EPMM and Connector 12.0.0.0 - 12.10.0.0 Release Notes

August 2026

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Revision history

TABLE 1. REVISION HISTORY

Date	Revision
August 13, 2026	**Patch Release**: Updated 'Resolved issues', 'Ivanti EPMM upgrade information', and 'Ivanti Connector upgrade information' for 12.9.0.2, and 12.8.0.4.
August 11, 2026	Updated for version 12.10.0.0.
June 09, 2026	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.9.0.1, 12.8.0.3, and 12.7.0.2.
May 20, 2026	Updated for version 12.9.0.0.
May 20, 2026	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.8.0.2.
May 07, 2026	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.6.1.1, 12.7.0.1, and 12.8.0.1.
March 18, 2026	Updated for version 12.8.0.0.
November 24, 2025	Updated 'Resolved issue' for EPMM 12.5.1.0 and EPMM 12.6.1.0.
November 04, 2025	Updated for version 12.7.0.0.
October 14, 2025	Patch Release: Updated 'Resolved issue' and 'Ivanti EPMM upgrade information' for 12.6.0.2, 12.5.0.4, and 12.4.0.4.
August 14, 2025	**Patch Release**: Updated 'Resolved issue' and 'Ivanti EPMM upgrade information' for 12.6.0.1.
August 04, 2025	Updated for version 12.6.0.0.
July 09, 2025	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.3.0.3, 12.4.0.3, and 12.5.0.2.
May 13, 2025	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.3.0.2, 12.4.0.2, and 12.5.0.1.
April 24, 2025	Updated for version 12.5.0.0.
March 20, 2025	**Patch Release**: Updated 'Resolved issues', 'Known issues', and 'Ivanti EPMM upgrade information' for 12.4.0.1.
February 10, 2025	Updated for version 12.4.0.0.

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TABLE 1. REVISION HISTORY (CONT.)

Date	Revision
December 19, 2024	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.3.0.1, 12.2.0.1, and 12.1.0.5.
November 05, 2024	Updated for version 12.3.0.0.
October 08, 2024	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.0.0.5 and 12.1.0.4.
September 10, 2024	Updated for version 12.2.0.0.
September 04, 2024	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.0.0.4 and 12.1.0.3.
August 23, 2024	**Patch Release**: Updated 'Resolved issues' and 'Ivanti EPMM upgrade information' for 12.1.0.2.
July 16, 2024	**Patch Release**: Updated ' Resolved issues', 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information' sections for version 11.12.0.3, 12.0.0.3, and 12.1.0.1. **Security Enhancements**: This release incorporates critical security fixes. Ivanti strongly recommends to update to this version. For full list of security updates, please refer to Security Advisory. **Security updates to third-party components**: This release also includes the following security fix to third-party components: • CVE-2024-6387
June 06, 2024	**Patch Release**: Updated ' Resolved issues', 'Ivanti EPMM upgrade information' and 'Enterprise Connector upgrade information' sections for version 12.0.0.2.
May 07, 2024	**Patch Release**: 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 **VSP-71341**.
March 11, 2024	Updated for version 12.0.0.0.

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TABLE 1. REVISION HISTORY (CONT.)

Date	Revision
	Enterprise Connector does not include an upgrade to 12.0.0.0 version. Enterprise Connector 11.12.0.0 is applicable to this release.

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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 Apple MDM.

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

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What's New

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

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.

If this section does not list a release, that release has no associated New Features or Enhancements.

Ivanti EPMM 12.10.0.0 - What's New

General features

- **Enhanced secure communication with Sentry**: This release strengthens security for communication between Ivanti EPMM and Ivanti Sentry. Customers who use supported, compatible versions continue to benefit from seamless interoperability while gaining improved security for this connection.

  For more information, see the **Ivanti EPMM upgrade information** section in the *Ivanti EPMM and Connector Release Notes*.

- **Enhance VPN configuration label handling**: In Ivanti EPMM, when a label is removed from a VPN configuration, VPN app setting associations are now isolated by label and device space, preventing VPN associations from being unintentionally removed from devices in other device spaces. After an upgrade, reapplying labels recalculates the associations and restores the correct VPN configuration associations.

  For more information see, the **Configuring new VPN settings** section in the *Ivanti EPMM Device Management Guide*.

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- **Improved Google BeyondCorp User Experience**: Ivanti EPMM now improves the **Google BeyondCorp** registration experience by guiding users to install and set up a supported Google Workspace app before continuing registration. Additionally, it simplifies the app selection, sign-in, and Google Workspace app launch during setup.

