

Release Notes

RSA® Authentication Agent 1.0.2 for Citrix® StoreFront™



July 2017

Introduction

This document describes updates for RSA Authentication Agent for Citrix StoreFront, including workarounds for known issues, and contains the following sections:

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Product Overview

RSA Authentication Agent for Citrix StoreFront provides Citrix StoreFront with methods for authenticating users inside and outside of the corporate firewall. The Agent for Citrix StoreFront supports two types of authentication:

- RSA SecurID®
- RSA Authentication Manager Risk-Based Authentication (RBA)

To extend these methods to users outside of the corporate firewall, the Agent for Citrix StoreFront must be used with Citrix NetScaler Gateway™ and Citrix Delegated Forms Authentication (DFA).

What's New in This Release

This release adds support for Transport Layer Security (TLS) 1.2 when the Agent for Citrix StoreFront communicates with RSA Authentication Manager 8.2 for Agent Auto-Registration and Windows Password Integration.

Requirements

System Components

The RSA Authentication Agent for Citrix StoreFront requires the following system components:

- Windows operating system:
 - Windows Server 2012 R2
 - Windows Server 2012
 - Windows Server 2008 R2
 - Citrix StoreFront 3.0
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- Microsoft .NET Framework 4.5 or later

Note: Windows Server 2008 R2 does not include the Microsoft .NET Framework 4.5 by default, but you can download an installer from Microsoft.

The Agent for Citrix StoreFront also requires a minimum of 50 MB free disk space.

Supported Web Browsers

Agent for Citrix StoreFront supports the following web browsers:

- Edge (25) on Windows 10
- Internet Explorer (8, 9, 10, and 11)
- Google Chrome (59)
- Mozilla Firefox (54)
- Safari 9.1 on OS X El Capitan (10.11.4)
- Android Web Browser on Android 4.4

Note: JavaScript must be enabled in the browser.

Upgrade Prerequisites

Before you upgrade RSA Authentication Agent for Citrix StoreFront, uninstall the existing Agent.

For instructions on uninstalling the Agent, see Chapter 3, “Installing the Agent for Citrix StoreFront,” in the *RSA Authentication Agent 1.0.2 for Citrix StoreFront Installation and Administration Guide*.

Note: If Citrix’s Delegated Forms Authentication (DFA) has been enabled, the DFA ConversationFactory does not need to be reset to the “ExplicitAuthentication” method.

If the Agent has been configured to “Send domain and user name to Authentication Manager,” that setting is lost during the uninstall. It must be re-enabled after installing the updated Agent.

For more information, see Chapters 4 and 5 of the *RSA Authentication Agent 1.0.2 for Citrix StoreFront Installation and Administration Guide*.

Package Contents

RSA Authentication Agent for Citrix StoreFront is available at <https://community.rsa.com/docs/DOC-40601#agents>.

The RSA Authentication Agent for Citrix StoreFront product folder contains the following sub-folders.

Folder	Description
AuthenticationManagerRBAHelper	Contains the Windows Installer package for installing the RSA Authentication Manager Risk-Based Authentication Helper on 64-bit computers.
Licenses	Contains the RSA License Agreement (shrinkwrap-license-combined.pdf).

Folder	Description
NodeSecretLoadUtility	<p>Contains the Node Secret Load utility (agent_nsload.exe) for both 32-bit and 64-bit computers. 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>RSA Authentication Agent for Citrix StoreFront Installation and Administration Guide</i>.</p> <hr/> <p>Note: You must use the Node Secret Load utility when installing the Agent on a Citrix StoreFront server group.</p> <hr/>
x64	Contains the Windows Installer package for installing RSA Authentication Agent 1.0.2 for Citrix StoreFront on 64-bit computers.

Documentation and Application Help

The product documentation is available from the following location:

<https://community.rsa.com/docs/DOC-40601#agents>

The RSA Authentication Agent for Citrix StoreFront Product Documentation page contains a link to product documentation.

RSA Authentication Agent for Citrix StoreFront Help is installed with the product and is available from the RSA Control Center.

Known Issues

This section lists known issues and workarounds.

If Windows Server is installed in Server Core mode, attempting to use RSA Control Center to change the location of the Agent for Citrix StoreFront trace log files displays a blank dialog box.

