RSA® Authentication Manager 8.2 Virtual Appliance Getting Started

Thank you for purchasing RSA® Authentication Manager 8.2, the world's leading two-factor authentication solution. This document provides an overview of how to deploy Authentication Manager.

Step 1: Prepare for Deployment

A: Download the License File

Download the license file (.zip) from RSA Download Central at **https://download.rsasecurity.com**. Do not unzip the file.

Use the credentials and the license serial number that RSA e-mailed to you to log on to the site and download the license file. If you did not receive an e-mail with the logon credentials, contact the License Seed Response Team by sending an e-mail with your contact information and license serial number (provided in your order confirmation) to the regional address for your area listed below:

- Americas: license_seed_response@rsa.com
- EMEA: support@rsa.com.
- Asia Pacific: support@rsa.com

Before running Quick Setup for the primary appliance, locate the license file, and make sure it is accessible to the browser that is used to run Quick Setup. RSA recommends that you store the license file in a protected location that is available only to authorized administrative personnel.

B: Locate the Documentation Set

The documentation set is available on RSA Link at **https://community.rsa.com/community/products/securid**. RSA recommends that you store the user documentation in a network location that your administrators can access.

C: Plan Your Deployment

RSA recommends that you read the *Planning Guide* before you deploy, and refer to the *Setup and Configuration Guide* for complete requirements and configuration instructions. To plan a more secure deployment, see the *Security Configuration Guide*.

Collect the required network information. You need to know:

- The hostname or IP address of at least one Network Time Protocol (NTP) server. Authentication Manager requires accurate time for authentication and replication.
- The network information for each appliance: the fully qualified domain name (FQDN), static IP address, subnet mask, default gateway, and DNS server IP addresses.

For additional requirements, see "Setup and Configuration Information List" in the first chapter of the *Setup and Configuration Guide*.

D: Read the Release Notes

The *RSA Authentication Manager 8.2 Release Notes* (**am_release_notes.html**) are located on RSA Link at **https://community.rsa.com/community/products/securid**. The *Release Notes* provide important information about this release, as well as workarounds for known issues.

Step 2: Meet the Prerequisites

RSA Authentication Manager 8.2 supports a VMware virtual appliance and a Hyper-V virtual appliance.

VMware Prerequisites

The following table lists the requirements for deploying RSA Authentication Manager 8.2 on a VMware virtual appliance.

VMware Software Requirements
Deploy the virtual appliance on one of the following platforms: • VMware ESXi 5.5 (also known as VMware vSphere Hypervisor 5.5) • VMware ESXi 6.0 (also known as VMware vSphere Hypervisor 6.0)
You must have any version of the VMware vSphere Client able to connect to and manage supported ESXi (Hypervisor) and vCenter Server deployments.
VMware Software Support
(Optional) Versions of VMware vCenter Server that are compatible with the supported ESXi (Hypervisor) versions.

Primary or Replica Instance Requirements

The VMware virtual appliance for each RSA Authentication Manager 8.2 instance requires hardware that meets or exceeds the following minimum requirements:

- 100 GB of disk space for storage and 4 GB for a swap file
- 4 GB of memory.
- At least one virtual CPU.

By default, each Authentication Manager instance is deployed with 8 GB of memory and two virtual CPUs.

The virtual appliance may require additional disk space for virtual machine operations, such as snapshots and memory management. Use the following formula to calculate the total amount of storage required:

Total disk space = 104 GB + (GB of memory allocated to the virtual appliance x 2) + (Number of snapshots x GB of memory allocated to the virtual appliance)

For example, a virtual appliance with 8 GB of memory and three snapshots requires about 150 GB of storage. The calculation 104 GB + (2 x 8 GB of memory) + (3 snapshots x 8 GB of memory) indicates that 144 GB is required, or 150 GB if you include a 6 GB buffer.

