

# SafeNet Authentication Service Welcome Guide

---

MP-1 Token for Mac OS X



THE  
DATA  
PROTECTION  
COMPANY

## Document Information

<b>Document Part Number</b>	007-012414-002, Rev. B
<b>Release Date</b>	February 2015

## Trademarks

All intellectual property is protected by copyright. All trademarks and product names used or referred to are the copyright of their respective owners. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, chemical, photocopy, recording, or otherwise, without the prior written permission of SafeNet, Inc.

## Disclaimer

SafeNet makes no representations or warranties with respect to the contents of this document and specifically disclaims any implied warranties of merchantability or fitness for any particular purpose. Furthermore, SafeNet reserves the right to revise this publication and to make changes from time to time in the content hereof without the obligation upon SafeNet to notify any person or organization of any such revisions or changes.

We have attempted to make these documents complete, accurate, and useful, but we cannot guarantee them to be perfect. When we discover errors or omissions, or they are brought to our attention, we endeavor to correct them in succeeding releases of the product.

SafeNet invites constructive comments on the contents of this document. These comments, together with your personal and/or company details, should be sent to the address or email below.

Contact Method	Contact Information
<b>Mail</b>	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017, USA
<b>Email</b>	<a href="mailto:TechPubs@safenet-inc.com">TechPubs@safenet-inc.com</a>

# Contents

Introduction.....	4
Overview .....	4
Applicability .....	4
Supported Operating Systems.....	5
How the MP-1 Token Works.....	5
Self-Enrolling Your MP-1 Token.....	6
Using Your MP-1 Token.....	10
Managing Your MP-1 Token .....	10
Protect Your Security PIN.....	10
Changing Your Security PIN.....	11
Resetting a Locked MP-1 Token .....	11
Token Status Color Codes.....	11
Failed Logon Attempts.....	11
Customizing Your MP-1 Token .....	12
Generate Signatures.....	12
Resync a Token.....	12
Rename a Token .....	13
Unlock a Token .....	13
Change the Security PIN .....	13
Multiple Tokens .....	13
Support Contacts.....	14

# Introduction

---

## Overview

This guide provides instructions for installing and activating your SafeNet MP-1 software token. Once activated, you will use your MP-1 token every time you log on.



Until now, you've logged on with your user name and password. The problem is that passwords are easily compromised, putting your identity and the resources you access at risk. By using an MP-1 token for authentication, you will be able to generate a one-time password (OTP). As the name implies, an OTP can only be used once. Each time you log on, you will use your MP-1 to generate a new OTP.

## Applicability

The information in this document applies to the following:

- **SafeNet Authentication Service (SAS)**—A cloud authentication service of SafeNet, Inc.
- **SafeNet Authentication Service – Service Provider Edition (SAS-SPE)**—The software used to build a SafeNet authentication service.
- **SafeNet Authentication Service – Private Cloud Edition (SAS-PCE)**—A term used to describe the implementation of SAS-SPE/PCE.

## Supported Operating Systems

SafeNet supports the use of this software on the following versions of Mac OS X:

- Mac OS X v10.7 Lion
- Mac OS X v10.8 Mountain Lion

## How the MP-1 Token Works

Password theft is the single most common way thieves and hackers steal identities and gain unauthorized access to networks and resources. While they have many ways to steal a password, success depends on the stolen password being valid, much the way credit card theft relies on the card being usable until you report it as stolen. The problem is that it is almost impossible for you or the security professionals that manage your network to discover that your password has been compromised until long after damage has been done.

The MP-1 solves this problem because the instant you log on with your OTP, it is no longer valid. Any attempt to log on using the same OTP will not only fail but will also instantly alert your network security professionals to a possible attack on your identity.

Your MP-1 is protected against unauthorized use by a Security PIN that only you know. Again, much like a bank card or “chip and PIN” credit card, the thief not only needs access to your MP-1 token but must also know your PIN. Any attempt to use the MP-1 with an incorrect PIN will fail. Successive attempts to guess your PIN will automatically “lock” your MP-1, effectively disabling it, giving you and your network security staff time to deal with the threat.

Each time you need an OTP, the MP-1 will prompt you to enter your Security PIN. For example:

Security PIN	OTP
1427	48466628
1427	4Kz6371R
1427	669-9487

## Self-Enrolling Your MP-1 Token

Self-enrollment is a simple process for activating your token and creating your Security PIN. When completed, you will be able to use your token to log on.

