



FAQs

RSA SECURID® ACCESS

FREQUENTLY ASKED QUESTIONS

AUGUST 2017

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RSA SECURID ACCESS FREQUENTLY ASKED QUESTIONS:

PRODUCT OVERVIEW:

1. WHAT IS RSA SECURID ACCESS?

RSA SecurID® Access, the world's most widely deployed multi-factor authentication solution, helps to secure access in a world without boundaries. RSA SecurID Access provides convenient, secure access to on-premises, web, mobile and cloud applications, and eliminates access blind spots by giving you visibility into and control over access across your organization. Whether you want MFA as a service or implemented on-premises as a hybrid, RSA has the right solution for you including the widest range of authentication options to suit any user's preference or environment.

2. WHAT TYPES OF ORGANIZATIONS DOES RSA SECURID ACCESS TARGET?

- **Security-Driven Organizations:** These organizations have invested heavily in identity solutions and are primarily concerned with the threat landscape. They care about compliance, but it is not their number one driver; they care more about staying ahead of the security curve, and increasingly consider user convenience/flexibility in their buying decisions.
- **Compliance-Driven Organizations.** Compliance-driven organizations such as financial services and health care need solutions that are convenient for users but are secure enough to meet regulatory requirements.

3. WHO ARE THE BUYERS I SHOULD BE TARGETING?

CISO/CSO (Buyer): "I am losing visibility into and control over all of the access points in my organization – how can I be sure that only the right users are accessing the data and applications they need and that the wrong users can't get in?" This role is accountable for the overall information security of the organization. Their responsibilities include security policies and compliance, protection against cyberattacks, data protection, and endpoint and network security. Among their goals related to Identity are addressing the risks caused by Shadow IT and Islands of Identity by empowering the business to enact convenient access capabilities while also securely adopting SaaS applications, setting and executing a strategy for their organization's journey to the cloud, and increasing the secure use of mobile technology, all for employees, partners and customers.

IT Director/Manager (Buyer / User): This role is responsible for identity security program management. They define priorities, requirements, lobby for funding, roll out deployments, and oversee technical and business processes while also managing day-to-day operations. IT is striving to make advanced authentication convenient for its users by providing easy enrollment, fast provisioning and a favorable user experience by allowing them to securely use their preferred device (e.g. smartphone), from any location.

LOB / Convenience (Buyer): The Line of Business buyer (e.g. marketing, sales, HR) has subscribed to a SaaS application, Marketo, SFDC, AEM, etc., and because each solution maintains its users' identities, it is another source of identity information. This buyer cares about providing convenient access to their users in order to attain their business objectives and may (or may not) be aware of the need to do this securely.

4. WHAT ARE THE RSA SECURID ACCESS VALUE PROPOSITIONS?

With Rsa Securid Access, organizations can:

- Be sure that the users they let in to access applications and data are trusted, legitimate users, with identity assurance giving them the confidence to grow and innovate.
- Speed user access to applications with a convenient user experience, enabling the organization to get more done.
- Meet the diverse set of user access needs and environments with the flexible, seamless authentication options available – from hardware and software tokens, to biometrics to FIDO (Fast Identity Online) tokens.
- Minimize access risk by governing access using contextual, risk-based authentication evaluating in real-time the risk factors that are present.

5. WHAT ARE THE KEY CUSTOMER PAIN POINTS RSA SECURID ACCESS HELPS SOLVE?

- With 81%¹ of confirmed data breaches involving weak, default or stolen passwords, identity compromise is the most consequential attack vector organizations are facing today.
- Today's organizations need to allow employees, customers, partners, and others access to corporate applications and data and the number is growing dramatically.
- Users expect greater convenience, and will find ways around if security gets in their way.

6. WHAT ARE SOME DISCOVERY QUESTIONS I CAN USE?

1. Does your organization have a remote workforce? How do they access the corporate network?
2. Does your organization use cloud, SaaS applications? If so, how do you protect access to those applications? How do you manage the identities?
3. What about providing other users (partners, customers, etc.) access to your network, applications and data?
4. What do you protect? VPN, terminal server, Office365 etc.
5. How do you want to protect it?
6. How do you want to deploy it?