Automatic tuning on the virtual appliance supports 4 GB, 8 GB, or 16 GB of memory. For example, the appliance uses 16 GB of memory if more than 16 GB is available.

The VMware virtual appliance only supports the E1000 virtual network adapter. Do not change the default network adapter or add a new virtual network adapter to the virtual appliance.

For additional hardware requirements for the physical server hosting the virtual appliances, see your VMware documentation.

Supported Browsers on a Windows Client

- Microsoft Internet Explorer 9.0 or later
- Mozilla Firefox 27.0 or later
- Google Chrome 18 or later
- Apple Safari 5.1

The web browser must allow JavaScript and cookies. See your web browser documentation for instructions.

Supported Directory Servers for User Data Storage

- Authentication Manager internal database
- Microsoft Active Directory 2008 R2
- Microsoft Active Directory 2012
- Microsoft Active Directory 2012 R2
- Sun Java System Directory Server 7.0
- Oracle Directory Server Enterprise Edition 11g
- OpenLDAP 2.4.40

Hyper-V Prerequisites

The following table lists the requirements for deploying RSA Authentication Manager 8.2 on a Hyper-V virtual appliance.

Hyper-V Software Requirements
On a Microsoft Windows 2012 or 2012 R2 host machine, deploy the Hyper-V virtual appliance with one of the following tools: • Hyper-V System Center 2012 or 2012 R2 Virtual Machine Manager (VMM). • Hyper-V Manager 2012 or 2012 R2. Windows PowerShell 4.0 or later is required. If you are using Hyper-V System Center 2012 R2 VMM, use the Windows PowerShell version that is included with the VMM Console installation. If you are using Hyper-V Manager 2012 R2, use the Windows PowerShell version that is included with Windows 2012 R2.
If you are using VMM, verify that the required Hyper-V and VirtualMachineManager PowerShell modules are available. Run these two PowerShell commands to display a list of commands related to each module: Get-Command -Module Hyper-V Get-Command -Module VirtualMachineManager For more information, see your Hyper-V documentation.
If you are using Hyper-V Manager, then install both the Hyper-V role and the management tools. For example, if you use Server Manager to install the Hyper-V role, the management tools are included by default. For instructions, see your Hyper-V documentation.
Primary or Replica Instance Requirements
The Hyper-V virtual appliance for each RSA Authentication Manager 8.2 instance requires hardware that meets or exceeds the following minimum requirements: • 100 GB. • 4 GB of memory. • At least one virtual CPU. By default, each Authentication Manager instance is deployed with 8 GB of memory and two virtual CPUs. The virtual appliance may require additional disk space for virtual machine operations, such as checkpoints and memory management. For example, you may need 150 GB in total storage, or you may need 200 GB in total storage if you are using 16 GB of memory. Automatic tuning on the virtual appliance supports 4 GB, 8 GB, or 16 GB of memory. For example, the appliance uses 16 GB of memory if more than 16 GB is available. The Hyper-V virtual appliance provides a virtual network adapter that uses the hv_netvsc driver. Do not use the legacy network adapter. The legacy network adapter is not supported. For additional hardware requirements for the physical server hosting the virtual appliances, see your Hyper-V documentation.

Supported Browsers on a Windows Client
• Microsoft Internet Explorer 9.0 or later • Mozilla Firefox 27.0 or later • Google Chrome 18 or later • Apple Safari 5.1 The web browser must allow JavaScript and cookies. See your web browser documentation for instructions.
Supported Directory Servers for User Data Storage
• Authentication Manager internal database • Microsoft Active Directory 2008 R2 • Microsoft Active Directory 2012 • Microsoft Active Directory 2012 R2 • Sun Java System Directory Server 7.0 • Oracle Directory Server Enterprise Edition 11g • OpenLDAP 2.4.40

Step 3: Deploy the Virtual Appliance

Deploy RSA Authentication Manager 8.2 on a VMware virtual appliance or a Hyper-V virtual appliance.

