
Software management

Software page

The Software page is where you keep your IoT device software current with the latest firmware using our firmware-over-the-air (FOTA) services.

Continue →

Software management

Prerequisites

For new firmware packages to appear in the ThingSpace portal, the following prerequisites must be in place:

- 1 Account eligibility**

The user must have an existing ThingSpace account with an Enterprise ID and Unified Web Service credentials.
You can get these from your Verizon account representative.
- 2 License availability**

The user must have ThingSpace software management licenses (bundled or a la carte) available on their account.
You can get these from your Verizon account representative.
- 3 Device eligibility**

The user must have certified devices on their account that have qualified FROM firmware version loaded.
- 4 Certified package**

Verizon must have certified a qualified FROM version — TO version upgrade path package and published it for use .
- 5 Ready for campaign**

The user will see that FOTA campaign is available for eligible firmware on eligible device(s).

Continue →

Software management

Viewing and managing licenses

Viewing licenses from the Dashboard

1 Navigate to the Dashboard within the *Software management* tab.

2 View the “Licenses” pod, which provides a snapshot of the licenses in the account:

Purchased

The number of purchased licenses in the account

Available

Licenses that are available to attach to devices

Attached

Licenses that are attached to devices

Locked

Licenses that have been used in an update. These licenses cannot be transferred to other devices.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, a secondary navigation bar includes 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main content area is titled 'Software management' and includes a dropdown menu for the account ID '0242078689-00001'. The dashboard features several widgets: 'Latest firmware available' with a 'Create campaign' button; 'Campaign status and history' with a row of circular progress indicators for 'All' (98), 'Scheduled' (0), 'Completed' (23), 'Cancelled' (26), 'In Progress' (0), 'Incomplete' (0), and 'Failed' (49) campaigns; 'Last campaign' with a table of details; and 'Licenses' with a donut chart showing 17% attached and a list of 6 purchased, 1 attached, and 5 unattached licenses. At the bottom, there are 'Refresh licenses' and 'View device list' buttons.

Software management

Viewing and managing licenses

Refresh license count from the Dashboard

1 Navigate to the Dashboard within the *Software management* tab.

2 View the “Licenses” pod, which provides a snapshot of all the licenses in the account.

3 Click the *Refresh licenses* button.

- License status is updated

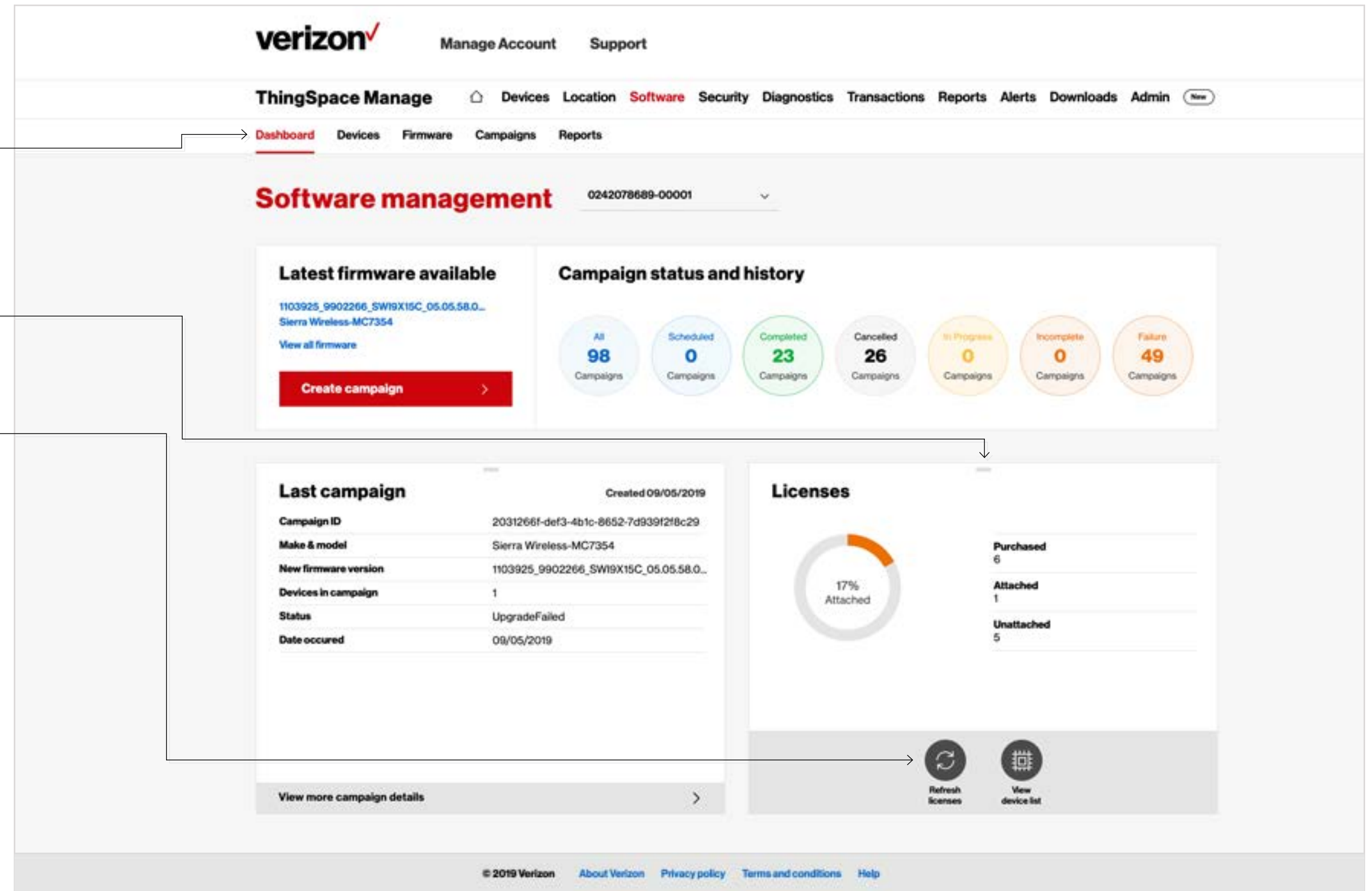
Continue →

① Here's a tip

If you are reviewing licenses within the Dashboard, click the *View device list* button within the Licenses pod.



