Software Token

Installation and User Guide

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Overview

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

Install the RSA Client Desktop Application

The following options are available for installing the application:

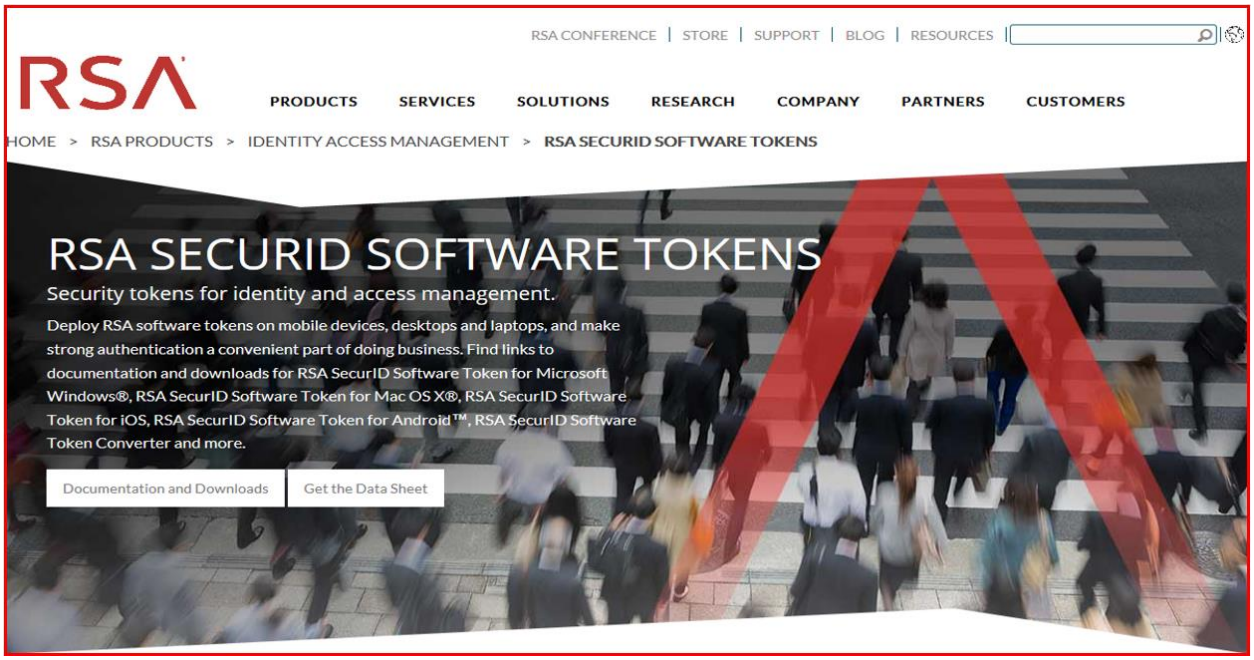
- Each user can install the application. This option requires that users have administrative rights to their PCs.
- You can use a software management tool to install the application.

NOTE: The screenshots and procedures in this document/guide 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 5.00.

1. Go to www.rsa.com . The page will look similar to the following image.



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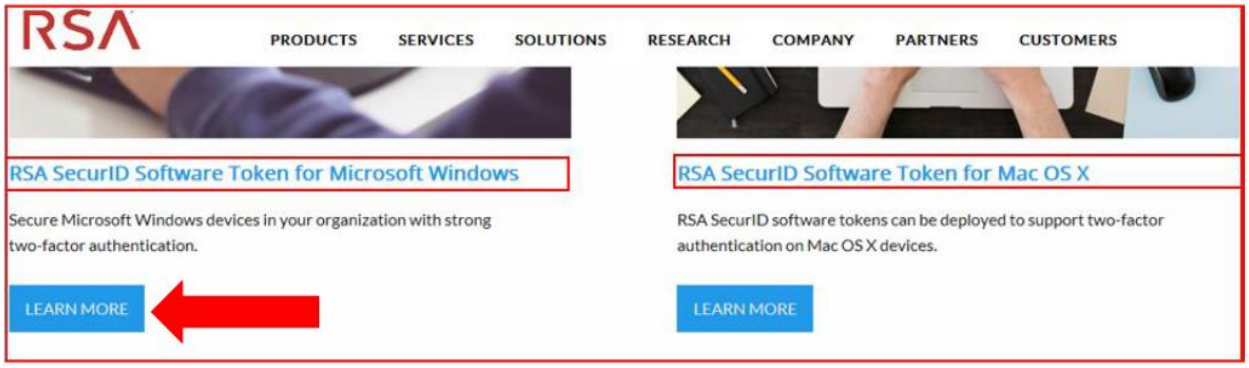
2. Note that the menu below provides links to various download based on the Operating System being used.

