



## Updated MobileIron Software Available

MobileIron has officially released our v3.1 software for general availability. This latest release addresses a number of product enhancements and features that significantly improve the end-user experience, system manageability, overall product scale, along with enhanced support for Apple's iOS 4 MDM capabilities.

**\*\* Please see important information below regarding Apple's iOS 4 MDM program qualifications. \*\***

The updated VSP Server software and documentation is now available on our support download site, along with an updated iOS client app that is now available on the iTunes App Store. There are no updates to Sentry at this time, although we are planning an updated Sentry release later this fall.

**Recommendation:** MobileIron recommends that customers upgrade from their current v2.1.x release to v3.1 to take advantage of all of the advanced usability, performance, and iOS-related features that are outlined below, even if your organization does not plan to leverage iOS 4 MDM capabilities.

**NOTE:** There is no update required for Sentry at this time.

### Summary:

MobileIron's updated software release (v3.1) incorporates enhancements from our recent v3.0 product release, as well as specific iOS 4 capabilities introduced as part of our v3.1 release.

**Our v3.0 release focused on providing our customers and partners with:**

- Enhanced User Experience capabilities, including
  - Zero-Touch Registration for BlackBerry
  - End-User Location and Privacy Controls
  - Enforcement of Data Boundaries with Expanded Selective Wipe

## Capabilities

- Improved Manageability across Multi-OS platforms, including
  - BlackBerry Management through BES Integration
  - Closed-Loop Policy Workflow and Feedback
  - Helpdesk Support with Enhanced Remote Access
- Expanded Global Deployment Capabilities, including
  - Expanded International Roaming Support
  - Extended Mobility Intelligence with MobileIron API
  - Enterprise Scalability

For more information about our v3.0 release, including our v3.0 release notes, please go to our Support site at <https://support.mobileiron.com/support/CDL.html>

### **Our v3.1 release focuses on providing our customers and partners with advanced iOS 4 capabilities, including:**

- Dynamic Provisioning of iOS Devices at Scale
- Enforcement of Security and Profile Updates Silently
- Obtaining Real-Time Device Inventory
- Determining Operational & Security State Device Characteristics
- Revoking Enterprise Resources and Settings, and
- Detecting International Roaming Alerts for Real-Time Cost Control

For more information about our v3.1 release, including our v3.1 release notes, please go to our Support site at <https://support.mobileiron.com/support/CDL.html>

### **Additional Important Information about Apple's iOS 4 MDM Capabilities:**

In order to leverage and take advantage of Apple's iOS 4 MDM capabilities, organizations must first register in the iOS Developer Enterprise Program and receive a signed MDM certificate from Apple. MobileIron's iOS 4 MDM capabilities will not function without a valid Apple MDM certificate.

Please note that current iOS management functionality will continue to work without MDM.

To qualify for Apple's iOS Developer Enterprise Program and to receive a MDM certificate, your organization must:

- Have at least 500 employees
- Have a valid DUNS number
- Register and pay the annual \$299 fee for Apple's iOS Developer

Enterprise Program  
(<http://developer.apple.com/programs/ios/enterprise/>)

To prepare your network for iOS 4 MDM capabilities you must apply the following firewall rules to your network:

- Port **2195** outbound from VSP to **gateway.push.apple.com**
  - Used to communicate with the Apple APNS servers
- If using Wi-Fi connected devices port **5223** to **\*push.apple.com** must be open from your network to the internet
  - Used for the devices to establish an APNS listener
- Port **443** inbound to the VSP from the internet
  - Used for the iOS 4 devices to communicate MDM requests back to the VSP

Detailed instructions on how to sign up and receive a MDM Certificate are posted on our support site  
(<https://support.mobileiron.com/support/CDL.html>).

Additionally, MobileIron MDM functionality in v3.1 requires that iPhones are running iOS 4.1 to take advantage of the advanced iOS 4.1 capabilities. **We expect Apple to release iOS 4.1 next week.**

For additional guidance and direction on iOS 4 MDM capabilities or to ask specific questions, please contact [support@mobileiron.com](mailto:support@mobileiron.com).

## **What this means for MobileIron Customers:**

For customers who are planning to upgrade to v3.1, there are two components of the upgrade to consider. The first is the VSP Server, and the second is the end-user client.

The instructions posted on our support site outline the specific steps required to complete the upgrade, but the following high level information will be helpful for all customers and partners to know prior to beginning the upgrade process.

### **VSP (Server/VM) Upgrade:**

- You must be running v2.1.10 or later in order to upgrade your system to our v3.1 release.
- Detailed upgrade instructions to migrate from v2.1.10 and/or v2.1.12 to v3.1 have been posted on our Support site (<http://support.mobileiron.com/support/CDL.html>).
- Given the changes that have been made in v3.1, there are a few steps required to complete the upgrade. We recommend you review the

instructions prior to starting to upgrade to ensure you are familiar with all of the steps.

- If you would like to have MobileIron Support resources assist with your upgrade to v3.1, please send a request to [support@mobileiron.com](mailto:support@mobileiron.com) and we will schedule your upgrade accordingly.

#### **Client-Side Upgrade:**

- End users will receive updated MobileIron clients as part of the upgrade process for WinMo, Symbian, and Blackberry devices.
- For iOS Devices:
  - The current (v2.1.x) and new (v3.1) MobileIron iPhone App will work on both v2.1.x and v3.1 VSP servers, so the client and server upgrades do not need to be coordinated at this time.

#### **Customer Support:**

If you have questions, or need clarification on how to complete the upgrade, please contact our support organization at:

- Support Line: 1-800-732-2088
  - Used for issue reporting and critical assistance
- Email: [support@mobileiron.com](mailto:support@mobileiron.com)
  - Used for general inquiries

**Thank You**

**MobileIron Customer Success Team**

---