



(Formerly TIPWeb-IT)
Release Notes – Version 15.2

Frontline Education is happy to announce the release of Asset Management v 15.2 which includes the following enhancements:

- **Mosyle MDM Integration**

This document outlines key capabilities, setup information, feature scope, and usage tips to help users understand and use this functionality effectively.

Mosyle MDM Integration

Frontline Asset Management version 15.2 now officially supports Mosyle MDM integration. This release continues our commitment to flexible MDM connectivity and improves device visibility by syncing key device data directly from the Mosyle API.

Key Capabilities

- **MDM Field Synchronization:** Automatically imports device properties including: Device Name, MAC Address, Last Seen Date, Latitude/Longitude, OS Version, and MDM Status.
- **Nightly Sync via API:** A read-only job runs every night ensuring asset data stays current. Devices are matched by serial number.
- **On-Demand Sync:** *District Administrators* can initiate a one-time sync via the Mosyle Integration Settings screen to validate credentials or fetch latest data.
- **Field Mapping:** Mosyle MDM fields are mapped to Asset Management system-defined fields, viewable in the Tags Grid, Tag Information modal, and applicable reports.

Data Fields Pulled from Mosyle

The Mosyle MDM integration currently supports 8 key device fields into Asset Management. At this time, **External IP** is not provided though the Mosyle API.

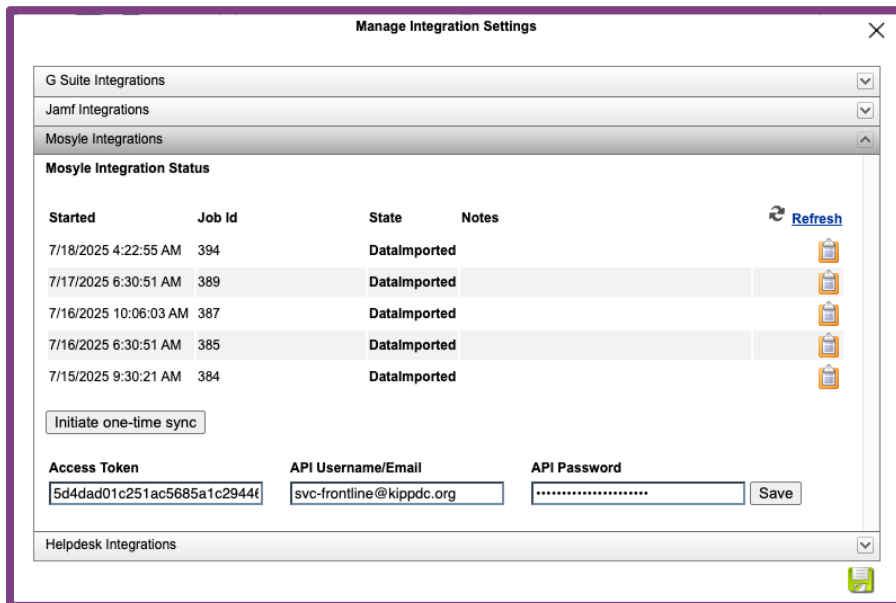
Asset Management MDM Field	Mosyle Field Name
Device Name	DeviceName
External IP	—
Internal IP	LastLanIP
Last Login Date	DateCheckin (epoch)
Last Login User	UserName
Last Seen Date	DateInfo (epoch)
LAG/LONG	Latitude / Longitude
MAC Address	wifiMacAddress
MDM Status	Status
OS	OSVersion

Note: Epoch timestamps are converted and displayed as Eastern Time. Some fields (e.g., External IP) are not currently available via Mosyle API and will remain blank.

