SafeNet Authentication Client ReadMe

VERSION 8.2 REVISION B

Release Date: November 2012

This document contains information about the SafeNet Authentication Client (SAC) 8.2 release.

The following documents are available:

- SafeNet Authentication Client 8.2 Administrator's Guide
- SafeNet Authentication Client 8.2 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.

Telephone

You can call our helpdesk 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

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. A valid license must be obtained from the SafeNet License Center: https://lc.cis-app.com/

3. Default Password

SafeNet eToken devices are supplied with the following default Token Password: 1234567890.

We strongly recommend that you change the Token Password upon receipt of the tokens.

4. Supported platforms

Safenet authentication client 8.2 supports the following operating systems:

- Windows XP SP2, SP3 (32-bit, 64-bit)
- Windows Server 2003 SP2 (32-bit, 64-bit)
- Windows Server 2003 R2 (32-bit, 64-bit)
- Windows Vista SP2 (32-bit, 64-bit)
- Windows 7 SP1 (32-bit, 64-bit)
- Windows 8 (32-bit, 64-bit)
- Windows Server 2008 SP2 (32-bit, 64-bit)
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2012 RC1

Note: SafeNet Authentication Client 8.2 is certified by Microsoft for Windows 7 and Windows 8.

5. Supported Browsers

- Firefox 5 and later
- Internet Explorer 7, 8, 9, 10
- Chrome version 14 and later, for authentication only (Does not support enrollment)

6. Supported Tokens

SAC 8.2 supports the following tokens:

- SafeNet eToken 7300
- SafeNet eToken 5100/5105
- SafeNet eToken 5200/5205
- SafeNet eToken 4100
- SafeNet eToken PRO
- SafeNet eToken PRO Anywhere
- SafeNet eToken PRO Smartcard
- SafeNet eToken NG-OTP
- SafeNet eToken NG-Flash
- SafeNet eToken NG-Flash Anywhere
- SafeNet eToken Virtual Family
- SafeNet iKey: 2032,2032u, 2032i
- SafeNet Smartcard: SC330,SC330u, SC330i
- SafeNet Smartcard SC400
- SafeNet iKsey 4000

7. What's New

SafeNet Authentication Client 8.2 includes the following new features:

- **Support for Elliptic Curve Cryptography (ECC):** a PKI encryption technique that can be used to create faster, smaller, and more efficient cryptographic keys.
- **Virtual Keyboard:** the Virtual Keyboard enables you to enter passwords without using the physical keyboard, providing protection against kernel level key loggers. The Virtual Keyboard is activated via the ADM Policy.
- **Windows 7 & 8:** SafeNet Authentication Client is certified by Microsoft for Windows 7 (Submission ID 13329101)and Windows 8 (Submission ID 13329505)

- **Support for SafeNet eToken 7300:** SafeNet eToken 7300 is a certificate-based authentication solution that conveniently stores data and applications on up to 64GB of encrypted flash memory.
  Note: When initializing the 7300 in FIPS mode, the administrator password must be used.
- **Security Enhancements:** were introduced to allow organizations to apply policies to SafeNet Authentication Client that prevent the use of less secure cryptographic algorithms and mechanisms. Using the new security policies, customers using SafeNet Authentication Client can now block certain operations and cryptographic algorithms, based on their risk management and compliance requirements.

8. Languages

SafeNet Authentication Client 8.2 supports the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- English
- French (France)
- French (Canada)
- German
- Hungarian
- Italian
- Japanese
- Korean
- Lithuanian
- Polish
- Portuguese (Brazilian)
- Romanian
- Russian
- Spanish
- Thai
- Vietnamese

Note: Localizations are not supported in the BSec applications.

