



CUSTOMER RELEASE NOTES

SafeNet Authentication Client

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Contents

Product Description.....	2
Release Description.....	2
New Features and Enhancements	2
Advisory Notes	2
Licensing	2
Default Password.....	2
Resolved & Known Issues.....	3
Resolved Issues.....	3
Known Issues and Workarounds	3
Known Issues and Workarounds – Legacy	4
Installation.....	7
Compatibility	7
Supported Operating Systems.....	7
Supported SHA-2 Algorithms.....	7
Supported Algorithms for Onboard Hashing.....	8
Supported Tokens.....	8
Supported Applications	8
Product Documentation.....	9
Technical Support Information	10

Product Description

SafeNet Authentication Client (SAC) enables integration with various security applications. It enables token security applications and third party applications to communicate with the token. These include Public-Key Infrastructure (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.

Release Description

SafeNet Authentication Client 8.2 SP1 (Mac) resolves several known issues from previous releases.

New Features and Enhancements

- This version resolves several stability and customer specific issues.
- SAC 8.2 SP1 is signed with a SafeNet Certificate.

Advisory Notes

Licensing

Note: More information on software activation with the license can be found in the SafeNet Authentication Client (Mac) 8.2 User's Guide.

An evaluation license is included in the installation.

A valid license must be obtained from the SafeNet License Center:

<https://lc.cis-app.com/>

Default Password

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

Resolved & Known Issues

Resolved Issues

Issue	Synopsis
ASACM-56	Summary: SAC 8.1 (Mac) and SAC 8.2 (Mac) were not signed. SAC 8.2 SP1 (Mac) is now signed with a SafeNet certificate.
ASACM-55	Summary: When using Centrify to perform a smart card logon on OSX 10.7.5 or 10.8.2, the first logon attempt was successful, but if the user logged out and tried to log on again, a PIN prompt was displayed (access to the token keychain) but the logon failed.
ASACM-47	Summary: After connecting a token, starting SAC Tools and checking the token serial number, the token was removed and another token connected. SAC Tools was refreshed but continued to display the serial number of the previous token.
ASACM-45	Summary: Sometimes, after loading a SAC license, the License window continued to show it as an unlicensed version.
ASACM-9	Summary: SAC 8.2 MAC was sometimes unstable on MAC OS X 10.7.4. For example, after reconnecting a token it did not respond.
ASACM-5	Summary: The Certificate Data display in SAC Tools used the O tag as the subject, instead of the CN tag.
ASACM-4	Summary: It was not possible to use iKey 4000 to perform client authentication with Firefox or Safari.

Known Issues and Workarounds

Issue	Synopsis
ASACM-85	<p>Summary: When using SafeNet eToken Virtual token on a Flash drive, after logging on to the token SAC Tools stops responding.</p> <p>Workaround: Copy the SafeNet eToken Virtual file to any location within the Flash drive except for the “eTokenVirtual” folder.</p>
ASACM-62	<p>Summary: SAC 8.2 SP1 (Mac) does not support upgrade from any previous version.</p> <p>Workaround: Uninstall the previous version and then install SAC 8.2 SP1 (Mac).</p>



Issue	Synopsis
ASACM-54	<p>Summary: 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.</p> <p>Workaround: Disconnect and then reconnect the token.</p>
ASACM-44	<p>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.</p> <p>Workaround: 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 SAC tray menu can now be opened from the tray icon.</p>

Known Issues and Workarounds – Legacy

Issue	Synopsis
MKS-163153	<p>Summary: When importing a certificate from the certificate store, a Security warning is displayed, prompting the user to allow Keychain access.</p> <p>Workaround: Click “Allow” to continue the process.</p>
MKS-138547	<p>Summary: Smart card login via login script is not working.</p>
MKS-135789	<p>Summary: 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.</p> <p>Workaround: Run the following command:</p> <pre>\$ sudo launchctl load /Library/LaunchDaemons/com.safenet.SfntMonD.plist</pre> <p>This command will automatically restart pcscd whenever it gets stopped by the system.</p>
MKS-14408	<p>Summary: Sometimes, after rebooting the computer, the SafeNet Authentication Client tray icon does not respond.</p> <p>Workaround: 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.</p>

Issue	Synopsis
MKS-14478	<p>Summary: It is not possible to open the SafeNet Authentication Client tray menu by right-clicking on the SafeNet Authentication Client tray icon.</p> <p>Workaround: Open the SafeNet Authentication Client tray menu by clicking on the SafeNet Authentication Client tray icon with the left mouse button.</p>
MKS-14506	<p>Summary: 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.</p> <p>Workaround: Move the window that is obstructing the Generate OTP window.</p>
MKS-14653	<p>Summary: 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.</p> <p>Workaround: 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.</p>
MKS-14673	<p>Summary: 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.</p> <p>Workaround: 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.</p>
MKS-20186	<p>Summary: After connecting a token, opening the Macintosh Keychain and selecting "Lock all key chains", it is not possible to log on to the Keychain again.</p> <p>Workaround: Disconnect and then reconnect the token.</p>
MKS-20242	<p>Summary: If a token is connected and then removed quickly, when it is connected again it is not recognized by SafeNet Authentication Client.</p> <p>Workaround: Disconnect and then reconnect the token one more time. This time it is recognized by SafeNet Authentication Client.</p>



