



# MobilePASS 8.3.4 iOS

## CUSTOMER RELEASE NOTES

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**Build:** 8  
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## Product Description

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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

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MobilePASS 8.3.4 includes security policy updates.

## New Features and Enhancements

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### 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

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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 Issues

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Issue	Synopsis
MPGA-250	When the MobilePASS Passcode length was set to eight characters, the generated password contained a blank space that was included when the user copied the passcode, causing the login to fail.

# Compatibility and Upgrade Information

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## Operating Systems

- iOS 4.3 and later

## Devices

- iPhone 3GS
- iPhone 4
- iPhone 4S
- iPhone 5
- iPad
- iPad 2
- iPad 3
- iPad 4

## 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.

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## Product Documentation

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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

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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	<a href="http://www.safenet-inc.com/Support">www.safenet-inc.com/Support</a> Provides access to the SafeNet Knowledge Base and quick downloads for various products.	
Technical Support Customer Portal	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> 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.	