



MobilePASS iOS

CUSTOMER RELEASE NOTES

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Product Description

SafeNet's MobilePASS family of one-time password (OTP) software authentication solutions combines the security of proven two-factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or PCs. By turning a mobile phone into a two-factor authentication device, organizations save significantly on hardware and deployment costs, while users benefit by not having to carry an additional hardware token around with them.

Release Description

MobilePASS 8.4.3 iOS is a maintenance release, resolving a critical issue (see "Resolved Issues" on page 3)

Advisory Notes

Existing Installations of MobilePASS

Existing installations of MobilePASS will continue to work with the current versions of the authentication servers. The new clients will continue to work with the existing versions of the authentication platforms, and will comply with the new features when available in the authentication servers.

Server-side PIN Policy

In 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 8.4.3
Numeric	Numeric	Accept: 123, 1111
Alphanumeric	Alphanumeric	Accept: 12aA or 12Aa
Strong alphanumeric	Alphanumeric	Accept: 12aA or 12Aa
Complex alphanumeric	Alphanumeric	Accept: 12aA or 12Aa

Known and Resolved Issues

Resolved Issues

Issue	Synopsis
MPGA-2084 MPGA-2075	MobilePASS no longer repeats the same OTP when working on iOS 7 or 9, configured with a 12-hour time format.

Known Issues

Issue	Synopsis
MPGA-1846	<p>Description: A token with a previously created alphanumeric PIN cannot be used.</p> <p>Workaround: Re-enroll the token.</p> <p>Note: The 'ABC' button that enabled the user to switch from a numeric PIN to an alphanumeric PIN has been removed, as this function is no longer supported.</p>

Compatibility and Upgrade Information

Operating Systems

- iOS 6.0 and later

Supported Token Management Platforms

- SafeWord Premier Access 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 3.3.2 and later
- SafeNet Authentication Service Cloud

Upgrading

- 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, the tokens that were imported previously cannot be retrieved; they must be reactivated.



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

Product Documentation

The following product documentation is associated with this release:

- SafeNet MobilePASS for iOS 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.	