Deploy the VMware Virtual Appliance

Follow this procedure to deploy a VMware virtual appliance. When you run Quick Setup, you configure the virtual appliance as an RSA Authentication Manager 8.2 primary instance or replica instance.

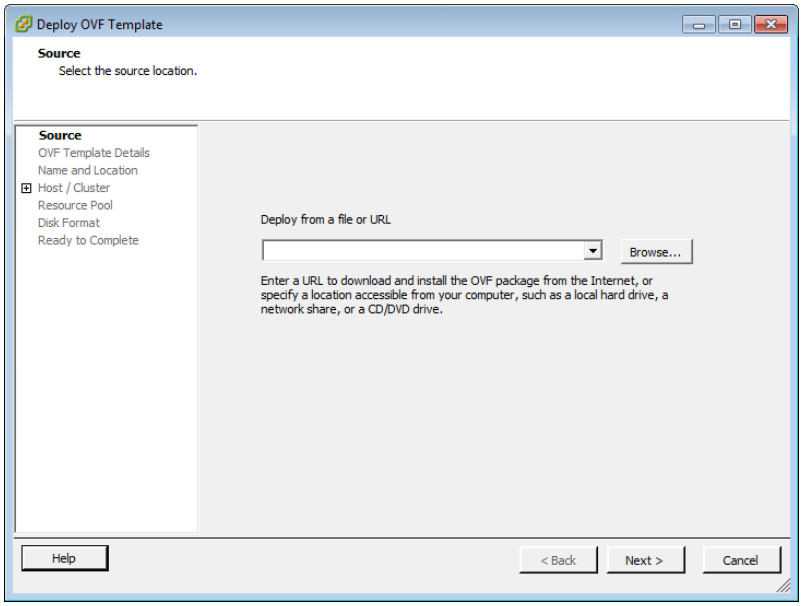
Before You Begin

Copy the RSA Authentication Manager OVA file from the directory in the kit to a location that the VMware vSphere Client can access.

Procedure

1. In the VMware vSphere Client, log on to VMware vCenter Server, or log on to the VMware ESX or ESXi server (VMware Hypervisor). VMware vCenter Server is not required to deploy the virtual machine.
2. Select **File > Deploy OVF Template** to start the wizard.

3. On the Source window, browse to the RSA Authentication Manager OVA file.



4. Follow the wizard to deploy the template.
5. On the **Ready to Complete** window, review your settings, and click **Finish**. VMware requires approximately five minutes to deploy the virtual appliance.
6. Power on the virtual machine.
7. Select the virtual appliance, and click the **Console** tab. The VMware OS Console tab displays the progress of the virtual appliance deployment.
8. Wait for 30 seconds to select the default keyboard layout, English (United States). To choose another keyboard layout, click any key and follow the instructions on the screen.
9. If you are deploying the virtual appliance directly on the ESXi platform, the OS Console prompts you to enter and verify the virtual appliance network settings.

   If you are deploying the virtual appliance through VMware vCenter, you already entered the network settings in the wizard.
10. When the virtual appliance is deployed, the OS Console displays the Quick Setup URL and the Quick Setup Access Code. Record the following required information:
    - The Quick Setup URL includes the IP address you provided earlier in this procedure.

      `https://<IP Address>/`

      Quick Setup uses an IP address. The administrative consoles that are available after Quick Setup completes use a fully qualified domain name (FQDN).
    - The Quick Setup Access Code is required to initiate Quick Setup.

Deploy the Hyper-V Virtual Appliance Through the Hyper-V Virtual Machine Manager Console

Follow this procedure to deploy a Hyper-V virtual appliance through the Hyper-V System Center Virtual Machine Manager (VMM) Console. Deployment through the Hyper-V Manager is also supported. When you run Quick Setup, you configure the virtual appliance as an RSA Authentication Manager 8.2 primary instance or replica instance.

