



MobileIron Docs@Work 2.13.0 for Android Release Notes

for MobileIron Core and MobileIron Cloud

November 30, 2020

For complete product documentation, see:

[MobileIron Docs@Work for Android Documentation Home Page](#)

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About Docs@Work

The Docs@Work app gives device users a secure and intuitive way to access, store, view, edit, and annotate documents from content repositories, such as Microsoft SharePoint. It allows administrators to configure content repositories, which are then automatically available to device users. It also lets administrators establish data loss prevention controls to protect documents from unauthorized distribution.

New features summary

For the summary of new features introduced in previous releases, see [MobileIron Docs@Work Product Documentation](#) for that release.

This release introduces the following new features and enhancements:

- [Docs@Work app features and enhancements](#)
- [Docs@Work administrator features and enhancements](#)

Docs@Work app features and enhancements

This release includes following new app features and enhancements.

- **PSPDFKit updated 6.5.0:** The PSPDFKit is updated to SDK 6.5.0, and it now supports signing of restricted documents. For more information see the "Annotating restricted PDF document" section in the *Docs@Work for Android Guide*.

Docs@Work administrator features and enhancements

This release includes no new administrator features and enhancements.

Support and compatibility

The information in this section includes the components MobileIron supports with this product.

NOTE: This information is current at the time of this release. For MobileIron product versions released after this release, see that product version's release notes for the most current support and compatibility information.

- [Support Policy](#)
- [Docs@Work bundle ID](#)
- [MobileIron components for Android AppConnect](#)
- [Supported device platforms](#)
- [Supported content repositories](#)
- [Supported authentication to content repositories](#)



- Supported file types for viewing
- Supported files types for editing
- Supported file types for annotating
- Supported file types for document creation
- Supported encodings for ZIP files
- Language support
- Port requirements

Support Policy

MobileIron defines supported and compatible as follows:

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

For MobileIron's End of Sale and Support Policy, see <https://community.mobileiron.com/docs/DOC-1089>.

Docs@Work bundle ID

Docs@Work for Android	forgepond.com.mobileiron.orion.android
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MobileIron components for Android AppConnect

The following table provides the MobileIron app versions supported with Docs@Work for Android.



TABLE 1. SUPPORTED MOBILEIRON COMPONENTS FOR DOCS@WORK

Component	Supported version	Compatible version	Required
MobileIron Core Or MobileIron Cloud	11.0.0.0	9.7.0.0 - 10.8.0.0	Yes (either Core or Cloud)
	*Core 11.0.00 is targeted to release on December 3, 2020		
	R74	Not applicable since only the latest version is available to all customers in Cloud.	
MobileIron Standalone Sentry	9.8.5 - 9.9.0	9.3.0 - 9.8.0	<p>Optional</p> <p>Standalone Sentry set up for AppTunnel is required:</p> <ul style="list-style-type: none"> to tunnel traffic to content repositories. <p>NOTE: Tunneling traffic through Standalone Sentry is not supported for Dropbox and Google Drive.</p> <ul style="list-style-type: none"> for access to CIFS/SMB servers. CIFS/SMB traffic must be tunneled through Standalone Sentry. Docs@Work supports the following: <ul style="list-style-type: none"> SMB 1.0 for Standalone Sentry 9.1.0 and lower. SMB 2.0 for Standalone Sentry 9.2.0 and higher. Android enterprise enabled Docs@Work supports tunneling CIFS traffic through Standalone Sentry with MobileIron Core and Cloud. <p>NOTE: Docs@Work Android enterprise supports Tunnelling all the connectors excluding cloud connectors.</p>
Apps for Android (does not apply to Android enterprise)			



Component	Supported version	Compatible version	Required
Mobile@Work	11.0.0.0	9.7.0.0 - 10.8.0.0	Yes (either Mobile@Work or Go Client)
Or Go Client (MobileIron Cloud)	74	59 - 71	
Web@Work	2.5.0	Not Applicable (All listed versions are tested and supported)	Optional If you are configuring Dropbox or Box, Web@Work must be installed on the device as part of Secure Apps Manager. Web@Work is required to allow the device user to add a Dropbox user-level site.
Email+	2.19.0.0 3.8.0	Not Applicable (All listed versions are tested and supported)	Yes For emailing document links, documents, and the Docs@Work client log.
PIV-D	1.4	Not Applicable (All listed versions are tested and supported)	
Secure Apps Manager	9.0.0.0	Not Applicable (All listed versions are tested and supported)	Yes

Apps for Android enterprise

- Badged Email+ (Email app)
- Badged Chrome (required to access Dropbox)
- Badged Media Player or any other badged audio/video player

Supported device platforms

The following table provides the OS versions supported for Docs@Work for Android.



