



Click Studios

Passwordstate

RSA SecurID Configuration

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1 Introduction

This document will describe the process for initially configuring Passwordstate to use two-factor authentication with RSA's SecurID. It will also provide some guidance in troubleshooting authenticating users, as the response codes returned from an attempted authentication session can sometimes be unclear.

IMPORTANT

When following the instructions in this document, you must be logged into the RSA Security Console with a user account which has 'Auth Mgr Agent Admin' rights.

2 Creating and Installing SecurID Configuration Files

Once Passwordstate is installed and operational, you must follow the steps below to create and copy across the SecurID configuration files. Please note these steps are based on RSA Authentication Manager 7.1 SP4 Patch 22, so the screens/instructions may be different for your version of Authentication Manager.

Create Authentication Agent(s)

- Logon onto your Authentication Manager Security Console
- Navigate to the menu Access -> Authentication Agents -> Add New
- Select the appropriate Security Domain, specify the fully qualified Hostname of your Passwordstate web server, and click the 'Resolve IP Address' button to ensure DNS is working correctly

The screenshot shows the 'Add New Authentication Agent' form in the RSA Security Console. The form is divided into several sections:

- Administrative Control:** Includes a 'Security Domain' dropdown menu set to 'SystemDomain' with a note: 'administrators may manage this authentication agent'.
- Authentication Agent Basics:**
 - Hostname:** A text input field containing 'alien.halox.net' with a 'Resolve IP' button. Radio buttons for 'Existing node' and a '-- Choose One --' dropdown are also present.
 - IP Address:** A text input field containing '10.0.0.102' with a 'Resolve Hostname' button.
 - Protect IP Address:** A checkbox labeled 'Prevent auto registration from unassigning IP address' which is checked.
 - Alternate IP Addresses:** A table with one row for 'IP Address' and an empty input field. Buttons for 'Add', 'Update', and 'Remove' are provided.
 - Notes:** A large text area for additional information.
- Authentication Agent Attributes:**
 - Agent Type:** A dropdown menu set to 'Standard Agent'.
 - Disabled:** A checkbox labeled 'Agent is disabled' which is unchecked.
 - Agent May be Accessed by:** Radio buttons for 'All users' (selected) and 'Only members of user groups granted access to this agent'.
 - Authentication Manager Contact List:** Radio buttons for 'Automatically assign automatic contact list from instance that responds first' (selected) and 'Manually assign contact list: win2k8rsa1.halox.net (automatic)'.
- Trusted Realm Settings:**
 - Trusted Realm Authentication:** A checkbox labeled 'Enable Trusted Realm Authentication' which is unchecked.

At the bottom of the form, there are three buttons: 'Cancel', 'Save', and 'Save & Add Another'.

- Click on the 'Save' button

Note 1: You may need to specify different settings on this screen for your environment i.e. Enable Trusted Realm Authentication, etc.

Note 2: If you are using the High Availability Instance of Passwordstate, you will also need to create an Authentication Agent for your HA web server host name, and perform the same steps below for your HA web server installation.

Create Node Secret

- Navigate to the menu Access -> Authentication Agents -> Manage Existing
- On the right-hand side of the Authentication Agent you just created, select 'Manage Node Secret' from the dropdown menu
- Click on the option 'Create a new random node secret, and export the node secret file'
- Specify an 'Encryption Password' to use, then click on the Save button
- Click on the 'Download Now' button, extract the zip file contents, and copy the files to the '/securid' folder in the Passwordstate web site

Create and Install Configuration File

- Navigate to the menu Access -> Authentication Agents -> Generate Configuration File
- Specify any 'Agent Timeout and Retries' settings applicable to your environment
- Click on the 'Generate Config file' button
- Download the configuration file, extract the zip file contents, and copy the files to the '/securid' folder in the Passwordstate web site

Generate the SecurID <no extension> File

- On your web server, open a command prompt with **Administrative Privileges**
- Change to the following folder c:\inetpub\passwordstate\securid\<32bit or 64bit>. The path to this folder may be different for your installation, and you will need to change to either the 32bit or 64bit operating system, depending on what Operating System Architecture you are using
- Type the command below, and enter the 'Encryption Password' you specified above when prompted. If the creation of the securid file is successful, you will see the message "The Node Secret is successfully loaded".
agent_nsload.exe -f c:\inetpub\passwordstate\securid\nodesecret.rec -d c:\inetpub\passwordstate\securid
- When the securid file is created, it is created without any owner or any NTFS permissions. To correct this, please follow these instructions:
 - Using Windows Explorer, right-click on the file and select 'Properties'
 - Click on the 'Security' tab and then on the 'Advanced' button
 - Click on the 'Continue' button
 - Click on the option 'Include inheritable permissions from the object's parent', then click on the 'Apply' button
 - Click on the 'OK' button and close all remaining open windows

Note 1: It is important you fix the NTFS permissions on the securid file, otherwise the file cannot be backed up.

Note 2: Please wait at least 10 to 15 minutes before trying your first SecurID authentication in Passwordstate, as it can take a little time for the new Authentication Agent to be functional in RSA Authentication Manager.

