

# eToken Utilities README

## Version 2.10

Release Date: December 2003

=====

This document contains last minute notes from the eToken Utilities 2.10 product team. The information in this README is more up to date than the product documentation.

The README document contains the following:

- [Getting Started](#): describes the scope of this document.
- [General Notices](#): lists the various support centers, details the end user license agreement and the default eToken password.
- [What's New?](#): provides information about new features and changes since previous versions of eToken Utilities.
- [Known Issues](#): lists the known issues when working with this version of eToken Utilities.
  - [General Issues](#)
  - [eTFormat Issues](#)
  - [eTCertConvert Issues](#)

## 1. Getting Started

This document is designed to give developers and administrators an understanding of what is new in eToken Utilities 2.10. A variety of features have been added and improved for administrator convenience and an enhanced user experience.

## 2. General Notices

### 2.1. Support

If you have any questions regarding this package, its documentation and content or how to obtain a valid software license you may contact your local reseller or Aladdin's technical support team:

Country / Region	Support Email	Telephone
USA	<a href="mailto:support.us@eAladdin.com">support.us@eAladdin.com</a>	1-212-329-6658 1-800-223-4277
EUROPE: Austria, Belgium, UK, Germany, Netherlands, France, Switzerland	<a href="mailto:etoken.techsup@ealaddin.com">etoken.techsup@ealaddin.com</a>	0800-22523346
Ireland	<a href="mailto:etoken.techsup@ealaddin.com">etoken.techsup@ealaddin.com</a>	0011800-22523346
Rest of the World	<a href="mailto:etoken.techsup@ealaddin.com">etoken.techsup@ealaddin.com</a>	+972-3-6362266 ext 2

## 2.2. Licensing

Please note that the use of this package requires a valid software download license that will be emailed to you. Please first logon to the Aladdin license center [www.ealaddin.com/lc](http://www.ealaddin.com/lc) and download the latest software and documentation that you have purchased. If you do not have a valid license to download, you should contact your reseller or support center. (The necessary support numbers are listed above).

## 2.3. Default Password

All eTokens are shipped from our factory with a DEFAULT PASSWORD (PIN) 1234567890. You will need to input this default password the first time you logon to eToken and then change it to your secret and secure personal password.

## 3. What's New?

This section lists the new functionality provided by eToken Utilities 2.10.

This new version of eToken Utilities 2.10 has been designed to improve the performance and usability of the various eToken utilities to enable administrators to more effectively control the usage of eTokens within the organization.

### 3.1. eTFormat

- Improved and enhanced GUIs.
- Bug fixes to overcome previous difficulties with the application.
- A new feature has been included so that during formatting the user can choose the number of keys to be stored on the eToken.

### 3.2. eTPassQualityTool

- Fully revised to support the new passQuality algorithm.
- Additional password quality parameters

### 3.3. eTAppViewer

- Added support for eToken Smartcard Logon (Gina 2.0).
- Some small bug fixes from the previous version.

## 4. Known Issues

This section lists known issues in this release of eToken Utilities 2.10.

### 4.1. General Issues

- The eTCertConvert utility was developed in order to import certificates, since older RTE versions did not work with the Certificate Import Wizard, which is now supported. This utility is still supplied for user convenience, however it is strongly recommended to use the Certificate Import Wizard instead of

eTCertConvert whenever possible. As a result, the utility was not upgraded to accommodate new RTE features.

- If an Entrust CA profile is saved to the eToken, it cannot be viewed in the Application Viewer.
- When upgrading the eToken Web Sign On from version 1.0 to version 1.2, ensure that the Application Viewer is closed in order to be able to see the WSO profiles in the future.
- When working in Windows 95, it is strongly recommended not to remove the eToken during the format process as this results in an error and format failure.

## 4.2. eTFormat Issues

- When formatting multiple tokens and one of them fails, the remaining tokens will continue to format even if you click the Stop button.
- eTFormat does not show information about current token format (i.e. FIPS vs. Generic). Since reformatting of FIPS tokens requires a password, this information may be essential. If you are not sure about tokens you are going to reformat, use other tools (such as eTProperties) to obtain this information.
- When formatting two or more tokens, quickly clicking on Stop and Format several times may hang the application.
- eTFormat may not recognize newly inserted readers (i.e. inserted after starting the utility). If you plan to re-format smartcards, ensure that the reader is connected before starting eTFormat.
- In Windows 98, after formatting tokens, opening another utility (such as eTProperties) may take a long time (minute or more). To eliminate this wait, close eTFormat after formatting.
- When formatting multiple tokens in Windows 95, if the format process is stopped and the user removes tokens, the token removal may be not recognized for some time (a couple of minutes).

## 4.3. eTCertConvert Issues

- The Smartcard Logon certificate may not be visible when using the eToken Certificate Converter.
- Certificates exported from an eToken R2 to a PC cannot then be imported by an eToken PRO or R2.