MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Silverback by Matrix42

Release Notes 4.8

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1. New Features and Improvements

1.1. Windows 10 Device Support

With the launch of Windows 10 form Microsoft, Silverback now supports the new platform and the enhancements Microsoft has added.

As of version 4.8, Windows 8.1 and Windows 10 devices are now under a common platform name “Windows”.

Windows 10 devices will enrol in the system in the same manner as Windows 8.1 devices, and continue to support some features from Windows 8.1, and some key new features for the Windows 10 platform:

- Exchange ActiveSync Support (optionally with Client Certificate)
- Additional Restrictions
- Wi-Fi Payloads (optionally with Client Certificate)
- Deploy Client Certificates and Certificate Trusts

1.2. Simple Enrolment for Android

Silverback by Matrix42 now supports a streamlined enrolment process for Android devices. This functionality removes the need for the user to enter their Username and OTP on the device (if allowed by Administrators), when the user has the Companion Android client on the device.

By default, user’s can enrol with Chrome on their device and receive the Server and Username values pre-populated for them, for OTP to be sent, this is disabled by default and must be enabled from the Admin tab.

Simple enrolment with OTP can be enabled from the Admin Tab > Self Service Portal settings, and has the following options:

- Android Simple Enrolment SSP with OTP
  - This will allow users that enrol from their device to automatically enrol when tapping the activate Link after enrolment
- Android Simple Enrolment SMS with OTP
  - This will allow users who receiving the SMS link to enrol, to automatically enrol when tapping the activate link in the SMS

1.3. Basic Tag Management via API

The Silverback by Matrix42 API has been extended to allow basic Tag management. Via the API it is now possible to:

- Retrieve a list of Tags in the system and their details
- Add a device to a Tag
- Remove a device from a Tag

1.4. Samsung Native Blacklist Support

In previous versions of Silverback by Matrix42, the Application Blacklist enforcement was driven by server logic. The device would report a list of applications, and the server would perform an action on the device based on the Policy settings within a Tag.

This Policy>Lockdown setting for Application Blacklist now has a new option, called “Force”. If selected, the applications defined in the Application Blacklist will be proactively blocked on the device, instead of triggering an action on the server.

The forced blacklist requires that applications entered into the application blacklist are the app identifiers of the apps, the wildcard approach used for the traditional blocking will not work. For example “com.companyname.appname” instead of “App Name”.

2. Minor Changes and Fixes

- Resolved issues with CRL checking in the Cloud Connector
- Resolved issue when deleting Android devices from the console could fail to un-enrol the device
- Resolved issue with API GET/PUT not working in some cases
- Resolved issue with unbinding the Android for Work enterprise account if the Service Account was invalid
- Resolved issue with Symmetric encryption in the system being bound to changing values
- Resolved issue with Silversync service configuration file being output to the wrong location
- Resolved issue with hardware type for Windows 8.1 not automatically approving
- Resolved layout issue when using SSP Banner on Windows 8.1 Devices
- Resolved UI Text issue on saving Device Modification Detection changes
- Resolved issue with the API returning spaces and special characters in certain fields
- Resolved issue with CompromisedStatus in the API having it's True/False values reversed
- Resolved issued with WP8 app icons not displaying correctly
- Resolved Compliance Dashboard logic issue with device counts being incorrect

3. Known Issues

- Clear Passcode for Windows 10 is not currently supported by Microsoft
- Device Lock for Windows 10 is not currently supported by Microsoft
- An issue has been raised with Microsoft that some devices when un-enrolled will not re-enroll.
- Application list returning via the API does not return the full list of applications
- Due to some devices not having unique hardware identifiers, some devices when re-enrolled may appear twice in the console and API and consume additional licenses.