



# Software Token

## Installation and User Guide

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## Overview

This document explains how to download, save, install, and use the RSA client desktop application on the Windows® operating system.

## Install the RSA Client Desktop Application

The following options are available for installing the application:

- Each user can install the application. This option requires that users have administrative rights to their PCs.
- You can use a software management tool to install the application.

### NOTE

The screens and procedures in this document may vary slightly depending on your operating system.

## Download and Save the RSA Desktop Application

You will be using the 128-bit (AES) tokens. The RSA client desktop application to download is version 4.1.

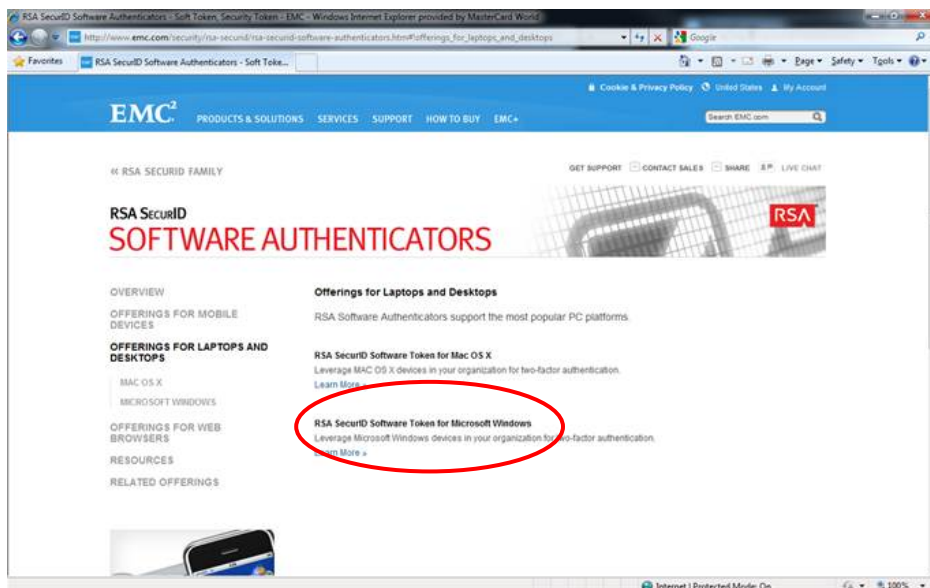
1. Go to [www.rsa.com](http://www.rsa.com). The page will look similar to the following image.



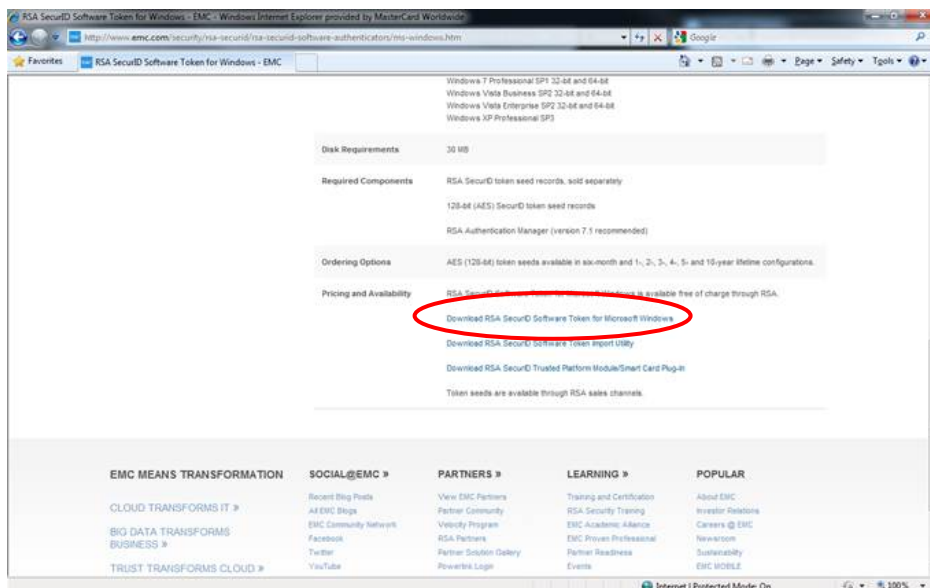
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### Download and Save the RSA Desktop Application

2. Note that the menu on the left-hand side provides links to various download pages based on the type of device being used. Click on the **Microsoft Windows** link under **OFFERINGS FOR LAPTOPS AND DESKTOPS**.



