Release Notes

December 2020

What's New

In our December release, we're sharing our yearly feature and functionality recap as well as introducing four new features: the Enterprise App Catalog; mac Profile Generator; Corporate-owned, Personally-enabled (COPE) device management for Android, and Activation Lock for macOS.

Feature and Functionality Recap 2020

The following is our list of the top KACE Cloud MDM features and functionality introduced in 2020:

Product Expansion

- KACE Unified Endpoint Management License

Usability Enhancements

- Multi-device summary with data visualization
- Enhanced summary section for devices
- Simplified labels section for devices
- Shorter maintenance windows
- Improved user interface elements
- Login experience with simplified workflow

LDAP

- Multi-forest LDAP sync support

SSO

- SAML-based SSO for Google G-Suite
- SAML-based SSO for Okta

New Functionality

- Scheduled OS updates
- Location tracking
- Advanced filtering capabilities

Android

- System apps for Android
- Android agent app

- Single-location option management

macOS

- macOS Active Directory profile support
- SMA Agent installation
- macOS managed apps for Big Sur (11.0)
- Apple web authentication

iOS

- iOS and Android Web apps
- Apple web authentication
- Single-location option management

Windows

- Windows 10 enrollment
- Microsoft 365 deployment

tvOS

- Apple TV support
- Single-location option management

Help Center

- Video section restructure

December Features

Enterprise App Catalog

Our new enterprise app catalog for iOS and Android lets admins publish a set of pre-configured apps that end users can then download through the KACE Cloud Connect app. The catalog feature allows an admin to provision required apps via policy, then allow self-service installation of optional pre-configured apps for end users.

Available apps are OS-specific, so an Android device user will see their own set of OS-approved apps, as will iOS end users.

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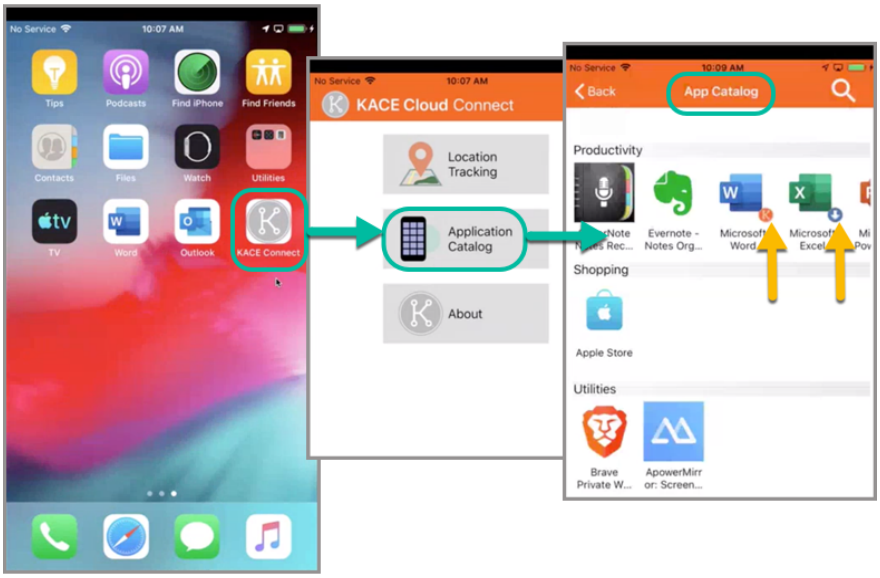
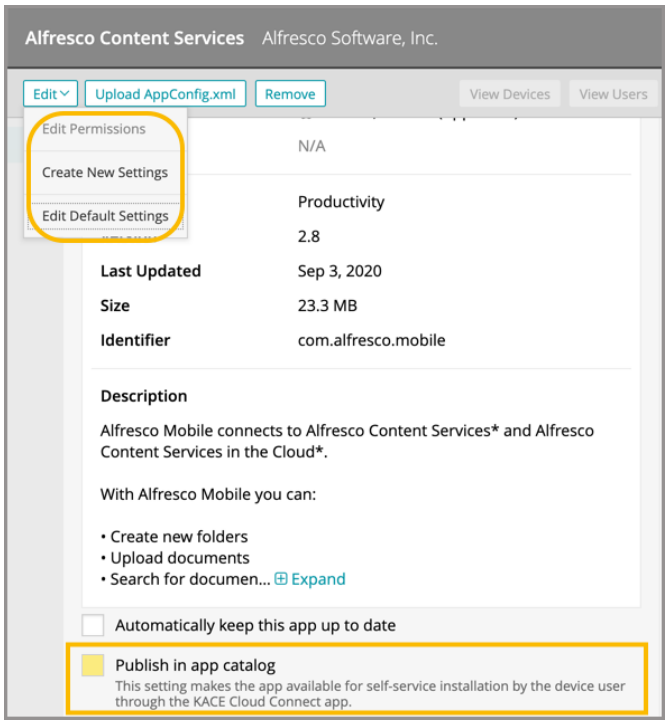


