

SafeNet Authentication Manager Hotfix

CUSTOMER RELEASE NOTES

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Product Description

SafeNet Authentication Manager (SAM) enables management of the complete user authentication life cycle. SafeNet Authentication Manager links tokens with users, organizational rules, and security applications to allow streamlined handling of your organization's authentication infrastructure with a flexible, extensible, and scalable management platform.

Release Description

SAM hotfixes are intended to resolve specific product and customer issues. This document consists of all the hotfix releases that relate to SAM 8.2 (x32 and x64).

This hotfix includes resolved issues from the following hotfix releases:

- 158.731
- 158.728
- 158.726
- 158.723
- 158.721
- 158.717
- 158.710
- 158.679
- 158.654
- 158.627
- 158.583
- 158.560
- 158.539
- 158.493
- 158.468
- 158.430
- 158.397
- 158.347
- 158.316
- 158.292
- 158.267
- 158.239
- 158.201
- 158.122
- 158.86
- 158.51
- 158.12

Hotfix Version Number

To find the Hotfix version number:

Open the registry at HKLM\SOFTWARE\SafeNet\Authentication\SAM\

If the hotfix is installed, there is a key named "hotfix".

The hotfix version currently installed is displayed as a key under the "hotfix" key:

HKLM\SOFTWARE\SafeNet\Authentication\SAM\hotfix\158.731

Compatibility Information

Operating Systems

SafeNet Authentication Manager 8.2 supports the following operating systems:

For client machine:

- Windows Vista SP2 (32-bit, 64-bit)
- Windows 7 SP1 (32-bit, 64-bit)
- Windows 8 (32-bit, 64-bit)
- Windows 8.1 (32-bit, 64-bit)

For server machine:

- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2008 SP2 (32-bit)
- Windows Server 2008 SP2 (64-bit)
- Windows Server 2012 and 2012 R2 (64-bit)

Note: Windows Server 2012 R2 requires downloading the updated CDROM package from AKAMA!

Upgrade Information

SAM 8.2 hotfixes can be installed using either one of the following two methods:

- SafeNet's support portal
- Automatic updates feature (UUA)

To install SAM 8.2 hotfix files using SafeNet's Support Portal:

1. Download SAM 8.2 hotfix files from [SafeNet's Support Portal](#).
2. Log in by entering your user name (email address) and password.
3. Search for: Latest SAM 8.2 hotfix patch.
4. Download the hotfix archive and extract the files to a temporary folder.
5. Before installing the hotfixes, ensure that all the related browsing windows are closed.
6. Run the following SAM 8.2 hotfix files, which will install and apply the hotfixes:
 - SAM 8.2 158.731.exe (must be installed)
 - SRP 8.2 hotfix 8.2.135.591.exe (must be installed for External Portals)
 - SafeNetOTPAuthenticationPlugIns-SetupManager-8.2.exe (version 8.2.31) (optional)

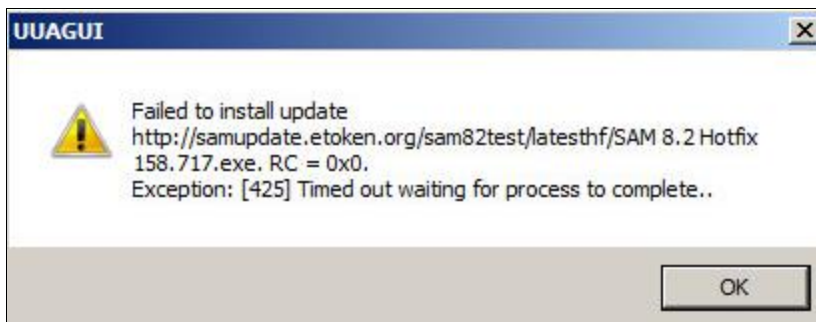
To install the hotfixes using the automatic updates feature:

The Application Update feature allows you to perform a manual update, which upgrades SafeNet Authentication Manager to a more recent version. For more details, refer to the SAM 8.2 Admin Guide.

Note: Installing SAM 8.2 for the first time using the Simplified Installation method installs the hotfix files automatically.

1. From the Start menu, select **Start>All Programs>SafeNet>SafeNet Authentication Manager>Update>Manual Update**. The Checking for updates window opens.
2. As soon as an update is found, the Available Updates window opens.
3. Select the update from the Available Updates window.
4. Click Install All Updates.

Note: If the internet network speed is too low then you may see the message as shown in the image below. Click **OK** and continue with the installation. Installation will be completed successfully.



Advisory Notes

SHA-1 Certificate Deprecation

Microsoft recommends that customers replace their SHA-1 certificates with SHA-2 certificates at the earliest opportunity, before 31 December 2015. This will avoid any significant certificate errors in browsers.

The SHA-1 algorithm is at the core of many SSL certificates and is known to suffer from vulnerabilities. SHA-2 replacement certificates are available and much stronger to protect websites and applications.

Resolved Issues

Resolved Issues Hotfix 158.731

Subject	CSR	Description
TPO	ASAM-1617	Previously, the length of the Audit source name field was too small to configure the default name (SAM_Audit).
Security Vulnerability	ASAM-1774	Previously, there were security vulnerabilities in SAM due to previous versions of JRE integrated with SAM. Now, the version of JRE has been upgraded to remove the security vulnerabilities.
eTPASS	ASAM-1814	Previously, end users could not change the default eToken virtual path.
SAM Service	ASAM-1877	Previously, attackers attacked web pages using clickjacking. Now, anti-clickjacking headers have been added to each server response.

Resolved Issues Hotfix 158.728

Subject	CSR	Description
SAM Attendance Report	ASAM-1380	Previously, when generating the SAM Attendance report, the size of the report was too large.
SAM Manage	ASAM-1702	Previously, the user was not able to access drop-down lists on the SAM Database and SAM Audit reports using a keyboard. Also, the More Actions field was not accessible using a keyboard.
SAM Cloud	ASAM-1708	During SAML integration with SAM, SAM did not check the SAML Assertion Condition Not Before/Not On Or After . This means that Time sync does not matter with SAM and the third-party application.
SAM IOS	ASAM-1750	Enrolling an iOS 9 device using the SAM IOS portal was not possible.
SAM IOS	ASAM-1817	Previously, received a timeout error, when tried to enroll an iOS device. Note: Web service proxy by default takes 1 minute timeout. Now, a new attribute (Timeout) is added in the connection.xml file to make it configurable, and it set as 3 minutes.
SAM Policy Manager	ASAM-1827	Previously, some users were not shown in the SAM Policy Manager. However, those users exist in the AD LDS database, and those users were able to authenticate as well.
SAM Database Report	ASAM-1843	Previously, when the user tried to download the SAM Database report from the SAM Manage page "sammanage/Reports/SAM Database," the generated report was empty.