3. At the bottom of the **MICROSOFT WINDOWS** page is a link to download the application named **Download RSA SecurID Software Token for Microsoft Windows**. Click that link.



4. You will be presented with a user license agreement. You must complete that form before you can download the application itself. **Please note that usage of the application is free.**

The screenshot shows a Windows Internet Explorer browser window titled "EMC Corporation - Windows Internet Explorer provided by MasterCard Worldwide". The address bar shows "https://e..." and the search bar contains "Google". The page features the RSA and EMC<sup>2</sup> logos at the top. Below the logos, the text "RSA SECURID" is displayed, followed by the instruction "Please complete this form for access to the requested asset". The form contains the following fields:

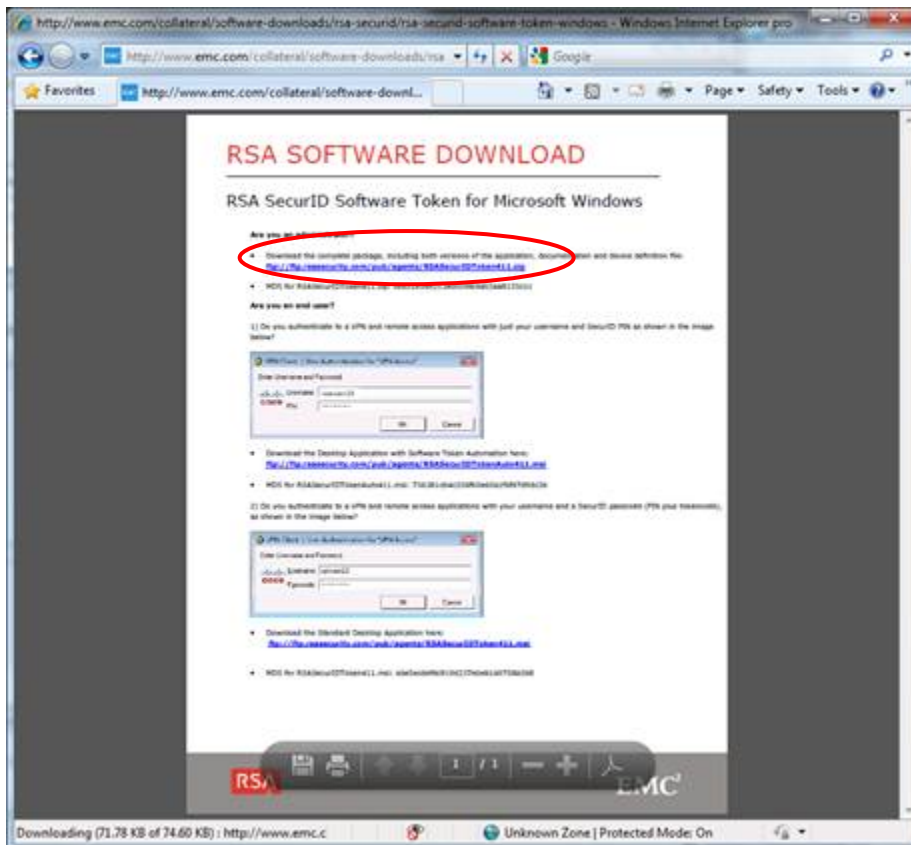
- Country \* (dropdown menu showing "< Not Selected >")
- First Name \*
- Last Name \*
- E-mail Address \*
- Company Name \*
- Job Title \*
- Phone \*
- Role \* (dropdown menu showing "< Not Selected >")
- Department \* (dropdown menu showing "< Not Selected >")
- Industry \* (dropdown menu showing "< Not Selected >")
- Address Line 1 \*
- Address Line 2

The browser's status bar at the bottom indicates "Done", "Internet | Protected Mode: On", and a zoom level of "100%".

