

Instructions for patching MobiControl and executing OS updates on Motorola Android Devices

Introduction

SOTI has upgraded its MobiControl agents for the MC40 and ET1 devices to support Gingerbread (GB) OS updates. Instructions for patching MobiControl with the new agents and executing an OS update are described below.

Instructions for patching MobiControl with APKs that support Android OS Updates

Pre-requisites:

To run SOTI MobiControl MSI file (i.e. patch) customer is first required to upgrade to MobiControl v10.00 R4.

Steps:

1. Shut down MobiControl services.
2. Install MCFileUpdater.msi – this will update the APKs for the ET1 and MC40 within MobiControl.
3. Restart MobiControl services.
4. Push new MobiControl agents to existing MC40 and ET1 devices via agent upgrade, as needed. Once upgrade is complete, MC40 and ET1 devices can perform GB OS updates.

Notes:

- MSI MUST be run with administrator privileges.
- APKs only support OS updates from a GB OS to another GB OS. Updates to Jellybean (JB) are not supported.
- If Agent Upgrade is enabled, then new agents will automatically be pushed to all relevant devices. If this behavior is not desired, then Administrator should disable agent upgrade prior to executing patch procedure, and then manually upgrade agents as required.

Instructions for initiating an GB OS Update

Steps:

- 1) Download MobiControl agent for ET1/MC40 (depending on device that will be updated) via MobiControl Add Device Rule, or via SOTI website (www.soti.net/motorola).
- 2) Create a File Sync Rule pushing the following files to the device (target "Device File / Folder Name" to a location on the SD card):
 - a. APK downloaded from Step 1).
 - b. OS update zip file.
- 3) Press "Advanced" button in File Sync Rule, and then press the "Scripts" button. In the "Script executed after file synchronization has completed" section, enter the following information:

```
copy <"Device File / Folder Name" location>/<MC40/ET1 apk name>.apk
/enterprise/usr/MobiControl.apk
execute_shell mv /enterprise/usr/MobiControl.apk
/enterprise/airbeam/install/MobiControl.apk
install_system_update <"Device File / Folder Name" location>/<OS update zip file
name>.zip
```
- 4) Select "Only execute if files transmitted" option and save File Sync Rule.

Notes:

- Assumption is that the SD card content will remain intact after OS update.
- The "Only execute if files transmitted" will ensure that the OS update file is only executed once.