Famoco MDM

Release Note

2.18

November 2022

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1. Executive summary

The latest major release of the MDM is now available, the version 2.18, and Famoco team is delighted to introduce new features as well as key improvements based on feedback collected from our users community.

The first new feature proposed with this release is the introduction of User Interface customization capacity on device side, to be designed from a new portal section: **Look & Feel.**

A brand-new **Notification Center** is the second one, easily accessible from everywhere in the portal; it will allow to communicate important news as well as service messages.

Now, regarding improvements, the Profile section is welcoming new capacities such as the ability to select the **connectivity for APK download** or to ask for a **reboot of the device at the next sync**.

Each section of the portal offering an **Export** also receives a new format option: JSON.

And finally, a time saving option has been introduced in the Application section by offering to **manage Applications across various Profiles** at a single time.

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2. New features

All new features of this release are available for all subscriptions packages.

Customize the Famoco Layer “Look & feel”

Today using the MDM Famoco solution, one cannot personalize the user experience on terminal side with corporate colors and logo. This may prevent a company to valorize and promote the tools provided with its own solution.

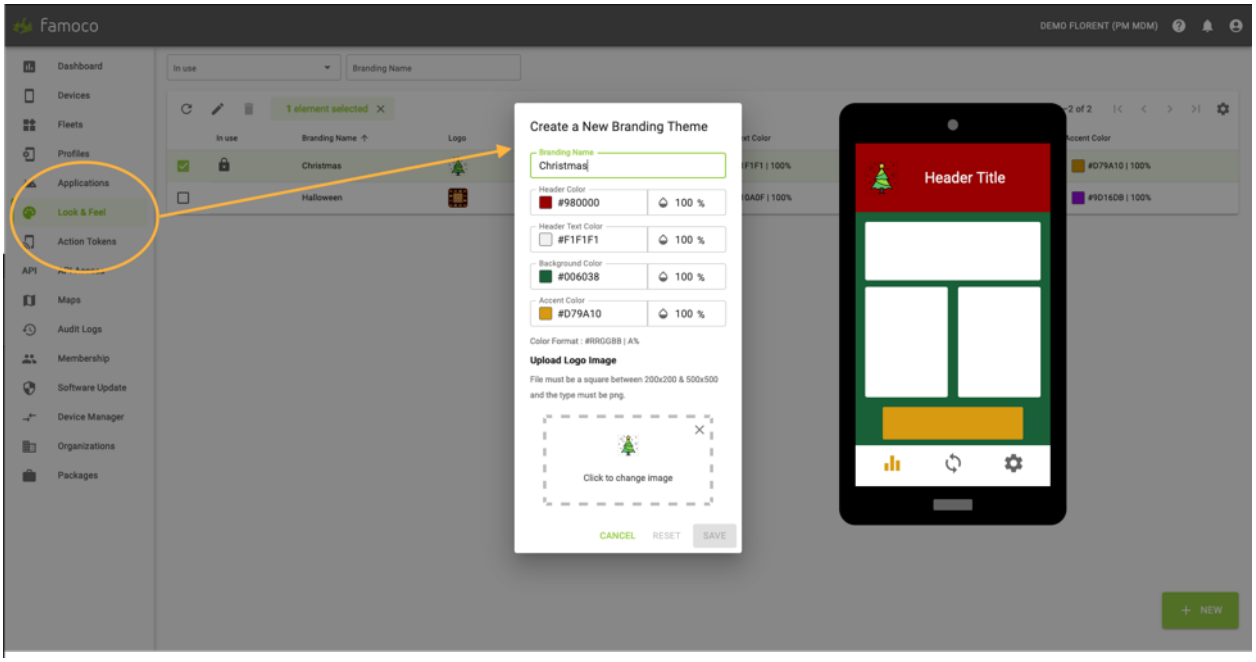
Thanks to this new feature, “Look and Feel”, this limitation is over.

Prerequisite

This feature enablement requires Famoco Layer version 3.9.1 or above.

What is it for?

Using this feature, you will be able to customize the Famoco Layer rendering by choosing colors that match with your branding policy and add your corporate logo.



