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About NetIQ Corporation

We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

Our Viewpoint

Adapting to change and managing complexity and risk are nothing new

In fact, of all the challenges you face, these are perhaps the most prominent variables that deny you the control you need to securely measure, monitor, and manage your physical, virtual, and cloud computing environments.

Enabling critical business services, better and faster

We believe that providing as much control as possible to IT organizations is the only way to enable timelier and cost effective delivery of services. Persistent pressures like change and complexity will only continue to increase as organizations continue to change and the technologies needed to manage them become inherently more complex.

Our Philosophy

Selling intelligent solutions, not just software

In order to provide reliable control, we first make sure we understand the real-world scenarios in which IT organizations like yours operate—day in and day out. That's the only way we can develop practical, intelligent IT solutions that successfully yield proven, measurable results. And that's so much more rewarding than simply selling software.

Driving your success is our passion

We place your success at the heart of how we do business. From product inception to deployment, we understand that you need IT solutions that work well and integrate seamlessly with your existing investments; you need ongoing support and training post-deployment; and you need someone that is truly easy to work with—for a change. Ultimately, when you succeed, we all succeed.

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• Security Management
• Systems & Application Management
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About this Book

This guide has been designed for users and describes the system requirements and the installation procedure for the Advanced Authentication Mac OS Client. Mac OS Client enables you to log in to Mac system in a more secure way by using the authentication chains configured in Advanced Authentication.

Intended Audience

This book provides information for individuals responsible for understanding administration concepts and implementing a secure, distributed administration model.
## System Requirements

Ensure to meet the following system requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>• Apple Mac OS 10.12 (Sierra)</td>
</tr>
<tr>
<td></td>
<td>• Apple Mac OS 10.13 (High Sierra)</td>
</tr>
<tr>
<td></td>
<td>• Apple Mac OS 10.14 (Mojave)</td>
</tr>
</tbody>
</table>

**IMPORTANT**: You must have root privileges to install and uninstall Mac OS X Client.
Offline Support for Mac OS X Client

You can log in to the Advanced Authentication Mac OS X Client in the offline mode (when the Advanced Authentication server is not available) for non-local accounts of the authentication chains. The authentication methods that support the offline mode are:

- Bluetooth
- LDAP Password
- Password
- PKI
- HOTP and TOTP
- Smartphone (offline mode)
- Card
- FIDO U2F

NOTE: For fast user switching, the built-in authentication form of Mac OS is displayed.
Configuring the Preliminary Settings

This chapter contains the following pre-configuration settings for the Mac OS Client:

- “Configuring the Mandatory Settings” on page 13
- “Configuring the Optional Settings” on page 18

Configuring the Mandatory Settings

Following are the mandatory settings for Mac OS Client:

- To setup communication between Mac OS Client and the Advanced Authentication server, perform one of the following:
  - Allow Mac OS Client to interact with the Advanced Authentication servers through the DNS and configure the DNS for Advanced Authentication server lookup. For more information, see “Setting-up a DNS for Advanced Authentication Server Discovery”.
  - Or
  - Configure the Advanced Authentication server lookup in non-DNS mode by manually specifying a custom Advanced Authentication server. For more information, see “Using a Specific Advanced Authentication Server in the Non-DNS Mode”.
- To enable remote login required for Mac recovery, see “Enabling Remote Login”.

Setting-up a DNS for Advanced Authentication Server Discovery

You can configure a DNS to allow the Mac OS X Client to discover and connect with the Advanced Authentication server through the DNS.

To configure the DNS for server discovery, perform the following tasks:

- “Adding a Host in DNS” on page 13
- “Adding an SRV Record” on page 14
- “Configuring Authentication Server Discovery in Client” on page 16

Adding a Host in DNS

1. Click Start > Administrative Tools > DNS to open the DNS Manager.
2. Perform the following steps to add Host A or AAAA record and PTR record:
   2a. Right-click your domain name and click New Host (A or AAAA) under Forward Lookup Zone in the console tree.
   2b. Specify a DNS name for the Advanced Authentication server in Name.
   2c. Specify the IP address for the Advanced Authentication server in IP address.
You can specify the address in IP version 4 (IPv4) format (to add a host (A) resource record) or IP version 6 (IPv6) format (to add a host (AAAA) resource record).

