

Gigi Support Documentation



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1 Introduction

This document should guide a Supporter through the support processes within Gigi.

The structure of the document is according to the workflow of support processes.

The documentation is based on the software release 0.1-63-g15f6a8ad.

This documentation covers only the needs of Supporter. All elements used by an ordinary user are covered in the documentation “Gigi User Documentation”. There are separate documentations for users with the role RA Agent, Organisation RA Agent and Organisation Administrators.

2 Definition Supporter

Supporter is a special trained user who is enabled to act as supporter.

3 Precondition To Act As Supporter

A supporter needs to be trained to act as supporter. This current knowledge needs to be proofed by passing the Supporter Qualifying Challenge on the Quiz-System.

A supporter gets appointed by the CA organisation and gets the support credentials added to the account by another supporter.

4 Get Support Rights

To act as supporter the support case must be given to system.

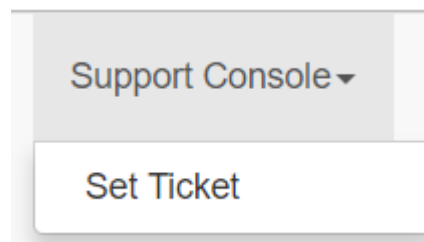


Figure 1: Screenshot Support menue

To identify a support case the ticket number is given to the system.

Enter the ticket number and ‘Set ticket number’.

A valid ticket number has the following structure Xyyyyymmdd.nn and is related to the ticket system.

Set Ticket

Ticket handling

Ticket no:

h20181201.1

Set ticket number

Figure 2: Screenshot Set ticket

Once the ticket number is set it is visible on the right top corner of the application.

Logged in as Kürti Müddle Hänsel Baron via
Ticket.
SupportTicket: h20181201.1

Logout

To unset the ticket number use 'Set ticket' again.

Set Ticket

Ticket handling

Ticket no:

[Set ticket number](#)

[End working on ticket](#)

Figure 3: Screenshot Unset Ticket

Finish with 'End working on ticket'.

All changes of data are tracked with the ticket number and the supporter who is responsible for the change.

5 User Support

To find a user go to Support Console - Find Email.

Find Email

Find User by Email

Email:

Next

Figure 4: Screenshot Find email

Enter the email address of an account. For the search ‘%’ can be used as wildcard. e.g. %@example.org for all email addresses containing the domain example.org.

If the search finds an exact match the user entry is shown else a list of email addresses is given.

Find Email

Multiple users where found.

Id	E-Mail
6	test6kbng95je0j2wt53a1u@example.org
7	testwd9nzk3q3mtbepqa3u@example.org
8	test9go99zdpd92a74aja5u@example.org
9	testgsj4etc80pghz3aea7u@example.org

The ID or the email address is clicked to open the user account.

5.1 View Names

At the beginning of the user data all names and the granted VP for each name variant are given.

5.2 Change Date Of Birth

Support can change the date of birth.



Date of Birth:

Figure 5: Screenshot Change of DoB

Enter the new DoB and use Update.

5.3 View Trainings

Support can view the successful passed trainings. Click Show Trainings.



Trainings: [Show](#)

Figure 6: Screenshot Trainings

The list of trainings is ordered by descended dates.

Support User Trainings

Trainings of Först Müddle Läst Süffix

2017-03-05 (Agent Qualifying Challenge en_EN, 1)

Figure 7: Screenshot Trainings list

5.4 View RA Agent Status

Support can see if an user holds actual the RA Agent Status.

Is RA Agent:	Yes
--------------	-----

Figure 8: Screenshot RA Agent status

5.5 View Verification Points And Experience Points

Support can see the total of Verification and Experience Points. To see a detailed list click Show.

Verification Points:	100 (Show)
Experience Points:	4

Figure 9: Screenshot Points

The list of points.

Support User Points

Verification points: 100 (Sum of most recently issued points per RA-Agent)
 Experience points: 4 (Based on number of applicants verified)
 Max points to issue: 10

Verification Points Received by Först Müddle Läst Suffix

Verifications						
Id	Date	From	Verified Name	Points	Location	Method
3	1990-01-01	Först Müddle Läst Suffix	Först Müddle Läst Suffix	100	Manager Init code (Papua New Guinea)	Face to Face Meeting

Coloured rows show expired nucleus bonus verifications which are not counted to the total of verification points.

Verification Points Issued by Först Müddle Läst Suffix

Verifications						
Id	Date	To (User Id)	Verified Name	Points	Location	Method
3	1990-01-01	5	Först Müddle Läst Suffix	100	Manager Init code (Papua New Guinea)	Face to Face Meeting

5.6 Support Managed Groups

Support is able to grant some user rights.

