



# SecurID & ACE/Server Services

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Enterprise Systems Consulting, Inc.

ACE/Server Prospective Client(s)

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ESC Architecture & Strategy Division



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## TABLE OF CONTENTS

<b>Scope</b>	<b>1</b>
<b>RSA Ace/Server</b>	<b>1</b>
RSA ACE/Server 5.0 Features	1
RSA ACE/Server 5.0 Advanced License Features	2
<b>RSA ACE/Server Maintenance</b>	<b>2</b>
<b>ESC Design/ Installation Services</b>	<b>2</b>
<b>ESC Training Services</b>	<b>2</b>
<b>ESC Token Deployment: SecurID Passport</b>	<b>3</b>
ESC's SecurID Delivery/Fulfillment Program	3
<i>SecurID Passport</i> Process Flow Overview	3
Name Space Requirements	5
User Names	5
Group and Site Names	5
User File Records	6
Token Settings	6
ACE / Server Dependencies	6



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## Scope

Scope of this document shall be to provide a comprehensive SecurID security solution that not only addresses the product needs of the effort, but also meets the defined criteria stipulated by Prospective Client for fulfillment.

- *The RSA ACE/Server License.*
- *SecurID Authenticators.*
- *RSA Maintenance*
- *Design/Installation Services*
- *Training Services*
- *Token Deployment: SecurID Passport*

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## RSA Ace/Server

### RSA ACE/Server 5.0 Features

- *Database replication*
- *Quick Admin Web help desk application*
- *Load balancing and database replication*
- *High availability hardware support*
- *Backwards Compatibility*
- *LDAP v3 import and synchronization*
- *Enhanced performance and scalability*
- *Improved uptime and reduced risk*
- *Disaster recovery*
- *Supports v5.0 and legacy RSA ACE/Agents*
- Simplified, lower cost of management
  - Centralized management through LDAP v3 support
  - Reduced admin costs with Quick Admin Web help desk application.
- Enhanced performance and scalability
  - Increased performance through database replication
  - 25% performance improvement with 1 Primary/Replica pair  
Peak performance = 50 authentications/second.



## **RSA ACE/Server 5.0 Advanced License Features**

- *Simplified, lower cost of management*
- *Reduced administration costs and improved performance with consolidated Realms*
- *Enhanced performance and scalability*
- *500% improvement with 1 Primary and 10 Replicas*
- *Improved uptime and reduced risk*
- *Improved disaster recovery options with multiple Replicas*
- *Centralized management and reduced network costs with database replication*
- *Network configuration flexibility*
- *Load balancing with up to 10 Replicas*
- *Peak performance = 250 authentications/second*
- *High Availability hardware system support*

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## **RSA ACE/Server Maintenance**

RSA SecurCare Extended: Includes Telephone support is provided for all supported releases. In addition, telephone technical support is extended to 24x7, seven (7) days per week, except designated holidays. For Clients serviced by our EMEA Technical Support Center in Bracknell, UK, telephone technical support is available from 8:00am - 5:30pm, UK time, except designated holidays. For non-emergency calls, every effort is made to return-contact the Client within four (4) business hours. Maintenance releases and patches are available for the current major release (e.g., v3.3) and one maintenance release back (e.g., v3.2.2). Version upgrades are also available at no extra cost. Calls placed outside our live support hours (Monday-Friday, 3 a.m. to 9 p.m. Eastern time) will receive "best effort" to respond within one (1) hour, with a maximum four (4) hour response. Please note that continuing Engineering support is not available under this plan.

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## **ESC Design/ Installation Services**

To ensure that your critical systems meet the highest standards for protecting your IT assets, ESC Professional Services offers Application Security Design Assessment Service, a high-value service engagement. This includes, and is not limited to:

- On-site audit/analysis to meet the needs of the user upgrade.
- The installation/configuration of Primary and Replica(s) ACE/Servers.
- Configuration of Network Time Client on Primary and Replica(s) servers (assumes that access to the Network Time Server currently exists).
- Installations of the additional token records at the time of purchase.
- Setup of One ACE/Server Administrator.

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## **ESC Training Services**



A half-day lecture and hands on training for the ACE/Server Administration team. Lecture includes:

- Lecture includes complete overview of the ACE system and administrative procedures for server and database configuration.
- Hands on demonstration: Teaches Administrators how to install the Remote Administration Utility, add users to the system, assign tokens to users, and configure ACE clients.

