



KeyScaler as a Service - User Guide

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1 This Document

1.1 Version Control

Version	Description	Date	Who
1.0	Initial Document Creation		

Item 1 – Document Version Control

1.2 Terms and Definitions

Term	Meaning
KSaaS	KeyScaler as a Service
Prospect	Partner of customer
Tenant	Refers to a KeyScaler System that has been created for a partner or customer.

Item 2

1.3 Related Documentation

Doc #	Title	Zendesk
[1]		

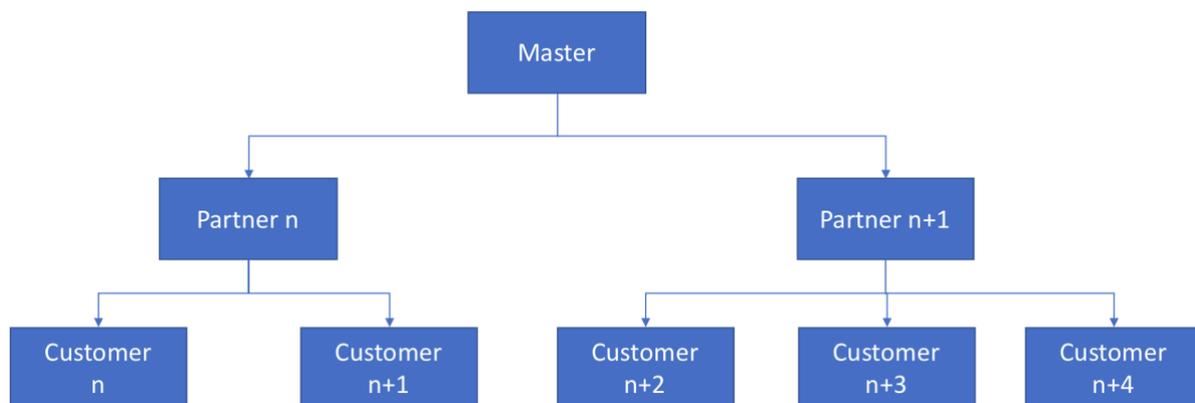
2 Document Overview

This document outlines the basics steps on how a partner can get started with KeyScaler as a Service (KSaaS).

3 KeyScaler as a Service

3.1 Overview

KSaaS (KeyScaler as a Service) is a multi-tenanted system, which consists of a top-level master tenant, a second layer of partner tenants and a third layer of end-customer tenants. The master tenant can be used to create partner tenants and the partner tenants can be used to end customer and user tenants. The tenant hierarchy can be illustrated as shown in Item 1, where the Master tenant is owned by Device Authority, and used to create partner tenants. A partner tenant is assigned to a partner company, which can onboard their own customers by creating further customer tenants. Datasets are segregated to where “Partner n” has access to management data of its own “Customer n” and “Customer n+1” etc. but not access to customers n+2, n+3 etc.



Item 3 – Multi tiered Tenant Hierarchy

The following sections provide details on how all this can be set up through the Device Authority Control Panel.

3.2 Tenants

The following sections provide details on how partners can manage their own KeyScaler tenant as well as create additional customer tenants for their own customers.

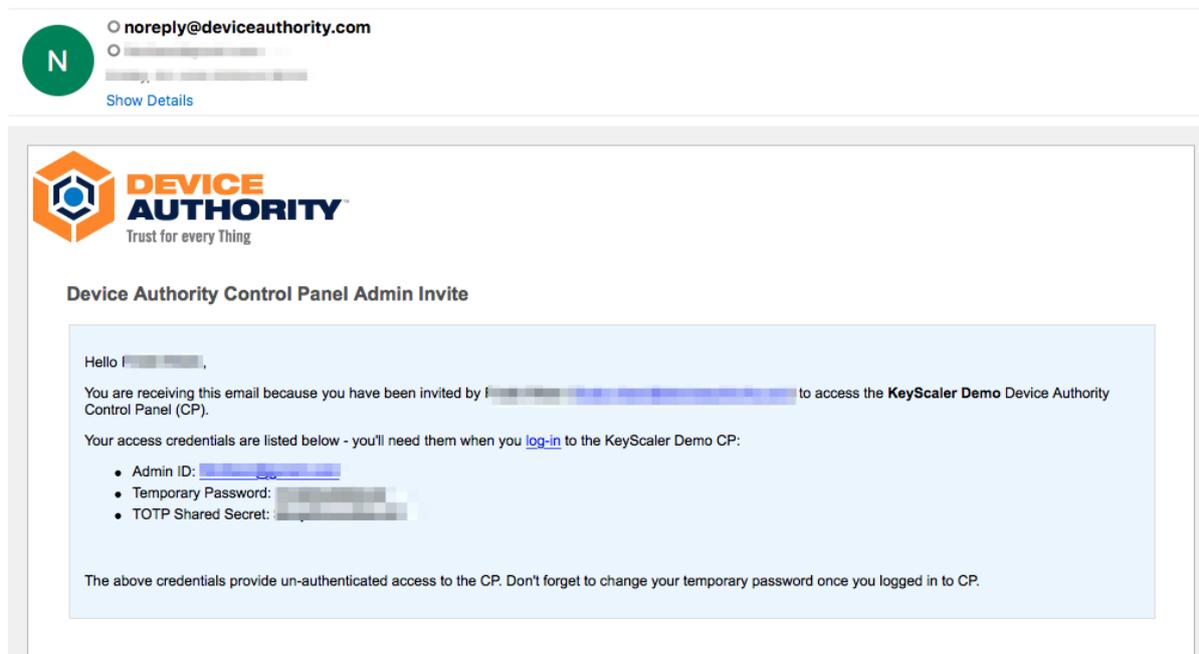
3.2.1 Partner Tenant

3.2.1.1 Invitation Email

Before a prospect (customer or partner) can access the KeyScaler Control Panel, a new partner account (2nd tier in Item 3) will be created, by Device Authority, for that particular prospect. Once the tenant/account has been created, the prospect will receive an invitation email (Item 4), which details how to access the Control Panel.

In order to get an account setup, please contact Device Authority at support@deviceauthority.com