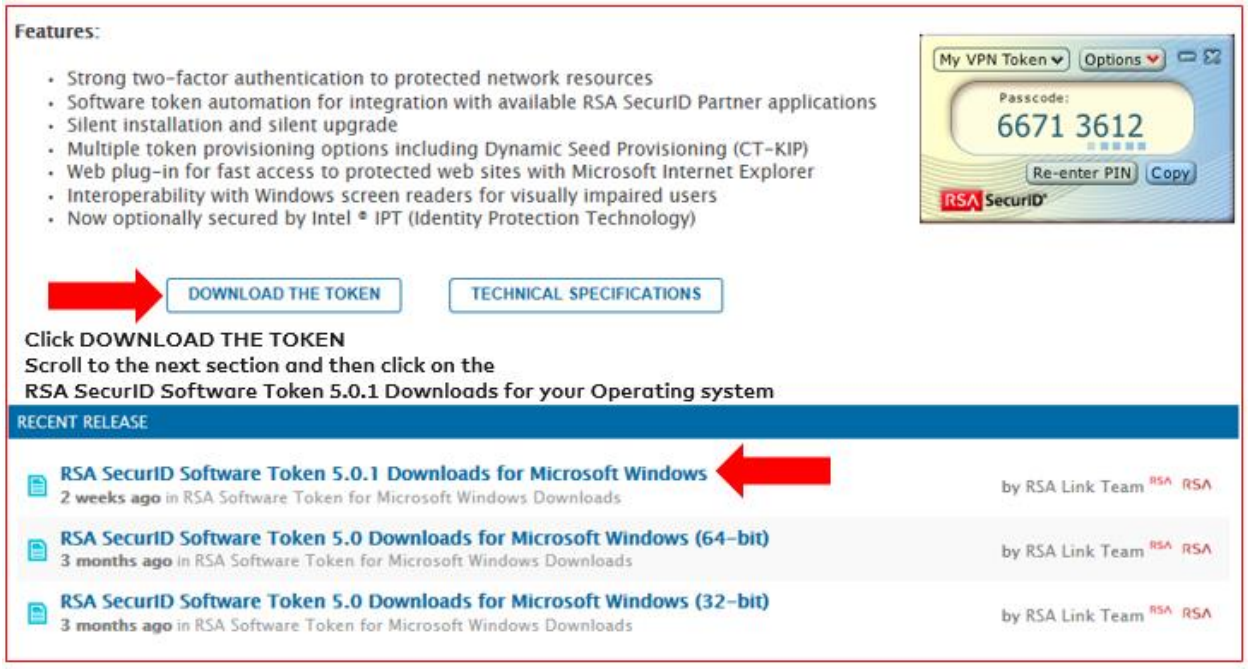
3. Click on the **Microsoft Windows or Mac OS X option. RSA offers both a 32-bit (5.00) and a 64-bit (5.00) version of the application. mastercard recommends that you download the 32-bit version which supports 64-bit operating systems.**

NOTE: mastercard does not support the RSA Software on Mobile devices of any kind as noted below

Choose the Software token application compatible with your Operation System and click on the **Learn More** tab and you will be routed to the RSA Software Token Authenticators download page*



Select the RSA SecurID Software Token Desktop Application that is compatible with your OS



