








Active Lifecycle

Active Lifecycle in **Asset Tracking** is an important feature that provides a snapshot of the chain of custody details of each device at every stage starting from the Verifone store to the deployment center. There are two ways to view the chain of custody details.

Method 1: To view the workflow and chain of custody of the device.

Go to **Device Management** -> **Devices** -> **View Devices**.


Device Management ▾ Reports ▾ Administration ▾ Help & Support						
Dashboard		Devices				
Actions ▾		1 - 10 of 86			* Device Time Zone	
Serial #	Device ID	Model	Last Heartbeat*	Device Status	Hierarchy	
<input type="checkbox"/>	<input type="text" value="Serial #"/>	<input type="text" value="Device ID"/>	<input type="text" value="Last Heartbeat"/>	<input type="text" value=""/>	<input type="text" value="Hierarchy"/>	<input type="text" value=""/>
<input type="checkbox"/>	000-14Apr-001	csv14Nov23	MX 915		Pending Registration	AutomationRootHierarcl
<input type="checkbox"/>	000-14Apr-002	csv14Nov24	CM5		Pending Registration	AutomationRootHierarcl
<input type="checkbox"/>	000-14Apr-007	csv14Nov29	CM5		Pending Registration	AutomationRootHierarcl
<input type="checkbox"/>	000-14Apr-008	csv14Nov30	MX 915		Pending Registration	AutomationRootHierarcl
<input type="checkbox"/>	000-CBA-986	616-152-21	CM5P		Pending Registration	AutomationRootHierarcl
<input type="checkbox"/>	000-CBA-987	Amc090	MX 915		Active	AutomationRootHierarcl
<input type="checkbox"/>	000-CBA-988	0	MX 915		Active	AutomationRootHierarcl


Select a specific device. The **Device Details** screen will be displayed.

Device Management ▾ Reports ▾ Administration ▾ Help & Support

< Devices / Device Details / PRE-SIT

Device Details Active

Actions ▾ [File Chain of Custody](#) 



Device Details	Organisation/Location	Software	Care
Model			MX 915
Serial # / Device ID			000-CBA-987/Amr090
Device Status			Active
Automation Enabled			No
Swap Enabled			Yes
Verishield Encryption			N/A

Asset Lifecycle Retired [Full Tracking Report](#)


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

Device Management ▾ Reports ▾ Administration ▾ Help & Support

< Devices / Device Details / PRE-SIT

Device Details Active

Actions ▾




Device Details	Organisation/Location	Software	Care
Model			MX 915
Serial # / Device ID			000-CBA-987/Amr090
Device Status			Active
Automation Enabled			No
Swap Enabled			Yes
Verishield Encryption			N/A

Asset Lifecycle Retired

Tracking Report Actions ▾ ×

SOLUTION PROVIDER

- Retired 2022-10-17 07:33:22
ATS
- Awaiting deployment 2022-10-15 08:44:25
nt test-1-name-9090-9202
- Malfunctioning 2022-10-15 08:43:39
Demoautomation
- Awaiting deployment 2022-10-15 08:43:06
nt DemoTest

VERIFONE 

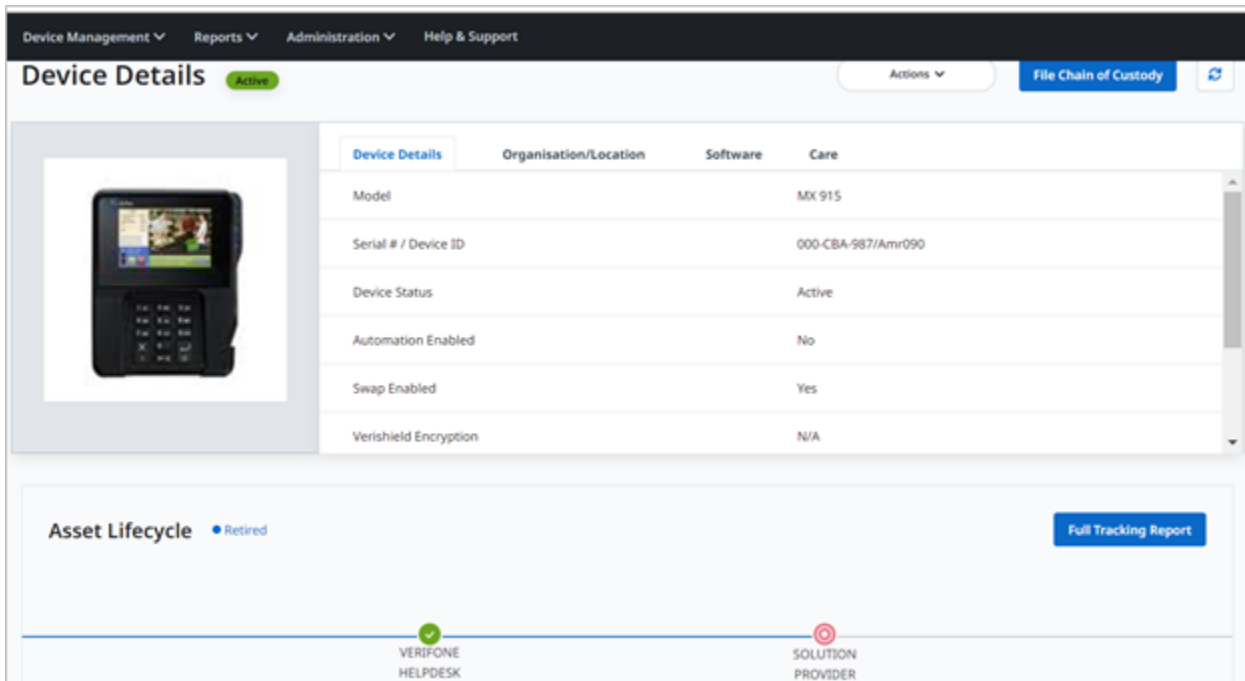
Method 2: To view the workflow and chain of custody of the device.

