Compliance

Compliance means having all assigned or inherited Profiles and App packages installed on systems, including the latest releases of the Apps.

Compliance is determined when you access the Device Page, Non-Compliance Page and when the compliance routine runs.

Reasons for Non-Compliance

- Profile needs installing
- Application needs installing
- Profile needs updating to apply changes made to payloads
- There is a new release of the App that needs to be installed
- Application needs removing
- Device has not checked in with the MDM server

PLEASE NOTE The MDM will not classify devices as non-compliant in cases where the app was installed by the user or if the app in the app package is not configured to automatically update.

Why do the devices show as red in the group display?

When viewing a group, the devices highlighted in red indicate non-compliance within the group. This could be due to the requirement of installing, removing, or updating an App, or installation of a Profile on those devices.

SyAM Software   **Quick Ref – MDM Compliance**

Non-Compliance Report

Click on "Non-Compliance" to access the list of devices that are currently non-compliant, and the actions needed to be completed to bring each device into compliance.

Examples

App that needs updating.

	Report Date	Serial Number	Area	Type	Status	Value
▼ SyAM ❯ Support						
Devices 1	06/27/2023 07:13:30	DMPZNWQEMF3M	DEVICE	APPLICATION	NEEDSUPDATING	Remote Desktop Mobile
Apps ↓ 18 🔓 0						
Profiles ↓ 0 🔓 1						
Users 1						
Non Compliance 1						

App that needs installing.

Report Date	Serial Number	Area	Type	Status	Value
06/27/2023 13:32:59	DMPD7FZWPV03	DEVICE	APPLICATION	NEEDSINSTALLING	SketchUp

App that needs removing.

Report Date	Serial Number	Area	Type	Status	Value
06/27/2023 09:38:50	DNPF3A2R0D83	DEVICE	APPLICATION	NEEDSREMOVING	QR Scanner

Profile that needs installing.

Report Date	Serial Number	Area	Type	Status	Value
06/27/2023 09:41:51	DNPF3A2R0D83	DEVICE	PROFILE	NEEDSINSTALLING	Wireless Printing

PLEASE NOTE Removing profiles will not impact compliance.

Why do Managed Applications show as Orange ?

When you view a non-compliant device, the Apps requiring installation or updating will be highlighted in orange under the Managed Applications section. Additionally, the Installed Applications section will display which apps require updating.

In this example we see that the Remote Desktop App has an update that is available.
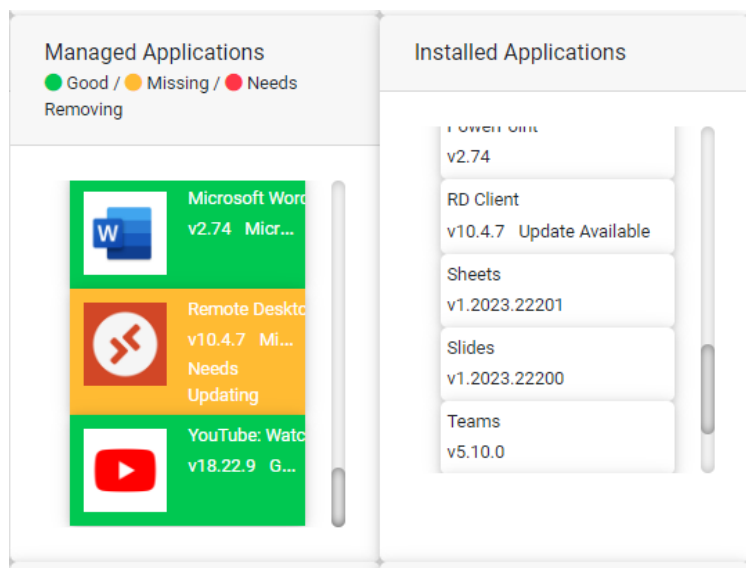
Viewing App Detail

By clicking on the app, you have access to all the necessary information about the new version and its release.

In this example the Remote Desktop App is now at version 10.4.8, It shows we have an update as we currently have the 10.4.7 release installed

Managed App

Info	Assignments

App Name
Remote Desktop Mobile 10.4.8
Updated
2023-06-20T17:04:52Z
User Rating
★★★★★
Seller
Microsoft Corporation
**Category**
Business
Minimum OS Version
15.0
Size
94.09 MB
Price
Free

Non-Compatible Apps

In this example, it is indicated that an app needs to be installed to achieve compliance.

SyAM > Managed iP	Report Date	Serial Number	Area	Type	Status	Value
Devices 1	06/27/2023 07:42:05	DNPF3A2R0D83	DEVICE	APPLICATION	NEEDSINSTALLING	Calculator Pro+ for iPad

In this example the device details states that the app cannot be installed on the device because it is intended for an iPad, and you are attempting to deploy it to an iPhone.
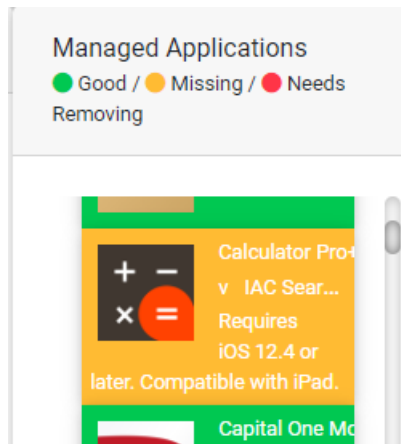
To resolve this issue, you should remove the app that is not compatible from the app package
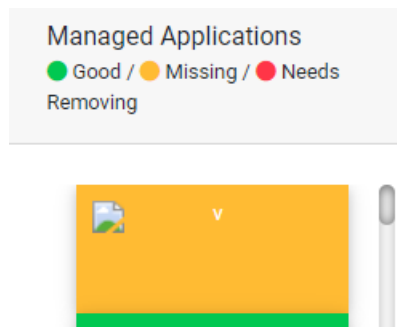
Apps No Longer Available

When Apps are removed from the App Store they will no longer be available in the VPP Token and can no longer be deployed or used.

In this example, the app that needs to be installed has a value of null, indicating that it has been removed from the App Store and is no longer available for installation.

Report Date	Serial Number	Area	Type	Status	Value
06/27/2023 07:54:00	F6MCT6FDMF3P	DEVICE	APPLICATION	NEEDSINSTALLING	null

When viewing the device details the App name will be blank

When viewing the App details, no information is presented

Managed App

Info	Assignments

App Name
Updated
User Rating
Seller
Category
Minimum OS Version
Size
Price

To resolve this issue, you should remove the app that is no longer available in the App Store from the App Package. By removing the app from the package, you ensure that it is no longer associated with the deployment, and it won't be flagged as missing or non-compliant