

# Release Notes

March 2018

## What's New

Our March 2018 release introduces support for Apple's Device Enrollment Program (DEP). DEP benefits include:

- Streamlined setup that allows an admin to choose which screens and options are seen by the end user.
- Automatic enrollment for all devices in KACE Cloud MDM.
- Automatic provisioning with apps and configurations that are marked for automatic deployment at enrollment.
- Control over iTunes Activation Lock on device. (See [Activation Lock section](#) in documentation.)
- Option to force a device into supervised mode and prevent end user from removing a corporate-owned device from MDM.

## New Feature: Apple Device Enrollment Program Support

To get started with Apple DEP, an admin will need to sign up for a corporate purchasing account with Apple or an authorized third party reseller. Once the purchasing account is established, an admin will need to enroll in the [Device Enrollment Program](#).

DEP requires some pre-configuration to ensure that the devices are enrolled in KACE Cloud MDM and provisioned properly.

Steps include:

1. Linking KACE Cloud MDM with the Apple DEP Portal.
2. Creating a DEP Profile.
3. Assigning Devices to a Server in the DEP Portal.
4. Syncing Devices with KACE Cloud MDM and Assigning to a DEP Profile.
5. Activating Devices.

In most cases, configuration is done one time before devices are purchased, but additional devices can also be added once DEP management is set up. The steps are covered in detail in our [product documentation](#).

## 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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