




LOGISTICS SYSTEM FOR THIRD PARTY NETWORK ACCESS (SL- ATR)

CONFIGURATION MANUAL

Reference no.: SLATR-RSC-01
Version: 13.0


Document control

Versión	Fecha	Resumen de los cambios producidos
1.0	21/08/2009	Initial version
2.0	16/03/2011	Update of SL-ATR 2.0 Homepage
3.0	08/05/2012	Connection requirements
4.0	15/03/2013	Update of e-token driver
5.0	19/09/2013	Update of public addressing
6.0	27/09/2013	Update of O.S./ Internet Explorer version / updates / Microsoft security /trusted URSL
7.0	28/08/2014	Update connection requirements
8.0	27/04/2015	Take out SL-ATR 1.0 requirements
9.0	09/09/2016	Update browser requirements
10.0	04/10/2017	Update connection requirements TLS
11.0	18/10/2017	2FA access update
12.0	02/07/2018	e-token access information deleted
13.0	25/09/2019	FAQ update


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1. INTRODUCTION

The current version of the logistic system for third-party access to the network (hereinafter SL-ATR) provides access from PC and mobile devices¹.

On the other hand, the SL-ATR only supports 2FA² mechanism for user authentication.

2. GOALS

The goals of this document are, first, to detail the minimum requirements necessary to be able to access the SL-ATR from PC or mobile device, and, second, to provide a guide that details how to configure the two mechanisms available to authenticate users accessing the SL-ATR.

The document is structured in three main sections:


- Access device requirements.
- Configuration of the approved mechanisms to perform user authentication in the SL-ATR system.
- Access to the SL-ATR.

For anyone who decides to work from PC, this guide assumes that it has an appropriate version of operating system, Microsoft Office, Java client and a browser with Internet access.

No sections are included for the installation of standard hardware and software, such as operating system, browser, or Java client.

¹ Phone or Tablet, being the device recommended the latter, for its larger screen size.

² Dual-factor authentication (2FA, 2-factor authentication acronym) is a method of verifying a user's identity by using a combination of 2 different components. In our case, it is the user and password as the first factor, and the mobile phone as a second factor.

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3. MINIMUM REQUIREMENTS

This section details the necessary requirement of the system used to access the SL-ATR: PC or mobile device (tablet or telephone); as well as the connection requirements.

3.1. PC CLIENT

The following are the minimum requirements:

- Screen resolution: 1280 x 1024.
- Normal-size screen fonts (96 dpi).
- Internet connection.

The following paragraphs list the hardware and software requirements.

3.1.1. HARDWARE

Minimum PC requirements:

- 1GHz microprocessor.
- 1GB RAM memory (2GB recommended).
- 16GB hard disk.
- High speed internet connection.
- Graphics card supporting a resolution of 1024 x 768 (17" monitor is recommended)

3.1.2. OPERATING SYSTEM


Windows 7.

3.1.3. WEB BROWSER

Microsoft Internet Explorer 11.

3.1.4. MICROSOFT OFFICE

Microsoft Office 2010.

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3.2. MOBILE DEVICE

The minimum requirements to access using a mobile device are listed in the following paragraphs.

3.2.1. HARDWARE

3 megapixels camera or better, with autofocus functionality, required for the registration phase.

3.2.2. OPERATING SYSTEM

The following are valid:

- Android 4.2 or later.
- iOS 9 or later.

3.2.3. WEB BROWSER

The following are compliant, depending on the operating system:

- Android: Google Chrome
- iOS: Safari or Google Chrome

3.2.4. MICROSOFT OFFICE


Microsoft Office 2010 suite.

3.2.5. INTERNET CONNECTION

The connection to the Internet of the mobile device is necessary for the reception of the notifications in the terminal.

3.2.6. MOBILE NETWORK COVERAGE

It will be necessary to have a mobile phone to receive an SMS message, only during the registration process, not for the subsequent accesses.

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3.3. AUTHENTICATION

There are available a 2FA authentication mechanism to access de SL-ATR portal:

3.3.1. 2FA ACCESS

It is the virtual access key, provided by Enagás, and configured on the mobile device by the user, according to the instructions in paragraph 4.2 of this guide.

Access through this mechanism will be valid in all cases, both for access from PC and mobile devices.

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3.4. CONNECTION REQUIREMENTS

To access the SL-ATR homepage, the following URL must be identified as trusted sites in the browser used to access them.

- <https://www.atrgas.com>
- <https://login.enagas.es>
- <https://wstls.atrgas.com> (to access POC)

Securization protocol is TLS. This communication may need to be expressly enabled on certain proxy servers.

Computers used to access the system must have a certificate installed by the Enagás Issuing Entities, which are trusted CAs. Certificates can be downloaded from the following addresses:


- <http://www.crl.enagas.es/Autoridad Certificacion SL-ATR.crt>
- <http://www.crl.enagas.es/Enagas-root-ca.crt>

In the case of a firewall or proxy to which IP -> Port rules are attached, the following public IP addresses should be obtained through the ports indicated:

Dirección pública	Dirección IP	Puerto
www.atrgas.com	194.224.167.167	TCP 443
www.crl.enagas.es	194.224.167.171	TCP 80
login.enagas.es	213.0.117.57	TCP 8443
https://wstls.atrgas.com	213.0.117.97	TCP 443

Computers should also be able to obtain Enagás's CRL (Certification Revocation List) at the following addresses:

- <http://www.crl.enagas.es/Autoridad Certificacion SL-ATR.crl>
- <http://www.crl.enagas.es/Enagas-root-ca.crl>

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4. SETTING UP MECANISMS FOR USER AUTHENTICATION

This section details the configuration of the 2FA access method for performing user authentication:

4.1. 2FA ACCESS CONFIGURATION PROCEDURE ON MOBILE DEVICE

Users will be able to use this new method of access to the SL-ATR portal using a double authentication factor based on user/password usage and subsequent confirmation of a request sent to the user's mobile phone.