A “self-enrollment email” will be sent from your company containing a unique URL to the **SafeNet Authentication Service Self-Enrollment** website. The email will also contain instructions for installing the MP-1 software, and enrolling and activating your token. During self-enrollment, you will create a Security PIN that only you know.

If you have not received your self-enrollment email, contact your security administrator to arrange for a new one to be sent to you.

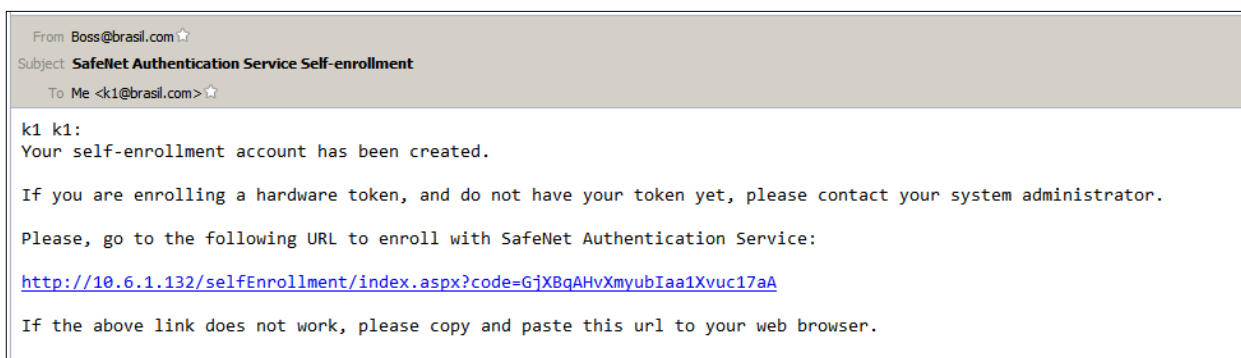
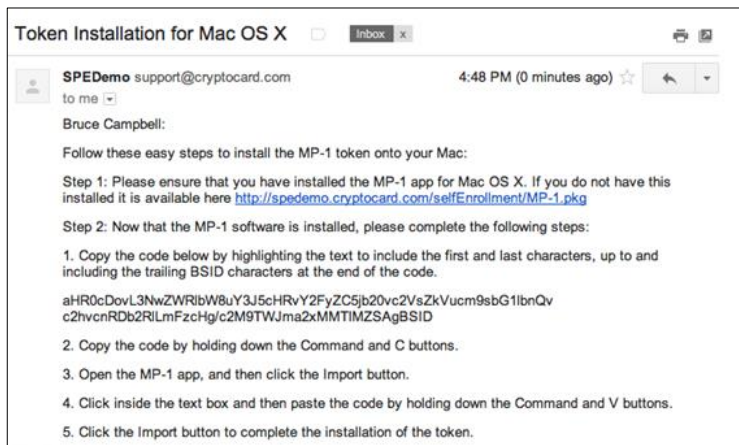


Figure 1: Example Self-Enrollment Email

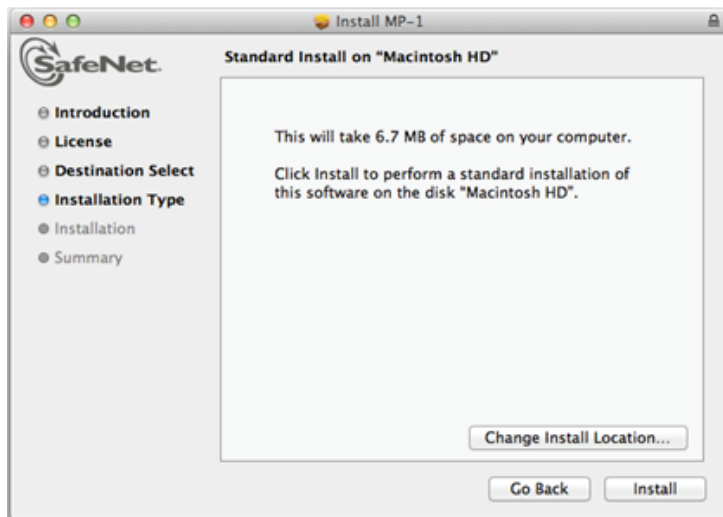
### To self-enroll your MP-1 token

1. Read the instructions in the self-enrollment email message and then click on the embedded link.
2. The enrollment website will display a list of devices, or “targets”, approved by your security administrator (such as iPhone, Android, BlackBerry, and laptops) upon which the MP-1 can be installed.
3. Select the **Mac OS X Lion** option, and then click **Next**.
4. The next page confirms that the OS X target has been selected, and contains a notification to check for the email that contains the instructions to install your new token. You may now close the browser.

