

# Readme

## RSA® Authentication Manager 8.2



### Token Management Snap-In

November 2016

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#### CT-KIP Token Distribution Issue Fixed

This document describes how to update the Token Management Snap-In in order to apply the latest software fix.

In RSA Authentication Manager 8.2, the snap-in did not successfully distribute CT-KIP tokens that contained token profiles for all users. This problem is fixed. Perform these steps to update your snap-in. These steps can be used with any version 8.2 patch level.

#### Procedure

1. To uninstall the Token Management Snap-In, open the Windows Control Panel.
2. Select **Programs** to display a list of installed programs.
3. Select **RSA Authentication Manager MMC** from the list.
4. Right click the selected program and select **Uninstall** from the popup menu.
5. Click to complete the uninstallation.
6. Install the updated Token Management Snap-In. For instructions, see Appendix F in the [RSA Authentication Manager 8.2 Setup and Configuration Guide](#).

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#### Known Issue

**The Token Management Snap-In cannot connect to the RSA Authentication Manager 8.2 server**

**Tracking Number:** AM-30590

**Component:** Token Management Snap-In

**Problem:** The Token Management Snap-In, installed on an Active Directory server, cannot connect to the RSA Authentication Manager 8.2 server when the minimum protocol TLS1.2 is enabled on the Authentication Manager server.

**Workaround:** Disable the TLS1.2 on the Authentication Manager server.

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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 [www.rsaready.com](http://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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