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SAS Agent for Outlook Web Access

CUSTOMER RELEASE NOTES

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Product Description

The SAS Agent for Outlook Web Access (OWA) is designed to help Microsoft enterprise customers ensure that web-based resources 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 Access is a necessary step for information security.

Release Description

SAS Agent for Outlook Web Access build 1.06.27725 is a maintenance release, fixing several defects.

New Features and Enhancements

Option to Disable SSL Security Check

The SSL certificate error check is enabled by default. There is an option to disable the SSL server certificate error check. This supports backward compatibility for customers using the on-premises deployment of SAS, within a well-controlled network where self-signed certificates are used and cannot be properly validated by the OWA Agent.



NOTE: We strongly recommend the use of SSL Certificates.

This feature is configured on the **Communications** tab of the SafeNet Microsoft Exchange (OWA) Manger.

Option to Select TLS

System administrators can now configure the agent communication to use TLS. When the TLS option is selected the agent forces a secured TLS based channel for processing authentication requests to SAS. This is required as a consequence of the reported POODLE vulnerability in SSL.

For more details see: <https://web.nvd.nist.gov/view/vuln/detail?vulnId=CVE-2014-3566>

This feature is configured on the **Communications** tab of the SafeNet Microsoft Exchange (OWA) Manger.

Advisory Notes

Upgrade Limitation

Upgrade from SAS Agent for OWA version 1.05 to version 1.06 is not supported. Uninstall the installed agent and install SAS Agent for OWA 1.06

For more information see “Upgrading”, on page 4.

Import Configuration Limitation

- Import configuration from previous versions of SAS Agent for OWA is not supported

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.

Resolved and Known Issues

Resolved Issues

Issue	Synopsis
SASIL-993 SASIL-1061	In Outlook, it is now possible to delete items, and to move items from one folder to another. The following error message is no longer displayed in the Event Viewer: "Outlook Web App couldn't connect Exchange Web Services due to a configuration error."

Known Issues

Issue	Synopsis
SASIL-432 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 syncs correctly. Enable the agent; the device now proceeds to operate correctly.
SASIL-545	Summary: When the SAS Agent for OWA is enabled, the Exchange Control Panel (ECP) requests two-factor authentication when logging on. Workaround 1: Create a group in the Domain Controller (the one OWA is using) and add all users who are not required to authenticate with OTP. Then, using the agent management interface, add this group to the list of groups that do not require OTP when logging on. Workaround 2: Add the IP address to the exception list in the agent management interface. OWA access from that IP address will no longer require OTP.
SASIL-831	Summary: When upgrading SAS Agent for OWA, the secondary server settings are deleted.
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.
SASIL-894	Summary: When upgrading SAS Agent for OWA, the Microsoft Exchange Server version is not saved. Microsoft Exchange Server 2007 is displayed by default.
SASIL-1073	Summary: Upgrade from SAS Agent for OWA version 1.05 to 1.06 is not supported. Workaround: Uninstall the installed agent and install version 1.06 (see "Upgrading from SAS Agent for OWA Version 1.0" on page 4).

Compatibility and Upgrade Information

System Requirements

Network	TCP 443
Supported Architecture	64-bit
Supported Web Servers	<ul style="list-style-type: none">• IIS 7.0• IIS 7.5• IIS 8.0
Supported Exchange Server Versions	<ul style="list-style-type: none">• Microsoft Exchange Server 2007• Microsoft Exchange Server 2010• Microsoft Exchange Server 2013
Supported Web Browsers	<ul style="list-style-type: none">• Internet Explorer 8, 9, 10, 11• Firefox 3 and later• Chrome
Additional Web Browser Requirements	<ul style="list-style-type: none">• 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 Agent for OWA build 1.06.27725 supports the following SafeNet Authentication Service releases:

- SafeNet Authentication Service PCE 3.2.1/3.3.2
- SafeNet Authentication Service Cloud

Upgrading



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

Upgrading from SAS Agent for OWA Version 1.05 to 1.06

Automatic upgrade from SAS Agent for OWA version 1.05 to version 1.06 is not supported. Uninstall the installed agent and install SAS Agent for OWA 1.06 as follows.

To upgrade from SAS Agent for OWA version 1.05 to 1.06:

1. Uninstall the currently installed SAS Agent for OWA

2. Manually delete all contents from the SAS Agent for OWA installation folder.
3. Manually delete all Registry keys for SAS Agent for OWA.
4. Run the installation file SafeNet Agent for Exchange x64.exe as an administrator.
5. Enable the OWA Agent using the SAS Management Console.

Upgrading from SAS Agent for OWA Versions 1.03 or 1.04 to 1.06

To upgrade from SAS Agent for OWA version 1.03 or 1.04 to 1.06:

1. Back up the installation folder contents, including any changed templates, the **INI** file, and the **Caption** (localization) file.
2. Disable the OWA Agent using the SAS Management Console.
3. Run the installation file **SafeNet Agent for Exchange x64.exe** as an administrator and, when prompted, select Upgrade.
4. Enable the OWA Agent using the SAS Management Console.



NOTE: If the previously installed SAS Agent for OWA was installed in a location that was not the default, a window will be displayed during the upgrade process prompting you to enter the location of the previous installation of SAS Agent for OWA.

Upgrading SAS Agent for HTML Templates

The structure of SAS Agent for OWA HTML templates has been changed starting from version 1.05.

If any changes (such as the position of HTML elements) were applied to the SAS Agent for OWA HTML templates in versions previous to 1.05, the same changes must be applied again on the new HTML files included with SAS Agent for OWA Agent 1.06.

Error with Disable SSL server certificate Option

The **Disable SSL server certificate** check box is deselected by default during upgrade from OWA Agent version 1.03 or 1.04 to 1.06. This causes an error with the message “Error Primary BSID server (unable to connect to the remote server) Secondary BSID Server IP/Host Name is Empty.” To resolve this issue, clear the check box and try again.

Product Documentation

The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Outlook Web Access 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 SafeNet Customer Support. SafeNet 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 SafeNet 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	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
Phone	United States	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 SafeNet Knowledge Base.	