



SafeNet Agent for Microsoft Outlook Web App 2.1.5

CUSTOMER RELEASE NOTES

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Product Description

The SafeNet Agent for Microsoft Outlook Web App (OWA) is designed to help Microsoft enterprise customers ensure that their OWA 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 (2FA) instead of traditional static passwords to access OWA is a critical step for information security.

For a list of existing issues as of the latest release, refer to [Known Issues](#).

Resolved and Known Issues

Issue Severity and Classification

The following table serves as a key to the severity and classification of the issues listed in the **Resolved Issues** table and the **Known Issues** table, which can be found in the sections that follow.

Severity	Classification	Definition
C	Critical	No reasonable workaround exists
H	High	Reasonable workaround exists
M	Medium	Medium-level priority problems
L	Low	Low-level priority problems

Release Description

Release Summary – SafeNet Agent for OWA 2.1.5

The SafeNet Agent for OWA 2.1.5 release offers some improvements and resolves some customer-reported issues.

Removed Exchange Server Support

From this release onwards, the SafeNet Agent for OWA is no longer supported with **Microsoft Exchange Server 2010**.

Renamed Installer

With this release, the installer name is changed to **SafeNet Agent for Microsoft Outlook Web App 2013-2016-2019.exe**.

Resolved Issues

Severity	Issue	Synopsis
M	SASNOI-16594	Summary: The UI issues while accessing OWA through mobile and tablet devices are now fixed.
H	SASNOI-15708	Summary: After enabling the OWA agent, users were prompted for 2FA for shared/public calendar. This issue is now fixed and after enabling the OWA agent, the calendar is now visible without 2FA.

Severity	Issue	Synopsis
H	SASNOI-15480	Summary: Performance enhancement.
H	SASNOI-13612	Summary: Enabling Download Domains for OWA resulted in removing images from the emails. After the fix, the images are properly visible in the emails (with the agent being enabled).
H	SASNOI-14249	Summary: Users were not able to view/download the attachments using OWA. This issue is now fixed and the end user can now successfully view/download the attachments without re-login to OWA.
H	SASNOI-10816	Summary: The OTP field was visible even if the IP address was added to the exclusion list in the OWA agent management console. After the fix, if the IP is added to the exclusion list, the OTP field is not visible on the login page.
M	SASNOI-3887	Summary: While accessing Outlook Web App from a mobile device such as an Android device, the OTP field was not labeled. The OTP field is now labeled as <i>otp</i> .

Release Summary – SafeNet Agent for OWA 2.1.3

The SafeNet Agent for OWA 2.1.3 release introduces new enhancements and resolves a customer-reported issue.

Extended Operating System Support

The SafeNet Agent for OWA 2.1.3 now supports **Windows Server 2019**.

Additional Exchange Server Support

Microsoft Exchange Server 2019 is now supported.

Resolved Issues

Severity	Issue	Synopsis
C	SASNOI-8003	Summary: The agent now generates the challenge for the Mobile pass challenge-response token.

Release Summary – SafeNet Agent for OWA 2.1.2

The SafeNet Agent for OWA 2.1.2 release introduces a feature, an enhancement, and resolves some customer-reported issues.

Office Online Server Support

The SafeNet Agent for OWA now supports Office Online Server (OOS) with Microsoft Exchange Server 2016. The Office online server support enables the agent to deliver browser-based viewing, editing, and downloading of Office documents attached to OWA email messages.

This feature enables document collaboration and editing in real-time, as the Office documents attached to OWA emails can be viewed and edited from within Outlook on the web interface without requiring to download the file(s) to a local computer.

Enhanced Security

The **AES-GCM** encryption algorithm is now used to provide faster and a more secure way to protect data exchange between the SafeNet Agent for OWA and the SafeNet solution. Enabled by enhanced security, the agent delivers a more robust, and dependable authentication experience. A more secure key standard, like **AES-GCM**, can also help you comply with your organization's security policy requirements.

This feature is supported on **SAS Cloud** and **SAS PCE/SPE v3.9.1** onwards.