Device Authority Control Panel Admin Invite

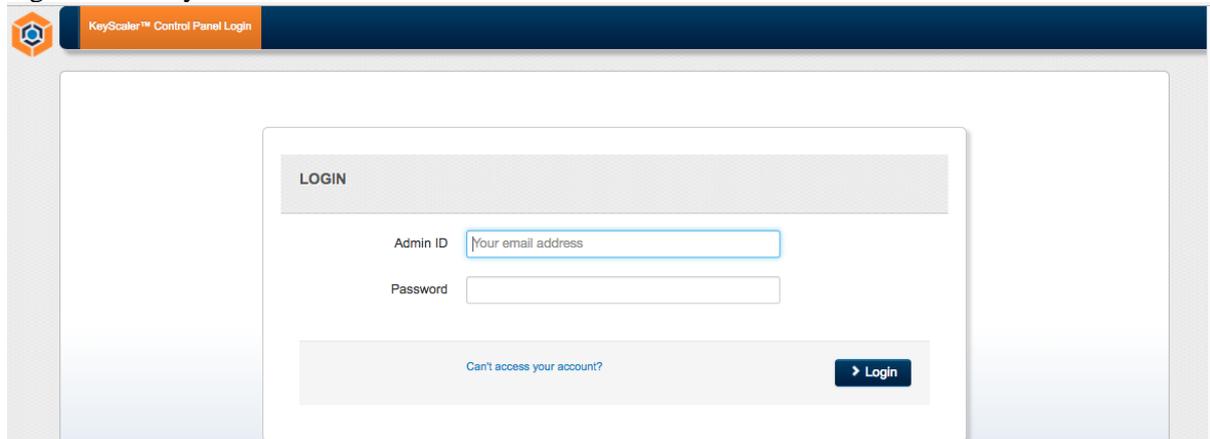


The screenshot shows an email interface. At the top left is a circular profile icon with the letter 'N'. To its right is the email address 'noreply@deviceauthority.com' and a 'Show Details' link. Below this is the Device Authority logo and tagline 'Trust for every Thing'. The main content of the email is titled 'Device Authority Control Panel Admin Invite'. It begins with 'Hello [redacted]', followed by a paragraph explaining the invitation. A list of access credentials is provided, including Admin ID, Temporary Password, and TOTP Shared Secret. A final note states that these credentials provide un-authenticated access and that the temporary password should be changed after login.

Item 4 – Control Panel Invitation Email

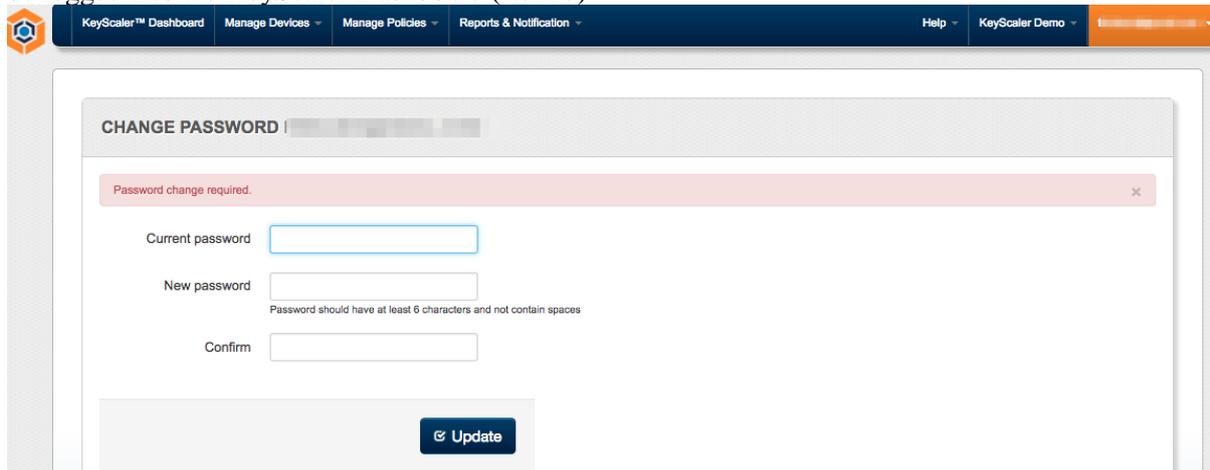
3.2.1.2 KeyScaler Login

Follow the instructions in the invitation email (Item 4), enter temporary login details provided, and login to the KeyScaler Control Panel.

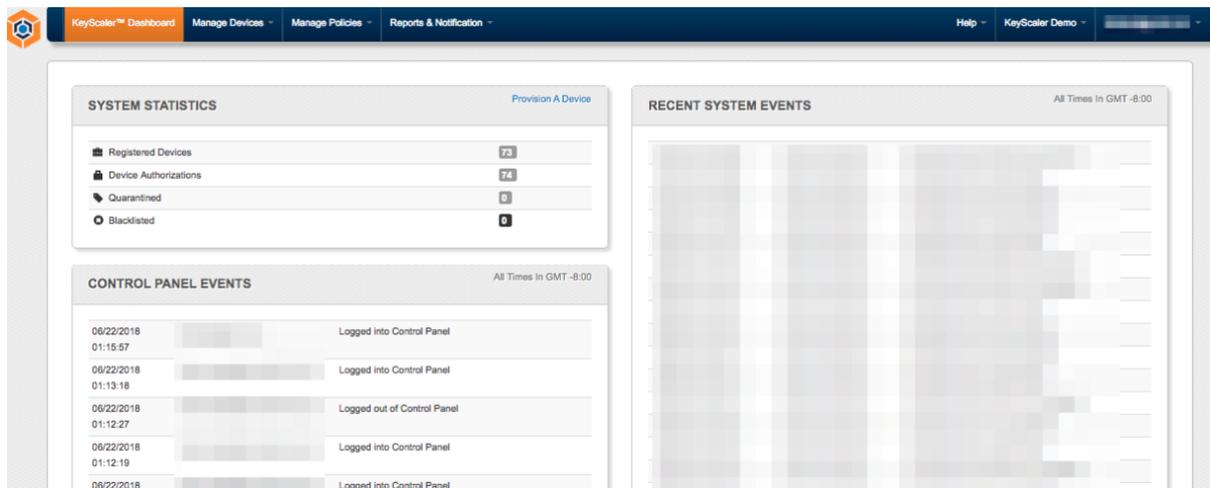


Item 5 – KeyScaler Control Panel Login with temporary credentials.

You will be immediately prompted to change the password. Once this has been completed, you will be logged into the KeyScaler Dashboard (Item 7)

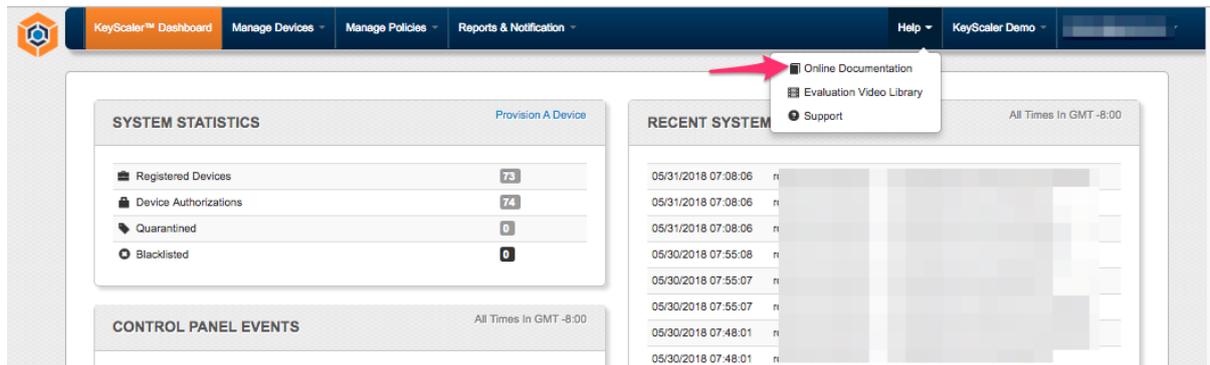


Item 6 – Change the password to proceed to the KeyScaler Dashboard.



