



SafeNet MobilePASS for Windows Desktop by Gemalto

CUSTOMER RELEASE NOTES

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Product Description

SafeNet's MobilePASS for Windows Desktop is a one-time password (OTP) software authentication solution that combines the security of proven two-factor strong authentication with the convenience and simplicity of OTPs generated on a PC.

Release Description

SafeNet MobilePASS 8.4.3 for Windows Desktop fixes several defects.

Advisory Notes

Authentication Servers

Existing MobilePASS installations (clients) will continue to work with the current versions of Gemalto's SafeNet authentication platforms. After updating to the MobilePASS version detailed in this document, new clients will continue to work with existing versions of the authentication platforms, and comply with new authentication server features as they become available.

Auto/Manual Enrollment Settings

If manual enrollment is disabled during installation, end users will be able to use only automatic enrollment. If automatic enrollment is selected, after creating the token, the **Auto Enrollment** screen opens.

MSI Installation

- The installation procedure now includes a check box labeled **Enabled Manual Enrollment**. To activate only auto enrollment, clear the check box. The setting can also be changed by running the **Repair** setup.
- For silent command line installation without manual enrollment, run the following command:

```
>"SafeNet MobilePASS.msi" /qna CHECK_BOX_SAS=""
```

This can also be run from a network drive.

exe Installation

To activate only auto enrollment, in the shortcut, add **mobilepass:auto** to the end of the target path as follows:

1. Right-click on the shortcut and select **Properties**.
2. In the **Target** field, add **mobilepass:auto** after **mobilepass.exe**.

Registry Key Setting

Auto Enrollment only can be activated or de-activated by creating a Registry key, as follows:

32-bit

HKEY_LOCAL_MACHINE\SOFTWARE\SafeNet\Authentication\MobilePASS

64-bit

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SafeNet\Authentication\MobilePASS

AutoEnrollmentOnly=1 else AutoEnrollmentOnly=0

The **.exe** command line installation does not set the Registry, as it is targeted for USB mode and overrides any Registry setting.

LAN Settings

When configuring LAN settings in a browser, the following functionalities are supported:

- Automatic detection of settings
- Usage of an automatic configuration script (remote URL address, https, or http only). Use of a local file is not supported.
- Use of a proxy server. If the proxy server is not available, automatic detection of settings will be used instead.

Windows 8 and 8.1 Support

- MobilePASS support on Windows 8 and Windows 8.1 is limited to non-RT platforms.
- Before attempting to change the token name of a token on a USB 3.0 device in a Windows 8 environment, ensure that the user has **Full control** permissions to write to the device.

Server Side PIN Policy

On previous versions of MobilePASS, special characters were accepted as part of the server side PIN. This behavior has been fixed to comply with server side PIN policies supported by MobilePASS.

The table below shows the new PIN policy behavior:

Server Side Definition	MobilePASS Server Side PIN Policy	Server Side PIN 8.3.8	Server Side PIN 8.4
Numeric	Numeric	Accept: abc123, 1111, abcdd, Pass12	Accept: abc123, 1111, abcdd, Pass12
Alphanumeric	Alphanumeric	Accept: Pa12!@ , Pass12	Accept: 12aA or 12Aa
Strong alphanumeric	Alphanumeric	Accept: Pa12!@ , Pass12	Accept: 12aA or 12Aa
Complex alphanumeric	Alphanumeric	Accept: Pa12!@ , Pass12	Accept: 12aA or 12Aa

Resolved Issues

Issue	Synopsis
MPGA-1473	MobilePASS for Windows Desktop now detects the PAC file correctly.
MPGA-1257	If the user attempts to install MobilePASS for Windows Desktop on Windows XP, an error message is now displayed informing the user that the operating system is not supported.

Compatibility and Upgrade Information

Compatibility

Operating Systems

MobilePASS 8.4.3 for Windows Desktop supports the following operating systems (32-bit and 64-bit):

- Windows 7
- Windows 8
- Windows 8.1



NOTE: Mobile PASS 8.4.x does not support Windows XP. If you inadvertently attempted to upgrade MobilePASS 8.3.8 installed on XP to MobilePASS 8.4.x it will not work. To revert to MobilePASS 8.3.8, first backup the tokens, then uninstall MobilePASS 8.4.x and re-install MobilePASS 8.3.8. MobilePASS should work as expected.

To back up your tokens, before uninstalling MobilePASS 8.4.x, make a copy of the MobilePASS folder under:

C:\Documents and Settings\[Current User]\application data\SafeNet\

Following re-installation of MobilePASS 8.3.8, restore this folder.

Supported Token Management Platforms

- SafeWord Premier Access (SPA), 3.2.1.06 and later
- SafeNet Authentication Manager Express (SAMx), 8.1 and later
- SafeNet Authentication Manager, 8.2 and later
- SafeNet Authentication Service PCE/SPE 3.4 and later
- SafeNet Authentication Service Cloud

Upgrading MobilePASS

- Upgrade of already activated tokens to MobilePASS 8.4.3 is supported from MobilePASS 8.2 and above.
- If users uninstall MobilePASS, or switch back to a previous MobilePASS version (8.1, 8.2, 8.2.1, 8.3.2), the tokens that were imported previously cannot be retrieved; they must be reactivated.



NOTE: When upgrading from 8.2 to 8.4.3, any tokens that have not been activated will be lost.

Product Documentation

The following documentation is associated with this release:

- SafeNet MobilePASS for Windows Desktop 8.4.3 by Gemalto User Guide

We have attempted to make these documents complete, accurate, and useful, but we cannot guarantee them to be perfect. When we discover errors or omissions, or they are brought to our attention, we endeavor to correct them in succeeding releases of the product.

Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

Contact Method	Contact Information	
Address	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017, USA	
Phone	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.	