may not be authorised by the merchant.
- Select **A (Attempted)** or **N (Not approved)** from the **Unsupported device PARes status** drop down list.

  This option specifies the PARes to be used for unsupported devices.
- Specify any **Unsupported devices** in the text box

  This is for specifying browsers / devices for which authentication is not supported. It can also be used to quickly remove support if, for example, a security issue has been reported for a particular browser.

  Separate multiple browsers / devices using commas (,). This setting is not case sensitive.

Upload Registration Files

Issuers > Upload Registration Files

The **Upload Registration Files** section is used to upload card registration messages for bulk registration or pre-registration of cardholders. Files can be uploaded for an individual Issuer or for an Issuer Group.

The main page shows a report on recently performed file uploads and their status.

You can schedule uploading a card registration file using the *Upload File* link and, view details using the *Job* number link, and schedule or cancel scheduled uploads using the *Edit* or *Cancel* links.

> **Note**
>
> This page will not be available for remote issuers.

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Uploading XML files that contain SMS devices

When uploading XML files that contain SMS devices, note that if the national trunk prefix of the mobile number has been entered (`0` or `1`), these digits will automatically be removed from the start of the mobile number by ActiveAccess.

Use the following fields and links for managing card uploads:

- The first available **Issuer** is displayed by default. If you are assigned to an issuer group, select All or an **Issuer** from the drop down list and click the adjacent **Refresh** button.

  A list of the selected issuer's card files and their status is displayed.
- Select **All** or the type of registration message from the **Message Type** drop down list.

  A list of the selected issuer's card files and their status is displayed.
- The default report is for the last 10 days, but you can specify an upload **Date** range for the search result by entering dates in the **From** and **To** fields using dd/mm/yyyy format and clicking the **Refresh** button.
- Click the *Upload File* link (which is only displayed when an Issuer is selected) to schedule a file upload job for the selected issuer.

  The **Upload File** page is displayed.

The following details are displayed for each uploaded file for the selected issuer:

- **Job Number** - this number is defined by the system and links to the **Job Details** page, which provides full details for the job and details of any error messages or warning conditions
- **Issuer**- name of the issuer that owns the card upload job
- **Group** - name of the issuer group that owns the card upload job
- **Message Type**- the type of registration message, e.g. card registration
- **File Name** - the name of the file uploaded
- **Started** - the date and time the file upload started
- **Finished** - the date and time the file upload finished
- **Attempts** - the number of times the file upload was attempted
- **Status** - the upload status shows the current status for data upload, which can be one of the following:
  - Completed

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- Completed with warnings
- Processing
- Failed
- Scheduled
- Cancelled

- **Edit** link - displayed for **Scheduled** uploads.

  This links to the **Edit Upload Details** page for updating the scheduled date and time.

- **Cancel** link - displayed for **Scheduled** uploads.

  The administrator may cancel a scheduled upload, by clicking the *Cancel* link, but cannot cancel one which is in progress.

Upload File

Issuers > Upload Registration Files > Upload File

This page is used to enter the details of the card file you wish to upload and to schedule the upload date and time.

Use the following fields to upload a file:

- Choose the appropriate radio button and select an **Issuer** or an **Issuer group** from the drop down list.
- Select the type of registration message, **Card Registration**, from the **Message Type** drop down list
- Click the **Choose File** / **Browse…** button adjacent to **File name**, to locate and select a registration file to upload.

  The **No file chosen** message will then be replaced by the File name of the file to be uploaded.

- Enter **Schedule Date** and **Time** when you want the uploaded data to be processed.

  Uploaded files scheduled to run in the past are set to run immediately.

  You may also leave these fields blank if you wish to process the uploaded data as soon as possible.

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> **Note**
>
> The data upload may take a long time to complete depending on the file size and line speed.

Job Details

Issuers > Upload Registration Files > Job Details

This page provides job details and a link to the registration request details via the Message ID link. It also provides information on any error conditions that prevented the upload from being processed successfully.

The fields displayed are:

- **Issuer** name
- **Job number**
- **Message ID** link to **Request details**
- **Message type** - Card Registration
- **Uploaded** date and time
- **File name**
- When the upload was **Started** and **Finished**
- Number of **Attempts** before the upload was finished
- **Status** of the job
- **Error message**
- **Error Details**
- **Warnings**

Edit Uploaded File

Issuers > Upload Registration Files > Edit Uploaded File

This page is used to update the scheduled processing time by specifying a new **Date** and **Time**.

Use the following fields to edit the file's scheduled upload:

- **Issuer** - cannot be changed

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- **Message type** - cannot be changed
- **File name** - cannot be changed.

  To upload a different file you must first cancel this upload using the **Cancel** link on the **Upload Registration File** page and then select the **Upload File** link.
- **Date** using dd/mm/yyyy format
- **Time** using hh:mm format
- **Apply** button to save.

Registration Requests

Issuers > Registration Requests Search

The **Registration Requests** section is used to view requests for card registration messages

You can view registration request details using the **REG ID** link.

> **Note**
>
> This page will not be available for remote issuers.

Use the following fields to find a registration request:

- Select from the **Issuer** drop down list to limit the results to the specified issuer **OR**
- Select from the **Group** drop down list to limit the results to the specified issuer group.
- The **Request ID** is the identifier entered in the registration message by the issuer. Enter all of the **Request ID** to search.
- The default **Creation date** range is for the last 10 days, but you can specify a date and time range (inclusive) in the **From** and **To** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.
- The default **Completion date** range is for the last 10 days, but you can specify a date and time range (inclusive) in the **From** and **To** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.
- Select the **Status** of the registration requests from the drop down list. The options are:
  - All (default)

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    - Completed
    - Completed with warnings
    - Failed
    - Processing
- Click **Search** to display registration request details

A list of the selected issuer or issuer group's registered requests and their progress is displayed.

Issuers > Registration Requests displays:

The following details are displayed for each registration request

- **REG ID** - this number is defined by the system and links to the **Request Details** page, which provides full details for the request job and details of any error messages or warning conditions
- **Issuer** - name of the issuer who owns the registration request
- **Group** - name of the issuer group who owns the registration request
- **Creation date** - the date the request was created
- **Completion date** - the date the request was completed
- **Request ID** - the Request ID associated with the request message
- **Progress** - the status of the request; Completed, Completed with warnings, Failed or Processing.

Custom Pages

Issuers > Custom Pages

This section is used to upload, store and manage issuer branded pages. Branded pages are displayed to cardholders during authentication processes.

Each issuer is assigned a separate space and a separate URL for their authentication pages. Issuers can modify the XSL files of the pages to include the issuer's logo and customised text. This ensures that cardholders will always be presented with their own issuer branded pages during the authentication process.

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Page customisation

When customising the pages, note that the main text that appears on the page should not exceed 350 characters. In addition to this, the maximum length of `card number` is 19 characters, `amount` is 48 characters, and `merchant name` is 40 characters.

Out-of-band authentication page customisation tip

- To enable **Automatic submission** when timeout reaches: at config_ver2.xsl, to enable the automatic submission, set `<xsl:variable name="auth_disable_autosubmit" select="1=0"/>` ; To disable the buttons and links, set `<xsl:variable name="auth_disable_autosubmit" select="1=1"/>`
- To remove OTP timer from the page, set lifetime variable to empty string: `<xsl:variable name="lifeTime"></xsl:variable>`

Uploading tip

For ease of upload, you can zip the files first and upload them all at once.

Sample custom pages

A set of sample custom pages, with *Any Bank* branding, is available in the ActiveAccess installation package: ActiveAccess/data/custompage/issuer

The naming convention for 3DS1 authentication pages is as follows:

Page	Filename
J/Secure authentication	auth_jcb_index.xsl
SecureCode authentication	auth_spa_index.xsl
VbV authentication	auth_vbv_index.xsl
SafeKey authentication	auth_sk_index.xsl
ProtectBuy authentication	auth_dc_index.xsl
Two-factor device authentication	dev_index.xsl

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Other resources can be uploaded to the issuer space such as help files and graphics, etc.

To avoid any run time problems or security risk, only trained personnel can upload branded pages. As such, the option to upload custom pages is available at the **system administration** level only.

Issuer administrators have read-only access to this function, which can be used to download custom pages and branded material.

> **Note**
>
> The issuer system limits issuer space to a flat file structure (i.e. all files are created at the same directory level.

You can upload new pages using the **Upload File** link and **Delete** or **Download** pages.

Use the following fields and links for managing the custom pages:

- Select an **Issuer** from the drop down list of available issuers and click the **Refresh** button.

  A list of the issuer's custom pages is displayed.

  Or

- Select a **Group** from the drop down list of available groups and click the **Refresh** button.

  A list of the group's custom pages is displayed.

- **Upload File** link to upload a new file for the selected issuer or issuer group.

  The **Upload File** page is displayed.

- **Download Selected** link, used in conjunction with the **Select** checkbox to download one or multiple custom pages, for the selected issuer or issuer group.
- **Delete Selected** link, used in conjunction with the **Select** checkbox to delete one or multiple custom pages, for the selected issuer or issuer group

The following custom page details are displayed for the selected issuer:

- **File Name**
- **Size** - size of file in bytes
- **Date** - date and time of upload
- **Delete** link to delete the page
- **Download** link to download the page

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Upload File

Issuers > Custom Pages > Upload File

This page is used to enter the name and location of the custom page you wish to upload

Use the following fields to upload a file:

- Select the **Issuer** for which you are uploading the custom pages from the drop down list
- Alternatively a **Group** can be selected from the drop down list. Selecting a group allows the administrator to roll out an update to all the issuers that are a direct member of the group or a member of a group owned by the selected group.

> **Note**
>
> **Important:** Care should be taken when rolling out an update to a group as it will overwrite the corresponding files on all the member issuers. Issuers may have configuration, graphics or text files specific to their own brand. You should not upload a generic package that overwrites these issuer branded pages through this facility without carefully checking first.

- Click the **Choose File** / **Browse...** button, adjacent to **File name**, to locate and select a custom page file to upload.

  The **No file chosen** message will then be replaced with the name of the file to be uploaded
- Click the **Apply** button to upload the file.

  File upload confirmation is displayed and if uploaded pages support rules, a link is provided to allow issuer to use rules.

Key Management

The system creates a number of cryptographic keys for each issuer in order to protect sensitive and confidential information. These keys are securely stored in the ActiveAccess database by utilising a Master Key on a hardware security module (HSM) to encrypt/decrypt these keys.

This section lists keys used by the issuer and the history of any changes. The list of keys is retrieved by the MIA instance, which is currently being accessed by the user. It is the responsibility of the system administrator to keep all HSM instances synchronised at all times.

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This section also allows the administrator to retire the current Signing RSA or CAVV validation keys and create new ones. Card and general encryption keys cannot be retired and replaced using this interface as a process to decrypt previously encrypted fields with an old key and re-encrypt them using a new key is required. GPayments has developed a PCIDSS Key Retiring Utility for this purpose.

Use the following fields and links for viewing keys:

- The first available **Issuer** is displayed by default. Select a different **Issuer** from the drop down lists of available issuers and click the adjacent **Refresh** button.

  A list of the selected issuer's current keys is displayed.
- Select the **Group** radio button to select an **Issuer Group** from the drop down lists of available issuer groups, and click the adjacent **Refresh** button.

  A list of the selected issuer group's current keys is displayed.
- Select the **General keys** radio button to view the list of the general encryption keys that are used to encrypt general critical settings and configuration parameters.
- *New Key* link to the New Key page
- *Import Key* link to the Import Key page.

This page displays for each key;

- *Alias* link to the **Key Details** page
- **Delete** button to allow unused keys to be deleted

> **Note**
>
> Delete is only available for non-encryption keys

- **Export** button to allow exporting of keys, and links to **Export Data Key**

> **Note**
>
> Export is only available for HMAC and CAVV keys

*The following key details are displayed for the selected **Issuer** or **Group**:*

- **Provider**

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- **Algorithm**
- **Type**
- **Alias**
- **Creation time** - date and time of upload
- **Status**
- **KeyStore type** - possible values: Data, HSM

*The following key details are displayed for the **General keys**:*

- **Algorithm**
- **Type**
- **Alias**
- **Creation time** - date and time of upload
- **Status**
- **KeyStore type** - possible values: Data, HSM

New Key

Issuers > Key Management > New Key

The **New Key** section is used to retire the current Signing RSA, CAVV validation, or HMAC keys, and replace them with a new key.

Alternatively, the **PCIDSS Key Retiring Utility** provided in the ActiveAccess installation package allows for the automatic retiring of old keys and re-generation of new ones. Refer to Key Retiring Utility for further details.

Use the following fields and links for generation of new keys:

- **Issuer** or **Group**
- **Type**
- **Provider**

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> **Note**
>
> **SecureCode HMAC generation key** and **SecureCode HMAC 256 generation key** are only available for the Mastercard provider.

- **Algorithm** is displayed and cannot be changed
- **Old alias** is displayed and cannot be changed
- **Old key size** is displayed and cannot be changed
- **New alias status** is displayed and cannot be changed
- **New alias**
- If the key **Type** is **Signing RSA key**, select a **Key size** from the drop down list. Defaults to **1024**.
- Click the **Generate new key** button.

> **Info**
>
> - In order to use the newly created **Signing RSA key**, you need to create a certificate request using this key and have the certificate signed. Then the signed certificate must be installed for the key to be used in the next transaction.
> - In order to use the newly created **CAVV key**, you must activate it in Key Details before it can be used for the next transaction.
> - In order to use the newly created **HMAC key**, you must activate it in Key Details before it can be used for the next transaction.

Import Key

Issuers > Key Management > Import Key

The **Import Key** section is used for importing CAVV and HMAC keys.

Use the following fields and links for importing keys:

- **Issuer** or **Group**
- **Type**
- **Provider**

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> **Note**
>
> **SecureCode HMAC generation key** and **SecureCode HMAC 256 generation key** are only available for the Mastercard provider.

- **KEK alias** (Key Encryption Key alias) - the alias of an encryption key stored in the HSM, which is required for decrypting the key that is to be imported.

> **Note**
>
> KEK must be AES or DESede.
>
> If this field is empty, the input Key value will be considered as clear key value.

- **Algorithm** is displayed and cannot be changed
- **Old alias** is displayed and cannot be changed
- **New alias status** is displayed and cannot be changed
- **Key value** - options include **hexadecimal** and **base64 encoded** formats
- **KCV** - Optional; Key Check Value of HMAC/CAVV keys.

> **Note**
>
> KCV is calculated using the following methods:
>
> - HMAC keys: first three bytes of SHA-1 key hash value.
> - CAVV keys: first three octets of ciphertext produced by ECB mode encryption of a block full of zeros.

- Click the **Import key** button.

> **Note**
>
> `DESEde/ECB/PKCS5Padding` or `AES/CBC/PKCS5Padding` algorithm is used for key decryption.

Key Details

Issuers > Key Management > Key Details

The **Key Details** section is used to list the history of the changes for the specified key.

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The following key details are displayed for the selected alias:

- **Alias**
- **Algorithm**
- **Creation time** - date and time of upload
- **Expiration time** - date and time the key will expire
- **Status**
  - **Active** - the key is being used by the system
  - **Inactive** - the key needs to be activated through a pre-defined process
  - **Expired** - the key has been retired and will no longer be used by the system
- **KeyStore type** - the key has been retired and will no longer be used by the system
  - **Data** - the key is stored in the database
  - **HSM** - the key is stored in the HSM
- Click the **Activate** button to activate inactive keys
- Click the **Delete** button to delete unused keys.

Export Data Key

Issuers > Key Management > Export

The **Export Data Key** section is used to export HMAC and CAVV keys.

The following fields are displayed to view / edit:

- **Issuer** or **Group**
- **Provider**
- **Type**
- **Alias** - the alias of the key to be exported
- **KEK alias** (Key Encryption Key alias) - the alias of an encryption key stored in the HSM, which is required for encrypting the key that is to be exported
- Click the **Export** button ➕ to display the **Key value** in **hexadecimal/base64 encoded** formats and the **KCV**.

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> **Note**
>
> `DESEde/ECB/PKCS5Padding` or `AES/CBC/PKCS5Padding` algorithm is used for key encryption.

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Rules

System Administrators and **Issuer Addministrators**
Access can also be granted to **Business Admin** and **Helpdesk** users at System Admin level.
Whether these users have *read only* or *full* access is determined by their Admins settings.

This section is used to set up and manage business rules and the sequence in which they are applied for Issuers that have rules functionality enabled.

The rules that can be applied are determined by whether the authentication server is remote or local. Authentication exemption rules and settings can be applied for local and remote authentication servers and registration enforcement rules can be applied for local authentication servers.

You can set up and maintain Issuer authentication exemption business rule settings for the local or remote ACS (CAAS). These business rules are configurable settings, which provide Issuers with control over the customer process during 3-D Secure transactions as described in the table below. Rules can be configured using 3-D Secure transaction parameters such as Transaction Amount, Merchant ID, Merchant Name, Acquirer BIN or Merchant Country. The sequence in which the rules are applied can be defined by setting Priority values for each rule.

Rule Management has the following tabs:

- **Registration** - allows two pre-defined rules to be used for checking authentication requests processed or transparently authenticated by a local authentication server. The Rules are:
  - **Amount Threshold**
  - **Merchant Blacklist**

  These rules can be enabled, disabled and have their order of priority changed.
- **Authentication**
  - **Soft Launch List**
  - **Merchant Whitelist**
  - **Merchant Watchlist**

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    - **Location Watchlist**
    - **Domestic & International Transaction Amount Threshold**

  These rules can be enabled, disabled and have their order of priority changed.

- **Settings** - used to set up transaction number and / or amount thresholds to be used for determining if authentication is to be initiated or bypassed. Also used to define the authentication response (PARes) to be sent for any transactions where authentication is bypassed.

Rules can be set to apply by default and not just for exceptions.

Registration

Rules > Rule Management > Registration

This section is used to set up and maintain settings for business rules that force customer registration. These business rules are configurable settings which provide issuers control over the customer process during 3-D Secure transactions.

These rules can be configured using 3-D Secure transaction parameters such as the Transaction Amount, Merchant ID, Merchant Name, Acquirer BIN or Merchant Country.

The sequence in which the rules are applied can be changed by setting a Priority for each rule.

Rule	Description	Parameters	Behaviour	
Amount Threshold	A threshold that determines if pre-registered cardholders are to be forced to opt-in to Activation During Shopping.	**Transaction amount** (AUD or converted to AUD)	*Greater than or equal to threshold:* No Opt-Out option available on the ADS page, only cancel	*Less than threshold:* Opt-Out option will be available on the ADS page *Opt-Out* - sets transaction status to 'A'

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Rule	Description	Parameters	Behaviour	
Merchant Blacklist	Merchant criteria that initiate the authentication.	**Merchant** Merchant ID Merchant name Acquirer BIN Merchant country	*On list:* No Opt-Out option available on the ADS page, only cancel *Cancel* - sets Transaction Status to 'N'.	*Not on list:* Opt-Out option will be available on the ADS page *Opt-Out* - sets transaction status to 'A'

Use the following fields to view / edit the Rules:

- If the required **Issuer** or an **Issuer Group** is not displayed, select it from the appropriate drop down list.
- Click the **Refresh** button.

> **Note**
>
> These fields are not displayed if the user is assigned to a single issuer.

The following fields and links are displayed for each rule:

- **Select** checkbox to be used in conjunction with the **Enable** and **Disable** buttons.
- *Rule Name* link to the **Rule Details** page
- **Priority** sequence in which the rules are applied, can be changed by clicking **Move Up** or **Move Down**
- **Status** - Enabled, Disabled or Not Configured

Use the following steps to enable or disable a rule:

- Choose one or more rules by clicking the **Select** checkbox adjacent to the **Rule Name**
- Click the **Enable** or **Disable** button as appropriate.

  A confirmation message will be displayed.

Amount Threshold

Rules > Rule Management > Registration > Amount Threshold

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The Amount Threshold rule allows an issuer to encourage pre-registered cardholders to register for 3-D Secure based on the value of the transaction.

When this rule is enabled, the cardholder is pre-registered and when they purchase from a 3-D Secure enabled merchant, if the value of the transaction is equal to or exceeds the threshold amount, the cardholder will be presented with the standard ADS page but will not be given the opportunity to Opt-Out. Instead, the cardholder will only be able to Cancel the transaction and the authentication result that will be returned to the merchant will be, **N**.

If the transaction is in a currency other than the one selected for the rule, a conversion will be made to convert the value of the transaction into the currency of the rule, so that the converted value can be compared with the threshold to determine the appropriate action.

> **Note**
>
> If currency conversion is not available, the default will be for registration to be enforced.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more sets of rules.
- **BIN** links to the **Edit Amount Threshold** page.
- **Delete** button used in conjunction with selected rules.
- Links for **Manage Exchange Rates** and **Add**.

To manually create currency exchange values:

- Click the **Manage Exchange Rates** link.

  The **Manage Exchange Rate** page is displayed.

To add Amount Threshold rules:

Rules > Force Registration > Amount Threshold > Add

- Click the **Add** link.

  The **Add Amount Threshold** page is displayed.

> **Note**
>
> The *Add* link is disabled when a rule has been set for All BINs of the selected issuer.

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To delete a rule:

- Select the checkbox adjacent to the BIN and click the **Delete** button.

  Confirmation of the deletion is displayed.

To set transaction amount thresholds:

- **Issuer** name is displayed and cannot be changed.
- Select the **BIN** to be used for the threshold from the drop down list.
- Enter an **Amount** for the threshold.
- Select the default currency to be used for the domestic threshold from the **Currency** drop down list.
- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

Merchant Blacklist

The Merchant Blacklist rule allows an issuer to encourage pre-registered cardholders to register for 3-D Secure based on merchant related transaction parameters. If the attributes of the business rule match the merchant related transaction parameters, the cardholder will not be allowed to Opt-Out of the Activation During Shopping process and will only be able to cancel the transaction. Issuers can use any combination of Merchant ID, Merchant Name, Acquirer BIN and Merchant Country to create a rule to encourage cardholders to register.

If the cardholder cancels the transaction, the authentication result returned to the merchant will be an **N**.

When checking the Merchant details from a transaction against the Merchant Blacklist, the Merchant is considered to be a match if any of the Merchant details (Merchant ID, Merchant name, Acquirer BIN or Merchant country) from the PAReq match the corresponding details on the Blacklist.

You can set a maximum number of rules for the Merchant Blacklist, import a file of Merchant details or add individual Merchant details to the list, delete Merchant details and edit Merchant details.

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Merchant Blacklist Details

Rules > Rule Management > Registration > Merchant Blacklist > Merchant Blacklist Search Results

You can add individual Merchant details or import a file of Merchant details to the list or select any Merchant details to delete or edit.

The following fields and links are displayed:

- **Maximum no of rules in blacklist** (default is 50)
- **Select** checkbox for selecting one or more sets of Merchant details
- **Delete** button used in conjunction with selected Merchant details
- **Merchant ID**, **Merchant Name**, **Acquirer BIN** and **Merchant Country** links to the **Edit Merchant Blacklist** page
- Links for **Add** and **Import**

To change the number of rules permitted in the blacklist:

- Enter the **Maximum no of rules in blacklist**.
- Click the **Apply** button.

To add individual Merchant details:

- Click the **Add** link.

  The **Add Merchant Blacklist** page is displayed.

To import a file of Merchant details:

- Click the **Import** link.

  The **Import Merchant Blacklist** page is displayed.

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml. The following is an example of a sample .xml file:

```
<MerchantBlacklist>
    <Merchant>
```