  For more information, see the **Google BeyondCorp Configuration** section in the *Ivanti EPMM Device Management Guide*.

- **Support for Nutanix**: Ivanti EPMM and Connector now supports Nutanix environments, giving you more flexibility when deploying and managing your EPMM infrastructure.

  For more information see, the **Virtual Ivanti EPMM requirements** section in the *Ivanti EPMM On-Premise Installation Guide for Ivanti EPMM and Enterprise Connector*.

Android features

- **In-house app support for Work Profile on Company Owned devices**: Starting with this release, Ivanti EPMM adds support for pushing in-house apps to Android Enterprise devices registered in Work Profile on Company Owned device mode. This enhancement enables administrators to deploy required apps to the work profile on supported company-owned devices.

  This feature is supported only on Samsung devices with a valid Samsung general policy and Knox license.

  For more information see, the **App restrictions with in-house applications for Android** section in the *Ivanti EPMM Apps@Work Guide*.

- **Serial number column in Devices view**: Ivanti EPMM now adds a **Serial Number** column to the **Devices & Users** > **Devices** view using the existing column selection options.

  For more information see, the **Advanced searching** section in the *Ivanti EPMM Device Management Guide for Android and Android Enterprise devices*.

- **Android 17 Device Platform Updates support**: Ivanti EPMM now adds Device Platform Updates (DPU) support for Android 17.

  For more information see, the **Ivanti EPMM OS and platform updates** section in the *Ivanti EPMM System Manager Guide*.

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- **Enhanced certificate alias substitution for Android app restrictions**: This release enhances the existing $CERT_ALIAS:<config_name>$ app substitution variable used in Android Enterprise app restrictions. Administrators can now optionally append :b64 or :b64password to send either the uploaded user certificate in Base64 format or the certificate password to Google. If neither option is specified, the existing certificate alias behavior remains unchanged.

  For more information see, **Configuring a user-provided certificate enrollment setting** section in the *Ivanti EPMM Device Management Guide for Android and Android Enterprise devices*.

- **IMEI Support for Android Bulk Enrollment**: Starting with this release, Android Bulk Enrollment supports IMEI-based enrollment. Administrators can use the IMEI number printed on the device box to complete zero-touch registration without opening the box to locate the serial number. Administrators must use the updated CSV format, which includes the new IMEI column. If they upload an older CSV file, the system displays an error.

  For more information see, the **Android Bulk Enrollment** section in the *Ivanti EPMM Device Management Guide for Android and Android Enterprise devices*.

iOS and macOS features

- **Beta Enrollment for Apple Devices**: Ivanti EPMM now supports **Beta Enrollment** for supervised Apple devices, enabling administrators to synchronize beta enrollment tokens, assign approved beta programs during device enrollment, and manage beta program participation through the **Software Update Settings** policy. Administrators can allow, offer, require, or block beta programs, simplifying beta testing and providing greater control over software update enrollment.

  For more information see, the **Beta Enrollment** and **Software Update Settings** sections in the *Ivanti EPMM Device Management Guide*.

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- **Support for new declarative configurations for iOS and macOS**: Ivanti EPMM now supports new iOS 26.4, iPadOS 26.4, and macOS 26.4 restrictions using Declarative Device Management (DDM). Administrators can configure supported restrictions from **Policies & Configs** > **Configurations** > **Add New** > **Apple** > **iOS/macOS/tvOS** > **Restrictions**

  Only restrictions supported by the selected platform are displayed. Configurations are pushed only to match platform labels and devices.

  The supported declarative configurations are:

  - Intelligence Setting
  - External Intelligence Setting
  - Siri Setting
  - Keyboard Setting

    For more information see, the **iOS and macOS settings** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

- **Toggle support for iOS restrictions configuration**: Starting with this release, a new **Toggle** option is added for each restriction in the iOS restriction configuration. The toggle determines whether a restriction value is sent to the device.

  When the toggle is:

  - **Enabled**: The configured value is included in the device payload.
  - **Disabled**: The value is not sent to the device and is not managed by the server.

    For more information see, the **iOS and tvOS restrictions settings** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

- **New restriction for macOS**: Ivanti EPMM now supports the **Allow Rosetta Usage Awareness** restriction for macOS 26.4 and later devices. Administrators can configure this restriction from **Policies & Configs** > **Configurations** > **Add New** > **Apple** > **macOS** > **Restrictions**.

