



# MobileIron Low User Impact Migration Portal R10 User Guide

Revised: January 27, 2021

For complete product documentation, see:

[MobileIron Core to Cloud Migration Documentation Home Page](#)

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## Revision History

| Date               | Description  |
|--------------------|--|
| January 27, 2021   | Added the chapter, <a href="#">Post-Migration and Core Decommission</a> .  |
| September 17, 2020 | Document updated for Migration Portal R10.   |
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| May 14, 2020       | Added trailing slash to the URL, <code>https://&lt;migration-portal-URL&gt;/user/</code> , in the section, <a href="#">Device Migration Portal</a> . |
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| June 28, 2018      | Initial release of this document for Migration Portal R1.  |

## Welcome to MobileIron Low User Impact Migration Portal

The MobileIron Low User Impact Migration Portal (henceforth referred to in this guide as "Migration Portal") is a cloud-based service for Low User Impact migration of devices from MobileIron Core to MobileIron Cloud. On any page, use the drop-down box to switch between MobileIron Core instances. This switch affects the other pages on the Migration Portal as well.

MobileIron Core administrators can contact their MobileIron Cloud Professional Services representative for the following:

- Enable the migration feature on a MobileIron Cloud tenant.
- Get access to the Migration Portal. The Migration Portal credentials are same as the MobileIron Cloud tenant credentials for which the migration feature has been enabled. Additionally, the System Management



and Low User Impact Migration Management roles need to be assigned to the user who would access the Migration Portal and trigger migrations.

- Perform pre-migration procedures.

NOTE: After migrating from MobileIron Core to MobileIron Cloud, local users must reset their passwords using the MobileIron Cloud User Portal on the login page. Alternatively, the administrators can modify their passwords.

On the [Admin](#) page:

- Configure or update the MobileIron Cloud API credentials.
- Manage MobileIron Core instances:
  - View, add, configure, and remove MobileIron Core instances. Choose Deployment Type as On Premise or Connected Cloud.
  - Upload or modify the following certificates for a MobileIron Core instance:
    - Migrator Certificate
    - MDM Certificate
    - Portal Certificate - to be uploaded only when MobileIron Core is shutdown.
    - Android Work ESA

On the [Sync Jobs](#) page:

- Before performing any other task on the Migration Portal, click the **Sync Now** button to sync the device, labels, and device to label association information from MobileIron Core to Migration Portal.
- View the device sync status and related information about the sync jobs of the selected MobileIron Core instance.
- View the list of failed sync jobs with reasons for the failures.

On the [Devices](#) page:

- View a list of active mobile devices registered with the selected MobileIron Core instance.
- Search and filter to find the list of devices quickly. For example, you can filter devices for which the Migration Status is In-Progress.
- Migrate a device to MobileIron Cloud.
- In the Actions column, click the eye icon against a device to view all the migration steps with the status of each step in a pop-up window. The window also includes the **Force Retry Migration** option if the device is stuck during migration and the **Retry Failed** option if migration has failed.

On the [Labels](#) page:

- View a list of labels available in the selected MobileIron Core instance as paginated lists.
- Select a single label to initiate label-based device migration by administrators and by device users.



- Send email and push notifications with a custom message to all devices in a label in the selected MobileIron Core instance.
- In the Export CSV column, click the graph icon corresponding to a label to export a CSV file containing a list of devices and their details.
- For devices of a label that are stuck during migration, click either the **Retry Failed** option or the **Force Retry In-Progress Devices** option to initiate the "Force Retry" option on all applicable devices in this label.
- Use the search box to enter and find labels quickly. The list displays the counts of devices in various states as hyper links.
- Schedule migrations of devices assigned to a specific label.
- Allow device users to start migrations using the [Device Migration Portal](#).

On the [Migrations](#) page:

- View a list of device migrations created in the selected MobileIron Core instance as paginated lists.
- Manage migrations based on Migration Type, Migration Mode, and Labels.
- Search and filter to find the list of previous migration requests quickly.
- Cancel Migration if required. This option is applicable only to User Controlled migrations triggered at the label level.

On the [Notifications](#) page:

- Manage email and push notifications sent to devices in a label in the selected MobileIron Core instance.
- Search by Notification Name and filter Notification Type and labels to find the list of previous notifications quickly.

## Mobile@Work features

The [Mobile@Work features](#) topic describes the supported features and other information about the Mobile@Work for iOS and the Mobile@Work for Android clients after migrating the respective devices from MobileIron Core to MobileIron Cloud.

## Support and compatibility

The [Support and compatibility](#) section includes the components MobileIron supports with this product.

## Device Migration Portal

MobileIron [Device Migration Portal](#) is an end-user portal to allow the device users to start migrations.



## Known issues for MobileIron Core and MobileIron Cloud servers

This section includes known issues found in the current releases of the MobileIron Core and MobileIron Cloud servers that are related to the migration of a device from MobileIron Core to MobileIron Cloud. There are no known issues in this release.





# Admin

Use the **Admin** page to manage MobileIron Core instances and update the MobileIron Cloud API user details.

FIGURE 1. THE ADMIN PAGE

| NAME                        | DEPLOYMENT TYPE | URL                                 | UUID                                 | API USER NAME | MIGRATOR CERTIFICATE | MDM CERTIFICATE | PORTAL CERTIFICATE | ANDROID WORK ESA | ACTIONS |
|-----------------------------|-----------------|-------------------------------------|--------------------------------------|---------------|----------------------|-----------------|--------------------|------------------|---------|
| eapp441.auto.mobileiron.com | On Premise      | https://eapp441.auto.mobileiron.com | 763c56de-07e5-4494-a479-8624c41249c8 | miadmin       | Available            | Available       | N/A                | N/A              |         |

## Configuring MobileIron Cloud API credentials

When you log in to the Migration Portal, you are prompted to configure the MobileIron Cloud API credentials if you have not done so already. Use the same procedure to modify any existing credentials.

### Before you begin

For MobileIron Cloud API credentials, one of the following set of roles is mandatory in MobileIron Cloud for the migrations to succeed:

- All of the following roles:
  - Low User Impact Migration Management
  - User Management
  - Device Management (necessary only if the migrating device has custom device attributes assigned to it in MobileIron Core)
  - LDAP User Registration and Invite
  - Device Action
- Or, the following roles:
  - System Management
  - Low User Impact Migration Management



## Procedure

1. Go to the **Admin > Cloud API Credentials** page.
2. Enter the following details of the MobileIron Cloud user with the previously specified set of roles:
  - User name
  - Password
  - Confirm Password
3. Click **Save**.

