LogMeIn
LogMeIn Pro

RSA SecurID Ready Implementation Guide

Last Modified: June 11, 2015

Partner Information

Product Information	
Partner Name	LogMeIn
Web Site	www.logmein.com
Product Name	LogMeIn Pro
Version & Platform	4.1.5160 for Windows Platforms
Product Description	LogMeIn Pro provides you anytime, anywhere access to your PC or Mac's files and applications. From the convenience of a web browser, you can work with a remote computer securely as if you were sitting right in front of it. On the Windows platform, LogMeIn can integrate with an installed RSA Authentication agent, providing two-factor authentication when accessing your remote machines.

Solution Summary

LogMeIn Pro provides secure remote access to users' computers from anywhere with an Internet connection. Users are able to access all of the files, applications, and management features of their computer as if they are sitting in front of it. By integrating with an RSA Authentication Agent installed on the remote machine (Windows only), LogMeIn can strengthen authentication of users by requiring two-factor authentication using an RSA SecurID token.

RSA Authentication Manager supported features	
LogMeIn Pro 4.1.5160	
RSA SecurID Authentication via Native RSA SecurID UDP Protocol	Yes
RSA SecurID Authentication via Native RSA SecurID TCP Protocol	No
RSA SecurID Authentication via RADIUS Protocol	No
RSA SecurID Authentication via IPv6	No
On-Demand Authentication via Native SecurID UDP Protocol	Yes
On-Demand Authentication via Native SecurID TCP Protocol	No
On-Demand Authentication via RADIUS Protocol	No
Risk-Based Authentication	No
RSA Authentication Manager Replica Support	Yes
Secondary RADIUS Server Support	No
RSA SecurID Software Token Automation	No
RSA SecurID SD800 Token Automation	No
RSA SecurID Protection of Administrative Interface	No

Agent Host Configuration

To facilitate communication between the LogMeIn and the RSA Authentication Manager / RSA SecurID Appliance, an Agent Host record must be added to the RSA Authentication Manager database. The Agent Host record identifies the LogMeIn and contains information about communication and encryption.

The following information is required to create an Authentication Agent:

- Hostname
- IP Addresses for network interfaces

Set the Agent Type to "Standard Agent" when adding the Authentication Agent. This setting is used by the RSA Authentication Manager to determine how communication with LogMeIn Pro will occur.

Note: Hostnames within the RSA Authentication Manager / RSA SecurID Appliance must resolve to valid IP addresses on the local network.

Partner Product Configuration

Before You Begin

This section provides instructions for configuring the LogMeIn with RSA SecurID Authentication. This document is not intended to suggest optimum installations or configurations.