2d Select Create associated pointer (PTR) record to create an additional pointer (PTR) resource record in a reverse zone for this host, using the details that you have provided in Name and IP address.

Adding an SRV Record

For best load balancing, it is recommended to perform the following actions only for Advanced Authentication web servers. You need not create the records for Global Master, DB Master, and DB servers.

- Adding an SRV Record from a Primary Advanced Authentication Site
- Adding an SRV Record from Other Advanced Authentication Sites

NOTE: Ensure that the LDAP SRV record exists in the DNS server. If the record is not available, you must add it manually.

Adding an SRV Record from a Primary Advanced Authentication Site

To add an SRV record for the Advanced Authentication servers from a primary Advanced Authentication site (a site with the Global Master server), perform the following steps:

1. Right-click on a node with the domain name and click Other New Records in the Forward Lookup Zones of the console tree.
2. Select Service Location (SRV) from Select a resource record type.
3. Click Create Record.
6. Specify 443 in Port Number.
7. Specify the Fully Qualified Domain Name (FQDN) of the server that is added in Host offering this service. For example, authsrv.mycompany.com.service.
8. Click OK.

Adding an SRV Record from Other Advanced Authentication Sites

1. Expand the preferred domain name node and select _sites in the Forward Lookup Zones of the console tree.
2. Right-click on the preferred site name and click Other New Records.
3. Select Service Location (SRV) from Select a resource record type.
4. Click Create Record.
5. Specify _aav6 in Service of New Resource Record dialog box.
7. Specify 443 in Port Number.
8. Specify the FQDN of the server that is added in Host offering this service. For example, authsrv.mycompany.com.
9. Click OK.
You must add a host and the SRV records in DNS for all the authentication servers. The **Priority** and **Weight** values for different servers may vary.

**DNS Server Entries**

DNS server contains the following elements in an SRV record:

SRV entries _service._proto.name TTL class SRV priority weight port target

The following table defines these elements present in an SRV record.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Symbolic name of an applicable service.</td>
</tr>
<tr>
<td>Protocol</td>
<td>Transport protocol of an applicable service. Typically, TCP or UDP.</td>
</tr>
<tr>
<td>Name</td>
<td>Domain name for which this record is valid. It ends with a dot.</td>
</tr>
<tr>
<td>TTL</td>
<td>Standard DNS time to live field.</td>
</tr>
<tr>
<td>Class</td>
<td>Standard DNS class field (set as IN, by default).</td>
</tr>
<tr>
<td>Priority</td>
<td>Priority of the target host. Lower the value, higher the priority.</td>
</tr>
<tr>
<td>Weight</td>
<td>A relative weight for records with the same priority. Higher the value, higher the priority.</td>
</tr>
<tr>
<td>Port number</td>
<td>TCP or UDP port on which the service is located.</td>
</tr>
<tr>
<td>Target (Host offering this service)</td>
<td>Canonical hostname of the machine providing the service. It ends with a dot.</td>
</tr>
</tbody>
</table>

**Authentication Server Discovery Flow**

The following diagram illustrates the server discovery workflow.
Configuring Authentication Server Discovery in Client

You can configure server discovery in the Mac OS Client by using the following parameters in the `aucore_login.conf` file that is located in the `/Library/Security/SecurityAgentPlugins/aucore_login.bundle/Contents/etc/` path:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>discovery.Domain</td>
<td>DNS name of the domain.</td>
</tr>
<tr>
<td>discovery.host</td>
<td>Option to specify the DNS name or the IP address of an Advanced Authentication server.</td>
</tr>
<tr>
<td>discovery.port</td>
<td>Option to specify the port number for the client-server interaction.</td>
</tr>
<tr>
<td>discovery.subDomains</td>
<td>Lists additional sub-domains separated by a semicolon.</td>
</tr>
<tr>
<td>discovery.useOwnSite</td>
<td>Set the value to <code>True</code> to use the local site.</td>
</tr>
<tr>
<td>discovery.dnsTimeout</td>
<td>Set the time out for the DNS queries. The default value is 3 seconds.</td>
</tr>
</tbody>
</table>
Using a Specific Advanced Authentication Server in the Non-DNS Mode