Before You Begin

- Copy the RSA Authentication Manager Hyper-V virtual appliance file, **rsa-am-hyper-v-virtual-appliance-8.2.0.0.0.zip**, to an existing Hyper-V VMM library server or a shared folder on a Microsoft Windows 2012 or 2012 R2 machine that can be added as a library server.
- Unzip the file to the current location.

Note: Do not rename the VHD files.

Procedure

1. Log on to the Microsoft Windows 2012 or 2012 R2 machine that has the Hyper-V VMM Console installed.
2. (Optional) If the **disk1** and **disk2** VHD files are not located on an existing library server, add the location of the VHD files as follows:
   a. Open the Hyper-V VMM Console, and log on to the VMM server.
   b. On the **Home** tab, click **Add Library Server**.
   c. Select or enter the library server logon credentials, and click **Next**.
   d. Search for the server that contains the VHD files, select the server, and click **Next**.
   e. Select the share that contains the VHD files, and click **Next**.
   f. Click **Add Library Servers**.
3. Run the Virtual Machine Manager Windows PowerShell module as an administrator, and change directories to the location of the Windows batch file.
4. To create a Hyper-V virtual machine template, type the following, and press ENTER:

   ```
   .\create_vm.bat -vmm -server FQDN_or_IP address -port port_number
   -libraryserver 'Windows_Directory_Path' -templatename Template_Name
   ```

   Where
   - -vmm makes the batch file run in VMM mode.
   - -server *FQDN_or_IP address* is the fully qualified domain name or IP address of the VMM server.
   - -port *port_number* is the optional argument for the VMM server port. If you do not specify this option, the system uses the default value 8100.
   - -libraryserver '*Windows_Directory_Path*' is the location of the library server managed by the VMM where the VHD files are uploaded.

- -templatename *Template_Name* is the optional argument for the name of the template. Specify a template name if you might run the batch file more than one time. If you do not specify a name, the system uses the default value RSA Authentication Manager Appliance VM Template.

  The template name must contain 69 or fewer characters and follow Windows naming conventions. For example, the filename cannot contain the characters \ / : * ? " < > and |.

For example, run **.\create_vm.bat -vmm -server 192.168.0.0 -libraryserver '\\windowshyperv.yourorganization.com\libraryshare'** to create a Hyper-V virtual machine template that uses the default port and template name.

5. If you are prompted by a security warning, type **r** to run the script. By default, PowerShell has a restrictive security policy that does not trust scripts that you download from the Internet.
6. When you are prompted, enter administrative credentials for the VMM server.

   After the script successfully creates the virtual machine template, you can use the Create Virtual Machine wizard in the Hyper-V VMM Console.
7. If you have not already done so, open the Hyper-V VMM Console, and log on to the VMM server.
8. Click **Library > Templates > VM Templates**.
9. Right-click the name of the virtual machine template, and select **Create Virtual Machine**. The Create Virtual Machine wizard launches.
10. On the Identity window, enter a name for the virtual appliance, and click **Next**.
11. On the Configure Hardware window, keep the default hardware profile, and click **Next**. The PowerShell script automatically configured the virtual machine template.
12. Follow the wizard to deploy the virtual appliance. On the Select Networks window, choose a network connection. You must connect the appliance to your network before it is powered on.
13. On the Summary window, click **Create**.
14. After the virtual appliance is successfully created, power on the virtual appliance, and connect to the virtual appliance through the VMM Console.
15. Wait for 30 seconds to select the default keyboard layout, English (United States). To choose another keyboard layout, click any key and follow the instructions on the screen.
16. Read the End User License Agreement (EULA), and type **yes** to accept it.
17. When the OS Console prompts you, enter and verify the network settings for the virtual appliance.
18. When the virtual appliance is deployed, the OS Console displays the Quick Setup URL and the Quick Setup Access Code. Record the following required information:

    - The Quick Setup URL includes the IP address you provided earlier in this procedure.

