

SafeNet Authentication Client Compatibility Guide

Using SafeNet Authentication Client with Dell Wyse 5030

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Applicability

The information in this document applies to:

- **SafeNet Authentication Client (SAC)** -SafeNet Authentication Client is a middleware client that manages Gemalto's extensive SafeNet portfolio of certificate-based authenticators, including eToken, IDPrime smart cards, iKey smart card, USB and software based devices.
- **SAC Backward Compatible Mode**, MiniDriver and PKCS 11 - Using SAC 10.4 Customization Tool

Environment

The integration environment that was used in this document is based on the following software versions:

- **SafeNet Authentication Client (SAC)** - 10.4
- **Dell Wyse 5030** – Firmware version 6.0.0-p1
- **VMWare Horizon 7**

Validated Devices

SAC 10.3 was validated with the following devices:

- SafeNet eToken 5110 GA
- SafeNet eToken 5110 FIPS
- Gemalto IDPrime MD 830 L2



NOTES:

- SafeNet eToken 5110 GA and FIPS are not supported in USB redirection with PcoIP.
 - To support Gemalto tokens and smart cards, open a support case at Teradici and ask for the 6.0.0-p1 firmware link.
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Validated Use Cases with SAC

Enrollment via CAPI:

- Enrolled a certificate using Internet Explorer 11 and eToken Base Smart Card Crypto Provider

Enrollment via PKCS#11:

- Enrolled a certificate using Firefox and PKCS11# module

Validated Use Cases:

- VMware Horizon 7 authentication

SAC Results

The following devices passed the above tests using SAC:

- SafeNet eToken 5110 GA
- SafeNet eToken 5110 FIPS
- Gemalto IDPrime MD 830 B L2

Validated Use Cases with SAC Backward Compatible Mode

Dell Wyse 5030 with firmware 6.0.0-p1:

- Use the smart card to log into VMWare Horizon 7 and execute a published application (using RDS protocol).
- Use the smart card to log into VMWare Horizon 7 and then log into a Published Win 7 x32 virtual machine (using PCoIP protocol).

SAC Backward Compatible Mode Results

The following device passed the above tests using SAC Backward Compatible Mode:

- Gemalto IDPrime MD 830 L2

Support Contacts

If you encounter a problem while installing, registering, or operating this product, refer to the documentation. If you cannot resolve the issue, contact your supplier or [Gemalto Customer Support](#).

Gemalto 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 Gemalto 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.gemalto.com>, is a 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 Support

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Customer Support by telephone. Calls to Customer Support are handled on a priority basis.

Region	Telephone number (Subject to change. An up-to-date list is maintained on the Customer Support Portal)
Global	+1-410-931-7520
Australia	1800.020.183
China	North: 10800-713-1971 South: 10800-1301-932
France	0800-912-857
Germany	0800-181-6374
India	000.800.100.4290
Israel	180-931-5798
Italy	800-786-421
Japan	0066 3382 1699

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Korea	+82 2 3429 1055
Netherlands	0800.022.2996
New Zealand	0800.440.359
Portugal	800.863.499
Singapore	800.1302.029
Spain	900.938.717
Sweden	020.791.028
Switzerland	0800.564.849
United Kingdom	0800.056.3158
United States	(800) 545-6608