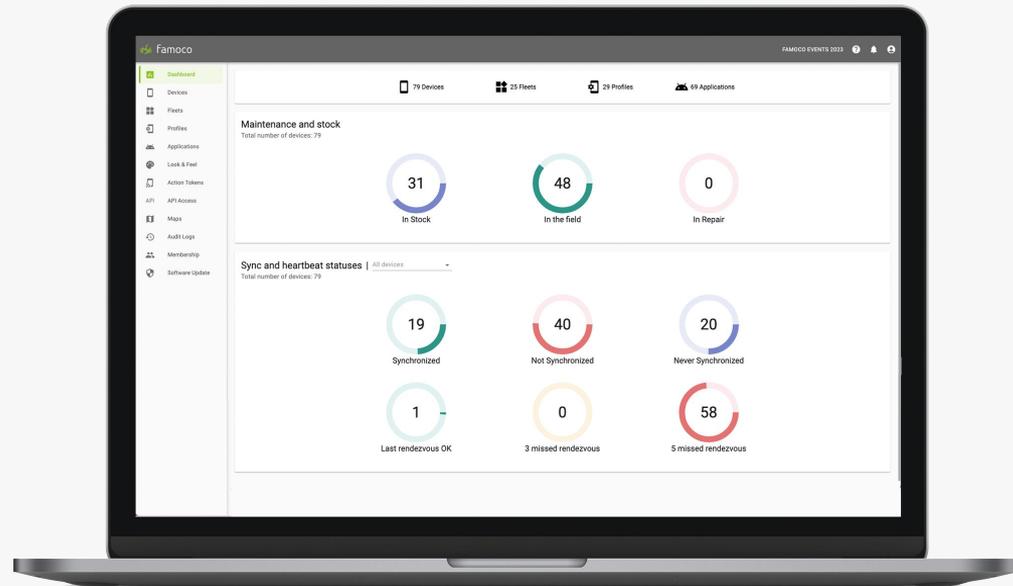# MDM 2.21

Release Note

August 2023

In a nutshell

The MDM 2.21 release aims at...

COMING SOON

Improving your user experience with our MDM

Contextual help: Advanced & new features are now supported with in-depth guidance & visuals labels.

Revamped UI: Perform actions on devices through a more intuitive and consistent user interface.

Enhancing the organization of your devices

Labels-based Segmentation: Use Labels to create a new segmentation to categorize, filter and sort your devices.

Increasing your capacity to control remotely your devices

Sync Now: Force remotely a device synchronization.

**Reboot Now**: Reboot remotely a device.

Contextual help

You sometimes need help to use some MDM features?

Some features are now supported with in **How-to** panel integrated in the dedicated section. This panel provides specific guidance and step-by-step instructions to help you navigate and use the feature with confidence.

You want to easily find new MDM features?

All new MDM features will now be highlighted:

- With the NEW label in the left bar menu.
- With **green dots** placed on pages to highlight some specific elements.
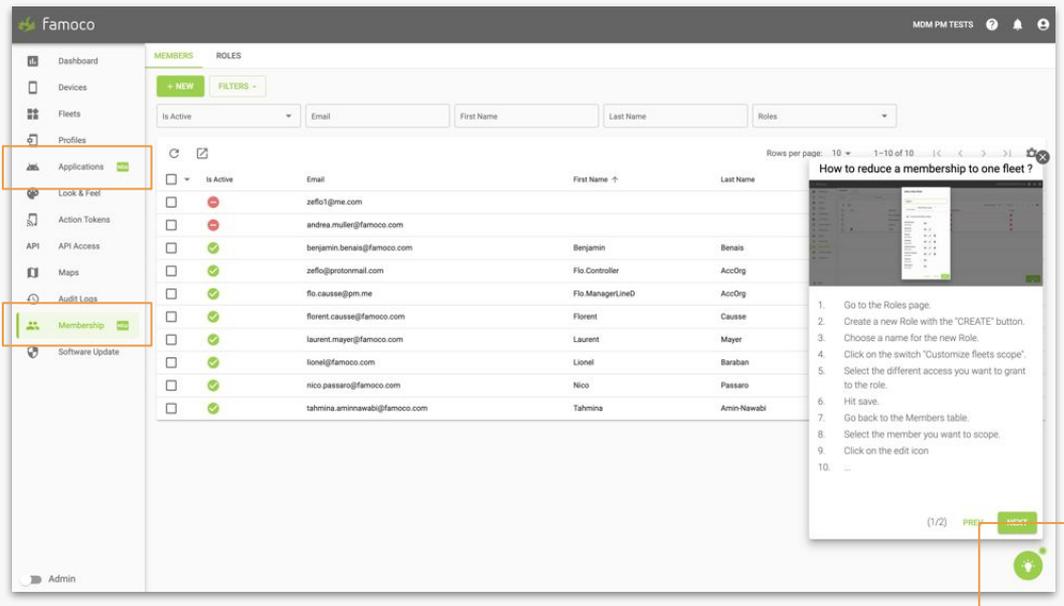
Improving your user experience with our MDM

Revamped UI

You struggled to find the different actions and filters available to manage your fleet?

