Device overview

Open a device from **Dashboard → Devices** by clicking the device row. The page title shows the device **Model** (when available) and the internal **Id**.

Historical data vs current enrollment

When a device has multiple enrollments, Cerberus Enterprise can show a read-only historical record. In that case, the page displays a **Historical data** banner and a button to return to the current enrollment data.

Top fields

The top section summarizes the device identity, assignment, and management state. Some fields are platform-specific and appear only for Android or Apple devices.

- **Id** and **Model**: read-only identifiers.
- **User**: shows the currently assigned user (if any). From the user menu you can **Open user** or **Change user**, or assign a user when none is set.
- **Management mode** and **Ownership**: displayed with tooltips in the UI.
- **State**: current device state (with icon and tooltip details). A device in lost mode shows **Lost** on both Android and Apple, and a banner at the top of the page says what to do next.
- **ADE profile** (Apple only): shows the assigned Automated Device Enrollment profile (if any) and lets you open or change it.
- **Policy**: shows the assigned policy and lets you open or change it, or assign one when none is set.
- **Policy compliance status** (when a policy is assigned): indicates whether the device is compliant.
- **Policy version** (when a policy is assigned): indicates whether the device has the latest policy version applied.
- **Cerberus Enterprise app** (iPhone and iPad only): the state of the Cerberus Enterprise app that Cerberus installs on the device. **Not available** (iOS or iPadOS older than 18.4, no serial number on a company device, or no Managed Apple Account on a personal device); **Not available on personal devices yet**; **Waiting for device information**; **Waiting**

for the user license of the Managed Apple Account (personal devices, while Apple confirms the license); **Not installed** (the app isn't in your Apple Business library or Apps and Books isn't set up, with a link to **Account settings**); **Installed · Apps and Books needs attention** (the token expired or the app left your library: the app stays installed); **Configuration unavailable**; **Installing…** (if the device sends no status report for 30 minutes, the tooltip suggests checking that it's online and restarting it, which usually starts the installation again); **Waiting for the user to approve**; **The user declined** and **Install failed** (both with **Retry**, which asks the device again); **Installed · waiting for the app to start** (the app hasn't been opened yet); **Installed · configuration not accepted**; and, once the app has registered, its version, its last contact and whether notifications are on.
- **Enrolled on** and **Last status report**: timestamps for enrollment and last reported status.
- **Disenrolled on**: shown when the device has been disenrolled.

> Some data and panels are available only when the corresponding category is enabled in the device policy. For more information read the **Status reporting** and **Location and geofences** pages.

Panels

The device page is organized in expandable sections. Depending on platform and state, you may see one or more of the following panels:

- **Location map**: a tabbed panel with **Location** history for the current device and, on Android devices, iPhones and iPads, a **Geofence** tab for geofence transitions.
- **SIMs management**: device EID and installed SIMs and eSIMs. On Android also the eSIM commands and their history; on company-owned iPhones and cellular iPads also data roaming, Personal Hotspot and **Refresh cellular plans**. See the dedicated **SIMs management** page.
- **Commands**: send commands to the device and view command history (platform-specific).
- **Security posture**: the security state of the device and its risks. On Android also the Play Integrity verdict. Until the device reports it, it says **Unspecified**, or **Not reported yet** on an Android device that hasn't sent any security data.
- **Why the device is non-compliant**: shown only when the device is non-compliant, with a red alert icon; open it to see the reasons. On Android it lists the policy settings that are out of compliance; on Apple it also says whether a compliance rule blocked the device.
- **Device status** (Apple only): OS version, software update progress, passcode, FileVault, battery and accounts reported by the device, and the OS updates available for it. See the

Commands page.

- **Applications** (Android): installed apps and their feedback and error reports.
- **Applications** (Apple only): the apps installed by the policy, the apps installed with commands and the apps installed by the user, with their installation state, errors and actions (retry, remove). On Macs it also lists the packages installed by the policy, with their state and **Install again**; packages installed as managed apps have a **Managed** chip, and a note tells when a package was installed unmanaged and why, or when its app wasn't found an hour after the download. On iPhones and iPads the Cerberus Enterprise app has the **Installed by Cerberus** chip; it isn't listed under the **Policy** filter. An app whose managed configuration the device didn't accept has the **Configuration not accepted** chip. On personal iPhones and iPads (User Enrollment) a line shows the Managed Apple Account whose user licenses the App Store apps use, the apps waiting for their license show **Waiting for a user license** or **User license failed**, an app whose install prompt the user cancelled shows **Waiting for the user to approve the installation**, and **Request again** asks Apple for the license again or shows the prompt again. See the **Commands** page.
- **Profiles, certificates and security** (Apple only): configuration profiles, certificates and security status reported by the device.
- **Inventory changes** (Apple only): a timeline of the apps, profiles and certificates installed, removed or updated on the device, searchable and filtered by kind and change. See the **Commands** page.
- **Shared iPad users** and **Mac users** (Apple only): the users of a Shared iPad and the users of a Mac. See the **Commands** page.
- **Status reports**: additional data reported by the device, displayed as a tree of categories and values.
- **Enrollment history**: previous enrollments for this same physical device, shown as a list.

Location panel tabs

The **Location map** panel uses tabs to keep location history and geofence transitions separate.

- **Location**: shows history filters, a date-range search, location markers, the accuracy circle, and live tracking controls for the current device.
- **Geofence** (Android, iPhone and iPad): shows geofence transition history on a dedicated map, with period filters, an optional archived-geofence toggle, and a side list of transitions. On iPhones and iPads a status line also tells when geofencing can't work on the device.

For the full behavior of these tabs, see **Location map**.

Actions

At the bottom of the page you can refresh data and perform actions depending on the platform, device state, and license status.

- **Refresh data**: reload the device record.
- **Disable device** / **Enable device** (Android only): available in supported states.
- **Disenroll device**: removes management from the device. The exact behavior depends on platform and ownership (for example, Android may wipe a work profile or factory reset).
- **Delete device**: available when the device is already disenrolled and its record can be removed.

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