  For more information see, the **macOS settings** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

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- **Change in Software Update Enforcement for Apple**: Apple is deprecating the EPMM MDM software update commands for devices running iOS 27 and later. As a result, the following features are not supported on iOS 27 and later devices:

  - iOS Software Update Policy
  - macOS Software Update Policy
  - Update OS Software action
  - Software Version Update

  Apple recommends using the **Software Update Enforcement** policy to manage software update behavior on these devices.

  To align with this change, administrators must use **Software Update Enforcement** to configure and enforce software updates for Apple devices running iOS 27 and later.

  For more information see, **iOS and tvOS restrictions settings**, **macOS settings**, and **Configuring iOS and macOS software updates** sections in the *Ivanti EPMM Device Management Guide for Apple devices*.

- **Support for unmanaged installation of iOS apps**: Administrators can now configure supported iOS VPP apps to be installed as unmanaged apps. User must select **Assign License** before installing the app from Mobile@Work or a Webclip. After the required app license is assigned, the app status changes from **Assign License** to **Install**. Selecting **Install** redirects the user to the App Store to complete the installation. EPMM does not manage or track the installation state of unmanaged apps.

  This option is available only for iOS VPP apps with assigned VPP app labels.

  In license management, administrators can view and revoke licenses assigned to unmanaged apps. Device details for unmanaged app installations are not displayed in the App Catalog because EPMM does not manage unmanaged app installations.

  For more information see, **Install iOS VPP apps as unmanaged apps** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

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- **Subscriber MCC and MNC support for iOS 26 devices**: For iOS 26 and later devices, Ivanti EPMM uses the available Current MCC and MNC values when Subscriber MCC and MNC values are not reported in the MDM device information response.

  EPMM also uses the roaming status reported by the device instead of deriving it from Subscriber and Current MCC and MNC values.

  > In multiple eSIM scenarios, EPMM uses the device-reported EID to identify the primary SIM and display the current phone number on the **Devices** tab.

  For more information see, **Advanced searching** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

- **Enhanced retry handling for NotNow responses on Apple devices**: Starting with this release, Ivanti EPMM enhanced handling of **NotNow** responses for locked Apple devices. If a device returns **NotNow** for an EPMM MDM command, the server now retries the deferred `NotNow` command before ending communication. This enhancement helps the device retain the retry state and fetch the pending command after it unlocks or after clearing the passcode.

  For more information see, the **Lock** section in the *Ivanti EPMM Device Management Guide for Apple devices*.

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.

Support for Ivanti Mobile@Work application in MTD and Non-MTD devices: Starting with this release, Ivanti EPMM will now launch the Ivanti Mobile@Work application on the MTD and Non-MTD devices automatically if the SAM policy and Label criteria are created and applied to the devices.

> 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.

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.

If this section does not list a release, that release has no changes associated to Support and Compatibility.

Ivanti EPMM 12.10.0.0 - Support and Compatibility

SAML / Identity Provider

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

Product / Component	Supported	Compatible
SAML / Identity Provider	• OpenSAML 3.3.0 • ADFS • Okta • Ping Identity • OneLogin	• Shibboleth

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LDAP

TABLE 3. LDAP SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
LDAP	**Windows Active Directory** Server OS: Windows Server 2016, 2019, and 2025 **IBM Domino Server** Server OS: Windows Server 2022, Version: 14.0	**Windows Active Directory** Server OS: Windows Server 2012 R2, Version 6.3 **IBM Domino Server** Server OS: Windows Server 2008, Version: 8.5.2

Hardware appliances

TABLE 4. HARDWARE APPLIANCES SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Hardware appliances	• M2250 • M2600 • M2700	Not applicable

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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	2.3.0.1	2.2.0.0 and 2.3.0.0

Sentry

TABLE 7. SENTRY SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Ivanti Standalone Sentry	10.8.0 and 10.7.1	10.6.2 and 10.5.2

Access

TABLE 8. ACCESS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Ivanti Access	R68	Not applicable, because only the latest version is available to all customers.

