

RSA Download Central Website FAQs

How do I contact RSA for additional support and/or replacement of my token record media?

RSA Customer support contact information is available at:

<https://www.rsa.com/support>

To maintain the security of your RSA SecurID purchase, RSA Customer Support will ask you to provide specific information to help ensure that your request is handled with the required level of confidentiality if you call for assistance. RSA needs to confirm that the support request is valid and that any assistance or information the representative provides goes to the authorized customer. For example, if you call RSA Customer Support, RSA will confirm the request and re-initiate contact back to the authorized contact based on the information already available to RSA. Once you are confirmed as the authorized customer contact for RSA SecurID and the information you requested is verified, the Support representative can investigate your issue. These procedures are necessary to help maintain the security and integrity of your RSA SecurID investment.

What are the pre-requisites to use the RSA Download Central website?

You access the RSA Download Central website via the following URL:

<https://dlc.rsasecurity.com>

To use the website, the following browser settings are required:

1. Your web browser must have **the pop-up blocker disabled** or temporarily disabled for the above URL. If this is not true, the site will notify you that you must change the setting for

- your pop-up blocker to allow pop-ups to occur. You will not be allowed to proceed into the site until this is done.
2. Your web browser must have **javascript enabled**. If this is not true, the site will notify you that you must enable javascript. You will not be allowed to proceed into the site until this is done.
 3. For Internet Explorer 9 or higher, **you must not have file downloads disabled**. The RSA Download Central website must be allowed to download the file that includes the decryption code for your RSA SecurID token record media. Please make sure that you have file downloads enabled, or, use a different browser to access the website.

The RSA Download Central website is telling me that I must disable my pop-up blocker before proceeding, what do I do?

The RSA Download Central site requires the web browser's pop-up blocker to be disabled. Change your browser setting to enable pop-ups for the site and then continue your session or restart your browser.

The RSA Download Central website is telling me that I must have javascript enabled before proceeding, what do I do?

The RSA Download Central site requires javascript to be enabled to properly process the input of the token pack identifier and confirmation code provided to you on the RSA Token Record CD label. Change your browser setting to enable javascript and then continue your session or restart your browser.

The RSA Download Central website is telling me that the decryption code I am trying to access has already been downloaded, what do I do?

Contact RSA Customer Support for assistance.

The RSA Download Central website is telling me that I am trying to enter an incorrect or invalid Token Pack Identifier (TPI), what do I do?

Check to make sure that you are entering the correct TPI and Confirmation Code provided on the yellow scratch-off label or the Token Records CD label (depending on what you received). You can also receive this error if the decryption code for the token pack identifier has already been downloaded. If you are sure you are entering the information correctly and the site continues to display an invalid message, contact RSA Customer Support for assistance.

The RSA Download Central website is telling me that I have been temporarily or permanently locked out from accessing the site, what do I do?

Temporary lockouts are activated when you enter an invalid Token Pack Identifier and/or Confirmation code more than three consecutive times. Wait 30 minutes and the temporary lockout will expire and you can try again. Permanent lockouts occur after seven failed attempts. You must contact RSA Customer Support to resolve a permanent lockout.

What is the decryption code that is downloaded from the RSA Download Central website used for?

As delivered to customers, the token record file on the RSA SecurID Token Records CD is encrypted to ensure that only the authorized customer that purchased the token records will be able to use them. The RSA Download Central website provides authorized customers with the unique decryption code for the tokens that they purchased. For each batch of RSA SecurID tokens purchased, you need to retrieve the decryption code file from RSA Download Central. When you enter the appropriate information, Download Central allows you to download the decryption code file as a zipped file. You must protect the

file with a password, but you do not need to unzip it. When you run the RSA Decryption Utility from the Token Records CD, the Utility can automatically unzip the decryption code file.

Important: If you have multiple batches of RSA SecurID tokens, you receive separate Token Record CDs and RSA Download Central credentials (Token Pack Identifier and Confirmation Number) for each batch. If you process multiple batches of RSA SecurID tokens in one session on the RSA Download Central website, you receive one password-protected zip file with all of the decryption codes included for each batch you have entered. Refer to the Token Record Decryption Guide and the video (accessible through RSA Download Central) for more information on when and how to enter the required information into RSA Download Central.

Why is the zip file containing the decryption code for my token record media only available for download once?

The one-time download restriction ensures that only the authorized purchasing customer has access to the decryption code. Once the RSA Download Central site determines that you have downloaded the decryption code, you cannot access it again. If you lose track of the zip file or do not remember the password for the zip file, contact RSA Customer Support to request a new set of token record material.

RSA strongly recommends that you validate your browser settings and make sure that you can download a file through your browser before attempting to access your RSA SecurID token record decryption codes.

