



MobileIron Email+ 3.17.0 for iOS Release Notes

for MobileIron Core and MobileIron Cloud

February 16, 2021

For complete product documentation see:

[MobileIron Email+ for iOS Product Documentation](#)

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About Email+ for iOS

Email+ for iOS provides secure email, calendar, contacts, notes, and tasks on corporate-owned and BYOD iOS devices by communicating with an ActiveSync server in your enterprise. Email+ for iOS is an AppConnect-enabled app.

New features summary

This section describes the following new features added in the current release of Email+. For new features found in previous releases, see the "New features summary" sections in the release notes for those releases, see [MobileIron Email+ for iOS Product Documentation](#) for that release

This release introduces the following new features and enhancements:

- [Email+ app feature and enhancement](#)
- [Email+ administrator features and enhancements](#)

Email+ app feature and enhancement

This release introduces the following new features and enhancements.

- **Support for weekend alerts for new users:** Admin can now set the default value for "Weekend alert" setting.
- **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 and enhancements

This release introduces the following new administrator features and enhancements.

- **New key-value pair added:** New key-value pair `notifications_default_weekend_alerts` is added to configure **Weekend Alerts**.
- **New value added:** A new value `richtext_event_support` is added to `enabled_features` key-value pair 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 for customizing Email+ for iOS**" section in the *MobileIron Email+ for iOS Guide*.



Support and compatibility

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

NOTE: The information provided 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.

- [MobileIron components](#)
- [Supported device platforms](#)

MobileIron components

The following table provides supported and compatible information available at the time of this release. For newer versions of the components, refer to the component release notes for that version.

TABLE 1. SUPPORTED MOBILEIRON COMPONENT VERSIONS

Component	Supported	Compatible	Required
MobileIron Core	11.1.0.0	10.3.0.0 - 11.0.0.0	Yes (either Core or Cloud)
OR MobileIron Cloud	R75 through the most recently released version as supported by MobileIron	Only the latest version is available to all customers in Cloud	
Standalone Sentry	9.12.0	9.6.0 - 9.10.0 Integrated Sentry 4.2.0 - 6.2.0 NOTE: Integrated Sentry is not supported with MobileIron Cloud.	Yes
iOS apps	Supported	Compatible	Required
Mobile@Work (MobileIron Core)	12.11.10	10.0.2 - 12.11.1	Yes. Required for Email+ to be in AppConnect mode.
OR Go Client (MobileIron Cloud)	75	4.0.0 - 5.5.1, 74	



Supported device platforms

The following table provides the device OS versions that are supported for this release.

TABLE 2. SUPPORTED DEVICE PLATFORM VERSIONS

Device OS	Supported Versions	Compatible Versions
iOS	iOS 12 to iOS 14.4	iOS 11 to iOS 14.5 beta 1

Supported ActiveSync servers

The following tables provide the supported ActiveSync servers for this release:

- [Supported ActiveSync servers](#)
- [Supported ActiveSync servers for push notifications](#)

TABLE 3. SUPPORTED ACTIVESYNC SERVERS

MobileIron Sentry	Supported	Compatible	Not Supported
Standalone Sentry NOTE: Integrated Sentry is compatible with the ActiveSync servers listed in the table. It is not supported with Microsoft Exchange 2003.	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 NOTE: New features in Microsoft Exchange 2019 are not supported.	Microsoft Exchange 2003



TABLE 4. SUPPORTED ACTIVESYNC SERVERS FOR PUSH NOTIFICATIONS

MobileIron Sentry	Supported
Standalone Sentry	Microsoft Exchange 2010 Microsoft Exchange 2013 Microsoft Exchange 2016 Microsoft Office 365 NOTE: New features in Microsoft Exchange 2016 are not supported.

See the *MobileIron Sentry Guide* for a complete list of supported ActiveSync servers.

Supported URL schemes

- accom.grouplogic.mobilecho
- accom.grouplogic.mobilecho-intunemam
- acextensionsupport
- alt-appconnect
- appconnect
- box
- box-create
- box-create-intunemam
- box-onecloud
- box-open
- box-open-intunemam
- box-upload-all
- box-upload-all-intunemam
- box-upload-all-direct
- box-upload-all-direct-intunemam
- boxapp
- boxapp-office
- boxemm
- boxemm-intunemam
- boxemm-office
- boxemm-office-intunemam
- boxopendirect
- boxopendirect-intunemam
- boxopenshared
- boxopenshared-intunemam
- chatter
- ciscochat
- ciscoim
- ciscojabber
- ciscotel
- clicktocall
- com.rsa.securid



- com.salesforce.chatter
- com.salesforce.salesforce1
- db-lymqsv54y252hnr
- dbx-dropbox
- dbx-dropbox-emm
- facetime
- fb
- gplus
- im (Jabber)
- instagram
- itms-apps
- jabberc
- jabberguest
- linkedin
- lync
- lync-intunemam
- mailto
- mdmapps
- mdmapps-test
- mdmapps-uat
- mdmapps-qa
- msmsg
- msmsguat
- mibrowser
- mibrowsers
- mobilecho
- mobilecho-intunemam
- ms-sfb-df (Skype for Business)
- ms-sfb-intunemam
- ms-sfb-tp
- onedrive
- pinterest
- salesforce1
- sfdc
- sip
- sip-intunemam
- skype
- slack
- slackmdm
- sm-sfb
- sms
- snapchat
- spark (Cisco Spark)
- squared (Cisco Spark)
- tel
- tumblr
- twitter
- vnd.youtube



- wbx (Webex)
- xmpp
- yelp

Language support

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

- 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.

Email+ performance metrics

The following table provides performance metrics for this release.



TABLE 5. 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 Notes	Number of Tasks
				Recurring	Single		
High-performance devices (iPhone 6s, iPhone XR, iPhone XS)	15,000	8,000	13,000	700	5,000	15,000	40,000
Low-performance devices (iPad mini)	6,000	8,000	7,000	700	5,000	15,000	34,000

NOTE: The operation to change an individual email status as unread is now included while calculating the performance of Email+. For reference, this operation takes 5.3 seconds (average) on an iPad Pro with 50,000 email messages and 3.84 seconds (average) on an iPad mini with 15,000 email messages. Email sync time also depends on the email size and hardware.

Resolved issues

For resolved issues found in previous releases, see the "Resolved issues" sections in the release notes for those releases available in [MobileIron Email+ for iOS Product Documentation](#).

This release includes following resolved issues.

- **MIPIM-7376, SET-20457:** The Email+ app now changes the typing direction from right to left (RTL), when a user is composing a message with a mix of English and RTL languages (for example Hebrew, Arabic).
- **MIPIM-8528:** Previously, the text in German language for grouped email notification was displayed in English. This issue has been fixed.

Known issues

For known issues found in previous releases, see the "Known issues" sections in the release notes for those releases available in [MobileIron Email+ for iOS Product Documentation](#).

This release includes following new known issue.

- **MIPIM-8655:** RTL text direction is not supported for the Contacts in the Email+ app.
- **MIPIM-8656:** RTL text direction is not supported for the Calendar and Notes section in the Email+ app.
- **MIPIM-8693:** RTL text direction is not supported for email preview and email fields From, To, Cc, Bcc.
- **MIPIM-8694:** RTL text direction is not supported for Tasks.



Limitations

For limitations found in previous releases, see the "Limitations" sections in the release notes for those releases available in [MobileIron Email+ for iOS Product Documentation](#).

This release includes no 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.