You will land on Devices within the Software management page.



verizon Manage Account Support

ThingSpace Manage [Home](#) [Devices](#) [Location](#) **Software** [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) New

[Dashboard](#) [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Software management

 0242078689-00001

Software management

Viewing and managing licenses

Viewing licenses from the Devices list

1 Navigate to Devices within the *Software management* tab.

2 View the Licenses pod, which provides a snapshot of all the licenses in the account:

Purchased

The number of purchased licenses in the account

Available

Licenses that are available to attach to devices

Attached

Licenses that are attached to devices

Locked

Licenses that have been used in an update. These licenses cannot be transferred to other devices.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The 'Devices' tab is active, and the 'Licenses' pod is highlighted with a red box. The Licenses pod shows a total of 1 license available, 0 locked, and 1 attached. Below the pod is a search bar and an 'Advanced' filter button. The main content area shows a table of 457 devices with columns for Device ID, FOTA eligibility, Device status, Firmware campaign status, Last firmware update, and License status. The table is currently in 'Software view' and shows 0 selected devices.

Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status
015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached
990003422326047	Not Eligible	ACTIVE			
A000002253CFCA	Not Eligible	SUSPEND			
A000002334CFCA	Not Eligible	SUSPEND			
A100004381C211	Not Eligible	SUSPEND			

Software management

Viewing and managing licenses

Attaching licenses from the Devices list

1 Navigate to Devices within the Software management tab.

2 View the Available Licenses circle to see whether there are any to attach (a value should be present in the "Available" circle if there are licenses available).

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'verizon' logo, 'Manage Account', and 'Support'. Below that, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The 'Devices' tab is selected, and the sub-tab 'Devices' is also selected. The main content area shows a 'Devices' header with a dropdown menu set to '0542062667-00001'. There are three circular metrics: 'All devices 457', 'Attached 1 Licenses', and 'Available 1 Licenses'. The 'Available 1 Licenses' circle is highlighted in green. Below the metrics is a search bar and an 'Advanced +' button. At the bottom, there's a table with columns: Device ID, FOTA eligibility, Device status, Firmware campaign status, Last firmware update, License status, and L. The table contains several rows of device information.

Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
990003422326047	Not Eligible	ACTIVE				N
A000002253CFCA	Not Eligible	SUSPEND				N
A000002334CFCA	Not Eligible	SUSPEND				N
A100004381C211	Not Eligible	SUSPEND				N

Software management

Viewing and managing licenses

Attaching licenses from the Devices list

3 Select the devices to which you want to attach licenses using one of these methods:

A. If you know the devices IDs to which you need to attach licenses:

1. Enter up to 10 device IMEIs, ICCIDs, or MDNs in the search bar, separated by a comma.
2. Click on the search icon. This will display the selected devices in the list below.

B. Search for available devices from the list:

1. Click the arrows in the FOTA eligibility column to sort by devices that are eligible.
2. Click the arrows in the License status column to sort by status type. This should put all eligible devices that do not have licenses attached at the top of the list.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there is a navigation bar with the Verizon logo, 'Manage Account', and 'Support'. Below that is the 'ThingSpace Manage' header with various menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main content area is titled 'Devices' and shows a search bar with the text '0542062667-00001'. Below the search bar, there are three summary cards: 'Latest firmware available' with a 'Create campaign' button, 'All devices' showing 457 devices, and 'Licenses' showing 1 Attached, 0 Locked, and 1 Available. Below these cards is a search bar with the text 'Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or state IP address'. At the bottom, there is a table of devices with columns for 'Device ID', 'FOTA eligibility', 'Device status', 'Firmware campaign status', 'Last firmware update', and 'License status'. The table shows several devices, all with 'Not Eligible' FOTA eligibility and 'SUSPEND' Device status. The License status column shows 'Unattached' for all devices.

Software management

Viewing and managing licenses

Attaching licenses from the Devices list

- 4 Use the checkboxes on the left of the device to select the device to which you want to attach licenses.
- 5 Click the *Actions* button.
- 6 Select *Attach license*.
- 7 A pop-up will confirm the action. Click the *Confirm* button if the information is correct. Licenses are now attached to the devices.

Note: Licenses can only be attached to FOTA eligible devices. If you select devices that are not FOTA eligible, you will receive an error message and will not be able to continue with those devices.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below it, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main content area is titled 'Devices' and shows a search bar with the value '0542062667-00001'. There are three summary cards: 'Latest firmware available' with a 'Create campaign' button, 'All devices' showing 457 devices, and 'Licenses' showing 1 attached, 0 locked, and 1 available license. Below these is a search bar and an 'Advanced' filter button. The main table shows a list of devices with columns for 'Device ID', 'FOTA eligibility', 'Device status', and 'Firmware campaign'. Two devices are selected, indicated by checkboxes. An 'Actions' button is visible, and a pop-up menu is open, showing options like 'Create new campaign', 'Attach license', 'Remove license', 'Assign custom fields', and 'Assign to device group'. A 'Continue' arrow points from the instructions to the right side of the interface.

Software management

Viewing and managing licenses

Removing licenses from devices from the Devices list

Note: Licenses can only be removed from devices that have NOT received a firmware update. Once a campaign is executed on a device with an attached license, the license cannot be removed from the device.

- 1 Navigate to *Devices* view within the Software management page.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'verizon' logo, 'Manage Account', and 'Support'. Below that, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The 'Devices' tab is active, and the page title is 'Devices' with a dropdown menu showing '0542062667-00001'. There are icons for 'Saved reports' and 'Device groups'.

The main content area has three cards: 'Latest firmware available' with a 'Create campaign' button, 'All devices' showing '457' devices, and 'Licenses' showing '1 Attached', '0 Locked', and '1 Available' licenses.

Below the cards is a search bar with the text 'Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or state IP address' and an 'Advanced +' button.

The bottom section shows a table with the following columns: 'Device ID', 'FOTA eligibility', 'Device status', 'Firmware campaign status', 'Last firmware update', 'License status', and 'L'. The table contains several rows of device data.