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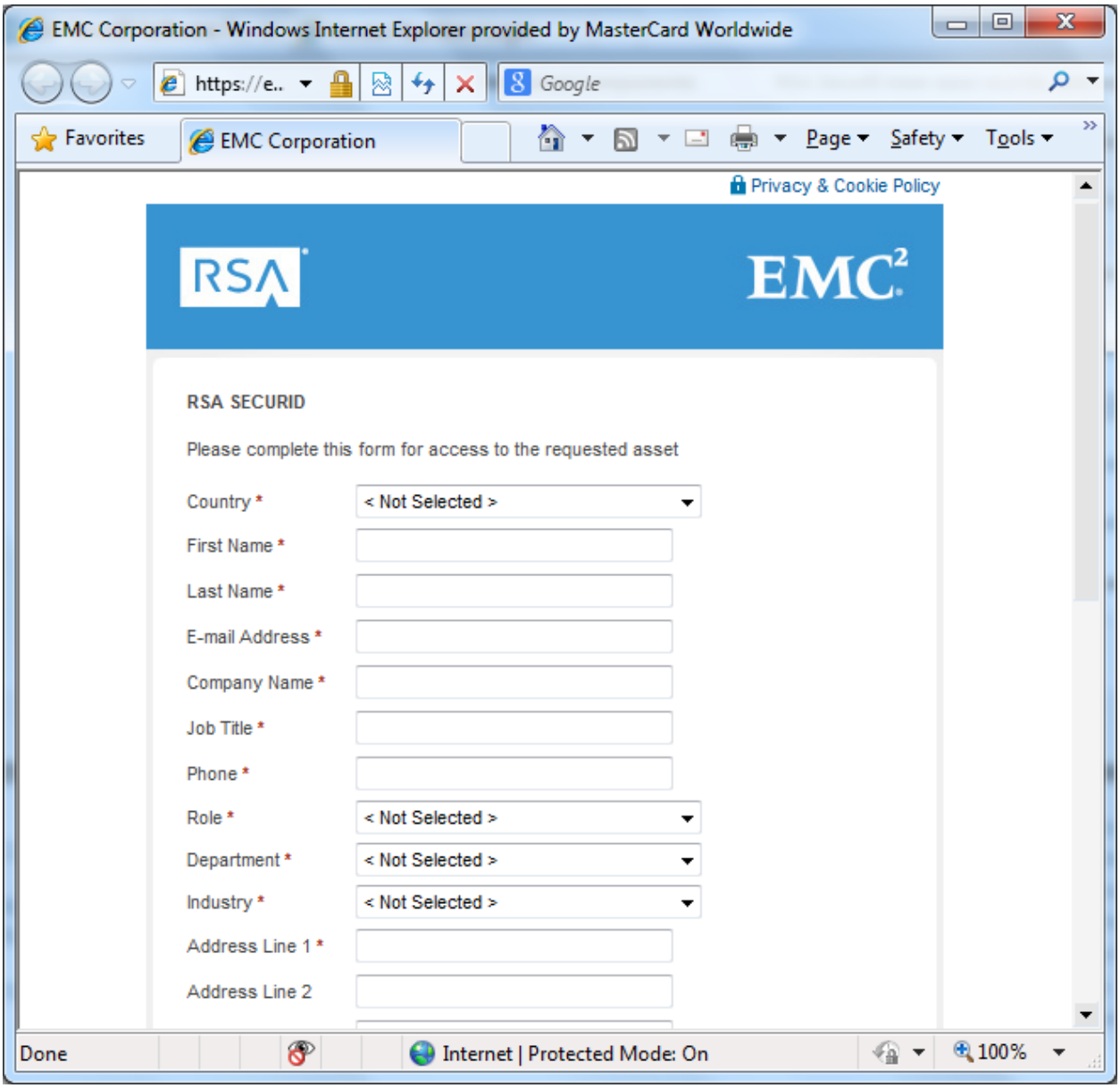
4. You may be presented with a user license agreement. You must complete that form before you can download the application itself. Please note: usage of the RSA application is free**.**



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5. 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**.

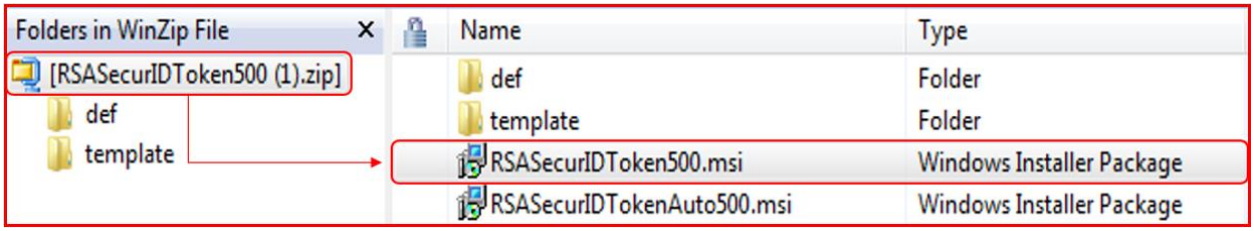
After you have downloaded and saved the zip file, you need to install the RSA application on your system.