Resolved Issues Hotfix 158.726

Subject	CSR	Description
SAM Manage	ASAM-1605	In Reports, tooltip was not available for the Next, Previous, and Home buttons.
SAM Rescue/ SAM Manage	ASAM-1610/ ASAM-1686	Previously, the user was not able to navigate using keyboard, and tooltips were not displayed for links and images.
SAM Rescue	ASAM-1613	The audio for CAPTCHA text was not available.
Entrust	ASAM-1636	The enrollment of user tokens failed and the message "Java client components are not configured correctly." displayed.
SAM Service	ASAM-1638	Incorrect message was displaying in the event viewer when the user enrolled, updated, or changed the token password.
MSCA Connector	ASAM-1640	Previously, 2048-bit key size was not supported while creating standalone certificate (in MSCA Connector) for token enrollment.
SAM Manage	ASAM-1646	Previously, when SAM Manage was used to reset the random OTP PIN, no new notification was created.
Advisory Note	ASAM-1691	An advisory note is added in this CRN about SHA-1 certificate deprecation.
SAM Manage/ SAM Service/ SAM Rescue	ASAM-1695	Now, the functionality is provided for changing date using keyboard in the Date Time controller.

Subject	CSR	Description
MobilePASS Enrollment	ASAM-1697	Information on the MobilePASS portal is updated for clear understanding and better user experience.
SAM Messaging	ASAM-1699	User was not able to send SMS via the SAM Messaging site.
SAM Service	ASAM-1793	SAM Service provided additional download link if respective components were not installed. Also, the alert image had to be enhanced.

Resolved Issues Hotfix 158.723

Subject	CSR	Description
SAM Rescue	ASAM-1589	Previously, text alternative for any non-text content was not available.
SAM Service/ SAM Rescue/ SAM Manage	ASAM-1596/ ASAM-1608/ ASAM-1654	Previously, the user was able to use GUI only using mouse, and not able to access using keyboard.
SAM Service	ASAM-1598	Previously, differently abled users were not able to navigate, find content, and determine where they are.
SAM Rescue	ASAM-1607	The foreground and background color was not conforming to VPAT guidelines.
SAM Manage/ SAM Service	ASAM-1657	In the logon pages in ADAM installation, the foreground and background color was not according to VPAT guidelines.
Security Vulnerability	ASAM-1664	Previously, SAM was vulnerable to BEAST attack. Now, this vulnerability is addressed in Security Bulletin.
Security Vulnerability	ASAM-1665	Previously, the deprecated SSL version was supported. Now, this vulnerability is addressed in Security Bulletin.
Security Vulnerability	ASAM-1666	Previously, SAM was vulnerable to POODLE attack. Now, this vulnerability is addressed in Security Bulletin.
Security Vulnerability	ASAM-1668	Previously, RC4 cipher suites were detected in SAM. Now, this vulnerability is addressed in Security Bulletin.
Security Vulnerability	ASAM-1669	Previously, weak SSL cipher suites were supported. Now, this vulnerability is addressed in Security Bulletin.
SAM Manage/ Authentication	ASAM-1682	Authentication failed if password contained the greater than sign ">".
SAM Manage	ASAM-1694	Previously, using keyboard, the drop-down for search criteria on all pages was not available.

Resolved Issues Hotfix 158.721

Subject	CSR	Description
OTP Plugin	ASAM-468	On a standalone machine, the OTP plugin installer was installing the OTP plugin on the path containing Program Files (x86) instead of Program Files .
SRP Configuration Tool	ASAM-891	On the SRP Configuration tool window, "Portals Configuration" was displayed instead of "Portal Configuration."

Subject	CSR	Description
SAM Installer	ASAM-1487	When SAM was installed using the simplified installation mechanism, there was no option to uninstall OTP plugin, and received error when tried to uninstall SAM.
Exchange Server 2013	ASAM-1515	Previously, for OWA Agent, there was no support for Exchange Server 2013. Note: Configuring Windows Exchange Server 2013 requires downloading the updated CDROM package from AKAMAI.
SAM Service	ASAM-1588	Previously, text alternative for any non-text content was not available.
SAM Service	ASAM-1595	The foreground and background color is changed now to conform to VPAT guidelines.
SAM Manage	ASAM-1614	The foreground and background color is changed now to conform to VPAT guidelines.

Resolved Issues Hotfix 158.717

Subject	CSR	Description
SAM Service	ASAM-214	<p>There was no ability to change the SAM Service account password using command line interface.</p> <p>Now, for this new functionality, following is the command format:</p> <pre>changeServiceAccount -username=<user name> -userpassword=<user password></pre> <p>Note: The command is case sensitive.</p> <p>Example:</p> <pre>SAMConfigurationTool.exe -changeServiceAccount -username=Administrator@Server2008.com -userpassword=123456</pre>
SAM SAML	ASAM-1149	<p>Previously, when the SAML protocol was used with SAM for certificate authentication, a Java warning was shown. However, for OTP authentication, it worked without any error.</p> <p>Now, this fix is relevant for all Java versions when using Firefox web browser.</p> <p>If you are using Java above version 6, you will need to do the following configurations in the Java installation:</p> <ol style="list-style-type: none"> 1. Open the Configure Java application. 2. On the Java Control Panel window, click the Security tab. 3. Set the security level to lowest (For Java 7, set security level to Medium; for Java 8, security level to High). 4. In the Exception Site List, add the following URLs: http://<server ip>/samcloud/Components/ https://<server ip>/samcloud/ 5. Edit the java.policy file located at C:\Program Files (x86)\Java\jre7\lib\security\. 6. In the end of the java.policy file, inside the grant brackets, add this line: permission java.security.SecurityPermission "authProvider.SunPKCS11-eToken", "read";

Subject	CSR	Description
SAM Service	ASAM-1517	The SAM Service site was not fully operational with IE11. Now, with this fix: <ul style="list-style-type: none"> For enrollment of tokens using IE11, you need to set the browser security level to Lowest (from Tools > Internet options > Security tab). Allow pop ups to be shown on bottom of the page while enrollment. You may experience that the Enterprise mode in the browser is reset after machine is restarted. In this case, go to the Tools menu and select the Enterprise Mode option.
SAM SDK	ASAM-1573	If TPO was set to Prompt User for messaging protocol, user authentication for challenge token failed.
OTP Authentication	ASAM-1560 ASAM-1574	UPN lookup failed during OTP authentication.
MobilePASS Enrollment	ASAM-1580	The SafeNet MobilePASS token enrollment failed when in the HKEY_LOCAL_MACHINE\SOFTWARE\SafeNet\Authentication\SAC\UI registry setting the value for ShowDecimalSerial was set to 1.
SAM Self Service	ASAM-1587	When tried to enroll a smart card with SAM Self Service, the error message "The specified directory service attribute or value does not exist." was shown. Now, with this fix: <ul style="list-style-type: none"> For enrollment of tokens using IE11, you need to set the browser security level to Lowest (from Tools > Internet options > Security tab).

