SafeNet Authentication Client

WINDOWS USER GUIDE

Document Information

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**PREFACE:** About this Document

This document describes the operational and administrative tasks you can perform to maintain the functionality and efficiency of your SafeNet Authentication Client.

This section also identifies the audience, explains how to best use the written material, and discusses the documentation conventions used. They are:

**>** "Audience" below

**>** "Document Conventions" below **>** "Support Contacts" on page 9

For information regarding the document status and revision history, refer to "Document Information" on page 2.

Audience

This document is intended for personnel responsible for maintaining your organization’s security infrastructure. This includes SAC users and administrators.

All products manufactured and distributed by Thales Group are designed to be installed, operated, and maintained by personnel who have the knowledge, training, and qualifications required to safely perform the tasks assigned to them. The information, processes, and procedures contained in this document are intended for use by trained and qualified personnel only.

It is assumed that the users of this document are proficient with security concepts.

Document Conventions

This section describes the conventions used in this document.

Command Syntax and Typeface Conventions

This document uses the following conventions for command syntax descriptions, and to highlight elements of the user interface.

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Preface: About this Document

**Format Convention**

**bold** The bold attribute is used to indicate the following:

**>** Command-line commands and options that you enter verbatim (Type **dir /p**.) **>** Button names (Click **Save As**.)

**>** Check box and radio button names (Select the **Print Duplex** check box.) **>** Dialog box titles (On the **Protect Document** dialog box, click **Yes**.)

**>** Field names (**User Name**: Enter the name of the user.)

**>** Menu names (On the **File** menu, click **Save**.) (Click **Menu** > **Go To** > **Folders**.) **>** User input (In the **Date** box, type **April 1**.)

*italics* In type, the italic attribute is used for emphasis or to indicate a related document. (See the *Installation Guide* for more information.)

<variable> In command descriptions, angle brackets represent variables. You must substitute a value for command line arguments that are enclosed in angle brackets.

[**optional**]

[<optional>]

{**a**|**b**|**c**}

{<a>|<b>|<c>}

[**a**|**b**|**c**]

[<a>|<b>|<c>]

Represent optional **keywords** or <variables> in a command line description. Optionally enter the keyword or <variable> that is enclosed in square brackets, if it is necessary or desirable to complete the task.

Represent required alternate **keywords** or <variables> in a command line description. You must choose one command line argument enclosed within the braces. Choices are separated by vertical (OR) bars.

Represent optional alternate keywords or variables in a command line description. Choose one command line argument enclosed within the braces, if desired. Choices are separated by vertical (OR) bars.

Notifications and Alerts

Notifications and alerts are used to highlight important information or alert you to the potential for data loss or personal injury.

**Tips**

Tips are used to highlight information that helps to complete a task more efficiently.

**TIP** This is some information that will allow you to complete your task more efficiently.

**Notes**

Notes are used to highlight important or helpful information.

**NOTE** Take note. Contains important or helpful information.

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Preface: About this Document

**Cautions**

Cautions are used to alert you to important information that may help prevent unexpected results or data loss.

**CAUTION!** Exercise caution. Contains important information that may help prevent unexpected results or data loss.

**Warnings**

Warnings are used to alert you to the potential for catastrophic data loss or personal injury.

**\*\*WARNING\*\* Be extremely careful and obey all safety and security measures. In this situation you might do something that could result in catastrophic data loss or personal injury.**

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please refer to the documentation before contacting support. If you cannot resolve the issue, contact your supplier or Thales Customer Support.

Thales Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Thales and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Customer Support Portal

The Customer Support Portal, at https://supportportal.thalesgroup.com, is where you can find solutions for most common problems. The Customer Support Portal is a comprehensive, fully searchable database of support resources, including software and firmware downloads, release notes listing known problems and workarounds, a knowledge base, FAQs, product documentation, technical notes, and more. You can also use the portal to create and manage support cases.

**NOTE** You require an account to access the Customer Support Portal. To create a new account, go to the portal and click on the **REGISTER** link.

Telephone

The support portal also lists telephone numbers for voice contact (Contact Us).

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**CHAPTER 1:** Introduction

SafeNet Authentication Client (SAC) is a middleware client that manages Thales’s extensive SafeNet portfolio

of certificate-based authenticators, including eToken, IDPrime smart cards, USB and software-based devices.

SAC 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.

The SAC Tools application and the SAC tray icon application are installed with SAC, providing easy-to-use configuration tools for users and administrators.

**NOTE** The term *Token* is used throughout the document and is applicable to both Smart Cards and USB Tokens.

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