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111-56-URM-021

TrueOrder™ KDS

RDM with SOTI MobiControl

About this Guide

The user manual is intended for technicians who understand the setup and deployment of SOTI MobiControl. It describes the minimal configuration steps of a SOTI MobiControl server as it pertains to use with TrueOrder KDS. It also lists the enrollment steps for a KDS device.

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1. <u>Background</u>

1.1. What is an RDM/MDM Solution?

Remote Device Management or Mobile Device Management is a solution that allows remote access to devices via an online dashboard. The user can see all their enrolled devices' online/offline status, and access the device in various ways, most commonly over HTTP(S) to load device-hosted webpages, SSH to gain CLI access, and some form of VNC protocol to view and interact with the device's screen. Some RDM also permit power cycling devices and the ability to add/remove software modules. The backend for such products includes a secure VPN connection, and a dashboard that presents the device controls in a user-friendly manner. The user is required to install an app or "agent" on their device that connects to the server to deliver all these access features.

SOTI MobiControl is one such MDM solution and was chosen for integration with TrueOrder due to the availability of a Linux agent with seamless operation to the graphical interface of TrueOrder KDS.

1.2. SOTI on TrueOrder

The SOTI MobiControl product is a visual product: it features remote desktop/screen viewing, screen interactions, and provides access to the Configurator and WebConfig pages via the dashboard.

Responsibility of loading device-hosted webpages actually lies with the XSight component, but updates in that are purely on the server-side and managed by SOTI on demand for each server instance. In rare cases this may need an Agent update on the device.

Supported features:
- Remote Control (screen sharing)
- Configurator
- WebConfig
  - Logs
  - Receipts
  - Disable SOTI
- Firmware updates

2. <u>System Design</u>

2.1. MobiControl Agent

The MobiControl Agent for TrueOrder KDS is currently at version 2026.0.0.311. The backend services follow the same 2026.0.x version number. Upon installation on a TrueOrder device, the Agent attempts to connect to the SOTI server and enroll. Once successfully enrolled, the MobiControl server user(s) can see the TrueOrder device in the Device list.

2.2. WebConfig

The MobiControl Agent installation script URL and password are provided to the TrueOrder device using its WebConfig/ page. Some of the failures this page could report are:
  i.   Bad URL.
  ii. Failure to download MobiControl Agent package.
  iii. Failure to install MobiControl Agent package.
  iv. Agent Enrollment failure.

See Section 3.2 Device Enrollment for further information.

2.3. Agent Updates

If the MobiControl Agent needs to be upgraded, the SOTI dashboard will show that to the end user with a visual mark against the device name. The update can be done remotely via the dashboard, which instructs the on-device copy to fetch the new copy and install it. It can also be updated by first uninstalling and then reinstalling the Agent from the WebConfig page.
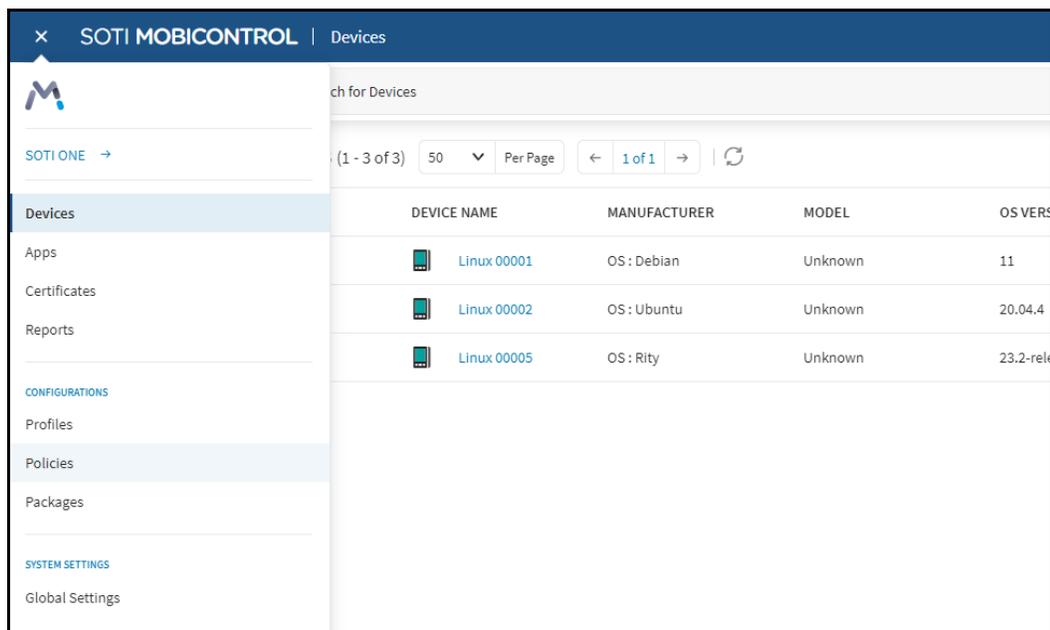
3. Usage

