# 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 3.21 PCE

The following releases has been issued for SafeNet Authentication Service 3.21 PCE:

> General Availability Release

## General Availability Release

**Release Summary - July 2025**
This general availability release introduces the following features and resolves the issues listed below:

### Support for MySQL Connector 9.2.0

SAS-PCE 3.21 now relies on the MySQL Connector 9.2.0, which is distributed under the open-source GPL-2.0 license.

You can download the MySQL Connector from Oracle's MySQL site and MySQL.Data.EntityFramework.dll from Nuget site. Also, ensure compliance with the GPL-2.0 license terms.

### Support for MySQL Server 8.0.39

SAS PCE now supports **MySQL Server 8.0.39** database. This ensures that the upgrade from older SAS-supported MySQL versions work seamlessly.

> **NOTE** This release does not support MySQL Server 8.0.27 database since it has known issues working with MySQL Connector 9.2.0.

### Generic OAuth 2.0 support in Generic SMS Gateway Provider

The **OAuth 2.0** authorization protocol is now supported by the **Generic SMS Gateway Provider** template to send enrollment token messages and OTPs through SMS via REST APIs. A new SMS plugin template named **Generic OAuth 2.0 SMS Plugin** is included in both the Primary and Secondary Gateways.

### Introducing new hardware OTP token, SafeNet OTP 111

With this release, **SafeNet OTP 111** and **SafeNet OTP 112** are now supported.

The **SafeNet OTP 111** and **SafeNet OTP 112** are OATH-certified OTP devices that facilitate secure user authentication across a wide range of resources. Equipped with both time-based and event-based configurations and waterproof casing, these OTP tokens can be used anywhere a static password is used today, improving security and allowing regulatory compliance with a broad range of industry regulations.

These OTP devices replace our market-proven SafeNet OTP 110 token, ensuring full backward compatibility with the OTP 111 and compliance with the latest standards with the OTP 112. SafeNet OTP 111 replaces SafeNet OTP 110 and SafeNet OTP 112 replaces eToken PASS. For more details on end of sale for existing tokens please refer to this announcement.

> **NOTE** **SafeNet OTP 110** and **eTokenPASS** will still continue to work and be compatible with our SAS PCE platform.

## Resolved Issues

This table provides resolved issues as of the latest release.

| Issue | Synopsis |
|---|---|
| SAS-73074 | During the upgrade process from an older version to a newer version, if the user selected **Don't Install** on the Windows pop-up related to CryptoCard installation, the SAS software was completely removed from the server. This issue is now fixed. |
| SAS-68903 | The default Self-Enrollment Rebranded page was not displaying the re-branded Custom Title. This issue is now resolved and the Rebranded Custom Title displays correctly on the default Self Provisioning Page. |
| SAS-68710 | Operators were able to re-send the token provisioning email even if the role does not allow to edit the provisioning. This issue is now fixed. |
| SAS-68623 | Email alert for user lock and unlock is now working as expected. |
| SAS-71012 | A 500 internal server error was reported while making the UpdateUser API Call-BSIDCA 500. This issue is fixed and a user can now be updated via API. |
| SAS-71004 | Exception in DB upgrader logs was reported after SAS upgrade to v3.20. |
| SAS-71240 | Changes in the System > Comms > Email Messages of the service provider account were not getting saved. This issue is fixed and the email template are now saved correctly. |
| SAS-71951 | Users were unable to enroll a token despite sufficient token remaining capacity. |
| SAS-73023 | The users were not able to delete the Google Authenticator tokens. |
| SAS-35645 | On resetting the PIN, old PIN was accepted on the Self-Service portal. This issue is now fixed. |

## Known Issues

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

| Issue | Synopsis |
|---|---|
| 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. |
| SAS-73760 | The HA functionality in SAS-PCE 3.21 does not work with MySQL Server 9.2.0. |

**NOTE** Click here to access Customer Release Notes of previous releases.

# EOS Announcement: PostgreSQL database for SAS PCE

The purpose of this document is to announce End-of-Sale (EOS) and END-OF-LIFE (EOL) of the PostgreSQL database for SAS PCE.

**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 End of Life 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 End of Sale process:

| Milestone | Date | Comment |
|---|---|---|
| END-OF-SALES (EOS) | 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) | July 31, 2026 | |
| END-OF-SUPPORT | July 31, 2026 | Support expires at this date |

## 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.

# 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

- KT-4, KT-5, RB, eToken PASS time-based, eToken PASS event-based, SafeNet GOLD, eToken 3410, eToken 3400, CD-1, SafeNet OTP 110, SafeNet OTP 111, SafeNet OTP 112, IDProve 100, 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.
- **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

# 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).