THALES

SafeNet Agent for Remote Desktop Gateway 2.0.4

CUSTOMER RELEASE NOTES

Build: 2.0.4.18

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Contents

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 RD Gateway 2.0.4

The SafeNet Agent for RD Gateway 2.0.4 release introduces some security fixes and improvements.

Security Fix

A normal user of the RD Gateway agent can trigger a repair operation and get system level privileges. This has been fixed now and the repair operation is no longer permitted from the agent. For more details, please refer the security bulletin (ref: 20220110).

Support of Windows Server 2019

SafeNet Agent for RD Gateway now supports Windows Server 2019 (64-bit).

Release Summary – SafeNet Agent for RD Gateway 2.0.3

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

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-12229	**Summary:** The SafeNet Agent for RD Gateway stopped working intermittently. Now, the authentication works correctly and the users get prompted for an OTP.

Release Summary – SafeNet Agent for RD Gateway 2.0.2

The SafeNet Agent for RD Gateway 2.0.2 release resolves a customer-reported issue.

Resolved Issues

Severity	Issue	Synopsis
H	SASNOI-11288	**Summary:** The non-availability of clipboard and local drives while using RD Gateway Agent is now resolved.

Release Summary – SafeNet Agent for RD Gateway 2.0.1

Upgrade Support

The SafeNet Agent for RD Gateway 2.0.1 release supports the upgrade from 2.0.0.

FIPS Support

It introduces support for:

> The FIPS mode within the operating system with AES-GCM and RSA key standards.

> The FIPS mode for decrypting the agent's BSID key.

Release Summary – SafeNet Agent for RD Gateway 2.0.0

This major new release of the SafeNet Agent for RD Gateway 2.0.3 implements a PUSH based approach, enabling the agent to function independently, without using the RD Web interface. This agent mode is available by selecting the **Standalone agent with PUSH OTP** option during the installation process, and presently only supports PUSH OTP as the authentication mechanism.

Unlike earlier versions, the SafeNet Agent for RD Gateway 2.0.3 is a scalable, customizable, and a more productive authentication solution. The agent now features its own Management Console, resulting in better productivity and faster processing.

> **NOTE:** The **Together with RDWeb Agent** option is still available during the installation process, and allows the agent to function, as earlier, using the RD Web interface. Existing documentation set is available for this agent mode, and must be referred for details.

The agent features the following new inclusions:

Native Push OTP Support

The SafeNet Agent for RD Gateway 2.0.3 supports the Push OTP function with MobilePASS+ when working with SAS Cloud and SAS PCE/SPE 3.9.1 (and above) versions.

Management Console

The agent now features its own management console, to allow easy modification of configuration settings. The following tabs are available:

> **Communications**

> **Logging**

The introduction of a dedicated console makes the configuration process easier, and consistent with other SafeNet agent authentication solutions. For detailed information, refer the *SafeNet Agent for RD Gateway: Installation and Configuration Guide*.

Security Standards

The **AES-GCM** encryption algorithm is used to provide a fast and secure way to protect data exchange between the SafeNet Agent for RD Gateway and the SafeNet authentication solution. Enabled by enhanced security, the agent delivers a robust, and dependable authentication experience. A secure key standard, like **AES-GCM**, can also help organizations comply with proprietary security requirements.

Support for Transport Layer Security v1.2

The SafeNet Agent for RD Gateway 2.0.3 will work with Transport Layer Security (TLS) v1.2.

Compatibility and Upgrade Information

Interoperability

Supported Operating Systems

- Windows 2012 R2, 64-bit

- Windows Server 2016, 64-bit

- Windows Server 2019, 64-bit

Upgrade

The SafeNet Agent for RD Gateway 2.0.4 of the type, **Standalone agent with PUSH OTP** 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.