To make use of this new authentication mechanism, it is necessary that your company has previously signed the new access agreement to the SL-ATR.

4.1.1. APPLICATION INSTALLATION

The application used for authentication is the following:



NetIQ
Advanced
Authentication

Depending on the operating system, it will be necessary to access one of the following links to download and install the application:




App Store



Google play

Once the application is installed:

- Run the application.
- Accept the License Agreement.
- Enter a 6-digit PIN for access to it, which will be necessary to enter each time you access the SL-ATR portal.

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4.1.2. MOBILE DEVICE REGISTRATION


The goal of this point is to associate the system user with the mobile device in which the application has been installed and configured. **This point is mandatory to access via 2FA.** This device will be required every time the ATR application is accessed.

Note: The following steps should only be carried out once, as they are required only for the registration of the mobile device.

- Step 1: To start the mobile device-user association process, open a web browser and navigate to the following URL:
<https://doblefactor.atrgas.com>
- Step 2: In the window that appears, enter the email address in the user field, the password sent by email, and click on the "Validar" button:




- Step 3: You must then accept the access conditions by checking the "Aceptación Condiciones Acceso" checkbox and then clicking the "Aceptar" button:

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Acuerdo de licencia

Para acceder a la aplicación deberá aceptar las condiciones de acceso



Aviso Legal

1. Sistemas de información de Enagás.

A través del uso de este sistema de autenticación de doble factor (en adelante, "2FA") de la SOCIEDAD Enagás, S.A., se accede por parte del usuario a los sistemas de información propiedad del grupo Enagás(en adelante, los "SSII") , dando

Aceptacion Condiciones Acceso


- Step 4: Enagás will send you an SMS with a OTP (One Time Password). Once received, enter the code in the following screen, and click on the "Validar" button:

Acceso con OTP SMS





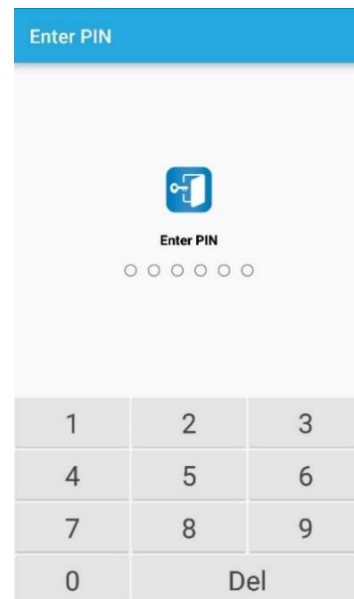
SMS Password:

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- Step 5: After successfully entering the OTP provided by Enagás, the system automatically generates a QR code³:



- Step 6: Scan this code with the previously downloaded application on your mobile phone: "Net IQ Advanced Authenticator", using the following steps, and click on the "Aceptar" button.
- Step 6.1: Unlock the application using the PIN previously configured by the user:

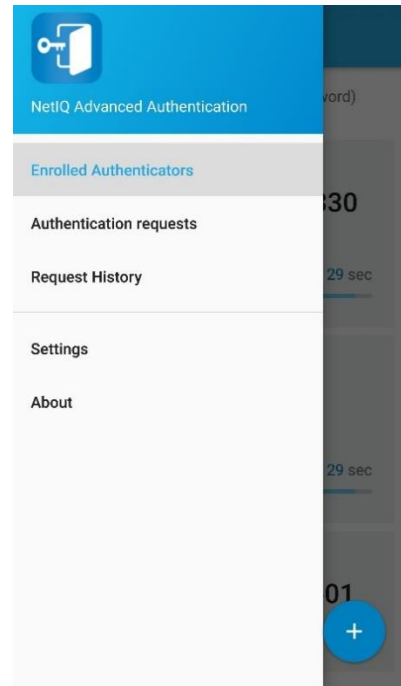


³ A QR code is the evolution of the bar code. This is a module for storing information in an array of points or a two-dimensional bar code.

- Step 6.2: Display the side menu by pressing the icon located in the upper left corner:



- Step 6.3: Inside the "Enrolled Authenticators" tab, press the "+" icon in the bottom right corner, which opens the phone's camera.

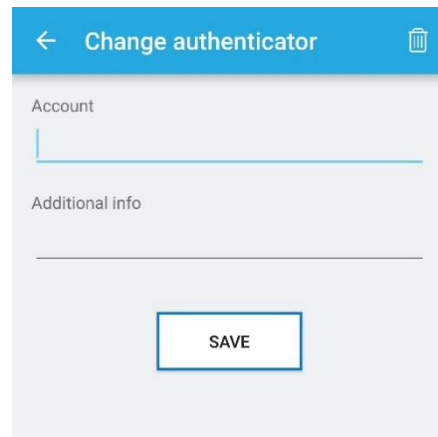


- Step 6.4: Frame the QR code with the camera until a green box appears.



After 60 seconds since the code is displayed on the screen until it is scanned, the code will expire. A new code will be automatically generated.

- Step 6.5: At the end of the code capture, assign a name to the enrolment by filling in the "Account" field (for example, "SL-ATR Access"), and press the "Save" button:





- Step 7: Click on the "Aceptar" button, in the browser window:



At this point, the registration process has been completed, confirmed by the following window:



 Se ha desconectado de la aplicación de Registro correctamente. Ya puede acceder con doble factor a través de <https://www.atrgas.com/>