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Android

TABLE 9. ANDROID SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Android	17	16, 14, 13, 12, 11, 10, and 9
Mobile@Work	12.10.0.0	9.3.0.0 to 12.9.0.0
Ivanti Tunnel (Android Enterprise)	4.20.0	4.18.0 to 4.19.0
Email+ (Android AppConnect and Android Enterprise)	5.4.1.0.4	4.11.0 to 5.4.0
Docs@Work (Android AppConnect and Android Enterprise)	2.31.0	2.17.0 to 2.30.0

iOS

TABLE 10. IOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
iOS	iOS 17.0 to iOS 26.6.0	
Mobile@Work	12.12.104 to 12.12.90	12.0.0 to 12.12.80
Ivanti Tunnel	4.15.0	4.2.0 to 4.14.0
Email+	5.4.2	4.0.0 to 5.4.0
Docs@Work	2.34.0	2.2.0 to 2.33.0
Web@Work	2.26.0	2.0.0 to 2.25.0
Help@Work	Help@Work does not work on iOS 14 and newer versions. Use the TeamViewer app for Help@Work support.	2.0.2 to 2.1.1

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macOS

TABLE 11. MACOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
macOS/OS X	macOS 15.0.1 to macOS 26.6	macOS 14 and later versions
Ivanti Tunnel	4.13.0	4.1.0 to 4.12.0

tvOS

TABLE 12. TVOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
tvOS	tvOS 17 to tvOS 26.6	tvOS 16 and later versions

WatchOS

TABLE 13. WATCHOS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
WatchOS	watchOS 11 to watchOS 26.6	watchOS 10 and later versions

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Windows

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TABLE 14. WINDOWS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS

Product / Component	Supported	Compatible
Windows	• Windows 11 (version 22H2, 23H2, 24H2, and 25H2) • Windows 10 LTSC 2019 and 2021 **System**: 64-bit operating system, x64-based processor	• Windows 10 Pro and Windows 10 Enterprise (versions 21H2) • Windows 10 Pro and Windows 10 Enterprise (versions 1703, 1709, 1809, 1903, 1909, and 2004) Support for Windows management will be transitioned to Ivanti Endpoint Manager and Ivanti Neurons for MDM. With 1803, Apps@Work cannot be pushed to the device because of a known Microsoft issue. It is recommended that customers stay on the H2 branches of Windows 10 to ensure a longer support lifecycle. The 09 versions of the OS have a 30-month support lifecycle from Microsoft, while the 03 versions only have an 18-month support lifecycle. For more information, see Lifecycle FAQ - Windows

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TABLE 14. WINDOWS SUPPORTED AND COMPATIBLE PRODUCTS AND COMPONENTS (CONT.)

Product / Component	Supported	Compatible
	Notes • Support for Windows management will be transitioned to Ivanti Endpoint Manager and Ivanti Neurons for MDM. • With 1803, Apps@Work cannot be pushed to the device because of a known Microsoft issue. • Ivanti recommends that customers stay on the H2 branches of Windows 10 to ensure a longer support lifecycle. The **-09** versions of the OS have a 30-month support lifecycle from Microsoft, while the **-03** versions only have an 18-month support lifecycle. For more information, see: Lifecycle FAQ - Windows.	
Windows Apps@Work	Ivanti Apps@Work 10.0.0.409	MobileIron Apps@Work 9.6.0.262

Supported browsers

This version of Ivanti EPMM supports the following browsers:

TABLE 15. SUPPORTED BROWSERS

Browser	Supported	Compatible
Internet Explorer	11	9* and 10*
Chrome	151	148, 149, and 150
Firefox	153	150, 151, and 152
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.

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Supported browser resolutions

TABLE 16. 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

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Supported languages

If this section does not list a release, that release has no changes associated to Supported Languages.

Ivanti EPMM 12.10.0.0 - 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

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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.

If this section does not list a release, that release has no associated Deprecated Features.

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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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Ivanti EPMM 12.10.0.0 - Resolved issues

- **Fixed the security vulnerabilities**: This release fixes the security vulnerabilities.
- **1963566**: Fixed an issue where appliances could crash after running continuously for 15 to 30 or more days. The appliance now handles long-running operations more reliably and no longer stops responding because of native thread creation failures.
- **1916922**: The system no longer throws a **VPP V2 Exception: Out of range value for column entities_requested** error. App and content requests now process successfully without triggering database range violations.
- **1880027**: Fixed an issue where Software Update Audit Log entries did not appear in Device Audit Logs. The system now records these entries in **Device Details** page and displays them in the correct platform order.
- **1878648**: Show-tech uploads performed using the CLI command now complete successfully without errors. The system reliably processes uploads and no longer encounters failures during the operation.
- **1872564**: Fixed an issue in connection pooling that caused Tomcat to run out of memory.