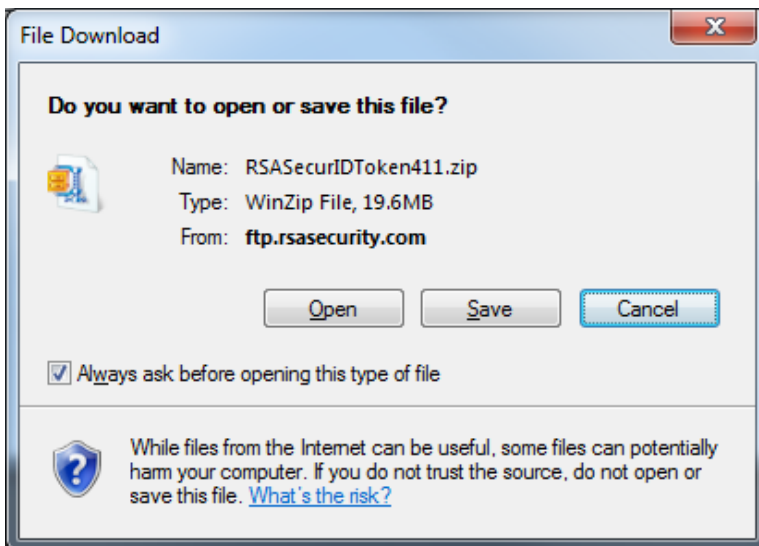
5. Upon completion of the license agreement, you will be redirected to RSA's download page for the application. There are three available links to click but MasterCard recommends the first one under the **Are you an Administrator** heading, which will provide both the application and supporting documentation.

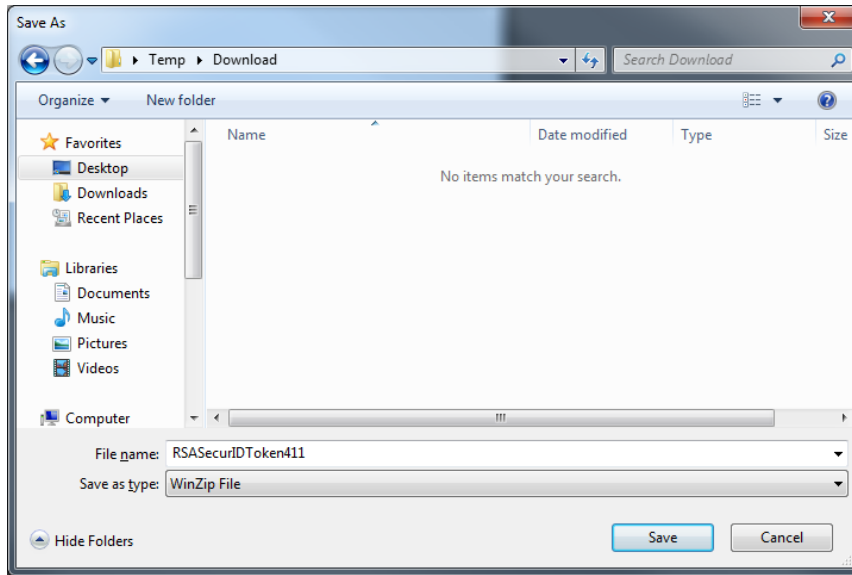
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### Download and Save the RSA Desktop Application



6. Click **Save** when presented with the download options. You will be prompted to select the system folder in which to save the file.





7. Select the appropriate folder and click **Save**.
8. Click **OK**.

After you have downloaded and saved the zip file, you need to install the RSAApplication on your system.

## Install the RSA Desktop Application on Windows

After you have downloaded and saved the application, you need to install it.

1. Go to the folder where you saved RSA Desktop Application Installation file and double-click **RSASecurIDToken411.zip**.
2. On the Welcome screen, click **Next**.
3. If Windows 7 is your operating system, click **Run**.
4. On the Place of Purchase screen, select the region where your company ordered the software, and click **Next**.

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### Install the RSA Desktop Application on Windows

5. In the License Agreement screen, read the license agreement, and select **I accept the terms in the license agreement**. Click **Next**.
6. On the Setup Type screen, select **Typical** to install it without the web browser plug-in, and click **Next**.

#### TIP

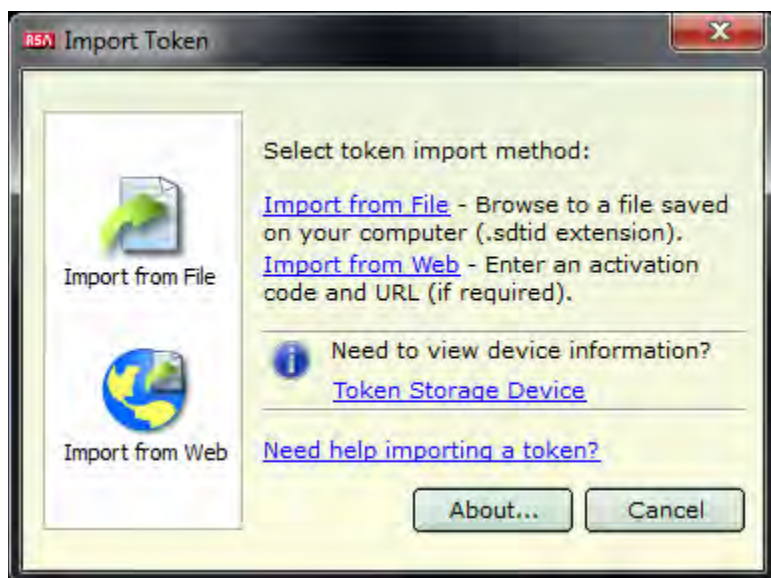
To install the application to a directory other than the default, click Change. Change the destination directory, and click OK.

