# SafeNet Authentication Service

## CUSTOMER RELEASE NOTES

**Version:** 3.18 SAS PCE GA

**Build:** 3.18.01443.1443

**Issue Date:** April 2023

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## Contents

# Product Description

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 3.18 PCE

## General Availability Release

**Release Summary - April, 2023**
This general availability release introduces the following features and resolves the issues listed below:

### SMPP SMS Plug-In

SMPP (Short Message Peer to Peer) is a new option added to the custom **SMS Settings** which allows for transfer of short messages to and from the user. This functionality is available in **Virtual Servers > Comms > Communications > SMS Settings (Custom) > SMS Plugin.**

### Security Enhancements

This release also introduces some security fixes and enhancements for the most secure SAS PCE version.

### Agent and SDK Updates

As part of this release, the following have been updated:

- SafeNet .NET Authentication API v1.3.0 (navigate to \SDK\.NET API)
- Microsoft Outlook Web Application (OWA) v2.1.5 (navigate to \Agents\OWA Agent v2.1.5)

### Documentation Improvements

References of **BlackShield ID Service Provider Edition.exe** have been updated with **SafeNet Authentication Service.exe** in *SafeNet Authentication Service 3.18 Upgrade Guide*.

### Resolved Issues

This table provides resolved issues as of the latest release.

| Issue | Synopsis |
|---|---|
| SAS-60871 | When the **Edit** option is enabled for **Provisioning** module, then only the operator can modify provisioning tasks. Earlier, the operator was still able to perform provisioning tasks even when restricted from. |
| SAS-61192 | Role permissions for **Provisioning** module, including **Access**, **Edit** and **Delete**, are working as expected now. |
| SAS-57032 | Even after deleting the user from the AD, it was still visible on the SAS console. Code has been updated to fix the delete function to work as expected. |
| SAS-61625 | Updated MySQL query syntax to resolve the error faced by the user after upgrading from SAS 3.12 to 3.16 version. |
| SAS-59667 | Added **Application Security Operations Administrator** to F5 attribute value which was missing in the SAS console when the user upgraded from version 11 to 15. |
| SAS-59608 | Updated code to fix the alert functionality for the operator in case of **Account Capacity** and **Remaining Account Capacity** event thresholds. |

### Known Issues

This table provides known issues as of the latest release.

| Issue | Synopsis |
|---|---|
| SAS-50466 | **Summary:** With latest **SMS + Email** delivery method, when the end user does not have enough credits to receive OTP via SMS, the OTP isn't received on Email also.<br>**Workaround:** In case of insufficient credits, the **SMS/Email/Voice OTP Delivery Methods** can be switched to **Email**. The OTP is received successfully. |
| SAS-60212 | **Summary:** When **Pin Policy** in MobilePASS/MobilePASS+ is set to **Change PIN on first use is required** option, the user is not getting prompted to change the pin after first successful login. |

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

# 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 Guide*.

## 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.

## Configuration on FIPS Mode Enabled Machines

The SafeNet Authentication Service does not work correctly on FIPS mode enabled machines.

Disable **System Cryptography: Use FIPS compliant algorithms for encryption, hashing and signing** on the SAS server.

# 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, 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 Mac OS

> **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).