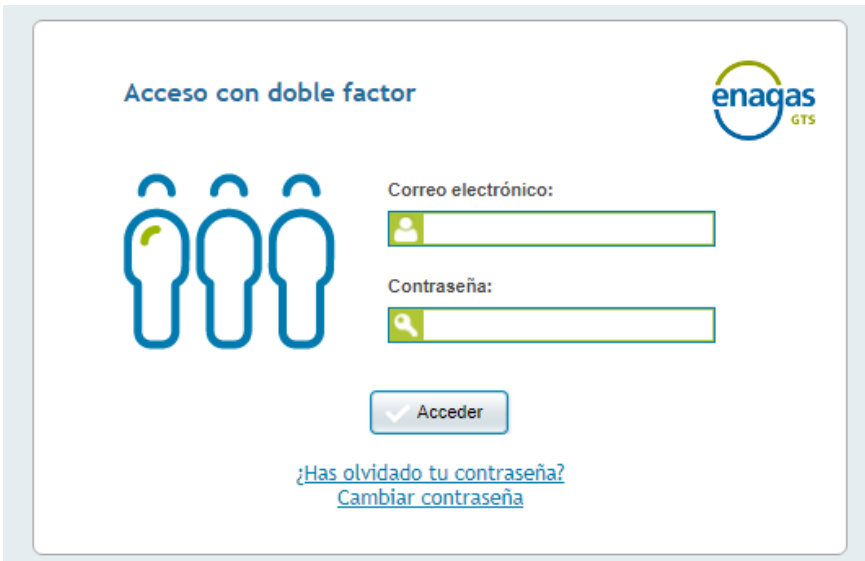
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5. SL-ATR ACCESS

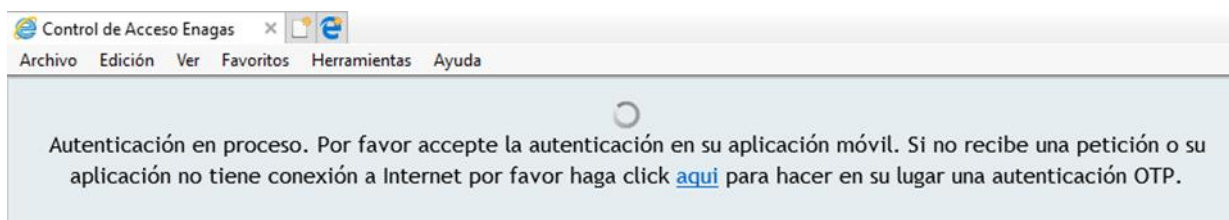
To access the SL-ATR application, open the following URL address in the Web browser:

<http://www.atrgas.com/>


The following window will be shown:



Enter your e-mail and the user password and click on the "Acceder" button. The system will inform of sending a request to the mobile phone configured by the user.



The steps, from this point, will depend on the availability of network coverage on the mobile phone where the previous configuration was made.

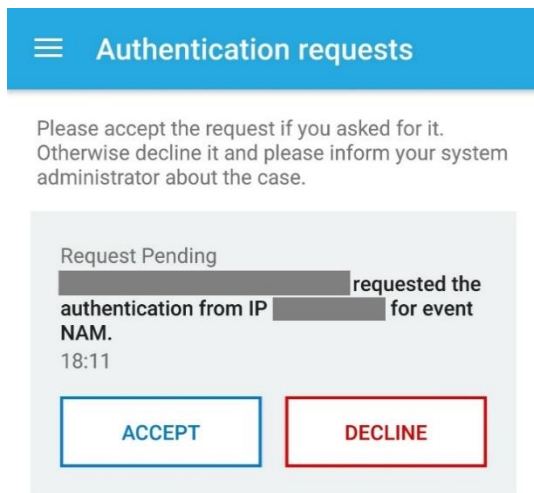
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5.1. ACCESS WITH MOBILE NETWORK COVERAGE

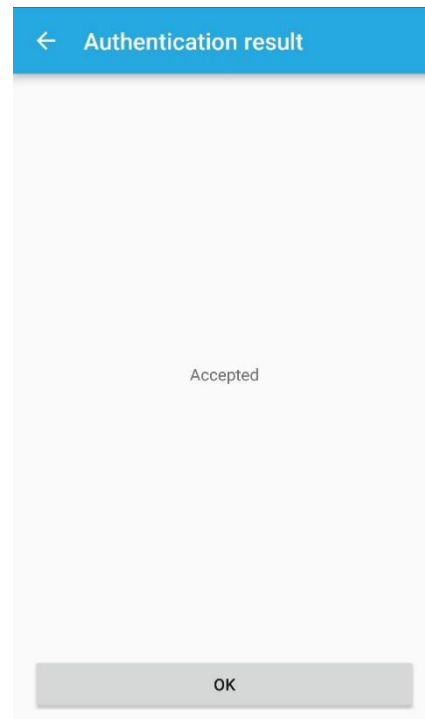
If your mobile phone has mobile network coverage, open the "NetIQ Advanced Authentication" application (for convenience, via the "push" notification received at this time). Display the side menu by pressing the icon:




Access the "Authentication requests" section, where the information regarding the submitted request will appear:



Click on the "Accept" button to validate access:



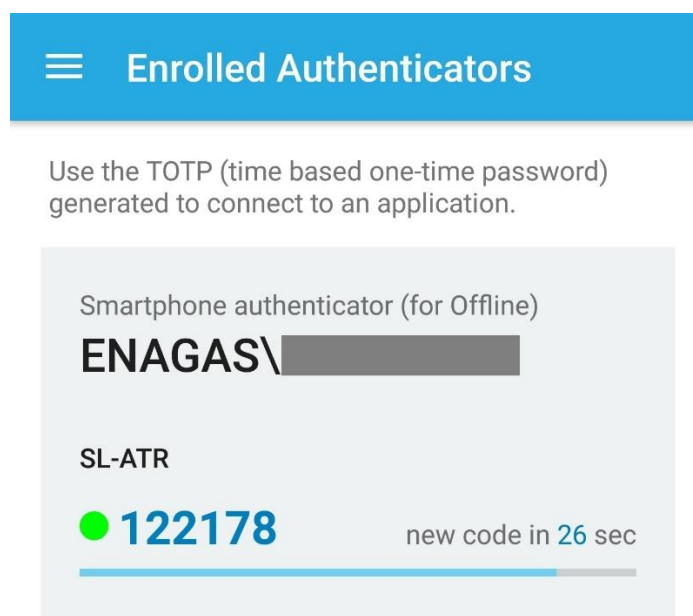
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5.2. ACCESS WITHOUT MOBILE NETWORK COVERAGE

