# SafeNet MobilePASS for iOS

## CUSTOMER RELEASE NOTES

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|---|---|
| **Version:** | 8.4.4 iOS |
| **Build:** | 14 |
| **Issue Date:** | 18 April 2016 |
| **Document Part Number:** | 007-012516-001, Rev. J |

## Contents

# 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 8.4.4 for iOS enhances accessibility, and resolves several security issues.

# New Features

## Accessibility

When the iOS VoiceOver feature is activated, MobilePASS 8.4.4 for iOS operates with a spoken interface.

## Security Enhancements

Several security issues have been resolved.

## Default Token Name

The MobilePASS default token name for the first token is taken from the user name as configured in SAS. After activation, the default token name includes the user name.

# 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 following table shows the 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 |

# Resolved and Known Issues

## Resolved Issues

| Issue | Synopsis |
|---|---|
| MPGA-1955 | The user interface buttons are now displayed correctly. |

## Known Issues

| Issue | Synopsis |
|---|---|
| MPGA-1846 | **Description:** A token with an alphanumeric PIN, created previously in MobilePASS 8.4.2 or earlier, cannot be used.<br>**Workaround:** Re-enroll the token.<br>**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. |

# 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 3.4 and later
- SafeNet Authentication Service Cloud

## Upgrading

- Upgrade of already activated tokens to MobilePASS 8.4.4 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 8.4.4, 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 (PN: 007-013134-001)*

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 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<br>4690 Millennium Drive<br>Belcamp, Maryland  21017, USA | |
| **Phone** | US | 1-800-545-6608 |
| | International | 1-410-931-7520 |
| **Technical Support Customer Portal** | https://serviceportal.safenet-inc.com<br>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. | |