



# **Ivanti Standalone Sentry 9.14.0 - 10.3.0 Release Notes**

**July 2025**

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# Revision history

**TABLE 1.** REVISION HISTORY

Date	Revision
July 3, 2025	Updated the <a href="#">"Known issues" on page 21</a> for Ivanti Standalone Sentry 10.2.0 Release.
April 28, 2025	Updated for Ivanti Standalone Sentry 10.3.0 Release.
January 29, 2025	Updated for Ivanti Standalone Sentry 10.2.0 Release.
December 10, 2024	<b>Patch Release:</b> Updated Resolved issues and Ivanti Standalone Sentry upgrade information for 9.20.2 and 10.0.2.
November 19, 2024	Updated for Ivanti Standalone Sentry 10.1.0 Release.
July 22, 2024	<b>Patch Release:</b> The Ivanti Standalone Sentry 10.0.1 release addresses an important security fix. For the upgrade path, see <a href="#">"Upgrade information" on page 27</a> .
July 17, 2024	<b>Patch Release:</b> The Ivanti Standalone Sentry 9.19.2 and 9.20.1 release addresses an important security fix. For the upgrade path, see <a href="#">"Upgrade information" on page 27</a> .
June 28, 2024	Updated for Ivanti Standalone Sentry 10.0.0 Release.
March 28, 2024	<ul style="list-style-type: none"> <li>• Updated for Ivanti Standalone Sentry 9.20.0 Release.</li> <li>• Updated the <a href="#">"Resolved issues" on page 19</a> for 9.18.0 with mutual authentication information.</li> </ul>
March 20, 2024	<b>Patch Release:</b> The Ivanti Standalone Sentry 9.19.1, 9.18.1, and 9.17.1 release addresses an important security fix. For the upgrade path, see <a href="#">"Upgrade information" on page 27</a> .
February 29, 2024	Updated the <a href="#">"Support and compatibility" on page 7</a> with ActiveSync server support for Standalone Sentry supported versions.
October 23, 2023	Updated for Ivanti Standalone Sentry 9.19.0 Release.
July 18, 2023	Updated for Ivanti Standalone Sentry 9.18.0 Release.
December 15, 2022	Updated for Ivanti Standalone Sentry 9.17.0 Release.
August 08, 2022	Updated for Ivanti Standalone Sentry 9.16.0 Release.

**TABLE 1.** REVISION HISTORY (CONT.)

Date	Revision
May 20, 2022	<ul style="list-style-type: none"><li>Updated the "Support and compatibility" on page 7 with Ivanti EPMM 11.6.0.1 version.</li><li>Updated the "Resolved issues" on page 19 for AL-14997 with the link to Ivanti Sentry Guide.</li></ul>
May 02, 2022	<ul style="list-style-type: none"><li>Updated the "Support and compatibility" on page 7 for 9.15.0 with Exchange server information.</li><li>Updated the "Resolved issues" on page 19 with AL-15694 issue.</li></ul>
April 05, 2022	Updated for Ivanti Standalone Sentry 9.15.0 Release.
October 6, 2021	Updated for Ivanti Standalone Sentry 9.14.0 Release.

# New features summary

These are cumulative release notes. If a release does not appear in this section, then there were no associated new features and enhancements.

## Ivanti Standalone Sentry 10.3.0 - New features summary

### Ivanti Standalone Sentry features for Ivanti Neurons for MDM

- **Support for automated client certificate renewal:** Starting with the 10.3 release, Ivanti Standalone Sentry can now automatically renew its client certificate when it receives a renewal notification from Ivanti Neurons for MDM.

### Related information from previous releases

If a release does not appear in this section, then there were no associated new features and enhancements.

- [Ivanti Standalone Sentry 10.0.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.20.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.18.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.17.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.16.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.15.0 - New features summary](#)
- [Ivanti Standalone Sentry 9.14.0 - New features summary](#)

# Support and compatibility

This section includes the components that are supported, or are compatible, with this release of the product.



The information provided is current at the time of this release. For product versions available after this release, see that product version's release notes for the most current support and compatibility information.