You can achieve the following requirements with this setting:

- Enforce a connection to a specific workstation where the DNS is not available.
- Override a domain based entry for a specific workstation and use the settings specified in the `aucore_login.conf` file.

To configure Mac OS X Client to discover a specific Advanced Authentication server without a DNS, perform the following steps:

1. Navigate to `/Library/Security/SecurityAgentPlugins/aucore_login.bundle/Contents/etc/` and open the `aucore_login.conf` file.
2. Specify `discovery.host: <IP_address|domain_name>`.
   
   For example, `discovery.host: 192.168.20.40` or `discovery.host: auth2.mycompany.local`.
   
   If the configuration file does not exist, create a new file.
3. (Optional) Specify `discovery.port = <portnumber>` to configure the port number for the Client-server communication.
4. Restart the operating system.

**NOTE:** For Mac OS logon event, select the OS Logon (local) Event type if you want to use Mac OS X Client on non-domain joined workstations.

Enabling Remote Login

You must enable the remote login before installing Advanced Authentication Mac OS X Client. Perform the following steps to enable the remote login:

1. Click the Apple icon in the upper-left corner.
2. Click System Preferences... > Sharing.
3. Enable Remote Login.
4 Log in to Mac using the ssh login.

For example, pjones@192.168.0.112

Configuring the Optional Settings

The following table describes the optional settings that you can configure for Mac OS Client:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>disable_1N: true</td>
<td>To disable the automatic detection of username for Card and PKI methods. For more information, see Disabling 1:N.</td>
</tr>
<tr>
<td>tenant_name</td>
<td>To use Multitenancy, you must point Mac OS Client to a specific tenant. For more information, see Configuration Settings for Multitenancy.</td>
</tr>
<tr>
<td>logo_path: &lt;custom_logo_path&gt;</td>
<td>To customize a logo for Mac OS Client. For more information, see Customizing a Logo.</td>
</tr>
<tr>
<td>card.timeout: X</td>
<td>To change a default Card waiting time-out duration. For more information, see Configuring Time-Out for Card Waiting.</td>
</tr>
<tr>
<td>u2f.timeout: X</td>
<td>To configure the time-out duration for authentication with the U2F token. For more information see, Configuring Time-Out for the U2F Authentication.</td>
</tr>
<tr>
<td>event_name: &lt;CustomEventName&gt;</td>
<td>If you want to use both domain-joined and non-domain machines, you can use a custom event for the specific machines. For more information, see Selecting an Event.</td>
</tr>
<tr>
<td>verifyServerCertificate: true</td>
<td>To configure the verification of server certificates for LDAP connection. For more information, see Configuring to Verify Server Certificates.</td>
</tr>
<tr>
<td>authentication_agent_enabled: true</td>
<td>To enable the Authentication Agent chain in Mac OS X Client. For more information, see Enabling the Authentication Agent Chain.</td>
</tr>
<tr>
<td>forceCachedLogon: true</td>
<td>To enforce the cached login for unlocking the Client. For more information, see Configuring the Enforced Cached Logon.</td>
</tr>
</tbody>
</table>

**NOTE:** A separator between the setting and its value can be either equal (=) or colon (:).

Following are the other optional settings:

- To bind Mac to an Active Directory, see “Binding Mac to Active Directory”.
- To force offline login manually for users, see “Enabling the Offline Mode”.
- To display the user on the login screen in the non-domain mode, see “Displaying Other User on the Login Screen in Non-Domain Mode”.
- To create a mobile account, see “Creating a Mobile Account for the Offline Mode”.

