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Silverback by Matrix42

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1. New Features and Improvements

1.1. iOS Forced Whitelist and Blacklist

With iOS 9.3, it's now possible to enforce a whitelist and or blacklist on the device to determine what applications are available to the user. In the Blacklist scenario, specific applications will not be allowed to run on the device and won't be visible on the home screen. Users can still try to install this application from the App Store, but after it is installed it won't be accessible anywhere. Whitelist functions in a similar way but affects all other applications. This means that if you whitelist one application, ALL other applications will not be available on the device.

It's possible to whitelist and blacklist all third party App Store applications and all system applications except for the Settings app. For example, if you enforced a whitelist on the device with no apps specified, the user would only see the Settings icon on the home screen.

To enable whitelist or blacklist, navigate to the Policy tab of a Tag with iOS devices enabled and click Application Blacklist. There is a new section available called "Enforced blacklist/whitelist". This will only apply to iOS 9.3 and above, however the Silverback blacklist will also still work for older devices.

1.2. MVC Framework and .Net Migration

The 5.0 Update 1 release of Silverback, had a large focus on a change to a new underlying framework that will allow us to continue to develop features and resolve issues quickly and easily. While there may not be many visible benefits immediately to users, the underlying system becomes immensely maintainable and much more efficient to work on.

With this change, we are standardising on a version of the .Net framework. Previously several different versions were required for and installation. This will make the Silverback by Matrix42 product easier to install, configure and troubleshoot, and also more secure.

1.3. Interface Useability Tweaks

Popups such as the devices popup, will now automatically occupy more screen real estate to give you a better view. This is independent of the device you are viewing it on. This will make the console much more usable and give you a broader view of the information displayed.

You can now also close popups in the console by pressing the escape key. For example, if you have a device info popup open, pressing escape will return you to the devices view.

1.4. API Changes

It's now possible to manage applications in the App Portal via the API. For full information on how to use this feature, refer to the API document or the built in API help pages in the admin console on your server at /api/help.

1.5. MessageBird SMS Provider Integration

In addition to the existing providers Aerialink and RedCoal, MessageBird is now an option to select for SMS integration. This can be enabled by changing the settings to select this in the Settings Administration page.

The configuration is largely the same as the other providers with no special additional configuration parameters needed. If you currently experience issues with SMS delivery with the other SMS providers, please try the MessageBird SMS provider to see if performance is improved.

1.6. Automated Updates for Single App Mode Locked iOS Devices

Previously, when an iOS device was locked into Single App Mode, application updates would be ignored because the Apple OS does not allow this. We've implemented logic to allow for updates by triggering a special process that will first unlock the device, apply the update, and then re-lock the device into Single App Mode.

1.7. Device Based VPP for iOS Devices

In addition to traditional VPP license assignment, Silverback now also supports device based VPP. This means that licenses are associated to a device, not an iTunes account. This is particularly useful for deployments where multiple users can use the same device.

This is enabled in the same way that traditional VPP is enabled, from the Admin tab in the console, but with some additional options. You can nominate a default "VPP Operation Mode" from the VPP settings page, and select whether you want to prefer User based or Device based assignment. You can also elect to only use one or the other.

This setting can also be overridden on an individual app, for example if you wanted to allow user based assignment for all apps except one, you can override this on that individual app from the App Portal Tab.

2. Known Issues

1. iOS 9.3 Whitelist/Blacklist requires that the devices are Supervised, although this is not marked in the console.
2. Companion if used, is not automatically added to the Whitelist if enabled. This means you must add the Companion App ID to the whitelist to ensure users can still access it. If you use the App Store version of Companion this is: com.matrix42.silverback.companion.
3. Webclips are automatically disabled by Apple if a whitelist is specified. This means that the App Portal for devices will also be removed. It's recommended to automatically push applications to users, or disable whitelist until this is removed by Apple.

