RSA SECURID® ACCESS

Standard Agent Client Implementation Guide

Citrix Receiver

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RSA READY

Solution Summary

Citrix Receiver leverages Citrix NetScaler Gateway to provide RSA SecurID Access authentication services.

Citrix Receiver for Android and iOS support the RSA token automation feature which enhances the end user experience. This feature allows the user to import an RSA software token directly into Receiver. When enabled, Receiver will prompt the user for PIN instead of Passcode. Receiver will then 'listen' for SecurID prompts and programmatically fetch token codes from the imported token behind the scenes.

RSA SecurID Access Features	
Citrix Receiver	
Authentication Manager Methods	
RSA SecurID	Yes
On Demand Authentication	Yes
Risk-Based Authentication	No
Cloud Authentication Service Methods	
Authenticate App	Yes
FIDO Token	No

Identity Assurance	
Collect Device Assurance and User Behavior	No

Software Token Automation	
Windows	No
Mac	No
Android	Yes
iOS	Yes

Partner Product Configuration

Before You Begin

This section provides instructions for configuring Citrix Receiver to work with RSA SecurID Access. This document is not intended to suggest optimum installations or configurations.

It is assumed that the reader has both working knowledge of all products involved, and the ability to perform the tasks outlined in this section. Administrators should have access to the product documentation for all products in order to install the required components.

All Citrix components must be installed and working prior to the integration. Perform the necessary tests to confirm that this is true before proceeding.

Integration Summary

RSA SecurID Access

Receiver for Desktops and Mobile – How to connect Citrix Receiver to a Citrix environment configured with RSA SecurID Access authentication methods.

RSA Software Token Automation

Receiver for Mobile – How to import, enable and manage software tokens in Citrix Receiver

RSA SecurID Access

Citrix Receiver requires Citrix NetScaler Gateway to authenticate users connecting to Citrix published resources with RSA SecurID authentication. Please refer to the following documents for more information on integrating Citrix components with RSA SecurID Access.

RSA Ready Implementation Guide – These RSA documents provide detailed information on enabling SecurID Access authentication methods in Citrix Access Gateway products.

https://community.rsa.com/docs/DOC-25446

Receiver for Desktops and Mobile

Providing Users with Account Information

After installation, you must provide users with the account information they need to access their hosted their applications, desktops, and data. You can provide this information by:

- Configuring email-based account discovery
- Providing users with a provisioning file
- Providing users with account information to enter manually

Configuring Email-based Account Discovery

When you configure Receiver for email-based account discovery, users enter their email address rather than a server URL during initial Receiver installation and configuration. Receiver determines the Access Gateway or StoreFront server, or AppController virtual appliance associated with the email address based on Domain Name System (DNS) Service (SRV) records and then prompts the user to log on to access their hosted applications, desktops, and data.

Providing Users with a Provisioning File

You can use StoreFront to create provisioning files containing connection details for accounts. You make these files available to your users to enable them to configure Receiver automatically. After installing Receiver, users simply open the file to configure Receiver. If you configure Receiver for Web sites, users can also obtain Receiver provisioning files from those sites.

Providing Users with Account Information to enter manually

If providing users with account details to enter manually, ensure you distribute the following information to enable them to connect to their hosted and desktops successfully:

- The URL for the StoreFront store or XenApp Services site hosting resources; for example: https://servername.company.com
- For access using the Access Gateway, the Access Gateway address

When a user enters the details for a new account, Receiver attempts to verify the connection. If successful, Receiver prompts the user to log on to the account.