Item 7 – KeyScaler Dashboard

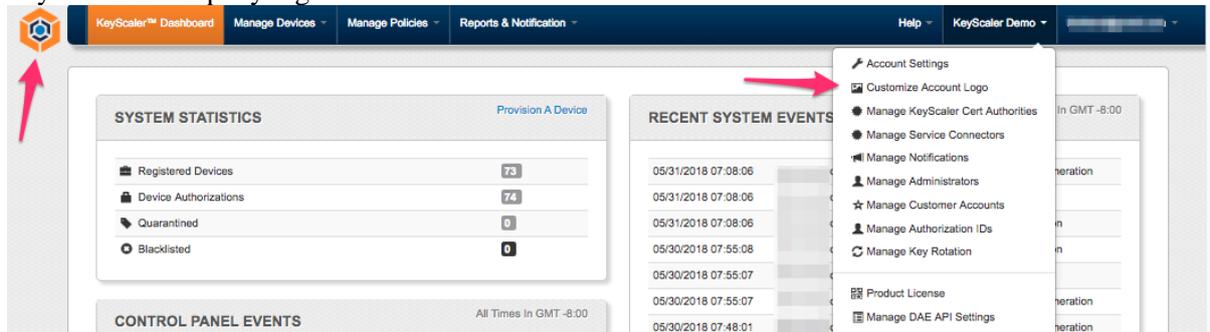
For the general usage of the KeyScaler Dashboard, please refer to Online Documentation from the menu item shown in Item 8.



Item 8 – KeyScaler Dashboard Online documentation Link

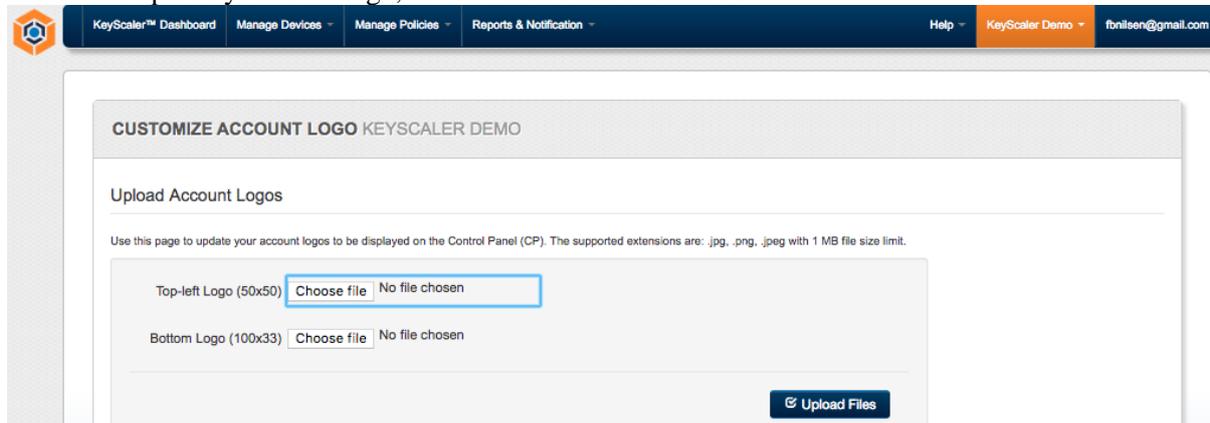
3.2.1.3 Change Logo

The Cutomize Account Logo menu option allows you to change the logo on the KeyScaler Dashboard to your own company logo.