7. WHAT ARE SOME OBJECTIONS I MAY ENCOUNTER FROM CUSTOMERS AND WHAT IS THE BEST WAY TO ANSWER THEM?

- “RSA SecurID is just a token, right?” or “I already have RSA SecurID”

RSA has recently expanded our RSA SecurID brand to encompass ALL of our identity solutions across access and authentication, identity assurance, identity governance and identity lifecycle management. We pioneered this market, and have more than 30 years of experience and 25,000+ customers. While we grew up as “the token company,” we invented the software token and now offer much more, and by extending the RSA SecurID name to cover our entire portfolio of Identity offerings, we reinforce that Identity remains one of our strategic areas of innovation and investment.
- “RSA is too expensive and difficult to implement/maintain.”

It’s essential to make the right investment to defend against today’s most consequential attack vector: Identity. We know that “one size doesn’t fit all.” With a variety of ways to license our solutions, you can choose how to deploy the functionality in a way that fits your business and budget – today and as your needs change. The RSA SecurID Suite is business-driven and is designed to be deployed with a modular approach for fast time to value. We know that line of business adoption and use is your key to success. They need to make identity-related decisions on a day-to-day basis as they have the context to do so. RSA makes it easy for these users with extensive self-service capabilities. With over 25,000 identity customers, we know how to get you up and running on the solutions that you need.
- “I have X number of other Identity solutions.” Or “I already have a piece of this pie.”

The RSA SecurID Suite offers the most important capabilities to assure identities and access in today’s modern enterprise. We don’t require you to “rip and replace” what you’ve already deployed, but instead complement the solutions you already have. For example, the RSA SecurID Suite is designed to integrate with your existing Identity solutions, from Web Access Management and Single Sign-On tools to provisioning systems. RSA recommends that organizations make sure they have solutions for Governance, Lifecycle, Access and Authentication working together whether these pieces are all provided by RSA or other vendors. RSA offers maximum flexibility in how you buy, how you consume these pieces and whether it’s you prefer on premise or in the cloud deployment.

8. WHAT IS IDENTITY ASSURANCE?

RSA SecurID Access is an identity assurance solution. This means that at any license edition, RSA provides assurance to the organization that the user is who he/she says they are. With the Base edition, RSA assures

identity through the use of our time-tested RSA SecurID hardware and software tokens. For the Enterprise edition, we add additional, flexible convenient authentication methods such as mobile and biometric authentication. For the Premium edition, we add risk analytics and user context. We start with the premise not to require authentication unless the situation requires it, then authenticate transparently wherever possible, and then only interrupt the end user when it is absolutely required. RSA allows organizations to make access decisions based on multiple factors (including user role/attributes, application sensitivity, network, location, device and session characteristics). RSA uses context and risk intelligence to help organizations achieve both convenience and security simultaneously.

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9. WHAT ARE GREYLOCK AND MEGHA?

Greylock is the product release name of the RSA SecurID Access cloud component. Megha is the product release name of the RSA SecurID Access on-premises component.

10. WHAT WAS THE GREYLOCK AND MEGHA RELEASE DATE?

Greylock and Megha were both released in April 2017.

- Megha – April 12th, 2017
- Greylock – April 15th, 2017

11. WHEN WE SAY 'RELEASE' WHAT DOES THAT MEAN?

Both the releases will have general availability (GA) on their respective dates. Current customers with an existing maintenance contract will receive a RSA Link note notifying them of the release and ways to take advantage of it. Existing RSA SecurID Access customers who have a valid current maintenance contract in place, will be able to take full advantage of the releases based on their use cases.

12. WHAT ARE THE KEY CAPABILITIES (NEW) OF THE RELEASES?

The **key capabilities** of the releases are:

1. Pure Cloud Identity Assurance-as-a-Service:

The RSA SecurID Access Identity Assurance-as-a-Service applies risk-based analytics and context-aware insights to enable smarter access decisions in real-time. By analyzing approximately 65 data points about the users, their activity and environment, and applications, organizations are provided identity intelligence to minimize risk and seamlessly improve security.

2. Advanced Mobile Authentication Migration Made Easy:

Existing RSA Authentication Manager customers are able to easily migrate their users to advanced mobile authentication options and allow them to use a single authenticator to access both on-premises and cloud applications on all the major mobile platforms.

3. Single API Makes Interoperability Simple:

Universal REST API support provides RSA Ready partners a convenient, single way to make both their on-premises and cloud applications interoperable with RSA SecurID Access.

4. Supports Existing SSO Installations:

API support for third-party SSO providers allows organizations to use RSA SecurID Access with their existing SSO platform.

