

ONESPAN AUTHENTICATION SERVER (OAS) REMOTE DESKTOP WEB ACCESS INSTALLATION PACKAGE DETAILS

1) Project Parameters

Maximum Service Hours included in this Package	Eight (8) 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's OneSpan Authentication solution utilizes a Standalone built-in MariaDB or Microsoft Active Directory (AD) data store.
- i) Customer has RADIUS remote access client installed, preconfigured and tested, operational with static password.

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) DIGIPASS Authentication for Remote Desktop Web plugin installation and configuration
 - i) Supplier will install and configure one (1) DIGIPASS Authentication for Remote Desktop Web plugin on an existing and operational OneSpan Authentication Server in the Customer's system environment.
 - ii) Supplier will configure a Customer User Account to use the RDWeb plugin.
- c) DIGIPASS Authentication for Remote Desktop Web operational verification testing
 - i) Supplier will perform verification tests on the installed and configured plugin to verify that is functioning properly including:
 - (1) Creation of test user and custom policy
 - (2) Test user authentication
 - ii) Supplier will provide competency development instruction to the Customer on how to use the plugin.

5) Project Deliverables

Deliverable #	Deliverable Description
0001	Test showing successful authentication of a test user.

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 plugin installation.
- c) Any security implementation other than for RDWeb access over IIS.
- d) Operating System not supported by latest OneSpan Authentication Server.