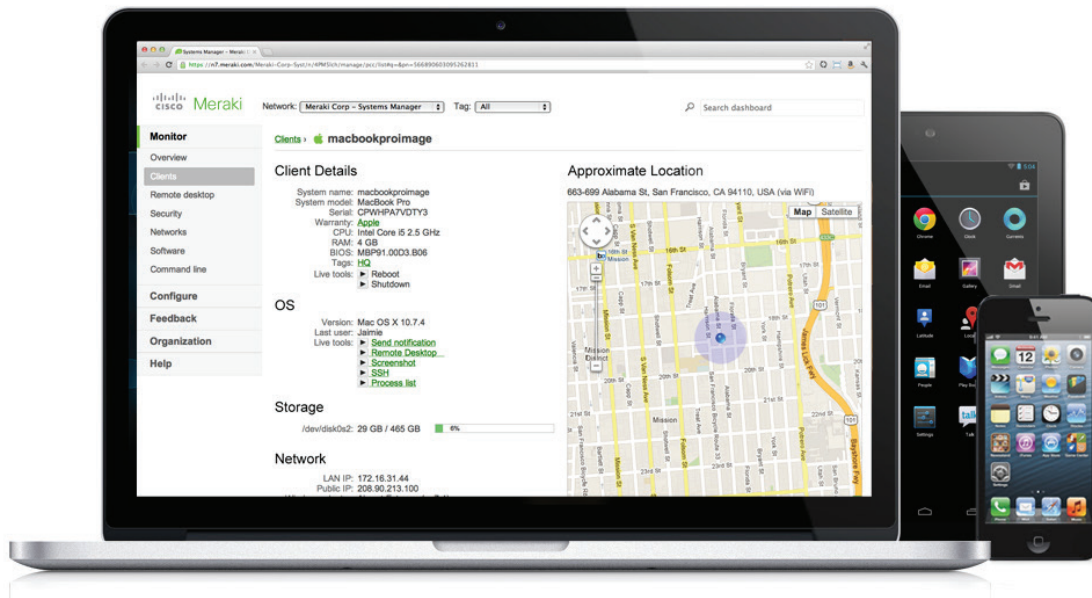


# Systems Manager

## Cloud-Based Enterprise Mobility Management



### Overview

Meraki Systems Manager provides cloud-based over-the-air centralized management, diagnostics, monitoring, and security of the mobile devices managed by your organization. Manage distributed deployments of all of your devices with Systems Manager — without an on-site appliance. Managed devices connect securely to Meraki’s cloud, enabling you to locate devices, deploy software and apps, deliver content, enforce security policies, and monitor all your devices through an intuitive and powerful web-based dashboard.

Meraki’s cloud architecture provides the industry’s only end-to-end solution which unifies WAN, LAN, wireless LAN, and mobile devices management under a single dashboard. Gain complete visibility and control from the top of the network to the edge using MX Security Appliances, MS Switches, and MR Wireless LAN, to the client devices on the network with Systems Manager. The intuitiveness of the dashboard enables IT professionals to configure and deploy in just minutes, without specialized training or dedicated staff.

### Centralized Cloud Management

Seamlessly manage and control thousands of iOS and Android devices, Macs, and PCs via Meraki’s secure, browser-based dashboard. After enrollment into Systems Manager, managed devices automatically pull security policies and settings from the cloud. Systems Manager works on any network — even if the devices you are managing are on the road, at a café, or used at home. New features, updates, and enhancements are delivered effortlessly to the dashboard from the cloud.

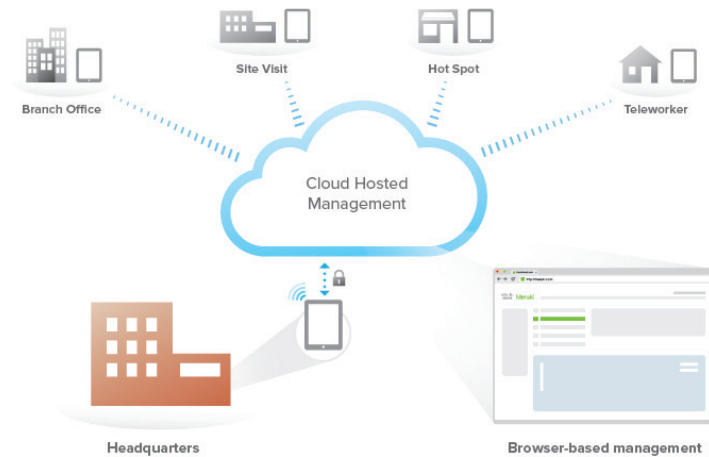
### Unified Multi-Platform Device Management

