

# SafeNet Authentication Service

## CUSTOMER RELEASE NOTES

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# Product Description

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SAS PCE is a key component of [SAS PCE Enterprise](#). 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.

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## Release Information - SafeNet Authentication Service 3.22 PCE

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The following releases has been issued for SafeNet Authentication Service 3.22 PCE:

- > [Service Pack 1 Release](#)
- > [General Availability Release](#)

### Service Pack 1 Release - June 2026

#### Release Summary

This service pack release includes all the features of 3.22 GA release, retires legacy agents, broadens platform compatibility, and resolves the issues listed below.

**NOTE** End-of-support for the SafeNet Agents for IBM Security Access Manager (ISAM), Cisco AnyConnect, Oracle Access Manager (OAM), and Siebel is announced as part of this release. See [EOS Announcement: Legacy and End-of-Life Agents](#) below for milestones and migration guidance.

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#### Direct LDAP support with Windows Server 2025 Domain Controller

Direct LDAP integration has been validated against Windows Server 2025 acting as the Active Directory Domain Controller.

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#### SafeNet eToken Fusion Bio FIDO token support

SafeNet eToken Fusion Bio is now a supported FIDO security key for SAS PCE.

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#### Skip-capacity-check query optimization

License capacity validation has been optimized to reduce database query overhead during high-volume provisioning, improving SAS console responsiveness on large deployments.

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#### MultiSubnetFailover support for MS SQL clustered deployments

SAS PCE now honors the **MS SQL MultiSubnetFailover=true** connection setting, enabling correct failover behavior in multi-subnet MS SQL Always-On / clustered deployments. For more details, refer to [thalesdocs](#).

## Resolved Issues

This table provides resolved issues as of the latest release.

Issue	Synopsis
SAS-77242	Subscriber accounts that previously failed to delete with a foreign-key constraint error on the <b>reportrole</b> or <b>reportemail</b> tables (referencing orgmapping) can now be removed successfully.
SAS-77238	An upgrade failure when upgrading SAS PCE v3.16 to v3.22 has been resolved.
SAS-76978	The IP Range Restriction feature now correctly blocks access to the SAS Console for users connecting from IP addresses configured as restricted.
SAS-76521	The Provisioning Tasks Outstanding report now displays the correct Token Type values for MobilePASS+ and GrIDsure tokens (previously shown as <i>MobilePass</i> and <i>Custom</i> , respectively).
SAS-76016	A virtual server that was visible on the Onboarding tab but missing from the Virtual Servers tab - for subscriber accounts created under a Service Provider main account hierarchy - is now listed correctly on both tabs.
SAS-75924	After upgrading the underlying HSM to PTK 7.3.1 PSE3 (from PTK 5 PSE2), the SAS Web Console no longer terminates an existing operator's session when another operator signs in concurrently.
SAS-70770	License capacity validation queries have been optimized, reducing database load during high-volume provisioning and improving SAS console responsiveness.
SAS-76296	MobilePASS self-enrollment no longer fails with a TokenLoadError when binding an activation code in organizations with multiple available MobilePASS token serial numbers.

## Known Issues

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

Issue	Synopsis
SAS-78201	The Google Authenticator provisioning task is not automatically deleted after the 10-minute timeout.
SAS-74581	Connection error logs appear on the fresh installation or upgrade using SAS Installer when SAS attempts to connect to PostgreSQL while the same has not been installed.
SAS-78200	The license imports need to be added even after the database configured already exists as it was created from DB migration from PostgreSQL database

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# General Availability Release - September 2025

## Release Summary

This general availability release introduces the following features and resolves the issues listed below:

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### FIDO2 support for SAS PCE

This support allows you to deploy strong, passwordless authentication with SAS PCE using FIDO2 security keys providing more modern and secure authentication options to choose from. This support is part of the SAS PCE Enterprise for which the following components must be configured:

1. SafeNet Access Exchange (SAE) v1.3.0
2. On-premise FIDO server
3. SAS-PCE v3.22

Refer to the [documentation](#) for more details.

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### Multi-Factor Authentication for SAS console

Multi-factor authentication (MFA) support for account managers and operators enhances security by requiring account managers and operators to provide at least two distinct authenticators when they login. Refer to the [documentation](#) for more details.

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### Support for MySQL Server 8.4.5 and 9.2.0

SAS PCE now supports **MySQL Server 8.4.5** and **MySQL Server 9.2.0** databases. This ensures that the upgrade from older SAS-supported MySQL versions work seamlessly.

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### Resolved Issues

This table provides resolved issues as of the latest release.

Issue	Synopsis
SAS-74170	The NtAuthority\Anonymous Logon error logs in MSSQL has been fixed, while the same user is not being used to configure the SAS database.
SAS-74836	The MSSQL Windows authentication was not working on non-domain joined machines. Ensure that both the database and the machine configured as a SAS site are joined to the same domain and if the machine is not domain-joined, use a local database user account.
SAS-74759	Documentation update. The documentation under the filter for <a href="#">Pre-authentication rules "Agent is"</a> is now corrected.
SAS-73021 SAS-58248	The SAS upgrade was failing with error "The specified account already exists". This issue is now fixed.

**NOTE** Click [here](#) to access Customer Release Notes of previous releases.

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## EOS Announcement: MobilePASS 8

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As part of Thales' continued investment in modernizing authentication solutions, we are officially announcing the deprecation of the MobilePASS 8 (MP8) software token across all platforms. Customers currently using MobilePASS 8 in SafeNet Authentication Service (SAS PCE) are advised to begin planning their migration to MobilePASS+, the next-generation authenticator that offers enhanced features, improved user experience, and broader platform support.

