



## e-Tendering on a MAC OS X

This document lists some of the most important configuration settings used on Mac OS X where e-Tendering works flawlessly.

The e-Tendering signature process can work on other mac configurations as well but the information given beneath can be helpful to determine differences between a working and a non-working configuration.

### 1. Summary and troubleshooting

At least the following components should be installed :

- Mac OS X latest version (easily and cheap upgrade via <http://store.apple.com> )
- Java latest version (install through mac os x updater)
- e-ID software (download the latest software from <http://eid.belgium.be> )
- Chrome browser (most succesfull, we have experienced issues with Safari and Firefox, download from <http://google.com/chrome>)
- The drivers for the e-ID card reader

First, make sure the e-ID cardreader and e-ID software are properly installed. You can test this by logging in with your e-ID card on different Belgian web applications that allow such login methods (<http://taxonweb.be> , <http://myminfin.be>, <http://selor.be> , ... ).

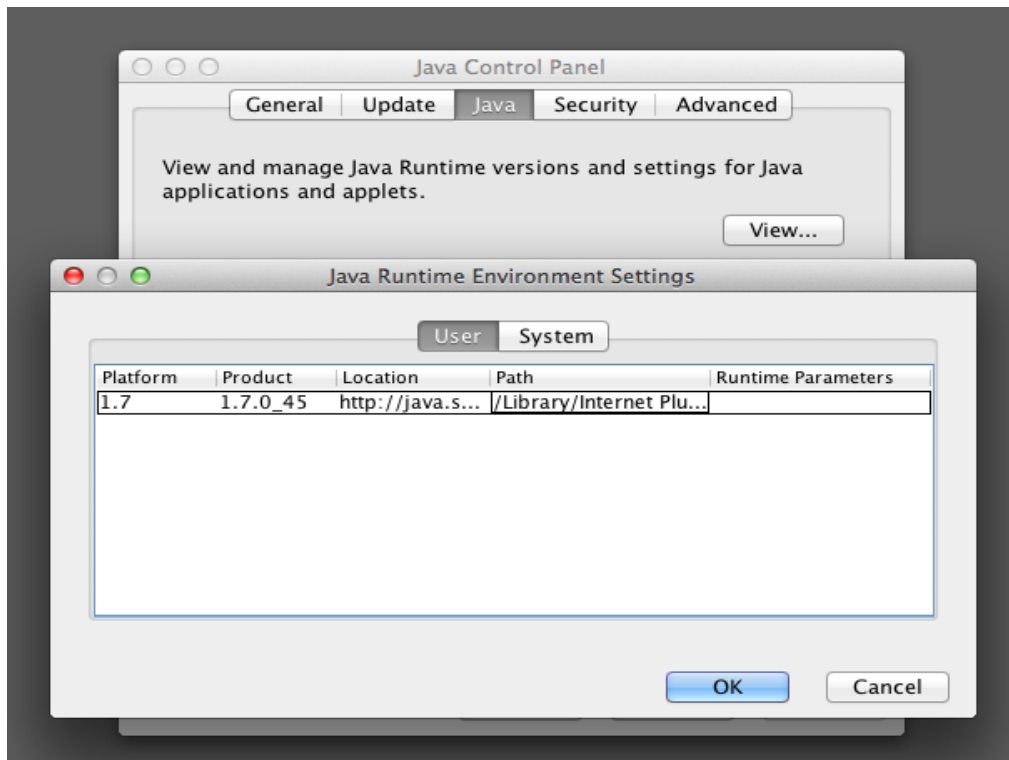
If the test is not succesfull, check the drivers of your e-ID card reader (download online or install the software on the cd) or reinstall the e-ID software. Check with your ICT department if everything is correctly installed.

If this test is succesfull, it only tells you the software and cardreader are properly installed.

Next, make sure you are running java the latest java version. To check which version you are running :

- Click the "Application" folder open the "System Preferences.app" application
- Select the "Java" application in the system preferences window
- Click the Java tab in the Java Control Panel and hit the "View..." button

It should display something like this :



Make sure the latest version is taken by default !

If all these things are properly configured and it still is not working for you, make sure you don't have any cryptographic software installed other than the e-ID software.

If at this point, the e-Tendering signature process is still not working, the problem could be

- a security measurement forced by the ICT departments security policies,
- an incompatibility of the mac os java version (not likely),
- incompatible drivers,
- an incompatible browser version (always try chrome)
- collision with other software...

## 2. Java Preferences

- Click the "Application" folder open the "System Preferences.app" application
- Select the "Java" application in the system preferences window
- Click the Java tab in the Java Control Panel and hit the "View..." button

It should somehow like the in the following screenshots.



