

SafeNet Authentication Service Agent for Cisco AnyConnect Client

CUSTOMER RELEASE NOTES

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Product Description

Cisco AnyConnect Secure Mobility provides a comprehensive, highly secure enterprise mobility solution.

Cisco Adaptive Security Appliance (ASA) authentication requires that a user provide a correct user name and password to login successfully. The SafeNet Authentication Service (SAS) Agent for Cisco AnyConnect Client enable users to use the login mechanism with strong authentication by adding a requirement to provide a One-Time Password (OTP) generated by a SAS token.

Release Description

Release Summary – SAS Agent for Cisco AnyConnect Client v2.2.0

The SAS Agent for Cisco AnyConnect Client v2.2.0 includes new features and [resolves](#) known/ customer-reported issues.

Support for Cisco AnyConnect Client v4.3, v4.4 and v4.5 Versions

The SAS Agent for Cisco AnyConnect Client now supports Cisco AnyConnect Client's **4.3.x**, **4.4.x** and **4.5.x** versions.

Support for Windows 10 Operating System

The SAS Agent for Cisco AnyConnect Client now supports Windows 10 (both 32-bit and 64-bit) operating system.

Release Summary – SAS Agent for Cisco AnyConnect Client v2.0

The SAS Agent for Cisco AnyConnect Client v2.0 is a major release. This release includes new features and [resolves](#) known/ customer-reported issues.

Support for MobilePASS Token

With this release, SAS Agent for Cisco AnyConnect Client now supports direct MobilePASS token-based authentication. SAS Agent for Cisco AnyConnect Client 2.0 is a major release which moves away from the legacy SafeNet MP-1 authenticator to SafeNet MobilePASS authenticator. It now only supports MobilePASS, and the legacy integration with MP-1 is not supported.

User Interface Improvements

With this release, the SAS Agent for Cisco AnyConnect Client user interface has been improved for better user experience.

Support for New Versions of Cisco AnyConnect Client

With this release, the SAS Agent for Cisco AnyConnect Client is compatible with **3.1.x**, **4.0.x**, and **4.1.x** versions of Cisco AnyConnect Client.

Resolved and Known Issues

Resolved Issues

SAS Agent for Cisco AnyConnect Client v2.2.0

Issue	Synopsis
SASNOI-7586	Keyboard accessibility for connecting to the SAS Agent for Cisco AnyConnect is improved.
SASNOI-7417	If the Cisco service is not responding, the SAS Agent for Cisco AnyConnect now displays an appropriate message: "The VPN Service is not available. Exiting." In addition, if there is no network connectivity or the Cisco Adaptive Security Appliance (ASA) is unreachable, the user is notified with an appropriate message. Clicking OK on the message box returns the user to the parent screen with the Connect to field prepopulated, and the Connect button as enabled.
SASNOI-7197	User now needs to select the Server PIN Type checkbox to use Mobile token on first use only. Earlier, the user was required to select the checkbox every time to enter the Server Side PIN . <u>Note:</u> After a system cleanup, the user may be required to select the checkbox to enter Server Side PIN again on the first use.
SASNOI-7196	The error message for unsupported version of Cisco AnyConnect Client during agent installation is improved.
SASNOI-7117	The SAS agent's installer, when running on a Windows 7 machine with a supported version of Cisco AnyConnect Client, does not render duplicate versions of the executable file or Start menu item. It now drops only one version of the executable file and creates only one Start menu item.

SAS Agent for Cisco AnyConnect Client v2.0

Issue	Synopsis
SASNOI-1	The SAS Agent for Cisco AnyConnect Client now supports direct MobilePASS token-based authentication.
SASNOI-2	The SAS Agent for Cisco AnyConnect Client user interface has been improved for better user experience.
SASNOI-3	Previously, the Cisco AnyConnect Client versions 3.1.x and 4.x were not supported.
SASNOI-176	Earlier, while installing the SAS Agent for Cisco AnyConnect Client 2.0, installation of Visual C++ 2010 Redistributable Package failed.
SASNOI-228	All the minor versions of the Cisco AnyConnect Client were not supported by the SAS Agent for Cisco AnyConnect Client.

Known Issues

None

Compatibility

SafeNet Authentication Service

- SAS Cloud
- SAS SPE / PCE Version 3.4 and later

Cisco

- Cisco ASA 5500 series
- ASA Version – 9.2(4)
- ASDM Version – 7.6(1)
- Cisco AnyConnect Client tested
 - 3.1
 - 3.1.04063
 - 3.1.08009
 - 3.1.10010
 - 3.1.05187
 - 3.1.04072
 - 3.1.08
 - 4.0.00048
 - 4.0.00051
 - 4.1.02011
 - 4.1.00028
 - 4.3.00748
 - 4.4.03034
 - 4.5.02036



NOTES:

- The SAS Agent for Cisco AnyConnect Client is assumed to work with all minor versions of Cisco AnyConnect Client. However, full compatibility for minor versions of Cisco AnyConnect Client cannot be verified.
- If the Cisco AnyConnect Client version is upgraded to a later version after installation of the SAS agent, the user needs to uninstall and then reinstall the agent.

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- Cisco AnyConnect Client version later than **4.5** is not supported. If used, the user will encounter an unsupported version error during agent's installation.
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Supported Authenticators

- MobilePASS v8.4 and later

Supported Platforms

- Windows 7 (32-bit and 64-bit)
- Windows 8.1 (64-bit)
- Windows 10 (32-bit and 64-bit)



NOTE: Use Microsoft's recommended **Windows 10** version(s). Users may face some issues in upgrading the agent if they are using Windows 10 RTM version(s).

Product Documentation

The following product documentation is associated with this release:

- SafeNet Authentication Service Agent for Cisco AnyConnect Client: 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 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, refer to the documentation. If you cannot resolve the issue, contact your supplier or [Gemalto Customer Support](#).

Gemalto 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 Gemalto 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.gemalto.com>, is a 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

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Customer Support by telephone. Calls to Customer Support are handled on a priority basis.

Region	Telephone number (Subject to change. An up-to-date list is maintained on the Customer Support Portal)
Global	+1-410-931-7520
Australia	1800.020.183
China	North: 10800-713-1971 South: 10800-1301-932
France	0800-912-857
Germany	0800-181-6374

India	000.800.100.4290
Israel	180-931-5798
Italy	800-786-421
Japan	0066 3382 1699
Korea	+82 2 3429 1055
Netherlands	0800.022.2996
New Zealand	0800.440.359
Portugal	800.863.499
Singapore	800.1302.029
Spain	900.938.717
Sweden	020.791.028
Switzerland	0800.564.849
United Kingdom	0800.056.3158
United States	(800) 545-6608