Device ID	FOTA eligibility	Device status	Firmware campaign status	Last firmware update	License status	L
015181001131045	Not Eligible	ACTIVE		12/31/1899 7:00:00 PM	Unattached	N
990003422326047	Not Eligible	ACTIVE				N
A000002253CFCA	Not Eligible	SUSPEND				N
A000002334CFCA	Not Eligible	SUSPEND				N
A100004381C211	Not Eligible	SUSPEND				N

Software management

Viewing and managing licenses

Removing licenses from devices from the Devices list

2 Select the devices from which you want to remove licenses using one of these methods:

A. If you know the devices IDs to which you need to remove licenses:

1. Enter up to 10 device IMEIs, ICCIDs, or MDNs in the search bar, separated by a comma.
2. Click on the search icon. This will display the selected devices in the list below.

B. Search for available devices from the list:

1. Click the arrows in the License status column to sort by status type.
2. Look in the "License status" column for the status "Attached" to view devices that have subscription licenses attached.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main content area is titled 'Devices' and shows a search bar with the placeholder text 'Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or state IP address'. Below the search bar, there are three summary cards: 'Latest firmware available' with a 'Create campaign' button, 'All devices' showing 457 devices, and 'Licenses' showing 1 Attached, 0 Locked, and 1 Available. Below these cards is a table of devices with columns: Device ID, FOTA eligibility, Device status, Firmware campaign status, Last firmware update, License status, and a 'L' column. The first device has Device ID 015181001131045, FOTA eligibility 'Not Eligible', Device status 'ACTIVE', Firmware campaign status empty, Last firmware update '12/31/1899 7:00:00 PM', and License status 'Unattached'. The 'License status' column has a dropdown arrow next to it.

Software management

Viewing and managing licenses

Removing licenses from devices from Devices list

- Use the checkboxes on the left of the device to select the device to which you want to remove licenses.
- Click the *Actions* button.
- Select *Attach license*.
- A pop-up will confirm the action. Click the “Confirm” button if the information is correct. Licenses are now attached to the devices.

Note: Licenses can only be attached to FOTA eligible devices. If you select devices that are not FOTA eligible, you will receive an error message and will not be able to continue with those devices.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main content area is titled 'Devices' and shows a summary of device statistics: 'All devices 457', 'Attached 1 Licenses', 'Locked 0 Licenses', and 'Available 1 Licenses'. Below this is a search bar and an 'Advanced' filter button. The 'Software view' section shows a table with 457 devices, 2 of which are selected. The table columns are 'Device ID', 'FOTA eligibility', 'Device status', and 'Firmware campaign'. The 'Actions' menu is open, showing options like 'Create new campaign', 'Attach license', 'Remove license', 'Assign custom fields', and 'Assign to device group'. A 'Continue' button is visible at the bottom left of the screenshot area.

Device ID	FOTA eligibility	Device status	Firmware campaign
<input checked="" type="checkbox"/> 015181001131045	Not Eligible	ACTIVE	
<input checked="" type="checkbox"/> 990003422326047	Not Eligible	ACTIVE	
<input type="checkbox"/> A000002253CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A000002334CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A100004381C211	Not Eligible	SUSPEND	

Software management

Schedule a campaign

There are a number of ways to schedule a software campaign, depending on the view from which you are starting:

- From the “Latest firmware available” pod on the Dashboard view: Allows you to quickly create a campaign to update devices with the most recent software release.
- From the Devices view: This is the best path if you have specific devices you know you want to update.
- From the Firmware view: This view allows you to search for specific firmware to update, view the details and create an update campaign.
- From the Campaigns view: This view also allows you to quickly create a campaign to update devices with the most recent software release.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface for software management. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and various menu items: 'Devices', 'Location', 'Software' (highlighted), 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary navigation bar includes 'Dashboard', 'Devices', 'Firmware', 'Campaigns', and 'Reports'. The main content area is titled 'Software management' and includes an account ID '0242078689-00001'. There are four main sections: 1. 'Latest firmware available' showing a firmware version '1103925_9902266_SW19X15C_05.05.58.0.. Sierra Wireless-MC7354' and a red 'Create campaign' button. 2. 'Campaign status and history' with a row of status cards: All (98), Scheduled (0), Completed (23), Cancelled (26), In Progress (0), Incomplete (0), and Failed (49). 3. 'Last campaign' table with details: Campaign ID, Make & model (Sierra Wireless-MC7354), New firmware version, Devices in campaign (1), Status (UpgradeFailed), and Date occurred (09/05/2019). 4. 'Licenses' section with a donut chart showing 17% Attached and a list of counts: Purchased (6), Attached (1), and Unattached (5). At the bottom right, there are 'Refresh licenses' and 'View device list' buttons.

Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns or Firmware tabs

Note that instructions for scheduling a campaign from the Devices tab is provided separately below.

1 Navigate to the Dashboard, Campaigns or Firmware view. No matter which view you start from, you should be presented with a button to create a campaign if a software update is available for devices in the account.

2 Click *Create campaign*

- This will open the campaign widget (shown right)

Continue →

The screenshot displays the Verizon ThingSpace Manage interface. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and several tabs: 'Devices', 'Location', 'Software' (highlighted in red), 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary navigation bar shows 'Dashboard', 'Devices', 'Firmware', 'Campaigns' (highlighted in red), and 'Reports'. A large red button labeled 'Create campaign' is prominently displayed, with a red arrow pointing to it from the left. Below this button is a horizontal progress bar with five steps: 'Schedule' (highlighted in red), 'Device confirmation', 'Select devices', 'License confirmation', and 'Confirm'. The main content area is titled 'Schedule campaign' and contains the following text: 'This campaign will deploy the following firmware. Please confirm or make edits and select continue.' Below this text are two columns of form fields. The left column has 'FirmwareTo version' with a dropdown menu showing '1102788_9902266_SW19X15C_05.05.1' and 'Make & model' with a dropdown menu showing 'SIERRA WIRELESS MC7354'. The right column has 'Please select a date for this campaign.' with a 'Start date' field and a calendar icon showing '31'. Below the date field is a note: 'Campaign process will be initiated at 12 AM UTC'. At the bottom of the form are two buttons: 'Cancel' and 'Continue >'. The footer of the page contains copyright information: '© 2019 Verizon' and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

3 The most recent firmware version update that is available will be automatically populated. If this isn't the desired firmware for the update, select another from the dropdown. Or select the make and model of the devices that should be updated. These dropdowns correspond and one is automatically updated when a new value is selected in the other.

