




# **Ivanti EPMM and Connector 11.4.0.0 – 12.1.0.0 Release and Upgrade Notes**

**Revised: June 2024**

# Revision history

TABLE 1. REVISION HISTORY

Date	Revision
June 06, 2024	<b>Patch Release:</b> Updated ' Resolved issues', 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information' sections for version 12.0.0.2.
May 22, 2024	<b>Patch Release:</b> Updated for 11.12.0.2.
May 07, 2024	<b>Patch Release:</b> Updated ' Resolved issues', 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information' sections for version 12.0.0.1.
April 30, 2024	Updated for version 12.1.0.0.
March 19, 2024	Updated the 'New features summary' with Oracle Linux 8 support. Updated the ' Resolved issues' with <b>VSP-71341</b> .
March 11, 2024	Updated for version 12.0.0.0.  <hr/> <p>Enterprise Connector does not include an upgrade to 12.0.0.0 version. Enterprise Connector 11.12.0.0 is applicable to this release.</p> <p> For administrators using Mobile Device Management Protection Profile (MDMPP), Ivanti recommends using Ivanti EPMM 11.12.0.0 and not to upgrade to Ivanti EPMM 12.0.x.x or 12.1.x.x versions until the Mobile Device Management Protection Profile (MDMPP) certification is obtained to maintain compliance.</p> <hr/>
November 22, 2023	Updated the build URL. For more information, see 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information'
November 16, 2023	Updated for version 11.12.0.0.
November 10, 2023	<b>Patch Release:</b> Updated ' Resolved issues' for version 11.11.0.2
November 09, 2023	Updated 'Known issues' with VSP-70764 for 11.11.0.0 and later releases.
November 07, 2023	<b>Patch Release:</b> The Ivanti EPMM and Connector 11.10.0.4 release addresses important security improvements. For upgrade path, see 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information'.

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

Date	Revision
October 6, 2023	Updated a note for version 11.11.0.0 on the 'New features summary page' for <i>Manage duplicate Android devices</i> feature.
September 14, 2023	<b>Patch Release:</b> Updated 'Resolved issues' for 11.11.0.1.
August 21, 2023	Updated for version 11.11.0.0.
August 11, 2023	The 'Support and compatibility' section for Ivanti EPMM 8.0 is updated with latest iOS versions supported.
July 28, 2023	<b>Patch Release:</b> The Ivanti EPMM and Connector 11.10.0.3, 11.9.1.2, and 11.8.1.2 releases address important security improvements through engineering ticket, SET-23791. For upgrade path, see 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information'.
June 27, 2023	Moved VSP-69744 to the 11.10.0.0 Known issues section. Also added the bug to the 11.10.0.1 Resolved issues section. Moved VSP-69747 to the 11.8.0.0 Know issues section.
June 12, 2023	Updated for version 11.10.0.1. Added new features to the 'New features summary' section. Added the following known issue to the Ivanti EPMM 11.10.0.1 'Known issues' section: VSP-69747 Added the following resolved issues to the 'Resolved issues' section: VSP-69744 Added the following known issue to the Ivanti EPMM 11.9.0.1 - 'Known issues' section: VSP-69761
June 1, 2023	Added the following known issues to the Ivanti EPMM 11.10.0.0 'Known issues' section: VSP-69713, VSP-69704, VSP-69689 Added the following new feature information to the Ivanti EPMM 11.9.1.0 - 'New features summary' section: New fields for Rapid Security Response; Increased maximum length of the VPP token field Added the following to the Ivanti EPMM 11.9.1.0 - 'Resolved issues' section: VSP-69633, VSP-69632 Added the following known issues to the Ivanti EPMM 11.9.0.1 - 'Known issues' section: VSP-69656 Added the following new feature information to the Ivanti EPMM 11.8.1.0 - 'New features summary' section: New fields for Rapid Security Response; Increased maximum length of the VPP token field Added the following known issues to the Ivanti EPMM 11.8.0.0 - 'Known issues' section: VSP-69631, VSP-69713

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

Date	Revision
	Added the following known issues to the Core 11.6.0.0 - 'Known issues' section: VSP-69672
May 19, 2023	Correction made for the "New macOS software update policy fields.
May 16, 2023	Updated for version 11.10.0.0.
April 3, 2023	Added the following known issues: <ul style="list-style-type: none"> <li>• VSP-69343 to the Ivanti EPMM 11.9.0.1 - 'Known issues' section.</li> <li>• VSP-69309 to the Ivanti EPMM 11.9.0.0 - 'Known issues' section.</li> </ul>
March 27, 2023	Revised: <ul style="list-style-type: none"> <li>• Added the following resolved issues for 11.9.0.1: VSP-69257, VSP-69248, VSP-69239, VSP-69238, VSP-69234</li> <li>• Added the following known issues for 11.9.0.1: VSP-69308, VSP-69306</li> </ul>
March 2, 2023	Added the following issues to the Ivanti EPMM 11.8.0.0 - 'Known issues' section: VSP-69162, VSP-69159
February 28, 2023	Updated for version 11.9.0.0.
November 9, 2022	Revised: <ul style="list-style-type: none"> <li>• Added the following issues to the Ivanti EPMM 11.8.0.0 - 'Known issues' section: VSP-68484, VSP-68385, VSP-68382.</li> <li>• Added the following limitation to the Ivanti EPMM 11.8.0.0 - 'Limitations' section: VSP-68427</li> <li>• Updated Revision History table.</li> </ul>
November 7, 2022	Updated for version 11.8.0.0, rebranded.
July 21, 2022	Updated for version 11.7.0.0.
June 3, 2022	Revised: Updated Revision history page.

# Contents

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<b>Revision history</b> .....	<b>2</b>
<b>About Ivanti EPMM</b> .....	<b>6</b>
What can you do with Ivanti EPMM? .....	6
<b>New features summary</b> .....	<b>8</b>
General features .....	8
Android features .....	10
iOS and macOS features .....	11
Related information from previous releases .....	12
Mobile Threat Defense features .....	13
<b>Support and compatibility</b> .....	<b>14</b>
Supported browsers .....	19
Supported browser resolutions .....	20
Related information from previous releases .....	21
Support Policy .....	21
<b>Supported languages</b> .....	<b>22</b>
Language support on Android and Android Enterprise devices .....	23
Language support on iOS devices and macOS devices (legacy features) .....	23
Language support on Windows devices (legacy features) .....	23
<b>Deprecated features</b> .....	<b>24</b>
<b>Resolved issues</b> .....	<b>25</b>
Related information from previous releases .....	27
<b>Known issues</b> .....	<b>28</b>
Related information from previous releases .....	28
<b>Limitations</b> .....	<b>29</b>
Related information from previous releases .....	29
<b>Ivanti EPMM upgrade information</b> .....	<b>30</b>
Ivanti EPMM upgrade readiness checklists .....	30
Check disk space availability .....	32
Upgrade considerations .....	33
Ivanti EPMM upgrade paths .....	36
Ivanti EPMM upgrade URL .....	37
Backing up Ivanti EPMM .....	38
<b>Enterprise Connector upgrade information</b> .....	<b>38</b>
About Enterprise Connector upgrade .....	39
Enterprise Connector upgrade paths .....	39
Enterprise Connector upgrade URL .....	40
<b>Glossary</b> .....	<b>42</b>
<b>Documentation resources</b> .....	<b>43</b>
Ivanti EPMM documentation .....	43

# About Ivanti EPMM

Ivanti Endpoint Manager Mobile (Ivanti EPMM) is a mobile management software engine that enables IT to set policies for mobile devices, applications, and content. This product enables mobile device management, mobile application management, and mobile content management capabilities.

