

SafeNet Agent for Siebel

CUSTOMER RELEASE NOTES

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Product Description

The SafeNet Agent for Siebel is a Two-Factor Authentication (2FA) solution that helps Siebel customers ensure that valuable resources are accessible only to authorized users. The use of 2FA when accessing network resources, instead of traditional static passwords, is a critical measure for information security.

The SafeNet Agent for Siebel enables you to configure authentication rules in the policy domains and policies that protect your resources. The authentication rules contain authentication schemes, which provide methods for verifying a user's identity.

Release Information

Release Summary – SafeNet Agent for Siebel 1.2.0

This SafeNet Agent for Siebel 1.2.0 release includes an enhancement, and resolves a customer-reported issue.

Innovation Pack 2018 (IP18) Support

The SafeNet Agent for Siebel now supports the Siebel's Innovation Pack 2018 (IP18) version.

Support for Transport Layer Security

Support for Transport Layer (TLS) v1.2 protocol is now added.

Resolved Issues

Issue	Synopsis
SASNOI-8088	The placeholder text for OTP (/ Password) is now rectified for both English and Arabic languages. In addition, the order of the words in the Arabic text is now corrected.

Release Summary – SafeNet Agent for Siebel 1.1.0

Resolved Issues

Issue	Synopsis
SASNOI-6857 SASNOI-6652	One authentication attempt shows a single entry on the SAS Snapshot console.
SASNOI-1183	Users cannot redirect the Siebel login page to another website.
SASNOI-1154 SASNOI-551	Users cannot pass their username and password in the URL to bypass the One Time Password (OTP) authentication.

Compatibility and Component Information

Supported Siebel Version

- > Innovation Pack 2015 (IP15)
- > Innovation Pack 2016 (IP16)
- > Innovation Pack 2018 (IP18)

Authentication Server

- > SafeNet Authentication Service PCE/SPE 3.7 and later
- > SafeNet Authentication Service Cloud

Network

TCP Port 80 or 443

Supported Web Browsers

- > Supports all browsers supported by native Siebel CRM.

Additional Web Browser Requirements

- > Cookies must be enabled.
- > JavaScript must be enabled.

Supported Authentication Methods

Except Push OTP, all tokens and authentication methods supported by SafeNet.

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 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](#)).