SAS Agent for Outlook Web App

CUSTOMER RELEASE NOTES

Version: 1.08

Build: 1.08.579

Issue Date: 17 November 2015

Document Part Number: 007-012888-001, Rev. F

Contents

Product Description

The SAS Agent for Outlook Web App (OWA) is designed to help Microsoft enterprise customers ensure that their Outlook Web App email accounts can be accessed only by authorized users, whether working remotely or inside a firewall. It delivers a simplified and consistent user login experience and helps organizations comply with regulatory requirements. The use of two-factor authentication instead of traditional static passwords to access Outlook Web App is a necessary step for information security.

> **NOTE:** With the release of Exchange Server 2010, Microsoft changed the name of Outlook Web Access to Outlook Web App. Gemalto is aligning with this convention and has renamed the SAS Agent "SAS Agent for Outlook Web App".

Release Description

SAS Agent for Outlook Web App build 1.08 introduces new features, resolves several issues, and enhances security.

New Features and Enhancements

Security Enhancements

Several security issues have been resolved, including hardening of the directory permissions level.

Additional Browser Support

Safari and Microsoft Edge have been added to the list of supported browsers.

> **NOTE:** Microsoft Edge is not supported in Mobile Devices.

Advisory Notes

Upgrade Limitation

Automatic upgrade from earlier versions of SAS Agent for OWA to version 1.08 is not supported. Instead, the configuration from the older version must be saved, and then imported into the new installation.

For more information, see "Installing SAS Agent for OWA 1.08 Using Configuration from Previous Version**",** on page 6**.**

Microsoft Exchange Server 2013 Limitations

- Following logout, the user is always removed from the **User ID** field on both private and public computers.
- Changes to the public/private configuration in Microsoft Exchange Server have no effect on the SAS for OWA Agent Logon window.

Mobile Devices

SAS Agent for OWA 1.08 operates correctly on mobile devices, but the user interface is not optimized for mobile displays.

Resolved and Known Issues

Resolved Issues

Issue	Synopsis
SASIL-1959	SAS Agent for OWA resolves security issues regarding access to installation subdirectories.
SASIL-1911	The OWA page on Exchange 2013 now loads correctly on all supported Internet Explorer versions (Internet Explorer 9, 10, 11)
SASIL-1795	SAS Agent for OWA now supports multifactor authentication for users in a selected subset of trusted domains. This is supported only in Exchange 2013.
SASIL-1787	SMS authentication now works correctly when working with Exchange 2013.
SASIL-1764	When using split authentication, following initial logon, when prompting for the OTP, the cursor is now located correctly in the OTP field.
SASIL-1561	When logging on with an iOS device, after logging out and repeating the login, the OTP is requested correctly.
SASIL-1406	Messages regarding the applicability of data rates have been localized.
SASIL-1393	GrID authentication now works correctly. Previously it had failed to work following two failed login attempts.
SASIL-1357	OWA authentication now works correctly with load balancers using SSL offloading.
SASIL-1315	When logging in on a smartphone Webmail login screen, the OTP is now requested correctly.
SASIL-1123	When using split-mode authentication, the user is now directed to the desired mailbox.
SASIL-820	Passwords with special characters now work correctly. The following characters are supported: **! @ # $ % ^ & * ( ) _ +**
SASIL-137	SAS Agent for OWA now works correctly with shared mailboxes.

Known Issues

Issue	Synopsis
SASIL-1936	**Summary:** When using SAS Agent for OWA with Exchange 2013, FreeBSD 10.1 and Apache/2.4.12 mod_proxy, if working in split authentication mode, and publishing externally, OWA login does not work. **Workaround:** None
SASIL-1690	**Summary:** The OWA pages do not display correctly on mobile devices. **Workaround:** SAS Agent for OWA 1.08 operates correctly on mobile devices, but the user interface is not optimized for mobile screens. We recommend using a PC or Laptop.
SASIL-805	**Summary**: Active Sync mobile devices cannot be added when the SAS OWA Agent is enabled. The message "can't connect to the server" is displayed. **Workaround:** Disable the SAS OWA Agent. The device now contacts the server without issue and synchronizes correctly. Enable the agent; the device now proceeds to operate correctly.
SASIL-854	**Summary:** The repair option in the **Windows Control Panel Add\Remove Programs** fails if it is not run as an administrator, even though the user is logged on as a Domain Administrator. **Workaround:** Run Add\Remove Programs as an administrator.

