MDM Commands in Systems Manager

Systems Manager has built-in live tools that allow for device-level troubleshooting as well as live management of devices from the Cisco Meraki Dashboard. These can be found by selecting a client from Systems manager > Monitor > Devices and selecting the desired device. Certain commands can be issued in bulk from the client’s list as well by selecting multiple clients and the 'Command' button or sent via the API. Devices need to be online in order to receive the commands, but in some cases, commands can be enqueued and processed the next time an offline device connects.

Mobile Device Commands

Below is an example of the available live tools for mobile devices (in this case, an iOS device). The live tools that are available depend on the device’s vendor and the level of access given to any mobile device management (MDM) solution. Certain iOS commands require device supervision, for example.

MDM commands

| Mobile security |
|-----------------|-----------------|-----------------|-----------------|-----------------|
| AirPlay         | Device security |
| Power control   | Clear passcode  | Lock device     | Selective wipe  |
| Send notification| Clear passcode  | Lock device     | Erase device    |
| GPS location    | Clear passcode  | Lock device     | Erase device    |
| Single App Mode | Clear passcode  | Lock device     | Erase device    |
| OS Update       | Clear passcode  | Lock device     | Erase device    |
| Lost Mode       | Clear passcode  | Lock device     | Erase device    |

- **Mobile security**: Mobile security gives remote control over devices, including:
  - Locking devices
  - Clearing passcodes
  - Selectively wiping devices (removing MDM-delivered applications and profiles)
  - Erasing devices (resetting devices to factory defaults)

It also includes lock bypass that allows you to disable the activation lock on an iOS device when you do not have access to the Apple ID account used to lock it.

- **AirPlay (iOS)**: The AirPlay tool can be used to initiate streaming to known AirPlay-supported devices using MAC or device name.
- **Power Control (iOS supervised)**: Power Control allows remote rebooting or shutdown of a device.
- **Send Notification**: The Send Notification feature sends a pop-up notification to the device to alert an end user.
• **GPS Location (iOS)**: GPS Location enables a request of the current location of an iOS device and delivers it back to the interface.

• **Single App Mode (iOS supervised)**: Single App Mode locks an iOS device into a specific mode in which only the app you select will be available for use on the device. This is also referred to as Kiosk mode.

• **Beacon (Android only)**: The Beacon feature enables an alarm to sound on an Android device to locate it.

• **OS Upgrade (iOS supervised)**: OS Upgrade supports remote upgrading of an iOS device.

• **Lost Mode (iOS supervised)**: When enabled, Lost Mode can push specific messages and contact information to the device on the lock screen.

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**Desktop Live Tools**

Below is an example of the available live tools for desktop devices (in this case, a macOS device). The live tools available depends on the device’s vendor and whether the enrollment agent and profile are both installed on the device.

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• **Mobile Security (macOS only)**: Mobile security gives you remote control over devices, including:
  ◦ Locking devices
  ◦ Changing passwords
  ◦ Selectively wiping devices (removing MDM-delivered applications and profiles)
  ◦ Erasing devices (resetting devices to factory defaults)

• **Process List**: The Process List tool provides an active list of all running process on the device at the time of execution.

• **Command Line**: The Command Line tool allows administrators to run shell commands on Windows and Mac devices.

• **Network Stats**: Network Stats gives remote visibility into current network-specific information such as TCP connections, TCP statistics, and the device’s routing table.

• **Screenshot**: The Screenshot feature enables access to a real-time screenshot of the desktop device.
• **Remote Desktop**: The Remote Desktop feature enables full remote access to the MDM-managed desktop device.
• **Power Control**: Power Control allows remote rebooting or shutting down of a device.
• **Send Notification**: The Send Notification tool sends a pop-up notification to the device to alert the user.
• **OS Update (macOS only)**: OS Upgrade supports remote upgrading of a macOS device.