

SafeNet Agent for Remote Logging

CUSTOMER RELEASE NOTES

Version: 1.05

Issue Date: 09 June 2021

Document Number: 007-013696-004 Rev. C

Contents

- Product Description 1
- Release Description 1
 - 06/09/2021 1
 - 11/30/2020 2
 - 04/10/2020 2
 - 12/14/2017 2
 - 09/13/2017 2
- Known Issues 2
- Product Documentation 3
- Support Contacts 3

Product Description

SafeNet Agent for Remote Logging sends information about authentication activity and operator activity (if configured) to a receiving agent on the vendor's local computer, where it can be displayed in the event viewer, syslog, or log file.

For a list of existing issues as of the latest release, refer to [Known Issues](#).

Release Description

06/09/2021

This release announces that Version 1.05 of the SafeNet Agent for Remote Logging, which was previously released on 11/30/2020, now supports Windows Server 2019.

Also, since Microsoft has ended the support for Windows Server 2008 R2, using the SafeNet Agent for Remote Logging 1.05 on Windows Server 2008 R2 SP1 is no longer recommended.

NOTE There is no software change with this CRN update.

11/30/2020

Version 1.05 of SafeNet Agent for Remote Logging resolves the issue listed below.

Resolved Issue

Issue	Synopsis
SAS-42676	SafeNet Agent for Remote Logging continues correctly after network connections are interrupted.

04/10/2020

Version 1.04 of SafeNet Agent for Remote Logging introduces the following feature and resolves the issue listed below.

- > **FIPS Compliance for SAS Server:** Government regulations in North America across industries such as financial services and healthcare institutions require FIPS 140-2 level security for authentication services. This feature allows North American customers to comply with the Federal Information Processing standards (FIPS) regulatory compliance law, and use SafeNet Agent for Remote Logging in FIPS-on mode of the Windows Operating System.

Resolved Issue

Issue	Synopsis
SAS-30622	SafeNet Agent for Remote Logging works normally when FIPS mode is turned on in the Windows operating system.

12/14/2017

Version 1.03 of SafeNet Agent for Remote Logging resolves the issue listed below.

Resolved Issue

Issue	Synopsis
SAS-19755	Console or FreeRADIUS source information is available to SafeNet Agent for Remote Logging when using syslog configuration.

09/13/2017

Version 1.02 of SafeNet Agent for Remote Logging:

- > Sends logs to both SysLog servers if two are configured
- > Supports Windows Server 2008 R2, Windows Server 2012 R2, and Windows Server 2016

Known Issues

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

Issue	Synopsis
SAS-4613	Summary: Logging data is lost when SafeNet Agent for Remote Logging stops working. Workaround: None.
SAS-4375	Summary: SafeNet Agent for Remote Logging continues to display Registered status after it is removed in the SAS console. Workaround: None.
SAS-5017	Summary: When multiple SafeNet Agent for Remote Loggings are configured in SAS, only the first SafeNet Agent for Remote Logging that is configured receives logging events. Workaround: None.

Product Documentation

The following additional documentation is associated with this release:

> [SafeNet Agent for Remote Logging Configuration Guide](#)

See [Customer Support Portal](#) for documentation associated with this product. 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 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](#)).