This change does not apply to SafeWord Premier Access (SPA) variant of MobilePASS 8, which will continue to be supported separately.

### Key Dates

Milestone	Date	Comment
Initial Announcement	Q3, September 2025	Initial Announcement
Provisioning Disabled	Q2, July 2026	Provisioning Disabled
END-OF-SUPPORT (EOS)	Q4, December 2026	Feature Removal

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## EOS Announcement: Legacy and End-of-Life Agents

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As part of our ongoing investment in focusing the SAS PCE agent portfolio on actively-supported integrations, we are announcing END-OF-SUPPORT (EOS) and END-OF-LIFE (EOL) of the following SafeNet Agents for SAS PCE. These agents have been removed from the SAS PCE 3.22 SP1 installation package, and their documentation has been retired.

- > SafeNet Agent for IBM Security Access Manager for Web (ISAM)
- > SafeNet Agent for Cisco AnyConnect
- > SafeNet Agent for Oracle Access Manager (OAM)
- > SafeNet Agent for Siebel

**Distribution:** Thales Sales, Distributors, Resellers, and Existing Customers.

### Affected Customers

This EOS/EOL announcement is relevant for SAS PCE customers who have deployed any of the agents listed above to protect access to ISAM, Cisco AnyConnect, OAM, or Siebel-fronted applications.

### Replacement

For continued multi-factor authentication coverage of these application classes, refer to the supported SAS PCE agent set listed on the Thales Customer Support Portal and the SafeNet Access Exchange (SAE) documentation.

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## Key Dates

Milestone	Date	Comment
END-OF-DEVELOPMENT END-OF-SALES	June 2026	Agents are no longer included in the SAS PCE installation package starting with 3.22 SP1.
END-OF-SUPPORT (EOS) END-OF-LIFE (EOL)	June 2026	Thales support for these agents ends on this date. Already-installed agents will continue to function but will not receive fixes or security updates.

## Contact Us

If you have additional questions or need help planning a migration off any of these agents, please contact [Thales support](#) by opening a ticket through your regular support portal.

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## EOS Announcement: Hardware Tokens

As part of our ongoing investment, we are announcing END-OF-SUPPORT (EOS) and END-OF-LIFE (EOL) of the following hardware tokens:

- > SafeNet Gold 3000 and SafeNet Gold 3200
- > RB-1
- > KT-4
- > KT-5
- > SafeNet eToken 3300 (formerly known as Platinum)
- > SafeNet eToken 3400
- > SafeNet eToken 3410

**Distribution:** Thales Sales, Distributors, Resellers, and Existing Customers.

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## EOS Announcement: SafeNet Agent for Keycloak for SAS PCE

As part of our ongoing investment in improving the user experience and capabilities of our solutions we are announcing END-OF-LIFE of the SafeNet Agent for Keycloak for SAS PCE, which is being replaced by SafeNet Access Exchange (SAE).

### Affected Customers

This EOL announcement is relevant for SAS PCE customers who have federated applications using the SafeNet Agent for Keycloak.

### Replacement Agent

The SafeNet Agent for Keycloak is being replaced by [SafeNet Access Exchange \(SAE\)](#) that is now available to all SAS PCE Enterprise customers on the Thales Support Portal.

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It offers the following benefits:

- > On-premises IDP, which complements secure authentication of SAS PCE through multi-factor authentication.
- > Supports Single Sign-On (SSO) for applications integrated with it.

## Key Dates

The following are key dates in the process:

Milestone	Date	Comment
END-OF-DEVELOPMENT END-OF-SALES	October 1, 2025	Agent will no longer be available for new customers and deployments.
END-OF-SUPPORT (EOS) END-OF-LIFE (EOL)	September 30, 2026	Agent will not be supported by Thales and would be end of life.

## How to move from SafeNet Agent for Keycloak to SafeNet Access Exchange

- > Deploy SafeNet Access Exchange on the system with administrator user setup. For installation and configuration, refer to the [documentation](#).
- > Install [SafeNet Access Exchange](#), which is available download from the SAS PCE Enterprise package or Customer Support Portal.
- > Change the application and users configuration to use SafeNet Access Exchange.
- > Once transition is complete, uninstall the SafeNet Agent for Keycloak.

**NOTE** This transition can be done in a phased manner, as long as all applications are eventually federated via the SafeNet Access Exchange before September 30, 2026.

## Advisory Notes

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### 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](#) section on thalesdocs.

### 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.

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## 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.

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## Compatibility and Component Information

### Supported Tokens

#### Hardware Tokens

- > eToken PASS time-based, eToken PASS event-based, SafeNet OTP 110, SafeNet OTP 111, SafeNet OTP 112, SafeNet OTP Display Cards, SafeNet eToken Fusion Bio.

#### 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 macOS

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## Supported Directories

### LDAP

- > Active Directory
- > Novell eDirectory 8.x
- > SunOne 5.x
- > OpenLDAP

### SQL

- > MS SQL
- > MySQL
- > Oracle

## Upgrade

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Support from older versions of SAS PCE is available starting from **SAS PCE v3.18** onwards.

If you are on an earlier version, please upgrade to the supported version first before upgrading to the latest version. Support upgrade path for older versions of SAS PCE is as follows:

Current Version	Upgrade Path
SAS PCE 3.x	Upgrade to SAS PCE 3.18
SAS PCE 3.18	Upgrade to SAS PCE 3.22 SP1

**NOTE** If you have additional questions or need help, please contact [Thales support](#) before planning the upgrade.

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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 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](#)).