Install the RSA Desktop Application

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

1. Go to the folder where you saved the RSA Desktop Application Installation file and double-click on the **RSASecurIDToken5.00.zip.**

    a. **The file is typically saved to the C:\Drive in the path below**
        i. **C:\Users\your user ID\Downloads**



2. On the Welcome screen, click "**Next"**.

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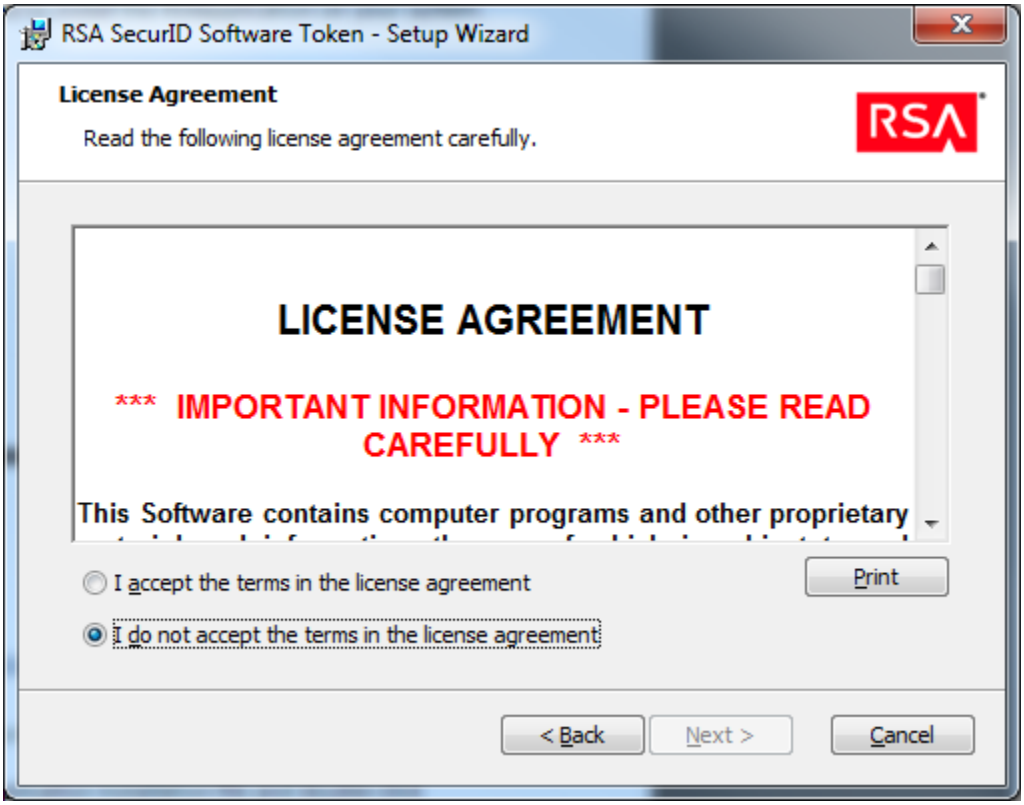
3. If Windows7 is your operating system, click "**Next"**.