TABLE 2. SUPPORTED DEVICE PLATFORMS FOR DOCS@WORK

Device OS	Supported Version	Compatible Version
Android R	11.0	
Android Q	10.0	
Android P	9.0	
Android O	8.0, 8.1	
Android N	7.1, 7.1.2	7.0
Android M	6.0.1	6.0

NOTE: Devices with x86 architecture are not supported on Docs@Work 2.5.0 and higher.



Supported content repositories

The following table provides the content repositories supported for Docs@Work for Android.

TABLE 3. SUPPORTED CONTENT REPOSITORIES FOR DOCS@WORK

Content Repository	Supported	Compatible	Comments
SharePoint	<ul style="list-style-type: none"> • Microsoft SharePoint 2007 • Microsoft SharePoint 2010 • Microsoft SharePoint 2013 • Microsoft SharePoint 2016 • Microsoft SharePoint Office 365 • OneDrive for Business <p>Only OneDrive for Business (with SharePoint and Office 365) is supported. OneDrive (personal online storage for consumers) is not supported.</p>	Not Applicable (All listed versions are tested and supported)	Users on SharePoint must have at least Contribute permissions.
Cloud Storage	<ul style="list-style-type: none"> • Any repository that supports a WebDAV interface <p>Examples: WebDAV Box, Apache-based WebDAV content repositories, IIS-based WebDAV content repositories, CIFS Windows 2008 R2 SP1, CIFS Samba CentOS 6.2.</p>	Not Applicable (All listed versions are tested and supported)	WebDAV repositories hosted on Windows Server 2003 are not supported.
Network Drive	<ul style="list-style-type: none"> • CIFS Windows 2008 R2 SP1 • CIFS Samba CentOS 6.2 • WebDAV • Apache-based WebDAV content repositories • IIS-based WebDAV content repositories • SMB 1.0 • SMB 2.0 • DFS 	Not Applicable (All listed versions are tested and supported)	
Box	<ul style="list-style-type: none"> • Enterprise and personal sites are supported. 	Not Applicable	Only Box enterprise can be



Content Repository	Supported	Compatible	Comments
		(All listed versions are tested and supported)	configured as a Group site. Configuring personal Box sites as Group sites is not supported.
Dropbox	<ul style="list-style-type: none"> Only user added sites are supported. 	Not Applicable (All listed versions are tested and supported)	Dropbox cannot be configured as a Group site.
Google Drive	<ul style="list-style-type: none"> Only Group sites are supported. 	Not Applicable (All listed versions are tested and supported)	Users cannot add Google Drive sites.

NOTE: For CIFS,

- CIFS traffic must be tunneled through Standalone Sentry.
- Docs@Work supports the following:
 - SMB 1.0 for Standalone Sentry 9.1.0 and lower.
 - SMB 2.0 for Standalone Sentry 9.2.0 and higher.

Supported authentication to content repositories

Docs@Work supports the following authentication types from the client to the content repository:

- Basic: SharePoint, WebDAV, DFS
- NTLM: SharePoint, WebDAV
- Kerberos constrained delegation (KCD): SharePoint, WebDAV, CIFS

NOTE: CIFS is supported for KCD from Standalone Sentry 9.1.0 through the most recently released version as supported by MobileIron.

- OAuth2: Box, Dropbox, Google Drive
- Federated Authentication: SharePoint



Supported file types for viewing

The following table provides the file types supported for Docs@Work for Android.

TABLE 4. SUPPORTED FILE TYPES FOR VIEWING

File Type	Android	Comments
.zip compressed files	Yes	Password-protected .zip files are also supported. key, .numbers, and .pages files are displayed with a .zip extension in Docs@Work. However, these files are not supported and cannot be extracted.
Adobe Acrobat documents (.pdf)	Yes	
Apple Keynote presentation files (.key)	No	
Apple Numbers spreadsheet files (.numbers)	No	
Apple Pages documents (.pages)	No	
Comma separated values files (.csv)	Yes	
Google document formats (docs, slides, sheets, and drawings)	Yes	
Hangul Word Processor (.hwp)	Yes	
Image files (.png, .bmp, .jpg, .jpeg, .gif,)	Yes	
Microsoft Excel documents (.xls, .xlsx, .xltx)	Yes	Macros will be removed before the file is rendered for viewing.
Microsoft PowerPoint documents (.ppt, .pptx, .pot, .potx, .pps, .ppsx)	Yes	
Microsoft Word documents (.doc, .docx, .dot, .dotx)	Yes	
Media files (.mp3, .mp4, .wav, .xwav)	Yes	<ul style="list-style-type: none"> Docs@Work supports media playback. However, a media player is not embedded inside the Docs@Work application and has to be enabled separately as follows: <ul style="list-style-type: none"> In AppConnect-enabled Docs@Work, a media file can be played only if Media Player is allowed in the AppConnect



