

## Active Lifecycle and Key Indicators

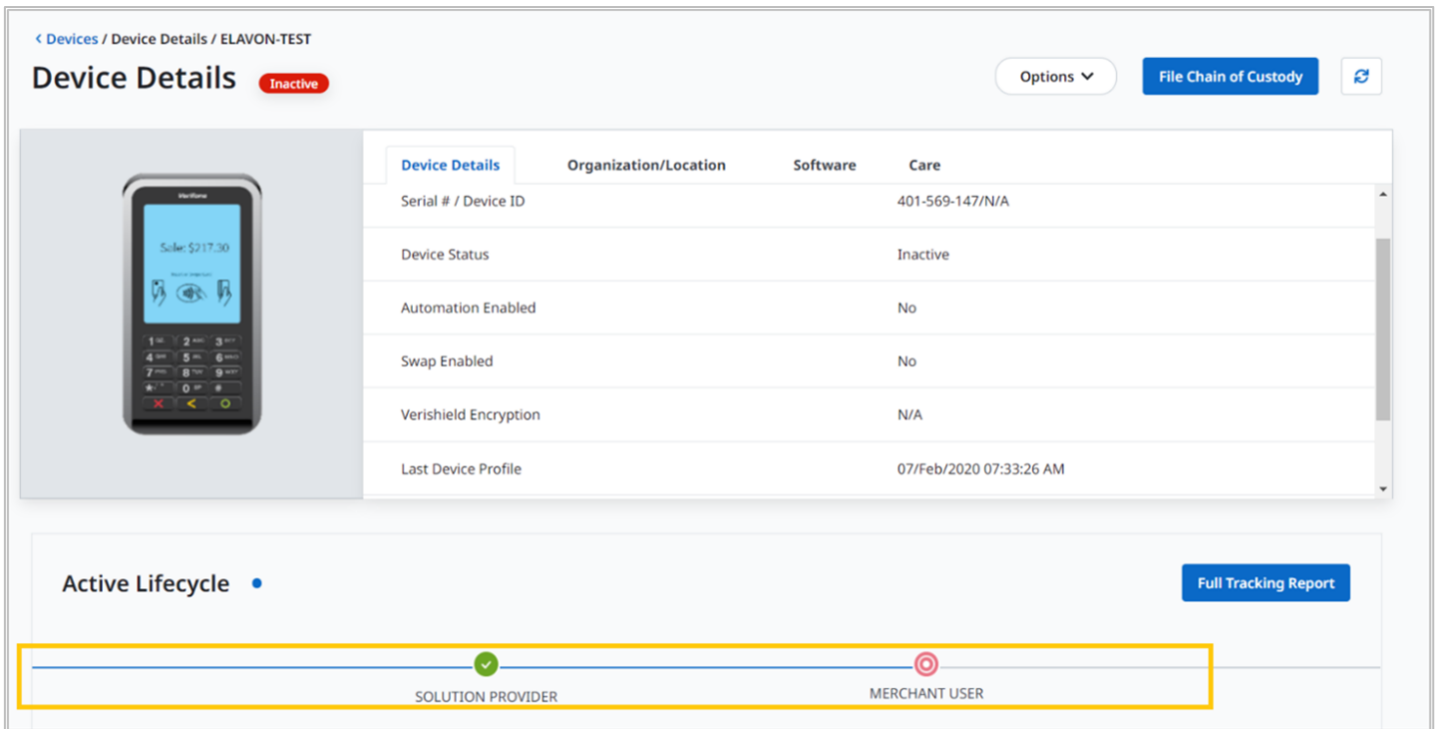
**Verifone Central - Device Management** supports the life cycle of the device starting from the device processing the device order to product delivery, tracking the assets, managing the devices by tenants, rolling out the software updates to the devices globally, administrating the access and authorization 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.**



The screenshot shows the 'Device Details' page for a device named 'ELAVON-TEST'. The device status is 'Inactive'. The table below lists various attributes:

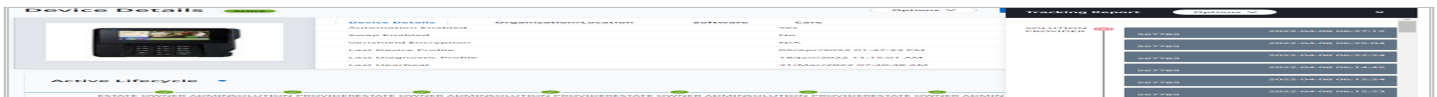
Device Details	Organization/Location	Software	Care
Serial # / Device ID			401-569-147/N/A
Device Status			Inactive
Automation Enabled			No
Swap Enabled			No
Verishield Encryption			N/A
Last Device Profile			07/Feb/2020 07:33:26 AM

The 'Active Lifecycle' section shows a progress bar with two stages: 'SOLUTION PROVIDER' (marked with a green checkmark) and 'MERCHANT USER' (marked with a pink circle). A 'Full Tracking Report' button is visible in the top right of this section.