3.1. Server Setup Workflow

i.   Register with SOTI for a server with MobiControl and XSight apps available.

ii.   Sign into your SOTI server and click on the MobiControl app under the SOTI ONE Apps:
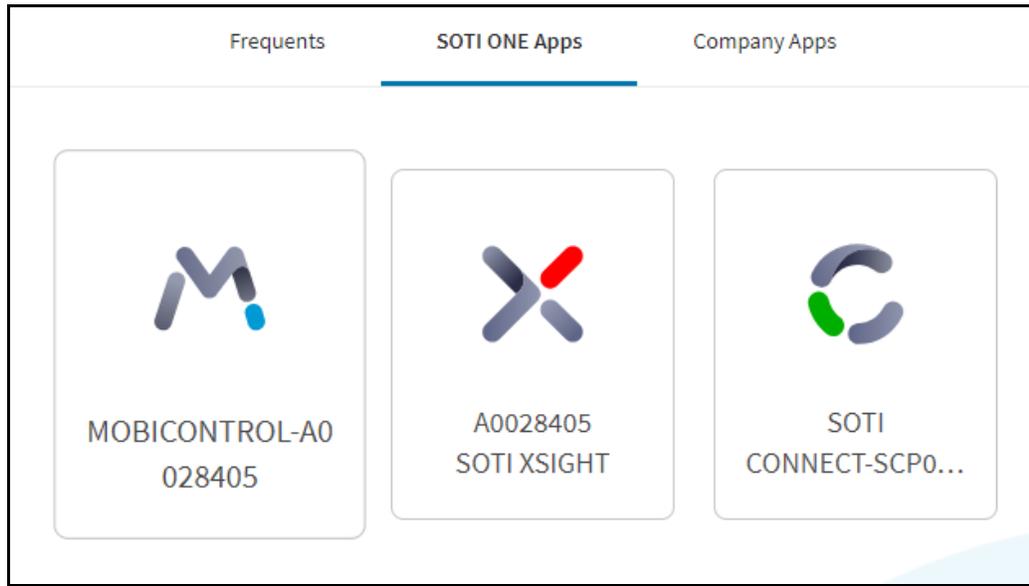
iii.   On the MobiControl page, the left-side drop-down menu leads to the **Policies** option.