NOTE: To use the **AES-GCM** key standard, the administrator has to download a new *Agent.bsidkey* file from SAS and update the same (in the agent) at **Configuration Management > Communications > Agent Encryption Key File**.

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-8856	Summary: The agent now correctly bypasses the SafeNet authentication for users added to the group exceptions policy. These users are thus not prompted for OTP, meaning AD username and password are sufficient to log in.
H	SASNOI-8699	Summary: The HTTP 400 Error encountered on the OWA login page (for user accounts excluded from the OTP group) is now resolved. As a result, the impacted users will now be able to successfully login to the OWA application using their Windows credentials.

Release Summary – SafeNet Agent for OWA 2.1.1

The SafeNet Agent for OWA 2.1.1 release introduces a few feature, and resolves some customer-reported issues.

Users and Groups

Scope of the feature has been enhanced to additionally support group exclusions for child domains.

A checkbox, **Select if users and groups exist in the same domain**, is added to ensure that the child domain is also searched for users and groups. If selected, the group exclusions functionality will search and apply authentication exceptions even if both users and groups exist in the child domain.

Earlier, the exceptions were applied only if both users and groups existed in the parent domain.

For details, refer *SafeNet Agent for Microsoft Outlook Web App: Installation and Configuration Guide*.

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-8524	Summary: The group exclusions feature now works correctly for Windows Server 2016 and Outlook Exchange Server 2016. A checkbox, Select if users and groups exist in the same domain , is added to enhance the search capability to effectively include the child domain.
H	SASNOI-8481	Summary: The login page of OWA now renders correctly (without any error) while working with the SafeNet Agent for OWA.
H	SASNOI-8457	Summary: The SafeNet Agent for OWA, when working on the Outlook Exchange Server 2016 now loads the login page (to enter user credentials), only once.

Severity	Issue	Synopsis
H	SASNOI-6514	Summary: The group exclusions feature now works correctly for domains having tree-root relationships in a multi-domain setup.
M	SASNOI-6253	Summary: The agent now correctly enforces the SafeNet authentication even for users having different usernames for <i>UPN</i> and <i>samAccountName</i> .

Release Summary – SafeNet Agent for OWA 2.1.0

The SafeNet Agent for OWA 2.1.0 release contains bug fixes and certain security enhancements at the infrastructure and the agent level.

Release Summary – SafeNet Agent for OWA 2.0.0

The SafeNet Agent for OWA 2.0.0 release introduces a few feature, and resolves a customer-reported issue.

Auto Exchange Selection

During installation, the agent's InstallShield Wizard now (searches for, and) selects the applicable Exchange Server version automatically.

Resolved Issues

Severity	Issue	Synopsis
C	SASNOI-7305	Summary: The login page of Exchange Control Panel (ECP) now renders correctly (without any error) while working with the SafeNet OWA Agent.

Release Summary – SafeNet Agent for OWA 1.2.3

The SafeNet Agent for OWA 1.2.3 release resolves some customer-reported issues.

Resolved Issues

Severity	Issue	Synopsis
C	SASNOI-6716	Summary: The group exclusions feature now works correctly for Microsoft Outlook Exchange Server 2010 deployed in a forest environment with multiple domains. Child domains are now getting added correctly to the User/ Group list ensuring that the agent correctly reads group of global catalog in the AD.
H	SASNOI-6559	Summary: Outlook Exchange 2010 is now running correctly with Exchange 2016 when the OWA agent is enabled.

Release Summary – SafeNet Agent for OWA 1.2.2

The SafeNet Agent for OWA 1.2.2 contains certain security enhancements at the infrastructure and the agent level.

The release also resolves an important known issue.

Resolved Issues

Severity	Issue	Synopsis
	SASNOI-6511	<p>Summary: The OWA Group exception now works even if only a username (without its domain name) is provided during the login process.</p> <p>The Domain Stripping functionality is fixed to ensure that exclusion groups are identified correctly and no valid groups are bypassed during the SafeNet's 2FA process.</p>

Release Summary – SafeNet Agent for OWA 1.2

The SafeNet Agent for Microsoft OWA 1.2 includes enhancements and resolves some known/ customer-reported issues. Following lists some of the important new features.