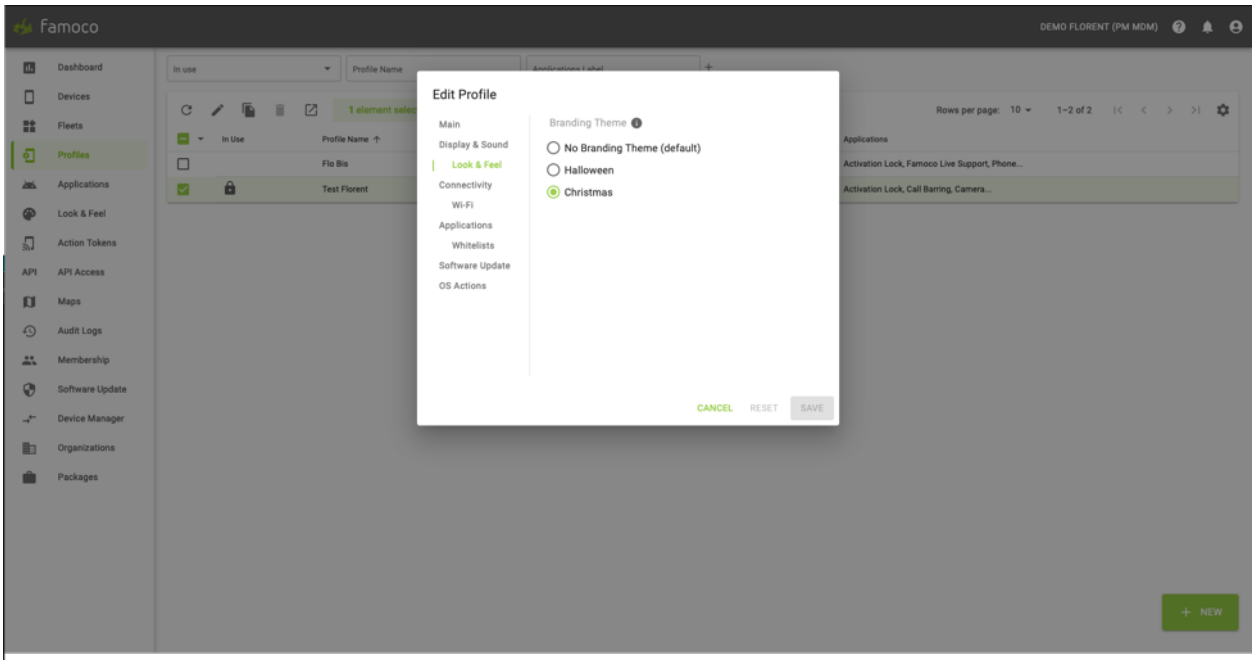
As shown with this screenshot from MDM portal, a user will have the ability to completely define a color theme from a new section named ‘Look & Feel’. The color selection could be set using the HTML color code to exactly select an existing one or using a color selector.

It is also possible to upload a logo, *png* format and square shape (even in case of transparent background).

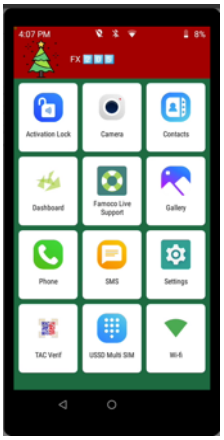
It is recommended to not exceed a resolution of 72 pp.

Once a “branding theme” has been created with the colors and the logo, you can name it and save it in this ‘Look & Feel’ section, in our example it is saved as “Christmas”.

Next step, will be to allocate this theme to a specific profile as shown hereafter



Once the profile has been saved, all the devices of each fleet using this profile, at the next synchronization, will be updated with the branding theme, here an example of a Famoco FX205.



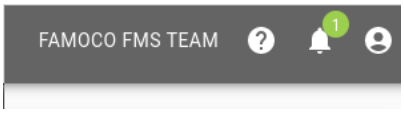
Notifications Center

What is it for?

Thanks to this feature Famoco MDM team opens a (one way) **communication channel** with MDM users, directly from the MDM portal.