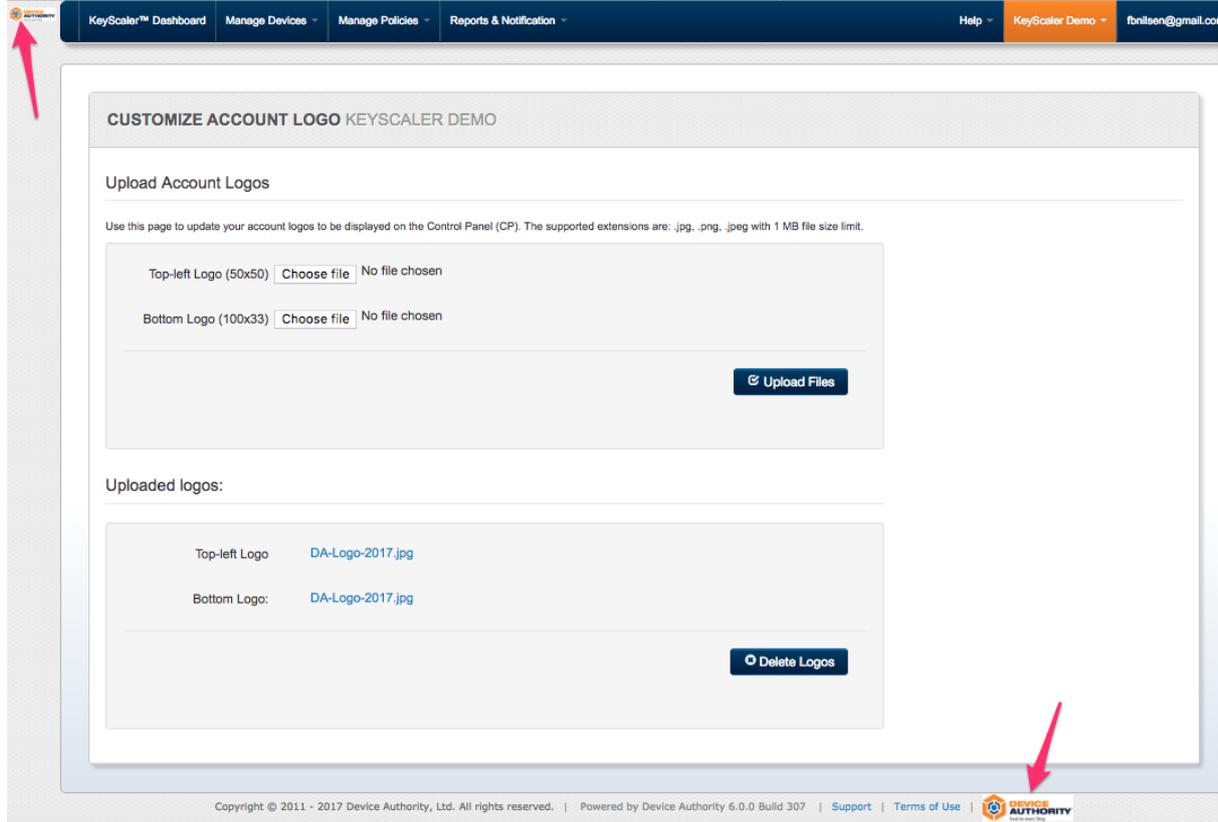
Item 9 – Customize Account Logo

Select and upload your own logo, as shown in Item 10. Item 11



Item 10 – Customize Account Logo – select file

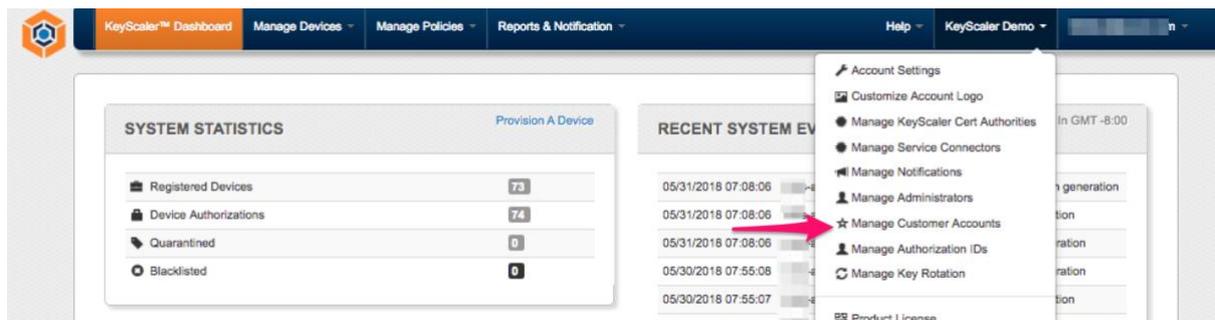
The red arrows in Item 11 indicates where the newly uploaded logo has been inserted.



Item 11 – Customize Account Logo – Logo uploaded

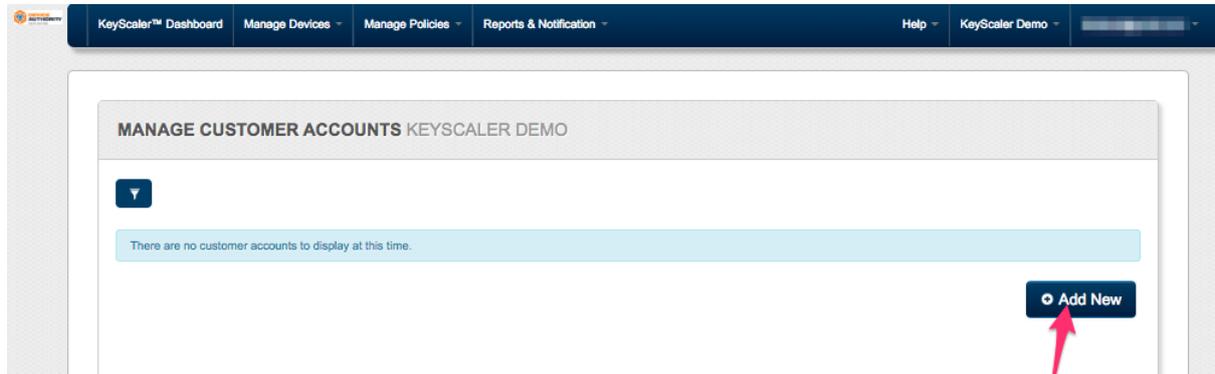
3.2.1.4 Manage Customer Accounts

As a partner you can on-board your own customers by selecting the Manage Customer Accounts as shown in Item 12. The tenant created corresponds to “customer n”, “customer n+1” etc. in Item 3 (3rd tier).



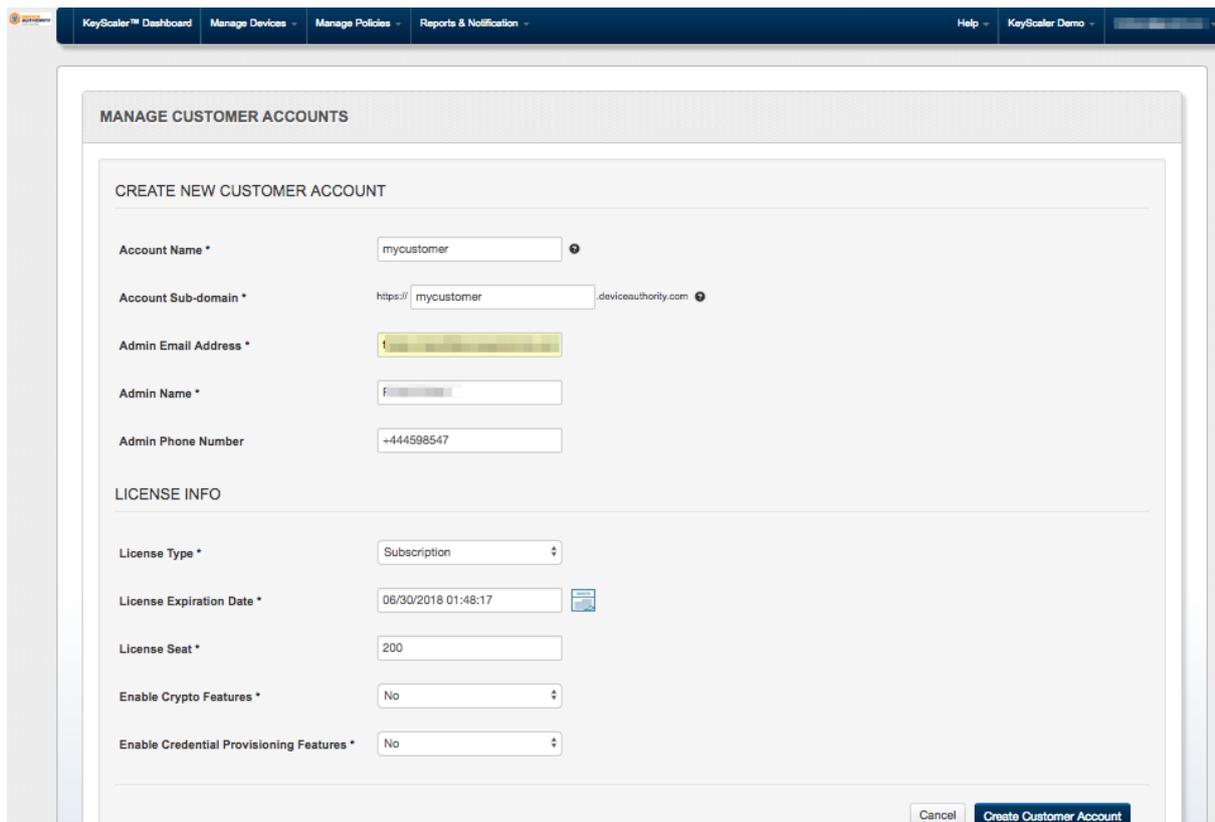
Item 12 – Manage Customer Accounts

Add a new customer/tenant by clicking the Add New and you will be presented with the input form in Item 14.