Additional Exchange Server Support

Microsoft Exchange Server 2016 is now supported.

Domain Stripping

- Strip realm from UPN ([username@domain.com](#) will be sent as username): Select the added checkbox if the SafeNet server username is required without the suffix @domain.
- Strip NetBIOS prefix (domain\username will be sent as username): Select the added checkbox if the SafeNet server username is required without the prefix \domain.

NOTE: The realm-stripping feature applies to SafeNet server usernames only. Active Directory (AD) usernames are not affected.

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-6274	Summary: The Internal Server Error encountered when accessing the OWA Agent's login page during uninstallation is now resolved.
H	SASNOI-6167	Summary: Functionality to include specific user group(s) for 2FA now works on a single domain, applying 2FA, on top of domain credentials authentication.
H	SASNOI-6165	Summary: Forcing the challenge response with SMS group in Split Authentication Mode now works as expected, forcing the challenge, after entering the username and the LDAP password.
M	SASNOI-6058	Summary: Internet Information Services (IIS) now restarts normally after applying (and saving) configuration changes on the OWA agent.
H	SASNOI-6056	Summary: The error encountered while logging new users to the SafeNet OWA Agent is now resolved.
M	SASNOI-2738	Summary: The SafeNet OWA Agent now works correctly even if the default installation path is changed.
H	SASNOI-2148	Summary: The SafeNet OWA Agent now works correctly with shared mailboxes.
C	SASNOI-2112	Summary: The SafeNet OWA Agent's group exclusions feature now works correctly on multiple domains.

Severity	Issue	Synopsis
H	SASNOI-2096	Summary: The OWA Group exception now works for external domains. Thus, the functionality to include specific, external MOTC user groups for 2FA now prompts for OTP, in addition to domain credentials.
H	SASNOI-2090	Summary: Only one challenge is now generated if a user enters an incorrect OTP when logging in to the OWA agent.

Release Summary – SafeNet Agent for OWA 1.09

The SafeNet Agent for OWA 1.09 release resolves some customer-reported issues.

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-3776	Summary: It is now possible to install SafeNet OWA Agent using any account with administrator permissions, even if a user named “Administrator” is not defined in the AD.
C	SASNOI-3851	Summary: After logging in with an iOS device, logging out and then logging in again, the user is no longer able to log in without entering a new One Time Password (OTP).

Advisory Notes

Microsoft Exchange Server Limitations

- Following logout, the user is always removed from the **User ID** field on both private and public computers.
- Changes to the public/ private configuration in Microsoft Exchange Server have no effect on the SafeNet Agent for OWA Login window.

Compatibility and Upgrade Information

System Requirements

Network	<ul style="list-style-type: none"> > TCP 443 > TCP 80
Architecture	<ul style="list-style-type: none"> > 64-bit
Web Servers	<ul style="list-style-type: none"> > IIS 7.0 > IIS 7.5 > IIS 8.0 > IIS 10
Exchange Servers	<ul style="list-style-type: none"> > Microsoft Exchange Server 2013 > Microsoft Exchange Server 2016

	<ul style="list-style-type: none"> > Microsoft Exchange Server 2019
Operating Systems	<ul style="list-style-type: none"> > Windows Server 2012 > Windows Server 2012 R2 > Windows Server 2016 > Windows Server 2019
Additional Software	<ul style="list-style-type: none"> > .NET 4.5.2 (for SafeNet Agent for Outlook Web App 2013, 2016, and 2019) <p>NOTE: If .NET Framework 4.5.2 (or above) is installed from the agent package, the Exchange Server will be restarted automatically.</p>
Web Browsers	<ul style="list-style-type: none"> > Internet Explorer (IE) 10 and 11 <p>NOTE: Recommended browser for Microsoft Exchange Server 2013, Microsoft Exchange Server 2016, and Microsoft Exchange Server 2019 is Internet Explorer (IE) 11.</p> <ul style="list-style-type: none"> > Mozilla Firefox > Google Chrome
Additional Web Browsers Requirements	<ul style="list-style-type: none"> > Cookies must be enabled > JavaScript must be enabled > ActiveX must be enabled
Authentication Methods	All tokens and authentication methods supported by SafeNet server except Push OTP.
SafeNet Authentication Service (SAS) releases	<ul style="list-style-type: none"> > SAS PCE/SPE 3.9.1 (and later) > SafeNet Trusted Access (earlier, SAS Cloud)