Ivanti Endpoint Manager Mobile (Ivanti EPMM) brings together comprehensive security and Unified Endpoint Management (UEM) tools including:

- Mobile Device Management (MDM)
- Mobile Application Management (MAM)
- Mobile Content Management (MCM)

With Ivanti EPMM, you can securely manage the lifecycle of mobile devices and mobile applications, from registering a device with Ivanti EPMM, to retiring the device from Ivanti EPMM management. When using an Ivanti EPMM managed device, device users can securely access corporate data, email, and mobile apps that you control and distribute using Ivanti EPMM.

## What can you do with Ivanti EPMM?

Ivanti EPMM allows you to:

- Connect to backend services such as LDAP and leverage LDAP users for use in Ivanti EPMM.
- Register both company- and employee-owned devices to be managed by Ivanti EPMM.
- Configure and push to devices policies and settings such as VPN settings and security policies.
- Securely synchronize data from backend systems such as corporate email.
- Distribute, install, and manage both publicly available and in-house mobile apps.
- Leverage existing platform-specific mobile device management protocols, such as iOS MDM.

- Configure and push certificates to devices.
- Configure and enforce compliance rules to handle compromised or stolen devices.

# New features summary

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

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**Product nomenclature:** This is cumulative documentation and the product names you encounter in this documentation were accurate at the time of publication. Ivanti updates each new section to reflect evolving product nomenclature, but leaves legacy citations intact to ensure proper frame of reference for the reader.

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## Ivanti EPMM 12.1.0.0 - New features summary

### General features

- **Support to pull logs through new Ivanti Bridge:** Ivanti EPMM sends a request to the Windows device to pull bridge logs through Ivanti Bridge. The functionality of the **Send Current Log** and **Send All Logs** options, available in **EPMM admin portal > Device & Users > Devices > Actions > Windows Only > Ivanti Bridge**, fetched the bridge logs present on the device. However, the functionality was broken.

With Ivanti EPMM 12.1.0.0, this broken functionality is fixed. This functionality works for both MobileIron Bridge and the Ivanti Bridge. For more information, see **Bridge logs overview** in *Ivanti EPMM Device management Guide for Windows*.

- **Support for Expired state for Automated Device Cleanup:** The 'Expired' state is now provided in **EPMM admin portal > Settings > Users & Devices > Automated Device Cleanup** to cleanup PIN expired devices. For more information, see **Automated device cleanup** in the *Ivanti EPMM Device Management Guide*.



- **Support to view Installed Apps in Custom Space:** With managed services, administrators can now view the installed applications for Android and iOS devices that are in the Custom Space. Enable **'View app inventory'** for Custom Spaces from **EPMM admin portal > Admin > Actions > Edit Roles**. To view the installed applications, navigate to **EPMM admin portal > Apps > Installed Apps**. To see the list of devices on which the app is installed, click on the number of devices that is being displayed in **Devices Installed** column.

**Support to see if the application is hidden on a particular device:** Clicking the **Export to CSV** button in the above window and displaying the list of devices on which the application is installed lets you download the list of devices. This CSV will also contain a 'Hidden' Column, stating whether that application is hidden on that particular device or not. This is available only for supervised iOS devices.

For more information, see **Viewing Installed Apps** in the *Ivanti EPMM Apps@Work Guide*.

- **Support to provide bundle identifier:** The Provider bundle identifier field is available when the Connection Type is selected as Custom SSL. Using this, the application can be configured with different Provider Bundle Identifiers. Navigate to **EPMM admin portal > Policies & Configs > VPN Configuration**. For more information, see **Custom SSL** in *Ivanti EPMM Device Management Guide*.
- **Support for a new description field in the Standalone and Integrated Sentry services:** A new field for description is now added to help manage Sentry servers from Ivanti EPMM. Navigate to **EPMM admin portal > Services > Sentry**.
- **Support to enable new Help@Work (Teamviewer) integration for Android:** From EPMM version 12.1, there is an option to have a modern integration experience (based on authorization) when integrating with TeamViewer. It is recommended that existing active integrations migrate to the new integration option after EPMM server upgrades to version 12.1 version. For new integrations, only modern workflow (based on authorization) is supported. For more information, see **Transitioning Help@Work to the Modern workflow for Android** in *Ivanti EPMM Device Management Guide for Android and Android Enterprise Devices* and **Transitioning Help@Work to the Modern workflow@Work for iOS** in *Ivanti EPMM Device Management Guide for iOS and macOS Devices*.

## Android features

- **Support device's mac address value as substitution:** The \$DEVICE\_INVENTORY\_MAC\$ is a new variable supported only for Android devices with managed or managed devices with work profile (DO, AOSP, COMP, EPO). This variable substitution is supported in app restrictions, custom lockscreen message in Lockdown policy, compliance actions, and certificate enrollment setting. Since this is an Android specific variable and does not report MAC addresses for all registration modes, it must be carefully configured. For more information, see **Certificate Enrollment settings** in *Ivanti EPMM Device Management Guide for Android and Android Enterprise devices* and **App configuration for Android Enterprise apps** in *Ivanti EPMM 11.4.0.0 - 11.12.0.0 Apps@Work Guide*.



Since this is a android specific variable and does not report mac address for all registration modes it must be carefully configured.

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- **Support to disable the lockscreen shortcuts on an Android device:** A new 'Block keyguard shortcuts' option is available in **EPMM admin portal > Policies & Configs > Policies > Security Policy > Android enterprise** section. This option is disabled by default. For more information, see **Security Policies** in the *Getting Started with Ivanti EPMM Guide*.
  - Select the checkbox to disable the lockscreen shortcuts on the device.
  - Deselect the checkbox to enable the lockscreen shortcuts on the device.

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In Lockdown and/or Kiosk policies, if the keyguard option is disabled, the lockscreen and the shortcuts are not available. To view the impact, ensure to enable the keyguard option in Lockdown and/or Kiosk policies (if applicable).



This new feature enables/disables the lockscreen shortcuts setting directly in the device's display settings (rather than just not displaying the shortcuts on lockscreen)

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- **Support to Ultra-wideband restriction:** The Ultra-wideband restriction can be set only by a device owner or a profile owner of an organization-owned managed profile on the parent profile. In both cases, the restriction applies globally on the device and will turn off the ultra-wideband radio if turned on. Navigate to **EPMM admin portal > Devices and Users > Devices > Managed device > Lockdown Policy**.  
This restriction cannot be turned on via the Settings if it is disallowed. For more information, see **Lockdown policy fields for Android Enterprise devices in Work Managed Device mode, Managed device with Work Profile mode, and Work Profile on Company Owned Device mode** in *Getting Started with Ivanti EPMM Guide*.
- **Support for Wi-Fi Direct option:** Administrators can now toggle the 'Allow WIFI direct' option for Devices in Managed Device, Managed Device- non-GMS, and Managed Device with Work Profile Modes to allow or disallow the Wi-Fi Direct on a device. Navigate to **EPMM admin portal > Policies and Configs > Policies > Lockdown > Managed device**. This is applicable for Android 13+ devices. For more information, see **Lockdown policy fields for Android Enterprise devices in Work Managed Device mode, Managed device with Work Profile mode, and Work Profile on Company Owned Device mode** in *Getting Started with Ivanti EPMM Guide*.

