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 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.

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.

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.

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
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.
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.

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.
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.
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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