4 Click in the start date field. A calendar dropdown appears.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin New

Dashboard Devices Firmware Campaigns Reports

Create campaign

Schedule Device confirmation Select devices License confirmation Confirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version: 1102788_9902266_SW19X15C_05.05.1

Make & model: SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date: [Calendar icon]

Campaign process will be initiated at 12 AM UTC

Cancel Continue >

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Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

5 Select a *start date* for the campaign.

“Note: Campaign schedule is based on 12 AM UTC. The system converts this time to CST. Campaigns are deployed at 6 PM CST on the the day preceding the date you select. Ex: To deploy your campaign on Saturday at 6 PM CST, schedule your campaign for a Sunday. Or you can start it “immediately” (i.e., within the hour), so long as 12 AM UTC has not passed. If it has passed, schedule it for “tomorrow” and it may start within the hour, based on system capacity.”

6 Click *Continue*.

Continue →

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ThingSpace Manage [Home](#) [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) [New](#)

[Dashboard](#) [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Create campaign

Schedule Device confirmation Select devices License confirmation Confirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version: 1102788_9902266_SW19X15C_05.05.1

Make & model: SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date: [Calendar: DECEMBER 2020, 31]

Campaign process will be initiated on the selected date.

Cancel Continue >

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Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

This screen will confirm the number of devices in the account that are eligible for this firmware update campaign.

7 Click *Select devices to update*.

Continue →

verizon^v Manage Account Support

ThingSpace Manage [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) New

[Dashboard](#) [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Create campaign

Schedule **Device confirmation** Select devices License confirmation Confirm

Device confirmation

You have 1 devices that are eligible for this firmware update.

[Cancel](#) [Select devices to update >](#)

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Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

8 Use the checkboxes on the left side of the devices list to select the devices to include in the campaign.

- Use some of the headers with top and bottom arrows to help filter
- Click the box at the top of the list to select all eligible devices

Continue →

The screenshot shows the Verizon ThingSpace Manage interface for creating a campaign. The navigation bar includes 'Manage Account' and 'Support'. The main navigation menu has 'Dashboard', 'Devices', 'Firmware', 'Campaigns', and 'Reports'. The 'Campaigns' tab is selected, and the 'Create campaign' process is shown in a progress bar with steps: 'Schedule', 'Device confirmation', 'Select devices' (highlighted), 'License confirmation', and 'Confirm'.

The 'Select devices' section displays a table with the following data:

Device ID	Make and model	FOTA eligibility	Security compliance	Current firmware version	New firmwa	
<input checked="" type="checkbox"/>	353968094984615	SIERRA WIRELESS MC7354	Eligible	Not Compliant	1103925_9902266_SW19X15C_05...	1103925_9902266_SW19X15C_05...

At the bottom of the table, there is a 'Show per page' dropdown set to '1000'. Below the table are 'Cancel' and 'Continue >' buttons. The 'Continue >' button is highlighted in red.

Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

9 Click *Continue*.

- If all devices in the campaign have subscription licences attached, click *Continue*.
- If all or some of the devices in the campaign do not have subscription licences attached it means licences are available in the account. Click *Attach licences* and a pop up will confirm the license summary and attachment. Click *Confirm*.
- If all or some of the devices in the campaign do not have subscription licenses attached, it means the licenses are not available in the account. Contact your account rep to secure additional licenses in the account. When additional licenses have been secured, return to the app to continue scheduling the campaign.

Note: If the last two scenarios above apply, you may elect to continue without attaching subscription licenses to devices. This will result in a premium software update Event Licenses charge for each device. If you want to elect this option, check the acknowledgement box and click *Continue*.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin New

Dashboard Devices Firmware Campaigns Reports

Create campaign

Schedule Device confirmation Select devices License confirmation Confirm

Campaign Licenses

Campaign

Devices in campaign with Subscription Licenses: 1
Devices in campaign without licenses: 0

Account license summary

Total licenses in account	1,005
Subscription Licenses in account (Attached or executed)	6
Remaining licenses in account	999

Cancel Attach licenses > Continue >

Software management

Schedule a campaign

Schedule a campaign from Dashboard, Campaigns, or Firmware tab

10 Review the details of the campaign.

11 Click *Complete*.

- The campaign is scheduled. Changes can be made to the campaign until it starts to execute.

Continue →

verizon Manage Account Support

ThingSpace Manage [Home](#) [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) [New](#)

[Dashboard](#) [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Create campaign

Schedule Device confirmation Select devices License confirmation **Confirm**

Confirm campaign

1 devices will be updated in this campaign.
Your campaign will be scheduled. You may make updates to this campaign up until it starts.

Firmware version: 1103925_9902266_SW19X15C_05.05.58.05_00_1

Start date: Fri, 11/22/2019

Make & model: Sierra Wireless MC7354

[Cancel](#) [Complete >](#)

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Software management

Schedule a campaign

Schedule a campaign from the Devices page

- 1 Navigate to *Devices*.
- 2 Select the devices that you want to update using one of these methods:
 - A. If you know the device IDs you want to update:
 1. Enter up to 10 device IMEIs, ICCIDs or MDNs in the search bar, separated by a comma.
 2. Click on the search icon. This will display the selected devices in the list below.
 - B. If you want to search for devices within the devices list:
 1. Use the arrows in each column to sort the list below to find the devices for which you are searching by looking for a specific make and model, firmware version, or other criteria.
 2. Use the checkboxes to the left of the devices to select devices to update.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The 'Devices' tab is active, showing a search bar with the text '0542062667-00001' and a 'Create campaign' button. Below the search bar, there are three summary cards: 'Latest firmware available' (with a 'View all firmware' link and a 'Create campaign' button), 'All devices' (457), and 'Licenses' (1 Attached, 0 Locked, 1 Available). A search bar at the bottom of the summary cards contains the text 'Enter up to 10 comma-separated IDs of the same type: device identifier, wireless number, or state IP address'. Below the summary cards, there's a table of devices with columns for 'Device ID', 'FOTA eligibility', 'Device status', and 'Firmware campaign'. Two devices are selected, indicated by checkboxes. A context menu is open over the table, showing options like 'Create new campaign', 'Attach license', 'Remove license', 'Assign custom fields', and 'Assign to device group'. The table shows the following data:

Device ID	FOTA eligibility	Device status	Firmware campaign
<input checked="" type="checkbox"/> 015181001131045	Not Eligible	ACTIVE	
<input checked="" type="checkbox"/> 990003422326047	Not Eligible	ACTIVE	
<input type="checkbox"/> A000002253CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A000002334CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A100004381C211	Not Eligible	SUSPEND	

Software management

Schedule a campaign

Schedule a campaign from the Devices page

- 3 Click on *Actions*.
- 4 Click on *Create new campaign*.
 - This opens the Campaign widget

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes a home icon and various menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary navigation bar shows 'Dashboard', 'Devices', 'Firmware', 'Campaigns', and 'Reports'. The main content area is titled 'Devices' and includes a search bar with the value '0542062667-00001'. There are two icons for 'Saved reports' and 'Device groups'. Below this, there are three widgets: 'Latest firmware available' with a 'Create campaign' button, 'All devices' showing 457 devices, and 'Licenses' showing 1 attached, 0 locked, and 1 available license. At the bottom, there's a search bar and an 'Advanced' filter button. The 'Software view' section shows a table with 457 devices, 2 selected, and a 'Show selected' link. The 'Actions' dropdown menu is open, showing options for 'Software' (Create new campaign, Attach license, Remove license) and 'Other actions' (Assign custom fields, Assign to device group).

Device ID	FOTA eligibility	Device status	Firmware campaign
<input checked="" type="checkbox"/> 015181001131045	Not Eligible	ACTIVE	
<input checked="" type="checkbox"/> 990003422326047	Not Eligible	ACTIVE	
<input type="checkbox"/> A000002253CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A000002334CFCA	Not Eligible	SUSPEND	
<input type="checkbox"/> A100004381C211	Not Eligible	SUSPEND	

Software management

Schedule a campaign

Schedule a campaign from the Devices page

5 Based on the device make and model you selected, the correct firmware version will be automatically populated.

6 Click in the *start date* field. A calendar dropdown will appear.

7 Select a *start date* for the campaign.

“Note: Campaign schedule is based on 12 AM UTC. The system converts this time to CST. Campaigns are deployed at 6 PM CST on the the day preceding the date you select. Ex: To deploy your campaign on Saturday at 6 PM CST, schedule your campaign for a Sunday. Or you can start it “immediately” (i.e., within the hour), so long as 12 AM UTC has not passed. If it has passed, schedule it for “tomorrow” and it may start within the hour, based on system capacity.”

8 Click *Continue*.

- The next screen confirms the number of devices in the account that are eligible for this firmware update campaign

Continue →

verizon Manage Account Support

ThingSpace Manage [Home](#) [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) [New](#)

Dashboard [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Create campaign

Schedule Device confirmation Select devices License confirmation Confirm

Schedule campaign

This campaign will deploy the following firmware. Please confirm or make edits and select continue.

FirmwareTo version: 1102788_9902266_SW19X15C_05.05.1

Make & model: SIERRA WIRELESS MC7354

Please select a date for this campaign.

Start date: Start date

Start date: 31

Campaign process will be initiated on 12/31/2020 at 12:00 AM UTC.

Cancel Continue >

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Software management

Schedule a campaign

Schedule a campaign from the Devices page

- 9 Click *Select devices to update*.
 - A list of eligible devices will be displayed
- 10 Use the checkboxes on the left side of the devices list to select the devices to include in the campaign. Click the box at the top of the list to select all eligible devices.

Continue →

Create campaign

Schedule **Device confirmation** Select devices License confirmation Confirm

Device confirmation

You have 1 devices that are eligible for this firmware update.

Cancel **Select devices to update** >

Create campaign

Schedule Device confirmation **Select devices** License confirmation Confirm

Select devices

Firmware version: 1103925_9902266_SW9...
Make & model: Sierra Wireless MC73...

4 Available devices | 1 Selected | [Show selection](#)

<input checked="" type="checkbox"/>	Device ID	Make and model	FOTA eligibility	Security compliance	Current firmware version	New firmwa
<input checked="" type="checkbox"/>	353968094984615	SIERRA WIRELESS MC7354	Eligible	Not Compliant	1103925_9902266_SW9X15C_05...	1103925_9902...

Show per page: 1000

Software management

Schedule a campaign

Schedule a campaign from the Devices page

11 Click *Continue*.

- If all devices in the campaign have subscription licences attached, click *Continue*.
- If all or some of the devices in the campaign do not have subscription licences attached it means licences are available in the account. Click *Attach licences* and a pop up will confirm the license summary and attachment. Click *Confirm*.
- If all or some of the devices in the campaign do not have subscription licenses attached, it means the licenses are not available in the account. Contact your account rep to secure additional licenses in the account. When additional licenses have been secured, return to the app to continue scheduling the campaign.

Note: If the last two scenarios above apply, you may elect to continue without attaching subscription licenses to devices. This will result in a premium software update Event Licenses charge for each device. If you want to elect this option, check the acknowledgement box and click *Continue*.

Continue →

verizon Manage Account Support

ThingSpace Manage Devices Location Software Security Diagnostics Transactions Reports Alerts Downloads Admin New

Dashboard Devices Firmware Campaigns Reports

Create campaign

Schedule Device confirmation Select devices License confirmation Confirm

Campaign Licenses

Campaign

Devices in campaign with Subscription Licenses: 1
Devices in campaign without licenses: 0

Account license summary

Total licenses in account	1,005
Subscription Licenses in account (Attached or executed)	6
Remaining licenses in account	999

Cancel Attach licenses Continue

Software management

Schedule a campaign

Schedule a campaign from the Devices page

12 Review the details of the campaign.

13 Click *Complete*.

- The campaign is scheduled. Changes can be made to the campaign until it starts to execute.

Continue →

verizon Manage Account Support

ThingSpace Manage [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) [New](#)

Dashboard [Devices](#) [Firmware](#) [Campaigns](#) [Reports](#)

Create campaign

Schedule Device confirmation Select devices License confirmation **Confirm**

Confirm campaign

1 devices will be updated in this campaign.
Your campaign will be scheduled. You may make updates to this campaign up until it starts.