NOTE: If the credentials for the MobileIron Cloud or MobileIron Core instances are invalid, if they are not authorized, or if they are not reachable, some features may not be available until valid credentials and roles are provided and/or until connectivity is restored.

## Managing MobileIron Core instances

By default, when you visit the Admin page, the **Manage Core Instances** page is displayed with a list of MobileIron Core instances. A MobileIron Core instance cannot be configured against multiple MobileIron Cloud tenants.

The following roles should be assigned to the MobileIron Core user being added to the Migration Portal for the migrations to succeed:

- Migration
- API (only required for [notifications](#) in Migration Portal)
- View device page, device details

## Adding a MobileIron Core instance

### Procedure

1. Go to the **Admin > Manage Core Instances** page.
2. Click **+Add**.
3. Enter the following details related to the MobileIron Core instance:
  - Name
  - Description
  - Deployment Type (On Premise or Connected Cloud)
  - Instance Name (required in the case of Connected Cloud)
  - URL (For example, <https://mdm.company.com/>)
  - API User Name
  - API Password
  - Confirm API Password



4. Click **Save**.

## Modifying a MobileIron Core instance

### Procedure

1. Go to the **Admin > Manage Core Instances** page.
2. For a specific MobileIron Core instance, click the pencil icon under the **Actions** column.
3. Modify any of the following details related to the MobileIron Core instance:
  - Name
  - Description
  - Deployment Type (On Premise or Connected Cloud). If Connected Cloud is chosen as the deployment type, enter the instance name as well.
  - API User Name
  - API Password
  - Confirm API Password
4. Click **Save**.

Click the **SQL** icon to export SQL query. This query is used to update device status on MobileIron Core in case of high-availability (HA) switchover to a secondary node.

## Removing a MobileIron Core instance

This procedure only removes the MobileIron Core instance entry from the Migration Portal. The instance will continue to operate.

A MobileIron Core instance cannot be removed:

- During a migration progress.
- If the Core instance is being used by other entities. For example, one or more devices in Cloud are associated with the Core instance.
- If there are any sync jobs being performed for the Core instance, that Core instance cannot be removed.

The removal of a Core instance is non-recoverable. All entries will be permanently deleted from the Migration Portal and MobileIron Cloud databases. However:

- If the Cloud service is unavailable or not reachable, then the Migration Portal database changes are rolled back. An appropriate error message is displayed.
- If the Cloud service is reachable but the Core instance is not available or not found in Cloud, then it will be noted in the Migration Portal logs and the Core instance will be removed.

### Procedure



1. Go to the **Admin > Manage Core Instances** page.
2. For a specific MobileIron Core instance, click the trash icon under the **Actions** column.
3. Click **OK** to confirm removing the MobileIron Core instance.

## Uploading or modifying certificates for a MobileIron Core instance

You can upload or modify the following certificates for a MobileIron Core instance:

- **Migrator Certificate** - For Connected Cloud type MobileIron Core instances, the option to upload migrator certificate will not be available as it will be automatically uploaded by the system. Administrators can contact their MobileIron Professional Services representative for the first instance upload of the migrator certificate of a Connected Cloud cluster.
- **MDM Certificate** - When the migrator and the MDM certificates are not uploaded, migration will fail. Select automatic or manual upload of a MDM certificate.
- **Portal Certificate** - Upload the portal certificate only when all the devices are migrated and when you want to shutdown the MobileIron Core instance.
- **Android Work ESA** - Fetch Android Enterprise Service Account (ESA) from Core and upload it to Cloud. This will enable Cloud to manage Android Enterprise devices.

### Procedure

1. Go to the **Admin > Manage Core Instances** page.
2. For a specific MobileIron Core instance, click the upload icon under the Migrator Certificate, MDM Certificate, Portal Certificate, or Android Work ESA column as per the requirement.
3. For MDM Certificate:
  - a. Select **Auto Configure** or **Manual Upload**.
  - b. Click **Submit**.
  - c. If you select the **Auto Configure** option, the MDM Cert is fetched from Core and uploaded to Cloud. Click **OK** to continue.
  - d. If you select the **Manual Upload** option, continue with the next steps.
4. Drag and drop the certificate file or click the **Choose File...** button to browse and select the certificate. Only .p12 certificate files are supported.
5. Enter certificate password and confirm certificate password.
6. Click **Upload**.



# Sync Jobs

If there are any changes such as new devices or labels being added in MobileIron Core, click the **Sync Now** button to sync the device, labels, and device to label association information from MobileIron Core to Migration Portal.

After clicking **Sync Now**:

- A message is displayed to indicate that initiating Sync when label-based device migration is in progress may cause unintended devices to be migrated.
- Select the option to perform a full sync of all the data. By default, this option is not selected indicating that only a differential sync is performed.
- Click **OK** to continue.

On the Sync Jobs page:

- Use the drop-down box to switch between MobileIron Core instances. This switch to a different MobileIron Core instance reflects on other pages of the Migration Portal as well.
- Click the **Refresh** icon to refresh the Sync Jobs page.
- Use the **Job Status** filters to display the required list of jobs by status of the sync jobs. You can use the Success, Failed, and In Progress filters
- In case there are any failures in device sync, click **Download list of devices failed to sync** (enabled only if there are any errors) to download a log containing the list of devices. This log will also contain the reasons for any failures.

FIGURE 2. THE SYNC JOBS PAGE

The screenshot shows the 'Sync Jobs' page in the Migration Portal. The page header includes navigation tabs: Devices, Labels, Migrations, Notifications, Sync Jobs, and Admin. The 'Sync Jobs' tab is active. Below the header, there is a 'Sync Now' button and a message: 'Last Successful Sync at : Jun 23, 2020 2:21:43 PM'. A table displays the sync jobs with the following columns: JOB STATUS, REQUESTED BY, SYNC REQUEST TIME, SYNC START TIME, SYNC END TIME, TOTAL DEVICES, SYNCED DEVICES, and ACTIONS. The table contains one row with the following data: JOB STATUS: SUCCESS, REQUESTED BY: admin@test1.com, SYNC REQUEST TIME: Jun 23, 2020 2:21:43 PM, SYNC START TIME: Jun 23, 2020 2:21:43 PM, SYNC END TIME: Jun 23, 2020 2:21:45 PM, TOTAL DEVICES: 6, SYNCED DEVICES: 5, ACTIONS: N/A. The page footer shows 'Showing 1 to 1 of 1' and a 'Show' dropdown menu with options 50, 100, and 200.

| JOB STATUS | REQUESTED BY    | SYNC REQUEST TIME       | SYNC START TIME         | SYNC END TIME           | TOTAL DEVICES | SYNCED DEVICES | ACTIONS |
|------------|-----------------|-------------------------|-------------------------|-------------------------|---------------|----------------|---------|
| SUCCESS    | admin@test1.com | Jun 23, 2020 2:21:43 PM | Jun 23, 2020 2:21:43 PM | Jun 23, 2020 2:21:45 PM | 6             | 5              | N/A     |

During a device sync job:



- The following device information is synced from the selected MobileIron Core instance to the Migration Portal:
  - Device (UUID, Platform/OS, Model, Phone Number, Last Check-in, Client ID)
  - User (Principal, Email, Display Name)
  - Device, label, and user associations
  - Label (Name, MobileIron Core label ID)
- Sync is restricted when another sync job is in progress. Only one Open or In-Progress job can be present at a time for each MobileIron Core instance.
- Sync can be deleted when the sync status is "In Progress."