<https://verifone.cloud/docs/device-management/device-management-user-guide/asset-tracking/active-lifecycle>

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Go to **Verifone Central - Device Management -> Reports -> Device Management -> Chain of Custody -> Device Details -> Active Life Cycle.**

NOTE: You can also go to the **Device Details** screen from the **Device Management -> Devices -> View Devices.**



The screenshot shows the 'Device Details' page for an 'Active' device. The left sidebar displays a device image. The main content area has tabs for 'Device Details', 'Organisation/Location', 'Software', and 'Care'. The 'Device Details' tab is active, showing a table with the following data:

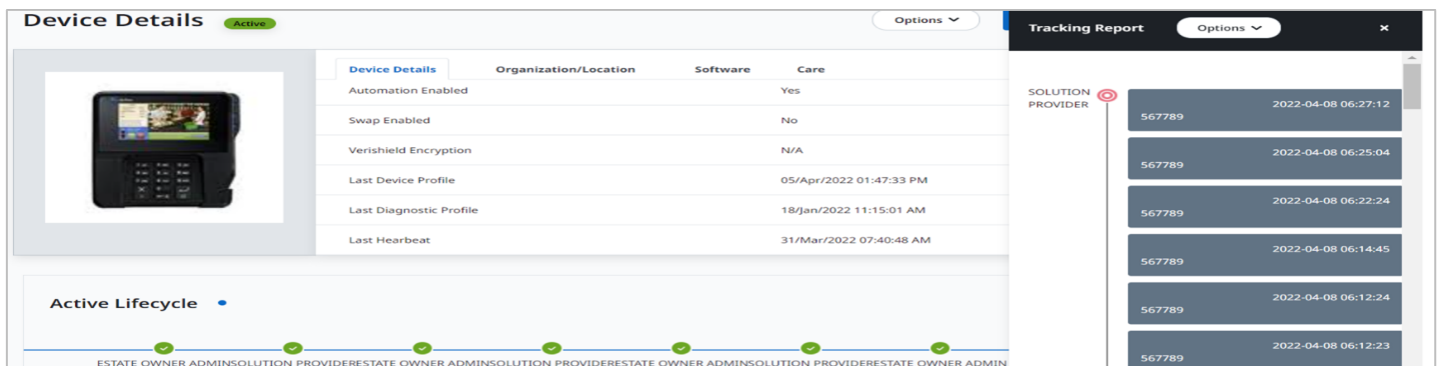
Model	Care
MX 915	
Serial # / Device ID	Care
000-CBA-987/Amr090	
Device Status	Care
Active	
Automation Enabled	Care
No	
Swap Enabled	Care
Yes	
Verishield Encryption	Care
N/A	

Below the table, the 'Asset Lifecycle' is shown as 'Retired'. A 'Full Tracking Report' button is visible. At the bottom, a timeline shows two stages: 'VERIFONE HELPDISK' (marked with a green check) and 'SOLUTION PROVIDER' (marked with a pink circle).

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

To view the Full Tracking Report.

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



The screenshot shows the 'Device Details' page for an 'Active' device, with the 'Full Tracking Report' panel open on the right. The left sidebar displays a device image. The main content area has tabs for 'Device Details', 'Organization/Location', 'Software', and 'Care'. The 'Device Details' tab is active, showing a table with the following data:

Automation Enabled	Care
Yes	
Swap Enabled	Care
No	
Verishield Encryption	Care
N/A	
Last Device Profile	Care
05/Apr/2022 01:47:33 PM	
Last Diagnostic Profile	Care
18/Jan/2022 11:15:01 AM	
Last Hearbeat	Care
31/Mar/2022 07:40:48 AM	

Below the table, the 'Active Lifecycle' is shown. A timeline at the bottom shows several stages, all marked with green checks. The 'Full Tracking Report' panel on the right shows a list of events for the 'SOLUTION PROVIDER' stage, all with the device ID '567789' and timestamps from 2022-04-08.

