

# Release Notes

February 2018

## What's New

Our February 2018 release provides administrators with the ability to carry out Supervised Mode commands on iOS devices. Functions of the Supervised Mode feature include enabling and disabling lost mode, device location, and the ability to check for OS updates. The same functions for Android devices will be added in an upcoming release.

We have also added a new set of icons in the UI for quick identification in both navigation and device management screens. In addition, the ability to designate a company-owned device as assigned or not assigned has now been added as a filtering capability.

### New Feature: Supervised Mode for iOS

Supervised Mode gives a device administrator the highest level of control possible on an iOS device. It's typically used in enterprise environments where the devices are owned by the company. In KACE Cloud MDM, a supervised device is automatically enrolled as a company-owned device.

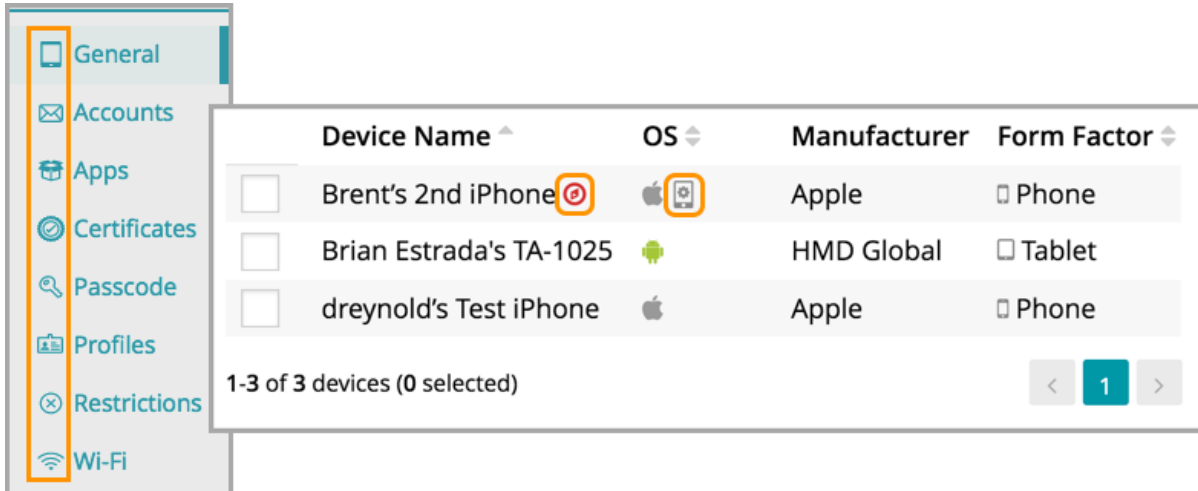
Functions include:

- Lost Mode - Enable and disable.
  - Locate Device - View coordinates, movement, and map.
  - Play Lost Mode Sound - Sound will function even if device sound is set to off.
- Set Wallpaper - Add custom image on lock screen and/or home screen.
- Set Supervised Restrictions - New supervised mode restrictions can be found under Restrictions in device detail pane.
- Clear User Restrictions - Remove restrictions passcode from device and reset all user-defined restrictions to default.
- Check for and Update OS - Access the most recent updates and push to a device.
- Rename Device - Remotely change the name of a device using the new edit function next to Device Name.
- Assigned/Not Assigned Filter - Filter devices based on whether they are assigned or not assigned to users.

