

Active Lifecycle and Key Indicators

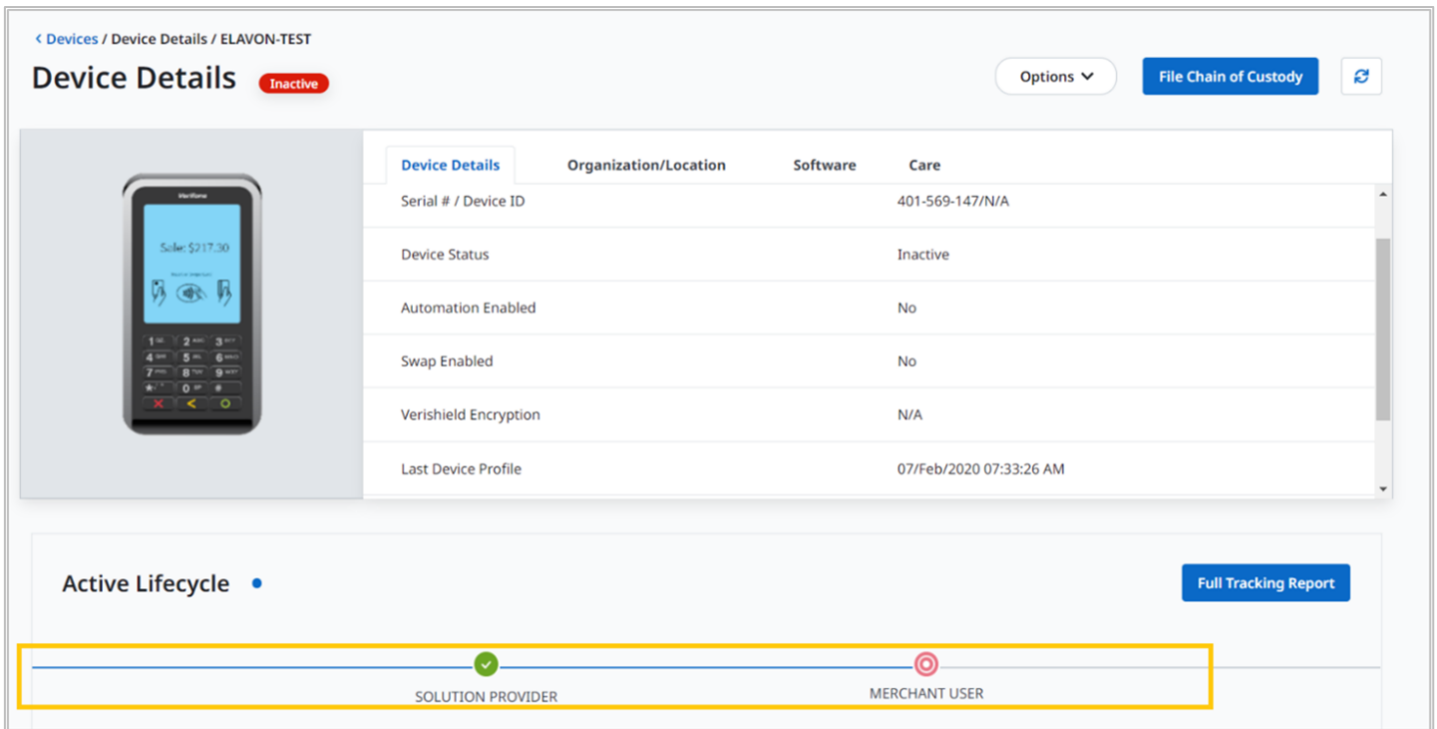
Verifone Central - Device Management supports the life cycle of the device starting from the device processing the device order to product delivery, tracking the assets, managing the devices by tenants, rolling out the software updates to the devices globally, administrating the access and authorization rules of Device Management users, and generating various reports. **Asset Tracking** feature in **Device Management** is used to track the asset in each stage of the Device life cycle till the endpoint through a streamlined process.

The Asset tracking functionality in **Device Management** tracks the consignment at every stage. The details of the custodian, and the location, including the periodic inspection details of the device are updated on **Verifone Central - Device Management** periodically by the respective custodian. See the **Asset Tracking** section for more details.

