Quest

KACE® Cloud Mobile Device Manager

Release Notes

January 2021

What's New

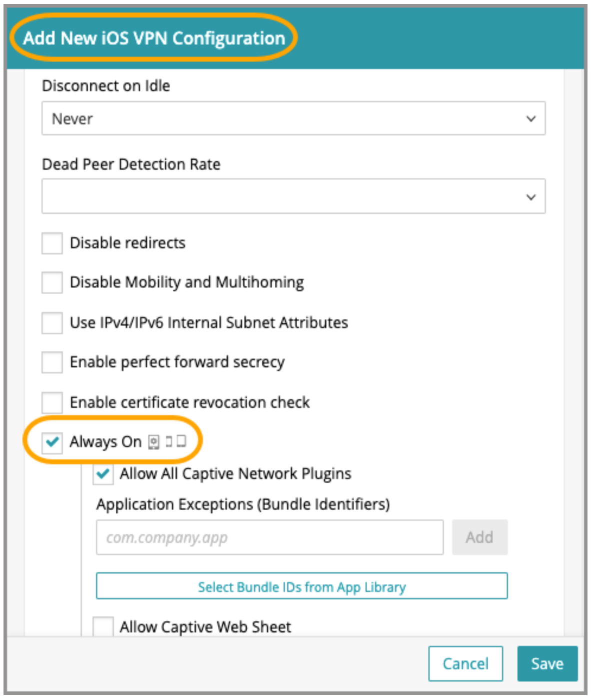
In our January release, we're introducing two new features—Always On VPN for iOS and QR Code/COPE Enrollment for Android. We've also got an update on using on-prem domain-joined devices and KACE Cloud MDM.

Features

Always On VPN

Supervised iOS devices can now accept one or more VPN configuration profile(s) that are set as Always On. An Always On VPN configuration provides an automated IKEv2 connection to a VPN without any action being required by end users.

The Always On checkbox can be found in the 'Add New iOS VPN Configuration' workflow.



Add New iOS VPN Configuration

Disconnect on Idle

Never

Dead Peer Detection Rate

□ Disable redirects

□ Disable Mobility and Multihoming

□ Use IPv4/IPv6 Internal Subnet Attributes

□ Enable perfect forward secrecy

□ Enable certificate revocation check

☑ Always On

☑ Allow All Captive Network Plugins

Application Exceptions (Bundle Identifiers)

com.company.app

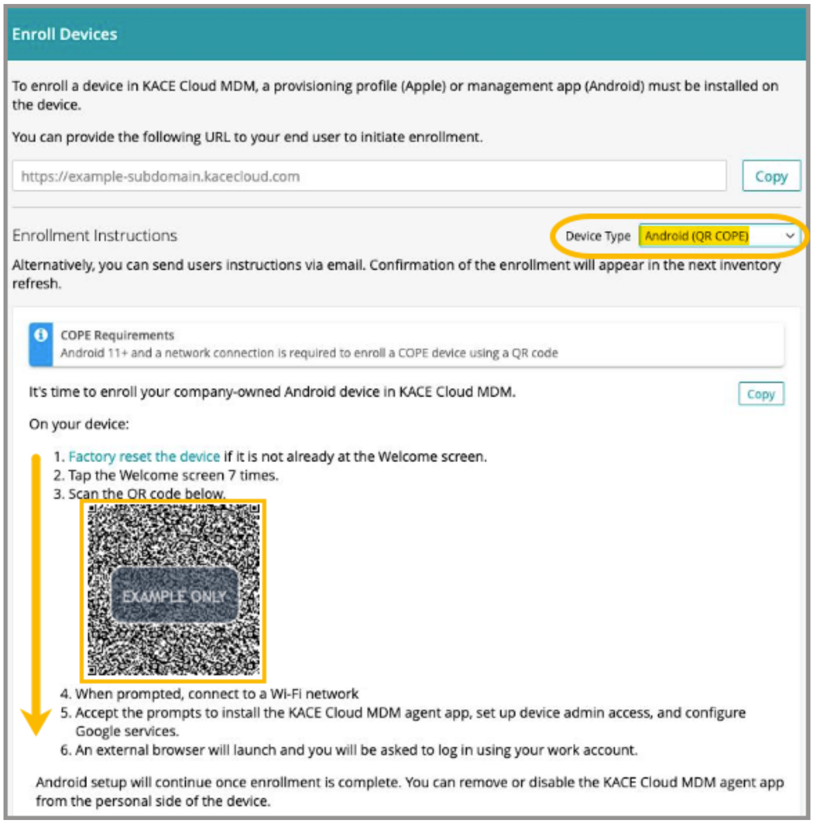
□ Allow Captive Web Sheet

Learn more about Always On VPN.

Android COPE for QR Code Enrollment

Corporate-owned, personally-enabled device management is now available for Android 11+ devices using the QR code enrollment workflow.

Corporate-owned, personally-enabled device management lets an admin provision Android devices with company-approved permissions 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.



