



# MobileIron Email+ 3.9.0 for Android Release Notes

for MobileIron Core and MobileIron Cloud

February 03, 2021

For complete product documentation see:  
[MobileIron Email+ for Android Product Documentation](#)

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# About Email+ for Android

Email+ provides secure email, calendar, tasks, notes, and contacts on corporate-owned and personal Android devices by communicating with an ActiveSync server in your enterprise. Email+ for Android is available in two flavors: Android AppConnect and Android Enterprise. Email+ is configured and managed in the MobileIron Unified Endpoint Management (UEM) platforms: MobileIron Core and MobileIron Cloud.

## New features summary

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

This release introduces the following new features and enhancements:

- [Email+ app new features and enhancements](#)
- [New features summary](#)

## Email+ app new features and enhancements

- **Uniform style for Email+ app:** The Email+ app is updated to use a single white style within all the components.
- **"On behalf" field enabled:** When an invite is forwarded, the information about the event organizer is displayed on the messages list and message details screens marked as "on behalf".
- **User interface change:** When typing an email address or a name in the "To" field the system searches for the email address on the server, during the search process a pop-up "Searching <domain name>" was displayed. Searching <domain name> string is replaced with "Searching..." .
- **Support enabled for HTML format for event description:** The Email+ app now fetches an event note's content in HTML and edits the content using rich text editor.

## Email+ administrator features

- **New value added:** A new value `richtext_event_support` is added to `enabled_features` key-value pair and **Optional Features** restriction to enable the user to fetch an event note's content in HTML format and then edit it using rich text editor.

Key-value pairs are configured in the Email+ configuration on the MobileIron unified endpoint management (UEM) platform. The UEM platform is either MobileIron Core or MobileIron Cloud. See the "Key-value pairs to configure app behavior" section in the *MobileIron Email+ for Android Guide* for a description of each listed key-value pair.

## Support and compatibility

The information in this section includes the 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](#)
- [MobileIron Core end of sale and support policy](#)
- [MobileIron components](#)
- [Supported device platforms](#)
- [Supported ActiveSync servers](#)
- [32-bit and 64-bit processor support](#)
- [Language support](#)
- [Port Requirements](#)
- [Email+ performance metrics](#)

## Support policy

MobileIron defines supported and compatible as follows:

TABLE 1. DEFINITIONS FOR SUPPORT AND COMPATIBLE

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

## MobileIron Core end of sale and support policy

For details on the MobileIron end of sale and support policy, see <https://community.mobileiron.com/docs/DOC-1089>.

## MobileIron components

This version of Email+ is supported and compatible with the following product versions:

- [Supported MobileIron component versions](#)
- [Supported MobileIron app versions](#)

The following table provides the MobileIron components versions supported with Email+ for Android.



TABLE 2. SUPPORTED MOBILEIRON COMPONENT VERSIONS

Component	Supported	Compatible	Required
MobileIron Core OR MobileIron Cloud	11.0.0.0  R75	10.3.0.0 - 10.8.0.0  Not applicable. Only the latest version is available to all customers in Cloud	Yes  (either Core or Cloud)
MobileIron Standalone Sentry	9.12.0	9.6.0 - 9.9.0 Integrated Sentry 6.2.0	Yes

The following table provides the MobileIron app versions supported with Email+ for Android.

TABLE 3. SUPPORTED MOBILEIRON APP VERSIONS

Android apps	Supported	Compatible	Required
Mobile@Work (MobileIron Core) OR Go Client (MobileIron Cloud)	11.0.0.0  <b>Android Enterprise:</b> 75 <b>Android AppConnect:</b> 75	6.0.0.0 - 10.8.0.0  <b>Android Enterprise:</b> 39 - 74 <b>Android AppConnect:</b> Not Applicable Only v75 supports the latest Secure Apps Manager (SAM) 9.1.0.0	Yes  (either Mobile@Work or Go Client)
Secure Apps Manager (SAM) For Android AppConnect only.	9.1.0.0	Not Applicable Apps wrapped with version 9.1 will not work with prior versions of Secure Apps Manager.	Yes
PIV-D	1.5	Not Applicable Only version 1.5 supports Secure Apps Manager (SAM) 9.0	

## Supported device platforms

The following table provides the OS versions supported for Email+ for Android.