Each entry on the Sync Jobs page represents the status of sync jobs and related information, such as:

- Job Status (Success, Failed)
- Requested By
- Sync Request Time
- Sync Start Time
- Sync End Time
- Total Devices
- Synced Devices
- Actions

For an in-progress sync job, you can click the **Delete** icon to cancel the sync job.

For a failed sync job, you can click the row displaying the FAILED status to display the reason for the failure. For example:

- Failure Reason: Sync partially completed with <X> devices Synced out of <Y>, where X and Y denote the number of devices.
- Failure Reason: Device sync failed.



# Devices

If there are any changes such as new devices or labels being added in MobileIron Core, then go to the [Sync Jobs](#) page and click the **Sync Now** button to sync device information from MobileIron Core to Migration Portal.

Each entry in the Devices page represents an active mobile device that has been registered with a MobileIron Core instance as paginated lists. Use the drop-down box to switch between MobileIron Core instances. This switch to a different MobileIron Core instance reflects on other pages of the Migration Portal as well.

The Migration Portal credentials are same as the MobileIron Cloud tenant credentials for which the migration feature has been enabled.

FIGURE 3. THE DEVICES PAGE

| USER NAME              | UUID                                 | UPN | PHONE | MODEL         | PLATFORM | REGISTRATION TYPE | MIGRATION STATUS | LABELS | LAST CHECK IN           | ACTIONS |
|------------------------|--------------------------------------|-----|-------|---------------|----------|-------------------|------------------|--------|-------------------------|---------|
| testDisplayName3099534 | 777a539d-e99b-4b30-91f3-0f0cc0639f46 | N/A | PDA   | iPhone 6 Plus | IOS      | IREG              | Migrated         | 3      | Jun 23, 2020 2:21:25 PM |         |

The Devices page lists important information about the devices, such as:

- User Name
- Email (Optional)
- UUID
- UPN (Optional)
- Phone
- Model
- Registration Type
- Platform
- Client Version (Optional)



- Core Status (Optional)
- Migration State (Optional)
- Migration Status - Not Started, In Progress, Migrated, Failed
- Labels
- Last Check In (to MobileIron Core)
- Actions

By default, the optional fields (columns) are hidden on this page. Click the gear icon to select (or deselect) any of the fields to be displayed (or hidden) on this page.

You can sort the list of devices by any of the preceding column headers. Click the **Refresh** icon to refresh the Devices page. The Labels column displays the count of labels associated with the respective device. Click the count to display the list of labels.

In the **Actions** column, click the eye icon against a device to view all the migration steps with the status of each step in a pop-up window. Click the refresh icon to display the latest status. This page displays the following information:

- Transitioned State - For example: MI\_CLIENT\_STARTED
- Description - For example: Client Check-In Pending
- Transitioned At - Displays the time-stamp of the corresponding activity

## Settings in MobileIron Cloud

This section describes migration-related notes and additional information in MobileIron Cloud.

- The **Admin > MDM Certificate** page displays multiple MDM certificates (if available) in MobileIron Cloud and an additional MDM certificate for each migrating MobileIron Core instance. Each certificate has the Generate CSR and Renew options.
- The migrated device information is displayed in the device details page in the Device Source field, which represents the MobileIron Core server from where the device is migrated.
- In the **Devices** page, use the Device Source filter to list devices based on their origins. This filter is displayed only if there are more than one cluster identifier values.
- You can create device groups based on the Device Source field. Based on the requirements, you can configure policies for this device group separately.
- If a device has device custom attributes associated with it on MobileIron Core, then the pre-requisites for migration to pass are:
  - The device custom attributes should be created in MobileIron Cloud (via ETL) before triggering migration for that device.
  - The MobileIron Cloud API user added should have device management role associated with that user on MobileIron Cloud.





For more information, see [MobileIron Cloud product documentation](#).

## Finding and filtering devices

If there are many devices, it can be helpful to use any combination of searches or filters to quickly locate a device entry. You can also skip ahead to display a page of devices or search for a device.

### Finding a device

#### Procedure

1. Go to **Devices**.
2. In the top left corner, type a search string in the **Find Devices** field. The matching devices will be displayed on the page.

### Filtering devices

#### Procedure

1. Go to **Devices**.
2. Click the **filter** icon to toggle the filter pane.
3. Select one or more of the following filters (left pane) to narrow the device entries displayed:
  - Core Status - Active. This filter is selected by default.
  - Platform - Android, iOS
  - Migration Status - Not-Started, In-Progress, Migrated, Failed
  - Migration State
  - Labels
  - Migrations
  - Notifications

For example:

- To display the devices of the iPhone model, enter iPhone in the 'Find Devices' search box.
- To display the migrated Android devices, select Android from the Platform section and select Migrated from the Migration Status section.
- To display the devices for which the Migration Status is In-Progress, select In-Progress from the Migration Status section.



## Migrating a device to MobileIron Cloud

### NOTE:

- Migration is supported for Android and iOS devices. It is disabled for retired and inactive devices.
- Migration of devices to MobileIron Cloud cannot be undone.
- You can select only one device at a time for migration.

Perform the following steps to migrate a device to MobileIron Cloud:

1. Go to **Devices**.
2. (Optional) Search or filter to find the device.
3. Select the device.
4. Click **Migrate**.
5. Click **OK** to initiate the migration.
6. Click **OK** on the confirmation dialog box.

After the device is migrated along with the user, the Migration Status changes to Migrated in the Migration Portal. The status changes to Migrated after a background process involving many steps is completed. You can click the **Refresh** icon on the page to display the latest status.

In the **Actions** column of the Devices page, you can perform any of the following actions depending on the device migration status:

- For a device whose migration has been triggered and failed, click the **Retry Failed Migration** option.
- For a device that is stuck during migration (for example, a device that is not in the network, a device that is not checking in), click the eye icon to display a pop-up window. In this window, click the **Force Retry Migration** option. Use the Force Retry Migration option only if you are sure that the device is still active, but the migration has not been successful. In addition, two immediate Force Retry Migration actions are not allowed.

