



## Release Notes

### SecurID Software Token 4.2.3 for macOS

September 2021

## Introduction

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SecurID Software Token 4.2.3 for macOS provides strong authentication from macOS desktops and laptops to Virtual Private Networks (VPNs) and other resources protected by SecurID.

This document lists what's new in SecurID Software Token 4.2.3 for macOS and contains other information you need before installing the application.

## What's New in This Release

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Catalina and Big Sur users who previously downloaded 4.2.2 for macOS using a web browser SecurID saw a warning message from the operating system. The 4.2.3 release has been notarized by Apple and this message no longer occurs.

## Known Issues

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### Dark Mode not supported during installation

**Problem:** If users try to install the application when the phone is in Dark Mode, they can't see the buttons.

**Workaround:** SecurID Software Token 4.2.3 does not support Dark Mode during installation. Instruct users to temporarily enable Light Mode by **clicking Apple Icon > System Preferences > General > Select Light Appearance**. Dark Mode can be used after the app is installed.

### Customization policies must be set and the system restarted before the application is installed

**Tracking Number:** SWTDT-1617

**Problem:** If you set a custom policy for the RSA SecurID desktop application on a previous version of OS X, you cannot change the policy after installing version 4.2.1 of the application.

**Workaround:** Make the changes to the **library.plist** file and restart the machine before installing version 4.2.1 of the application.

### Upgrade does not work if Token app is running

**Tracking Number:** SWTDT-1793

**Problem:** If Token 4.1.2 for Mac OS X is running on a desktop or laptop, the upgrade to the hotfix does not work.

**Workaround:** Close the Token app, and then upgrade to the hotfix.

### Help does not display

**Tracking Number:** SWTDT-1794

**Problem:** When a user clicks Help in the Token app, a browser page opens but the Help does not display.

**Workaround:** No workaround is currently available.

### Token app does not minimize on High Sierra and later

**Tracking Number:** SWTDT-1795

**Problem:** A user cannot minimize the Token app on a High Sierra desktop or laptop.

**Workaround:** Close the app.

### User is prompted to enter keychain password and allow keychain access after upgrading the Token app or uninstalling the app

**Tracking Number:** SWTDT-1796

**Problem:** The user is prompted to enter the keychain password and allow keychain access when opening the Token app for the first time after upgrading or when uninstalling the app.

**Workaround:** Instruct the user to enter the keychain password and click Always Allow for keychain access. The user might need to do this multiple times. For more information about the keychain password, see <https://support.apple.com/en-us/HT201609>.

## Operating System Requirements

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SecurID Software Token 4.2.3 for macOS requires one of the following:

- Mac OS Big Sur 11.5.2
- Mac OS Catalina 10.15.7
- Mac OS Catalina (version 10.15, 64-bit)
- Mac OS Mojave (version 10.14, 64-bit)
- Mac OS High Sierra (version 10.13, 64-bit)
- Mac OS Sierra (version 10.12, 64-bit)

## Upgrade Information

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To install this release as an upgrade, run the installation package. SecurID Software Token 4.2.3 for macOS supports upgrading from versions 4.2.1 and 4.2.2.

## Support and Service

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You can access community and support information on RSA Link at <https://community.rsa.com>. RSA Link contains a knowledgebase that answers common questions and provides solutions to known problems, product documentation, community discussions, and case management.

The RSA Ready Partner Program website at [www.rsaready.com](http://www.rsaready.com) provides information about third-party hardware and software products that have been certified to work with SecurID products. The website includes Implementation Guides with step-by-step instructions and other information on how SecurID products work with third-party products.

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