

SafeNet MobilePASS for Windows Phone

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. 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

SafeNet MobilePASS 8.4.1 for Windows Phone resolves a defect and introduces support for Windows 10 Mobile.

New Features and Enhancements

Support for Windows 10 Mobile

SafeNet MobilePASS 8.4.1 for Windows Phone introduces support for Windows 10 Mobile.

Advisory Notes

SafeNet MobilePASS and MobilePASS

SafeNet MobilePASS 8.4.1 for Windows Phone is available in the Windows Phone Store under the name, **SafeNet MobilePASS**, independently of the previous app named **MobilePASS**.

SAM and SAMx Customers

For SAM and SAMx customers, SafeNet MobilePASS 8.4.1 for Windows Phone is not an upgrade to MobilePASS 8.1 for Windows Phone or MobilePASS 8.4 for Windows Desktop. It is a separate application.



NOTE: SafeNet MobilePASS 8.4.1 for Windows Phone can be installed side by side on the same device with currently installed MobilePASS for Windows Phone installations. However, we will not be issuing future updates for MobilePASS for Windows Phone beyond the final version 8.1.0.8.

Resolved Issue

Issue	Synopsis
MPGA-1961	8-digit OTP codes are now displayed correctly on the device screen.

Compatibility and Upgrade Information

Compatibility

Operating Systems

- Windows Phone 8.1
- Windows 10 Mobile

Supported Token Management Platforms

- SafeWord Premier Access (SPA), 3.2.1.07
- SafeNet Authentication Manager Express (SAMx), 8.1 and later
- SafeNet Authentication Manager, 8.2 (with latest Hotfix)
- SafeNet Authentication Service PCE/SPE 3.4 and later
- SafeNet Authentication Service Cloud

Upgrade

Transition Path for Existing Users

Current OS	Description	Comment
Windows 10 Mobile Windows Phone 8.1	Do one of the following (as determined by your organization's IT department): <ul style="list-style-type: none">• Continue using MobilePASS 8.1 for Windows Phone.• Install SafeNet MobilePASS 8.4.1 for Windows Phone.	MobilePASS 8.1 for Windows Phone and SafeNet MobilePASS 8.4.1 for Windows Phone can be installed side by side on the same device.
Windows Phone 8.0 Windows Phone 7.0	Continue using MobilePASS 8.1 for Windows Phone.	SafeNet MobilePASS 8.4.1 for Windows is not supported on Windows Phone 7.0 and 8.0.

Product Documentation

The following document is associated with this release:

SafeNet MobilePASS for Windows Phone User Guide (PN: 007-012867-001)

We have attempted to make this document complete, accurate, and useful, but we cannot guarantee it 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 Gemalto Customer Support. Gemalto 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 Gemalto 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	Gemalto, 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 Gemalto Knowledge Base.	