In MobileIron Core, the device status is marked as Retired.

In Migration Portal, the device is listed as a new device on the **Devices** page. The Migration State column represents the stage of the migration process.



# Labels

The Labels page displays all the labels available in the selected MobileIron Core instance as paginated lists. Use the search box to enter and find labels quickly. The list displays the counts of devices in various states as hyperlinks. Click the count links to display the [Devices](#) page with the corresponding label filter applied.

Use the drop-down box to switch between MobileIron Core instances. This switch to a different MobileIron Core instance reflects on other pages of the Migration Portal as well.

FIGURE 4. THE LABELS PAGE

| EXPORT CSV                       | LABEL NAME      | TOTAL DEVICES | COMPLETED | NOT STARTED | FAILED | IN PROGRESS | ACTIONS   |
|----------------------------------|-----------------|---------------|-----------|-------------|--------|-------------|---|
| <input checked="" type="radio"/> | Windows Phone   | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | Windows         | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | tvOS            | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | Signed-Out      | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | macOS           | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | iOS             | 1             | 1         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | Employee-Owned  | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | Company-Owned   | 1             | 1         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | Android         | 0             | 0         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |
| <input type="radio"/>            | All-Smartphones | 1             | 1         | 0           | 0      | 0           | <a href="#">View Migrations</a><br><a href="#">View Notifications</a> |

Showing 1 to 10 of 10

Show

## Migrating devices based on a label

Use the Labels page to select a single label to initiate label-based device migration by administrators and by device users. Remember to sync all label and device changes before you start migration.

### Procedure

1. Click the Refresh icon to sync all label and device changes from MobileIron Core.
2. Ensure that no sync jobs are in progress before initiating the migration. This is to avoid mismatch in number of devices migrated under a label.
3. Select a single label. Multiple labels cannot be selected simultaneously.
4. Click **Migrate**.
5. In the Migration Settings window, review the Selected Label name and the count of Unmigrated Devices. For the **Migration By** field, select one of the following options:



- Admin (Default) - This is the default option. Optionally, select **Schedule the migration to start on a specific date**. Specify the start date and time based on the browser timezone. See the "[Setting up scheduled migrations](#)" section for more details.
  - Device User - This option allows the device users to start migrations using the [Device Migration Portal](#). Users can log into the portal with their credentials and initiate the migrations.
6. (Optional) Compose and send notifications to all the devices in the selected label for migration using the **Send notification to devices** option via **Send Email** and **Send Push Notification** options. See the "[Sending notifications to all devices in a label](#)" section for more details.
  7. Click **Next**.
  8. Click **Start** to begin migrations or click **Save** for scheduled migrations.

## Setting up scheduled migrations

Administrators can schedule migrations of devices assigned to a specific label. This is useful to plan end user device migrations to begin at the specified time and date. Remember to sync all label and device changes before creating a schedule.

### Procedure

1. Ensure that no sync jobs are in progress before initiating the migration. This is to avoid mismatch in number of devices migrated under a label.
2. Select a single label. Multiple labels cannot be selected simultaneously.
3. Click **Migrate**.
4. In the Migration Settings window, review the Selected Label name and the count of Unmigrated Devices.
5. For the **Migration By** field, select **Admin (Default)**.
6. Select **Schedule the migration to start on a specific date**.
7. Specify the start date and time based on the browser timezone. The scheduled start time cannot be less than 30 minutes from the current time.
8. (Optional) Select the **Send notification to devices** option via **Send Email** and **Send Push Notification** options. Notifications will be sent immediately irrespective of the scheduled migration date and time. Information about these notifications is available in the [Migrations](#) page upon clicking the options menu for the migration name. See the "[Sending notifications to all devices in a label](#)" section for more details.
9. Click **Next**.
10. Click **Save**.

### NOTE:

- You can view further details of the migrations in [Migrations](#) page.
- After a scheduled migration request is created, individual device migrations are not allowed for the devices belonging to the schedule. If required, delete the scheduled migration and start device migrations.



- After a scheduled migration is created, it is recommended to not make any changes to label used in that migration. In this period, any changes to the label will not reflect in the scheduled migration. For example, if devices are removed or added to the label, the scheduled migration will continue with the set of devices that was available in the label when the migration schedule was created.
- If a device is set for scheduled migration, then a user-controlled (migrated by Device User) migration cannot be triggered for that device.

## Editing scheduled migrations

Administrators have the option to modify scheduled migrations.

To do so:

1. Go to the [Migrations](#) page.
2. (Optional) In the filter options (on the left), select **Show Scheduled Migrations only**.
3. Click **Edit Schedule** against the required migration name.

The screenshot displays the 'Migrations' page in the MobileIron Migration Portal. The top navigation bar includes 'Devices', 'Labels', 'Migrations', 'Notifications', 'Sync Jobs', and 'Admin'. The 'Migrations' section is active, showing a search bar and a dropdown menu set to 'eapp414'. On the left, there are filter options for 'Migration Type' (Batch, Single), 'Migration By' (Admin, Device User), 'Labels' (Select Label), and 'More Options' (Show Scheduled Migrations only, which is checked). The main table lists one migration: 'Sales-EMEA' with a 'BATCH' migration type, performed by 'Admin' on 'Jul 2, 2020 10:16:35 AM'. It shows 1 total device, 0 completed, 1 pending, and 0 failed. The status is 'Not Started Scheduled Aug 25, 2020 10:10:35 PM'. The 'Actions' column contains 'Edit Schedule' and 'Delete Schedule' links. At the bottom, it indicates 'Showing 1 to 1 of 1' and a 'Show' dropdown with options 50, 100, and 200.

| NAME       | MIGRATION TYPE | MIGRATION BY | CREATED ON              | TOTAL DEVICES | COMPLETED | PENDING | FAILED | STATUS   | ACTIONS  |
|------------|----------------|--------------|-------------------------|---------------|-----------|---------|--------|--|--|
| Sales-EMEA | BATCH          | Admin        | Jul 2, 2020 10:16:35 AM | 1             | 0         | 1       | 0      | Not Started Scheduled Aug 25, 2020 10:10:35 PM | <a href="#">Edit Schedule</a><br><a href="#">Delete Schedule</a> |

- In the pop-up window, modify the schedule details as required.

Migrate
✕

**Migration Settings**

i Remember to sync all label and device changes before you start migration.