Compatibility and Upgrade Information

System Requirements

Network	TCP 443
Supported Architecture	64-bit
Supported Web Servers	• IIS 7.0 • IIS 7.5 • IIS 8.0
Supported Exchange Server Versions	• Microsoft Exchange Server 2007 • Microsoft Exchange Server 2010 • Microsoft Exchange Server 2013
Additional Software Requirements	• .Net 3.5 or later
Supported Web Browsers	• Internet Explorer 9, 10, 11 • Microsoft Edge (not supported on mobile devices) • Firefox 3 and later • Chrome • Safari
Additional Web Browser Requirements	• Cookies must be enabled • JavaScript must be enabled • ActiveX must be enabled
Supported Authentication Methods	All tokens and authentication methods supported by SafeNet Authentication Service

SafeNet Authentication Service (SAS)

SAS Agent for OWA 1.08 supports the following SAS releases:

• SafeNet Authentication Service Cloud Edition
• SafeNet Authentication Service PCE 3.3.2/3.4

Transfer of Configuration Settings from Earlier Versions (Import/Export)

Automatic upgrade from earlier versions of SAS Agent for OWA is no longer supported. This is a one-time limitation for this release, related to security enhancements that prevent access by unprivileged users through hardening of the file system.

The new procedure requires export of the configuration from the previously installed versions followed by import of the configuration into the newly installed SAS Agent for OWA 1.08.

> 🖉 **NOTE:** Always work in **Run as administrator** mode when installing, uninstalling, enabling, or disabling the SAS Agent for OWA.

SAS Agent for OWA 1.08 supports import of configurations from SAS Agent for OWA 1.06.

Installing SAS Agent for OWA 1.08 Using Configuration from Previous Version

To install to SAS Agent for OWA 1.08:

1. In the previously installed SAS Agent for OWA, export the configurations as follows:

    a. In the **SafeNet Microsoft Exchange OWA Manager** window, select **File>Export Current Configuration**.
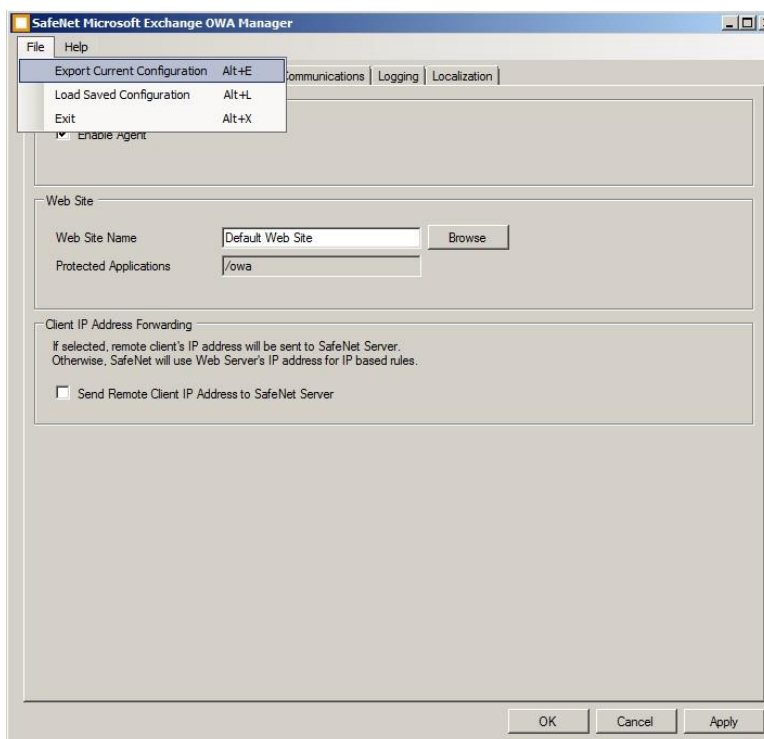
    b. In the **Save As** window, click **Save** to save the configuration file.