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```
        <Id>1</Id>
        <Name>hi</Name>
        <AcquirerBIN>412345</AcquirerBIN>
        <CountryCode>024</CountryCode>
    </Merchant>
    <Merchant>
        <Id>12134567890</Id>
        <Name>hi</Name>
        <AcquirerBIN>412345</AcquirerBIN>
    </Merchant>
</MerchantBlacklist>
```

To delete Merchant details:

- Select the checkbox adjacent to the Merchant ID and click the **Delete** button.

  Confirmation of the deletion is displayed.

Edit Merchant Blacklist

Rules > Rule Management > Registration > Merchant Blacklist > Edit Merchant Blacklist

To edit the Merchant Blacklist:

- **Issuer** name is displayed and cannot be changed.
- Edit any of the Merchant fields:
  - **Merchant ID**
  - **Merchant Name**
  - **Acquirer BIN**
  - **Merchant Country**.
- Click the **Apply** button. A confirmation message will be displayed.

When checking whether a transaction matches the Merchant Blacklist, the system will compare the Merchant ID, Merchant Name, Acquirer BIN and Merchant Country from the PAReq, with the values entered.

- Click the **Back** button to return to the Merchant Blacklist.

Import Merchant Blacklist

Rules > Rule Management > Registration > Merchant Blacklist > Import Merchant Blacklist

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This page is used to import a file of merchant Blacklist rules to add to the Merchant Blacklist. The format of the file should be CSV, with each record incorporating values for any of the required Merchant ID, Merchant Name, Acquirer BIN and Merchant Country fields necessary to define the rule.

> **Note**
>
> Merchant country is defined by a country code and name and uses the format:
> < ISO 3166-1 numeric code>/< ISO 3166-1 country name>
>
> For example:
>
> 008/Albania
>
> 024/Angola
>
> 036/Australia

To import a file of merchant watchlist rules:

- **Issuer** name is displayed and cannot be changed.
- Click the **Choose File** / **Browse** button adjacent to **File name**, to locate and select a file to import.

  The **No file chosen** message will be replaced with the name of the file to be imported.

  > **Note**
  >
  > A maximum of 1000 records can be imported at one time.

- Click the **Apply** button.

  A confirmation message will be displayed.

Authentication

Rules > Rule Management > Authentication

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Rule	Description	Parameters	*If on list*	*If not on list*
Soft Launch List	Primary Account Numbers that will not be allowed to bypass the authentication procedure.	**Cardholder:** Primary Account Number	Other business rules applied in the specified sequence.	Cardholder transparently authenticated. Transaction Status set to 'Y' or 'A', as configured under the Settings tab.
Merchant Whitelist	Merchant criteria that allow the authentication procedure to be bypassed.	**Merchant:** Merchant ID Merchant name Acquirer BIN Merchant country	Cardholder transparently authenticated. Transaction Status set to 'Y' or 'A', as configured under the Settings tab.	Other business rules applied in the specified sequence.
Merchant Watchlist	Merchant criteria that initiate the authentication procedure.	**Merchant:** Merchant ID Merchant name Acquirer BIN Merchant country	Initiates authentication procedure.	Other business rules applied in the specified sequence.
Location Watchlist	Merchant countries that initiate the authentication procedure	**Merchant country:** Country / Currency code	Initiates authentication procedure.	Other business rules applied in the specified sequence.
Domestic & International Transaction Amount Threshold	A threshold that determines if the authentication procedure is to be initiated or bypassed. Domestic threshold used for the set default transaction purchase currency, otherwise, International threshold used.	**Transaction amount**	*Greater than or equal to threshold:* Initiates authentication procedure.	*Less than threshold or currency not in file:* Cardholder transparently authenticated. Transaction Status set to 'Y' or 'A', as configured under the Settings tab.

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Rule	Description	Parameters	*If on list*	*If not on list*
Stand-In Transaction	A threshold that determines if the authentication procedure is to be bypassed when the remote authentication server (CAAS) cannot be contacted or is not responding at the Verify Registration (first message to CAAS) stage.	**Transaction amount** (AUD or converted to AUD)	*Greater than or equal to Stand-in threshold:* Unable to authenticate Transaction Status set to 'U'	*Less than Stand-In threshold:* Cardholder transparently authenticated. Transaction Status set to 'Y' or 'A', as configured under the Settings tab.

- Click the **Rules** tab, if it is not already selected.

Use the following fields to view / edit the Rules:

- If the required **Issuer** or an **Issuer Group** is not displayed, select it from the appropriate drop down list.
- Click the **Refresh** button.

> **Note**
>
> These fields are not displayed if the user is assigned to a single issuer.

The following fields and links are displayed for each rule:

- **Select** checkbox to be used in conjunction with the **Enable** and **Disable** buttons.
- **Rule Name** link to the **Rule Details** page
- Once two or more rules are enabled, the **Priority** sequence in which the rules are applied can be changed by clicking **Move Up** or **Move Down**. Once Priority is customised, click **Reset to Default**, to reset the sequence in which the rules are applied back to the system default.
- **Status** - Enabled, Disabled or Not Configured

To enable or disable a rule:

- Choose one or more rules by clicking the **Select** checkbox adjacent to the **Rule Name**

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- Click the ***Enable*** or ***Disable*** button as appropriate.
  A confirmation message will be displayed.

Soft Launch List Rule

If the cardholder's Primary Account Number is on the Soft Launch List, the authentication procedure will not be bypassed, and the other business rules will be applied in the specified sequence.

> **Warning**
>
> If the cardholder is not on the list, the cardholder will be considered to be transparently authenticated and transaction status will be set to **Y** or **A**, as configured under the **Settings** tab.

You can search for PANs in the Soft Launch List, import a file of PANs or add an individual PAN to the list and edit a PAN.

The first page in this section is **Search Soft Launch List**.

Search Soft Launch List

Rules > Rule Management > Soft Launch List > Search Soft Launch List

This page displays:

- **Issuer** name = cannot be changed.
- **Search** button to search for cardholder PANs already in the Soft Launch List.
- **Import** button to import a list of PANs to add to the list
- **Add** button to add an individual PAN to the list

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml.

To search for a cardholder PAN:

- Enter a **Primary Account Number** and click the **Search** button. Leave the field blank to search for all PANs.

The **Soft Launch List** page is displayed.

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Soft Launch List

Rules > Rule Management > Authentication > Soft Launch List > Soft Launch List Search Results

PANs are listed according to the search criteria you entered on the **Search Soft Launch List** page. You can add an individual PAN or import a list of PANs to the list or select any PAN to delete or edit it.

The following fields and links are displayed:

- **Select** checkbox - for selecting the Primary Account Number in conjunction with the **Delete** button
- **Primary Account Number** link to the **Edit Soft Launch List** page
- Links for **Add** and **Import**

To edit a PAN:

- Click the **Primary Account Number** link.

  The **Edit Soft Launch List** page is displayed.

To add an individual PAN:

- Click the **Add** link.

  The **Add Soft Launch List** page is displayed.

To import a file of PANs:

- Click the **Import** link.

  The **Import Soft Launch List** page is displayed.

To delete a PAN:

- Select the checkbox adjacent to the Primary Account Number and click the **Delete** button.

Edit Soft Launch List

Rules > Rule Management > Authentication > Soft Launch List > Search Soft Launch List > Edit Soft Launch List

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To edit the Soft Launch List:

- **Issuer** name is displayed and cannot be changed.
- Edit the **Primary Account Number**.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Soft Launch List Search Results.

Add to Soft Launch List

Rules > Rule Management > Authentication > Soft Launch List > Add Soft Launch List

This page is used to add individual PANs to the Soft Launch List.

To add to the Soft Launch List:

- **Issuer** name is displayed and cannot be changed.
- Enter a **Primary Account Number**.
- Click the **Apply** button.

  A confirmation message will be displayed.

Import Soft Launch List

Rules > Rule Management > Authentication > Soft Launch List > Import Soft Launch List

This page is used to import a file of cardholder PANs to add to the Soft Launch List. The format of the file should be CSV, with each record incorporating a PAN value.

To import a file of PANs:

- **Issuer** name is displayed and cannot be changed.
- Click the **Choose File** / **Browse...** button adjacent to **File name**, to locate and select a file to import.

  The **No file chosen** message will be replaced with the name of the file to be imported.

> **Note**
>
> A maximum of 1000 records can be imported at one time.

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- Click the **Apply** button.

  A confirmation message will be displayed.

Merchant Whitelist Rule

If any of the Merchant details are on the Merchant Whitelist, the authentication procedure will be bypassed and the other business rules will be applied in the specified sequence.

> **Note**
>
> If any of the merchant's details are on the list, the cardholder will be considered to be transparently authenticated and transaction status will set to **Y** or **A**, as configured under the **Settings** tab.

When checking the Merchant details from a transaction against the Merchant Whitelist, the Merchant is considered to be a match if any of the Merchant details (Merchant ID, Merchant name, Acquirer BIN or Merchant country) from the PAReq match the corresponding details on the Whitelist.

You can search for Merchant details in the Merchant Whitelist, import a file of merchant details or add Merchant details to the list and edit Merchant details.

The first page in this section is **Search Merchant Whitelist**.

Search Merchant Whitelist

Rules > Rule Management > Merchant Whitelist > Search Merchant Whitelist

This page displays:

- **Search** button to search for Merchant details already in the Merchant Whitelist.
- **Import** button to import a file of Merchant details to add to the list

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml. The following is an example of a sample .xml file:

```
<MerchantWhitelist>
      < Merchant>
          <Id>1</Id>
```

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```
            <Name>hi</Name>
            <AcquirerBIN>412345</AcquirerBIN>
            <CountryCode>024</CountryCode>
        </Merchant>
        <Merchant>
            <Id>12134567890</Id>
            <Name>hi</Name>
            <AcquirerBIN>412345</AcquirerBIN>
        </Merchant>
    </MerchantWhitelist>
```

- **Add** button to add individual Merchant details to the list

To search for a Merchant:

- **Issuer** name is displayed and cannot be changed.
- Enter Merchant details as follows, or leave them blank to display all Merchants on the Whitelist:
  - Enter a **Merchant ID**
  - Enter a **Merchant name**
  - Enter an **Acquirer BIN**
  - Select a **Merchant country** from the drop down list. Default is All.
- Click the **Search** button.

The **Merchant Whitelist** page is displayed.

Merchant Whitelist

Rules > Rule Management > Authentication > Merchant Whitelist > Merchant Whitelist Search Results

Merchant details are listed according to the search criteria you entered on the **Search Merchant Whitelist** page. You can add an individual Merchant or import a file of Merchants to the list or select any Merchant to delete or edit it.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more sets of Merchant details
- **Delete** button used in conjunction with selected Merchant details

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- *Merchant Id*, *Merchant Name*, *Acquirer BIN* and *Merchant Country* links to the **Edit Merchant Whitelist** page
- Links for *Add* and *Import*

To add individual Merchant details:

- Click the *Add* link.

  The **Add Merchant Whitelist** page is displayed.

To import a file of Merchant details:

- Click the *Import* link.

  The **Import Merchant Whitelist** page is displayed.

To delete Merchant details:

- Select the checkbox adjacent to the Merchant ID and click the **Delete** button.

  Confirmation of the deletion is displayed.

Edit Merchant Whitelist

Rules > Rule Management > Authentication > Merchant Whitelist > Edit Merchant Whitelist

To edit the Merchant Whitelist:

- **Issuer** name is displayed and cannot be changed.
- Edit any of the Merchant fields:
  - **Merchant ID**
  - **Merchant Name**
  - **Acquirer BIN**
  - **Merchant Country**.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Merchant Whitelist Search Results.

Add to Merchant Whitelist

Rules > Rule Management > Authentication > Merchant Whitelist > Add to Merchant Whitelist

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This page is used to add Merchant details to the Merchant Whitelist.

When checking whether a transaction matches the Merchant Whitelist, the system will compare the Merchant Id, Merchant Name, Acquirer BIN and Merchant Country from the PAReq, with the values entered.

To add to the Merchant Whitelist:

- **Issuer** name is displayed and cannot be changed.
- Enter a value into any of the Merchant fields:
  - **Merchant Id**
  - **Merchant Name**
  - **Acquirer BIN**
  - **Merchant Country** select from the drop down list.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Merchant Whitelist Search Results.

Import Merchant Whitelist

Rules > Rule Management > Authentication > Merchant Whitelist > Import Merchant Whitelist

This page is used to import a file of merchant whitelist rules to add to the Merchant Whitelist. The format of the file should be CSV, with each record incorporating values for any of the required Merchant Id, Merchant Name, Acquirer BIN and Merchant Country fields necessary to define the rule.

Note

Merchant country is defined by a country code and name and uses the format:
< ISO 3166-1 numeric code > / < ISO 3166-1 country name>

For example:

008/Albania

024/Angola

036/Australia

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To import a file of merchant whitelist rules:

- **Issuer** name is displayed and cannot be changed.
- Click the **Choose File** / **Browse…** button adjacent to **File name**, to locate and select a file to import.

  The **No file chosen** message will be replaced with the name of the file to be imported.

  > **Note**
  >
  > A maximum of 1000 records can be imported at one time.

- Click the **Apply** button.

A confirmation message will be displayed.

Merchant Watchlist

If any of the Merchant's details are on the Merchant Watchlist, the authentication procedure will be initiated. If the Merchant's details are not on the list, the other business rules will be applied in the specified sequence.

> **Note**
>
> If any of the merchant details are on the list, the authentication procedure will be initiated.

When checking the Merchant details from a transaction against the Merchant Watchlist, the Merchant is considered to be a match if any of the Merchant details (Merchant ID, Merchant name, Acquirer BIN or Merchant country) from the PAReq match the corresponding details on the Watchlist.

You can search for Merchant details in the Merchant Watchlist, import a file of Merchant details or add individual Merchant details to the list and edit Merchant details.

The first page in this section is **Search Merchant Watchlist**.

Search Merchant Watchlist

Rules > Rule Management > Authentication > Merchant Watchlist > Search Merchant Watchlist

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This page displays:

- **Search** button to search for Merchant details already in the Merchant Watchlist.
- **Import** button to import a file of Merchant details to add to the list

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml

- **Add** button to add individual Merchant details to the list

To search for a Merchant:

- **Issuer** name is displayed and cannot be changed.
- Enter Merchant details as follows, or leave them blank to display all Merchants on the Watchlist:
  - Enter a **Merchant ID**
  - Enter a **Merchant name**
  - Enter an **Acquirer BIN**
  - Select a **Merchant country** from the drop down list. Default is All.
- Click the **Search** button.

The **Merchant Watchlist** page is displayed.

Merchant Watchlist Search Results

Rules > Rule Management > Authentication > Merchant Watchlist > Merchant Watchlist Search Results

Merchant details are listed according to the search criteria you entered on the **Search Merchant Watchlist** page. You can add an individual Merchant or import a file of Merchants to the list or select any Merchant to delete or edit it.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more sets of Merchant details
- **Delete** button used in conjunction with selected Merchant details

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- **Merchant Id**, **Merchant Name**, **Acquirer BIN** and **Merchant Country** links to the **Edit Merchant Watchlist** page
- Links for **Add** and **Import**

To add individual Merchant details:

- Click the **Add** link.

  The **Add Merchant Watchlist** page is displayed.

To import a file of Merchant details:

- Click the **Import** link.

  The **Import Merchant Watchlist** page is displayed.

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml

To delete Merchant details:

- Select the checkbox adjacent to the Merchant ID and click the **Delete** button.

  Confirmation of the deletion is displayed.

Edit Merchant Watchlist

Rules > Rule Management > Authentication > Merchant Watchlist > Edit Merchant Watchlist

To edit the Merchant Watchlist:

- **Issuer** name is displayed and cannot be changed.
- Edit any of the Merchant fields:
  - **Merchant Id**
  - **Merchant Name**
  - **Acquirer BIN**
  - **Merchant Country**.
- Click the **Apply** button.

  A confirmation message will be displayed.

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- Click the **Back** button to return to the Merchant Watchlist Search Results.

Add to Merchant Watchlist

Rules > Rule Management > Authentication > Merchant Watchlist > Add to Merchant Watchlist

This page is used to add Merchant details to the Merchant Watchlist.

A new Merchant Watchlist rule can be created by entering a value in at least one of the fields on the page:

When checking whether a transaction matches the Merchant Watchlist, the system will compare the Merchant Id, Merchant Name, Acquirer BIN and Merchant Country from the PAReq, with the values entered.

To add to the Merchant Watchlist:

- **Issuer** name is displayed and cannot be changed.
- Enter a value into any of the Merchant fields:
  - **Merchant ID**
  - **Merchant Name**
  - **Acquirer BIN**
  - **Merchant Country** select from the drop down list.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Merchant Watchlist Search Results.

Import Merchant Watchlist

Rules > Rule Management > Authentication > Merchant Watchlist > Import Merchant Watchlist

This page is used to import a file of merchant watchlist rules to add to the Merchant Watchlist. The format of the file should be CSV, with each record incorporating values for any of the required Merchant Id, Merchant Name, Acquirer BIN and Merchant Country fields necessary to define the rule.

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> **Note**
>
> Merchant country is defined by a country code and name and uses the format:
>
> < ISO 3166-1 numeric code> < ISO 3166-1 country name>
>
> For example:
>
> 008/Albania
>
> 024/Angola
>
> 036/Australia

To import a file of merchant watchlist rules:

- **Issuer** name is displayed and cannot be changed.
- Click the **Choose File** / **Browse** button to locate and select the **File name**.

  The **No file chosen** message will be replaced with the name of the file to be imported.

  > **Note**
  >
  > A maximum of 1000 records can be imported at one time.

- Click the **Apply** button.

  A confirmation message will be displayed.

Location Watchlist

If the merchant's country is on the Location Watchlist, the authentication procedure will be initiated. If the merchant's country is not on the list, the remaining business rules will be applied.

> **Note**
>
> If the merchant's country is not on the list, the cardholder will be considered to be transparently authenticated and transaction status will set to **Y** or **A**, as configured under the **Settings** tab.

You can search for Locations, import a file of Locations or add an individual Location to the list.

The first page in this section is **Search Location Watchlist**.

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Search Location Watchlist

Rules > Rule Management > Authentication > Location Watchlist > Search Location Watchlist

This page displays:

- **Search** button to search for countries already in the Location Watchlist.
- **Import** button to import a file of countries to add to the list

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml.

- **Add** button to add individual countries to the list

To search for a Location:

- **Issuer** name is displayed and cannot be changed.
- Select a **Merchant country** from the drop down list. Default is All.
- Click the **Search** button.

  The **Location Watchlist** page is displayed.

Location Watchlist Search Results

Rules > Rule Management > Authentication > Location Watchlist > Location Watchlist Search Results

Merchant countries are listed according to the search criteria you entered on the **Search Location Watchlist** page. You can add an individual Merchant country or import a file of Merchant countries to the list or select any Merchant country to delete or edit it.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more Merchant Countries
- **Delete** button used in conjunction with selected Merchant Countries
- **Merchant Country** link to the **Edit Location Watchlist** page
- Links for **Add** and **Import**

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To add individual Merchant countries:

- Click the **Add** link.

  The **Add Location Watchlist** page is displayed.

To import a file of Merchant countries:

- Click the **Import** link.

  The **Import Location Watchlist** page is displayed.

> **Note**
>
> The supported file formats for uploading rule configurations are .csv and .xml.

To delete Merchant countries:

- Select the checkbox adjacent to the Merchant Country and click the **Delete** button.

  Confirmation of the deletion is displayed.

Edit Location Watchlist

Rules > Rule Management > Authentication > Location Watchlist > Edit Location Watchlist

Editing a Merchant country replaces the selected country with the new country selected.

To edit the Location Watchlist:

- **Issuer** name is displayed and cannot be changed.
- Edit **Merchant country** by selecting a different country from the drop down list.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Location Watchlist Search Results.

Add to Location Watchlist

Rules > Rule Management > Authentication > Location Watchlist > Add to Location Watchlist

This page is used to add individual Merchant countries to the Location Watchlist.

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When checking whether a transaction matches the Merchant Watchlist, the system will compare the Merchant Country from the PAReq, with the Merchant countries entered on the watchlist.

To add to the Location Watchlist:

- **Issuer** name is displayed and cannot be changed.
- Select a **Merchant Country** from the drop down list.
- Click the **Apply** button.

  A confirmation message will be displayed.
- Click the **Back** button to return to the Merchant Watchlist Search Results.

Import Location Watchlist

Rules > Rule Management > Authentication > Location Watchlist > Import Location Watchlist

This page is used to import a file of merchant countries to add to the Location Watchlist. The format of the file should be CSV, with each record incorporating a Merchant country value.

> **Note**
>
> Merchant country is defined by a country code and name and uses the format:
> < ISO 3166-1 numeric code>/< ISO 3166-1 country name>
>
> For example:
>
> 008/Albania
>
> 024/Angola
>
> 036/Australia

To import a file of Location watchlist rules:

- **Issuer** name is displayed and cannot be changed.
- Click the **Choose File** / **Browse** button to locate and select the **File name**.

  > **Note**
  >
  > A maximum of 1000 records can be imported at one time.

- Click the **Apply** button.

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A confirmation message will be displayed.

Domestic & International Transaction Amount Threshold

Rules > Rule Management > Authentication > Domestic & International Transaction Amount Threshold

The domestic and international transaction thresholds determine if the authentication procedure is to be initiated or bypassed.

The Domestic threshold is used when the transaction purchase currency is the selected Default Currency; otherwise, the International threshold is used.

If the transaction amount is less than the defined transaction amount threshold, the cardholder will be transparently authenticated.

If the transaction amount is greater than or equal to the threshold, the authentication procedure will be initiated.

> **Note**
>
> If the transaction currency is not in the currency file, the default will be for the Issuer ACS to pass the PARes back to the merchant indicating Cardholder Transparently Authenticated.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more sets of rules.
- **BIN** links to the **Edit Domestic & International Transaction Amount Threshold** page.
- **Delete** button used in conjunction with selected rules.
- Links for **Manage Exchange Rates** and **Add**.

To manually create currency exchange values:

- Click the **Manage Exchange Rates** link.

  The **Manage Exchange Rate** page is displayed.

To add Domestic & International Transaction Amount Threshold rules:

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Rules > Rule Management > Authentication > Authentication > Domestic & International Transaction Amount Threshold > Add

- Click the **Add** link.

  The **Add Domestic & International Transaction Amount Threshold** page is displayed.

> **Note**
>
> The *Add* link is disabled when a rule has been set for All BINs of the selected issuer.

To delete a rule:

- Select the checkbox adjacent to the BIN and click the **Delete** button.

  Confirmation of the deletion is displayed.

To set Domestic & International transaction amount thresholds:

- **Issuer** name is displayed and cannot be changed.
- Select the **BIN** to be used for the threshold from the drop down list.
- Enter a **Domestic amount** for the threshold.
- Enter an **International amount** for the threshold.
- Select the currency to be used for the domestic threshold from the **Default currency** drop down list.
- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

Manage Exchange Rates

Rules > Rule Management > Authentication > Domestic & International Transaction Amount Threshold > Manage Exchange Rates

Currency exchange values can be manually defined for each issuer to set customised exchange rates or for rates not available on the automated list. These rates take precedence over the general rates that are downloaded from external resources or manually defined by the system administrator in System Management > Exchange Configuration.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more defined exchange rates.

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- *Base Currency* links to the **Edit Exchange Rate** page.
- **Delete** button used in conjunction with selected exchange rates.
- **Add** link to add an exchange rate.

To manually create currency exchange values:

Rules > Rule Management > Authentication > Domestic & International Transaction Amount Threshold > Manage Exchange Rates > Add

- Click the *Add* link.

  The **Add Exchange Rate** page is displayed.

To delete a defined exchange rate:

- Select the checkbox adjacent to the Base Currency and click the **Delete** button.

  Confirmation of the deletion is displayed.

To manually create currency exchange values:

- **Issuer** name is displayed and cannot be changed.
- Select the **Base currency** and **Target currency** to be used for the currency exchange rate from the drop down list.
- Enter a **Rate** for the currency exchange.
- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

Stand-In Transaction Threshold

Rules > Authentication Exemption > Stand-In Transaction Threshold

The Stand-In Transaction Threshold rule is applied if the remote authentication server (CAAS) cannot be contacted or is not responding at the Verify Registration (first message to CAAS) stage.

However, if the cardholder is in the middle of the authentication process and has commenced selection and the CAAS cannot be contacted or is not responding then the Issuer ACS will be unable to authenticate the transaction and Transaction Status will be set to 'U' (Unable to authenticate).

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> **Note**
>
> If the transaction amount (AUD or converted to AUD) is less than the Stand-In threshold, the Issuer ACS will pass the PARes back to the merchant indicating Cardholder Transparently Authenticated.

The following fields and links are displayed:

- **Select** checkbox for selecting one or more sets of rules.
- *BIN* links to the **Edit Stand-In Transaction Threshold** page.
- **Delete** button used in conjunction with selected rules.
- Links for **Manage Exchange Rates** and **Add**.

To manually create currency exchange values:

- Click the **Manage Exchange Rates** link.

  The **Manage Exchange Rate** page is displayed.

To add Stand-In Transaction Threshold rules:

Rules > Authentication Exemption > Stand-In Transaction Threshold > Add

- Click the **Add** link.

  The **Add Stand-In Transaction Threshold** page is displayed.

  > **Note**
  >
  > The *Add* link is disabled when a rule has been set for All BINs of the selected

  issuer.

To delete a rule:

- Select the checkbox adjacent to the BIN and click the **Delete** button.

  Confirmation of the deletion is displayed.

To set Stand-In Transaction thresholds:

- **Issuer** name is displayed and cannot be changed.
- Select the **BIN** to be used for the threshold from the drop down list.

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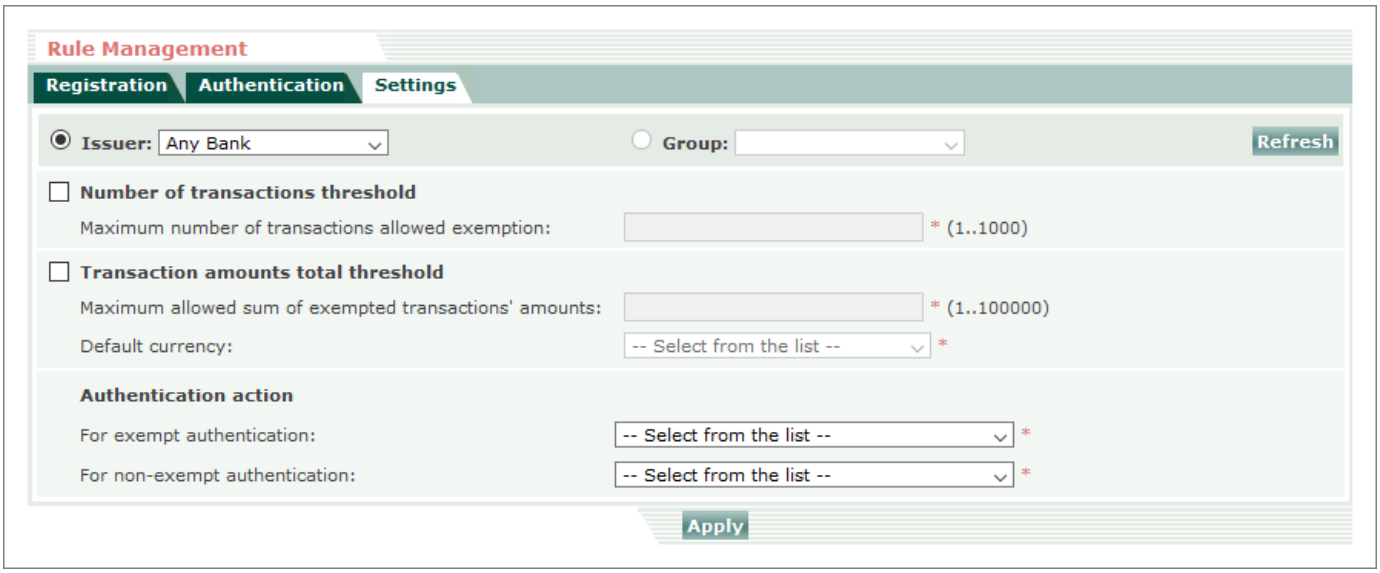
- Enter an **Amount** for the threshold.
- Select the default currency to be used for the threshold from the **Currency** drop down list.
- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

Settings

Rules > Rule Management > Settings



This section is used to set thresholds, by issuer or issuer group, for the number of transactions and the transaction amounts total (which determine if the authentication procedure is to be initiated or bypassed). It is also used to define the authentication response (PARes) and transaction status for cardholders when authentication is bypassed.

If one threshold is specified - if the **number of transactions or** the **transaction amounts total** is less than the specified threshold, the cardholder will be transparently authenticated.

If both thresholds are specified, if the **number of transactions and** the **transaction amounts total** are less than the specified thresholds, the cardholder will be transparently authenticated.

If the **number of transactions or** the **transaction amounts** total is greater than or equal to the specified thresholds, the authentication procedure will be initiated.

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Use the following fields to view / edit the Settings:

- If the required **Issuer** or an **Issuer Group** is not displayed, select it from the appropriate drop down list.
- Click the **Refresh** button.

> **Note**
>
> These fields are not displayed if the user is assigned to a single issuer.

- To set a **Number of transactions threshold**, select the checkbox and enter a number from **1** to **1000** (inclusive) in **Maximum number of transactions allowed exemption**. This is the number of times a cardholder can be exempt, after which time they will be required to be authenticated. Once authenticated successfully, the transaction count is reset to 0.
- To set a **Transaction amounts total threshold**, select the checkbox and enter an amount from **1** to **100000** (inclusive) in **Maximum allowed sum of exempted transactions amounts**. Once the cardholder is authenticated successfully, the transaction amounts total is reset to 0.
- Select the **Default** currency, which will apply to the transaction amounts total, from the drop down list.
- To select an **Authentication action** for exempt and non-exempt authentication, select from the appropriate drop down lists for the selected issuer or issuer group:
- **For exempt authentication** - the options are:

  Set PARes='A' (Attempted)

  Set PARes='Y' (Approved)
- **For non-exempt authentication** - the options are:

  Set PARes='N' (Not approved)

  Show authentication page
- Click the **Apply** button to save changes.

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Admin Users

System Administrators and **Member Administrators**

This section is used to set up and manage administrative users. A pre-defined access level group assigned to the username determines the access level of each administrative user. A **read only** option is available for each access level group to provide access to the appropriate sections for support roles that are not required to add records, edit details or upload files.

When the Issuer system is first installed, it creates the main administrative user, named **administrator**, by default. The **administrator** user has the highest level of access throughout the issuer system and can create other users that have restricted access rights, are restricted to certain tasks or are have limited access to a certain issuer.

The access level groups are:

- **System administrator**

  This is the highest level of access in the system with access to system options, issuer management, user management, cardholder management, transactions, reporting and audit log.

- **Issuer administrator**

  This level provides access to issuer configuration options, cardholder management, transactions, reporting and audit log.

- **IT security administrator**

  This level provides dedicated access to the **Audit Log**, for an issuer or issuer group

- **Member administrator**

  This level provides dedicated access to the **Admins** section (administration user management), for an issuer or issuer group

- **Business administrator**

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The business level of access to the system provides access to cardholder management, transactions, reporting and audit log.

- **Helpdesk**

  The helpdesk user can access cardholder management and transactions.

> **Note**
>
> If the issuer has access to business rules functionality, **Business admin** and / or **Helpdesk** users can be granted access to the Rules section, refer to Section 3.1.3.4 - Issuer Details for further information.

The ActiveAccess issuer system is designed for simultaneous use by multiple issuers, with each access level being able to be restricted to a certain issuer or a group of issuers. This provides the flexibility of allowing a third party to manage multiple issuers on their behalf as well as allowing each issuer to manage their own system without having access or interfering with other issuers.

Normally when a new issuer signs up with the system, the system administrator creates a new issuer and a new issuer administrator. The issuer administrator can then create business administrator and helpdesk users as appropriate for their requirements.

