OneSpan

ONESPAN AUTHENTICATION SERVER (OAS) PASSWORD SYNCHRONIZATION MANAGER INSTALLATION PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Four (4) hours
Expected Project Duration	Ten (10) Business Days
Location of Professional Services	Remote

2) Governing Terms

The Professional Services are delivered pursuant to the Master Terms available for review at www.onespan.com/master-terms, including the Professional Services Schedule at https://www.onespan.com/professional-services (the "PS Schedule"), unless Customer has previously executed a written agreement for the sale of the Services, in which case such agreement shall control (the "Contract"). Terms not defined herein shall have the meaning given them in the Contract.

3) Assumptions and Pre-requisites

a) Packaged Services are performed remotely and during standard business hours of the Supplier office providing the Service ("Service Hours"), unless otherwise agreed in writing.

b) Supplier can perform services outside of "Service Hours" at an additional expense through a separate agreement.

c) Services can be provided on-site at Customer's location subject to an additional travel and lodging expense billed separately.

d) Services defined in this package are applicable to OneSpan Authentication Server or OneSpan Authentication Server Appliance

e) Customer must have valid licenses for:
   i) OneSpan Authentication Server
      Or
   ii) OneSpan Authentication Server Appliance

f) Customer will establish sufficient access to use Supplier's current remote services capability.

g) Customer has a previously installed and presently operational (no pending support tickets) current version of OneSpan Authentication Server / OneSpan Authentication Server Appliance or purchased OneSpan Base Installation Package.

h) Customer to be knowledgeable on
   i) IP addresses (or names) of the authentication server and its backup servers
   ii) Port number for the SEAL communication
   iii) Type of DIGIPASS datastore (Active Directory or built-in database)
   iv) XML Configuration.

4) Services

a) Project kickoff conference call
   i) Supplier will conduct a project kickoff call to set objectives and explain project phases and scope.
   ii) Supplier will work with the Customer to see that all prerequisites and requirements conditional for the provisioning of the Services, are fulfilled.

b) Password Synchronization Manager (PSM) installation and configuration
   i) Supplier will install and configure one (1) Password Synchronization Manager (PSM) and one (1) Domain Controller on an existing and operational OneSpan Authentication Server in the Customer's system environment.

c) PSM and Authentication Server Configuration Application
   i) Supplier will install and configure the PSM Configuration Application in the Customer's system environment.
   ii) Supplier will configure the Customer's existing and operational OneSpan Authentication Server by adding a PSM client to the admin client list.
   iii) Supplier will enable and configure remote access to the Windows registry and enable computer browsing.

d) Competency Development on Password Synchronization Manager
   i) Supplier will provide instruction on the functionality and components of the PSM tool.
   ii) Supplier will provide instruction on troubleshooting and diagnosing problems associated with the PSM.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Test showing properly configured Password Synchronization Manager and PSM Configuration application on completion of a successful user password change in

	Windows Domain environment.

6) Exclusions

    a) Installation, configuration, backup or management of any 3rd party software or hardware (such as operating systems, databases, network settings, backup systems, monitoring solution, Active Directory or other Windows Services, load balancers, server hardware, firewall)
    b) More than one PSM Tool.
    c) Any Professional Services not expressly addressed in this Package.
    d) Professional Services within this Package scope, beyond the 12-month timespan.