Systems Manager provides a unified view and management of all your devices. Systems Manager supports a variety of platforms:

- Apple iPad, iPod Touch, iPhone, and Apple TV (iOS 5 or higher)
- Android (2.2 or higher), including Amazon’s Kindle Fire
- Mac OS X (10.5, 10.6, 10.7, 10.8, 10.9, 10.10)
- Windows Pro 7, 8, 8.1, Vista, XP (Service Pack 3 or higher), Server 2008, R2, 2012
- Windows Phone 8.1

| # | Status | User       | OS            | Model                | RAM  | Connectivity | Name        | Disk % used | CPU              | Tags     | Public IP      | LAN IP          | Phone #    | Disk capacity |
|---|--------|------------|---------------|----------------------|------|--------------|-------------|-------------|------------------|----------|----------------|-----------------|------------|---------------|
| 1 |        | @gmail.com | Android 4.4.2 | Samsung Galaxy S III | -    |              | @gmail.com  | 95%         | 95%              | employee | 76.103.244.38  | 192.168.1.102   | 5103881580 | 12 GB         |
| 2 |        | @gmail.com | Android 4.4.4 | XT1080               | -    |              | @gmail.com  | 49%         | 49%              | employee | 71.57.60.176   | 192.168.128.243 | 4014654007 | 25 GB         |
| 3 |        | @gmail.com | Android 4.4.4 | XT1060               | -    |              | @gmail.com  | 42%         | 42%              | employee | 67.161.2.112   | 192.168.1.50    | 2622217505 | 26 GB         |
| 4 |        | Admin      | OS X 10.8.6   | MacBook              | 2 GB |              | normal-name | 26%         | Intel Core 2 Duo | devel    | 184.23.135.130 | 192.168.128.2   | -          | 149 GB        |

## VISIBILITY INTO MANAGED DEVICES



## MERAKI CLOUD MANAGEMENT ARCHITECTURE

**Content ratings**  
Control access to apps and media

Allow explicit music and podcasts

**Ratings region**  
Sets the region for the ratings

United States

**Allowed content ratings**  
Sets the maximum allowed ratings

Movies: PG

TV Shows: TV-PG

Apps: 9+

## FINE-GRAINED DEVICE RESTRICTIONS

## Rapid Deployment and Scalability

Meraki's cloud management platform enables mobile device initiatives to quickly scale to deployments of massive scale. Systems Manager manages iOS and Android devices by applying profiles. Enroll via a web-based self-enrollment process directly on the mobile device, by installing a downloadable app from an app store, facilitating 1-to-1 projects and BYOD initiatives. Systems Manager also integrates with Apple Configurator and iPhone Configuration Utility.

For Macs and Windows devices, Systems Manager is deployed on individual machines via a lightweight installer. Deploy over the network using Active Directory's GPO to rapidly enroll all the devices in your Windows domain networks.

Once enrolled, each device downloads its configuration via Meraki's cloud, applying device restrictions, network and security policies automatically — eliminating manual device provisioning.

## Systems Manager Sentry Dynamic Enrollment

Integration with Meraki access points (MR series) enables network administrators to only allow devices managed with Systems Manager to access the network. Without Systems Manager, unmanaged devices are first sent to a splash page to install Systems Manager before gaining access to the wireless network, and VPN.

## Administration and Management

Systems Manager is designed to help you keep your managed devices abreast with the latest user demands and organization requirements, while lowering the burden on the IT team. Deploy policies and changes, seamlessly from the cloud, across thousands of devices at once.

## Deploy Software

Systems Manager lets you install software to any number of PCs and Macs in your network. Upload MSI files for PCs or PKG files for Macs, select the machines, and fire off the installer. If a PC or Mac is unavailable, the software will be installed the next time it comes online.



