

# Gemalto's SafeNet Authentication Client

## MAC CUSTOMER RELEASE NOTES

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**Build** 2  
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## Product Description

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Gemalto's SafeNet Authentication Client is public key infrastructure (PKI) middleware that provides a secure method for exchanging information based on public key cryptography, enabling trusted third-party verification of user identities. It utilizes a system of digital certificates, certificate authorities, and other registration authorities that verify and authenticate the validity of each party involved in an Internet transaction.

## Release Description

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The SAC 9.1 Mac release includes added support for El Capitan and covers bug fixes since the last version.

## Licensing

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The use of this product is subject to the terms and conditions as stated in the End User License Agreement. A valid license must be obtained from the SafeNet License Center: <https://lc.cis-app.com/>

## Default Password

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SafeNet eToken devices are supplied with the following default token password: **1234567890**

We strongly recommend that users change the token password upon receipt of their token.

## Advisory Notes

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### AKS Bundle Support Script (supported only on Yosemite)

Due to customer issues, which related to tokens working in CCID mode on Mac 10.9, an AKS bundle support script was written to change the device connectivity from CCID to VSR (AKS) (i.e. the script allows end-users to choose which driver to work with: VSR (AKS), or CCID).

#### To convert to VSR mode:

From your terminal, run the script using the following command: **sudo /[script location]/Set2VSR.sh**

This script comments the line in the CCID (ifd-ccid.bundle) driver, and then uncomments the relevant lines in the VSR (aks-ifdh.bundle) files.

#### To convert to CCID mode:

From your terminal, run the script using the following command: **sudo/[script location]/Set2CCID.sh**

This script comments the line in the VSR (aks-ifdh;budle) driver, and then uncomments the relevant lines in the CCID (ifd-ccid.bundle) files.



**NOTE:** Ensure that the file permissions for both scripts are changed to 755 with the chmod command: **chmod 755 /[scriptLocation]/Set2CCID.sh\ Set2VSR.sh**

# Compatibility Information

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## Browsers

SafeNet Authentication Client 9.1Mac supports the following browsers:

- Safari 9.01
- Firefox (up to and including version 41)
- Chrome (Current version 46)

## Operating Systems

The following Mac operating systems are supported:

- OS X 10.10.5 Yosemite
- OS X 10.11.2 El Capitan

## Tokens

SafeNet Authentication Client 9.1 supports the following tokens:

### **Certificate-based USB tokens**

- SafeNet eToken 5110
- SafeNet eToken 5110 HID
- SafeNet eToken 5100/5105
- SafeNet eToken 5200/5205
- SafeNet eToken 5200/5205 HID

### **Smart Cards**

- SafeNet eToken PRO Smartcard 72K
- SafeNet eToken 4100

### **Certificate-based Hybrid USB Tokens**

- SafeNet eToken 7300
- SafeNet eToken 7300-HID
- SafeNet eToken 7000 (SafeNet eToken NG-OTP)

### **Software Tokens**

- SafeNet eToken Virtual
- SafeNet eToken Rescue

## End-of-Sale Tokens/Smart Cards

- SafeNet iKey: 2032, 2032u, 2032i ( Windows and Mac only)
- SafeNet smart cards: SC330, SC330u, SC330i
- SafeNet eToken 7100 (SafeNet eToken NG-Flash)
- SafeNet eToken 5000 (iKey 4000)
- SafeNet eToken 4000 (SC400)
- SafeNet eToken PRO Java 72K
- SafeNet eToken PRO Anywhere
- eToken PRO 32K v4.2B
- eToken PRO 64K v4.2B
- eToken Pro SC 32K v4.2B
- eToken Pro SC 64K v4.2B

## External Smart Card Readers

SafeNet Authentication Client 9.1 supports the following smart card readers:

- SafeNet Reader CT 1100
- Gemalto IDBridge CT 40
- Gemalto IDBridge CT 30
- SCR 3310 v2 Reader
- Athena AESDrive Ille USB v2 and v3
- ACR
- Athena Keyboard
- GemPC CCID
- Omnikey 3121
- Dell Broadcom
- Unotron



### NOTE:

- SC Reader drivers must be compatible with the extended APDU format in order to be used with RSA-2048.
  - The latest CCID Driver must be installed when using Athena v3.
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## Localizations

SafeNet Authentication Client 9.1 supports only English for Mac.