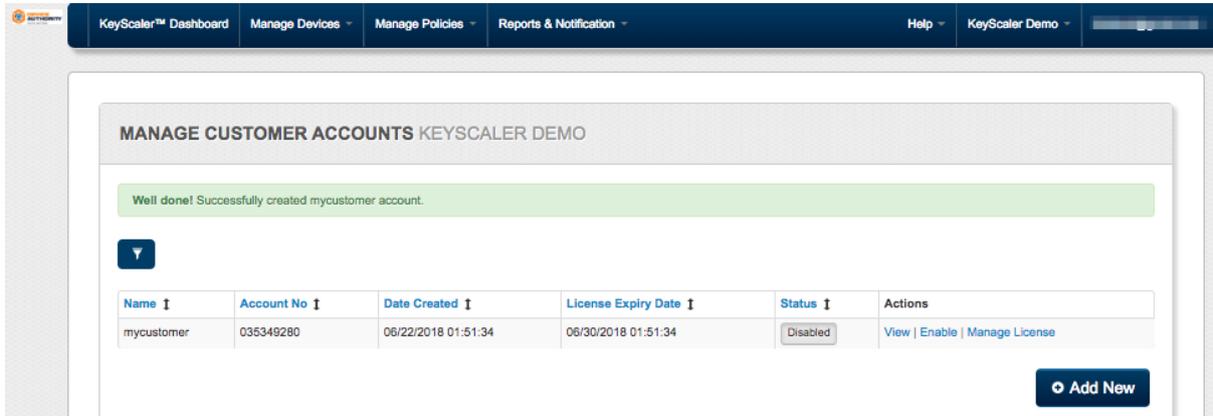
Item 13 – Manage Customer Accounts – Add New

The following form allows a partner to fill in customer details. A partner can assign as many seats as has been made available by Device Authority. A partner can also enable or disable crypto features (data encryption/decryption) and credential provisioning (password management and certificate provisioning). The license Type can be set to Subscription or Trial.



Item 14 – Create New Customer Account Details

Once the customer account has been successfully created, you will see the following page. At first, the status is will be shown as Disabled (Item 15), if you refresh the page after a few seconds, status will have changed to enabled (Item 16).

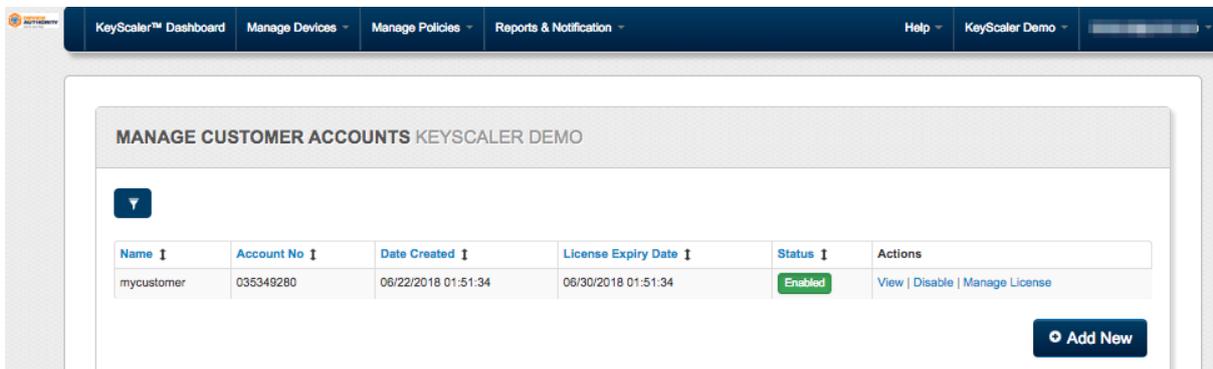


The screenshot shows the 'MANAGE CUSTOMER ACCOUNTS KEYSICALER DEMO' page. A green notification bar at the top states 'Well done! Successfully created mycustomer account.' Below this is a table with the following data:

Name	Account No	Date Created	License Expiry Date	Status	Actions
mycustomer	035349280	06/22/2018 01:51:34	06/30/2018 01:51:34	Disabled	View Enable Manage License

An 'Add New' button is visible in the bottom right corner.

Item 15 – Customer Account Created - Disabled



The screenshot shows the 'MANAGE CUSTOMER ACCOUNTS KEYSICALER DEMO' page. The notification bar is no longer present. The table now shows the account status as 'Enabled':

Name	Account No	Date Created	License Expiry Date	Status	Actions
mycustomer	035349280	06/22/2018 01:51:34	06/30/2018 01:51:34	Enabled	View Disable Manage License

The 'Add New' button remains in the bottom right corner.

Item 16 - Customer Account Created - Enabled

Once a customer account has been created and enabled, an email will be sent to the customer with details on how to gain access to the system. See next section 0 for details.

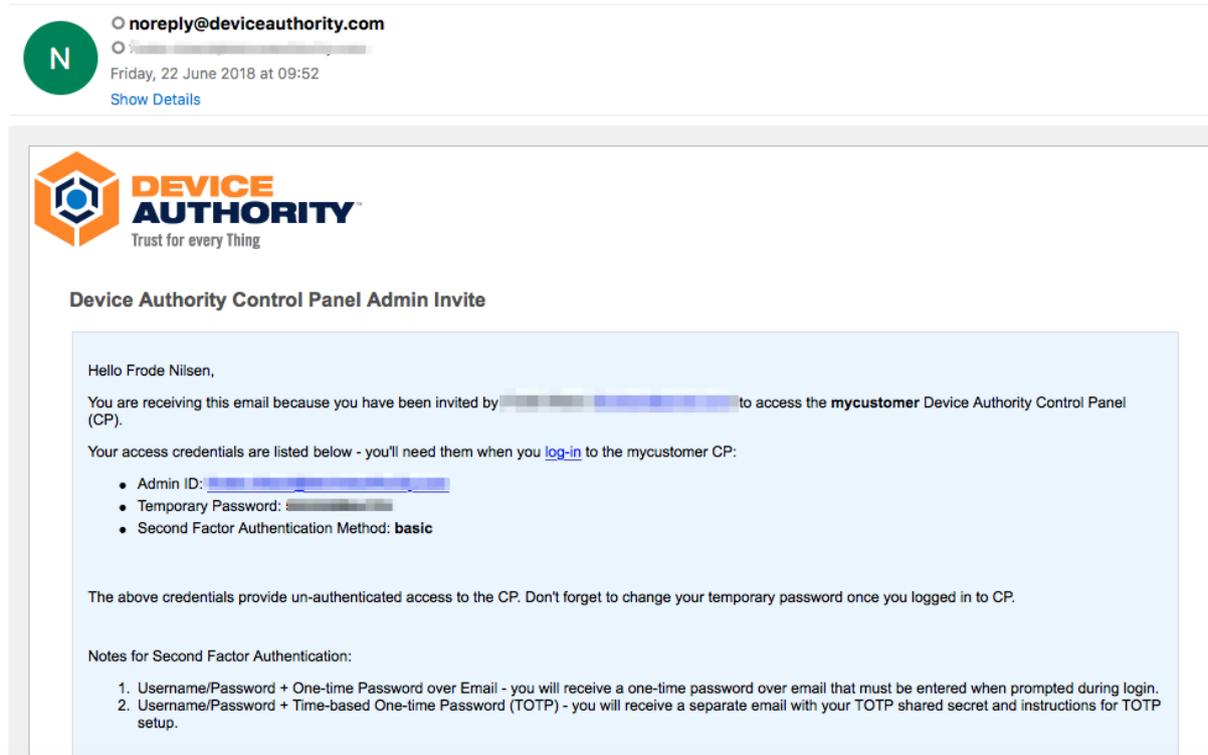
3.2.2 Customer Tenant

A customer tenant is created by a partner, as shown in Item 12. The following sections outlines what the end customer would need to do, once their customer tenant has been created.