GLOBAL MANAGEMENT

**Add an iOS app** ✕

[Where's the ID?](#)
Country:  ✕ ▾

| Title                        | Vendor                      | Version | Category     | Description   | Price  |                                    |
|------------------------------|-----------------------------|---------|--------------|---|--------|------------------------------------|
| iA Writer                    | Information Architects Inc. | 2.0.1   | Productivity | "Your program is the single most useful and remarkably clever — invisibly so — device for writing that I can name." – Augusten Burroughs, bestselling ... | \$4.99 | <input type="button" value="Add"/> |
| Little Writer - The Traci... | Innovative Mobile Apps Ltd  | 1.2     | Education    | ★★★★★ I have tried them all and this is my and my kids favorite tracing app bar none! Endorsed by tens of thousands of satisfied parents, teachers,...    | Free   | <input type="button" value="Add"/> |
| Hanx Writer                  | Hitcents.com, Inc           | 1.0.2   | Productivity | Behold, Hanx Writer, created by Tom Hanks. Hanx Writer recreates the experience of a manual typewriter, but with the ease and speed of an iPad. "Wit...   | Free   | <input type="button" value="Add"/> |
| Easy Writer Lite             | Infovole e.K.               | 2.1.3   | Productivity | • The current version does not work with iOS 8. An update is on the way! • Easy Writer Lite - the power of simplicity ... This user-friendly and si...    | Free   | <input type="button" value="Add"/> |
| Writer Pro: Note, Write, ... | iA Labs GmbH                | 1.2     | Productivity | "Writer Pro maximizes the minimalist text editor" — The Verge "Great design elegantly reduces cognitive load" — Michael Lopp INNOVATIVE WRITING TECH...   | \$9.99 | <input type="button" value="Add"/> |

APP STORE INTEGRATION

**Deploy Apps**

For iOS devices, Systems Manager is integrated with the Apple App Store and Apple's Volume Purchase Program. Google Play and the Amazon Appstore are supported on Android devices. Additionally Enterprise Apps are supported on both iOS and Android. Whether you're providing apps to ten users or thousands, Systems Manager makes it easy to distribute apps to any number of devices.

**Enforce Restrictions**

Enforce device restrictions to control usage of mobile devices. Disable FaceTime, the App Store, and control gaming and media content consumption by content rating. Restrict access to iCloud services to disallow backup of sensitive information to Apple's infrastructure.

**Exchange Active Sync**

Enable provisioning of email accounts and mail settings including encryption and stored mail history duration on enrolled Apple iOS devices.

## Network Integration

Systems Manager bridges the gap between mobility management and your network. Systems Manager continuously keeps track of device posture and dynamically adjusts policies to match.

### Security Compliance

Protect mobile devices and their data with customizable security policies. Deploy fine-grained policies to check whether devices are encrypted, locked, jailbroken, and more before dynamically assigning device settings, apps, and content. Require a passcode on devices before pushing Exchange settings, limit jailbroken devices to the guest network, or revoke privileges if devices violate security policies.

### Automated Device Provisioning

Devices are provisioned based on group enrollment, security compliance, and geofence location. Automatically deliver apps, network, and security settings specific to each user.

**Security policies**  
[Back to list >](#)

Security policy name: Secure

Desktop:  
 Screen lock after 5 minutes or less.  
 Login required  
 Firewall enabled

OS X:  
 Disk encryption

Windows:  
 Antivirus running  
 Antispyware installed

Mobile devices:  
 Passcode lock  
 Device is not compromised ⓘ

DEFINE SECURITY POLICIES

## Visibility, Diagnostics, and Control

Systems Manager starts to monitor your managed devices as soon as they enroll into your network. Policies continue to be applied to devices anywhere in the world, even if they lose internet connectivity. Live diagnostics tools help with troubleshooting and daily administration tasks. Use Systems Manager's visibility of devices, users, software and applications on your network to provide end to end security and management right from the dashboard.

### Asset Management

Systems Manager gathers available information from the device's WiFi connection, IP address, and GPS to provide a device's physical location, down to street-level accuracy. Privacy controls are available to turn off location reporting of sensitive devices.

Systems Manager provides built-in software inventory management, simplifying software license management, even in multiplatform environments. See all software installed on managed computers and apps installed on mobile devices. Alternatively, type the name of a particular application in a Google-like search bar to search through a comprehensive list of installed software across managed devices. Easily identify devices running outdated software, track down compliance or licensing issues, or uninstall unauthorized software right from the dashboard.

Manage hardware inventory using Systems Manager's built-in cataloging of machines by CPU type and speed, system model, or operating system build. Systems Manager also tracks wireless adapter details, including make, model and driver version, helping track down connectivity issues.