Setup & Authorization

Enablement Prerequisites:

- Mosyle Admin Rights** – You must have full administrator access in Mosyle, including permission to create users, roles, and API tokens.
- Mosyle Subscription** – "Mosyle Manager Premium" is required to enable API integration.
- Mosyle API Based Administrator Account** – The district must create an API-only administrator, generate an API token that allows read access to devices for Frontline Asset Management (see *Provisioning Asset Management in Mosyle – Admin Guide*).
- Frontline Asset Management Access** – You must be a District Administrator in Frontline Asset Management to configure integrations.



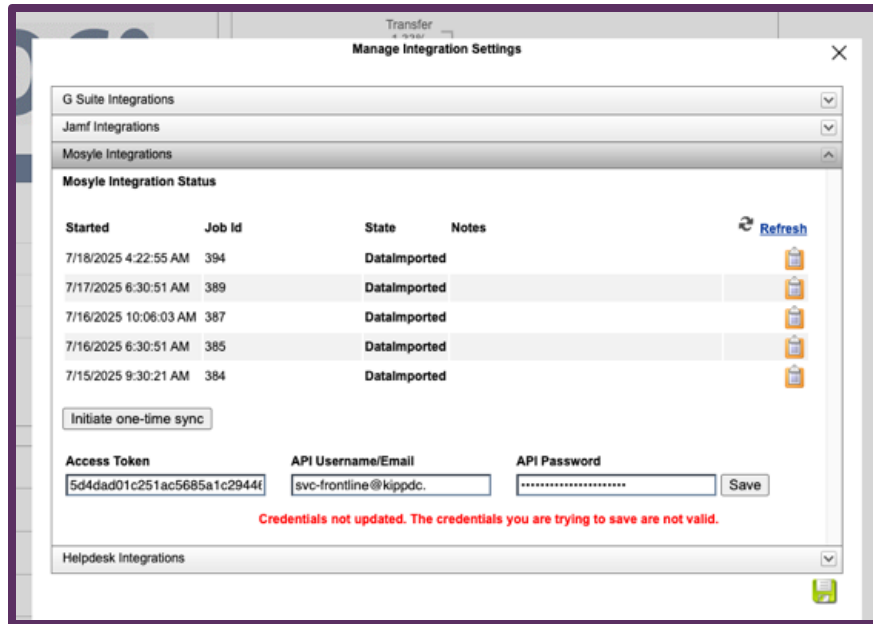
The screenshot shows the 'Manage Integration Settings' window. It features a sidebar with expandable sections: 'G Suite Integrations', 'Jamf Integrations', 'Mosyle Integrations', and 'Helpdesk Integrations'. The 'Mosyle Integrations' section is expanded to show the 'Mosyle Integration Status' table. The table has columns for 'Started', 'Job Id', 'State', and 'Notes'. Below the table is an 'Initiate one-time sync' button. At the bottom, there are three input fields: 'Access Token' (containing a long alphanumeric string), 'API Username/Email' (containing 'svc-frontline@kjppdc.org'), and 'API Password' (with masked characters). A 'Save' button is located to the right of the password field.

Started	Job Id	State	Notes
7/18/2025 4:22:55 AM	394	DataImported	
7/17/2025 6:30:51 AM	389	DataImported	
7/16/2025 10:06:03 AM	387	DataImported	
7/16/2025 6:30:51 AM	385	DataImported	
7/15/2025 9:30:21 AM	384	DataImported	

Setup & Verification:

- Log in to Frontline Asset Management with **District Administrator** rights.
- Under *Management*, click **Integration Settings > Mosyle Integrations**.
- In the **Access Token** field, paste the **API key** with device-read access generated from Mosyle Manager console.
- In the **API Username/Email**, paste the API Based Administrator Account email from Mosyle Manager console.
- In the **API Password** field, paste the API Based Administrator Account password from Mosyle Manager console.
- Click **Save** to verify the Mosyle credentials entered.
- Click **Initiate One-Time Sync** to run the first sync manually.

Note: If your Access Token, API Username/Email, or API password are incorrect or left blank, an error message will display below the field that is either incorrect or missing.