9. Compatibility with SafeNet Applications

SafeNet Authentication Client 8.2 works with the following SafeNet products.

eToken and iKey Devices (iKey 4000 not supported):

- SafeNet Protect Drive 8.4 and later
- SafeNet VPN Client 2.2.1

eToken Only:

- eToken Network Logon 5.1
- SafeNet Network Logon 8.0 and later
- TMS 5.1 SP1
- SafeNet Authentication Manager 8.0 and later
- eToken SSO 5.1
- eToken WSO 5.2 and later
- eToken Minidriver 5.1 (Java cards only)

Installing SafeNet Authentication Client with eToken SSO 5.1

When installing both SafeNet Authentication Client and eToken SSO 5.1, perform the tasks in the following order:

1. Install SafeNet Authentication Client.
2. Install eToken SSO 5.1.
3. You may be required to restart the computer.

Installing SafeNet Authentication Client with eToken Network Logon 5.1 or SafeNet Network Logon 8.0

When installing SafeNet Authentication Client together with SafeNet Network Logon or eToken Network Logon, perform the tasks in the following order:

1. Install SafeNet Authentication Client.
2. Install Network Logon.
3. You may be required to restart the computer.

10. Resolved Issues

This section lists issues resolved in SafeNet Authentication Client 8.2

Service Request	Description
126877	Authentication to Cisco AnyConnect Network Access Manager (NAM) using a certificate created using Entrust EDS is now supported.
140783	MS file encryption (EFS) now successfully decrypts an encrypted file with the token certificate after token re-insertion.
150289	An out of date version of libeay32.dll was previously installed with SafeNet Authentication Client.
152478	SAC now supports the installation of both iKey and eToken Readers simultaneously (Five eToken 5100 and Five iKeys on the same computer at same time)

Service Request	Description
152846	In Authentication Client 8.1 SP1, the included Key Storage Provider indicated for all keys that only signing is allowed, even for AT_KEYEXCHANGE keys. As a result, certificates configured for CNG could not be used for EFS, S/MIME, and other encryption applications.
154228	It is now pooible to configure the path where the log files are saved, as follows: Navigate to *SOFTWARE\SafeNet\Authentication\SAC\General* Create String *"TempDir"* = path to directory with WRITE permissions. For example "c:\test" with full control permissions set as EVERYONE)
155717	In SAC 8.2 introduces changes in Default behavior of the PKCS#11 CKA_PRIVATE attribute: While creating RSA Private key or Secrets keys (RSA,ECC,DES,AES,etc.) CKA_PRIVATE attribute is TRUE (it was FALSE in legacy products) and FALSE for other types of objects (certificates, data objects).
158116	SafeNet Authentication Client did not work correctly in a multiuser Citrix ICA Environment.
156434	Attempting to change a Token Passsword which was not yet synchronised with the AD password, but where the synchronization function was activated, failed. Now, in these circumstances, the synchronization password window opens, enabling the user to change the passwords.
159500	When working with SAC and iKey2032, PKCS#11 failed to create Private key with the correct exponents size ('bigger size').
161348	When working with SAC (BSec Utilities) and the Token Manager Utilities, the SAC enrollment control was not present in the Manage Add-Ons window in Internet Explorer 8.0.
162551	When uninstalling SAC with an iKEy inserted, a warning message with a spelling error was displayed.
163639	SAC now suports registry key configuration of a customized password quality message, displayed when the user enters a password.
165758	iKey tokens were getting locked when work with SAC was intensive (redundant login/logout).
166037	SAC did not support the import of certificates that contained the following non-null fields: issuerUniqueID, subjectUniqueI.

Service Request	Description
166116	On each attempt to use Entrust ESP NonRepudiation Certificate Token, a logon was required. This can now be overriden in SafeNet Authentication Client Settings by entering the OID of the certificate in the 'Override Non-Repudiation OIDs' setting (or 'NonRepudiationOID' registry key). See the SafeNet Authentication Client 8.2 Admininstrator's Guide for details.
166787	Spaces are no longer used in log filenames.
169846	The About window no longer displays the total number of licneses. A utility application is available to display this information.
173827	The runas/smartcard command did not work when in an RDP session as a non-administrator user.
174830	There were errors in the French and French(Canadian) localizations

11. Known Issues

This section lists known issues from SafeNet Authentication Client 8.2

ID	Description	Solution / Workaround
161286	After configuring the "Automatic logoff after token inactivity (in minutes)" setting in SAC tools, Client Settings>Advanced, and then initializing a token with these settings, the automatic logoff function fails to operate.	
161479	When working with IKey 2032, the number of available retries displayed in the *Unblocking Codes Retries Remaining* field in SAC Tools is not reduced after each successful unblock. The value is valid only un the user PIN is indeed locked (in which case SAC Tools displays the correct value).	