***Admins** has the following menu options:*

- **Find Admin** for maintaining administrative users and their details
- **New Admin** for adding new administrative users

Find Admin

This page allows you to search for an administrative user based on Status, Group, Username, Full name, Issuer or Issuer group.

Admins > Find Admin

Use the following fields to search for an Admin user:
You can leave all fields at default or blank to display a list of all admin users.

- Select a **Status** or **All** from the drop down list. You can search for enabled or disabled administrative users or both.

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- Select a **Group** or **All** from the drop down list. Depending on your access level you may be able to search for **System Admin**, **Issuer Admin**, **IT Security, Member Admin**, **Business Admin** or **Helpdesk** users.
- Enter all or part of the administrator's **Username**.
- Enter all or part of the administrator's **Full name.**
- Select an **Issuer** or **All** from the drop down list.
- Select an **Issuer Group** or **All** from the drop down list.
- ***Search*** button to display results

The **Search Result** page will be displayed.

Admin Search Results

Admins > Find Admin > Search Results

Administrative users are listed according to the search criteria you entered on the **Find Admin** page. You can select any administrative user and delete, enable or disable them.

> **Note**
>
> The main system administrator (administrator) is not displayed in the search results and cannot be disabled or removed.

You can also browse to the admin details page by following the link under **Username** or **Full name** and you can also use the **Change password** link to reset a user's password.

Use the following steps to delete, enable or disable an administrative user:

- Choose one or more users by clicking the **Select** checkbox adjacent to the **Username**
- Click the **Delete**, **Enable** or **Disable** button as appropriate.

  A confirmation message will be displayed.

Use the following steps to select an administrative user:

- Click the **Username** hyperlink for the user for which you wish to view or edit details.

  The **Admin Details** page is displayed.

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Use the following steps to change an administrative user's password:

- Click the **Change password** hyperlink for the user whose password you wish to change.

  The **Change Password** page is displayed.

*Use the following steps to select **all** items that match the search criteria:*

- Click the checkbox under the **Select** column to select or unselect all items. This allows you to perform the desired action on all selected items.

> **Warning**
>
> **Important:** The display of search results is limited to 400 records, however if you select all records, all records matching the search criteria will be affected by the action you choose to perform.

> **Warning**
>
> Performing the selected action on a large number of records may take a long time to complete and will generate the equivalent number of audit log records. Use this functionality on a large number of records diligently and only where strictly necessary.

Admin Details

Admins > Find Admin > Search Results > Admin Details

This page allows administrative personnel with the appropriate access rights to update administrative user information.

> **Note**
>
> System administrators have access to all admin users. Issuer administrators have access to business admin and helpdesk users.

The following admin details are displayed on this page:

- **Status**

  Can be either **enabled** or **disabled**. A user in a disabled state will not be able to login to the system.

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> **Note**
>
> The main administrator cannot be disabled.

- **Last login**

  Shows the date and time of last login by the user of this administrative account.

- **Group**

  Indicates the level of access a user has in the administration server and cannot be changed. There access levels are:

  - **System Admin**
  - **Issuer Admin**
  - **IT Security Admin**
  - **Member Admin**
  - **Business Admin**
  - **Helpdesk**.

  You can create a user at any one of these access levels with **Read only** access by selecting the Read only checkbox below.

  Only administrators that belong to the System Admin and Issuer Admin groups have access to the Admins section and can create new admin users. Issuer Admin group users may only create Business Admin and Helpdesk users. System Admin users may create users at any and all levels.

> **Note**
>
> The main administrator's group cannot be changed.

- **Issuer** or **Issuer Group** radio button

  Specifies which issuer or issuer group the issuer admin user can access. Issuer admin users may be assigned to a previously defined issuer group rather than a single issuer, which enables them to manage multiple issuers.

  Administrators who belong to System Admin group can always access all issuers and as such, issuer selection for system administrators is not required.

- **Username**

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A unique name used to identify the administrative user and used for logging into the administration server. The main administrator's username is always **administrator** and cannot be changed.

- **Full name**

  Optional user information that is stored for housekeeping purposes.

- **Email address**

  Optional user information that is stored for housekeeping purposes.

- **Contact number**

  Optional user information that is stored for housekeeping purposes.

- **Address**

  Optional user information that is stored for housekeeping purposes.

- **Change Password** (***Admins > Find Admin > Search Results > Change Password***)

  While administrators with a higher access level cannot access or see other admin passwords, they can reset or change other users' password. The newly selected password may only be valid for first login if "User must change password at next logon" option is selected.

- **Read only access** checkbox

  Select this checkbox if the user performs a support role that is not required to add records, edit details or upload files, for example.

- **Two-factor authentication login** checkbox

  Select this checkbox if you want to enable two-factor authentication when this user logs in.

> **Note**
>
> An email will be sent to the user with a QR code, to be used with Google Authenticator. To use this option, mail server must be configured in ***System Management > Settings***. For more information, refer to Login.

- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

  OR

  Click the **Back** button to return to the **Search Results** page without saving any changes.

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Use the following steps to change an administrative user's password:

- **Username** is displayed and cannot be changed.
- Enter the new **Password.**
- Confirm the new password in the **Re-enter new password** field.
- Click the **User must change the password at next logon** checkbox, if required.
- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

New Admin

Admins > New Admin

All ActiveAccess administrative users must be set up in this section.

Creating a new administrative user:

- **Status**

  Can be either **enabled** or **disabled**. A user in a disabled state will not be able to login to the system.

- **Group**

  Indicates the level of access a user has in the administration server. There access levels are:

  - **System Admin**
  - **Issuer Admin**
  - **IT Security Admin**
  - **Member Admin**
  - **Business Admin**
  - **Helpdesk**

  You can create a user at any one of these access levels with **Read only** access by selecting the **Read only access** checkbox.

  Only administrators that belong to the System Admin and Issuer Admin groups have access to the Admins section and can create new admin users.

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System Admin users may create users at any and all levels. There is no interdependency between System Admin users and the other users they create.

- **Issuers** or **Issuer Groups**

  Choose the appropriate radio button and select an **Issuer** or an **Issuer group** from the drop down list.

  Administrators who belong to the System Admin group can always access all issuers and as such, issuer selection for system administrators is not required.

- **Username**

  A unique name used to identify the administrative user and used for logging into the administration server. The main administrator's username is always **administrator** and cannot be changed.

- **Password**

  Enter a password

- **Re-enter password** to confirm it.
- Select the **User must change password at next logon** checkbox if you want this password to be valid for the user's first login only.
- Select the **Two-factor authentication login** checkbox if you want to enable two factor authentication when this user logs in.

> **Note**
>
> An email will be sent to the user with a QR code, to be used with Google Authenticator. To use this option, mail server must be configured in ***System Management > Settings***. For more information, refer to Login.

- **Full name**

  Optional user information that is stored for housekeeping purposes.

- **Email address**

  May be used by the system in order to send email notifications, if the appropriate option is configured by the system administrator.

  If `Two-factor authentication login` is enabled, this email address will be used for sending a QR code to the user. Mail server must be configured in ***System Management > Settings***.

- **Contact number**

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Optional user information that is stored for housekeeping purposes.

- **Address**

  Optional user information that is stored for housekeeping purposes.

- **Read only access** checkbox

  Select this checkbox if the user performs a support role that is not required to add records, edit details or upload files, for example.

- Click the **Apply** button to save changes.

  A confirmation message will be displayed.

> **Note**
>
> For further information on individual fields, please refer to Admin Details.

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Cards

System Administrators, **Issuer Administrators**, **Business Administrators**, **Helpdesk Users**

This section is used for registering and maintaining individual cards. You can search for cards; enable or disable cards; view card information (including the enrolment status); update card information; and pre-register new cards.

Info

Please see **Upload Registration Files** in the **Issuers** section for uploading card data for bulk registration or pre-registration of cardholders.

Note

This page will not be available for remote issuers.

Cards has the following sub menu options:

- **Find Card** - for maintaining cards and card details
- **New Card** - for adding new cards

The first **Cards** page is **Find Card**.

Find Card

Cards > Find Card

This page allows you to access card related information by searching for cards based on name on card, card number, client ID, authentication method, issuer, BIN, enrolment status, card status, device authentication enabled or disabled, device type, device serial number, card ID and pre-registration or registration date range.

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Note

- Finding a card using a card number is only possible if you enter the full card number. There is no partial number search or wild card search available.
- Search results display the first 400 cards only.

Use the following fields to search for cards:

- There are two options when searching for a card: by entering the card number or by entering the cardholder name (exactly as embossed on the card) and selecting the issuer from the drop down list.
- Enter the cardholder's full **Name on Card** and select the **Issuer** of the card from the drop down list to view all matching records. The cardholder name is not case sensitive.
- Enter the full **Card number**. Multiple search results are displayed when a card account has more than one cardholder.
- Enter the **Client ID**.
- Enter the full **Authentication Method** to show cards from only one authentication scheme. J/Secure, ProtectBuy, SafeKey, SecureCode ,UnionPay International and VbV schemes available.
- Select the Issuer from the drop down list or select the Group from the drop down list.
- Select the **BIN** from the drop down list.
- Select the card's **Enrolment Status** from the drop down list. You can choose to search for **All**, **Pre-registered**, **Registered**, or **Re-activated** cards.
- Select the card's **Status** from the drop down list. You can choose to search for enabled, disabled or locked cards.
- Select to search for card for which **Device authentication** enabled or disabled. This allows you to limit the results for cards that support two-factor authentication over 3-D Secure or those that do not.
- Select the **Device type** that has been registered for the Card from the drop down list. You can choose to search for VASCO, SMS, OOB, Email, Decoupled Authenticator.
- Enter the **Device serial number** (unique device identifier) that has been registered for the Card.
- Enter the card's record identifier (**Card ID**) to locate a specific record. This is used for advanced diagnostics where the record identifier is obtained directly from the database.

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- Specify an optional date range to limit search results based on the card's **Pre-registration Date**.
- Specify an optional date range to limit search results based on the card's **Registration Date**.
- Click the ***Search*** button.

The **Search Result** page will be displayed.

Exporting cards

An export function, which allows you to download lists, is available for the following:

- Pre-registered cardholders for an issuer or issuer group, using the Confirmation Method
- Cardholders for an issuer or issuer group using the Confirmation Method.

> **Note**
>
> Although the display is limited to the first 400 cards for the selected issuer or issuer group, the full list will be downloaded when the **Export** link is selected.

Use the following fields to find cards to download a list of pre-registered cards:

- Select an **Issuer** or **Issuer Group**
- Select **Pre-registered** as the **Enrolment Status**.
- Click the ***Search*** button

  The **Search Result** page will be displayed, showing the pre-registration date, in addition to the standard fields.
- Click the ***Export*** button to download a file containing the relevant cardholder data.

> **Note**
>
> - Only Issuers or Issuer Groups that are using the Confirmation Method can download a list of pre-registered cards.
> - Exporting is only available to administrators with System Admin and Issuer Admin access level.

Use the following fields to find cards to download a list of cardholders:

- Select an Issuer or Issuer Group

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- Select **Registered** as the **Enrolment Status**.
- Click the ***Search*** button

  The **Search Result** page will be displayed, showing the registration date, in addition to the standard fields.
- Click the ***Export*** button to download a file containing the relevant cardholder data.

> **Note**
>
> - Exporting is only available to administrators with System Admin and Issuer Admin access level.
> - It is only possible to download a list of cardholders for Issuers or Issuer Groups that are using the Confirmation Method. Cardholders can be filtered by confirmation status and confirmation date.

Card Search Result

Cards > Find Card > Search Result

Cards are listed according to the search criteria you entered on the **Find Card** page. You can select any card and delete, enable or disable them.

The search result page shows card number, name on card, expiry date, issuer enrolment status and card status. Expiry date is an optional field and is only displayed if it was provided at registration.

The card's enrolment status can be either **pre-registered** or **registered**.

The **Search Result** page may return multiple results for a single card number depending on whether this is an account with multiple cardholders or not. Card numbers with multiple cardholders can be distinguished based on the cardholder name.

> **Note**
>
> The issuer system uses the combination of card number and cardholder name (name on card) as the key identifier for authentication purposes.
>
> Card numbers with different card names are treated independently and as such each cardholder can have their separate authentication data. This also means that enabling/disabling registration are handled separately. *For example if you wish to completely remove a card from the issuer system, be sure to select and remove all cardholders.*

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You can browse to the card details page by following the link under **Card Number** or **Name on Card**.

Use the following steps to delete, enable or disable a card:

- Choose one or more cards by clicking the **Select** checkbox adjacent to the **Card Number**
- Click the appropriate ***button***.

  A confirmation message will be displayed.

Use the following steps to select a card:

- Click the **Card Number** hyperlink for the card you wish to view or edit details.

  The **Card Details** page is displayed.

Use the following steps to select all items that match the search criteria:

- Click the box under the **Select** column to select or unselect all items. This allows you to perform the desired task on all selected items.

  You should note that all items matching the search criteria will be affected. This includes items displayed on other pages and even those omitted due to the large number of results (display of search results is limited to a maximum of 400 records).

> **Note**
>
> **Important:** If you are selecting a large number of records, you should remember that the operation can take a long time to complete and will generate an audit log record per affected item. Use this functionality on large number of records with diligence and where only strictly necessary.

Card Details

Cards > Find Card > Search Result > Card Details

The following card details can be viewed/ edited on this page:

- **Issuer**

  Shows card's issuing bank and cannot be changed.
- **BINs** - Displays a list of BINs assigned to the issuer. This field is for information only. Issuer BIN can be modified by an administrator with System Admin access level through **System Management > Issuers > Issuer Details > BIN Management** page.

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- **Card ID** - Unique card number, which cannot be changed.
- **Status** - Can be **Enabled**, **Disabled** or **Locked**. A card is enabled when the cardholder is first enrolled.

  For security reasons, administration staff may temporarily disable a card.

  A card may also be locked by the system if multiple unsuccessful authentication attempts are detected.

  If the cardholder is enrolled and the card is disabled or locked, it cannot be used to make authenticated payments.

  If the cardholder is not enrolled, the enrolment process cannot be completed if the card is disabled.

  Cards that are locked by the system can be unlocked by administration staff or after a time-out period, as specified in the issuer settings. A card cannot be manually locked.
- **BIN status** - Shows the BIN status, which is either **Enabled** or **Disabled**, indicating the availability of the 3-D Secure service for the card. Cards with a **Disabled** BIN cannot be enrolled, registered or authenticated.
- **Registration date** - Displayed if cardholder is enrolled.
- **Enrolment** - Shows the enrolment status, which is either registered or pre-registered, along with the **Pre-registration** and **Registration date**. If the Issuer is using the Confirmation method, the **Confirmation status** and **Confirmation** date will also appear in this section.
- **Authentication Method** - Specifies the card's authentication scheme and cannot be changed. Currently **SafeKey**, **ProtectBuy**, **J/Secure**, **SecureCode** and **Verified by Visa** schemes are supported.
- **Card number** - Full card number, partially masked.

> **Note**
>
> Please note that the card number must comply with the Luhn / mod 10 algorithm.

- **Name on Card** - Cardholder name as specified on the card.
- **Client ID** - The client ID of the card.
- **Expiry date** - Card expiry date (mm/yyyy).

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> **Note**
>
> The card expiry date is mandatory for Mastercard in 3DS2.

- **Device authentication** (if enabled) - Drop down list shows the status of two-factor authentication for 3-D Secure as Enabled. Select Disabled to disable device authentication for this card and the drop down list will be removed once you click **Apply**.

  A card, for which device authentication is enabled, can use an authentication device in addition to the conventional 3-D Secure password as a second factor of authentication.
- **Number of ADS cancellations** - Shows the number of times a cardholder has refused to complete activation during shopping by either opting out of ADS or cancelling the transaction.
- **ADS proof of attempts granted** - Shows the number of times a cardholder has been granted proof of authentication attempt without being required to complete the activation during shopping process.

> **Note**
>
> Where Business Rules are being used and a rule has matched, this value is set to the maximum automatically and therefore the value may not be a true representation of the number of ADS proof of authentication attempts that have been granted to this cardholder.

- **Extended cardholder information** - Each card is also associated with one or more authentication or data fields. The issuer determines the format and number of these fields. Extended cardholder information is only displayed if the system administrator enables this option in the **Issuer Management** section.

  For example a card may be accompanied by / associated with:

  - A **PAM** (Personal assurance message or the greeting message as required in VbV, UnionPay International, J/Secure, ProtectBuy, SafeKey and SecureCode schemes)
  - An **Internet PIN** (for secure online transactions). Fields such as Internet PIN are always displayed masked.
  - **Question** and **Answer** fields used for challenging cardholder before resetting the password.
  - A card's authentication **Password**

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- **Assigned Devices** appears for cards for which device authentication is enabled and links to a Search Results page, which displays authentication devices assigned to this card.
- **Account History** links to Account History details page, which shows actions affecting account status or the devices attached to the account.
- **Show Transactions** links to the Search Results page, which displays all transactions for this card.
- **Whitelisting** links to the cardholder's whitelisted details page, which displays all whitelisted merchants for this card. This link will be displayed if the Issuer has enabled this option in BIN Management.
- **Generate Activation Code** link allows the administrator to generate an activation code for a replacement device. The link is only shown if the card's primary device is marked as lost or damaged. The cardholder requires this activation code before they can complete linking the replacement device with an existing account.

> **Note**
>
> Generate Activation Code is not available for EMV 3DSecure transactions and will not be displayed for OOB devices.

Assigned Devices

Cards > Find Card > Search Result > Card Details > Assigned Devices

Assigned Devices displays all devices attached to the selected card. It enables you to assign a new device to a card, remove an assignment or change the status of assigned devices to **Lost**, **Damaged** or **Temporarily disabled**.

The following fields and links are displayed:

- **Device Management** - links to the **Device Management** page for manually assigning a new or existing device to the card, or deleting an existing device.

The following fields and links are displayed for each assigned device:

- **Select** checkbox - for selecting the device to use in conjunction with the ***Remove Assignment*** button or ***Delete*** button. To remove assignment of all devices, click the select checkbox in the column heading and then click the ***Remove Assignment*** button. To completely delete a previously registered device from the system, click the adjacent **Select** checkbox and then click the ***Delete*** button.

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If you select all devices a Warning dialog is displayed asking you to confirm that you want to remove all records that match the search criteria.

- **Device ID** links to the **Device Details** page
- **Assign date** - Date and time device was assigned
- **Serial Number** - The unique device identifier
- **Device type** - The type/make of the device such as VASCO, Email, etc
- **Status** - **Active/Lost/Damaged/Temporarily disabled/Deactivated device type**

  An **Active** device can be used in device authentication.

  If a device is reported lost, stolen, damaged, or temporarily disabled, it must be flagged accordingly. A **Lost** or **Damaged** device can no longer be used for authentication and the cardholder must be issued with a new device.

  A **Temporarily disabled** device allows administrators to generate a new backup token.

  Deactivated device type indicates that the issuer has disabled support for this device.
- **Mark as** -
  - **Lost** - click to change the status of the selected device to **lost**.
  - **Damaged** - click to change the status of the selected device to **damaged**.
  - **Temporarily disabled** - click to change the status of the selected device to **temporarily disabled**.
- **Generate Backup Token** link is only shown when the card's primary authentication device is marked as temporarily disabled. Providing the cardholder with a backup token allows the cardholder to continue using the service while they wait for the replacement authentication device to arrive.

  The application currently supports two mechanisms for generating backup tokens: a replacement password (the default) and SMS.

  A replacement password is a static password that can be used as the second factor of authentication for a limited time and for a limited number of times. Using a static password will not be as secure as using an authentication device. Administrators should only issue backup tokens if allowed by the issuer's security policy and if in line with the issuer's requirements for identifying a cardholder.

  A more secure alternative is to use SMS as the backup token, if supported by the issuer device settings. This allows the admin to temporarily switch the cardholder's authentication

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process to SMS authentication. The cardholder will need to provide a mobile number to which the second factor of authentication will be sent via SMS.

Note that the first SMS batch is not sent immediately. The SMS is sent when the cardholder attempts to perform their next authentication. They may have to wait a few minutes, once they attempt to login next time, for the batch SMS to arrive. Once they receive the first batch SMS, they will continue to receive replacement batch SMS tokens when they use up all the numbers in their current batch.

DEVICE MANAGEMENT

Cards > Card Details > Assigned Devices > Device Management

Device Management provides the option to manually assign a new or existing device to the card, or delete an existing device. This is useful for call centre assisted registration of cards. The cardholder needs to provide a token generated by their device in order to complete the assignment. You can either find an existing device that is already registered in the system and verify it or specify a new device to assign and activate.

- Click the appropriate tab to select the following options:
  - **Find Device**
  - **Assign Existing Device**
  - **Assign New Device**.

Find Device

Cards > Card Details > Assigned Devices > Device Management > Find Device

- Select an **Issuer** or **All** from the drop down list
- Enter a **Creation date** and time (dd/mm/yyyy HH:MM) or specify a date and time range for the search result by entering dates and times in the **From** and **To** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.
- Select a **Device type**, such as VASCO, SMS, Email, etc
- Enter a **Device Serial number** or specify a serial number range for the search result by entering serial numbers in the **Start** and **End** fields.
- Click ***Search***

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A list of devices matching the search criteria will be displayed.

- To remove a device, click the ***Select*** radio button, adjacent to the appropriate **Device ID**, and click the ***Delete*** button.

  This will remove the device from the system.

Assign Existing Device

Cards > Card Details > Assigned Devices > Device Management > Assign Existing Device

Use the following fields to find an existing device:

- Select an **Issuer** or **All** from the drop down list
- Enter a **Creation date** and time (dd/mm/yyyy HH:MM) or specify a date and time range for the search result by entering dates and times in the **From** and **To** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.
- Select a **Device type**, such as VASCO, SMS, Email, etc
- Enter a **Serial number** or specify a serial number range for the search result by entering serial numbers in the **Start** and **End** fields.
- Click ***Search***

  A list of devices matching the search criteria will be displayed.
- Click the **Select** radio button, adjacent to the appropriate **Device ID**, and click the **Apply** button

  The **Verify Device** page is displayed

Assign New Device

Cards > Card Details > Assigned Devices > Device Management > Assign New Device

Use the following fields to assign a new device:

- Select the **Assign New Device** tab

New SMS Device

- Select **SMS** from the **Device type** drop down list.
- Click the **Apply** button.

  The **New SMS Device** page is displayed.

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- Select an **SMS centre** from the drop down list.
- Select the **Country calling code** for the country that the mobile number is registered to.
- Enter the **Mobile number** of the cardholder. Mobile number should be no longer than 20 characters, including the Country code. Allowed characters are 0-9, '(', ')', '-' and space.

> **Note**
>
> If the national trunk prefix of the mobile number has been entered (`0` or `1`), these digits will automatically be removed from the start of the mobile number by ActiveAccess.

- Click the **Apply** button

  A token will be sent to the mobile number and the **Activate Device** page will be displayed.

  Existing devices need to be verified and new devices need to be activated, using the token sent to the cardholder's mobile, which is generated by assigning the device.
- Enter the token received by the cardholder's mobile in **Enter the token sent to your mobile number**.
- Click the **Apply** button.

New Email Device

- Select **Email** from the **Device type** drop down list.
- Click the **Apply** button.

  The **New Email Device** page is displayed.
- Enter the **Email address** of the cardholder.
- Click the **Apply** button

  A token will be sent to the email address and the **Activate Device** page will be displayed.

  Existing email addresses need to be verified and new email addresses need to be activated, using the token sent to the cardholder's email address, which is generated by assigning the email address.
- Enter the token received by the cardholder's email address in **Enter the token sent to you by email**.
- Click the **Apply** button.

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GENERATE BACKUP TOKEN

Cards > Card Details > Assigned Devices > Generate Backup Token

When the cardholder's primary authentication device is marked as lost or damaged, you can link from the **Card Details > Assigned Devices** page to provide the cardholder with a backup token, which all services can use until a replacement device is received.

- Select the Backup device type:
  - **Default** - supplies a static password that can be used as the second factor of authentication for a limited time and for a limited number of times.
  - **SMS** - displayed only if supported by the issuer device settings. This allows the admin user to temporarily switch the cardholder's authentication process to SMS authentication. The cardholder will need to provide the country calling code and a mobile number to which the second factor of authentication will be sent via SMS. Mobile number should be no longer than 20 characters, including the Country Code. Allowed characters are 0-9, '(', ')', '-' and space.
  - **Email** - displayed only if supported by the issuer's device settings. This allows the admin user to temporarily switch the cardholder's authentication process to Email authentication. The cardholder will need to provide the email address to which the second factor of authentication will be sent via email.
- Click the ***Generate*** button.

  A confirmation message will be displayed.

Show Transactions

Cards > Find Card > Search Result > Card Details > Show Transactions > Show Recent Transactions

Show Transactions allows access to lists of all recent and archived 3-D Secure (payment authentication) transactions matching the selected card.

The following fields and links are displayed:

Show Archived Transactions - links to the **Archived Transactions** page which displays the archived 3-D Secure transactions matching the selected card.

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Use the following steps to select a transaction and view its details:

- Click the **Date** (and time) hyperlink for the transaction you wish to view.
- The **Transaction Details** page displays the following fields and links:_
- **Show Recent Transactions** - links to the **Recent Transactions** page which displays the recent 3-D Secure transactions matching the selected card.

Use the following steps to select a transaction and view its details:

- Click the **Date** (and time) hyperlink for the transaction you wish to view.

  The **Transaction Details** page is displayed.

Whitelisting

Cards > Find Card > Search Result > Card Details > Whitelisting

Whitelisting allows access to a list of merchants that have been whitelisted by the cardholder.

The following merchant details are displayed:

- Choose one or more merchants by clicking the **Select** checkbox
- **Acquirer Merchant ID**
- **Merchant Name**
- **MCC** - Merchant Category Code
- **Merchant Country Code**
- Click the ***Remove*** button to remove the selected merchants from the whitelist.

New Card

Cards > New Card

You can use the New Card function to manually register cardholders. This function pre-registers cardholders. Cardholders have to finalise their registration by going through the issuer's standard enrolment process.

Creating a new card:

- Select an **Issuer** from the drop down list of available issuers.

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All issuers that your username is assigned to will be listed here.

- **BINs**

  Displays a list of BINs assigned to the issuer. This field is for information purposes. When you enter a new card, the card's BIN number must be one of the existing BINs for the selected issuer.

- Select the **Authentication method** supported by the card
- Currently JCB, Discover, American Express, Mastercard and Visa card schemes are supported.

> **Note**
>
> Please note that selecting the authentication method alone does not guarantee that the card can be used in the specified authentication scheme. Other pre-arrangements may also be required. For example in Verified by Visa, a card may not be able to participate before a valid card range that entails the card has been sent to the directory service.

- Select the **Status** of **Enabled** or **Disabled** from the drop down list.

  A card is normally enabled when the cardholder is first enrolled. The administration staff for security reasons may temporarily disable a card. A card may also be automatically locked by the system itself if multiple unsuccessful authentication attempts are detected.

  When a card is disabled or locked, it cannot be used to make authenticated payments if cardholder is enrolled or alternatively if cardholder has not enrolled yet, the enrolment process cannot be completed before this situation is resolved.

- Enter the full **Card number**

> **Note**
>
> The card number must comply with the Luhn / mod 10 algorithm.

- Enter the cardholder name as specified on the card as **Name on Card**
- Enter the card **Expiry date** using mm/yyyy format

> **Note**
>
> The card expiry date is mandatory for Mastercard in 3DS2.

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- Enter information required for any **Extended cardholder information**
- Each card is also associated with one or more authentication or data fields. The issuer determines the format and number of these fields. Extended cardholder information is only displayed if the system administrator enables this option in the Issuer Management section.