File Type	Android	Comments
		<p>Global Policy. This allows media files to be played outside the secure container using the system media player.</p> <ul style="list-style-type: none"> - In Android enterprise-enabled Docs@Work, the media file is rendered using a third-party media player application. Therefore, a media player application must be included in App Catalog. Android enterprise-enabled Docs@Work has been tested with the 'VLC for Android' media player application.
Password-protected Microsoft Office documents	Yes	
Plain text files (.txt, .asc)	Yes	
Quicktime video files (.mov)	No	
Rich Text Format files (.rtf)	No	
Web files (.htm)	Yes	
Non Media Files (.dwg, .svg)	Yes	<p>Docs@Work supports non media files view. However, a non media viewer is not embedded inside the Docs@Work application and has to be enabled separately as follows:</p> <ul style="list-style-type: none"> • In Android enterprise-enabled Docs@Work, the non media file is viewed using a third-party media player application. Therefore, a non media file viewer application must be included in App Catalog. Android enterprise-enabled Docs@Work has been tested with the DWG FastView-CAD viewer and editor android application for viewing the dwg files and Google Chrome browser android application for viewing .svg files.

Some files that are not supported:

- executable files (for example, .exe, .msi, or .ipa files)
- archive files (for example, .rar, or .tar files)
- system files (for example, .dll, or .sys files)



Supported files types for editing

The following table provides the supported file types for editing for Docs@Work for Android.

TABLE 5. SUPPORTED FILE TYPES FOR EDITING

File Type	Android	Comments
Microsoft Word documents (.doc, .docx)	Yes	Password-protected Microsoft Office documents cannot be edited.
Microsoft Excel documents (.xls, .xlsx)	Yes	Password-protected Microsoft Office documents cannot be edited.
Microsoft PowerPoint documents (.ppt, .pptx)	Yes	Password-protected Microsoft Office documents cannot be edited.
Plain text files (.txt)	Yes	
Web files (.xml)	No	
Google document formats (docs, slides, sheets, and drawings)	Yes	
Any of the above document formats extracted from .zip files	Yes	

Supported file types for annotating

The following files are supported for annotation:

- PDF

Supported file types for document creation

- .txt
- .docx
- .pptx
- .xlsx

Supported encodings for ZIP files

- Unicode encodings: UTF-8, UTF-16BE / UTF-16LE, UTF-32BE / UTF-32LE
- Chinese encodings: ISO-2022-CN, BIG5, EUC-TW, GB18030, HZ-GB-23121
- Japanese encodings: ISO-2022-JP, SHIFT_JIS, EUC-JP
- Korean encodings: ISO-2022-KR, EUC-KR
- Cyrillic encodings: ISO-8859-5, KOI8-R, WINDOWS-1251, MACCYRILLIC, IBM866, IBM855
- Greek encodings: ISO-8859-7, WINDOWS-1253



- Hebrew encodings: ISO-8859-8, WINDOWS-1255
- WINDOWS-1252

Storage limits

Storage limits are configurable only in Content Security Service. The following are default storage limits in Docs@Work:

My Files	1 GB (Android)
Favorites	1 GB

Language support

Docs@Work is translated to the following languages:

- Czech
- Chinese (Simplified)
- Chinese (Traditional)
- Dutch (Netherlands)
- English
- French (France)
- German (Germany)
- Italian (Italy)
- Japanese
- Korean
- Polish
- Portuguese (Brazil)
- Romanian (Romania)
- Russian
- Slovak
- Spanish (Latin America)

Port requirements

See the *MobileIron Installation Guide* for information on required ports and firewall rules associated with license activation, Standalone Sentry, and different content servers.

Resolved issues

For resolved issues provided in previous releases, see [MobileIron Docs@Work Android Product Documentation](#) for that release.



This release includes the following resolved issues:

- **DWAC-5128:** Docs@Work now shows the correct date in Microsoft Excel sheets in Hungarian.
- **DWAC-4926:** Previously, the **Save** button was not visible as an option to retain edited Microsoft Office documents on some devices. This issue has been fixed.

Known issues

For known issues provided in previous releases, see [MobileIron Docs@Work Android Product Documentation](#) for that release.

This release includes no new known issues.

Limitations

For limitations provided in previous releases, see [MobileIron Docs@Work Android Product Documentation](#) for that release.

This release includes the following new third-party limitation.

- **DWAC-5012:** The Docs@Work app does not display content correctly in Hebrew, when using Android Polaris View library.

Documentation resources

MobileIron product documentation is available at <https://help.mobileiron.com/s/mil-productdocumentation>.

The *MobileIron Cloud Administrator Guide* is also available from your instance of MobileIron Cloud by clicking on the **Help** link in the user interface.

MobileIron Support credentials are required to access documentation in the Support Community.