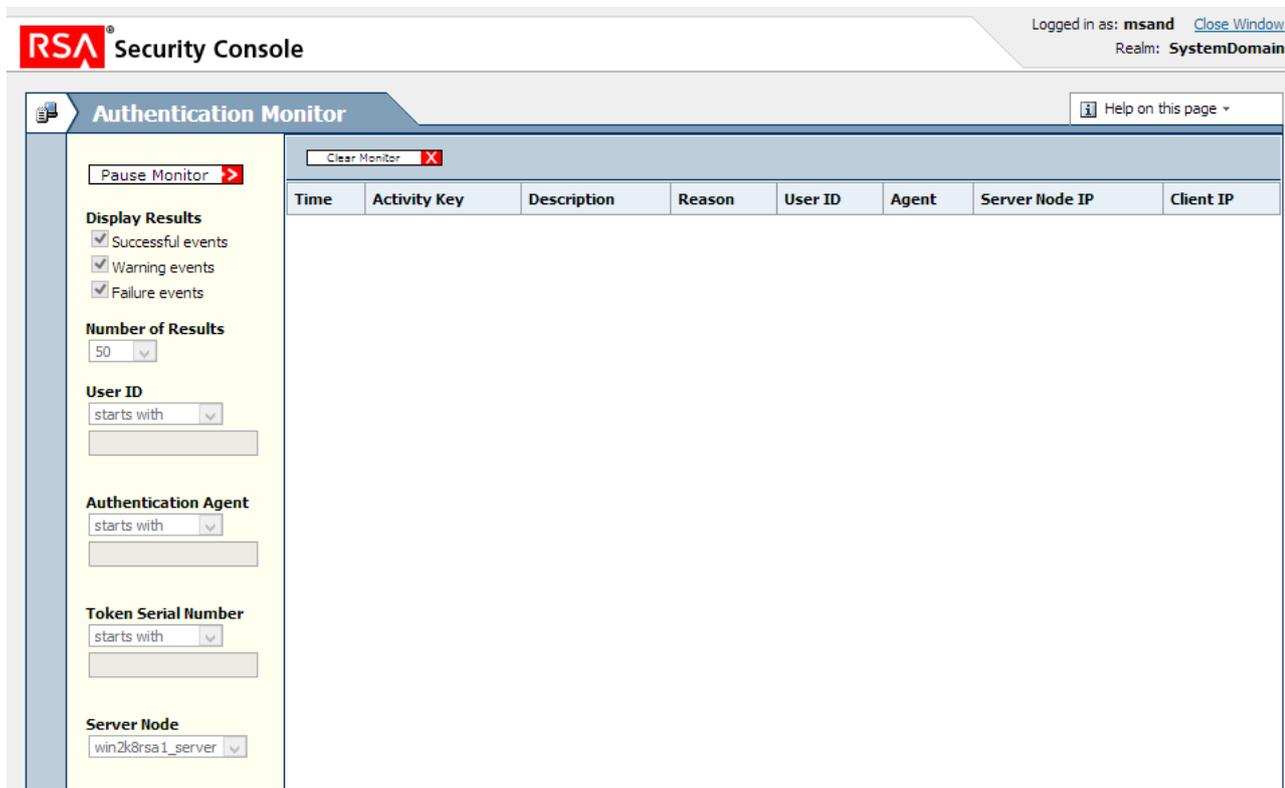
Note 3: If you see error messages in the Security Console Authentication Monitor saying 'Node secret mismatch: agent and server using different node secrets', then please restart IIS to see if this resolves the issue.

Note 1: If at any stage you decide to move your Passwordstate installation to a different web server with a different hostname/ip address, you will need to redo all these steps.

3 Troubleshooting Authentication Issues

There are multiple reasons why authentication can fail for a user, including an invalid `sdconfig.rec` file, or locked account, etc. Apart from error messages displayed in Passwordstate, the most effective means of determine what's causing the issue is my using the 'Real-Time Activity Monitors' feature in your Authentication Manager Security Console.

- Navigate to Reporting -> Real-Time Activity Monitors -> Authentication Activity Monitor
- Click on the 'Start Monitor' button, and retry your user authentication. Any errors or successful authentication attempts will now be displayed on the screen below. If you're still unable to determine what the cause is, please contact Click Studios and we will try to assist.



The screenshot shows the RSA Security Console interface. The top bar displays the RSA logo and 'Security Console'. On the right, it shows 'Logged in as: msand' with a 'Close Window' link and 'Realm: SystemDomain'. The main area is titled 'Authentication Monitor' and contains a 'Pause Monitor' button with a red arrow. Below this are several filter sections: 'Display Results' with checkboxes for 'Successful events', 'Warning events', and 'Failure events'; 'Number of Results' set to 50; 'User ID' with a 'starts with' dropdown and an input field; 'Authentication Agent' with a 'starts with' dropdown and an input field; 'Token Serial Number' with a 'starts with' dropdown and an input field; and 'Server Node' with a dropdown menu showing 'win2k8rsa1_server'. A 'Clear Monitor' button with a red 'X' is located at the top of the table area. The table has columns for 'Time', 'Activity Key', 'Description', 'Reason', 'User ID', 'Agent', 'Server Node IP', and 'Client IP', but it is currently empty.

- If you see errors similar to 'Node secret mismatch: cleared on server but not on agent', or 'Node secret mismatch. Cleared on agent but not on server', then you may need to delete the 'Authentication Agent' you created, and redo all the steps above.