ID	Description	Solution / Workaround
162172	When upgrading from SAC 8.1 SP2 (inatalled from MSP) to SAC 8.2, the check box prompting the user to save the previous settings is not displayed.	
162593	When eToken Drive is logged on to a machine using smart card logon, the autorun feature is not launched automatically.	
162604	Sometimes, during the eToken 7300 partition process, the user is prompted to format the flash drive.	Click Cancel and continue working.
166302	The SafeNet Authentication Client Customization tool cannot run on Windows 8.	Install .Net Framework 3.5
166582	It is not possible to logon to the computer with a smart card using ECC Keys.	To work with EEC do the following: 1. In the Group Policy Management editor, navigate to Console Root\Local Computer Policy\Computer Configuration\Administrative Templates\Windows Components\Smart Card. Set to *Allow ECC certificates to be used for logon and authentication*. 2. Remove "Crypto Provider" (Data = “eToken Base Cryptographic Provider") from the following registry key: [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards\eTokenCard/JC1.0] 3. Remove "Crypto Provider" (Data = “eToken Base Cryptographic Provider") from the following registry key: [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\Calais\SmartCards\eTokenCard/JC1.0b]
168068	When working with a CCID reader and a Java Card, with Ctirix 4.5 on Windows Server 2003, re-inserting the device causes an error.	Work with SafeNet Authentication Client (PKI Mode) or Citrix HF.

ID	Description	Solution / Workaround
168813	When working with an eToken Java token on that supports Minidriver, an error message is displayed indicating a smart card error. After pressing OK and re-entering the PIN, the RDP connection succeeds.	This occurs because the client computer is working in Minidriver mode and the Server is working in middleware (PKI) mode. To solve the issue, remove SafeNet Authentication Client from the server.
169743	When an Idnetrust certificate is enrolled on Window & the token's PIN is requested twice during the enrollment porcess.	This is due to Windows 7 requiring the token's PIN for two processes. Enter the PIN when requested and the process proceeds.
169744	When using a token with a CC certificate, the secondary authentication parameter cannot be set following initialization by configuring token settings.	Set the secondary authentication parameter during initialization.
170302	After enroling two certificates on a token with friendly names, the friendly name of the second token is not displayed in SafeNet Authentication Clinet Tools.	Re-insert the token.
172006	When SafeNet eToken NG-Flash is inserted, the Tray Menu includes items *Eject Flash* and *Logout from Flash* that do not function as expected. *Eject Flash* does nothing. *Logout Flash* opens the token software (contoling the login/logout of the flash) and remains even after the token is logged out. It also appears when the token is not protected.	

ID	Description	Solution / Workaround
172214	During the key recovery process (on a token with key recovery certificate enrolled) using the MS Key Recovery Tool, the token logon window was not displayed.	Perform key recovery using the command line as follows: 1. open cmd under c:\WINDOWS\system32 and run the following command: C:\Windows\System32>certutil.exe -getkey <Certificate's serial NO.> OutputFile,pfx At the end of the process the following message is displayed: CertUtil: -GetKey command completed successfully. 2) run the following command : C:\Windows\System32>certutil.exe -recoverkey OutputFile OutputFile.pfx Enter new OutputFile.pfx password : Confirm new OutputFile.pfxpassword: At the end of the process the following message is displayed: CertUtil: -RekoverKey command completed successfully.
173183	When working with eToken 7300, the launcher cannot be run through RDP.	
173656	After loading etoken.dll to Firefox security devices, the dll does not function correctly.	Restart Firefox.
177482	If SafeNet 7300 is partitoned without the *Burn SafeNet deafault ISO file* option being selected, when the user inserts the token into a computer without SAC installed, it is not possible to log on and use the Flash Drive.	
176017	If a token is initialized with the *Must change password at first logon* option selected, it is not possible to enroll a certifcate through Firefox, as the password cannot be change through Firefox.	Change the password through the Tray icon and then run Firefox.
178110	EFS encryption fails with Windows 2008 type certificates	Use SAC Tools to set the certificate as CSP and re-insert the token.