Resolved Issues Hotfix 158.710

Subject	CSR	Description
TPO	ASAM-646	Previously, when a TPO policy was exported and then imported, the cloud settings in the new imported policy were empty.
Licensing	ASAM-1489	Previously, the usage percentage of license capacity in an alert or status message was not configurable.
SAM Self Service	ASAM-1536	The access on the Self Service portal was not allowed or restricted as defined in the role.
SAM Self Service	ASAM-1537	On the SAM Service portal, when a user completes the questionnaire, the link should be "Update a questionnaire for Rescue service center authentication." However, the link "Complete a questionnaire for Rescue Service Center authentication" was still showing.
SAM Mobile	ASAM-1558	Unable to enroll mobile messaging token from the SAM Mobile Portal.
SAM Rescue	ASAM-1568	In SAMRescue, enabling TempOTP did not create an event in the eventlog showing that TempOTP was enabled.
AD LDS Database	ASAM-1125	Profile objects were recreated for deleted users every time the process: 'Automatic token revocation when user is deleted from the user store' was run from SAM backend.

Resolved Issues Hotfix 158.679

Subject	CSR	Description
SAM Manage	ASAM-234	Previously, it was only possible to define the TempOTP usage in terms of days, not including time. A global setting for controlling the time of day of the expiry was required.
SAM Manage	ASAM-1319	While generating reports, it was not possible to filter as per child domain name.
SAM Service	ASAM-1508	Incorrect message displayed after selecting protocol for messaging token enrollment on SAMService.
SAM Service/ SAM Mobile	ASAM-1511	If TPO was set to Prompt User for messaging protocol, user authentication for challenge token failed.
SAM Manage	ASAM-1543	OTP authentication with username (not UPN) failed.

Resolved Issues Hotfix 158.654

Subject	CSR	Description
MSCA Connector	ASAM-398	Add the option to revoke all the previous certificates (per request) and create new ones.
LDAP over SSL	ASAM-432	Previously, use of LDAPS was not supported in the standard AD mode. Now, to provide support for LDAPS in the standard AD mode, configure as follows: <ol style="list-style-type: none"> Browse to C:\ProgramData\SafeNet\Authentication\SAM. Open the YourDomainName.com.xml file and find the following setting under the PRODUCTION_PROVIDER node: <pre><serialentry value="0" type="3" flags="False" name="AUTH_TYPE"/></pre> Change the value from 0 to 3 (for SSL) and save the file. To apply the changes, perform IISReset and continue.
SAM Admin Report	ASAM-1160	The report to show the list of users who did not complete their questionnaire was not available. Now, to fulfill this requirement, the Questionnaire Status report is available.
SAM Backend Service	ASAM-1385	The backend service was sending incorrect audit message when Temp Logon password was expired.
SAM Configuration Manager	ASAM-1497	The export settings action was unable to export the settings file when user store is SQL.

Resolved Issues Hotfix 158.627

Subject	CSR	Description
SAM Desktop Agent	ASAM-126	Incorrect message displayed in the Desktop Agent regarding the expiry of a certificate.
SAM IOS	ASAM-1056	Enrolling an iOS 7 device using the SAM IOS portal was not possible.
OWA Plugin	ASAM-1066	Previously, it was not possible to configure the OWA plugin using Internet Explorer 10 or 11.

Subject	CSR	Description
Advanced Plugin	ASAM-1197	When used Advanced Plugin with IIS to check context-based authentication, the website worked for some time and then stopped to display both on the server as well as client.
IIS Plugin	ASAM-1315	Authentication failed when the Default Regime was set to Standard OTP Authentication in the IIS plugin.
SAM Manage	ASAM-1460	Even when the Manage Windows Password parameter was set to Yes in TPO, SAM was not changing the user password.
SAM RADIUS	ASAM-1470	An "OTP locked" token was able to trigger an Access-Challenge message.
SAM Manage	ASAM-1472	The random OTP PIN content was not applicable for random OTP PIN.

Resolved Issues Hotfix 158.583

Subject	CSR	Description
SAM Database	ASAM-930	Previously, when SAM synchronized user data with Active Directory (using backend service), along with person accounts, the computer (machine) accounts were included as well.
SAM Manage and SAM Service	ASAM-1299	The TPO was configured to auto unlock OTP. After performing multiple incorrect authentications, the token was locked. Then, after waiting for the configured period, the token was still locked. The token did not auto unlock.
eTPASS	ASAM-1436	When provided the incorrect length OTP PIN, while using an eTPASS token, the enrollment failed. But, when went back to the main menu, the token appeared there. To clear out the token and do a new enrollment, it required to close and reopen the web browser.

Resolved Issues Hotfix 158.560

Subject	CSR	Description
SAM Client	ASAM-1135	Previously, when the SAC Client was installed on a system along with the SAM Client and then a SafeNet eToken was connected, the SAC Monitor icon in the system tray changed from gray to red in color. At this stage, when tried to exit the SAC Monitor application, the system hung up.
P12 Connector	ASAM-1392	In the PFX connector, the user can set the User value to '*' to import certificates to all the enrolled users.
SAM Standalone	ASAM-1402	In SAM Standalone, the password, if updated, got added in the event log, and was shown in clear text.
SAMService	ASAM-1417	In the first attempt, when tried to enroll the SafeNet eToken and type in a shorter OTP PIN, the enrollment failed with the correct message. In the next attempt, when tried to enroll the SafeNet eToken and type in the correct length OTP PIN, the enrollment failed again with the message "SafeNet eToken Virtual not found."

