

SafeNet Authentication Service

CUSTOMER RELEASE NOTES

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Product Description

SAS PCE is a key component of [SAS PCE Enterprise](#). SafeNet Authentication Service (SAS) delivers fully automated, highly secure authentication-as-a-service, with flexible token options tailored to the unique needs of your organization, substantially reducing the total cost of operation.

Strong authentication is made easy through the flexibility and scalability of SAS automated workflows, vendor-agnostic token integrations, and broad APIs. In addition, management capabilities and processes are fully automated and customizable—providing a seamless and enhanced user experience.

SAS enables a quick migration to a multi-tier, multi-tenant cloud environment, protecting everything, from cloud-based and on-premises applications to networks, users, and devices.

Release Information - SafeNet Authentication Service 3.22 PCE

The following releases has been issued for SafeNet Authentication Service 3.22 PCE:

General Availability Release - September 2025

Release Summary

This general availability release introduces the following features and resolves the issues listed below:

FIDO2 support for SAS PCE

This support allows you to deploy strong, passwordless authentication with SAS PCE using FIDO2 security keys providing more modern and secure authentication options to choose from. This support is part of the SAS PCE Enterprise for which the following components must be configured:

1. SafeNet Access Exchange (SAE) v1.3.0
2. On-premise FIDO server
3. SAS-PCE v3.22

Refer to the [documentation](#) for more details.

Multi-Factor Authentication for SAS console

Multi-factor authentication (MFA) support for account managers and operators enhances security by requiring account managers and operators to provide at least two distinct authenticators when they login. Refer to the [documentation](#) for more details.

Support for MySQL Server 8.4.5 and 9.2.0

SAS PCE now supports **MySQL Server 8.4.5** and **MySQL Server 9.2.0** databases. This ensures that the upgrade from older SAS-supported MySQL versions work seamlessly.

Resolved Issues

This table provides resolved issues as of the latest release.

Issue	Synopsis
SAS-74170	The NtAuthority\Anonymous Logon error logs in MSSQL has been fixed, while the same user is not being used to configure the SAS database.
SAS-74836	The MSSQL Windows authentication was not working on non-domain joined machines. Ensure that both the database and the machine configured as a SAS site are joined to the same domain and if the machine is not domain-joined, use a local database user account.
SAS-74759	Documentation update. The documentation under the filter for Pre-authentication rules "Agent is" is now corrected.
SAS-73021 SAS-58248	The SAS upgrade was failing with error "The specified account already exists". This issue is now fixed.

Known Issues

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

Issue	Synopsis
SAS-75460	The MFA option for Operator on SAS console reverts back to disabled after updating the database configuration.
SAS-75329	AutoProvisioning rule fails to provision SMS token if delivery method set to use both SMS + email.
SAS-75358	If a user with any CR token, for example, SMS-based token either presses the Logon button or types the trigger 's' on the login screen without entering the OTP, the system incorrectly redirects to an error page with the message: "Your login attempt was not successful. please try again". It will be fixed in a future release.
SAS-74581	Connection error logs appears on the fresh installation or upgrade using SAS Installer. It appears when SAS tries connection with PostgreSQL while the same has not been installed.

NOTE Click [here](#) to access Customer Release Notes of previous releases.

EOS Announcement: PostgreSQL database for SAS PCE

As part of our ongoing investment, we are announcing END-OF-SUPPORT (EOS) and END-OF-LIFE (EOL) of the PostgreSQL database for SAS PCE. PostgreSQL will not be supported for any existing SAS PCE version.

Distribution: Thales Sales, Distributors, Resellers and Existing Customers.

As part of our ongoing investment in improving the user experience and capabilities of our solutions, we are announcing EOL for the support of PostgreSQL database with SAS PCE. We will continue to support MS SQL and MySQL databases.

Affected Customers

PostgreSQL was only supported for POC or lab SAS PCE environments. This EOS announcement is relevant for customers who are using PostgreSQL database with their SAS PCE setup.

Replacement Database

For the supported database servers, refer [here](#).

Key Dates

The following are key dates in the process:

Milestone	Date	Comment
END-OF-AVAILABILITY	January 31, 2026	PostgreSQL will no longer be available for download and configuration with SAS PCE installer and the SAS console.
END-OF-LIFE (EOL) END-OF-SUPPORT (EOS)	July 31, 2026	Support expires at this date. It will not be supported for any existing SAS PCE version.

How to migrate from PostgreSQL database for SAS PCE

To migrate your POC environment from PostgreSQL to MySQL or MS SQL, please follow the instructions listed under the [DB migrator](#) section.

For fresh installation or existing environment, you can also perform a complete fresh [installation via MS SQL and MySQL](#).

Contact Us

If you have additional questions or need help, please contact [Thales support](#) by opening a ticket through your regular support portal.

EOS Announcement: Hardware Tokens

As part of our ongoing investment, we are announcing END-OF-SUPPORT (EOS) and END-OF-LIFE (EOL) of the following hardware tokens:

- > SafeNet Gold 3000 and SafeNet Gold 3200
- > RB-1
- > KT-4
- > KT-5
- > SafeNet eToken 3300 (formerly known as Platinum)
- > SafeNet eToken 3400
- > SafeNet eToken 3410

Distribution: Thales Sales, Distributors, Resellers and Existing Customers.