3. Minor Changes and Fixes

- Resolved an issue where the web apps would crash when database was not available
- Resolved an issue where the VPP apps would not get auto pushed after unblocking the device
- Resolved an issue where the Available Updates view is not shown for iOS devices with version being exact 9.0
- Updated the CSS for Flexigrid and widths for landing grids in the admin console.
- Flexigrid column sorting should now work consistently in /admin and /syncadmin
- When user tries to create a new syncadmin tag and doesn't populate anything, they are no longer presented with a blank page
- Corrected visual appearance of jGrowl notifications in the /syncadmin console.
- Resolved an issue where User Management such as create/edit delete with an invalid ID returns incorrect status
- Resolved an issue where Deleting Pending Enrollment with an invalid ID returns invalid status
- Resolved an issue where Device Actions API query on an invalid DeviceID returns status as 201
- Resolved an issue with Device popup re-opening after resizing the window.
- Use correct serial number for hardware authentication on Windows 10 desktop
- On WP8, we will no longer reset the devicelatestinfos values when the payload does not contain those
- Replaced jquery with the original 1.11 in /syncadmin and /pfm
- Resolved an issue where editing imported serial numbers with no visibility flag but 'enforce visibility flag' checked during import resulted in website error.
- Resolved an issue where saving cloud connector configs did not work when cloud connector config generator was opened via start menu shortcut
- Ensured we send PFN to Windows 8.1. devices in all cases
- Ensured the TabletGetDriveSizePayload checks for null before trying to save the drive size to the db
- Ensured the TabletConsolidateWifiResultPayload checks for SCEP certificate presence before sending 'add wifi' commands.
- Cloud connector config generator now exports the correct config for the service in all cases.
- Added the Owin startup class to the /tunnel web to ensure the website can start
- Ensure the push for SAFE and Android in the queuing service uses GCM only
- Resolved and issue with users API not working in some cases
- Resolved an issue where the {DeviceUDID} variable does not work in some cases
- Resolved an issue where the CSS selection in Flexigrid was blue
- Resolved an issue where the uploaded app files were validated for size
- Resolved an issue where API was not checking for Devices.Active = 1 when returning /api/devices queries

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- Added API support for managing apps in App Portal
- Added auditing for app management in App Portal
- Updated API help pages to only show JSON, and show samples pretty-printed
- Added API support for staging files
- Resolved an issue where renewing SCEP certificates did not work for WP devices
- Resolved an issue where DateTime was not converted correctly for the Last Manual Push in the tag
- Added a new server endpoint to check for managed profile installation status
- Made the API help UI break lines on newlines in the documentation
- VPP column is now not shown in the Apps section of the tag for non iOS devices
- The iOS 7 App Configuration URL Variables are no longer URL encoded
- UserAgent for the new Android N browser is recognised by /ssp and /activate
- Auto push checkbox has been removed for WP apps
- Resolved an issue where the bulk enrollments created in German language could not be downloaded.
- Increased maximum auto-lock values for Android devices
- Resolved an issue where install application command could cause a loop on Samsung SAFE devices
- Resolved an issue where one could not edit an xml config of an app
- Resolved an issue where [Log Out] text would break on resizing admin console
- Added indexes which address performance when queuing daily commands on large-scale deployments
- Resolved an issue where EDGE browser would not render button in Flexigrids
- Resolved an issue where daily certificate expiry email task would fail when the same certificate thumbprint was used for two different things
- Resolved an issue causing all managed MSI apps were uninstalled on Windows 10
- Resolved an issue where the same device would be listed twice in the VPP assignment pop up
- Resolved an issue where the autopush checkbox would not work for SAFE devices that were already managed
- Resolved an issue where the admin was no longer able to auto push enterprise apps on Windows 10 and WP
- Resolved an issue where the VPP Operation Mode was not displayed correctly when editing VPP apps
- Resolved an issue where the app removed from the tag would not be removed from SAFE devices
- Resolved an issue where using the local phone number with no country code with MessageBird SMS provider would not cause any errors being logged
- Resolved an issue where the VPP Operation Mode was not displayed correctly after saving in the settings view

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- Resolved an issue where where the App XML configuration was not sent to the VPP apps when editing the config after the app has been installed.
- Resolved an issue where the battery levels were returned incorrectly by the API
- Resolved an issue where the device capacity was returned incorrectly by the API.
- Resolved an issue where invalid ownership caused the hardware identifier to not show up in the admin console
- Resolved an issue where the App Portal buttons on the device were not displayed correctly for VPP apps
- Resolved an issue where the repository was not correctly injected in the API causing a connection pool drain.