3.2.2.1 Invitation Email

Once a partner has created (see Item 13 and Item 14) a new account for his customer, an email will be issued the end customer (e.g. Item 17) with instructions on how to login to the KeyScaler Dashboard.

Device Authority Control Panel Admin Invite



N noreply@deviceauthority.com
Friday, 22 June 2018 at 09:52
[Show Details](#)

DEVICE AUTHORITY
Trust for every Thing

Device Authority Control Panel Admin Invite

Hello Frode Nilsen,

You are receiving this email because you have been invited by [redacted] to access the **mycustomer** Device Authority Control Panel (CP).

Your access credentials are listed below - you'll need them when you [log-in](#) to the mycustomer CP:

- Admin ID: [redacted]
- Temporary Password: [redacted]
- Second Factor Authentication Method: **basic**

The above credentials provide un-authenticated access to the CP. Don't forget to change your temporary password once you logged in to CP.

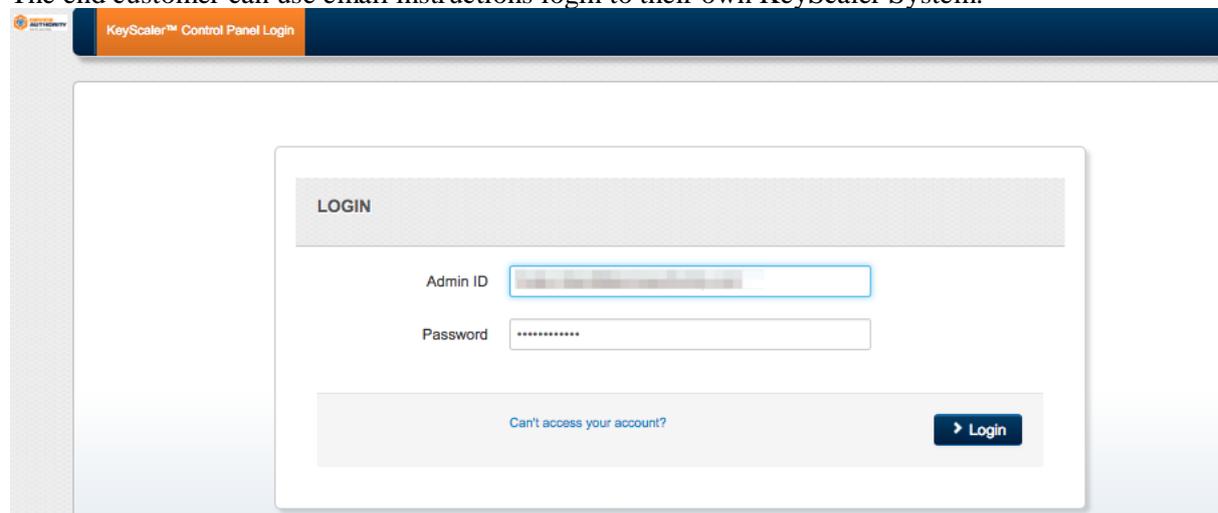
Notes for Second Factor Authentication:

1. Username/Password + One-time Password over Email - you will receive a one-time password over email that must be entered when prompted during login.
2. Username/Password + Time-based One-time Password (TOTP) - you will receive a separate email with your TOTP shared secret and instructions for TOTP setup.

Item 17 – Customer Tenant Control Panel Invite Email

3.2.2.2 KeyScaler Login

The end customer can use email instructions login to their own KeyScaler System.



KeyScaler™ Control Panel Login

LOGIN

Admin ID

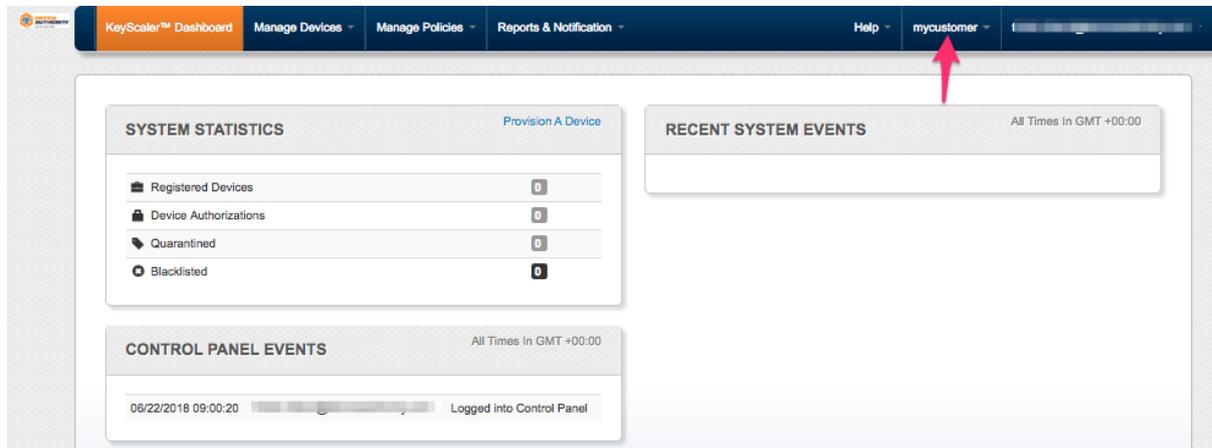
Password

[Can't access your account?](#)

Item 18 – Customer Tenant Login Page

3.2.2.3 KeyScaler Dashboard

Once the customer has logged in, the customer's company name, entered on the form in Item 14, will appear as the name of the menu item shown below in Item 19. The customer can also change the company logo as detailed in previously, in section 3.2.1.3.



Item 19 – Customer Tenant KeyScaler Dashboard

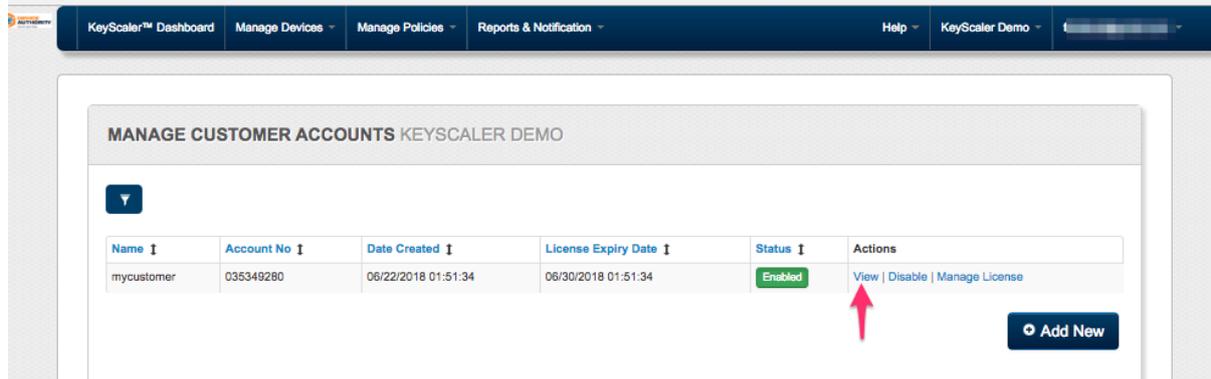
The end customer does not have the permissions to create further tenants for their customers but will have full access and use of the Device Authority Control Panel.