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iv. On the Policies page, navigate to the **Enrollment** -> **All Policies** page. Click on the **ADD ENROLLMENT POLICY** button to proceed to create a new device policy for TrueOrder devices.
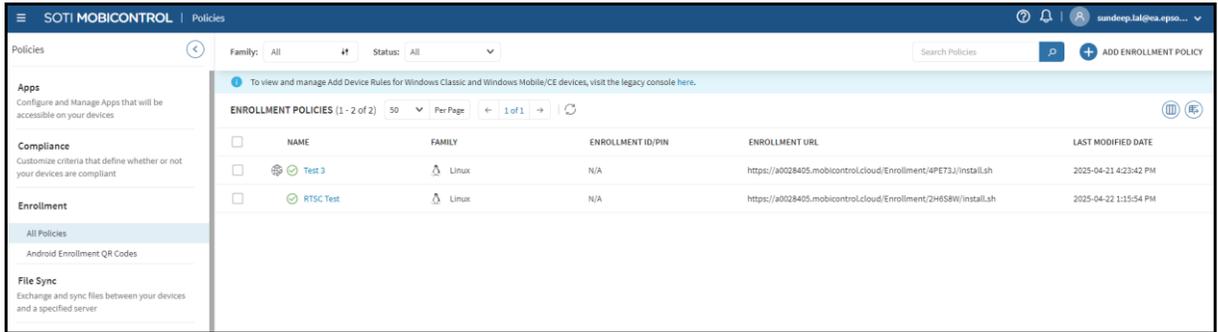
v. Choose Linux when creating the new enrollment policy.
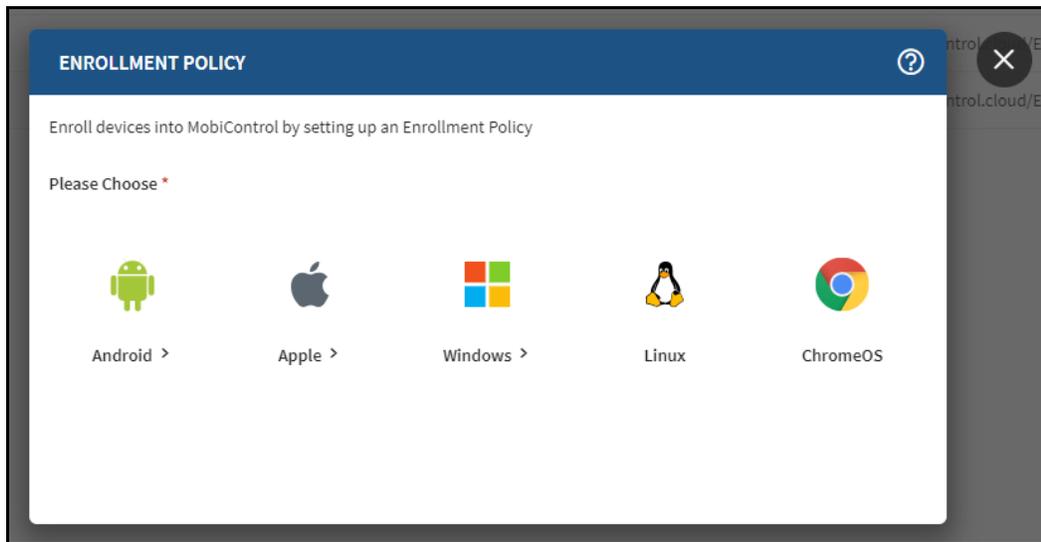
vi. Provide a name for the policy and proceed.

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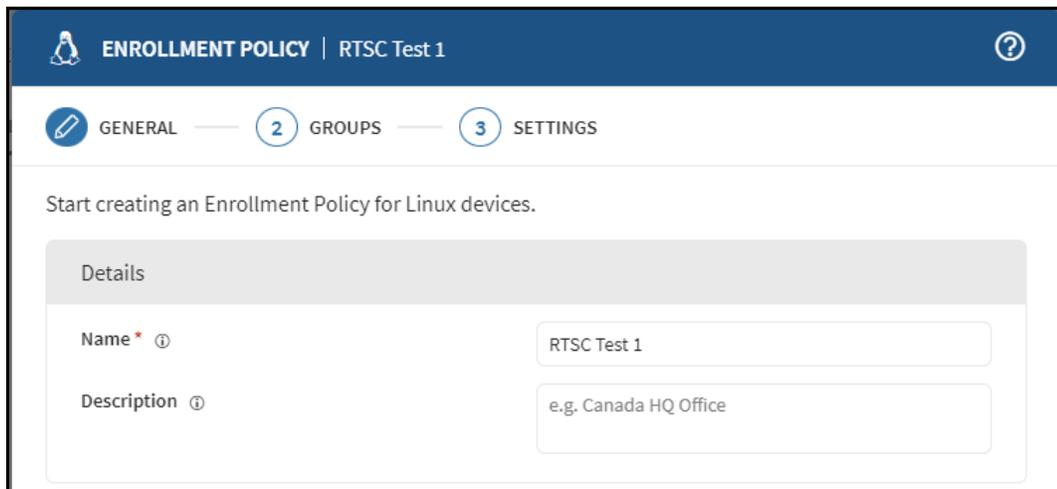
vii.   Select "Yes" for user authentication, and select **Password** for type, then supply a password. Any TrueOrder device enrolling with the server will need to provide this password.

viii.   Select the **Device group** this device should show under. There is a default "My Company" group that can be used to get started. Devices can be moved to other groups via the dashboard later, if desired.

ix.   Set the policy properties:

- **Enrolled device name** can use variables such as MAC address, manufacturer etc. The Image below shows "TrueOrder %%MACADDRESS%%" as chosen name. This is basically the name by which the MobiControl dashboard shows devices.

