

# SafeNet Authentication Client (Macintosh) ReadMe

**Version 8.1 Revision A**

Release Date: November 2011

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This document contains last minute information about SafeNet Authentication Client (Macintosh) 8.1.

We recommend reading the following documents before implementing the solution:

- *SafeNet Authentication Client (Mac) 8.1 Administrator's Guide*
- *SafeNet Authentication Client (Mac) 8.1 User's Guide*

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# 1. Product Description

SafeNet Authentication Client enables integration with various security applications. It enables token security applications and third party applications to communicate with the token. These include PKI solutions using PKCS#11 or proprietary token applications.

SafeNet Authentication Client enables the implementation of strong two-factor authentication using standard certificates as well as encryption and digital signing of data. Generic integration with PKCS#11 security interfaces enables out-of-the-box interoperability with a variety of security applications offering secure web access, PC and data security, secure email, and more. PKI keys and certificates can be created, stored, and used securely from within token hardware or software devices.

The SafeNet Authentication Client Tools application is installed by the SafeNet Authentication Client, providing easy-to-use configuration tools for users and administrators.

# 2. Support

We work closely with our reseller partners to offer the best worldwide technical support services. Your reseller is the first line of support when you have questions about products and services. However, if you require additional assistance you can contact us directly at:

## Telephone

You can call our help-desk 24 hours a day, seven days a week:

*USA:* 1-800-545-6608

*International:* +1-410-931-7520

## Email

You can send a question to the technical support team at the following email address:

[support@safenet-inc.com](mailto:support@safenet-inc.com)

## Website

You can submit a question through the SafeNet Support portal:

<http://c3.safenet-inc.com/secure.asp>

## 3. Licensing

The use of this product is subject to the terms and conditions as stated in the End User License Agreement.

## 4. Default Password

All Tokens are shipped from our factory with a default password (PIN) 1234567890. The end user must enter this default password when logging on to Token for the first time and then change it to a secure personal password.

## 5. Installation Packages

SafeNet Authentication Client comes in the form of SafeNetAuthenticationClient.8.1.0.x.dmg file. It consists of the following components:

Description	File
Installer for SafeNet Authentication Client 8.1	SafeNet Authentication Client 8.1.mpkg
Un-installer for SafeNet Authentication Client 8.1	Uninstall SafeNet Authentication Client 8.1.app

## 6. System Requirements

### 6.1. Supported Operating System

SafeNet Authentication Client (Macintosh) 8.1 supports Macintosh OS X 10.6.7, OS X 10.6.8 and 10.7 (Lion) on Intel 64-bit platforms.

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**Note:** Macintosh Power PC is not supported in this release.

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### 6.2. Supported Tokens

- eToken PRO
- eToken NG-OTP
- eToken NG-Flash 4.5
- eToken NG-Flash 5.3
- eToken NG-Flash Anywhere (PKI mode only)

- eToken PRO Anywhere (PKI mode only)
- SafeNet eToken Virtual

### 6.3. Supported Applications

- Browsers: Firefox, Safari.
- Email Clients: Thunderbird, Mail app (Macintosh OS X Built-in Email Client).
- Others: Adobe Reader.

## 7. New Features

The following new features were introduced in SafeNet Authentication Client (Macintosh) 8.1:

- OS X 10.7 Lion support
- Resume functionality for SAC Tools on Lion support
- Firefox 4,5 and 6 version in 32 and 64 bit mode support
- Centrify integration for smart card logon on MAC OS X in an Active Directory Environment support

## 8. Installing SafeNet Authentication Client

**To install SafeNet Authentication Client:**

1. Double click on *SafeNetAuthenticationClient.8.1.0.x.dmg* file. A new disk image file is created in the Finder window.
2. To start the installation, double-click *SafeNet Authentication Client 8.1.mpkg*.
3. Follow the on-screen instructions.

**Note:** For more details refer to SafeNet Authentication Client (Mac) 8.1 Administrator's Guide.

## 9. Resolved Issues

MKS (Test Director) ID#	Description
126530	Support for Firefox 4, 5 and 6.
135789	OS X 10.6 - Security update 2011-005 breaks SAC.

MKS (Test Director) ID#	Description
128229	Unable to use Centrify with eToken device on Mac OS X.

## 10. Known Issues/Limitations

MKS (Test Director) ID#	Description	Solution/Workaround
(137330)	Change Password window gets stuck while changing the token password just after performing delete Token content operation.	In the Macintosh OS X Activity Monitor (located at /Applications/Utilities/Activity Monitor) stop the SAC Monitor process with the higher Process ID (PID).
(138547)	Smart card login via login script is not working.	
(135789)	Token is not detected in SAC Tools after installing the OS X 10.6 - Security update 2011-005. PCSCD gets stopped by the system itself.	Run the following command:  <code>\$ sudo launchctl load /Library/LaunchDaemons/com.safenet.SfntMonD.plist</code> This command will automatically restart pcscd whenever it gets stopped by the system.
(14408)	Sometimes, after rebooting the computer, the SafeNet Authentication Client tray icon does not respond.	In the Macintosh OS X Activity Monitor (located at /Applications/Utilities/Activity Monitor) stop the PKIMonitor process with the higher Process ID (PID). The process restarts and the SafeNet Authentication Client tray icon appears.