This section contains the following information:

- ["Support policy" on page 16](#)
- ["Ivanti end of sale and support policy" on page 17](#)
- ["Supported platforms for Ivanti Standalone Sentry" below](#)
- ["Supported ActiveSync servers for Ivanti Standalone Sentry" on the next page](#)
- ["Supported browsers for Standalone Sentry" on page 9](#)
- ["Supported protocols for Ivanti Standalone Sentry" on page 9](#)
- ["Supported content repositories for Standalone Sentry" on page 10](#)
- ["Supported Microsoft Azure Resource Manager CLI version" on page 11](#)

## Supported platforms for Ivanti Standalone Sentry

The following table provides the supported UEM and Access versions for Standalone Sentry for this release. See also the Ivanti Neurons for MDM Release Notes or Ivanti EPMM Release Notes for the supported Standalone Sentry version.

**TABLE 2.** SUPPORTED UEM AND ACCESS VERSIONS

Product	Supported	Compatible
Ivanti EPMM	12.5.0.0, 12.4.0.1	12.4.0.0, 12.3.0.1, 12.3.0.0, 12.2.0.0
Ivanti Neurons for MDM	116 through the most recently released version as supported by Ivanti.	Not applicable Only the latest version is available to all customers.
Ivanti Access	64 through the most recently released version as supported by Ivanti.	Not applicable Only the latest version is available to all customers.

## Supported ActiveSync servers for Ivanti Standalone Sentry

The following table provides the supported ActiveSync server versions for Standalone Sentry for this release.

**TABLE 3.** ACTIVESYNC SERVER SUPPORT FOR STANDALONE SENTRY

ActiveSync Server	Supported Versions	Compatible Versions
Microsoft Exchange Server	2019 CU13 (KB5020999) 2016 CU23 (KB5011155)  2019 CU14 (EP Enabled by default) 2016 CU23 (EP Enabled)	2019 CU10 2019 CU11 2019 CU12  2016 CU21 2016 CU22 (KB5012698)
Microsoft Office 365	Current version of Office 365	Not Applicable (All listed versions are tested and supported)
HCL Domino or Traveler	14.0	12.1, 12.0
Gmail	The current cloud version of Gmail	Not applicable since only the latest version is available to customers



- When you use Standalone Sentry with Gmail, end-users may attempt to configure their email clients to bypass Standalone Sentry by manually configuring an ActiveSync server of [m.google.com](https://m.google.com). Google provides capabilities to set up IP access lists for ActiveSync traffic, which can be used to circumvent this.
- ActiveSync management (Wipe, Assign Policy, and Revert Policy in the ActiveSync page) is not supported with Gmail.
- Microsoft only supports Standalone Sentry with dedicated Office 365 instances. Microsoft does not recommend Ivanti Standalone Sentry with regular multi-tenant instances of Office 365. However, Ivanti supports the deployment of Standalone Sentry with dedicated or multi-tenant instances of Office 365, and strongly recommends deploying Ivanti Standalone Sentry if you are supporting more than 5000 devices with Office 365.
- Lotus Notes is tested with iOS or Android Email+ and iOS Native email app.

## Supported browsers for Standalone Sentry

The following table provides the supported browser versions for the Standalone Sentry system manager for this release.

**TABLE 4.** BROWSER SUPPORT FOR THE IVANTI STANDALONE SENTRY WEB PORTAL (SYSTEM MANAGER)

Browser	Supported	Compatible	Notes
Chrome	134	130 - 132	
Firefox	137	132 - 135	

## Supported protocols for Ivanti Standalone Sentry

Ivanti Standalone Sentry supports only HTTP 1.1 to communicate with devices and backend resources.

Exchange ActiveSync, also known as ActiveSync, is the protocol that the ActiveSync server uses to communicate over HTTP or HTTPS with devices. Ivanti Standalone Sentry supports up to ActiveSync protocol version 16.1 for its communication with the ActiveSync server and with ActiveSync devices.