RSA Software Token Automation

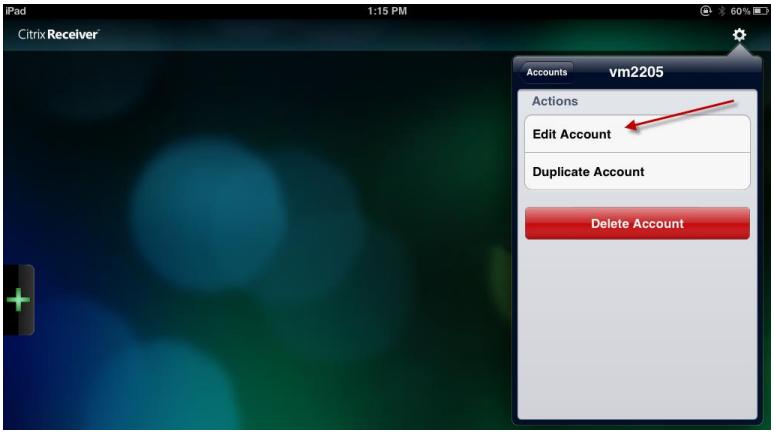
Receiver for Mobile

Import an RSA Software Token

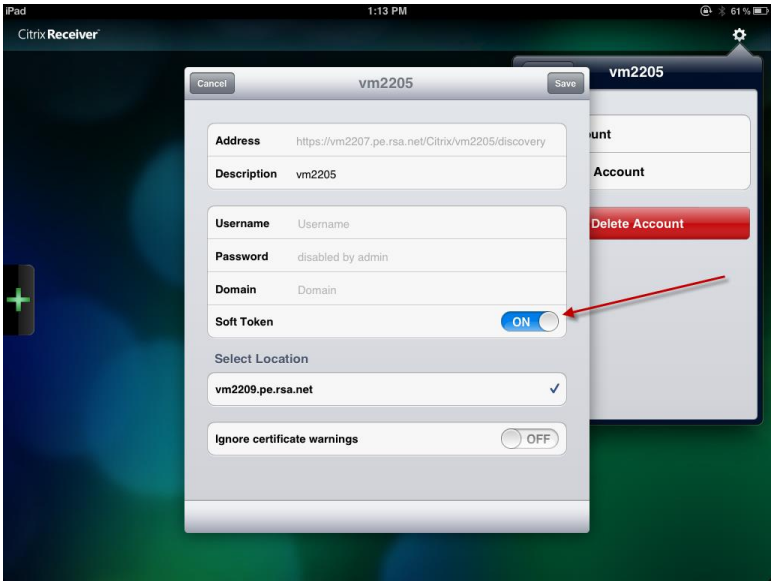
Import RSA Software Token into Citrix Receiver application. Open the software token file or CTF URL and **Open In**... > **Receiver**.

