

# SAS Agent for Outlook Web App (OWA)

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**FAQS**

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# Description

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This document answers frequently asked questions about the new version 1.08 SafeNet Authentication Service (SAS) Agent for Outlook Web App (OWA). 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.

## Frequently Asked Questions

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### Q. Are there any upgrade limitations?

A. 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 “How do I transfer (import/export) configuration settings from earlier versions of OWA?” below.

### Q. How do I transfer (import/export) configuration settings from earlier versions of OWA?

A. 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.



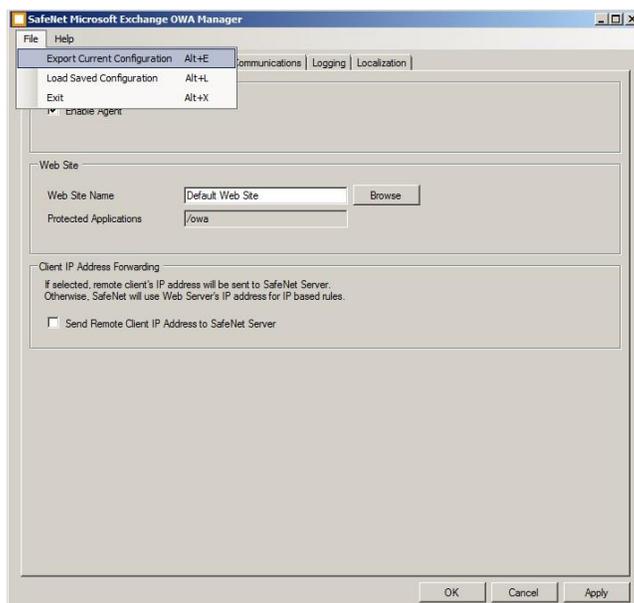
**NOTE:** Always work in **Run as administrator** mode when installing, uninstalling, enabling, or disabling the SAS Agent for OWA.

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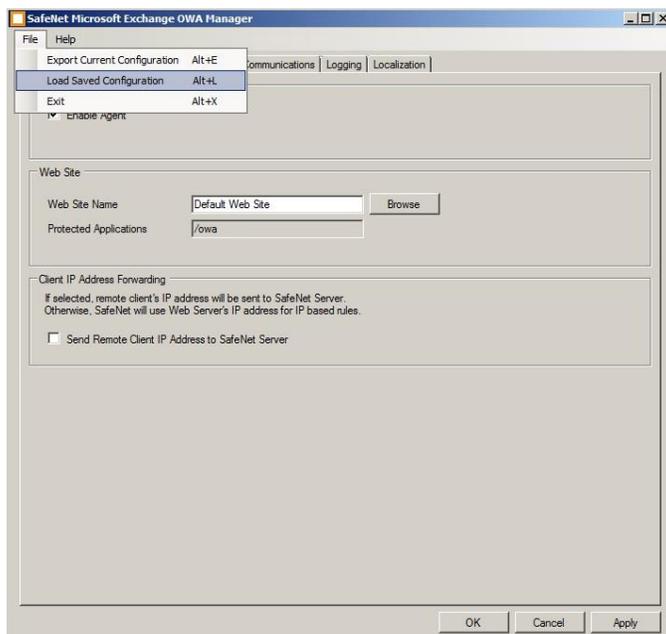
SAS Agent for OWA 1.08 supports import of configurations from SAS Agent for OWA 1.06.

Follow the steps below to install SAS Agent for OWA 1.08 using the configuration from a previous version.

1. In the previously installed SAS Agent for OWA, export the configuration 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:
  - a. Navigate to **\Program Files\SafeNet\SAS\Exchange\LocalizedMessages**.
  - b. Copy the **messages.txt** file, and save the file (you will use it in step 7).
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:
  - a. In the **SafeNet Microsoft Exchange OWA Manager** window, select **File > Load Saved Configuration**.



- b. In the **Open** window, select the saved configuration file (.bsidconfig), and then click **Open**.
7. To import the localization settings (saved 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.
8. Enable **SAS Agent for OWA** in the **SAS Management Console**.

**NOTES:**

- Any branding changes made in earlier versions of the SAS Agent for OWA will need to be reapplied after installing SAS Agent for OWA 1.08.
- 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 the *SAS Agent for OWA Configuration Guide* for more details.

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# Product Documentation

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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

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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 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	<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 Gemalto Knowledge Base.	