Firmware version: 1103925_9902266_SW19X15C_05.05.58.05_00_1

Start date: Fri, 11/22/2019

Make & model: Sierra Wireless MC7354

[Cancel](#) [Complete >](#)

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Software management

View campaigns

View all campaigns

1 Navigate to the Campaigns view.

- A list of your campaigns is displayed by status:

All

All campaigns in the history of this account

Scheduled

Campaigns that are scheduled in the future

Completed

Update campaign (attempt) is completed. Note that some devices may not have successfully received update.

Canceled

Campaigns that were manually canceled

Incomplete

Campaign has stopped the update process, but not all devices were able to be updated

In Progress

Campaigns that have started delivering firmware to devices

Failure

Campaigns with devices that did not successfully respond to firmware updates

The screenshot displays the Verizon ThingSpace Manage interface for the 'Campaigns' view. At the top, there's a navigation bar with 'Campaigns' highlighted. Below it, a summary card titled 'Campaign status and history' shows the following counts: All (99), Scheduled (0), Completed (23), Canceled (26), In Progress (0), Incomplete (0), and Failure (50). A red 'Create campaign' button is visible. Below the summary card is a table with the following columns: Date occurred, Date scheduled, Status, Campaign ID, Devices, and Firmware version. The table lists several campaigns, all with a status of 'UpgradeFailed' or 'RequestFailed'.

Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SW19
09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SW19
08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdda-95b2f0b3ca1	1	1103925_9902266_SW19
07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a96-bdee-15ee4b7a7c0	1	1102788_9902266_SW19
07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SW19
07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SW19
06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-6b5e4ccb849	1	1103925_9902266_SW19
05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SW19

Software management

View campaigns

View campaigns by type

1 Navigate to the *Campaigns*.

2 Click on the desired circle in the Campaign status and history panel.

- A list of campaigns in the selected status category are displayed

3 To view a different status category, click on the desired circle in the Campaign status and history panel.

- The campaign list will now display campaigns in the newly selected category

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there is a navigation menu with 'Manage Account' and 'Support' links. Below that, the 'ThingSpace Manage' header includes a home icon and several menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary menu below shows 'Dashboard', 'Devices', 'Firmware', 'Campaigns', and 'Reports'. The 'Campaigns' page is active, displaying a header with the Verizon logo and a dropdown menu showing '0242078689-00001'. The main content area is divided into two panels. The left panel, titled 'Latest firmware available', shows a list of firmware versions and a 'View all firmware' link, with a red 'Create campaign' button below. The right panel, titled 'Campaign status and history', features seven circular status indicators: 'All' (99 Campaigns), 'Scheduled' (0 Campaigns), 'Completed' (23 Campaigns), 'Cancelled' (26 Campaigns), 'In Progress' (0 Campaigns), 'Incomplete' (0 Campaigns), and 'Failed' (50 Campaigns). Below these panels is a table of campaigns. The table has columns for 'Date occurred', 'Date scheduled', 'Status', 'Campaign ID', 'Devices', and 'Firmware version'. The table shows a list of campaigns with their respective dates, statuses, and IDs. A search bar and a 'Selected' count (0) are visible at the top right of the table area.

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input type="checkbox"/>	11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SWI9
<input type="checkbox"/>	09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SWI9
<input type="checkbox"/>	08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdda-95b2f0b3caaf	1	1103925_9902266_SWI9
<input type="checkbox"/>	07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a96-bdee-15ee4b7a7c0	1	1102788_9902266_SWI9
<input type="checkbox"/>	07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SWI9
<input type="checkbox"/>	07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SWI9
<input type="checkbox"/>	06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-69b5e4ccb849	1	1103925_9902266_SWI9
<input type="checkbox"/>	05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SWI9

Software management

View campaigns

View campaign detail

1 Navigate to the *Campaigns*.

2 Click on the Campaign ID you want to view.

- A screen shows the details of your campaign. (shown right)

Note: If your campaign status is In progress, Incomplete, or Failure, you may update the status of specific devices in your campaign by clicking the Refresh button on the top right of the devices list in the campaign detail.

- A Complete status includes both successful and failed updates

Continue →

The screenshot displays the Verizon ThingSpace Manage interface. At the top, the Verizon logo is on the left, and 'Manage Account' and 'Support' are on the right. Below this is a navigation bar with 'ThingSpace Manage' and several menu items: 'Devices', 'Location', 'Software' (highlighted in red), 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary navigation bar includes 'Dashboard', 'Devices', 'Firmware', 'Campaigns' (highlighted in red), and 'Reports'. The main content area is titled 'Your campaign details' and shows a 'Completed' status. A table lists campaign details:

Campaign ID	192c2c8f-b939-4c3b-8a8c-220e9d0ed95d
Campaign date and time	2/22/2019, 12 AM UTC
Last day to cancel campaign	2/21/2019, 12 AM UTC
Firmware name	Sierra_Wireless_MC7354_1103925_9905302_mc7354_05-05-58-05_005-032-001To1103925_9905302_mc7354_05-05-58-99_005-032-099_HF
New firmware version	1103925_9902266_SW19X15C_05.05.58.05_00_VZW_005.032_099
Make & model	-

Below the details is a section for '1 Devices | 0 Selected'. It includes an 'Actions +' button and a table with columns for 'Device ID', 'Date', 'Update status', and 'Failure notes':

<input type="checkbox"/>	Device ID	Date	Update status	Failure notes
<input type="checkbox"/>	353968094984615	2019-02-23	UpgradeFailed	Firmware update to device failed

At the bottom of the page, there is a footer with copyright information: '© 2019 Verizon' and links for 'About Verizon', 'Privacy policy', 'Terms and conditions', and 'Help'.

Software management

Cancel a scheduled campaign

Cancel a scheduled campaign from campaign list

Note: Only scheduled campaigns may be cancelled. Campaigns that have already started or are complete may not be edited or cancelled.