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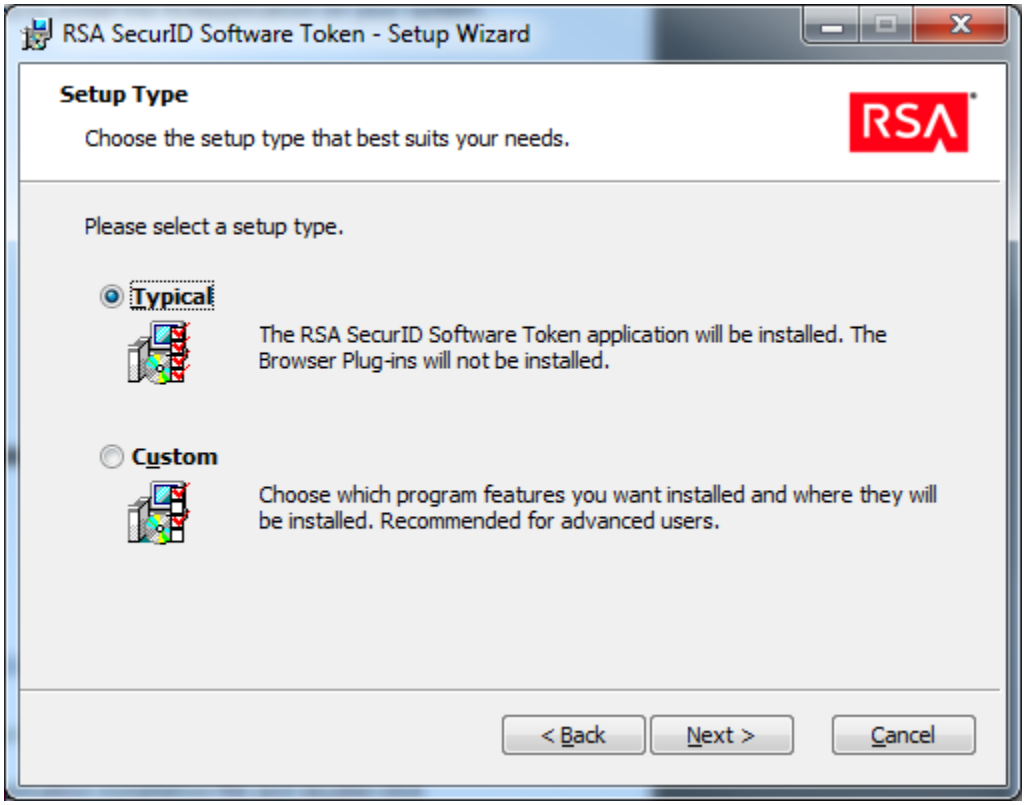
4. On the Place of Purchase screen, select the region where your company ordered the software, and click **Next**.
5. In the License Agreement screen, read the license agreement, and select "**I accept the terms in the license agreement"**. Click **Next**. ----**Above**
6. On the Setup Type screen, select "**Typical**" to install it without the web browser plug-in, and click "**Next"**.



7. On the Ready to Install the Program screen, click **Install**.

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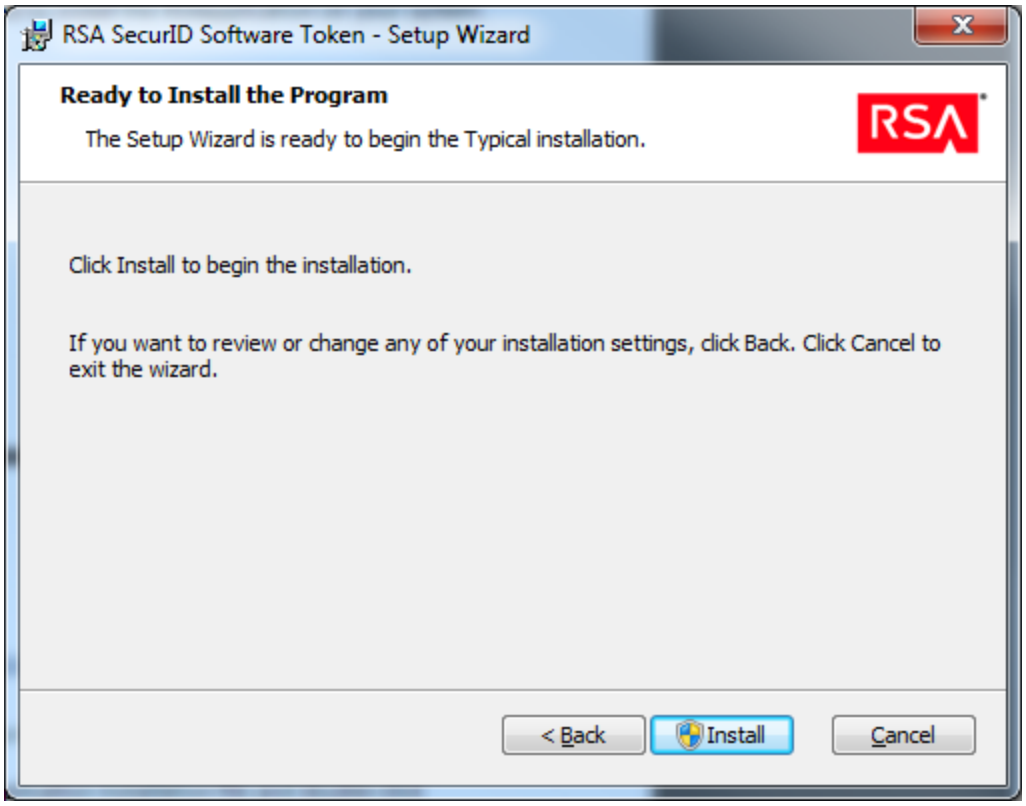
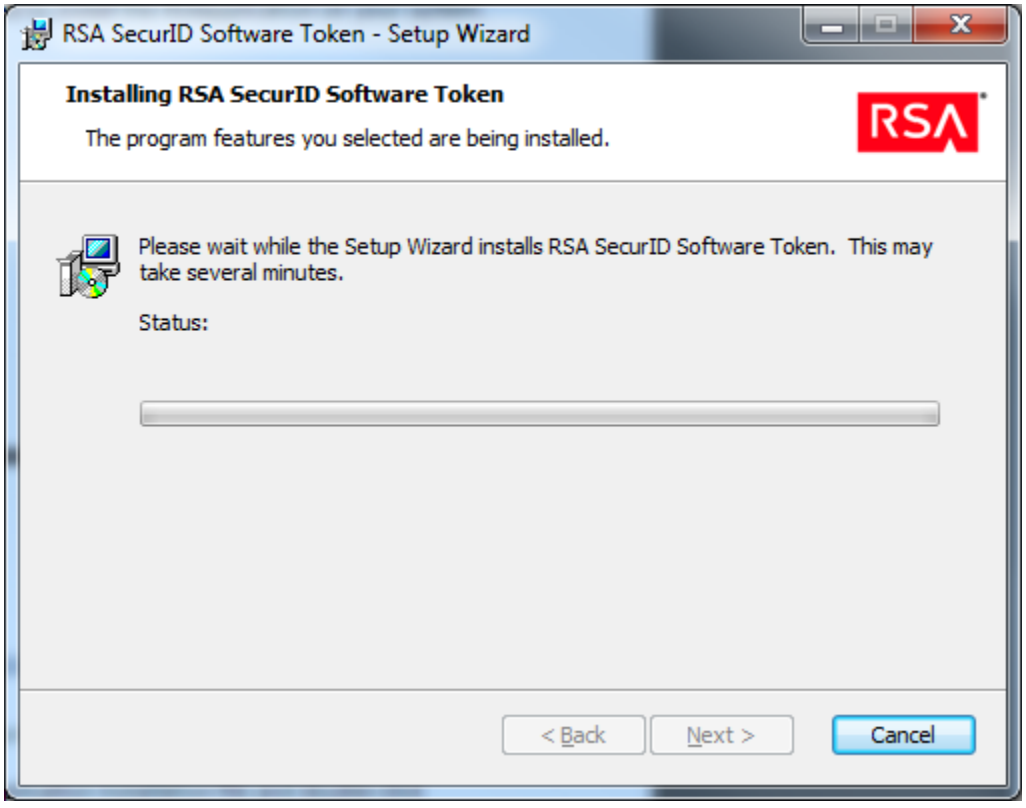