      `https://<IP Address>/`

      Quick Setup uses an IP address. The administrative consoles that are available after Quick Setup completes use a fully qualified domain name (FQDN).

    - The Quick Setup Access Code is required to initiate Quick Setup.

Deploy the Hyper-V Virtual Appliance Through the Hyper-V Manager

Follow this procedure to deploy a Hyper-V virtual appliance through the Hyper-V Manager. Deployment through the Hyper-V Virtual Machine Manager Console is also supported. When you run Quick Setup, you configure the virtual appliance as an RSA Authentication Manager 8.2 primary instance or replica instance.

Before You Begin

Extract the RSA Authentication Manager Hyper-V virtual appliance file, **rsa-am-hyper-v-virtual-appliance-8.2.0.0.0.zip**., but keep the original .zip file. After you create the virtual appliance, running the new appliance modifies the VHD files. For each virtual appliance that you deploy, you need to extract a new set of VHD files from the .zip file.

Procedure

1. Log on to the Microsoft Windows 2012 or 2012 R2 Hyper-V host machine.
2. Copy the RSA Authentication Manager Hyper-V virtual appliance file, **rsa-am-hyper-v-virtual-appliance-8.2.0.0.0.zip**, to a location on the Microsoft Windows 2012 or 2012 R2 Hyper-V host machine.
3. Unzip the file to the location where you want to create the virtual appliance.

   Note: Do not rename the VHD files.

4. Run Windows PowerShell as an administrator, and change directories to the location of the Windows batch file. The virtual appliance is created in the directory where you run the script.
5. To create a Hyper-V virtual machine, type the following, and press ENTER:

   ```
   .\create_vm.bat -name virtual_machine
   ```

   Where

   -name *virtual_machine* is the name of the virtual machine. Specify a name if you might run the batch file more than one time. If you do not specify this option, the virtual appliance uses the default name RSA Authentication Manager Appliance.

   For example, type **.\create_vm.bat -name AuthenticationMgrPrimary** to create a virtual appliance with the name AuthenticationMgrPrimary or type **.\create_vm.bat** to create a virtual appliance with the default name RSA Authentication Manager Appliance.
6. If you are prompted by a security warning, type **r** to run the script. By default, PowerShell has a restrictive security policy that does not trust scripts that you download from the Internet.
7. When prompted, type **y** to confirm that you want to create a new virtual machine.

   After the script successfully completes, connect the virtual appliance to your network.
8. In the Windows **Start** menu, click **Server Manager > Tools > Hyper-V Manager**.
9. In the Hyper-V Manager, select the node and host from the left pane.
10. In the **Virtual Machines** pane, select the new virtual machine.
11. In the **Action** pane, under the virtual machine name, click **Settings**.
12. In the navigation pane, click **Add Hardware** and configure the Network Adapter, or click Network Adapter and select a virtual switch. Do not use the legacy network adapter. The legacy network adapter is not supported.

13. In the **Actions** pane, under the virtual machine name, click **Start**, and **Connect**.
14. Wait for 30 seconds to select the default keyboard layout, English (United States). To choose another keyboard layout, click any key and follow the instructions on the screen.
15. Read the End User License Agreement (EULA), and type **yes** to accept it.
16. When the OS Console prompts you, enter and verify the network settings for the virtual appliance.
17. When the virtual appliance is deployed, the OS Console displays the Quick Setup URL and the Quick Setup Access Code. Record the following required information:
    - The Quick Setup URL includes the IP address you provided earlier in this procedure.

      `https://<IP Address>/`

      Quick Setup uses an IP address. The administrative consoles that are available after Quick Setup completes use a fully qualified domain name (FQDN).
    - The Quick Setup Access Code is required to initiate Quick Setup.

Step 4: Set Up the Primary Instance

Quick Setup configures the virtual appliance as the primary instance. You must configure a primary instance before you deploy any replica instances.