**Disabling 1:N**

You can disable the 1:N feature that allows you to detect the user name automatically while authenticating with the Card and PKI methods.

For example, Bob can place the card on the reader to log in to Mac system and authenticate with the Card method automatically without specifying his user name.
To disable the 1:N feature, perform the following steps:

1. Open the configuration file `/Library/Security/SecurityAgentPlugins/ aucore_login.bundle/Contents/etc/aucore_login.conf`. If the file does not exist, create a new file.
2. Add the parameter `disable_1N: true` in the file.
3. Save the changes.
4. Restart the operating system.

**Configuration Settings for Multitenancy**

If the Multi-tenancy option is enabled, you must add the parameter `tenant_name` with a tenant name in the `aucore_login.conf` file.

To configure a specific tenant name, perform the following steps:

1. Open the configuration file `/Library/Security/SecurityAgentPlugins/ aucore_login.bundle/Contents/etc/aucore_login.conf`. If the configuration file does not exist, create a new file.
2. Specify `tenant_name: <name of tenant>` For example, `tenant_name: TOP` for the TOP tenant.
3. Save the changes.
4. Restart the operating system.

**NOTE:** If you do not add the parameter `tenant_name`, an error message `Tenant not found` might be displayed.

**Customizing a Logo**

You can customize the logo of Mac OS Client according to your requirement. The format of the logo must meet the following requirements:

- **Image format**: png, jpg, gif
- **Resolution**: 400x400px
- **Maximum file size**: 100Kb

To customize the logo, perform the following steps:

1. Open the configuration file `/Library/Security/SecurityAgentPlugins/ aucore_login.bundle/Contents/etc/aucore_login.conf`. If the file does not exist, create a new file.
2. Specify the path of the folder where the image file is stored, in the following format: `logo_path: /Users/<username>/<path_of_the_file>/<file_name>.png`
3. Save the changes.
4. Restart the operating system.
Configuring Time-Out for Card Waiting

You can configure the duration for which the card waiting dialog is displayed when the user authenticates using the card method. If the user does not present the card for the specified time-out period, the Hardware timeout message is displayed and the card waiting dialog is closed. Then, the user login selection screen is displayed.

By default, the card timeout is 60 seconds.

To configure time-out for card waiting, perform the following steps:

   If the file does not exist, create a new file.
2. Specify `card.timeout: X`. X is the timeout value in seconds.
3. Save the changes.
4. Restart the operating system.

Configuring Time-Out for the U2F Authentication

You can configure the duration after which the authentication fails if the user does not touch U2F token for authentication. The default timeout is 60 seconds.

To configure the timeout for U2F authentication, perform the following steps:

   If the file does not exist, create a new file.
2. Specify `u2f.timeout: X` in the file. X is the timeout value in seconds.
3. Save the changes.
4. Restart the operating system.

Selecting an Event

By default, Mac OS X Client uses the Mac OS logon event for authentication. However, in some scenarios you must create a separate custom event.

For example, when the predefined event is used for domain joined workstations, you can create a custom event with type Generic for the non-domain joined workstations.

To configure custom event for Mac OS X Client, perform the following steps:

   If the file does not exist, create a new file.
2. Specify `event_name: <CustomEventName>`
3. Save the changes.
4. Restart the operating system.
Configuring the Preliminary Settings

Configuring to Verify Server Certificates

You can secure connection between Mac OS X Client and Advanced Authentication servers with a valid self-signed SSL certificate. This prevents any attacks on the connection and ensures safe authentication.

To enable verification of the server certificates, perform the following steps:

1. Open the configuration file `/Library/Security/SecurityAgentPlugins/aucore_login.bundle/Contents/etc/open aucore_login.conf`.
   If the file does not exist, create a new file.
2. Specify `verifyServerCertificate=true` (default value is `false`).
3. Save the changes.
4. Place the server certificate in the Keychain Access.