  For example, a card may be accompanied by a **PAM** (Personal assurance message or the greeting message as required in VbV, UnionPay International, J/Secure, ProtectBuy, SafeKey and SecureCode schemes) or may be associated with a **PIN** (for secure online transactions), etc. Fields such as Internet PIN are always displayed masked.

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Transactions

> *The ability to search by 3DS version added.*

System Administrators, Issuer Administrators, Business Administrators, Helpdesk Users

This section is used for accessing 3-D Secure transactions, when required for user support purposes, dispute resolution etc. It has the following menu options:

- **Find 3-D Secure** - to search for and view transactions

> **Info**
>
> It is important to note that in the context of this document, a transaction is an authentication record rather than a financial record. The relationship between the authentication record and the actual authorization record depends on the underlying authentication scheme.

Find 3-D Secure

Transactions > Find 3-D Secure

This page allows you to search for and access 3-D Secure authentication records including the proof of authentication, which can be used for dispute resolution for example.

You can search based on Issuer, Authentication method, Date, Amount, Currency, Account number, Merchant name, Transaction ID and AAV/CAVV and more.

Search fields

The search fields available on this page change based on the **3-D Secure version**(s) selected.

Common Search Fields

The following search fields are common between all 3-D Secure versions.

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Use the following fields to search for 3-D Secure Transactions:

- Select a **Target database** from the list to search for **Current** or **Archived** transactions, if archiving has been configured on the system.
- Select at least one **3-D Secure version**, by selecting/deselecting the appropriate checkboxes.

> **Note**
>
> The search fields available on this page change based on the 3-D Secure version(s) selected.

- Specify an **ACS Session ID** to search for a specific transaction.
- Select an **Issuer** (from the list of available issuers) to narrow down the search criteria or you can select **All**. If the Issuer has access to Rules, additional search options will be displayed below.
- Select the **Authentication method** from the drop down list. The options are **J/Secure**, **ProtectBuy**, **SafeKey**, **SecureCode**, **SPA**, **UnionPay International** or **VbV**.
- You can specify an exact **Date** and time or a date and time range (inclusive) in the **From** and **To Date** fields. The date and time format is dd/mm/yyyy HH:MM. Leave the time field empty if you do not wish to limit your search for a particular time of day.

  By default the search is limited to the last 7 days, modify the **From** field if you wish to extend the search period.
- You can specify an exact amount or an amount range (inclusive) in the **From** and **To Amount** fields.
- Select the **Currency** from the drop down list.
- Enter the **Merchant name** in full or in part.
- Enter the full **Merchant ID**.
- Enter the full cardholder **Account number**.
- Enter the **Client ID**.
- Enter the **AAV/CAVV/AEVV** to find the transaction for which this value was generated.

  AAV (Accountholder Authentication Value) / CAVV (Cardholder Authentication Verification Value) / AEVV (American Express Verification Value) is provided in 3-D Secure PARes for J/Secure, ProtectBuy, SafeKey, SecureCode , UnionPay International and VbV transactions. AV (Authentication Value) is provided in 3-D Secure 2 ARes and RReq.

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- Enter the **Device serial number** to search for transactions that were authenticated using a particular two-factor authentication device.
- Select a **Device type** from the list to search for transactions performed with particular type of authentication device such as SMS or OOB, etc.
- Enter an **Error code/IReq code** to search for in the authentication response message.
- Enter an **Error message/IReq message** to search for in the authentication response message.
- ***Rules*** - displayed if specified Issuer has access to Rules. Where an issuer with **Rules** enabled is selected, additional fields will be available so that you can search for transactions by whether they match or do not match one or more rules.
  - Select one of the following radio buttons:
    - **All** - all transactions, regardless of rules
    - **Matched** - transactions that match the rules selected from the adjacent list
    - **Mismatched** - transactions that do not match the rules selected from the adjacent list
  - Select one or more **Rules** (Ctrl + click to select multiple rules) from the list:
    - **Amount Threshold**
    - **Domestic & International Transaction Threshold**
    - **Location Watchlist**
    - **Merchant Blacklist**
    - **Merchant Watchlist**
    - **Merchant Whitelist**
    - **Soft Launch List**
    - **Stand-In Transaction Threshold**
  - If you have selected the **Matched** radio button, you can enter an **Error code** or **Error message** to search on.
  - If you have selected merchant or location list rules, you can enter additional search parameters:
    - **Merchant ID**
    - **Merchant name**
    - **Acquirer BIN**

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- **Merchant country code**

- Click **Search** to display the **Transaction Search Results**.

Additional 3-D Secure version 1 Search Fields

- Enter the **Transaction ID (XID)** as specified by the merchant. Transaction ID can be entered in clear or base64 format but you need to the specify the entire Transaction ID (20 character in clear or 28 characters in base64)
- Select a **Transaction type** from the list to limit the results to transactions that involved a second factor of authentication (**Device over 3-D Secure 1**) or conventional **3-D Secure 1** transactions.
- Select a **VERes status** from the list to search for transactions with a particular verify enrolment result. The **VERes status** can be:
  - **Y** - Cardholder is enrolled
  - **N** - Cardholder is not enrolled
  - **U** - Cardholder enrolment cannot be determined due to technical or other problems
  - **Error** - An error occurred whilst verifying the enrolment status of the cardholder.
- Select a **PARes status** from the list to search for transactions with a particular payer authentication result. The **PARes status** can be:
  - **Y** - Cardholder authentication successful
  - **A** - Cardholder is not enrolled but proof of authentication attempt provided to the merchant
  - **N** - Cardholder authentication failed
  - **U** - Cardholder authentication cannot be completed due to technical or other problems.
  - **N/A** - Cardholder authentication did not complete.
  - **Error** - An error occurred during cardholder authentication.

> **Note**
>
> Use PARes and VERes filters only if you are searching for 3-D Secure records, version 1.0.1 and above.

- Select the transaction **Status** from the list. The transactions can either be **In progress** or **Processed**. An **In progress** status indicates that either the cardholder has not yet finished the authentication process or the system has not yet sent the PATransReq message to the

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authentication history server. When you choose to search for all transactions regardless of their status, the system will first return all **In progress** transactions followed by **Processed** transactions. Please note that only the first 400 records are returned in total.

- The **Registered after previous opt-outs or cancellations** option provides a way of searching for and listing transactions where cardholders have completed their registration after initially opting out or cancelling activation during shopping.

Additional 3-D Secure version 2 Search Fields

- Enter an **SDK transaction ID**
- Enter a **DS transaction ID**
- Enter an **3DS Server transaction ID**
- Select an **ARes status** from the list to search for transactions with a particular authentication response. The **ARes status** can be:
  - **Y** - **Authentication / account verification successful**
  - **N** - **Not Authenticated / account not verified** - transaction denied
  - **U** - **Authentication / account verification could not be performed** - technical or other problem, as indicated in ARes or RReq
  - **A** - **Attempts processing performed** - not authenticated / verified but a proof of attempted authentication/verification is provided
  - **C** - **Challenge required** - additional authentication is required using the CReq/CRes
  - **R** - **Authentication / account verification rejected** - Issuer is rejecting authentication / verification and requests that authorisation not be attempted
  - **I** - **Informational Only** - 3DS Requestor challenge preference acknowledged
  - **D** - **Challenge required** – Decoupled Authentication confirmed.
- Select a **CRes status** from the list to search for transactions with a particular challenge response. The **CRes status** can be:
  - **Y** - **Authentication / account verification successful**
  - **N** - **Not Authenticated / account not verified** - transaction denied
- Select an **RReq status** from the list to search for transactions with a particular results request. The **RReq status** can be:
  - **Y** - **Authentication / account verification successful**
  - **N** - **Not Authenticated / account not verified** - transaction denied

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- **U** - **Authentication / account verification could not be performed** - technical or other problem, as indicated in ARes or RReq
- **A** - **Attempts processing performed** - not authenticated / verified but a proof of attempted authentication/verification is provided
- **R** - **Authentication / account verification rejected** - Issuer is rejecting authentication / verification and requests that authorisation not be attempted.

- Select a **Message category** from the list to search for **All**, **Payment authentication** or **Non payment authentication** transactions.
- Select an **Authentication type** from the list to search for **All**, **Static**, **Dynamic** or **OOB** transactions.
- Select a **Device channel** from the list to search for **App based**, **Browser** or **3DS Requester Initiated** (3RI) transactions.

Transaction Search Results

Transactions > Find Transaction > Search Result

The search result page lists transactions matching the criteria you entered on the **Find Transaction** page and shows transaction date, amount, currency, account number, merchant name, issuer, method, status and transaction type.

Only the first six and the last four digits of the account number are shown. An **X** masks the rest of the digits. You can choose to display card number in plain text in Settings.

You can browse to the transaction details page by following the link under **Account Number**.

Use the following steps to select a transaction and view its details:

- Click the **Date** (and time) hyperlink for the transaction you wish to view.

  The **Transaction Details** page is displayed.

Transaction Details

Transactions > Find Transaction > Search Result > Transaction Details

This page shows the details for the Transaction selected on the Transaction Search Result page.

The following fields can be viewed on this page:

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Common Fields

- **Issuer** - Shows the card's issuing bank.
- **Authentication method** - Shows the authentication method relevant to this transaction. The options are: J/Secure, ProtectBuy, SafeKey. SecureCode, or Verified by Visa.
- **Date** - Shows the date and time of the transaction.
- **Amount** - Shows the transaction amount, including the currency.
- **Account number** - Shows the last five digits of the account number, which is used in this transaction. Links to the **Card Details** page.
- **Client ID** - An integer type with 15 digits length assigned to cards that belong to one cardholder.
- **Merchant name** - Shows the merchant name.
- **Merchant ID** - Acquirer-defined merchant identifier, up to 24 characters including the Card Acceptor ID and Card Acceptor Terminal ID.
- **AAV/CAVV/AEVV** - Accountholder Authentication Value / Cardholder Authentication Verification Value / American Express Verification Value for J/Secure, ProtectBuy, SafeKey, SecureCode, UnionPay International and VbV authentication. AV (Authentication Value) for 3-D Secure 2.
- **Device serial number** - The unique identifier of the authentication device used in the transaction for two-factor authentication, if available.
- **Device type** - The type of authentication device used in the transaction for two-factor authentication, if available.
- **Transaction type** - 3-D Secure 1, Device over 3-D Secure 1, or 3-D Secure 2, depending on whether the transaction was a conventional password-based 3-D Secure 1 authentication, a two-factor authentication or a 3-D Secure 2 authentication.
- **Error code** - 0 if the authentication request was successfully completed. Any other value indicates an error condition.
- **Error text** - A descriptive message for the response code.
- **Error detail** - Detailed information for the error condition.
- **Matched rules** - Displays the rules against which the transaction matched, with links to the details of the rule at the time of the transaction.

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Where a transaction has matched the merchant blacklist rule, the Matched Rule Details display the matched rule highlighted in red.

- Click on the **Requests and Responses** link to see the details of 3-D Secure 1 messages (VEReq, VERes, PAReq, PARes, PATransReq, PATransRes) or 3-D Secure 2 messages (AReq, ARes, CReq, CRes, RReq, RRes, threeDSMethod, Erro).

> **Note**
>
> Masked values in message content can be retrieved from Transaction Details.

Additional 3-D Secure 1 Fields

- **Transaction ID (XID)** - Transaction ID as specified by the merchant (XID for J/Secure, ProtectBuy, SafeKey, SecureCode, UnionPay International and VbV)

Additional 3-D Secure 2 Fields

- **SDK transaction ID**
- **DS transaction ID**
- **3DS Server transaction ID**
- **ARes status** - Authentication Result status.
- **ARes status reason** - Authentication Result reason.
- **CRes status** - Challenge Result status.
- **RReq status** - Results Request status.
- **RReq status reason** - Results Request status reason.
- **Risk decision** - Action decided by Risk Assessment. Possible values are `Frictionless`, `Frictionless by review (Visa only)`, `Use static password`, `Use Device`, `Use OOB`, and `Rejected`.
- **Risk score** - Score decided by Risk Assessment. Possible value from 0 to 100.
- **Failed reason** - Shows the reason for the transaction ending with a status of N or U.
- **Device channel** - Shows the device channel as App based, Browser or 3DS Requester Initiated.
- **Message category** - Shows the message category as Payment authentication or Non payment authentication.

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- **Authentication type** - Shows the authentication type as Static, Dynamic or OOB.
- **IAV generation algorithm** - Shows the algorithm used to generate IAV (3DS2 only).

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Reports

System Administrators, **Issuer Administrators**, **Business Administrators**

This section provides various reports for authentications, devices, purchase volume, admins, card, enrolment and merchant activity.

Reports can be run for all issuers or any number of issuers or issuer groups. All reports except for the Summary return the total for all selected issuers. The Summary report returns the total and also breaks the report down based on the selected issuers.

Warning

A default time zone is set when the application is installed. This Time zone is displayed, for reference, on the menu bar, from where it can be modified at any time, as and when appropriate. The modification of the Time zone on the menu bar does not change the Time zone for the Issuer.

Note

If you modify the Time zone in the menu bar it will persist for the current session only. It will revert to the Time zone entered in the Issuer settings, the next time you login.

All search parameters for transactions, audit logs and reports (daily, monthly and annual) will be based on the Time zone specified on the menu bar at the time of the search.

IMPORTANT: If the time zone is changed in **Issuers > Settings**, it will impact the data displayed for issuer reports (daily, monthly and annual). When attempting to change the time zone, a warning message is displayed with the following options:

- **Continue and delete report** data - reports will not be available for the selected issuer until the next overnight report run, which will use the new time zone.

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> **Note**
>
> If auto archive is enabled, archived data will no longer be collected and previous report data will be lost.

- **Continue and keep report data** - existing report data will be inaccurate due to the time change. Accurate reports will not be available until the next overnight report run, which will use the new time zone.
- **Cancel** - time zone will not be changed.

Reports *section has the following sub menu options:*

- **Card Summary** based reports: authentication attempts, successful authentications, number of enrolled, registered and existing cards and card activity broken down by 3-D Secure provider and selected issuers and issuer groups.
- **Device Summary** based reports: number of device authentication broken down device type for selected issuers and issuer groups.
- **Card Activity** based reports - remaining cards, active cards, and authentication method for selected issuers/issuer groups and time period.
- **Authentication** based reports - Statistics on authentications broken down by the status of associated authentication messages for a given issuer and time period.
- **Enrolment Activity** based reports - enrolled cards, pre-registered cards, cancelled cards and authentication method for a given period.
- **Merchant Activity** based reports - total authentications, authentication status, and authentication method per merchant.
- **Purchases** based reports - purchase volumes, authentication method, and currency type for a given period.
- **Admin** based reports - number of administrators, broken down by user access type and selected issuers and issuer groups.

The first **Reports** page is **Card Summary**.

Card Summary

Reports > Card Summary

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The summary report provides an overview of some the more important metrics of the system, including: the number of authentications, successful authentications, number of enrolled, registered and existing cards in the system and card activity. The report is broken down by 3-D Secure provider and can be customised to include one or more issuers or issuer groups. The report can be generated for a specified period of time.

Use the following fields to produce a card summary report:

- Enter a date range in the **From** and **To** dates (dd/mm/yyyy). Defaults are: **From: 01/01/** and **To: 31/12/**.
- Select at least one **Authentication method**, by selecting/deselecting the appropriate checkboxes. All methods are selected by default with the report displaying values against only the selected methods.
- Select which issuers to run the report for; **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add >>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups.**

> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- **Extend report by device type** by selecting the checkbox. If selected, at least one device should be selected to run the report.
- **3-D Secure Version** by selecting the **3DS1** and / or **3DS2** checkboxes, as appropriate.
- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

The following are displayed for the Period specified:

- Date range of report
- Names of the issuer groups / issuers selected or 'for all issuers' if the **All Issuers** checkbox was selected
- Issuer
- Total for Issuers selected

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Authentication

- Number of VbV authentication attempts
- Number of SC authentication attempts
- Number of J/S authentication attempts
- Number of SK authentication attempts
- Number of DC authentication attempts
- Number of UPI authentication attempts
- ***Total number of authentication attempts***
- Number of Successful VbV authentications
- Number of Successful SC authentications
- Number of Successful J/S authentications
- Number of Successful SK authentications
- Number of Successful DC authentications
- Number of Successful UPI authentications
- ***Total number of successful authentications***

> **Note**
>
> If **Extend by device type** selected, the above are displayed for each device loaded in the system, for example:
>
> - Backup Device
> - VASCO
> - SMS
> - Email
> - Decoupled Authenticator
> - OOB

Enrolment

- Number of pre-registered cards
- Number of fully registered cards
- ***Total number of cards enrolled***

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Card Activity

- Number of active VBV cards
- Number of active SecureCode cards
- Number of active J/Secure cards
- Number of active SafeKey cards
- Number of active ProtectBuy cards
- Number of active UPI cards
- ***Total Number of active cards***

Device Summary

Reports > Device Summary

This report shows the total number of devices on the system.

Use the following fields to produce a device summary report:

- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups.**

> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- Select at least one **Device**, by selecting/deselecting the appropriate checkboxes.
- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

Card Activity

Reports > Card Activity

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The card activity report shows the total number of enrolled cards and active cards for a given period for all or selected issuers and/or issuer groups.

The report is also broken down by the authentication method. A card is said to be active in a given period if the cardholder has at least performed one successful authentication with the card in the specified period.

The default report shows monthly cardholder activity for the current year for all issuers. You may select any number of issuers or issuer groups; daily, monthly or annual report period; and specify a date range.

Use the following fields to produce a card activity report:

- Select **Monthly**, **Daily** or **Annual Period** from the drop down list.
- Enter a date range in the **From** and **To** dates (dd/mm/yyyy). Defaults are: **From: 01/01/** and **To: 31/12/**.
- Select at least one **Authentication method**, by selecting/deselecting the appropriate checkboxes. All methods are selected by default with the report displaying values against only the selected methods.
- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups.**

> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- Click the ***Go*** button to display the report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

Authentication

Reports > Authentication

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This report shows authentication statistics for a given period based on the status codes returned by **VERes** and **PARes** messages for **3DS1** and **AuthRes** messages for **3DS2**.

3DS1 statistics

The status code for **VERes** messages can be **Y** for 'enrolled cards'**, N** for 'not enrolled cards' or **U** for 'unable to determine the enrolment status of the card due to some technical difficulty'.

The report calculates **ER** (enrolment rate) as: (VERes=Y) / (VERes=Y+N+U)

The status code for **PARes** messages can be **Y** for 'successful authentication'**, N** for 'failed authentication', **A** for 'authentication attempt' or **U** for 'unable to authenticate the card due to some technical difficulty'.

The report calculates **AR** (authentication rate) as: (PARes=Y) / (PARes=Y+A+N+U)

3DS2 statistics

The status code for **ARes** and **CRes** messages can be **Y** for 'enrolled cards'**, N** for 'not enrolled cards' or **U** for 'unable to determine the enrolment status of the card due to some technical difficulty'.

The report calculates **AR** (authentication rate) as (ARes=Y+CRes=Y) / (ARes=Y+A+N+U+R+C+➕I+➕D)

The default report shows monthly authentication statistics for the current year for all issuers. You may select any number of issuers or issuer groups; a different daily, monthly or annual report period; and specify a date range.

Use the following fields to produce an authentication report:

- Select **Monthly**, **Daily** or **Annual Period** from the drop down list.
- Enter a date range in the **From** and **To** dates (mm/yyyy). Defaults are: **From: 01/** and **To: 12/**.
- Select at least one **Authentication method**, by selecting/deselecting the appropriate checkboxes. All methods are selected by default with the report displaying values against only the selected methods.
- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups**.

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> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- **Extend report by device type** by selecting the checkbox. If selected, at least one device should be selected to run the report.
- **3-D Secure Version** by selecting the **3DS1** and / or **3DS2** checkboxes, as appropriate.
- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

Enrolment Activity

Reports > Enrolment Activity

The enrolment report shows the total number of enrolled, pre-registered and cancelled cards for a given period. The report is also broken down by the authentication method.

The default report shows monthly card enrolments for the current year for all issuers. You may select any number of issuers and/or issuer groups, a different daily, monthly or annual report; and specify a period.

The **Enrolled Cards** column shows the total number of cards enrolled (fully registered) in the selected period. Some of these cards may have been cancelled, which appear in the **Cancelled Cards** column. The difference between Enrolled Cards and Cancelled cards is the number of enrolled cards remaining.

The **Pre-registered** cards column shows the number of cards, which have been pre-enrolled by the banks for those cardholders who have not yet finalised their registration. Some of these cards may be cancelled before the cardholder has finalised their enrolment. Currently the system does not log this event and the statistics for cancelled pre-registered cards is not available.

Use the following fields to produce an enrolment report:

- Select **Monthly**, **Daily** or **Annual Period** from the drop down list.

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- Enter a date range in the **From** and **To** dates (dd/mm/yyyy). Defaults are: **From: 01/** and **To: 12/**.
- Select at least one **Provider**, by selecting/deselecting the appropriate checkboxes. All providers are selected by default with the report displaying values against only the selected Providers.
- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups.**

> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

Merchant Activity

Reports > Merchant Activity

The merchant activity report shows the total number of authentications initiated by top merchants for a given period. The report is also broken down by the authentication method and successful and failed authentications.

By default, the report shows top 10 merchants' activity for the current year based on total authentication requests send by the merchant. You may select a different period or view top 20 or 50 merchants instead. You may also select the report to be generated and sorted based on the authentication scheme or the number of successful and failed authentications.

Use the following fields to produce a merchant activity report:

- Select Top 10 Merchants (default), Top 20 Merchants or Top 50 Merchants from the **Show** drop down list
- Select the authentication type from the **Based on** drop down list. Defaults to **Total Authentications**.

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- Enter a date range in the **From** and **To** dates (dd/mm/yyyy). Defaults are: **From: 01/01/** and **To: 31/12/**.
- Select at least one **Authentication method**, by selecting/deselecting the appropriate checkboxes. All methods are selected by default with the report displaying values against only the selected methods.
- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups**.

> **Warning**
>
> Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- **Extend report by device type** by selecting the checkbox. If selected, at least one device should be selected to run the report.
- **3-D Secure Version** by selecting the **3DS1** and / or **3DS2** checkboxes, as appropriate.
- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

Purchases

Reports > Purchases

The purchase report shows the total purchase volume for a given period. The report is also broken down by the authentication method. The purchase volume is divided based on the purchase currency.

The report shows monthly purchase volume for the current year by default. You may select a different daily, monthly or annual report and specify a period or choose a currency for the report.

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Note

Please note that authentication requests display the currency in which the transaction will be cleared by the merchant and do not specify any international exchange rates involved in the authorization process. As such the purchase report may have to be specified in multiple currencies.

Use the following fields to produce a purchases report:

- Select a **Currency** or **All** from the drop down list
- Select **Monthly**, **Daily** or **Annual Period** from the drop down list
- Enter a date range in the **From** and **To** dates (dd/mm/yyyy). Defaults are: **From: 01/01/** and **To: 31/12/**.
- Select at least one **Authentication method**, by selecting/deselecting the appropriate checkboxes. All methods are selected by default with the report displaying values against only the selected methods.
- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add >>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups**.

Warning

Run the report for **All Issuers** with caution as it may take a significant time to produce the report.

- **Extend report by device type** by selecting the checkbox. If selected, at least one device should be selected to run the report.
- **3-D Secure Version** by selecting the **3DS1** and / or **3DS2** checkboxes, as appropriate.
- Click the ***Go*** button to display the new report.
- Click the ***Export*** button in order to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the ***Back*** button to modify the search criteria.

The following are displayed by the Period specified:

- Period - days, months or years
- Names of the issuer groups / issuers selected or 'for all issuers' if the **All Issuers** checkbox was selected

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- Number of Transactions
- ***Total Amount for transactions by transaction currency***
- SecureCode Transactions
- SecureCode Total
- VbV Transactions
- VbV Total
- JCB J/Secure Transactions
- J/Secure Total
- American Express SafeKey Transactions
- SafeKey Total
- Diners Club International ProtectBuy Transactions
- ProtectBuy Total
- UnionPay International Transactions
- UnionPay International Total

Admin

Reports > Admin

This report provides a summary of administrative user accounts by issuer. The report is broken down by user access type and can be customised to include one or more issuers or issuer groups.

Use the following fields to produce an admin report:

- Select which issuers to run the report for. **All Issuers** is selected by default. To run the report for one or more Issuer Groups and/or Issuers, deselect the **All Issuers** checkbox and use the **Add>>**, **<<Remove** buttons to select **Issuers** or **Issuer Groups.**
- Click the ***Go*** button to display the new report.

The admin report is broken down into three sections: summary, admin users per issuer and admin users per group. Summary shows the total number of admin users across the system

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based on their access type and available to system users only. Issuer and group based reported show admin users per issuer and group, respectively.

- Click the **Export** link to export the currently displayed report as a Comma Separated Value (CSV) file.
- Click the **Back** link to modify the search criteria.

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Audit Log

System Administrators, Issuer Administrators, IT Security Administrators

This section is used for keeping a record of all critical actions performed by administrative users. It has the follow menu options:

Find Audit Log

This section is used to locate and view audit logs. You can search for an audit log by Date Range, Username, User ID, Issuer or Issuer Group, Access type, Event type and Table.

Audit Log > Find Audit Log

Use the following field to search for an audit log:

You can leave all fields at default or blank to display a list of all logs.

- Select a **Target database** from the list to search for **Current** or **Archived** audit logs.
- Enter a date range in dd/mm/yyyy format in the **From** and **To** fields.
- Enter all or part of the **Username**
- Enter a **User ID**, which is a unique ID assigned to each user when first created. Unlike username, user ID remains unchanged and can be used to identify a user, in case the username has changed.
- **Access type** defaults to **All.** Deselect the **Access type** checkbox to select from the drop down list. Select multiple Access types using Ctrl+click.
- When **Access Type** is set to **Event** or **All**, **Event type** defaults to All. Deselect the **Event type** checkbox to select from the drop down list. Select multiple Event types using Ctrl+click.
- For all Access types, other than **Event**, you can optionally select a database **Table** which limits the results to actions performed on the selected table.

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Tables defaults to **All.** Deselect the **Tables** checkbox to select from the **Available** list and then click the **Add>>** button to transfer the **Table** to the **Selected** list. Select multiple Tables using Ctrl+click.

- ***Search*** button to display results.

Search Result

This page displays logs matching your search criteria.

Use the *No* or *Date* links to view details for a log.

Audit Log > Find Audit Log > Search Result

Fields & links displayed on this page:

- **No** - records are numbered for reference purposes only for each search performed - this field links to **Audit Log Details** page for selected record
- **Date** link to **Audit Log Details** page for selected record.
- **Time** log was recorded
- Database **Table** accessed
- Type of **Access** - Event, Update, Insert or Delete
- **Username**
- **Issuer**
- **Group**

Log Details

This page displays full details for the audit log record selected on the **Search Result** page.

Audit Log > Find Audit Log > Search Result > Log Details

Fields displayed on this page:

- **Access ID**
- **Access date**
- **Username**
- **User ID**

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- **Type of access**
- **Description**
- **Client IP**
- **Object name**
- **Issuer**
- **Group**

Fields displayed for the database table changed:

- **Field**
- **Old Value**
- **New Value**

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Profile Management

All Admin Users can edit their profile and change their password.

It is recommended that you change your password on a regular basis for security reasons or if you suspect that security has been compromised by another user logging in with your username and password.

The Change Password function is accessed via the **Edit Profile** link displayed on the right of the title bar area. You can also use this link to keep your contact details up to date.

- Click the Edit Profile hyperlink

  The **Edit Profile** page is displayed.

Edit Profile

Use the following fields to change your details or password:

- The **Username** of the user currently logged on is displayed and cannot be changed.
- User Details
- Enter your **Full name**.
- You must enter a valid **email address**
- Enter your **Contact number**.
- Enter your **Address**.

