SAS Agent for AD FS

FREQUENTLY ASKED QUESTIONS

Contents

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Description

Active Directory Federation Services (AD FS) supports a federated identity management solution extending distributed identification, authentication, and authorization services to Web-based applications across organizational boundaries.

Multi-factor authentication has traditionally meant using a smart card or other second factor with AD-based authentication, such as Integrated Windows Authentication. This type of MFA can impose client-side requirements, such as smart card drivers, USB ports, or other client hardware or software that cannot always be expected with BYOD client devices. AD FS introduces a pluggable MFA concept focused on integration with AD FS policy.

Frequently Asked Questions

Q. Is automatic upgrade supported?

A. Automatic upgrade to SAS Agent for AD FS 2.01 is supported from version 2.0.

Q. Are there any upgrade limitations?

A. Automatic upgrade to SAS Agent for AD FS 2.01 from versions 1.0 and 1.01 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 SAS Agent for AD FS?” below.

Q. How do I transfer configuration settings from earlier versions of SAS Agent for AD FS?

A. Automatic upgrade from earlier versions of SAS Agent for AD FS 1.0 or 1.01 is not 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 transfer of the configuration from the previously installed versions, followed by import of the configuration into the newly installed SAS Agent for AD FS.

To transfer settings to SAS Agent for AD FS 2.01 from Version 1.0 or 1.01:

1. In the SAS Agent for AD FS 1.01 installation folder (**C:\Program Files\SafeNet\SAS\SafeNetMFA\ini**), copy the **SAFENET-MFA.ini** file and save it for later use.
2. Uninstall SAS Agent for AD FS 1.0 or 1.01 using **the Windows Control Panel**.
3. Delete all remaining installation folders (**C:\Program Files\SafeNet\SAS\SafeNetMFA).**
4. Install SAS Agent for AD FS 2.01.
5. Replace the **SAFENET-MFA.ini** file in the SAS Agent for AS FS 2.01 installation folder (**C:\Program Files\SafeNet\SAS\SafeNetMFA\ini**) with the file saved from the previous version.
6. Enable SAS Agent for AD FS in the SAS Management Console.

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Q. How do I update localization settings after installing SAS Agent for AD FS 2.01?

A. After replacing the SAFENET-MFA.ini file in the SAS Agent for AS FS 2.01 installation folder with the file saved from version 1.0 or 1.01, and enabling SAS Agent for AD FS in SAS, new messages related to the Push OTP function are added to the .ini file. However, these messages will be in English-USA, the default language. For localized languages, the phrases must be translated.

The affected messages include messages 2021 to 2029:

```
2021=Your request timed out. Please try again.
2022=Error when creating autosend message, Please contact administrator.
2023=Authentication process was canceled.
2024=Passcode was not autosent. Please try again or enter passcode.
2025=Auto push has failed, Authentication ID not found, Please contact administrator.
2026=Auto push has failed, Authentication ID conflicted, Please contact administrator.
2027=Auto push has failed, unknown error.
2028=Authentication failed.
2029=Authentication request was cancelled. Please try again
```

To translate the messages, open the SAFENET-MFA.ini file in a text editor and enter the required text.

Product Documentation

The following documentation is associated with this release:

- SafeNet Authentication Service Agent for AD FS Configuration Guide
- SafeNet Authentication Service Agent for AD FS 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.

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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 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	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 Gemalto Knowledge Base.	

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