

# PINsafe Administration FAQ

Q). Is it possible to Administer PINsafe from several locations in parallel?

A). Yes, PINsafe can be managed from several locations simultaneously.

Q). Does PINsafe have a we based management console?

A). Yes

Q). Is it possible to protect the PINsafe admin console using dual channel authentication?

A). Yes

Q). What levels of access are there on the PINsafe administration console?

A). There is Administrator level access and helpdesk level access that allows access only to manage PINsafe users

Q). Can the PINsafe Administration console be protected by using a source IP filter?

A). Yes

Q). Can the PINsafe Administration Console be protected from access when the Single Channel authentication is used?

A). Yes by using the IP filter or the proxy on the appliance so that the administration and Single Channel Images are on different ports.

Q). Is PINsafe limited in the number of users?

A). No, PINsafe can increase to huge numbers of users using an external database. The Administration console will only show a number of these (usually up to 10,000 users), but the correctly user information can be obtained through filtering.

Q). What does the setting **Global Helpdesk users Yes/No** mean?

A). Global Helpdesk means whether Helpdesk users are restricted to administer their own repository or all repository users.

Q). Is there a way of setting their helpdesk accounts to never lock/disable?

A). You can click on a user via the User Administration screen, select Policy and then check the "PIN never expires" checkbox for each individual Helpdesk user.

Q). Why are users which have helpdesk rights only, not able to edit users in any repository except XML?

A). This is because Global Helpdesk Users is set to No, and the Helpdesk user is not a member of the XML repository.

Q). What is the maximum length of a PINsafe username?

A). The maximum length of a username in PINsafe is 128 characters.

Q). Is it possible to create different PIN-Policies for different Repositories?

A). Generally no as most of the settings are global policies.