

RSA FAQ

What are the components of an RSA deployment?

- Your RSA deployment will consist of the following:
 - SecurID Access Enterprise Perpetual License – This will be your software and will include the number of user licenses that you have tied to your account.
 - SecurID Access Enterprise Enhanced Maintenance – This will dictate how many months of maintenance your user licenses will be under support for.
 - US Citizen On Soil Support – This ensures if you ever need to submit a ticket or reach out to an RSA Technical Representative, you will be provided a representative who is based on US soil.
 - SID700 Tokens – These are your physical hard tokens that will provide you with the multi-factor authentication.

What is a license?

- The RSA Authentication Manager license shows the maximum number of users that can have tokens assigned. Despite the limit value for a license, there can be millions of users in the database and millions of token seeds imported. The actual value increases by one when one or more authenticators are assigned to a user.

What is a maintenance?

- A maintenance is tied to the RSA Authentication Manager license and will dictate how long the user license will be under support for. Enhanced Support is designed to meet the support needs of customers with business-critical systems.

What are SID700 tokens?

- The SID700 hardware device is a smaller key fob model that connects easily to any key ring and is very convenient for the end user. Hardware token adds an extra layer of security when you sign into your company accounts. It is safer than using only a password. Your token provides two-factor authentication, where you enter a PIN (something you know) plus a token code (something you have). Every 60 seconds it displays a new code generated by the RSA SecurID AES algorithm.

Can you extend SID700 tokens with a fixed life span?

- Once your hardware tokens have expired, you will need to replace them as soon as possible. The token itself may generate codes, but the RSA server will reject anything past the expiration date.

For Existing RSA customers looking to add users to their current deployment, please provide your RSA license number. Maintenance for new users must co-term with existing user period of performance dates.

- Example: If your current maintenance is set to expire 6/30/23 and you wanted to add 50 user licenses to your current account, the period of performance date would need to co-term to 6/30/23.
- Those 50 user licenses would need have a maintenance of 7 months because the POP date would be in this case, 12/1/22-6/30/23.

If you need help finding your RSA license number, please see the finding license guide PDF.