**NOTE:** Ensure that the server certificate is in the `.p12` format.

You must upload the SSL certificate in the Administration portal > Server Options. The SSL certificate provides high level of encryption, security, and trust. For more information about how to upload the SSL certificate, see Uploading the SSL Certificate.

Enabling the Authentication Agent Chain

You can enable the Authentication Agent chain in the Mac OS X Client to allow users to authenticate with the Authentication Agent on a Windows system. This helps users to get authorized access to the Mac OS X Client that does not support the external devices. To perform such authentication, users must select the Authentication Agent chain from the Chains list of Mac OS X Client to initiate the authentication process on the Windows system, where the Authentication Agent is installed.

To enable the Authentication Agent chain on the Mac OS X Client, perform the following steps:

   If the file does not exist, create a new file.
2. Specify `authentication_agent_enabled:true`.
3. Save the changes.
4. Restart the operating system.

Configuring the Enforced Cached Logon

When the network connection is slow or unstable, the client login or unlock process can take several minutes. A solution to this is to enforce the cached login. The Client connects to the Advanced Authentication server to validate the credentials in the background after the cached login. By default, the enforced cached login is disabled and the Client always connects to the Advanced Authentication server to validate the credentials.

To enforce cached login for Mac OS X Client, perform the following steps:

1. Open the configuration file `\Library\Security\SecurityAgentPlugins\aucore_login.bundle\Contents\etc\aucore_login.conf`.
   If the file does not exist, create a new file.
2. Specify `forceCachedLogon: true` (default value is `false`).
3 Save the changes.
4 Restart the operating system.

**Binding Mac to Active Directory**

You can bind a Mac to Active Directory to enable the Mac system to access user accounts in the Active Directory domain. Domain users can use credentials stored in the Active Directory to get authorized access to Mac system. Perform the following steps to bind Mac to Active Directory:

1 Click Apple icon in the upper-left corner.
2 Click System Preferences > Network.
3 Click Advanced > DNS.
4 Double click an existing record to edit it or click + in DNS Servers section.
5 Specify the IP address of your DNS server.
   For example, 192.168.0.200.
6 Click + in the Search Domains section.
7 Specify the FQDN of your domain.
   For example, company.com.
8 Click OK.
9 Click Apply in the Network window.
10 Click System Preferences > Users & Groups.
11 Click Login Options in the left pane.
12 Click the lock icon in lower-left of the screen to unlock and edit the settings.
13 Specify Username and Password of the local administrator and click Unlock.
14 Click Join adjacent to the text Network Account Server.
15 Specify the IP address of Active Directory domain in Server.
   For example, company.com.
16 Specify AD Admin User and AD Admin Password.
17 Click OK.
   A green icon is displayed adjacent to your domain name indicating, that the Mac system is joined to the domain.
18 Click Edit > Open Directory Utility.
19 Click the lock icon in lower-left of the Directory Utility screen to unlock and edit the settings.
20 Specify Username and Password of local administrator.
21 Double click the Active Directory.
22 Click the show options icon to view the hidden options.
23 Click Administrative.
24 Select Allow administration by to grant administrative privileges for members of the Active Directory on the local Mac.
25 Click OK.
26 Click the lock icon to prevent further changes.
27 Close the Directory Utility and Users & Groups screens.
To verify the binding, perform the following steps:

1. Open Terminal.
2. Run the following command to log in as an Active Directory user:
   
   ```
   login <UsernameOfActiveDirectoryUser>
   
   For example, login pjones.
   ```
3. Specify the password. The console switches to the logged in user.
4. Run the command `exit` to close the Terminal.
5. Click the Apple icon in upper-left corner and select Log Out <username>.
6. Click Other in the user selection screen to log in as a different domain user.