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- **1866591**: Fixed an issue that prevented the **Outgoing SSL Configuration** page from loading when Strict Host Header Validation (SHHV) was enabled by resolving the correct FQDN from `HostNameConfig` for the TLS SNI hostname and removing the Host header from proxy requests.
- **1864871**: Fixed an issue that prevented the Ivanti MICS portal from displaying platform details in the **Platform Information** section under **Maintenance** > **Software Updates for Nutanix environments**.
- **1849666**: Fixed an issue that caused a database exception when the App Manager service sent duplicate VPP events.
- **1843401**: Fixed an issue that changed the app license type from device-based to user-based when updating the VPP token in Ivanti EPMM.
- **1843398**: VPP sync did not work as expected in Ivanti EPMM 12.8 release when the HTTPD outbound proxy was enabled. This issue has been fixed.
- **1837467**: Fixed an issue that prevented the configuration push from completing successfully after reserve certificate promotion because of a certificate and private key mismatch.
- **1829296**: Resolved an issue that caused initialization to fail because of an Elasticsearch `ClassCastException`.
- **1819434**: Fixed an issue where devices running iOS 26.0 and later did not correctly populate the carrier and country location fields. This issue occurred because Apple changed how devices report SIM details in the device information payload.
- **1817334**: Ivanti EPMM successfully installs Android Enterprise in-house applications when the Migrator service is enabled. The system completes the installation reliably and no longer encounters failures during deployment.
- **1817010**: Resolved an issue that caused the database service (MIDB) that failed to start after a system restore when the **Exclude System Configs** option was selected because of a password mismatch.
- **1813834**: App names now display catalog names when available. If the catalog name is not available, the inventory name appears instead. This update ensures consistent app naming across all screens. It is advisable to manage all apps in the **App Catalog** to maintain consistent app names.
- **1804972**: Fixed an issue that caused device count mismatches across API endpoints for an installed app.

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- **1801800**: Fixed an issue that captured and displayed the last login information for certificate-based authentication when the **Always Show Last Login** option was selected.
- **1801049**: The system now recognizes the updated VPN application identifiers for F5 and Global Protect. You can configure VPN profiles successfully using the correct bundle IDs (`com.f5.access.ios` and `com.paloaltonetworks.globalprotect.vpn`), and VPN connections now function as expected without configuration issues.
- **1777497**: Fixed an issue where existing users continued to associate with a disabled LDAP server after LDAP server replacement. After a re-sync, the users now correctly associate with the new LDAP server.
- **1773889**: Resolved an issue that caused iOS devices enrolled through iReg or client enrollment to remain in **Retire Pending** status after administrators selected **Retire** in the Ivanti EPMM admin portal. The system now completes the retirement status transition before sending the `REMOVE_MDM_PROFILE` command.

  After upgrading, use **Settings** > **Users & Devices** > **Automated Device Cleanup** to clean up devices that were already stuck in **Retire Pending** state.

- **1764663**: Resolved an issue that caused the **App Catalog** to display an incorrect version for in-house macOS PKG apps when the PKG Distribution file contained an older version than the inner PackageInfo bundle.
- **1733583**: Fixed an issue that incorrectly moved policies to the **Revoked** state during DDM status reporting.
- **1716003**: Resolved an issue that affected few v2 APIs using CSRF and JSESSIONID authentication.
- **1695424**: Ivanti EPMM now successfully uploads applications without encountering the **Import failed: Error while handling file resources** error. The system includes an updated APK tool that ensures reliable processing of application packages during upload.
- **1590974**: Fixed an issue that caused the ActiveMQ service to fail during start-up and displayed a failed status after it was enabled from CLI.

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Ivanti EPMM 12.9.0.2 - Resolved issues

- **Fixed the security vulnerabilities**: This release includes important security enhancements as part of Ivanti's ongoing commitment to secure-by-design. Ivanti recommends that customers upgrade to the latest version to address security vulnerabilities.
- **1971727**: Fixed an issue that prevented the Secure Reassignment and Request EID device actions from running on devices with Ivanti EPMM 12.10.0.0.
- **1971472**: Fixed an issue where passcode-enabled iOS and macOS 26.x devices could leave deferred MDM commands pending after returning a **NotNow** response while locked. The server now retries these commands before ending communication, so devices can retrieve them after unlocking.
- **1971347**: Added Software Update Device ID Status channel support for iOS and macOS devices running OS 27 or later. This update helps deliver the latest software updates through the Software Update Enforcement policy.