Resolved Issues Hotfix 158.539

Subject	CSR	Description
MobilePASS Auto-enrollment	ASAM-1328	Previously, a URL proxy under mobile pass automatic enrollment was not supported on SAM.
SAM Client	ASAM-1114	Previously, SAM Client did not support an upgrade process. It was required to uninstall the previous version, and then install the new version. Note: <ol style="list-style-type: none">1. SAM Client upgrade is supported from version 8.2.158.51 and higher.2. For version 8.2.158 and 8.2.158.12 please contact customer support.
SAMRescue	ASAM-1191	The width of the username and password text box in SAMRescue was unlimited. This resulted in different rendering of the screen based on browser settings.
SAM Attendance Report	ASAM-1380	Previously, when generating the SAM Attendance report, the size of the report was too large.

Resolved Issues Hotfix 158.493

Subject	CSR	Description
SAMService	ASAM-1304	When updating a pre-enrolled token using SAMManage, the update process failed via SAMService.
SAMService	ASAM-1301	When working with IE11, updating token content links were not appearing on SAMService.
MobilePASS	ASAM-1297	The tooltip text for MobilePASS complexity settings was incorrect.
SAM IOS	ASAM-1262	When enrolling a certificate to an iPhone, and a P12 connector had more than one certificate defined in the TPO, only one certificate was enrolled to the iPhone.
AD LDS Database	ASAM-1125	Profile objects were recreated for deleted users every time the process: 'Automatic token revocation when user is deleted from the user store' was run from SAM backend.

Resolved Issues Hotfix 158.468

Subject	CSR	Description
OTP PIN	ASAM-1216	When enrolling a token in the MobilePASS application, with a password length that exceeded 4 characters, and contained a combination of numbers, lower case letters, upper case letters, and special characters, the enrollment failed.

Resolved Issues Hotfix 158.430

Subject	CSR	Description
MobilePASS	ASAM-1188	Enrolling a MobilePASS token from SAM Service (with mandatory numerals set in the TPO) resulted in an error.

Subject	CSR	Description
OTP Token	ASAM-1187	Enrolling a physical token from SAM Service (with mandatory numerals set in the TPO) resulted in an error.

Resolved Issues Hotfix 158.397

Subject	CSR	Description
SAM Manage	ASAM-1131	After installing December's Hotfix, setting the Temp Password in SAM Manage failed.
SAM Manage	ASAM-1101	SAM is now compatible with Microsoft Windows 8.1 Update and Microsoft Enterprise Mode for Internet Explorer 11.
Shared Licensing	ASAM-1070	Previously, in a High Availability deployment, with both root and child domain configurations, importing the settings file for the child domain failed.
CRN URL	ASAM-1065	The download URL available in the CRN to install all updates failed.
Authentication Method	ASAM-1055	SAM now supports the chaining of two authentication methods using a comma delimiter. Example: Fixed Password is: ABCD Next OTP value is: 123456 The authentication password would be ABCD,123456 (note the comma separator).
SAML	ASAM-935	SAML response was missing the AttributeStatement containing the user's email address and the account being logged into.
TPO	ASAM-427	Previously, it was not possible to set the password policy for the OTP PIN in the TPO. The following parameters were added to the Connector for OTP Authentication path in the TPO: <ul style="list-style-type: none"> • OTP PIN Complexity Numerals – define OTP PIN with numerical values. • OTP PIN Complexity Upper-case letters – define OTP PIN with capital letters. • OTP PIN Complexity Lower-case letters – define OTP PIN with lower-case letters. • OTP PIN Complexity Special characters - define OTP PIN with special symbols letters.

Resolved Issues Hotfix 158.347

Subject	CSR	Description
SafeWord Migration	ASAM-1009 ASAM-1008	When running the SafeWord migration tool using a large Database, the SafeWord migration tool stops working.
Notification Letter	ASAM-529	The SAM 8.2 notification letter is displayed incorrectly on Internet Explorer 9

Resolved Issues Hotfix 158.316

Subject	CSR	Description
Email Notifications	ASAM-1058	Previously, when sending out an email notification, the operator's name was not displayed in the notification email.
SAM Manage	ASAM-1080	When replacing an enrolled eToken PASS (using the Helpdesk) with another eToken PASS, an error occurred.
Desktop Agent	ASAM-1007	After running the purge connection data command from the Configuration Manager, the logs showed a timeout/connection problem.
SafeWord Migration	ASAM-992	SAM supports the migration of fixed Safeword passwords, which are mapped to the OTP PIN attribute.
Network Logon	ASAM-949	When an ampersand symbol was in the AD password, it was not possible to authenticate (with all authentication modes) using OTP for Network Logon
OTP Authentication	ASAM-868	The OTP authentication web service Keepalive functionality did not work properly with port 443.
TPO	ASAM-768	Previously, when applying the TPO to a group, the TPO failed and the token could not be enrolled.
OTP Authentication	ASAM-423	When the user performed a remote Active Directory configuration for an existing OU under a configured domain, OTP authentication failed. The user name that reached the OTP web service did not contain the instance name and the user was found twice: under the domain as well as under the OU (a part of the domain).
Helpdesk	ASAM-402	Previously, when enabling Temp Logon from the Helpdesk, the person performing this (usually the helpdesk user) was able to reset/create a password for the user.
Temp OTP	ASAM-247	Previously, it was not possible for the user to set a Temp OTP for users from other Organization Units (OU)
TPO	ASAM-220	Previously, it was not possible to enter a URLEncoded (+) phone number in the TPO.
IOS Enrollment	MKS 165410	When configuring the IOS (using online or offline certificates) followed by enrollment, the enrollment process ended successfully, but no certificates were created on the IOS device.

Resolved Issues Hotfix 158.292

Subject	CSR	Description
SAML	ASAM-1005	Previously, SAML authentication failed when enrolling a HW token and a Temp OTP was generated.
Context Based Authentication	ASAM-1020	When authenticating using MobilePASS, the system did not identify that the user already had a MobilePASS token assigned and tried assigning the user with another MobilePASS token.
SAM Cloud	ASAM-1003	Entering the username in the SAM Cloud portal and clicking next did not send an SMS with an OTP.
OTP	ASAM-995	Previously, it was not possible to change the user password in Active Directory when enrolling an OTP token.