Selected Label:       **Sales-EMEA**

Unmigrated Devices:   **1**

Migration by:         **Admin (Default)**

Schedule the migration to start on a specific date

Start migration on:   

Select time:         

Send notification to devices

Note : Notification will be sent immediately irrespective of the scheduled migration date

Cancel
Next →

- (Optional) Select **Send notifications to devices**. Notifications will be sent immediately irrespective of the scheduled migration date and time.
- Review the updated schedule details and click **Next**.
- Click **Save**.

## Deleting scheduled migrations

Administrators have the option to delete scheduled migrations only until the scheduled time, after which they cannot be deleted. After a scheduled migration request is created, individual device migrations are not allowed. If required, delete the scheduled migration to revert to individual device migrations.

To do so:

- Go to the [Migrations](#) page.
- (Optional) In the filter options (on the left), select **Show Scheduled Migrations only**.
- Click **Delete Schedule** against the required migration name.



4. In the Delete Schedule pop-up window, review the schedule details.

**! Delete Schedule** ✕

**Are you sure you want to delete this schedule?**

Selected Label: **Sales-EMEA**

Devices: **1**

Migration by: **Admin**

Migration Schedule: **Aug 29, 2020 10:00:17 PM**

Send notification to devices

**Note:**

1. Deleting the schedule will remove the schedule entry from the Migrations list.
2. All 1 devices will be available for future migration after few minutes.

Cancel Delete

5. **(Optional) Select Send notifications to devices.** Notifications will be sent immediately irrespective of the scheduled migration date and time.
6. Click **Delete**. The migration schedule is deleted. The devices will be available to be migrated immediately at the device/label level or to be set for user controlled migration.

## Prerequisites for Device Users

Users whose devices are being marked for User Controlled migrations must meet the following prerequisites to start migrations in the Device Migration Portal:

- If the user is a local user, the local user must be created in MobileIron Cloud so that the user can log in to the Device Migration Portal with those credentials and trigger device migrations.
- If the user is an LDAP user, the LDAP server needs to be added to the tenant and the user needs to be imported so that the user can log in to the Device Migration Portal with those credentials and trigger device migrations.

## Managing the labels

In the **Actions** column, you can perform any of the following actions If the migration fails:

- Click the **View Notifications** link to view the notifications sent to a label.
- Click the **View Migrations** link to view the migrations triggered on a label.



- For devices whose migrations have been triggered and failed, click the **Retry Failed Devices** option.
  - This option will retry migration on all devices in this label that are in the Failed status.
  - This option will be available when the total number of devices for which migration has failed is greater than zero.
- For devices of a label that are stuck during migration where there is no progress in migration for the last 20 minutes (for example, a device that is not in the network, a device that is not checking in), click the **Force Retry In-Progress Devices** option.
  - This option will initiate the "Force Retry" option on all applicable devices in this label.
  - This option will be available if a label has one or more devices with in-progress migrations.
  - Use this option only if you are sure that the devices are still active, but the migrations have not been successful.
  - Two immediate Force Retry actions will not be performed within a gap of 20 minutes even if the devices belong to multiple labels.

In the Labels page, the Export CSV functionality provides you the option to export a CSV file containing a list of devices and their details. To do so, click the graph icon corresponding to a label in the **Export CSV** column.

## Sending notifications to all devices in a label

You can compose custom message and send email and push notifications to all devices in a selected label. Notifications will be sent immediately irrespective of the scheduled migration date and time. The number of devices in a label for sending notifications is limited to 5000 devices. The content and length of the message is limited based on MobileIron Core limitations. Notifications are restricted to one per hour for a label.

### Procedure

1. Go to the **Labels** page.
2. Select a label.
3. Click **Send Notification**. The **Send Notification** button will be enabled on selection of single label if the label has at least one device for which migration has not started.
4. In the Send Notifications window, select either **Send Email** and **Send Push Notification** or both the options.
5. For emails, enter the **Subject**.
6. Enter the **Message**.
7. Click **Next**.
8. In the Send Notifications - Confirm window, review the details and the preview of the message.
9. Click **Send**.





# Migrations

The Migrations page displays all the device migrations created in the selected MobileIron Core instance as paginated lists. Use the drop-down box to switch between MobileIron Core instances. This switch to a different MobileIron Core instance reflects on other pages of the Migration Portal as well.

For information and procedures related to scheduled migrations, see the [Labels](#) topic.

Migration Portal supports migrations with Device Registration Settings enabled in the **User Settings** page of MobileIron Cloud (see [MobileIron Cloud Product Documentation](#)). Device registration information that are used during MobileIron Cloud device registration (such as Manufacturer Whitelisting/Blacklisting, Security Patch Level, Device Owner, and OS version) are retrieved from MobileIron Core to prevent migration of devices not meeting the registration settings criteria set on the MobileIron Cloud tenant. Note that iOS Minimum Version and Minimum SafetyNet Certification are not supported.

In case of any errors, a message such as the following statement might be displayed:

"Device doesn't meet the requirements for bulk registration, please check with your admin."

To find the previous migration requests quickly, use the search box and the following filters:

- Migration Type - Batch, Single
- Migration By - Admin, Device User
- Labels - Select one of the existing labels
- More Options - Show Scheduled Migrations only

NOTE: The numbers for a migration may get updated with some delay depending on the load on the system.



FIGURE 5. THE MIGRATIONS PAGE

| NAME                                  | MIGRATION TYPE | MIGRATION BY | CREATED ON              | TOTAL DEVICES | COMPLETED | PENDING | FAILED | STATUS | ACTIONS |
|---------------------------------------|----------------|--------------|-------------------------|---------------|-----------|---------|--------|--------|---------|
| TestUser3099531@auto21.mobileiron.com | SINGLE         | Admin        | Jun 23, 2020 2:21:59 PM | 1             | 1         | 0       | 0      |        |         |

## Managing the migrations

In the Migrations page, click the links for total, completed, and failed labels (based on migration requests) to go to the [Devices](#) page.

In the Actions column, click **Cancel Migration** if required. This option is applicable only to User Controlled migrations triggered at the label level. A confirmation window will display the number of device(s) in a label that are not migrated yet. Click **Confirm** to cancel migration.

If migration is cancelled:

- Device(s) that are already migrated will not be affected or rolled back.
- Device(s) that are in the process of migration will continue to migrate.
- In the Device Migration Portal, the option to migrate any unmigrated device will be disabled.

## Migration of Android Enterprise devices

MobileIron Core to MobileIron Cloud migration supports all Android Enterprise modes. In MobileIron Cloud, click **Admin > Android > Android enterprise** to view a list of enterprise service accounts (ESA) migrated from Core servers.