Supported Upgrade

The SafeNet Agent for OWA 2.1.5 supports upgrade from 2.1.2 (and later).

Direct upgrade from versions prior to 2.1.2 to the latest version of the agent is not supported. The earlier versions can be **migrated** to SafeNet Agent for OWA 2.1.5. For migrating from one version to another, see **Migrating SafeNet Agent for OWA Using Previous Configurations** (for 2013, 2016 and 2019 versions) sections in the *Installation and Configuration Guide*.

Known Issues

This table provides a list of known issues as of the latest release.

Issue	Synopsis
SASNOI-4090 / SASNOI-3926	<p>Summary: Group exclusions functionality does not work with nested groups.</p> <p>Workaround: None, will be resolved in a future release.</p>
SASNOI-2301	<p>Summary: An extra Sign in page is displayed while authentication is already in progress. The page is only encountered when the user is authenticated for the first time, after enabling the agent.</p> <p>Workaround: Do not click Sign in on the displayed page. The user will be automatically redirected to the mailbox, after a few seconds.</p>
SASNOI-3933	<p>Summary: The SafeNet OWA Agent cannot be installed on operating systems that are not in the English Language.</p> <p>Workaround:</p> <ol style="list-style-type: none"> Do one of the following: <ul style="list-style-type: none"> If it is a Domain Controller (DC), navigate to Active Directory > Built-in and create a new group named Network Service. If it is not a DC, navigate to Server Manager > Configuration > Local Users and Groups and create a new group named Network Service. Install SafeNet OWA Agent. <p>The SafeNet OWA Agent should now operate correctly.</p>
SASNOI-2469	<p>Summary: The repair option in the Windows Control Panel Add\Remove Programs fails if it is not run as an administrator, even though the user is logged on as a Domain Administrator.</p> <p>Workaround: Run Add\Remove Programs as an administrator.</p>
SASNOI-2631	<p>Summary: Active Sync mobile devices cannot be added when the SafeNet OWA Agent is enabled. The message "can't connect to the server" is displayed.</p> <p>Workaround: Disable the SafeNet OWA Agent. The device now contacts the server without issue and synchronizes correctly. Enable the agent; the device now proceeds to operate correctly.</p>

Product Documentation

The following product documentation is associated with this release:

> [SafeNet Agent for Microsoft Outlook Web App 2.1.5: Installation and Configuration Guide](#)

NOTE: Perform installation and migration in **Run as Administrator** mode.

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 refer to the documentation before contacting support. If you cannot resolve the issue, contact your supplier or [Thales Group Customer Support](#).

Thales Group 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 Thales Group and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Customer Support Portal

The Customer Support Portal, at <https://supportportal.thalesgroup.com>, is a where you can find solutions for most common problems. The Customer Support Portal is a comprehensive, fully searchable database of support resources, including software and firmware downloads, release notes listing known problems and workarounds, a knowledge base, FAQs, product documentation, technical notes, and more. You can also use the portal to create and manage support cases.

NOTE: You require an account to access the Customer Support Portal. To create a new account, go to the portal and click on the **REGISTER** link.

Telephone Support

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Thales Group Customer Support by telephone at +1 410-931-7520. Additional local telephone support numbers are listed on the support portal.

Email Support

You can also contact technical support by email at technical.support.DIS@thalesgroup.com.