### Live Troubleshooting and Diagnostics

Systems Manager provides a suite of real-time diagnostic tools. Initiate remote desktop, take a screenshot, see the current process list, and remotely reboot or shutdown Macs and PCs. In the case of remote desktop access, Systems Manager automatically configures a VNC server and establishes a secure end-to-end tunnel back to the dashboard. This enables complete remote systems management, even in complex network environments with multiple firewalls or NAT gateways.

Manage daily requests for iOS and Android devices, like remotely clearing the device's passcode, locking the device, and even erasing all the data on a device in the event that the device is compromised. Monitor device statistics like battery charge and device memory usage instantaneously from the dashboard.

### Software inventory

Torrent

| Application | Installs | Versions |
|-------------|----------|----------|
| BitTorrent  | 1        | 1        |
| uTorrent    | 8        | 5        |

Application details

Name: uTorrent  
Vendor:

Version: 1.6.4

Client: [totoro](#)  
OS: OS X 10.8 (12A269)  
Installed on: October 22, 2008

#### SOFTWARE INVENTORY AND MANAGEMENT

### Alerts

#### Software alerts

Enabled alerts ⓘ Send a nightly email alert if:

Software is installed matching the following expression:

#### Outage alerts

Enabled alerts ⓘ Send an email alert if:

A client with  tag goes offline for more than  minutes

#### Mobile device management

Enabled alerts Send an email alert if:

Meraki Management profile is removed

#### EMAIL ALERTS

### Email Notification Alerts

Configure fine grained alert policies to send email notifications to monitor your devices. Be notified when unauthorized software is installed on a managed device, when specified devices (like critical servers) go offline, and when the Systems Manager agent or profile is removed from a managed device.

### Enterprise and Selective Wipe

Provides a mechanism to prevent enterprise data from getting into the wrong hands. Systems Manager's selective wipe feature removes all configuration profiles and apps that have been previously pushed to the devices via MDM, while keeping the device enrolled for the purposes of tracking. Enterprise wipe removes everything including the management profile to completely remove the device from Systems Manager.

### Clients > Paul's iMac

Client details | Refresh details

Name: Paul's iMac  
Model: iMac  
Serial: D25M0GHEFBJ9  
Warranty: Apple  
CPU: Intel Core i5 3.2 GHz  
RAM: 8.0 GB  
BIOS: IM142.0118.B01  
Tags: [recently-added](#)  
Auto tags: [Mac devices](#)  
Owner: [Satan\\_cesar](#)

OS  
Version: OS X 10.9.4  
Last user: Paul Wolfe

Security  
Encryption: Disabled  
Firewall: Application Firewall  
Login required: No  
Auto login: Disabled  
Screen lock: Enabled  
Screen lock delay: Never  
Security policies: [BYOD](#) [Secure](#) [Guest](#)

Management  
Settings: up-to-date  
Supervised: -  
Enrollment date: 10:36 Jul 25 2014

Storage  
Jdevdisk2: 184.9 GB / 1037.6 GB 18%

Network

Approximate location | Refresh location  
500 Terry A Francois Boulevard, San Francisco, CA 94158, USA (via IP ow)

#### REMOTE LIVE TOOLS



# Specifications

## Supported Platforms

Apple iPad, iPod Touch, iPhone, Apple TV (iOS 5 or higher)

Android (2.2 or higher)

Mac OS X (10.5, 10.6, 10.7, 10.8, 10.9, 10.10)

Windows Phone 8.1 (Enterprise only), Windows Pro 8.1, 8, 7, Vista, XP (Service Pack 3 or higher), Microsoft Server 2008, R2, 2012

## Management

Managed via the web using Meraki's secure browser based dashboard

Centralized administration of managed devices

Organization level two-factor authentication

Role-based administration

Inventory data export to CSV

Remote command line

Administrative event log and activity log

Automatic alerts for installed software, geofencing, enrollment, and dynamic security reporting

Copy profiles across different networks

Enterprise wipe and dissolving management profiles (Enterprise only)

## Security

Device location using device WiFi, IP address, and GPS data

Containerization, separation of Managed and unmanaged data (via Open-in with iOS)

Unenrollment monitoring and notification

Antivirus, antispyware, firewall, disk encryption, passcode and password, screenlock timeout, and jailbreak and root detection

Restrict access to iCloud (iOS)

Restrict users to accept untrusted TLS certificates (iOS)

Force encrypted backup (iOS) and encrypted storage (Android)

Global HTTP Proxy (iOS)