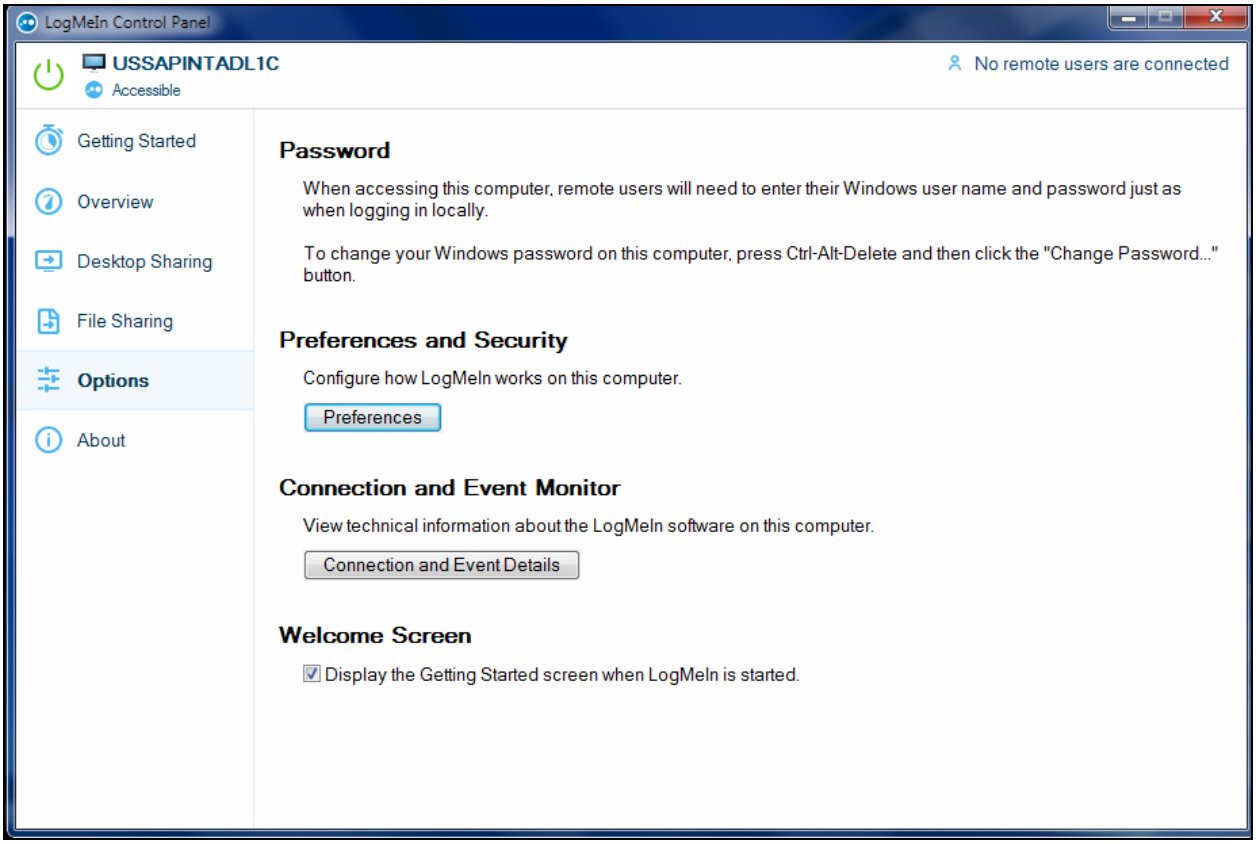
It is assumed that the reader has both working knowledge of all products involved, and the ability to perform the tasks outlined in this section. Administrators should have access to the product documentation for all products in order to install the required components.

All LogMeIn components must be installed and working prior to the integration. Perform the necessary tests to confirm that this is true before proceeding.

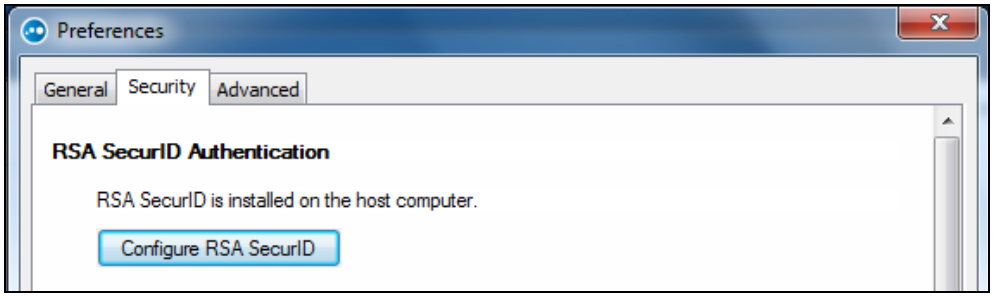
LogMeIn Pro Configuration

Note: LogMeIn Pro requires that the RSA Authentication Agent for RSA SecurID be installed on the host before it will offer the option to integrate authentication with RSA SecurID.

1. Begin by installing the RSA Authentication Agent for Windows.
2. Next, install the LogMeIn client.
3. Launch the LogMeIn console.
4. Access the configuration options by selecting **Options** and clicking the **Preferences** button.