## Installation and Upgrade Information

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### Installation

SafeNet Authentication Client must be installed on each computer on which a SafeNet eToken, iKey token, or SafeNet smart card is to be used. Local administrator rights are required to install or uninstall SafeNet Authentication Client.

## Upgrade

The following is recommended when upgrading from Yosemite to El Capitan:

- If you have already upgraded your Mac to OS X El Capitan, whether or not you have SAC installed, install SAC 9.1.
- If you have yet to upgrade your Mac to OS X El Capitan, perform either one of the following:
  - Recommended - Continue working with your current version of SAC. After upgrading to OS X El Capitan, upgrade to SAC 9.1.
  - Optional - Install SAC 9.1 on your current Mac OS (OS X Yosemite). After updating to OS X El Capitan, re-install SAC 9.1.

## Resolved Issues (Mac)

Issue	Description
ASAC-2608	When downloading SAC from the internet, an error message appeared saying that the SAC 9.0.mpkg file could not be opened as the identity of the developer cannot be confirmed.
ASAC-2651	Changes to the security configuration file caused the system to become unbootable.
ASAC-2762	Working with TLS1.2 in Chrome and Safari caused errors.
ASAC-2432	When connecting a token on a Mac, the login screen was inactive (gray).
ASAC-2394	Using tokens with CCID drivers is unstable, and causes the PCSCD to freeze. Use the AKS Bundle Support script to Automatically switch from CCID to AKS mode. (See AKS Bundle Support Script for more details).
ASAC-2385	Connecting a token with a P12 certificate, caused SAC Tools and Keychain to freeze.
ASAC-2355 ASAC-2349	The certificate cannot be accessed when trying to connect using VPN (SSL).
ASAC-2303	SAC 8.2 SP2 (Mac) does not support upgrade from any previous version.
ASAC-2169	Connecting a token and then removing it quickly, caused the monitor to freeze.
ASAC-1941	After upgrading from SAC 8.2 SP2 (Mavericks) to Yosemite caused the smart card to stop functioning. Installing SAC 9.0 resolves this issue.
ASAC-1464	Previously, it was not possible to see a VPN certificate when using Mavericks.
ASAC-1041	When MAC OS resumes after sleep mode, it takes a long time, sometimes longer than a minute, for the token to be recognized in SAC Tools. This problem does not occur with iKey tokens.
ASAC-1036	Summary: The "About" window was opened from the SAC tray menu, and it was not closed. When the user navigated to a different window, the "About" window disappeared, and the tray menu could not be opened from the tray icon.

