MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Silverback by Matrix42

Release Notes 4.9

Version 4.9.0.3

01/10/2015

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1. New Features and Improvements

1.1. iOS 9 Support

In version 4.9 Of Silverback by Matrix42, the following iOS 9 features are available, see the Admin Guide for more detail on using these:

- Network Usage Rules for Managed applications
- New Restrictions for iOS 9
- Ability to take management of an unmanaged application
- Additional DEP Skip Items
- Available Updates in Device Information (available for OS X also)

1.2. Android for Work Hosted Enterprise Applications

For customers who utilise Android for Work, it's possible to host enterprise applications on Google Play. This lets you leverage the scale and performance of Google's marketplace, while still limiting access to the application to your company users only.

A separate document outlining how to host applications on Google Play privately is available called: **Best Practise – Google Play Hosted Enterprise Applications.pdf**

1.3. Android for Work for Samsung SAFE Devices

In version 4.9 Of Silverback Samsung SAFE devices running version 5.1 and above can now use Android for Work profile settings. The functionality is the same for standard Android devices with one exception; Exchange profiles. When configuring Exchange ActiveSync for a Samsung SAFE device, you need to nominate if the settings are intended for the device in general, or for the Android for Work profile.

This is configured on the Exchange Profile itself with a new select list choosing where you want the mail profile to go on the device.

1.4. Samsung SAFE Native Whitelisting

In addition to the Samsung SAFE Blacklisting previously introduced, Silverback by Matrix42 can now apply a whitelist to devices. Whitelists essentially only allow the user to install applications that are on the list, whereas Blacklists prevent specific applications.

Whitelists are enabled the same way as Blacklists, but it's important to note whitelist items are an exception to blacklist items, this means that in the event the same application is blacklisted in one Tag, but whitelisted in another, the whitelist setting will win.

Also note that whitelist affects the installation of apps and will not affect previously installed applications, unlike blacklist that will retroactively block already installed apps.

1.5. API Changes

Several changes have been made to the API, details for these are explained in full in the API document: **Silverback by Matrix42 API Integration 4.9.pdf**

1.5.1.1. Separate Network Hardware Address Properties

Silverback would return all network hardware addresses in one array, this made integration difficult, because different device types would return different values, and sometimes no values at all. To simplify this, we've introduced three new values to the device information payload, wifiHwMacAddress, btHwMacAddress and EthHwMacAddresses. These represent WiFi Mac address, Bluetooth Mac Address and Ethernet Mac Addresses respectively.

The current hardware addresses array will still be returned.

1.5.1.2. Consistent Network Hardware Address values

To help API consumers have consistent data, Silverback will ensure Network Hardware Addresses are always returned in the same format. Different manufacturers use different characters. For example, a semi-colon or a hyphen.

Silverback will ensure that all network hardware addresses returned are formatted with:

- Alphabetic characters are always lower case
- Characters will always be separate by a colon, not a hyphen

1.5.1.3. Local User Management

In addition to requesting a list of users from the API, its now also possible to Create, Modify and Delete local users. This uses the same endpoint that is used to request the lists of users, but with additional HTTP actions, PUT and DELETE.

1.5.1.4. Filtering by Enrollment Status

When performing a device list, it's now possible to filter by Enrolment Status. This means you can perform a request that would only return, for example Managed and Blocked devices, but nothing else.

2. Minor Changes and Fixes

- Resolved issue with Exchange Protection functionality for on-premise deployments
- Close text in Tags pop-up is localised properly
- Improved Refresh for W8.1 Devices
- Resolved issue with removing trust certificates from Tags not being removed from devices
- Resolved issue with removal on Wi-Fi on W10 devices when blocked
- Resolved issue with WP8 company hub app not displaying apps and webclips
- Resolved issue rendering dashboard when only Windows devices were enabled
- Resolved issue with API reporting Tag membership for a device when it was removed from that Tag
- Resolved issue with VPP Managed Licenses when the user's email was over 50 characters
- Resolved issue deleting Android devices from Checked Out
- Resolved issue where dashboard exports would sometimes fail if the console language was German
- Resolved issue where AfW deactivation screen would show the activation screen messaging
- Resolved issue where data roaming would be enabled on iOS devices on enrolment
- Resolved issue where Service Status page would time out if the backend request took too long
- Companion Android client will now prompt the user to Activate the Managed Profile on the device if their settings are now compliant.
- Resolved UI spacing issue when adding an existing app to the app portal
- Improved performance of database views causing high load when the devices have a large amount of applications
- Resolved issue where Tag assignment popup would not work if the console language was German
- Resolved Companion Android TEM module issues with Alert settings not being followed
- Resolved issue where the API might not return iOS or OSX devices if de-duplication was enabled when enrolments happened.
- Resolved issue where re-enrolling an OSX device with a different username would remain in blocked.
- Added "Allow Wi Fi Changes" restriction for Samsung SAFE devices
- Resolved issue with incorrect grace period settings being sent to iOS devices
- Resolved issue saving default VPN Tags for SAFE and Windows
- Resolved issue with Bluetooth enabling on Android devices after enrolment
- The 'Force Safe Search' is no longer enabled by default in WP8.1 Tags
- Disallowing Microsoft Accounts for Non-Email usage no longer breaks other restrictions
- Added Apple 6S device model numbers

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- Resolved issue with Windows 10 devices not removing Enterprise Wi-Fi settings when blocked
- Resolved issue with Exchange Protection failing outside of Cloud Connector
- Resolved issue with encoding when sending special characters to Google for AfW app collections