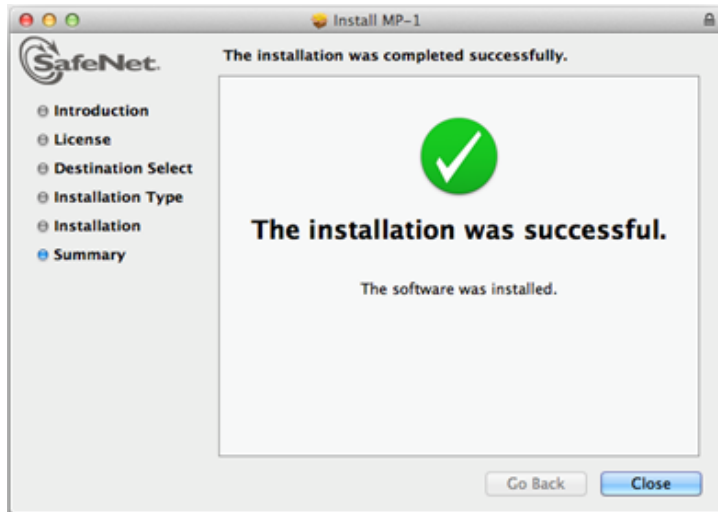
5. In the email, Step 1 describes how to install the SafeNet MP-1 app onto your OS X computer. Note that the email instructions may be different if you will be downloading the app from the Mac App Store.



- a. In the email, click the link in Step 1 to download the **MP-1.pkg** file.
- b. Once downloaded, click the **MP-1.pkg** file to launch the installer.
6. You will be guided through the steps necessary to install the MP-1 software. Complete each page as appropriate. You may need to enter your password to install software on your computer.



7. When the installation has completed, click **Close**.



8. To run the MP-1 app, click the **MP-1** icon in the Dock or in the **Applications** directory on your computer.



9. Copy the **Token Import Code** by highlighting the code in the self-enrollment email as shown below, making sure to include all characters.

Step 2: Now that the MP-1 software is installed, please complete the following steps:

1. Copy the code below by highlighting the text to include the first and last characters, up to and including the trailing BSID characters at the end of the code.

```
aHR0cDovL3NwZWRIbW8uY3J5cHRvY2FyZC5jb20vc2VsZkVucm9sbG1bnQv  
c2hvcnRDb2RlLmFzcHg/c2M9TWJma2xMMTIMZSAgBSID
```

2. Copy the code by holding down the Command and C buttons.
3. Open the MP-1 app, and then click the Import button.
4. Click inside the text box and then paste the code by holding down the Command and V buttons.
5. Click the Import button to complete the installation of the token.



10. To add your token, click the **+** button on the bottom left of the page and then click the **Paste** button to paste the Token Import Code. Click **Continue** to proceed.



11. Depending on the token policy, you may need to either enter the provided PIN or create a new one to activate the token. When creating a new PIN, verify it by generating an OTP. Click **Continue** to proceed.