- The remaining options can be left default for simplicity.

x. Press the **Finish** button to activate the policy.

xi. Back on the **Policies** page, click on the newly created policy, then copy the **Enrollment URL** link. This is the URL that needs to be supplied to the TrueOrder device via WebConfig.

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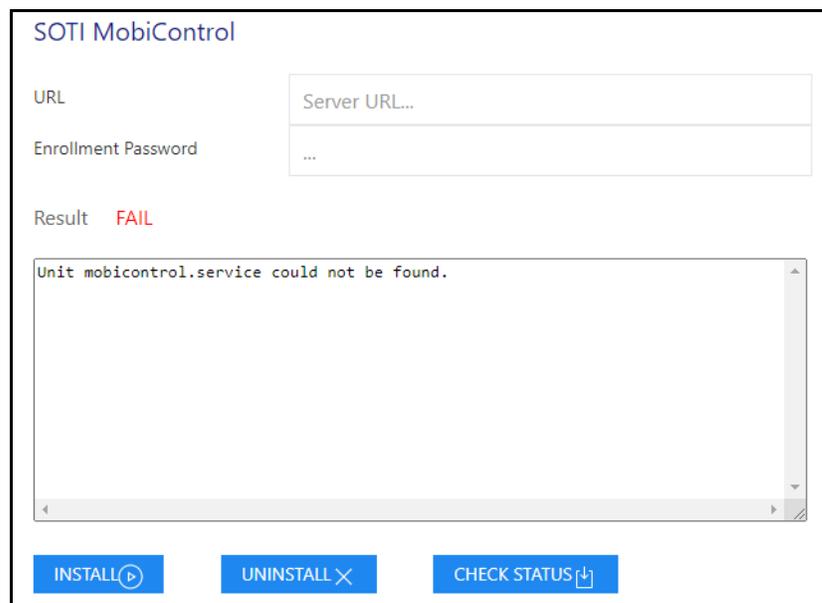
3.2. Device Enrollment

    i.   Using a browser, load the WebConfig page of the device to be enrolled:
               http(s)://<TrueOrder.Device.IP.Address>/webconfig/

    ii.   Click to expand the SOTI MobiControl subsection on the page:
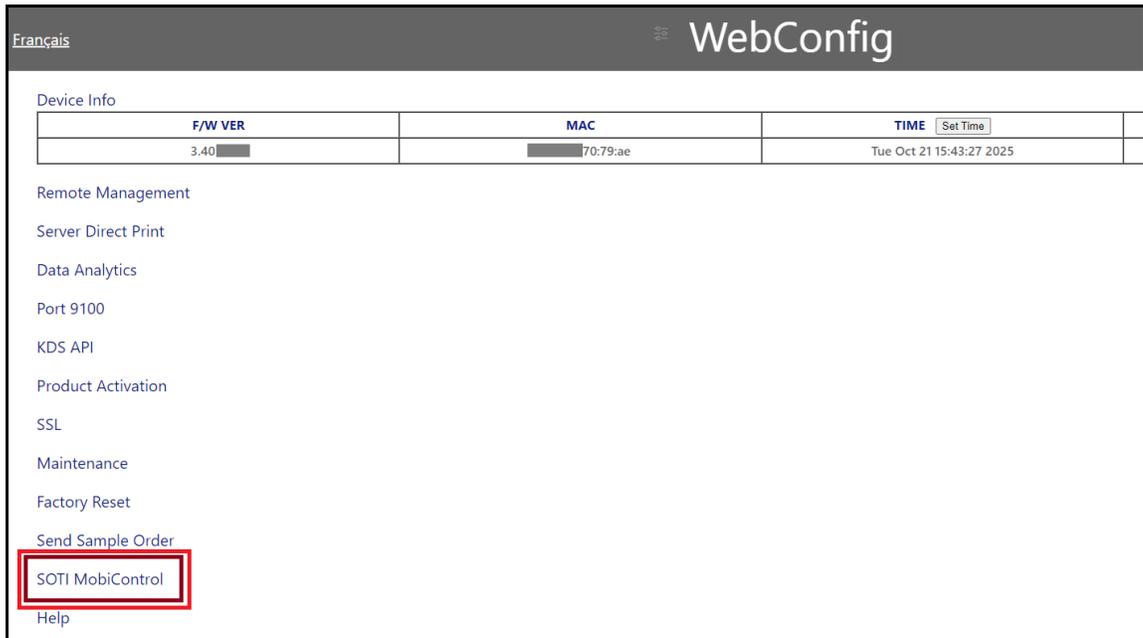
    iii. By default, the **SOTI MobiControl** section on the WebConfig page shows a "FAIL" status indicating the MobiControl service is not found.

