Apple Deployment InDEPth

Apple Management Nirvana Awaits!

Who is this guy?

Long-time Mac guy, former Apple employee, recovering sys-admin.

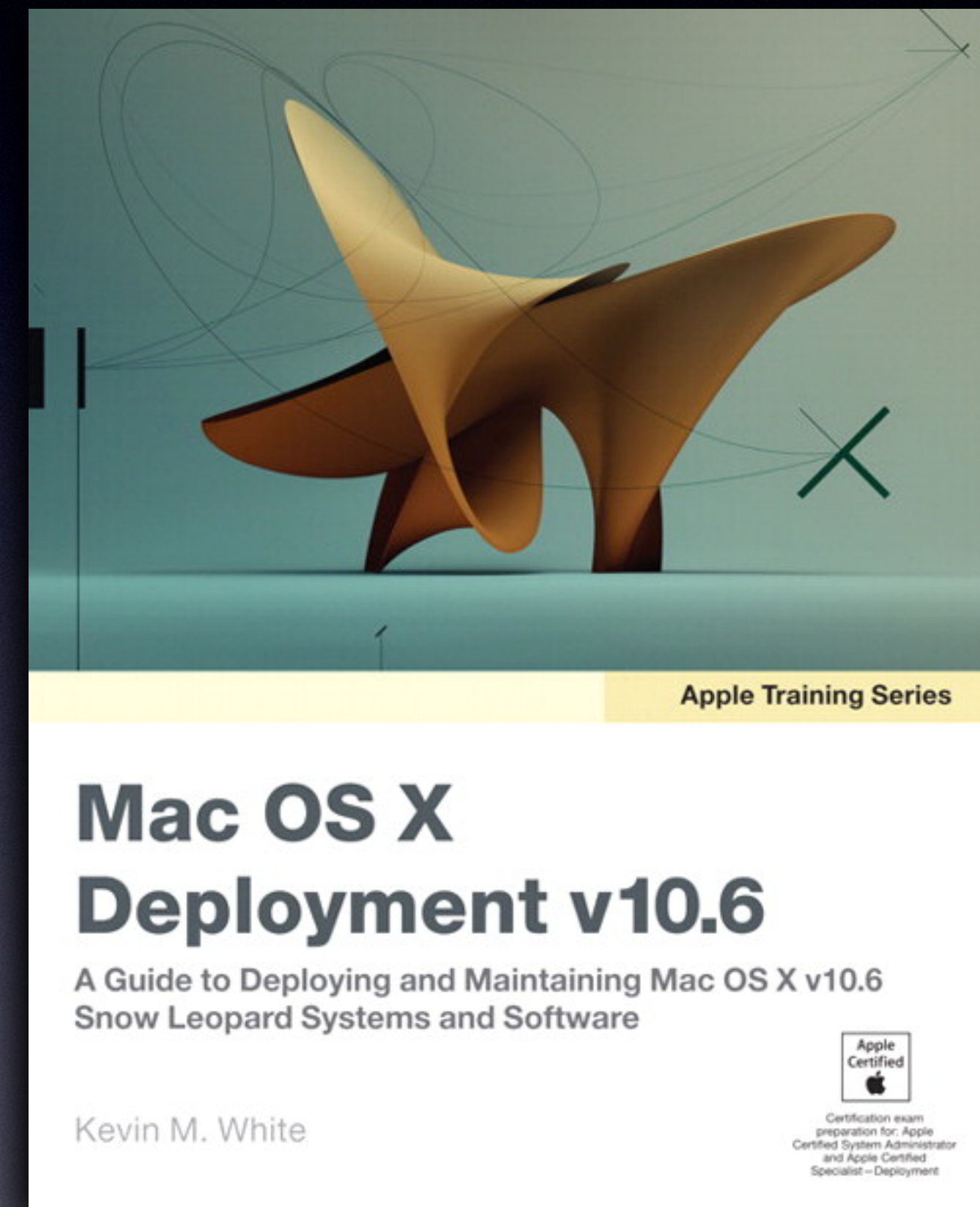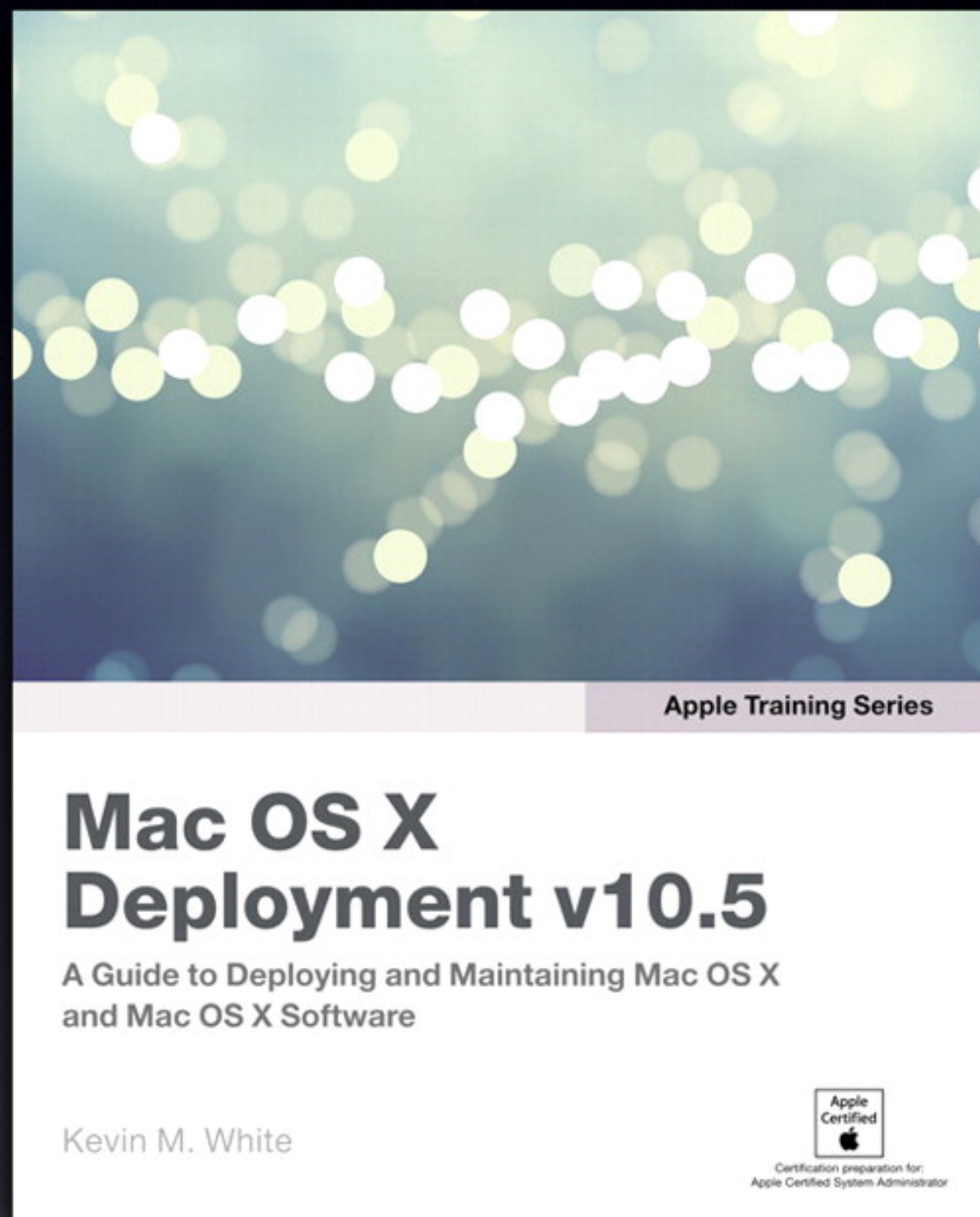# Macjutsu