## iOS and macOS features

- **Support to set notification interval in hours for iOS devices:** The time interval set in the notification interval triggers the visible notifications on a device. This time interval can now be set in hours. Navigate to **EPMM admin portal > Policies and Configs > Policies > Default Sync Policy**. For more information, see **Sync Policies** in the *Getting Started with Ivanti EPMM Guide*.
- **Support for admins to disable Visible Notifications (VNS):** A new value '0' is added in the Schedule Notification Interval field in the sync policy to disable the VNS notification. Navigate to **EPMM admin portal > Policies & Configs > Policies > Sync Policy**. For more information, see **Sync policies** in the *Getting Started with Ivanti EPMM Guide* and **Setting the Schedule Notification Interval for iOS device** in *MTD Lookout Guide*.
- **Support to provide device battery information for macOS 13.3 and later versions:** A new field **hasBattery** is introduced in **EPMM admin portal > Devices and Users > Devices > Device Details**, which displays the battery information of the device. This field is included in the '**Advanced search**' for administrators to search for devices with battery. For more information, see **Advanced searching** in the *Ivanti EPMM Device Management Guide for iOS and macOS Devices*.

- **Support for Apple device declarative management:** Apple's Declarative Device Management is a modern management protocol that allows managed devices to proactively and autonomously apply their own management settings with less communication. Declarative Device Management is enabled on newly enrolled devices during the enrollment process or during check-in for existing devices. Navigate to **EPMM admin portal > Devices & Users > Devices > Device Details > Apple Declarative Management**.

Declarative Device Management is automatically enabled on the following:

- Computers with macOS 13 or later
- Devices with iOS 15 or iPadOS 15 only for User Enrollment mode
- Devices with iOS 16 or iPadOS 16 with all enrollment types including Shared iPad

The Device Details page displays the enrollment details once the device is enabled with Apple Declarative Management. For more information, see **Support for Declarative Device Management** in *Ivanti EPMM Device Management Guide for iOS and macOS Devices*.

- **Support for Return to Service:** Ivanti EPMM supports **Return to Service** for iOS DEP enrollment devices. This feature lets you configure devices to automatically re-enroll after erasing all data such that users need not re-enroll them manually after a wipe. Return to Service is available in **EPMM admin portal > Device & Users > Devices > Actions > Wipe**. For more information, see **Wipe** in *Ivanti EPMM Device Management Guide for iOS and macOS devices*.
- **Support to allow users from installing new alternative marketplace applications:** A new checkbox 'Allow users from installing new alternative marketplace apps' is introduced in **EPMM admin portal > Policies & Configs > Configurations > Add New > Apple > iOS / tvOS > Restrictions** settings.  
By default, this feature is enabled, and it allows you to download applications from alternative marketplaces instead of Apple Store. This feature is available only for iOS 17.4 and later supervised devices and for selected EU countries. For more information, see **iOS and tvOS restriction settings** in *Ivanti EPMM Device Management Guide for iOS and macOS devices*.

## Related information from previous releases

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

- [Ivanti EPMM 12.0.0.0 - New features summary](#)
- [Ivanti EPMM 11.12.0.0 - New features summary](#)

- [Ivanti EPMM 11.11.0.0 - New features summary](#)
- [Ivanti EPMM 11.10.0.1 - New features summary](#)
- [Ivanti EPMM 11.10.0.0 - New features summary](#)
- [Ivanti EPMM 11.9.1.0 - New features summary](#)
- [Ivanti EPMM 11.9.0.1 - New features summary](#)
- [Ivanti EPMM 11.9.0.0 - New features summary](#)
- [Ivanti EPMM 11.8.1.0 - New features summary](#)
- [Ivanti EPMM 11.8.0.0 - New features summary](#)
- [Ivanti EPMM 11.7.0.0 - New features summary](#)
- [Ivanti EPMM 11.6.0.1 - New features summary](#)
- [Ivanti EPMM 11.6.0.0 - New features summary](#)
- [Ivanti EPMM 11.5.0.0 - New features summary](#)
- [Ivanti EPMM 11.4.0.0 - New features summary](#)

## Mobile Threat Defense features

Mobile Threat Defense (MTD) protects managed devices from mobile threats and vulnerabilities affecting device, network, and applications. For information on MTD-related features, as applicable for the current release, see the *Mobile Threat Defense Solution Guide* for your platform, available under the **MOBILE THREAT DEFENSE** section on the Ivanti [Product Documentation](#) page.



Each version of the MTD guide contains all Mobile Threat Defense features that are currently fully tested and available for use on both server and client environments. Because of the gap between server and client releases, new versions of the MTD guide are made available with the final release in the series when the features are fully functional.

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# Support and compatibility

These are cumulative release notes. If a release does not appear in this section, then the support and compatibility values from the nearest listed older release apply to the missing release.



For version 12.0.0.1, the support and compatibility section for version 12.0.0.0 is applicable.



**Product nomenclature:** This is cumulative documentation and the product names you encounter in this documentation were accurate at the time of publication. Ivanti updates each new section to reflect evolving product nomenclature, but leaves legacy citations intact to ensure proper frame of reference for the reader.

## SAML / Identity Provider

**TABLE 2.** SAML / IDENTITY PROVIDER SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
SAML / Identity Provider	<ul style="list-style-type: none"> <li>• OpenSAML 3.3.0</li> <li>• ADFS</li> <li>• Okta</li> <li>• Ping Identity</li> <li>• OneLogin</li> </ul>	<ul style="list-style-type: none"> <li>• Shibboleth</li> </ul>

## LDAP

**TABLE 3.** LDAP SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
LDAP	<p><b>Windows Active Directory</b></p> <p>Server OS: Windows Server 2016, 2019</p> <p><b>IBM Domino Server</b></p> <p>Server OS: Windows Server 2022, Version: 12.1</p>	<p><b>Windows Active Directory</b></p> <p>Server OS: Windows Server 2012 R2, Version 6.3</p> <p><b>IBM Domino Server</b></p> <p>Server OS: Windows Server 2008, Version: 8.5.2</p>

## Hardware appliances

**TABLE 4.** HARDWARE APPLIANCES SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Hardware appliances	<ul style="list-style-type: none"> <li>• M2250</li> <li>• M2600</li> <li>• M2700</li> </ul>	Not applicable

## Maximum number of supported devices

**TABLE 5.** MAXIMUM NUMBER OF SUPPORTED DEVICES ON EACH IVANTI EPMM APPLIANCE

Model	Maximum Number of Devices	Testing Standard
M2600, M2700	200,000	The maximum number of supported devices, for each appliance, is based on a rate of 1 device registration per second. This maximum number of supported devices will change, depending on individual use cases and work load for each appliance. IPv4 is supported.
M2250	60,000	

## Reporting Database

**TABLE 6.** REPORTING DATABASE SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Reporting Database	2.3.0.0	2.1.0.0, 2.2.0.0

## Sentry

**TABLE 7.** SENTRY SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Ivanti Standalone Sentry	9.20.0	9.19.1, 9.18.1

## Access

**TABLE 8.** ACCESS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Ivanti Access	R60	Not applicable, because only the latest version is available to all customers.



