



# SafeNet Agent for Remote Desktop Gateway 2.0.4

## CUSTOMER RELEASE NOTES

**Build:** 2.0.4.18

**Issue Date:** May 2022

**Document Part Number:** 007-000360-001, Rev. D

### Contents

Product Description .....	3
Resolved and Known Issues .....	3
Issue Severity and Classification .....	3
Release Description .....	3
Release Summary – SafeNet Agent for RDGateway 2.0.4 .....	3
Release Summary – SafeNet Agent for RDGateway 2.0.3 .....	4
Release Summary – SafeNet Agent for RDGateway 2.0.0 .....	4
Release Summary – SafeNet Agent for RDGateway 1.1.1 .....	4
Release Summary – SafeNet Agent for RDGateway 1.1.0 .....	4
Release Summary – SafeNet Agent for RDGateway 1.0 .....	4
Known Issues .....	4
Compatibility and Upgrade Information .....	5
Interoperability .....	5
Upgrade .....	6
Software Components .....	6
Product Documentation .....	6
Support Contacts .....	6
Customer Support Portal .....	6
Telephone Support .....	7
Email Support .....	7

## Product Description

The SafeNet Agent for Remote Desktop (RD) Gateway is a solution to enable strong Two-Factor Authentication (2FA) on users who wish to access any protected RD resource behind an RD Gateway.

## Resolved and Known Issues

### Issue Severity and Classification

The following table serves as a key to the severity and classification of the issues listed in the **Resolved Issues** table and the **Known Issues** table, which can be found in the sections that follow.

Severity	Classification	Definition
C	Critical	No reasonable workaround exists
H	High	Reasonable workaround exists
M	Medium	Medium-level priority problems
L	Low	Low-level priority problems

## Release Description

### Release Summary – SafeNet Agent for RDGateway 2.0.4

The SafeNet Agent for RDGateway 2.0.4 release offers the following browser and OS support. It also introduces some security fixes and improvements.

#### Support of Edge Browser in Internet Explorer (IE) mode

The SafeNet Agent for RDGateway (Together with RDWeb) now supports **Microsoft Edge** enabled in IE mode. For more information, see [Compatibility and Upgrade Information](#) > [Web Browsers](#) section.

#### Support of Windows Server 2019

SafeNet Agent for RDGateway now supports **Windows Server 2019 (64-bit)**.

#### Security Fix

A non-admin user of the RDGateway agent can trigger a repair operation and temporarily obtain system level privileges. This has been fixed now and the repair operation is no longer permitted from our agent.

For more details, please refer the security bulletin (ref: 20220110).

## Release Summary – SafeNet Agent for RDGateway 2.0.3

The SafeNet Agent for RDGateway 2.0.3 release resolves a customer-reported issue.

### Resolved Issues

Severity	Issue	Synopsis
C	SASNOI-11658	<b>Summary:</b> The RDP file download issue while implementing RDWeb and RDGateway agent is now resolved. The user can now successfully download the RDP file from the RDWeb page.

## Release Summary – SafeNet Agent for RDGateway 2.0.0

The SafeNet Agent for RDGateway 2.0.0 resolves an important security issue.

Severity	Issue	Synopsis
H	SASNOI-9048	<b>Summary:</b> Dependency on SMB 1.0 is now removed which enhances the security robustness of the agent.

## Release Summary – SafeNet Agent for RDGateway 1.1.1

The SafeNet Agent for RDGateway 1.1.1 resolves a customer reported issue.

### Support for SHA256 Certificate

In addition to SHA1, the SHA256 certificate can now be used to digitally sign and identify the publisher of a Remote Desktop Protocol (RDP) file to the user.

Severity	Issue	Synopsis
C	SASNOI-8597	<b>Summary:</b> The RDP file can now be digitally signed by SHA256 certificate, in addition to the existing support for SHA1 certificate.

## Release Summary – SafeNet Agent for RDGateway 1.1.0

The SafeNet Agent for RDGateway 1.1.0 contains certain new features.

### Extended Operating System Support

The SafeNet Agent for RDGateway now supports **Windows Server 2016 (64-bit)**.

### Rebranding

The installation wizard has been updated with Gemalto branding.

## Release Summary – SafeNet Agent for RDGateway 1.0

The SafeNet Agent for RDGateway 1.0 is the first release of the product.

## Known Issues

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

Severity	Issue	Synopsis
M	SASNOI-476	<p><b>Summary:</b> While installing the SafeNet Agent for RDGateway, on the <b>Logon Information</b> window, the '^' and '&amp;' special characters are not supported in the password field.</p> <p><b>Workaround:</b> None, will be resolved in a future release.</p>
M	SASNOI-368	<p><b>Summary:</b> During a few instances, the RDGateway service (tsgateway) does not stop automatically on installation or uninstallation. In these cases, the user needs to manually stop the service.</p> <p><b>Workaround:</b> To stop the RDGateway service:</p> <ol style="list-style-type: none"> <li>1. Open the <b>Task Manager</b>.</li> <li>2. On the <b>Service</b> tab, search for the <b>tsgateway</b> service, and note down its process ID (PID).</li> <li>3. On the <b>Details</b> tab, search for the process ID.</li> <li>4. Select the process PID, and click <b>End Task</b>.</li> </ol> <p>To verify the status of the RD Gateway service:</p> <ol style="list-style-type: none"> <li>5. Go to <b>Services Console</b>.</li> </ol> <p>Search for the RD Gateway service. The status should be <b>Stopped</b>.</p>
H	SASNOI-377	<p><b>Summary:</b> If the Remote Desktop Protocol (RDP) file is downloaded before the agent's installation, the RDP file can be used any number of times to make a connection (even after installation of the agent).</p> <p><b>Workaround:</b> None, will be resolved in a future release.</p>

## Compatibility and Upgrade Information

### Interoperability

#### Operating Systems

- Windows Server 2012 R2 (64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2019 (64-bit)

#### Web Servers

- IIS 8.5
- IIS 10

#### Operating System and Web Browsers for ActiveX (Client Machine)

##### Operating System

- Microsoft Windows 10

---

## Web Browsers

- Internet Explorer 11 (supported till June 15, 2022)
- Microsoft Edge\*

\*Since, Microsoft will retire Internet Explorer 11 on June 15, 2022, we recommend using Microsoft Edge with Internet Explorer mode. For more details, see *SafeNet Agent for Remote Desktop Gateway v2.0.4: Installation and Configuration Guide*.

## Upgrade

Upgrade to SafeNet Agent for RD Gateway v2.0.4 of the type, **Together with RDWeb** supports upgrade from version 2.0.0 (and above).

**NOTE:** Upgrade from earlier versions (v1.0, v1.1.0 and v1.1.1) is not supported.

## Software Components

- Microsoft .NET 4.0 and above

---

## Product Documentation

The following product documentation is associated with this release:

- *SafeNet Agent for RD Gateway v2.0.4: 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 make sure that you have read the documentation. 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 Support

The support portal also lists telephone numbers for voice contact ([Contact Us](#)).

## Email Support

You can also contact technical support by email at [technical.support.DIS@thalesgroup.com](mailto:technical.support.DIS@thalesgroup.com).