SafeNet Agent for Epic
CUSTOMER RELEASE NOTES

Version: 3.0.2

Build: 3.0.2.60

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Contents

Product Description

The SafeNet Agent for Epic is a solution to enable strong Two-Factor Authentication (2FA) for Epic.

EPCS Compliance

Customers seeking to comply with the US Drug Enforcement Agency's (DEA) Electronic Prescriptions for Controlled Substances (EPCS) regulation, can demonstrate compliance using any edition of the SAS together with SafeNet MobilePASS software tokens. When MobilePASS is installed on a separate mobile device (smartphone or tablet), the token becomes an EPCS compliant 'hard token'. Updated to extend the EPCS regulation cover for SafeNet Agent for Epic, wherever appropriate.

Release Description

Release Summary – SafeNet Agent for Epic 3.0.2

The SafeNet Agent for Epic 3.0.2 release resolves the following customer-reported issue.

Resolved Issues

Issue	Synopsis
SASNOI-18045	Earlier, the agent was not being invoked for non-admin users from Epic Hyperspace / Hyperdrive. This issue is now fixed. Additionally, the SafeNet MFA prompt was hidden behind the EPIC software for additional EPCS signing. Now, the MFA prompt is visible to the users as expected.

Release Summary – SafeNet Agent for Epic 3.0.1

The SafeNet Agent for Epic 3.0.1 release resolves the following customer-reported issues.

Resolved Issues

Issue	Synopsis
SASNOI-17372 / SASNOI-16038	Earlier, the agent could not detect the Epic software's DLL if the agent and Epic software installation path is different. Now, the agent works independent of the Epic software's DLL path.
SASNOI-16884	The Universal Naming Convention (UNC) path was not configurable for logging from the management console. Now, the agent supports the UNC format path for logging.
SASNOI-17882	The users were getting an error while invoking the management console via command prompt from a location other than the agent-installed location. This issue is now fixed.

Release Summary – SafeNet Agent for Epic 3.0.0

The SafeNet Agent for Epic 3.0.0 release introduces the following new features.

Renamed Agent

From this release onwards, the agent is renamed to **SafeNet Agent for Epic**.

Hyperdrive Support

The SafeNet Agent for Epic 3.0.0 now supports **Epic Hyperdrive** in addition with Epic Hyperspace.

Certificate tab

A **Certificate** tab is added in the **Epic Management Console** that enables to upload the signing certificate. The certificate is used to sign the SAML token response generated when using with Epic Hyperdrive.

Thales Branding

The SafeNet Agent for Epic is updated with the Thales branding.

Extended Operating System Support

The SafeNet Agent for Epic 3.0.0 now supports **Windows 11** and **Windows Server 2019 (64-bit)**.

Release Summary – SafeNet Agent for Epic Hyperspace 2.0.1

The SafeNet Agent for Epic Hyperspace 2.0.1 release introduces the following features and resolves a customer-reported issue.

Upgrade Support

The SafeNet Agent for Epic Hyperspace 2.0.1 release supports the upgrade from 1.1.0 (or later versions).

Extended Operating System Support

The SafeNet Agent for Epic Hyperspace 2.0.1 now supports Windows Server 2016 (64-bit).

Ignore server SSL certificate check

A capability to disable the SSL server certificate error check on the agent is added to the **Communication tab of Epic Management Console** . It is unchecked by default. If customers are using the on-premise deployment of SAS within a well-controlled network (where self-signed certificates are used and cannot be properly validated by the SafeNet Epic Hyperspace Agent), this check box needs to be selected.

> **NOTE** We strongly recommend the use of SSL certificates.

Resolved Issues

Issue	Synopsis
SASNOI-9194	The error "Failed to initialize SignalRCOMLibrary on Hyperspace 11/2018 edition (HRESULT: 0x80131040)" is now resolved.

Release Summary – SafeNet Agent for Epic Hyperspace 2.0.0

This general availability release offers a new feature, and resolves important issues since the previous release. Following list important details.

Group Policy Settings

Group Policy settings of the SafeNet Agent for Epic Hyperspace can now be updated using Windows tools. Policy settings are stored in a Windows Administrative Template (ADMX) file, and can be configured using the steps:

1. Adding ADMX file to Group Policy Object (GPO) Editor

2. Configuring ADMX settings using GPO Editor

For more information, refer *Installation and Configuration Guide*.

Release Summary – SafeNet Agent for Epic Hyperspace 1.1.0

This release includes an enhancement and resolves an issue since the previous release. Following lists the details:

OTP Text and Message Text Fields

Two new text fields (**Enter OTP Text** and **Enter Message Text**) are added in the Configuration tab of the Epic Management Console, to allow customization of messages on the Epic OTP prompt window. Based on their deployed tokens, customers can control the messages, to make it clear and consistent with their enterprise terminologies.

Resolved Issues

This release resolves a known issue. Please find below details of the solutions provided.

Issue	Synopsis
SASNOI-2739	The agent installation error (ERROR 1722) is now resolved.

Release Summary – SafeNet Agent for Epic Hyperspace 1.0

The SafeNet Agent for Epic v1.0 is the first formal release of this product.

Prerequisites

> Ensure that the Epic Hyperspace/Hyperdrive application is already installed on the system, where the agent is proposed for the installation.

> Ensure that the user has administrative rights for installing and configuring the SafeNet Agent for Epic.

> To successfully configure and implement the agent, the administrator must be familiar with SafeNet Authentication Service (SAS) Cloud or SAS Service Provider's Edition (SAS SPE) / SAS Private Cloud Edition (SAS PCE) and the SafeNet Trusted Access (STA).
Create an account in SafeNet Authentication Service (SAS) Cloud or SAS PCE 3.9.1 (and above). For more information, refer .

Supported Use Case

The SafeNet Agent for Epic enables seamless integration with *Hyperspace*, Epic's legacy client application and *Hyperdrive*, a Chromium web-based framework. Deploying the SafeNet agent in Epic's environment provides a capability to verify identities and sign records before accessing health records and performing related actions.

The supported use case is presently limited to the application of 2FA while signing the controlled substances patient records. The agent's functionality, though can be extended, to support Epic's other use cases with future releases.

Compatibility and Component Information

Interoperability

Supported Operating Systems

> Windows 10 (32-bit and 64-bit)

> Windows 11

> Windows Server 2016 (64-bit)

> Windows Server 2019 (64-bit)

Software Component

> Microsoft .NET Framework 4.5.2

Configuration Component

> SafeNet Epic Management Console utility

Supported Tokens

> All authentication tokens currently supported by SafeNet Authentication Service except Push OTP.

Product Documentation

The following product documentation is associated with this release:

> SafeNet Agent for Epic: 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).