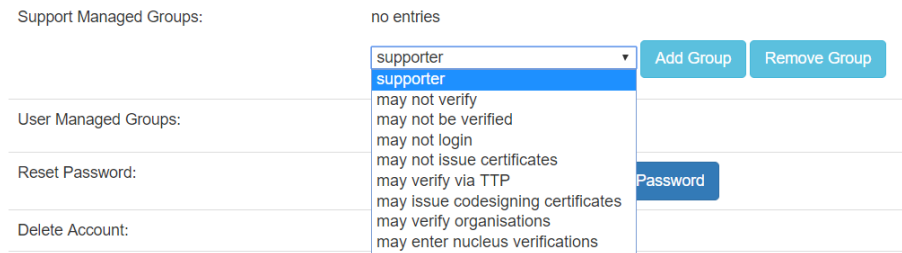


Figure 10: Screenshot Support Managed Groups

The following entries are available:

Group	Description
supporter	user is able to act as support
may not verify	user is not allowed add verifications
may not be verified	no verification can be entered to a user account
may not login	user is not allowed to login
may not issue certificates	user is not allowed to issued certificates
may verify as TTP	user is able to act as TTP RA Agent
may issue codesigning certificates	user is able to issue codesigning certificates
may verify organisation	user is able to act as Organisation RA Agent
may enter nucleus verifications	user is able to act as Nucleus RA Agent

To add a group the select the required group and use Add Group.

To remove a group the select the required group and use Remove Group.

A supporter is not able to change his own group settings.

5.7 User Managed Groups

Support is able to see which user managed groups are assigned through the user.



Figure 11: Screenshot User Managed Groups

The following entries are available:

Group	Description
request to be verified via ttp	—
wants to access to the locate agent system	—
wants to receive an email notification for any Verification they enter	—

5.8 Reset Password

Support is able to reset a password but the preferred password reset should be done via password reset via Verification.



Figure 12: Screenshot Reset Password

Support enters a new “A-Word” and use Reset Password.

The new A-Word needs to be send via email to the user while the confirmation link for the password reset routine is send automatically through the system.

5.9 Delete Account

Currently not yet implemented

5.10 View Account History

Support can see the account history. To see a detailed list click Show account history.



[Show account history](#)

Figure 13: Screenshot Show account history

The list of points.



Support History




Support actions for Först Müddle Läst Süffix

Figure 14: Screenshot Account History

5.11 Alternate Verified Email Addresses

List of alternated email addresses.



Alternate Verified Email Addresses

5.12 Domains

List of domains linked to the account.



Figure 15: Screenshot Domains

5.13 View Certificate

List of certificate issued to the account.

Certificates					
Cert Type	Total	Valid	Expired	Revoked	Latest Expire
ssl-client (unassured)	0	0	0	0	-
mail (unassured)	0	0	0	0	-
ssl-client + mail (unassured)	0	0	0	0	-
ssl-server (unassured)	0	0	0	0	-
ssl-client (assured)	0	0	0	0	-
mail (assured)	0	0	0	0	-
ssl-client + mail(assured)	0	0	0	0	-
ssl-server (assured)	0	0	0	0	-
codesign (assured)	0	0	0	0	-
ssl-client (orga)	0	0	0	0	-
mail (orga)	0	0	0	0	-
ssl-client + mail(orga)	0	0	0	0	-
ssl-server (orga)	0	0	0	0	-
codesign (orga)	0	0	0	0	-

revoke certificates

Figure 16: Screenshot Certificate

Support is able to see an overview about the issued certificates. For each certificate class the number of the total issued certificates, the number of valid certificates, the number of expired certificates, the number of revoked certificates and the date of the latest expiring certificate.

5.13.1 Revoke Certificates

Support is able to revoke all certificates by using the revoke Certificate button.

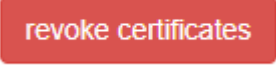


Figure 17: Screenshot Revoke certificates

6 Domain Support

To find a certificate go to Support Console - Find Domain.

Find Domain

Find User by Domain

Domain:

Figure 18: Screenshot Find domain

If the domain is linked to a personal account the personal account will be opened.

In case that the domain is linked to an organisation account a message is displayed.

Support: Organisation Domain

The domain 'acme.org' is linked to the organisation 'ACME'.

Figure 19: Screenshot Domain of organisation

7 Certificate Support

To find a certificate go to Support Console - Find Certificate.

It can be searched after serial number of a certificate, an email address in the Subject Alternative Names of a certificate or a domain in the Subject

Find Certificate

Find Certificate

Search for: Serial Number Email Address Domain

Data:

[Next](#)

Figure 20: Screenshot Find certificate

Alternative Names of a certificate. For the search ‘%’ can be used as wildcard. e.g. %@example.org for all email addresses containing the domain example.org.

If the search finds an exact match the certificate entry is shown else a list of certificates is given.

Find Certificate

Multiple certificates: 11 entries found

Id	Serial number	SAN	Revocation Date
129	959	tests5o6olpgxlopmnga17u@example.org	N/A
133	95d	testtsjovckqj27bh2vsa21u@example.org	N/A
134	95e	testtsjovckqj27bh2vsa21u@example.org	N/A

Figure 21: Screenshot List of certificates

The ID or the serial number is clicked to open the certificate details.

A certificate can be revoked by using the Revoke Certificate button.

Subject Alternative Names (SAN):

[Revoke Certificate](#)

Figure 22: Screenshot Revoke certificate