

# SAS Agent for NPS

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## FAQS

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## Description

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This document answers frequently asked questions about the new version of SafeNet Authentication Service (SAS) Agent for Microsoft NPS

The SAS Agent for NPS adds strong authentication to Microsoft NPS environments, by transferring RADIUS requests received by NPS to SAS.

Network Policy Server (NPS) is the Microsoft implementation of a Remote Authentication Dial-In User Service (RADIUS) server, and is included in the Microsoft Windows Server 2008 and 2012 families. NPS performs centralized connection authentication, authorization, and accounting for many types of network access, including wireless, authenticating switch, remote access (dial-up and VPN), and router-to-router connections.

## Frequently Asked Questions

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### Q. Are there any upgrade limitations?

A. Automatic upgrade to SAS Agent for NPS 1.31 from previous versions is not supported. Instead, the configuration from the older version must be saved, and then imported into the new installation.

### Q. How do I install SAS Agent for NPS 1.31 using configuration settings from an earlier version?

A. As automatic upgrade from earlier versions of SAS Agent for NPS 1.31 is not supported, the upgrade procedure requires export of the configuration from the previously installed version, followed by import of the configuration into the newly installed SAS Agent for NPS 1.31.

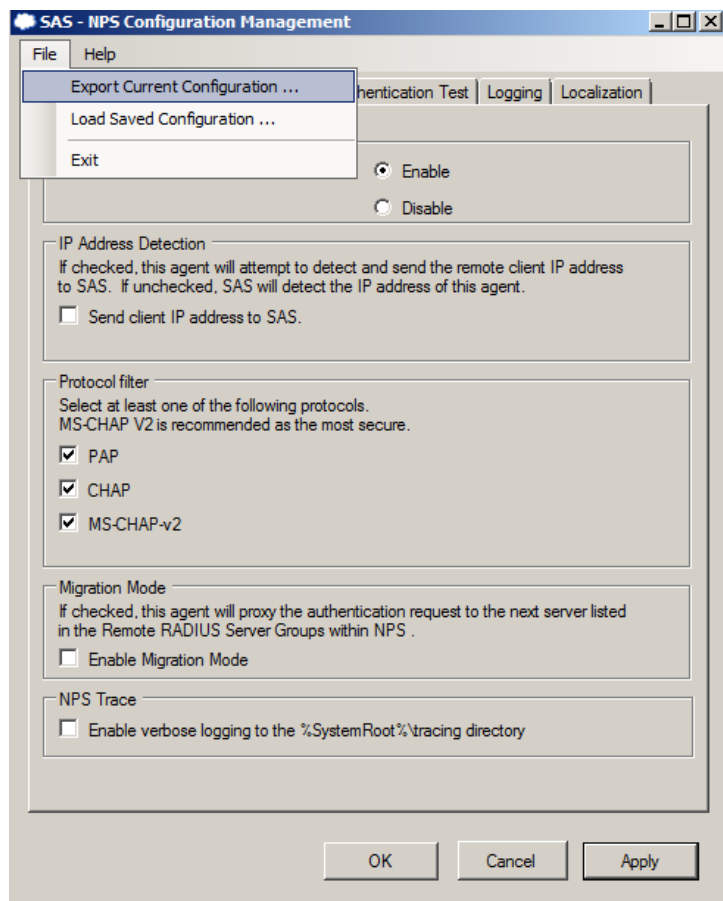


#### NOTES:

- Always work in **Run as administrator** mode when installing, uninstalling, enabling, or disabling the SAS Agent for NPS.
  - The Import/Export procedure can be performed only to and from the folder where the previous version of SAS Agent for NPS was installed.
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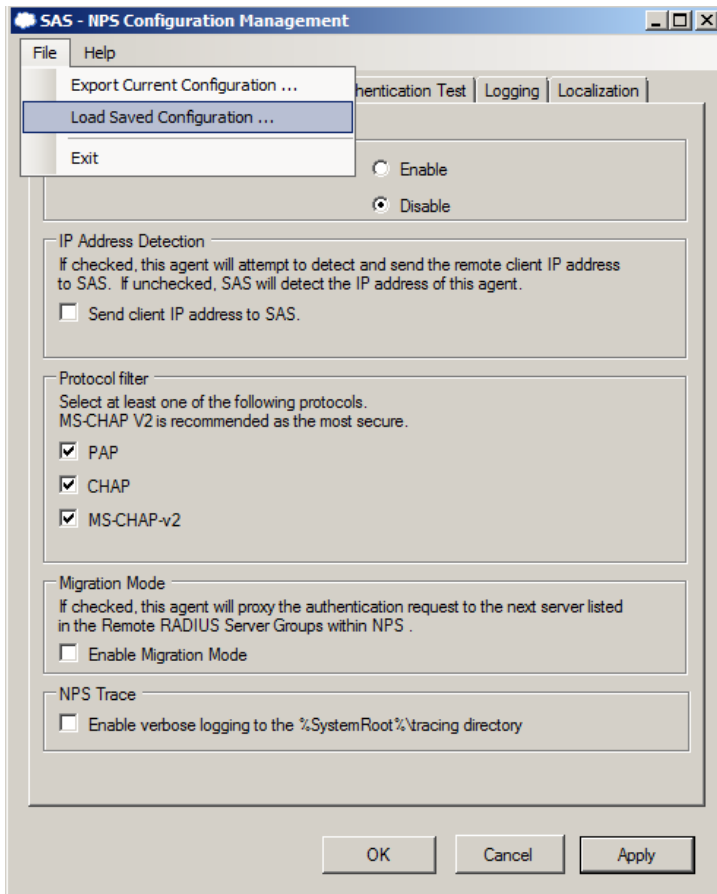
