It hurts when I do *this*.

Don't *do* that.

Who is this guy?

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

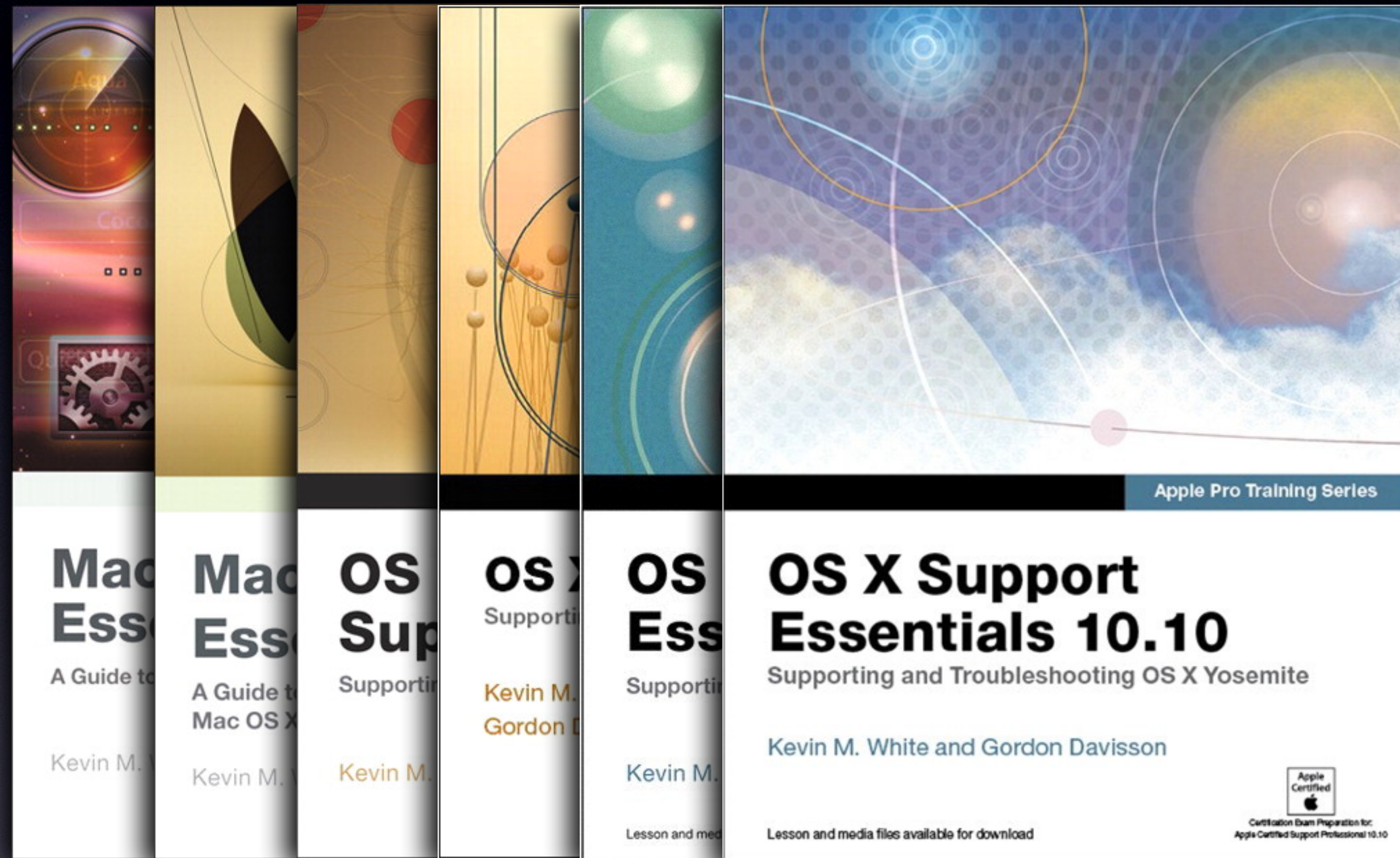# Macjutsu

Consultant