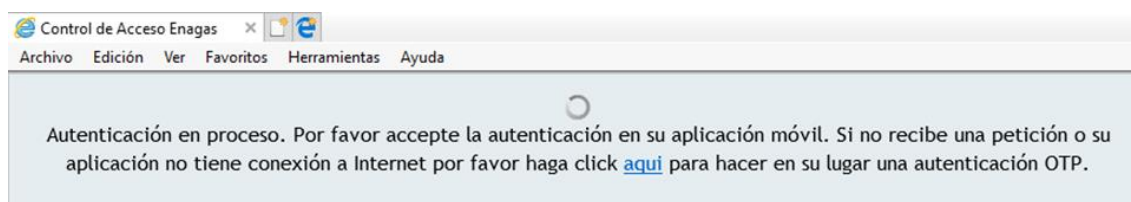
If your mobile phone does not have a mobile network coverage, open the "NetIQ Advanced Authentication" application on your mobile phone. Display the side menu by pressing the icon:




Access the "Enrolled Authenticators" section, where the registration information will appear, together with a code that is automatically regenerated every 30 seconds:



Click on the link "aquí", displayed in the web browser window:



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Enter the 6-digit OTP code that appears in the "Enrolled Authenticators" section in the new window:

Acceso con Soft Token Email OTP

Para acceder a la aplicación deberá introducir su TOTP






Contraseña de correo electrónico:

Once you have done the above steps, whether you have network coverage on your mobile phone or not, the browser will open the homepage of the SL-ATR portal:



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6. PASSWORD ADMINISTRATION

To change your password, Enagás has a mechanism that lets the users:

- Get a new password by forgetting the current
- Change the password at any time
- Change the password for the current expired

Next, the process for each of the 3 cases is detailed, and the steps to follow:

6.1. FORGOT PASSWORD

From the main double-factor access window, click on the “¿Has olvidado tu contraseña?” link:



Acceso con doble factor






Correo electrónico:

Contraseña:

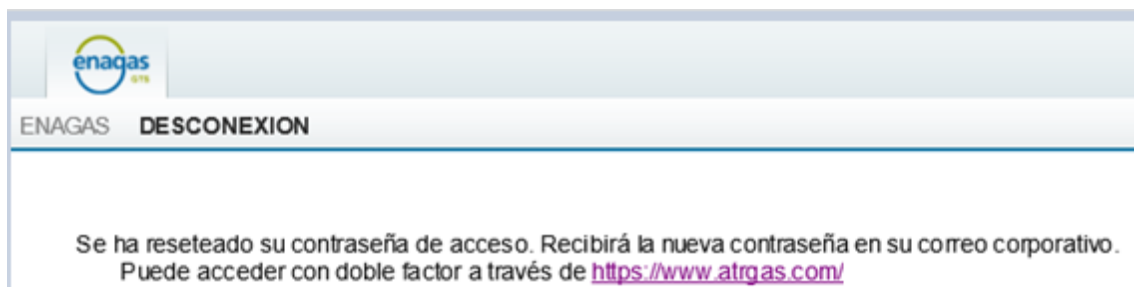
[¿Has olvidado tu contraseña?
Cambiar contraseña](#)


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The following window will open, where the user's email and NIF are requested:




Once informed, click on the button "Validar", at which time you will receive a new password in your email:




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6.2. CHANGE PASSWORD

To change your password, click on the “Cambiar contraseña” link from the main double factor access window:



Acceso con doble factor




Correo electrónico:

Contraseña:

[¿Has olvidado tu contraseña?
Cambiar contraseña](#)

In the new window, the following data will be requested:

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Cambiar contraseña





Correo Electrónico:

Contraseña Anterior:


Contraseña Nueva:

Confirmar Contraseña Nueva:

Once entered, click on "Validar". A password change confirmation message will be displayed:



Se ha modificado la contraseña de acceso. Ya puede acceder con doble factor a través de <https://www.atrgas.com/> Si tiene problemas de acceso póngase en contacto con el CAU

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6.3. CHANGE EXPIRED PASSWORD


In case that the password is expired, the steps to be followed will be transparent to the user, since it is necessary to enter the same data in the main screen as in a normal access:



The system will request the new password using the password change window:



Once the new password has been entered, the SL-ATR portal will be accessed in a normal way.

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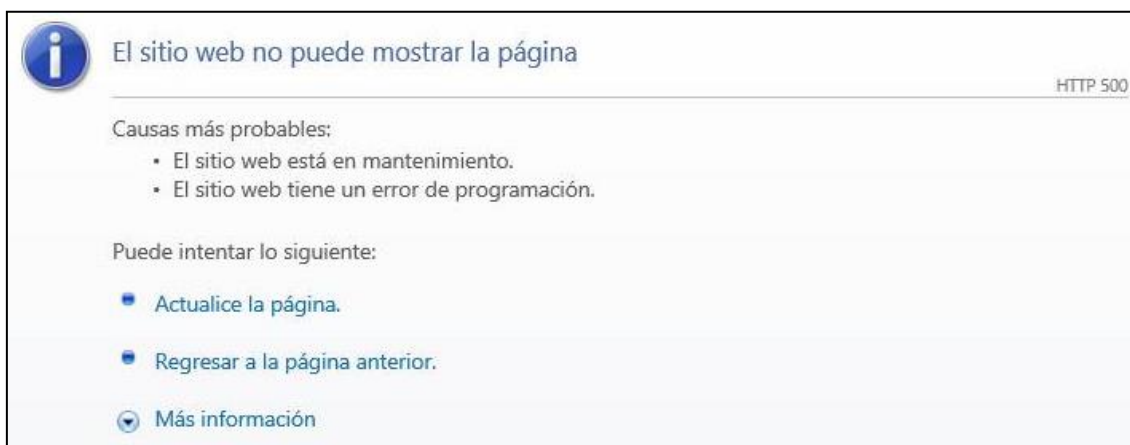
7. FAQ

The most common problems that can occur in the configuration and access process from mobile devices are described below.

