

Applying a Microsoft Operating System Fix to the RSA SecurID Appliance

Follow the tasks in this document to apply a Microsoft operating system fix to your RSA SecurID Appliance.

Note: You may want to print these instructions, so that they are easier to follow.

Task 1: Establish a Remote Desktop Session to the Appliance

This procedure connects you to the Appliance through a Microsoft Windows Remote Desktop session. You can log onto the Appliance through Remote Desktop for standard Windows tasks, such as creating folders and running operating system fixes.

To establish a Remote Desktop session to the Appliance:

1. On your computer, click **Start > Run**.
2. Enter **mstsc**.
3. Click **OK**. The Remote Desktop Connection window opens.
4. Enter the Appliance name followed by :8198
For example, ApplianceName:8198 or ApplianceIP:8198
5. Click **Connect**. The Log On to Windows dialog box opens.
6. In the Log On to Windows dialog box, enter your user name and passcode.
7. If you are accessing an RSA SecurID Appliance 1.0, select the Appliance name from the drop-down list.
This step is not required for later versions of the Appliance.
8. Click **OK**.
You have established a Remote Desktop Connection from your computer to the Appliance.

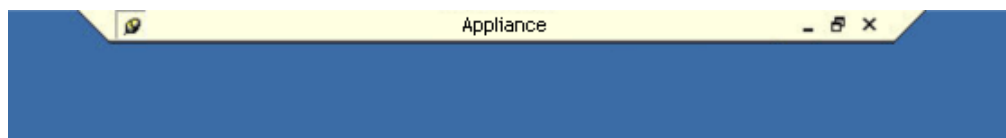
Task 2: Increase Remote Desktop Session Timeout Settings (Optional)

Increasing Remote Desktop Session timeout settings prevents your session from terminating during long procedures, such as the Microsoft Windows Service Pack 1 upgrade. If the Remote Desktop session times out, you need to restart the interrupted procedure from the beginning.

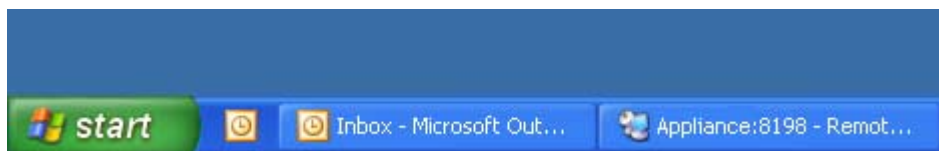
Note: This task is **not** required to download an individual operating system fix, such as KB928388.

To increase the Remote Desktop Session timeout settings:

1. Confirm that the Remote Desktop session displays the Appliance desktop. If the screen is maximized, a connection bar is usually displayed at the top of the window.



If the connection bar is not displayed, click the Remote Desktop session icon on your Windows taskbar. In the example below, the Remote Desktop session is named “Appliance:8198.”



2. On the Appliance, click **Start > Administrative Tools > Terminal Services Configuration**.
3. Right-click **RDP-Tcp**, and select **Properties**.
4. Click the **Sessions** tab.
5. In the **Idle session limit** field, select **2 hours** from the drop-down list.
6. Click **Apply** and then click **Close**.
7. The **Terminal Services Properties** message warns that the changes will not apply to the current session. Click **OK**.
8. Select **File > Exit** to close the **tscc - [Terminal Services Configuration\Connections]** window.

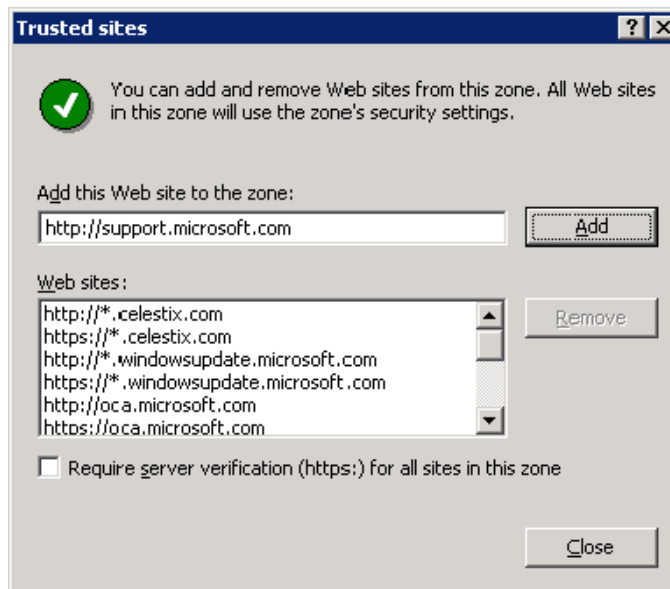
Task 3: Open the Microsoft Support Web Site

To open the Microsoft Support web site:

1. On the Appliance, click **Start** > **All Programs** > **Internet Explorer**.
2. In Internet Explorer, type:
<http://support.microsoft.com>
3. If you see the following message, click **Add**. If you do not receive this warning and the Microsoft Support web site loads automatically, go to [“Task 4: Locate and Download Microsoft Operating System Fixes”](#) on page 5.

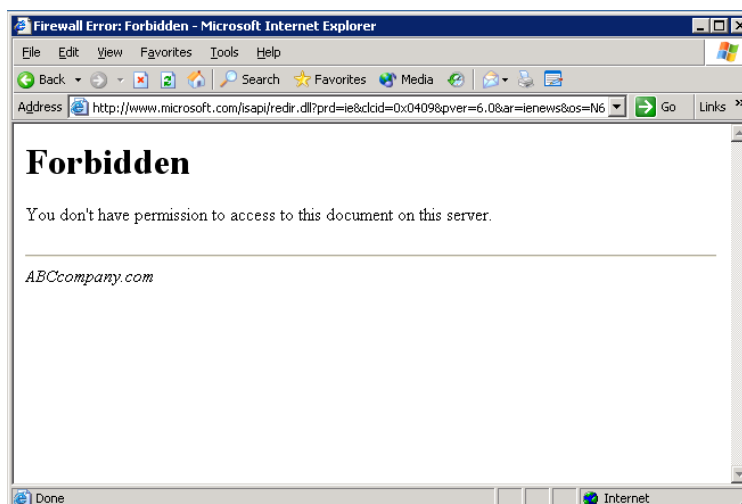


4. On the **Trusted sites** window, click **Add**.



5. Click **Close**.
6. If you do not receive a warning or error message and the web site loads automatically, go to [“Task 4: Locate and Download Microsoft Operating System Fixes”](#) on page 5.

If you receive a Firewall Error message that is similar to the one shown in the following figure, you need to configure your Proxy Server. Consult your system administrator or follow the same procedure that you used for other computers on your network.



In addition, you may receive a blocked web site message. In that case, click **Add** to open the **Trusted sites** window, and then click **Add** again. After setting up the proxy server and adding any necessary trusted sites, click **Close**. The Microsoft Support web site loads automatically.

Task 4: Locate and Download Microsoft Operating System Fixes

To locate and download Microsoft operating system fixes:

1. On the Microsoft Support web site, type the KB number in the Search Support (KB) dialog box.
2. Follow the instructions on the screen to install the operating system fix.