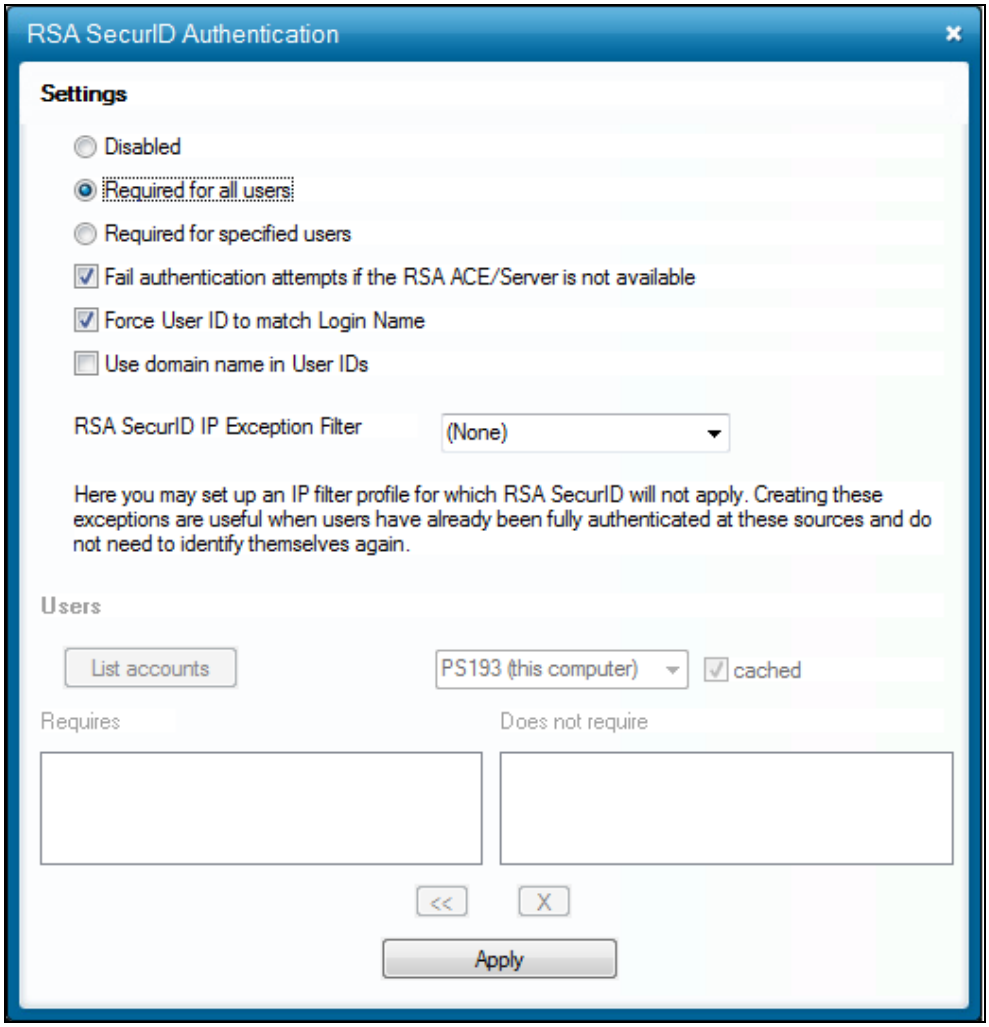


5. Click the **Security** tab and select **Configure RSA SecurID**.



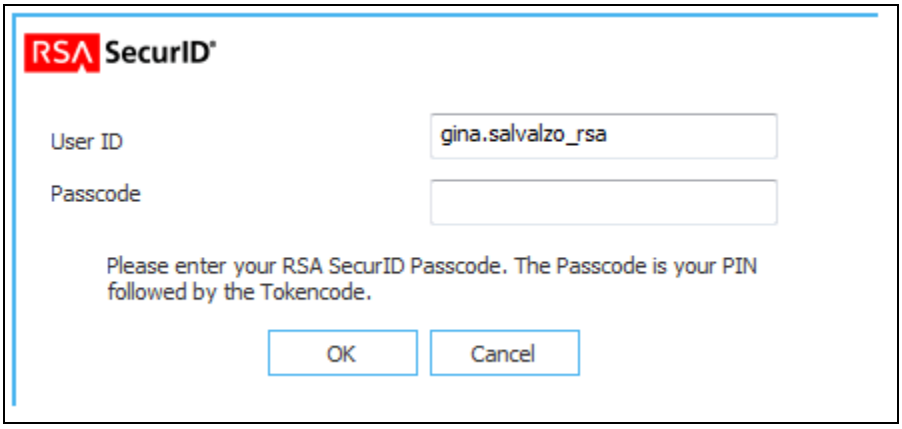
6. Configure RSA SecurID authentication according to your specific requirements. SecurID authentication can be enabled for all users accessing the machine via LogMeIn, or you can specify groups or individual users that are required.