7. On the Ready to Install the Program screen, click **Install**.
8. If Windows 7 is your operating system, click **Yes** to allow RSA to install the application on the PC, if prompted.
9. When the installation is complete, click **Finish**. You do not need to restart your system.

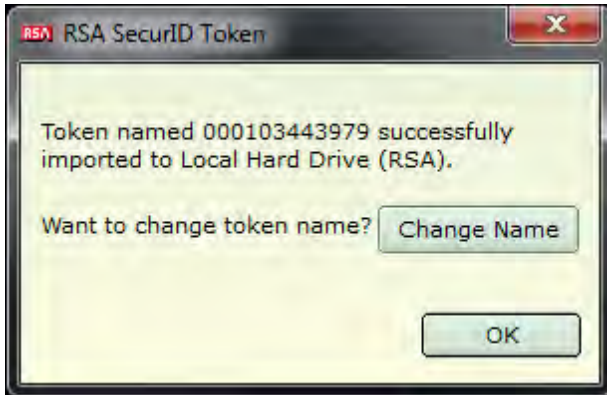
## Receipt and Upload of Software Token

**NOTE:** You must have the RSA SecurID Software Token application installed before importing your token. Refer to the installation instructions at the beginning of this guide if you need to download and install the application.

1. You will receive your software token through an encrypted e-mail message. You can simply double-click the token (containing a .sdtid extension) to import it. You can also run the application and click Import from File to browse to the location of your token file and import it.



2. The system will display the following dialog box after you have successfully loaded the software token.



3. Refer to the section "Changing a Token Name" later in this document to change the token name.
4. After the software token has been installed, close any RSA SecurID Token applications that are open.

## Using the Software Token Application

**NOTE:** You will need to import a token before you can use the application. If you start the application before importing the token, the system will display the Import Token screen. Please see the previous section for more information.

To generate a token code (passcode):

1. Click the **Soft Token** icon shortcut on your desktop  
-or-  
Click the Start menu button, point to **Programs**, then **RSA**, then **RSA SecurID Token**, then **RSA SecurID Token**.

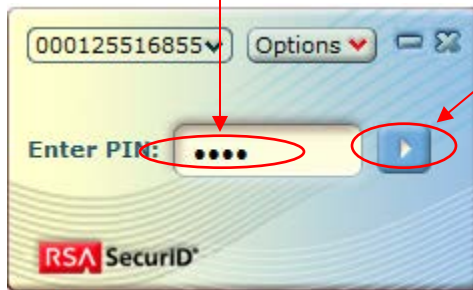
The system will display a window for you to enter your PIN. You should see your token serial number in the left-hand corner of the RSA application:



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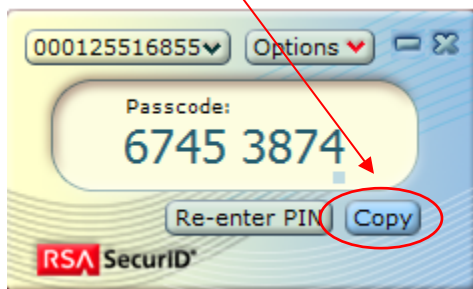
### Install the RSA Desktop Application on Windows