  Password Details
- Enter your current password as **Old password**.
- Enter the **New Password** you have chosen.

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> **Warning**
>
> Always choose a password that you have not used for the Administration Server previously. The Administration System keeps a history of the last 10 passwords and does not allow you to reuse passwords in the history. For example, you cannot keep two favourite passwords and rotate them. If you try to reuse a password stored in the history a message is displayed: **This password has been selected before**.

- Re-enter your new password as **Re-enter Password**.
- **Two-factor authentication login** checkbox

  Select this checkbox if you want to enable two-factor authentication when logging in.

> **Info**
>
> By selecting the checkbox, a **QR code** and a **Secret key** are displayed. You can either scan the QR code or enter the Secret key manually in Google Authenticator to receive the Authenticator Code. Two-factor authentication will be enabled once you enter the Authenticator Code. For more information, refer to Login.

- Click the **Apply** button to save your details.

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Glossary

This page provides a list of terms relating to 3D Secure 1 and 2, some are not used elsewhere in this documentation but are included for completeness of the subject area. Familiarise yourself with them now or refer back to this page when you come across an unfamiliar word, phrase or acronym.

Term	Acronym	Definition
2-F Authentication		A generic functionality, which allows for strong authentication of any transaction, commercial or otherwise, for example, strong authentication of users when they login to an Internet banking site or when they authorise funds transfer to a third party. 2-F authentication requires two independent ways to establish identity and privileges as opposed to traditional password authentication, which requires only one 'factor' (knowledge of a password).
3-D Secure **3D Secure** **3D Secure 1** **3D Secure 2**	**3DS** **3DS1** **3DS2**	A payer authentication standard (3D Secure 1 (3DS1)) introduced by Visa (Verified by Visa) and subsequently adopted by Mastercard (Mastercard SecureCode and Mastercard SecureCode), JCB (JCB J/Secure), American Express (SafeKey) and Diners Club International / Discover (ProtectBuy) designed to reduce online credit card fraud and chargeback. The 3DS standard provides an additional layer of protection in card-not-present credit card transactions for the three domains involved: Issuer domain of the card issuing bank, the Interoperability domain of the card scheme's infrastructure and the Acquirer domain of the merchants. The second version of the standard, 3D Secure 2 (3DS2) (EMV 3-D Secure protocol), is facilitated by EMVCo, a six member consortium comprised of American Express, Discover, JCB, Mastercard, UnionPay and Visa. It creates a frictionless payment experience for cardholders by facilitating a richer cardholder data exchange, allowing risk-based authentication by issuers for low risk transactions, instead of authentication challenges to the cardholder, such that most authentication activity will be invisible to the cardholder. 3DS2 also supports authentication of app-based transactions on mobile and other consumer connected devices, and cardholder verification for non-payment transactions, such as adding a payment card to a digital wallet.

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Term	Acronym	Definition
3DS Client		The consumer-facing component, such as a browser-based or mobile app online shopping site, which facilitates consumer interaction with the 3DS Requestor for initiation of the EMV 3-D Secure protocol.
3DS Integrator		An EMV 3-D Secure participant that facilitates and integrates the 3DS Requestor Environment, and optionally facilitates integration between the Merchant and the Acquirer.
3-D Secure Provider		An entity such as American Express, Diners Club International, Discover, JCB, Mastercard or Visa, which provides interoperability services for issuers and merchants who participate in the authentication process. The 3-D Secure provider is normally in charge of managing the directory server, managing the authentication history server and issuing the digital certificates required for participation in the authentication scheme.
3DS Requestor		The initiator of the EMV 3-D Secure Authentication Request, known as the AReq message. For example, this may be a merchant or a digital wallet requesting authentication within a purchase flow.
3DS Requestor App		An App on a Consumer Device that can process a 3-D Secure transaction through the use of a 3DS SDK. The 3DS Requestor App is enabled through integration with the 3DS SDK.
3DS Requestor Environment		This describes the 3DS Requestor controlled components of the Merchant / Acquirer domain, which are typically facilitated by the 3DS Integrator. These components include the 3DS Requestor App, 3DS SDK, and 3DS Server. Implementation of the 3DS Requestor Environment will vary as defined by the 3DS Integrator.
Three Domain Secure Software Development Kit	**3DS SDK**	3-D Secure Software Development Kit. A component that is incorporated into the 3DS Requestor App. The 3DS SDK performs functions related to 3-D Secure on behalf of the 3DS Server.
3DS Requestor Initiated	**3RI**	3-D Secure transaction initiated by the 3DS Requestor for the purpose of confirming an account is still valid. The main use case being recurrent transactions (TV subscriptions, utility bill payments, etc.) where the merchant wants perform a Non-Payment transaction to verify that a subscription user still has a valid form of payment.
3DS Server		Refers to the 3DS Integrator's server or systems that handle online transactions and facilitate communication between the 3DS Requestor and the Directory Server.

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Term	Acronym	Definition
3-D Secure	**3DS**	**Three Domain Secure**. An eCommerce authentication protocol that for version 2 onwards enables the secure processing of payment, non-payment and account confirmation card transactions.
Access Control Server	**ACS**	A component that operates in the Issuer Domain, which verifies whether authentication is available for a card number and device type, and authenticates specific Cardholders.
Accountholder Authentication Value	**AAV**	A value providing proof of cardholder authentication, which is generated by the issuer's access control server for each transaction. The AAV is passed by the merchant to the acquirer and then by the acquirer to the issuer through the UCAF field.
Acquirer		A financial institution that has a relationship with a merchant and processes payment transactions for that merchant.
ActiveAccess		GPayments' access control server for card issuers and service providers.
ActiveDevice		GPayments' device agnostic two-factor authentication component.
ActiveMerchant		GPayments' payment authentication platform (merchant plug-in) for merchants.
ActiveServer		GPayments' 3DS Server for payment processors and merchants (see *3DS Server*).
Attempts		Used in the EMV 3DS specification to indicate the process by which proof of an authentication attempt is generated when payment authentication is not available. Support for Attempts is determined by each DS.
Authentication		In the context of 3-D Secure, the process of confirming that the person making an eCcommerce transaction is entitled to use the payment card.
Authentication Device		A physical device capable of generating a token to be used in the verification of a user's identity.
Authentication Request Message	**AReq**	An EMV 3-D Secure message sent by the 3DS Server, via the DS, to the ACS to initiate the authentication process.

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Term	Acronym	Definition
Authentication Response Message	**ARes**	An EMV 3-D Secure message returned by the ACS, via the DS, in response to an Authentication Request message.
Authentication Token		An unpredictable piece of information generated by an authentication device, which is used to verify the identity of a user. The term token may sometimes be used to refer to the physical device that generated the token as well.
Authentication Value	**AV**	A cryptographic value generated by the ACS to provide a way, during authorisation processing, for the authorisation system to validate the integrity of the authentication result. The AV algorithm is defined by each Payment System.
Authorisation		A process by which an Issuer, or a processor on the Issuer's behalf, approves a transaction for payment.
Authorisation System		The systems and services through which a Payment System delivers online financial processing, authorisation, clearing, and settlement services to Issuers and Acquirers.
Bank Identification Number	**BIN**	The first six digits of a payment card account number that uniquely identifies the issuing financial institution. Also referred to as an Issuer Identification Number (IIN) in ISO 7812.
BankNet		Mastercard's proprietary payment network.
Base64		Encoding applied to the Authentication Value data element as defined in RFC 2045.
Base64 URL		Encoding applied to the 3DS Method Data, Device Information and the CReq/CRes messages as defined in RFC 7515.
Card		Card is synonymous with the account of a payment card, in the *EMV 3-D Secure Protocol and Core Functions Specification*.
Certificate Authority	**CA**	
Cardholder		An individual to whom a card is issued or who is authorised to use that card.

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Term	Acronym	Definition
Cardholder Activation During Shopping		A 3D-Secure 1 process by which cardholders can enrol with the authentication system at the time of making a purchase at a participating merchant eCommerce website.
Centralised Authentication and Authorisation Service	**CAAS**	A remote ACS, see *Access Control Server*.
Challenge		The process where the ACS is in communication with the 3DS Client to obtain additional information through Cardholder interaction.
Challenge Flow		A 3-D Secure flow that involves Cardholder interaction as defined in the *EMV 3-D Secure Protocol and Core Functions Specification*.
Challenge Request Message	**CReq**	An EMV 3-D Secure message sent by the 3DS SDK or 3DS Server where additional information is sent from the Cardholder to the ACS to support the authentication process.
Challenge Response Message	**CRes**	The ACS response to the CReq message. It can indicate the result of the Cardholder authentication or, in the case of an App-based model, also signal that further Cardholder interaction is required to complete the authentication.
Chip Card		A card with an on-board integrated circuit chip.
Consumer Device		Device used by a Cardholder such as a smartphone, laptop, or tablet that the Cardholder uses to conduct payment activities including authentication and purchase.
Cryptography		A process that encrypts information for the purpose of protecting it. Information is decrypted when required.
Device		see *Authentication Device*.
Device Channel		Indicates the channel from which the transaction originated. Either: • App-based (01-APP) • Browser-based (02-BRW) • 3DS Requestor Initiated (03-3RI)
Device Information		Data provided by the Consumer Device that is used in the authentication process.

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Term	Acronym	Definition
Directory Server	**DS**	A server component operated in the Interoperability Domain; it performs a number of functions that include: authenticating the 3DS Server, routing messages between the 3DS Server and the ACS, and validating the 3DS Server, the 3DS SDK, and the 3DS Requestor.
Directory Server Certificate Authority	**DS CA** or **CA DS**	A component that operates in the Interoperability Domain; generates and Certificate Authority (DS distributes selected digital certificates to components participating in 3-D Secure. Typically, the Payment System to which the DS is connected operates the CA.
Directory Server ID (directoryServerID)		Registered Application Provider Identifier (RID) that is unique to the Payment System. RIDs are defined by the ISO 7816-5 standard.
Electronic Commerce Indicator	**ECI**	Payment System-specific value provided by the ACS to indicate the results of the attempt to authenticate the Cardholder.
Digital Signature		Equivalent of the physical signature in the digital world. Digital signatures can verify the identity of owner of a piece of information or a document in the digital world.
Enrolment		A cardholder must pass an initial online authentication procedure in 3D-Secure 1, which is verified by the Issuer prior to gaining eligibility for participation in American Express SafeKey, Diners Club International ProtectBuy, JCB J/Secure, Mastercard SecureCode or Verified by Visa authentication.
Frictionless		Used to describe the authentication process when it is achieved without Cardholder interaction.
Frictionless Flow		A 3-D Secure flow that does not involve Cardholder interaction as defined in EMVCo Core Spec Section 2.5.1.
Issuer		A financial institution that provides cardholders with credit cards.
J/Secure		JCB's standard for cardholder authentication, based on 3-D Secure.
Message Authentication Code	**MAC**	

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Term	Acronym	Definition
Mastercard SecureCode / Identity Check		Mastercard's payer authentication brand, which includes SPA Algorithm for the Mastercard Implementation of 3-D Secure, SPA and chip card authentication program (CAP).
Mastercard 3-D Secure		The SPA Algorithm for the Mastercard Implementation of 3-D Secure that provides a browser authentication experience to the cardholder (see also *3-D Secure)*.
Mastercard Identity Check		see *Mastercard SecureCode / Identity Check*.
Merchant		Entity that contracts with an Acquirer to accept payments made using payment cards. Merchants manage the Cardholder online shopping experience by obtaining the card number and then transfers control to the 3DS Server, which conducts payment authentication.
Merchant Plug-in (MPI)		A software module which can be integrated into a merchant's eCommerce website or run as a managed service on behalf of a number of merchants to provide 3-D Secure authentication.
Non-Payment Authentication	**NPA**	.
One-Time Passcode	**OTP**	A passcode that is valid for one login session or transaction only, on a computer system or other digital device.
Out-of-Band	**OOB**	A Challenge activity that is completed outside of, but in parallel to, the 3-D Secure flow. The final Challenge Request is not used to carry the data to be checked by the ACS but signals only that the authentication has been completed. ACS authentication methods or implementations are not defined by the 3-D Secure specification.
Payer Authentication Request	**PAReq**	Message sent from the MPI to the Access Control Server at the cardholder's issuer via the cardholder browser.
Payer Authentication Response	**PARes**	A digitally signed message sent from the Access Control Server to the Merchant Plug-in which communicates whether the cardholder authentication was successful or not.

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Term	Acronym	Definition
Payment Gateway		A software system provided by an acquirer or a third party which accepts transactions from the Internet and transfers them to a payment network such as BankNet or VisaNet.
Preparation Request Message	**PReq**	3-D Secure message sent from the 3DS Server to the DS to request the ACS and DS Protocol Versions that correspond to the DS card ranges as well as an optional 3DS Method URL to update the 3DS Server's internal storage information.
Preparation Response Message	**PRes**	Response to the PReq message that contains the DS Card Ranges, active Protocol Versions for the ACS and DS and 3DS Method URL so that updates can be made to the 3DS Server's internal storage.
Proof or authentication attempt		Refer to Attempts.
ProtectBuy		Diners Club International and Discover standard for cardholder authentication, based on 3-D Secure.
Registered Application Provider Identifier	**RID**	Registered Application Provider Identifier (RID) is unique to a Payment System. RIDs are defined by the ISO 7816-5 Standard and are issued by the ISO/IEC 7816-5 Registration Authority. RIDs are 5 bytes.
Results Request Message	**RReq**	Message sent by the ACS via the DS to transmit the results of the authentication transaction to the 3DS Server.
Results Response Message	**RRes**	Message sent by the 3DS Server to the ACS via the DS to acknowledge receipt of the Results Request message.
Risk-Based Authentication	**RBA**	During risk-based authentication, the rich cardholder data exchanged in AReq is taken into account to determine the risk profile associated with that transaction. The complexity of the challenge is then decided based on the risk profile.
SafeKey		American Express standard for cardholder authentication, based on 3-D Secure.

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Term	Acronym	Definition
Secure Payment Application (SPA)		Mastercard's payer authentication standard designed to reduce online credit card fraud and chargeback using a client-side applet. Also known as Mastercard's PC Authentication Program, Mastercard SecureCode, Mastercard SPA and SPA.
Secure Sockets Layer (SSL)		A protocol designed to maintain the integrity and confidentiality of communication over the Internet.
SecureCode		see *Mastercard SecureCode / Identity Check*.
Token:		see *Authentication Token*.
Two Factor Authentication		see *2-F Authentication*
Uniform Resource Locator (URL)		Address system for locating unique sites on the Internet.
Universal Cardholder Authentication Field (UCAF)		Data element 48 sub element 43 as defined in Mastercard BankNet to carry authentication data. Mastercard SecureCode uses this element to transport AAV from the acquirer to the issuer.
Verified by Visa	**VbV**	A payer authentication standard introduced by Visa (see *3-D Secure*).
VisaNet		Visa's proprietary payment network.
Visa Secure		A program developed by Visa to make online payments more secure through 3-D Secure 2.

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Document Control

new item item changed item removed no change to item

Date	AA Ver	Doc Ver	Change Details
[25/01/2024]	**10.0.0**	**10.0.0:1**	**Remote Messaging** (Specifications) Added Response Code 4 to VerifyRegResp and PreAuthResp.
			Risk Management (Admin UI) Add decryption instructions to Upload Connector Encryption Key.
			OOB Management (Admin UI) Add decryption instructions to Upload Connector Encryption Key.
			Decoupled Authenticator Management (Admin UI) Add decryption instructions to Upload Connector Encryption Key.
			Codes (Transaction Status Codes) Updated **3DS v2.1 transaction status code** and **3DS v2.2 transaction s**
[12/12/2023]	**9.4.0**	**9.4.0:3**	**Response Codes** (Specifications) Updated the decription of `VerifyAuthResp = 5`.
[08/12/2023]	**9.4.0**	**9.4.0:2**	Release Notes (Release Notes) Fixed an External ID typo in v9.0.4:1.
[30/11/2023]	**9.4.0**	**9.4.0:1**	**Installation** (Installation Guide) Added Whitelist Server Monitoring to Whitelist Server.
			Whitelisting (Specifications) Added new sections: Remove Merchant from Card and Remove Merch from Card.
			System Management (ACS Settings) Added **RReq retry lifetime**
			Risk Management (Admin UI) Added **Query Archived transactions** to **Edit Risk Adapter**.

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Date	AA Ver	Doc Ver	Change Details
			Issuer Management (Admin UI) Added **Exchange Rate Management** and **Visa Secure Informational Da** Issuer Details.
			Issuers (Admin UI) Added **Enable purchase date validation** and **Purchase date validation i** Local Issuer Settings and Remote Issuer Settings Added **Add device acknowledgement in ARes** to **Provider Settings**.
			Codes (Transaction Status Codes) Updated **3DS v2.1 transaction status code** and **3DS v2.2 transaction s**
			Out of Band (OOB) Authentication Adapter (Specifications) Updated diagrams for process of OOB Authentication and added desc ping-pong mechanism.
[20/07/2023]	**9.3.0**	**9.3.0:1**	**Issuer Management** (Admin UI) Added **Force Risk Assessment** to Issuer Details.
			Issuers (Admin UI) Updated the description of **Mastercard SecureCode only** in **Provider S**
[31/03/2023]	**9.2.0**	**9.2.0:1**	**Installation** (Installation Guide) Added a new configuration parameter **DISABLE_STAND_IN_TRANS_F(** Common Configuration Parameters.
			Issuer Management (Admin UI) Added **EEA region** to Issuer Details Added **DAF** to BIN Management.
			Codes (Transaction Status Codes) Updated **3DS v2.1 transaction status code** and **3DS v2.2 transaction s**
[10/11/2022]	**9.1.3**	**9.1.3:1**	**Risk Management** (Admin UI) Changed **Edit Risk Adapter**.
[03/11/2022]	**9.1.2**	**9.1.2:1**	**Installation** (Installation Guide) Added a new configuration parameter **IGNORE_BASE64URL_PADDING** Common Configuration Parameters.

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Date	AA Ver	Doc Ver	Change Details
			Issuers (Admin UI) ➕ Added a new tip for Out-of-band authentication page to Custom Pages
			Codes (Transaction Status Codes) 🔺 Updated **3DS v2.1 transaction status code** and **3DS v2.2 transaction s**
			Risk Engine Adapter (Specifications) ➕ Added a new parameters to **AReq Data Elements**.
[29/06/2022]	**9.1.1**	**9.1.1:1**	**Device Management** (Admin UI) ➕ Added `$tokenlifetime` to SMS Template.
			Remote Messaging (Specifications) 🔺 Changed Key Algorithm from **DESede** to **AES**.
			Decoupled Authentication Adapter (Specifications) ➕ Added **Current Supported Versions**.
			Out of Band (OOB) Authentication Adapter (Specifications) ➕ Added **Current Supported Versions**.
			Risk Engine Adapter (Specifications) ➕ Added **Current Supported Versions**.
[08/04/2022]	**9.1.0**	**9.1.0:1**	**Installation** (Installation Guide) 🔺 Removed User Registration Requests URL Extension in Registration Se ➕ Added new configuration parameters **EUB_REPORT** and **SKIP_CARDEXP_VALIDATION** in Common Configuration Parameters.
			Issuer Management (Admin UI) ➕ Added **Auto Report Settings** to Issuer Details.
			Risk Management (Admin UI) 🔺 Changed **Edit Risk Adapter**.
			OOB Management (Admin UI) 🔺 Separated **Edit OOB Adapter** from **Register OOB Adapter**.

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Date	AA Ver	Doc Ver	Change Details
			Transactions (Admin UI) Added **RReq status reason**, **Risk score**, and **Risk decision** description **Additional 3-D Secure 2 Fields**.
			Remote Messaging (Specifications) Changed the description of **VerifyRegistration** Added **HeaderParams**, **ExtensionParams**, and **AdditionalParams** to **Ta VerifyRegReq** Added **threeDSRequestorAppURL** and **threeDSRequestorAuthenticati Table 4 - Transaction** Added **RiskAction**, **RiskAuthType**, and **RiskMessage** to **Table 5 - Verif**
			Out of Band (OOB) Authentication Adapter (Specifications) Changed the description of **acctNumber** in **Transactioninfo Data Elem** Added **threeDSRequestorAuthenticationInd** and **last4Digits** to **Transa Data Elements** Added **authenticationMethod** to **OobRequestChallengeResult Data El OobAuthenticationResult Data Elements**.
			Risk Engine Adapter (Specifications) Added **sendTransactionResult** to **Adapter interface methods** Added **Send Transaction Result** section Added **referenceData** to **AssessmentResult Data Elements** Updated **Accepted Value** of **transStatus** and **transStatusReason** in **AReqWithTransStatus Data Elements** Added **acsTransID** to **AdditionalInfo Data Elements** Added **AdapterTransactionResult Data Elements**, **AdapterAuthResult Elements**, and **AcsRenderingType Data Elements**.
[27/01/2022]	**9.0.10**	**9.0.10:1**	**Remote Messaging** (Specifications) Changed accept value of **threeDSRequestorAuthenticationInd**, **threeDSRequestorChallengeInd**, and **threeRIInd** in Table 12 - AdditionalPa
			Response Codes (Specifications) Added new page to explain the **ACS behaviours** in term of the CAAS s response received.
			Decoupled Authentication Adapter (Specifications) Added diagrams for process of Decoupled Authentication.

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Date	AA Ver	Doc Ver	Change Details
			Out of Band (OOB) Authentication Adapter (Specifications) Added diagrams for process of OOB Authentication.
			Codes (Transaction Status Codes) Updated **3DS v2.1 transaction status code** and **3DS v2.2 transaction s**
[23/12/2021]	**9.0.9**	**9.0.9:1**	**Issuers** (Admin UI) Added KCV in Import Key and Export Data Key.
[13/12/2021]	**9.0.8**	**9.0.8:1**	**Codes** (Transaction Status Codes) Updated **3DS v2.1 transaction status code** Added **3DS v2.2 transaction status code**.
			Codes (RReq Authentication Method Codes) Added **Authentication Method 97-99** in RReq Authentication Method (
			Migrate to Data Key Utility (Admin UI) Changed Running the Utility to have thread selection.
[08/11/2021]	**9.0.7**	**9.0.7:1**	**Installation** (Installation Guide) Added new configuration parameter **MD_VALIDATION_3DS1** in Comm Configuration Parameters.
[22/10/2021]	**9.0.6**	**9.0.6:1**	**Out of Band (OOB) Authentication Adapter** (Specifications) Added **URL** for **callbackUrl** in AdditionalInfo Data Elements.
			Decoupled Authentication Adapter (Specifications) Added **URL** for **callbackUrl** in AdditionalInfo Data Elements.
[15/10/2021]	**9.0.5**	**9.0.5:1**	**Issuers** (Admin UI) Added **KEK alias** in Import Key Changed **Key value** format in Import Key Added new formats for **Key value** format in Export Data Key.
			Remote Messaging (Specifications) Added **Decoupled Authentication** to **AuthTypeSup** in Table 6 - CardInf **callBack** in Table 14 - InitAuthReq.

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Date	AA Ver	Doc Ver	Change Details
			Out of Band (OOB) Authentication Adapter (Specifications) Changed **version** in **Sample response** in Get OOB Adapter Information
[06/09/2021]	**9.0.4**	**9.0.4:1**	**Installation** (Installation Guide) Added new configuration parameters **IGNORE_DTD_ORDER_3DS1** and **PURCHASE_DATE_ACCEPT_BALANCE** in Common Configuration Parame
			Decoupled Authentication Adapter (Specifications) Added new page: Decoupled Authentication Adapter.
[16/08/2021]	**9.0.3**	**9.0.3:1**	**Installation** (Installation Guide) Added new steps in Pre Installation Configurations and New Installatic
			Issuers (Admin UI) Added new section: Import Key.
			Whitelisting (Specifications) Added new page: Whitelisting.
[30/07/2021]	**9.0.0**	**9.0.0:1**	**Product Architecture** (Installation Guide) Added **Payer Authentication Server**, **Decoupled Authentication Adapt Whitelisting Server** in Internal Components Changed **Authentication Server (3DS2)** and **Challenge Server (3DS2)** Components Changed Logical view of ActiveAccess diagram.
			External Components (Installation Guide) Changed the SQL commands in Find Transactions Performance Added **OOB** and **Decoupled Authentication** in Two-Factor Authenticati
			Installation (Installation Guide) Removed **AA_Administration**, **MIA_DB_DESede** key aliases, and **the is alias (e.g.** `Card< Issuer_ID >` **)** in Prerequisites and Installation of Indivic Components Added new step for removing **enrolment.war** in Upgrades Added **Whitelisting** in Deploying WAR packages and Installation of Ind Components Added an **important notice** in Post Installation Added Whitelist Server Removed **Module** in Additional Administration Server Configuration Pa

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Date	AA Ver	Doc Ver	Change Details
			About the Issuer Administration Server (Admin UI) Added **Note** in Login.
			Settings (Admin UI) Added **Whitelisting server URL** in Settings.
			System Management (Admin UI) Added **Visa CEMEA region** in New Issuer Group, Issuer Group Details Added notes in Issuer Details Changed notes in Issuer Details Added **Whitelisting** in BIN Management Added **Decoupled Authenticator** in Edit Device Parameters.
			About Authentication Management (Admin UI) Added **Decoupled Authenticator Management** to **About Authentication Management**.
			Device Management (Admin UI) Removed all instances of **CAP** and **RSA** device types.
			Risk Management (Admin UI) Added **Adapter ID** and **Generate** in Register Risk Adapter.
			OOB Management (Admin UI) Added **Adapter ID** and **Generate** in Register / Edit OOB Adapter.
			Decoupled Authenticator Management (Admin UI) Added new page: Decoupled Authenticator Management.
			Security (Admin UI) Added new section: Decoupled Authenticator Certificate.
			Migrate to Data Key Utility (Admin UI) Added new page: Migrate to Data Key Utility.

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Date	AA Ver	Doc Ver	Change Details
			Issuers (Admin UI) Added **Name on card verification** in Local Issuer Settings Added **ACS Reference Number** in Provider Settings Added displayed key details for **General keys** in Key Management Changed **Info** in New Key.
			Cards (Admin UI) Added **Decoupled Authenticator** in Find Card Added **Whitelisting** in Cards Details Added new section: Whitelisting Removed sections: **Find User** and **New User** in Cards.
			Transactions (Admin UI) Changed **3-D Secure version** in Search Fields Added **Frictionless by review** in Transaction Details Removed section: **Find ActiveDevice** in Transactions.
			Reports (Admin UI) Added **Decoupled Authenticator** in Card Summary Added new section: Device Summary Removed sections: **User Summary**, **User Authentication**, **User Activity Enrolment Activity** in Reports.
			SMS via JMS Messaging (Specifications) Changed **Tag** of **message_payload** in Optional Parameters.
			Out of Band (OOB) Authentication Adapter (Specifications) Added **threeDSRequestorAppURL**, **callbackUrl** and **instruction** to Out o (OOB) Authentication Adapter.
			Codes (Transaction Status Codes) Added new conditions in Transaction Status Codes.
			Codes (RReq Authentication Method Codes) Added **11 = PUSH CONFIRMATION** in RReq Authentication Method Co
			Removed all instances of **ActiveDevice/User Authentication** Removed all instances of **Enrolment Server** Removed all instances of **CAP** and **RSA** device types.