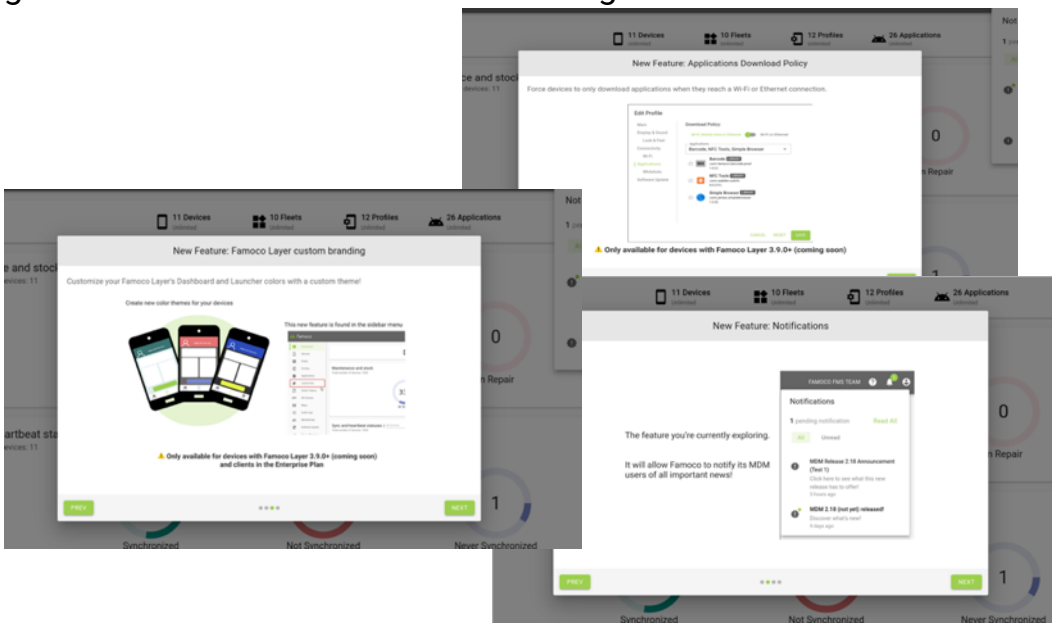
It will allow to inform MDM users about important notice such as: availability of feature, release of new MDM version, technical maintenance slots and much more.

At the top left of the window, just right to the profile icon, a “bell” icon allows the access to the notification center as shown in the following screenshot:



A green color notification badge will indicate the presence and number of unread notifications.

By clicking on it, the use will open a window listing the past news and by clicking on each single news, he will trig the opening of a modal window detail the news in a larger window as shown with the following screenshot:



Note : content of the above screenshots is purely fictive

3. Continued features

Prerequisites

Famoco Layer version 3.9.1 or above is required.

Improvement - Profile feature - Download policy for APK

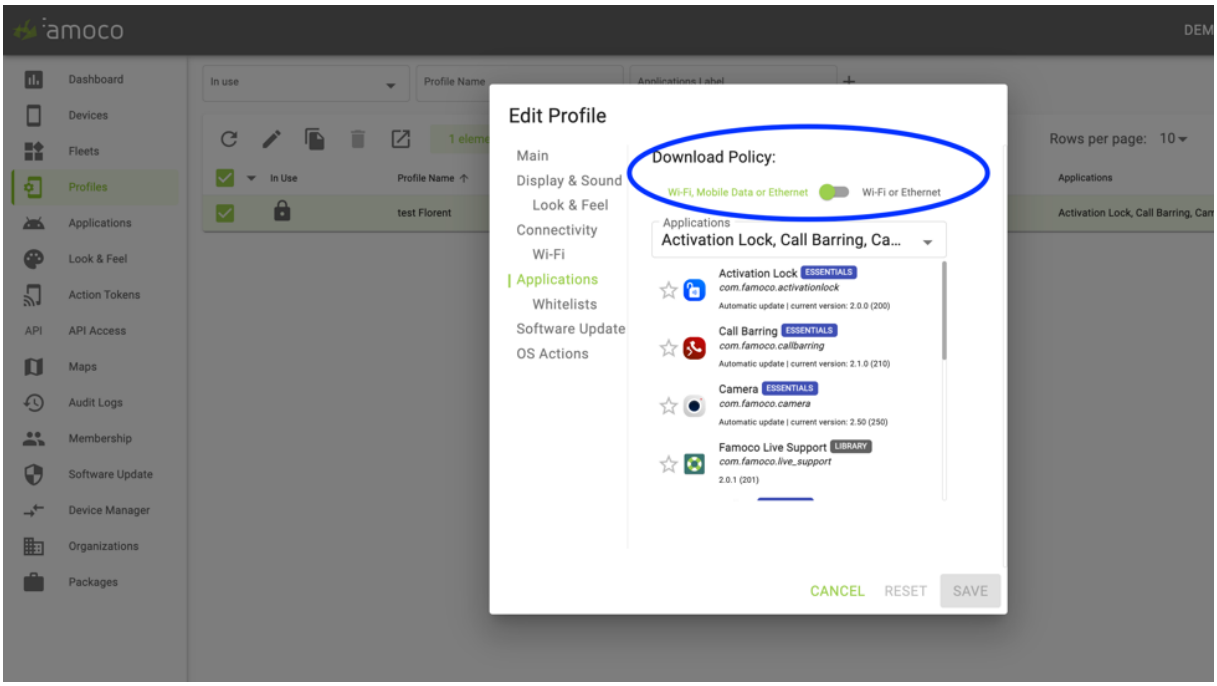
To optimize device's data consumption remains a top concern for most of the fleet managers, giving priority to ethernet or Wi-Fi connections, when possible, being a quite simple and efficient solution.