2. Enter your 4-digit PIN in the PIN field and click the arrow:



**\*\* If you are migrating from a hard token, use the same PIN that was previously issued to you.**

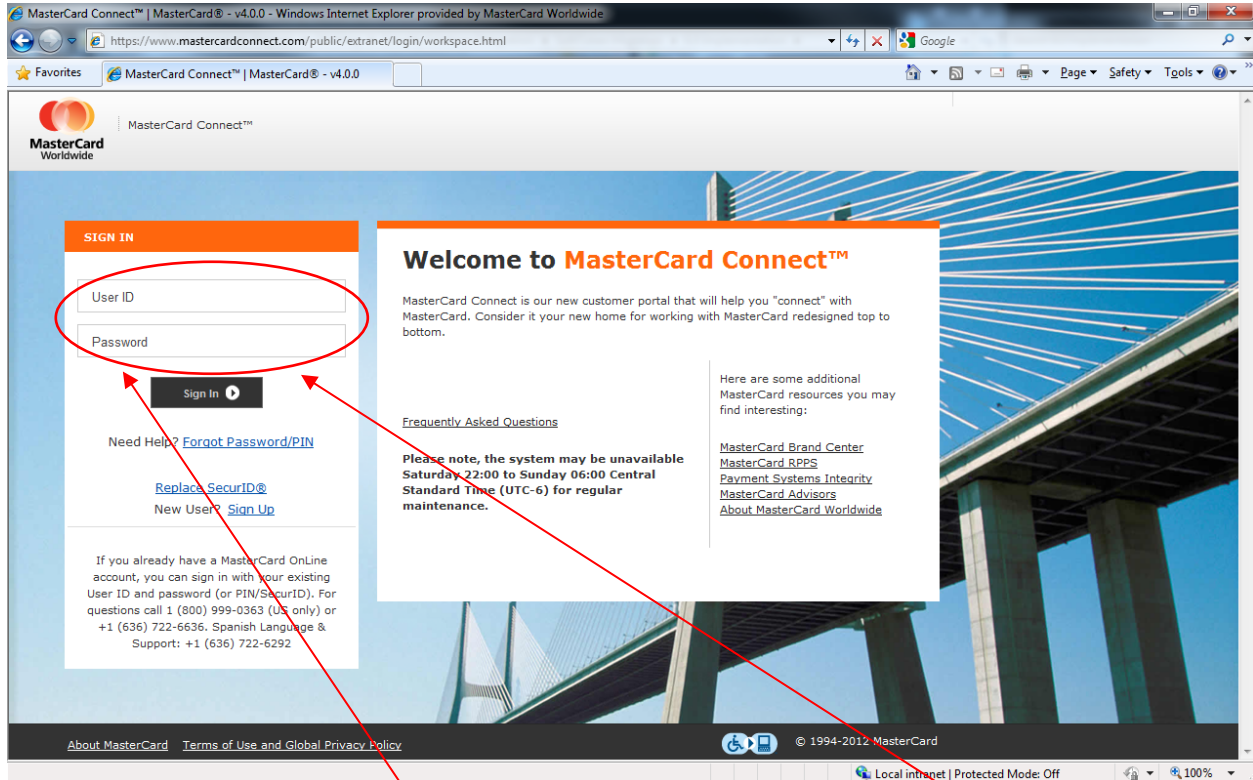
3. RSA will start generating 8-digit passcodes. The passcodes change every 60 seconds. You can click the Copy button, or manually enter the 8-digit code into the password field of the application to which you are trying to authenticate (MasterCard Connect, MasterCom, etc.) without the space. **NOTE: Do not select and CTRL+C to copy; do not select/highlight the passcode to copy. Only click the Copy button:**



4. To test, sign in to MasterCard Connect: <http://www.mastercardconnect.com>:

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### Install the RSA Desktop Application on Windows



5. Enter your User ID in the **User ID** field in MasterCard Connect. Enter the 8-digit passcode currently visible in the RSA software without the space into the **Password** field. If you have used the Copy button, right-click on the field and select Paste.

You should now be successfully logged in. If you experience problems, please perform the troubleshooting steps below. Contact support if you are still unsuccessful.

6. For any subsequent uses of the token, you must wait for the token to change. The application will continue to generate a new passcode every 60 seconds until the last code is reached, after which you will be prompted to re-enter your PIN.