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Date	AA Ver	Doc Ver	Change Details
[17/06/2021]	8.5.8	8.5.8:1	**External Components** (Installation Guide) Added note regarding Tomcat 7 in Application Server
			Installation (Installation Guide) Added new configuration parameter **AMOUNT_FORMATTER** in Comm Configuration Parameters
			Issuers (Admin UI) Added note in Upload Registration Files
			Cards (Admin UI) Added note in New SMS Device
			Local Messaging (Specifications) Added acceptable values for **Status** in Update Registration Request.
[30/04/2021]	8.5.6	8.5.6:1	**SMS via JMS Messaging** (Specifications) Added **Tag** and **Size** columns in Optional Parameters Changed all values in **Type** column in Optional Parameters Added new field names in Optional Parameters Added examples for **CLIENTID** in Examples.
[05/02/2021]	8.5.3	8.5.3:1	**Installation** (Installation Guide) Added **WS_POOL** to ActiveAccess Configuration File.
18/12/2020	8.5.0	8.5.0:1	**Product Architecture** (Installation Guide) Added **Oracle WebLogic Server 14c** and **Database Oracle 19c** in Hardv Software Requirements.
			External Components (Installation Guide) Added additional steps for Oracle 19c in Oracle Database.
			Installation (Installation Guide) Changes made to Prerequisites Added installation steps for Upgrades to v8.5.x and later Added new configuration parameters **MASTER_HSM_LIB_DIR** and **MASTER_HSM_SLOT** to Common Configuration Parameters Changes made to Installation of Individual Components.

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Date	AA Ver	Doc Ver	Change Details
			Risk Management (Admin UI) Added details about authentication method and **Score range for frictio review** in Add/Edit Risk Chain.
			Servers (Admin UI) Added new section Edit ACS Server.
			Key Retiring Utility (Admin UI) Changes made to Retiring keys automatically.
			Issuers (Admin UI) Changes made to the description of Key Management Added **Export**, **KeyStore type** and a note for **Delete** to Key Managemer Added **HMAC keys** and an **Info** box to New Key Added **Export** and **KeyStore type** to Key Management Added **KeyStore type** to Key Details Removed **New Key** link from Key Details Added new section Export Data Key.
			Remote Messaging (Specifications) Added **purchaseDate** to **OobInfo** in Table 14 - InitAuthReq Added item 6 to **Code** in Table 17 - VerifyAuth.
			Out of Band (OOB) Authentication Adapter (Specifications) Added **NOT_AUTHENTICATED_END** to OobAuthenticationResult Data
			Risk Engine Adapter (Specifications) Added **frictionless with review** in How RBA works.
[25/11/2020]	**8.4.4**	**8.4.4:1**	**Remote Messaging** (Specifications) Added **Attributes** and **Descriptions** to Table 4 - Transaction, Table 10 - PreAuthReq, Table 11 - HeaderParams and Table 12 - AdditionalParams.
[29/10/2020]	**8.4.1**	**8.4.1:1**	**System Management** (ACS URL) Added details to **ACS challenge URL** for OOB's WebSocket and callbac 3-D Secure 2 Settings.

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Date	AA Ver	Doc Ver	Change Details
			System Management (Issuer Management) Added a note to **ACS Challenge URL** for OOB's WebSocket and callbac New Issuer Group, Issuer Group Details and Issuer Details.
			Remote Messaging (Specifications) Added notes to AuthType and AuthTypeSup at Table 6 - CardInfo.
			Codes (RReq Authentication Method Codes) Added new page: RReq Authentication Method Codes.
[16/10/2020]	**8.4.0**	**8.4.0:1**	**Settings** (Admin UI) Added a note to **Log level** in Settings.
			Issuer Management (Admin UI) Added **Verified by Visa CAVV format** and **Visa Secure CAVV format** to Issuer Group and Issuer Details Added **IAV generation algorithm**, **Verified by Visa CAVV format** and **Vi** **CAVV format** to Issuer Group Details Added **ACS URL** to New Issuer.
			Issuers (Admin UI) Added a note to Custom pages.
			Transactions (Admin UI) Added **Failed reason** and **IAV generation algorithm** to Transaction Det
			Remote Messaging (Specifications) Added **callBack** to Table 14 - InitAuthReq.
			Out of Band (OOB) Authentication Adapter (Specifications) Added **purchaseDate** to TransactionInfo Data Elements.
29/05/2020	**8.3.0**	**8.3.0:1**	**Installation** (Installation Guide) Added an option to change **RMI port** in Additional Administration Serv Configuration Parameters.
			Issuer Management (Admin UI) Added **IAV generation algorithm** to New Issuer Group Added a warning to **Supported devices** in ActiveDevice Settings.

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Date	AA Ver	Doc Ver	Change Details
			Device Management (Admin UI) Added **OOB** to Edit Default Device Parameters and OOB.
			Risk Management (Admin UI) Added Upload Connector Encryption Key.
			OOB Management (Admin UI) Added Upload Connector Encryption Key.
			Cards (Admin UI) Added **Deactivated device type** to **Status** in Assigned Devices.
			CardLoader (Specifications) Added encryption of sensitive data to **Log directory** in Open dialog for XML file to verify.
			Remote Messaging (Specifications) Added **acsTransId**, **threeDSTransId** and **dsTransId** to Table 4 - Transac
			Out of Band (OOB) Authentication Adapter (Specifications) Added samples to Get OOB Adapter Information and Request OOB Cha Added new **Length** for `acctNumber` in TransactionInfo Data Elements `cardholderName` in CardHolderInfo Data Elements Added **Message Inclusion** for `clientId` and `deviceId` in AdditionalIn Elements.
			Risk Engine Adapter (Specifications) Added **AReqWithTransStatus Data Elements** Added new **Length** for `acctNumber` and `cardholderName` in AReq Data Added **Message Inclusion** for `clientId` in AdditionalInfo Data Elemer

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Date	AA Ver	Doc Ver	Change Details
24/04/2020	**8.2.3**	**8.2.3:1**	**Risk Engine Adapter** (Specifications) Changes made to **Parameter Data Elements** Change made to **Condition Data Elements** Added **ValueType Data Elements**, **ConditionAssessor Data Elements**, **TxCallback Data Elements** Changes made to **ConditionValue Data Elements** Added **Range Data Elements** Change made to **messageExtension Data Elements** Removed **AdapterRiskAssessmentOutput Data Elements**.
17/4/2020	**8.2.0**	**8.2.0:2**	**Remote Messaging** (Specifications) Added attribute lengths to the **Usage** column of Table 2 - VerifyRegRec Card, Table 4 - Transaction and Table 14 - InitAuthReq.
			Out of Band (OOB) Authentication Adapter (Specifications) Changes made to **Out of Band (OOB) Authentication Adapter** (Specific
28/02/2020	**8.2.0**	**8.2.0:1**	**Installation** (Installation Guide) Added **TOMCAT_KEYSTORE**, **TOMCAT_KEYSTORE_PASS**, **TOMCAT_TRUSTSTORE** and **TOMCAT_TRUSTSTORE_PASS** to configurat
			Issuer Management (Admin UI) Added **IAV generation algorithm** to Issuer Details.
			Risk Management (Admin UI) Change made to **Score range for device** in Add / Edit Risk Chain.
			Servers (Admin UI) Added **OOB info template** to Edit CAAS Server.
			Issuers (Admin UI) Added **Maximum interaction** to Remote Issuer Settings.
			Cards (Admin UI) Added **Client ID** to Find Card and Card Details Added note to **Expiry date** in New Card and Card Details.

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			Transactions (Admin UI) ➕ Added **Client ID** to Find 3-D Secure ➕ Added **Risk decision** and **Client ID** to Transaction Details.
			Local Messaging (Specifications) ➕ 🔺 Additions & changes made for **Client ID** to: 🔺 Sample pre-registration request 🔺 Sample final registration request for traditional 3-D Secure 🔺 Sample final registration request for two-factor authentication over 3-D 🔺 Sample update registration request ➕ Card Device Update Request 🔺 Sample Registration Notification 🔺 Sample Device Update Notification 🔺 Sample Opt-Out Notification 🔺 Sample Lock Notification 🔺 Cardholder Registration DTD.
			Remote Messaging (Specifications) ➕ Added **LanCode** to Table 3 - Card and Table 6 - CardInfo ➕ Added **twoFA** to Table 6 - CardInfo.
			Out of Band (OOB) Authentication Adapter (Specifications) 🔺 Changes made to Adapter Interface Methods 🔺 Change made to **Response Description** of Get OOB Adapter informatic 🔺 Change made to **Response Description** of Request OOB Challenge 🔺 Change made to **Request Method** and **Response Description** of Get O authentication result ➕ Added AdapterInfo Data Elements 🔺 Change made to `acctNumber` **Description** in TransactionInfo Data Ele ➕ Added `deviceId` to AdditionalInfo Data Elements ➕ OobRequestChallengeResult Data Elements added ➕ OobAuthenticationResult Data Elements added.
10/01/2020	**8.1.2**	**8.1.2:1**	**Installation** (Installation Guide) ➕ Added **JSON Response Elements** in ACS, MIA, Registration and Enroln
			Profile Management (Admin UI) 🔺 Change made to **2-factor authentication** login option in User Profile.

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Date	AA Ver	Doc Ver	Change Details
			Remote Messaging (Specifications) Change made to **Description** and **Sample Value** of **AuthType** in Pre Authentication Response.
			Local Messaging (Specifications) Changes made to **Request** and **Response** of **Cardholder Registration** Changes made to **Request** and **Response** of **Notification** Changes made to **Critical Card Data Encryption and Decryption** Changes made to **Cardholder Registration** Changes made to **Notification**.
06/12/2019	**8.1.1**	**8.1.1:1**	**Installation** (Installation Guide) Added monitoring of the availability of ACS, MIA, Registration and Enro
			Device Management (Admin UI) Added `Plus (+) prefix` in SMS Center.
			Issuers (Admin UI) Change made to Language selection during authentication: add *authe process of 3-D Secure 1* Change made to Provider Settings: add JSON format examples.
			Local Messaging (Specifications) Change made to Request: Update EncVectorIV Update Sample final registration request for traditional 3-D Secure Change made to Cancel Registration Request: Make name attribute of optional Change made to Critical Card Data Encryption and Decryption: Change algorithm to AES Change made to Cardholder Registration DTD: Change `Name CDATA` to
			Out of Band (OOB) Authentication Adapter (Specifications) Added `Swagger API URL` to Restful API version of OOB Adapter.
			Risk Engine Adapter (Specifications) Added `Swagger API URL` to RESTful API Risk Adapter.
			Codes (Error Codes) Added Error codes to Server Error Codes.

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Date	AA Ver	Doc Ver	Change Details
15/11/2019	**8.1.0**	**8.1.0:1**	**Installation** (Installation Guide) Removed **HSM_LIB_DIR** parameter from Upgrades to v8.x.x.
			System Management (Admin UI) Change made to New Issuer Group, Issuer Group Details, and Issuer D Changes `MAC Algorithm` to **3DS1 only** and changed `Use parent certif public and encryption keys` . Change made to Public & Encryption Key Management: Change key al **AES**.
			Security (Admin UI) Added new section: SDK certificate.
			Cards (Admin UI) Change made to New Card: The card Expiry date is mandatory for Mas
			Risk Engine Adapter (Specifications) Removed one method of `TxCallback` from Parameter Data Elements. Removed `resultWhenTransmissionError` from RemoteCondition Dat Added `range` field into ConditionValue Data Elements
06/11/2019	**8.0.3**	**8.0.3:1**	**Risk Engine Adapter** (Specifications) Change made to AdapterInfo Data Elements: Removed round brackets **Token** Sample Value. Change made to AssessmentResult Data Elements: Change the descri `whatToDoNext` `range` field added into ConditionValue Data Elements
09/10/2019	**8.0.2**	**8.0.2:2**	**Remote Messaging** (Specifications) Change made to Table 16 - VerifyAuthReq: Removed round brackets fr **Token** Sample Value.
			Out of Band (OOB) Authentication Adapter (Specifications) Change made to **oobAuthenticationResult**: Add `PENDING` as a valid va
			Risk Engine Adapter (Specifications) Changed **Risk chain setup diagram**.

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Date	AA Ver	Doc Ver	Change Details
02/10/2019	8.0.2	8.0.2:1	**Installation** (Installation Guide) Δ Changes made to Upgrades to v8.x.x: Addition of **HSM_LIB_DIR** param updates to JAR files which must be removed. + Addition of **HSM_LIB_DIR**, **HSM_SLOT**, **TESTING_MODE**, **PROVIDER_TI TEST_AUTH_SERVER**, and **ACS_REFERENCE_NUMBER_TEST** to Commor configuration parameters.
			Remote Messaging (Specifications) + Added **Response code = 3**.
			Codes (Transaction Status Codes) + Added new page: Transaction Status Codes.
05/09/2019	8.0.1	8.0.1:1	**Product Architecture** (Installation Guide) Δ Added Disaster Recovery and Clustering diagrams.
			Installation (Installation Guide) Δ Changes made to Upgrades to v8.0.x and New installations.
			Security (Admin UI) + Added new **Key type** field to Create Certificate Request.
			Risk Engine Adapter (Specifications) Δ Changed **Validator** field description in **ParameterDataElements** Δ Chenged **PreviousData** field format in **RemoteAssessmentRequest Da Elements** + Added **AReqWithTransStatusDataElements** Δ Changed **ThreeDSCompInd** and **ThreeDSRequestorAuthenticationInd AReq Data Elements**.
			Remote Messaging (Specifications) Δ **InitAuthReq** table: Usage of **oobInfo** changed.
			Out of Band (OOB) Authentication Adapter (Specifications) Δ Change the URL in **Restful API version of OOB Adapter** Δ Change `NOT__AUTHENTICATED` to `NOT_AUTHENTICATED` Δ Update MobilePhone Data Elements, HomePhone Data Elements, and Data Elements.

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Date	AA Ver	Doc Ver	Change Details
15/08/2019	**8.0.0**	**8.0.0:1**	**Product Architecture** (Installation Guide) Components labelled with (3DS1) or (3DS2) as relevant Added Challenge Server (3DS2). Added Risk Engine Adapter Added Out of Band (OOB) Authentication Adapter Changed Logical view of ActiveAccess diagram Changed Hardware and Software Requirements Removed references to **RuPay** components.
			External Components (Installation Guide) Application Server dependency removed, supports compatible Java Ap Servers.
			Installation (Installation Guide) ActiveAccess installation and setup process simplified.
			System Management (Admin UI) **Authentication Management** section added with tabs for: Device Management previously under **System Management** Risk Management for 3DS2 risk management OOB Management for OOB processing support.
			System Management (Admin UI) - **Issuer Management** Device Settings: Added **OOB** as a supported device.
			Security (Admin UI) Added Directory Server Certificate section Added OOB Certificate section Added Risk Certificate section.
			Issuers (Admin UI) Providers parameters moved to a new page, and linked, from the **Setti** New fields added.

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Date	AA Ver	Doc Ver	Change Details
			Rules (Admin UI) Rule Management section replaces previous ***Authentication Exemptior*** ***Registration*** sections Tabs for: Registration previously ***Force Registration*** tab under **Rules** Authentication previously ***Authentication Exemption*** tab under **Rules** Settings.
			Cards (Admin UI) **Users** tab renamed to **Cards**.
			Reports (Admin UI) Reports support reporting by 3-D Secure version.
			Transactions (Admin UI) **Find 3-D Secure**: supports search by 3-D Secure version. New fields ac
			Admins (Admin UI) Admin User Details and User Profile: added **2-factor authentication** lo
			Local Messaging (Specifications) Changed Final Registration Request with OOB device registration requ
			Remote Messaging (Specifications) Added **issuerName** and **theeDSProtocolVersion** in **Transaction** table Added **HeaderParams** table Added **AdditionalParams** table Added **AuthType** in **PreAuthResp** table Added new OTP types for **AuthType** and **oobInfo** in **InitAuthReq** table Sample Request Response: changed **CVD** to NULL.

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Date	AA Ver	Doc Ver	Change Details
			CHANGES TO DOCUMENTATION STRUCTURE All documentation moved online with the ability to print to PDF ***To print the entire ActiveAccess documentation***: click the button on the Introduction page. ***To print a section***: click the button on that section. ***Tip***: hovering your mouse over the button will let you see which sectior printed. **See Documentation change details** for full details of the changes in th documentation moving from PDF to online format.
26/02/2019	**7.4.6**	**7.4.6.1**	**Remote Messaging** Added **AuthType** in **initAuthReq** table Changed RegToken definition in **CardInfo** table.
06/07/2018	**7.4.0**	**7.4.0:1**	Addition of options in **System Management > Settings** to allow admin specified access levels to view Card Number (plaintext) and AAV/CAVV/A Changed description of Soft Launch List Addition of ActiveAccess Error Codes in Appendix A.

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Documentation change details

Online Main Menu	Sub Menus	Previous PDF Document / Latest Changes
Introduction		
Installation Guide >		A11-Install_Maint_TechRef.pdf
	Product Architecture	
	External Components	
	Installation	
Administration UI >		AA12-ActiveAccess Administration.pdf
	About the Issuer Administration Server	AA12 / Added support for two-factor authentication for logging into the Administration UI
	System Management >	AA12
	About System Management	AA12
	Settings	AA12
	ACS Settings	AA12
	Issuer Management	AA12
	- Group Management	AA12
	- Authentication Mgmt >	**New Subsection**
	- About Authentication Management	**New**

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Online Main Menu	Sub Menus	Previous PDF Document / Latest Changes
	- Devices	AA12, previously Device Management
	- Risk	**New**
	- OOB	**New**
	Public & Encryption Key Management	AA12
	Exchange Configuration	AA12
	Archive Management	AA12
	Security	AA12
	- Issuer Certificate	AA12
	- AHS Certificate	AA12
	- CAAS Certificate	AA12
	- Directory Server Certificate	**New**
	- OOB Certificate	**New**
	- Risk Certificate	**New**
	- CA Certificate	AA12
	Servers	AA12
	- MIA Servers	AA12
	- Access Control Servers (ACS)	AA12
	- Authentication History Servers (AHS)	AA12

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Online Main Menu	Sub Menus	Previous PDF Document / Latest Changes
	- Centralised Authentication and Authorisation Servers (CAAS	AA12
	- Out of Band Authentication Servers (OOB)	AA12
	- Risk Servers	AA12
	Utilities >	
	Utilities	AA12
	Key Retiring Utility	AA12
	Issuers	AA12
	- Settings	AA12
	- Upload Registration Files	AA12
	- Custom Pages	AA12
	- Key Management	AA12
	Rules	
	- Registration -- Amount Threshold -- Merchant Blacklist	AA12
	- Authentication -- Soft Launch List Rule -- Merchant Whitelist Rule -- Merchant Watchlist -- Location Watchlist - Location Watchlist Search Results -- Domestic & International Transaction Amount Threshold -- Stand-In Transaction Threshold	AA12

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Online Main Menu	Sub Menus	Previous PDF Document / Latest Changes
	- Settings	AA12
	Admin Users	AA12
	Cards	AA12 **Users** renamed to **Cards**
	Transactions	AA12
	Reporting	AA12
	Audit Log	AA12
	Profile Management_	AA12
Specifications		
	Local Messaging >	
	Local Messaging	AA61-Messaging Specification.pdf
	Card Loader	AA32-GPayments Card Loader.pdf
	Remote Messaging >	
	Remote Messaging	AA71-Remote System Messaging Specification.pdf
	Country and Currency Codes	AA71-Remote System Messaging Specification.pdf Appendix A
	Sample Card	AA71-Remote System Messaging Specification.pdf Appendix B
	Sample Request Response	AA71-Remote System Messaging Specification.pdf Appendix C
	SMS via JMS	AA83-ActiveAccess - SMS via JMS Library.pdf
	Out of Band Authentication Adapter	**New**

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Online Main Menu	Sub Menus	Previous PDF Document / Latest Changes
	Risk Engine Adapter	**New**
Error Codes		AA12 - Appendix A
Glossary		AA12
Document Control>		
	Document Control	AA12
	Documentation Changes (*this page*)	**New**
Release Notes		Previously included in the ActiveAccess package
Legal Notices		AA12

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Release Notes

ActiveAccess v10.0.0

[25/01/2024]

[EOL: Two years after the subsequent version's release date]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#897	#11044	Support for UnionPay International	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
FIX	#1210	#11638	Format of SMS in sms_via_jms_log.log	Access Control Server
FIX	#1384	#12462	StartTimer function during OOB authentcation	Access Control Server
FIX	#1386	#12371	Incorrect challengeCancel value	Access Control Server
FIX	#1387	#12481	Authentication process issue for expired transactions	Access Control Server

ActiveAccess v9.4.0

[30/11/2023]

[EOL: 25/01/2026]

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#481	#8857	Added Informational Data parameter configuration	Issuer Administration, Access Control Server
ENHANCEMENT	#536		Added the option for RBA callback to query archive	Issuer Administration, Access Control Server
ENHANCEMENT	#648	#9233	Removed struts-1.2.9.jar file that is not in use	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#785		Added ping for Whitelisting Server availability monitor	Whteilsitng Server
ENHANCEMENT	#789	#9768	Added option to config the balance of purchaseDate validation	Issuer Administration, Access Control Server
ENHANCEMENT	#1000		Made DeviceAcknowledgement message extension configurable	Issuer Administration, Access Control Server
ENHANCEMENT	#1034	#10802	Added relationship between card and merchant in Whitelisting Server	Whteilsitng Server
ENHANCEMENT	#1147	#11405	Added currency exchange rate for each issuer	Issuer Administration

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1181	#11214	Added a lifetime configuration for RReq messages in the queue	Issuer Administration, Access Control Server
ENHANCEMENT	#1206	#11023	Added log of failed record Id in case of exception occurred during Encryption on clob columns	Issuer Administration
ENHANCEMENT	#1214	#10265	Added VerifyAuthResp code 5 for SMS Device	Access Control Server
ENHANCEMENT	#1219	#11251	Set whiteListStatus to U/E when the issuer does not have not configured Whitelisting Server	Access Control Server
ENHANCEMENT		#11627	Application startup optimisation	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#1250		Updated the EEA issuer's Visa CAVV algorithm to U3V7	Issuer Administration
ENHANCEMENT	#1286	#11935	Update PRM Adapter to accept empty transaction amount	RBA adapter
ENHANCEMENT	#1287	#11874	Save IssuerBinId in Session and HistorySession tables	Issuer Administration, Access Control Server
ENHANCEMENT	#1288	#11923	AReq processing time performance optimisation	Access Control Server
ENHANCEMENT	#1291	#11930	Truncate query in RiskAssessmentLog table	Setup

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1322	#12006, #12190	Added `auth_xx_dsplay_npa` value to authentication page for displaying Non-Payment Authentication	Authentication Page
ENHANCEMENT	#1349	#12206	Added ping-pong mechanism for websocket	Access Control Server
ENHANCEMENT	#1365	#12319	Updated Springboot dependency version	Whteilsitng Server
ENHANCEMENT	#1378	#12183	Add SMS OTP lifetime display and disable resend link/button until lifetime reaches	Access Control Server
FIX	#1278	#11761	OOB, Risk and Decoupled Encryption key load bug when MIA was retired	Access Control Server
FIX	#1298	#11912	Error during inserting issuer keys into DATAKEY table	Setup
FIX	#1323	#11987	Digital Authentication Framework transactions goes to error due to failure in loading the device	Access Control Server
FIX	#1324	#11913	No context given for logback ch.qos.logback.classic.BasicConfigurator	Setup, Issuer Administration, Access Control Server, Registration Server
FIX	#1321	#12096	Correct OTP isn't valid for the transaction	Access Control Server
FIX	#1339	#12141	Error occurred during DAF/3RI/NPA transaction	Access Control Server
FIX	#1347	#12213	CAAS Server error processing	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#1348	#12207	Missing scenario when websocket is closed	Access Control Server
FIX	#1360	#12123	Incorrect value of Risk decision field	Issuer Administration
FIX	#1362	#12270	Issue when opening the Edit Device Parameters page	Issuer Administration
FIX	#1363	#12245	Transaction status codes for Challenge Indicator 82 in Frictionless transaction	Access Control Server
FIX	#1364	#12174	Incorrect authentication flow	Access Control Server
FIX	#1367	#12318	Force Risk Assessment isn't working for AReq.threeDSRequestorAuthenticationInd=06 and AReq.messageCategory=02	Access Control Server
FIX	#1368	#12329	Unable to verify checksum	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server

ActiveAccess v9.3.2 (Patch)

[20/09/2023]

[EOL: 30/11/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1356	#12242	Fixed SMSviaJMS incorrect behaviour	Access Control Server, Issuer Administration

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ActiveAccess v9.3.1 (Patch)

[28/08/2023]

[EOL: 20/09/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1342	#12103	Fixed error code 2085 in SMS via JMS process	Access Control Server
FIX	#1344	#12143	Fixed the display issue of not showing some parameters in issuer management	Issuer Administration
FIX		#12197	Fixed sending messages to the wrong MQServer	Access Control Server
ENHANCEMENT	#1337, #1338	#12160	Updated ECI values for 3RI transactions	Access Control Server

ActiveAccess v9.3.0

[20/07/2023]

[EOL: 28/08/2025]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1200	#10897	Add Force Risk Assessment configuration to enable issuers to apply Risk-Based Authentication to all transactions	Issuer Administration, Access Control Server

ActiveAccess v9.2.2 (Patch)

[05/07/2023]

[EOL: 20/07/2025]

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Type	Issue Number	External ID	Description	Components
FIX	#1265	#11855, #11993	ARCHIVE_SESSIONS procedure issue	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
FIX	#1312	#11933	noRecordFoundException during Final Registration	Registration Server

ActiveAccess v9.2.1 (Patch)

[06/06/2023]

[EOL: 05/07/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1284	#11930	RISKASSESSMENTLOG table archived issue	Access Control Server
FIX	#1289	#11912	DATAKEY Table Issuer Key Insertion error	Issuer Administration
FIX	#1294	#11954, #12059	BrowserIP validation error in remote authentication	Access Control Server
ENHANCEMENT	#1279	#11906	Mastercard modified logic for 3RI transactions	Access Control Server

ActiveAccess v9.2.0

[31/03/2023]

[EOL: 27/4/2025]

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1205		Added support for Visa Digital Authentication Framework extension	Access Control Server

ActiveAccess v9.1.7 (Patch)

[27/04/2023]

[EOL: 06/06/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1265	#11855	ARCHIVE_SESSIONS procedure issue	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server

ActiveAccess v9.1.6 (Patch)

[21/03/2023]

[EOL: 31/03/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1232	#11731	update ECI value for `threeRIInd = 02` and `06` to 7	Access Control Server
FIX	#1240	#11768	Updated response for not matching expiry date	Access Control Server
ENHANCEMENT	#1218	#10265	Added backward compatibility option for `verifyRegRespCode = 4`	Access Control Server

ActiveAccess v9.1.5 (Patch)

[18/01/2023]

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[EOL: 21/03/2025]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1196	#11461	Update JSecure CAV output calculation	Access Control Server

ActiveAccess v9.1.4

[23/12/2022]

[EOL: 18/01/2025]

Type	Issue Number	External ID	Description	Components
FIX	#1160	#11442	TRA is enabled for any currency and amount	Access Control Server
FIX	#1172	#11461, #11486	Incorrect value of CAVV/ IAV/AAV	Access Control Server
FIX	#1185	#11265	VISA Secure NPA Authentication rule mandate	Access Control Server
ENHANCEMENT	#1171	#11352	Reduce Server Startup time	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#1184	#11538	Update Organization and Organizational Unit fields to optional when generating Certificate Request	Issuer Administration
DOCUMENTATION	#1176	#11513	Update ARes Status Code in Search Fields	

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ActiveAccess v9.1.3

[10/11/2022]

[EOL: 23/12/2024]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1140	#11298	Updated risk management to provide the risk engine with the transaction results	Access Control Server

ActiveAccess v9.1.2

[03/11/2022]

[EOL: 10/11/2024]

Type	Issue Number	External ID	Description	Components
FIX	#1067	#10844	Archive/Purge Start Time Settings	Issuer Administration
FIX	#1078	#11023	Migrate To Data Key Utility issue	Issuer Administration
FIX	#1085	#11352	Incorrect Data Key message during Startup	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
FIX	#1091	#11120	Can't find bundle for base name error	Access Control Server
FIX	#1103	#11113	Unable to find a transaction by using AAV/CAVV/AVV and Account number	Issuer Administration