## Android

**TABLE 9.** ANDROID SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Android	14, 13, 12, 11, 10, 9, 8.1, 8	
Mobile@Work	12.1.0.0, 12.0.0.0	9.3.0.0-11.12.0.0
Ivanti Tunnel (Android native, Android Enterprise, and Samsung Knox Workspace)	4.12.1	4.12.0, 4.11.0, 4.10.0
Secure Apps Manager	9.4.1.0	9.2.0.0 - 9.4.0.0
Email+ (Android AppConnect and Android Enterprise)	4.9.0, 4.10.0	4.0.0-4.8.0
Docs@Work (Android AppConnect and Android Enterprise)	2.24.0, 2.25.0	2.17.0-2.24.0
Web@Work (Android AppConnect)	2.6.1	2.5.1–2.6.0

## iOS

**TABLE 10.** IOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
iOS	iOS 17.4, iOS 16	iOS 15, iOS 14
Mobile@Work	12.12.01, 12.12.0	12.0.0–12.11.70, 12.11.80, 12.11.90, 12.11.100, 12.11.110, 12.11.120
Ivanti Tunnel	4.7.2	4.2.0-4.7.1
Email+	4.10.0, 4.9.0	3.0.0–4.8.0
Docs@Work	2.26.0, 2.25.0	2.2.0-2.24.0
Web@Work	2.20.0, 2.19.0	2.0.0-2.18.1
Apps@Work Container app	Not supported	<ul style="list-style-type: none"> <li>• 1.1.2–1.2.0 when using Mobile@Work 8.6.0, 9.0.1, or 9.1.0</li> <li>• 1.3.0 when using Mobile@Work 9.5.0</li> </ul>

**TABLE 10.** IOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS (CONT.)

Product / Component	Supported	Compatible
Help@Work	Note: Help@Work does not work on iOS 10 and newer versions. Use the TeamViewer app for Help@Work support.	2.0.2–2.1.1

## macOS

**TABLE 11.** MACOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
macOS/OS X	14 - 14.4, 13.1 - 13.5, 13	10.1–12.6
Ivanti Tunnel	4.7.1	4.1.0 - 4.6.0

## tvOS

**TABLE 12.** TVOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
tvOS	16.4	12.4-16.1

## Windows

**TABLE 13.** WINDOWS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Windows	<ul style="list-style-type: none"> <li>Windows 10 Pro, Windows 10 Enterprise (version 21H2)</li> <li>Windows 11 (version 22H2)</li> <li>Windows 10 LTSC, 2019, 2021</li> </ul> <p><b>System:</b> 64-bit operating system, x64-based processor</p>	<ul style="list-style-type: none"> <li>Windows 10 Pro, Windows 10 Enterprise (versions 1703, 1709, 1809, 1903, 1909, 2004)</li> <li>Windows HoloLens (versions 1701, 1803)</li> </ul>
	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Support for Windows management will be transitioned to Ivanti Endpoint Manager and Ivanti Neurons for MDM.</li> <li>With 1803, Apps@Work cannot be pushed to the device because of a known Microsoft issue.</li> <li>Ivanti recommends that customers stay on the H2 branches of Windows 10 to ensure a longer support lifecycle. The <b>-09</b> versions of the OS have a 30-month support lifecycle from Microsoft, while the <b>-03</b> versions only have an 18-month support lifecycle. For more information, see: <a href="https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet">https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet</a>.</li> </ul>	
Windows Apps@Work	Ivanti Apps@Work 10.0.0.409	MobileIron Apps@Work 9.6.0.262
Ivanti Tunnel	Not Supported	1.2.3

## Supported browsers

This version of Ivanti EPMM supports the following browsers:

**TABLE 14.** SUPPORTED BROWSERS

Browser	Supported	Compatible
Internet Explorer	11	9*, 10*
Chrome	123	122, 121, 120
Firefox	124	123, 122, 121
Safari	Not supported	10.1*
Edge	Not supported	Not compatible
Chrome - iPad	Not supported	Not compatible
Safari - iPad	Not supported	Not compatible

\* This configuration is not covered under the Ivanti product warranty.

## Supported browser resolutions

**TABLE 15.** SUPPORTED BROWSER RESOLUTIONS

Browser resolution	Supported	Compatible
800x600	No	No
1024x768	No	Yes*
1280x1024	Yes	Yes
1366x768	Yes	Yes
1440x900	Yes	Yes
Higher resolutions	No	Yes

\* This configuration is not covered under the Ivanti product warranty.

## Related information from previous releases

If a release does not appear in this section, then the support and compatibility values from the nearest listed older release apply to the missing release.

- [Ivanti EPMM 12.0.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.12.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.11.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.10.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.9.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.8.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.7.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.6.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.5.0.0 - Support and compatibility](#)
- [Ivanti EPMM 11.4.0.0 - Support and compatibility](#)

## Support Policy

**TABLE 16.** DEFINITIONS FOR SUPPORTED AND COMPATIBLE

<b>Supported product versions</b>	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.
<b>Compatible product versions</b>	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.

# Supported languages

## Ivanti EPMM 12.1.0.0 - Supported languages

- Chinese (Simplified)
- Chinese (Traditional)
- Dutch (Netherlands)
- English
- French (France)
- German (Germany)
- Hungarian
- Italian (Italy)
- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Romanian (Romania)
- Russian
- Slovak
- Spanish (Latin American)
- Swedish
- Hungarian

## Related information from previous releases

If a release does not appear in this section, then the supported languages from the nearest listed older release apply to the missing release.

- [Ivanti EPMM 12.0.0.0 - Supported languages](#)
- [Ivanti EPMM 11.12.0.0 - Supported languages](#)
- [Ivanti EPMM 11.11.0.0 - Supported languages](#)
- [Ivanti EPMM 11.10.0.0 - Supported languages](#)
- [Ivanti EPMM 11.9.0.1 - Supported languages](#)
- [Ivanti EPMM 11.9.0.0 - Supported languages](#)
- [Ivanti EPMM 11.8.0.0 - Supported languages](#)

- [Ivanti EPMM 11.6.0.0 - Supported languages](#)
- [Ivanti EPMM 11.5.0.0 - Supported languages](#)
- [Ivanti EPMM 11.4.0.0 - Supported languages](#)

## Language support on Android and Android Enterprise devices

Refer to *Ivanti Mobile@Work for Android Release Notes* for a complete list of supported languages for Android and Android Enterprise devices.

## Language support on iOS devices and macOS devices (legacy features)

See the *Ivanti Mobile@Work for iOS Release Notes* for a complete list of supported languages for iOS devices.

See the *Ivanti Mobile@Work for macOS Release Notes* for a complete list of supported languages for macOS devices.

## Language support on Windows devices (legacy features)

Ivanti EPMM supports the following languages and locales in client apps on Windows devices:

- Chinese (Simplified)
- Chinese (Traditional)
- English
- French (France)
- German (Germany)
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian
- Spanish (Latin American)

# Deprecated features

These are cumulative release deprecation feature notes. If a release does not appear in this section, then there were no associated deprecated features.

Due to deprecation of third party APIs, the following features may be discontinued or may not work as expected.



Ivanti does not control the Samsung API deprecation schedule and it is possible some deprecations can result in future issues. It is recommended to switch to Samsung Knox Service Plugin (OEMConfig) for Samsung-specific features when the control(s) is not available in the Ivanti Android feature set.