- For devices that are already registered, you have to push the Exchange profile to the device to force the device to use the new protocol version. If the protocol version is limited to 14.0 or 14.1, devices will use the selected version to communicate with the ActiveSync server. Alternately, device users can go to iOS device **Settings > Mail > Accounts**, select the enterprise mail account, and toggle to disable and re-enable the mail account.
- EAS 16.0, 16.1 are only supported on the following:
  - iOS native client on iOS 10 through the latest version as supported by Ivanti.
- Exchange ActiveSync (EAS) version 16.1, provides a policy to 'Exchange Account Remote Wipe.' For the policy to be applied to the device, the **Default ActiveSync Policy behavior** for Ivanti Standalone Sentry in Ivanti EPMM must be set to **Apply AS Server Policy**. For registered devices, the default on Ivanti EPMM is set to **Remove AS Server policy**. If the **Default ActiveSync Policy behavior** is set to **Remove AS Server policy**, the policy from the EAS server is not applied. This causes the device and the EAS server to be out of sync. The status on the device remains as 'Access Granted.' However, the status for the device on the server is 'Account Only Remote Wipe.'



If the Default ActiveSync Policy behavior is set to **Apply AS Server Policy**, the EAS server's policy is applied rather than the policies configured in Ivanti EPMM.


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- Ivanti Standalone Sentry supports the WebSocket Secure (WSS) protocol using Ivanti Tunnel for iOS and Android devices.

## Supported content repositories for Standalone Sentry

The following table provides the supported content repositories for Standalone Sentry for this release.

TABLE 5. SUPPORTED CONTENT REPOSITORIES

Content Repository	Supported	Compatible
SharePoint	<ul style="list-style-type: none"><li>• Microsoft SharePoint 2016</li><li>• Microsoft SharePoint 2019</li><li>• Microsoft SharePoint Office 365</li><li>• OneDrive for Business</li></ul> <p>Only OneDrive for Business (with SharePoint and Office 365) is supported. OneDrive (personal online storage for consumers) is not supported.</p> <div> NOTE: Users on SharePoint must have at least Contribute permissions.</div> <p>Users on SharePoint must have at least Contribute permissions.</p>	Not applicable since all versions are supported.
Network Drive	<ul style="list-style-type: none"><li>• CIFS Windows 2022</li><li>• CIFS Samba CentOS 6.2</li><li>• WebDAV</li><li>• Apache-based WebDAV content repositories</li><li>• IIS-based WebDAV content repositories</li><li>• SMB 2.0, 3.0</li><li>• DFS</li></ul>	<ul style="list-style-type: none"><li>• NetApp 8.3 RC2</li></ul>

## Supported Microsoft Azure Resource Manager CLI version

Azure CLI 2.38.0

This section includes the components that are supported, or are compatible, with this release of the product.



The information provided is current at the time of this release. For product versions available after this release, see that product version’s release notes for the most current support and compatibility information.

This section contains the following information:

- ["Support policy" on page 16](#)
- ["Ivanti end of sale and support policy" on page 17](#)
- ["Supported platforms for Ivanti Standalone Sentry" on page 7](#)
- ["Supported ActiveSync servers for Ivanti Standalone Sentry" on page 8](#)
- ["Supported browsers for Standalone Sentry" on page 9](#)
- ["Supported protocols for Ivanti Standalone Sentry" on page 9](#)
- ["Supported content repositories for Standalone Sentry" on page 10](#)
- ["Supported Microsoft Azure Resource Manager CLI version" on the previous page](#)

## Supported platforms for Ivanti Standalone Sentry

The following table provides the supported UEM and Access versions for Standalone Sentry for this release. See also the Ivanti Neurons for MDM Release Notes or Ivanti EPMM Release Notes for the supported Standalone Sentry version.

**TABLE 6.** SUPPORTED UEM AND ACCESS VERSIONS

Product	Supported	Compatible
Ivanti EPMM	12.3.0.0	12.2.0.0, 12.1.0.x, 11.12.0.3
Ivanti Neurons for MDM	108 through the most recently released version as supported by Ivanti.	Not applicable Only the latest version is available to all customers.
Ivanti Access	62 through the most recently released version as supported by Ivanti.	Not applicable Only the latest version is available to all customers.

## Supported ActiveSync servers for Ivanti Standalone Sentry

The following table provides the supported ActiveSync server versions for Standalone Sentry for this release.