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iv. Supply the Enrollment URL and password as set in your MobiControl policy, and click **INSTALL**.

The **INSTALL** button can result in 2 results:

SUCCESS: The device could download, install and launch the MobiControl Agent without any failures.

FAIL: The device encountered one of the following problems; please review the run log from the text box to debug:

- Device not connected to the Internet.

- Device cannot reach the provided install script URL.

- Enrollment password is bad.

- Other internal failure: This is an unexpected failure and you are requested to share the text box output with Epson technical support to help debug this.

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3.2.1. Device De-enrollment

The device WebConfig page can be used to uninstall and de-enroll from the MobiControl service. The UNINSTALL button effectively uninstalls the SOTI MobiControl agent and deletes all files used by it.

3.2.2. Service Status Check

The **CHECK STATUS** button is automatically executed when the WebConfig/ page is first loaded. However, users can execute this function at any time to get a live status of the MobiControl service e.g. memory consumption and CPU load status, "running since" timestamp etc. This can also be useful to get additional information in case a device is not showing up on the MobiControl dashboard.
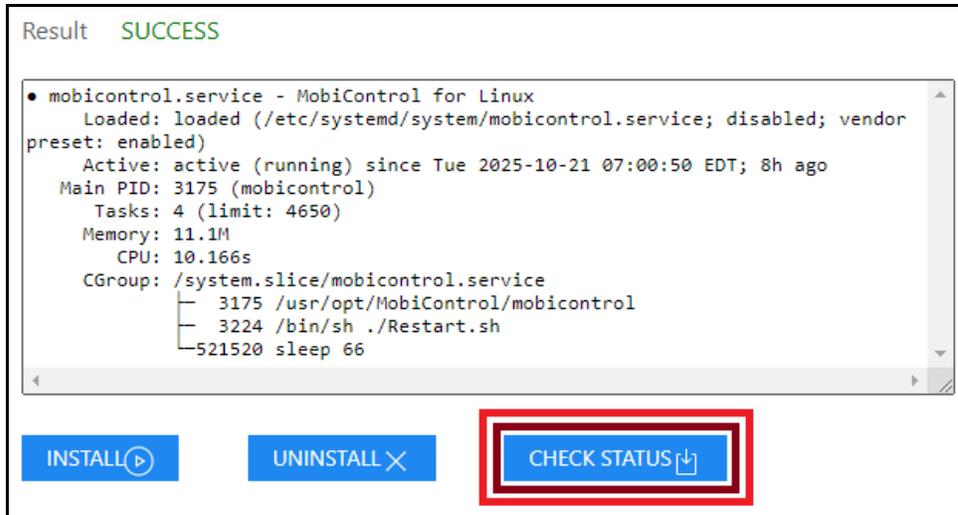
3.2.3. Agent Updates

There are 2 options to update the MobiControl agent to a newer version:

i. Via MobiControl Dashboard: The system will show you an upgrade message if a device is running an older version of the MobiControl agent. The Dashboard can be used to trigger an immediate or scheduled update of the agent.