Subject	CSR	Description
OTP Network Password	ASAM-846	If smartcard temp logon is set, the password in AD is reset by SAM, invalidating the OTP Connectors network password management function.
SAM Manage	ASAM-648	VeriSign connector was compatible only with MPKI 7. It needs to be compatible with MPKI 8.8
SAM Rescue	ASAM-641	Pasting a link in the Unlock Token window failed.
SAM Audit	ASAM-194	Previously SAM did not generate Audit events.

Resolved Issues Hotfix 158.267

Subject	CSR	Description
TPO	ASAM-972	When applying the July hotfix, the MSCA Connector was disabled.
TPO	ASAM-968	When applying the July hotfix, TPO connectors were disabled.
SafeWord Migration	ASAM-962	Migrating from SafeWord Premier Access to SAM 8.2 failed.
SAMManage	ASAM-916	Searching for a token by Organizational Unit (OU) failed.
SAMService	ASAM-905	SAMService expiration report and renewal failed to update the expiration date.
OTP Network Password	ASAM-846	If smartcard temp logon is set, the password in AD is reset by SAM, invalidating the OTP Connectors network password management function.
SAM Simplified Installation	ASAM-892	Automatic ADLDS installations affected the replication of a High Availability installation.
Configuration Manager	ASAM-759	Changing the Service Account via the Configuration Manager with SAM 8.2 Standalone failed.
Authorization Manager	ASAM-486	Adding a new scope in the authorization manager removed certain settings, which enabled restricted users to get full permissions.

Resolved Issues Hotfix 158.239

Subject	CSR	Description
Backend Service	ASAM-870	When deleting a user from the User Store, it was not possible to revoke the token with MSCA.
SAM Manage	ASAM-820	When enrolling an RSM token without the token being formatted for the 2 nd time, the enrollment process failed.
Event Viewer	ASAM-790	Additional Token ID details appeared on the 'User' data element line.
SMS	ASAM-758	The Proxy settings were ignored by the SMS sending mechanism.
SAM Manage	ASAM-557	During token enrollment, when the cancel button was clicked after the assignment stage was over, the token was assigned to the user.
OTP PIN	ASAM-481	When an OTP PIN had either one of the following characters "=", ">", "<", the authentication process failed.

Subject	CSR	Description
SAM Manage	ASAM-396	An exception error occurred when clicking the 'Back' button during the replacement of a token.
SAM MSCA Connector	ASAM-298	When setting the 'Random user password' flag in the connector, the 'Password never expires' flag in the AD was also set.
OTP Authentication	ASAM-54	A new property called: 'Allow MobilePASS Messaging automatic enrollment' was added to the OTP Authentication Web Service web.config. See the SAM 8.2 Admin Guide for more details.
SAM Manage	ASAM-40	An exception error occurred when clicking the 'Back' button during the revoke process.

Resolved Issues Hotfix 158.201

Subject	CSR	Description
SAM Management Center	ASAM-853	The server and .Net usage are displayed in SAMManage request headers.
eToken Virtual TPO	ASAM-844	When using an eToken Virtual, the TPO policy "Minimum Usage Period" for "All Tokens" was enforced, and not the policy for "SafeNet eToken Virtual".
eToken Virtual TPO	ASAM-815	The "SafeNet eToken Virtual" TPO should not include settings for Connector for eToken Anywhere or the MobilePASS node.
SAM Configuration Manager	ASAM-781	During export of the SAM Settings file, failed to find AdminRoleName or AdminRolePassword node.
SAM Anywhere	ASAM-766	SAM Management Center and SAM Anywhere portal did not support the new Anywhere bundle.
OTP & MobilePASS	ASAM-694	Supports multiple online OTP tokens while working with SafeNet Network Logon in Authentication Mode settings on which Windows password is managed by SAM.
SAM Management Center	ASAM-680	After setting the TPO with mandatory letters in manual complexity, and leaving the default password as 1234567890, the following error message appeared 'lower case letters are required'. This message appeared after performing an unassign.
SAM Configuration Manager	ASAM-673	In the Authorization Manager window, the 'New Scope' option was not displayed for the Management Center node.
SAM Management Center	ASAM-671	When using the eToken 5100 Common Criteria initialized, a 13 character Challenge Response Code was received. This caused SAM's unlock mechanism to fail as SAM required a Challenge Response Code that consists of 16 characters.
SAM Self Service Center	ASAM-659 ASAM-602	SAM Self Service Center displayed an incorrect password prompt during new token enrollment.
MobilePASS 8.3.1 Support	ASAM-636	Support required for MobilePASS version 8.3.1.
MobilePASS	ASAM-634	Enable the MobilePASS message's string "MobilePASS User ID PIN is:" to be configurable.
SMS Proxy	ASAM-624 ASAM-649	Setting the SMS Proxy failed.

Subject	CSR	Description
Evaluation License	ASAM-594	For new Evaluation Licenses, the default numbers of licensed eToken Virtual, MobilePASS, iOS device and SMS Messaging tokens must each be 100.
VeriSign	ASAM-582	Certificate revocation failed for certificates that were generated using an expired EMS RA certificate.
SQL User Store	ASAM-581	New sample code was added to the SQL Authentication library. The code <HashAlgorith>MD5</HashAlgorith> can be extended or changed by customers. This code enables encoding and decoding the Token Password.
SAM Cloud Portal	ASAM-578 ASAM-604	Compiling SAMCloud source code, distributed by the remote portal installer, resulted in an error.
SAM Helpdesk	ASAM-564	The word 'False' was not translated into Italian in the MSCA connector of the SAM Helpdesk.
SAM	ASAM-536	Support required for Internet Explorer 10.
TPO	ASAM-459	Setting the 'Maximum PIN Usage' policy in the TPO resulted in an error.
SAM Reports	ASAM-442	SAM Hourly Distribution Reports failed when working with multiple domains.
SAM Management Center	ASAM-438	When assigning a token name longer than 32 characters, an inappropriate error message was displayed.
External Portals	ASAM-417	Spanish support required for the External Portals.
Portal Configuration	ASAM-410	To the Portal Configuration menu bar, add Actions> Languages dropdown menu.
SAM and Network Logon	ASAM-357	Previously, when using SAM's temp logon functionality, the password was supposed to be set back to the OTP Windows Password once the validity date expired.
TPO	ASAM-195	A new TPO token type option, SafeNet eToken Virtual, is required in the TPO.

