

For B2B Administrator for Online Client DB  
of Samsung Electronics

## OTP FAQ

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# OVERVIEW

## 1

### 1.1 Terms and Definitions

#### ■ What is OTP?

- OPT is an abbreviation of 'One Time Password' that is made of a series of

numbers and changes periodically.

- Password/OTP authorization allows the user to log onto the administrator page

and get authorization within the pages.

#### ■ OTP Key

- This is the only encrypted code that is given to each user in order to generate

different OTP codes according to the user.

#### ■ OTP Token

- This is a right to use an OTP, which is granted to the user.

#### ■ OTP Activation

- This makes usable the OTP token given to the user.

- This includes an activity of entering the URL and Activation Code given in the

email that notifies the approval for OTP issuance into the input box.



2

2.1 Error Communicating With Server



■ Error Type

- No communication with the server for OTP issuance.

■ Cause of Error

- 1) No connection between PC and the Internet
- 2) Wrong URL has been entered.
- 3) Instead of the OTP program (RSA SecurID Software Token) version 4,1, version 4.0 has been installed on Windows VISTA or Windows 7

■ Solutions

- 1) Check the Internet connection of the PC that is in use. Resolve internet connection problems before taking further steps.
- 2) Check the URL contained in the email notifying the issuance of OTP (OTP issuance has been approved) and enter the right URL.
- 3) Check the OTP program version and install V 4.1, if V 4.0 has been installed.
  - How to check the program version: Run OTP program -> Click on > About -> Check > Version Number -

Installed Plug-ins	
Plug-in Name	Version Number
Local Hard Drive (RSA)	4.1.0.10

2 2.2 Token import failed. Verify that the information



■ Error Type

- A wrong OTP Activation Code has been entered.

■ Cause of Error

- 1) A wrong OTP Activation Code has been entered.

2) An OTP Activation Code was entered right in the input box as below but after

activation failed, activation using the same activation code is not allowed for

security reasons in order to stop the use of the same activation code.



■ Solutions

- 1) Check the OTP Activation Code and enter the right code.

2) Log onto the admin page of the B2B website, choose > OTP Re-issuance- to

get an OTP again. (No program installation is needed in case of re-issuance.)

## 2

### 2.3 Token import failed. Duplicate token



#### ■ Error Type

- The serial number of the OTP token that is to be activated anew is identical with the one in the existing PC.

#### ■ Cause of Error

- This error occurs when activating the OTP token of same serial number as the OTP token in the existing PC.

#### ■ Solutions

- Delete the existing OTP token according to the following procedures and issue an OTP token again.

└ Delete the OTP token in the existing PC.

Go to Options Menu -> Manage Token -> Delete token



+ Log onto the admin page of B2B website, select ≡ OTP Re-issuance to

get an OTP again (No program installation is needed in case of re-issuance.)

㉞ For security reasons, once activation is failed, re-activation of the failed OTP token is not allowed.

2

2.4 Token not intended for this device



■ Error Type

- The Type, where OTP is to be activated, is different to the Type that has been requested for.

■ Cause of Error

- This error occurs when the OTP Type that was requested for at the time of application for OTP issuance is different to the Type (Windows or MAC OS), where the OTP is actually to be installed.

■ Solutions

- Check the OS of the PC and apply for OTP issuance accordingly.

**OTP 재발급신청**

삼성전자는 복합인증증을 통해 관리자 보안을 더욱 강화하고 있습니다. 귀하는 사이트 관리자로서 OTP(One Time Password) 필수사용 대상입니다. 사용중인 OS(Windows/MAC)에 알맞게 선택하시고 '확인' 버튼을 눌러 OTP 발급신청을 완료하여 주시기 바랍니다.

**사용중인 OS선택**

Windows Type(Windows XP/VISTA/7)

MAC OS X Type(10.5 Leopard, 10.6 Snow Leopard 이상)

+ 확인    + 취소

# Major Errors and Solutions Regarding the Use of OTP

## 3

### 3.1 No Match of OTP (1/4)



#### ■ Error Type

- The OTP code presented by the user is different to the OTP code requested by the server.