Mosyle Integration Status:

The **Mosyle Integration Status** grid gives administrators a clear view into recent sync activity between your Mosyle MDM and Frontline Asset Management, including job status, logs, and error tracking.

The integration grid includes a real-time sync log that displays:

- **Started** – The date and time the sync began.
- **Job ID** – A unique identifier for each sync attempt.
- **State** – Status of the sync (e.g., DataImported, Queued, Processing, Error).
- **Notes** – Displays summary info for failed jobs or flags issues requiring attention.
- **Clipboard Icon** – Click to open a step-by-step breakdown of sync activity for that Job.
 - When you click the log icon for a sync job, you'll see a timestamped list of every step in the process, including:
 - Queued
 - Processing
 - Authenticated
 - DataExtracted (device count shown)
 - DataUploaded
 - DataTransformed
 - DataImportInitiated
 - DataImported

Note: If a job fails, the **State** will indicate Error, and the **Log** will show which step failed (e.g., Failed to extract data, Access token invalid, or Upload failed) for faster troubleshooting.

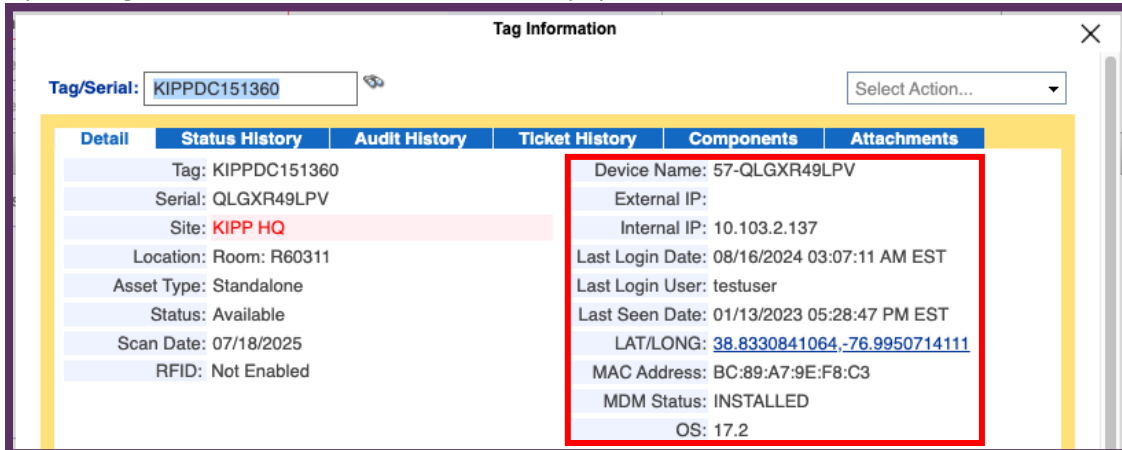
Monitoring, Verification & Data Access

Nightly Sync Logic

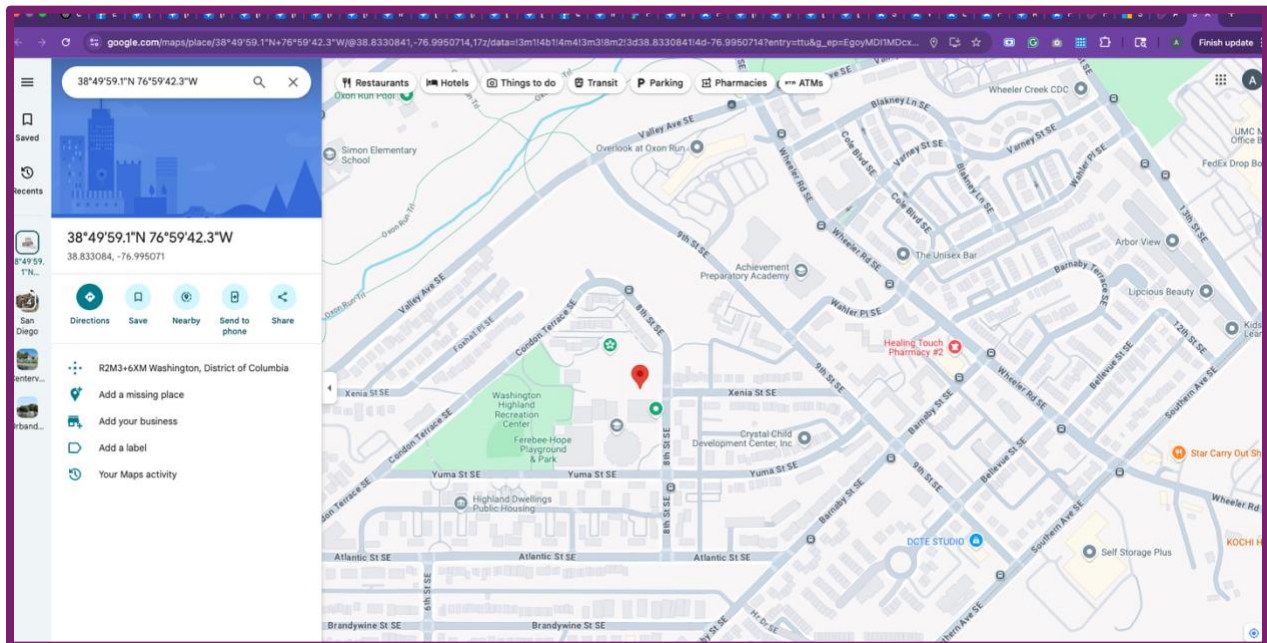
- Runs once every night.
- Matches devices by **serial number**; no serial, no update.
- Duplicate serials trigger a warning and are skipped.

Verifying a Sync

1. Check the **Job History** grid for *Completed* status.
2. Compare values with Mosyle if needed.
3. Open a tag record and confirm MDM fields are populated.



Note: LAT/LONG for Mosyle is hyper linked and opens in another tab the Google Map location of the device.



Viewing MDM Data

Asset Management Area	Details	Users Access
Tag Information Modal - View/Edit/Report	All 9 MDM fields are displayed, values are applicable as per customer imported data.	All Users