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## Deprecated features

The following are a list of deprecated features listed for each release:

- [Ivanti EPMM 11.10.0.0 - Deprecated](#)
- [Ivanti EPMM 11.9.0.0 - Deprecated](#)
- [Ivanti EPMM 11.4.0.0 - Deprecated](#)



# Resolved issues

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



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**Product nomenclature:** This is cumulative documentation and the product names you encounter in this documentation were accurate at the time of publication. Ivanti updates each new section to reflect evolving product nomenclature, but leaves legacy citations intact to ensure proper frame of reference for the reader.

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## Ivanti EPMM 12.1.0.0 - Resolved issues

- **CVE-2024-22026:** This CVE is fixed as part of this release.
- **VSP-70613:** Previously, Ivanti EPMM did not display the latest iOS version to be updated. This issue is now fixed.
- **VSP-70984:** Previously, some configurations such as fonts had an internal version parameter associated with them and were not removed from devices. This issue is now fixed.
- **VSP-71013:** Previously, device details from Wi-Fi MAC was unable to be retrieved. This issue is now fixed.
- **VSP-71039:** Previously, EPMM sent retire commands to Enhanced Profile Owner (EPO) mode devices for RSN difference. This issue is now fixed.
- **VSP-71112:** Previously, deleting retired macOS devices failed. This issue is now fixed.
- **VSP-71152:** Previously, removing or disabling a critical internal system account, such as misystem, caused major startup problems. This is now fixed. Such accounts cannot be disabled now.

- **VSP-71290:** Previously, Android devices could not be re-registered if the devices were registered through bulk enrollment earlier.  
This issue is now fixed.
- **VSP-71335:** Previously, when adding an Android device, the username was not provided in the registration instructions.  
This issue is now fixed.
- **VSP-71344:** Previously, during iOS device registration, EPMM added duplicate requests that caused repush of configurations multiple times.  
This issue is now fixed.
- **VSP-71399:** Previously, the text in the iOS restriction configuration did not have the comment that "Allow iCloud Documents & Data" is only available for supervised devices.  
This issue is now fixed.  
The configuration now displays a text to "Allow iCloud Documents & Data (iOS 13 or later with Supervised devices only)".
- **VSP-71417:** Previously, the Splunk indexing configuration was not compatible with Splunk' documentation with regards to resource specifications.  
This issue is now fixed.
- **VSP-71621:** Previously, when an application was reimported or updated automatically, the global app policy setting was reset. This issue is now fixed.

#### **Ivanti EPMM 12.0.0.2 - Resolved issues**

- The following CVEs are addressed in this patch release:
  - CVE-2023-46806
  - CVE-2023-46807
- **135390:** Previously, upgrading to Oracle Linux from CentOS failed due to grub error and the system was unbootable. This issue is now fixed.

## Ivanti EPMM 12.0.0.1 - Resolved issues

- **VSP-71554:** Previously, MySQL had binary logging enabled that occupied some disk space. This issue is now fixed.
- **VSP-71569:** Previously, EPMM 12.0.0.0 upgrade failed and system did not boot when using a labeled swap space.  
This issue is now fixed.

## Related information from previous releases

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

- [Ivanti EPMM 12.0.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.12.0.2 - Resolved issues](#)
- [Ivanti EPMM 11.12.0.1 - Resolved issues](#)
- [Ivanti EPMM 11.12.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.11.0.2 - Resolved issues](#)
- [Ivanti EPMM 11.11.0.1 - Resolved issues](#)
- [Ivanti EPMM 11.11.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.10.0.1 - Resolved issues](#)
- [Ivanti EPMM 11.10.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.9.1.0 - Resolved issues](#)
- [Ivanti EPMM 11.9.0.1 - Resolved issues](#)
- [Ivanti EPMM 11.9.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.8.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.7.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.6.0.1 - Resolved issues](#)
- [Ivanti EPMM 11.6.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.5.0.0 - Resolved issues](#)
- [Ivanti EPMM 11.4.1.0 - Resolved issues](#)
- [Ivanti EPMM 11.4.0.0 - Resolved issues](#)

# Known issues

If a release does not appear in this section, then no associated new known issues were added to this document for that release.



**Product nomenclature:** This is cumulative documentation and the product names you encounter in this documentation were accurate at the time of publication. Ivanti updates each new section to reflect evolving product nomenclature, but leaves legacy citations intact to ensure proper frame of reference for the reader.

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## Related information from previous releases

- [Ivanti EPMM 12.0.0.0 - Known issues](#)
- [Ivanti EPMM 11.12.0.0 - Known issues](#)
- [Ivanti EPMM 11.11.0.0 - Known issues](#)
- [Ivanti EPMM 11.10.0.1 - Known issues](#)
- [Ivanti EPMM 11.10.0.0 - Known issues](#)
- [Ivanti EPMM 11.9.0.1 - Known issues](#)
- [Ivanti EPMM 11.9.0.0 - Known issues](#)
- [Ivanti EPMM 11.8.0.0 - Known issues](#)
- [Ivanti EPMM 11.7.0.0 - Known issues](#)
- [Ivanti EPMM 11.6.0.1 - Known issues](#)
- [Ivanti EPMM 11.6.0.0 - Known issues](#)
- [Ivanti EPMM 11.5.0.0 - Known issues](#)
- [Ivanti EPMM 11.4.0.0 - Known issues](#)

# Limitations

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



**Product nomenclature:** This is cumulative documentation and the product names you encounter in this documentation were accurate at the time of publication. Ivanti updates each new section to reflect evolving product nomenclature, but leaves legacy citations intact to ensure proper frame of reference for the reader.

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If a release does not appear in this section, then there are no associated third-party limitations.

## Related information from previous releases

- [Ivanti EPMM 11.11.0.0 - Limitations](#)
- [Ivanti EPMM 11.10.0.0 - Limitations](#)
- [Ivanti EPMM 11.9.0.0 - Limitations](#)
- [Ivanti EPMM 11.8.0.0 - Limitations](#)
- [Ivanti EPMM 11.6.0.0 - Limitations](#)
- [Ivanti EPMM 11.5.0.0 - Limitations](#)
- [Ivanti EPMM 11.4.0.0 - Limitations](#)

# Ivanti EPMM upgrade information

For detailed instructions on how to upgrade Ivanti EPMM using this upgrade information, see the [Ivanti EPMM System Manager Guide](#).

- [Ivanti EPMM upgrade readiness checklists](#)
- [Check disk space availability](#)
- [Ivanti EPMM upgrade paths](#)
- [Ivanti EPMM upgrade URL](#)
- [Backing up Ivanti EPMM](#)

## Before you begin

Read "[Before you upgrade](#)" on page 1.

## Ivanti EPMM upgrade readiness checklists



For administrators using Mobile Device Management Protection Profile (MDMPP), Ivanti recommends using Ivanti EPMM 11.12.0.0 and not upgrade to Ivanti EPMM 12.0.x.x or 12.1.x.x version until the Mobile Device Management Protection Profile (MDMPP) certification is obtained to maintain compliance.

This section provides checklists to help you successfully complete the upgrade process for Ivanti EPMM and Sentry software. The checklists include:

### Pre-Upgrade checklist

Before you upgrade, we encourage you to do a pre-upgrade checklist.