Image: When an end user downloads and opens KACE Cloud Connect on their device, they can open the Application Catalog then choose from a library of pre-configured apps.

To enable self-service installation for the end user, an admin only needs to check the new 'Publish in app catalog' box for individual apps. An admin can also create and edit settings that an end user can choose from.



Learn more about KACE Cloud Connect.

mac Profile Generator

The mac Profile Generator is a macOS native app that generates macOS MDM profiles. These profiles can then be uploaded to KACE Cloud MDM and applied to enrolled macOS devices.

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The app lets device admins build profiles specifically for mac that can restrict which applications can run, automatically grant access to macOS privacy sections, and automatically approve kernel and system extensions. Generating profiles using the mac Profile Generator eliminates the need for end users to manage individual security and privacy settings, which can be tricky and time consuming.

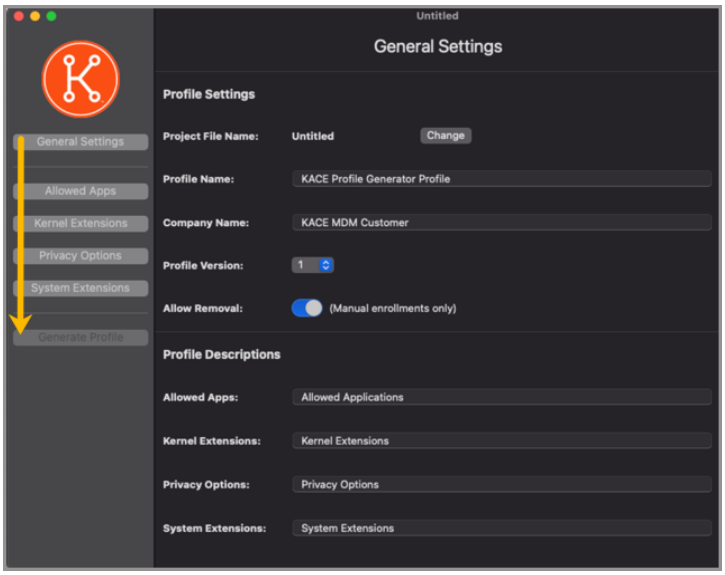


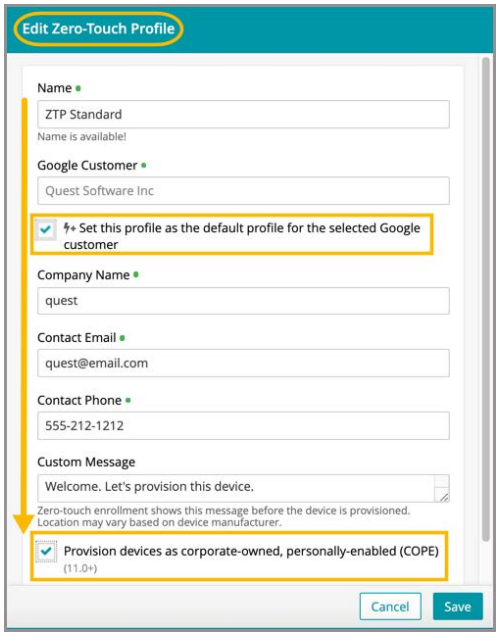
Image: The mac Profile Generator provides a straightforward wizard process.

Learn more about the mac Profile Generator.

Corporate-owned, Personally-enabled (COPE)

Corporate-owned, personally-enabled device management lets an admin provision Android devices with company-approved per-missions and restrictions, but also allows personally-enabled options for the end user. Similar to the bring-your-own-device model, COPE offers more company control when it comes to applications, integration and security, but supports the end user's need for one-device convenience when performing non-enterprise functions.

The enrollment process is the same as other supervised employee-managed devices. In KACE Cloud MDM, COPE can be enabled by checking 'Provision devices as company-owned, employee-enabled (COPE)' in the edit view.