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Microsoft Office 365	Current version of Office 365	Not Applicable (All listed versions are tested and supported)
HCL Lotus Notes Traveler	12.1	10.0.1.1  10.0.0.0
Gmail	The current cloud version of Gmail	Not applicable since only the latest version is available to customers

- When you use Standalone Sentry with Gmail, end-users may attempt to configure their email clients to bypass Standalone Sentry by manually configuring an ActiveSync server of [m.google.com](https://m.google.com). Google provides capabilities to set up IP access lists for ActiveSync traffic, which can be used to circumvent this.
- ActiveSync management (Wipe, Assign Policy, and Revert Policy in the ActiveSync page) is not supported with Gmail.
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**TABLE 8.** BROWSER SUPPORT FOR THE IVANTI STANDALONE SENTRY WEB PORTAL (SYSTEM MANAGER)

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- For devices that are already registered, you have to push the Exchange profile to the device to force the device to use the new protocol version. If the protocol version is limited to 14.0 or 14.1, devices will use the selected version to communicate with the ActiveSync server. Alternately, device users can go to iOS device **Settings > Mail > Accounts**, select the enterprise mail account, and toggle to disable and re-enable the mail account.
- EAS 16.0, 16.1 are only supported on the following:
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- Exchange ActiveSync (EAS) version 16.1, provides a policy to 'Exchange Account Remote Wipe.' For the policy to be applied to the device, the **Default ActiveSync Policy behavior** for Ivanti Standalone Sentry in Ivanti EPMM must be set to **Apply AS Server Policy**. For registered devices, the default on Ivanti EPMM is set to **Remove AS Server policy**. If the **Default ActiveSync Policy behavior** is set to **Remove AS Server policy**, the policy from the EAS server is not applied. This causes the device and the EAS server to be out of sync. The status on the device remains as 'Access Granted.' However, the status for the device on the server is 'Account Only Remote Wipe.'



If the Default ActiveSync Policy behavior is set to **Apply AS Server Policy**, the EAS server's policy is applied rather than the policies configured in Ivanti EPMM.


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- Ivanti Standalone Sentry supports the WebSocket Secure (WSS) protocol using Ivanti Tunnel for iOS and Android devices.

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Network Drive	<ul style="list-style-type: none"><li>• CIFS Windows 2022</li><li>• CIFS Samba CentOS 6.2</li><li>• WebDAV</li><li>• Apache-based WebDAV content repositories</li><li>• IIS-based WebDAV content repositories</li><li>• SMB 2.0, 3.0</li><li>• DFS</li></ul>	<ul style="list-style-type: none"><li>• NetApp 8.3 RC2</li></ul>

## Supported Microsoft Azure Resource Manager CLI version

Azure CLI 2.38.0

## Support policy

Ivanti defines supported and compatible as follows:



**TABLE 10.** SUPPORTED AND COMPATIBLE DEFINITIONS

Term	Definition
Supported product versions	The functionality of the product and version with currently supported releases was systematically tested as part of the current release and, therefore, will be supported.
Compatible product versions	The functionality of the product and version with currently supported releases has not been systematically tested as part of the current release, and therefore not supported. Based on previous testing (if applicable), the product and version is expected to function with currently supported releases.

## Ivanti end of sale and support policy

See the [End of Sale and Support Policy](#).

## Related information from previous releases

If a release does not appear in this section, then there was no associated support and compatibility.

- [Ivanti Standalone Sentry 10.1.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 10.0.2 - Support and compatibility](#)
- [Ivanti Standalone Sentry 10.0.1 - Support and compatibility](#)
- [Ivanti Standalone Sentry 10.0.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.20.2 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.20.1 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.20.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.19.2 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.19.1 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.19.0 - Support and compatibility](#)

- [Ivanti Standalone Sentry 9.18.1 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.18.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.17.1 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.17.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.16.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.15.0 - Support and compatibility](#)
- [Ivanti Standalone Sentry 9.14.0 - Support and compatibility](#)

# Resolved issues

These are cumulative release notes. If a release does not appear in this section, then there were no associated new resolved issues.