Issue	Synopsis
MKS-20244	<p>Summary: After installing SafeNet Authentication Client (Macintosh), the tray icon might fail to run.</p> <p>Workaround: Start the SafeNet Authentication Client, manually from the applications folder.</p>
MKS-20265	<p>Summary: 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.</p> <p>Workaround: Reboot the computer.</p>
MKS-20272	<p>Summary: Sometimes, when opening an encrypted mail message in the Macintosh OS X Mail application for the first time, the Mail application stops responding.</p> <p>Workaround: Reopen the Mail application.</p>
MKS-20367	<p>Summary: Installing SafeNet Authentication Client (Macintosh) does not install the security module in Firefox</p> <p>Workaround: Install the security module in Firefox manually. See <i>SafeNet Authentication Client (Mac) 8.2 Administrator's Guide</i> for more details.</p>
MKS-20395	<p>Summary: SafeNet Authentication Client does not support smart card logon using eToken Virtual.</p>
MKS-89326	<p>Summary: Smart Card logon requires entering the same PIN three times to login.</p> <p>Workaround: Enter the correct PIN three times to login.</p>
MKS-89330	<p>Summary: Change Password dialog from "System Tray->Change Password" is not in focus.</p> <p>Workaround: Select the 'Change Password' dialog before entering values.</p>
MKS-89075	<p>Summary: Password complexity settings are honored in case Administrator sets the user password.</p>
MKS-88395	<p>Summary: The tray icon menu does not display all the options applicable for the connected token.</p> <p>Workaround: Disconnect and then reconnect the token.</p>

Issue	Synopsis
MKS-92162	Summary: Multiple connected tokens are not detected. Workaround: Disconnect and then reconnect all the tokens.
MKS-92421	Summary: Logon screen hangs after restarting the system when multiple tokens are connected. Workaround: Connect tokens after logging onto the system.
MKS-92593	Summary: Unable to decrypt a message through MAC in-built Mail App on a 32 bit Intel machine. Workaround: Before starting Apple Mail, Login to token using Keychain Access Utility.

Installation

For full details on how to install SafeNet Authentication Client (Mac), refer to the SafeNet Authentication Client (Mac) 8.2 Administrator's Guide.

The SafeNet Authentication Client (Mac) installation package is SafeNetAuthenticationClient.8.2.17.0.dmg.

It contains the following components:

Description	File
Installer for SafeNet Authentication Client (Mac) 8.2 SP1	SafeNet Authentication Client 8.2 SP1.mpkg.
Un-installer for SafeNet Authentication Client (Mac) 8.2 SP1	Uninstall SafeNet Authentication Client.8.2 SP1.app

Compatibility

Supported Operating Systems

- Mac OS X 10.8. 2 (Mountain Lion) - Intel 64-bit
- Mac OS X 10.7.3 and 10.7.4 (Lion) - Intel 64-bit
- Mac OS X 10.6.7 and 10.6.8 (Snow Leopard) - Intel 32-bit and Intel 64-bit

Supported SHA-2 Algorithms

- SHA-256

- SHA-384
- SHA-512

Supported Algorithms for Onboard Hashing

- SHA-1
- SHA-256

Supported Tokens

- SafeNet eToken PRO (Mask 8)
- SafeNet eToken PRO CC
- SafeNet eToken PRO Anywhere
- SafeNet eToken Virtual/Rescue
- SafeNet eToken NG-OTP
- SafeNet eToken NG-Flash 4.5
- SafeNet eToken NG-Flash 5.3
- SafeNet eToken NG-Flash 5.3 Anywhere
- SafeNet eToken 5100/5105
- SafeNet eToken 5200/5205
- SafeNet eToken 7300 *
- SafeNet iKey 2032
- SafeNet iKey 4000

* To partition and initialize the SafeNet eToken 7300, use SAC 8.2 for windows.

Supported Applications

- Browsers: Firefox, Safari
- Email Clients: Thunderbird, Mail.app (Mac OS X built-in email client)
- Other: Adobe Reader

Product Documentation

The following product documentation is associated with this release:

- SafeNet Authentication Client (Mac) 8.2 SP1 Administrator's Guide
- SafeNet Authentication Client (Mac) 8.2 User's 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.



Technical Support Information

If you have questions or need additional assistance, contact Technical Support through the listings below:

Customer Connection Center (C3)	
http://c3.safenet-inc.com	
Existing customers with a Customer Connection Center account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	
Support and Downloads	
http://www.safenet-inc.com/Support	
Provides access to the SafeNet Knowledge Base and quick downloads for various products.	
Email-based Support	
support@safenet-inc.com	
Telephone-based Support	
United States	(800) 545-6608, (410) 931-7520
Australia and New Zealand	+1 410-931-7520
China	(86) 10 8851 9191
France	0825 341000
Germany	01803 7246269
India	+1 410-931-7520
United Kingdom	0870 7529200, +1 410 931-7520