



Mobile@Work 1.76.0 for macOS Release Notes

March 9, 2021

For complete product documentation, see [Mobile@Work for macOS Product Documentation](#) Home Page

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About Mobile@Work for macOS

Mobile@Work for macOS is a MobileIron client app that works with a MobileIron server – either MobileIron Core or MobileIron Cloud. Device users can download Mobile@Work for macOS from a secure server to use it to register their devices with the MobileIron server. Alternatively, administrators can use web-based registration so user devices are automatically registered with MobileIron Cloud and Mobile@Work is automatically installed. This automatic registration feature is enabled upon customer request at Tenant level.

What the device user sees:

1. Device user receives an email invitation with a link in it.
2. Device user clicks or taps on the link.
3. The device user enters username, password and accepts the Terms of Service.
4. The device user then downloads the enroll.mobileconfig file. When this happens, Mobile@Work for macOS is automatically downloaded and user registration is automatically completed.

NOTE: Mobile@Work for macOS always uses mutual authentication with the MobileIron server for device check-in.

Mobile@Work for macOS provides these capabilities:

- Enables the MobileIron server to execute commands on managed macOS devices
- Supports MobileIron Cloud installation of macOS apps that are .dmg or .app files



New features and enhancements summary

This section provides summaries of new features and enhancements available in this release of MobileIron Mobile@Work for macOS. References to documentation describing these features and enhancements are also provided, when available. For new features and enhancements provided in previous releases, see the release notes for those releases. Documentation for previous releases is available in the [MobileIron Mobile@Work for macOS Product Documentation home page](#). MobileIron Support credentials are required to access the site.

This release includes the following new features and enhancements.

Mobile@Work moves to system agent in release 1.76

Mobile@Work for macOS now registers devices to MobileIron Cloud or Core, instead of to a particular user. This means that registered users no longer must be logged in for the device to check in or run scripts. Users running Mobile@Work for macOS 1.72 through the most recently released version as supported by MobileIron do not need to re-register.

Note the following caveats:

- For client users with Mobile@Work for macOS versions below 1.72, MobileIron recommends that you upgrade to release 1.75 before upgrading to 1.76, or the upgrade may fail.
- Customer feedback indicates that Silent Registration provides the best registration experience, and as such, Manual Registration for Cloud devices is no longer supported, from Mobile@Work for macOS 1.76 through the most recently released version as supported by MobileIron. Manual registration by Core devices is still supported.
- The username "_miuser" is now reserved, from Mobile@Work for macOS 1.76 through the most recently released version as supported by MobileIron.

For more information about registration of macOS devices, see the "Registering Devices" chapter of the *MobileIron Core 11.1.0.0 Device Management Guide for iOS and macOS Devices*.



Support and compatibility

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.

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.

Mobile@Work for macOS supported and compatible product versions

The following table summarizes supported and compatible product versions for Mobile@Work for macOS.

Component	Supported Version	Compatible Version
MobileIron Core	11.1.0.0	9.7.0.0 through 11.0.0.0
MobileIron Cloud	R75, R76	Not applicable
macOS	10.14.6 10.15.7 11.2.2	10.14.1 - 10.14.5 10.15.0 - 10.15.6 11.0.0 - 11.2.1



Language support

Mobile@Work for macOS supports the following languages:

- English
- French (France)
- Italian (Italy)
- German (Germany)
- Spanish (Spain)

Resolved issues

This section describes resolved issues fixed in the current release of MobileIron Mobile@Work for macOS. For resolved issues provided in previous releases, see the "Resolved issues" sections in the release notes for those releases, available in [MobileIron Mobile@Work for macOS Product Documentation home page](#).

This release includes the following resolved issue:

- **MACAGENT-2523:** Mobile@Work for macOS versions 1.75.0 and 1.76.0 requires Apple Rosetta 2 to be installed to function correctly on computers with the Apple silicon chipset. Mobile@Work for macOS 1.75.0 would fail during installation if Rosetta 2 was not installed. This issue has been fixed. Mobile@Work for macOS now installs Rosetta 2 automatically, if needed during the installation, from 1.76 through the latest release as supported by MobileIron.
- **MACAGENT-2474:** There was an incorrect translation of the application "Open" button in the French language user interface. This issue has been fixed.

Known issues

This section describes known issues which are found in the current release of MobileIron Mobile@Work for macOS. For known issues found in previous releases, see the "Known issues" sections in the release notes for those releases, available in [MobileIron Mobile@Work for macOS Product Documentation home page](#).

This release includes the following known issue:

- **MACAGENT-2529:** There is an issue when incorrect server information is entered as part of a Mobile@Work for macOS registration. The error message displays correctly, but the error message does



not indicate the correct problem.

- **MACAGENT-2508:** There is an issue where app notifications display when Apps@Work is in the foreground. This is not expected behavior. There is no workaround.

Limitations

This section describes limitations (typically third-party limitations) found in the current release of MobileIron Mobile@Work for macOS. For limitations found in previous releases, see the "Limitations" sections in the release notes for those releases, available in [MobileIron Mobile@Work for macOS Product Documentation home page](#).

This release does not include any 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.

