Aruba Support Bulletin ARUBA-SB-20180920-L301

Aruba Virtual Instant Access (VIA) – for Apple iOS and macOS

Confidentiality Level: Aruba Customers & Partners only | Rev-1 (September 20, 2018)

PRODUCTS COVERED

Aruba Virtual Instant Access (VIA) clients for Apple iOS 12 and macOS Mojave (10.14)

SUMMARY

Aruba would like to share some issues that have delayed the release of Aruba Virtual Instant Access (VIA) clients compatible with Apple iOS 12 and the upcoming release of macOS Mojave (10.14).

Virtual Instant Access (VIA) client for Apple iOS 12

- Apple iOS 12 required changes to the Aruba VIA client to maintain compatibility.

- Despite Aruba's best efforts in submitting the VIA software changes before the release of iOS 12 (which occurred on September 17th), there have been some complications with the acceptance and release of the new VIA v3.0.3 on the Apple App Store.

- We anticipate this delay to be resolved in a matter of days and Aruba VIA v3.0.3 for iOS 12 to be available for download from the App Store.

Virtual Instant Access (VIA) client for Apple macOS Mojave (10.14)

- Apple macOS Mojave (10.14) requires changes to the VIA client to utilize a new VPN framework to maintain compatibility. The use of this new framework also requires that VIA is only available through the Apple App Store. Apple has announced that it will release macOS Mojave (10.14) on September 24th.

- Aruba Engineering has encountered an issue integrating the changes which most likely means we will not have a compatible version of VIA when macOS Mojave releases.

- Once we complete the code changes, we must also now go through the Apple App Store review process which may take some time and so we cannot currently give an exact release date for the new version of VIA client for macOS Mojave.

CALL TO ACTION

We advise customers to delay upgrading to iOS 12 or macOS Mojave if VIA support is required.

Aruba apologies for any inconvenience that this may have caused. This advisory will be posted on the Aruba Support Site under the Announcements section, and will be revised as we make progress or have a meaningful update to share. Kindly ensure to check again for further updates.

Aruba is committed to communicating code revision, feature and function recommendations to ensure optimal network operation and high customer satisfaction. Please feel free to contact Aruba Global Support if you need further clarifications regarding this advisory. The Aruba Global Support team can facilitate further product related discussions with the Product Management team for customers who desire to do so.

Thank you,

Aruba Customer Advocacy