



# SAS Agent for Windows Logon

## CUSTOMER RELEASE NOTES

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### Contents

Product Description.....	2
Release Description.....	2
New Features and Enhancements.....	2
Domain Stripping.....	2
Option to Disable SSL Security Check.....	3
Advisory Notes.....	4
Offline Functionality after Upgrade.....	4
MSI Installation on Windows XP.....	4
Resolved and Known Issues.....	4
Resolved Issues.....	4
Known Issues.....	5
Compatibility and Upgrade Information.....	5
Interoperability.....	5
Upgrade and Installation.....	6
Product Documentation.....	7
Support Contacts.....	7

## Product Description

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The SafeNet Authentication Service (SAS) Agent for Windows Logon is a two-factor authentication solution designed to help Microsoft enterprise customers ensure that valuable resources are accessible only by authorized users. It delivers a simplified and consistent user login experience, reduces support calls related to password management, and helps organizations comply with regulatory requirements.

The use of two-factor authentication when accessing network resources, instead of traditional static passwords, is a necessary and critical step for information security.

## Release Description

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SafeNet Authentication Service Windows Logon Agent 1.12 repairs several defects, includes stability enhancements, and introduces new features.

## New Features and Enhancements

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### Domain Stripping

The system administrator can determine whether the agent strips the domain from the UPN and/or NetBIOS names. The appropriate configuration of realm stripping ensures that authentication in UPN or NetBIOS will succeed.



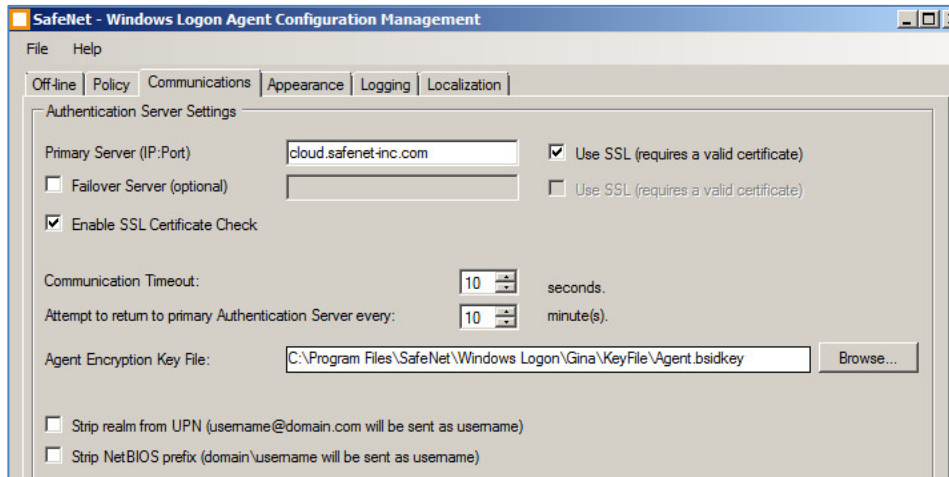
#### **NOTES:**

Realm stripping is not supported in Windows XP and Server 2003.

The realm stripping feature applies to SAS usernames only. Active Directory usernames are not affected.

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Domain stripping is configured in the **SafeNet Windows Logon Agent Configuration Management > Communications** tab.



- **Strip realm from UPN (username@domain.com will be sent as username):** Select if the SAS username is required without the suffix @domain.
- **Strip NetBIOS prefix (domain\username will be sent as username):** Select if the SAS username is required without the prefix domain\ .

### Option to Disable SSL Security Check

The SSL Certificate Check is enabled by default. There is an option to disable the SSL Server Certificate 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 agent.

This is configured in the **SafeNet Windows Logon Agent Configuration Management > Communications** tab.



**NOTE:** We strongly recommend the use of SSL Certificates.

## Advisory Notes

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### Offline Functionality after Upgrade

After successful upgrade, to work offline (with offline OTPs) the user must log in through SAS (for example, using online OTP) or manually replenish offline OTPs (admin functionality). Previously replenished OTPs will be removed upon upgrade.