Enroll Devices

To enroll a device in KACE Cloud MDM, a provisioning profile (Apple) or management app (Android) must be installed on the device.

You can provide the following URL to your end user to initiate enrollment.

https://example-subdomain.kacecloud.com

Enrollment Instructions

Device Type: Android (QR COPE)

Alternatively, you can send users instructions via email. Confirmation of the enrollment will appear in the next inventory refresh.

COPE Requirements
Android 11+ and a network connection is required to enroll a COPE device using a QR code

It's time to enroll your company-owned Android device in KACE Cloud MDM.

On your device:

1. Factory reset the device if it is not already at the Welcome screen.
2. Tap the Welcome screen 7 times.
3. Scan the QR code below.

4. When prompted, connect to a Wi-Fi network
5. Accept the prompts to install the KACE Cloud MDM agent app, set up device admin access, and configure Google services.
6. An external browser will launch and you will be asked to log in using your work account.

Android setup will continue once enrollment is complete. You can remove or disable the KACE Cloud MDM agent app from the personal side of the device.

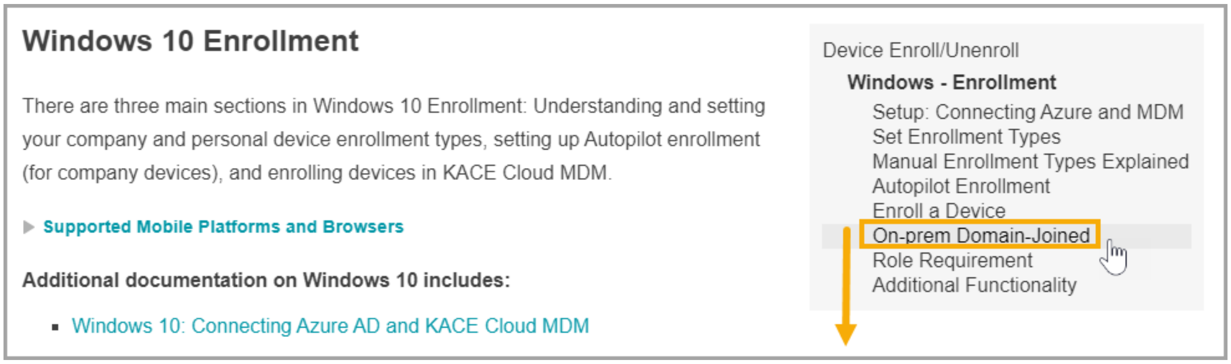
Learn more about Android - QR Code/COPE enrollment.

Updates

On-Prem Domain-Joined Devices

KACE Cloud MDM customers with an on-premise domain containing Windows 10 PCs can automatically enroll these devices in KACE Cloud MDM using Active Directory Group Policy. Automatically enrolling through Group Policy requires an active Azure AD subscription.

To review the workflow for Group Policy Enrollment Using Azure AD, and a list of commonly asked questions, please review the Windows Enrollment section.



Windows 10 Enrollment

There are three main sections in Windows 10 Enrollment: Understanding and setting your company and personal device enrollment types, setting up Autopilot enrollment (for company devices), and enrolling devices in KACE Cloud MDM.

▶ Supported Mobile Platforms and Browsers

Additional documentation on Windows 10 includes:

- Windows 10: Connecting Azure AD and KACE Cloud MDM

Resolved Issues

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

Issue	Description	Status
4754 - API: Sending the update app command to devices that do not have the app installed.	Bulk updating an Android system app would result in the app getting installed on devices where it did not originally exist.	FIXED
4752 - API: The history logger is writing an error to the wrong record.	The device history record for an iOS app install with a VPP license assigned to a user was indicating a failure when the install was successful.	FIXED
4713 - UI: Enrollment link for Android devices doesn't display properly	The enrollment URL in the enrollment instructions for Android was not showing correctly.	FIXED
4695 - App Updater Adding Apps To Devices	Bulk updating apps from the Devices tab results in apps being installed on devices where they did not previously exist.	FIXED
4674 - API: Apps with "Install As Managed" not checked, do not reconcile inventory	Custom macOS apps with the "Install as Managed" option unchecked were not getting installed.	FIXED
4665 - Handle Errors In DEP Session Token Request	Invalidated DEP enrollment token errors were not getting displayed properly in the DEP enrollment screen.	FIXED
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
4647 - UI: Changing device ownership should update enabled state of actions	The admin portal was not updating the state of certain buttons and menu items when the device ownership was changed between "Personal" and "Company".	FIXED
4645 - Device history filter not clearing correctly	The device history filter was not getting cleared when switching to a new device.	FIXED
4644 - History Search Not Returning Results	Searching device history would not return results for all matching records.	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
4636 - KACE Connect App Crashes w/Locate Command	The KACE Connect app would crash if the admin initiated a device location request while the app was open on the device.	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**
4617 - API MSI and PKG App Marked As "App Catalog"	Win10 MSI and PKG library apps were able to be marked as published in the app catalog.	**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**

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

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Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

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