3.2.3 Managing your Customer

As a partner, who manages potentially multiple customer tenants, you will have access to some management features. This section details a Partner’s view of a customer tenant.

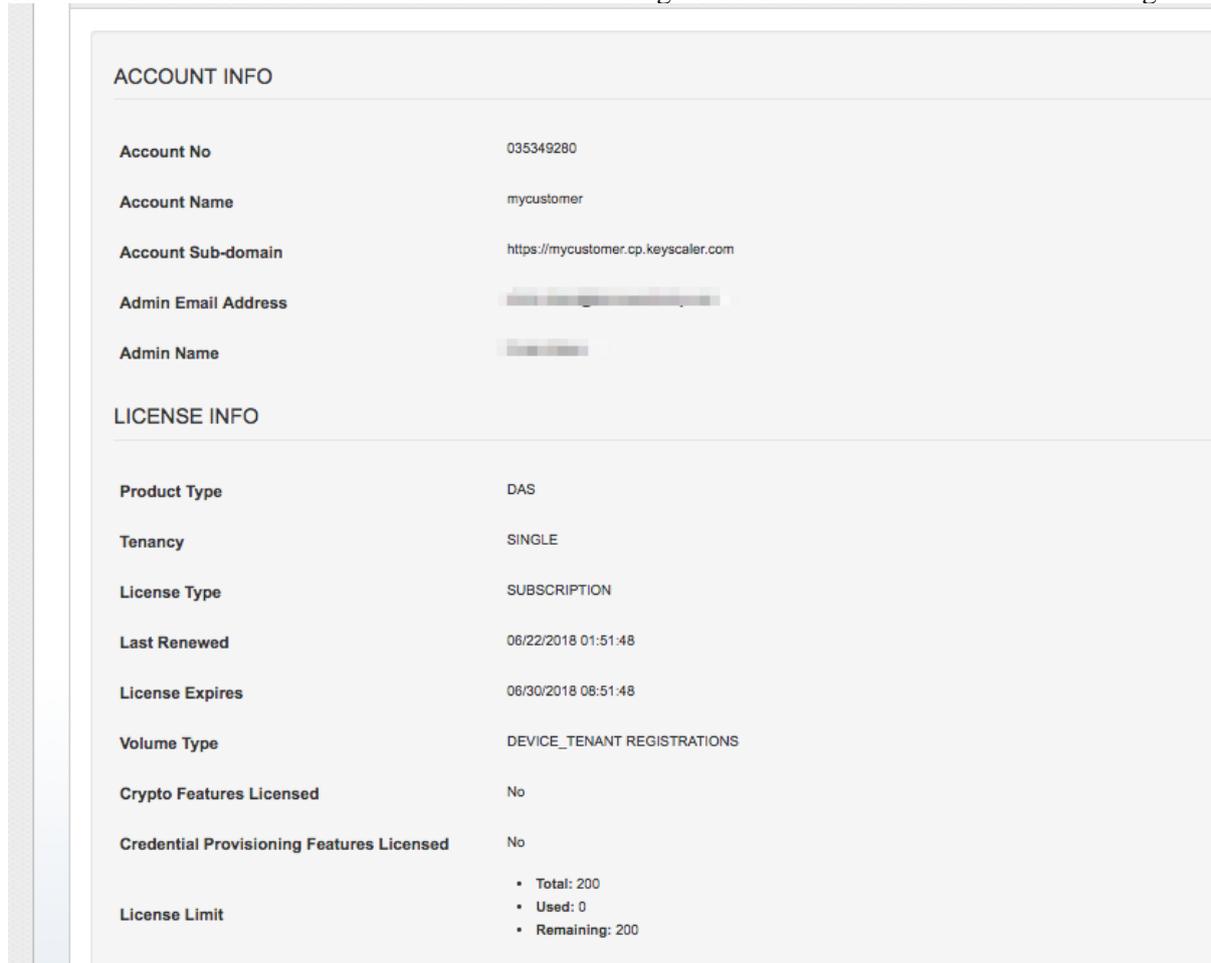
3.2.3.1 View Customer License

This allows the partner to view how license details, such as how many remain, the total and how many have been used, in addition to various account info shown in Item 21



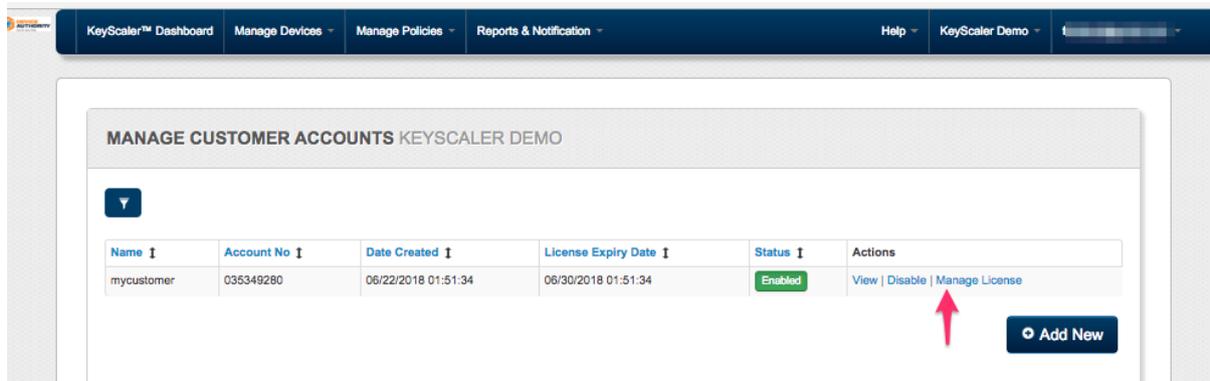
Item 20 – View Customer Accounts

The account information reflects the data entered during creation and information on license usage.