#### ■ Cause of Error

- 1) Wrong OTP code has been entered.
- 2) Same OTP code has been entered within 60 seconds (use of the same OTP within 60 seconds is not allowed.)
- 3) Wrong PC Time (70 minutes and more)

#### ■ Solutions

- 1) Copy the OTP code and enter it correctly.



# Major Errors and Solutions Regarding the Use of OTP

## 3

### 3.1 No Match of OTP (2/4)

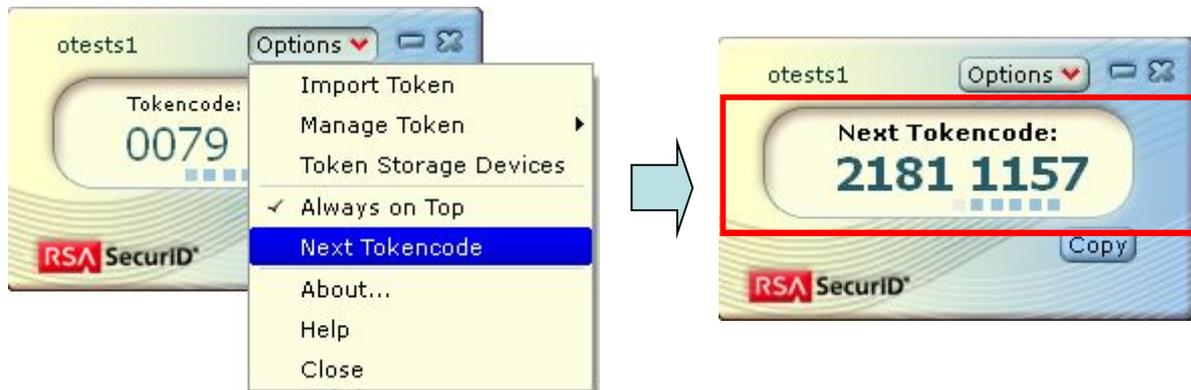
#### ■ Solutions (Continued)

2) When the same OTP code has been used within 60 seconds, enter the OTP code

in the next 60 seconds.