### Enabling the Offline Mode

1. Click the Apple icon in upper-left corner.
2. Click System Preferences > Users & Groups.
3. Select Login Options.
4. Click the lock icon in lower-left of the window to unlock and edit the settings.
5. Specify Username and Password of the local administrator and click Unlock.
6. Click Edit next to Network Account Server.
7. Click Open Directory Utility.
8. Click the lock icon in lower-left of the window to unlock and edit the settings.
9. Specify Username and Password of the local administrator and click Unlock.
10. Double click Active Directory.
11. Click the show options icon to view the hidden options.
12. Select Create mobile account at login.
13. Click OK.

**NOTE:** The users must create a mobile account to use Mac OS X Client in the offline (cached) mode. For more information about creating a mobile account, see Creating a Mobile Account for the Offline Mode.

### Displaying Other User on the Login Screen in Non-Domain Mode

Open the terminal and run the following command to display Other User on the login screen of the non-domain mode:

```bash
sudo defaults write /Library/Preferences/com.apple.loginwindow
SHOWOTHERUSERS_MANAGED -bool TRUE
```
Creating a Mobile Account for the Offline Mode

To use Mac OS X Client in the offline mode, you must create a mobile account for a domain user. Perform the following steps to create the mobile account for a domain user:

1. Log in as a domain user.
2. Click the Apple icon in the upper-left corner and select System Preferences.
3. Click Users & Group.
4. Click the lock icon in lower-left of the screen to unlock and edit the settings.
5. Specify Username and Password of the local administrator and click Unlock.
6. Select the preferred domain user.
7. Select Create Mobile Account for the User.
8. Click Create.
   - The operating system gets logged off automatically.
# Installing and Uninstalling Mac OS X Client

This chapter contains the following sections:

- Installing Mac OS X Client
- Uninstalling Mac OS X Client

**NOTE:** To view the installed version of Mac OS X Client, open the text file `/Library/Security/SecurityAgentPlugins/aucore_login.bundle/Contents/Resources/etc/version`.

You can find the Mac OS X Client installer in the Advanced Authentication Logon Clients distributive package.

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## Installing Mac OS X Client

1. Double click the `naaf-macclient-macos-release-<version>.dmg` file. The `naaf-macclient.pkg` and uninstall files are displayed.
2. Double click the `naaf-macclient.pkg` file.
3. Click Continue.
4. Read and accept the license agreement.
5. Select the disk where you want to install the Mac OS Client and click Continue.
6. Click Install.
   A prompt to specify the local administrator credentials is displayed.
7. Specify Username and Password.
8. Click Install Software.

**NOTE:** After the Mac OS X Client is installed, ensure to create a mobile account for a domain user. For more information, see Creating a Mobile Account for the Offline Mode.

**IMPORTANT:** You must set Require admin password to register endpoint/workstation to OFF in the Endpoint management options on the Advanced Authentication Administration portal. Otherwise, the required endpoint is not created. For more information, see Endpoint Management Options in the Sever Administration guide.

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## Uninstalling Mac OS X Client

1. Double click the `naaf-macclient-macos-release-<version>.dmg` file. The `naaf-macclient.pkg` and uninstall files are displayed.
2 Click the **uninstall** file.
3 Specify the local administrator credentials.
To upgrade Mac OS X Client to the latest version, perform the following steps:

1. Install the latest version of Mac OS X Client.
2. Reboot Mac OS X Client.
Troubleshooting

This chapter contains the following sections:

- “Debugging the Logs” on page 29
- “Endpoint Not Found” on page 30
- “Domain Users are Unable to Create a Network Account on Mac OS 10.13” on page 31
- “Domain Users are Unable to Unlock the Preferences Pane in the Offline Mode” on page 31

Debugging the Logs

Advanced Authentication provides a Diagnostic Tool that allows you to collect the debug logs for Mac OS X Client and Device Service. These logs help the Support team with the following:

- Investigate issues with Mac OS X Client and Device Service.
- Verify connection issues between a Mac OS X Client and DNS server.
- Identify a list of the Advanced Authentication servers on the domain.

You can collect the debug logs in two ways:

- Using the Diagnostic Tool to Debug the Logs
- Manually Debugging the Logs

NOTE: You can find the Diagnostic Tool component in the Advanced Authentication appliance distributive package.

