



MobileIron Docs@Work 2.15.0 for iOS Release Notes

for MobileIron Core and MobileIron Cloud

September 21, 2020

For complete product documentation see:

[MobileIron Docs@Work for iOS Product Documentation](#)

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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 the following new feature and enhancement.

- **iOS 14 compatibility:** Docs@Work 2.15.0 is compatible with iOS 14.
- **Support for UIWebView is removed:** Support for UIWebView is removed, now WKWebView is the web rendering engine. For more information, see [UIWebView deprecation](#) KB article.

Docs@Work administrator features and enhancements

This release includes no new administrator feature and enhancement.

Support and compatibility

The section includes the supported and compatible components that 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](#)



- 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 iOS	com.mobileiron.orion.ios
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FilePass bundle ID

FilePass for iOS	com.mobileiron.ios.filepass
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MobileIron components

TABLE 1. SUPPORTED MOBILEIRON COMPONENTS FOR DOCS@WORK



Component	Supported Version	Compatible Version	Required
MobileIron Core Or MobileIron Cloud	10.8.0.0 R72	10.1.0.0, - 10.7.0.0 Not Applicable since only the latest version is available to all customers in Cloud.	Yes (either Core or Cloud)
MobileIron Standalone Sentry	9.9.0	9.4.0 - 9.8.5	Optional Standalone Sentry set up for ActiveSync is required to open encrypted email attachments in Docs@Work for iOS. Standalone Sentry set up for AppTunnel is required: <ul style="list-style-type: none"> to tunnel traffic to content repositories. NOTE: Tunneling traffic through Standalone Sentry is supported for Office 365, Box, and Dropbox with Access. <ul style="list-style-type: none"> for access to CIFS/SMB servers. CIFS/SMB traffic must be tunneled through Standalone Sentry. Standalone Sentry 8.0.1, 8.5.0 is required for DFS support. Standalone Sentry 8.5.0 is required for CUD support with DFS.
Apps for iOS			
Mobile@Work (MobileIron Core) Or Go Client (MobileIron Cloud)	12.4.0 5.5.0	10.0.2 - 12.3.1 3.5.0 - 5.4.1	Required for Docs@Work to be in AppConnect mode.



Component	Supported Version	Compatible Version	Required
Web@Work	2.11.0	2.7.0 - 2.10.0	Optional Required only if you configure Web@Work as the default browser.
Email+	3.15.0	3.8.0 - 3.14.0	Optional Required only if you configure Email+ as the default email client.
PIV-D Manager app	2.3.1	2.0, 2.1, 2.2	Optional Required only if you are using derived credentials from these derived credentials providers: <ul style="list-style-type: none"> • Entrust • DISA Purebred

Supported device platforms

TABLE 2. SUPPORTED DEVICE PLATFORMS FOR DOCS@WORK

Device OS	Supported Version	Compatible Version
iOS	iOS 11 to iOS 14	

Supported content repositories

TABLE 3. SUPPORTED CONTENT REPOSITORIES FOR DOCS@WORK



Content Repository	Supported	Compatible	Comments
SharePoint	<ul style="list-style-type: none"> • 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 Box, Apache-based WebDAV content repositories	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 	<ul style="list-style-type: none"> • SMB • DFS 	



Content Repository	Supported	Compatible	Comments
Box	<ul style="list-style-type: none"> Box personal sites are supported. 	Box enterprise	Only Box enterprise can be 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 SMB 1.0 and SMB 2.0. for accessing CIFS shares. If you are using Windows 2012 r2 servers, you have to update the registry to allow SMB traffic. In Windows 2012 r2 servers SMB is disabled by default.

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
- Derived Credentials (Entrust PIV-D certificates, p12 certificates): SharePoint/ADFS



Supported file types for viewing

TABLE 4. SUPPORTED FILE TYPES FOR VIEWING

File Type	Supported	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)	Yes	
Apple Numbers spreadsheet files (.numbers)	Yes	
Apple Pages documents (.pages)	Yes	
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, .tiff, .ico)	Yes	
Microsoft Excel documents (.xls, .xlsx, .xltx, .xla, .xlt, .xlsm)	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	
MP3 audio files (.mp3)	Yes	
MPEG4 audio/video files (.mp4)	Yes	
Password-protected Microsoft Office documents	Yes	.doc, .ppt, and .xls password protected files are supported on Docs@Work for iOS.
Plain text files (.txt, .asc)	Yes	
Quicktime video files (.mov)	Yes	



File Type	Supported	Comments
Rich Text Format files (.rtf)	Yes	
WAV files (.wav)	Yes	
Web files(.xml, .js) (.htm)	Yes	
XWAV files (.xwav)	No	

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

TABLE 5. SUPPORTED FILE TYPES FOR EDITING

File Type	Supported	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)	Yes	
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 File	128 GB (iOS)
Offline	128 GB

Language support

Docs@Work is compatible in the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- 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

This section describes the following resolved issues fixed in the current release of Docs@Work. For resolved issues found in previous releases, see the "Resolved issues" sections in the release notes for those releases, available in [MobileIron Docs@Work for iOS Product Documentation](#).

- **DWIC-7319:** Previously, Docs@Work would fail to load files and folders for SharePoint Online with 'sites' in the URL. This issue has been fixed.
- **DWIC-7067:** Docs@Work is now able to use Japanese character keyboard to enter text.
- **DWIC-6740:** Previously, the Docs@Work app would stop responding when large files (500 MB) were uploaded to a SharePoint site due to low device memory. This issue has been fixed.

Known issues

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

This release includes no new known issues.

Limitations

For third-party limitations identified in previous releases, see [MobileIron Docs@Work Product Documentation](#) for that release.

This release includes following new limitation.

- **DWIC-7340:** Unable to select word suggestions when creating or editing documents in the Docs@Work app.
- **DWIC-7343:** If the user does not have iOS 14 compatible AppConnect apps, the user may see **App is not authorized to access Docs@Work** when trying to attach a file from Docs@Work.
Work around: Update all AppConnect app to iOS 14 compatible version.



Documentation resources

MobileIron product documentation is available at <https://help.mobileiron.com/s/mil-productdocumentation>. If you have a MobileIron Cloud deployment, the MobileIron Cloud Administrator Guide is also available from your instance of MobileIron Cloud through the Help link in the user interface.

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