**TABLE 17.** PRE-UPGRADE CHECKLIST

Check	Tasks	References
	Prepare and plan for downtime	<ul style="list-style-type: none"> <li>• Ivanti EPMM (1 - 3 hours)</li> <li>• Sentry (5 - 20 minutes)</li> </ul>
	Review relevant documentation	See Ivanti EPMM product documentation.
	Check certificates	<ul style="list-style-type: none"> <li>• iOS Enrollment, Portal HTTPS, Client TLS certificates</li> </ul>

**TABLE 17.** PRE-UPGRADE CHECKLIST (CONT.)

Check	Tasks	References
		<p>When using mutual authentication, the Portal HTTPS certificate must be a publicly trusted certificate from a well-known Certificate Authority. For details, see <a href="#">Mutual authentication between devices and Ivanti EPMM</a> in the <i>Ivanti EPMM Device Management Guide for iOS and macOS devices</i>.</p> <hr/> <ul style="list-style-type: none"> <li>• MDM Certificate (check a month before expires)</li> <li>• Local CA</li> </ul> <p><b>Knowledge Base article:</b> <a href="#">Renewing an expired local CA certificate.</a></p>
	Check disk space for upgrade	<ul style="list-style-type: none"> <li>• Ensure to have 13GB of free disk space available for 12.1.0.0 upgrade.</li> <li>• Ensure to have 40GB of free disk space available for 12.0.0.0 and 12.0.0.1 upgrades.</li> </ul> <p>See "<a href="#">Check disk space availability</a>" on the next page in this document for details on how to perform this check.</p>
	Check Boot partition	Verify you have at least 85MB free for /boot.
	Ensure there is enough disk space	<ul style="list-style-type: none"> <li>• Old File System (2 GB /mi and 5 GB /mi/files)</li> <li>• New File System (10 GB /mi)</li> <li>• If there is insufficient storage, increase the available disk space. See this <a href="#">VMware knowledge base (KB) article</a> and this <a href="#">VMware KB article</a> for information. Note that these are third-party articles hosted by VMware, whose locations are subject to change. Contact Ivanti Support if you need shell access to the Ivanti EPMM VM.</li> </ul>
	Check for new system requirements	<ul style="list-style-type: none"> <li>• Minimum 80 GB hard drive</li> </ul>

**TABLE 17.** PRE-UPGRADE CHECKLIST (CONT.)

Check	Tasks	References
		<ul style="list-style-type: none"> <li>If there is insufficient storage, increase the available disk space. See this <a href="#">VMware knowledge base (KB) article</a> and this <a href="#">VMware KB article</a> for information. Note that these are third-party articles hosted by VMware, whose locations are subject to change. Contact Ivanti Support if you need shell access to the Ivanti EPMM VM.</li> <li>Call Ivanti support if issues persist when physical appliances and VMs have the minimum required disk space configured</li> <li>Port 8443 for Summary MICS - Configuration Service (that is, the service that supports System Manager.)</li> </ul>
	Review your backup and high availability options	<ul style="list-style-type: none"> <li>Physical backup: built in backup, showtech all</li> <li>VMware backup: VDMK backup, snapshot</li> <li>High Availability: confirm HA version 2.0</li> </ul> <p>If using HA 1.0, contact Ivanti Professional Services to upgrade to 2.0.</p>
	Set up your proxy configuration (if required)	Manually set the upgrade URL and use HTTP instead of HTTPS.
	Prepare test devices	<ul style="list-style-type: none"> <li><b>Client:</b> Get clean test devices, open client and check-in, check iOS log.</li> <li><b>Ivanti EPMM:</b> Note the watchlist and label numbers.</li> </ul>

## Check disk space availability

### Before you begin

Before you upgrade, check disk space availability.

- At least **13GB** of disk space must be available for **12.1.0.0** upgrade to be successful.
- At least **40GB** of disk space must be available for **12.0.0.0** and **12.0.0.1** upgrade to be successful.

If the disk space is not available, contact Ivanti Technical Support before proceeding with the upgrade.

For more information, see [KB article](#).



Use one of the following methods to check disk space availability:

## The CLI command: show system disk

The following sample output shows the available disk space in the last line. It is 15M in this example.

```
CORE(8.5.0.1a-6)@host.company.com#show system disk
Filesystem Size Used Avail Use% Mounted on
/dev/sda3 181G 20G 153G 12% /
tmpfs 16G 4.0K 16G 1% /dev/shm
/dev/sda1 95M 76M 15M 84% /boot
```

## Upgrade considerations

After the pre-upgrade planning, we recommend you review the following considerations:

**TABLE 18.** UPGRADE CONSIDERATIONS

Check	Considerations	References
	DB Schema and Data	Run pre-validation check after downloading the repository from System Manager. If this task fails, contact Ivanti Support.
	Understand the stages	<ul style="list-style-type: none"> <li>Download vs. Stage for installation</li> <li>Reboot when the system displays: Reboot to install <a href="https://&lt;serverFQDN&gt;:8443/upgrade/status">https://&lt;serverFQDN&gt;:8443/upgrade/status</a></li> </ul>
	Leverage CLI upgrade commands (as appropriate)	See <a href="#">Ivanti EPMM Command Line Interface Guide</a> .
	Understand scenario options	<p><b>Single server</b></p> <p><b>High availability—Option 1:</b> little downtime:</p> <ul style="list-style-type: none"> <li>Upgrade secondary</li> <li>Upgrade primary</li> </ul> <p><b>High availability—Option 2:</b> zero downtime:</p> <ul style="list-style-type: none"> <li>Upgrade secondary</li> <li>Failover to secondary</li> <li>Upgrade primary</li> </ul>

**TABLE 18.** UPGRADE CONSIDERATIONS (CONT.)

Check	Considerations	References
		<ul style="list-style-type: none"> <li>• Re-establish sync</li> </ul> <p><b>Download guide:</b> <i>Ivanti EPMM High Availability Management Guide</i></p> <p><b>Review section:</b> <a href="#">High Availability Ivanti EPMM Software Upgrade Procedures</a></p>
	Monitor the upgrade	<ul style="list-style-type: none"> <li>• Log into the Admin Portal</li> <li>• Select <b>Logs &gt; MDM Logs &gt; States &gt; Waiting XML generation pending</b></li> <li>• Monitor upgrade status using: <code>https://&lt;serverFQDN&gt;:8443/upgrade/status</code></li> </ul>
	Additional reboot	Due to a kernel upgrade, an additional reboot is performed when you upgrade. It may take longer than expected for Ivanti EPMM to become available on the network.
	Upgrade impact on Windows devices	<p>In some cases, when an administrator initiates Reset PIN for a Windows Phone 10 device, the device does not return a new PIN for that device.</p> <p>For more information, see the following knowledge base article: <a href="#">Ivanti EPMM Product Bulletin: Reset Pin command Fails to return a New Pin for Windows Phones 10 Devices</a></p>
	Ports	HTTPS/ port 443 is the default port for fresh installations, but upgraded environments keep the previous port open, for example, port 8080.

## Post-Upgrade checklist

After completing the upgrade, we recommend the following verification checklist.