Enforce passcode policies and failed entry device wipe policy (iOS and Android)

Scan client device for Systems Manager before allowing network access (NAC)\* (iOS, Android, Windows, and Mac)

Simple Certificate Enrollment Protocol (SCEP)

Customer Certificate Signing for certificate provisioning (Enterprise only)

Access rights to limit Dashboard control (e.g. cannot erase BYOD devices iOS and Mac) (Enterprise only)

Dynamic profile management - Security compliance, Geofence management, Time based (Enterprise only)

Cisco ISE MDM API Integration (Enterprise only)

## Software and App Management

Inventory of installed software and apps

Custom deployment of software and App Store apps

Integration with Apple App Store and Apple's Volume Purchase Program

Software installation via .msi and .pkg (Windows and Mac)

Software uninstallation (Windows and Mac)

Custom uninstallation of iOS and Android apps

Restrict app installation

Restrict in-app purchase

Unauthorized software and app installation monitoring and notification

Install Enterprise Apps

## Content Management

Custom deployment of files, documents, apps (iOS and Android)

Update and deploy the latest version to devices (iOS and Android)

Managed and distribute app licenses (iOS with VPP)

Deploy iBook licenses

## Device Restrictions

Restrict use of camera (iOS and Android)

FaceTime, Siri, iTunes Store, multiplayer gaming (iOS)

Restrict content consumption (YouTube, explicit music & podcasts, content rated movies, TV shows, and apps) (iOS)

Force encrypted backup (iOS) and encrypted storage (Android)

Enforce passcode policies and failed entry device wipe policy (iOS and Android)

Single App mode (iOS and Android – Samsung KNOX)

Autonomous Single App mode (iOS) (Enterprise only)

Automatic and whitelisted content filter (iOS)

Restrict use of AirDrop (iOS)

Restrict changes to cellular data usage for apps (iOS)

Toggle Voice and Data Roaming Settings (iOS)

Restrict which Airplay devices are listed (iOS)

## Troubleshooting and Live Controls

Remote device lock, unlock, and wipe (iOS and Android)

Remote reboot and shutdown (Windows and Mac)

Remote desktop and screenshot (Windows and Mac)

Access device process list (Windows and Mac)

Send instant notification to device (Windows and Mac)

Monitor active TCP connections, TCP stats, and routing table (Windows and Mac)

Selective Wipe (iOS, Mac, and Android)

Toggle voice and data roaming (iOS)

Initiate Airplay remotely (iOS)

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**Network Configuration Deployment**

Deploy WiFi settings including WPA2-PSK & WPA2-Enterprise (iOS and Mac)

Deploy VPN configuration and authentication settings (iOS and Mac)

Deploy server side digital certificates (iOS)

Scan client device for Systems Manager before allowing network access (NAC)\* (iOS, Android, Windows, and Mac)

Systems Manager Sentry (iOS, Android, Mac OS X)

Automatic Wi-Fi EAP-TLS certificate based authentication to Meraki wireless (iOS, Android, and Mac)

Deploy Airplay destinations and passwords

Group Policy Integration into the Cisco Meraki Hardware stack (Enterprise only)

Cisco ISE MDM API Integration (Enterprise only)

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**Device Enrollment**

App enrollment (iOS and Android)

Auto enrollment through DEP (iOS 7+ and Mac OS X 10.10)

Streamlined device enrollment through SM-Sentry (requires MR access point and is available for iOS, Android, and Mac)

On-device enrollment (iOS and Android)

Integration with Apple Configurator & Apple iPhone Configuration Utility (iOS)

SMS or email enrollment invitation (iOS and Android)

Manual installer deployment (Windows and Mac)

Integration with Active Directory's GPO (Windows)

Quarantine devices upon enrollment (iOS, Mac, and Android)

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**Monitoring**

Hardware vitals and specs reporting

Network access, connectivity, signal strength monitoring

Restriction compliance monitoring

Device location with device WiFi connection, IP address, and GPS data

Battery, storage, RAM and CPU usage, outage monitoring

Network location override

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**Automatic Provisioning (Enterprise only)**

Group Policy integration into the Cisco Meraki Hardware stack

Active Directory and LDAP integration at time of enrollment

Automatically apply tags and device owners based on Active Directory and LDAP groups

Automatically distribute and revoke App licenses with VPP

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**Email Settings**

Exchange Active Sync email account provisioning (iOS)

Assign owners to devices