Intializing Revoked or Lost eTokens Step by Step Procedure

This section provides instructions and screen shots describing the typical functions that a department administrator may expect to encounter. In order to perform these tasks, the department administrator (DA for short), must have the following prerequisites:

1. an eToken issued to themselves by the ITS eToken administrator.
2. the desktop computer used to run the SafeNet Authentication Manager (SAM) must run a current Windows operating system.

The Internet Explorer web browser must be used to interact with SAM and must be configured as described in the Technical Information section.

User Assistance Procedures

Users may occasionally lose or forget their eToken. If a User finds a previously lost or forgotten eToken it **must** be returned to the Department Administrator for initialization and unassignment.

The DA is to complete a two-step process: first, unassigning the eToken from the previous User and second, initializing it in order to remove the restrictions automatically placed on 'lost' tokens within the system.

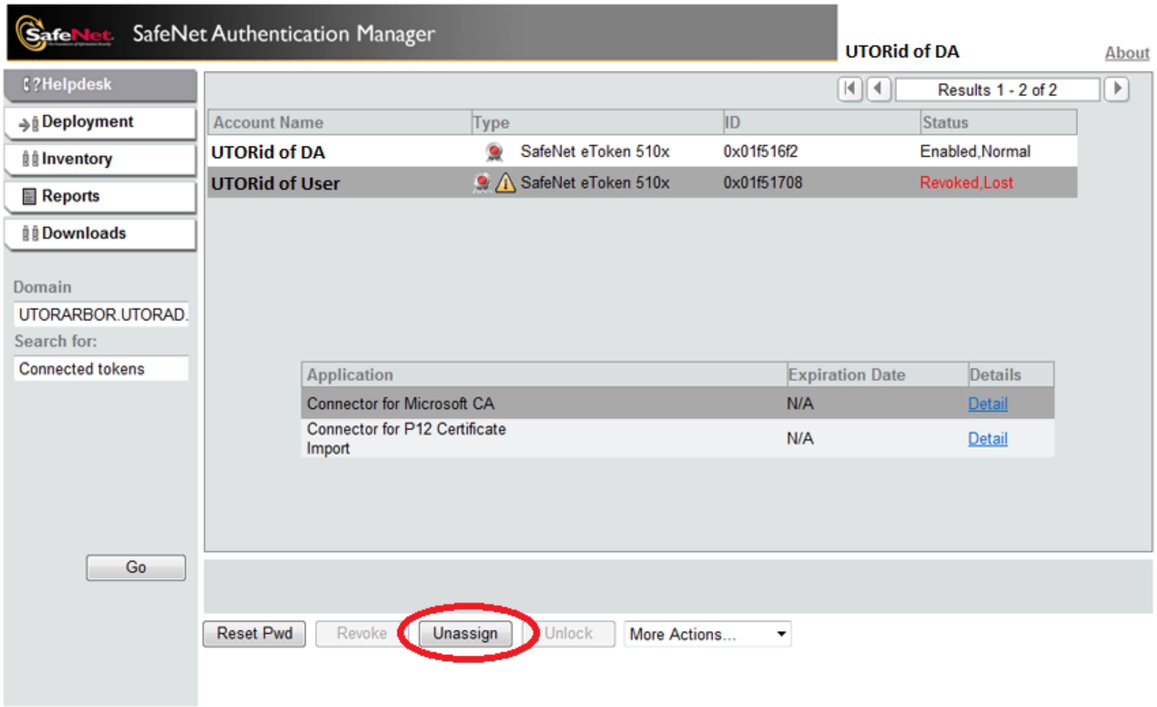
Replacing a lost/forgotten eToken

STEP 1: UNASSIGN

1. Access SAM by inserting your eToken, open Internet Explorer, and access the URL:

https://ekey.utoronto.ca/sammanage

2. You will notice your UTORid in the upper right. Select 'Helpdesk'.
3. 'Search for': Connected tokens.
4. Connect the 'lost' token to your computer.
5. Highlight token with status reading 'revoked, lost'. Select the 'Unassign' button. Select 'Run'
6. Select 'done'. Do not remove the obsolete token and more forward with Step 2: Initialization



Domain: UTORARBOR.UTORAD.