7.1. Error 500 when accessing the SL-ATR

When accessing the SL-ATR (<https://www.atrgas.com>), you may encounter an error 500. Depending on the browser used, it can be visualized in some different ways, like the following:


- Microsoft Internet Explorer



- Google Chrome, Microsoft Edge



The error 500 is due to an unfinished registration. For this reason, it will be necessary to repeat the complete registration process. Take into account that the last step (to press the "Aceptar" button on the browser after scanning the QR code) is mandatory to end successfully the registration.

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7.2. SL-ATR access URL storage in web browser bookmarks

If you want to store the SL-ATR access URL in the bookmarks of your web browser, it is vitally important that you do not save the URL that appears when you load the screen after clicking on the link, because this will cause errors accessing the application.

You must create instead a bookmark manually by entering the original URL: <https://www.atrgas.com/>

You will encounter one of the following errors if the procedure is not executed as described previously:



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7.3. New mobile phone

A new registration process will be mandatory when changing the user's mobile phone, since the registered authenticator will be invalidated in that case.

This also applies to the unistallations of the "NetIQ Advanced Authentication" app, or restorations of the terminal operating system. In all cases, the registered authenticator will be invalidated, and it will be necessary to repeat the registration process..

7.4. New corporate e-mail or mobile phone number

The corporate e-mail and the mobile phone number are contractual data in the Access by double factor. For this reason, any update on these information must be communicated to GTS Contratación (GTS.CONTRATACION@enagas.es) to proceed with its management.


Until such information is updated, access with the new corporate e-mail and/or mobile phone number will not be possible.

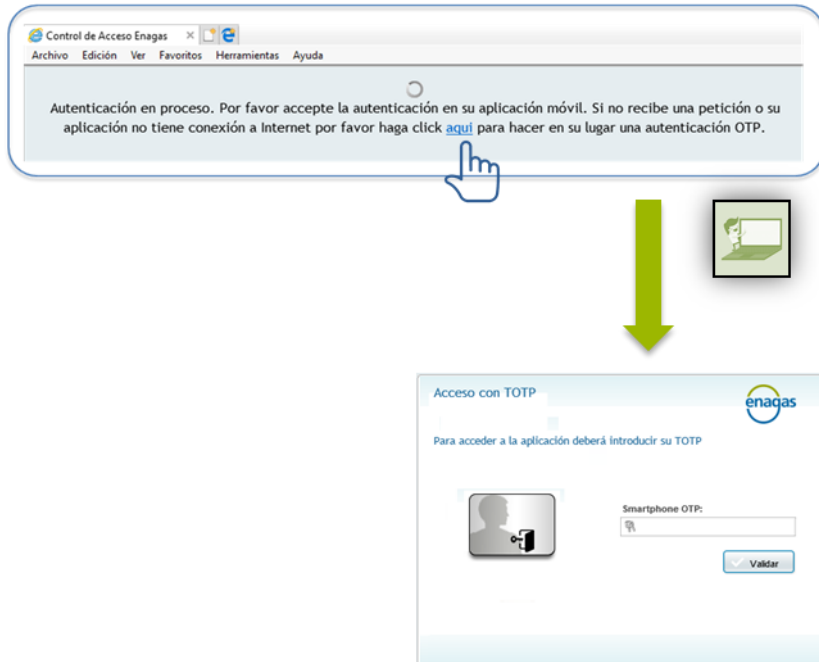
7.5. One Time Password (OTP) access

In some cases, the mobile phone does not receive push notifications, for multiple reasons (coverage problems, configuration, disabled notifications, etc.), so the standard flow is impossible to complete.

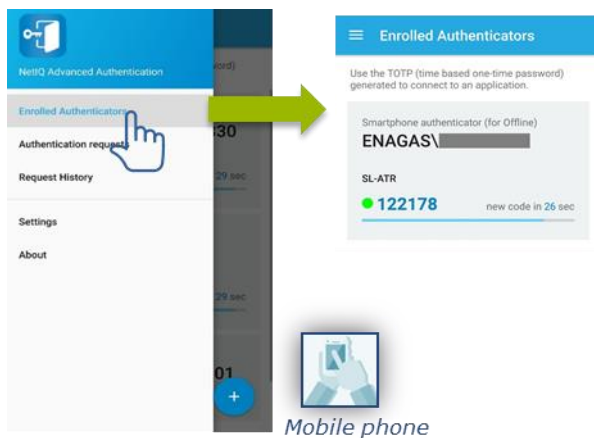
As an alternate way to access, there is available a code generator to access the SL-ATR.

To use it, clic on the link "aquí" in the message that appears in the browser. The window to enter the OTP code will be displayed.


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This code is available in the NetIQ app, in the "Enrolled authenticators" menu.



NOTE: This mechanism only works when the clock time of the mobile phone is set to "provided by the network".


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7.6. Access from iPad with Safari browser

By default, the Safari web browser configuration blocks pop-ups, which is why the use of the SL-ATR is affected, especially when downloading Excel documents. To fix this, follow these steps:

- Access Device Settings
- In the "Safari" section, disable the "Block Pop-Ups" option within "General", as you can see in the following screenshot:

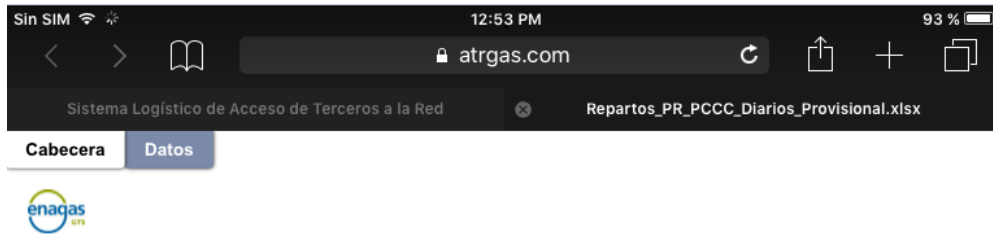


	Configuration manual	REF. no.: SLATR-RSC-01
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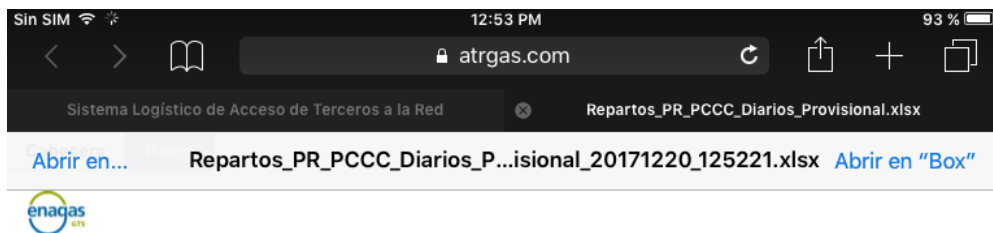
7.7. Location of downloaded documents on iPad

The SL-ATR portal generates a series of files that can be viewed from the browser itself. To store them on your device, you will need to open them with an external application, according to the following steps.

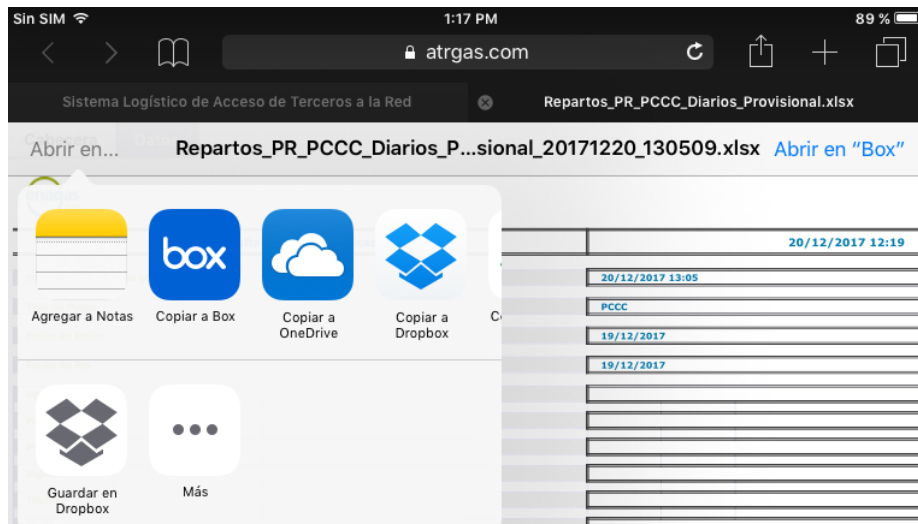
1. With the document opened in the browser:




2. Click anywhere in the document to open the required options bar:



3. Click on "Open in.." to display the application menu to which the device can send the document for storage:



In this way, the document will be sent to the selected application, so it can be stored and opened later.

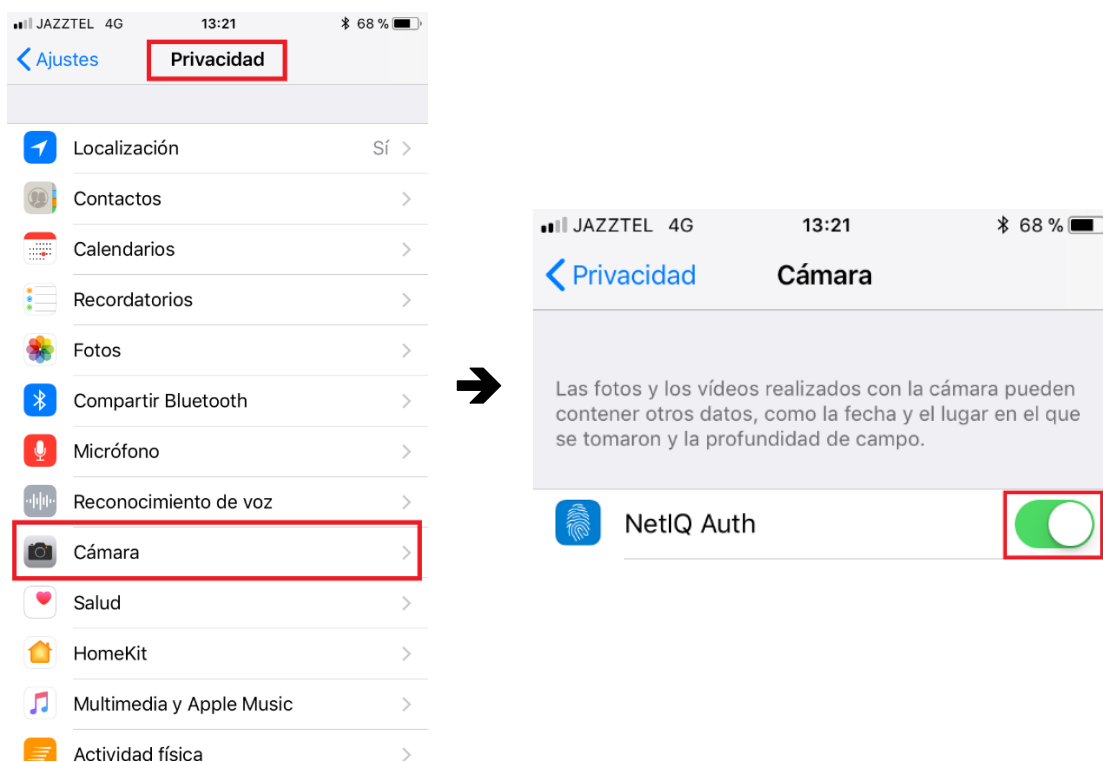
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7.8. Access to the iOS “Camera” app

The iOS operating system has a specific privacy setting to enable access to the camera app. You will encounter the following message in case NetIQ does not have privileges to access the camera:



To solve it, it's necessary to grant NetIQ specifically, by navigating the following path: Settings/Privacy/Camera, and activating the check shown below:




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7.9. Scenarios of use

Below you can find different scenarios of use of the 2FA registration and access processes, which include:

- The most common one, where the user will have a mobile device with access to all functions (SMS and data), so the registration and access can be done using this device.
- Less frequent scenarios, where there is no SIM card available to receive SMS, and which may also include shared devices or limited access to data. In these cases, and only during the registration process, a mobile phone will be necessary to receive SMS.

