SafeNet Agent for macOS Logon

CUSTOMER RELEASE NOTES

Version: 2.0.0

Build Number: 2.0.0.156

Issue Date: June 2022

Document Part Number: 007-001675-001 Rev.A

Contents

Product Description

The SafeNet Agent for macOS Logon is designed to help enterprise customers to 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 (2FA) instead of just traditional static passwords to access a macOS environment is a critical step for information security.

Release Description

Release Summary – SafeNet Agent for macOS Logon 2.0.0

The SafeNet Agent for macOS Logon v2.0.0 release focuses on enhanced user experience due to the native login UI based implementation. It also resolves some customer-reported issues and performance issues thereby resulting in faster authentications.

Other enhancements in this release are:

- Support of automated agent deployment through **JamfPro**. For more information, see *Installing, Configuring, and Uninstalling the agent using Jamf Pro* section in the *SafeNet Agent for macOS Logon: Installation and Configuration Guide*.
- Agent compatibility with macOS native FDE tool, **FileVault**.
- The **Settings** tab in the SafeNet Logon Configuration is modified to select the SafeNet server supported username format.

Resolved Issues

Issue	Synopsis
SASNOI-13319	**Summary**: While logging into an MLA protected machine, there was a time lag of several seconds after providing the second factor of authentication. This performance issue is fixed and now it takes few seconds to access the terminal after user submits the second factor of authentication.
SASNOI-15357	**Summary**: While manually replenishing the offline tokens in the management console, the tokens were not replenished even though it displayed a successful message. This has been fixed now and the offline tokens are being replenished. However, there is a known issue due to which the count of the offline tokens does not update in the management console, please refer SASNOI-10737 for more details.
SASNOI-15414	**Summary**: After providing the second factor authentication, users were still able to update the passcode field in the login screen. This UI issue is now fixed and the users can no longer update the passcode field after submitting the second factor of authentication.

Known Issues

The following table provides a list of known issues for SafeNet Agent for macOS Logon.

Issue	Synopsis
SASNOI-10737	**Summary**: When an admin user manually replenishes the offline tokens, the tokens are replenished but their count is not updated in the management console. **Workaround**: After manual replenishment, close the management console and then reopen it to update the latest count of the offline tokens.
SASNOI-15412	**Summary**: If any admin group is set as the Primary Group for domain admin users in AD, then the **Exempt admin** feature does not work and the second-factor authentication will not be bypassed. **Workaround**: User should set any group except admin groups as the Primary Group.
SASNOI-11774	**Summary**: While upgrading the agent, the system does not display the notification for the already installed version of the agent. It will be fixed in a future release.
SASNOI-10312	**Summary**: Unable to reset AD Password within the agent. It will be fixed in a future release.
SASNOI-10293	**Summary**: Unable to reset STA OTP upon expiry. It will be fixed in a future release.
SASNOI-10792	**Summary**: GrIDsure challenge is not generating appropriately in the MLA management console. It will be fixed in a future release.
SASNOI-10592	**Summary**: Local users are unable to login to the macOS machine using their corresponding alias name. It will be fixed in a future release.
SASNOI-10527	**Summary**: Offline domain admin users (AD mobile users) are unable to login to the macOS agent application. It will be fixed in a future release.

Release Summary – SafeNet Agent for macOS Logon 1.2.0

The SafeNet Agent for macOS Logon v1.2.0 is the first release of the product for SAS PCE version 3.14 (and later).

Functionality not supported

The following functionalities are not supported by SafeNet Agent for macOS Logon:

- Localization
- Automatic login
- Fast user switching
- Sleep/Lock mode
- Touch ID

Compatibility and Component Information

Operating Systems

- Monterey v12.0 (and later)
- Big Sur v11.0.1 (and later)

> Catalina v10.15.2 (and later)

> **NOTE** Assuming the later OS versions are backward compatible.

Supported Authentication Tokens

All authentication tokens currently supported by SafeNet server.

Unsupported Tokens in Offline Authentication Mode

> Challenge-response-enabled tokens, SMS, GrIDsure, and time-based tokens.

> When using MobilePASS+ in this scenario, the Push OTP feature does not work, but standard One Time Password (OTP) authentication works.

SAS Releases

SAS PCE/SPE 3.14 (and later)

Product Documentation

The following product documentation is associated with this release:

> SafeNet Agent for macOS Logon: Installation and Configuration Guide

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 when 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 Customer Support.

Thales 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 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 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

The support portal also lists telephone numbers for voice contact (Contact Us).