Active Lifecycle in asset tracking is an important feature that provides a snapshot of the chain of custody details of the device at every stage starting from shipment to deployment.

To view the workflow and the Chain of Custody of the device.

Go to **Verifone Central - Device Management -> Device Management -> Devices -> View Devices -> Active Life Cycle.**



Device Details Inactive

Options ▼ File Chain of Custody ↻

| Device Details | Organization/Location | Software | Care |
|-----------------------|-----------------------|----------|-------------------------|
| Serial # / Device ID | | | 401-569-147/N/A |
| Device Status | | | Inactive |
| Automation Enabled | | | No |
| Swap Enabled | | | No |
| Verishield Encryption | | | N/A |
| Last Device Profile | | | 07/Feb/2020 07:33:26 AM |

Active Lifecycle ● Full Tracking Report

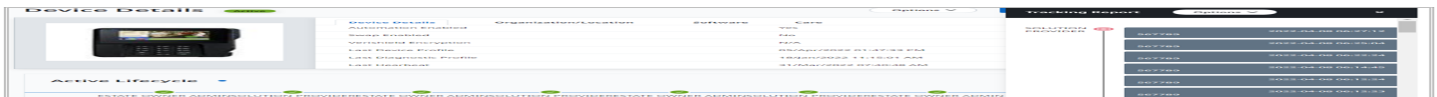
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SOLUTION PROVIDER
MERCHANT USER

Note: Green check indicates that the consignment has been moved to the next stage and the pink circle indicates that the consignment is still in progress.

To view the Full Tracking Report of the device.

Go to **Verifone Central - Device Management -> Reports -> Device Details -> Full Tracking Report.**

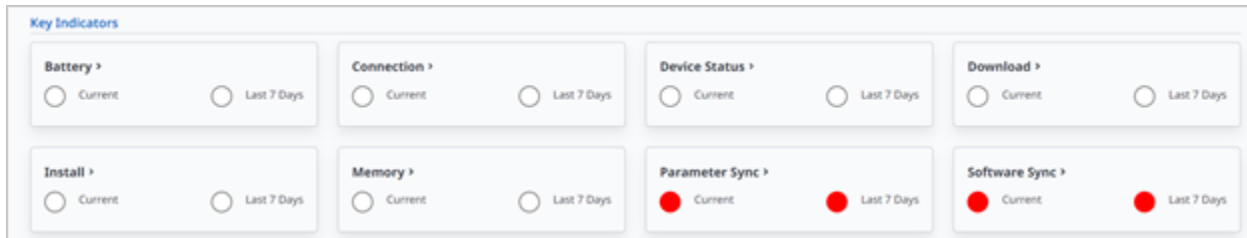


<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/active-lifecycle-and-key-indicators>

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Key Indicators

Key Indicators are the current and last 7 days health status of the device parameters. Health indicators provide comparable and actionable information across devices to track the software and parameter sync status.



| | |
|-----------------------------|--|
| <p>Battery</p> | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |
| <p>Connection</p> | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |
| <p>Device Status</p> | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |
| <p>Download</p> | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |

| | |
|-----------------------|--|
| Install | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |
| Memory | <p>Following are the health rules:</p> <ul style="list-style-type: none"> • Green - No health rules triggered in past 7 days. • Amber- Minimum of one Minor or Concern health rule triggered in past 7 days. • Red - Minimum of one fault health rule triggered in past 7 days. |
| Parameter Sync | <p>The Parameter Syn indicates if the parameters on the devices are in sync with the server. The synchronization field is displayed green only if the parameters are in sync else it is displayed as red.</p> |
| Software Sync | <p>The Device Details feature supports retrieving the synchronization information. The software synchronization status indicates if the software version on the device is in sync with the software version on the server. The synchronization field is displayed green only if the software is in sync else it is displayed as red.</p> |