**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.**



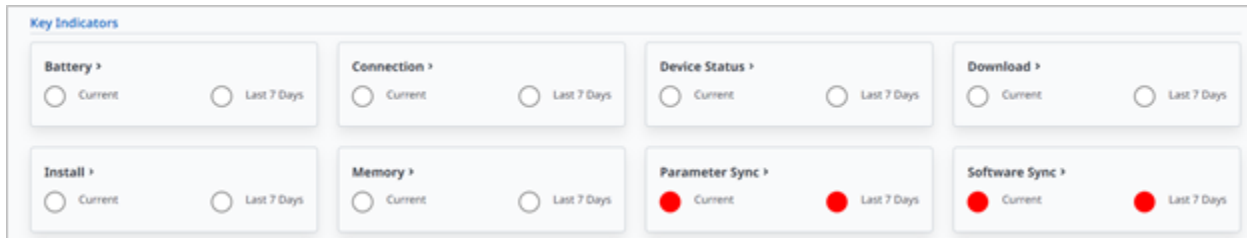
This thumbnail shows a detailed view of the 'Full Tracking Report' for the device, displaying a timeline of events and user interactions.

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

<b>Install</b>	<p>Following are the health rules:</p> <ul style="list-style-type: none"> <li>• Green - No health rules triggered in past 7 days.</li> <li>• Amber- Minimum of one Minor or Concern health rule triggered in past 7 days.</li> <li>• Red - Minimum of one fault health rule triggered in past 7 days.</li> </ul>
<b>Memory</b>	<p>Following are the health rules:</p> <ul style="list-style-type: none"> <li>• Green - No health rules triggered in past 7 days.</li> <li>• Amber- Minimum of one Minor or Concern health rule triggered in past 7 days.</li> <li>• Red - Minimum of one fault health rule triggered in past 7 days.</li> </ul>
<b>Parameter Sync</b>	<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>
<b>Software Sync</b>	<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:DDCF
Main Battery Condition Time*	
Maintenance End	2359
Maintenance Start	2200
Manufacture Date	
Network Configuration	WiFi
OS Name	VOS2
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	verifoneV500/...	OS	Android OS	verifoneV500/...	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.flash	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

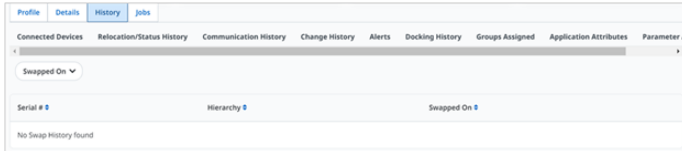
## Sim Card

- Slot Index
- Status

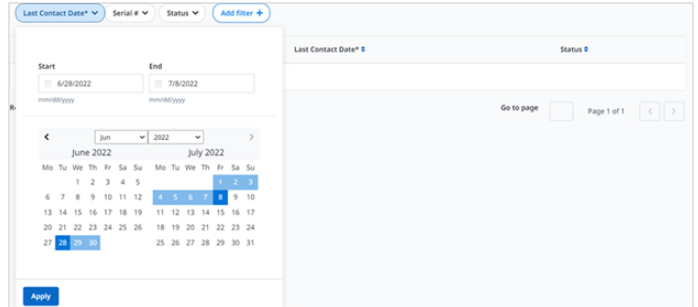
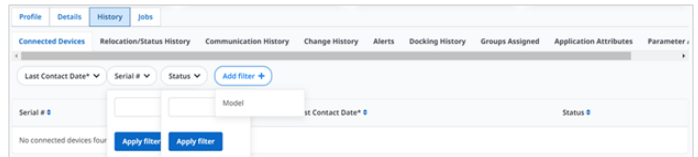
<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/active-lifecycle-and-key-indicators>

Updated: 07-Mar-2023

## 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