## Ivanti Standalone Sentry 10.3.0 - Resolved issues

- **1410208:** The Network Time Protocol daemon (NTPD) service issue is now resolved.
- **1466765:** The Ivanti Standalone Sentry CRT registration issue is now resolved from the current release onwards.
- **1479057:** Previously, the *miaudit.log* file was missing from */var/log* after upgrading Sentry to version 10.x. This is now resolved. You can now access *miaudit.log* as expected for auditing purposes after upgrading.
- **1529540:** Previously, the issue was with *mi.log* functionality, which ensures correct event logging and visibility of WARN-level events in the SMC, accurate message delivery to Syslog recipients, and log rotation whenever the file size reaches 100 MB. This issue is now resolved.
- **1572073:** This release includes security fixes.

## Related information from previous releases

If a release does not appear in this section, then there were no associated resolved issues.

- [Ivanti Standalone Sentry 10.2.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 10.1.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 10.0.2 - Resolved issues](#)
- [Ivanti Standalone Sentry 10.0.1 - Resolved issues](#)
- [Ivanti Standalone Sentry 10.0.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.20.2 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.20.1 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.20.0 - Resolved issues](#)

- [Ivanti Standalone Sentry 9.19.2 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.19.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.18.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.17.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.16.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.15.0 - Resolved issues](#)
- [Ivanti Standalone Sentry 9.14.0 - Resolved issues](#)

# Known issues

These are cumulative release notes. If a release does not appear in this section, then there were no associated new known issues.

## Ivanti Standalone Sentry 10.3.0 - Known issues

- **1514055:** In version 10.3.0, when adding a new VLAN to the MICS portal, set the admin state to disabled to prevent intermittent interface downtime.

For the new customers, VLAN is added in a disabled state by default. You must enable it manually.

- **1570860:** The SMC logs for Ivanti Standalone Sentry that are deployed on AWS are not visible to users when they use Mozilla Firefox browser.

**Workaround:** Use the Google Chrome browser to view the SMC logs.

## Ivanti Standalone Sentry 10.2.0 - Known issues

- **1464129:** FIPS erroneously getting disabled after upgrade from 9.20.0 to 10.0.1.

**Workaround:** Log in to the CLI and run the FIPS command to re-enable FIPS on the system.

- **1486434:** In version 10.2.0, when adding a new VLAN to the MICS portal, set the admin state to disabled to prevent intermittent interface downtime.

For the new customers, VLAN is added in a disabled state by default. You must enable it manually.

- **1479057:** After upgrading Sentry to version 10.x, the *miaudit.log* file may be missing from the */var/log* directory. As a result, audit logging might not function as expected.

## Related information from previous releases

If a release does not appear in this section, then there were no associated known issues.

- [Ivanti Standalone Sentry 10.1.0 - Known issues](#)
- [Ivanti Standalone Sentry 10.0.2 - Known issues](#)
- [Ivanti Standalone Sentry 10.0.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.20.0 - Known issues](#)

- [Ivanti Standalone Sentry 9.19.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.18.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.17.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.16.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.15.0 - Known issues](#)
- [Ivanti Standalone Sentry 9.14.0 - Known issues](#)

# Limitations

These are cumulative release notes. If a release does not appear in this section, then there were no associated new limitations.

## Ivanti Standalone Sentry 10.3.0 - Limitations

- **1543795:** If the NMDM tenant is using a release lower than 116, it is not possible to add a new 10.3 Sentry installation.

## Related information from previous releases

If a release does not appear in this section, then there were no associated limitations.

- [Ivanti Standalone Sentry 9.15.0 - Limitations](#)
- [Ivanti Standalone Sentry 9.14.0 - Limitations](#)

# Software download



- The Standalone Sentry ISO file for installing on-premise is available for download at <https://support.mobileiron.com/support/CDL.html>.