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Type	Issue Number	External ID	Description	Components
FIX	#1107	#11155	Error during sending transaction result to RBA Adapter	Access Control Server
FIX	#1109	#11123	EBA report does not collect archive transactions	Issuer Administration
FIX	#1118	#11187	Incorrect 3RI transaction behavior for recurring payment	Access Control Server
FIX	#1123	#11169	Import Key tool does not work - unique constraint violated	Issuer Administration
FIX	#1132	#11331	Authentication type filter issue at Transaction search	Issuer Administration
FIX	#1135	#11288	Recent initial 3RI transaction cannot be found	Access Control Server
ENHANCEMENT	#1077	#10763	Avoid sending duplicate CRes when error message was sent	Access Control Server
ENHANCEMENT	#1079	#10763	Avoid sending duplicate error message after time out	Access Control Server
ENHANCEMENT	#1093	#11127	Use Archive DB for 3RI operations	Access Control Server
ENHANCEMENT	#1119	#11182, #11265	Visa 3RI transaction update	Access Control Server
ENHANCEMENT	#1121	#11125	Add a parameter to disable padding check on base64UrlEncoded content	Access Control Server
ENHANCEMENT	#1137	#11342	Mastercard SCA Exemption update	Access Control Server

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ActiveAccess v9.1.1

[29/06/2022]

[EOL: 03/11/2024]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT			Support for JCB J/Secure 2.0	Access Control Server
ENHANCEMENT	#699	#9252	Expire OTP parameter for SMS template and Session timeout	Access Control Server, Issuer Administration
ENHANCEMENT	#943	#10340	Changed Logger to Logback	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#986	#10381	Updated RReq message handling	Access Control Server
ENHANCEMENT	#995	#10403	Transaction status display	Issuer Administration
ENHANCEMENT	#1005	#10265	Updated VerifyAuthResp code for Challenge Failure scenario	Access Control Server, Issuer Administration
FIX	#725	#9914	Card device detail issue	Access Control Server
FIX	#808	#10158	CONTINUE/SUBMIT button is not clickable in app-based authentication flow	Access Control Server
FIX	#973	#10371	Incorrect processing of error messages from the Directory Server	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#991	#10308	Import key when PKCS#11 driver uses another HSM slot	Issuer Administration
FIX	#1030	#10838	Deleting card on MIA issue	Issuer Administration
FIX	#1032	#10830	RReq/CRes message flow issue	Access Control Server
FIX	#1033	#10846	Remote issuer cardholder information decryption issue	Access Control Server
FIX	#1037	#10763	RRes message was resent after the session finalized	Access Control Server
FIX	#1061	#10920	Purchase time conversion in app-based authentication flow	Access Control Server
DOCUMENTATION		#10936	Message encryption/ decryption with AES keys	
FIX			General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server

ActiveAccess v9.1.0

[08/04/2022]

[EOL: 29/06/2024]

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#342		Display Transaction Status Reason Code and Risk Score on Transaction Details page	Issuer Administration
ENHANCEMENT	#428		Introduced PAN Hashing mechanism in the adapters	Access Control Server, Issuer Administration
ENHANCEMENT	#452		Updated the RBA Adapter to provide the risk engine with the challenge results	Access Control Server
ENHANCEMENT	#453		Added adapter version handling	Access Control Server, Issuer Administration
ENHANCEMENT	#647	#9234	Remote messaging API optimisation	Access Control Server
ENHANCEMENT	#713	#9019	Added European Banking Authority (EBA) automatic report	Issuer Administration
ENHANCEMENT	#926		Added last four digits of PAN to OOB Adapter API	Access Control Server
ENHANCEMENT	#994	#10547	Improvement on ChallengeScheduler	Access Control Server
FIX	#554	#9099	Added RReq.authenticationMethod to OOB Adapter API	Access Control Server
FIX	#707	#9360	Added threeDSRequestorAuthenticationInd to OOB Adapter API	Access Control Server
FIX	#804	#9695	cardExpiryDate processing error in tokenised transactions	Issuer Administration
FIX	#827	#9787	Merchant Activity report bug and failedAttempt column	Issuer Administration

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Type	Issue Number	External ID	Description	Components
FIX	#931	#9918	MigrateToDatakey Utility PAN length error	Access Control Server
FIX	#978	#10342	Remote messaging requests latency	Access Control Server
FIX	#992	#10572	Missing IN or OUT parameter at index error	Issuer Administration
FIX	#998	#10513	Transaction Risk Analysis status issue	Access Control Server
FIX	#1009	#10682	Unparseable date error	Access Control Server, Issuer Administration
FIX			General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server

ActiveAccess v9.0.16 (Patch)

[05/04/2022]

[EOL: 08/04/2024]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#1004	#10647	Added a configuration to allow issuer to not validate card expiry date on or after a defined date	Access Control Server

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ActiveAccess v9.0.15 (Patch)

[22/03/2022]

[EOL: 05/04/2024]

Type	Issue Number	External ID	Description	Components
FIX	#1003	#10508	Updated DeviceAcknowledgement message extension to be set only when the challenge is decided	Access Control Server

ActiveAccess v9.0.14 (Patch)

[10/03/2022]

[EOL: 22/03/2024]

Type	Issue Number	External ID	Description	Components
FIX	#997	#10438	Removed temporary logs and fixed license key verify issue	Issuer Administration

ActiveAccess v9.0.13 (Patch)

[08/03/2022]

[EOL: 10/03/2024]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#996	#10438	Added temporary logs to verify license key method	Issuer Administration

ActiveAccess v9.0.12 (Patch)

[21/02/2022]

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[EOL: 08/03/2024]

Type	Issue Number	External ID	Description	Components
FIX	#982	#10487	Fixed Transient system failure	Access Control Server

ActiveAccess v9.0.11 (Patch)

[09/02/2022]

[EOL: 21/02/2024]

Type	Issue Number	External ID	Description	Components
FIX	#979	#10441	Data Elements issue during OOB authentication for Remote Issuer	Access Control Server
FIX	#980	#10471	Fixed AA behaviour in terms of PreAuthResp.code value	Access Control Server

ActiveAccess v9.0.10

[27/01/2022]

[EOL: 09/02/2024]

Type	Issue Number	External ID	Description	Components
FIX	#951	#9933	Activation Code issue	Issuer Administration
FIX	#960	#10386	Archived transactions are not shown in Card Details	Issuer Administration
FIX	#964	#10308	CAVV/AAV Key import issue	Issuer Administration

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Type	Issue Number	External ID	Description	Components
FIX	#971	#10307	AppBased authentication native UI issue	Access Control Server
FIX	#972	#9915	Whitelist Server issue	Whitelisting Server
DOCUMENTATION	#928	#10265	ACS behaviour in terms of VerifyAuthResp codes	
DOCUMENTATION	#966	#10243	Update Remote Messaging AdditionalParams	
DOCUMENTATION	#970	#9820	Sample request for Decoupled device upload	

ActiveAccess v9.0.9

[23/12/2021]

[EOL: 25/01/2024]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#932	#9855	Display KCV in import and export key pages	Issuer Administration
ENHANCEMENT	#948	#10356	PSD2 SCA Acquirer TRA Exemption Amount Limit	Access Control Server
FIX	#930	#10318	Request-challenge request not sent by the ACS	Access Control Server
FIX	#933	#8820	FK_CUSTOMPAGE_ISSUER error	Setup
FIX	#940	#10180	Feedback on ACS resends CRes message	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#942	#10306	Card DataKey is not generated for Issuers in Group	Setup
FIX	#944	#10307	AppBased authentication native UI	Access Control Server
FIX	#946	#10361	DAILY_CARD_AUTH_REPORT procedure	Issuer Administration

ActiveAccess v9.0.8

[13/12/2021]

[EOL: 23/12/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT			Support for Mastercard Idenfity Check 2.2	Access Control Server
ENHANCEMENT	#410		Evaluating risk of transaction when transaction parameter indicates challenge	Access Control Server
ENHANCEMENT	#708	#9341	Applied Mastercard Transaction Status Reason Enhanced Processing Logic	Access Control Server
ENHANCEMENT	#895	#9918	MigrateToDataKey utility Performance Improvement	Issuer Administration, Access Control Server
FIX	#913	#10180	ACS resends CRes message issue	Access Control Server
FIX	#916	#10115	AppBased authentication language selection issue	Access Control Server
FIX	#922	#10242	Issuer card encryption key (Temporary alias) not found issue	Registration Server

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Type	Issue Number	External ID	Description	Components
FIX	#924	#10249	Unable to update cards registered in AA v8 using CardLoader	Registration Server

ActiveAccess v9.0.7

[08/11/2021]

[EOL: 03/12/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#890	#9827	Added new configuration parameter MD_VALIDATION_3DS1	Access Control Server
FIX	#908	#10152	CallBack URL issue	Access Control Server

ActiveAccess v9.0.6

[22/10/2021]

[EOL: 8/11/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#866	#9935	Allow admin user to install CA certificate chain	Issuer Administration
ENHANCEMENT	#887	#9936	Initialisation issue due to space character in Tomcat path	Issuer Administration, Registration Server
FIX	#884	#9845	Decryption block size issue for DESede algorithm	Access Control Server, Issuer Administration

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Type	Issue Number	External ID	Description	Components
FIX	#893	#10054	Frictionless flow issue for remote issuer	Access Control Server

ActiveAccess v9.0.5

[15/10/2021]

[EOL: 22/10/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#836	#9855	Using KEK key in import data key page	Issuer Administration
FIX	#854	#9905	Archiving process crash	Issuer Administration
FIX	#856	#9858	RBA scoring issue	Access Control Server
FIX	#858	#9814	URLs validation (including AReq.notificationURL) - parenthesis fail	Access Control Server
FIX	#859	#9906	OOB issue in sending adapter-info request for every authentication	Access Control Server
FIX	#869	#9421	SDK Transaction Status Reason when card is locked	Access Control Server

ActiveAccess v9.0.4

[06/09/2021]

[EOL: 8/10/2023]

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#248		New Visa Secure Program Guide	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#456		Visa PSD2 Exemptions - EMV 3DS Supplementary Guide	Access Control Server
ENHANCEMENT	#606		Visa Secure: RBA Adapter for Acquirer Country Code Extension	Access Control Server
ENHANCEMENT	#620		EMV 2.2: Support message Extension Device Acknowledgement	Access Control Server
ENHANCEMENT	#686		Visa Secure – Validation on Token ID&V Requests	Access Control Server
ENHANCEMENT	#687		Visa 3DS 2.X – Support for Travel Extension	Access Control Server
ENHANCEMENT	#774		Visa Secure: Release Updates - August 2021	Access Control Server
ENHANCEMENT	#806	#9413	Allowing 3DS1 messages with a sequence of elements that are not in order (optional)	Access Control Server
ENHANCEMENT	#829		CAVV for CEMEA Region	Access Control Server
FIX	#807	#9456	Log file for OOB doesn't build on ACS	Access Control Server
FIX	#826	#9778	Merchant Activity report bug	Issuer Administration
FIX	#828	#9777	OTP input field doesn't appear on authentication pages	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#830	#9768	Purchase Date check 9.0.4 temporary fix	Access Control Server

ActiveAccess v9.0.3

[16/08/2021]

[EOL: 31/08/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#817		Support for importing CAVV and HMAC keys via MIA	Issuer Administration
FIX	#822	#9720	MIA and Registration server ping error	Issuer Administration, Registration Server

ActiveAccess v9.0.2

[06/08/2021]

[EOL: 13/08/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#818	#9720	Added additional HSM key logs	Issuer Administration

ActiveAccess v9.0.1

[04/08/2021]

[EOL: 06/08/2023]

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Type	Issue Number	External ID	Description	Components
FIX	#814	#9720	Fixed CryptokiError: 0x40 encrypted data invalid error	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server

ActiveAccess v9.0.0

[20/07/2021]

[EOL: 04/08/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#235		EMV 3DS 2.2: Whitelisting	Whitelisting Server
ENHANCEMENT	#317		Support for EMV 3D Secure 2.2	Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#381		EMV 3DS 2.2: Support for Decoupled Authentication, ARes.TransStatus=D	Access Control Server
ENHANCEMENT	#385		EMV 3DS 2.2: Support HTTP Protocol HTTP/1.1 and higher	Access Control Server
ENHANCEMENT	#386		EMV 3DS 2.2: Support Informational Request	Access Control Server
ENHANCEMENT	#442	#9320	Update ACS UI Data Elements	Access Control Server

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#458		Deprecated features: ActiveDevice/User Authentication, Enrolment Server, Device types: CAP and RSA	Issuer Administration, Access Control Server, Registration Server, CardLoader
ENHANCEMENT	#466		Mastercard Extension for RBA	Issuer Administration, Access Control Server
ENHANCEMENT	#473	#8958	EMV 3DS 2.2: Remove Continue button from OOB page - Local Issuer	Access Control Server
ENHANCEMENT	#474		EMV2.2: OOB authentication page content	Access Control Server
ENHANCEMENT	#501		EMV 3DS 2.2: Update shared key generation	Access Control Server
ENHANCEMENT	#507		Visa Secure: Support Authentication for Non-Payment Authentication	Access Control Server
ENHANCEMENT	#511	#9093	Implement general error pages	Issuer Administration
ENHANCEMENT	#526		Add option to configure cardholder name validation	Issuer Administration, Access Control Server, Registration Server
ENHANCEMENT	#573		Allow admin to enter adapterId when registering adapter	Issuer Administration
ENHANCEMENT	#577		Visa secure: using CAVV algorithm U3V7 update status	Issuer Administration, Access Control Server

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#579	#9161	MasterCard: Acquirer Strong Consumer Authentication (SCA) Exemption support in ACS	Access Control Server
ENHANCEMENT	#590		Visa Secure: Support for 3RI payments	Access Control Server
ENHANCEMENT	#592		Add option 3D Secure 2.2 in transaction search	Issuer Administration
ENHANCEMENT	#593		EMV 3DS 2.2: Reporting	Issuer Administration
ENHANCEMENT	#594		EMV2.2: Archive for new protocol version	Issuer Administration
ENHANCEMENT	#600		Visa Secure: Secure Corporate Payment (SCP)	Access Control Server
ENHANCEMENT	#607	#9022	SessionID logging	Access Control Server
ENHANCEMENT	#614		New Key Management and HSM connectivity - Phase II - Including Migrate to Data Key Utility	Issuer Administration, Access Control Server, Registration Server
ENHANCEMENT	#634		EMV 3DS 2.2: ThreeRI handling	Access Control Server
ENHANCEMENT	#684		Visa Secure: transStatusReason=21 no longer supported in VISA	Access Control Server
ENHANCEMENT	#653		Selecting CAVV/IAV algorithm in Issuer Groups	Issuer Administration

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Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#662		EMV 3DS 2.2: Whitelisting API	Issuer Administration, Access Control Server, Registration Server
ENHANCEMENT	#669	#9043	Create New CAVV/AAV/SPA Key as Inactive	Issuer Administration
ENHANCEMENT	#680	#9320	EMV 3DS 2.2: UI elements in CRes for SDK transactions	Access Control Server
ENHANCEMENT	#681		Support for Tomcat 9	Setup, Issuer Administration, Access Control Server, Registration Server, Whitelisting Server
ENHANCEMENT	#688	#9320	Support both portrait and landscape UI templates - Local Issuer	Access Control Server
ENHANCEMENT	#689	#9299	Dynamic Linking - SMS/Email OTP verification issue	Access Control Server
ENHANCEMENT	#696		Whitelisting API for audit logs	Whitelisting Server
ENHANCEMENT	#726	#9320	Support both portrait and landscape UI templates - Remote Issuer	Access Control Server
ENHANCEMENT	#798		EMV 3DS 2.2: EMVCo ReferenceNumber update	Setup
FIX	#337	#8044	Card registration flow - "Unable to assign device as it is not active"	Registration Server
FIX	#487	#9035	Errors after successful completion of 3DS2 transaction	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#524	#9108	Custom pages do not scale	Access Control Server
FIX	#615	#9208	Incorrect purchase date processing by ACS	Access Control Server
FIX	#616	#9184	Invalid procedure FIND_NESTED_VISA_CAVV_FORMAT	Setup
FIX	#627	#9207	Authentication report bug: MIA Reports - Incorrect 3DS2 authentication data	Issuer Administration
FIX	#637		3DS2 archived transaction details	Issuer Administration
FIX	#730		Authentication with two SMS devices	Access Control Server
FIX	#731		Authenticate card with damaged/lost/ temporary disabled device	Access Control Server
FIX	#747	#9424	threeDSCompInd processing issue	Access Control Server
FIX			General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.5.10

[17/06/2021]

[EOL: 30/07/2023]

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Type	Issue Number	External ID	Description	Components
FIX	#761	#9451	Error in MQ data processing for transactions where merchant name contains non-Latin letters	Access Control Server

ActiveAccess v8.5.9

[28/05/2021]

[EOL: 17/06/2023]

Type	Issue Number	External ID	Description	Components
FIX	#732	#9382	Data element not in the required format or value is invalid as defined	Access Control Server

ActiveAccess v8.5.8

[17/05/2021]

[EOL: 28/05/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#597	#9153	Change Display Amount Format for VND currency	Setup, Access Control Server
FIX	#676	#9313	Incorrect displaying sms parameters	Issuer Administration
FIX	#714	#9366	ACS: session expired	Access Control Server

ActiveAccess v8.5.7

[04/05/2021]

[EOL: 17/05/2023]

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Type	Issue Number	External ID	Description	Components
FIX	#712	#9285	Issue in setting ClientId on queued SMS tokens	Access Control Server, Issuer Administration

ActiveAccess v8.5.6

[30/04/2021]

[EOL: 04/05/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#682	#9285	ClientID parameter in SMS via JMS	Access Control Server
FIX	#608	#9346	Element 'param' validation error	Access Control Server
FIX	#694	#9331	Successful authentication without CReq field in POST request	Access Control Server

ActiveAccess v8.5.5

[09/04/2021]

[EOL: 30/04/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#670	#9291	Visa Secure: Support Visa CEMEA Region CAVV generation for different transStatus values	Access Control Server
ENHANCEMENT	#678		EMV2.x: avoid padding in base64Url	Access Control Server

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Type	Issue Number	External ID	Description	Components
FIX	#672	#9291	Error generating CAVV value in 3DS1 transaction	Access Control Server
FIX	#673	#9298	Local 3DS1 authentication issue with OOB devices	Access Control Server

ActiveAccess v8.5.4

[02/03/2021]

[EOL: 09/04/2023]

Type	Issue Number	External ID	Description	Components
FIX	#641	Errors during functional test of the interaction between the OOB Server and ACS	Access Control Server	
FIX	#656	ACS start up issue with the new OpenJDK Vendor Name	Setup	
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server	

ActiveAccess v8.5.3

[05/02/2021]

[EOL: 02/03/2023]

Type	Issue Number	External ID	Description	Components
ENHANCEMENT	#645	Making thread pool size configurable	Access Control Server	

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Type	Issue Number	External ID	Description	Components
FIX	#626	Notification Report for current date	Registration Server	
FIX	#629	App-based authentication issue	Access Control Server	
FIX	#630	Incorrect value of $PurchaseDateTime in SMS messages	Access Control Server	
FIX	#632	EMV 3DS2.1 - Recurring transactions processing	Access Control Server	

ActiveAccess v8.5.2

[15/01/2021]

[EOL: 05/02/2023]

Type	Issue Number	Description	Components
FIX	#610	Fixed an Issue in creating certificate for AnyBank during setup	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.5.1

[24/12/2020]

[EOL: 15/01/2023]

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Type	Issue Number	Description	Components
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.5.0

[18/12/2020]

[EOL: 24/12/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#422	Enabling migration of ACS application server from Tomcat to WebLogic	Issuer Administration, Access Control Server, Registration Server, Enrolment Server
ENHANCEMENT	#463	New Key Management and HSM connectivity - Phase I	Setup, Issuer Administration, Access Control Server, Registration Server, Enrolment Server
ENHANCEMENT	#468	Support for Oracle 19c	Setup, Issuer Administration, Access Control Server, Registration Server, Enrolment Server
ENHANCEMENT	#522	Addition of purchaseDate to CAAS Server's oobInfo	Access Control Server, Issuer Administration
ENHANCEMENT	#543	Mask critical data in log	Access Control Server
ENHANCEMENT	#557	Improved RMI support	Issuer Administration
FIX	#372	Incorrect CRes transStatus when RReq communication failed	Access Control Server
FIX	#431	New issuer creation error	Setup, Issuer Administration, Access Control Server
FIX	#445	CAVV U3v0 for RBA EMV 3DS	Access Control Server, Issuer Administration

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Type	Issue Number	Description	Components
FIX	#459	SMS counter issue when card has multiple devices	Access Control Server
FIX	#494	Extended logs for xslTransform not finished	Access Control Server
FIX	#555	Ending OOB transaction when not authenticated	Access Control Server
FIX	#556	threeDSReqAuthData missing	Access Control Server
FIX	#561	CAAS 3DS2 back issue	Access Control Server
FIX	#567	Set label `Challenge` for C&R in 3DS2 pages	Access Control Server
FIX	#583	Invalid date and time in authentication landing page (2.1 version)	Access Control Server
FIX	#596	CardLoader/Registration API: can't load cards	Registration Server
FIX	#598	billAddrState, shipAddrState field validation (ISO 3166-2 codes)	Access Control Server
FIX	#599	SMS Templates	Issuer Administration
FIX	#601	OOB without continue button - Shutdown issue	Access Control Server
FIX	#602	ACS should display OOB Continue button when WS is unreachable	Access Control Server
FIX	#603	OOB without continue button - reduce CLOSE_WAIT time	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

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ActiveAccess v8.4.4

[25/11/2020]

[EOL: 18/12/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#550	Update Risk Engine Integrated in CAAS	Access Control Server
FIX	#572	SDK issue for remote issuer	Access Control Server
FIX	#574	HMAC256 key creation error for Luna Provider	Access Control Server, Issuer Administration

ActiveAccess v8.4.3

[13/11/2020]

[EOL: 25/11/2022]

Type	Issue Number	Description	Components
FIX	560	Fixed 3DS1 remote authentication issue when authType = 10	Access Control Server
FIX	563	Fixed issue of formatting purchase date in CAAS API logs	Access Control Server
FIX	564	Fixed acs.war issue of formatting purchase date displaying in Remote/Local issuer authentication challenge page	Access Control Server

ActiveAccess v8.4.2

[27/10/2020]

[EOL: 13/11/2022]

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Type	Issue Number	Description	Components
ENHANCEMENT		Enhancement on the remote issuer custom pages: both 3DS1 and 3DS2 remote authentication custom pages should be uploaded	Access Control Server
FIX	549	Added version in schema.xsd at acs.war/WEB-INF/lib/caas.client-*.jar	Access Control Server
FIX	552	Restore authType compatibility: authType can be used for authentication methods 1-15	Access Control Server

ActiveAccess v8.4.1

[16/10/2020]

[EOL: 27/10/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#528	Support multi-instance for OOB Notifier	Access Control Server
FIX	#485	Update authentication methods	Access Control Server
FIX	#514	Mastercard 3DS2.1: generation of authentication method dropdown on the page	Access Control Server
FIX	#525	PAReq - invalid session	Access Control Server
FIX	#530	Issue with adding sms-centers to issuers on MIA	Issuer Administration
FIX	#533	Issue retrieving the wsUrl (Remote Issuer)	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

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ActiveAccess v8.4.0

[02/10/2020]

[EOL: 16/10/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#348	Support new Visa Secure CAVV Usage 3, Version 7 and add an option to select the algorithm	Access Control Server, Issuer Administration
ENHANCEMENT	#383	Separate SDK html pages from BRW html pages	Access Control Server
ENHANCEMENT	#387	Remove Continue button & add support for auto-submission of OOB page - Remote Authentication	Access Control Server, Issuer Administration
ENHANCEMENT	#455	Display IAV generation algorithm in Transaction Details	Access Control Server, Issuer Administration
ENHANCEMENT	#457	Extend OOB Adapter Challenge Request API with purchase date and time element	Access Control Server
ENHANCEMENT	#467	Assign multiple SMS devices to cards that have different SMSC	Registration Server
ENHANCEMENT	#482	Configurable log for number of DB connections	Access Control Server
ENHANCEMENT	#498	Compatibility with Visa authentication page requirements	Access Control Server
FIX	#437	Pages do not stretch to the entire height of the device - AnyBank_Remote Custompages_3DS2 - incorrect page display	Access Control Server
FIX	#440	Error during decryption in CardDeviceUpdate	CardLoader, Registration Server

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Type	Issue Number	Description	Components
FIX	#454	Failed 3DS2 transaction details in MIA	Access Control Server, Issuer Administration
FIX	#460	Error during retrieving messageExtension from session	Access Control Server
FIX	#462	Actions for when OobAuthenticationResult indicates cardholder did not perform OOB auth or there was a connection issue	Access Control Server
FIX	#483	SessionID logging	Access Control Server
FIX	#486	CAVV issue - PAN length must be 16	Access Control Server
FIX	#492	Amount without separator	Access Control Server
FIX	#493	Fix $PurchaseDateTime format in SMS messages	Access Control Server
FIX	#494	The xslTransform not finished	Access Control Server
FIX	#495	3DS2 Challenge errors flow	Access Control Server
FIX	#499	Incorrect data in MIA Reports	Issuer Administration
FIX	#503	Error during parsing sessionInfo when cardId is UUID for Remote Issuers	Access Control Server
FIX	#504	Remote page issue - OOB initAuth error	Access Control Server
FIX	#509	SDK sessionKey should be saved in DB	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

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ActiveAccess v8.3.6

[07/08/2022]

[EOL: 02/10/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#450	Save valid messages with Invalid ISO codes	Access Control Server
FIX	#437	Text displayed incorrectly when token is entered on Remote Authentication pages	Access Control Server
FIX	#446	Display issue for 3DS1 Local Authentication when OOB + SMS was assigned to the card	Access Control Server
FIX	#447	Disabled the validation of cardholder name for 3DS2 authentication	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.3.5 (Patch)

[16/07/2020]

[EOL: 07/08/2022]

Type	Issue Number	Description	Components
FIX	#441	AAV generation issue for 3DS1 Mastercard transactions	Access Control Server

ActiveAccess v8.3.4 (Patch)

[09/07/2020]

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[EOL: 16/07/2022]

Type	Issue Number	Description	Components
FIX	#441	Removing cancel button in XSL pages for SDK transactions	Access Control Server

ActiveAccess v8.3.3 (Patch)

[06/07/2020]

[EOL: 09/07/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#441	Additional logs added for 3DS1 Mastercard transactions	Access Control Server

ActiveAccess v8.3.2 (Patch)

[26/06/2020]

[EOL: 06/07/2022]

Type	Issue Number	Description	Components
FIX	#441	Extending the Message Length for SDK transactions	Access Control Server

ActiveAccess v8.3.1 (Patch)

[12/06/2020]

[EOL: 26/06/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#441	Additional logs added for SDK transactions	Access Control Server

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ActiveAccess v8.3.0

[29/05/2020]

[EOL: 12/06/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#158	OTP & password option for OOB	Issuer Administration, Access Control Server
ENHANCEMENT	#274	Encrypting critical data such as cardnumber in adapters	Issuer Administration, Access Control Server
ENHANCEMENT	#325	Encryption of card number in CardLoader logs	CardLoader
ENHANCEMENT	#343	IAV method option for Mastercard PSD2 in Issuer groups	Issuer Administration, Access Control Server
ENHANCEMENT	#328	RMI configuration option	Setup, Issuer Administration, Access Control Server
ENHANCEMENT	#403	Add 3DS2 transactional data into CAAS messages	Access Control Server
ENHANCEMENT	#423	MIA to notify user when device is removed from Issuer's Active Device list	Issuer Administration
ENHANCEMENT	#429	Remove case sensitivity of OobRequestChallengeResult.requestChallengeEnum accepted values	Access Control Server
FIX	#370	OOB deviceId length issue	Registration Server

