MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Silverback by Matrix42

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1. New Features and Improvements

1.1. Android for Work

Android Work for devices running Android L (5.0) is a dedicated work profile allowing users to separate Corporate information from Personal. Contacts, Calendars, Apps and Files for example, can be contained within the work profile, allowing the user to keep their personal information private, but keep business data secure.

Users can easily switch between work and personal profiles without impacting their productivity. To use this feature with Silverback, you can configure the “Managed Profile” option of an Android or Samsung SAFE Tag. The feature will only apply to devices running Android 5.0 or above.

In addition to the Work Profile, Silverback supports additional restrictions for Android Work Managed Profiles, including:

- Allow Screen Capture
- Allow Apps Control
- Force Verify Apps
- Allow Configuration of Bluetooth
- Allow Configuration of Credentials
- Allow Configuration of VPN
- Allow Configuration of WiFi
- Allow Cross Profile Copy/Paste
- Allow Debugging Features
- Allow Install Apps
- Allow Unknown Sources
- Allow Modify Accounts
- Allow Remove User
- Allow Share Location
- Allow Uninstall Apps

It is also now possible to view a list of certificates that are configured on a device, and also install root and intermediate certificates automatically for the devices to trust. This can be managed from the Profile section of Android and Samsung SAFE Tags, within Profile > Certificate Trusts.

1.2. Configuration Settings

Traditionally, system settings that govern the underlying services in Silverback were managed on the server backend itself. These settings have been moved to the Silverback Admin console, to allow systems to be configured and viewed in a more streamlined approach.

A new console user role has been added specifically for this feature, “Settings Administrator”. This user only has access to the settings page, and cannot view any other portion of the admin console. **It is important to note, that only those responsible for managing the Silverback server should have access to these settings,** as even a small change can have adverse affects on your users.

To manage these settings, create a user account with the Settings Administrator role, and then login as that user. Changes to these settings may take up to five minutes to take affect in the system. If you wish the settings to be activated immediately, the Silverback services and website can be restarted after the settings are changed.

1.3. German Locality Settings

As of version 4.6 of Silverback, it is now possible to choose language options for console users. Currently supported are English and German. The language for a console user can be configured when the user is created, and changed by editing the user from either the user settings from the top navigation bar, or by editing the user in the Admin > Users section.

Silverback will attempt to automatically select the language, if no language is manually configured for the user.

1.4. Companion App Store Launch

Currently pending approval, Companion will be available from the Apple iTunes Store. You will be able to nominate whether a certain Tag will use the Companion Enterprise or App Store app. To configure this, select the Companion App Store option from a Tag within the Companion Settings.

By making Companion available on the app store, you will no longer need an Enterprise Apple Developer account to deploy Companion to your devices.

For existing customers who wish to migrate to the App Store version, we’ve made this change at a Tag level. This means you can create a Tag which is designated the App Store version, and slowly move users into this Tag, allowing you to stage the migration at your own pace.

1.5. Caching for Enterprise Applications

Silverback will now cache applications in memory for deployment to devices. This means that applications deployed to large numbers of devices should install much more quickly that previously. Any application under 100MB that a device requests from the server, will be temporarily held in memory on the server, in case more devices request the same application. Preventing the same file from being fetched repeatedly on the backend.

1.6. Minor Changes and Fixes

- Substantial Improvements made to the performance of the dashboard page
- Resolved issue in Companion client on iOS 8 opening .docx and .xls files
- Resolved issue pre-assigning labels by IMEI for Samsung SAFE devices
- Resolved issue in Personal File Management that would cause deleted files to reappear
- Resolved paging issue with VPP App Licensing Console page
- Resolved issue disassociating VPP codes from devices after they leave a Tag
- Resolved alignment issues with Self Service Portal
- Resolved issue grouping device visibility flags
- Resolved issue with special characters such as . - _ in admin user names
- Resolved navigation issues in Companion on iOS 8
- Resolved issue with searching in Companion on iOS 8
- Resolved issue with Windows Phone company hub sending commas instead of decimal points
- Resolved issue with LDAP users not being found in Cloud Connector deployments
- Resolved issue with Exchange Quarantine not working correctly for iOS 8
- Added option to allow automatic unblocking for devices

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