

# Aladdin eToken PKI Client (Linux) ReadMe

## Version 5.0 SP1 Revision A

Release Date: July 2009

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This document contains last minute information about the eToken PKI Client (Linux) version 5.0 SP1 release.

We recommend reading the following documents before implementing the solution:

- eToken PKI Client (Linux) 5.0 Revision B Administrator's Guide
- eToken PKI Client (Linux) 5.0 Revision B 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 eTokens are shipped from our factory with a default password (PIN) 1234567890. The end user must enter this default password the first time s/he logs on to eToken and then change it to a secure personal password.

## 4. System Requirements

eToken PKI Client (Linux) 5.0 SP1 supports the following:

### Operating systems:

- Ubuntu 8.04 (32-bit) 9.04 (32-bit)

### Browser:

- Firefox 3.0.1

### Mail Clients:

- Thunderbird 2.0

## 5. New Features

The following features were introduced in eToken PKI Client (Linux) 5.0 SP1:

- Support for Ubuntu 9.04 (32-bit)
- Support for SSH Agent

## 6. Remote Desktop

### 6.1. Recommended Procedure

We recommend using the following procedure when using the Remote Desktop (rdesktop) feature:

1. Insert the eToken *before* beginning the Remote Desktop session.
2. During the Remote Desktop session, do not remove the eToken.
3. At the end of the session, log off from the Windows desktop in an orderly fashion by selecting **Start>Log Off** and clicking **Log Off** in the Log Off dialog box.

### 6.2. Remote Desktop Known Issues

Number	Description	Solution/Workaround
20515	After smart card logon to Remote Desktop, physical eTokens might not be recognized or may be displayed as having corrupted data.	

Number	Description	Solution/Workaround
20516	After logging on to Windows Server from Remote Desktop, the eToken Properties application on the server may stop responding.	
20569	eToken is not recognized by the server PKI Tray Menu when logged on to a Windows server through the Remote Desktop.	
20882	Sometimes, it is not possible to log on to Desktop Connection with a smart card.	Remove the eToken, close the Remote Desktop session and try again.

## 7. Resolved Issues

This section lists resolved issues in eToken PKI Client (Linux) 5.0 SP1.

Number	Description
20177	When eToken PKI (Linux) was installed on Ubuntu 9.04, Firefox did not function.
19567	Sometimes eToken Properties application did not open. Sometimes the application did open but reacted very slowly.

## 8. Known Issues

This section lists known issues in eToken PKI Client (Linux) 5.0 SP1.

Number	Description	Solution/Workaround
18289	If two eTokens are connected to a computer, and a third eToken is then connected, eToken PKI Properties does not refresh automatically to display the third eToken. This is a limitation of pcscd.	Click the eToken PKI Properties Refresh button or re-start eToken PKI Properties.
18496	If the PKCS#11 Security Provider is added manually to Firefox and eToken PKI Client 5.0 is installed, the security provider will be installed twice (as the eToken PKCS#11 Security Provider is installed during the installation of eToken PKI Client 5.0). The user will be prompted to select the required Security Provider.	Manually remove the superfluous PKCS#11 Security Provider.

Number	Description	Solution/Workaround
19020	If an eToken containing the root CA is inserted while Firefox is open, the certificate is displayed in the Certificate Manager but it is not trusted.	To ensure that the root CA certificate is imported as a trusted certificate, Firefox should be closed when inserting the eToken. If the eToken was inserted while Firefox was open, resulting in a non trusted certificate, do one of the following: <ul style="list-style-type: none"><li>• Manually set the certificate to trusted in the Certificate Manager</li><li>• Delete the certificate from the Certificate Manager and insert the eToken containing the CA certificate while Firefox is closed</li></ul>
19005	In Ubuntu 8.04, after installing eToken PKI Client, the eToken Properties shortcut does not appear. (The Start eToken PKI Client shortcut does appear correctly).	Log off and log on again; the eToken Properties shortcut appears.
19529	The option to show the serial number in decimal format in eToken PKI Properties (determined by the ShowDecimalSerial configuration key) is not supported.	
20482	After installing eToken PKI Client by running the deb file, the eToken Tray Icon does not appear.	Restart Ubuntu.
20529	Sometimes, it is not possible to rename an eToken in eToken Properties.	Re-open eToken Properties.
20573	In Ubuntu 8.04, SSH connection with a smartcard is not supported.	Upgrade PCSC to version 1.4.102 Note: Ubuntu 9.04 includes PCSC 1.4.102