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Type	Issue Number	Description	Components
FIX	#373	FileNotFoundException during RBA and OOB startup	Access Control Server
FIX	#421	10-CR challenge authentication issue	Access Control Server
FIX	#427	Updated ECI values for AMEX, JCB and Diners	Access Control Server
FIX	#438	Change SecureCode HMAC 256 key	Issuer Administration
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.2.6 (Patch)

[07/05/2020]

[EOL: 29/05/2022]

Type	Issue Number	Description	Components
FIX	#375	Stop ACS from uploading CustomPages for AnyBank at start up	Issuer Administration
FIX	#420	NullPointer Exception during SMS device loading	Access Control Server
FIX	#426	MIA Report error	Setup, Issuer Administration, Access Control Server, Registration Server

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ActiveAccess v8.2.5 (Patch)

[04/05/2020]

[07/05/2022]

Type	Issue Number	Description	Components
FIX	#420	NullPointer Exception during SMS device loading	Access Control Server

ActiveAccess v8.2.4 (Patch)

[28/04/2020]

[04/05/2022]

Type	Issue Number	Description	Components
FIX	#420	NullPointer Exception during SMS device loading	Access Control Server

ActiveAccess v8.2.3 (Patch)

[24/04/2020]

[28/04/2022]

Type	Issue Number	Description	Components
FIX	#419	Issue with ACS authentication pages and authentication results cannot be seen	Access Control Server

ActiveAccess v8.2.2

[17/04/2020]

[24/04/2022]

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Type	Issue Number	Description	Components
FIX	#371	Fixes to Frictionless Flow, Browser, PA (Result = N)	Access Control Server
FIX	#412	Luna HSM KeyStore loading issue	Access Control Server, Setup
FIX	#413	RSA key size for new issuers and issuer groups changed to 2048	Access Control Server, Setup
FIX	#416	Fixes to Frictionless Flow, 3RI, and NPA (Result = Y)	Access Control Server

ActiveAccess v8.2.1

[09/04/2020]

[EOL: 17/04/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#331	Addition of cancel link to 3DS2 authentication pages	Access Control Server
ENHANCEMENT	#369	Addition of "store name", "date" and "amount" to authentication page	Access Control Server
FIX	#349	null cardName in verifyRegResp produces an error	Access Control Server
FIX	#371	Changes to the validation date of cardLoader generated certificate	CardLoader
FIX	#393	Misplacement of elements in responsive view of custom pages	Access Control Server
FIX	#394	NullPointerException error while processing regStatus=1 in CAAS	Access Control Server

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Type	Issue Number	Description	Components
FIX	#395, 400	ClientID=null not to be included in Notification Reports, OOB & RBA APIs	Access Control Server, CardLoader, Registration Server
FIX	#396	Exception during initializing LunaProvider in gpcomp.updater	Setup
FIX	#397, #399	Archive database schema upgrade from ActiveAccess v7.3 to ActiveAccess v8.2	Issuer Administration, Setup
FIX	#407	Configuration of "ACS challenge URL" for issuers	Access Control Server

ActiveAccess v8.2.0

[27/03/2020]

[EOL: 09/04/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#151	Support push notifications during OOB authentication	Access Control Server, Registration Server
ENHANCEMENT	#174	IAV method option for Mastercard PSD2	Access Control Server, Issuer Administration
ENHANCEMENT	#192	Displaying OTP+StaticPassword for CAAS	Access Control Server
ENHANCEMENT	#221	Displaying risk decision in Transaction Details page	Issuer Administration
ENHANCEMENT	#307	Addition of a new card attribute: ClientID	Access Control Server, CardLoader, Issuer Administration, Registration Server

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Type	Issue Number	Description	Components
ENHANCEMENT	#316	Card and Transaction search performance improvement	Issuer Administration
ENHANCEMENT	#319	"Score range for device" in RBA allows for selection from all devices including OOB	Access Control Server
ENHANCEMENT	#323	Addition of "Maximum interaction" limit for Remote Issuers	Access Control Server, Issuer Administration
FIX	#234	Fix for CAASSESSION table lock issue	Access Control Server
FIX	#315	Fix for archive and purge features	Issuer Administration
FIX	#353	Reverting Card Expiry Date to optional	Issuer Administration, Registration Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.1.2

[10/01/2020]

[EOL: 28/02/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#228	Adding forgot password link for browser device channel	Access Control Server
ENHANCEMENT	#251	Send tokens only when the Resend OTP link is clicked	Access Control Server
ENHANCEMENT	#268	Changes to PreAuth in Remote Authentication model	Access Control Server

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Type	Issue Number	Description	Components
ENHANCEMENT	#299	Improvements to enabling 2FA for admin users	Issuer Administration
ENHANCEMENT	#300	Device selection when two OOB devices are assigned to a card	Access Control Server
ENHANCEMENT	#312	Addition of DESede support to CardLoader and Registration for backward compatibility	Registration Server, CardLoader
FIX	#271	Fixing Ping Command connection issue	Issuer Administration, Access Control Server, Registration Server, Enrolment Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.1.1

[06/12/2019]

[EOL: 10/01/2022]

Type	Issue Number	Description	Components
ENHANCEMENT	#267	Add new CancelReg request with optional cardholder name	Registration Server, CardLoader
ENHANCEMENT	#271	ActiveAccess Ping command improvement	Issuer Administration, Access Control Server, Registration Server, Enrolment Server
FIX	#303	Invalidate empty cardholder name in PreReg and FinalReg	Registration Server, CardLoader

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ActiveAccess v8.1.0

[15/11/2019]

[EOL: 06/12/2021]

Type	Issue Number	Description	Components
ENHANCEMENT	#92	Acceptable values for `App unsupported devices` updated	Access Control Server, Issuer Administration
ENHANCEMENT	#131	Supporting two-factor authentication for local authentication	Access Control Server, Issuer Administration
ENHANCEMENT	#142	Changing the risk/rule decision process	Access Control Server
ENHANCEMENT	#143	Provide a mechanism to test OOB and RBA restful adapters connect/read timeouts	Access Control Server, Issuer Administration
ENHANCEMENT	#179	Including more data in RBA call back	Access Control Server
ENHANCEMENT	#198	Updating the approach of populating the historical transaction for RBA	Access Control Server
ENHANCEMENT	#201	Create a swagger for OOB and Risk restful adapters	Access Control Server
ENHANCEMENT	#246	Enabling language selection during authentication for 3DS1	Access Control Server, Issuer Administration
ENHANCEMENT	#273	Http protocol version for external connections	Access Control Server
FIX	#53	3DS method notification post data	Access Control Server
FIX	#95	ACS decision based on risk chain score in remote authentication	Access Control Server
FIX	#260	HSM installation issues	Setup

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Type	Issue Number	Description	Components
FIX	#266	Detach SDK certificates from Issuer Certificates	Setup
FIX	#278	CAAS Server throws NullPointer when message category is NPA	Access Control Server

ActiveAccess v8.0.4

[06/11/2019]

[EOL: 15/11/2021]

Type	Issue Number	Description	Components
FIX	#281	Invalid Request to Remote Server	Access Control Server

ActiveAccess v8.0.3

[25/10/2019]

[EOL: 06/11/2021]

Type	Issue Number	Description	Components
FIX	#277	Deployment of registration.war during startup	Registration
FIX	#278	CAAS throws a NullPointer when message category is NPA	Access Control Server

ActiveAccess v8.0.2

[09/10/2019]

[EOL: 25/10/2021]

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Type	Issue Number	Description	Components
ENHANCEMENT	#51	Support 3DS2 purchase amount 0 for Mastercard IDC	Access Control Server
ENHANCEMENT	#98	Update ECI for Message Category NPA for Mastercard IDC	Access Control Server
ENHANCEMENT	#219	Making acsReferenceNumber configurable for testing purposes	Issuer Administration, Access Control Server
ENHANCEMENT	#223	Addition of decline code to preAuthResp of CAAS	Access Control Server
ENHANCEMENT	#229	Addition of KeyStore and TrustStore for RBA Server	Access Control Server
ENHANCEMENT	#233	Addition of KeyStore and TrustStore for OOB Server	Access Control Server
FIX	#132	Updates to Mastercard IDC status codes	Access Control Server
FIX	#148	Remote CAAS PreAuth changes	Access Control Server
FIX	#226	Setup could not generate RSA2048 keys for the MAP error during Luna PKCS11 installation/upgrade	Setup
FIX	#242	Verified by Visa references changed to Visa Secure in the content of authentication pages	Access Control Server
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.0.1

[05/09/2019]

[EOL: 02/10/2021]

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Type	Issue Number	Description	Components
ENHANCEMENT	#169	EULA update	Issuer Administration
ENHANCEMENT	#208	Grant scripts run automatically during setup	Setup
FIX	#172	Device selection page isn't being shown	Access Control Server
FIX	#182	Device registration fails when issuer has OOB device enabled	Access Control Server
FIX	#186	Exception raised during Diners Club remote authentication	Access Control Server
FIX	#188	ChallengeResponse failure in remote authentication	Access Control Server
FIX	#189	Risk adapter configuration page issue	Issuer Administration
FIX	#193	Generate RSA 2048 when the EC key generation fails	Setup, Issuer Administration, Access Control Server
FIX	#196	CardLoader setup.sh doesn't work	CardLoader
FIX	#203	Upgrade issue from 7.4.2 to 8.0.0 with currency exchange rate	Setup
FIX		General fixes, performance and security enhancements	Setup, Issuer Administration, Access Control Server, Registration Server

ActiveAccess v8.0.0

[15/08/2019]

[EOL: 05/09/2021]

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Type	Issue Number	Description	Components
ENHANCEMENT	#93	Enhancements to the Administration interface (MIA)	Issuer Administration
ENHANCEMENT	#5468	Support incremental database schema changes in Setup	Setup
ENHANCEMENT	#5801	Web Container Neutralization	Setup
ENHANCEMENT	#6659	Support for 3-D Secure 2.1	Setup, Issuer Administration, Access Control Server, Registration Server
ENHANCEMENT	#6661	3DS2 Transaction search based on 3DS version	Issuer Administration
ENHANCEMENT	#6663	Support for 3DS2 Risk Management	Issuer Administration, Access Control Server
ENHANCEMENT	#6664	Support 3DS2 Reporting	Issuer Administration
ENHANCEMENT	#7207	Support for OOB Processing	Issuer Administration, Access Control Server
ENHANCEMENT	#7383	Substitute Triple DES encryption in ActiveAccess with stronger cryptography	Issuer Administration, Access Control Server
ENHANCEMENT	#7845	Removal of RuPay component	Setup, Issuer Administration
ENHANCEMENT	#7880	Two-factor authentication for MIA login	Issuer Administration
ENHANCEMENT	#8082	Simplify the setup process	Setup
ENHANCEMENT	#8310	SPA2 algorithm for AAV generation	Setup, Issuer Administration, Access Control Server
FIX	#5425	MIA allows exceeded password length and updates it successfully	Access Control Server

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Type	Issue Number	Description	Components
FIX	#7297	Adminlog and AuditlogCollectorErrors have been updated to fix the errors that occurred during scheduler job	Access Control Server
FIX	#8160	Authentication Exemption Rules for CAAS server	Access Control Server

ActiveAccess v7.4.7 (Patch)

[23/03/2019]

[EOL: 15/08/2021]

Access Control Server		
FIX	#8147	Fixed the purchAmount field to avoid the mismatch of value between PARes and PAReq

ActiveAccess v7.4.6 (Patch)

[05/03/2019]

[EOL: 23/03/2021]

Issuer Administration		
FIX	#8022	Removing "+" sign when sending message via JMS.

Access Control Server		
FIX	#8022	Removing "+" sign when sending message via JMS.

ActiveAccess v7.4.5 (Patch)

[01/02/2019]

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[EOL: 05/03/2021]

Access Control Server		
ENHANCEMENT	#7843	Displaying the Mobile Number on Remote Authentication pages.
ENHANCEMENT	#7893	Adding PurchaseExponent attribute to the transaction table of requests to CAAS.

ActiveAccess v7.4.4 (Patch)

[27/09/2018]

[EOL: 01/02/2021]

Issuer Administration		
FIX	#7748	SMS delivery fails as ACS sends the phone number without the '+' sign to SMPP client. ACS now includes the + sign when sending SMS.

Access Control Server		
FIX	#7748	SMS delivery fails as ACS sends the phone number without the '+' sign to SMPP client. ACS now includes the + sign when sending SMS.

ActiveAccess v7.4.3 (Patch)

[18/09/2018]

[EOL: 27/09/2020]

Issuer Administration		
FIX	#7718	Card Registration File Upload Errorcard file. Clearing the timer to prevent "java.lang.IllegalStateException: Timer already canceled" exceptions.

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ActiveAccess v7.4.2

[20/08/2018]

[EOL: 07/06/2020]

Issuer Administration		
ENHANCEMENT	#7543	ISO 3166 Update country details for Eswatini
ENHANCEMENT	#7654	ISO 4217 Amendment Number 169

Active Control Server		
ENHANCEMENT	#7543	ISO 3166 Update country details for Eswatini
ENHANCEMENT	#7654	ISO 4217 Amendment Number 169
FIX	#7677	CurrencyExchange error in ActiveAccess startup

Registration Server		
FIX	#7639	Card Registration File Upload

ActiveAccess v7.4.1 (Patch)

[08/08/2018]

[EOL: 20/08/2020]

Issuer Administration		
FIX	#7557	Verification code not received for Email device type

Active Control Server		
FIX	#7482	Custom Pages layout updates

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Active Control Server		
FIX	#7557	Verification code not received for Email device type

ActiveAccess v7.4.0

[06/07/2018]

[EOL: 08/08/2020]

Setup		
ENHANCEMENT	#6479	External HSM setup - PKCS #11 Support
ENHANCEMENT	#7470	Update key type for CVC2 process
ENHANCEMENT	#7471	HMAC key length update for MC
ENHANCEMENT	#7477	Support HSMs in which DES is not available
ENHANCEMENT	#7519	Upgraded log4j from 1.2.13 to the 1.2.17 version
FIX	#7380	Visa 3-D Secure Security Program - Encryption of CAVV/AAV values
FIX	#7518	Updated GET_CARDS procedure

Issuer Administration		
ENHANCEMENT	#6479	External HSM setup - PKCS #11 Support
ENHANCEMENT	#7359	ISO 4217 Amendment Number 166
ENHANCEMENT	#7470	Update key type for CVC2 process
ENHANCEMENT	#7471	HMAC key length update for MC
ENHANCEMENT	#7477	Support HSMs in which DES is not available
ENHANCEMENT	#7519	Upgraded log4j from 1.2.13 to the 1.2.17 version

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Issuer Administration		
FIX	#7329	Public key for the Issuer Group
FIX	#7380	Visa 3-D Secure Security Program - Encryption of CAVV/AAV values
FIX	#7520	Purge processor is already running error

Access Control Server		
ENHANCEMENT	#6479	External HSM setup - PKCS #11 Support
ENHANCEMENT	#7359	ISO 4217 Amendment Number 166
ENHANCEMENT	#7482	Combining two device registration custom pages into one
ENHANCEMENT	#7519	Upgraded log4j from 1.2.13 to the 1.2.17 version
FIX	#7047	Updating the path of caaswarning.properties to keep it unchanged during the upgrade process
FIX	#7380	Visa 3-D Secure Security Program - Encryption of CAVV/AAV values
FIX	#7518	Updated GET_CARDS procedure

Enrolment Server		
ENHANCEMENT	#6479	External HSM setup - PKCS #11 Support
ENHANCEMENT	#7519	Upgraded log4j from 1.2.13 to the 1.2.17 version

Registration Server		
ENHANCEMENT	#6479	External HSM setup - PKCS #11 Support
ENHANCEMENT	#7519	Upgraded log4j from 1.2.13 to the 1.2.17 version

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ActiveAccess v7.3.3 (Patch)

[25/05/2018]

[EOL: 06/07/2018]

Access Control Server		
FIX	#7402	Incorrect JCB transaction status with 'Card Not Found' from CAAS

ActiveAccess v7.3.2 (Patch)

[29/03/2018]

[EOL: 25/05/2020]

Access Control Server		
FIX	#7160	Remove error on missing MD field

ActiveAccess v7.3.1 (Patch)

[20/02/2018]

[EOL: 29/03/2020]

Access Control Server		
FIX	#7116	JCB VEReq with Browser.deviceCategory=1

ActiveAccess v7.3.0

[29/01/2018]

[EOL: 20/02/2020]

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Setup		
FIX	#6334	Correction to the casing for SafeNet in setup/sample.ini
FIX	#6338	Remove WebSphere application server option from setup
FIX	#6986	Decryption error during notification report process
FIX	#7052	Notification reports - java.lang.NullPointerException

Issuer Administration		
FIX	#6406	Exception thrown when clicking Back on Matched Rule Details page
FIX	#6244	Update the default value for AMEX 'Maximum forgot password attempts
FIX	#6620	MIA incorrectly searches the WEB-INF folder for cacerts, instead of the config folder
FIX	#6645	Cards do not get assigned to the most detailed BIN
FIX	#7052	Notification reports - java.lang.NullPointerException
ENHANCEMENT	#4131	Authentication pages compatibility with mobile devices
ENHANCEMENT	#5935	New authentication method Email OTP
ENHANCEMENT	#6252	ISO 3166 Update country details for Moldova and Gambia
ENHANCEMENT	#6308	Addition of a message on MIA's blank screen for admin users of Issuers with an invalid license key
ENHANCEMENT	#6377	Option to defer application of Setting changes to next server restart
ENHANCEMENT	#6463	ISO 4217 Currency Code Service - Amendment number 163
ENHANCEMENT	#6527	Mastercard Identity Check Support
ENHANCEMENT	#6688	JCB Attempt process

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Issuer Administration		
ENHANCEMENT	#6727	Security enhancements
ENHANCEMENT	#6765	All PANs must now comply with the Luhn algorithm and pass a Mod-10 check
ENHANCEMENT	#6773	ISO 4217 Amendment Number 164
ENHANCEMENT	#6823	Rules Settings challenge option for 'not exempted authentications' as per IDC requirements
ENHANCEMENT	#6981	ISO 4217 Amendment Number 165

Access Control Server		
FIX	#5686	Proof of Attempt = Disabled still displays the opt-out link during ADS
FIX	#6244	Update the default value for AMEX 'Maximum forgot password attempts
FIX	#6417	PAReq is not logged by ACS when the Authentication Exemption Rules are used
FIX	#6687	Updating error details wording to match 3DS v1.0.2 document
FIX	#6693	Errors related to JCB compliance test
FIX	#7037	Authentication Exemption rules do not apply during transactions
ENHANCEMENT	#4131	Authentication pages compatibility with mobile devices
ENHANCEMENT	#5935	New authentication method Email OTP
ENHANCEMENT	#6209	Style applied to XML formatted error pages displayed during authentication
ENHANCEMENT	#6252	ISO 3166 Update country details for Moldova and Gambia
ENHANCEMENT	#6463	ISO 4217 Currency Code Service - Amendment number 163
ENHANCEMENT	#6527	Mastercard Identity Check Support

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Access Control Server		
ENHANCEMENT	#6652	Compliance with JCB J/Secure
ENHANCEMENT	#6688	JCB Attempt process
ENHANCEMENT	#6689	Addition of new data elements in JCB Authentication page and updates to the masking format of PAN
ENHANCEMENT	#6691	Remove AHS support for JCB
ENHANCEMENT	#6692	Multi-language support of JCB pages
ENHANCEMENT	#6727	Security enhancements
ENHANCEMENT	#6765	All PANs must now comply with the Luhn algorithm and pass a Mod-10 check
ENHANCEMENT	#6773	ISO 4217 Amendment Number 164
ENHANCEMENT	#6823	Rules Settings challenge option for 'not exempted authentications' as per IDC requirements
ENHANCEMENT	#6981	ISO 4217 Amendment Number 165

Enrolment Server		
ENHANCEMENT	#6705	The effect of 'Uses confirmation' field in Enrolment
ENHANCEMENT	#6727	Security enhancements

Registration Server		
FIX	#6396	CardLoader error message does not correspond with Registration logs
ENHANCEMENT	#5935	New authentication method Email OTP
ENHANCEMENT	#6527	Mastercard Identity Check Support

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Registration Server		
ENHANCEMENT	#6727	Security enhancements

ActiveAccess v7.2.1

[20/04/2017]

[EOL: 29/01/2020]

Setup v7.2.1

Issuer Administration v7.2.1

Access Control Server v7.2.1

Enrolment Server v7.2.1

Registration Server v7.2.1

Setup		
ENHANCEMENT	#6289	Encode hsmpassword parameter (Base64) in RuPay config file.

Issuer Administration		
FIX	#4584	PCI Key Retiring utility performance issue.
FIX	#6182	Certificate creation failure.
ENHANCEMENT	#6289	Encode hsmpassword parameter (Base64) in RuPay config file.

Access Control Server		
FIX	#4584	PCI Key Retiring utility performance issue.
FIX	#6186	Error while processing a custom page.
ENHANCEMENT	#4217	Addition of JCB XSL pages into the standard release package.

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Access Control Server		
ENHANCEMENT	#6289	Encode hsmpassword parameter (Base64) in RuPay config file.

Enrolment Server		
ENHANCEMENT	#6289	Encode hsmpassword parameter (Base64) in RuPay config file.

Registration Server		
ENHANCEMENT	#6289	Encode hsmpassword parameter (Base64) in RuPay config file.

ActiveAccess v7.2.0

[22/12/2016]

[EOL: 20/04/2019]

Setup v7.2.0

Issuer Administration v7.2.0

Access Control Server v7.2.0

Enrolment Server v7.2.0

Registration Server v7.2.0

Rupay v1.1.0

Card Loader 1.1.41

Setup		
SUPPORT:	#5806	nCipherKM.jar being removed in installation
ENHANCEMENT:	#5474	Support silent mode installation
ENHANCEMENT:	#5939	Encode HSM_PASSWORD parameter (Base64) in ActiveAccess config files

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Setup		
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes
FEATURE:	#5546	Supports Amex Safekey compliance (rev 2016)

Issuer Administration		
FIX:	#5525	Encrypt critical data in case of registration failure
FIX:	#5899	Archive history details page display error
SUPPORT:	#5729	Visa Intermediate SHA2 CA cert added for new installations
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes
ENHANCEMENT:	#5740	Exclusion of third party XML parser libraries (JAXP libraries),Third party XML parser libraries (JAXP libraries) excluded and replaced with JDK JAXP libraries
ENHANCEMENT:	#5829	Remove restriction on using previous CAVV key
ENHANCEMENT:	#5874	Support p7 and der files when installing certificates
ENHANCEMENT:	#5939	Encode HSM_PASSWORD parameter (Base64) in ActiveAccess config files
FEATURE:	#5546	Supports Amex Safekey compliance (rev 2016)

Access Control Server		
FIX:	#4584	Improve PCI Key Retiring utility performance*
FIX:	#5965	CAAS Card Auth Data format not found error. The error message is logged in ACS logs during a remote transaction regardless of success of the transaction.
FIX:		Various spelling corrections in application and XSL files

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Access Control Server		
SUPPORT:	#5748	Error in restarting Number of authentication exemptions and Sum of exempted authentications' amounts when empty cardholder name is received from CAAS server
SUPPORT:	#5785	Unable to establish connection to CAAS
SUPPORT:	#5903	Optimise GET_CARDS procedure
SUPPORT:	#5952	Update American Express SafeKey logo
ENHANCEMENT:	#5054	Support SafeNet Network HSM (Cloud HSM/Luna SA)
ENHANCEMENT:	#5546	Compliance with American Express Safekey (revision 2016)
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes
ENHANCEMENT:	#5740	Exclusion of third party XML parser libraries (JAXP libraries),Third party XML parser libraries (JAXP libraries) excluded and replaced with JDK JAXP libraries
ENHANCEMENT:	#5939	Encode HSM_PASSWORD parameter (Base64) in ActiveAccess config files
FEATURE:	#5546	Supports Amex Safekey compliance (rev 2016)

Enrolment Server		
FIX:		Various spelling corrections in application and XSL files
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes
ENHANCEMENT:	#5740	Exclusion of third party XML parser libraries (JAXP libraries),Third party XML parser libraries (JAXP libraries) excluded and replaced with JDK JAXP libraries
ENHANCEMENT:	#5939	Encode HSM_PASSWORD parameter (Base64) in ActiveAccess config files

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Registration Server		
SUPPORT:	#5767	Changing request Id length in notification request to be at most 1024 characters
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes
ENHANCEMENT:	#5740	Exclusion of third party XML parser libraries (JAXP libraries),Third party XML parser libraries (JAXP libraries) excluded and replaced with JDK JAXP libraries
ENHANCEMENT:	#5939	Encode HSM_PASSWORD parameter (Base64) in ActiveAccess config files

RuPay		
FIX:	#5482	Search by Error Code field in Transaction screens
FIX:	#6025	RuPay verifyRegistration did not forward contextBlob to initAuthentication. contextBlob now included
FIX:	#6026	Support authType in addition to authTypeSupList in RuPay

Card Loader		
FIX:	#5779	CardLoader now supports Java 8
SUPPORT:	#5767	Changing request Id length in notification request to be at most 1024 characters
ENHANCEMENT:	#5574	Remove usage of deprecated JRE classes

ActiveAccess v7.1.4

[03/10/2016]

[EOL: 22/12/2018]

Setup v7.1.4

Issuer Administration v7.1.4

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Access Control Server v7.1.4

Enrolment Server v7.1.4

Registration Server v7.1.4

Issuer Administration		
Support	#5703	Database connectivity issue
Bug	#5720	ActiveAccess 7.1.4 beta 5 installation error: no record found
Enhancement	#5715	Version class in ActiveAccess should be filtered in Maven
Support	#5664	Login issue with remote issuers' business and helpdesk admins without access to rules
Support	#5548	FileNotFoundException: auditconfig.properties changed from an Error to a Warning
Bug	#5745	CSR Export Issue

Access Control Server		
Support	#5703	Database connectivity issue
Bug	#5689	CAAS: ISO currency & country codes
Enhancement	#5523	Risk Based Authentication
Bug	#5674	DB Warning Logger in ACS log file
Enhancement	#5715	Version class in ActiveAccess should be filtered in Maven
Enhancement	#5688	Copyright of XSL pages
Bug	#5685	AHS logging PATransReq twice in the acs log file
Support	#5646	Merchant URL Must be URL pattern

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Access Control Server		
Support	#5634	PARes with parameter SSID to MPI
Support	#5616	A null priSec value results in NullPointerException
Enhancement	#5596	Support for unmasked CH.fullPAN in PATRANSReq messages

Enrolment Server		
Enhancement	#5715	Version class in ActiveAccess should be filtered in Maven

Registration Server		
Enhancement	#5715	Version class in ActiveAccess should be filtered in Maven

Setup		
Bug	#5735	RuPay tables missing in database after installation
Enhancement	#5715	Version class in ActiveAccess should be filtered in Maven
Bug	#5678	RuPay module being installed without being selected (Centos 6.x)
Bug	#5562	No rupay WAR files found in tomcat/webapps when installing AA with Rupay option

ActiveAccess v7.1.3

[03/09/2016]

[EOL: 03/10/2018]

Setup v7.1.3

Issuer Administration v7.1.3

Access Control Server v7.1.3

Enrolment Server v7.1.3

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Registration Server v7.1.3

Access Control Server		
Bug	#5619	SignatureMethod must be SHA1

No changes in other components

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