Ivanti EPMM 12.8.0.4 - Resolved issues

- **Fixed the security vulnerabilities**: This release includes important security enhancements as part of Ivanti's ongoing commitment to secure-by-design. Ivanti recommends that customers upgrade to the latest version to address security vulnerabilities.
- **1971735**: Fixed an issue that prevented the Secure Reassignment and Request EID device actions from running on devices with Ivanti EPMM 12.10.0.0.
- **1971473**: Fixed an issue where passcode-enabled iOS and macOS 26.x devices could leave deferred MDM commands pending after returning a **NotNow** response while locked. The server now retries these commands before ending communication, so devices can retrieve them after unlocking.
- **1971429**: Added Software Update Device ID Status channel support for iOS and macOS devices running OS 27 or later. This update helps deliver the latest software updates through the Software Update Enforcement policy.

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Known issues

If this section does not list a release, that release has no changes associated to Known Issues.

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.

Ivanti EPMM 12.10.0.0 - Known issues

- **1948542**: When you create a filter-based label by using **LDAP** > **Groups** > **Name**, the filter evaluates the selected group by its full distinguished name instead of its friendly name. As a result, the label does not return any matching users or devices.
- **1883781**: In System Manager, **Troubleshooting** > **View Module Logs** > Device Logs may not display device logs. Instead, the system may show the error message **Unable to fetch device logs**.
- **1832950**: When FileVault is enabled during Setup Assistant and the **Do not use profile from backup** option is selected in the DEP profile, the FileVault does not get enabled on the macOS device during DEP enrollment.

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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.

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

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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

Read Before you upgrade.

Ivanti EPMM upgrade readiness checklists

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	• Ivanti EPMM (1 - 3 hours) • Sentry (5 - 20 minutes)
	Review relevant documentation	See Ivanti EPMM product documentation.
	Check certificates	• iOS Enrollment, Portal HTTPS, Client TLS certificates When using mutual authentication, the Portal HTTPS certificate must be a publicly trusted certificate from a well-known Certificate Authority. For details, see Mutual authentication between devices and Ivanti EPMM in the *Ivanti EPMM Device Management Guide for iOS and macOS devices*.

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TABLE 17. PRE-UPGRADE CHECKLIST (CONT.)

Check	Tasks	References
		• MDM Certificate (check a month before expires) • Local CA **Knowledge Base article**: Renewing an expired local CA certificate.
	Check disk space for upgrade	• Ensure to have 40GB of free disk space available for 12.x.x.x upgrades. See "Check disk space availability" on page 34 in this document for details on how to perform this check.
	Check Boot partition	Verify you have at least 85MB free for /boot.
	Ensure there is enough disk space	• Old File System (2 GB /mi and 5 GB /mi/files) • New File System (10 GB /mi) • If there is insufficient storage, increase the available disk space. See this VMware knowledge base (KB) article and this VMware KB article 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.
	Check for new system requirements	• Minimum 80 GB hard drive • If there is insufficient storage, increase the available disk space. See this VMware knowledge base (KB) article and this VMware KB article 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. • Call Ivanti support if issues persist when physical appliances and VMs have the minimum required disk space configured.
	Review your backup and high availability options	• Physical backup: built in backup • VMware backup: VDMK backup, snapshot

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TABLE 17. PRE-UPGRADE CHECKLIST (CONT.)

Check	Tasks	References
		• High Availability: confirm HA version 2.0
	Set up your proxy configuration (if required)	Manually set the upgrade URL and use HTTP instead of HTTPS.
	Prepare test devices	• **Client**: Get clean test devices, open client and check-in, check iOS log. • **Ivanti EPMM**: Note the watchlist and label numbers.

Ivanti EPMM and Ivanti Sentry Compatibility Matrix

The supported and compatible versions continue to benefit from seamless interoperability while gaining improved security for between Ivanti EPMM and Ivanti Sentry connection.

See the following table for the Ivanti EPMM and Ivanti Sentry compatibility matrix.

