GATEKEEPER

macOS
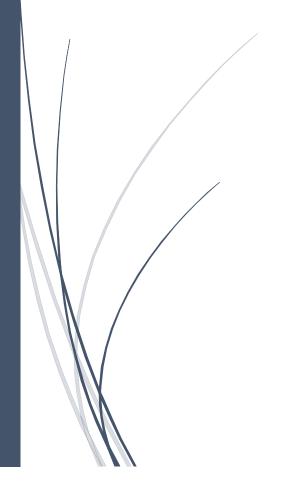### Post-Installation Guide

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1   GateKeeper Proximity on macOS

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

1.1   Supported macOS Versions

GateKeeper is only supported on **macOS 10.13 (High Sierra) and 10.14 (Mojave)**.

1.2   Post-Installation Restart

After installation, a restart of the Mac is required. The automatic and button lock functions may fail to work until the Mac is restarted.

1.3   Login Screen Options

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

1.4   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. 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**". Note that if you use the fast user switch menu to switch users directly (without going to the login window), GateKeeper will NOT automatically connect to that user. You must go to the login window first, then type your PIN to connect GateKeeper.

1.5   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.

1.6   Domain Credentials

Mac has different handling of new domain credentials when using a custom authentication plugin. To avoid issues during login, you must have logged into the Mac at least once with the domain credentials BEFORE GateKeeper is installed. Failing to do so may result in a frozen window, requiring a system reboot.

1.7   Uninstalling

In order to uninstall the application, please open a Terminal window and run the following commands.

```
Untethereds-iMac:~ dev$ cd /Applications/Utilities/Uninstall\ GateKeeper/
Untethereds-iMac:Uninstall GateKeeper dev$ sudo ./uninstall
```

You may have to manually kill the GateKeeper Application using Activity Monitor after uninstalling to remove the GateKeeper icon from the quick launch bar.

1.8   Recovery

The GateKeeper installer will enable SSH during the installation process. This will facilitate the removal of the GateKeeper Authentication Plugin if you are unable to log into the Mac for any reason. 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.

1.   SSH to the Mac computer using the IP address of the Mac and the Admin account username. For example, for a Mac with the IP address of 192.168.1.73 and admin account as "dev", the commands would be:

```
C:\WINDOWS\system32>ssh dev@192.168.1.73
Password:
Untethereds-iMac:~ dev$
```

2.   Run the GateKeeper Uninstall script.

```
Untethereds-iMac:~ dev$ cd /Applications/Utilities/Uninstall\ GateKeeper/
Untethereds-iMac:Uninstall GateKeeper dev$ sudo ./uninstall
```

3.   Reboot the Mac by the following command. It will also reset the SSH connection to the Mac.

```
Untethereds-iMac:Uninstall GateKeeper dev$ sudo reboot
Connection to 192.168.1.73 closed by remote host.
Connection to 192.168.1.73 closed.
```

Once the Mac has restarted, ensure that the regular Mac Username/Password login screen is displayed.

2   Contact

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