8. If Windows 7 is your operating system, click "**Yes"** to allow RSA to install the application on the PC, if prompted. You will see the following screen below.



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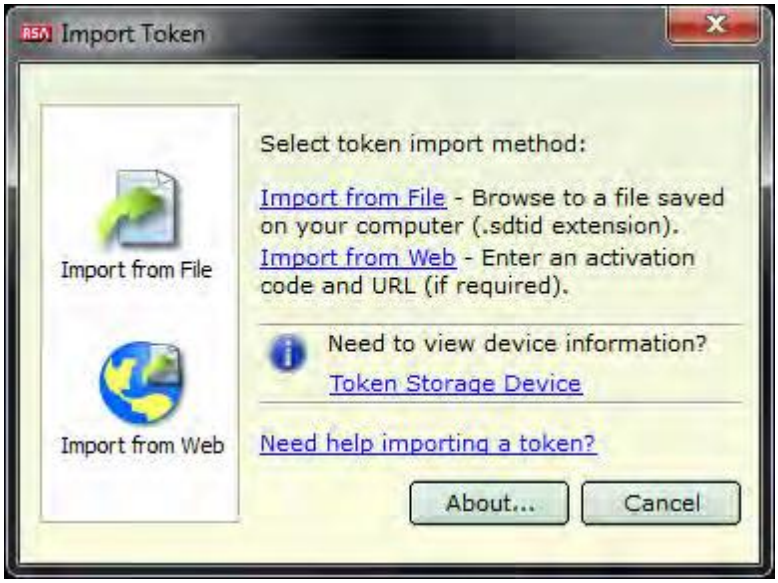
9. When the installation is complete, click **Finish**. You do not need to restart your system.