There are various use cases that lead to consume data, one of them is simply the application download for a first installation or for an update.

What is it for?

We have introduced a Download Policy for the Applications, via a selector in the Applications section of the Profile edition window (see screenshot hereafter).

Hence, users will have the ability to set a rule, so APK downloads are done only through Wi-Fi/Ethernet, and not through Mobile Data.

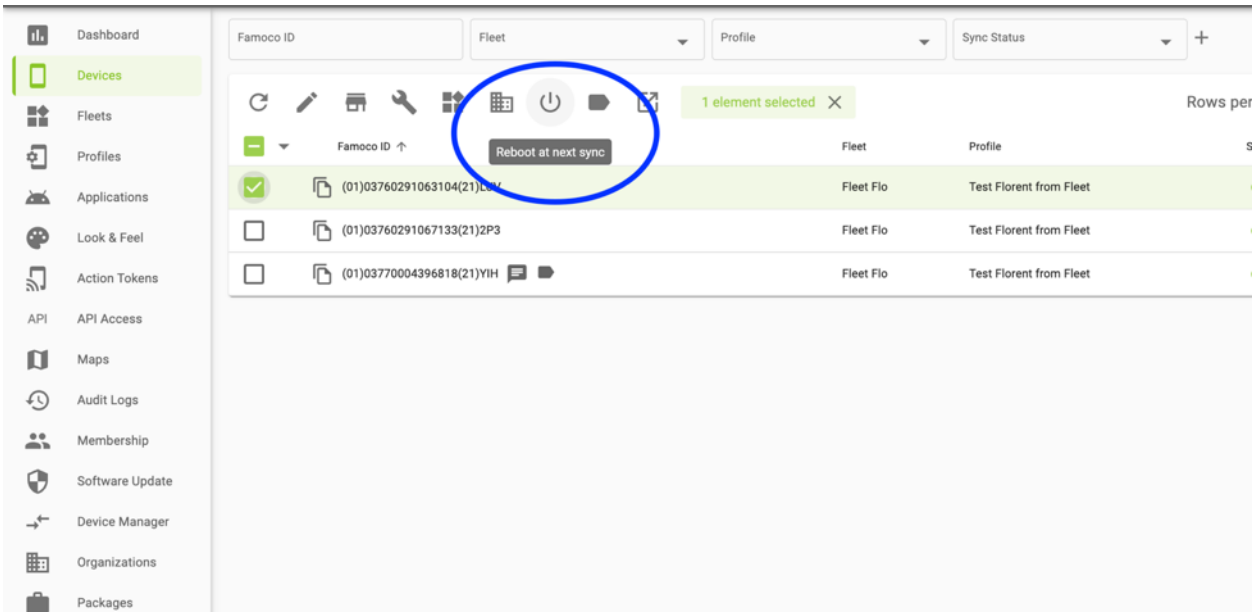


Improvement - Profile feature - Request a device reboot at next sync

Under specific conditions, a reboot of the Famoco devices in the field is the best option to solve an issue, but it is not always possible to ask people to do that, especially for devices used autonomously and/or not easily accessible.