Tracking Number: AACTX-1

Problem: Clicking **Browse** in the Tracing dialog box in RSA Control Center displays a blank dialog box if Windows Server is installed in Server Core mode. The location of trace log files cannot be changed using RSA Control Center on systems running Server Core mode.

Workaround: Use Windows Registry Editor to update the trace log file location, as described in the following steps:

1. Open an administrator command prompt.
2. Type **regedit** and press ENTER.
3. Browse to the key **HKEY_LOCAL_MACHINE\SOFTWARE\RSA\RSA Desktop Common\Logging**.
4. Right-click the **Path** value in the right-hand frame, and click **Modify**.
5. In the **Value data** field, enter the file path to where you want Agent for Citrix StoreFront to write trace logs, for example, C:\ProgramData\RSA\MyAgentLogFiles.
6. Close the Registry Editor.

If you change the Agent for Citrix StoreFront trace log file location, you must restart the RSA SecurID Authentication service.

Tracking Number: AACTX-2

Problem: For troubleshooting purposes, RSA Customer Support might instruct you to enable trace logging for the ACECLIENT, DaServiceAPI, or AuthAPIService components. If you change the location where the Agent saves trace log files, however, the change does not take effect.

Workaround: To put the trace log location change into effect, you must restart the RSA SecurID Authentication service.

If Windows Server is installed in Server Core mode, attempting to print the License Agreement during product installation triggers an error message.

Tracking Number: AACTX-3

Problem: The product installer displays a License Agreement dialog box that includes a **Print** button. Print functionality is not available when Windows Server is installed in Server Core mode, so clicking **Print** triggers an error message.

Workaround: Click **OK** to acknowledge the error message. After the message clears, installation continues normally. The license is available in the product ZIP file and you can print it from there.

When the installer is run to modify the Agent for Citrix StoreFront, the sdconf.rec file is not updated.

Tracking Number: AACTX-4

Problem: When the Agent for Citrix StoreFront is installed, and the installer is run in modify mode, the **sdconf.rec** file is not updated.

Running the installer with the full UI prompts for the path to **sdconf.rec**. The file is copied to the folder containing the MSI (as expected) and the modify installation succeeds. The selected **sdconf.rec** file, however, is not installed.

When you run the installer in silent mode with the **sdconf.rec** file already in the folder containing the MSI, the modify process succeeds, but the **sdconf.rec** file is not installed.

Workaround: Update the **sdconf.rec** file manually, as follows:

1. Obtain a new **sdconf.rec** file from RSA Authentication Manager.
2. Navigate to the **C:\Program Files\Common Files\RSA Shared\Auth Data** directory, where the existing **sdconf.rec** file is stored on the agent host.
3. Replace the existing **sdconf.rec** file with the new file.

Important: Make sure that your anti-spyware or anti-virus software does not automatically remove the node secret or **sdconf.rec** file.

This procedure is documented in the “Troubleshooting” chapter of the *Installation and Administration Guide*, in the section “Replace the System Configuration (sdconf.rec) File.”

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

Tracking Number: AACTX-5

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 SecurID username that it sends to 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 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.

Password integration for some Risk-Based Authentication users does not work as expected.

Tracking Number: AACTX-24

Problem: If Authentication Manager is configured to import user accounts from Active Directory, the account for a user who authenticates only using RBA will not be fully initialized. If the administrator has enabled the Windows Password Integration feature, these users will not be able to store their Windows password to Authentication Manager and will be prompted for their Windows Password during every authentication.

Workaround: The Authentication Manager administrator can either create the user account through the AM Security Console or complete the initialization of the user before enabling RBA. For example, the administrator can assign a SecurID token or clear the user's (not-yet-set) Windows password.

Fixed Issues

AACTX-9: The Agent for Citrix StoreFront successfully runs authentication when Microsoft Group Policy is set to use FIPS 140 compliant cryptographic algorithms.

AACTX-10: The Agent installer prevents installing the Agent on Citrix StoreFront 3.5 or later.

Support and Service

RSA Link	https://community.rsa.com
Customer Support Information	https://www.rsa.com/en-us/services/rsa-product-and-customer-support
RSA Ready Community	https://community.rsa.com/community/products/rsa-ready

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