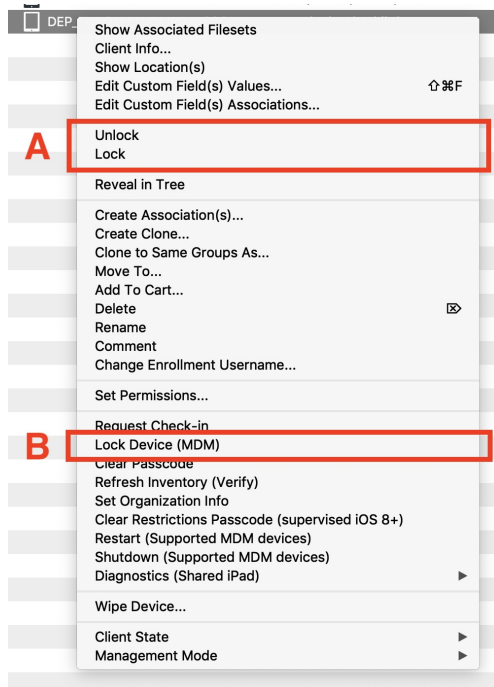


Locking Devices

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.

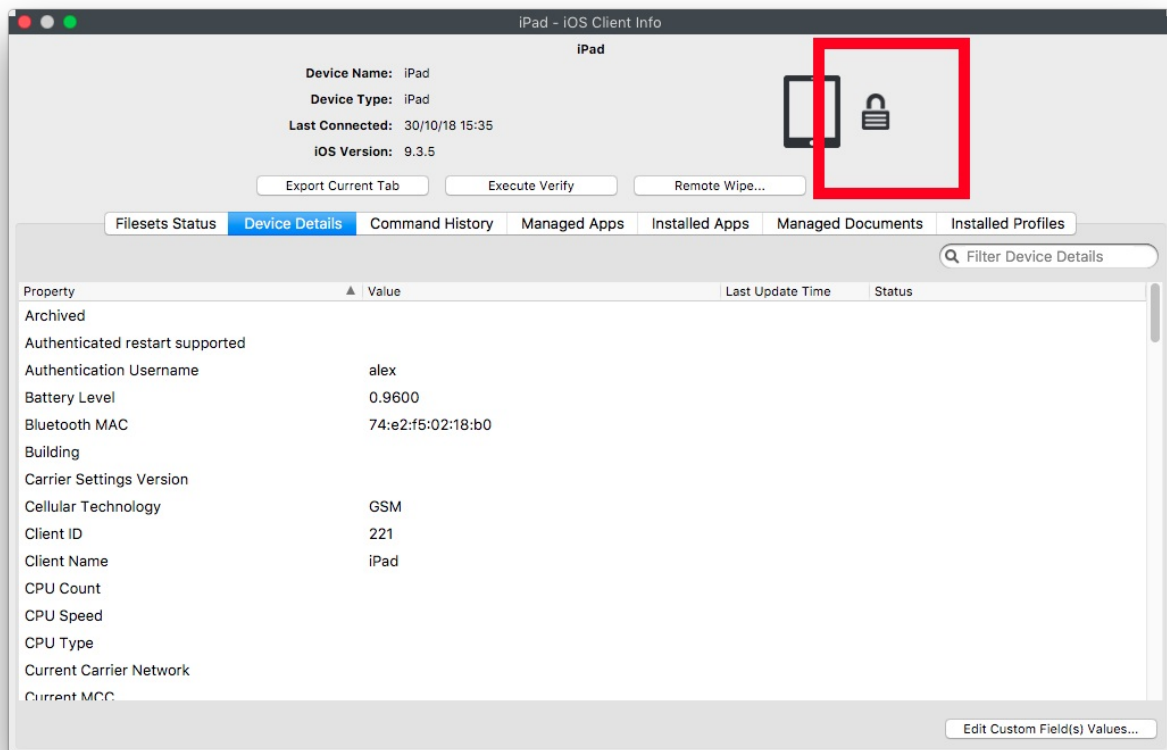
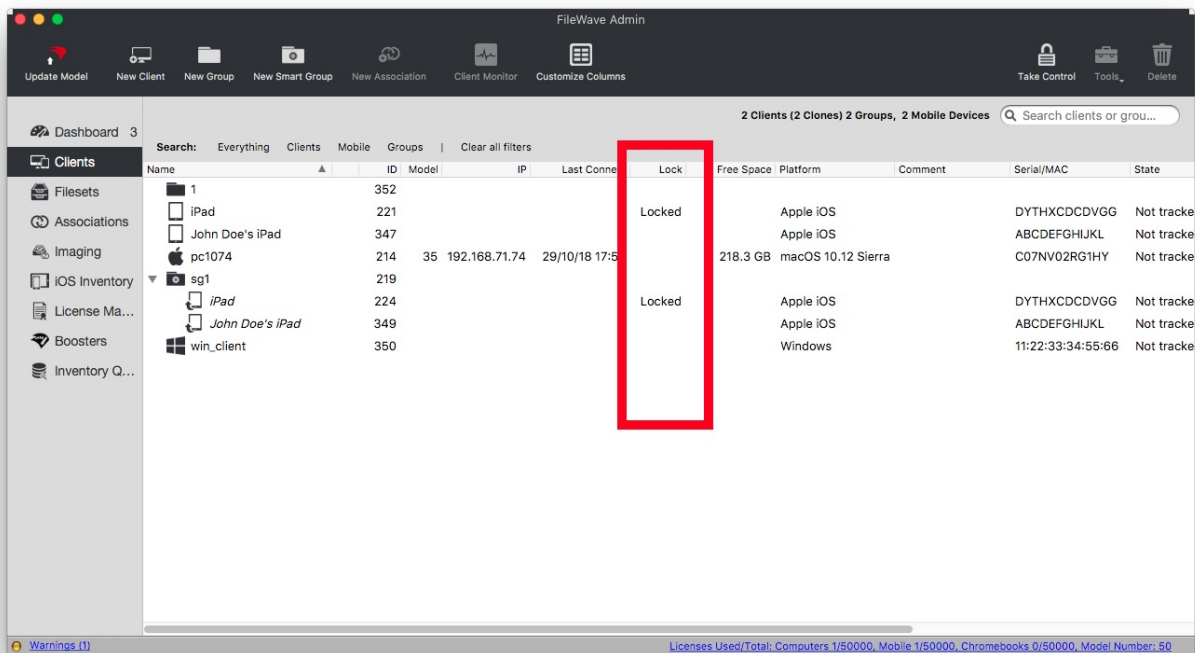
Lock Device

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:



Win81 - Client Monitor

Name: Win81

Address: 192.168.1.198

Version: 13.0.3 (Rev. 81e5bacf)

Port: 20010

20010

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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