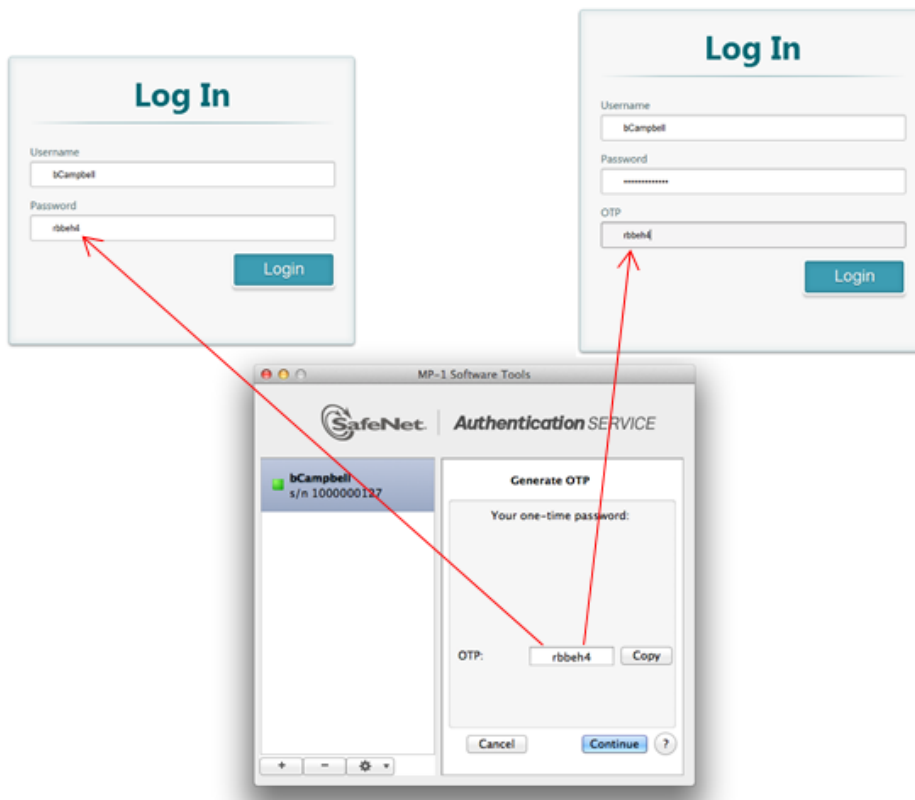
12. After generating a new OTP, it can be used to log in. A new OTP must be generated each time you log in. Click **Continue** to proceed.



## Using Your MP-1 Token

Every time you need a one-time password (OTP) to log on, click the token on the left side of the page and then enter your Security PIN.

Remember, every time you log on, you must enter your Security PIN to generate an OTP. You will then type or copy the OTP into the appropriate password or OTP field. Use the **Copy** button to the right of the **OTP** field to copy to clipboard; then just right-click in the **Password** or **OTP** field and paste the code.



## Managing Your MP-1 Token

Using the MP-1 software token not only provides security, it simplifies your life by reducing or eliminating the need to remember or change passwords. Your token will do this for you every time you logon. Your token will be able to generate OTPs until it is revoked by your security administrator. However, you do have a few simple obligations as described in the following sections.

### Protect Your Security PIN

Protect your Security PIN just as you would the PIN for your bank or credit card. Never share it with anyone, including people you trust. Your network security administrator and help desk will never ask for your PIN and you should never reveal it to them. Never write down your PIN.

## Changing Your Security PIN




If you wish to change your Security PIN, or are concerned that it has been compromised, click the **Edit** button and then the blue token tile, and then enter your current Security PIN. This will display a list of options, from which you should select **Change PIN**. Enter and confirm the new Security PIN, and then click **Continue** to save the change.

If you have simply forgotten your Security PIN, contact your help desk. Upon verifying your identity, they will be able to reset your PIN.

## Resetting a Locked MP-1 Token

If the MP-1 token becomes locked, this indicates that there has been an attempt to generate OTPs using an incorrect Security PIN. Contact your help desk. Upon verifying your identity, they will be able to reset your PIN.

## Token Status Color Codes

-  **Green**—A green indicator means the token is active and able to generate OTPs.
-  **Yellow**—A yellow indicator means that the token is locked and is unable to generate new OTPs until it is unlocked.
-  **Red**—A red indicator means that the token is permanently locked. This token will remain in your list of tokens until it is deleted.

## Failed Logon Attempts

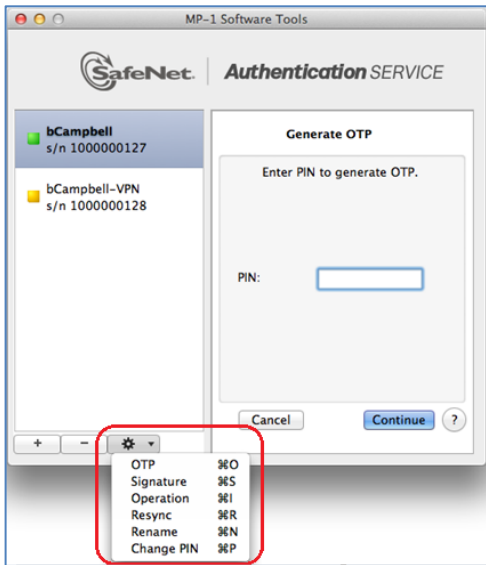
The most common cause of a failed logon is entering an incorrect OTP.

