



## MotionPro

### Release Notes

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## Release Overview

This release note summarizes the system requirements, updates, resolved issues, and known limitations for the release of the client of MotionPro Global iOS and MotionPro OTP Global iOS.

The MotionPro client is compatible with AG 9.4 and later versions.

## Related Documentation

- Previous Release Notes
- User Guide
- Administration Guide



**Note:** You can access all the related documents through the support portal. Please connect [Array Networks Support team](#) if you are facing issues in log in to the support portal.

## MotionPro Global iOS 3.1.2

The following sections give an overview of the requirements, updates, and limitations for MotionPro Global iOS 3.1.2.

### System Requirements

- iOS 14.x to 17.x compatible
- iPadOS 14.x to 17.x compatible

### Testing Environment

The MotionPro Global iOS client has been tested on the following operating systems:

- iPad 9, iPadOS 17.1.1
- iPad Air 3, iOS 16.7.2
- iPhone 12, iOS 16.7
- iPhone SE2, iOS 15.4.1
- iPhone XR, iOS 17.0.2

### Resolved Issues

- On iOS 17 and iPadOS 17, when you tap  to sign out MotionPro, it stops responding and shows a spinning gear. This issue has been resolved now. (368)
- On iOS and iPadOS 17, in AG, on the **Site Configuration > Security Settings > Client Security > General Settings** page, when **Enable Client Security** is selected, the error “login failed, please check username and password” occurs when you try to sign in MotionPro. This issue has been resolved now. (367)

### Updates

- Added support for iPadOS 17. (152)

### Known Limitations

#### Enterprise Application Portal and Secure Access

##### General

The MotionPro Plus client does not support the VPN policy of “both mode” (**motionpro portal vpnpolicy both**). The MotionPro Plus client supports only the L3VPN mode (**motionpro portal vpnpolicy l3vpn**). If “both” mode is configured, the client will still use the default VPN policy.

### AAA

- It is highly recommended to enable the “Auto Register” function to avoid the following limitations:
  - If DeviceID+Radius SecurID authentication is enabled, the device cannot be registered on the MotionPro Plus client, and the administrator must register it manually.
  - If DeviceID+SMX authentication is enabled, a user has to input the SMX password again after device registration on their first login.
- The MotionPro Plus client does not support changing password for multi-factor authentication.

### Portal

Screen rotation is not supported by the MotionPro Plus client.

### Secure Browser

- Online video cannot be played in Secure Browser.
- Some Web applications of the HTTPS type cannot be opened through Secure Browser.

### VPN

- On iOS 9, when the SSL protocol is set to “SSLv3,” the end user cannot access the portal via the MotionPro Plus client.
- For the DNS Filter function, only the virtual DNS filter rule is supported. When the hostname to be resolved matches the virtual DNS filter rule, the Array Client will use only the virtual DNS server to perform the DNS resolution. When not match, the Array Client will use only the local DNS server (flag=1) to perform the DNS resolution according to the setting of the virtual DNS filter rule.
- When the user accesses the Web resources via the split tunnel, the DNS search function can take effect after the “**motionpro client flag 16**” is configured on the AG appliance.
- The MotionPro Plus client does not support DNS hostmap.
- After the Motionpro Plus client connected to VPN, when the administrator manually killed the session or the session timed out, the VPN was disconnected but the MotionPro Plus client did not log out.
- On iPadOS 14.2, the user fails to start VPN via Web-launched MotionPro Plus client. The Safari browser prompts the user to download MotionPro Mac OS client when the user tries to connect to the VPN server via Safari.

### Client Security

- When the success URL and failure URL are configured, the end user cannot log into the portal.
- L3VPN is not supported when the Client Security level is set to “low” or “none.”

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## Enterprise Application Store

- User permission is required during the installation.
- Now, on iOS 9, the installation status of applications will not be displayed on the application list. Users need to click the application to obtain the installation status of an application.
- RootCA cannot be installed on iOS 10.3.1.
- If the certificate of the virtual site cannot be trusted, the Apple App Store function will fail to work.

## Enterprise Application Security

### Security Policy

- Nesting Client Verification conditions are not supported.
- When the Client Verification condition is “Device Passcode State: ON”, only “Pattern” can be used as the passcode lock.

## MotionPro Desktop

- MotionPro Desktop does not support NLA (Network Level Authentication).
- MotionPro Desktop does not support ART Device Identification.
- MotionPro Desktop does not support ART Client Verification.
- MotionPro Desktop does not support accessing multiple remote desktops at the same time.
- MotionPro Desktop does not support the SSO function for remote desktop. The MotionPro Plus login password cannot be posted to the Microsoft RD client for authentication, so users need to enter the password manually to access the remote desktop.
- The PubApp connects to the remote desktop after the Microsoft RD client is updated to 8.1.0 - 8.1.4.
- The Microsoft RD client does not support the Gestures in the DesktopDirect client.
- The Microsoft RD client cannot remove access history until the process is killed.
- The Microsoft RD client cannot automatically reconnect to the remote desktop after the MotionPro Plus client reconnects to a server successfully.
- The Microsoft RD client cannot disable the clip board redirection.
- The following settings in the Client Settings of DD Pilot are not supported:
  - Keep Alive Interval
  - Console Connections
  - Resolution
  - Color Depth

- Enable Bitmap Caching
  - Hide Connection Bar
  - RDP Agent
  - Citrix Client
  - Idle Timeout
  - Life Timeout
- Do not use 2-bytes characters to enter the username. Otherwise, the end user may fail to obtain the assigned desktop resources.
  - Do not use the equal sign (=) and ampersand (&) in the DesktopDirect configurations. Otherwise, the end user may fail to obtain the assigned desktop resources.
  - “performance tuning” in client setting does not work if the remote desktop is Windows 10 or Windows 8.1.

## IPv6 Support

The MotionPro Plus client cannot work in NAT64 network environment.

## Others

- If you use Array IDpass for authentication, MotionPro Global will switch to IDpass to sign in automatically, but it won't switch back to MotionPro to show the status of the VPN connection. (205)
- After the upgrade of the client compilation environment, iOS 13.x is not supported because the new interface is required to support iOS 15.x.

## MotionPro OTP Global iOS 3.1.0

The following sections give an overview of the requirements, updates, and limitations for MotionPro OTP Global iOS 3.1.0.

### System Requirements

- iOS 14.x to 17.x compatible
- iPadOS 14.x to 17.x compatible

### Testing Environment

The MotionPro OTP Global iOS client has been tested on the following operating systems:

- iPad 9, iPadOS 17.1.1
- iPad Air 3, iOS 16.7.2
- iPhone 12, iOS 16.7
- iPhone SE2, iOS 15.4.1
- iPhone XR, iOS 17.0.2

### Updates

- Added support for iOS 17. (205)
- Added support for iPadOS 17. (152)
- Binding one-time password (OTP) authentication.
  - Using dynamic code which is updated every 30 seconds to enhance security.
  - Online registration and offline usage.

### Resolved Issues

There are no resolved issues applicable to this release.

### Known Limitations

There are no known limitations applicable to this release.