

Devices Overview

Overview

Devices enrolled in the Mosyle account are listed under Management > Devices Overview for their respective platform. Change platforms by clicking the dropdown menu in the top left under Manage OS to choose between iOS/iPadOS, macOS, and tvOS.

Navigate between the list of devices enrolled via Device Enrollment or User Enrollment using the tabs along the top. Filter the list using the Filter options along the top, or enter search criteria to find a specific device or devices. The information provided by the filters is also designed to be sorted with a simple click of a column name or edited with a click of the search.

Along the top menu are commands that can be sent to devices including Update Info, Update OS, Update Apps, Rename Devices, and many others. The commands will be sent to selected devices immediately after clicking. Many of the commands are also available in the Single Shot profile to be scheduled as needed.

In the top right, the Personalize button allows each Admin to personalize the data displayed on the Devices Overview screen when they login and access. This allows the ability to display data relevant to the school or district.

Administrators can use the Bulk by Import feature to upload a spreadsheet to change Device Names, Tags, Asset Tags, and the Lock Screen Message for multiple devices at once

Device Information

Clicking a device name will bring up device specific detailed information in the Device Information view. The menu in the Device Information view provides access to many of the same commands offered in the Devices Overview area. Information regarding the specific device is available within each of the tabs.

iOS/iPadOS Device Information

The Device Information for iOS/iPadOS devices includes seven tabs: Info, Security Info, Apps, Books, Commands, Profiles, Occurrences.

The Info tab provides information regarding the device hardware and the OS. Key pieces of information in this area include:

- **Update Info:** The last time the device checked in with the Mosyle MDM servers to provide an update on the device status. The Device Information command is sent automatically every hour to update the status of the data on the first tab. The full Update Info consists of many commands to gather data for all tabs in the Device Information view, and is automatically sent every 24 hours. Note: Location information and WiFi SSID rely on the Mosyle application having access to location services permissions.
- **Operating System Information:** Includes the current operating system version, any available updates, and the status of any downloaded OS updates. Send commands to update the OS using the commands in Devices Overview, Device Information, or Single Shot profile.
- **Other information included in this tab include:** Device Name, Serial Number, Enrollment Date & Status, Supervision Status, and more.

The Security Info tab provides information regarding the status of Activation Lock, Find My, and if a passcode is present on the device. If User-Initiated Activation Lock is allowed, the Activation Lock bypass code can be found in this tab. This information is updated every 24 hours as part of the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab.

The Apps tab provides information regarding the apps assigned and installed on the device. Likewise, the Books tab provides information regarding any media assigned and installed on the device. The apps and books information is updated every 24 hours as part of the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab.

Apps

The Apps tab is organized into four sections: Installed, Profiles, Study Apps, and VPP Licenses.

- **Installed:** Lists the apps that are currently installed, or in the process of installing, on the device. For devices enrolled via Automated Device Enrollment and Device Enrollment, this list will include any apps installed via the MDM as well as any apps installed manually. System apps are not provided by the device to the MDM, therefore they are not included. Devices enrolled via User Enrollment will only display apps installed through the MDM. Apps with the trashcan icon next to them are considered “managed” apps and can be remotely updated and removed via the MDM. Apps with the gear icon are considered “unmanaged” apps and cannot be remotely updated and removed via the MDM without prompting the end user.

- Profiles: List of all apps assigned to the device in Install App profiles. Resend the command to install the app using the paper airplane icon or delete the app using the trashcan icon. The installation status will also be listed in this area. Installation status can include: Installed, Installing, Pending to Install, Waiting on VPP, PromptingUpdate, Error, Removed, etc.
- Study Apps: List of all apps assigned to the device by teachers using Study Apps. Resend the command to install the app using the paper airplane icon or delete the app using the trashcan icon. The installation status will also be listed in this area.
- VPP Licenses: List of all VPP licenses assigned to the device and/or to the user assigned to the device. The method of license assignment will be listed - Assigned to device or Assigned to user. Revoke any licenses as needed.

Books

The Books tab is organized into three sections: Installed, Profiles, and VPP Licenses.

- Installed: Lists the books that are currently installed, or in the process of installing, on the device. This list will only include books installed via the MDM. Books can be removed from the devices by clicking the trashcan icon. Note: Books can be installed on iOS and iPadOS devices using Apple Apps and Books, by uploading a PDF, epub, or iBooks file, or using a direct URL.
- Profiles: List of all books assigned to the device in Install Book profiles. Resend the command to install the book using the paper airplane icon or delete the book using the trashcan icon. The installation status will also be listed in this area. Installation status can include: Installed, Pending to install, or removed.
- VPP Licenses: List of all VPP licenses assigned to the user assigned to the device. Books installed via Apps and Books can only be assigned via User-based license assignment. Book licenses cannot be revoked once assigned.