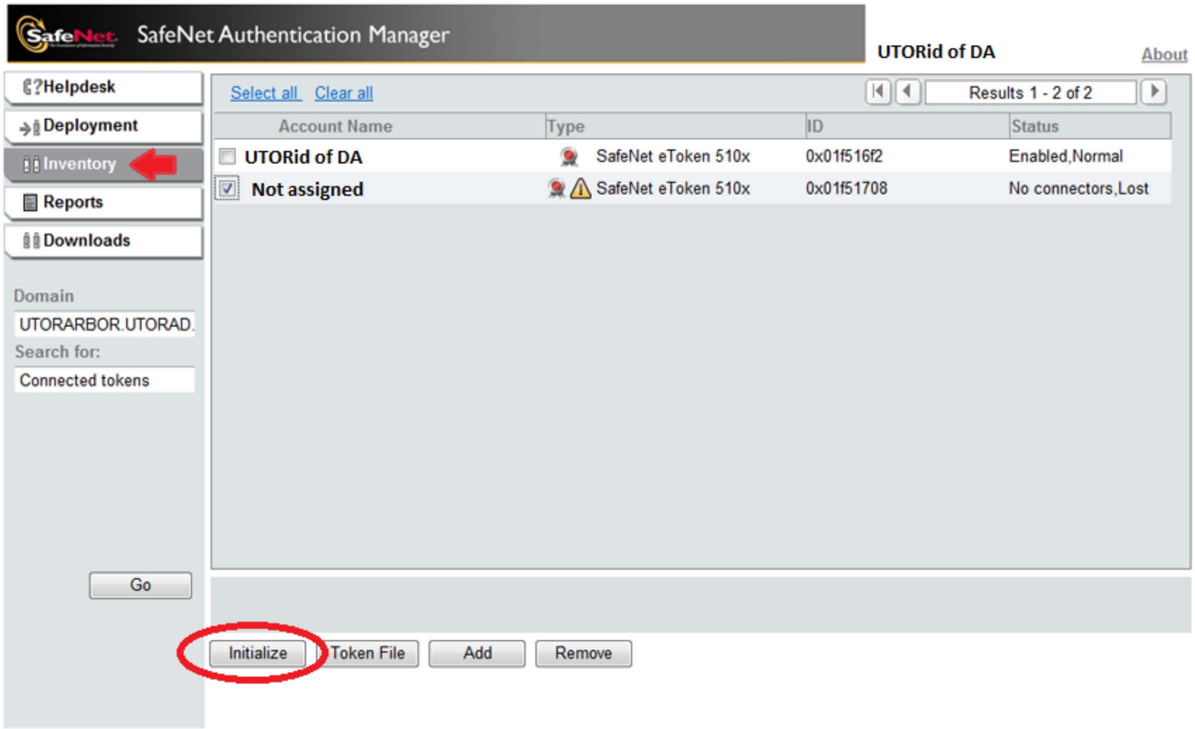
Search for: Connected tokens

Account Name	Type	ID	Status
UTORid of DA	SafeNet eToken 510x	0x01f516f2	Enabled,Normal
UTORid of User	SafeNet eToken 510x	0x01f51708	Revoked,Lost

Application	Expiration Date	Details
Connector for Microsoft CA	N/A	Detail
Connector for P12 Certificate Import	N/A	Detail

STEP2: INITIALIZATION

1. Select 'inventory'.
2. 'Search for': Connected tokens.
3. Select the ‘not assigned’ token and initialize
4. Select ‘Run’ button



Domain: UTORARBOR.UTORAD.

Search for: Connected tokens

	Account Name	Type	ID	Status
□	UTORid of DA	SafeNet eToken 510x	0x01f516f2	Enabled,Normal
☑	Not assigned	SafeNet eToken 510x	0x01f51708	No connectors,Lost

5. On completion, select ‘Done’ button
6. The eToken is now active again, all restrictions have been removed and is now ready to be enrolled to a new user