## Known Issues (Mac)

Issue	Description
ASAC-2862	<p><b>Summary:</b> After upgrading to SAC 9.1, the version number in the About window is not updated.</p> <p><b>Workaround:</b> Restarting the SAC monitor or the machine will update the version number.</p>
ASAC-2299	<p><b>Summary:</b> eToken Virtual devices that are locked to flash, and were enrolled on SafeNet Authentication Manager using a USB 3 port, cannot function on a USB 2 port, and visa versa.</p> <p><b>Workaround:</b> If the eToken Virtual was enrolled on a USB 3 port, then use the token on a USB 3 port only. If the eToken Virtual was enrolled on a USB 2 port, then use the token on a USB 2 port only.</p>
ASAC-2298	<p><b>Summary:</b> Connection problems occur when eToken Virtual devices are locked to flash and enrolled on a VMware environment.</p> <p><b>Workaround:</b> When using an eToken Virtual device that is locked to flash, make sure the device is enrolled on a regular environment and not VMware.</p>
ASAC-2296	<p><b>Summary:</b> eToken Virtual (on a Mac Yosemite) is not recognized in the Keychain application, causing Safari, the default mail application and outlook not to work.</p> <p>See apple bug report: 19613234.</p> <p><b>Workaround:</b> None.</p>
ASAC-2235	<p><b>Summary:</b> After installing SAC, the PKCS11 module was not inserted automatically into Firefox's browser.</p> <p><b>Workaround:</b> Insert the module manually.</p>
ASAC-2233	<p><b>Summary:</b> After opening the KeyChain application and selecting the 'Lock all Keychains' parameter, it is not possible to log on to the token in Keychain, and SSL in Safari cannot be established.</p> <p><b>Workaround:</b> Disconnect the token, and then re-connect it.</p>
ASAC-2227	<p><b>Summary:</b> When two tokens are connected, one of the token's settings are not accessible in SAC Tools.</p> <p><b>Workaround:</b> Work with one connected token at a time.</p>
ASAC-2223	<p><b>Summary:</b> Occasionally, when an eToken is disconnected, and then a different token is connected, the first token is still shown in SAC Tools. This is due to a Mac OS X issue.</p> <p><b>Workaround:</b> Restart the machine.</p>
ASAC-2191	<p><b>Summary:</b> When working with a 5100 token that is recognized via the CCID driver, the token might not be recognized or the system may not respond when the machine returns from sleep mode.</p> <p><b>Workaround:</b> Re-insert the token.</p>
ASAC-2079	<p><b>Summary:</b> Some Keychain related functions do not work on Yosemite when using iKey 2032 and 4000.</p> <p><b>Workaround:</b> Disconnect and then connect the token.</p>

Issue	Description
ASAC-1853	<p><b>Summary:</b> When connecting an eToken 7300 for the first time, to a Mac (version 10.9 and 10.0) system, the eToken 7300 is recognized in CCID debug mode. The device is unrecognized when you remove the eToken 7300, and then re-connect it for the second time.</p> <p><b>Workaround:</b> If SAC is installed, use the VSR driver. If SAC is not installed, use HID support.</p>
ASAC-1470	<p><b>Summary:</b> After updating the FW on an eToken 7300, the FW version might not be updated under Token information in SAC Tools.</p> <p><b>Workaround:</b></p>
ASAC-1053	<p><b>Summary:</b> When re-decrypting an email using Microsoft Outlook on Mac, the decrypt process fails.</p> <p><b>Workaround:</b> Perform the following:</p> <ol style="list-style-type: none"> <li>1. Disconnect the token, and close Outlook.</li> <li>2. Connect the token, and reopen Outlook.</li> </ol>
ASAC-1035	<p><b>Summary:</b> When connecting a CCID Smart Card reader, to a Mac system, the iKey 4000 device is unrecognized.</p> <p><b>Workaround:</b> Perform one of the following:</p> <ol style="list-style-type: none"> <li>1. Disconnect the Smart Card reader, and reboot the system.</li> <li>2. Install the latest Omnikey Smart Card reader driver. ifdokccid_mac_universal-3.1.0.2.bundle.</li> <li>3. Disable the Mac OS X GENERIC Smart Card reader driver by removing it.</li> </ol>

## Product Documentation

The following product documentation is associated with this release:

- 007-012830-001\_Gemalto's SafeNet Authentication Client 9.0 (GA) Administrator's Guide\_WLM\_Revision A
- 007-012831-001\_Gemalto's SafeNet Authentication Client 9.0 (GA) User's Guide\_WLM\_Revision A

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 have questions or need additional assistance, contact SafeNet Customer Support through the listings below:

Contact Method	Contact Information
Mail	SafeNet, Inc. a subsidiary of Gemalto 4690 Millennium Drive Belcamp, Maryland 21017, USA
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