

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](#)

© 2018 Quest Software Inc.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept.

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our website (www.quest.com) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at www.quest.com/legal.

Trademarks

Quest and the Quest logo are trademarks and registered trademarks of Quest Software Inc. in the U.S.A. and other countries. For a complete list of Quest Software trademarks, please visit our website at www.quest.com/legal. All other trademarks, servicemarks, registered trademarks, and registered servicemarks are the property of their respective owners.