

# SafeNet Agent for Microsoft Remote Desktop Web 2.0.0

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## CUSTOMER RELEASE NOTES

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### Contents

Product Description.....	2
Resolved and Known Issues .....	2
Issue Severity and Classification.....	2
Release Description.....	2
Release Summary – SafeNet Agent for RDWeb 2.0.0.....	2
Release Summary – SafeNet Agent for RDWeb 1.2.0.....	3
Release Summary – SafeNet Agent for RDWeb 1.1.0.....	3
Release Summary – SafeNet Agent for RDWeb 1.0.1.....	4
Release Summary – SafeNet Agent for RDWeb 1.0.....	4
Known Issues.....	4
Compatibility and Upgrade Information .....	5
Operating Systems .....	5
Remote Desktop Web.....	5
Authentication Server .....	5
Software Components .....	5
Network.....	5
Supported Architecture .....	5
Supported Web Servers .....	5
Supported Authentication Type .....	5
Supported Web Browsers.....	5
Additional Web Browser Requirements.....	6
Supported Authentication Methods .....	6
Upgrade .....	6
Functionality not supported .....	6
Product Documentation .....	6
Support Contacts .....	7
Customer Support Portal .....	7
Telephone Support .....	7
Email Support .....	7

## Product Description

SafeNet Agent for Microsoft Remote Desktop Web (RDWeb) ensures that RDWeb is available only to authorized users by prompting for additional credentials during logon.

By default, logon to Microsoft RDWeb requires that the user provides a correct user name and a password. The SafeNet Agent for Microsoft RDWeb augments this logon mechanism with strong authentication by adding a requirement to provide a One-Time Password (OTP) generated by the token.

## 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 RDWeb 2.0.0

The SafeNet Agent for RDWeb 2.0.0 introduces some new features.

#### New Features and Enhancements

##### Enhanced Security

The **AES-GCM** encryption algorithm is now used to provide faster and a more secure way to protect the data exchange.

Enabled by enhanced security, the agent delivers a more robust, and dependable authentication experience.

##### Thales Branding

The SafeNet Agent for RDWeb 2.0.0 has been redesigned with the Thales branding.

With this release, the Installer name is changed to **SafeNet Agent for Microsoft RDWeb**, the Management Console name is changed to **SafeNet RDWeb Agent Manager**, and the Destination folder is changed to **C:\Program Files\Thales\RDWeb\**.

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## Extended Operating System Support

The SafeNet Agent for RDWeb 2.0.0 now supports Windows Server 2019 (64-bit).

## Release Summary – SafeNet Agent for RDWeb 1.2.0

The SafeNet Agent for RDWeb 1.2.0 introduces below new features.

### New Features and Enhancements

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#### Enable multi-browser support

A capability to enable the multi-browser support is added to the **SafeNet RDWeb Agent Manager** console under the **Policy** tab.

The SafeNet Agent for RDWeb 1.2.0 now supports Chrome, Microsoft Edge, and Mozilla Firefox along with Internet Explorer.

**NOTE:** This feature does not work with RD Gateway agent.

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#### Upgrade

Direct upgrade to SafeNet Agent for Microsoft RDWeb 1.2.0 is supported from all the previous versions.

**NOTE:** For new features to reflect after an upgrade, perform the following steps:

1. Clear the **Enable Agent** checkbox and click **Apply**. Select **YES** when IIS Restart is prompted.
2. Select the **Enable Agent** checkbox and click **Apply**. Select **YES** when IIS Restart is prompted.

## Release Summary – SafeNet Agent for RDWeb 1.1.0

The SafeNet Agent for Microsoft RDWeb 1.1.0 contains certain new features.

### New Features and Enhancements

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#### Self-service AD Password Reset

Self-service AD Password Reset functionality is now added. Earlier, if a user's password expired, the user needs to contact the administrator to reset it. Now, users can reset passwords themselves, using a self-service functionality.

For more details, refer the *Installation and Configuration Guide*.

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#### Extended Operating System Support

SafeNet Agent for Microsoft RDWeb now supports Windows Server 2016 (64-bit). In addition, Windows Server 2008 R2 is no longer supported.

## Support for Transport Layer Security

Support for Transport Layer (TLS) v1.1 and v1.2 protocols is now added.

## Release Summary – SafeNet Agent for RDWeb 1.0.1

The SafeNet Agent for Microsoft RDWeb 1.0.1 contains certain security enhancements at infrastructure and agent level.