13. WILL WE BE SHIPPING NEW DELL HARDWARE APPLIANCES FOR AM 8.2?

The new DELL hardware appliances have been certified as part of the AM 8.2.1 (Megha) release. We will NOT be shipping the new DELL appliances until we run out of the current Intel appliances. Once we have depleted the Intel appliances inventory only then we will start shipping the new DELL appliances. The new DELL appliances are estimated to ship around end of May beginning of June of 2017. Once we are ready to ship the new DELL appliances a RSA Link note will go out then. The date for that will be communicated closer to the note going out.

Additionally, there will be NO price changes for the new DELL appliances.

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14. WHAT IS ELBERT?

Elbert is the product release name of RSA SecurID Access cloud component schedule to be GA on Aug 19th.

15. WHAT ARE THE KEY CAPABILITIES (NEW) OF THE RELEASES?

The **key capabilities** of the releases are:

- Customers using MS Office365 and/or leveraging Microsoft Azure AD can now use RSA's cloud authentication service for multi-factor authentication and risk-based identity assurance.
- Enhanced security: Every user has their own fingerprint and eyeprint. Biometrics can't be stolen, copied or forgotten. They're always with the user.
- Frictionless security: By enabling users to quickly touch or blink into the mobile device, authentication is fast and easy.
- The identity router (IDR) is easy to set up because it deploys as a standard web application without the need for custom network configurations.

16. THE TRAINING COLLATERAL POINTS OUT THAT SOME OF THE FEATURES OF THE ELBERT RELEASE (AZURE AD INTEGRATION) ARE PREVIEW MODE ONLY, WHAT DOES THAT MEAN?

PREVIEW MODE features will NOT be available at GA. Preview mode features are in the release but due to business restrictions cannot be communicated to the customer base. Teams are being trained on these features now, but asked NOT communicate to customers yet. Once the

business restrictions are cleared, it will be communicated and ONLY then customers can be made aware.

17. IS SMS (TEXT MESSAGE OTP) AVAILABLE VIA CLOUD AUTHENTICATION SERVICE IN ELBERT?

The SMS feature of the Elbert release will NOT be available at GA. Once it is available, it will be communicated.

**PRICING AND PACKAGING
APR 2017**

18. IS EYEVERIFY NOW A PART OF THE STANDALONE MOBILE MFA OFFERING? IF YES, ARE THERE ANY PRICE INCREASES?

EyeVerify is now included in the standalone mobile optimized MFA offering. The mobile optimized MFA pricing that was released earlier in the year does not change nor does the SKU.

1. Current RSA SecurID Access Enterprise and Premium customers who already have mobile optimized MFA will be able to get EyeVerify at no additional charge.
2. New customers, when they order MFA, EyeVerify will be included.

19. WHAT IS 'PAY IT FORWARD' AND HOW DOES IT WORK?

Customers now have an option to pay up front for subscription editions of RSA SecurID Access.

1. This is for customers who might have capital expenditure available and want to pay for the subscription licenses up front.
2. Customers will be able to pay for up to 60 months in advance.
 - a. If they do pay up front and at some point decide to cancel their subscription, RSA will not refund the difference.
 - b. We continue to offer monthly, quarterly, and year billing options.
 - c. At the time of renewal after the original months that the customer paid for, they will have the ability to renew based on the quantity they own (with the option to either pay up front again or convert to a 'regular' subscription model).
3. This pay it forward/advance option is available now in MyQuotes and sales can include it on their quotes.

20. HOW IS RSA SECURID ACCESS PACKAGED?

RSA SecurID Access has three license options: Base Edition, Enterprise Edition, and Premium Editions. Each package has various options in terms of what is included according to this chart:

CHOOSE YOUR EDITION BASE ON THREE SIMPLE QUESTIONS

	Base	Enterprise	Premium
1. What do you want to protect?	Platform 2.0 VPN & traditional on-prem agents	Platform 2.0 VPN & traditional on-prem agents Platform 3.0 SaaS & web "SSO agent"	Platform 2.0 VPN & traditional on-prem agents Platform 3.0 SaaS & web "SSO agent"
2. How do you want to protect it?	RSA SecurID Tokens Hardware or Software	RSA SecurID Tokens Hardware or Software Mobile MFA OTP, push, biometrics, FIDO, etc.	RSA SecurID Tokens Hardware or Software Mobile MFA OTP, push, biometrics, FIDO, etc. Risk-Based Analytics Context, risk & adv. auth policies
3. How do you want to consume it?	Perpetual or Subscription On-Prem	Perpetual or Subscription Hybrid or All Cloud*	Subscription Only Hybrid or All Cloud*

*Hybrid development required to use RSA SecurID tokens, traditional RSA SecurID agents, and/or SSO agent

21. HOW IS RSA SECURID ACCESS PRICED?

RSA SecurID Access Base and Enterprise editions can be consumed with either a perpetual or subscription pricing options to provide maximum convenience to the customer. The Premium edition is subscription only.

