

Missing Device Message in Kiosk for macOS and Windows (16.0+)

What

As a FileWave Administrator, you sometimes need a reliable method to signal that a device is no longer available for normal use. The “Missing Device” message in the Kiosk is designed precisely for this purpose. When a macOS or Windows client is flagged as “Missing” in FileWave Admin—by right-clicking the device in FileWave Central, selecting Client State > Missing, and then performing a Model Update—the system automatically updates the Kiosk display with a dedicated message. This message can include a custom Lost Mode Message and an optional Lost Mode Footnote, allowing your organization to provide tailored instructions. In the absence of custom messaging, the default notification reads: “This device is currently marked as missing. Self-service Kiosk is not available. Please contact your administrator.”



This feature is an initial implementation of what a Missing Device workflow could look like. It is not complete yet, but we welcome your feedback about how to expand on this.

When/Why

Imagine the scenario in an educational institution at the end of the school year. Devices issued to students must be returned, and as the FileWave Administrator, you need to provide clear, actionable instructions. With the new “Missing Device” message, the Kiosk offers a friendly yet authoritative reminder—such as “End of Year Reminder: Please return your device to the school’s IT office”—ensuring students know exactly where and how to return their equipment.

Similarly, consider a loaner laptop that is overdue for return. Marking the device as “Missing” in FileWave Admin triggers the Kiosk to display a message that not only informs the user of its missing status but also underscores the urgency of returning the laptop.

In a corporate setting, a leased device approaching the end of its lease requires a seamless turnover. By marking the device as “Missing,” the Kiosk alerts the employee that the current device must be surrendered for replacement, streamlining the process and minimizing downtime.

How

When you mark a macOS or Windows client as “Missing” in FileWave Admin, the process is straightforward. Right-click on the device in FileWave Central, select Client State > Missing, and then execute a Model Update. Once this action is completed, the next time the user launches the FileWave Kiosk, the interface updates to display the “Missing Device” message.

For example, in an educational setting, the Kiosk might display a custom message like:

“End of Year Reminder: Please return your device to the school’s IT office. This device is needed for inventory and future student use.”

This custom text is configurable in Central Admin under Organization Info, where you can also add a footnote with further instructions or a clickable contact number.