Ivanti EPMM | Ivanti Sentry	10.4.0	10.4.1	10.5.0	10.5.1 or 10.5.2	10.6.0	10.6.1 or 10.6.2	10.7.0 or 10.7.1	10.8.0
12.10.0	—	—	—	✓ NF	—	✓	✓	✓
12.9.0.0	—	✓	—	✓ NF	—	✓	✓	✓
12.8.0.1 **12.8.0.2** **12.8.0.3**	—	✓	—	✓ NF	—	✓	✓	✓
12.8.0.0	✓	—	✓ NF	—	✓	—	—	—
12.7.0.1 **12.7.0.2**	—	✓	—	✓ NF	—	✓	✓	✓

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Ivanti EPMM | Ivanti Sentry	10.4.0	10.4.1	10.5.0	10.5.1 or 10.5.2	10.6.0	10.6.1 or 10.6.2	10.7.0 or 10.7.1	10.8.0
12.7.0.0	✓	—	✓ NF	—	✓	—	—	—
12.6.1.1	—	✓	—	✓	—	✓	✓	—
12.6.0.0	✓	—	✓	—	✓	—	—	—

Legends:

- ✓ = Supported
- **NF** = Non-FIPS deployments only

> In FIPS mode, make sure port 9443 is available for secure communication between Ivanti EPMM and Ivanti Sentry services.

Check disk space availability

Before you upgrade, check disk space availability.