EOS Announcement: SafeNet Agent for Keycloak for SAS PCE

As part of our ongoing investment in improving the user experience and capabilities of our solutions we are announcing END-OF-LIFE of the SafeNet Agent for Keycloak for SAS PCE, which is being replaced by SafeNet Access Exchange (SAE).

Affected Customers

This EOL announcement is relevant for SAS PCE customers who have federated applications using the SafeNet Agent for Keycloak.

Replacement Agent

The SafeNet Agent for Keycloak is being replaced by [SafeNet Access Exchange \(SAE\)](#) that is now available to all SAS PCE Enterprise customers on the Thales Support Portal.

It offers the following benefits:

- > On-premises IDP, which complements secure authentication of SAS PCE through multi-factor authentication.
- > Supports Single Sign-On (SSO) for applications integrated with it.

Key Dates

The following are key dates in the process:

Milestone	Date	Comment
END-OF-DEVELOPMENT END-OF-SALES	October 1, 2025	Agent will no longer be available for new customers and deployments.
END-OF-SUPPORT (EOS) END-OF-LIFE (EOL)	September 30, 2026	Agent will not be supported by Thales and would be end of life.

How to move from SafeNet Agent for Keycloak to SafeNet Access Exchange

- > Deploy SafeNet Access Exchange on the system with administrator user setup. For installation and configuration, refer to the [documentation](#).
- > Install [SafeNet Access Exchange](#), which is available download from the SAS PCE Enterprise package or Customer Support Portal.
- > Change the application and users configuration to use SafeNet Access Exchange.
- > Once transition is complete, uninstall the SafeNet Agent for Keycloak.

NOTE This transition can be done in a phased manner, as long as all applications are eventually federated via the SafeNet Access Exchange before September 30, 2026.

Advisory Notes

Setting up MS SQL with Windows Domain User

NOTE In case of Site Import, if the SAS servers are in different domains, all SAS servers must be in the trusted domain. For more details, refer to the [Installation](#) section on thalesdocs.

Migrating to MS SQL Database Server

NOTE If migrating to MS SQL database (from any database server) with the SAS Database Migrator utility, please select the checkbox if using the Windows domain user account.

Database Backup

CAUTION! It is strongly recommended to back up the database before upgrading to the latest version of the SAS. Failure to do so could result in serious data loss.

MobilePASS+ Software Authenticator

The SAS 3.5 (and later) PCE supports Thales next-generation software authenticator, *MobilePASS+*, in addition to MobilePASS v8. Both applications use the same MobilePASS token allocation, and a new Allowed Targets policy allows to select either application for new enrollments. By default, enrollments on iOS and Android are with *MobilePASS+*, and with MobilePASS v8 for all other supported device platforms.

Upgrading Synchronization Agent

Synchronization Agent 3.3.2 (and earlier) will continue to work but the scan interval is limited to once every 60 minutes (instead of every 20 minutes), even if the agent is manually stopped and restarted.

It is recommended to upgrade the Synchronization Agent to version 3.4 (or later) to obtain the benefits of differential synchronization and a scan interval of every 20 minutes. Restarting the synchronization service in the agent initiates scanning and synchronization.

Compatibility and Component Information

Supported Tokens

Hardware Tokens

- > eToken PASS time-based, eToken PASS event-based, SafeNet OTP 110, SafeNet OTP 111, SafeNet OTP 112, SafeNet OTP Display Cards.

Software Tokens

- > **MobilePASS+**: Supported for Android, iOS, macOS, Apple Watch, Windows Mobile, and Windows Desktop.
- > **MobilePASS v8.4.6**: Supported for Android, iOS, Windows Mobile, Windows Desktop, and Mac OS X.

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- > **MP-1:** SafeNet Authentication Service support for MP-1 tokens software has been phased out and is no longer supported.

Supported Browsers

- > Microsoft Edge Chromium
- > Chrome™
- > Firefox®
- > Safari 5 and later on iOS
- > Safari 10.1 and later on macOS

NOTE For hardware token initialization, Internet Explorer versions 10 and below may result in a lesser user experience. It is recommended to use the latest versions of the supported browsers for token initialization.

Supported Directories

LDAP

- > Active Directory
- > Novell eDirectory 8.x
- > SunOne 5.x
- > OpenLDAP

SQL

- > MS SQL
- > MySQL
- > Oracle

Upgrade

Support from older versions of SAS PCE is available starting from **SAS PCE v3.16** onwards.

If you are on an earlier version, please upgrade to the supported version first before upgrading to the latest version. Support upgrade path for older versions of SAS PCE is as follows:

Current Version	Upgrade Path
SAS PCE 3.x	Upgrade to SAS PCE 3.16
SAS PCE 3.16	Upgrade to SAS PCE 3.22

NOTE If you have additional questions or need help, please contact [Thales support](#) before planning the upgrade.

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](#)).