- Never attempt to reuse a Token Code.
- Ensure that you enter the code exactly as displayed on the token, including any uppercase and lowercase letters and punctuation that it may contain.

Your account will automatically lock for a period of time if the maximum number of consecutive failed logon attempts is exceeded. You must wait this specified amount of time before your account will unlock. Contact the help desk to resolve logon problems.

## Customizing Your MP-1 Token

You can customize your token in a variety of ways, as described in this section. These functions can be accessed in the **MP-1 Software Tools** app by clicking the **Settings** button as shown below.

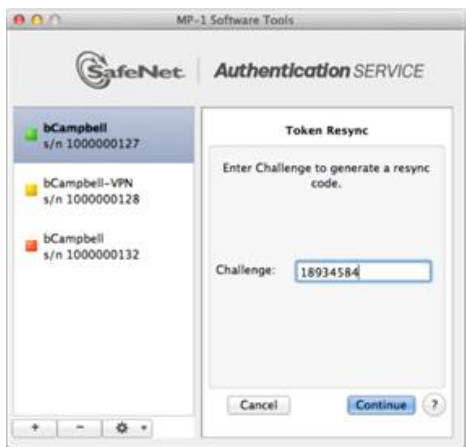


### Generate Signatures

The **Signature** function is disabled by default and should not be used unless advised by your security administrator.

### Resync a Token

The **Resync** function is rarely required and should only be used on instruction from your help desk. To resync a token, enter the challenge code provided by your administrator (or from the **Self-Service** website) and the Security PIN for the token. Give the resulting Token Code to your administrator or enter it into the appropriate field on the **Self-Service Resync** page.

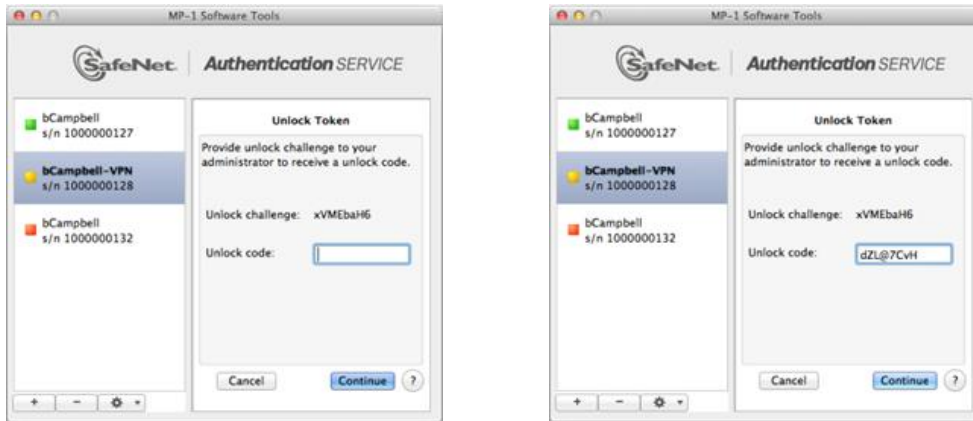


## Rename a Token

The **Rename** function allows you to change the name of the token. Enter a new name, and then click **Continue**.

## Unlock a Token

If an incorrect PIN is entered into the token too many times consecutively, the token will become locked. When a token is locked, the token indicator icon color will be yellow or red. Clicking the locked token will generate a prompt to enter an unlock code. Read the “unlock” challenge code to your administrator exactly as it is displayed. Your administrator will provide a “server response” code that must be entered exactly as provided. Click **Continue** to submit the change. If successful, the token indicator will become green again and you will be notified that the token unlock has succeeded.



## Change the Security PIN

This option is used to change the Security PIN of the selected token. You will be required to provide the current PIN and then create and confirm a new PIN.

## Multiple Tokens

It is possible to load several tokens into the MP-1 application. Tokens will appear as separate objects in the left pane of the **MP-1 Software Tools** app. To add a token, click the **Add** button located at the lower left corner of the page.



## Support Contacts

---

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet 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 SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Contact Method	Contact Information	
<b>Address</b>	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
<b>Phone</b>	United States	1-800-545-6608
	International	1-410-931-7520
<b>Technical Support Customer Portal</b>	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	