### Prerequisites

- Migration Portal R10
- MobileIron Cloud 73



- Migrator Component 10.8.0.0
- Mobile@Work for Android 10.8.0.0

### Before you begin

- Android Enterprise should be enabled in both Core and Cloud.
- Migration of Android Enterprise devices is supported only if Core and Cloud are bound with Managed Google Play Account only.
- Android Work ESA should be enabled in the [Admin](#) page.

### Overview

For more information about Android Enterprise modes, see [Android Enterprise overview](#) in MobileIron Core Device Management Guide.

- A device registered in Work Profile mode in Core will retire from Core and register in Cloud after migration. After migration, the Work Profile policy or configuration is applied in Cloud provided the configuration already exists in Cloud.
- A device registered in Work Managed Device mode in Core will retire from Core and register in Cloud after migration. The device should not be wiped at the time of migration.
- A device registered in Corporate Owned Personal Enabled (COPE) mode or a Managed Device with Work Profile in Core will retire from Core and register in Cloud after migration. The device should not be wiped at the time of migration.
- Device Admin mode to Work Profile mode conversion is supported on a migrated client in Cloud.
- During the migration process, direct conversion from Device Admin mode in Core to Work Profile mode in Cloud is not supported.

## Migrating Work Managed Devices in Kiosk mode

Before migrating the Work Managed Devices that are in Kiosk mode, perform the following procedure to ensure that the device enters the Kiosk mode automatically post migration:

1. Log in to MobileIron Cloud.
2. Go to **Configurations**.
3. Click **+ Add** and select **Lockdown & Kiosk: Android enterprise** to add a new configuration. You can also edit an existing configuration.
4. Enter a configuration name and description.
5. In the Choose a Lockdown type section, click **Work Managed Devices (Device Owner)**.
6. In the Kiosk Mode Settings, select **Enable Kiosk Mode**.
7. Select the **Enter Kiosk automatically (on initial setup only)** option.
8. Click **Next**.



9. Select a distribution level for the configuration.
10. Click **Done**.

For more information about setting up this configuration, see the "Using Device Owner" section of the [MobileIron Cloud Administrator Guide](#).

## Managed Devices with Work Profile (COPE devices)

For Android Enterprise devices using Corporate Owned Personal Enabled (COPE) or the Managed Devices with Work Profile migrating from MobileIron Core to MobileIron Cloud, the apps will not be uninstalled from the migrated devices if the same apps were not available in Cloud after migration. This is also applicable to in-house apps moved to profile space.

**Workaround:** Import and distribute the same apps to the migrated COPE devices. Then, you can un-distribute or delete the apps from Cloud. This would uninstall the apps from the migrated COPE devices.

If an Android Enterprise device has queued the app installations, and the device gets migrated before the apps are installed, the apps will be installed after device migration. These apps will not be uninstalled even if they are not available in Cloud.



## Notifications

Use the **Notifications** page to manage email and push notifications sent to devices in a label in the selected MobileIron Core instance. Use the drop-down box to switch between MobileIron Core instances. This switch to a different MobileIron Core instance reflects on other pages of the Migration Portal as well. The Operation Name column indicates the operation that created the notification.

NOTE: For the notifications to work in Migration Portal, the API role should be assigned to the MobileIron Core user being added to the Migration Portal.

To find the previous notifications quickly, use the search box to search by Notification Name and the following filters:

- Type - Email, Push Notification, and Email, Push Notification
- Labels - Select one of the existing labels

In the **Actions** column:

- Click the more options icon to display the notification message sent inline.
- Click the link in the Total Devices column to display the [Devices](#) page for that particular device.

FIGURE 6. THE NOTIFICATIONS PAGE

The screenshot displays the 'Notifications' page in the MobileIron Migration Portal. The top navigation bar includes 'Devices', 'Labels', 'Migrations', 'Notifications', 'Sync Jobs', and 'Admin'. The 'Notifications' page has a search box and a dropdown menu for selecting a MobileIron Core instance (currently set to 'eapp441.auto.mobileiron.com'). On the left, there are filters for 'Type' (Email, Push Notification, Email, Push Notification) and 'Labels' (Windows Phone, Windows, tvOS, Signed-Out, macOS, iOS, Employee-Owned, Company-Owned, Android, All-Smartphones). The main content area is a table with columns: NAME, LABEL, TOTAL DEVICES, OPERATION NAME, CREATED ON, and TYPE. The table is currently empty, showing 'No information to display'. At the bottom, there is a pagination bar indicating 'Showing 0 to 0 of 0' and a 'Show' dropdown menu with options for 50, 100, and 200 items.

## Mobile@Work features

This topic describes the supported features and other information about the Mobile@Work for iOS and the Mobile@Work for Android clients after migrating the respective devices from MobileIron Core to MobileIron Cloud.

For more information about Mobile@Work for Android and Mobile@Work for iOS, see product documentation at <https://help.mobileiron.com/s/mil-productdocumentation>.

For the migrated devices, the Mobile Threat Defense features are supported. For MTD-related features, see the *MobileIron Cloud Threat Defense Solution Guide* in MobileIron Support Community at [MobileIron Cloud product documentation](#). MobileIron Support credentials are required to access documentation in the Support Community.

## Mobile@Work common features

- The Forgot Password functionality will work only for new devices migrated after Migration Portal R6 release.
- The user custom attributes will be pushed to MobileIron Cloud only for new devices migrated after Migration Portal R6 release. The user custom attributes should be re-created in MobileIron Cloud (via ETL) before triggering migration, otherwise the migration will fail.

## Mobile@Work for iOS features

- Before migrating a device, users must upgrade to Mobile@Work for iOS 12.1.0 (or later versions) for the Forgot Passcode and Reset Passcode features to work. If the Mobile@Work for iOS client is upgraded after the device migration, the features will not work.
- When a device running Mobile@Work for iOS is migrated from MobileIron Core to MobileIron Cloud, the **Privacy** tab in the **Settings** menu will be no longer available in Mobile@Work.
- During the migration of a device from MobileIron Core to MobileIron Cloud, if there are any errors, then Mobile@Work will notify the user that the migration failed and will provide the following options:
  - **Send Mobile@Work Logs** - Contact MobileIron Cloud Support with the logs for troubleshooting any issues.
  - **Exit** - Close the client and relaunch Mobile@Work.
- Post-migration of a device, if the administrator retires the device, Mobile@Work notifies the user that they cannot use this client because it was retired. The user is prompted with the following option:
  - **Install Go App** - Go to the App Store to install the MobileIron Go for iOS app.
- Post-migration of a device, the re-enroll option is not supported in Mobile@Work.
- Post-migration of a device, if the device is registered with a local user, the local user must reset their passcode. The administrator can either send an email to user or set the passcode directly in the MobileIron Cloud administrator portal.