- Go to Options menu -> Choose Next Tokencode

-> Enter Next tokencode



# Major Errors and Solutions Regarding the Use of OTP



3

## 3.1 No Match of OTP. (3/4)

### Solutions (Continued)

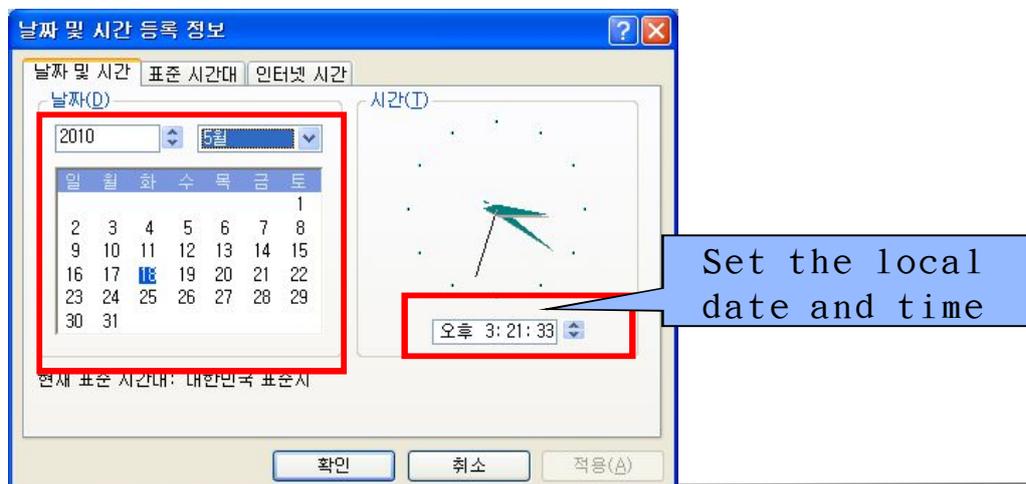
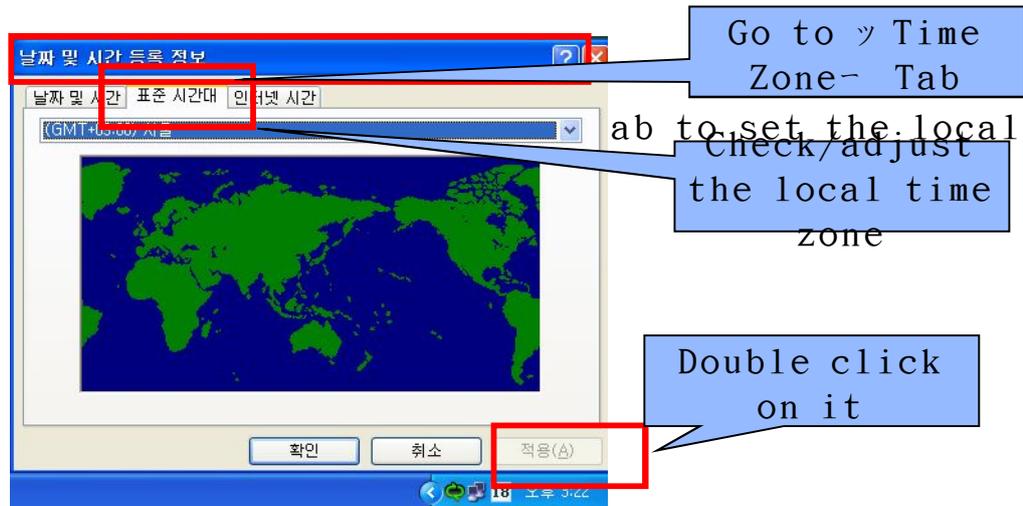
3) Check the local time of the PC against the time zone and adjust it accordingly.

a. Windows

└ Double click on **Time** in the taskbar (usually located on the right

bottom of the windows)

