MobiControl v14 Administrative Console Transition Guide

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Introduction

MobiControl v14 introduces a re-designed administrative console that incorporates the administrative needs of a broadening mobility landscape, while maintaining the familiarity and simplicity our customers enjoyed of the previous console (herein referred to as the “legacy console”).

This guide serves as an introduction to the new console and includes new features, notable differences, and a quick reference to easily identify where functions of the legacy console appear in the new console.

The maturity and feature breadth of MobiControl prevents a holistic transition to a new console in one release, so the transition will occur across multiple releases starting with the primary and most commonly used view of a mobility professional, the devices view. Subsequent MobiControl releases will transition additional features from the legacy console to the new console, and this document will be updated accordingly.

For more information about MobiControl v14 and subsequent releases please visit: https://www.soti.net/services/support/release-notes/soti-mobicontrol/
New Administrative Console

The new MobiControl administrative console has been redeveloped from the ground up and is improved both aesthetically and functionally. Despite any visual improvements, the new layout will feel familiar to MobiControl administrators. Devices are still organized on the left with the primary list of devices appearing in the center of the page. The true value of this new console presents itself with the richness and accessibility of device information, and the simplicity and transparency when interacting with devices.

Common Behavioral Characteristics

Unless otherwise stated, the following characteristics describe common behavior of the new console:

• A feature or function is hidden from users with insufficient privileges. For example, if you do not have permission to manage Console Security, you will not see the option to navigate to that area of the console.

• A feature or function is hidden when a fixed state, or a device, does not have support for the feature. For example, a device kind that doesn’t support GPS location will not show the location information panel.

• A feature or function is greyed out (disabled) when a variable state prevents its use. For example, the action to revoke a profile from a specific device will be greyed out if the profile is already revoked.

• Contextual menus are available via three-dot buttons or pop-up action panels (replacing the legacy right-click approach).

• Console states such as column widths, saved searches, customized charts, etc. are user specific, not global.

• Device updates do not occur in real time, and instead are triggered manually via refresh buttons throughout the console.

• Console preferences such as localization and time are set independently between the new and the legacy console.

• Features transitioned to the new console have, with only minor exception, been removed from the legacy console.
Console Navigation

The MobiControl legacy console leveraged a “tabbed” navigation structure. Functional areas of MobiControl were listed as tabs at the bottom of the screen with tabs along the top filtering the view by the selected platform.

The new console leverages a “hamburger” menu at the top left of the page. When expanded, the menu shows the functional areas of the product and provides quick access to other SOTI products. The navigation banner at the top of the page will reflect the present view.

Navigating Between Consoles

The icon in the new navigation menu represents an area of MobiControl that has not yet been transitioned to the new console. Following one of these links will launch the legacy console in the same browser window, and navigate you directly to the desired area. If you don’t see an area listed in the new navigation menu, choosing any of the legacy console links will allow you to navigate to it if you have the permission to do so.

To navigate back to the new console, follow the link in the banner at the top of the legacy console. The legacy console has otherwise remained entirely the same.

In some cases, the new console may open a dialog of the legacy console.

Devices View

The devices view is the first area of the legacy console to be transitioned as it contains the essence of any mobility deployment, device information. In deployments that leverage a tiered administrative model it’s very likely that the device view is the only view a help desk technician or support professional will see.
Device Groups

Device groups continue to provide an easy and intuitive method of organizing devices and include several improvements in the new console:

- You can choose to View All Devices instead of selecting a particular device group.
- You can now choose to see devices in a subgroup of the selected group by selecting this option under the search option menu.
- If you have a deep hierarchy of device groups you can easily locate a group by using the search input at the top of the group list. The groups will be filtered to show any matching groups while maintaining the group hierarchy for context.
- Device group colors are represented by the colored dot at the end of the device group name, and there is now an option to remove the color. A device group with no color in the new console, will still show as yellow in the legacy console.
- Creating or editing a device group is now accomplished by clicking on the New Group button, or the three-dot menu on a particular device group.

Virtual & Filter Groups

Virtual and filter Groups are each represented in the device list with a special icon to help distinguish one from the other. Adding filter criteria is now achieved by clicking the pencil icon in the banner above the device list while viewing the contents of the virtual group.

The dialog for adding filter criteria has also changed, and follows the same design as the MobiControl Search, however the available properties may vary. This new method also allows for more granular filter criteria to be applied to your virtual groups because you can now use multiple ANDs and ORs in the filter statement.
Devices List

The most notable difference with the device list in the new console is that it unifies all mobile platforms in a single view. There are no platform tabs at the top of the page that filter devices in the device list to the selected platform. Additional improvements include:

- Customizable Column Views that allow you to quickly switch between different sets of device properties to cater to the current set of devices or context. There are over 150 device properties that you can select from when creating a Column View and each provides a tooltip that describes which mobile platforms support the property.
- Improved multi-selection indicators and drag and drop behavior.
- Contents of the device list can easily be exported as a CSV. Properties in the CSV will match that of the selected Column View allowing you to customize what appears in the export.
- Agent compatibility, online/offline status, and device compliancy are now the only states shown relative to the device icon.