Enable RSA Software Token Automation

1. Browse to **Settings** > **Accounts** > ***[your account]*** and tap **Edit Account.**

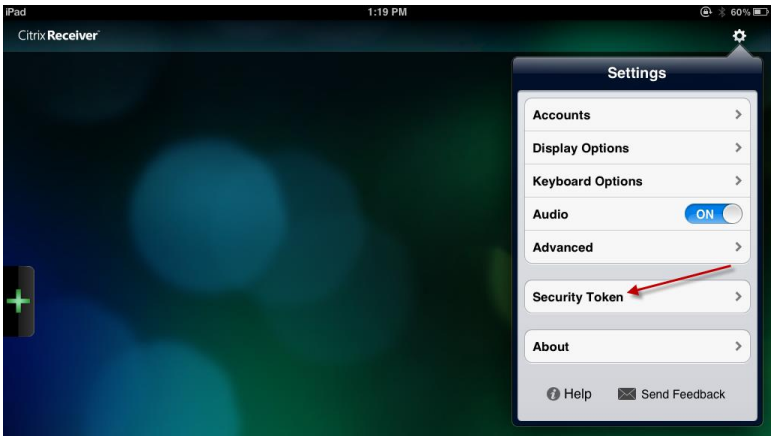


2. Set the **Soft Token** slider to **ON**.

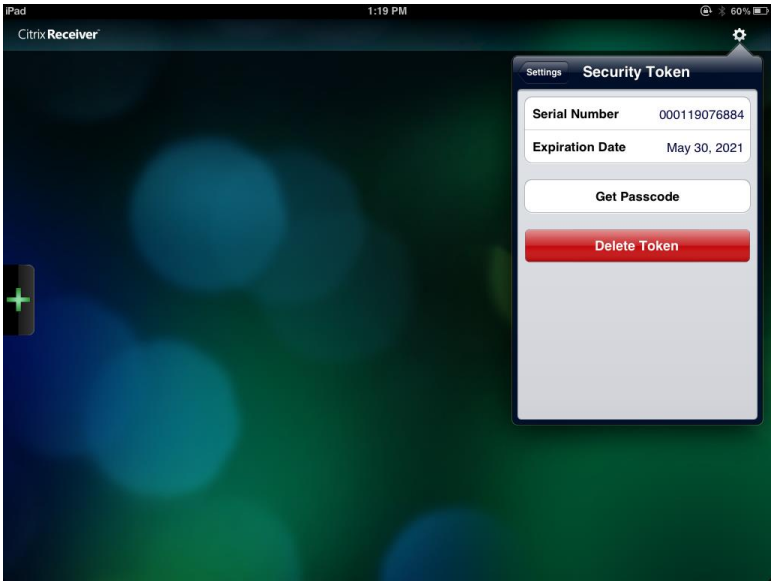


Manage RSA Software Token

1. Browse to **Settings** > **Security Token**.



2. View token **Serial Number** and **Expiration Date** and/or tap **Delete Token** to remove the currently imported software token.

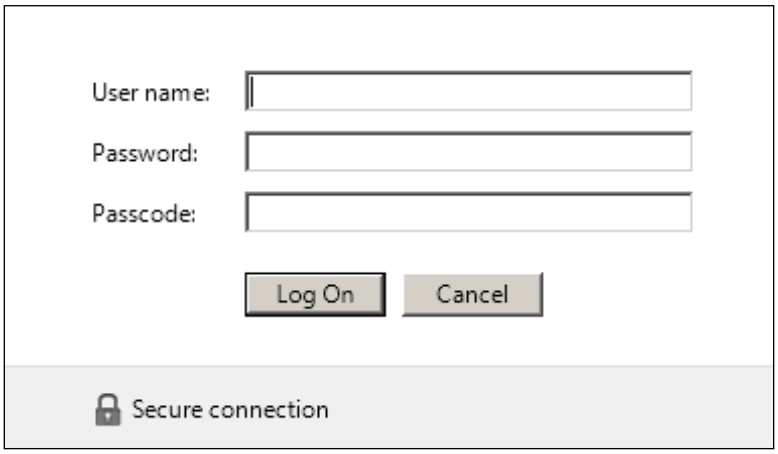


Note: Software token automation is enabled by default when a software token is imported. If you do not want to use automation, you must manually disable it in the account settings menu.

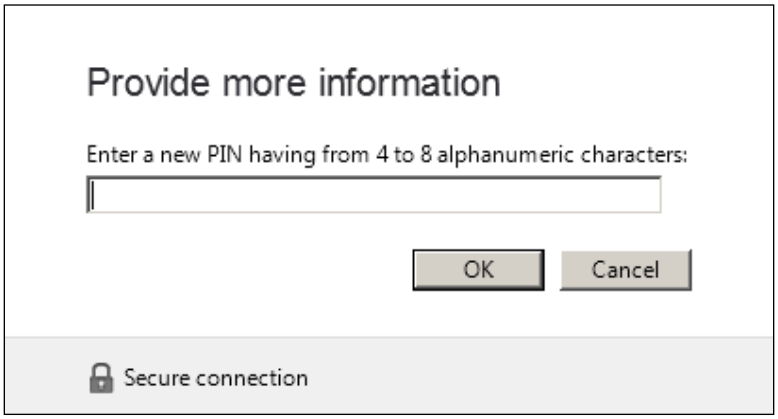
Screens

Desktop - Windows

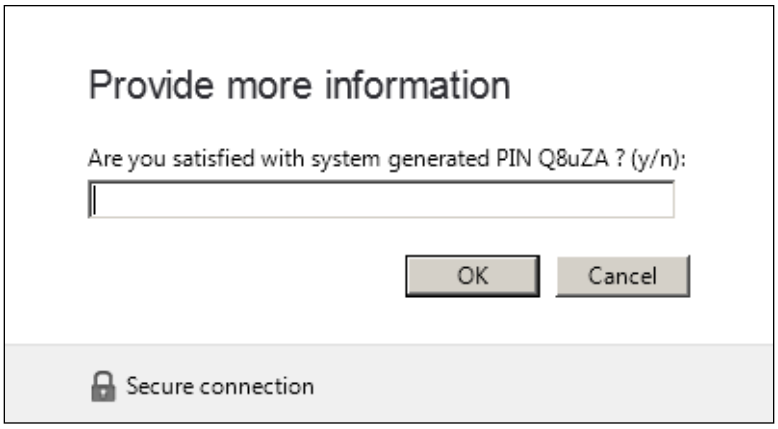
Login screen:



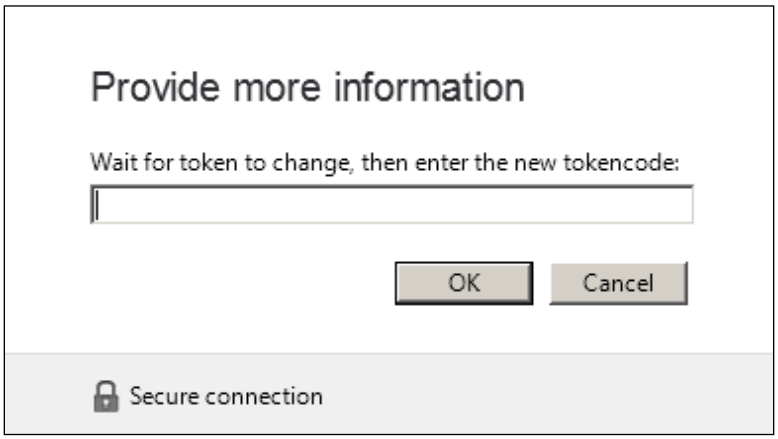
User-defined New PIN:



System-generated New PIN:



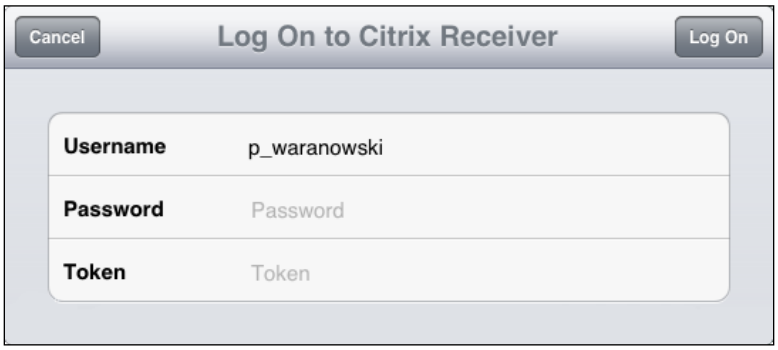
Next Tokencode:



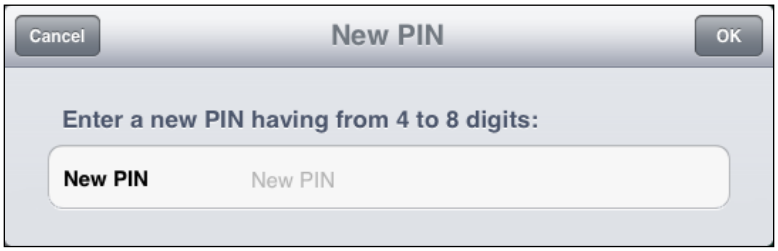
Mobile – iOS (iPad)

Software Token PIN Prompt:

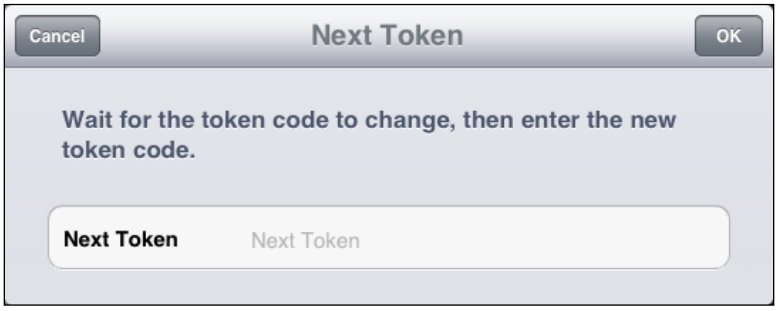
Login screen:



User-defined New PIN:



Next Tokencode:



Certification Checklist for RSA SecurID Access

Cloud Authentication Service

Certification Environment Details:

RSA Authentication Manager 8.2, Virtual Appliance

Citrix NetScaler Gateway 11.1, Virtual Appliance

Citrix StoreFront 3.6, Windows 2012R2

Citrix XenApp 7.9, Windows 2012R2

Citrix Receiver for Windows 4.5, Windows 10

Citrix Receiver for Mac 12.3.0, MacOS 10.11 El Capitan

Citrix Receiver for Android 3.11.1, Android 7.1.1

Citrix Receiver for iOS 7.2.1, iOS 9.3.3

RADIUS

Date Tested: April 1st, 2017

	Windows	OS X	Android	iOS	Other
RSA SecurID	✓	✓	✓	✓	N/A
LDAP Password	✓	✓	✓	✓	N/A
Authenticate Approve	✓*	✓	✓*	✓	N/A
Authenticate Tokencode	✓	✓	✓	✓	N/A

✓ = Pass ✗ = Fail N/A = Non-Available Function

*See known issues for more information

Certification Checklist for RSA SecurID Access

RSA Authentication Manager

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Citrix Receiver for Windows 4.5, Windows 10

Citrix Receiver for Mac 12.3.0, MacOS 10.11 El Capitan

Citrix Receiver for Android 3.9.2, Android 6.0.1

Citrix Receiver for iOS 7.0.2, iOS 10.0.1

RSA SecurID Authentication

Date Tested: October 4th, 2016

	Windows	Mac	Android	iOS	Other
REST	N/A	N/A	N/A	N/A	N/A
UDP Agent	N/A	N/A	N/A	N/A	N/A
TCP Agent	N/A	N/A	N/A	N/A	N/A
RADIUS	✓	✓	✓	✓	N/A

✓ = Pass ✗ = Fail N/A = Non-Available Function

Software Token Automation

Date Tested: October 4th, 2016

	Windows	Mac	Android	iOS	Other
REST	N/A	N/A	N/A	N/A	N/A
UDP Agent	N/A	N/A	N/A	N/A	N/A
TCP Agent	N/A	N/A	N/A	N/A	N/A
RADIUS	N/A	N/A	✗	✓*	N/A

✓ = Pass ✗ = Fail N/A = Non-Available Function

*See known issues for more information

Known Issues

Receiver for Windows with RSA Cloud Authentication Service timeout issue

When integrating Receiver for Windows with NetScaler and RSA Cloud Authentication Service, Receiver does not respect the RADIUS authentication server timeout specified in the NetScaler authentication Policy. During Authenticate Approve method testing, Receiver consistently timed out at ~30 seconds after entering "1" to authenticate with mobile device. This may not provide enough time for the end user to comfortably complete the challenge.

Receiver for Android Automation is broken

The software token integration is broken. Tokens cannot be imported due to a defect in Receiver which causes the password on the token to always be rejected upon import. This happens whether or not there is a password configured on the token.

Receiver for iOS system-generated PIN issue

System-generated new PIN mode does not function as expected. Attempts to perform token automation with a software token in new PIN mode and a system-generated PIN policy will result with failed authentications, however the PIN will be set. Subsequent authentications using the system-generated PIN will function normally.

Receiver for iOS with RSA Cloud Authentication Service prompt issue

When integrated with RSA Cloud Authentication Service RADIUS server, after authenticating with username + password, the challenge text for additional authentication is incorrect. Instead of prompting with 'enter 1 to authenticate with your mobile device', the prompt says "WAIT FOR THE TOKEN CODE TO CHANGE, THEN ENTER THE NEW TOKEN CODE".

Appendix

RSA Software Token SDK Details

	Android	iOS	Other
RSA Software Token SDK			
RSA Software Token SDK Version	1.2	2.2	N/A
RSA Software Token Data			
Display Token Serial Number	Yes	Yes	N/A
Display Token Expiration Date	Yes	yes	N/A
Number of Tokens Supported	1	1	N/A
Provisioning			
File-Based	Yes	Yes	N/A
CT-KIP	No	No	N/A
CTF	Yes	Yes	N/A