Profile

| Attribute | Value |
|----------------------------|---------------------|
| Battery Voltage | 0 Volts |
| Built-in Battery | No |
| Clock Setting* | 02/27/2020 15:32:26 |
| External Memory Free Space | 0 |
| External Memory Size | 0 |
| GUI Manager Version | |
| HW Device | |
| IP Address | 10.97.26.38 |
| Last Boot Time* | 02/27/2020 15:26:33 |

| | |
|------------------------------|-----------------------|
| M-Level Part number | M |
| MAC Address | A436:AEAD:DD:CF |
| Main Battery Condition Time* | |
| Maintenance End | 2359 |
| Maintenance Start | 2200 |
| Manufacture Date | |
| Network Configuration | WiFi |
| OS Name | V052 |
| OS Version | release-31342300-A100 |
| POS IP Address | |
| Protected RAM Free Space | 0 |

| | |
|----------------------------|----------------------|
| Rechargeable Battery Level | 0% |
| SOC Revision | VF2111 |
| Security Policy | |
| Stylus Present | No |
| VHQP7PCertExpiration | 02/07/2106 06:28:15 |
| VHQSvPubKeyCertExpiration | 10/07/2027 17:38:51 |
| VHQSvSSLCertExpiration | 03/08/2020 05:51:58 |
| VSR Sponsor | Verifone Development |

- Agent Version
- Built-in Battery - if the built-in battery is supported in the device, then "Yes" is displayed, if the built-in battery is not supported in the device, then "No" is displayed.
- Built-in Battery Level
- Clock Setting - the current date and time retrieved from the device at the time of maintenance heartbeat. During onboarding of the device, there is an option to set if the clock setting to be managed by the user or by the server.
- DT Name - Device Tree Name is the name of the variant of the device. This information is retrieved from the device.
- External Memory Free Space
- External Memory Size
- External Memory Size
- Manufacture Date - this date is retrieved from the device during the maintenance heartbeat.
- HW Device
- IP Address - IP address of the device. If the device is moved to another hierarchy, then the device is placed under the root hierarchy and the new IP address is displayed during the maintenance heartbeat.
- Last Boot Time - the date and time of the device when the device re-booted recently retrieved during the maintenance heartbeat.
- Location Identifier
- M-Level Part number
- MAC Address
- Main Battery Condition Time
- Maintenance Days
- Maintenance End
- Maintenance Start
- Manufacture Date
- Network Configuration
- OS Version
- POS Agent Version
- POS IP Address
- POS OS Version
- Protected RAM Free Space
- Protected RAM Free Space
- SOC Revision
- Security Policy
- Stylus Present
- Stylus Version
- VSR Sponsor

Details

| Name # | Version # | Type # | Bundle Name # | Bundle Version # | Component # |
|----------------------|-------------------|-------------|----------------------|---------------------|----------------|
| 000_notifyrlg | 1.0.11 | OS | sf_payment_CMS_rlg | 1.0.11 | Payment Device |
| 000_notifysvc | 1.11.3 | OS | notifysvc | 1.11.3 | Payment Device |
| adkforts | 1.1.0 | OS | adkforts | 1.1.0 | Payment Device |
| Android OS | verifone#500/... | OS | Android OS | verifone#500/... | Android |
| android.ext.services | 1 | Application | android.ext.services | 1 | Android |
| AppM | 14.0.1.13402 | OS | AppM | 14.0.1.13402 | Payment Device |
| Build | release-313403... | OS | Build | release-31340300... | Payment Device |

| | | | | | |
|------------------------------|---------------|---------------|------------------------------|---------------|----------------|
| ccp | 1.25.1-36 | CPApplication | ccp | 1.25.1-36 | Payment Device |
| ccp | 1.25.1-36 | OS | ccp | 1.25.1-36 | Payment Device |
| ccp_libs | 1.25.1-36 | OS | ccp_libs | 1.25.1-36 | Payment Device |
| ccp_rtc | 1.25.1-36 | OS | ccp | 1.25.1-36 | Payment Device |
| certstore | 2.3.5 | OS | certstore | 2.3.5 | Payment Device |
| cloudproxy | 3.0.9 | OS | cloudproxy | 3.0.9 | Payment Device |
| com.android.bookmarkprovider | 8.1.0 | Application | com.android.bookmarkprovider | 8.1.0 | Android |
| com.android.calculator2 | 8.1.0 | Application | com.android.calculator2 | 8.1.0 | Android |
| com.android.calllogbackup | 8.1.0 | Application | com.android.calllogbackup | 8.1.0 | Android |
| com.android.camera | 1 | Application | com.android.camera | 1 | Android |
| com.android.carriedefaultapp | 8.1.0 | Application | com.android.carriedefaultapp | 8.1.0 | Android |
| com.android.cts.ctsshim | 8.1.0-4396705 | Application | com.android.cts.ctsshim | 8.1.0-4396705 | Android |