What is it for?

Famoco MDM team has introduced a new button in the Devices section to request such a reboot at next synchronization, offering then the ability for a fleet manager to remotely apply this to any part of the estate. The following screenshot provides a view of this new button



Improvement - Enhanced export mechanism

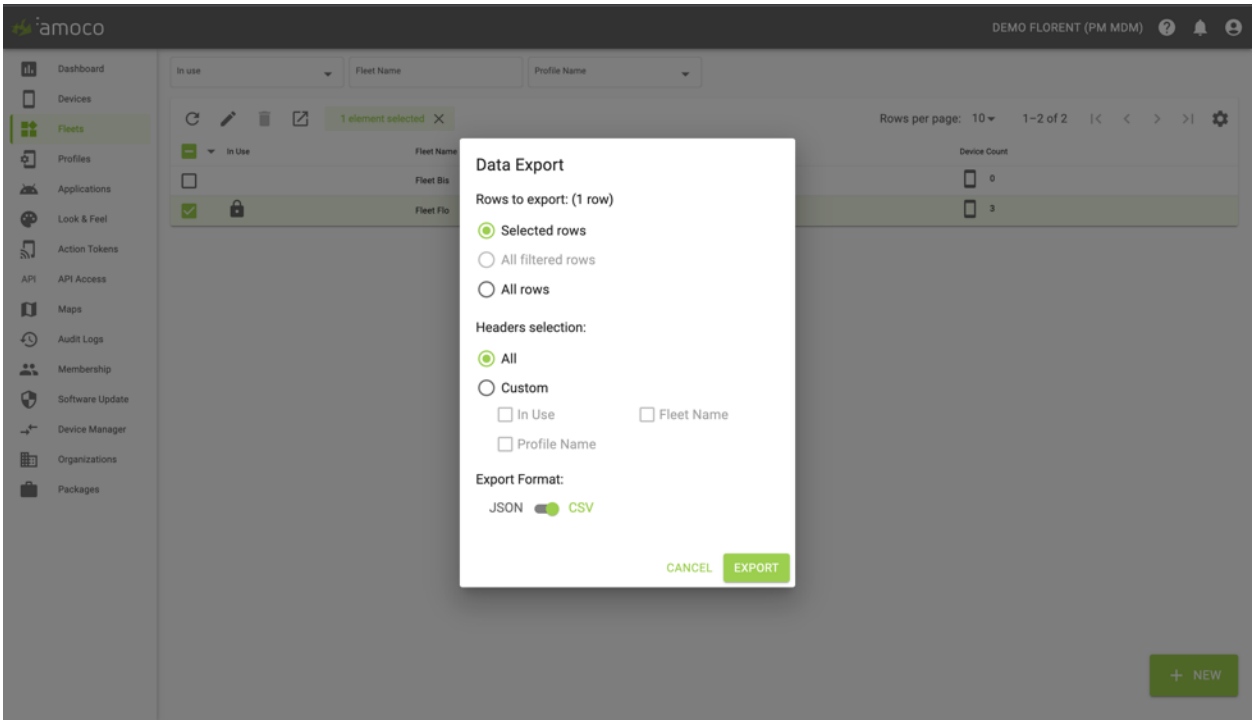
Export capabilities are present in various sections on the MDM portal: Devices, Fleets, Profiles, Applications, Action Tokens, API Tokens, Audit Logs, Membership. These abilities allow to create extracts of a dedicated section to be stored or shared.

Up to the version 2.18, a single format was proposed for these extracts: CSV.

What is it for?

The improvement introduced with the MDM 2.18 consists in the support of a new format: JSON. This to answer customer needs to process the reports smoothly using this standard format.