The Commands tab will show a list of any pending or failed commands for the individual device. By default, the Mosyle MDM will attempt to resend any pending or failed commands every 15 minutes. However, a push can be manually sent as well to call the device to the MDM server to retrieve any pending/failed commands. If needed, the commands can be cleared from this area as well. Note: Devices locked with a passcode will not accept commands to change any configuration/settings on the device while locked. Unlock the device in order for the commands to go through.

The Profiles tab lists any and all profiles assigned to the device and the current installation status. The profile installation status is updated any time a profile is sent to the device to be installed, and every 24 hours as part of the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab.

Potential statuses are listed below:

- Installed: The profile is installed on the device. The installation status will reflect as “installed” after the MDM receives an “acknowledgement” response to the command to install the profile from the device and if the device indicates the profile is installed in the Update Info response.
- Pending to Install: The command to install the profile is currently pending. A pending status can be due to the device being offline, locked, or not connected to the internet.
- Removed: The profile is not installed.
- Manually Removed: The profile was manually removed from the device via the MDM.
- Disabled: The profile is toggled off and not currently active, the profile is no longer installed.

- Exception: The profile is not installed as the device or user is listed as an exception in the profile.
- On Hold: The profile is configured with the option “Do not auto-install the profile after saving”. The profile will not be installed until a manual request is made to install the profile from Device Info or from Self-Service.
- Not Compatible: The profile is not compatible with the current device hardware/software, or the current assignment status. For example, a profile using a user's variable will not install on a device that is not assigned.

The Occurrences tab provides information regarding any profiles that may be installed that are no longer assigned, or any profiles that are assigned but are not installed. It is typical for this tab to be empty.

macOS Device Information

The Device Information for macOS devices includes six tabs: Info, Security Info, Apps, Commands, Profiles, Occurrences.

The Info tab provides information regarding the device hardware and the OS. The information is similar to that received by iOS/iPadOS devices. Information obtained by Mosyle is retrieved via Apple's MDM Protocol commands as well as through the Mosyle MDM agent. The “Last Update Info” date and time will reflect the date and time of the last info retrieved via Apple's MDM Protocol. Device Information command is sent automatically every hour to update the status of the data on the first tab. The full Update Info consists of many commands to gather data for all tabs in the Device Information view, and is automatically sent every 24 hours. Request an Update Info at any time to refresh the information in the tabs.

The Security Info tab provides information regarding the status of Activation Lock, Firewall, FileVault, Bootstrap Token, and includes the DEP Admin Password. If User-Initiated Activation Lock is allowed, the Activation Lock bypass code can be found in this tab. This information is updated every 24 hours as part of the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab.

The Apps tab provides information regarding the apps assigned and installed on the device. The list of apps is updated every 24 hours as part of the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab. The tab is organized into four sections similar to the iOS/iPadOS Device Information. The App Profiles list will include Install App profiles using Apps and Books and Mosyle Catalog, as well as apps pushed using the Install PKG profile.

*Note: Installation status for apps installed using the Install PKG profile relies on the correct bundle identifier for the app being defined during the PKG creation. If the wrong bundle ID is used, the installation status will be incorrect.

Similar to iOS/iPadOS devices, the Commands tab lists any pending or failed commands for the individual device.

The Profiles tab lists any and all profiles assigned to the device and the current installation status. The profile installation status is updated any time a profile is sent to the device to be installed, and every 24 hours as part of

the full Update Information. If you wish to update sooner, click the “Send Update Info” button within the tab. The tab is organized into two sections:

- Profiles: Lists any/all profiles installed on the device using Apple's MDM Protocol payload configurations. The profile installation status is similar to that for iOS/iPadOS devices.
- Custom Commands: Lists any/all Custom Command profiles assigned to the device, Device Group or Alert criteria, as well as Mosyle Management profiles that utilize solely the Mosyle agent (Local User profile). View the results from the command, the code sent, and/or resend the command at any time.

The Occurrences tab provides information regarding any profiles that may be installed that are no longer assigned, or any profiles that are assigned but are not installed. It is typical for this tab to be empty.

tvOS Device Information

The Device Information for tvOS devices includes six tabs: Info, Security Info, Apps, Commands, Profiles, Occurrences. Each tab is similar to the tabs available for the iOS/iPadOS devices. The Device Information command is sent automatically every hour to update the status of the data on the first tab. The full Update Info consists of many commands to gather data for all tabs in the Device Information view, and is automatically sent every 24 hours. Request updated information at any time by clicking Update Info.

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