└ Go to **Time Zone** tab and check the time zone of the area where



## 3

### 3.1 No Match of OTP. (4/4)

#### ■ Solutions (Continued)

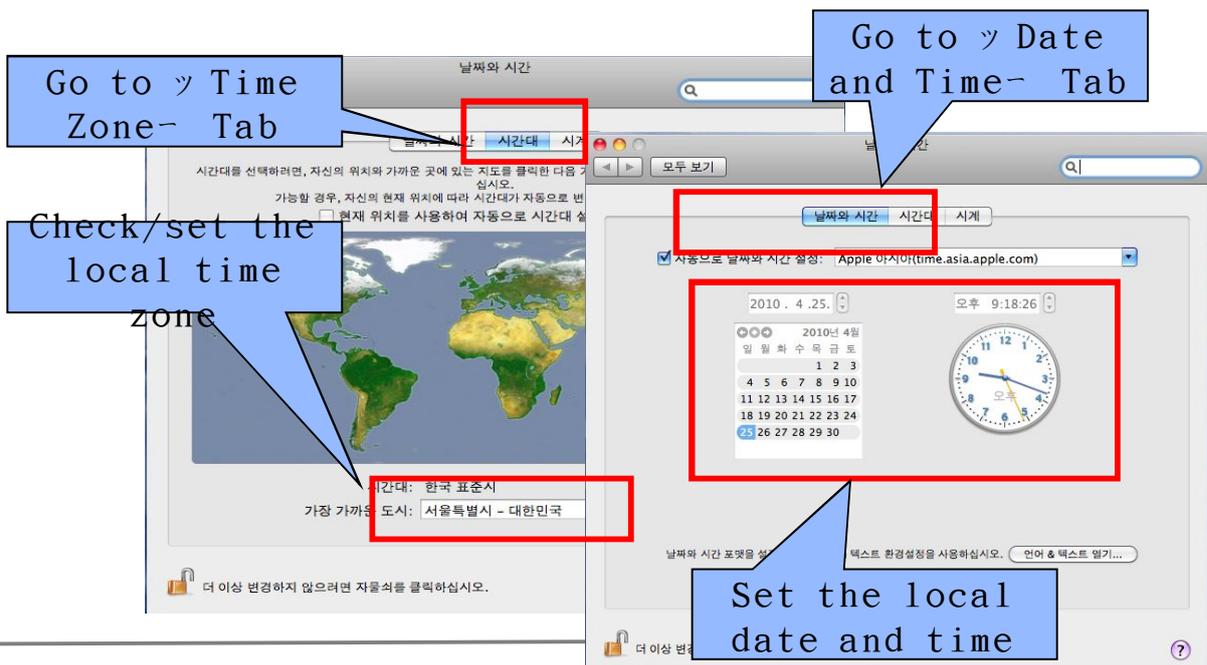
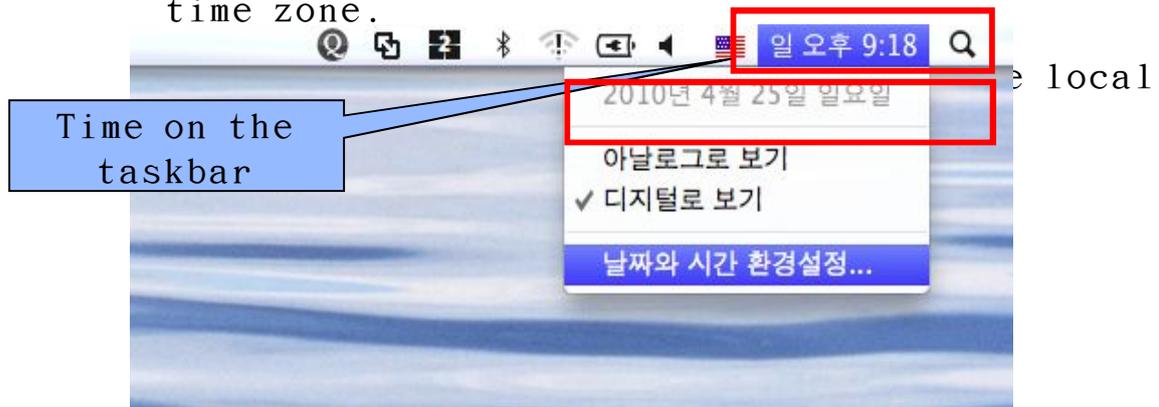
3) Check the local time of the PC against the time zone and adjust it accordingly.

#### b. MAC OS

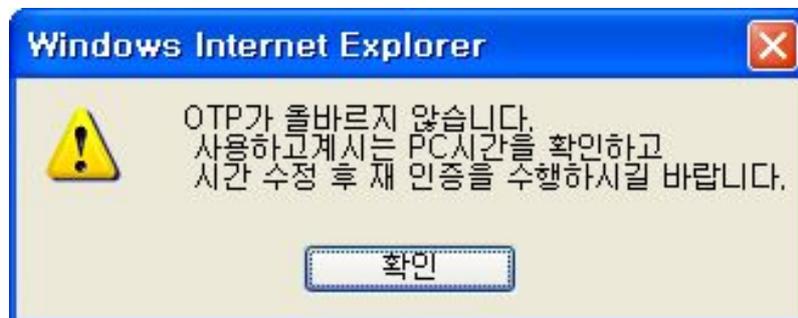
⊖ Click on time in the taskbar (usually located on the upper left of Mac

OS) and open the ⌘ Date and Time configuration window.

+ Go to ⌘ Time Zone tab and check the local time zone.



### 3 3.2 Wrong OTP. Configure Time and Get Authorization Again



#### ■ Error Type

- The Time on the user PC is wrong (By 10 - 70 minute)

#### ■ Cause of Error

- The time of user PC is not correct by 10 - 70 minutes.

#### ■ Solutions

- When this error occurs, OTP is locked so that it cannot be used. Set the local

time on the PC as can be seen in 3.1 -3) and contact the information

centre in order to adjust the time and unlock the OTP.