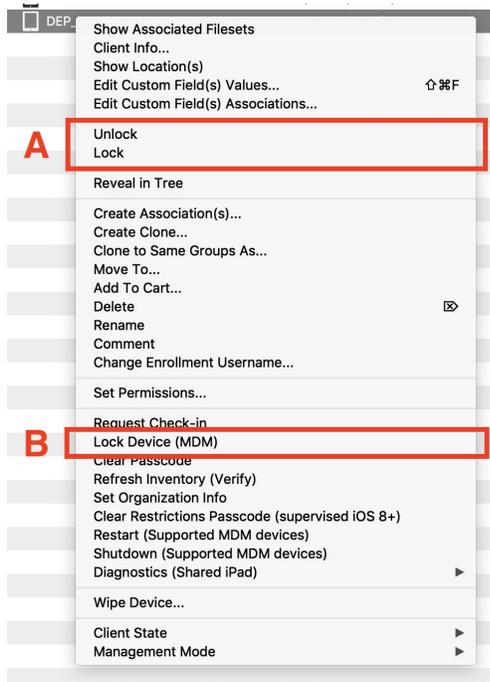


Locking Devices

What is it?



What are device locks? What is the difference between "Lock" and "Lock Devices"

i The locking behavior is the same for macOS, Windows, iOS, and non-EMM Android.

Answer

Lock / Unlock

Lock - Locking a client binds that client to the current model number. Meaning that if something unexpected should happen during a migration or update, a connecting client ignores any new manifests from the server (see: [Upgrading your On-Premise FileWave Server](#)).

Unlock - Allows a device to be updated to the latest model.

Lock Device

Lock the actual screen of the device. The user will be unable to use the device till a passcode (if present) is entered.

ADDITIONAL INFORMATION

When you lock a device the kiosk will not be available to the user. It will open, but display a message to the user they are blocked.

Locked device shows a lock icon or text in the client view, device info, and client monitor:

FileWave Admin

Update Model New Client New Group New Smart Group New Association Client Monitor Customize Columns Take Control Tools Delete

Dashboard 3 2 Clients (2 Clones) 2 Groups, 2 Mobile Devices Search clients or grou...

Search: Everything Clients Mobile Groups Clear all filters

Name	ID	Model	IP	Last Conne	Lock	Free Space	Platform	Comment	Serial/MAC	State
1	352									
iPad	221				Locked		Apple iOS		DYTHXCDCDVGG	Not tracke
John Doe's iPad	347						Apple iOS		ABCDEFGHIJKL	Not tracke
pc1074	214	35	192.168.71.74	29/10/18 17:5		218.3 GB	macOS 10.12 Sierra		C07NV02RG1HY	Not tracke
sg1	219									
iPad	224				Locked		Apple iOS		DYTHXCDCDVGG	Not tracke
John Doe's iPad	349						Apple iOS		ABCDEFGHIJKL	Not tracke
win_client	350						Windows		11:22:33:34:55:66	Not tracke

Warnings (1) Licenses Used/Total: Computers 1/50000, Mobile 1/50000, Chromebooks 0/50000, Model Number: 50

iPad - iOS Client Info

Device Name: iPad

Device Type: iPad

Last Connected: 30/10/18 15:35

iOS Version: 9.3.5

Export Current Tab Execute Verify Remote Wipe...

Filesets Status **Device Details** Command History Managed Apps Installed Apps Managed Documents Installed Profiles

Filter Device Details

Property	Value	Last Update Time	Status
Archived			
Authenticated restart supported			
Authentication Username	alex		
Battery Level	0.9600		
Bluetooth MAC	74:e2:f5:02:18:b0		
Building			
Carrier Settings Version			
Cellular Technology	GSM		
Client ID	221		
Client Name	iPad		
CPU Count			
CPU Speed			
CPU Type			
Current Carrier Network			
Current MCC			

Edit Custom Field(s) Values...

Win81 - Client Monitor

Name: Win81 

Address: 192.168.1.198 **Port:** 20010

Version: 13.0.3 (Rev. 81e5bacf) **Platform:** Windows 8.1 (6.3.0)

FileWave Server: preview.filewave.com

Model Version: 3

Status: Check for new model in 41 seconds

Server Connection: Not connected

Last Successful Connection: (never)

Last Connection Attempt: 3/28/19 10:02 AM

Verify Client Log Preferences...

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