- 1 Navigate to the Campaigns list one of these ways:
 - A. Click on Campaigns within the Software navigation
 - B. From the Dashboard, click on the *Scheduled Campaigns* link.
 - A summary of the campaign status and history and a list of all campaigns is presented
- 2 Using the checkbox to the left of the campaign list, select the campaign you want to cancel.
- 3 Click the *Delete (Trash)* icon.
 - A pop-up will confirm the cancellation

Continue →

The screenshot displays the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Software' selected. Below it, the 'Campaigns' section is active, showing a summary of campaign status: All (99), Scheduled (0), Completed (23), Cancelled (26), In Progress (0), Incomplete (0), and Failure (50). A table below lists individual campaigns with columns for Date occurred, Date scheduled, Status, Campaign ID, Devices, and Firmware version. The first row is selected, and a 'Delete (Trash)' icon is visible in the top right of the table area.

	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input checked="" type="checkbox"/>	02/23/2019	02/23/2019	Completed	192c2c8f-b939-4c3b-8a8c-220e9d0ed95d	1	1103925_9902266_SW19)
<input type="checkbox"/>	02/07/2019	02/07/2019	Completed	8edd8a1d-c4df-40db-9259-a6445d6d52b4	1	1103925_9902266_SW19)
<input type="checkbox"/>	01/25/2019	01/24/2019	Completed	25c223fc-7765-4ad6-967a-0ee3f0755dc7	0	1103925_9902266_SW19)
<input type="checkbox"/>	01/24/2019	01/24/2019	Completed	c03df763-d9db-49b4-9690-4250a4021a26	0	1103925_9902266_SW19)
<input type="checkbox"/>	01/24/2019	01/23/2019	Completed	21fad6b4-6dca-4175-9e5e-49bc08896717	0	1103925_9902266_SW19)
<input type="checkbox"/>	01/23/2019	01/23/2019	Completed	d0c1009d-991d-4438-af3a-329b94a51b6e	0	1103925_9902266_SW19)
<input type="checkbox"/>	01/19/2019	01/18/2019	Completed	74cc1ccc-4e80-4b50-b77f-27c0ff8da337	0	1103925_9902266_SW19)
<input type="checkbox"/>	12/29/2018	12/29/2018	Completed	01b98317-8628-48f7-8918-2bb5034c065b	1	1103925_9902266_SW19)

Software management

Cancel a scheduled campaign

Cancel a scheduled campaign from campaign list

4 Click **Ok** to confirm the cancellation.

- The campaign will be cancelled

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. A modal dialog box titled "Cancel campaign" is open, asking "Are you sure you want to cancel this campaign?" with "Cancel" and "Ok" buttons. The background shows the "Campaigns" section with a "Latest firmware available" card and a "Campaign status and history" dashboard. The dashboard includes a "Create campaign" button and a table of campaign statistics: All (99), Scheduled (0), Completed (23), Cancelled (26), In Progress (0), Incomplete (0), and Failed (50). Below the dashboard is a table of 23 campaigns, with the first one selected. The table has columns for Date occurred, Date scheduled, Status, Campaign ID, Devices, and Firmware version.

	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input checked="" type="checkbox"/>	02/23/2019	02/23/2019	Completed	192c2c8f-b939-4c3b-8a8c-220e9d0ed95d	1	1103925_9902266_SW19
<input type="checkbox"/>	02/07/2019	02/07/2019	Completed	8ed38a1d-c4d1-40db-9259-e644595d52b4	1	1103925_9902266_SW19
<input type="checkbox"/>	01/25/2019	01/24/2019	Completed	25c223fc-7765-4ad5-967a-0ee3f0755dc7	0	1103925_9902266_SW19
<input type="checkbox"/>	01/24/2019	01/24/2019	Completed	c03d1763-d5db-4064-9690-4350a4021a26	0	1103925_9902266_SW19
<input type="checkbox"/>	01/24/2019	01/23/2019	Completed	21fa95b4-5dca-4175-9e5e-49bc08896717	0	1103925_9902266_SW19
<input type="checkbox"/>	01/23/2019	01/23/2019	Completed	d0c1009d-991d-4438-ad3a-339694a51b6e	0	1103925_9902266_SW19
<input type="checkbox"/>	01/19/2019	01/18/2019	Completed	76cc1ccc-4e80-4b50-b771-27c0ff8da537	0	1103925_9902266_SW19
<input type="checkbox"/>	12/29/2018	12/29/2018	Completed	01a98317-8c26-48f7-8916-2bb5034c065b	1	1103925_9902266_SW19

Software management

Create campaign report

- 1 Navigate to the *Campaigns*.
- 2 Click the *Download* button.
 - A pop-up confirms the download and you will receive an email notification
- 3 Navigate to the *Downloads*.
- 4 Click on the Report name you want to download.
 - The CSV report will download to your computer

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. At the top, there's a navigation bar with 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes a home icon and menu items: 'Devices', 'Location', 'Software', 'Security', 'Diagnostics', 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. A secondary navigation bar shows 'Dashboard', 'Devices', 'Firmware', 'Campaigns', and 'Reports'. The 'Campaigns' page is active, showing a dropdown menu with the ID '0242078689-00001'. The main content area is divided into two sections: 'Latest firmware available' with a 'Create campaign' button, and 'Campaign status and history' with a progress chart showing 99 All Campaigns, 0 Scheduled, 23 Completed, 26 Cancelled, 0 In Progress, 0 Incomplete, and 50 Failed. Below this is a table of 99 campaigns.