TABLE 4. SUPPORTED DEVICE PLATFORM VERSIONS

Device OS	Supported Versions	Compatible Versions
Android R	11.0	Not Applicable (All listed versions are tested and supported)
Android Q	10.0	Not Applicable (All listed versions are tested and supported)
Android P	9.0	Not Applicable (All listed versions are tested and supported)
Android O	8.0, 8.1	Not Applicable (All listed versions are tested and supported)
Android N	7.0, 7.1, 7.1.1, 7.1.2	Not Applicable (All listed versions are tested and supported)
Android M	6.0, 6.0.1	Not Applicable (All listed versions are tested and supported)

## Supported ActiveSync servers

The following table provides the ActiveSync servers supported for Email+ for Android.

TABLE 5. SUPPORTED ACTIVESYNC SERVERS

MobileIron Sentry	Supported	Compatible
Standalone Sentry  NOTE: Integrated Sentry 6.2.0 is compatible with Microsoft Exchange 2010.	Microsoft Exchange 2010 Microsoft Exchange 2013 Microsoft Exchange 2016 Microsoft Exchange 2019 Microsoft Office 365  NOTE: New features in Microsoft Exchange 2016 are not supported.	Microsoft Exchange 2007 Google Apps

## 32-bit and 64-bit processor support

Devices with 32-bit ARM processors or 64-bit ARM processors are supported. For example, Nexus 9 devices, which are 64-bit devices, are supported.

## Language support

The Email+ user interface is available in the following languages and locales:

- Chinese (Simplified)
- Chinese (Traditional)



- English
- French (France)
- German (Germany)
- Dutch (Netherlands)
- Italian (Italy)
- Japanese
- Korean
- Polish
- Portuguese (Brazil)
- Romanian
- Russian (Russia)
- Slovak
- Spanish (Latin America)
- Czech (Czech Republic)
- Arabic
- Hebrew
- Turkish

## Port Requirements

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

**MobileIron Cloud:** See the *MobileIron Cloud Architecture and Port Requirements* document for more information on ports and firewall rules.

## Email+ performance metrics

The following table provides the Maximum mailbox size to retain a two-second response time for Email+ for Android.

TABLE 6. MAXIMUM MAILBOX SIZE TO RETAIN A TWO-SECOND RESPONSE TIME

Device Type	Number of Emails	Number of Folders	Number of Contacts	Number of Calendar Events	Number of Tasks	Number of Notes
Samsung S6 Android 6	3,000	6,000	4,000	840	4,500	5000
Samsung S8 Android 7	3,000	6,000	4,000	840	4,500	5000
Samsung A5 Android 8	3,000	6,000	4,000	840	4,500	5000
Pixel 3XL Android 11	3,000	6,000	4,000	840	4,500	5000





## Resolved issues

For resolved issues identified in previous releases, see [MobileIron Email+ for Android Product Documentation](#) for that release.

This release includes the following resolved issues.

- **APIM-7066, SET-20797:** Previously, Email+ 3.x failed to display inline images due to the incorrect identification of MIME type for inline images in Email+. This issue has been fixed.
- **APIM-7031, SET-20771:** Previously, users were unable to log in to the Email+ app if the Exchange username was in a case that did not match the one on the Microsoft Azure AD. This issue has been fixed.
- **APIM-7013, SET-20670:** Email+ app for Android Enterprise Contacts are now syncing correctly. If the issue was present before upgrading to Email+ 3.9.0, the Email+ app data should be cleared. After the data is cleared, data sync works correctly.
- **APIM-6966, SET-20625, SET-20683:** Previously, when attaching images from the personal Gallery app to the Email+ app (profile side), the attachments would get corrupted. This issue has been fixed.

## Known issues

For known issues identified in previous releases, see [MobileIron Email+ for Android Product Documentation](#) for that release.

This release includes following new known issues.

- **APIM-7131:** Inline images are not supported within the Calendar event's note.
- **APIM-7174:** When replying to a Calendar invite in Email+, the HTML format is not fetched in the invite description. This happens when HTML support is not enabled.
- **APIM-7135:** In Email+ Notes, formatting panel does not appear if the body of the content is scrollable.
- **APIM-7181:** When an Event note's HTML support is enabled, the mibrowser and mibrowsers links in the Event's note are not passed to Web@Work.
- **APIM-7186:** Event description with long hyper-linked text without dashes truncates in the Email+ app.

## Limitations

For third-party limitations identified in previous releases, see [MobileIron Email+ for Android Product Documentation](#) for that release.

This release does not include new third-party limitations.

## 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.