Admin/Site/Warehouse View > Tags/Inventory Grid	Displayed as per order of the grid columns selected	All Users
Edit Columns & Grid (Tags Grid) - MDM fields and Data display	Displayed as per order of the grid columns selected	All Users
Archived Inventory Report	By default, all columns display in this report, after Asset UID and before Custom Field 1	Admin Admin, Admin User

Component Listing Report	Displayed as per order of the grid columns selected	All Users
Status Lifecycle Report	Displayed as per order of the grid columns selected	All Users
Tag Listing Report	Displayed as per order of the grid columns selected	All Users
Inventory Listing Report	Displayed as per order of the grid columns selected	All Users
Site View > Tag Export	Display after Asset UID and before Custom Field 1	All Users
Warehouse View > Inventory Export	Display after Asset UID and before Custom Field 1	Warehouse Users, Admin Admin, Admin Users
Site/Warehouse View > Rooms Tab	Verify the contents of the room for MDM fields after import	All Users
Drop-down - Rooms Component Listing Report	Display after Asset UID and before Custom Field 1	All Users

Known Limitations

- Duplicate serials are skipped.
- Devices must pre-exist in Asset Management; the sync does not create assets.
- Some data fields may not be populated depending on device type or availability of the data from Mosyle's APIs.
- Detailed Import Reports are not supported at this time (e.g. synced 100 devices, 50 were skipped due to duplicate serial number)
- Integration is read-only; no changes are written back to Mosyle (e.g., no OU changes or provisioning/deprovisioning).
- Integration does not support audit workflows currently.
- Some data points may be blank if Mosyle does not supply them for a given device type.
- No CSV download of device import information is available yet to see which serials were updated, skipped or not found.