



MobileIron Tunnel 4.5.0 for Android Release Notes

for Android native, Android enterprise, and Samsung Knox for MobileIron Core and MobileIron Cloud

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

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About MobileIron Tunnel

MobileIron Tunnel enables VPN capability on Android (native, with no containerization), Android enterprise (containerized, previously called Android for Work), and Samsung Knox Workspace (containerized) devices.

MobileIron Tunnel interacts with the MobileIron Enterprise Mobility Management (EMM) platform, MobileIron Standalone Sentry, and MobileIron Access to allow apps and browsers on Android, Android enterprise, and Samsung Knox devices to securely access enterprise resources from outside the enterprise network. The enterprise resource can be on-premise or in the cloud. MobileIron provides the following EMM platforms: MobileIron Core and MobileIron Cloud.

New features and enhancements summary

For new features introduced in previous releases, see [MobileIron Tunnel for Android and Android enterprise product documentation](#) for that release.

This release provides the following new features and enhancements:

- **Support for Android 11:** This release provides support for Android 11 devices. As a result, a connectivity issue to Standalone Sentry from Tunnel on Android enterprise devices running Android 11, TA-1214, is also fixed.

For more information, see the MobileIron Knowledge Base article [MobileIron Guidance on Android 11 Compatibility](#).

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 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 [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 2. MOBILEIRON COMPONENTS SUPPORTED AND COMPATIBLE VERSIONS

Component	Supported Versions	Compatible Versions
MobileIron Core	10.7.0.0, 10.8.0.0	10.5.1.0, 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, 9.8.0
MobileIron Access	41	Not Applicable Only the latest version is available to customers.
Mobile@Work for Samsung Knox (MobileIron Core client)	10.7.0.0	10.5.1.0
Mobile@Work for Android native (MobileIron Core client)	10.7.0.0	10.5.1.0



TABLE 2. MOBILEIRON COMPONENTS SUPPORTED AND COMPATIBLE VERSIONS (CONT.)

Component	Supported Versions	Compatible Versions
Mobile@Work for Android enterprise (MobileIron Core client)	10.7.0.0	10.5.1.0
Go Client for Android enterprise (MobileIron Cloud client)	71.0.0.7	Not Applicable Only one version is available to customers and it is supported with this release.
Go Client for Android native (MobileIron Cloud client)	71.0.0.7	Not Applicable Only one version is available to customers and it is supported with this release.

Supported device platforms

The following tables provide the Android device platform versions that are supported and compatible.

TABLE 3. SUPPORTED DEVICE PLATFORM FOR ANDROID NATIVE AND ENTERPRISE

Device OS	Supported Versions	Compatible Versions
Android R	11	Not Applicable
Android Q	10.0	Not Applicable
Android P	9.0	Not Applicable
Android O	8.1	8.0
Android N	7.0	7.1, 7.1.2

TABLE 4. SUPPORTED DEVICE PLATFORM FOR SAMSUNG KNOX WORKSPACE

Device OS	Supported Android Versions	Supported Knox Versions	Device
Android Q	10.0	3.4.1	Samsung Galaxy Note
Android P	9.0	3.3	Samsung Galazy S8
Android O	8.0	3.0	Samsung Galaxy S8
Android N	7.0	2.7.1	Samsung Galaxy S7

NOTE: The following are compatible: Note 5 running Android version 7 or Knox version 2.7.1, Samsung Galaxy S6 running Android version 6.0.1 or Knox version 2.6.



Port requirements

The following provides the required port information:

- MobileIron Core: See [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 [MobileIron Cloud Architecture and Port Requirements](#) document for more information on ports and firewall rules.

Resolved issues

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

This release does not provide any new resolved issues.

Known issues

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

This release includes the following new known issue:

- **TA-1266:** On Android enterprise devices with MobileIron Go 72 for Android or Mobile@Work 10.8.0.0 for Android, if Tunnel is in the foreground users may see a slight flicker. This behavior is seen due to a UI context change because Tunnel is doing certificate approval.

Limitations

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

This release includes the following new known limitations:

- **TA-1207:** On Android enterprise devices running Android 9 through the latest version as supported by MobileIron, the user personal profile setting affects the Tunnel VPN settings and the Android enterprise profile VPN as well.



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 by clicking on the **Help** link in the user interface.

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

