

FAMOCO MDM 2.13

RELEASE NOTES — March 9, 2021 — mdm.famoco.com

MDM 2.13 update is available as of Tuesday March 9, 2021 at 8:30pm (Paris/Brussels time). Service unavailability may occur with 30 minutes to 1 hour approximate duration during roll-out.

NEW

DEVICE REMOTE ACCESS FROM MDM

The *Famoco Live Support* feature allows a live remote access to a device's screen from the MDM pages. The device remote access is currently an MDM feature limited to FX device series / Android 5+ that we are rolling-out progressively as a beta feature: it may include minor bugs or can be temporarily altered, some modification can also occur. To request early access to this feature and/or request for assistance, just drop us a message at support@famoco.com.

IMPROVEMENTS

SOFTWARE UPDATE ACTION LOGS

The *Audit Logs' Settings* tab contains all modifications performed in MDM. Following the Software Update release¹, we are now logging in this tab the creation and modification of Software Update Policies and the Software Update Policies setting modifications.

FIXES

SYNC STATUS REFRESH

The device's Sync Status indicates if a device is synchronized to the MDM or not. In some edge cases, the Sync Status remained unchanged after a profile modification instead of being set to unsynced. From now on, the sync status is fully updated when needed.

¹ The Software Update Policies allows the set up of the remote update of the devices' Famoco OS and Famoco Layer. The MDM Software Update feature is currently rolling-out progressively. To know if you have access to this feature, search for a Policies section in the MDM main menu. To request early access to this feature and/or request for assistance, just drop us a message at support@famoco.com. This feature requires an initial Famoco Layer setup with v2.33 or above.