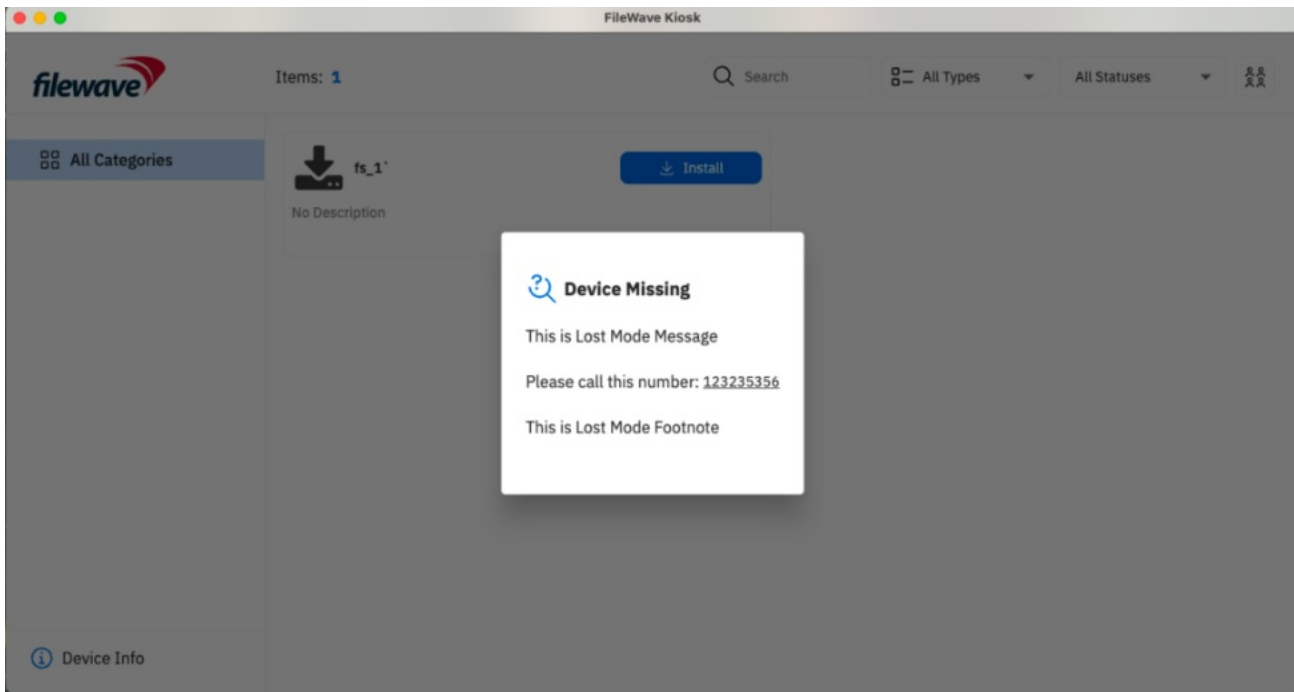
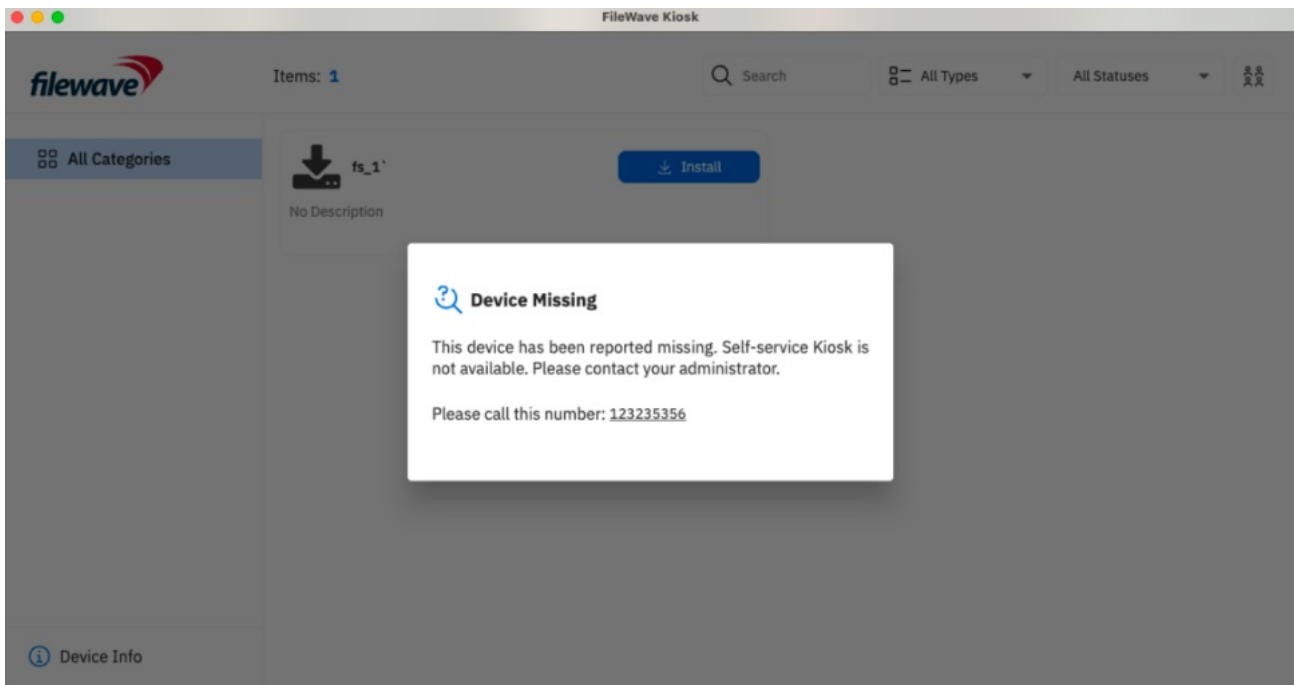


It’s important to note that the “Missing Device” message is only visible when the Kiosk is opened. To ensure that users receive immediate instructions—even if they are not actively in the Kiosk—you may want to leverage the FileWave Notifications feature. With FileWave Notifications, you can send a pop-up message directly to the device. This message can include a clickable link that directs users to a webpage with detailed instructions on how to turn in the device or even a form to fill out. For more details on how to configure and send these notifications, see the [FileWave End-User Notifications](#) article.

While the device remains in the “Missing” state, the Kiosk restricts all Kiosk operations—preventing user-driven installations, uninstallations, and access to self-service options—thus ensuring that the device cannot be misused until it is recovered or replaced.

Notes on “Missing Device” Message in Kiosk for macOS and Windows

- When a macOS or Windows client is marked as “Missing” in FileWave Admin, a “Missing Device” message will now be displayed in the Kiosk, similar to the “Device Locked” message.
- The “Missing Device” message will include any custom Lost Mode Message and Lost Mode Footnote set in Central Admin under Organization Info.
- By default, if no custom message is set, the following message appears: “This device is currently marked as missing. Self-service Kiosk is not available. Please contact your administrator.”
- Kiosk Restrictions: While in the “Missing” state, the Kiosk will prevent installation, uninstallation, and normal access to self-service options, similar to “Device Lock” functionality.
- Setting the text seen. In FileWave Central go to Preferences and then Organization Info:
 - If only the Lost Mode Message is set, it will display alone.
 - If only the Lost Mode Footnote is set, the default lost mode message will appear with the custom footnote.
 - If an organization contact number is set, it will be displayed as a clickable link for easy access.



Related Content

- [FileWave End-User Notifications \(15.5+\)](#)

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