



## Release Notes

# RSA® Authentication Agent 2.0.4 for Citrix StoreFront

April 2022

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## Introduction

Read this document before installing the software. It provides information about RSA Authentication Agent for Citrix StoreFront, including workarounds for known issues, and contains the following sections:

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These *Release Notes* may be updated. The most current version can be found on RSA Link at <https://community.rsa.com/>.

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## Product Overview

RSA Authentication Agent for Citrix StoreFront (Agent for Citrix StoreFront) is authentication software that provides Citrix StoreFront with additional methods for authenticating users inside and outside of the corporate firewall. When attempting to access a StoreFront store, users provide their usernames and passwords for primary authentication, and the Agent for Citrix StoreFront prompts them to complete one or more additional authentication methods, depending on the configured authentication mode.

The agent supports the following authentication modes:

- **RSA Cloud Authentication Service (CAS).** The agent connects to your existing Cloud Authentication Service deployment, which supports these authentication methods:
  - Approve
  - Authenticate Tokencode
  - Device Biometrics
  - SMS Tokencode
  - Voice Tokencode
  - SID700 Hardware Token (managed in the Cloud Authentication Service with no RSA Authentication Manager deployment required)
  - RSA SecurID Token (through an integration between the Cloud Authentication Service and RSA Authentication Manager)
- **RSA Authentication Manager with REST Protocol (AM REST).** The agent connects to your existing RSA Authentication Manager deployment using the REST protocol, which supports these authentication methods:
  - RSA SecurID Token
  - Authenticate Tokencode (requires integration between the Cloud Authentication Service and RSA Authentication Manager)

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- **RSA Authentication Manager with UDP Protocol (AM UDP).** The agent connects to your existing RSA Authentication Manager deployment using the UDP protocol, which supports these authentication methods:
  - RSA SecurID Token
  - Risk-based authentication (RBA)

For any authentication mode, if you want to extend authentication to users outside of the corporate firewall, you must use the agent in conjunction with Citrix NetScaler Gateway™ and the Citrix Delegated Forms Authentication (DFA).

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## What's New in This Release

RSA Authentication Agent for Citrix StoreFront 2.0.4 includes the following new features and changes:

- Adds support for:
  - Citrix StoreFront 2203.0.0.36 LTSR on Windows Server 2016 and Windows Server 2019
  - Citrix StoreFront 1912.0.4000.6 LTSR on Windows Server 2012R2, Windows Server 2016, and Windows Server 2019.
- Fixed issues

## What's New in RSA Authentication Agent 2.0.2 for Citrix StoreFront

RSA Authentication Agent for Citrix StoreFront 2.0.2 includes the following new features and changes:

- Users can authenticate with SID700 hardware tokens managed in the Cloud Authentication Service. Users select the RSA SecurID authentication method and the Cloud Authentication Service validates the tokencode and PIN. An RSA Authentication Manager deployment is not required. For more information, see [SecurID Hardware Tokens](#).
- Fixed issues.

## What's New in RSA Authentication Agent 2.0.1 for Citrix StoreFront

RSA Authentication Agent for Citrix StoreFront 2.0.1 includes the following new features and changes:

- Adds support for the RSA Authentication Manager 8.5 features, such as the ability to use Authentication Manager as a secure proxy server that sends authentication requests to the Cloud Authentication Service.
- Support for upgrades from the Agent for Citrix StoreFront 2.0
- Fixed issues

## What's New in RSA Authentication Agent 2.0 for Citrix StoreFront

RSA Authentication Agent 2.0 for Citrix StoreFront includes the following new features

### Authentication Modes

The agent supports three authentication modes:

- RSA Cloud Authentication Service (CAS).
- RSA Authentication Manager with REST Protocol (AM REST).
- RSA Authentication Manager with UDP Protocol (AM UDP).

## Agent Reporting

In AM REST mode, the agent sends details such as the hostname, agent version, and operating system version to Authentication Manager to help you manage your installed REST protocol agents. You can run reports that include these details using Authentication Manager 8.4 or later.

## TLS 1.2 Support

The agent uses the TLS 1.2 encryption protocol for secure communications.

## Support for FIPS-Enabled Operating System Environment

You can configure the operating system to work with the agent in Federal Information Processing Standard (FIPS) mode. FIPS is a United States government computer security standard used to approve cryptographic modules.

## Risk Collection for the Cloud Authentication Service

The agent supports collection of device fingerprint data and other information during authentication, which the Cloud Authentication Service can use to establish a level of identity confidence for a user. Access policies can use the Identity Confidence attribute to make it easier for users with high identity confidence to authenticate.

## Windows Password Prompt Sequence Customization

When deployed in CAS mode, you can choose whether the agent prompts users for their Windows passwords at the beginning of the authentication process, or after they have completed all other required authentication methods.

## All Agent Configuration Options Integrated with Citrix StoreFront Management Console

RSA Control Center has been deprecated for this version of the agent. All legacy RSA Control Center features and new agent configuration options are now integrated with the Citrix StoreFront management console.