RSA recommends a deployment containing both a primary instance and a replica instance. The RSA Authentication Manager Base Server license and the Enterprise Server license both include permission to deploy a replica instance.

Administrative Accounts

Before running Quick Setup, you should understand the three administrative accounts that are created when you configure your virtual appliance as a primary instance:

- **Super Admin.** Super Admins can perform all Authentication Manager administrative tasks. Any Super Admin can create a new administrator in the Security Console.
- **Operations Console administrator.** Operations Console administrators can perform administrative tasks in the Operations Console.
- **Appliance Operating System Administrator.** Use the rsaadmin account if you require access to the appliance operating system for advanced maintenance or troubleshooting tasks.

For more information, see the appendix “Administrative Accounts” in the *Setup and Configuration Guide*.

Run Quick Setup on the Primary Instance

Keep the virtual appliance on a trusted network until Quick Setup is complete. The client computer and browser used to run Quick Setup should also be on a trusted network.

Before You Begin

Copy the license file to a location that is accessible to the browser that is used to run the primary appliance Quick Setup. Do not unzip the file.

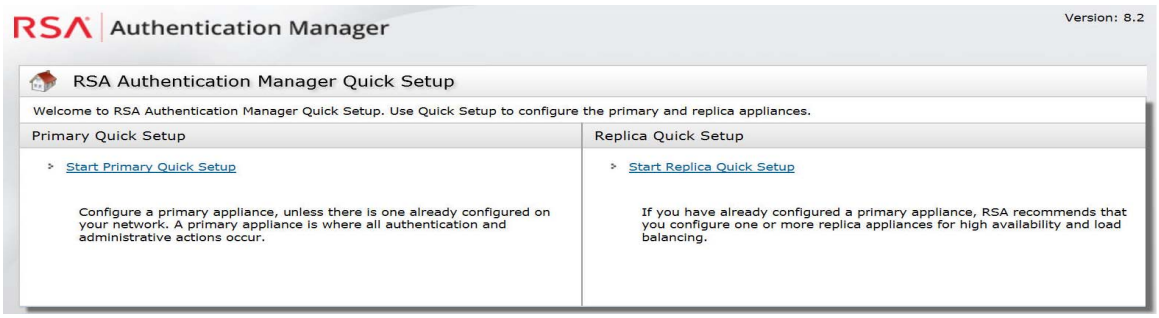
Procedure

1. Deploy the virtual appliance. For instructions, see Step 3: Deploy the Virtual Appliance.
2. Launch Quick Setup with the URL provided at the end of virtual appliance deployment. Enter the Quick Setup URL in the browser, including **https**, and press **ENTER**:

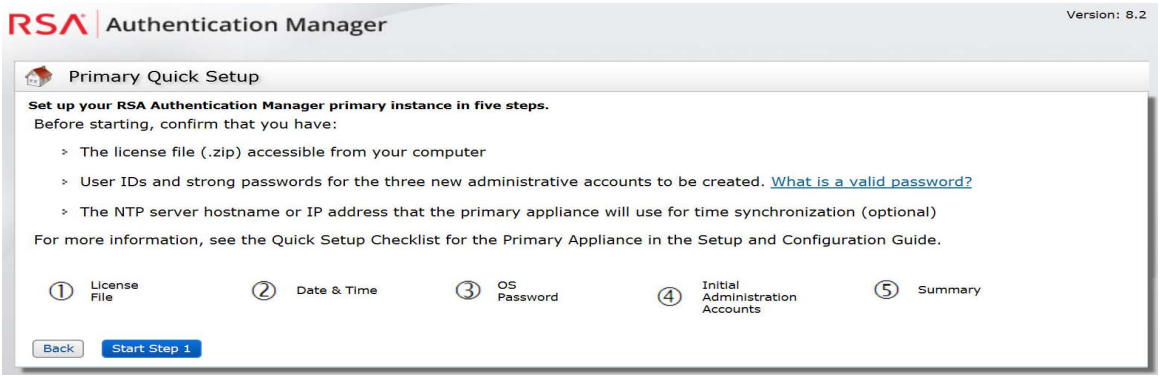
   `https://<IP Address>/`

   where *<IP Address>* is the IP address of the appliance.