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. Your company will receive your software token(s) through an encrypted e-mail message. You can simply double-click the token (containing one or more .stdid extension-or .zip file) to import it. You can also run the application and click Import from File to browse to the location of your token file to 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.

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4. After the software token has been installed, close any RSA SecurID Token applications that are open.

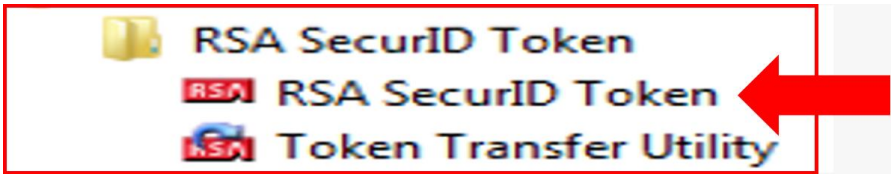
**** If you are migrating from a hard token, use the same PIN that was previously issued to you.**

Using the Software Token Application

NOTE: You will need to import a token before you can use the RSA 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:

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

If you are migrating from HardToken to SoftToken, you can use the same 4 digit PIN

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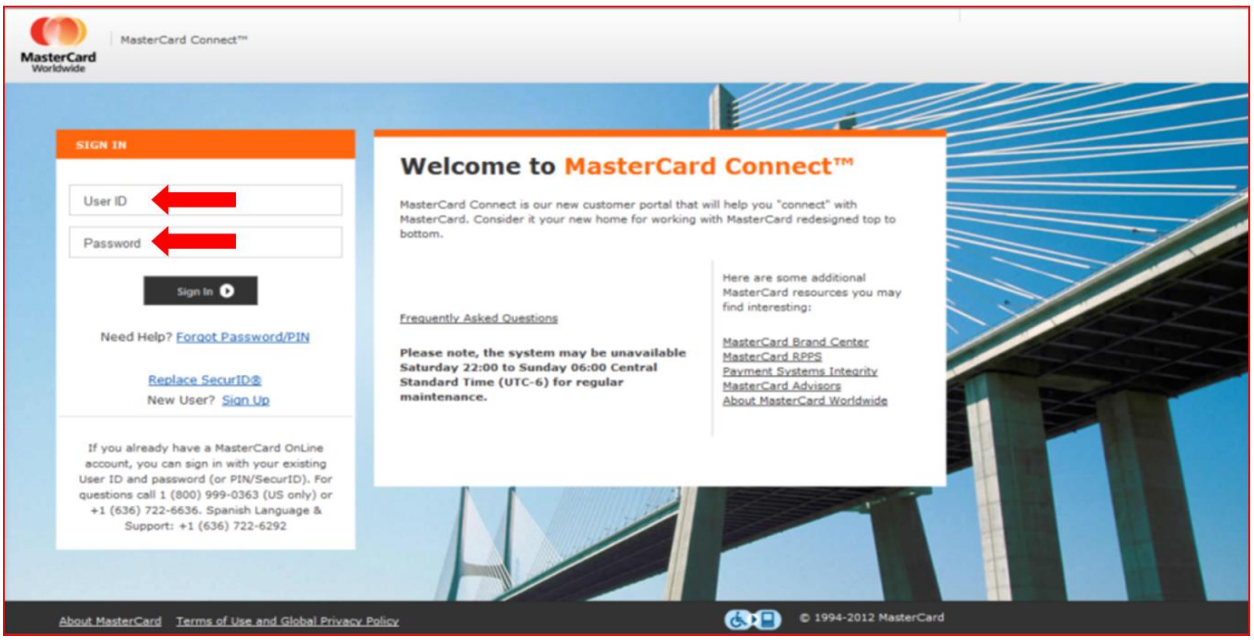
2. RSA will start generating 8-digit passcodes. The passcodes change every 60 seconds. You can click the Copy button, or manually enter the 8-digit code into the password field of the application to which you are trying to authenticate (Mastercard Connect, MasterCom, etc.) without the space. **NOTE: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

3. To test, sign in to mastercard Connect: http://www.mastercardconnect.com

4. 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.



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

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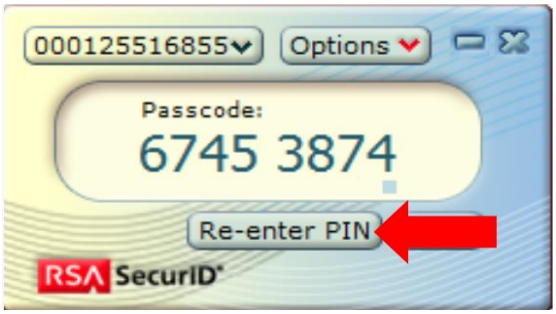
6. For any subsequent uses of the token, you must wait for the token to change. The application will continue to generate a new passcode every 60 seconds until the last code is reached, after which you will be prompted to re-enter your PIN.

