

SafeNet Authentication Client Compatibility Guide

Using SAC CBA for Dell Wyse 5060

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Doc Number: 007-000142-001

Release Date: June 2018

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Applicability

The information in this document applies to:

- **SafeNet Authentication Client (SAC)** - SafeNet Authentication Client is a middleware client used to manage Gemalto's extensive SafeNet portfolio of certificate-based authenticators, including eToken, IDPrime smart cards, iKey smart card, USB and software based devices.

Environment

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

- SafeNet Authentication Client (SAC) **10.5**
- Dell Wyse 5060 - ThinOS 8.5.012
- Citrix XenDesktop 7.6

Validated Devices

SAC 10.5 was validated with the following devices:

- SafeNet eToken 5110 GA
- SafeNet eToken 5110 FIPS
- SafeNet eToken 5110 CC
- Gemalto IDPrime MD 830 L2
- Gemalto IDPrime MD 830 L3
- Gemalto IDPrime MD 840 L2
- Gemalto IDCore 30 B 1.8.5

Validated Use Cases with SAC

Dell Wyse 5060 with ThinOS 8.5.012:

- Use the smart card to log into XenDesktop 7.6 and then log into a Published Win 7 x32 virtual machine

SAC Results

The following devices passed the above tests using SAC:

- SafeNet eToken 5110 GA
- SafeNet eToken 5110 FIPS
- SafeNet eToken 5110 CC
- Gemalto IDPrime MD 830 B L2
- Gemalto IDPrime MD 830 B L3
- Gemalto IDPrime MD 840 B L2
- Gemalto IDCore 30 B 1.8.5

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
Korea	+82 2 3429 1055

Region	Telephone number (Subject to change. An up-to-date list is maintained on the Customer Support Portal)
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