



# SafeNet Authentication Service Agent for Microsoft Internet Information Services

## FREQUENTLY ASKED QUESTIONS

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## Description

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This document answers frequently asked questions about the 1.06 version of SafeNet Authentication Service Agent for Microsoft Internet Information Services (SAS Agent for IIS).

SAS Agent for IIS is designed for Terminal Services Web (TS Web), but may also be used for IIS websites where the authentication method is configured to use Microsoft authentication. The agent ensures web-based resources are accessible only to authorized users, whether working remotely or behind a firewall, by prompting for additional credentials during logon.

By default, logon to TS Web requires that the user provide a correct user name and password. The SAS Agent for IIS augments this logon mechanism with strong authentication by adding a requirement to provide a one-time password generated by a Gemalto token.

## Frequently Asked Questions

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### Q. Are there any upgrade limitations?

A. Automatic upgrade to SAS Agent for IIS 1.06 from versions 1.04 and 1.05 is not supported.

### Q. How do I install SAS Agent for IIS 1.06 if an earlier version is installed?

A. Automatic upgrade from earlier versions of SAS Agent for IIS to version 1.06 is not supported. Instead, the configuration from the older version must be saved, using the Export Utility, and then imported into the new installation.

The utility is used to export the configuration settings from the currently installed version (1.04 or 1.05). These settings are then imported into SAS Agent for IIS 1.06 using the **Load Saved Configuration** feature.

1. Place the Export Configuration Utility (**ExportIISAgentUtility.exe**) in the installation path of the previously installed version of SAS Agent for IIS.  
By default the installation directory is **C:\Program Files\CRYPTOCARD\BlackShield ID\IIS7\bin**
2. Run the Export Configuration Utility:
  - a. Double click on **ExportIISAgentUtility.exe**
  - b. When the window opens, press **Enter**.A file of the settings (**Backup.bsidConfig**) is created.
3. Make a copy of **Backup.bsidConfig** and save in a different location for later use.
4. Uninstall SAS Agent for IIS (1.04 or 1.05).
5. Delete the installation folder of the agent manually.
6. Install SAS Agent for IIS 1.06 (For details, see below).
7. In the **SAS Agent for Microsoft IIS Configuration Tool** window, select **File > Load Saved Configuration**.
8. Navigate to the saved configuration file (**Backup.bsidConfig**) and click **Open**.

The saved configuration is imported into the newly installed SAS Agent for IIS 1.06.



**NOTE:** The export and import of the configuration file (**ExportIISAgentUtility.exe**) must be performed from the same location. By default, the path is **C:\Program Files\CRYPTOCARD\BlackShield ID\IIS7\bin**. If a non-default directory was used in the original installation, the same path must be used for the new installation.

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**Q. How do I install SAS Agent for IIS?**

**A.** Follow the following steps:



**NOTE:** Always work in **Run as administrator** mode when installing or uninstalling SAS Agent for IIS.

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1. Log on to the IIS web server as a user with administrative privileges.
2. Locate and run the **SAS Agent for IIS 7 x64.exe** installation package.



**NOTE:** The **SAS Agent for IIS 7 x64.exe** installation package supports both IIS 7.x and IIS 8.x.

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3. Accept the license agreement.
4. Select the installation destination folder, and then proceed with the installation.

## Product Documentation

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The following documentation is associated with this release:

- SafeNet Authentication Service Agent for Microsoft Internet Information Services Configuration Guide (PN 007-0123293-002)
- SafeNet Authentication Service Agent for Microsoft Internet Information Services Customer Release Notes (PN 007-012790-001)

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.<br>4690 Millennium Drive<br>Belcamp, Maryland 21017, USA  |                |
| Phone                                | US  | 1-800-545-6608 |
|                                      | International   | 1-410-931-7520 |
| Technical Support<br>Customer Portal | <a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a><br>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. |                |