Device Actions

From either the Device List or the device Information Panel, MobiControl administrators can execute actions against devices. Most “right-click” device actions found in the legacy console are available in the actions list even if they didn’t previously reside under the Action submenu. For example, Delete and Rename.

The most common actions are prominently positioned as separate buttons, and others appear in the three-dot menu which includes a search to quickly locate an action because the list just keeps growing!

Some, but not all, actions are available from the Device Group menu and can be executed on all devices within the group and its subgroups. It is also now possible to execute actions on multiple devices simultaneously from the Device List.
Whether an action is executed on a single device or multiple devices, MobiControl will provide you with feedback on the expected outcome before the action is sent. This feedback will include a total of devices that will receive the action, and feedback based on the action requirements for why a device will not. Possible reasons a device won’t receive an action will vary by device and the action but generally include:

- Whether the device kind supports the action at all. For example, sending an iOS action to an Android device. In this case, the action will be hidden when interacting with a single device, but may be available when selecting multiple.
- A variable state on the device does not support the action. For example, minimum OS version requirement is not met, or the device is missing a pre-requisite application.
- The user does not have the permission to execute the action on the parent device group.

Given the possible permutations for why an action can’t be executed on a device, the above highlights some exceptions to the Common Behavioral Characteristics of the new console.

**Charts**

As any mobile deployment grows, so do the challenges of understanding the characteristics and statuses of your mobile fleet. This is true with as few as one hundred devices but even more true with tens of thousands, or more. Which devices aren’t compliant? Which devices are roaming? How many end of life device models do I have?

To answer these questions in the fewest steps possible, MobiControl now provides you real-time customizable charts so you can gain the necessary insights into your device deployment. These charts appear at the top of the Devices List and reflect a summary of the devices currently appearing in the list. Customize the charts with the properties you would like to gain insight to!

**Search**

Charts might have helped you discover some non-compliant devices hidden amongst the thousands of devices you manage. Or, perhaps users are reporting they don’t have the latest
version of an application, and you need to know how wide spread this problem is to get ahead of it.

MobiControl’s advanced search helps narrow the scope of devices in the system to only those that match the desired criteria. Criteria can include one or more filters separated by Boolean logic and incorporate over 150 different device properties, and extended properties. Extended properties allow you to search for devices by defining criteria about their installed applications or configurations, or a user’s LDAP group membership.

Search is executed within the selected device group or across all devices when the View All Devices option is selected, and results are returned in the device list and can be exported using the Download CSV button for reporting purposes.

**Device & Device Group Information Panel**

The device and device group information panel improves significantly in the new console. Instead of appearing in the primary devices view, the information panel is a dialog that appears on top of the device list which provides more adequate space to view and interact with the unique characteristics of the selected device. From the device information panel, you can now also:

- Search for a property to quickly identify its value.
- Set the user for the selected device by searching the configured LDAP directory.
- Set the values for Custom Attributes.
- View the Compliance status of a device including whether it is jailbroken, disabled, etc.
• Modify Advanced Configurations such as Deployment Server Priority, Time Synchronization, Health Attestation, etc.

**Notifications, Alerts & Console Warnings**

Feedback when working within the new console is provided using notifications that move in from the top right of the page. These notifications are equivalent to the yellow notifications at the bottom of the legacy console. Notifications inform you of:

- Success or failure when sending device actions to the server.
- An error when processing a request such as loading a device list, or executing a search.
- Event alerts triggered by an Alert Rule.

**Announcements**

Announcements appear from the megaphone icon at the top of the console and inform administrators of important system related events. Unlike Notifications, announcements may be persistent or require the administrator to dismiss or acknowledge an announcement.

Announcements provide insight into the following events:

- Upcoming License or maintenance expiration
- Device license availability falls below 5% of total licenses
- Certificate or token expiration for programs such as Apple APNS, DEP, VPP and certificates bound to the server interfaces.
- Product notifications from SOTI such as the release of a new MobiControl version.
- Periodic requests for product feedback.
Feature Reference Map

The following tables provide a quick reference to identify where a feature of the legacy has moved to in the new console. It may also serve as confirmation that a feature has been replaced by equivalent functionality, or removed entirely.

