



# SafeNet Authentication Service Agent for Windows Logon

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## FREQUENTLY ASKED QUESTIONS

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## Description

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This document answers frequently asked questions about the 1.13 version of SafeNet Authentication Service (SAS) Agent for Windows Logon.

The SAS Agent for Windows Logon is designed to help Microsoft enterprise customers ensure that valuable resources are accessible only by authorized users. It delivers a simplified and consistent user login experience, virtually eliminates help desk calls related to password management, and helps organizations comply with regulatory requirements.

The use of two-factor authentication instead of traditional static passwords to access a Windows environment is a critical requirement for information security.

## Frequently Asked Questions

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### Q. Are there any upgrade limitations?

A. Automatic upgrade to SAS Agent for Windows Logon 1.13 from versions 1.11 and 1.12 is not supported.

### Q. How do I migrate settings to SAS Agent for Windows Logon 1.13 from an earlier version?

A. Automatic upgrade to SAS Agent for Windows Logon 1.13 from versions 1.11 and 1.12 is not supported. Instead, the configuration from the older version must be saved, using the Configuration Export/Import Utility (WLAAgentConfigUtility.exe), and then imported into the new installation.

The utility is used to export the registry parameter settings from the currently installed version (1.11 or 1.12). These settings are then imported into SAS Agent for Windows Logon 1.13.



#### NOTES:

- The Configuration Export/Import Utility, and the installation process, must be run in **Run as Administrator** mode.
- The Configuration Export/Import Utility (WLAAgentConfigUtility.exe) must be run separately on each computer where SAS Agent for Windows Logon 1.13 is being installed with settings imported from an earlier version.

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1. Place the Configuration Export/Import Utility (**WLAAgentConfigUtility.exe**) in a temporary location, to where the backup file will be exported.
  2. From the command line, run the export command **-e**  
For example:  
**C:\tempWLABackup>WLAAgentConfigUtility.exe -e**  
The settings are saved to the **WLAConfig.xml** file.
  3. Make a copy of **C:\tempWLABackup** including folder contents and save in a different location for later use.
  4. Uninstall SAS Agent for Windows Logon (1.11 or 1.12).
  5. Manually delete the remnants of the agent installation folder.
  6. Install SAS Agent for Windows Logon 1.13.
  7. Place the Configuration Export/Import Utility (**WLAAgentConfigUtility.exe**) in the folder where the backup file (**WLAConfig.xml**) is located, for example **C:\tempWLABackup**.

8. From the command line, run the import command –i

For example:

**C:\tempWLABackup>WLAAgentConfigUtility.exe -i**

9. Reboot the computer.

### Registry Parameters Backup:

SAS Agent for Windows Logon settings are placed in the OS registry under **HKEY\_LOCAL\_MACHINE\SOFTWARE\CRYPTOCARD** as follows:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\CRYPTOCARD\AuthGINA**

**HKEY\_LOCAL\_MACHINE\SOFTWARE\CRYPTOCARD\AuthGINA\Users**

The Configuration Export/Import Utility (WLAAgentConfigUtility.exe) backs up registry settings to the **WLAConfig.xml** file. By default, the backup files are created in the current working directory. However, this can be controlled through the command line by supplying additional optional parameters, including the full path to the backup filename.

### Backup Resource files:

After export is performed, the directory containing the Configuration Export/Import Utility (WLAAgentConfigUtility.exe) contains the following files:

**agent.dsidkey**

**authgina.ini**

**authotp.ini**

**LogonClient.ccl**

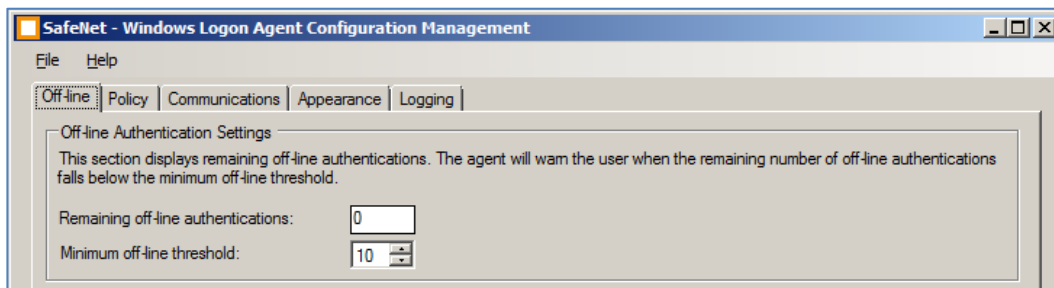
**softTokenMessages.ccl**

**WLAConfig.xml**

### Q. What settings do I need to set manually after migration?

- A. When migrating the settings from SAS Agent for Windows Logon 1.11 to version 1.13, the **Minimum off-line threshold** setting is not migrated, but will be set at the default value of 10. To change this value, configure the setting manually after migration as follows:

1. In the **SafeNet–Windows Logon Agent Configuration Management** window, open the **Off-line** tab.



2. In the **Minimum Off-line threshold** field, set to the required number to between 5 and 99. The default is 10.

## Q. How do I install SAS Agent for Windows Logon?

A. Follow the following steps:



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

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1. Locate and run one of the SafeNet Authentication Service installers below as applicable:
  - SafeNet Authentication Service Windows Logon Agent for Vista-2008-7.exe (32-bit)
  - SafeNet Authentication Service Windows Logon Agent for Vista-2008-7 x64.exe (64-bit)
  - SafeNet Authentication Service Windows Logon Agent for Windows 8-10.exe (Windows 8 and later 32-bit)
  - SafeNet Authentication Service Windows Logon Agent for Windows 8-10 x64.exe (Windows 8 and later 64-bit)
2. Follow the on-screen instructions.



**NOTE:** For details, see the *SafeNet Authentication Service Agent for Windows Logon Configuration Guide, Installation* section.

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## Product Documentation

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The following documentation is associated with this release:

- *SafeNet Authentication Service Agent for Windows Logon Configuration Guide*  
(PN: 007-012394-002)
- *SafeNet Authentication Service Agent for Windows Logon Customer Release Notes*  
(PN: 007-012564-001)

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. 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.	