| | | | | | |
|---|---------------|-------------|---|---------------|---------|
| com.android.cts.priv.ctsshim | 8.1.0-4396705 | Application | com.android.cts.priv.ctsshim | 8.1.0-4396705 | Android |
| com.android.emergency | 8.1.0 | Application | com.android.emergency | 8.1.0 | Android |
| com.android.gallery3d | 1.1.40030 | Application | com.android.gallery3d | 1.1.40030 | Android |
| com.android.inputmethod.latin | 8.1.0 | Application | com.android.inputmethod.latin | 8.1.0 | Android |
| com.android.managedprovisioning | 8.1.0 | Application | com.android.managedprovisioning | 8.1.0 | Android |
| com.android.packageinstaller | 8.1.0 | Application | com.android.packageinstaller | 8.1.0 | Android |
| com.android.phone | 8.1.0 | Application | com.android.phone | 8.1.0 | Android |
| com.android.printservice.recommendation | 1.1.0 | Application | com.android.printservice.recommendation | 1.1.0 | Android |
| com.android.providers.blockednumber | 8.1.0 | Application | com.android.providers.blockednumber | 8.1.0 | Android |
| com.android.providers.calendar | 8.1.0 | Application | com.android.providers.calendar | 8.1.0 | Android |
| com.android.providers.media | 8.1.0 | Application | com.android.providers.media | 8.1.0 | Android |

| | | | | | |
|-----------------|--------------------|-------------|-----------------|------------------------|----------------|
| SRED | 11.0.0 | OS | SRED | 11.0.0 | Payment Device |
| stunnet | 1.0.0 | OS | rfbundle | 1.89.A.13404-1 | Payment Device |
| svc.Rash | 1.0.0 | OS | rfbundle | 1.89.A.13404-1 | Payment Device |
| svonet | 1.0.0 | OS | rfbundle | 1.89.A.13404-1 | Payment Device |
| svcskills | 1.17.0 | OS | svcskills | 1.17.0 | Payment Device |
| sysmode_libs | 1.79.3.13403 | OS | rfbundle | 1.89.A.13404-1 | Payment Device |
| U-Boot | 2013.10-v4.1.52... | OS | U-Boot | 2013.10-v4.1.52.1.1... | Payment Device |
| Vault | 10.0.1.13402 | OS | Vault | 10.0.1.13402 | Payment Device |
| vclfg | 1.0.0 | Application | PWCDemoVSPKey | 1.0.0 | Payment Device |
| vertexcryptoabs | 1.1.1 | OS | vertexcryptoabs | 1.1.1 | Payment Device |
| vertexreaderabs | 1.2.4 | OS | vertexreaderabs | 1.2.4 | Payment Device |

Software

- Name
- Version
- Type
- Bundle Name
- Bundle Version
- Component

Software Status

- Packages
 - Package Name
 - Package Version
 - Component
 - Status
 - Download Version
- File Status
- Key Profiles
 - Sync
 - Name
 - Key Type
 - Destination
 - Status
 - Additional Info
 - Install On

Parameters

- Applications
- Versions
- Sync Status

Diagnostic Profile

- Diagnostic Data
 - Process Data
 - Process Name
 - CPU Percent
 - MEM Percent
- Process File Handles
- System Keys