22. WHY IS RSA OFFERING SUBSCRIPTION PRICING NOW? RSA HAS ALWAYS OFFERED PERPETUAL PRICING WHEN IT CAME TO SECURID.

RSA realizes that customer and market requirements have changed over time. To stay current and offer our customers several options to make it easy to consume RSA SecurID Access, we are introducing subscription pricing. Note that perpetual pricing will continue to be available.

23. IS THERE A PRICE ADVANTAGE FOR PERPETUAL PAYMENT OPTION AS THE CUSTOMER WOULD PAY UPFRONT COMPARED TO PAYING OVER-TIME WITH SUBSCRIPTION?

No, there is no price advantage.

24. WHAT WOULD A CONFIGURATION LOOK LIKE – 100 USERS, BASE & ENTERPRISE, PERPETUAL & SUBSCRIPTION?

- 100 Users: Base:
 - Perpetual Option:
 1. 100 User Base Licenses – Perpetual
 2. 100 User Base Maintenance – 12 months – Perpetual
 3. 100 tokens – Hardware or Software (No MFA option available to Base customers)

- 100 Users: Base
Subscription Option:
 1. 100 User Licenses – Subscription, term based on customer requirement
 2. 100 Tokens – SW subscription or SW/HW tokens based on predefined life (2,3,4,5 or 10 years)
- 100 Users: Enterprise with MFA option:
Perpetual Option:
 1. 100 User Enterprise Licenses – Perpetual
 2. 100 User Enterprise Maintenance – 12 months – Perpetual
 3. 100 MFA licenses – Subscription, term based on customer requirement
- 100 Users: Enterprise with MFA option:
Subscription Option:
 1. 100 User Licenses – Subscription, term based on customer requirement
 2. 100 MFA licenses – Subscription, term based on customer requirement

25. MY CUSTOMER JUST RENEWED THEIR TOKEN LICENSES TWO MONTHS AGO. THEY NOW WANT TO EXPAND WITH 25 MFA LICENSES. HOW CAN I MAKE BOTH LICENSES END ON THE SAME DATE? (CO-TERMINUS)

The customer has to be on an Enterprise or Premium license to be able to purchase MFA. When they purchase the MFA license they can buy the number of months that aligns with their original token expiration. This way the new MFA license and the tokens that were renewed couple months ago, will all expire at the same time.

26. MY CUSTOMER HAS 500 HW TOKENS. THEY ONLY WANT TO RENEW 400, AND PURCHASE 100 MFA LICENSES. CAN THEY DO THIS? HOW?

The customer has to be on an Enterprise or Premium license to be able to purchase MFA. They will do the following:

1. Renew 400 HW tokens at 1,2,3,4,5 years predetermined life
2. Purchase 100 MFA licenses for the term they like

27. DO WE HAVE NEW SKUS FOR THE NEW OFFERINGS?

Yes, we have new SKUs that are in the RSA January price book as well as MyQuotes. The following offerings have new SKUs:

- MFA offering – Subscription
- RSA SecurID Access Premium Edition – Subscription (new pricing)
- RSA SecurID Access Base Edition – Subscription
- RSA SecurID Access Enterprise Edition – Subscription
- Software Tokens – Subscription

Can a current perpetual customer purchase subscription licenses to increase their user count?

No, a current perpetual customer cannot purchase subscription licenses.

28. CAN A CUSTOMER PURCHASE SUBSCRIPTION USER LICENSE AND HARDWARE TOKENS?

Yes, they can. If there is a subscription line item on the quote with a perpetual line item (for example, subscription license with hardware tokens) then a stipulated subscription renewal rate should be included on the quote as well.

29. CAN A CUSTOMER PURCHASE SUBSCRIPTION SOFTWARE TOKENS FOR AM 8.1?

Yes, they can.

30. WHAT BILLING/INVOICING METHODS DOES RSA OFFER?

On subscription we offer monthly, quarterly and yearly billing/invoicing.

31. IS PREMIUM “ADD-ON” STILL AVAILABLE?

Yes, RSA SecurID Access Premium “Add-On” is available to RSA SecurID Access Enterprise customers only.

