

Security Advisory 2022-055

Possible Information Disclosure in MobileIron for Android

July 28, 2022 — v1.0

TLP:WHITE

History:

- 28/07/2022 — v1.0 – Initial publication

Summary

The problem affects Android users using **MobileIron** and having *Use smart send* option enabled in **Email+** client. When `User A` forwards/replies email to `User B`, `User B` receives a different email body instead of original email.

This could lead to information disclosure especially in case of recipients being outside of the sender's organisation.

Technical Details

The issue is related to *SmartForward/SmartReply*. When such feature is in use (offered by Activesync protocol), it allows client to forward messages without retrieving the full, original message from the server on client. Client will send only user's added text and tells Exchange server to send the full text of the original message from server [1].

To do so, client will request Exchange server to look for original email, e.g. with the `ServerID X`. If somehow `ServerID X` is used for another email, we will have such issue:

A user of **email+** tries to forward `email A` with `serverID X` during sync process, after sync `email A` will have `ServerID Y`, and `ServerID X` will be reused for another `email B`. Since sync is already in progress server *thinks* that we already use new ServerIDs and forward `email B` instead of `email A`.

Affected Products

The following product versions are affected:

- Android **email+** all versions

Workaround

To disable *SmartForward/SmartReply*: From **email+** client > settings > disable *Use smart send*

To disable `s_SmartForward/SmartReply_` as a configuration option, you can use the following key/value pairs:

- For **email+** version 3.1.1 and higher:
Use the `disabled_features` key, and include the value `smart_send`.
- For **email+** version 2.18 and higher:
Use the `enabled_features` key, and include the value `disable_smart_send`.

References

[1] https://forums.ivanti.com/s/article/When-forwarding-mail-random-email-body-is-sent?language=en_US