The following files are available for installing Ivanti Standalone Sentry on Microsoft Azure and Amazon Web Services:

### **Ivanti Standalone Sentry 10.3.0**

- The Standalone Sentry ISO file for installing on Microsoft Azure is available at the following URL: <https://support.mobileiron.com/mi/sentry/10.3.0-17/sentry-mobileiron-10.3.0-17.vhd>
- JSON files needed for installation:  
<https://support.mobileiron.com/mi/sentry/10.3.0-17/SentryAzureDeploy.parameters.json>
- <https://support.mobileiron.com/mi/sentry/10.3.0-17/SentryAzureDeploy.json>

- The Standalone Sentry ISO file for installing on Amazon Web Services (AWS) is available on the AWS community as a public Amazon Machine Image (AMI) in multiple AWS regions. The Standalone Sentry AWS AMI is published with the following owner ID for various regions:

Region	Owner ID
us-east-2	ami-014962b986ffee915
us-east-1	ami-077995fd14afa7511
us-west-1	ami-0b827f61bbeda7fc4
us-west-2	ami-07e089e99b237ff1c
ap-south-1	ami-00659e2600a88ed60
ap-northeast-2	ami-04f4faeb6e6a24d3c
ap-southeast-1	ami-0b082e4533fcfc106
ap-southeast-2	ami-01dae9a481e24dd99
ap-northeast-1	ami-0fb66b9163278d731
ca-central-1	ami-086a6f082fa46e917
eu-central-1	ami-009d940af44de7132
eu-west-1	ami-0cbedc5c72b8136ae
eu-west-2	ami-0aa5bc2c9ad878ee7
eu-west-3	ami-072e19ef521b95981
eu-north-1	ami-0b2cf64da882b7185
sa-east-1	ami-0b8b787b56f110bcf

The instructions for installing Ivanti Standalone Sentry are provided in the *Standalone Sentry Installation Guide* for the release.

# Upgrade information

This section provides the upgrade information for this release and contains the following sections:

- ["Before you upgrade Ivanti Standalone Sentry" below](#)
- ["Ivanti Standalone Sentry upgrade paths" on the next page](#)
- ["Upgrade URL for CLI upgrades for Ivanti Standalone Sentry" on the next page](#)
- ["TLS compliance utility" on the next page](#)
- ["Upgrade notes for Standalone Sentry" on page 29](#)
- ["Upgrade steps for Ivanti Standalone Sentry" on page 30](#)

## Before you upgrade Ivanti Standalone Sentry

- Ensure that the Ivanti Standalone Sentry System Manager (MICS) portal certificate has not expired. If the Standalone Sentry portal certificate has expired prior to a software upgrade, Standalone Sentry generates a new self-signed certificate after the upgrade and does not initialize correctly. As a result, the Standalone Sentry System Manager (MICS) on port 8443 and the Standalone Sentry server on port 443 will not be accessible. The "show log message" CLI displays the following error: "portal-ca-setup: /mi/portalCA/ca-cert.pem not valid for /mi/portalCA/server-cert.pem".
- Plan for 5 to 20 minutes downtime. Email and app tunnel traffic will be down during the upgrade.
- If you have multiple Standalone Sentry in your installation, allow for a rolling upgrade to minimize downtime. Do not upgrade all Sentry instances at the same time.
- Ensure that Ivanti EPMM is running and reachable to allow Standalone Sentry to upgrade successfully.
- Verify that your current environment meets the requirements as listed in the ["Support and compatibility" on page 7](#) of this document.
- Check disk space availability. At least 5 GB of disk space must be available in the / (root) directory for an upgrade to be successful.
- Back up the Standalone Sentry installation configuration.
- Test your connection to support.mobileiron.com. You can use the following command:  
telnet support.mobileiron.com 443.

- Ensure that supportcdn.mobileiron.com is reachable.
- For improved security, Ivanti recommends that TLS v1.2 is used and TLS v1.0 and v1.1 are disabled. Run the TLS compliance utility to check the TLS compliance for the servers connecting to Standalone Sentry. See ["TLS compliance utility" below](#).
- See also ["Upgrade notes for Standalone Sentry" on the next page](#).

## Ivanti Standalone Sentry upgrade paths

The following table provides the supported upgrade paths for Ivanti Standalone Sentry for this release.