On portal side, when clicking on the export button, a toggle must be switched in the right position according to user's format selection as described hereafter:



On API side, some improvements have been done in addition to the support of the JSON format, it has been documented for developers, you can find it clicking here

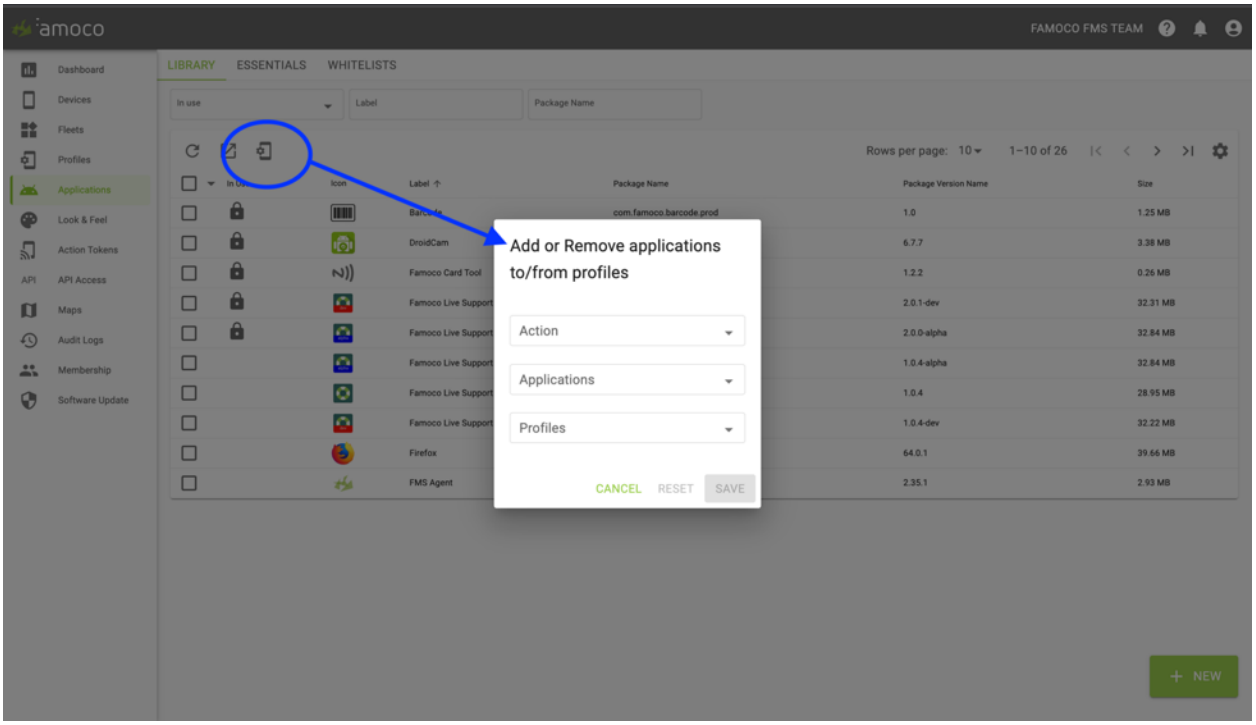
Improvement - Applications feature - Multiple Apps management

Our users may need to manage applications across various Profiles, either to add or to remove a specific version for update purpose for instance.

This is currently possible but must be done Profile per Profile which is time consuming and could lead to some mistakes.

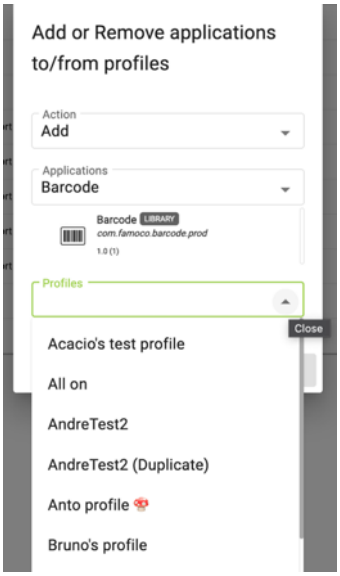
What is it for?

Saving time for this kind of operation is now possible by acting on various Profiles from the Applications section. A new icon has been added at the top to open the following window:



It will be required then to fill three fields:

- “Action” to select if the operation consists in an addition of application or a removal
- “Application” to select the Applications concerned by the operation
- “Profiles” to select the Profiles that will be impacted



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