

# SafeNet Authentication Client (Linux) ReadMe

## Version 8.1

Release Date: April 2011

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This document contains last minute information about the SafeNet Authentication Client (Linux) version 8.1 release.

We recommend reading the following documents before implementing the solution:

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

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## 1. 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>

## 2. Licensing

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

## 3. Default Password

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

## 4. System Requirements

SafeNet Authentication Client (Linux) 8.1 supports the following:

### **Operating systems:**

- Red Hat Enterprise 5.4 (32-bit and 64-bit) on 2.6 kernel
- CentOS 5.4 (32-bit and 64-bit) on 2.6 kernel
- SUSE Linux Enterprise 11 (32-bit and 64-bit) on 2.6 kernel
- Fedora 11 (32-bit)
- Fedora 12 (32-bit)
- Ubuntu 9.10 (32-bit)
- Ubuntu 10.04 (32-bit and 64-bit) on 2.6 kernel

### **Browser:**

- Firefox 3.6

### **Mail Clients:**

- Thunderbird 3.1

### **Document Signing:**

- Open office 3.2

## 5. New Features

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

- Now SAC 8.1 has pure 64-bit package to support 64-bit platform. Dependency removed for 32-bit pcsc-lite for 64-bit platform. SAC 8.1 Linux for 64-bit platform only requires 64-bit pcsc-lite.
- New 32-bit compatibility package introduced to support 32-bit application on 64-bit platforms. Now user has the choice to install 32-bit compatibility package to add support of 32-bit SAC on 64-bit machine.

- SAC 8.1 Linux 64-bit comes with 64-bit SAC Tools and SAC Monitor.
- Support for SUSE Enterprise Linux 11 64-bit.
- Support for upgrade from previous version.

## 6. Troubleshooting

**Importing a PFX or P12 File in SUSE 11 (32-bit):** If the PFX or P12 file is created with administrator permissions, an attempt to import these files through SafeNet Authentication Client Tools or Firefox while logged on as user will fail. To avoid this, create the PFX or P12 files when logged in as user.

**Pcsc Lite package configuration on 64-bit Linux OS:** While installing 64-bit Pcsc-Lite package along with 32-bit Pcsc-Lite, it should be first configured for 32-bit pcsc-lite binaries followed by 64-bit configuration. For more options, please see the options available with configure script. Please refer to SafeNet Authentication Client 8.1 Admin guide, Pre-Installation section.

## 7. Resolved Issues

This section lists resolved issues in SafeNet Authentication Client (Linux) 8.1.

MKS#	Description
117970	SAC for Linux: Eliminate dependencies on 32-bit libraries on 64-bit installations.
117996	SAC 8.1 Linux installation doesn't work with 1.6.4 pcsc-lite.

## 8. Known Issues

This section lists known issues in SafeNet Authentication Client (Linux) 8.1.

MKS#/ TD#	Description	Solution/Workaround
TD#18289	If two tokens are connected to a computer, and a third token is then connected, SafeNet Authentication Client Tools does not refresh automatically to display the third token. This is a limitation of pcscd.	Click the SafeNet Authentication Client Tools Refresh button or re-start SafeNet Authentication Client Tools.

<b>MKS#/ TD#</b>	<b>Description</b>	<b>Solution/Workaround</b>
TD#18555	If you install SafeNet Authentication Client 8.1 while logged on as a user, SafeNet Monitor Service (SafeNet Authentication Client tray icon) runs automatically as root. If the user opens the SafeNet Authentication Client Tools through the tray icon (and not through the Applications shortcut) SafeNet Authentication Client Tools runs as root and when saving SafeNet Authentication Client settings, the settings are saved with root permissions. If the user then logs off and logs on again, SafeNet Monitor Service will run as a user and the user cannot change settings because SafeNet Authentication Client Tools will try to write the settings to a root file.	To prevent this occurring, after installing SafeNet Authentication Client, log off and log on. If this situation has already occurred, the root user can delete the file /home/user/eToken.conf and then the user is able to save settings.
TD#18523	After installing SafeNet Authentication Client 8.1 by running the rpm file, the SafeNet Authentication Client tray icon is not opened.	To solve the problem, log off and log on again. The problem does not occur when installing SafeNet Authentication Client from the terminal.
TD#18224	In CentOS 5.4 64-bit, when a CardOS token is removed, SafeNet Authentication Client Tools does not refresh and it displays that a token is connected. Inserting the token again does not affect the SafeNet Authentication Client Tools and if the token is removed again the token is still displayed. After this happens the token cannot be initialized, even if the token is connected.	Restart the pcsc daemon. This is a pcsc limitation.

