

ESET Secure Authentication FAQ

Ondersteuning | ESET Nederland - 2017-11-27 - Comments (0) - ESET Secure Authentication

<https://support.eset.com/kb3287>

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ESET Secure Authentication: Frequently Asked Questions

1. What is ESET Secure Authentication?

ESET Secure Authentication (ESA) is a mobile-based solution that uses two-factor, one-time password (2FA OTP) authentication for accessing a company's VPN (Virtual Private Network) and Microsoft Web Applications (such as Outlook Web App).

- For more information about product features and benefits, visit the [ESET Secure Authentication product page](#).

2. What are the supported environments for ESET Secure Authentication Server?

The installer automatically selects all components that can be installed on the current computer, with the exception of the Core Authentication Service, which is only selected by default on the first installation.

- ESA Services and management tools:
 - Server operating systems:
Windows Server: 2003, 2003 R2, 2008, 2008 R2, 2012, 2012 R2, 2012 Essentials, 2012R2 Essentials, 2016 and 2016 Essentials

Windows Small Business Server: 2008, 2011
 - Client operating systems:
Windows: 7, 8, 8.1, 10

- Active Directory domain: Windows 2000 Native (minimum supported functional level)
- Compatibility with Microsoft Threat Management Gateway (TMG) and Microsoft Internet Security and Acceleration Server (ISA).

3. Which Microsoft Web Applications are supported?

- Microsoft Exchange 2007
 - Outlook Web Access - Exchange Client Access Server (CAS)
- Microsoft Exchange 2010
 - Outlook Web App - Exchange Client Access Server (CAS)
 - Exchange Control Panel
- Microsoft Exchange 2013
 - Outlook Web App - Exchange Mailbox Server Role (MBX)
 - Exchange Admin Center
- Microsoft Exchange 2016
 - Outlook Web App - Exchange Mailbox Server Role (MBX)
 - Exchange Admin Center
- Office 365
 - via integration with AD FS 3.0 or 4.0



Outlook Web App login protected by ESET Secure Authentication

- Microsoft Dynamics CRM 2011
- Microsoft Dynamics CRM 2013
- Microsoft Dynamics CRM 2015

- Microsoft Dynamics CRM 2016
- Microsoft SharePoint 2010
- Microsoft SharePoint 2013
- Microsoft SharePoint 2016
- Microsoft SharePoint Foundation 2010
- Microsoft SharePoint Foundation 2013
- Microsoft Remote Desktop Web Access
- Microsoft Terminal Services Web Access
- Microsoft Remote Web Access (the product formerly known as Remote Web Workplace)

4. Which mobile devices are supported?

- iPhone iOS 6 to iOS 10
- Android™ 2.3 to Android 7 (Nougat)
- Windows Phone 7 to Windows 10 Mobile
- Windows Mobile 6
- BlackBerry® 4.3 to 7.1
- BlackBerry® 10
- Symbian® - all supporting J2ME
- All J2ME enabled phones

5. How do I install and configure ESET Secure Authentication?

Server-side: Visit the following ESET Knowledgebase article [ESET Secure Authentication Setup Checklist](#).

Client-side (mobile app): Visit one of the following Knowledgebase articles for your mobile device

- [Android](#)
- [iPhone](#)
- [Blackberry](#)
- [Windows](#)

6. Can ESET Secure Authentication be used with ESET Remote Administrator?

No. ESET Secure Authentication is not managed using ESET Remote Administrator. However, ESET Secure Authentication

Server can be installed on the same server as ESET Remote Administrator.

7. Can ESET Secure Authentication Server be used with my existing VPN?

Visit our [Knowledgebase article](#) for a list of supported VPNs with links to integration guides that detail the best practices when using ESET Secure Authentication with each.

8. Can I use ESET Secure Authentication to add two-factor authentication (2FA) to my existing authentication application?

Yes, the ESET Secure Authentication API allows you to add 2FA to your existing application. For more information, see the [ESET Secure Authentication API user guide](#).

9. Can ESA use Push authentication for Android devices?

Yes. In version 2.5.x and later, you can use the push authentication method on mobile devices (Android and iOS). Both **OTP** and **Push** authentication can be enabled per user in the ADUC management interface.

For a video overview of the Push authentication feature, see the following ESET video:

[ESET Secure Authentication – Push Authentication](#)

10. How is ESET Secure Authentication updated?

In ESET Secure Authentication (ESA) version 2.5.X and later, you can upgrade ESA by launching the installer. There is no need to manually uninstall the previous version.

The mobile app updates over the internet using your device's app manager (for example: Google Play, Apple App Store, Windows Phone Apps store, etc.).

11. How do I secure my Office 365 account?

You must have AD FS 3.0 running and connected with Office 365. To set it up, run the ESA installer on the AD FS machine to install the plugin. After successful installation, all 2FA enabled users will be prompted for the OTP (one-time password) when logging into Office 365.

For video instructions for configuring ESA with Office 365, see the following ESET Knowledgebase video:

[ESET Secure Authentication: Office 365 and Active Director Federation Services Protection \(ADFS\)](#)



Figure 1-2

12. Who pays for SMS messages?

You are responsible for all costs associated with receiving SMS messages (for example, data transmission or roaming fees).

13. What are SMS credits?

You use SMS credits to provision the ESET Secure Authentication app to end users, however, the number of credits per license is limited. A set of 10 SMS credits per each user seat are allocated with your initial ESET Secure Authentication license. Therefore, we recommend that you use SMS credits only to provision the app to end users, and then use the mobile app, push notification or hard token method to generate one-time passwords. If an account runs out of SMS credits, it is possible to purchase more from ESET. [Contact ESET](#).

14. Can ESET Secure Authentication be used with VMWare View platform?

Yes. VMware is supported by ESET Secure Authentication.

15. Can the ESET Secure Authentication mobile app be installed on a device that has ESET Mobile Security or ESET Endpoint Security for Android installed?

Yes. The ESET Mobile Security products are separate and do not interfere with the ESET Secure Authentication mobile app.

16. Which languages are available?

The current release is available in English. The Mobile Applications are available in English, German, French, Spanish, Russian and Slovak and in version 2.5.x and later, Dutch, Italian, Czech, Turkish, Polish, Arabic, Portuguese, Japanese, Chinese Simplified and Chinese Traditional.

Known issues

1. If users with activated ESET Secure Authentication mobile app upgrade to iOS 11, they will lose all available tokens. The developers are analyzing the issue with the highest priority.
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Visit the [ESET Secure Authentication playlist](#) for available support videos.

Installation video

Tags

2FA

ESA