   If your web browser is configured for an enhanced security level, a warning states that this URL is not on the list of allowed or trusted sites. To continue, click the option that allows your browser to connect to an untrusted site.
3. When prompted, enter the Quick Setup Access Code, and click **Next**. The Primary and Replica Quick Setup window displays.



4. Click **Start Primary Quick Setup**, and follow the instructions on the screen.



5. Record all of the passwords for the administrative accounts that you create during Quick Setup.

   The operating system password is required to access the primary instance. For security reasons, RSA does not provide a utility for recovering the operating system password.
6. After the instance is configured, you can click the Security Console or Operations Console URL links to open those consoles. The Security Console or Operations Console URL links require a fully qualified domain name (FQDN).

Note: The FQDN must resolve to your appliance. If you are having trouble connecting to the consoles, verify the DNS configuration.

The first time you access the Security Console or the Operations Console, a warning appears because the default self-signed certificate created after Quick Setup is not trusted by your browser.

7. Accept the certificate to access the console and prevent the warning from occurring again. For more information, see the chapter "Deploying a Primary Appliance" in the *Setup and Configuration Guide*.

Log On to the Consoles

After you have completed Quick Setup, you can use the following links.

Console	URL
Security Console	https://<*fully qualified domain name*> https://<*fully qualified domain name*>/sc https://<*fully qualified domain name*>:7004/console-ims
Operations Console	https://<*fully qualified domain name*>/oc https://<*fully qualified domain name*>:7072/operations-console
Self-Service Console	If there is no web tier, enter: https://<*fully qualified domain name*>/ssc https://<*fully qualified domain name*>:7004/console-selfservice After installing a web tier, enter: https://<*fully qualified virtual host name*> https://<*fully qualified virtual host name*>/ssc https://<*fully qualified virtual host name*>/console-selfservice If you change the default load balancer port, enter: https://<*fully qualified virtual host name*>:<*virtual host port*>/ https://<*fully qualified virtual host name*>:<*virtual host port*>/ssc https://<*fully qualified virtual host name*>:<*virtual host port*>/console-selfservice

For example, if the fully qualified domain name of your appliance installation is "host.mysite.com," to access the Security Console, enter one of the following URLs in your web browser:

https://host.mysite.com/
https://host.mysite.com/sc
https://host.mysite.com:7004/console-ims

If your web browser is configured for an enhanced security level, you must add at least one URL for each console to the list of allowed or trusted sites. Add any additional URLs that you intend to use. See your browser documentation for instructions about adding allowed or trusted sites.

To access the Security Console, enter the Super Admin User ID and password that you specified during Quick Setup. To access the Operations Console, enter the Operations Console user ID and password that were entered during Quick Setup.

Step 5: Set Up a Replica Instance

After you configure the primary instance, you can deploy another virtual appliance and set up a replica instance.

Keep the virtual appliance on a trusted network until Quick Setup is complete. The client computer and browser used to run Quick Setup should also be on a trusted network.

Before You Begin

A primary instance must be deployed on the network.

Procedure

1. On the primary appliance, log on to the Operations Console, and click **Deployment Configuration** > **Instances** > **Generate Replica Package**. For instructions, see the Operations Console Help topic "Generate a Replica Package."
2. Deploy a virtual appliance. For instructions, see Step 3: Deploy the Virtual Appliance.