MKS#/ TD#	Description	Solution/Workaround
TD#18496	If the PKCS#11 Security Provider is added manually to Firefox and SafeNet Authentication Client 8.1 is installed, the security provider will be installed twice (as the token PKCS#11 Security Provider is installed during the installation of SafeNet Authentication Client 8.1). The user will be prompted to select the required Security Provider.	Manually remove the superfluous PKCS#11 Security Provider.
TD#19020	If a token containing the root CA is inserted while Firefox is open, the certificate is displayed in the Certificate Manager but it is not trusted.	<p>To ensure that the root certificate is imported as a trusted certificate, Firefox should be closed when inserting the token.</p> <p>If the token was inserted while Firefox was open, resulting in a non trusted certificate, do one of the following:</p> <ul style="list-style-type: none"> <li>• Manually set the certificate to trusted in Certificate Manager</li> <li>• Delete the certificate from the Certificate Manager and insert the token containing the CA certificate while Firefox is closed.</li> </ul>
TD#19005	In Ubuntu, after installing SafeNet Authentication Client, the SafeNet Authentication Client Tools shortcut does not appear. (The Start SafeNet Authentication Client does not appear correctly).	Log off and log on again; the SafeNet Authentication Client Tools shortcut appears.
TD#20482	After installing SafeNet Authentication Client by running the deb file, the SafeNet Authentication Client tray Icon does not appear.	Restart Ubuntu.
TD#20529	Sometimes, it is not possible to rename token in SafeNet Authentication Client Tools.	Re-open SafeNet Authentication Client Tools.

<b>MKS#/ TD#</b>	<b>Description</b>	<b>Solution/Workaround</b>
MKS#92035	SafeNet Authentication Client Tools does not detect any token when logged in as normal user.	This is an open issue (312062) in pcsc-lite bug tracking system. To solve the problem, change the permissions of /var/run/pcscd: \$ sudo chmod go+rx /var/run/pcscd/ and then restart pcscd.
MKS#92823	SafeNet Application Menu gets removed after reboot or logout.	This is an open issue (#563968) in Ubuntu's bug tracking system. Application menu disappears after logout/reboot on Ubuntu 10.04. This issue doesn't occur on previous Ubuntu releases.
MKS#91470	Remote desktop Logon through Token certificate is not working on 64-bit Client.	Use 32-bit version of rdesktop application instead of 64-bit version.
MKS#91716	On removal of unselected token from system, Tray icon menu options disappear.	Select the listed token in SafeNet Authentication Client Monitor, and then all the options for that token will appear.
MKS#93210	After connecting SafeNet eToken Virtual, initialize inserted physical token with Administrator password and password change on 1 <sup>st</sup> logon. Remove and re-insert the physical token and perform the following operation in sequence. 1. Rename physical token from right-pane 2. Without selecting token from left pane, perform administrator login. An error message appears.	User has to select one of the token in the left pane, and then all options will appear after performing any operation.
MKS#92310	Token is showing as broken token while trying to re-login to the token after resuming from hibernate.	Re-insert the token.
MKS#95567	Third token not detected in SafeNet Authentication Client tray icon. This is a limitation of pcscd.	Re-launch the SafeNet Authentication Client Monitor to detect the third token.
MKS#92040	Unable to add SafeNet eToken Virtual when logged in as normal user.	Change permission of SafeNet eToken Virtual to 766 using chmod command.