



MobileIron Email+ 3.8.0 for Android Release Notes

for MobileIron Core and MobileIron Cloud

December 02, 2020

Copyright © 2009 - 2020 MobileIron, Inc. All Rights Reserved.

Any reproduction or redistribution of part or all of these materials is strictly prohibited. Information in this publication is subject to change without notice. MobileIron, Inc. does not warrant the use of this publication. For some phone images, a third-party database and image library, Copyright © 2007-2009 Aeleeeta's Art and Design Studio, is used. This database and image library cannot be distributed separate from the MobileIron product.

“MobileIron,” the MobileIron logos and other trade names, trademarks or service marks of MobileIron, Inc. appearing in this documentation are the property of MobileIron, Inc. This documentation contains additional trade names, trademarks and service marks of others, which are the property of their respective owners. We do not intend our use or display of other companies' trade names, trademarks or service marks to imply a relationship with, or endorsement or sponsorship of us by, these other companies.



Contents

About Email+ for Android	4
New features summary	4
Email+ app new features and enhancements	4
Email+ administrator features	4
Support and compatibility	5
Support policy	5
MobileIron Core end of sale and support policy	5
MobileIron components	5
Supported device platforms	7
Supported ActiveSync servers	7
32-bit and 64-bit processor support	8
Language support	8
Port Requirements	8
Email+ performance metrics	8
Resolved issues	9
Known issues	9
Limitations	10
Documentation resources	10



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](#)
- [Email+ administrator features](#)

Email+ app new features and enhancements

- **Select multiple classification values:** Support for selecting multiple field values for the Email Classification implemented. This can be achieved with multiselectField JSON property in **email_security_classification_json** configuration text. For more information see, Classification markers section in the *MobileIron Email+ for Android Guide*.
- **Redesigned email detail view:** The email screen is redesigned with the following new features:
 - The email detail view is collapsed by default, to expand the mail details such as email addresses tap on the screen.
 - The email addresses are now comma separated.
 - The signed certificate and encrypted mail labels are now available below the attachments field.
- **New classification picker screen:** A new classification picker screen has been added to the Email+ app. When composing or replying to a mail, tap on the classification field the new classification screen is displayed. There are two new values **Information Management Marker** and **Caveat** are added.

Email+ administrator features

- **New key-value pair and restriction added:** A new key-value pair **report_phishing_address** has been added to Android AppConnect, and a new restriction **Report phishing** has been added to configure reporting a suspicious mail.

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* *Core 11.0.0.0 is targeted to release on December 3, 2020	10.3.0.0 - 10.8.0.0	Yes (either Core or Cloud)
	R 74	Not applicable. Only the latest version is available to all customers in Cloud	
MobileIron Standalone Sentry	9.9.0	9.6.0 - 9.8.5 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* *Core 11.0.0.0 is targeted to release on December 3, 2020	6.0.0.0 - 10.8.0.0	Yes (either Mobile@Work or Go Client)
	Android enterprise: 74 Android AppConnect: 74	Android enterprise: 39 - 72 Android AppConnect: Not Applicable Only v74 supports Secure Apps Manager (SAM) 9.1.0.0	
Secure Apps Manager (SAM) For Android AppConnect only.	9.1.0.0	9.0.0.0	Yes
PIV-D	1.5	Not Applicable	



TABLE 3. SUPPORTED MOBILEIRON APP VERSIONS (CONT.)

Android apps	Supported	Compatible	Required
		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 Lotus Notes Traveler GroupWise 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-6851, SET-20490:** Previously in some cases, the Email+ app was unable to open digitally signed emails. This issue has been fixed.
- **APIM-6822, SET-20461:** Previously, when the "Export contacts" option was enabled for AppConnect Email+, the contacts that were modified using other clients was not reflected in native Contacts. This issue has been fixed.
- **APIM-6778, SET-20314:** The issues with special characters handling in the attachment's name for the encrypted messages has been fixed.
- **APIM-6746:** The X-Header value is now sent when you reply or forward a classified message.
- **APIM-6724, SET-20231:** The unread emails notification counter now resets on swiping out the notifications.

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 issue.

- **APIM-7007:** The Event details field is not displayed when the invite is reported for phishing.
- **APIM-7009:** If the Exchange server does not encode attachment names for non-ASCII characters, the names of such attachments might get corrupted when reported as phishing.



Limitations

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

This release includes the following third-party limitation.

- **APIM-6710, SET-19998:** White screen is displayed when Email+ AppConnect is launched on HUAWEI P30 devices. It's a vendor issue with the custom firmware.

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.

