Location and geofences

The **Location and geofences** section of the Apple Policy Editor defines areas, for example a site or a warehouse. iPhones and iPads with the Cerberus Enterprise app report when they enter or leave one of these areas, and event rules can react to it: send an email, lock or disable the device, or enable it again. Macs don't use geofences.

Geofence fields

Use **Add geofence** to create a new entry. A policy can contain up to **10 geofences**, and their names must be unique within the policy. Each geofence contains these fields:

- **Name**: required and unique.
- **Latitude** and **Longitude**: the center of the area. You can also click the map to set it.
- **Radius (m)**: required, from **200** to **10000** meters.
- **Description**: optional notes for administrators.
- **Report enter** and **Report exit**: choose which events are generated. At least one must stay on.
- **Active**: enables or disables the geofence without deleting it.

Each geofence has a map preview. The center and radius of a saved geofence are locked: use the lock button on the map to change them. The other buttons center the map on the area or on your current location.

When you save the policy, Cerberus Enterprise asks the iPhones and iPads of the policy to get the new geofences. This usually takes a few minutes, but iOS can delay it, for example in Low Power Mode or without a network connection. The device page shows when the app hasn't applied the latest geofences yet.

Requirements

Geofences work on iPhones and iPads with the Cerberus Enterprise app. Macs ignore them. On the device:

- the Cerberus Enterprise app is installed (Cerberus installs it) and the user has opened it at least once;
- location access for the app is set to **Always**;
- **Precise Location** is on for the app;

- **Background App Refresh** is on.

> **Location and geofences on personal devices**, at the top of the section, is off by default. While it's off, Cerberus doesn't collect the location of personal devices (User Enrollment), their geofence events aren't generated, and their device page doesn't offer Locate or live tracking. When you turn it on, personal devices of the policy share their location and geofence events like company devices, but only if the user allows location for the Cerberus Enterprise app; the app explains this to the user before iOS asks. Your organization is responsible for informing users and for following local rules on employee location. Lost Mode and the MDM location request are never available on personal devices (Apple doesn't allow them).

In **Low Power Mode** geofences keep working, but iOS reports leaving an area later and with a less precise location, and it can delay getting new geofences after a policy change by hours, until the app runs again (for example at the next crossing, or when the user opens it).

How events arrive

iOS watches the areas for the app and wakes it when the device crosses a border, also when the app isn't open. Events can arrive a few minutes after the crossing, and a small area or a short visit can be missed: iOS needs the device to move some distance past the border and to stay there for a while.

If the app can't run, for example after a restart before the device is unlocked, the server also detects the crossing from the locations the app sends, later. Each crossing triggers the event rules once, whether the app or the server detects it.

When the app hasn't contacted the server for several hours, the server asks iOS to wake it so that it can check its geofences again. iOS doesn't guarantee these requests.

Device page

On the device page, the **Geofence** tab of the **Location map** panel shows the transitions of the device. When the policy has active geofences, a status line tells whether geofencing works on the device, or why it can't: the app hasn't contacted the server or must be updated, location access isn't **Always**, **Precise Location** or **Background App Refresh** is off, **Low Power Mode** was on when the app last reported its settings, or the app hasn't applied the latest geofences yet.

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> Geofence transitions and locations are kept for **90 days** and older data is deleted automatically every night. The latest location of each enrolled device is always kept, so it stays on the maps.

Limitations

- Copying a policy doesn't copy its geofences: add them again in the copy.
- Geofence events on iPhones and iPads are best effort: iOS decides when the app can run.

> To react to geofence events, create an event rule for **Device enters a geofence** or **Device exits a geofence**. See **Event rules**.

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