Consultant

Conferences

March 11 - 14, 2015

Author - Support Essentials

Mac OS X Essentials
A Guide to Su

Mac OS X Essentials
A Guide to Supporting
Mac OS X v10

Kevin M. Whi

Kevin M. Whi

OS X Support
Supporting a

Kevin M. Whi

OS X
Supporting a

Kevin M. White
Gordon Dav

Apple Pro Training Series

OS X Support Essentials 10.9

Supporting and Troubleshooting OS X Mavericks

Kevin M. White and Gordon Davisson

Lesson and media files available for download

Apple Certified

Certification exam preparation for:
Apple Certified Support Professional 10.9

OS X Yosemite
Late Fall 2014

Author - Deployment

Mac OS X Deployment v10.5
A Guide to Deploying and Maintaining Mac OS X and Mac OS X Software

Apple Training Series

Kevin M. White

Mac OS X Deployment v10.6
A Guide to Deploying and Maintaining Mac OS X v10.6 Snow Leopard Systems and Software

Apple Training Series

Kevin M. White

Author - Deployment

Managing
Apple Devices

Deploying and Maintaining iOS 7 and
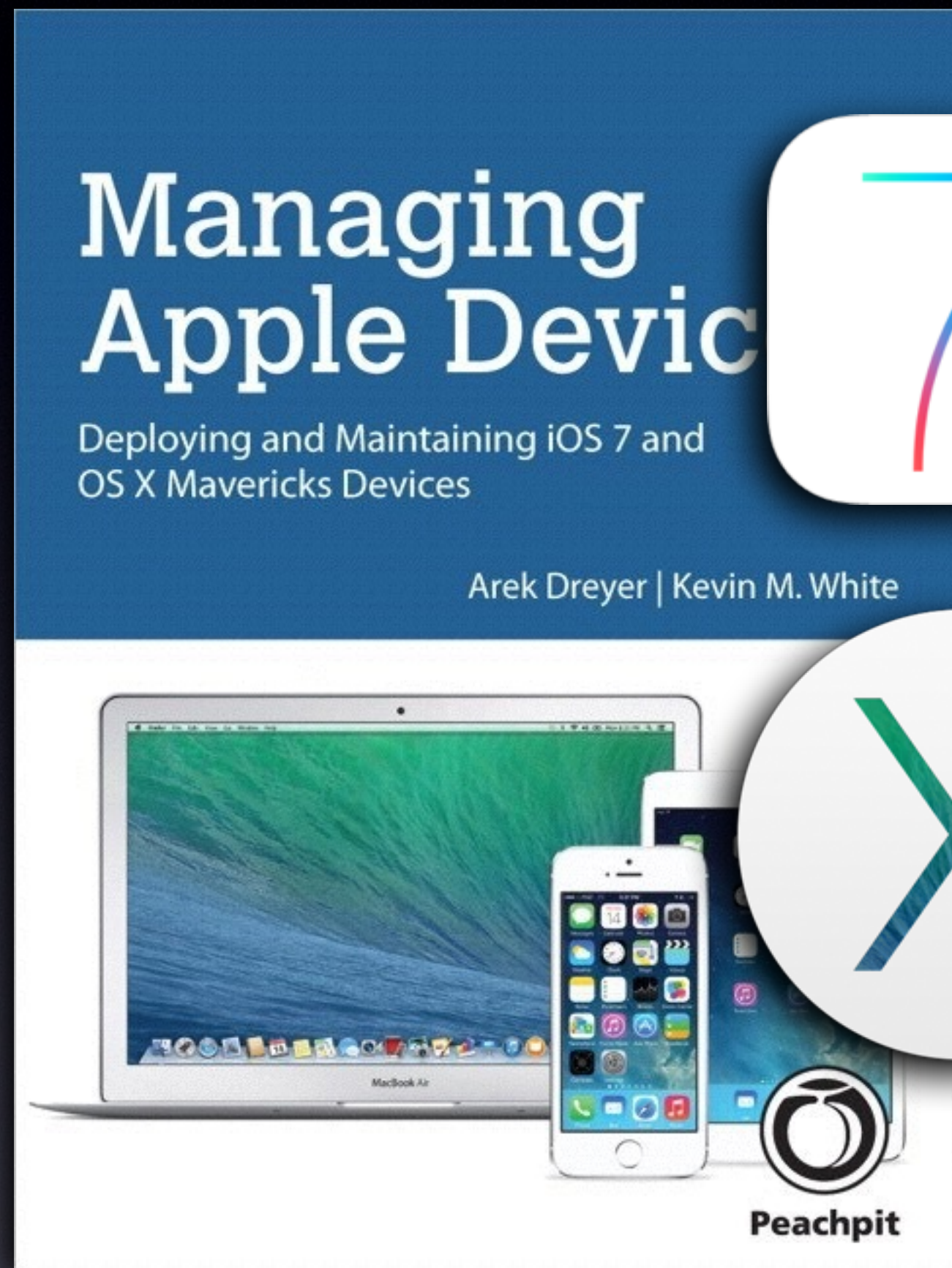OS X Mavericks Devices

Arek Dreyer | Kevin M. White

Peachpit

iOS 7 & Mavericks

Author - Deployment

iOS 8 & Yosemite
Late Fall 2014

Why are we here?