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



Create a Taskbar Shortcut

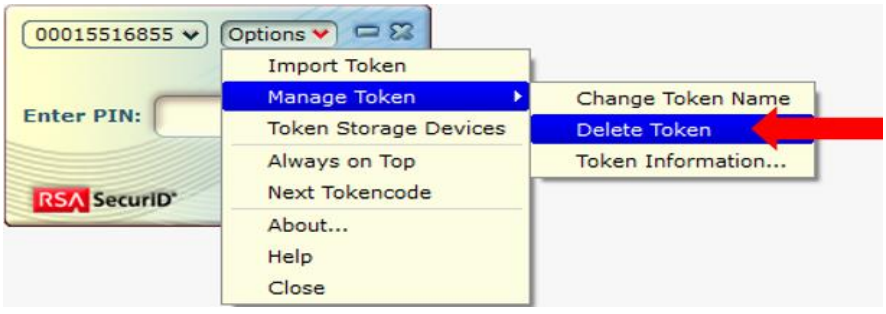
1. From the start menu, click **All Programs**, point to **RSA**, then **RSA SecurID Token**, then **RSA SecurID Token**"

2. Right click on the RSA SecurID application icon and then click "**Pin to taskbar**

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.

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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: Multiple tokens must be loaded onto one PC before you can select a different token.

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 the selected user's token.

4. Enter a PIN and then click the arrow to the right of the 8 digits that are generated.

Change the Token Name

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

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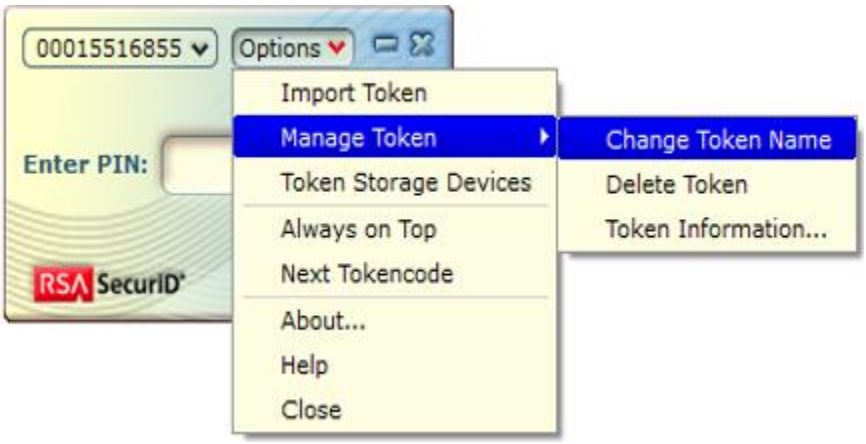
1. Launch the RSA Software Token application.

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.

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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 Global Customer Service at customer_support@mastercard.com for help with mastercard applications. Identify yourself as a "software token user."

Contact the Token Support Team within Corporate Security at Token_Support@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 two-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?

If installed on the user's computer, software tokens can be issued within hours,

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How do I obtain my software token?

By default, the email containing software tokens will be sent only to the Security Administrators of a company. If your company does not have a Security Administrator, the software token email will be sent directly to the users to whom the tokens are assigned. If you prefer that the emailed tokens be sent to just your users or to both your users and your Security Administrators, please send an email to token_support@mastercard.com authorizing mastercard to change the distribution policy.

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.

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 and “call centers”

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 by the token holder that is associated with their specific software token seed.

Can the software token solution be deployed on mobile devices?

Currently mastercard does not support the installation of the RSA application or the import of any SecurIDs on client based mobile device, PDS or smartphones, the software token solution can be used only on mastercard-issued mobile devices. For security reasons, the mobile device must be under mastercard’s 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

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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 Global Customer Service via email at 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 Global Customer Service customer_support@mastercard.com for information about the hardware token user 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 Software token.

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 within www.mastercardconnect.com.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 SecurID® link in the left panel on the www.mastercardconnect.com Sign-in page. Once there, enter your user ID, answer your security verification questions, review or change your mailing address, and submit your request for a new token.

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