ESET Tech Center

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UPDATE: The phased release was halted due to discovered technical issues during the release, to prevent impacting a larger number of customers. We will most probably release a servicing update to address these issues. The release date of the servicing update will be announced in a separate post. Thank you for your understanding.

Users will receive the update in a phased manner: only up to 10% of users will receive the update on the day of the release and we will gradually increase the percentage up to 100% by Monday November 3.

The feature update comes with a significant UI redesign, contains full feature parity with version 3 application, and also brings several new features and improvements such as device switch, account renaming & search and enhanced security.

Changelog:

- ADDED: Ability to rename accounts
- ADDED: Ability to search accounts
- ADDED: Accounts deletion option in case of forgotten PIN
- ADDED: Displaying username in account for systems where user has only one account
- ADDED: Support for latest OS versions up to Android 16 and iOS 18
- IMPROVED: New modern UI design
- IMPROVED: Application migration to a new device & cloud backup
- IMPROVED: Security accounts storage, encryption & other improvements
- IMPROVED: PIN brute-force prevention, min PIN length increased to 6 digits if PIN required
- IMPROVED: Delete option for account moved to context menu to avoid accidental removal
- IMPROVED: Reject & Accept buttons order adjusted to industry standard
- IMPROVED: Push authentication request expiration increased to 140 seconds, expiration communication added
- IMPROVED: Unrecognized location warning on by default, wording clarified
- IMPROVED: App does not close itself after approving push notification

- IMPROVED: Usability PIN not requested every time when reopening the app
- FIXED: Push notification disappears after screen unlock
- FIXED: Error message "Not a usable provisioning link" appears when opening app via "OPEN" button in Safari
- FIXED: Account not added if provisioning link opened in a mobile web browser
- REMOVED: Support for OS versions older than Android 9 and iOS 15

Support resources:

ESET provides support in the form of a fully localized application and Online Help (user guides), online Knowledgebase, and applicable to your region, chat, email, or phone support.

- Supported Mobile Phone Operating Systems: https://help.eset.com/esac/en-US/support_mobile_phone_operating.html
- Mobile Application: https://help.eset.com/esac/en-US/mobile application.html
- Device switch & cloud backup: https://help.eset.com/esac/en-US/device_switch_and_backup.html
- Push authentication: https://help.eset.com/esac/en-US/push authentication.html