**TABLE 19.** POST-UPGRADE CHECKLIST

Check	Tasks	References
	Testing and troubleshooting	<ol style="list-style-type: none"> <li>1. Log into the System Manager</li> <li>2. Select <b>Maintenance &gt; Software Updates &gt; Software Version</b></li> <li>3. Verify that the new version is listed</li> <li>4. DO NOT re-boot the system once the upgrade process has begun</li> <li>5. Call Ivanti Support for further investigation</li> </ol>
	Verify services	<ul style="list-style-type: none"> <li>• Log into the Admin Portal</li> <li>• Select <b>Services &gt; Overview</b></li> <li>• Click <b>Verify All</b></li> </ul>
	Verify devices	<ul style="list-style-type: none"> <li>• Register a new device</li> <li>• Re-enroll/check-in existing devices</li> </ul>
	HA system cleanup	<ul style="list-style-type: none"> <li>• Set secondary back to secondary</li> <li>• Confirm sync</li> </ul>

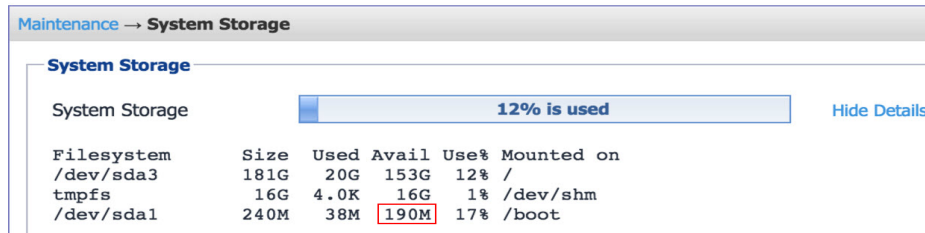
## The System Manager

The **System Manager > Maintenance > System Storage** menu shows you how much Ivanti EPMM system storage you are using, and how much is still available.

### Procedure

1. In the System Manager, go to **Maintenance > System storage**.
2. Click **More Details** next to the System Storage bar that shows percent used.

3. In this example, the available disk space is 190M.



## Ivanti EPMM upgrade paths

We recommend the following upgrade paths, which are fully tested and supported:



For administrators using Mobile Device Management Protection Profile (MDMPP), Ivanti recommends using Ivanti EPMM 11.12.0.0 and not to upgrade to Ivanti EPMM 12.0.x.x or 12.1.x.x version until the Mobile Device Management Protection Profile (MDMPP) certification is obtained to maintain compliance.

### Ivanti EPMM - 12.1.0.0 - Supported Upgrade paths

**TABLE 20.** SUPPORTED PATHS FOR IVANTI EPMM UPGRADE

Current Ivanti EPMM	Upgrade path to 12.1.0.0
12.0.0.0	12.0.0.0 > 12.1.0.0
12.0.0.1	12.0.0.1 > 12.1.0.0
12.1.0.0 GMRC	12.1.0.0 GMRC > 12.1.0.0 GA

### Ivanti EPMM - 12.0.0.2 - Supported Upgrade paths

**TABLE 21.** SUPPORTED PATHS FOR IVANTI EPMM UPGRADE

Current Ivanti EPMM	Upgrade path to 12.0.0.2
11.12.0.1	11.12.0.1 > 12.0.0.2
11.12.0.2	11.12.0.2 > 12.0.0.2
12.0.0.0	12.0.0.0 > 12.0.0.2
12.0.0.1	12.0.0.1 > 12.0.0.2

## Related information from previous releases

- [Ivanti EPMM 12.0.0.1 - Upgrade paths](#)
- [Ivanti EPMM 12.0.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.12.0.2 - Upgrade paths](#)
- [Ivanti EPMM 11.12.0.1 - Upgrade paths](#)
- [Ivanti EPMM 11.12.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.11.0.2 - Upgrade paths](#)
- [Ivanti EPMM 11.11.0.1 - Upgrade paths](#)
- [Ivanti EPMM 11.11.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.10.0.4 - Upgrade paths](#)
- [Ivanti EPMM 11.10.0.3 - Upgrade paths](#)
- [Ivanti EPMM 11.10.0.1 - Upgrade paths](#)
- [Ivanti EPMM 11.10.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.9.1.0 - Upgrade paths](#)
- [Ivanti EPMM 11.9.0.1 - Upgrade paths](#)
- [Ivanti EPMM 11.9.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.8.1.0 - Upgrade paths](#)
- [Ivanti EPMM 11.8.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.7.0.0 - Upgrade paths](#)
- [Ivanti EPMM 11.6.0.1 - Upgrade paths](#)
- [Ivanti EPMM 11.6.0.0 - Upgrade paths](#)

## Ivanti EPMM upgrade URL

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

### Ivanti EPMM 12.1.0.0 - Upgrade URL

<https://supportcdn.mobileiron.com/mi/vsp/12.1.0.0-49/mobileiron-12.1.0.0-49>

### Ivanti EPMM 12.0.0.2 - Upgrade URL

<https://supportcdn.mobileiron.com/mi/vsp/12.0.0.2-10/mobileiron-12.0.0.2-10>

## Ivanti EPMM 12.0.0.1 - Upgrade URL

<https://supportcdn.mobileiron.com/mi/vsp/12.0.0.1-16/mobileiron-12.0.0.1-16>

## Related information from previous releases

- [Ivanti EPMM 12.0.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.12.0.2 - Upgrade URL](#)
- [Ivanti EPMM 11.12.0.1 - Upgrade URL](#)
- [Ivanti EPMM 11.12.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.11.0.2 - Upgrade URL](#)
- [Ivanti EPMM 11.11.0.1 - Upgrade URL](#)
- [Ivanti EPMM 11.11.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.10.0.4 - Upgrade URL](#)
- [Ivanti EPMM 11.10.0.3 - Upgrade URL](#)
- [Ivanti EPMM 11.10.0.1 - Upgrade URL](#)
- [Ivanti EPMM 11.10.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.9.1.0 - Upgrade URL](#)
- [Ivanti EPMM 11.9.0.1 - Upgrade URL](#)
- [Ivanti EPMM 11.9.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.8.1.0 - Upgrade URL](#)
- [Ivanti EPMM 11.8.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.7.0.0 - Upgrade URL](#)
- [Ivanti EPMM 11.6.0.1 - Upgrade URL](#)
- [Ivanti EPMM 11.6.0.0 - Upgrade URL](#)

## Backing up Ivanti EPMM

Ivanti recommends that you make a local backup of Ivanti EPMM before starting an upgrade. For more information on backing up Ivanti EPMM, see the *Ivanti EPMM System Manager Guide*.

# Enterprise Connector upgrade information

For detailed instructions on how to upgrade Enterprise Connector using this upgrade information, refer to the *Ivanti EPMM System Manager Guide*.

- ["About Enterprise Connector upgrade" below](#)
- ["Enterprise Connector upgrade paths" below](#)
- ["Enterprise Connector upgrade URL " on the next page](#)

## About Enterprise Connector upgrade

In most cases, Enterprise Connector is upgraded automatically after an Ivanti EPMM upgrade. Ivanti EPMM upgrades include any new service package necessary for Enterprise Connector. If Connector needs to be updated, then Ivanti EPMM prompts Connector to access the new package and complete an in-place upgrade. In most cases, this process completes successfully, and Connector restarts.

---

Connector requires a minimum of 40GB of disk space for upgrading to version 12.1.0.0.



Enterprise Connector does not include an upgrade to 12.0.0.0, 12.0.0.1, and 12.0.0.2 versions. Enterprise Connector 11.12.0.0 is applicable to 12.0.0.0, 12.0.0.1, and 12.0.0.2 versions.