Aside from the free drinks…

Stop trying to fight against Apple.

The central theme of my session at MacSysAdmin 2013

Be mindful of Apple's primary goal.

Besides making money...

To provide the best possible customer experience.

"Create moments of surprise and delight."
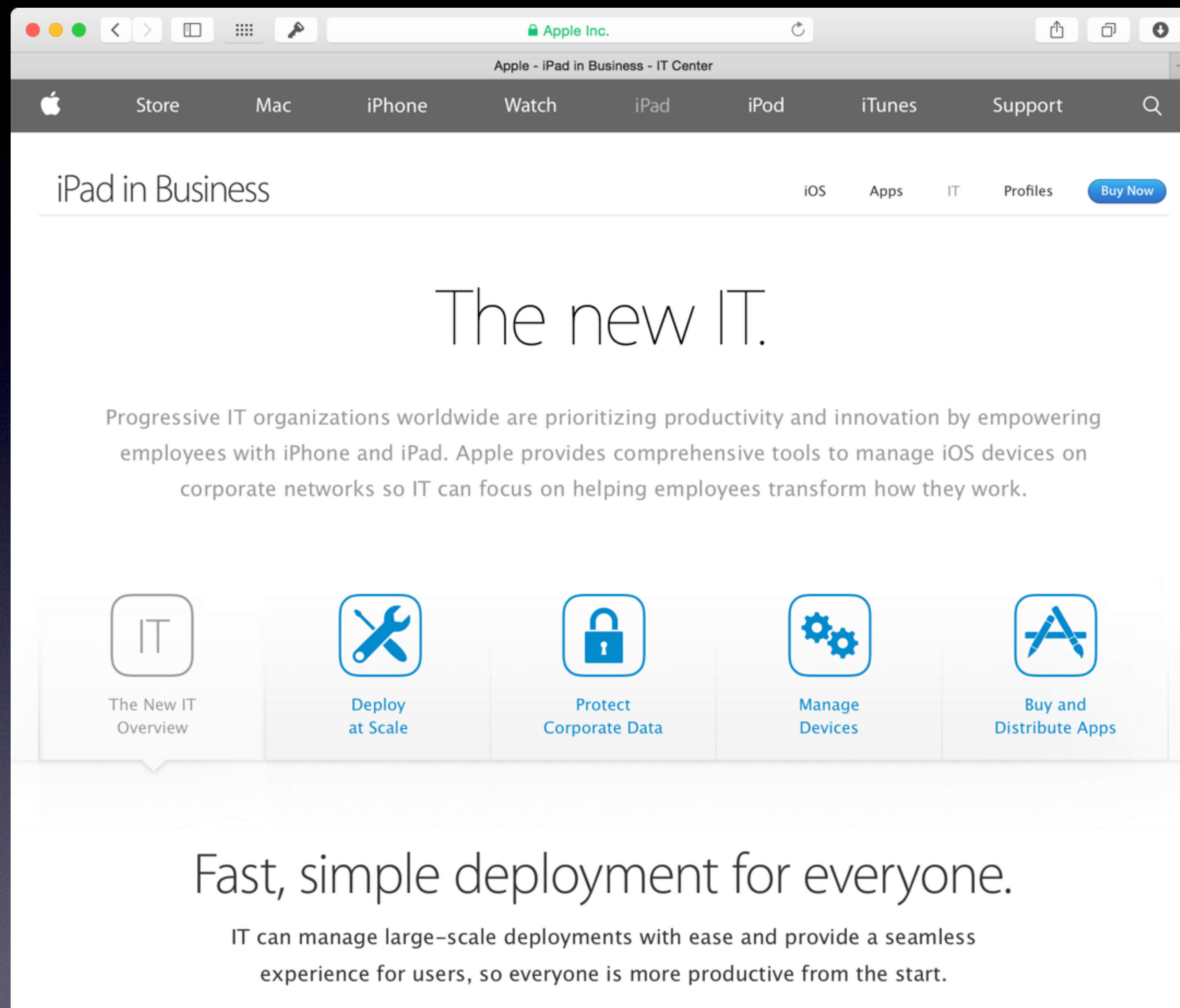
Who *is* Apple's customer?