ID	Description	Solution / Workaround
178110	EFS encryption fails with ECC certificate.	No workaround.
178610	When upgrading from SAC 8.1 SP2 to SAC 8.2 the Traditional Chinese, Latvian and Vietnamese languages revert to English.	Uninstall SAC and re-install with the selected language.
179133	Authentication fails when using Internet Explorer 10 Metro (relevant when working on Windows 8).	Use Internet Explorer 10 in 'regular' mode

12. Legacy Issues

This section lists known issues from earlier releases that are still applicable.

ID	Description	Solution / Workaround
117351	Precise 200MC reader is not supported in Vista 64-bit.	
117377	On Windows 7, while enrolling an Identrust Trust ID or Identrust Trust Network certificate on the token, a message to prompt token login is displayed multiple times.	Set the following registry keys: HKLM\Software\SafeNet\AUTHENTICATION\SAC\GENERAL\iexplore.exe DWORD SingleLogon = 1 HKLM\Software\SafeNet\AUTHENTICATION\SAC\GENERAL\IdenTrustCertEnrollProtectedMode.exe DWORD SingleLogon = 1
117553 175394	In Windows Vista, Windows 7 Windows Server 2008 and Windows Server 2008 R2, when an application using a smartcard has been terminated unexpectedly, it causes other applications that try to connect to the smartcard to stop responding. This occurs in both local and RDP environments.	This is a Microsoft issue. Microsoft have released Hotfixes that resolve this issue: KB 2521923(RDP) http://support.microsoft.com/kb/2521923 KB 2427997 (Local Scenario) http://support.microsoft.com/kb/2427997

ID	Description	Solution / Workaround
119139	The following functions in the Safenet Authentication Client Tools Advanced View do not function correctly if the Microsoft Certificate Propagation Service is running: • Copy User Certificate to local store • Copy CA Certificate to local store	Stop the Microsoft Certificate Propagation Service manually
120129	Attempting to sign an MS Word 2010 document with a non-Microsoft legacy CSP certificate (such as eToken Base CSP) fails	The MS Office 2010 hotfix package KB: 2281460 resolves this issue: http://support.microsoft.com/kb/2281460
121962 119311	A new Safenet Authentication Client Tray icon is displayed each time Citrix is opened, resulting in multiple icons.	Set the registry in the server to: [HKEY_LOCAL_MACHINE\SOFTWARE\SafeNet\Authentication\SAC\UI\] "ShowInTray"=dword:00000000"
123933 118580 94009	On Windows Vista 64-bit, Windows 7 32-bit and 64-bit, and Windows 2008 R2, no more than 10 smartcard virtual readers can be installed.	Microsoft limitation
124227	A Standard user (non-administrator) cannot run the SAFENET AUTHENTICATION CLIENT Customization Tool from the program shortcut menu.	Browse to the physical location via Windows Explorer and launch the application with the Windows "run as" feature.
125743	After enrolling an Entrust certificate, an additional CA certificate with the same serial number is added to the token.	Install the Entrust Entelligence Security Provider 9.1 for Windows patch 166693.
127677	In BitLocker Driver Encryption, after selecting the option "Use my smart card to unlock the drive" in the Choose how you want to unlock this drive window, attempting to use the smart drive results in an error message in the Insert Smart Card window.	Close the Insert Smart Card window (by clicking the Cancel button)and in the Choose how you want to unlock this drive window click Next for the encryption to start. After the encryption is complete, restart the computer to lock the partition. When now attempting to unlock the partition, the Insert Smart Card window opens. Cancel this window, and the SAFENET AUTHENTICATION CLIENT Tools logon window opens. Enter the PIN and the partition decryption process starts.

ID	Description	Solution / Workaround
133561	In Firefox, when importing a PFX Common Criteria certificate onto a token, it is imported as a Java certificate.	There is no solution in Firefox. However, if working with the SDK, the following attributes must be explicit: Sign=TRUE Decrypt=FALSE
135126 136574 156424	After installing SafeNet Authentication Client without SAC Tools, via the command line, it cannot be uninstalled from the computer.	To uninstall SAC, use the Windows Installer Cleanup utility (MSICUU2.exe). Then use SafeNet Authentication Client 8.2 Customization Tool to create an installation without SAC Tools.