

Release Notes

RSA® Authentication Agent 1.5 for Citrix® StoreFront™



February 2018

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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Product Overview

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

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

To extend either form of authentication to users outside of the corporate firewall, Agent for Citrix StoreFront must be used in conjunction with Citrix NetScaler Gateway™ and the Citrix Delegated Forms Authentication (DFA) feature.

What's New in This Release

- Agent for Citrix StoreFront now supports Citrix StoreFront version 3.12 and 3.13.
 - The process to configure RSA SecurID authentication in the Citrix Storefront Management Console has been updated for Citrix StoreFront version 3.12 and 3.13. See [Configuring RSA SecurID Using the Citrix StoreFront Management Console](#) for more information.
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Requirements

System Components

The RSA Authentication Agent for Citrix StoreFront supports the following:

- Windows operating system:
 - Windows Server 2016
 - Windows Server 2012 R2
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- Windows Server 2012
- Windows Server 2008 R2
- Citrix StoreFront 3.12 and 3.13
- Microsoft .NET Framework 4.5 or later

In addition to the hardware requirements imposed by the above components, the Agent for Citrix StoreFront requires a minimum of 50 MB free disk space.

Supported Web Browsers

Agent for Citrix StoreFront supports the following web browsers:

- Edge (38) on Windows 10
- Internet Explorer (9,10, and 11)
- Google Chrome (64)
- Mozilla FireFox (58)
- Safari on OS X Yosemite
- Android Web Browser on Android 7.0
- Safari on iOS 10.2

Note: JavaScript must be enabled in the browser.

Package Contents

RSA Authentication Agent for Citrix StoreFront is available at

<https://www.rsa.com/en-us/products/rsa-securid-suite/rsa-securid-access/secrid-authentication-agents.html>.

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

Folder	Description
AuthenticationManagerRBAHelper	Contains the Windows Installer package for installing the RSA Authentication Manager Risk-Based Authentication Helper on 64-bit computers.
Documentation	Contains the product documentation. For details, see Documentation and Application Help .
Licenses	Contains the RSA License Agreement (shrinkwrap-license-combined.pdf).
NodeSecretLoadUtility	Contains the Node Secret Load utility (agent_nsload.exe) 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. The Node Secret Load utility is not required for establishing a node secret. For more information, see the <i>Installation and Administration Guide</i> . Note: You must use the Node Secret Load utility when installing the Agent on a Citrix StoreFront server group.
x64	Contains the Windows Installer package for installing RSA Authentication Agent 1.5 for Citrix StoreFront on 64-bit computers.

Documentation and Application Help

The product documentation is available from the following web locations:

- <https://www.rsa.com/en-us/products/rsa-securid-suite/rsa-securid-access/secrid-authentication-agents.html>
- <https://community.rsa.com/>

The RSA Authentication Agent for Citrix StoreFront Product Documentation page contains a link to product documentation, including the *RSA Authentication Agent 1.5 for Citrix StoreFront Installation and Administration Guide*, and the *Configuring Citrix StoreFront for Delegated Forms Authentication with RSA SecurID* procedure document.

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

Configuring RSA SecurID Using the Citrix StoreFront Management Console

The process to configure RSA SecurID for stores using the Citrix StoreFront Management Console has been updated for Citrix StoreFront version 3.12 and 3.13. See the *RSA Authentication Agent for Citrix StoreFront Installation and Administration Guide* for current procedures to install, enable, and manage the RSA SecurID authentication method using the Citrix Storefront Management Console.

Known Issues

This section lists known issues and workarounds.

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.

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.

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.

Commands in the RSA DFA configuration guide included with the Citrix StoreFront MMC fail if tenantID is set.

Tracking Number: AACTX-28

Problem: If the optional `-tenantID` argument was set when the DFA server was installed, PowerShell commands described in the *Configuring Citrix StoreFront for Delegated Forms Authentication with RSA SecurID* document downloaded from the Citrix StoreFront Management Console that rely on the VirtualPath do not work.

Workaround: : If tenantID was set during DFA server installation, you must include the tenantID in the VirtualPath. For all PowerShell commands that include VirtualPath:

replace:

```
(Get-STFAuthenticationService -VirtualPath /Citrix/DelegatedForms/Default)
```

with:

```
(Get-STFAuthenticationService -VirtualPath /Citrix/DelegatedForms/<tenantID>/Default)
```

where `<tenantID>` is the value set for the `-tenantID` parameter during DFA installation.

Fixed Issues

Authentication Agent 1.5 for Citrix StoreFront contains fixes for the following issues:

AACTX-4 - When the installer is run to modify the Agent for Citrix StoreFront, the `sdconf.rec` file is not updated.

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 www.rsaready.com 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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