The User Interface (UI) of the MDM has been redesigned to ease your access to the following actions:

- Upload NEW applications
- Filter your device and applications tables
- Remove or Add applications from profiles directly in the Applications & Profiles tables
- Manage labels in the Devices table

Moreover, you can now easily **remove or add applications** to your profiles through the application section.

OLD
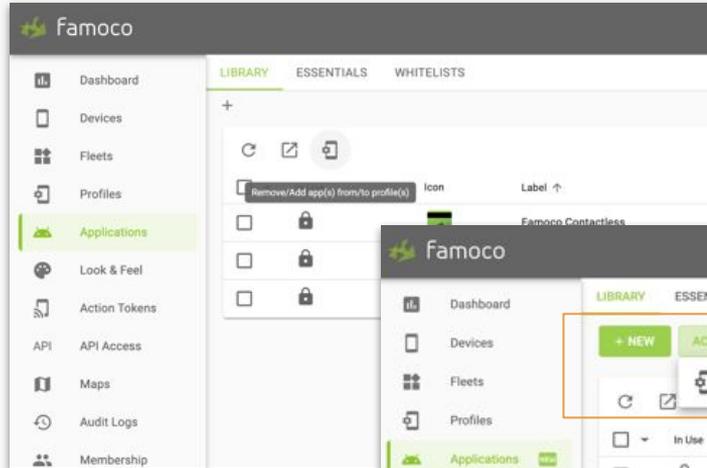
NEW
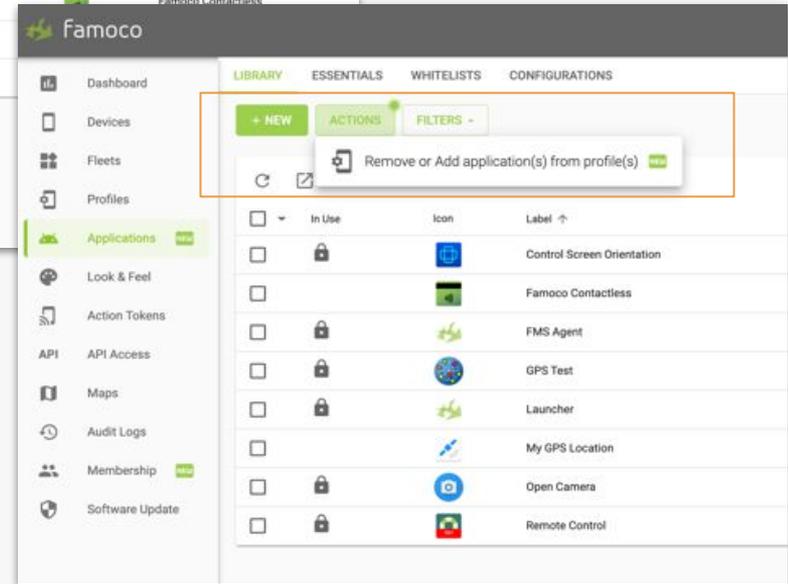
Enhancing the organization of your devices

Labels-based Segmentation

**You want to better organize your devices?**

The **fleet** is the most common way to define your device segmentation. Now, you can also use **labels** to categorize, filter and sort your devices.

Example. As a Transport company, I want to segment my devices in 2 dimensions:
- *Geographic areas (North City, etc) with Fleets*
- *Bus lines (Line 1, etc) with Labels*

How to use labels to categorize devices?