<input type="checkbox"/>	Date occurred	Date scheduled	Status	Campaign ID	Devices	Firmware version
<input type="checkbox"/>	11/22/2019	11/22/2019	UpgradeFailed	6eacb78c-b84d-4363-96cd-88a1eb4803cd	1	1103925_9902266_SWI9
<input type="checkbox"/>	09/05/2019	09/05/2019	UpgradeFailed	2031266f-def3-4b1c-8652-7d939f2f8c29	1	1103925_9902266_SWI9
<input type="checkbox"/>	08/08/2019	08/08/2019	UpgradeFailed	7a14671e-08ca-4091-bdda-95b2f0b3ca1	1	1103925_9902266_SWI9
<input type="checkbox"/>	07/24/2019	07/24/2019	RequestFailed	dac8b6a9-6ba7-4a96-bdee-15ee4b7a7c0	1	1102788_9902266_SWI9
<input type="checkbox"/>	07/22/2019	07/22/2019	UpgradeFailed	71d0467d-2afe-4d20-a6a1-7d422f4d978e	1	1103925_9902266_SWI9
<input type="checkbox"/>	07/11/2019	07/11/2019	RequestFailed	68b44e2c-34d5-4c16-b868-c4747dea96cc	1	1102788_9902266_SWI9
<input type="checkbox"/>	06/06/2019	06/06/2019	RequestFailed	929310d5-bd5d-48b0-8e2b-69b5e4ccb849	1	1103925_9902266_SWI9
<input type="checkbox"/>	05/02/2019	05/02/2019	UpgradeFailed	f7910ad5-e6fc-4a3e-af12-b964e2797178	1	1103925_9902266_SWI9

Software management

Viewing and managing firmware

Notification via the Latest firmware available pod

- 1 Navigate to either *Dashboard*, *Devices* or *Campaigns* within the Software tab.
- 2 View the “Latest firmware available pod.” This details the most recent firmware version available that has not yet been deployed to all devices in the account.
- 3 To view a list of all available firmware, click *View all firmware*.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface for software management. At the top, there are navigation links for Manage Account and Support. Below that, the 'ThingSpace Manage' header includes tabs for Dashboard, Devices, Location, Software (selected), Security, Diagnostics, Transactions, Reports, Alerts, Downloads, and Admin. A secondary navigation bar shows Dashboard, Devices, Firmware, Campaigns, and Reports. The main content area is titled 'Software management' and includes an account ID '0242078689-00001'. The interface is divided into several sections: 1. 'Latest firmware available' pod: Shows a firmware version '1103925_9902266_SW19X15C_05.05.58.0.. Sierra Wireless-MC7354' and a 'View all firmware' link. A red 'Create campaign' button is prominently displayed. 2. 'Campaign status and history' pod: A horizontal bar chart showing campaign counts: All (98), Scheduled (0), Completed (23), Cancelled (26), In Progress (0), Incomplete (0), and Failed (49). 3. 'Last campaign' pod: A table with details for a campaign created on 09/05/2019. The table includes: Campaign ID (2031268f-def3-4b1c-8652-7d939f2f8c29), Make & model (Sierra Wireless-MC7354), New firmware version (1103925_9902266_SW19X15C_05.05.58.0..), Devices in campaign (1), Status (UpgradeFailed), and Date occurred (09/05/2019). 4. 'Licenses' pod: A gauge chart showing 17% Attached. To the right, it lists: Purchased (6), Attached (1), and Unattached (5). At the bottom of the Licenses pod are 'Refresh licenses' and 'View device list' buttons. The footer contains copyright information for 2019 Verizon and links for About Verizon, Privacy policy, Terms and conditions, and Help.

Software management

Viewing and managing firmware

Viewing firmware from Firmware page

- 1 Navigate to the *Firmware* within the Software tab.
- 2 This view details the firmware available for devices in the account, associated device make and model, the version of software required on the device in order to receive the most current version, and release date and notes.
- 3 To view details about the firmware, click on the *firmware name*.

Continue →

Firmware	Make	Model	Client type	Current firmware version	New firmware version	Release date	Release notes
FOTA_Verizon_Model-A_98To99_HF	Verizon	Model-A		VerizonFirmwareVersion-98	VerizonFirmwareVersion-99		FOTA_Verizon_Model-A_98To99_HF /0001-01...
FOTA_Verizon_Model-A_97To98_HF	Verizon	Model-A		VerizonFirmwareVersion-97	VerizonFirmwareVersion-98		FOTA_Verizon_Model-A_97To98_HF /0001-01...
FOTA_Verizon_Model-A_96To97_HF	Verizon	Model-A		VerizonFirmwareVersion-96	VerizonFirmwareVersion-97		FOTA_Verizon_Model-A_96To97_HF /0001-01...
FOTA_Verizon_Model-A_95To96_HF	Verizon	Model-A	OMADM	VerizonFirmwareVersion-95	VerizonFirmwareVersion-96		FOTA_Verizon_Model-A_95To96_HF /0001-01...
FOTA_Verizon_Model-A_94To95_HF	Verizon	Model-A		VerizonFirmwareVersion-94	VerizonFirmwareVersion-95		FOTA_Verizon_Model-A_94To95_HF /0001-01...
FOTA_Verizon_Model-A_93To94_HF	Verizon	Model-A		VerizonFirmwareVersion-93	VerizonFirmwareVersion-94		FOTA_Verizon_Model-A_93To94_HF /0001-01...
FOTA_Verizon_Model-A_92To93_HF	Verizon	Model-A	LWM2M	VerizonFirmwareVersion-92	VerizonFirmwareVersion-93		FOTA_Verizon_Model-A_92To93_HF /0001-01...
FOTA_Verizon_Model-A_91To92_HF	Verizon	Model-A	OMADM	VerizonFirmwareVersion-91	VerizonFirmwareVersion-92		FOTA_Verizon_Model-A_91To92_HF /0001-01...
FOTA_Verizon_Model-A_90To91_HF	Verizon	Model-A		VerizonFirmwareVersion-90	VerizonFirmwareVersion-91		FOTA_Verizon_Model-A_90To91_HF /0001-01...

Software management

Viewing and managing firmware

Viewing firmware from Firmware tab

This will present a pop-up with the firmware details.

1. To create a campaign for this firmware, click *Create campaign*.
2. To exit, click the X in the top right of the box.

Continue →

The screenshot shows the Verizon ThingSpace Manage interface. The 'Firmware' tab is active, displaying a table of 75 firmware versions. A pop-up window titled 'Firmware version details' is open, showing the following information:

- New firmware version:** VerizonFirmwareVersion-99
- Release date:** (blank)
- Release notes:** FOTA_Verizon_Model-A_98To99_HF /0001-01-...
- Make and model:** Verizon Model-A
- Client type:** (blank)
- Current firmware version:** VerizonFirmwareVersion-98
- Firmware name:** FOTA_Verizon_Model-A_98To99_HF

A 'Create campaign' button is visible at the bottom of the pop-up. The background table lists various firmware versions with columns for Firmware, Make, Model, and Release date.