- Post-migration of a device, Mobile@Work for iOS allows AppConnect app authorization to communicate with MobileIron Cloud. Derived credentials are not supported.
- Post-migration of a device, if the AppConnect Policy was configured on MobileIron Core, the passcode is prompted on launching the Mobile@Work client.
- During the migration of a device, only the configurations are cleared from the system, not the policies. If MobileIron Cloud fails to send any new or updated policies, then the older policies from MobileIron Core are enforced on the migrated devices.
- A new key-value pair **migrate\_from\_email\_exchange\_host** is required to configure the migration of email accounts, and the value should be the previous **email\_exchange\_host** key that was set up on MobileIron Core.
- The Email+ inbox re-sync can be avoided only for new devices migrated after Migration Portal R6 release.

## Mobile@Work for Android features

- Mobile@Work handles the following device registration settings during the migration of Android devices. Mobile@Work will try migration thrice before reporting error code and message to the Migration Portal. After reporting the error, Mobile@Work displays the error message to the users. During a subsequent check-in, if there is a migration request, Mobile@Work initiates the migration again.
  - Enable Minimum Version
  - Minimum Security Patch Level
  - Manufacturer Whitelist/Blacklist
  - Minimum SafetyNet Certification
- During the migration of a device from MobileIron Core to MobileIron Cloud, if there are any errors, then Mobile@Work will notify the user with a message such as, "There is a severe error while migrating. Contact support with console logs and you may want to reinstall this app."
- During migration, errors (if any) are reported to the Migration Portal.
- When a device running Mobile@Work for Android is migrated from MobileIron Core to MobileIron Cloud, if the administrator marks the device as retired, Mobile@Work notifies the user that they cannot use this client because it was retired. The user must uninstall the Mobile@Work client and install the MobileIron Go for Android app from Google Play Store. The user is prompted with the following options:
  - **Send Logs** - Contact MobileIron Cloud Support with the logs for troubleshooting any issues.
  - **Exit** - Close the app.
- Post-migration of a device, the red MobileIron logo is displayed on some screens instead of the blue MobileIron logo. This behavior can be ignored.
- A new key-value pair **migrate\_from\_email\_exchange\_host** is required to configure the migration of email accounts, and the value should be the previous **email\_exchange\_host** key that was set up on MobileIron Core.



- For Android Enterprise devices, post-migration of a device, the Email+ app will need to be re-synced to continue receiving and sending email messages. The content in local folders, such as Draft and Outbox, will be removed and no longer available. The inbox should be refreshed for the email list to display.

## Resolved issues for Mobile@Work clients

This section includes resolved issues fixed in the current releases of the Mobile@Work clients that are related to the migration of a device from MobileIron Core to MobileIron Cloud.

There are no resolved issues in this release.

## Known issues for Mobile@Work clients

This section includes known issues found in the current releases of the Mobile@Work clients that are related to the migration of a device from MobileIron Core to MobileIron Cloud.

These are the known issues in this release:

- AC-20296: In some devices, after setting up Work Profile on a device migrated from Work Managed Device mode, the "Device Out Of Compliance" message may be displayed in the UI. As a workaround, restart the device or turn off/on the Work Profile.
- AC-20278: After setting up and enabling Work Profile on a device migrated from Work Managed Device mode, no container is displayed. Also, the client cannot be launched in personal space. This issue is observed only in Samsung Galaxy S10 and Nexus 9 devices.

## Limitations for Mobile@Work clients

This section describes the limitations found in the current releases of the Mobile@Work clients that are related to the migration of a device from MobileIron Core to MobileIron Cloud.

There are no third-party limitations in this release.

## Support and compatibility

The information in this section includes the components MobileIron supports with this product. Note that 10.8.0.0 is the minimum MobileIron Core Migrator Component version supporting Android Device Administrator.

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 defines supported and compatible as follows:

| 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. |

## Migration Portal supported and compatible table

This version of MobileIron Cloud is supported and compatible with the following product versions:

| Product                            | Supported   | Compatible   |
|------------------------------------|---|--|
| MobileIron Core                    | 10.5.0.0, 10.6.0.0, 10.7.0.0, 10.8.0.0  | 10.5.1.0,<br>10.5.1.1,<br>10.5.2.0a,<br>10.6.0.1,<br>10.5.2.0,<br>10.5.2.1 |
| MobileIron Connected Cloud         | 10.5.0.0  | 10.4.0.0,<br>10.6.0.0  |
| MobileIron Cloud                   | 70, 71, 72  | Not Applicable<br><br>(All listed versions are tested and supported)       |
| MobileIron Core Migrator Component | 10.8.0.0<br><br>NOTE: 10.8.0.0 is the minimum Migrator version supporting Android Device Administrator. | 10.5.0.0,<br>10.6.0.0,<br>10.7.0.0   |



| Product                 | Supported             | Compatible  |
|-------------------------|-----------------------|---|
| Android                 | 8, 9, 10, 11          | 5, 6, 7   |
| Mobile@Work for Android | 10.7.0.0, 10.8.0.0    | 10.5.1.0,<br>10.6.0.0   |
| Email+ for Android      | 2.19.0.0<br><br>3.7.0 | 2.2.0.0 -<br>2.18.0.0<br><br>3.0.0 - 3.6.0<br>(AppConnect<br>enabled) |
| iOS                     | 11.0 - 14.0 (beta 7)  | 10.0  |
| Mobile@Work for iOS     | 12.4.0                | 11.1.1 - 12.3.1   |
| Email+ for iOS          | 3.14.0                | 2.6.0 - 3.11.0  |

## Browser support

This version of Migration Portal has the following browser support:

| Browser (minimum version required) | Supported | Compatible  |
|------------------------------------|-----------|-------------|
| Chrome                             | 85        | 83, 84      |
| Firefox                            | 80        | 78, 79      |
| Safari                             | 13.1      | 12.0 - 12.1 |

NOTE: Browsers on mobile devices (such as phones and tablets) do not support MobileIron Migration Portal administration user interface (UI). MobileIron does its best to remain compatible.