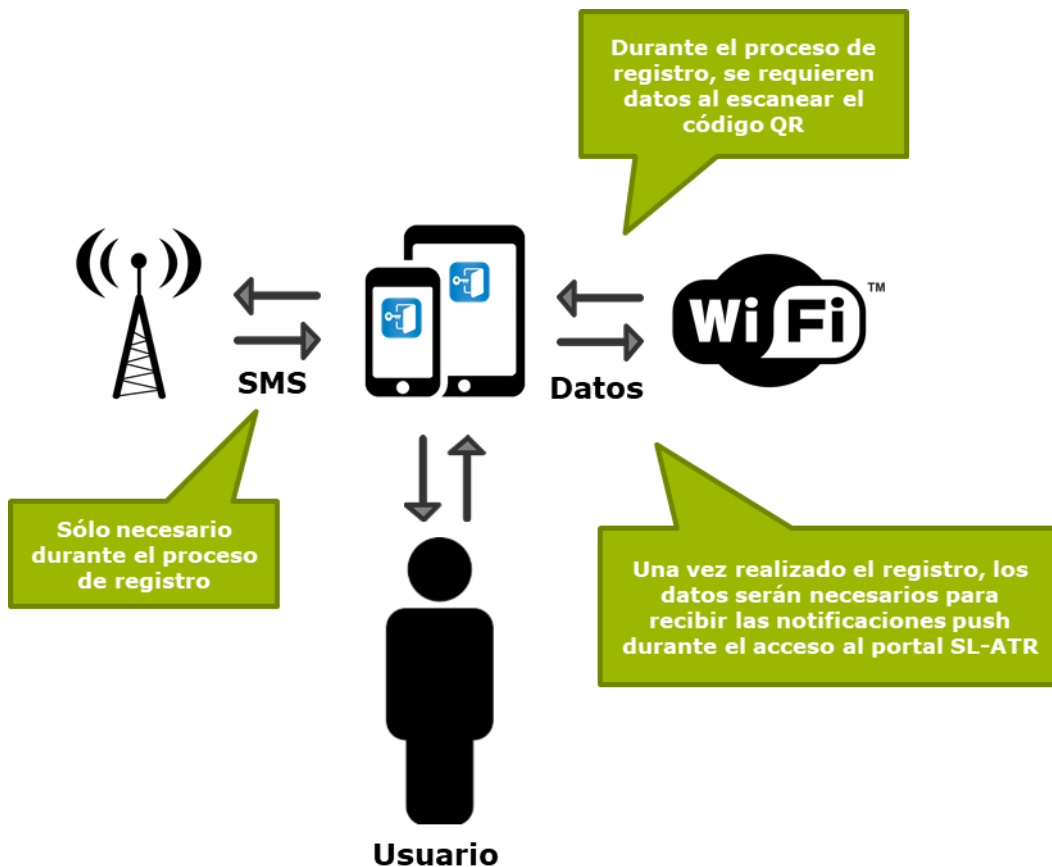
	Configuration manual	REF. no.: SLATR-RSC-01
	Logistics System for Third Party Network Access (SL-ATR)	VERSIÓN: 13.0


7.9.1. Device with mobile network (SMS) and data

In this scenario, the user has a mobile device with mobile network coverage, which allows the device to receive SMS during the registration process.

The user will also have access to data, regardless of whether this access is made through WiFi, or mobile network.

The NetIQ application will be installed on this device, and it will be the one that will validate the user's access to the SL-ATR portal using push notifications.



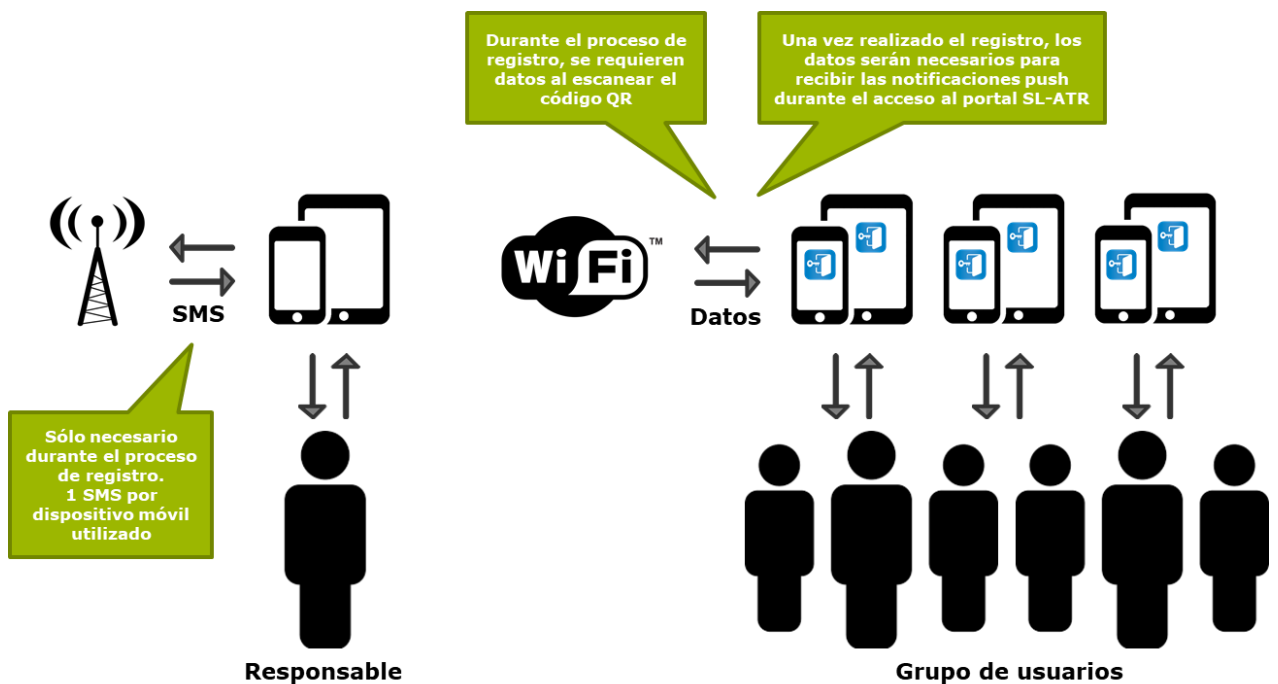
	Configuration manual	REF. no.: SLATR-RSC-01
	Logistics System for Third Party Network Access (SL-ATR)	VERSIÓN: 13.0