<b>MKS (Test Director) ID#</b>	<b>Description</b>	<b>Solution/Workaround</b>
(14409) (Legacy)	If an attempt is made to close the operating system while the SafeNet Authentication Client Tools is running, the shutdown process halts.  This is a known Qt issue.	Close the SafeNet Authentication Client Tools before closing the operating system.
(14476) (Legacy)	After inserting a token that displays a password expiration warning and then clicking on "Please click here to change your password" the 'Change Password' window fails to open.	Select 'Change Password' option in the SAC tray menu to open the 'Change Password' window.
(14478)	It is not possible to open the SafeNet Authentication Client tray menu by right-clicking on the SafeNet Authentication Client tray icon.	Open the SafeNet Authentication Client tray menu by clicking on the SafeNet Authentication Client tray icon with the left mouse button.
(14506) (Legacy)	After connecting an eToken Virtual, clicking the tray icon and selecting Generate OTP, the Generate OTP window is not the active window and may be hidden by another window.	Move the window that is obstructing the Generate OTP window.
(14653)	If an attached token is moved to a different USB slot on the computer, SafeNet Authentication Client may stop responding.	Re-boot the computer.
(14673)	If two tokens are attached to the computer and an attempt is made to switch between the tokens on the SafeNet Authentication Client tray menu, the SafeNet Authentication Client tray menu may stop responding.	In the Macintosh OS X Activity Monitor (located at /Applications/Utilities/Activity Monitor) stop the PKIMonitor process with the higher Process ID (PID). The process restarts and the SafeNet Authentication Client tray icon should now function correctly.
(20186)	After inserting a token, opening the Macintosh Keychain and selecting "Lock all key chains", it is not possible to log on to the Keychain again.	Re-insert the token.
(20242)	If a token is inserted and removed quickly, when it is inserted again it is not recognized by SafeNet Authentication Client.	Re-insert the token one more time. This time it is recognized by SafeNet Authentication Client.

MKS (Test Director) ID#	Description	Solution/Workaround
(20244)	After installing SafeNet Authentication Client (Macintosh), the tray icon might fail to run.	Start the SafeNet Authentication Client, manually from the applications folder.
(20265)	Token might not be recognized and the SafeNet Authentication Client may fail to open after performing one of the following actions: rebooting Macintosh OS X, awakening the computer from sleep mode or logging on.  This is caused by an error in the PCSCD process.	Reboot the computer.
(20272)	Sometimes, when opening an encrypted mail message in the Macintosh OS X Mail application for the first time, the Mail application stops responding.	Reopen the Mail application.
(20367)	Installing SafeNet Authentication Client (Macintosh) does not install the security module in Firefox	Install the security module in Firefox manually. See <i>SafeNet Authentication Client (Macintosh) 8.1 Administrator's Guide</i> for more details.
(20393)	It is not possible to close the SafeNet Authentication Client Tools by right clicking on the dock icon and selecting Quit.	To close SafeNet Authentication Client Tools, click on the close button(X) on the SafeNet Authentication Client Tools window.
88403 (20428)	If the computer is in sleep mode and is then awoken by inserting the token, the token is not recognized.	Restart the computer.
(20395)	SafeNet Authentication Client does not support smart card logon using eToken Virtual.	
14520 (Legacy)	When SafeNet Authentication Client Tools is run with non-administrator password, as expected, the administrator-only options in the Token Initialization Parameters window (Advanced>Initialize Token>Advanced) are not enabled. If changes are now made (to the enabled options), the changes are not saved.	SafeNet Authentication Client Tools must be run with administrator password to enable any of the token settings to be changed.

<b>MKS (Test Director) ID#</b>	<b>Description</b>	<b>Solution/Workaround</b>
89326	Smart Card logon requires entering the same PIN three times to login.	Enter the correct PIN three times to login.
89330	Change Password dialog from "System Tray->Change Password" is not in focus.	Select the 'Change Password' dialog before entering values.
88412	Unable to change the password of a token through Keychain.	Change the token password of token using SafeNet Authentication Client Tools.
89075	Password complexity settings are honored in case Administrator sets the user password.	
88395	The tray icon menu does not display all the options applicable for the inserted token.	Re-insert tokens
88897	Signing of Adobe pdf documents using keychain fails with tokens having "Secondary Key Authentication" enabled.	Perform signing operation by loading pkcs#11 module in Adobe reader.
92162	SAC 8.1 doesn't detect multiple connected tokens.	Re-insert all the tokens.
92421	Logon screen hangs after restarting the system when multiple tokens are inserted.	Insert tokens after logging onto the system.
92593	Unable to decrypt a message through MAC in-built Mail App on a 32 bit Intel machine.	Before starting Apple Mail, Login to token using Keychain Access Utility.