## To install SAS Agent for NPS 1.31:

1. In the previously installed SAS Agent for NPS, export the configurations as follows:
  - a. In the **SAS - NPS Configuration Management** window, select **File>Export Current Configuration**.

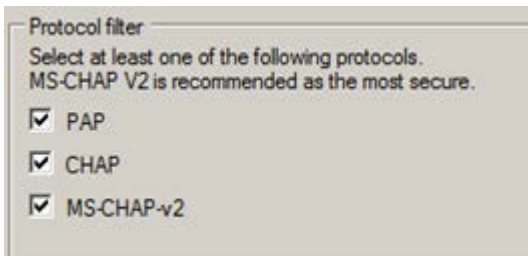


- b. In the **Save As** window, click **Save** to save the configuration files.
2. Uninstall the previously installed SAS Agent for NPS.
  3. Manually delete the **NPS** folder (located at **Program Files>SafeNet**).
  4. To install the new SAS Agent for NPS 1.31, run the installation file **SafeNet Network Policy Server Agent x64.exe** as an administrator.

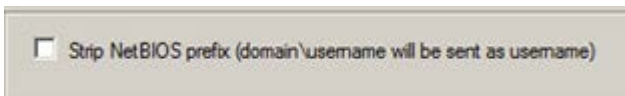
5. In the newly installed SAS Agent for NPS 1.31, load the saved settings as follows:
  - a. In the **SAS - NPS Configuration Management** window, select **File>Load Saved Configuration**.



- c. In the **Open** window, select the saved configuration file (**.bsidconfig**) and click **Open**.
6. Some parameters are not transferred through the export/import process. Perform the following checks:
  - a. Ensure that the selected protocols, in the **NPS Settings** tab, are the same as in the previous installation:



- b. Ensure that the **Strip NetBIOS prefix** setting, in the **Communications** tab, is the same as in the previous installation:



7. Enable **SAS Agent for NPS** in the **SAS - NPS Configuration Management** window.



**NOTE:** After installing **SAS Agent for NPS 1.31**, the SSL server certificate check is disabled by default. To change the setting go to **SAS - NPS Configuration Management > Communications Tab > Authentication Server Settings**, and unselect **Disable SSL server certificate check**.

## Product Documentation

The following documentation is associated with this release:

- SafeNet Authentication Service Agent for NPS Configuration Guide
- SafeNet Authentication Service Agent for NPS 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

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.	