Item 21 - View Customer Accounts

3.2.3.2 Manage Customer License



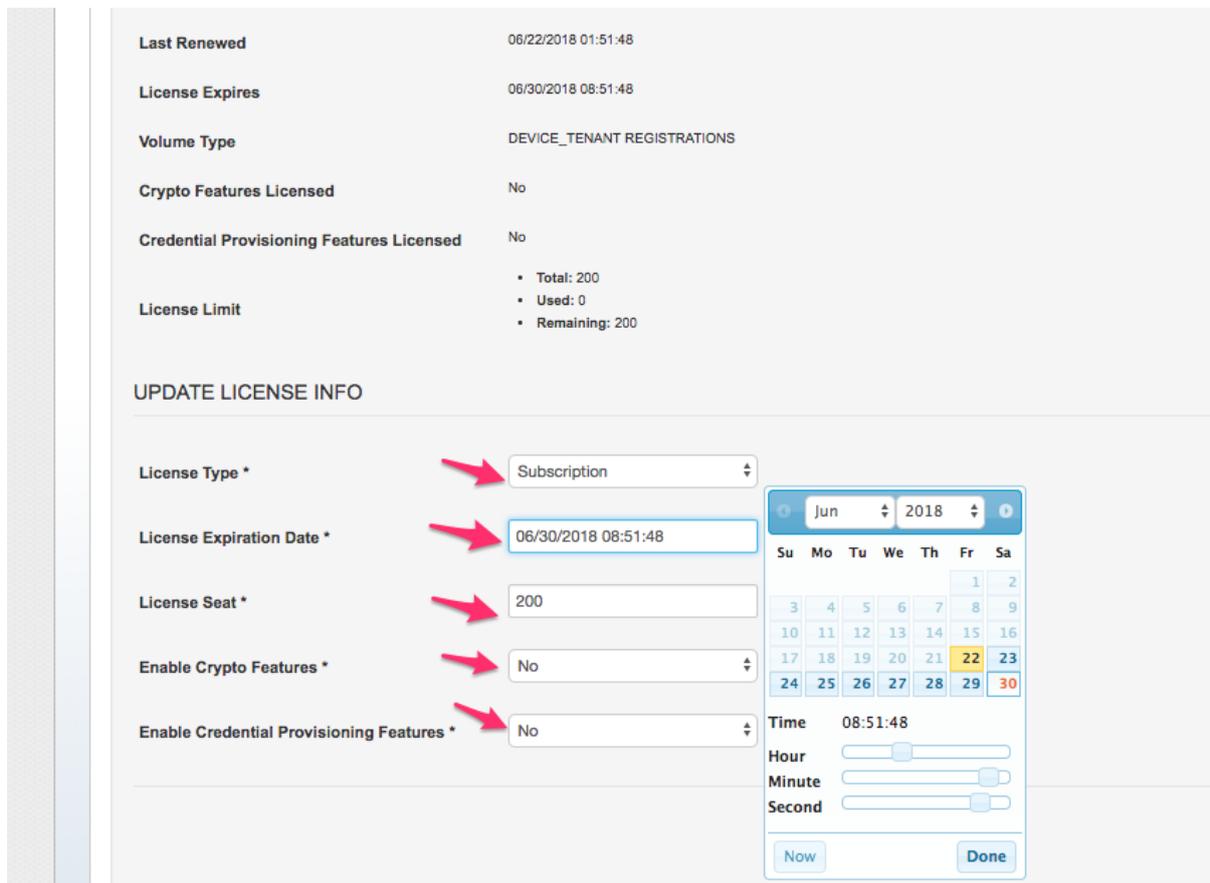
MANAGE CUSTOMER ACCOUNTS KEYSICALER DEMO

Name	Account No	Date Created	License Expiry Date	Status	Actions
mycustomer	035349280	06/22/2018 01:51:34	06/30/2018 01:51:34	Enabled	View Disable Manage License

[Add New](#)

Item 22 - Manage Customer Accounts

This action allows a partner to manage license details shown below. The new data entered will overwrite the existing configuration.



Last Renewed 06/22/2018 01:51:48

License Expires 06/30/2018 08:51:48

Volume Type DEVICE_TENANT REGISTRATIONS

Crypto Features Licensed No

Credential Provisioning Features Licensed No

License Limit

- Total: 200
- Used: 0
- Remaining: 200

UPDATE LICENSE INFO

License Type * Subscription

License Expiration Date * 06/30/2018 08:51:48

License Seat * 200

Enable Crypto Features * No

Enable Credential Provisioning Features * No

Time: 08:51:48

Hour: [Slider]

Minute: [Slider]

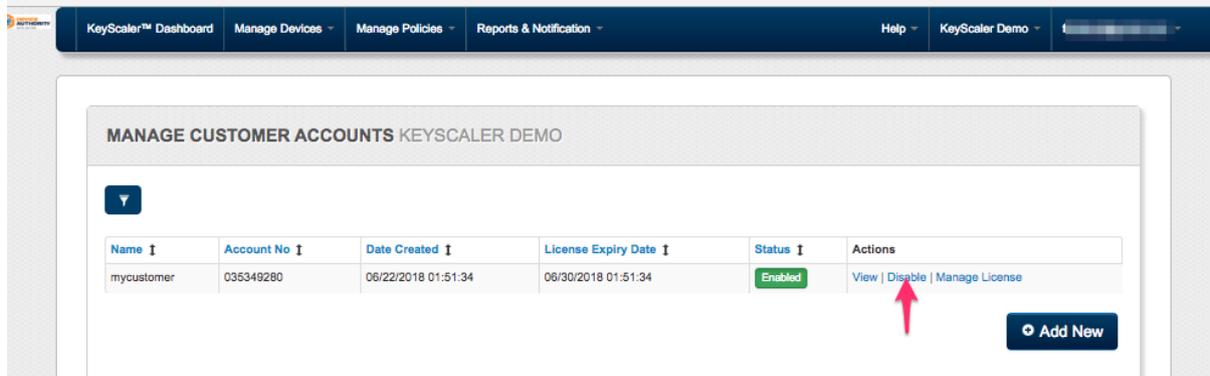
Second: [Slider]

[Now](#) [Done](#)

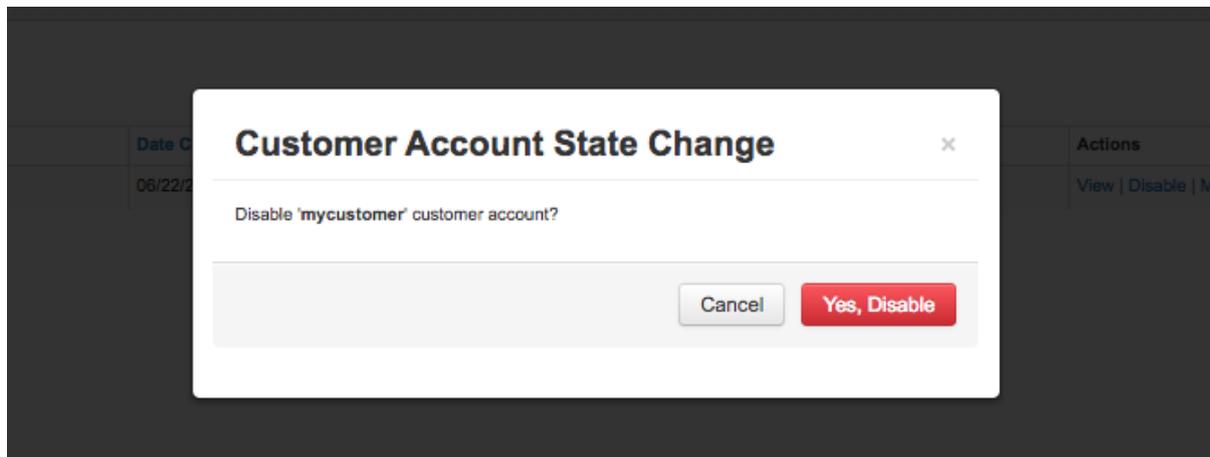
Item 23 – Update License details

3.2.3.3 Disable customer account

Disabling the customer will prevent the customer from using the KeyScaler System, which means devices will no longer successfully authenticate, register and be able to use the KeyScaler system. Unless there is a very good reason for disabling a customer, this feature will (hopefully) not be used very often.



Item 24 – Disable Customer Account



Item 25 - Disable Customer Account