Resolved Issues Hotfix 158.122

Subject	CSR	Description
Hotfix Installation	ASAM-629	Before installation begins, a message appears informing the administrator that there has been a change in the schema (the message appears only if the schema needs to be updated). The Administrator must decide whether to continue with the installation or not. The Administrator must make sure that he is in the Schema Admin Group.
Event Viewer	ASAM-623	For security reasons, all errors received from the client will be saved in the event viewer without details, but with a general error message.
Anywhere Connector	ASAM-613	It was not possible to open the Anywhere Connector from the TPO.
Cloud Authentication	ASAM-591	SAM now supports AirWatch Cloud Service Provider.

Subject	CSR	Description
Audit	ASAM-579	SAM's audit library failed when using the configuration tool with <code>-autoinstall</code>
OTP	ASAM-576 ASAM-499	During the challenge response authentication stage, allow the user to authenticate using OTP with or without data that was supplied in the challenge response stage.
SAM Management Center	ASAM-573	When performing unassign, the old password must be replaced by SafeNet's default password. When defining RSM, the password complexity was checked, and the default password did not match.
SAM Desktop Agent	ASAM-532	To support hardening of the token password policy object on the token, post initialization and enrollment, two new registry keys were defined in the desktop agent ADMX file. These settings enable the SAM desktop agent to look for password policy updates (only when the token is initialized as RSM) in the TPO and compare them with the one's that exist on the token.
Recovery Cloud Certificate Using HSM	ASAM-523	When running <code>samconfigurationtool.exe -fix_cert</code> in an HSM environment, SAM Configuration Manager failed.
MobilePASS Automatic Enrollment	ASAM-515	Notifications were not sent to the user and administrator while automatically enrolling MobilePASS.
Microsoft CA Connector	ASAM-237	SAM 8.2 now supports Precise Biometric Reader with Athena Smartcards for Microsoft CA Connectors only.
OTP	ASAM-233	Previously, it was not possible to return to the original OTP Token settings when the temporary OTP expired.
GINA	ASAM-176	Evidian profiles are now supported in Network Logon. A new Boolean property (Support Evidian) was added to a Network Logon Connector Profile.
PKI	ASAM-46	Previously, the certificate expiry date message was incorrect.

Resolved Issues Hotfix 158.86

Subject	CSR	Description
TPO	ASAM-530	The token name was not changed in the TPO after user performed an unassign.
TPO	ASAM-482	The setting 'Supports two-phase authentication for all OTP settings' did not work in SAM 8.2.
OTP Web Service	ASAM-455	A new property was added to the OTP Web Service web config: <code>SavedRequestLifeTime</code> This property defines the time out period between the challenge response and authentication.
SAM Anywhere	ASAM-454	Signing a bundle in the TPO, and selecting a certificate from the local store failed. Instead, the certificate used was created by SAM.

Subject	CSR	Description
SAM Management Center	ASAM-337	An error message appeared when producing an Inventory History Report.
PKI	ASAM-316	SAM now supports common criteria tokens. A sub folder was added to the Initialization parameters folder in the TPO. Double-click Common Criteria Compliance and select 'Enabled'. Open CC Certificate Key Password and define either a 'Random Password' (automatically defined by SAM) or a 'Fixed Password' (defined by the administrator).
SAM Management Center	ASAM – 171 ASAM – 180 ASAM - 349	Searching for a user's last name in the Helpdesk failed.
SAML Metadata	ASAM-94	Added SAML metadata import/export to SAM. Importing Metadata to SAM is performed via the TPO by right-clicking the Service Provider node (i.e. Google Apps), and selecting Import from Metadata. Exporting Metadata from SAM is performed from the SAM Configuration Manager > Action > Cloud Configuration > Info for Service Provider, and click Download Metadata.
MobilePASS	ASAM-70	MobilePASS desktop application automatic enrollment is now supported.
TPO	ASAM-66	Previously, the Custom Content settings in the TPO (Enrollment Settings>General Properties>Random Token Password Content>Custom Content), displayed invalid characters.

Resolved Issues Hotfix 158.51

Subject	CSR	Description
Migrate Hotfix	ASAM-466	When installing February's hotfix, SAM did not run the hotfix migration. It has been corrected in this hotfix.
SAM Installation	ASAM-458	This hotfix consists of the SAM Client.msi and SAM Management Tools.msi, which require the administrator to manually uninstall and then reinstall the SAM Client and SAM Management Tools. The next hotfix version will perform this automatically.
SAM Anywhere	ASAM-440	SAM Anywhere version 8.1.92.0 resolved two cases: Problematic behavior when unlocking a token. Save as of attachments in the injected browser did not work.
TPO	ASAM-437 ASAM-489	Previously, the TPO policy setting: 'ignore connector incompatibility during enrollment' failed.
OTP Web Service	ASAM-428	After installing and checking to see that the Web OTP Service was active, resulted in the following error message: 'Object reference not set'. Instead of: Dummy user was not found.
SAM Mobile	ASAM-390	The same error message is displayed, for user's that don't exist, or incorrect passwords.

Subject	CSR	Description
eToken Anywhere	ASAM-372	<p>When opening the Anywhere Connector configuration tool, to sign a bundle and select a certificate, the certificate chosen was not remembered when reopening the connector configuration tool.</p> <p>Solution/Workaround: After signing the bundle and selecting the certificate, open the %temp% folder, and copy the certificate called 'bundesign.cer' to: SafeNet>eToken anywhere>certificates>server.</p>
SAM Web Service API	ASAM-369	<p>Setting the values for the configuration files: sessions_life_time and sessions_clean_period did not take effect. For the values to take effect perform an IIS reset.</p>
TPO	ASAM-368	<p>The authentication portal crashed when defining a TPO connector (i.e. enable a TPO connector without defining the connector policies).</p>
External Portals	ASAM-360	<p>It is now possible to change the language of External Portals. To do this:</p> <ol style="list-style-type: none"> 1. Open the IIS Manager 2. Select the relevant portal site. 3. Double-click the .NET Globalization icon. 4. Change the Culture and UI Culture to the relevant language. 5. Click Apply.
SafeWord Migration	ASAM-309	<p>A tool was created to update the OTP settings on the token as per the TPO settings. Note: Only those settings that were not initialized by SafeWord were updated.</p>
Microsoft CA Connector	ASAM-257	<p>The automatic renewal of certificates that had expired, or where about to expire within 14 days failed.</p>
Network Logon	ASAM-231	<p>It is now possible to perform a network logon enrollment using one factor authentication.</p>
Token Password Policy	ASAM-230	<p>When an administrator changes the Token Password Policy in the TPO, and the user connects a token, the token is updated with the new Token Password Policy.</p>
Backend Service	ASAM-212	<p>When disabling expired temp logon, the backend service enables the Microsoft AD 'Smart card is required for interactive logon'.</p> <p>A new TPO setting was added to the Backend Service Settings: Require smartcard logon when temporary password is expired. The default behavior of this setting is: 'Require smartcard logon'.</p>
TPO	ASAM-177	<p>Previously, it was not possible to configure more than one TPO Management Server URL. It is now possible to configure more than one.</p>
SAM Management Center	ASAM-171	<p>Searching for a user's last name in the SAM Helpdesk failed.</p>
SAM Reports	ASAM-169	<p>SAM Reports now indicate the token pin retry count.</p>
SAM Self Service Center	ASAM-138	<p>Selecting SMTP in the TPO when enrolling a MobilePASS Messaging token required you to confirm your phone number instead of your email address.</p>
SAM Self Service Center	ASAM-122	<p>Changing the password in SAM Self Service Center to a password that was longer than the maximum allowed, displayed the message: 'Password too short', instead of 'Password too long'.</p>