## Coexistence with RSA Authentication Agent 7.4.x for Microsoft Windows

You can install Agent for Citrix StoreFront on a server that is also protected by Agent for Microsoft Windows 7.4.x.

## Upgrade Support from Agent for Citrix StoreFront Version 1.5

If Agent for Citrix StoreFront version 1.5 is already installed on your Citrix StoreFront server, the installer preserves previous settings, upgrades the agent, and automatically configures AM UDP mode.

## Load Balancing Options for AM REST Mode

When installed in AM REST mode, the agent supports the following load balancing schemes:

- **Weighted Round Robin (default).** The agent periodically measures the time taken by each server to process an authentication request and distributes more requests to faster servers and fewer requests to slower servers.
- **Round Robin.** The agent distributes requests to each server in sequence, in the order the servers were added by the administrator.

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### **Use the Existing Node Secret Configured for Agent for Microsoft Windows**

If Agent for Microsoft Windows is already installed and configured with a node secret on the Citrix StoreFront server, Agent for Citrix StoreFront includes an option to use the same node secret to enable WPI in AM REST mode.

### **Manage WPI at Agent for AM REST Mode**

WPI can be enabled or disabled at the agent in the Manage SecurID Options page in the Citrix StoreFront management console.

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## Requirements

RSA Authentication Agent for Citrix StoreFront requires the following components.

### System Components

- One of the following Windows operating systems:

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

**Note:** Windows Server Core mode is not supported.

- One of the following Citrix StoreFront versions:

- 3.12 and 3.13 are supported on Windows Servers 2012, 2012 R2, and 2016
- 3.16 is supported on Windows Servers 2012 R2 and 2016
  - Microsoft PowerShell 3.0 or later
  - Microsoft .NET Framework 4.5 or later
- 1912.0.4000.6 LTSR is supported on Windows Servers 2012 R2, 2016, and 2019
  - Microsoft .NET Framework 4.5.1 or later
- 2203.0.0.36 LTSR is supported on Windows Servers 2016 and 2019
  - Microsoft .NET Framework 4.7.2 or later

In addition to the hardware requirements imposed by the above components, the agent requires at least 50 MB free disk space.

### Supported Web Browsers

RSA tested the following web browsers with RSA Authentication Agent 2.0.4 for Citrix StoreFront:

- Google Chrome, version 100.0.4896.75 (64-bit)
- Internet Explorer 11
- Microsoft Edge, version 100.0.1185.36 (64-bit)
- Mozilla Firefox ESR 99.0 (64-bit)

**Note:** JavaScript must be enabled in the browser.

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## Package Contents

RSA Authentication Agent for Citrix StoreFront is available on [RSA Authentication Agent for Citrix StoreFront Downloads](#).

The agent product folder contains the following folders.

Folder	Description
AuthenticationManagerRBAHelper	Contains the Windows Installer package for installing the RSA Authentication Manager

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	Risk-Based Authentication Helper on 64-bit computers.
Documentation	Contains the product documentation.
Licenses	Contains the RSA License Agreement ( <b>shrinkwrap-license-combined.pdf</b> ).
NodeSecretLoadUtility	<p>Contains the Node Secret Load utility (<b>agent_nsload.exe</b>) for both 32-bit and 64-bit computers. You can use this utility to securely copy the node secret from an Authentication Manager server to an agent host before you use RSA SecurID authentication.</p> <p>The Node Secret Load utility is not required for establishing a node secret. For more information, see the <i>Installation and Administration Guide</i>.</p> <p><b>Note:</b> You must use the Node Secret Load utility when installing the Agent on a Citrix StoreFront server group.</p>
x64	Contains the Windows Installer package for installing RSA Authentication Agent for Citrix StoreFront on 64-bit computers.

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## Documentation

These *Release Notes* and the *Installation and Administration Guide* are available on [RSA Authentication Agent for Citrix StoreFront](#).

*RSA Authentication Agent for Citrix StoreFront Help* is installed with the product.

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## Product Installation

You can install the RSA Authentication Agent 2.0.4 for Citrix StoreFront on a new system or directly upgrade an existing installation from Agent for Citrix StoreFront 1.5 or Agent for Citrix StoreFront 2.0 or later.

For the complete installation instructions, see the *RSA Authentication Agent 2.0.4 for Citrix StoreFront Administrator's Guide*.

## Upgrading from Agent for Citrix StoreFront 2.0 or Later

If Agent for Citrix StoreFront version 2.0 or later is already installed on your Citrix StoreFront server, the installer preserves previous settings and upgrades the agent to the current version.

You can perform an upgrade installation using the install wizard or the command line. The install wizard detects the existing agent version and displays a warning which you must accept to proceed. The command-line installation performs the upgrade automatically.

## Upgrading from Agent for Citrix StoreFront 1.5

If Agent for Citrix StoreFront version 1.5 is already installed on your Citrix StoreFront server, the installer preserves previous settings, upgrades the agent to the current version, and automatically configures AM UDP mode.

You can perform an upgrade installation using the install wizard or the command line. The install wizard detects the existing agent version and displays a warning which you must accept to proceed. The command-line installation performs the upgrade automatically when you run the command to install the agent in UDP mode.