You can access to labels either by clicking the "**Actions**" button in the device section or by selecting a device and then selecting the "**Label**" icon. This will lead you to a dedicated window for labels management.
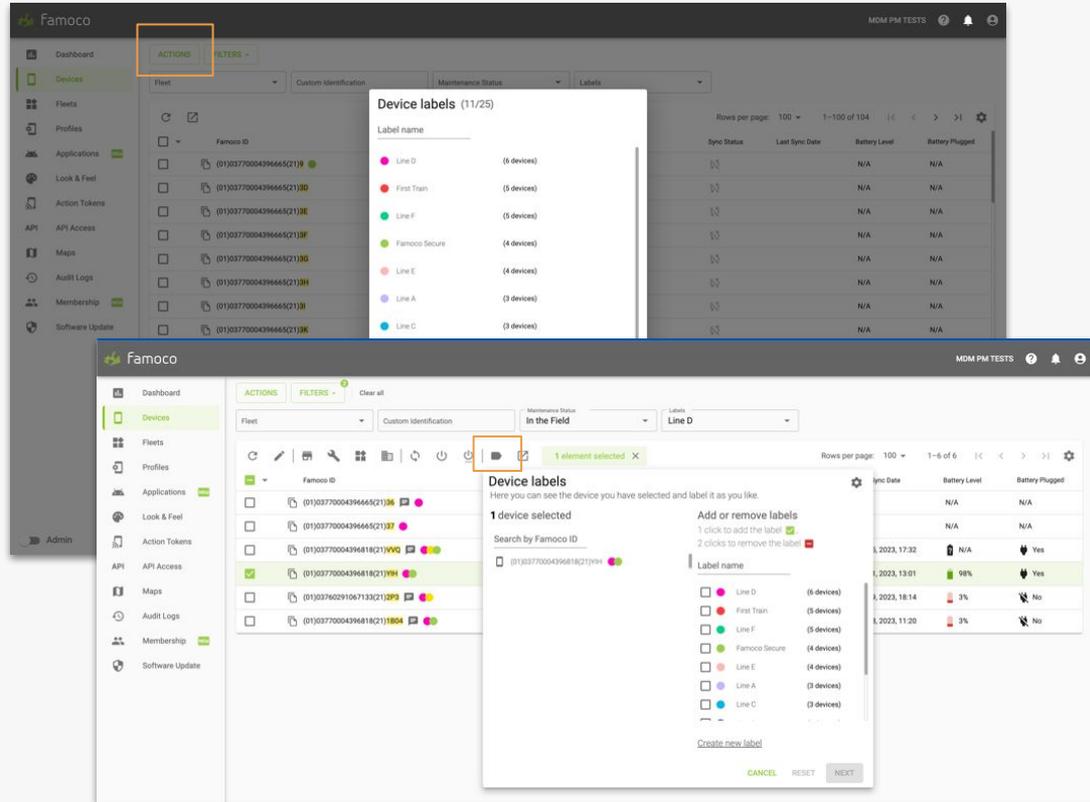
Increasing your capacity to control remotely your devices

Perform actions now

COMING SOON

You don't want to wait for the next sync to perform some critical actions?

You will be able to perform 3 major actions without waiting for the next sync or performing actions on the device side:
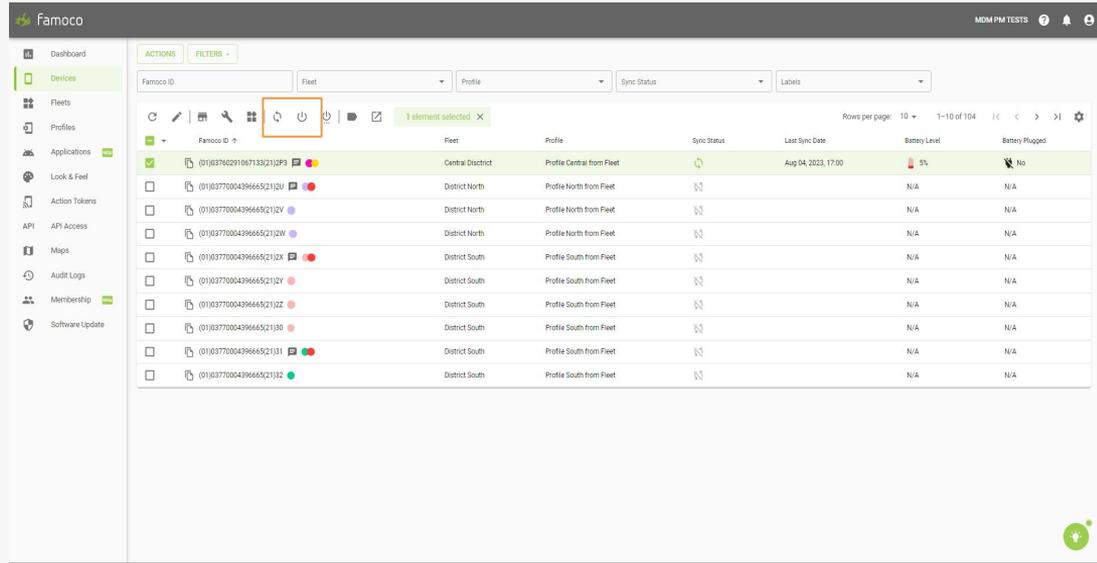
🔄 **Synchronization**

⏻ **Reboot**

These actions will be executed immediately if the device is connected.