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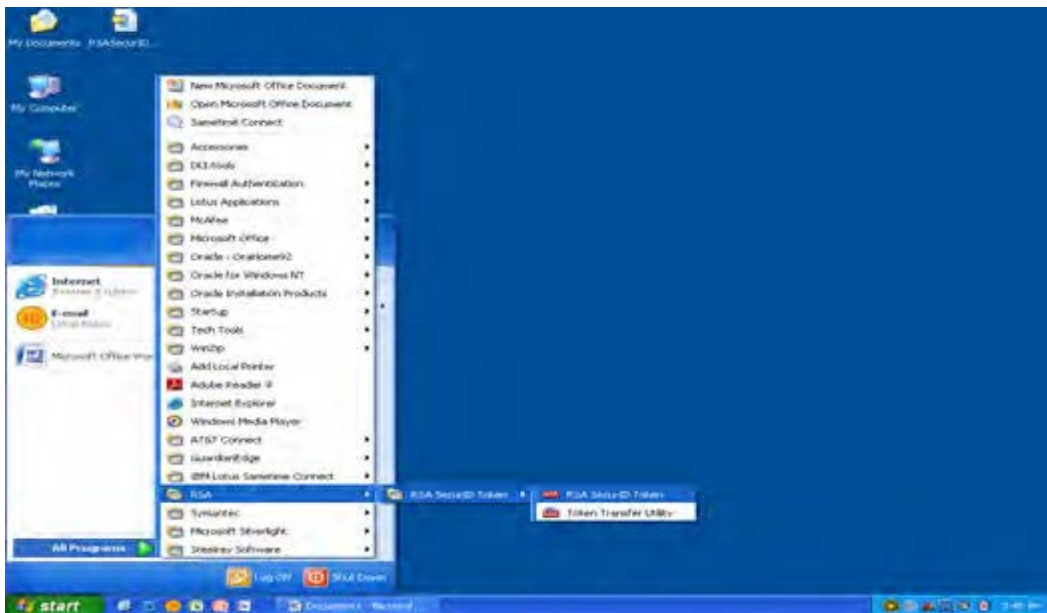
### Install the RSA Desktop Application on Windows