32. CAN A CUSTOMER PURCHASE ADDITIONAL RSA SECURID ACCESS ENTERPRISE EDITION LICENSE (PERPETUAL) AND MFA STANDALONE TOGETHER?

Yes, both of them can be on the same quote. If MFA is on the quote, then a stipulated renewal rate will be on the quote as well.

33. WHAT IF A CUSTOMER PURCHASES A SUBSCRIPTION TERM OF 1 YEAR FOR EXAMPLE 100 USERS BUT THEN IN 6 MONTHS WANTS TO CANCEL, DO WE REFUND THE 6 MONTHS?

No, the subscription term that has been bought, the customer is responsible for it. At the time of renewal, the customer can decrease their user count if that is what they are looking to do.

34. FOR SUBSCRIPTION SOFTWARE TOKENS, DOES THE CUSTOMER RECEIVE NEW SEED RECORDS WHEN RENEWING SUBSCRIPTION SOFTWARE TOKENS?

No, it is a license renewal. No new seed records or provisioning is required.

35. HOW WILL WE AWARD SPECIAL DISCOUNTS? CAN THEY USE THE SUBSCRIPTION MODEL AND DEAL REGISTRATION DISCOUNTS?

Deal registrations still work for net new subscription models. Deal registration for net new traditionally includes license and maintenance and net new subscription model also contains license and maintenance.

36. IF A CUSTOMER DOES NOT PAY ON TIME WHAT WILL HAPPEN? IS HE BEING DISCONNECTED? HOW DOES IT WORK?

No, the customer does not get disconnected. We believe that our customers are generally on top of things and will pay if they are using the product. The language of the agreement allows them to use the product for the time they have paid for it. Otherwise they would be in breach of contract.

37. IS THERE A BUFFER TIME FROM THE RENEWAL POINT? FOR EXAMPLE, SUBSCRIPTION ENDS 30TH OF JANUARY BUT THE PO HAS NOT BEEN PROCESSED YET, WILL WE ALLOW THEM TO KEEP ON USING THE PROGRAM?

Yes. There is no real hard stop, though we don't advertise it. It will be up to the sales rep/maintenance rep to call upon opportunities in SFDC during time of renewal.

38. IS PROFESSIONAL SERVICES ALWAYS NEEDED? CAN RSA PARTNERS DO THIS DEPLOYMENT?

Professional services is highly recommended. Involve local SE to scope out the opportunity, complete the opportunity qualifier and then proceed. We highly recommend PS with purchase of MFA, SSO and RSA SecurID Access Premium. If the partner has been trained and has had experience with it, it should be fine, however the starting point should be with an RSA SE.

39. MIX AND MATCH POSSIBLE? PERPETUAL LICENSE BUT SUBSCRIPTION TOKENS?

Yes, subscription tokens are independent of the license type. Whenever this are perpetual and subscription line items on the same quote, then a stipulated subscription renewal rate is required on the quote.

40. WHO WILL BE RESPONSIBLE FOR THE RENEWALS AND HOW ARE WE GOING TO TRACK THIS? MAKING OPPS OURSELVES?

The Partner will be responsible for the renewal. RSA would be responsible for providing the Partner with the renewal information, just like token & maintenance renewals that go thru the Channel.

41. PRICING AND DISCOUNTS, CAN WE USE THE STANDARD DISCOUNTS? HOW WILL THIS WORK WITH SCP PARTNERS, SINCE WITH SUBSCRIPTION THE MAINTENANCE IS INCLUDED?

Follow normal discount process.

42. HOW WILL THE SCP PARTNERS BE ABLE TO SUPPORT THE CUSTOMER? OR ARE WE TAKING OVER SINCE THERE IS NO ACTUAL MAINTENANCE CONTRACT?

As with any solution, SCP Partners must be trained. Once trained they will have the ability to provide support.



43. IS SSO CLOUD AGENT REQUIRED UNDER THE ENTERPRISE EDITION, AND UPGRADE TO ENTERPRISE EDITION OF PERPETUAL SERVER LICENSE?

The SSO Cloud agent is an additional benefit that current and new Enterprise customers can leverage at no additional charge. The minimum requirement is that the enterprise customer have 100 user licenses or more. SSO agent can be requested regardless of perpetual or subscription license.

44. DOES PREMIUM EDITION INCLUDE SSO AGENT UNDER PREMIUM EDITION OF PERPETUAL SERVER LICENSE?

Yes, SSO Cloud agent comes with Premium Edition. No need to request separately. Please note: Premium edition is subscription ONLY.