Prerequisites

These actions require the use of a **Push** mechanism, which is available:

-   Only for devices equipped with an additional secure component (**TEE**)*
-   Only for devices with the latest Famoco Layer version (it starts **FL 3.11.1** or above)*

* See slide 9 for more details.

Increasing your capacity to control remotely your devices

Sync Now ⟳ *COMING SOON*
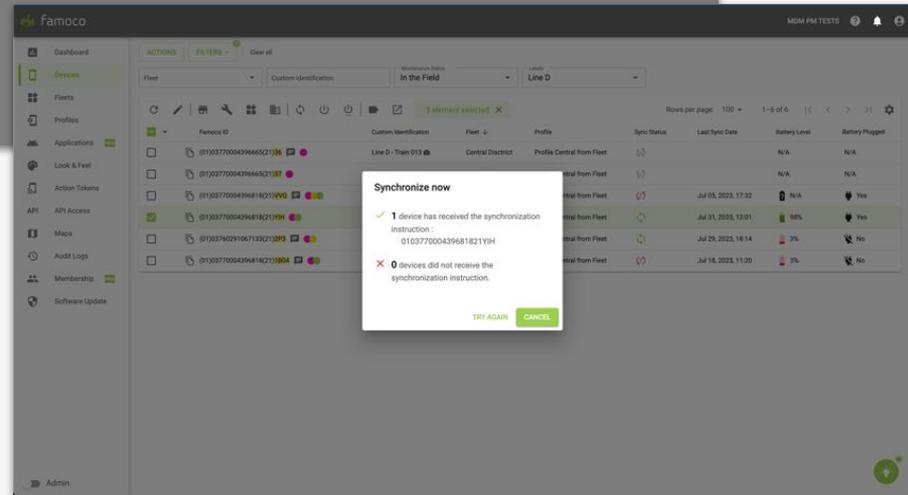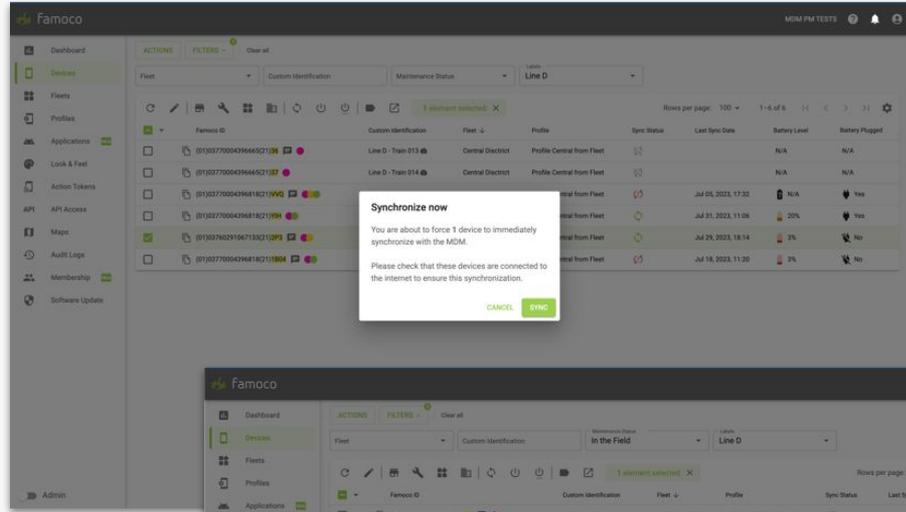
How to Sync Now?

In the device section, you'll be able to force **one or several devices sync** at once.

Once you select your devices and click on the **Sync Now icon**, a popup will appear to confirm the instruction.

As soon as you confirm the Sync Now instruction, another popup will display the status of the action:

- Number & IDs of devices which **did receive** (and then perform) the sync instruction.
- Number & IDs of devices which **didn't receive** (and then perform) the sync instruction.

Note : before another Sync or Reboot Now action, there is at least **5 minutes** of delay.

Increasing your capacity to control remotely your devices

Reboot Now ⏻ COMING SOON

How to Reboot Now?

In the device section, you'll be able to force **one or several devices reboot** at once.

Once you select your devices and click on the **Reboot Now icon**, a popup will appear to confirm the instruction.

As soon as you confirm the Reboot Now instruction, another popup will display the status of the action:

- Number & IDs of devices which **did receive** (and then perform) the reboot instruction.
- Number & IDs of devices which **didn't receive** (and then perform) the reboot instruction.