Using the Diagnostic Tool to Debug the Logs

To collect the debug logs using the Diagnostic Tool, perform the following steps:

1. Run the file DiagTool.app and click Enable.

   NOTE: After you enable or disable the logs, it is recommended to restart your operating system.

2. Repeat your issue.
3. Run the file DiagTool.app again.
   All the logs are displayed.
4. Click Save in the Debug logs tab.
   A file that contains all logs is saved in the logs-year-month-date-hour:minute:seconds.zip format in the /tmp directory.
   For example, logs file is saved as logs-2017-10-23-15:30:20.zip.
5. Click Save.
You can perform the following actions in the Debug logs tab:

- Use Disable to disable the logging.
- Use Refresh to update the logs list.
- Use Open to open any specific log.
- Use Clear All to delete the existing logs.

To identify the Advanced Authentication servers on the domain, perform the following steps:

1. Run the file DiagTool.app.
2. Click Servers.
3. Specify DNS Server and Domain.
4. Select Use v6 DNS lookup to allow the Diagnostic Tool to find the Advanced Authentication server using _aav6 records.
   You can clear Use v6 DNS lookup, if you want to find the Advanced Authentication server using _aaa records.
5. Click Search.
   A list of servers is displayed, if the IP is either IPv4 or IPv6.

**NOTE:** If you configure the IP address of the Advanced Authentication server in DNS service record, the Diagnostic tool cannot find and retrieve the respective record. Ensure that you configure the DNS service record with the Fully Qualified Domain Name (FQDN) to enable the Diagnostic tool to find and retrieve the respective record.

### Manually Debugging the Logs

If you do not have the Diagnostic Tool, you can collect the debug logs manually. To collect the debug logs manually, perform the following steps:

1. Create a text file config.properties in the `/Library/Logs/NetIQ/` directory.
2. Add a string to the file: `logEnabled=True` that ends with a line break.
3. Create a directory named Logs in the `/Library/Logs/NetIQ/` directory.
4. Restart the operating system.
5. Repeat your issue.
6. Compress the logs located in the `/Library/Logs/NetIQ/Logs/` directory to a zip file.

### Endpoint Not Found

**Issue:** After installing Mac OS X Client and rebooting the system, the Client prompts an error message *Endpoint not found* and a user is unable to log in.

**Reason:** An endpoint for the client exists in the server or in the configuration file of the client.
Workaround: Perform the following steps:

1. Remove the endpoint for the client on the server in the Endpoints section of the Administration portal (if the endpoint specific to client exists).
2. Boot in the Safe mode and remove the `endpoint_id`, `endpoint_name`, and `endpoint_secret` parameters from the configuration file `/Library/Security/SecurityAgentPlugins/aucore_login.bundle/Contents/etc/aucore_login.conf`.
3. Restart the operating system.

Domain Users are Unable to Create a Network Account on Mac OS 10.13

**Issue:** On Mac OS 10.13, when a domain user logs in for the first time to the domain joined Mac Client and tries to create a network account to enable the online mode, the following issues occurred:

- The operating system does not respond after the user specifies the credentials.
- Home directory is not created for that specific user.

These issues occur due to the restriction on the operating system.

**Workaround:** Create a mobile account and try to log in to Mac OS 10.13 as the domain user.

Domain Users are Unable to Unlock the Preferences Pane in the Offline Mode

**Issue:** On Mac OS 10.13.6, when a domain user logs in to the domain joined Mac Client in the offline mode and tries to unlock any preference pane using the lock icon in the lower-left corner, the preference does not get unlocked to change settings. This issue occurs when the user is not granted the administrator privileges.

**Workaround:** Perform the following steps to grant the administrator privileges to a specific user:

1. Log in as a domain user and create a mobile account.
2. Click System Preferences > Users & Groups.
3. Select the preferred mobile account.
4. Select Allow user to administer this computer.
5. Restart the operating system.