7.9.2. Device without mobile network (SMS), with data

In this scenario, the user owns a mobile device without mobile network coverage, which means that SMS cannot be received.

For this reason, the user will rely on a mobile phone that will offer the validation functionality of the OTP code necessary during the registration process.

The user's mobile device will have access to data, so installing the NetIQ application and finishing the registration process on the mobile device will be possible, and validating the user's access to the SL-ATR portal using push notifications will be enabled.



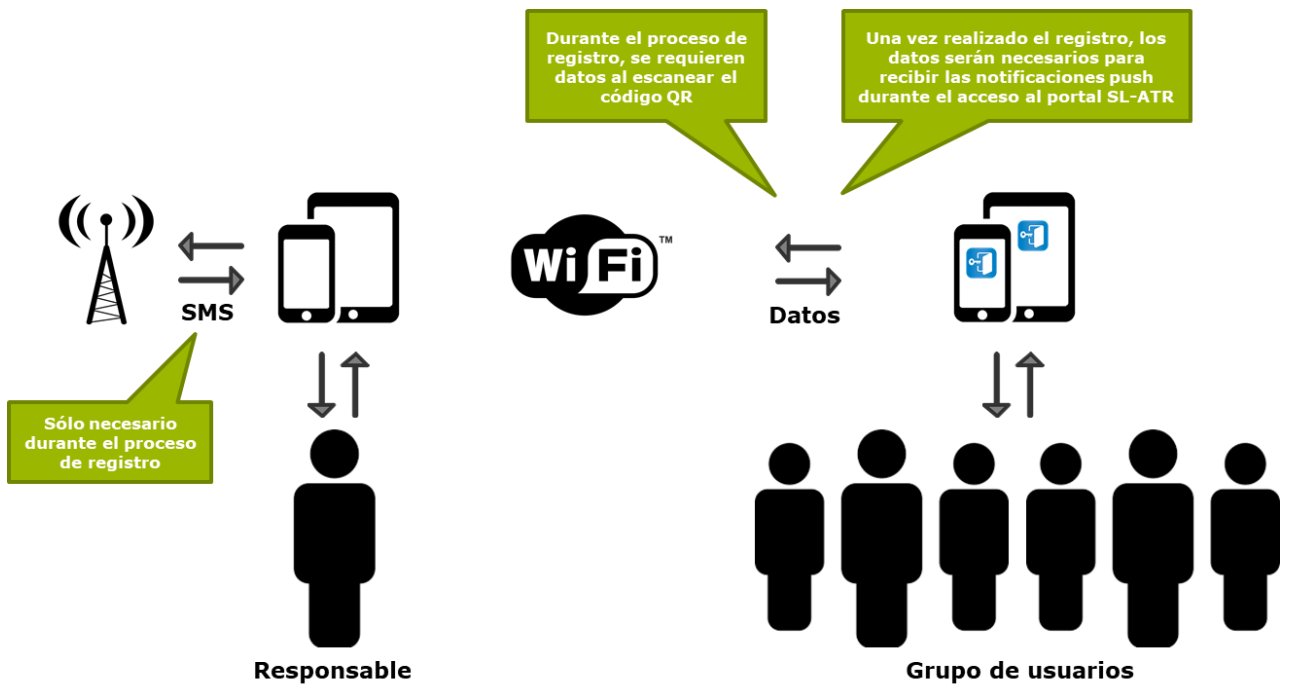
	Configuration manual	REF. no.: SLATR-RSC-01
	Logistics System for Third Party Network Access (SL-ATR)	VERSIÓN: 13.0


7.9.3. Shared device without mobile network (SMS), with data

In this scenario, a group of users shares the same mobile device without mobile network coverage, which means that they cannot receive SMS.

For this reason, they will rely on a mobile phone that will offer the validation functionality of the OTP code necessary during the registration process.

The shared mobile device will have access to data, so installing the NetIQ application and finishing the registration process on the mobile device will be possible, and validating the user's access to the SL-ATR portal using push notifications will be enabled.



	Configuration manual	REF. no.: SLATR-RSC-01
	Logistics System for Third Party Network Access (SL-ATR)	VERSIÓN: 13.0

7.9.4. Shared device without mobile network (SMS), with data only during registration process

In this scenario, a group of users shares the same mobile device without mobile network coverage, which means that they cannot receive SMS.

For this reason, they will rely on a mobile phone that will offer the validation functionality of the OTP code necessary during the registration process.

The shared mobile device will have access to data during the registration process, mandatory requirement, so installing the NetIQ application and finishing the registration process on the mobile device will be possible.

Once this process is completed, they will no longer have access to data, so they will not receive push notifications on the mobile device to validate access to the SL-ATR portal, but they can use the codes offered by the application, which does not they require connection to the network.

