



THE
DATA
PROTECTION
COMPANY

MobilePASS 8.3.4 Windows Desktop

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.

MobilePASS is supported by the following SafeNet authentication platforms:

- SafeNet Authentication Service
- SafeNet Authentication Manager
- SafeNet Authentication Manager Express (SafeWord)

Release Description

MobilePASS 8.3.4 includes security policy updates.

New Features and Enhancements

Enhancements to PIN Complexity

Enhancements to the PIN complexity feature support the enabling and disabling of non-trivial PINs for numeric or alphanumeric PINs.

Advisory Notes

- Windows 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.
- 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 comply with the new features when available in the authentication servers.

Resolved and Known Issues

Resolved Issues

Issue	Synopsis
MPGA-358	The MobilePASS token loaded and operated correctly, but after re-boot, the MobilePASS token no longer appeared in the MobilePASS application.

Compatibility and Upgrade Information

Operating Systems

MobilePASS 8.3 Windows Desktop supports the following operating systems (32 bit and 64 bit):

- Windows XP
- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1

Supported Token Management Platforms

- SafeWord Premier Access, 3.2.1.06 and later
- SafeWord 2008/ SafeNet Authentication Manager Express, 2.1.0.06 and later
- SafeNet Authentication Manager, 8.0 and later
- SafeNet Authentication Server, 3.3

Upgrading

Upgrade of already activated tokens to MobilePASS 8.3.4 is supported from MobilePASS 8.2 and above.

If users uninstall MobilePASS or switch back to a previous MobilePASS version (8.1 or 8.2, 8.2.1, or 8.3.2), the tokens which were imported previously cannot be retrieved. The tokens must be reactivated.



NOTE: When upgrading from 8.2 to 8.3.4, any tokens that have not been activated will be lost.

Product Documentation

The following product documentation is associated with this release:

- Welcome Guide for MobilePASS, release 8.3. 4

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 have questions or need additional assistance, contact SafeNet Customer Support through the listings below:

Contact Method	Contact Information	
Address	SafeNet, Inc. 4690 Millennium Drive Belcamp, Maryland 21017 USA	
Phone	United States	1-800-545-6608
	International	1-410-931-7520
Email	support@safenet-inc.com	
Support and Downloads	www.safenet-inc.com/Support Provides access to the SafeNet Knowledge Base and quick downloads for various products.	
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.	