### Ivanti Standalone Sentry 10.3.0 - Supported Upgrade paths

**TABLE 11.** SUPPORTED PATHS FOR STANDALONE SENTRY UPGRADE

Current Ivanti Standalone Sentry version	Upgrade path to 10.3.0
10.1.0	10.1.0 > 10.3.0
10.2.0	10.2.0 > 10.3.0



We recommend you upgrade to the latest Sentry version.

## Upgrade URL for CLI upgrades for Ivanti Standalone Sentry

To upgrade Ivanti Standalone Sentry, use the following URL if you specify an alternate URL:

### Ivanti Standalone Sentry 10.3.0 - Supported Upgrade URL

Use the following URL if you are upgrading from 10.2.0 to 10.3.0:

<https://support.mobileiron.com/mi/sentry/10.3.0-17/>

## TLS compliance utility

Ivanti provides an utility that checks if Sentry can successfully connect with the server on TLS v1.2.



You must have Sentry 9.6.0 or later as a minimum version of TLS compliance utility.



**TLS 1.1 and TLS 1.0 support:** TLS 1.1 and TLS 1.0 is not supported with Sentry 9.16.0 and later versions. For more information, see [KB article](#).

From the Standalone Sentry command line interface, enter the following command in EXEC PRIVILEGED mode to run the utility:

```
#install rpm url https://support.mobileiron.com/tlscheck/mobileiron-sentry-tlscheck-1.0.0-1.noarch.rpm
```

The command executes a script that checks the servers that Sentry connects with and returns an OK or FAILED value for each server it checks. The script uninstalls after each run.

The results are also recorded into a log file `/var/log/TLSTrafficTool-timestamp.log`. The log file is included in ShowTech-All. In case of failure, additional error message content as provided by OpenSSL displays and is recorded in the log file. Ivanti recommends upgrading the failed servers to support TLS v1.2.

After upgrading to 9.7.0, use the `tlscheck` command from the Standalone Sentry command line interface (CLI) to check TLS compliance. See "Using CLI command to check TLS compliance" in the *Sentry Guide*.

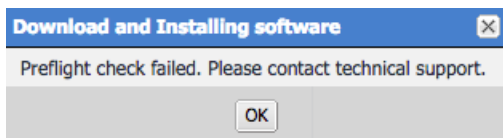
## Upgrade notes for Standalone Sentry

Before you upgrade, read the following upgrade notes:

### Telnet

Telnet server capability is not supported from Standalone Sentry 9.5.0 onwards. Disable Telnet before upgrading to 9.7.0. Upgrade fails if Telnet is not disabled. You will see the following **Preflight check failed** error message if Telnet is enabled.

FIGURE 1. PREFLIGHT CHECK FAILED ERROR MESSAGE



Click **OK**, then disable Telnet. To disable Telnet, in Standalone Sentry system manager, go to **Settings > CLI**.



You will also see the following log message in **Monitoring > Alert Viewer**:

Upgrade failure: Telnet server is not supported anymore. You must first disable telnet before upgrade. The system will continue to run as *Current Sentry Version*.

## Support for SMB

Ivanti dropped support for SMB 1.0 CIFS servers and added support for SMB 3.x, 2.0, and 2.1. If you were accessing an SMB 1.0 CIFS server through Standalone Sentry, upgrading to Standalone Sentry 9.4.1 through the latest version as supported by Ivanti results in users not being able to authenticate and therefore access the CIFS server.



SMB 3.x is enabled by default after upgrading to 9.17.0

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**Workaround:** Ivanti recommends updating the file server to SMB 3.x, 2.0, or 2.1 before upgrading to Standalone Sentry 9.4.1 through the latest version as supported by Ivanti.

## Supported upgrade versions for Ivanti Standalone Sentry

If you are upgrading from a version not listed in "[Ivanti Standalone Sentry upgrade paths](#)" on page 28, then you need to complete one or more previous upgrades first. See the release notes for the version to which you will upgrade.

