

# 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 1.09 SafeNet Authentication Service (SAS) Agent for Outlook Web App (OWA). The SAS Agent for 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.

## Frequently Asked Questions

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### Q. Are there any upgrade limitations?

A. Automatic upgrade to Agent for OWA 1.09 from version 1.08 is supported. Upgrade from versions 1.06 and earlier 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 upgrade from SAS Agent for OWA 1.08 to version 1.09?

A. Follow the following steps.



#### NOTES:

- Automatic upgrade from SAS Agent for OWA 1.06 or earlier to version 1.09 is not supported.
  - The upgrade can be performed only to and from the folder where the previous version of SAS Agent for OWA was installed.
  - Always work in **Run as administrator** mode when installing, uninstalling, upgrading, enabling, or disabling the SAS Agent for OWA.
  - Close the **SafeNet Microsoft OWA Exchange Manager** before upgrading.
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#### To upgrade from SAS Agent for OWA 1.08 to 1.09:

1. Back up the installation folder contents, including any changed templates, the INI file, and the Caption (localization) file.
2. Disable the SAS Agent for OWA using the **SafeNet Microsoft OWA Exchange Manager**.
3. Close the **SafeNet Microsoft OWA Exchange Manager**.
4. Run the installation file **SafeNet Agent for Exchange x64.exe** as an administrator and, when prompted to upgrade, select **Yes**.
5. Open the **SafeNet Microsoft OWA Exchange Manager** and enable SAS Agent for OWA.

**Q. How do I install SAS Agent for OWA 1.09 using configuration settings from version 1.06 or earlier?**

**A.** As automatic upgrade from SAS Agent for OWA version 1.06 and earlier is not supported, the upgrade 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.

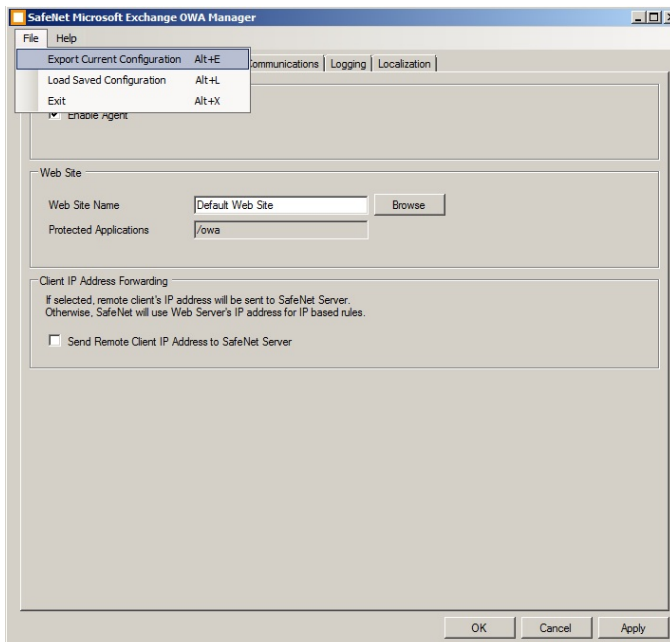


**NOTES:**

- 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.

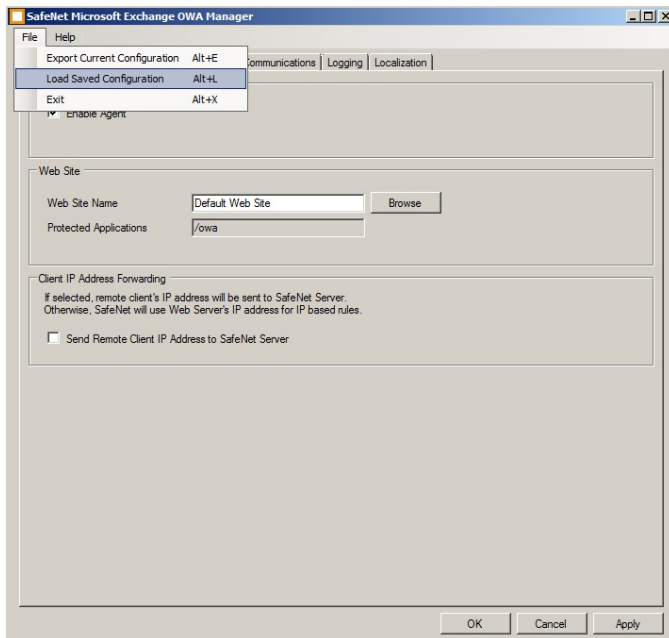
**To install to SAS Agent for OWA 1.09:**

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 **SafeNet 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:
  - 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 click **Open**.
6. Enable **SAS Agent for OWA** in the **SAS Management Console**.



#### 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**.

See *SAS Agent for OWA Configuration Guide* for more details.

# Product Documentation

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The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Outlook Web App Configuration Guide
- SafeNet Authentication Service Agent for Outlook Web App Customer Release Notes

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.	