



# MobileIron Tunnel 4.1.0 for macOS

## Release Notes

for MobileIron Core and MobileIron Cloud

Revised: September 23, 2020

For complete product documentation see:  
[Tunnel for macOS Product Documentation Home Page](#)

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# Revision history

TABLE 1. REVISION HISTORY

Date	Revision
September 23, 2020	Updated <a href="#">Known issues</a> .



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# About MobileIron Tunnel for macOS

MobileIron Tunnel enables VPN capability on macOS devices. MobileIron Tunnel interacts with the MobileIron unified endpoint management (UEM) platform, MobileIron Standalone Sentry, and MobileIron Access to secure access to enterprise resources from outside the enterprise network. The enterprise resource can be on premise or in the cloud.

The MobileIron UEM platforms are:

- MobileIron Core
- MobileIron Cloud

## New features and enhancements summary

For new features introduced in previous releases, see [MobileIron Tunnel for macOS](#) Product Documentation for that release.

This release provides the following new features and enhancements:

- **Rebranding:** MobileIron has updated the Tunnel icons and user interface color scheme. For more information see the Knowledge Base article [Coming Soon - MobileIron UX changes MobileIron Tunnel Android and iOS App](#).  
See also "What users see in MobileIron Tunnel for iOS" in the *MobileIron Tunnel for macOS Guide for Administrators*.
- **User experience updates:** The MobileIron Tunnel logo is seen on the top menu bar. Users can click on the icon to view the Tunnel status and to access additional options.  
For more information, see "What users see in MobileIron Tunnel for macOS" in the *MobileIron Tunnel for macOS Guide for Administrators*.  
These updates also resolve the issue where users saw multiple prompts to authorize the keychain for Tunnel.
- **MobileIron Access IP address update:** If you have a MobileIron Access deployment, ensure that you upgrade Tunnel to this release to consume any changes in Access IP addresses and to continue to successfully connect to your enterprise cloud resources through MobileIron Access.  
For information about the Access IP address updates, see [Action Required: Access Infrastructure Maintenance requires update to Firewall Rules to avoid service outage](#).



# Support and compatibility

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

- [Support policy](#)
- [MobileIron end of sale and support policy](#)
- [Supported MobileIron component versions](#)
- [Supported device platforms](#)
- [Port requirements](#)

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:

TABLE 2. 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 end of sale and support policy

For the MobileIron End of Sale and Support Policy, see [MobileIron End of Sale and Support Policy](#).



## Supported MobileIron component versions

The following table provides the MobileIron component versions that are supported and compatible.

TABLE 3. MOBILEIRON COMPONENTS SUPPORTED AND COMPATIBLE VERSIONS

Component	Supported Versions	Compatible Versions
MobileIron Core	10.7.0.0, 10.8.0.0	10.5.0.0, 10.6.0.0
MobileIron Cloud	72	Not Applicable The latest version is available to customers.
Standalone Sentry	9.8.1, 9.9.0	9.7.0, 9.7.1, 9.7.3, 9.8.0
MobileIron Access	41	Not Applicable The latest version is available to customers.
Mobile@Work for macOS	1.5.0	Not Applicable

## Supported device platforms

The following table provides the macOS device platform versions that are supported and compatible.

TABLE 4. SUPPORTED DEVICE PLATFORM

Device OS	Supported Versions	Compatible Versions
macOS	10.14.0 10.15.0	Not Applicable

## Port requirements

The following provides the required port information:

- MobileIron Core: See the *MobileIron On-Premise 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.



## Resolved issues

For resolved issues in previous releases, see [MobileIron Tunnel for macOS](#) Product Documentation for that release.

This release provides the following new resolved issues:

- **IAVPN-1594:** Previously, devices could not connect to Wi-Fi if Tunnel was configured for device-level VPN and the configured Standalone Sentry was not available. Now, the Tunnel VPN connections are dropped. This terminates the VPN connection and allows normal connections to work.
- **IAVPN-1695:** Fixed an issue due to which Chrome did not trigger Tunnel on macOS. This issue is fixed for Core deployments.

## Known issues

For known issues found in previous releases, see [MobileIron Tunnel for macOS](#) Product Documentation for that release.

This release contains the following new known issues:

- **IAVPN-1846:** Users are prompted with a password authentication popup after the first reboot.
- **IAVPN-1851:** Tunnel 4.1.0 for macOS prompts users twice for the system password after a configuration change is pushed to the device.
- **IAVPN-1854:** If a device-level packet-tunnel Tunnel VPN configuration is pushed to macOS devices, the Tunnel Icon on the top menu bar show dim (disconnected) though the tunnel is in a connected state.  
**Workaround:** Click the Tunnel Icon to see the correct status.
- **IAVPN-1577:** For MobileIron Cloud deployments, Chrome does not trigger Tunnel for app proxy VPN and per-app VPN.
- **IAVPN-1883:** Tunnel 4.1.0 for macOS may take up to 40-50 seconds to connect after the reboot. See also MacOS - [Tunnel MacOS do not connect immediately after device reboot.](#)
- **IAVPN-1871:** In some cases, after upgrading Tunnel for macOS from 4.0.1 to 4.1.0, the extension version displayed is different from the application version.  
**Workaround:** Restart the laptop to display the correct extension.  
See also [MacOS: After upgrade Tunnel Extension is still showing the previous version.](#)





## Limitations

For limitations found in previous releases, see [MobileIron Tunnel for macOS](#) Product Documentation for that release.

This release contains the following new known limitations:

- **IAVPN-1686:** macOS 10.14 will not trigger Tunnel for Safari 13.0.  
**Workaround:** End users must upgrade to macOS 10.15 for the fix.
- **IAVPN-1388:** Accessing backend resources from a Safari browser via MobileIron Tunnel for macOS does not work on macOS 10.13.6 with Safari 12.0.  
**Workaround:** Upgrade to 10.14.
- **IAVPN-1849:** If a Tunnel per app VPN profile is set up for Mail, Calendar, and Contact domains, the Exchange account verification fails for device users and they are unable to sync contact / calendar / mail for the domains added in the VPN profile. For more information about this issue and workaround, see the Knowledge Base article: [Exchange account verification fails for calendar/contact domains in MobileIron Tunnel.](#)

## Documentation resources

MobileIron product documentation is available at <https://help.mobileiron.com/s/mil-productdocumentation>.

The *MobileIron Cloud Administrator Guide* is also available from your instance of MobileIron Cloud by clicking on the **Help** link in the user interface.

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