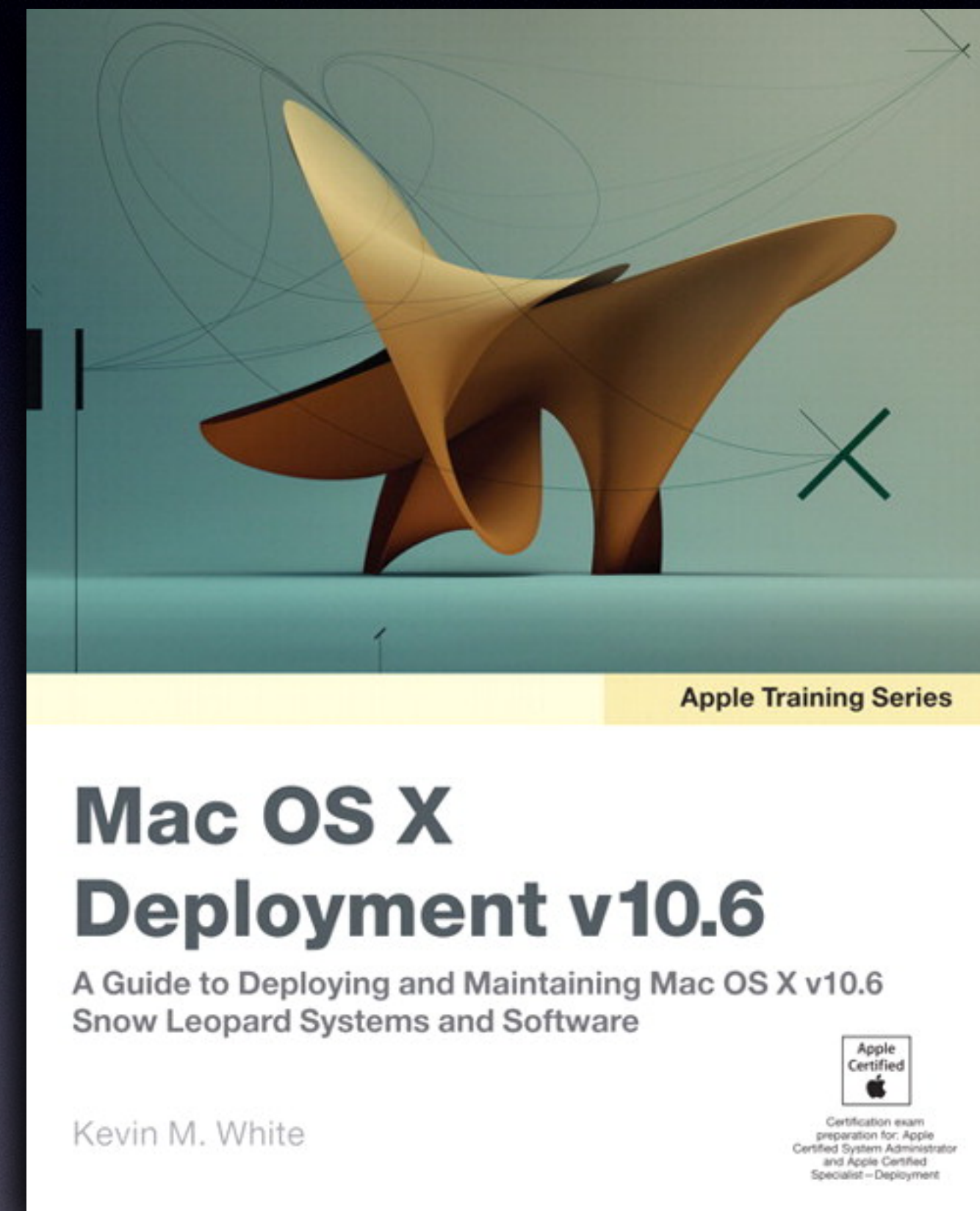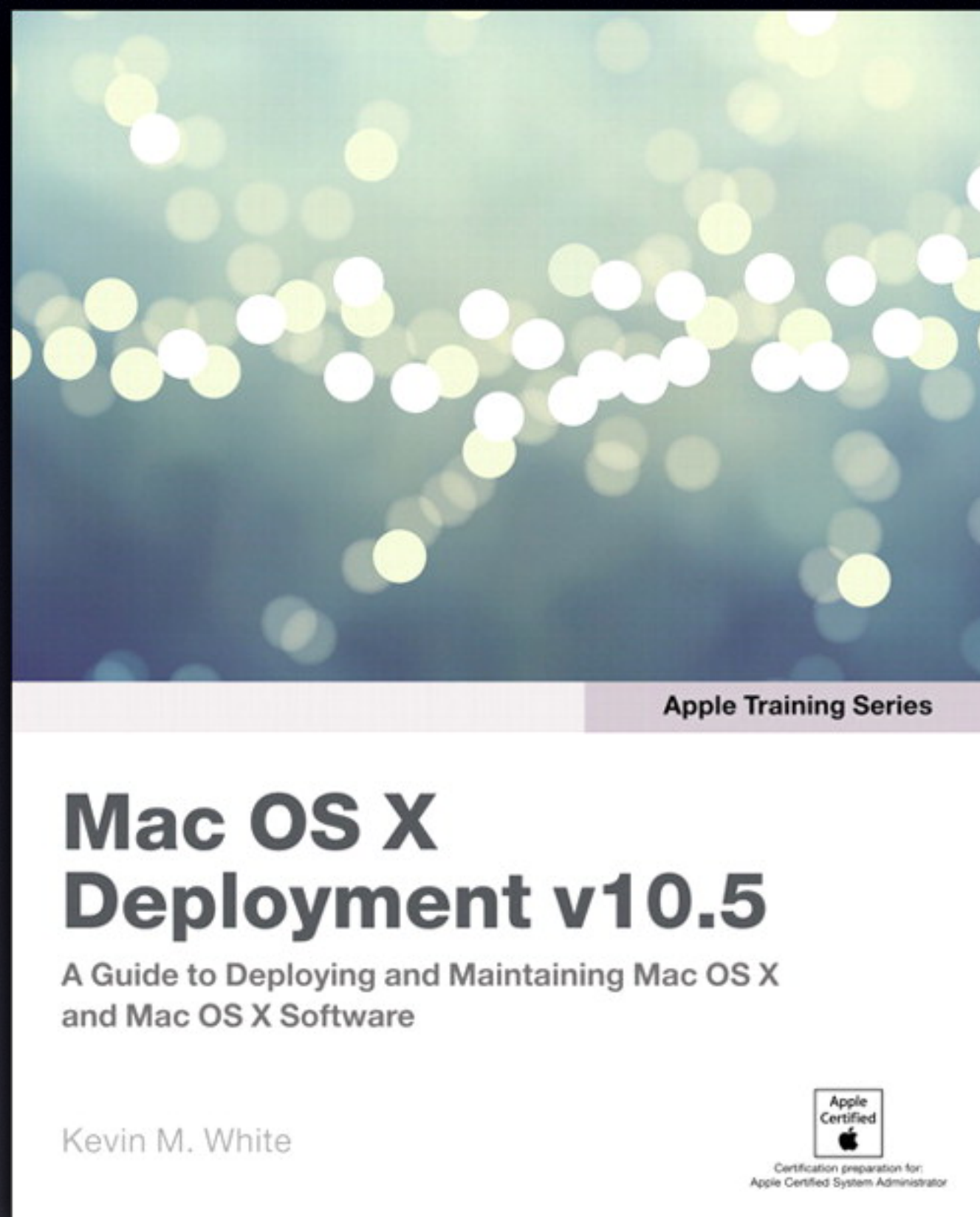# Author - Support Essentials