- Name
- Type
- Valid From
- Valid To

Custom Identifiers

- Attribute
 - Lane Id
 - PPID
 - AppVersion
- Value

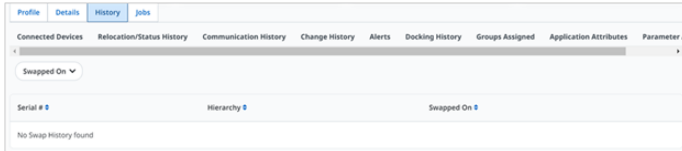
Sim Card

- Slot Index
- Status

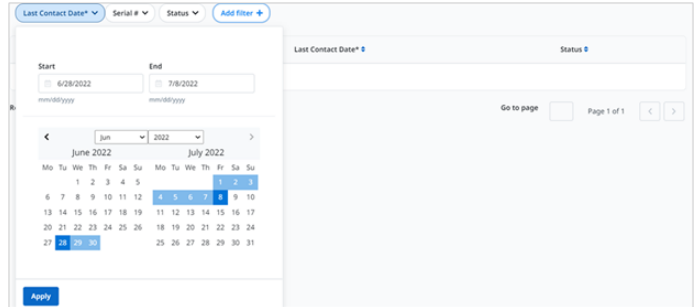
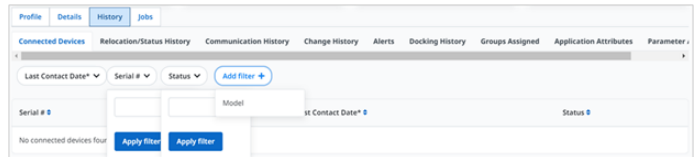
<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/active-lifecycle-and-key-indicators>

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History



Connected Devices

- Serial #
- Model
- Last Contact Date
- Status

Relocation/Status History

- Date of Change
- From Owner
- To Owner
- From Hierarchy
- To Hierarchy
- From Status
- To Status
- From Sub-Status
- To Sub-Status
- Modified By

Communication History

1.Contact

- Contact Period From
- Contact Period To
- Heartbeat Count

2.History

- Serial #
- Date
- Device Communication
- Status From Device
- Server Communication
- Server Response

<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/active-lifecycle-and-key-indicators>

Change History

- SerialNumber
- Date Changed
- Description
- Source

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Jobs

Profile Details History **Jobs**

Download Diagnostic VRX Content

Created On Schedule Date Job Name ReferenceSetName Add Filter

Job Name Job Status Package(s) Download Schedule* Install Schedule* Schedule Information Reference Set

No download jobs found

Download

Created On Schedule Date Job Name ReferenceSetName Add Filter

Start 6/28/2022 End 7/8/2022 Apply Filter

mm/dd/yyyy mm/dd/yyyy

Go to page Page 1 of 1

Calendar view for June 2022 and July 2022.

Created On Schedule Date Job Name ReferenceSetName Add Filter

Job Name

No download jobs found

Results per page

Start 6/28/2022 End 7/8/2022 Apply Filter Apply Filter

mm/dd/yyyy mm/dd/yyyy

Go to page Page 1 of 1

Calendar view for June 2022 and July 2022.

Job Status

- Cancel Requested
- Cancelled
- Failed
- InProgress
- Pending
- Schedule Confirmed
- Schedule Sent
- Scheduled

- Job Name
- Job Status
- Package(s)
- Download Schedule*
- Install Schedule*
- Schedule Information
- Reference Set

Diagnostic

Created On Job Name Action(s) Add Filter

Start 6/28/2022 End 7/8/2022 Apply Filter

mm/dd/yyyy mm/dd/yyyy

Go to page Page 1 of 1

Calendar view for June 2022 and July 2022.

| VX1 Schedule* | Begin Action At* | Recurrence | Created On |
|-------------------|------------------|------------|-----------------------|
| v2022 11:12:02 AM | Next Contact | None | 30Jun2022 04:42:02 PM |
| v2022 11:18:18 AM | Next Contact | None | 30Jun2022 04:48:18 PM |

<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/active-lifecycle-and-key-indicators>

- Job Name
- Job Status
- Action(s)
- Action(s) Schedule*
- Begin Action At*
- Recurrence
- Created On

Updated: 07-Mar-2023