## Release Summary – SafeNet Agent for RDWeb 1.0

The SafeNet Agent for Microsoft RDWeb 1.0 release resolves some known issues. Please find below details of the solutions provided.

### Resolved Issues

Severity	Issue	Synopsis
M	SASIL-691	<b>Summary:</b> The <b>Sign out</b> button now displays correctly on the desktop connection page.
H	SASIL-332	<b>Summary:</b> The user is now prompted for logon credentials only once when logging on to RDWeb.

## Known Issues

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

Severity	Issue	Synopsis
M	SASNOI-11862	<b>Description:</b> Migration does not work for RDWeb from 1.1.0 to 1.2.0. <b>Workaround:</b> None, will be fixed in a future release.
M	SASIL-3101	<b>Description:</b> The Windows <b>Modify</b> option does not work on the SafeNet Agent for Microsoft RDWeb installer (either directly from the exe file or from Windows Control Panel). <b>Workaround:</b> None, will be fixed in a future release.
M	SASIL-3260	<b>Description:</b> In the RDWeb Access logon page, if the option <b>This is a private computer</b> is selected instead of <b>This is a public or shared computer</b> , following sign off, the selected option is not saved, and the setting reverts to <b>This is a public or shared computer</b> . <b>Workaround:</b> None, will be fixed in a future release.
M	SASIL-3398	<b>Description:</b> After installing the agent, or making a change in the <b>SafeNet RDWeb Agent Manager</b> and clicking <b>Apply</b> , the <b>Remote Desktop Gateway Service</b> stops operating. This is the result of a known issue with Microsoft IIS. <b>Workaround:</b> After making a change to the agent and clicking <b>Apply</b> , open Windows services and start the <b>Remote Desktop Gateway Service</b> (select the service and click <b>Start</b> ).

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## Compatibility and Upgrade Information

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### Operating Systems

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

### Remote Desktop Web

- Windows Server 2012 R2 Remote Desktop Web
- Windows Server 2016 (64-bit) Remote Desktop Web
- Windows Server 2019 (64-bit) Remote Desktop Web

### Authentication Server

- SafeNet Authentication Service PCE/SPE 3.9.1 (and above)
- SafeNet Trusted Access (earlier, SafeNet Authentication Service Cloud)

### Software Components

- Microsoft .NET Framework 4.8
- IIS 6 Management Compatibility

### Network

- TCP Port 80 or 443

### Supported Architecture

- 64-bit

### Supported Web Servers

- IIS 8.5 [for Windows Server 2012 R2]
- IIS 10 [for Windows Server 2016 (64-bit) and Windows Server 2019 (64-bit)]

### Supported Authentication Type

- Microsoft Forms Authentication

### Supported Web Browsers

- Chrome
- Internet Explorer 11
- Microsoft Edge
- Mozilla Firefox

## Additional Web Browser Requirements

- Cookies must be enabled
- JavaScript must be enabled

## Supported Authentication Methods

- All tokens and authentication methods supported by SafeNet server

**NOTE:** Push OTP is not supported.

## Upgrade

Direct upgrade to the SafeNet Agent for Microsoft RDWeb 2.0.0 is supported from previous versions (v1.0 or v1.0.1 or 1.1.0 or 1.2.0).

**NOTE:** This is a major upgrade from existing agent versions with name change in the Installer (SafeNet Agent for Microsoft RDWeb), Management Console (SafeNet RDWeb Agent Manager) and the Destination folder (C:\Program Files\Thales\RDWeb\).

To upgrade, run the current (installed) version of the agent. Allow the agent to be upgraded, when prompted.

**NOTE:** For new features to reflect after an upgrade, the following additional steps need to be performed:

1. Clear the **Enable Agent** checkbox and click **Apply**. Select **YES** when IIS Restart is prompted.
2. Select the **Enable Agent** checkbox and click **Apply**. Select **YES** when IIS Restart is prompted.

## Functionality not supported

The following functionality is not supported by SafeNet Agent for Microsoft RDWeb:

- The multi-browser support feature introduced in SafeNet Agent for Microsoft RDWeb 1.2.0 does not work with RD Gateway agent.
- SafeNet static password change is not supported.

## Product Documentation

The following product documentation is associated with this release:

- *SafeNet Agent for Microsoft Remote Desktop Web: 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.

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## Support Contacts

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If you encounter a problem while installing, registering, or operating this product, please refer to the documentation. 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 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).