Subject	CSR	Description
SAML Metadata	ASAM-94	Previously, SAML attributes had to be added manually in both SAM Server and Service Providers (i.e. Salesforce). With the new feature called 'Import and Export SAML Metadata', you can automate the configuration of SAML attributes on both SAM Server and Service Providers.
SAM Management Center	ASAM-89	When the OTP Token is locked, the Helpdesk status displayed 'OTP Locked', instead of 'Enabled, Normal'.
SAM Management Center	ASAM-43	After setting the TPO with mandatory letters in manual complexity, and leaving the default password as 1234567890, the following error message appeared 'lower case letters are required'. This message appeared after performing an unassign.
OTP	ASAM-15	Previously you were required to enter an OTP pin to receive a challenge and to authenticate. Now, you only need to enter an OTP pin to receive a challenge.

Resolved Issues Hotfix 158.12

Subject	CSR	Description
Audit Notification	ASAM-293	Audit notifications were not sent when enrolling via SAM Mobile.
OTP	ASAM-289	When enrolling an OTP token with a random PIN, the user received an email notification with the PIN displayed as: \$OTP_PIN, instead of the actual PIN number.
SafeWord Migration	ASAM-286	SafeWord migration now supports remote AD configuration.
SAM Configuration Manager	ASAM-285	We now provide a process whereby we can remove a domain configuration from SAM.
SAM Anywhere Portal	ASAM-250	When accessing the SAM Anywhere Portal via Internet Explorer, with no token connected, the screen appeared blank.
TPO	ASAM-241	Authentication failed when upgrading from SP3 to 8.2, and an apply list was configured.
General	ASAM-228	The search results were slow when performing a group lookup in Tivoli.
SAM Management Center	ASAM-206	The print preview of the notification letter displayed the actual token password instead of asterisks.
SAM Management Center	ASAM-205	SAM Management Center was not able to enroll Anywhere 5200 token.
SAM Management Center	ASAM-197	It is now possible to initialize a token without adding the token to the inventory.
TPO	ASAM-196	Previously, the radius SMS reply text message was hardcoded. This was changed so that users can edit the text.
SAM Web Service API	ASAM-191	Incorrect configuration of the TPO and Web.config caused errors.

Subject	CSR	Description
Policy Management	ASAM-185	Could not rename user name to logon name in standalone configuration (ADAM/ADAM).
SAM Self Service Center	ASAM-184	It is not possible to update an eToken Virtual if the update hardware token parameter is deleted from SAM Service under Authorization Roles.
Checkpoint Connector	ASAM-160	It is now possible to create a user in the checkpoint dashboard, using the template logon name.
SAM Configuration Manager	ASAM-150	The import window title in the SAM Configuration Manager contained the words: 'Settings file' twice.
Cloud	ASAM-141	Incorrect message appeared when answering the questionnaire incorrectly.
Cloud	ASAM-140	If user did not answer the questionnaire questions, no message appeared saying that the questionnaire must be answered.
SAM Management Center	ASAM-124	When using IE10 on Win 8 (x32), the license message at the bottom of the SAM Management Center screen was too big.
OTP	ASAM-108	It is now possible to manage a SafeNet eToken NG-OTP token using the windows command line prompt (Run 'webAPIConsoleApp.exe' from the command line prompt. This file can be found in the installation's bin directory). The operations that are supported are: Enroll connectors, add token to SAM repository, init token, unlock otp token, remove token from SAM repository, unassign token from a user.
MobilePASS Messaging	ASAM-100	<p>The tool: messagingautoenrollment.exe was developed to allow users to automatically enroll a MobilPASS Messaging token.</p> <p>Ensure that OTP only authentication is selected in the TPO, and not OTP and PIN, as the PIN may not be set during automatic enrollment.</p> <p>C:\Program Files\SafeNet\Authentication\SAM\x64\Bin>MessagingAutoEnrollment -instancename=SAMDemo.com -file=c:\users.txt</p> <p>MessagingAutoEnrollment.exe -instancename=<SAM instance name> [-file/-group]=<the file where users are stored or name of group where users are members> -instancename- Domain name used in SAM when running AD mode. Otherwise use the ADAM instance name. -file - The file contains a list of all the users to enroll, each user on a new line.</p>
SAM Web Service API	ASAM-95	Removing a user that is assigned more than one token, in an ADAM/ADAM configuration, blocked the operation.
OTP	ASAM-92	Previously it was not possible to define a random OTP PIN with numeric characters only.
SAM Configuration Manager	ASAM-67	Handle exception error occurred when migrating the roles store to 8.2.
OTP Web Service	ASAM-65	The OTP Web Service was sometimes in idle mode, which caused the authentication process to slow down. The OTP Web Service response to authentication requests has been improved.
OTP Web Service	ASAM-63	Improved response time when authenticating using OTP for the first time after installation.
General	ASAM-60	SMTP client now supports secured channel.

Known Issues

Known Issues Hotfix 158.731

Subject	CSR	Description
TPO	ASAM-1922	<p>The Audit Source name field in Audit Source control in TPO does not accept more than eight characters in some scenarios.</p> <p>Workaround: Perform the following steps:</p> <ol style="list-style-type: none">1. Open the Audit Source control in TPO. In the first attempt, only eight characters can be entered in the Audit Source name field.2. Click OK on all the open windows of TPO until the Active Directory properties window is visible.3. Open the Audit Source control in TPO. Now, a user can enter maximum 50 characters in the Audit Source name field for the TPO policy.

