



Mac OSX Installation Notes

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1 GateKeeper Operation on Mac OSX

The following are some important notes regarding proper GateKeeper operation on Mac OSX. Due to certain constraints regarding user authentication on Mac OSX computers, the GateKeeper software needs a few specific modifications made to the OSX environment to give you a seamless and satisfactory experience.

1.1 Version

GateKeeper is only supported on **MacOS 10.13 and higher**.

1.2 Post Installation Restart

Once the GateKeeper application has been installed, **please RESTART the Mac**.

1.3 Screensavers

GateKeeper does not behave well with screen savers. We recommend disabling screensavers on any Mac in which GateKeeper is installed. If the screen saver is not disabled with GateKeeper installed, the screen may lock up when attempting to wake the system up. In this case, the machine must be restarted.

1.4 Login Screen Options

We recommend setting “**Displaying login window as**” to “**Name and password**” for best usability. This can be changed from the “**Login Options**” tab in “**Users & Groups**” settings menu. Skipping this step will not affect Gatekeeper functionality, but will improve the appearance of the login window, and thereby improving usability.

1.5 Fast user switching

Gatekeeper uses fast user switching when locking the screen and changing users. We recommend users turn on fast user switching and use this feature if they intend to suspend their session manually instead of using the lock screen. This is because GateKeeper will not log in a user from the lock screen. GateKeeper can only log in a user from the login window. Fast user switching can be enabled from the “**Users & Groups**” settings menu under the “**Login Options**” tab. Set “**Show fast user switching menu as**” to “**Full Name**”. This step is optional but improves usability.

1.6 Domain credentials

MacOS has poor handling of new domain credentials when using a custom authentication plugin. For this reason, any domain credentials you would like to use on a given Mac should be logged into at least once **BEFORE** GateKeeper is installed. Failing to do so will usually result in a frozen window, at which point the system needs to be restarted.

1.7 Uninstalling

To uninstall the application, please navigate to the directory: “**/Applications/Utilities/Uninstall GateKeeper**”. There you will see a program called “**uninstall**”. After double clicking this application, or



opening it from the terminal, you will need to enter their admin password. GateKeeper will then be uninstalled.

1.8 Recovery

In the unlikely event that a user is unable to log in using the GateKeeper authentication plugin, the following process can be used to uninstall GateKeeper. First, restart the Mac while holding the **Cmd+R** keys. This will boot into recovery mode. Open the Terminal from the Utilities menu and run the following commands:

```
cd /Applications/Utilities/Uninstall\ GateKeeper
```

```
sudo ./uninstall
```

Then restart the Mac.

2 Contact

Please contact us at: info@gkaccess.com for any questions.