ii. Via WebConfig: First UNINSTALL the agent, then INSTALL it again using the Enrollment URL and password. Every fresh installation of the MobiControl agent on TrueOrder devices should fetch the latest version.
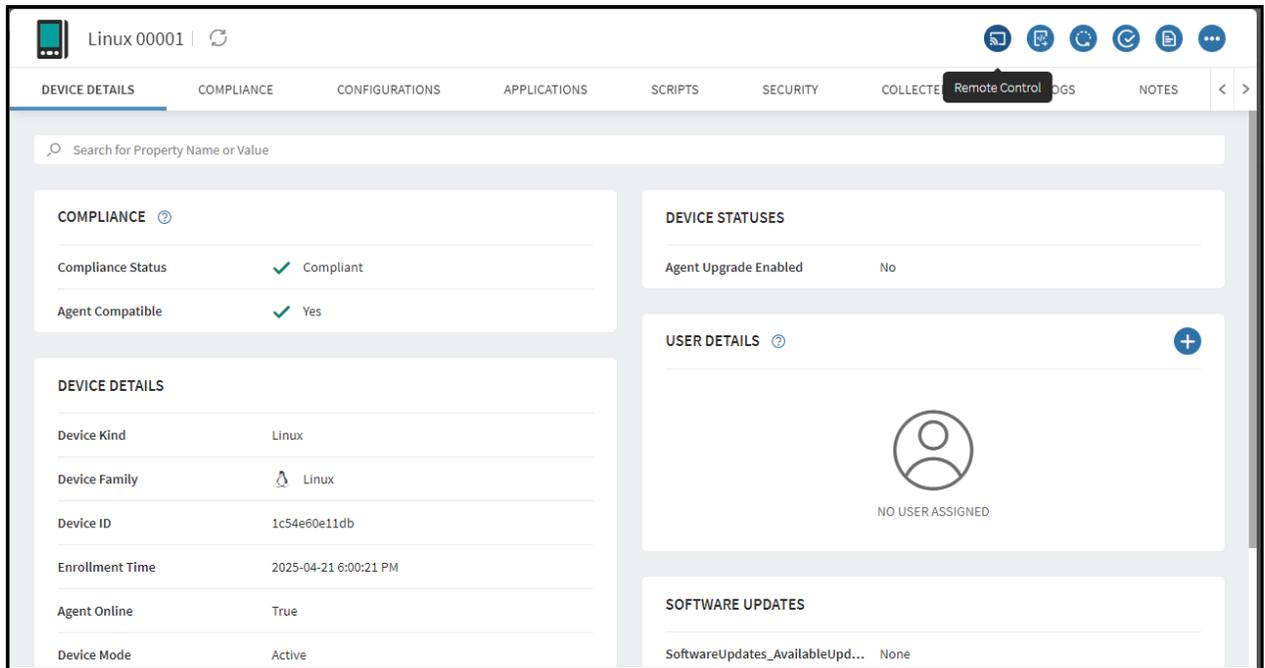
3.3. MobiControl Dashboard

3.3.1. Device Screen Share
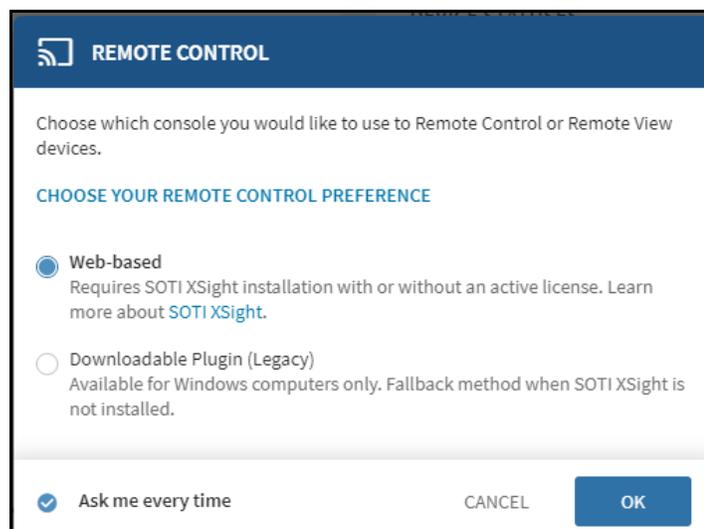
MobiControl/XSight provides a VNC-like experience to the user.