If you have to ask... it's probably not you.

The *user* is Apple's customer!

So get out of the way.

 Store   Mac   iPhone   Watch   iPad   iPod   iTunes   Support   🔍

iPad in Business   iOS   Apps   IT   Profiles   **Buy Now**

The new IT.

Progressive IT organizations worldwide are prioritizing productivity and innovation by empowering employees with iPhone and iPad. Apple provides comprehensive tools to manage iOS devices on corporate networks so IT can focus on helping employees transform how they work.

IT	🛠	🔒	⚙️	Ⓐ
The New IT Overview	Deploy at Scale	Protect Corporate Data	Manage Devices	Buy and Distribute Apps

Fast, simple deployment for everyone.

IT can manage large-scale deployments with ease and provide a seamless experience for users, so everyone is more productive from the start.

Apple Deployment InDEPth

- Define Core Concepts

- Managing iOS Setup Assistant

- Device Enrollment Program

- Managing Activation Lock

- VPP Managed Distribution

Deployment Scenarios

- Individual Personal Device

- Institutional Personal Device

- Institutional Shared Device

Apple ID

- Identifies a user to Apple

- Any verifiable email address

- Access to Apple services

- Required for VPP Managed

  Distribution

- Apple ID for Students

  (under 13 yrs.)

Institutional Apple ID

- APNS Certificate Creation

- Apple ID for Configurator Deployment Systems

- Apple Deployment Services

- Enterprise Developer Facilitators

- GSX Program Facilitators

Device Supervision

- iOS mode that proves institutional ownership

- Required for more invasive management features

- Apple Configurator via USB

- Over-the-air via DEP

Profile Manager 3

- Mavericks Server MDM

- iOS 7.1 & OS X Mavericks

- DEP and VPP define the future
  Apple management workflow

- Use the best tool for the job
  (not always Profile Manager)

Managing Setup Assistant

- Skip Setup Assistant steps

- User-based MDM Enrollment

- Apple Configurator via USB
(iOS only)

- Over-the-air via DEP
(iOS and OS X)

Managing iOS Setup Assistant via Apple Configurator

For those times when you just can't get into DEP…

DEMO

Configurator Issues

- Enrollment is optional

- Enrollment easily removed

- Still requires physical USB connection to Configurator

Device Enrollment Program (DEP)