Known Issues Hotfix 158.726

Subject	CSR	Description
SAM Manage	ASAM-1822	On the Inventory tab, the cursor does not go to the next text box after searching for "Tokens by user."

Known Issues Hotfix 158.723

Subject	CSR	Description
MobilePASS Messaging	ASAM-1699	User is not able to send SMS via SAM Messaging portal.
SAM Installer	ASAM-1706	When mouse is hovered on an object such as a button, a text box, or a link, a tool tip for that object as well as a message in the browser's status bar is shown. Most of the times the message in the browser's status bar is shown few seconds before the tool tip, which is approximately 1 to 2 seconds. Thus, if a user uses a sound assistive tool, that tool may read message in the browser's status bar before reading the intended tool tip message.

Known Issues Hotfix 158.721

Subject	CSR	Description
SAM Installer	ASAM-1651	<p>After uninstalling OTP plugin, the option to reinstall OTP plugin becomes unavailable (greyed out).</p> <p>Workaround: Perform any one of the following:</p> <ul style="list-style-type: none">• Run SAM Cleaner tool to completely remove all the keys from registry. Then try to install again.• In the registry, delete the OTP-RADIUS key from the below path: HKey_Local_Machine > Software > SafeNet > Authentication > SAM > Installed > Feature

Known Issues Hotfix 158.710

Subject	CSR	Description
SAM Installer	ASAM-1487	If SAM was installed using the simplified installation mechanism, there was no option to uninstall OTP plugin, and received error when tried to uninstall SAM.

Known Issues Hotfix 158.654

Subject	CSR	Description
SAM Service	ASAM-1517	The SAM Service site is not fully operational with IE11. Workaround: Add the SAM Service site to the compatibility view settings.

Known Issues Hotfix 158.627

Subject	CSR	Description
7300 Connector	ASAM-1363	When the ISO file was deleted and tried to enroll a token, the enrollment passed. Workaround: Run the <code>iisreset</code> command after updating the ISO file.

Known Issues Hotfix 158.539

Subject	CSR	Description
eToken 7300	ASAM-1350	After upgrading the DVD partition via SAMService, the previous image is still displayed. Workaround: Disconnect and re-connect the eToken 7300 displays the new image.
eToken 7300	ASAM-1276	Enrolling eToken 7300 using a large ISO file fails. Workaround: Make sure you burn an ISO file that is less than 2 Gigabytes.
eToken 7300	ASAM-1352	eToken Virtual temp is currently not supported with eToken 7300. When clicking the "Enroll a new SafeNet eToken virtual temp" link in SAMService, an error message appears. Workaround: None
eToken 7300	ASAM-1266	Sometimes during enrollment of eToken 7300, a warning event appears in the event viewer. Workaround: None
eToken 7300	ASAM-1366	When Setting the 'User storage protection' option to 'Token password' on Windows 8, the flash partition is not available. Workaround: Disconnect and re-connect the eToken 7300 displays the flash partition.

Known Issues Hotfix 158.430

Subject	CSR	Description
SAM Export Tool	ASAM-1153	Running the SAM Export tool crashes when SAM is installed on a non-default installation drive (anything other than on the C:\drive). Workaround: <ol style="list-style-type: none">1. Open [Installation Path]:\SafeNet\Authentication\SAM\x64\Bin2. Locate the SAMExport.exe file, and make sure it points to the correct drive: [Installation Path]:\

Known Issues Hotfix 158.397

Subject	CSR	Description
Password + OTP Authentication	ASAM-1200	Authenticating with a comma delimited password on IIS plug in failed. Workaround: Set the plugin's 'default regime' to None.

Known Issues Hotfix 158.347

Subject	CSR	Description
SAM Installer	ASAM-1071	Upgrading from SAM 8.0 SP3 to SAM 8.2 fails when the original deployment is: <ul style="list-style-type: none">- SAM Simplified.- On a Virtual Machine.- Configured on any drive other than the default drive. Workaround: Contact Technical Support.
eToken Rescue	ASAM-951	When downloading eToken Rescue on a Win 8.1 (64-bit) machine using the desktop agent, the download fails. Workaround: Download eToken Rescue using the SAM Self-Service Portal.
Desktop Agent	ASAM-1098	When SAM desktop agent is installed on a machine with SAC 8.3, the certificate expiration date alerts are not displayed. Workaround: The certificate expiration date can be viewed in the SAM Self-Service Portal.

Known Issues Hotfix 158.239

Subject	CSR	Description
Auto Enrollment	ASAM-897	When using RADIUS Client, multiple SMS messages are sent to the client during auto enrollment of messaging tokens. Workaround: As this is an application behavior, it can only be disabled by the application developer.

Subject	CSR	Description
Configuration Manager	ASAM-896	When performing Web Service changes, a new window opened displaying the progress when restarting the SAM application pools. After restarting the SAM app pools the process froze. Workaround: Manually run the IISREST command to update all the SAM app pools.
SAM Manage SAM Service	ASAM-796	After installing SAM Client and enrolling the token (in SAM Manage and SAM Service), an Active X notification was displayed. Workaround: Clicking the Allow button in the notification will end the enrollment process successfully.

Performing a Rollback Manually

When installing the hotfix, the installation process creates a backup of the current working version for when a rollback is required. If a rollback is required, the upgrade process backs up the current working version. It is recommended that you contact SafeNet support before performing a rollback.

To perform a manual rollback:

1. Before performing a rollback, ensure that the SAM application is closed.
2. The previous version's files are backed up to the following folder:
\Program files\SafeNet\Authentication\SAM\x32\hotfix\158.731
or
\Program files\SafeNet\Authentication\SAM\x64\hotfix\158.731
3. Copy all files and folders from the above backup folder to the corresponding files in the SAM installation folder.
This, by default, is located in the following folder:
\Program files\SafeNet\Authentication\SAM\x32
or
\Program files\SafeNet\Authentication\SAM\x64
4. Delete the backup folder.
5. Delete the hotfix version ("158.731") registry key.

Product Documentation

The following product documentation is associated with this release:

- SafeNet Authentication Manager 8.2 CRN
- SafeNet Authentication Manager 8.2 Administrator's Guide
- SafeNet Authentication Manager 8.2 User's 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
Email	support@safenet-inc.com	
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.	