---

If there is a problem with the in-place upgrade, then Connector makes two additional attempts to complete the upgrade. Connector reboots before attempting to upgrade again. If the upgrade is still not successful, then Connector reverts to the previous version and begins running in compatibility mode. In this case, you must complete the manual upgrade steps explained in the *On-Premise Installation Guide for Ivanti EPMM and Enterprise Connector*.

## Enterprise Connector upgrade paths

Enterprise Connector releases can be directly upgraded only from the following listed releases:



Upgrades from GMRC to GA for EPMM Connector does not work for version 12.1.0.0.

---

**TABLE 22.** SUPPORTED PATHS FOR CONNECTOR UPGRADE

Current Connector	Upgrade path to 12.1.0.0
11.12.0.0	11.12.0.0 > 12.1.0.0
11.12.0.1	11.12.0.1 > 12.1.0.0

## Related information from previous releases

- [Ivanti EPMM 11.12.0.2 - Connector upgrade paths](#)
- [Ivanti EPMM 11.12.0.1 - Connector upgrade paths](#)
- [Ivanti EPMM 11.12.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.11.0.2 - Connector upgrade paths](#)
- [Ivanti EPMM 11.11.0.1 - Connector upgrade paths](#)
- [Ivanti EPMM 11.11.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.10.0.4 - Connector upgrade paths](#)
- [Ivanti EPMM 11.10.0.3 - Connector upgrade paths](#)
- [Ivanti EPMM 11.10.0.1 - Connector upgrade paths](#)
- [Ivanti EPMM 11.10.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.9.1.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.9.0.1 - Connector upgrade paths](#)
- [Ivanti EPMM 11.9.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.8.1.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.8.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.7.0.0 - Connector upgrade paths](#)
- [Ivanti EPMM 11.6.0.1 - Connector upgrade paths](#)
- [Ivanti EPMM 11.6.0.0 - Connector upgrade paths](#)

If you are upgrading from a version not listed here, then you need to complete one or more previous upgrades first. See the upgrade guide for that version.

## Enterprise Connector upgrade URL

To upgrade Enterprise Connector, use the following URL if you specify an alternate URL:

### Connector 12.1.0.0 - Upgrade URL

<https://supportcdn.mobileiron.com/mi/connector/12.1.0.0-49/upgrader/mobileiron-12.1.0.0-49>

## Related information from previous releases

- [Ivanti EPMM 11.12.0.2 - Connector upgrade URL](#)
- [Ivanti EPMM 11.12.0.1 - Connector upgrade URL](#)



- [Ivanti EPMM 11.12.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.11.0.2 - Connector upgrade URL](#)
- [Ivanti EPMM 11.11.0.1 - Connector upgrade URL](#)
- [Ivanti EPMM 11.11.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.10.0.4 - Connector upgrade URL](#)
- [Ivanti EPMM 11.10.0.3 - Connector upgrade URL](#)
- [Ivanti EPMM 11.10.0.1 - Connector upgrade URL](#)
- [Ivanti EPMM 11.10.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.9.1.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.9.0.1 - Connector upgrade URL](#)
- [Ivanti EPMM 11.9.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.8.1.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.8.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.7.0.0 - Connector upgrade URL](#)
- [Ivanti EPMM 11.6.0.1 - Connector upgrade URL](#)
- [Ivanti EPMM 11.6.0.0 - Connector upgrade URL](#)

# Glossary

Term	Description
ClientID	Represents the unique identifier for the registered client. It takes a long value. For example: 1073741831
RegistrationUUID	It represents unique Android device ID. On Android 8.0 (API level 26) and higher versions of the platform, a 64-bit number (expressed as a hexadecimal string), unique to each combination of app-signing key, user, and device. Values of <code>Android_ID</code> are scoped by signing key and user.
UserUUID	Unique ID assigned to the user created in the system. The length is 36 characters. For example: db4c2053-ec5e-4fdb-aed6-f0bccdb705d2

# Documentation resources

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

To select a product document:

1. Navigate to the [Ivanti documentation website](#).
2. Optionally, select a product category and language.
3. Enter a search term, or scroll down the product list.
4. Click the documentation link to open the document in a new window.

## Ivanti EPMM documentation

The following is a complete list of documentation for this product. However, the list of documents updated for specific versions will vary, depending on release requirements. Therefore, you might encounter documents from previous releases that still apply to the current release.

- [RN: Ivanti EPMM Release Notes and Upgrade Guide](#) — Contains the following release-specific information: new feature summary, support and compatibility, upgrade notes, known and resolved issues, and limitations.
- [OPIG: On-Premise Installation Guide for Ivanti EPMM and Enterprise Connector](#) — Contains information needed to install Ivanti EPMM on a VM or on an appliance. You will find pre-deployment tasks, steps to install and configure Ivanti EPMM and Enterprise Connector, and set up the VMware tool.
- [GSGC: Getting Started with Ivanti EPMM](#) — Contains information you need to get started with Ivanti EPMM. Contains an introduction to the Admin Portal, information about setting up users, devices, and basic policies, managing the dashboard, labels, and custom attributes, registering devices using the Mobile@Work. Mobile@Work does not have a separate product guide.

- [SYS: Ivanti EPMM System Manager Guide](#) — Everything you need to know about configuring Ivanti EPMM system settings, managing network settings, performing maintenance tasks including upgrading Ivanti EPMM, and troubleshooting issues using the Ivanti EPMM System Manager.
- [AAWG: Ivanti EPMM Apps@Work Guide](#) — The complete guide to installing, setting up, and managing apps for devices. Information about the Email+, Web@Work, and Docs@Work is covered in the respective app guides.
- [DAG: Ivanti EPMM Delegated Administration Guide](#) — The complete guide to configuring and maintaining delegated administration with Ivanti EPMM.
- [DMGA: Ivanti EPMM Device Management Guide for Android and Android Enterprise devices](#), [DMGi: Ivanti EPMM Device Management Guide for iOS and macOS devices](#), and [DMGwin: Ivanti EPMM Device Management Guide for Windows devices](#) — Everything you need to know about setting up and managing devices on Ivanti EPMM. Each volume is specific to a general device platform. Information about Sentry, Tunnel, ActiveSync, AppConnect, Access, and Zero Sign-on are covered in the related product guides.
- [HAMG: Ivanti EPMM High Availability Management Guide](#) — This document includes steps for setting up Ivanti EPMM High Availability as well as a description of common HA scenarios and troubleshooting tips.
- [CLIR: Command Line Interface \(CLI\) Reference](#) — The command line interface (CLI) enables you to access certain Ivanti EPMM capabilities from the command line. The reference describes how to access the CLI, use the help, the various command modes, and the available commands.
- [V2API: Ivanti EPMM V2 API Guide](#) — API reference guide for the version 2 public APIs.
- [ARDMW: Ivanti EPMM V1 API Guide](#) — This reference guide provides development information for customers and partners intending to use Web Service APIs.
- [ENSCPSA: Ivanti Event Notification Service and Common Platform Services API Guide](#) — Describes how to use the Event Notification Service and Common Platform Services (CPS) API with Ivanti Neurons for MDM and Ivanti EPMM.
- [ServiceNow Integrator Update Set Guide](#) — Describes how to set up and use the ServiceNow Integrator Update Set.