Note : before another Sync or Reboot Now action, there is at least **5 minutes** of delay.
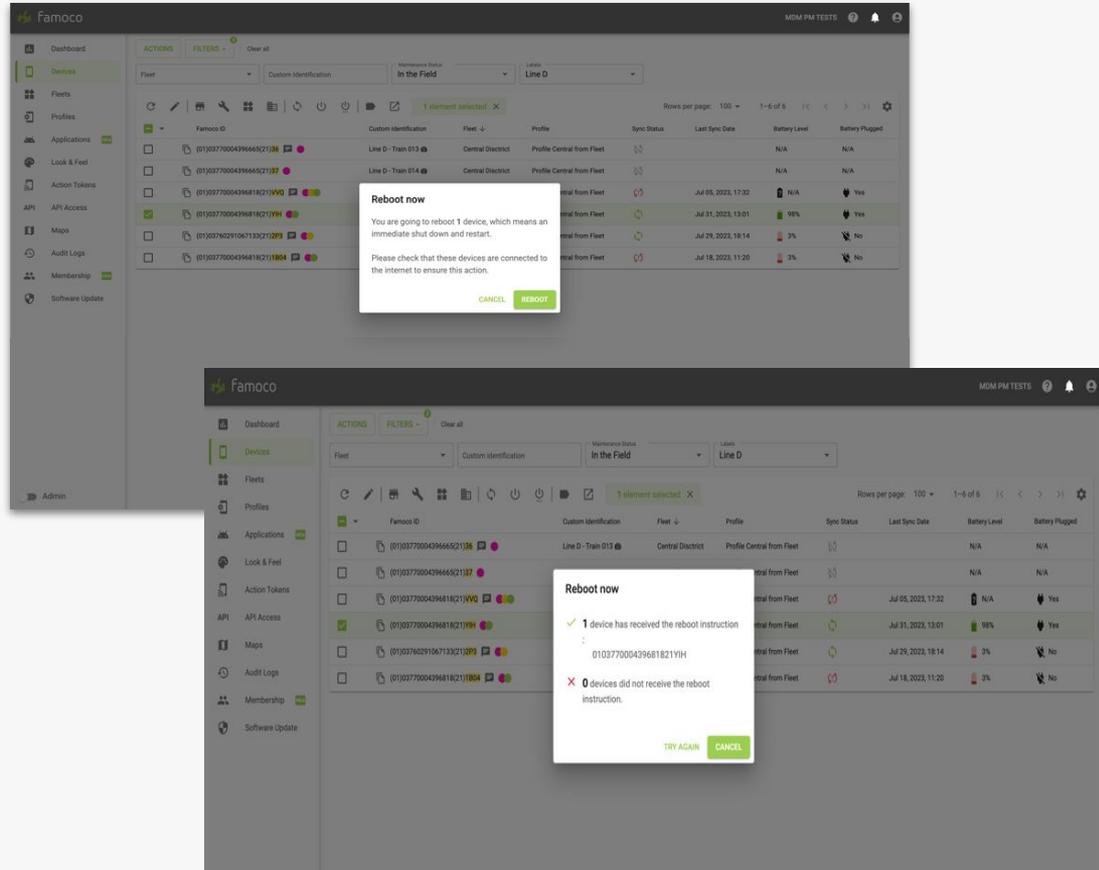
What are the prerequisites to use Sync Now & Reboot Now?

Devices must be have a TEE provisioned

The **Push** mechanism used to enable these features requires an advanced security component in the device. It relies on TEE (Trusted Execution Environment).
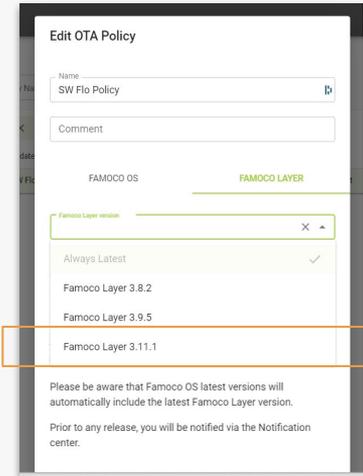
How to know if my devices have a TEE provisioned?

- All Famoco devices produced **since Q1 2022** have it by default.

- You can ask the **Famoco Support team.**

- In a future MDM release, we'll **display the compatibility** of our services in the device panel.

+

Famoco Layer version 3.11.1 and above

The latest version of the Famoco Layer (**FL 3.11.1**) will be available end of August 2023 in the **Software Update** section.

Thank you