## Upgrade steps for Ivanti Standalone Sentry

For upgrade instructions, see the following sections in the *Sentry Guide* for the release:

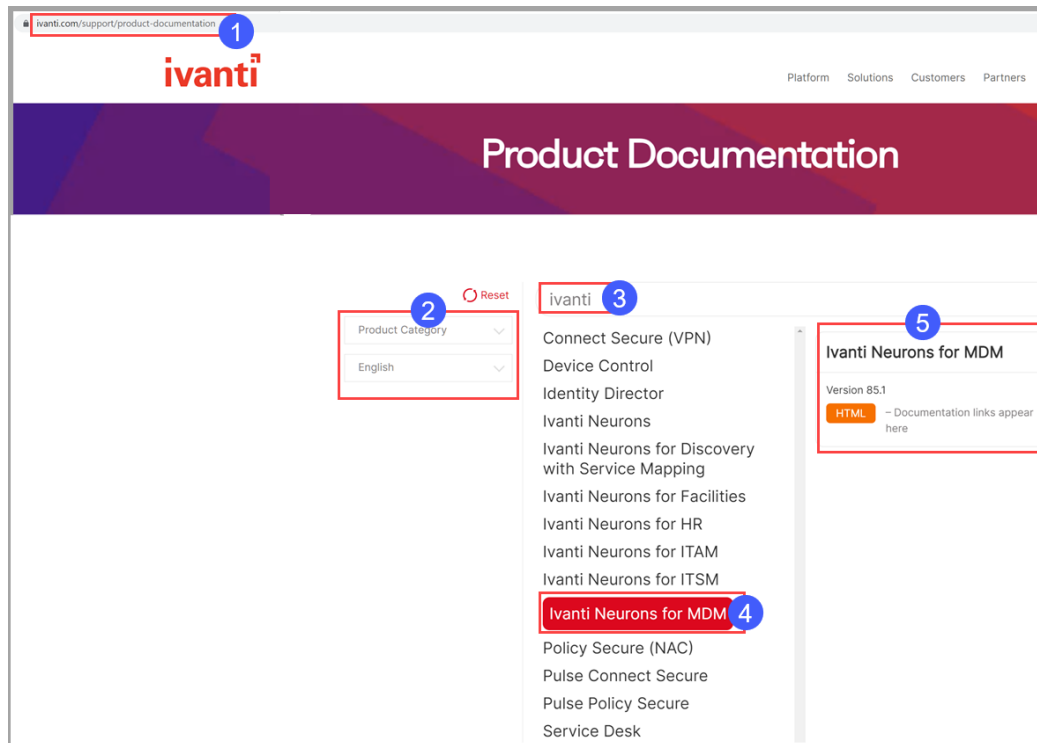
- For upgrade instructions using the Ivanti Standalone Sentry System Manager UI, see "[Standalone Sentry software updates](#)."
- For upgrade instructions using the Ivanti Standalone Sentry command line interface (CLI), see "[Upgrading using CLI](#)."
- For multiple Sentry upgrade instructions using the Ivanti Standalone Sentry CLI, see "[Upgrading multiple Standalone Sentry](#)."

# Documentation resources

Product documentation is available on the [Ivanti website](#). You can jump directly to Access at [this link](#).

To use the documentation:

1. Navigate to the [Ivanti documentation website](#). For example:



2. Optionally, select a product category and language.
3. Enter a search term.
4. Select a product from the results.
5. Click the associated documentation links.



If you have an Ivanti Neurons for MDM deployment, the Ivanti Neurons for MDM Guide is also available from your instance of Ivanti Neurons for MDM through the Help link in the user interface. See [Accessing online help](#).

# Sentry documentation

The following is a list of the documentation:

- [\*Ivanti Standalone Sentry Release Notes\*](#)  
Contains the following release-specific information: new feature summary, support and compatibility, upgrade notes, known and resolved issues, and limitations.
- [\*Ivanti Sentry Installation Guide\*](#)  
The installation guide includes pre-deployment tasks, requirements, and steps to install and configure Ivanti Standalone Sentry.
- [\*Ivanti Sentry Guide for Ivanti Neurons for MDM\*](#)  
The complete guide to setting up and managing Ivanti Standalone Sentry for Ivanti Neurons for MDM, including ActiveSync and AppTunnel.
- [\*Ivanti Standalone Sentry Guide for EPMM\*](#)  
The complete guide to setting up and managing Ivanti Standalone Sentry for Ivanti EPMM, including ActiveSync and AppTunnel.