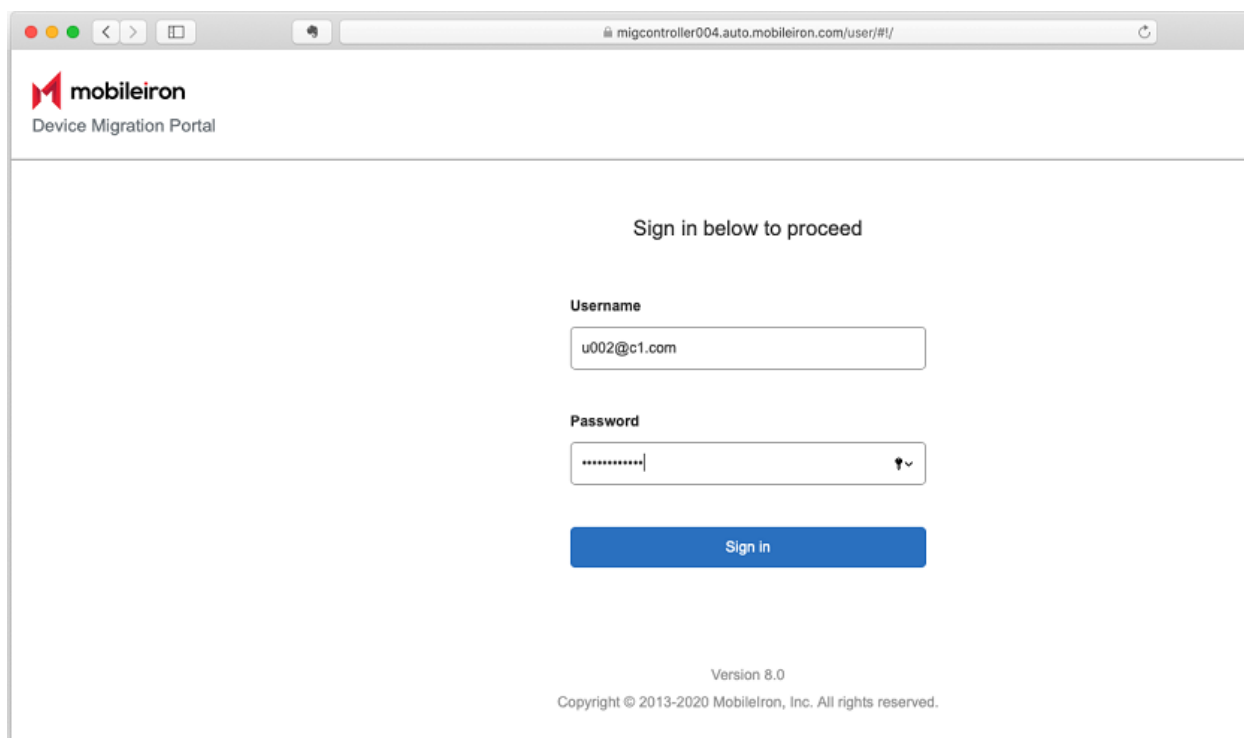


## Device Migration Portal

MobileIron Device Migration Portal is an end-user portal to allow the device users to start migrations. This is enabled by administrators in the Migration Portal > [Labels](#) page. After an administrator enables a device by selecting "Device User," the user can login to the Device Migration Portal and start the migration. Users will get a notification with the link to Device Migration Portal if the administrator provides it in the notification message. It is accessible for only migration-enabled tenant users.

Users can log into the portal using the following link with their MobileIron Cloud credentials and initiate device migration(s) by themselves at their convenient time:

URL: <https://<migration-portal-URL>/user/>



mobileiron  
Device Migration Portal

Sign in below to proceed

Username  
u002@c1.com

Password  
.....

Sign in

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After a user logs in to the Device Migration Portal, the page displays devices associated with the user across all the MobileIron Core instances linked with MobileIron Cloud tenant for migration. Click the **Refresh Status** icon to display current devices and their status. If there are no devices for the logged-in user, the portal displays a "No devices available" message.

Before users initiate migrations, they must ensure the following:

- Devices are connected to the Internet/network.
- Mobile@Work app is running on the devices.



If an administrator has selected a device to be migrated by Device User, the **Migrate** button will be displayed for the device. To begin migration of a device, click **Migrate** and click **OK** to confirm the device migration.

The screenshot shows the MobileIron Device Migration Portal interface. At the top left is the MobileIron logo and 'Device Migration Portal'. At the top right is the user 'u002@c1.com' with a 'Logout' link. Below the header is a 'Refresh Status' button. A note states: 'Note: All devices eligible for migration will be shown here. Before you initiate migration, ensure the following: 1. Device is connected to the internet/network. 2. Mobile@Work app is running in the device.' Below this is a device card for an iPhone X. The card includes the iOS logo, the device name 'iPhone X', and 'Last Check-in: 15:31, 15 Apr 2020'. A blue 'Migrate' button is in the top right corner of the card. The card's details are as follows:

|                   |                                      |
|-------------------|--------------------------------------|
| OS / Version      | IOS 12.3.1                           |
| Phone Number      | PDA 2                                |
| Client registered | Yes                                  |
| UUID              | 703d3d8c-1647-4d98-9b3a-b9fc5350445b |
| Core              | eapp186.auto.mobileiron.com          |

At the bottom of the page, it says 'Version 8.0' and 'Copyright © 2013-2020 MobileIron, Inc. All rights reserved.'

If the device migration has already started, the device will show the current migration status, such as In Progress, Failed, or Migrated. Force Retry and Retry Failed options are not available in this end-user portal.

The screenshot shows the MobileIron Device Migration Portal interface with the migration status updated. The 'Migrate' button is replaced by a blue progress indicator and the text 'In-Progress'. The rest of the interface, including the note and device details table, remains the same as in the previous screenshot.

|                   |                                      |
|-------------------|--------------------------------------|
| OS / Version      | IOS 12.3.1                           |
| Phone Number      | PDA 2                                |
| Client registered | Yes                                  |
| UUID              | 703d3d8c-1647-4d98-9b3a-b9fc5350445b |
| Core              | eapp186.auto.mobileiron.com          |

At the bottom of the page, it says 'Version 8.0' and 'Copyright © 2013-2020 MobileIron, Inc. All rights reserved.'



# Post Migration and Core Decommission

To ensure your MobileIron Core is properly retired and the migrated devices continue to check into Cloud correctly:

1. Install the Portal Certificate for MobileIron Core on the MobileIron Migrator Portal as part of the MobileIron Core shutdown process. For customers on Connected Cloud, this step is not required because MobileIron manages both your Connected Cloud and Cloud tenants.

NOTE: The MobileIron Core Portal Certificate expires every year, and the MobileIron Administrator will need to renew and install on the MobileIron Migrator each year.

2. Apprise Ivanti Support that the Auriga httpd services need to be restarted by reloading them with the renewed portal certificate. Support would then refer this request to an internal team.



# Support

You can use the **Help** option to access the Support portal.

## Accessing the Support portal

### Procedure

1. Click the user icon (upper right).
2. Select **Help**.
3. Enter your support credentials
4. Click **Sign In**.