Once configuration is complete, users accessing the remote machine will be prompted to enter their Windows password, followed by their SecurID passcode.

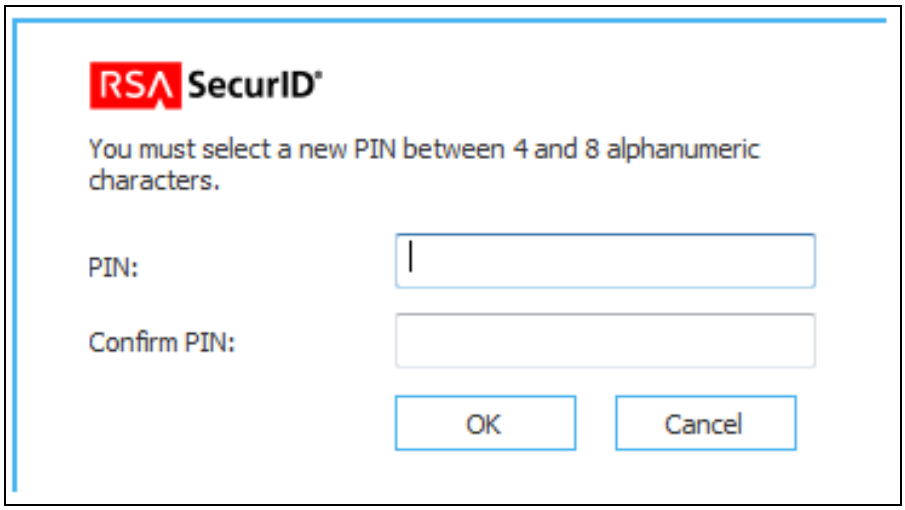


RSA SecurID Login Screens

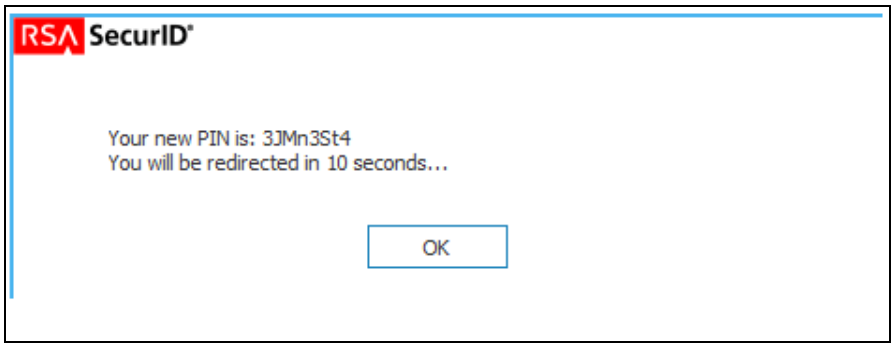
Login screen:



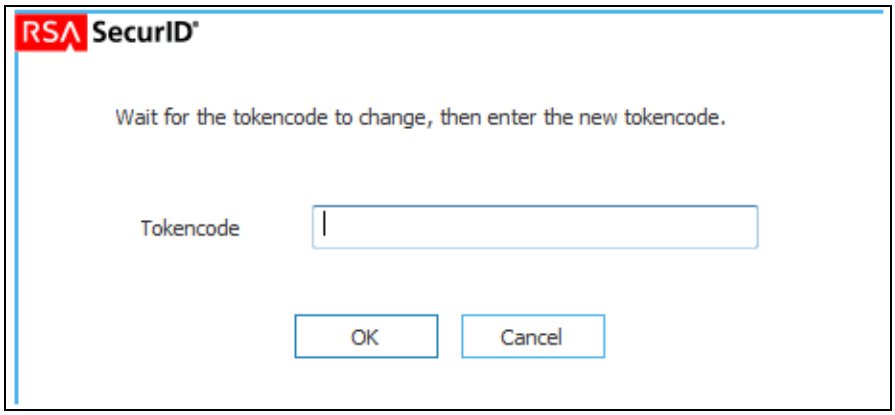
User-defined New PIN:



System-generated New PIN:



Next Tokencode:



Certification Test Checklist for RSA Authentication Manager

Certification Environment

Product Name	Version Information	Operating System
RSA Authentication Manager	8.1SP1	Virtual Appliance
RSA Authentication Agent	7.2.1.93	Windows 7 Professional x32
LogMeIn	4.1.5160	Windows 7 Professional x32

RSA SecurID Authentication

Date Tested: June 10, 2015

Mandatory Functionality	RSA Native UDP Agent	RSA Native TCP Agent	RADIUS Client
New PIN Mode			
Force Authentication After New PIN	✓	N/A	N/A
System Generated PIN	✓	N/A	N/A
User Defined (4-8 Alphanumeric)	✓	N/A	N/A
User Defined (5-7 Numeric)	✓	N/A	N/A
Deny 4 and 8 Digit PIN	✓	N/A	N/A
Deny Alphanumeric PIN	✓	N/A	N/A
Deny PIN Reuse	✓	N/A	N/A
Passcode			
16 Digit Passcode	✓	N/A	N/A
4 Digit Fixed Passcode	✓	N/A	N/A
Next Tokencode Mode			
Next Tokencode Mode	✓	N/A	N/A
On-Demand Authentication			
On-Demand Authentication	✓	N/A	N/A
On-Demand New PIN	✓	N/A	N/A
Load Balancing / Reliability Testing			
Failover (3-10 Replicas)	✓	N/A	N/A
No RSA Authentication Manager	✓	N/A	N/A

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✓= Pass ✗ = Fail N/A = Not Applicable to Integration

Known Issues

LogMeIn client crashes with RSA Authentication Agent 7.2.1. The resolution is to upgrade the RSA Authentication Agent to v7.2.1.93 and above.

Appendix

RSA SecurID Authentication Files

RSA SecurID Authentication Files	
UDP Agent Files	**Location**
sdconf.rec	Varies based on the installed RSA Authentication Agent
sdopts.rec	Varies based on the installed RSA Authentication Agent
Node secret	Varies based on the installed RSA Authentication Agent
sdstatus.12 / jastatus.12	Varies based on the installed RSA Authentication Agent

Partner Integration Details

Partner Integration Details	
RSA SecurID UDP API	Varies
RSA SecurID TCP API	N/A
RSA Authentication Agent Type	Standard Agent
RSA SecurID User Specification	Designated Users
Display RSA Server Info	Yes (via RSA Security Center)
Perform Test Authentication	Yes (via RSA Security Center)
Agent Tracing	Yes (via RSA Security Center)

Note: Because LogMeIn Pro relies on the RSA Authentication Agent being installed, details about the API libraries and agent host files vary depending on which version of the RSA agent is installed.

Node Secret:

The Node Secret file is stored in different locations depending on which version of RSA Authentication Agent is installed.

The node secret can be cleared from the client machine in the **Advanced Settings** of RSA Security Center.

Refer to the RSA Authentication Agent Administrator's Guide for the appropriate version of your installed agent to learn more about the location and management of the Node Secret file.

Agent Tracing:

Agent Tracing can be enabled using RSA Security Center, which is installed with the RSA Authentication Agent. Refer to documentation for RSA Authentication Agent for information regarding Agent Tracing.