7. To re-enter your PIN, click the Re-enter PIN button located on the RSA SecurID application window.

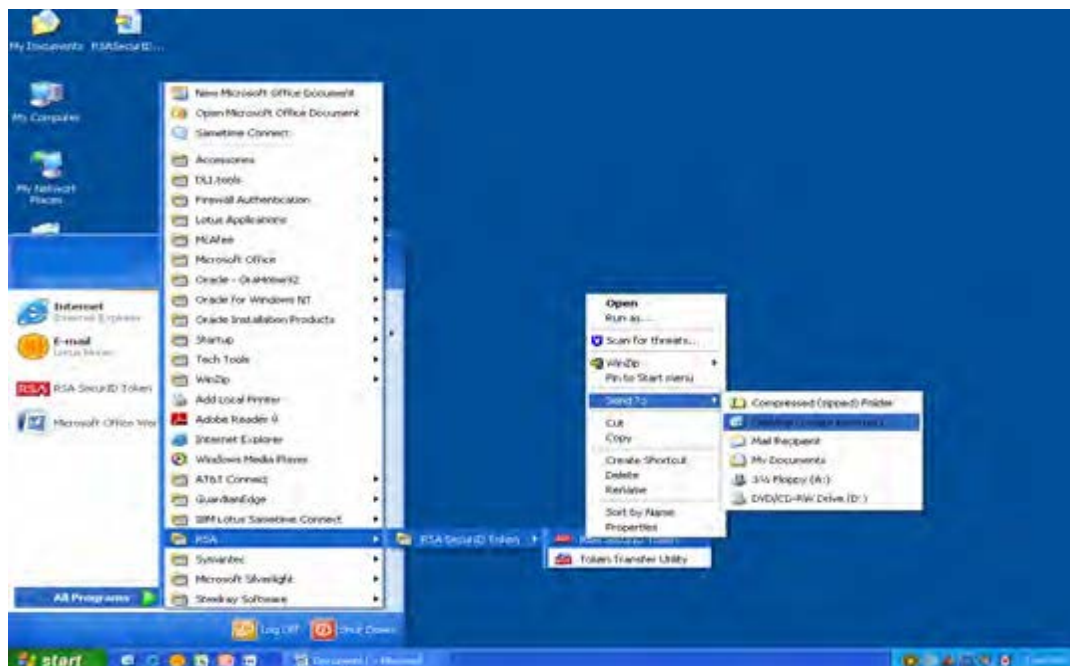


## Create a Desktop Shortcut

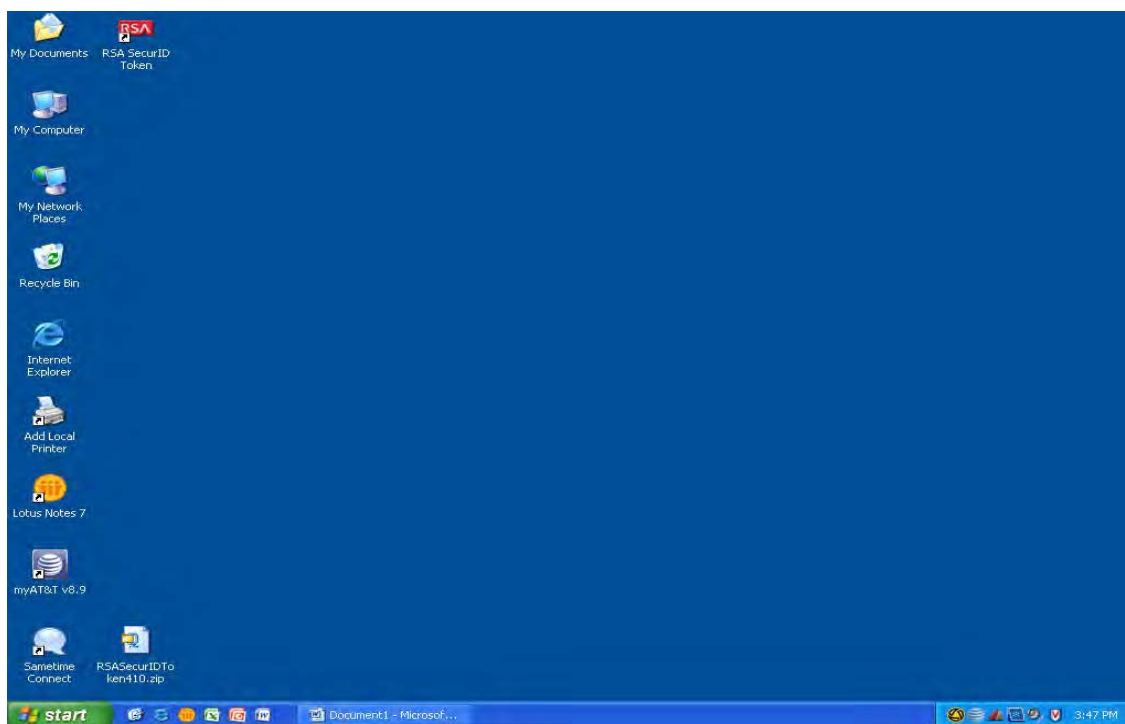
1. From the start menu, click **All Programs**, point to **RSA**, then **RSA SecurID Token**, then **RSA SecurID Token**.



2. Right click on the RSA SecurID application icon.



3. Click **Send To**, then **Desktop (create shortcut)**. The RSA Icon will appear on the desktop



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### Delete a Token

#### Delete a Token

1. Open the RSA SecurID Software Token application.
2. From the **Options** menu on the RSA SecurID Software Token application, click **Manage Token**, then **Delete** Token.



3. A confirmation message will appear



4. Click **Yes** to delete the token. You will receive a confirmation message that the token has been deleted.

#### Using More than One Token on the Same PC

The RSA SecurID Software Token application can support multiple users on the same PC by using more than one token.

**Note:** The tokens must be loaded on the PC before you can change to a different one.

To change tokens:

1. From the Software Token application, locate the section at the top that identifies the token currently in use:



2. Click the drop-down arrow and select a different token:
3. Enter the PIN associated with the token.



4. Click the arrow to the right of the **Enter PIN** field.
5. A passcode for the different token will appear in the RSA SecurID Token window.



## Change the Token Name

Tokens are pre-assigned with user names, to change the name associated with a token:

1. Launch the RSA Software Token application.



2. On the options menu, click **Manage Token**, then **Change Token Name**.



3. Type the new token name into the change name window



4. Click OK. You will receive confirmation that the token name has been changed.

## Troubleshooting

Contact your institution's PC help desk for help with the following:

- Installation of the RSA client desktop application
- Using the RSA client desktop application

Contact [customer\\_support@mastercard.com](mailto:customer_support@mastercard.com) for help with MasterCard applications. Identify yourself as a "software token user."

Contact MasterCard information security support at [softtoken\\_migration\\_inbox@mastercard.com](mailto:softtoken_migration_inbox@mastercard.com) for help with authentication issues. Identify yourself as a "software token user."

## Frequently Asked Questions about Software Tokens

### **Why is MasterCard moving from a hardware token (a fob) to a software token solution for user authentication?**

We continue to hear from customers that they want an authentication solution that is more robust and flexible, with much faster deployment and a longer life span. Software tokens have a 10-year life span versus hardware tokens that have a four-year life span.

### **Will the end user require any software to be loaded on his or her computer?**

Yes, a small application from RSA Security will need to be installed on the user's computer. Once the RSA software is installed, the software token seed issued by MasterCard can be loaded.