- Streamlined OTA enrollment during Setup Assistant

- Must prove institutional ownership to Apple

- Both new purchases and up to a three year history

- Both iOS and OS X devices

DEP Account Enrollment

- "Program Agent" Apple ID

- Newly created Apple ID with two-step authentication

- Your institution must be verifiable by Apple process

- DEP program agent verification via phone call

DEP Service Assignment

- Setup MDM service for DEP

- Assign server in DEP portal

- "Import" assigned devices

- Define Setup Assistant and Enrollment settings on MDM

Managing iOS Setup Assistant via Device Enrollment Program

All your Apps are belong to us…

DEMO

DEP Issues

- Institutional or channel authorization issues

- Easily bypassed in OS X

- DEP and restoring an iOS backup don't play nice

Activation Lock

- Activation Lock is theft deterrence for iOS devices

- Part of iCloud Find my Device

- Prevents unauthorized new (or reset) device activation

- Disabled by default on supervised iOS devices

Managing Activation Lock

- MDM + supervision = Managed Activation Lock

- Allow Activation Lock for supervised devices

- Collect the Recovery Code

- Clear the Activation Lock

Managing Activation Lock

So your Apple… don't belong to them…

DEMO

Activation Lock Issues

- Remember to automatically allow Activation Lock

- Requires iCloud

- Can't tell who locked device from MDM inventory
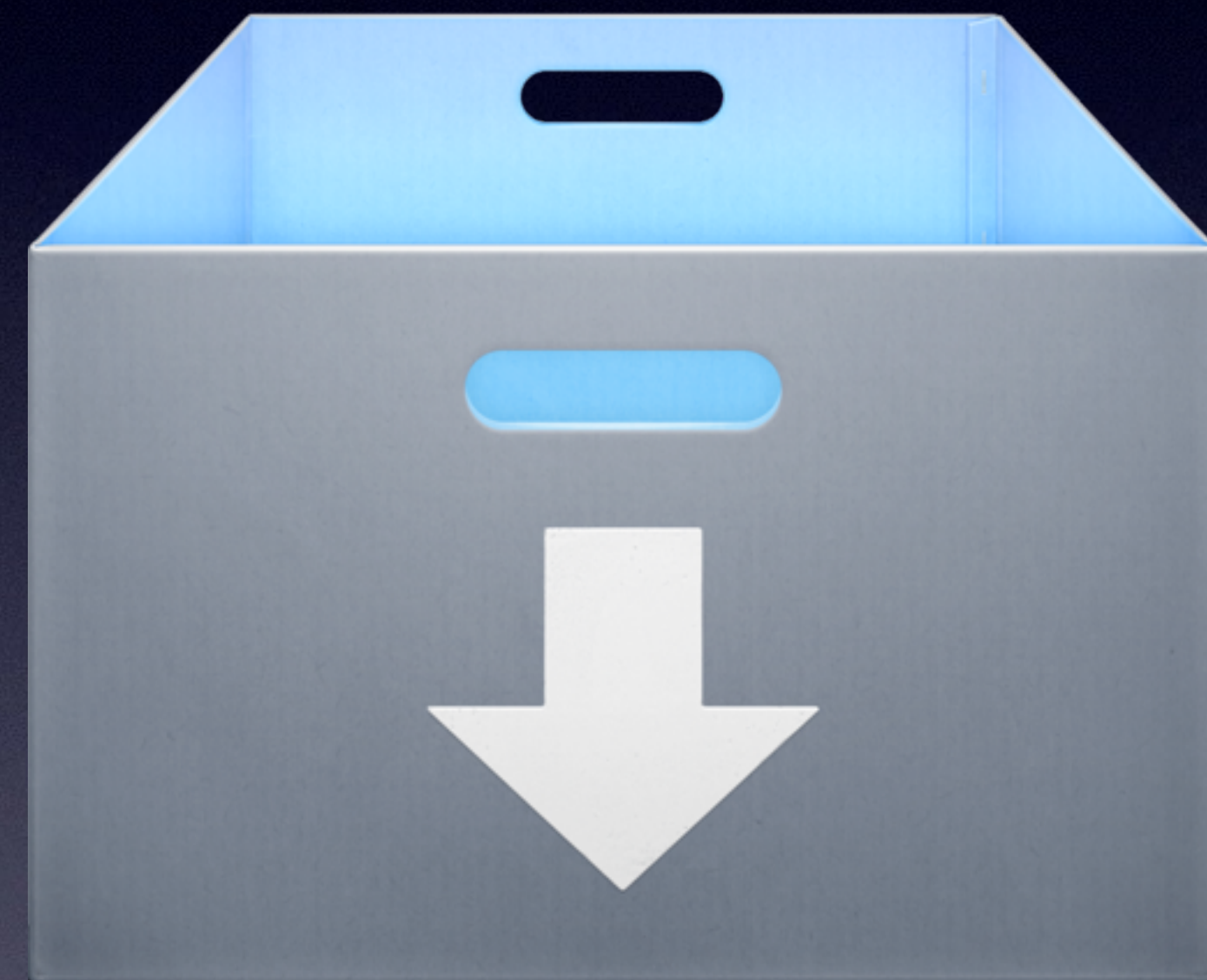
VPP Managed Distribution

- Apps, iBooks, and B2B Apps

- Enterprise or Business

- VPP "Program Agent" must

  be authorized to sign legal

  documents for an institution

Apple Caching Server 2

- Saves ISP bandwidth

- Increases installation speed

- NOT software update control

- Automatic client configuration

- Caches many types of Apple
  content: HT6018

VPP Managed Distribution

- Setup MDM service for VPP

- Send users VPP invitations

- Purchase VPP items for Managed Distribution

- Assign purchased VPP licenses to users (or groups)

- Revoke VPP licenses if needed

VPP Managed Distribution

All your Apps are belong to us…

VPP Service Issues

- Users must authenticate an Apple ID to the App Store

- Doesn't do in-app purchases

- iBooks are non-revokable

- Free Apps are "gifted" to the Apple ID after revocation

VPP Client Issues

- MDM can't inventory the Apple ID invited to VPP

- Your VPP assets can be installed anywhere by user

- iBooks are never installed (or pushed) automatically

- Apps may not be installed (or pushed) automatically

Tack.

Thanks and I hope to see you again next year!