i.   On the MobiControl app dashboard, click on a device name from your list of online devices to load a modal with device details.

ii. Click on the **Remote Control** button at the top of that modal:
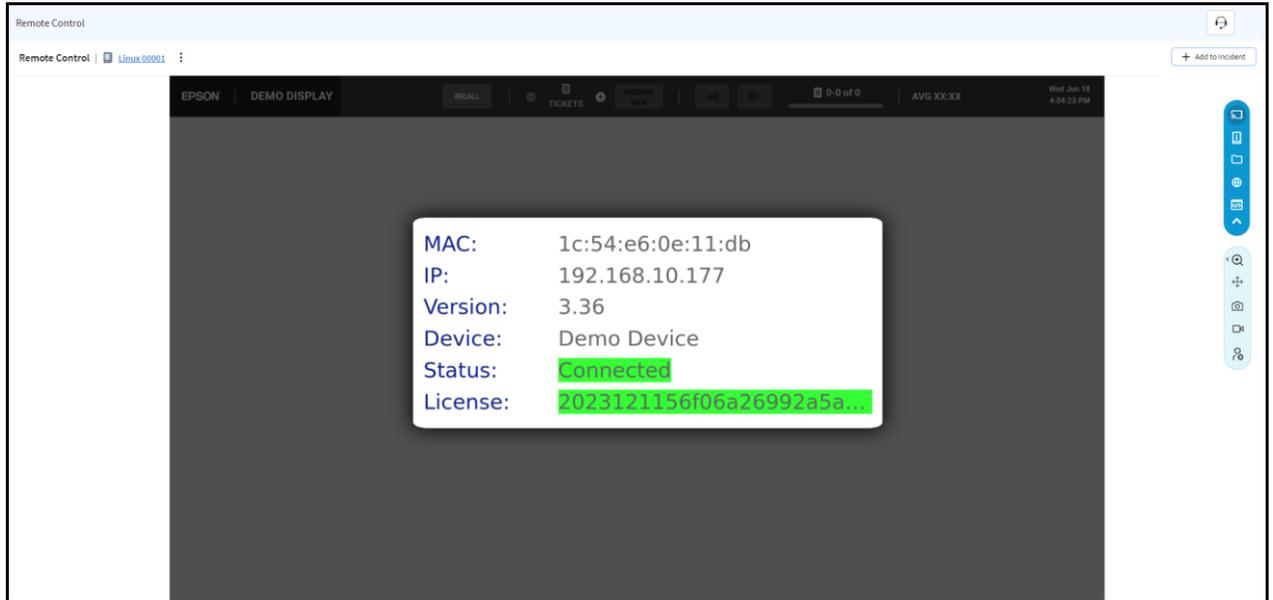

iii. Select the "Web-based" option for XSight and press OK. Allow up to 1 minute for the KDS screen to load in the browser.

iv. The user can interact with this screen, and persons physically in front of the device can see the same interactions.

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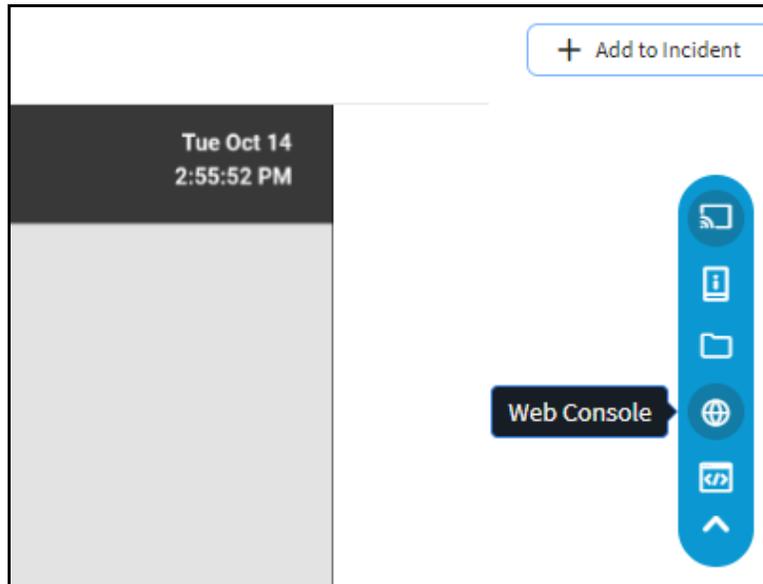
3.3.2. KDS Configuration Utility