### **Will the software token solution require the use of any physical device for authentication?**

The RSA SecurID Software Token software is a small application that must be loaded on the end users' computer and used for authenticating into MasterCard systems. Hardware tokens (fobs) are no longer required when using this authentication method.

### **How long will it take to set up a software token implementation?**

Once the RSA Software is installed on the user's computer, software tokens can be issued within hours,

### **What are my internal integration costs for a software token implementation?**

The RSA SecurID Software Token software is a free download from RSA. Because software tokens have a 10-year life span, there also is less time and effort associated with managing fobs. And since the software token functions similarly to a hardware token, user training is minimal.

## **Software Token Installation and User Guide**

### **Change the Token Name**

#### **Will I need to provide the software for this type of authentication to the end users?**

The small RSA application can be provisioned to the users' computer either by the user's organization support group, or by the user downloading software from the RSA site. Please note that the user must have administrator access to his or her PC to install the software. Additionally, the RSA software should be added to the customer's approved software list for standard PC builds. MasterCard can provide a process for implementing the software token solution.

#### **Is there a software review process?**

Thousands of companies have successfully deployed the RSA Software Token authentication solution. If requested, MasterCard can work with the customer's Information Security and/or desktop support group.

#### **Can the software token solution support users working from different computers?**

Yes, the same software token "seed" record (the secret key used to generate the authentication code) for a given user can be installed on multiple computers, thereby supporting the needs of users who move from one workstation to another.

#### **Can multiple users share the same physical workstation?**

Yes, the software token seeds for multiple users can be installed on the same computer. Users also will have a unique PIN known only to them that is associated with their specific software token seed.

#### **Can the software token solution be deployed on mobile devices?**

Yes, the software token solution can be used on company-issued mobile devices, which is helpful for users who travel frequently or work remotely. For security reasons, the mobile device must be under company control to remotely lock or wipe the device.

#### **Can software tokens be used on personal computing devices?**

No. The software token solution is only available for company-issued devices that support remote deactivation capabilities. Software tokens are not to be installed on a user's personal device that is outside company control.

#### **What if the user's PC is replaced due to a repair or upgrade?**

During the initial installation, the user will receive an e-mail from MasterCard containing the seed file for the software token. It's important for the user to keep this file in a secure location. If a repair or upgrade to the user's workstation is required, the RSA software and the seed file will need to be re-installed on the user's new computer.

#### **How will MasterCard support the software tokens?**

Contact [customer\\_support@mastercard.com](mailto:customer_support@mastercard.com) for assistance with software tokens. (Phone: 800-999-0363 or 636-722-6636.)

### **What is the fee for continuing with hardware tokens?**

Please contact [customer\\_support@mastercard.com](mailto:customer_support@mastercard.com) for information about the hardware token fees. There is no fee for the software token method.

### **How does a user authenticate to MasterCard Connect?**

Users who register for MasterCard Connect will be assigned a password with which they may authenticate to the application. If a user requests a product from MasterCard Connect that allows them to access sensitive, payment-card type data (primary account number for example), their level of authentication will be raised to a stronger type known as two-factor authentication. Security and Business Administrators are assigned a two-factor authentication type when they register for MasterCard Connect.

### **What types of two-factor authentication does MasterCard support?**

Currently MasterCard offers two types of two-factor authentication: RSA SecurID hardware token and RSA SecurID software token. To learn more about each type, click here.

(<http://www.emc.com/security/rsa-securid.htm>) By default, users of an organization will be issued a hardware token unless their organization notifies MasterCard that they prefer to start with software tokens instead. An organization may notify MasterCard of their intent to use software tokens by sending an email (containing their name and customer ID) to [softtoken\\_migration\\_inbox@mastercard.com](mailto:softtoken_migration_inbox@mastercard.com).

### **How do RSA SecurID Software Tokens work?**

Organizations that want to use RSA's SecurID Software Token for two-factor authentication will need to download and install a small client application from RSA on each company-owned device on which their users will work. MasterCard will issue (via secure email) token files for users for that organization who have requested products that require two-factor authentication. To learn more about software tokens, refer to the installation and user procedures in this guide.

### **Is there a fee associated with using two-factor authentication?**

Organizations that elect to use hardware tokens will pay a quarterly fee per token. Software tokens may be used free of charge.

### **My RSA SecurID hardware token has been lost or damaged. How do I replace it?**

If you need to replace your SecurID hardware token, click the Replace SecureID® link in the left panel on the MasterCard Connect Sign-in page. Once there, enter your user ID, answer your verification questions, review or change your mailing address, and submit your request for a new token.