What should I do if I cannot decrypt my token record media using the information obtained from RSA Download Central?

If you experience problems, read the RSA SecurID Token Records Decryption Guide documentation available through the Download Central website. If you continue to experience problems, call RSA Customer Support. If you encounter a temporary lock out from the site, wait 30 minutes and try again.

If you are unable to decrypt the token record file using the decryption code you obtained from RSA Download Central, do the following:

1. Confirm that you entered the correct Token Pack Identifier and Confirmation Number for the token pack(s). Also check that you entered the correct import password that you obtained after running the RSA Decryption Utility and browsing to the zipped decryption code file.
2. Contact RSA Customer Support for further assistance and troubleshooting.

How does the use of RSA Download Central affect the way that I manage my RSA SecurID token records?

Because you can only download the decryption code for your token records once, RSA recommends that you do the following when your token order arrives:

1. Immediately go to the RSA Download Central website and obtain the decryption code(s) for your token records. Decrypt your token record file(s) using the downloaded decryption code file with the RSA Decryption Utility. This Utility provides a decrypted token records file and the import password file. Access your authentication server and import the decrypted token records into the server by browsing to the decrypted token record file and entering the import password.

2. Re-encrypt and archive your decrypted token record files using the best encryption practices of your choice. By doing this, you protect and control any copies of your RSA SecurID token records.
3. Continue to follow all recommended best practices for the safe handling and storage of token records. For example, store any copies of your token records in a secure offline location such as a safe or trusted third party archival service.

Why do I need to re-encrypt and archive token record files?

It is the customer's responsibility to plan for long-term archival and management of token records.

RSA strongly recommends that you decrypt token record media immediately upon delivery from RSA and then re-encrypt and archive using a method of your choice before storing the copies in a secure location (locked safe or trusted third party archival service). This gives you control over the security of the token records and provides a way for you to reimport the token records if necessary without the additional support of RSA and eliminates the need for you to request replacement token records.

RSA strongly recommends that all customers handle token record media in a highly secure manner. Requests for replacements of token record media will require additional levels of inspection and validation before being fulfilled. RSA believes that with increased customer awareness, requests for token record media replacement can be avoided, which helps to maintain the overall security of your company's investment in RSA SecurID products.

What should I do if I misplace my token record media?

It is the customer's responsibility to plan for long-term archival and management of token records.

Under certain circumstances, RSA will replace lost token record media. The process of handling token replacement requests is also being modified to continually strengthen the security of the overall process. Customers should take precautions to maintain control over their token record media and look to RSA for replacement media as a last resort. Customers calling for replacement token records should expect a series of questions from RSA Customer support that will assist RSA with vetting the identity of the caller. RSA needs to ensure that you are the authorized customer contact. In certain circumstances, it may be necessary to escalate the call to higher levels of RSA and customer management to validate that the support call is from an authorized customer contact before a representative can provide assistance.

Glossary of Terms

<i>RSA SecurID® Protected Delivery Program</i>	The procedures and policies which govern the manner in which RSA delivers encrypted RSA SecurID token records to its customers.
<i>RSA SecurID® Token Package</i>	A single shipment that includes RSA SecurID Tokens (for hardware orders) and the RSA SecurID Token Records CD. The package lists the web address of the RSA Download Central website. The Token Records CD lists the Token Pack Identifier and Confirmation Number.
<i>Seed (or token seed)</i>	Cryptographic data within a token record that defines the unique key used in the RSA SecurID one-time password algorithm.
<i>RSA SecurID® Token record</i>	The entry in RSA Authentication Manager or RSA SecurID Authentication Engine used to represent the RSA SecurID authenticator.

<i>RSA SecurID® Token record file</i>	An XML file that contains token records for a batch of RSA SecurID authenticators.
<i>RSA SecurID® Token record media</i>	Physical media (for example, a CD-ROM) shipped by RSA that contains one or more encrypted RSA SecurID token record files. It can also include the corresponding RSA SecurID hardware tokens.
<i>Token Pack Identifier</i>	A unique 16 character string that identifies the pack of RSA SecurID tokens for which a decryption code is being requested on the RSA Download Central website.
<i>RSA Decryption Code File</i>	An encrypted file obtained through a one-time process from RSA Download Central. The download process zips the file and you provide the password to unzip it. The Decryption Utility prompts you to enter the zip password to automatically unzip it and decrypt your token records.
<i>RSA Decryption Code</i>	A unique number contained in the RSA Decryption Code File that is used to decrypt RSA SecurID Token Records.
<i>RSA SecurID Token Record Decryption Utility</i>	An application provided on the Token Records CD that you run with the zipped Decryption Code file to decrypt the RSA SecurID token record files RSA sent you.