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## Known Issues

This section lists known issues and workarounds.

### Citrix StoreFront management console (MMC) failed to load

**Tracking Number:** AACTX-316

**Problem:** On Windows Server 2012 R2 systems that do not have direct access to the Microsoft Updates site, the Citrix StoreFront management console (MMC) fails to load. This is because the digital signature of an RSA PowerShell script is rooted in a DigiCert-issued certificate authority that is not included in the set of Trusted Root Certification Authorities that shipped 'in-box' on Server 2012 R2.

**Workaround:** Obtain the 'DigiCert Trusted Root G4' from digicert.com and use the MMC 'Certificates' snap-in to import it to the Computer's 'Trusted Root Certification Authorities' store.

### Cloud Authentication Service Emergency Tokencode not supported by the Agent for Citrix StoreFront

**Tracking Number:** AACTX-271

**Problem:** The Agent for Citrix StoreFront does not support Emergency Tokencode as an authentication method for the Cloud Authentication Service.

**Workaround:** Online Cloud Authentication Service users can authenticate with SMS Tokencode or Voice Tokencode if these features are enabled.

### When the default limit of 25 simultaneous authentication attempts is reached, authentication performance degrades and additional authentication attempts may fail

**Tracking Number:** AACTX-6

**Problem:** Agent for Citrix StoreFront supports up to 25 simultaneous authentication attempts by default. When this limit is reached, users may experience degraded authentication performance or authentication failure.

**Workaround:** To override the default limit for simultaneous authentication attempts, do the following:

1. In the Windows Control Panel, click **System and Security > Advanced system settings**.
2. Click **Environment Variables...**
3. Under System variables, click **New...**
4. In the **Variable name** field, enter `RSA_DA_API_THREAD_POOL`.
5. In the **Variable value** field, specify the number of concurrent connections you want to allow.

**Note:** RSA has qualified Agent for Citrix StoreFront with up to 400 concurrent connections.

### The policy "Send domain and user name to Authentication Manager" cannot support RSA Authentication Manager user accounts that use UPN format for the user name

**Tracking Number:** AACTX-5

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**Problem:** The Agent for Citrix StoreFront includes a “Send domain and user name to Authentication Manager” policy that can be configured through the Citrix StoreFront Management Console. When the policy is enabled, the Agent includes the name of the domain in the RSA SecurID username that it sends to RSA Authentication Manager. The Agent sends the name in the format domain\_name\user\_name. There is no way to configure the Agent to send the RSA SecurID username in UPN format (user\_name@domain\_name).

**Workaround:** The Authentication Manager administrator can create user accounts in the format domain\_name\user\_name, and then configure logon aliases in UPN format for those user accounts.



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## Fixed Issues

The following issues are fixed in the RSA Authentication Agent 2.0.4 for Citrix StoreFront cumulative release.

### Issues Fixed in RSA Authentication Agent 2.0.4 for Citrix StoreFront

**AACTX-295** – The Citrix agent 2.0.x upgrade failed, because the upgrade could not handle the log files in the subfolder at [ProgramData]\RSA\LogFiles. The workaround was to delete or move the subfolder. This issue has been fixed. The updated backup implementation can successfully handle the subfolders.

**AACTX-299** – [Applicable only to non-English versions of Windows Server] For all RSA Authentication Agent 2.0.x for Citrix StoreFront, the Citrix management console could not be accessed on Windows Server 2016 and 2019. This issue has been fixed by replacing the copyright symbol with a textual copyright symbol (c) in an RSA PowerShell script.

### Issues Fixed in RSA Authentication Agent 2.0.2 for Citrix StoreFront

**AACTX-276** – The Agent for Citrix StoreFront only supported RSA Authentication Manager emergency access codes that included alphanumeric characters. This issue has been resolved, and special characters are also supported.

**AACTX-272** – The Install Wizard now accepts a Cloud Authentication Server access key that is longer than 40 characters.

**AACTX-266** – The Agent for Citrix StoreFront sends the correct version number to RSA Authentication Manager for agent reporting.

### Issues Fixed in RSA Authentication Agent 2.0.1 for Citrix StoreFront

**AACTX-265** – The Agent for Citrix StoreFront supports user authentication to the Cloud Authentication Service with an access policy that does not require step-up authentication.

### Issues Fixed in RSA Authentication Agent 2.0 for Citrix StoreFront

**AACTX-2** – When you change the Agent for Citrix StoreFront trace log file location in the Manage SecurID Options page, the RSA SecurID authentication service automatically restarts and the location change takes effect.

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## Support and Service

You can access community and support information on RSA Link at <https://community.rsa.com>. RSA Link contains a knowledgebase that answers common questions and provides solutions to known problems, product documentation, community discussions, and case management.

The RSA Ready Partner Program website at <https://community.securid.com/t5/securid-integrations/tkb-p/securid-access-integrations> provides information about third-party hardware and software products that have been certified to work with RSA products. The website includes Implementation Guides with step-by-step instructions and other information on how RSA products work with third-party products.

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