2. Localization settings are not transferred to SAS Agent for OWA 1.08 during the export/import process. To avoid the necessity of re-editing the text manually, navigate to **\Program Files\SafeNet\SAS\Exchange\LocalizedMessages**, copy the **messages.txt** file and save it for use later**.**

3. Uninstall the previously installed SAS Agent for OWA.

4. Manually delete the SafeNet Exchange folder (located at Program Files>SafeNet).

5. To install the new SAS Agent for OWA 1.08, run the installation file SafeNet Agent for Exchange x64.exe as an administrator.

6. In the newly installed SAS Agent for OWA 1.08, load the saved settings as follows:

7. In the **SafeNet Microsoft Exchange OWA Manager** window, select **File>Load Saved Configuration**.
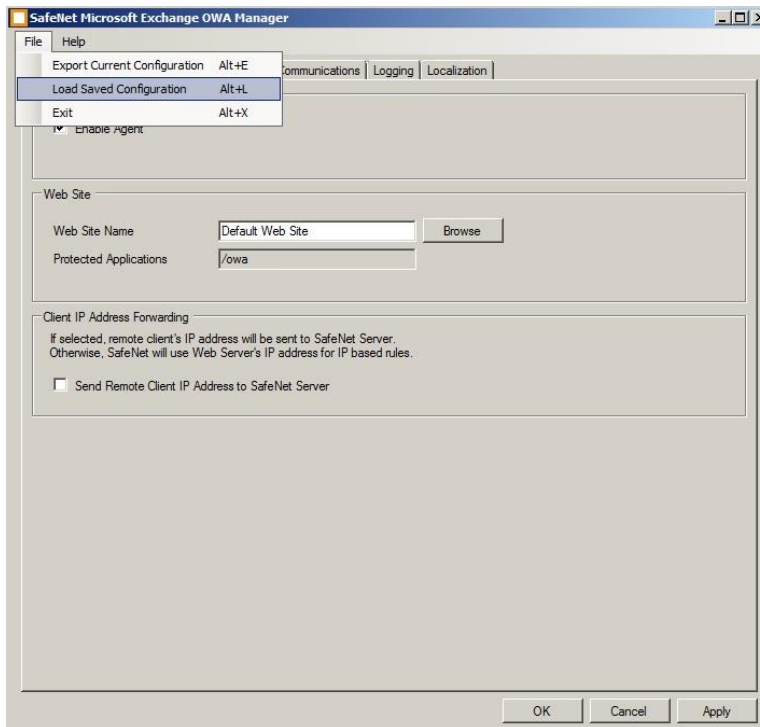
c. In the **Open** window, select the saved configuration file (.bsidconfig) and click **Open**.

8. To import the localization settings saved previously, in step **2,** replace the **messages.txt** file at **Program Files\SafeNet\SAS\Exchange\LocalizedMessages** with the **messages.txt** file saved from the previous installation.

9. Enable **SAS Agent for OWA** in the **SAS Management Console**.

📝 **NOTES:**

- After installing SAS Agent for OWA 1.08, the SSL server certificate check is disabled by default.

  To change the setting go to **SafeNet Microsoft Exchange OWA Manager>Communications Tab>Authentication Server Settings**, and unselect **Disable SSL server certificate check.**

- After installing SAS Agent for OWA 1.08, the split Authentication Mode is selected by default.
  To change the setting, go to **SafeNet Microsoft Exchange OWA Manager>Authentication Methods** and select **Standard Authentication Mode.**

  See *SAS Agent for OWA Configuration Guide* for more details.

Product Documentation

The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Outlook Web App Configuration Guide

We have attempted to make these documents complete, accurate, and useful, but we cannot guarantee them to be perfect. When we discover errors or omissions, or they are brought to our attention, we endeavor to correct them in succeeding releases of the product.

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or Gemalto Customer Support. Gemalto Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Contact Method	Contact Information	
Address	Gemalto, Inc. 4690 Millennium Drive Belcamp, Maryland 21017, USA	
Phone	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the Gemalto Knowledge Base.	