What happens if GateKeeper Hub is not running?

The GateKeeper Hub server manages the users, computers, auditing and other aspects of the GateKeeper Enterprise platform. Computers that have the GateKeeper Client application installed periodically synchronize with the GateKeeper Hub to update settings, user information and other data.

If the client applications are unable to connect to the GateKeeper Hub, there will be some limitations on what the users can do on their GateKeeper enabled computers. This document lists the effects of a service disruption of the GateKeeper Hub.

Some of the causes for GateKeeper Hub not being connected to the client application are listed below:

1. Incorrect server address during setup of the client application.
2. No internet or local network access on the client computer.
3. For on-premise GateKeeper Hub installations, if the client computer is not on the same network as the GateKeeper Hub server.
4. GateKeeper Hub application turned off in IIS on the on-premise server.
5. GateKeeper Hub application disconnected from the SQL Server and/or the SQL server is not running.
6. GateKeeper Hub server machine is not running.

What features/access are disabled for users on the GateKeeper enabled computers when the client application is not connected to GateKeeper Hub?

1. Users cannot view their web, application and other non-login type credentials IF ONLINE-ONLY mode is enabled for the group their computer belongs to.
2. Users cannot add new passwords.
3. Users cannot update passwords.
4. Users cannot delete passwords.
5. Users cannot share passwords.
6. Users cannot update the PIN for their GateKeeper tokens.
7. Users cannot add new tokens.
8. If the user has never logged in using their GateKeeper token, they will not be able to complete the login process if the policy to choose a new PIN and/or update their login credential has been enabled by the Hub administrator.
9. If the user profile has not yet been synced with the computer, they will not be able to use their token to login.

What is unaffected for users on the GateKeeper enabled computers when the client application is not connected to GateKeeper Hub?

1. User will be able to login to the computer using their token (if they have been using their token on the same or other computers prior to the disconnection of the Hub).
2. View and use all passwords (if Online Only mode is not enabled) on the client application, GateKeeper Password Manager browser extension and other GateKeeper applications.

What happens when service is resumed?

1. All available features for the users will automatically be enabled.
2. Any new settings will be automatically synchronized.
3. Any event logs generated during the period of disruption will be synchronized with the GateKeeper Hub server.