### MSI Installation on Windows XP

When installing SAS Agent for Windows Logon on Windows XP from the MSI package, if the prerequisites are not installed correctly (see “Prerequisites” on page 5), then installation fails with Error 1721 or 1722.

## Resolved and Known Issues

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### Resolved Issues

Issue	Synopsis
SASIL-1450	The silent installation now operates correctly.
SASIL-1145	CBA on SWIFT network now works correctly when SAS Agent for Windows Logon is installed.
SASIL-1111	SAS Agent for Windows Logon now installs correctly on the following localized versions of Windows: Finnish, French, Hungarian, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish.
SASIL-849	SAS Agent for Windows Logon now supports authentication with UPN.
SASIL-734	SAS Agent for Windows Logon TCP sockets can now handle multiple Remote Desktop connections without error.
SASIL-650	SAS Agent for Windows Logon now operates across a trusted forest without error.
SASIL-623	Microsoft Password Caching now works correctly on Windows XP SP3.
SASIL-528	SAS Agent for Windows Logon now supports up to 500 offline authentications (according to SAS Server settings).
SASIL-514	Upgrading the agent no longer requires manual reinsertion of the SAS IP address.
SASIL-322	SAS Agent for Windows Logon now applies secondary agent server settings during silent installation.

## Known Issues

Issue	Synopsis
SASIL-138	<b>Summary:</b> SAS Agent for Windows Logon does not operate when the Microsoft Threat Management Gateway (TMG) web proxy is in use. <b>Workaround:</b> None. Will be fixed in a future release.
SASIL-692	<b>Summary:</b> When the user locks their session, a message prompts the user that only the administrator or a different user (not currently logged on) can unlock the session. <b>Workaround:</b> Ignore. The user can log on successfully, despite the message.
SASIL-661	<b>Summary:</b> SAS Agent for Windows Logon makes the Windows GINA/Credential Provider mechanism unavailable to other applications. <b>Workaround:</b> None. May be resolved in a future release.
SASIL-531	<b>Summary:</b> The user must log in at least once before the administrator can replenish offline OTPs for the user. If the user has not logged in, an “Unknown User” message is displayed. <b>Workaround:</b> The user must log in at least once before performing replenishment.
SASIL-164	<b>Summary:</b> In Windows Server 2003, the Windows logon screen has multiple text errors. <b>Workaround:</b> Ignore. Does not affect functionality.

## Compatibility and Upgrade Information

### Interoperability



**NOTE:** For more system requirement details, see the *SAS Agent for Windows Logon Configuration Guide*.

### Prerequisites

- .Net 2.0
- Microsoft GDI+ VC User gdi Plus RTL x86
- MSXML 6.0 SP1

### SafeNet Authentication Service

- SafeNet Authentication Service PCE/SPE 3.3.2 and later.
- SafeNet Authentication Service Cloud

## Operating Systems

- Windows XP (32-bit, 64-bit)
- Windows Server 2003 (32-bit, 64-bit)
- Windows 7 (32-bit, 64-bit)
- Windows Server 2008 SP2 (32-bit, 64-bit)
- Windows Server 2008 R2 (32-bit, 64-bit)
- Windows Vista SP2 (32-bit, 64-bit)
- Windows 8 (32-bit, 64-bit)
- Windows 8.1 (32-bit, 64-bit)
- Windows Server 2012 (64-bit)
- Windows Server 2012 R2 (64-bit)

## Upgrade and Installation

For installation and upgrade details, see the SAS Agent for Windows Logon Configuration Guide.



**NOTE:** Perform installation and upgrade in **Run as Administrator** mode.

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## Upgrade Limitations

The upgrade process preserves existing configuration settings, with the following exceptions:

- **Minimum Off-Line Threshold and Remaining Off-Line Authentications**

Following upgrade, the **Minimum off-line threshold** returns to the default 10, and the **Remaining off-line authentications** returns to the default 0.

Reset the required settings in **SafeNet Windows Logon Agent Configuration Management > Offline** tab

- **GrIDSure Tokens**

Following upgrade, the option to enable GrIDSure tokens is not selected.

Reselect the option in **SafeNet Windows Logon Agent Configuration Management > Policy** tab

## Product Documentation

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The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Windows Logon 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

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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	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> 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.	