



# SAS Agent for Outlook Web App

## CUSTOMER RELEASE NOTES

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**Build:** 1.09.512  
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## Product Description

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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 behind 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”.

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## Release Description

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SAS Agent for Outlook Web App build 1.09.512 introduces new features, resolves several issues, and enhances security.

## New Features and Enhancements

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### 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 (introduced in SAS Agent for OWA 1.08)



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

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## Advisory Notes

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### Upgrade Limitation

Automatic upgrade from SAS Agent for OWA 1.08 is supported.

For upgrade from earlier versions, the configuration from the older version must be saved, and then imported into the new installation.

For more information, see “Transfer of Configuration Settings from Earlier Versions (Import/Export)”, 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 Agent for OWA Logon window.

## Mobile Devices

SAS Agent for OWA 1.09 operates correctly on mobile devices, but the user interface is not optimized for mobile displays.

## Resolved and Known Issues

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### Resolved Issues (SAS Agent for OWA 1.09)

This section describes issues resolved in SAS Agent for OWA 1.09

Issue	Synopsis
SASIL-2141	It is now possible to install SAS Agent for OWA without creating an administrator account on the Domain Controller.
SASIL-1561	After logging in with an iOS device, logging out and then logging in again, the user is no longer able to log in without entering a new OTP.

### Resolved Issues (SAS Agent for OWA 1.08)

This section describes issues resolved in SAS Agent for OWA 1.08

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-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 (SAS Agent for OWA 1.09)

This section describes known issues still unresolved in SAS Agent for OWA 1.09.

Issue	Synopsis
SASIL-2208	<p><b>Summary:</b> The OTP field is not labeled when accessed from a mobile device application.</p> <p><b>Workaround:</b> Ignore. Does not affect functionality. Will be fixed in a future release.</p>
SASIL-1936	<p><b>Summary:</b> 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.</p> <p><b>Workaround:</b> None</p>
SASIL-1060	<p><b>Summary:</b> SAS Agent for OWA 1.09 cannot be installed on operating systems that are not in the English Language.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>Do one of the following: <ul style="list-style-type: none"> <li>If it is a Domain Controller (DC), navigate to <b>Active Directory &gt; Built-in</b> and create a new group named <b>Network Service</b>.</li> <li>If it is not a DC, navigate to <b>Server Manager &gt; Configuration &gt; Local Users and Groups</b> and create a new group named <b>Network Service</b>.</li> </ul> </li> <li>Install SAS Agent for OWA.</li> </ol> <p>SAS Agent for OWA should now operate correctly.</p>
SASIL-854	<p><b>Summary:</b> The repair option in the <b>Windows Control Panel Add\Remove Programs</b> fails if it is not run as an administrator, even though the user is logged on as a Domain Administrator.</p> <p><b>Workaround:</b> Run Add\Remove Programs as an administrator.</p>
SASIL-432	<p><b>Summary:</b> Active Sync mobile devices cannot be added when the SAS OWA Agent is enabled. The message "can't connect to the server" is displayed.</p> <p><b>Workaround:</b> 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.</p>

# Compatibility and Upgrade Information

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## System Requirements

<b>Network</b>	TCP 443
<b>Supported Architecture</b>	64-bit
<b>Supported Web Servers</b>	<ul style="list-style-type: none"><li>• IIS 7.0</li><li>• IIS 7.5</li><li>• IIS 8.0</li></ul>
<b>Supported Exchange Server Versions</b>	<ul style="list-style-type: none"><li>• Microsoft Exchange Server 2007</li><li>• Microsoft Exchange Server 2010</li><li>• Microsoft Exchange Server 2013</li></ul>
<b>Additional Software Requirements</b>	<ul style="list-style-type: none"><li>• .Net 3.5 or later</li></ul>
<b>Supported Web Browsers</b>	<ul style="list-style-type: none"><li>• Internet Explorer 9, 10, 11</li><li>• Microsoft Edge (not supported on mobile devices)</li><li>• Firefox 3 and later</li><li>• Chrome</li><li>• Safari</li></ul>
<b>Additional Web Browser Requirements</b>	<ul style="list-style-type: none"><li>• Cookies must be enabled</li><li>• JavaScript must be enabled</li><li>• ActiveX must be enabled</li></ul>
<b>Supported Authentication Methods</b>	All tokens and authentication methods supported by SafeNet Authentication Service

## SafeNet Authentication Service (SAS)

**SAS Agent for OWA 1.09 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 versions of SAS Agent for OWA 1.06 and earlier is no longer supported.

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 1.09.