i.   Start a **Remote Control** session of the TrueOrder KDS device you wish to configure.
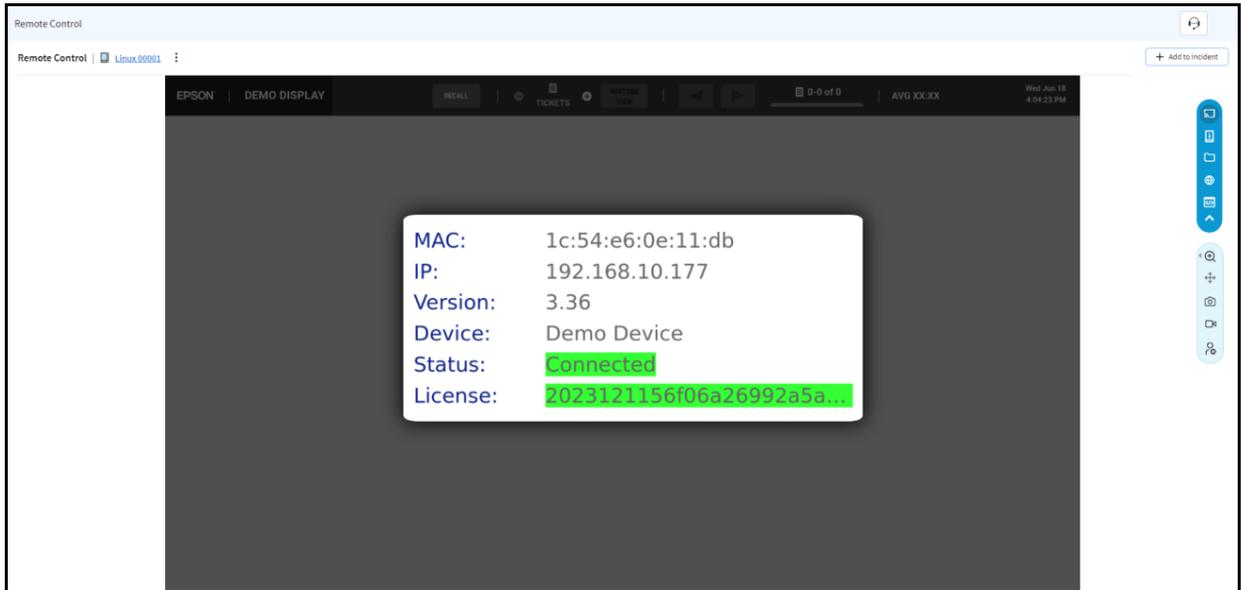
ii.   From the right-side menu, click on **Web Console** to launch the Configurator.

3.3.3. WebConfig and Firmware Update

The TrueOrder WebConfig page has various useful tools, such as downloading system logs and archived receipts from the device, factory resetting the device, uninstalling MobiControl, checking device license status etc.

i. From the **Remote Control** session, click the **Web Console** button to load the Configurator.

ii. From the Configurator browser window, copy the URL, for example:

```
http(s)://#####.mobicontrol.cloud/sotixsight/tunnel/eMC1-26fb9a80e09a/localh
ost/80/#/auth/login?returnUrl=%2Fpages
```

iii. Paste the above URL into a new browser tab next to the on-going Remote Control session.

iv. Adjust the URL to remove the trailing part **_after_** "/localhost/80/", then append "webconfig/" to it:

```
http(s)://#####.mobicontrol.cloud/sotixsight/tunnel/eMC1-26fb9a80e09a/localh
ost/80/webconfig/
```

Here's what that page looks like:

v. This adjusted URL presents the WebConfig page of the device being accessed.

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vi. Likewise, to access the "fwupdate/" page to perform a manual firmware update, the URL to use would be:

```
http(s)://#####.mobicontrol.cloud/sotixsight/tunnel/eMC1-26fb9a80e09a/localhost/80/fwupdate/
```

Here's what that page looks like:

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