



# MobileIron Integrated Sentry 6.4.0 Release Notes

February 28, 2019

These Release Notes contain the following information:

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These release notes provide information about new features introduced in this release, and limitations and issues found and resolved in this release. Go to <https://community.mobileiron.com/welcome> to search release notes for information about new features, resolved issues, and known issues and limitations identified in previous releases. MobileIron Support credentials are required to access MobileIron product documentation.

## About Integrated Sentry

MobileIron Integrated Sentry is a policy agent for Microsoft Exchange email clusters and for Microsoft Office 365. It is packaged as a software module on the Exchange Server or on a separate server with Exchange Server access. Integrated Sentry protects the ActiveSync server from wrongful access from devices.

## New features summary

This release provides support for TLS 1.2.

## Support and compatibility for Integrated Sentry

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.

This section contains the following information:

- [Support policy](#)
- [MobileIron end of sale and support policy](#)
- [MobileIron EMM support](#)
- [ActiveSync server support](#)
- [System requirements](#)

## Support policy

MobileIron defines supported and compatible as follows:

TABLE 1. SUPPORTED AND COMPATIBLE DEFINITIONS

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 end of sale and support policy

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

## MobileIron EMM support

The following table provides the supported MobileIron EMM versions for Integrated Sentry for this release.



TABLE 2. SUPPORTED MOBILEIRON EMM VERSIONS

Product	Supported	Compatible
MobileIron Core	10.2.0.0	10.1.0.0

## ActiveSync server support

The following ActiveSync servers are supported:

- Microsoft Exchange 2010 SP3
- Office 365
- Microsoft Exchange 2013, remote configuration only
- Microsoft Exchange 2016, remote configuration only.

MobileIron ended support for Exchange 2007 with Integrated Sentry on August 26, 2015. Integrated Sentry Version 6.1 - 6.2.2 does not support Exchange 2007. For additional information see the *MobileIron End-of-Life Announcement: Exchange 2003 and 2007 – August 26, 2014* knowledge base article in the MobileIron Support and Knowledge Base portal at [help.mobileiron.com](http://help.mobileiron.com).

[https://mobileiron-support.force.com/customer/articles/MI\\_Article/End-of-Life-Announcement-Exchange-2003-and-2007-August-26-2014](https://mobileiron-support.force.com/customer/articles/MI_Article/End-of-Life-Announcement-Exchange-2003-and-2007-August-26-2014).

## System requirements

For remote Exchange support (hosted Office 365 or Exchange 2013, 2016), the following are required:

- .NET 4.5.1 through the most recently released version as supported by MobileIron
- Windows PowerShell 4.0

## Resolved issues

This release includes the following new resolved issues:

- AL-12948: Previously, Activesync associations containing umlauts were not removed from Exchange. This issue is fixed.

## Known issues

This release does not introduce any new known issues.



## Limitations

This release does not introduce any new limitation. The following are some existing limitations:

- [Manual ActiveSync operations with Office 365](#)
- [Mixing Microsoft Exchange Servers](#)
- [PowerShell session limits](#)

### Manual ActiveSync operations with Office 365

VS-8338, VS-8340: Use the MobileIron Core Admin Portal to do the manual ActiveSync operations block, allow, wipe, and remove. Do not do these operations using Microsoft Exchange or Office 365 directly.

### Mixing Microsoft Exchange Servers

VS-8217: Consider the case when you have a mixed Exchange environment where, for example, some Exchange servers are Exchange 2013 (On premise) and some are Exchange 2010. Some PowerShell commands that Integrated Sentry uses do not work across Exchange versions. To workaround this PowerShell limitation, do the following:

1. Group all Exchange 2010 users into one LDAP group.
2. Place an Integrated Sentry in the Exchange 2010 environment.
3. When you configure this Integrated Sentry on the MobileIron Core, specify this LDAP group in the Selected list for Apply To LDAP Groups.
4. Group all Exchange 2013 (On premise) users into another LDAP group.
5. Place an Integrated Sentry in the Exchange 2013 (On premise) environment.
6. When you configure this Integrated Sentry on the MobileIron Core, specify this LDAP group in the Selected list for Apply To LDAP Groups.

### PowerShell session limits

VS-8254: Office 365 normally has a limit of three PowerShell sessions. Integrated Sentry requires one PowerShell session to communicate with Office 365. More than two other concurrent remote PowerShell sessions with Office 365 can cause problems for Integrated Sentry.

If the problem occurs, MobileIron Core displays an error for the Integrated Sentry entry at Settings > Sentry. The error includes the following text:

“The user is allowed a maximum number of three concurrent shells, which has been exceeded. Close existing shells or raise the quota for this user.”

Use the following workarounds:



- Dedicate a PowerShell session to each Integrated Sentry.
- If you use a secondary Integrated Sentry as a backup, also dedicate a PowerShell session to it.
- If you open another remote PowerShell session with Office 365, be sure to cleanly shut down the session when you are done with it.
- If necessary, contact Microsoft to increase your PowerShell quota.

## Upgrade information

- [Before you upgrade](#)
- [Supported upgrades](#)

### Before you upgrade

- Make sure the server on which you will install Integrated Sentry 6.4.0
  - meets the necessary system requirements. See “Set up the server” in the *MobileIron Integrated Sentry Installation and Upgrade Guide*.
  - contains the necessary software and accounts. See “Check for prerequisites” in the *MobileIron Integrated Sentry Installation and Upgrade Guide*.
  - can connect to MobileIron Core and vice-versa. See “Verify connectivity with MobileIron Core” in the *MobileIron Integrated Sentry Installation and Upgrade Guide*.
- Backup the mi.xml file. If you implemented custom configurations to your Integrated Sentry environment, engage MobileIron Support for assistance with your upgrade.

For upgrade information, see the *MobileIron Integrated Sentry 6.4.0 Installation and Upgrade Guide*.

### Supported upgrades

Integrated Sentry is a new installation.

## Documentation resources

MobileIron product documentation is available at the following locations:

- MobileIron Core and related product documentation in the Software download site:  
<https://support.mobileiron.com/docs/current/>
- MobileIron Core and related product documentation in the Support Community:  
<https://community.mobileiron.com/community/micore/product-documentation>

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



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