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## ESC Token Deployment: SecurID Passport

### ESC's SecurID Delivery/Fulfillment Program

This section describes ACE / Administration details and pre-requisites for using ESC's *SecurID Passport*, including

- Process Flow Overview
- Name Space Requirements
- User File Layout
- Token Settings
- ACE/Server Dependencies

### *SecurID Passport* Process Flow Overview

The following tables highlight the steps in the ESC *SecurID Passport* process, and identify which steps are performed by the Client or by ESC, Inc.

#### **DATABASE CREATION**

#### **Client**

1. Gathers required user information, saves to our delimited flat file format.
2. Virus Checks
3. Runs our integrity check to validate format / content
4. Encrypts with agreed encryption mechanism.
5. Emails to ESC, Inc.



#### **TOKEN ACTIVATION**

##### **ESC, Inc.**

6. Decrypts the delimited flat file.
7. Imports file into ESC, Inc. format, runs integrity check and virus check.
8. Encrypts and sends to the ESC fulfillment group.

##### **ESC Fulfillment Group**

9. Receives file from ESC, Inc., and decrypts.
10. Converts file into their format. Generates token mailing labels.
11. Pre-assigns token serial number to UserId.
12. Encrypts and returns file to ESC, Inc.

##### **ESC, Inc.**

13. Decrypts file. Clears exceptions.

#### **MAILING USER LETTER**

##### **ESC, Inc.**

14. Customizes letter based on Client requirements.
15. Extracts letter ship-to from database.
16. Prints letters and envelopes.
17. Mails letter, instructions, and temporary PIN directly to end-users.

Note: Stationary/Postage shall be the responsibility of the customer

#### **ACE ADMINISTRATION**

##### **ESC, Inc.**

18. Receives user record with token serial number from ESC fulfillment group. Adds a random pin number to the user file.
19. Encrypts and mails two separate files to Client ACE administrator.
  - Seed file (seed record)
  - User file (token serial number and random pin)

##### **Client ACE Administrator**

20. Decrypts file.
21. Uses RSA Security, Inc. Import Utility to upload preformatted information into RSA ACE/Server and activate the tokens.
22. Customize token settings as needed in RSA ACE/Server.



#### **TOKEN DELIVERY**

#### **ESC, Inc.**

23. Informs ESC fulfillment group to ship tokens.

#### **ESC Fulfillment Group**

- 24. Mails tokens directly to each end user in database.
- 25. Allows use of FedEx, UPS, or Client's preferred shipping company.
- 26. Manage all customs, import, and freight consolidation.

#### **END USER LOGON**

#### **Client End User**

27. Together with token and the letter with the temporary PIN, can now log on.

## **Name Space Requirements**

RSA ACE / Server offers the ability to define a user hierarchy that includes Sites, Groups, and Users. These are the naming convention pre-requisites for RSA SecurID Passport to operate.

### **User Names**

To correctly authenticate users, you need unique LoginIDs for each individual.

### **Group and Site Names**

For RSA ACE / Server version 3.3 and 3.3.1:

- You must use unique group names across all sites.
- If you have the same group names in multiple sites, you will need to manually change group names or user / group memberships.

These restrictions for group and site names do not apply for later releases of RSA ACE / Server, where an updated API enables more granular naming conventions for applications that use it.



## User File Records

RSA SecurID Passport requires that you export user information from an existing database (for example, a Human Resources database or your existing RSA ACE/Server database) to a delimited flat file. Each User File is restricted to one type of token, one method of shipment and one ship date.

The User File contains the following information. Refer to the *Administrator's Guide* for details.

- *First Name*
- *Last Name*
- *LoginID*
- *Shell*
- *Group*
- *Token Street Address1*
- *Token Street Address2*
- *Token Address City*
- *Token Address State*
- *Token Address Country*
- *Token Address Postal Code*
- *Token Mail Stop*
- *Phone Number*
- *Letter Street Address1*
- *Letter Street Address 2*
- *Letter Address City*
- *Letter Address State*
- *Letter Address Country*
- *Letter Address Postal Code*
- *Letter Mail Stop*
- *PIN (inserted and left blank)*
- *Admin Action*
- *Old Token Serial Number*
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*The maximum file size is currently 10,000 records.*

## Token Settings

Default token settings for RSA SecurID Passport are:

- Fob or token – standard or custom configuration
- Enabled and in new pin mode with 4-digit temporary PIN

With these settings, if token is intercepted during shipment it cannot be used by anyone other than the defined user.

## ACE / Server Dependencies

RSA SecurID Passport can be used with RSA ACE / Server version 3.x and later. The import utilities are supported on these operating systems:

- Windows NT, Service Pack 4 and 5
- Sun Solaris 2.6 and 2.7
- HP / UX 10.20 and 11.0
- IBM AIX 4.3