## UI Updates

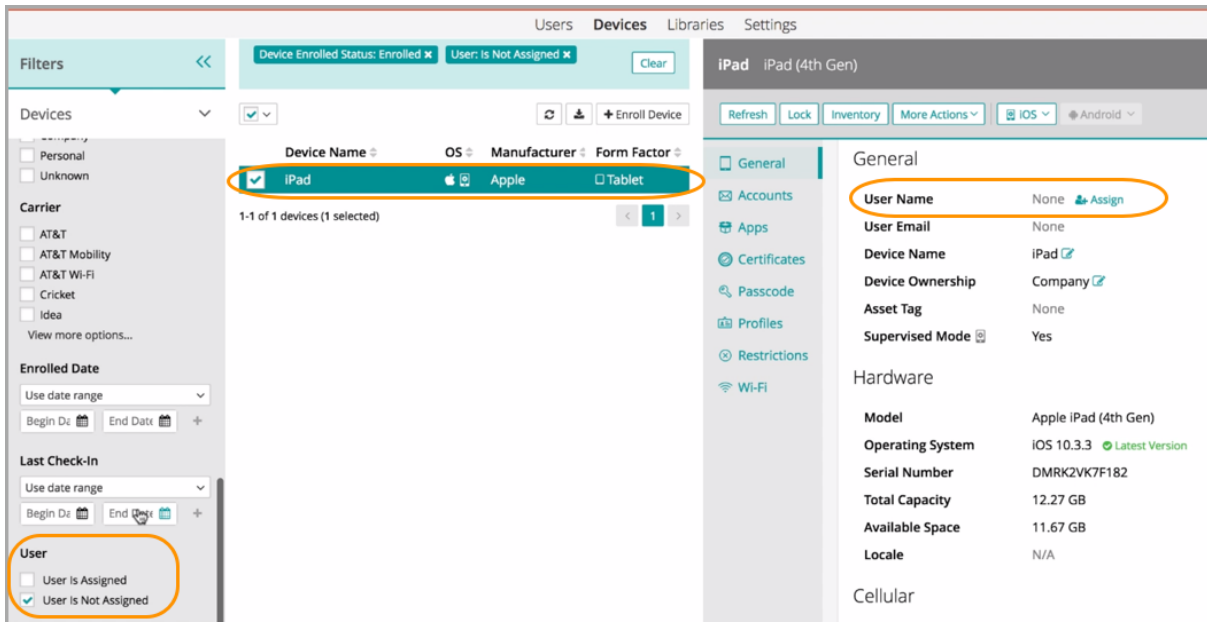
### Icons

KACE Cloud MDM is introducing a new set of icons that can be found throughout the navigation and device management screens. For example, a **red compass icon** next to a device name identifies a device in lost mode, and the grey device icon adjacent to the OS icon identifies a device in supervised mode.



### Filtering

A device admin can now filter company-owned devices by assigned or not assigned. Filtering by the 'User is Not Assigned' criteria allows an admin to quickly inventory available devices.



## Known Issues

### Account Linking

If you manually create an account in KACE Cloud MDM, then use SSO to log in using the same email address, your account will be automatically linked to single sign-on. You will receive a confirmation email so you can verify.

### Role Management and SSO Configuration

If user role assignment is set to Automatic during SSO Configuration, a manual attempt to update an individual's user's role via the Users > Edit User path may appear possible, but will be overwritten by the original SSO Configuration. To resolve, the configuration setting can be changed to Manual, which will then enable editing of individual user roles.

### Android Considerations

#### App Updates

An end user will need to log in to the Google Play Store while in the Work Profile on their Android device in order to receive app updates. This extra step will be eliminated once App Management for Android is launched in KACE Cloud MDM.

#### Certificate Removal

The ability for an admin to remove a certificate is not currently available for Android devices.

#### Change in Android Enrollment

In order to receive account profiles on an Android device, the KACE Cloud MDM agent app will need to be updated to the latest version available in the Google Play Store, and the device will need to be re-enrolled. This should be a one-time re-enrollment process that will allow the agent app to create a Work Profile on the device.

#### Gmail App

Android devices require the Gmail app to be installed in order to use the email account configurations.

#### Set Passcode Command

The Set Passcode function changed in Android N and later. On versions before N, an administrator could set the passcode as desired. On Android N and later, the passcode can only be set on devices that do not already have a passcode set. The user interface does not currently warn users who are attempting to set a passcode on Android N or later.

### iOS Considerations

#### Factory Reset - Apple iOS iCloud Account Lock

When resetting an Apple iOS device back to factory defaults, the device will remain locked to the associated iCloud account. To prevent this from happening, BEFORE resetting the device, manually turn off the Find my phone feature on the iPhone.

## Additional Resources

[Getting Started Guide](#)

[Admin Guide](#)

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