### Common Functionality

<table>
<thead>
<tr>
<th>Feature</th>
<th>Legacy Console</th>
<th>New Console</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate &amp; Token Warnings</td>
<td>Upon logging into console</td>
<td>Announcements menu</td>
</tr>
<tr>
<td>Change Password</td>
<td>? menu</td>
<td>User menu &gt; Change Password</td>
</tr>
<tr>
<td>Dashboard</td>
<td>Button in title bar of legacy console</td>
<td>Removed in favor of Charts</td>
</tr>
<tr>
<td>Language Preference</td>
<td>? menu</td>
<td>User menu &gt; Preferences &gt; Language Override</td>
</tr>
<tr>
<td>License expiration warning</td>
<td>Upon logging into console</td>
<td>Announcements menu</td>
</tr>
<tr>
<td>Logout</td>
<td>? menu</td>
<td>User menu &gt; Log Out</td>
</tr>
<tr>
<td>Navigate to SOTI Assist</td>
<td>Product title banner next to platform tabs</td>
<td>Navigation “hamburger” menu</td>
</tr>
<tr>
<td>Time Preferences</td>
<td>? menu</td>
<td>User menu &gt; Preferences &gt; Date &amp; Time</td>
</tr>
</tbody>
</table>

### Devices View

<table>
<thead>
<tr>
<th>Feature</th>
<th>Legacy Console</th>
<th>New Console</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Settings</td>
<td>Right-click menu on device and device group</td>
<td>Dedicated <strong>Configuration</strong> tab within device and device group information panel</td>
</tr>
<tr>
<td>(Deployment Server Priority, Time Synchronization, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agent Upgrade</td>
<td>Right-click menu on device and device group</td>
<td>Menu on device group, pop-up menu when selecting a device, and within device information panel</td>
</tr>
<tr>
<td>(Enable/Disable Upgrade Now)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create &amp; Manage Custom Attributes</td>
<td>Right-click menu on device or device group</td>
<td>Legacy Console &gt; Servers &gt; Global Settings</td>
</tr>
<tr>
<td>Feature</td>
<td>Legacy Console</td>
<td>New Console</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Create &amp; Manage Custom Data</td>
<td>Right-click menu on device or device group</td>
<td><strong>Configuration</strong> tab within device and device group information panel</td>
</tr>
<tr>
<td>Create Help Desk Ticket</td>
<td>Right-click menu on device</td>
<td><strong>Report Incident</strong> device action</td>
</tr>
<tr>
<td>Device Actions such as Lock, Wipe, etc.</td>
<td>Right-click menu on device and device group</td>
<td>Menu on device group, pop-up menu when selecting a device, and within device information panel – not all actions are available from a device group</td>
</tr>
<tr>
<td>Device Group Information Summary (Total online/offline, etc.)</td>
<td>Information panel for device group</td>
<td>Removed in favor of Charts</td>
</tr>
<tr>
<td>Device List Filters</td>
<td>Bottom of device list</td>
<td>Removed in favor of Search</td>
</tr>
<tr>
<td>Edit Virtual Group</td>
<td>Right-click menu on virtual group</td>
<td>Pencil icon in banner above device list when filter group is selected</td>
</tr>
<tr>
<td>Forgot password for local users</td>
<td>Login page</td>
<td><strong>No longer available</strong></td>
</tr>
<tr>
<td>Indoor Location via Aruba AirWave</td>
<td>Right-click menu on device</td>
<td><strong>No longer available</strong></td>
</tr>
<tr>
<td>Information Panels</td>
<td>Vertical accordion panel next to device list</td>
<td>Single click on device name or double click on device row – some panels consolidated into common tabs</td>
</tr>
<tr>
<td>iOS Provisioning Profiles</td>
<td><strong>Application</strong> information panel</td>
<td>Currently unavailable in new console, support pending</td>
</tr>
<tr>
<td>Locate multiple devices</td>
<td>Right-click on device group</td>
<td><strong>No longer available</strong></td>
</tr>
<tr>
<td>Locate single device</td>
<td>Right-click option on device</td>
<td><strong>Location</strong> tab of the <strong>Information Panel</strong></td>
</tr>
<tr>
<td>Remote Control (HTML5)</td>
<td>Right-click menu on device</td>
<td>Requires the installation of SOTI Assist, referred to as <strong>Web-based in Remote Control</strong> action</td>
</tr>
<tr>
<td>Send Platform Notification</td>
<td>Send Message</td>
<td>Will be sent with every <strong>Send Message</strong> action to the MobiControl agent</td>
</tr>
<tr>
<td>Send Script via Platform Notification</td>
<td>Send Script</td>
<td><strong>No longer available</strong></td>
</tr>
<tr>
<td>Send SMS via proxy device</td>
<td>Send Message</td>
<td><strong>No longer available</strong></td>
</tr>
<tr>
<td>Feature</td>
<td>Legacy Console</td>
<td>New Console</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------------------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>Set Custom Attributes</td>
<td>Right-click menu on device or device group</td>
<td><strong>Custom Attribute</strong> section within <strong>Device/Group Details</strong> panel within device and device group information panel</td>
</tr>
<tr>
<td>Set Device User</td>
<td>Double click on username field in device list</td>
<td><strong>User Details</strong> section within <strong>Device Details</strong> device information panel</td>
</tr>
<tr>
<td>View Log File (Device Agent Log)</td>
<td>Right-click menu on device</td>
<td><strong>Logs</strong> information panel</td>
</tr>
</tbody>
</table>