Activation Lock for macOS

Features to help manage against activation lock—i.e., an inaccessible device that has been returned by an employee, are now available for macOS. For full details on managing activation lock for macOS and iOS devices, see Activation Lock in documentation.

Resolved Issues

Bug fixes are included in the resolved issues list for two release periods and are then retired.

Issue	Description	Status
4649 - Android: Restriction command error does not log correctly on device history	When creating a restriction with more than 500 apps, the install command will successfully finish and can be viewed in device history.	**FIXED**
4643 - Edit Label action redirects incorrectly	When editing a smart label, using 'Back to label library' link will successfully redirect back to label library.	**FIXED**
4642 - smart label gives incorrect devices	Viewing devices associated with smart label will produce accurate list of devices.	**FIXED**
4641 - Changing company/personal value for a device may not correctly update policy	Resolved. Device labels are re-evaluated after ownership changes so that app from policy is applied correctly.	**FIXED**

4639 - macOS BigSur - No Battery Option in macOS Restrictions	When profile is applied, battery icon in system tray is not disabled.	**FIXED**
4635 - VPP Sync Not Working With Apple B2B Custom Apps	Resolved by enabling custom apps in ABM.	**FIXED**
4631 - Windows device does not get added to smart label during enrollment	After creating smart label based on Windows inventory, then enrolling Win device with that label, device is correctly added to the smart label.	**FIXED**
4622 - macOS Big Sur Can Reject Managed Enterprise Apps	After enrollment, app can be successfully installed after installing enterprise applications *without* flags set for removal.	**FIXED**
4621 - Manual Enrollment Azure Domain Join Choice Not Saving After Refresh	Company device enrollment now shows Azure Domain Join.	**FIXED**
4613 - Device history chart hangs on loading huge data and refining filters on command status	Issue resolved by filtering data load.	**FIXED**
4609 - DeviceSync not running in production for some tenants	Issue resolved by splitting data into smaller buckets.	**FIXED**
4608 - Windows MSI Installation Not Working With Service Apps	After enrolling device. uploading MSI, and checking "Keep app marked...' checkbox, the app shows as installed as soon as the command succeeds.	**FIXED**
4606 - Device history search breaks if there are no search results	A device history query using search will return no results and search function will continue to work.	**FIXED**
4593 - Windows Non Azure Device Ownership Type Not Recorded Properly	The Windows device ownership field accurately records MDM Only, Personal Option via API, Company option via API, and Add Work Account enrollments.	**FIXED**

Known Issues

Issue	Description	Status
3514 - iOS update command does not display status feedback.	iOS command to update OS uses default action that will typically download but not install. Fix to display status feedback.	**Open**
3286 - Apparent mismatch between device compliance and individual entity compliance.	Occasionally the policy details for a device may show success even if the entity in question did not successfully install.	**Open**
Role Management and SSO Configuration	If user role assignment is set to Automatic during SSO Configuration, a manual attempt to update an individual 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.	**Open**

Android - Restrictions	Restrictions that are configured to deploy upon enrollment may not immediately appear in the inventory for impacted devices; however, the restrictions will be enforced on the device.	**Open**
Android - Device Owner Setup	When using the Device Owner enrollment flow (**afw#kace**), the enrollment flow may not complete if the Google Play services on the factory default image of the device are out of date. This a known issue with the Android operating system, caused by the enrollment process timing out before the update of the Play Services on the device can complete. You will know that this situation occurred if you are never asked for your subdomain name during the enrollment process. If you end up back at the device home screen, locate and launch the KACE Cloud MDM agent app on the device and click the 'Enroll Device' button to complete the setup process.	**Open**
Android - Gmail App	Android devices require the Gmail app to be installed in order to use the email account configurations.	**Open**
Android - Set and Clear Passcode Commands	The set and clear passcode functions are different in Android 7.0 and later. On versions prior to 7.0, an administrator could set or clear the passcode as desired. On Android 7.0 and later, the passcode can only be set on devices that do not already have a passcode set, and passcodes cannot be cleared. The user interface does not currently warn users who are attempting to set or clear a passcode on Android 7.0 and later, but an error message will appear. Note that attempting to clear a passcode will also fail if there is a policy in place that requires use of a passcode to do so.	**Open**
iOS - 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.	**Open**

Additional Resources

Getting Started Guide

Admin Guide

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

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