- Atleast **40GB** of disk space must be available for **12.x.x.x** 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(12.1.0.1a-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
```

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```
/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	• Download vs. Stage for installation • Reboot when the system displays: Reboot to install https://<serverFQDN>:8443/upgrade/status
	Leverage CLI upgrade commands (as appropriate)	See *Ivanti EPMM Command Line Interface Guide*.
	Understand scenario options	**Single server** **High availability—Option 1**: little downtime: • Upgrade secondary • Upgrade primary **High availability—Option 2**: zero downtime: • Upgrade secondary • Failover to secondary • Upgrade primary • Re-establish sync **Download guide**: *Ivanti EPMM High Availability Management Guide* **Review section**: High Availability [[[Undefined variable Primary.Powered]]] Software Upgrade Procedures
	Monitor the upgrade	• Log into the Admin Portal

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TABLE 18. UPGRADE CONSIDERATIONS (CONT.)

Check	Considerations	References
		• Select **Logs** > **Audit Logs** > expand **"Extended filters"** and set **"states"** to **"Waiting XML generation pending"** • Monitor upgrade status using: `https://<serverFQDN>:8443/upgrade/status`
	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.
	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	1. Log into the System Manager 2. Select **Maintenance** > **Software Updates** > **Software Version** 3. Verify that the new version is listed 4. DO NOT re-boot the system once the upgrade process has begun 5. Call Ivanti Support for further investigation
	Verify services	• Log into the Admin Portal • Select **Services** > **Overview** • Click **Verify All**
	Verify devices	• Register a new device • Re-enroll/check-in existing devices
	HA system cleanup	• Set secondary back to secondary • Confirm sync

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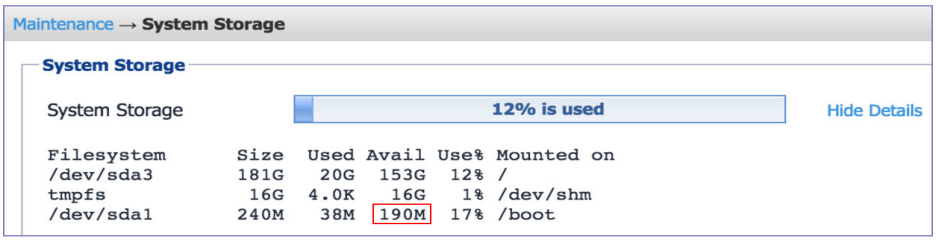
The System Manager

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:

Ivanti EPMM - 12.10.0.0 - Supported Upgrade Paths

TABLE 20. SUPPORTED PATHS FOR IVANTI EPMM UPGRADE

Current Ivanti EPMM	Upgrade Path to 12.10.0.0
12.8.0.0	12.8.0.0 > 12.10.0.0
12.8.0.1	12.8.0.1 > 12.10.0.0
12.8.0.2	12.8.0.2 > 12.10.0.0
12.8.0.3	12.8.0.3 > 12.10.0.0
12.9.0.0	12.9.0.0 > 12.10.0.0
12.9.0.1	12.9.0.1 > 12.10.0.0
12.10.0.0 (GMRC)	12.10.0.0 (GMRC) > 12.10.0.0

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Ivanti EPMM - 12.9.0.2 - Supported Upgrade Paths

TABLE 21. SUPPORTED PATHS FOR IVANTI EPMM UPGRADE

Current Ivanti EPMM	Upgrade Path to 12.9.0.2
12.7.0.0	12.7.0.0 > 12.9.0.2
12.7.0.1	12.7.0.1 > 12.9.0.2
12.7.0.2	12.7.0.2 > 12.9.0.2
12.8.0.0	12.8.0.0 > 12.9.0.2
12.8.0.1	12.8.0.1 > 12.9.0.2
12.8.0.2	12.8.0.2 > 12.9.0.2
12.8.0.3	12.8.0.3 > 12.9.0.2
12.8.0.4	12.8.0.4 > 12.9.0.2
12.9.0.0	12.9.0.0 > 12.9.0.2
12.9.0.1	12.9.0.1 > 12.9.0.2

Ivanti EPMM - 12.8.0.4 - Supported Upgrade paths

TABLE 22. SUPPORTED PATHS FOR IVANTI EPMM UPGRADE

Current Ivanti EPMM	Upgrade path to 12.8.0.4
12.6.0.0	12.6.0.0 > 12.8.0.4
12.6.0.1	12.6.0.1 > 12.8.0.4
12.6.0.2	12.6.0.2 > 12.8.0.4
12.6.1.0	12.6.1.0 > 12.8.0.4
12.6.1.1	12.6.1.1 > 12.8.0.4
12.7.0.0	12.7.0.0 > 12.8.0.4
12.7.0.1	12.7.0.1 > 12.8.0.4
12.7.0.2	12.7.0.2 > 12.8.0.4
12.8.0.0	12.8.0.0 > 12.8.0.4
12.8.0.1	12.8.0.1 > 12.8.0.4
12.8.0.2	12.8.0.2 > 12.8.0.4
12.8.0.3	12.8.0.3 > 12.8.0.4

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Ivanti EPMM upgrade URL

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

Ivanti EPMM 12.10.0.0 - Upgrade URL

https://supportcdn.mobileiron.com/mi/vsp/12.10.0.0-87/mobileiron-12.10.0.0-87

Ivanti EPMM 12.9.0.2 - Upgrade URL

https://supportcdn.mobileiron.com/mi/vsp/12.9.0.2-20/mobileiron-12.9.0.2-20

Ivanti EPMM 12.8.0.4 - Upgrade URL

https://supportcdn.mobileiron.com/mi/vsp/12.8.0.4-271/mobileiron-12.8.0.4-271

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" on the next page
- "Enterprise Connector upgrade URL" on page 41

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.x.x.x. Enterprise Connector does not include an upgrade to 12.0.0.x versions. Enterprise Connector 11.12.0.0 is applicable to 12.0.0.x releases.

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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:

Connector - 12.10.0.0 - Supported Upgrade Paths

TABLE 23. SUPPORTED PATHS FOR CONNECTOR UPGRADE

Current Connector	Upgrade Path to 12.10.0.0
12.8.0.0	12.8.0.0 > 12.10.0.0
12.8.0.1	12.8.0.1 > 12.10.0.0
12.9.0.0	12.9.0.0 > 12.10.0.0
12.10.0.0 (GMRC)	12.10.0.0 (GMRC) > 12.10.0.0

Connector - 12.9.0.2 - Supported Upgrade Paths

TABLE 24. SUPPORTED PATHS FOR CONNECTOR UPGRADE

Current Connector	Upgrade Path to 12.9.0.2
12.7.0.0	12.7.0.0 > 12.9.0.2
12.8.0.0	12.8.0.0 > 12.9.0.2
12.8.0.1	12.8.0.1 > 12.9.0.2
12.9.0.0	12.9.0.0 > 12.9.0.2

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Connector - 12.8.0.4 - Supported Upgrade paths

TABLE 25. SUPPORTED PATHS FOR CONNECTOR UPGRADE

Current Connector	Upgrade path to 12.8.0.4
12.6.0.0	12.6.0.0 > 12.8.0.4
12.7.0.0	12.7.0.0 > 12.8.0.4
12.8.0.0	12.8.0.0 > 12.8.0.4
12.8.0.1	12.8.0.1 > 12.8.0.4

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 12.10.0.0 - Upgrade URL

https://supportcdn.mobileiron.com/mi/connector/12.10.0.0-87/mobileiron-12.10.0.0-87

Connector 12.9.0.2 - Upgrade URL

https://supportcdn.mobileiron.com/mi/connector/12.9.0.2-20/mobileiron-12.9.0.2-20

Connector 12.8.0.4 - Upgrade URL

https://supportcdn.mobileiron.com/mi/connector/12.8.0.4-271/mobileiron-12.8.0.4-271

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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 `Android_ID` 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-f0bcddb705d2

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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.

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- *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.

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