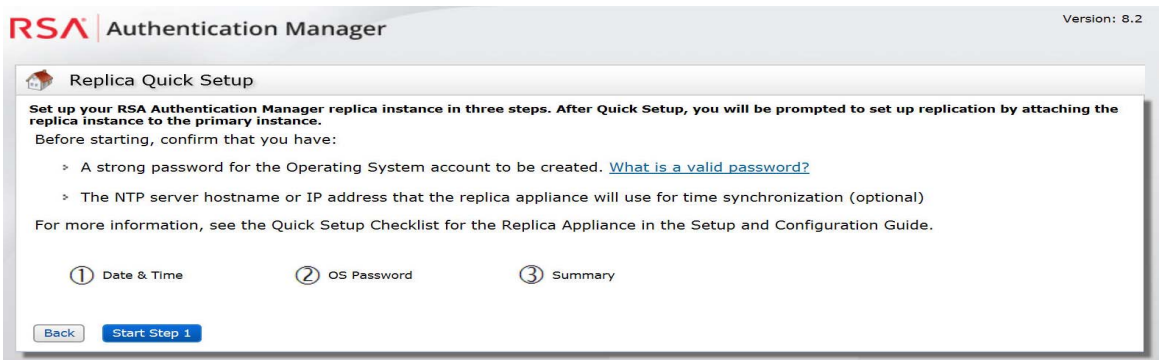
   Note: If you are using the Hyper-V Virtual Machine Manager (VMM) Console and you already created a Hyper-V virtual machine template, you can begin with <XREFlink>step 7 in the VMM procedure.

3. Launch Quick Setup with the URL provided at the end of the virtual appliance deployment. Enter the Quick Setup URL in the browser, including **https**, and press **ENTER**:

   `https://<IP Address>/`

   where *<IP Address>* is the IP address of the appliance.

   If your web browser is configured for an enhanced security level, a warning states that this URL is not on the list of allowed or trusted sites. To continue, click the option that allows your browser to connect to an untrusted site.
4. When prompted, enter the Quick Setup Access Code, and click **Next**. The Primary and Replica Quick Setup window displays.
5. Click **Start Replica Quick Setup** and follow the instructions on the screen.



6. Record the operating system password that is created during Quick Setup.

   The operating system password is required to access your replica instance. For security reasons, RSA does not provide a utility for recovering the operating system password.

7. After the instance is configured, do one of the following:
   - Click **Begin Attach** to attach the replica instance to the primary instance.
   - Click **Defer Attach** to attach the replica instance at another time. When prompted, confirm your choice. The replica instance powers off. You can attach the replica instance the next time you power on the replica instance.

   For instructions, see the Operations Console Help topic "Attach the Replica Instance to the Primary Instance."

Web Tier Installation

Web tiers are not required, but your deployment might need them to address your network configuration or security requirements. Authentication Manager includes risk-based authentication (RBA), dynamic seed provisioning, and the Self-Service Console, which may be needed by users outside of the your private network. If your network includes a DMZ, you can use a web tier to deploy these services inside the DMZ. For more information, see the chapter "Planning Your Deployment" in the *Planning Guide.*

Next Steps

After setting up the appliance, decide which of the following tasks to perform. You must perform all post-setup tasks on the primary instance.

Task	More Information
Add Authentication Managerusers	To add users to the Authentication Manager internal database, see Chapter 6, "Administering Users" in the *Administrator's Guide*. To link to an external identity source, see Chapter 5, "Integrating LDAP Directories" in the *Administrator's Guide*.
Assign authentication policies	See Chapter 4, "Configuring Authentication Policies" in the *Administrator's Guide.*
Import tokens and assign users	See Chapter 8, "Deploying and Administering RSA SecurID Tokens" in the *Administrator's Guide*.
Set up risk-based authentication (RBA)	See the Security Console Help topic "Risk-Based Authentication."
Set up on-demand authentication (ODA)	See the Security Console Help topic "On-Demand Authentication."
Configure and customize end-user Self-Service for maintenance and troubleshooting.	See the Security Console Help topic "RSA Self-Service Overview."

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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