



Status Information (Main View)

MaaS360 Control Service provides status information about each of your security applications in the Main View. Those status icons are described here.

	In compliance. The application is running according to policy.
	Out of compliance, with warning. No restrictive action has been enforced. If this condition persists, contact your Help Desk.
	Out of compliance, with enforcement. A disconnect or restrict action has been enforced. You should contact your Help Desk.
	Not currently monitored.

Viewing Messages

Message History shows the progression of states that your PC passes through. You can view messages on the **Logs** tab.

To view Messages:

1. Click the **Logs** tab to display the options.
2. The **Messages** screen displays entries dated in descending order by date and time.
3. Click on **Copy to Clipboard** to save the list to a document or email it to your corporate Help Desk or System Administrator for assistance.

Viewing Activity Logs

The **Activity Log** gives you a record of your session activity. This information is valuable in assisting your Help Desk or System Administrator in tracing issues.

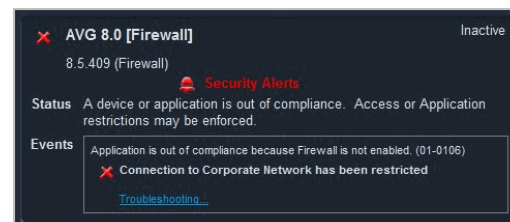
To view the Activity Log:

1. Click the **Logs** tab.
2. Click **Detailed Logs** to display the **Activity Log** screen.
3. To see the details of any log item, highlight that item and click on the **Next** button to display the **Activity Log – Detail** screen.
4. To return to the **Activity Log** list, click **<Back**. To exit, click **Cancel**.
5. Click on **Copy to Clipboard** to save the list to another application.

Note: Each time you begin a new session a new Activity Log is created. The old Activity Log is saved to a file and marked with an identifying date and time.

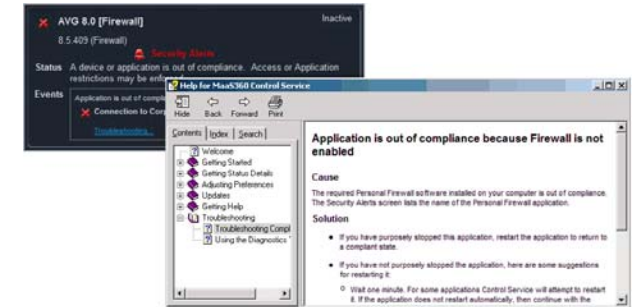
Viewing Security Alerts

If the Control Service determines that a monitored security application is out of compliance, a Security Alert will be displayed within the Main View. This Security Alert remains in effect until the device returns to compliance. Security Alert messages also appear in the Systray.



Troubleshooting Compliance Events

When you encounter a compliance event, a **Troubleshooting** link offers help in identifying the cause of the problem and providing a solution. Click the link to launch the online Help and display the related context sensitive topic.



Changing Language

The MaaS360 Control Service User Interface (UI) can display information in a variety of languages, depending on your corporate policy.

To change the display language:

1. Click the **Tools** tab.
2. Select a language from the **Language** drop-down list.

All text, buttons, menus and messages now display in the selected language. To return to the original language, or choose another available language, repeat Steps 1 and 2.

Manual Update

Based on your corporate policy, MaaS360 Control Service checks for and applies policy and software updates whenever it has a network connection. You can also initiate a manual update whenever you have an active connection.

To update policies manually:

1. Click the **Tools** tab.
2. Click **Manual Update**. A Manual Update dialog will confirm that you wish to continue.

Disabling Security Alerts in the Systray

You can disable the display of Security Alerts in the Systray.

To disable Security Alerts in the Systray:

1. Click the **Tools** tab to display the options.
2. Click **Off** next to **Security Alerts** in the System Tray.
3. Click **On** to enable Security Alerts again.

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MaaS360 Control Service provides you with an easy-to-use interface for monitoring security states.

The user interface (UI) and system tray (Systray) icons indicate your compliance, while Security Alerts, Activity Logs and Messages provide additional information for detection, troubleshooting and remediation. Context-sensitive Help topics provide details and solutions for each individual event.

Opening the Main View Window

There are two ways to open the Main View window:

1. Use the Windows Start > Programs or Vista Start > All Programs menu to click on MaaS360 > MaaS360 Control Service.
2. Right click on the MaaS360 icon in the Systray, and then click **Show MaaS360 Control Service**.

Systray Icons

Three different icons appear in the Systray to show status even when the user interface is closed.

The **Compliance** icon will always be present in the Systray:

	In compliance.
	Not in compliance, but no action is being taken.
	Not in compliance, and action is taken.
	Compliance is pending.

A **Background Update** icon will appear briefly only when an update is occurring. Pausing your mouse cursor over this icon shows the percentage complete.