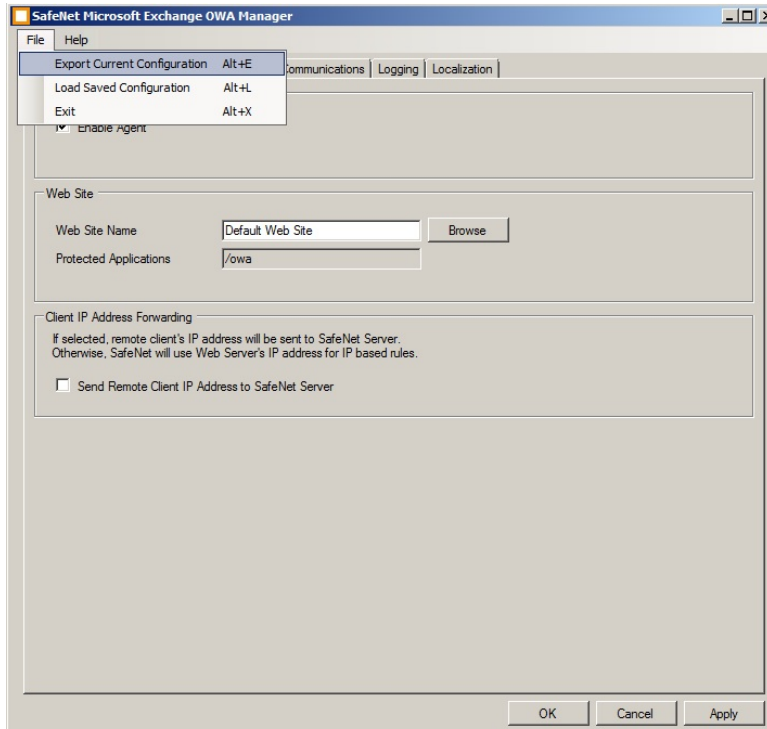
### NOTES:

- Always work in **Run as administrator** mode when installing, uninstalling, upgrading, enabling, or disabling the SAS Agent for OWA.
- The Import/Export procedure can be performed only to and from the folder where the previous version of SAS Agent for OWA was installed.

SAS Agent for OWA 1.09 supports import of configurations from SAS Agent for OWA 1.06 and earlier.

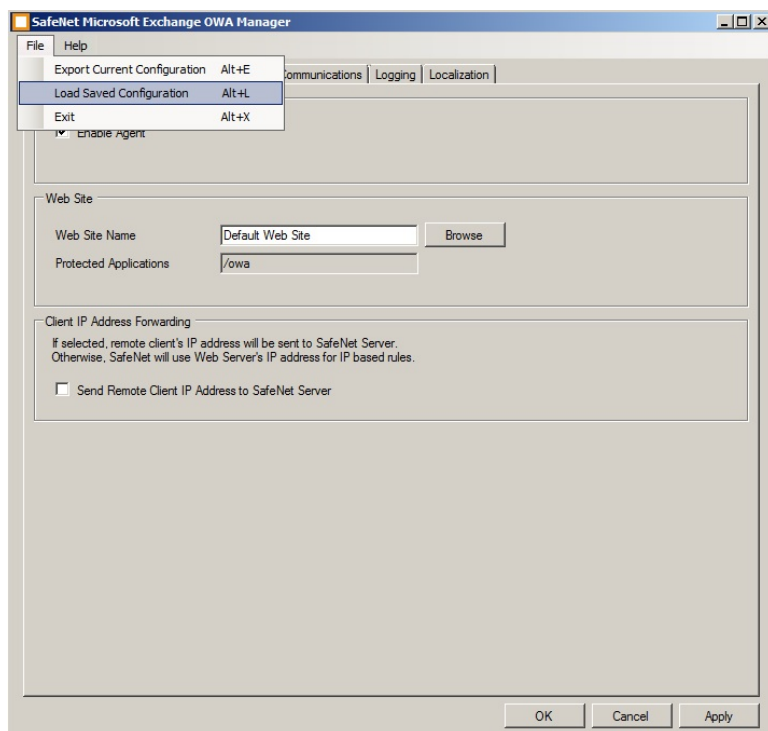
### To install SAS Agent for OWA 1.09:

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. Uninstall the previously installed SAS Agent for OWA.
  3. Manually delete the **Exchange** folder (located at **Program Files>SafeNet**).
  4. To install the new SAS Agent for OWA 1.09, run the installation file **SafeNet Agent for Exchange x64.exe** as an administrator.

5. In the newly installed SAS Agent for OWA 1.09, load the saved settings as follows:
- In the **SafeNet Microsoft Exchange OWA Manager** window, select **File>Load Saved Configuration**.



- In the **Open** window, select the saved configuration file (**.bsidconfig**) and click **Open**.
6. Enable SAS Agent for OWA in the **SafeNet Microsoft Exchange OWA Manager** window.



**NOTES:**

- After installing **SAS Agent for OWA 1.09**, 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 1.09**, 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**.

# Product Documentation

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The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Outlook Web App 1.09 Configuration Guide
- SafeNet Authentication Service Agent for Outlook Web App 1.09 FAQs

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.	