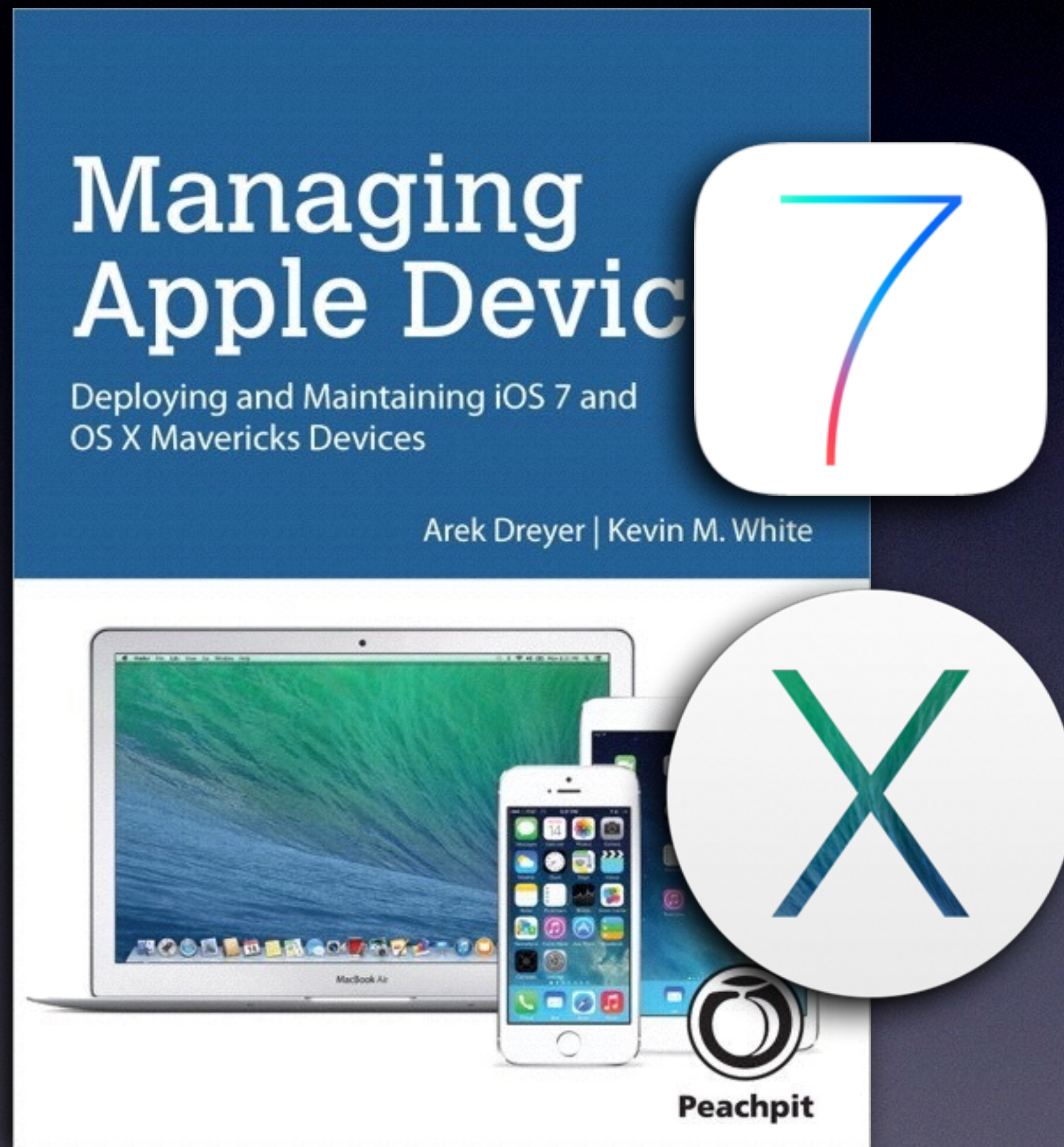**OS X Support
Essentials 10.10**

Supporting and Troubleshooting OS X Yosemite

Kevin M. White and Gordon Davisson

Apple Pro Training Series

Lesson and media files available for download

Certification Exam Preparation for:
Apple Certified Support Professional 10.10

OS X El Capitan
Late Fall 2015

Author - Deployment

Apple Training Series

Mac OS X Deployment v10.5

A Guide to Deploying and Maintaining Mac OS X and Mac OS X Software

Kevin M. White

Apple Certified

Certification preparation for: Apple Certified System Administrator

Apple Training Series

Mac OS X Deployment v10.6

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

Kevin M. White

Apple Certified

Certification exam preparation for: Apple Certified System Administrator and Apple Certified Specialist—Deployment

Author - Deployment

It hurts when I do *this*.

Don't *do* that.

Don't be afraid to ask for help.

How do you think I came up with this presentation?

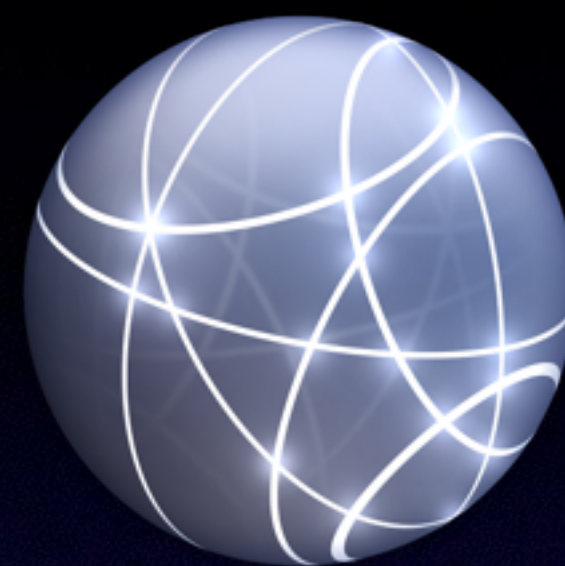# Everybody do the AirDrop dance!

Because I could really use the screenshot for my new book.

MDM Caching Network DEP VPP

Apple ID FileVault Directory Service Apple Users

Don't… Mobile Device Management

- Profile Manager is probably not the best solution for most large organizations…

- Consider other MDM solutions

- Have a plan to keep devices enrolled

- On OS X some user profiles may need local admin authentication

- Verify that your MDM properly collects Activation Lock recovery keys

- Verify that your MDM properly collects the FileVault recovery keys

- Verify your MDM backup, no really

Don't… Caching Service

- You should consider the Caching service as fundamental as DHCP or DNS

- The Caching service works best when it's physically close to the clients

- The documentation is full of custom configuration tricks (and more is coming)

- Stop syncing home folders, start Caching iCloud content
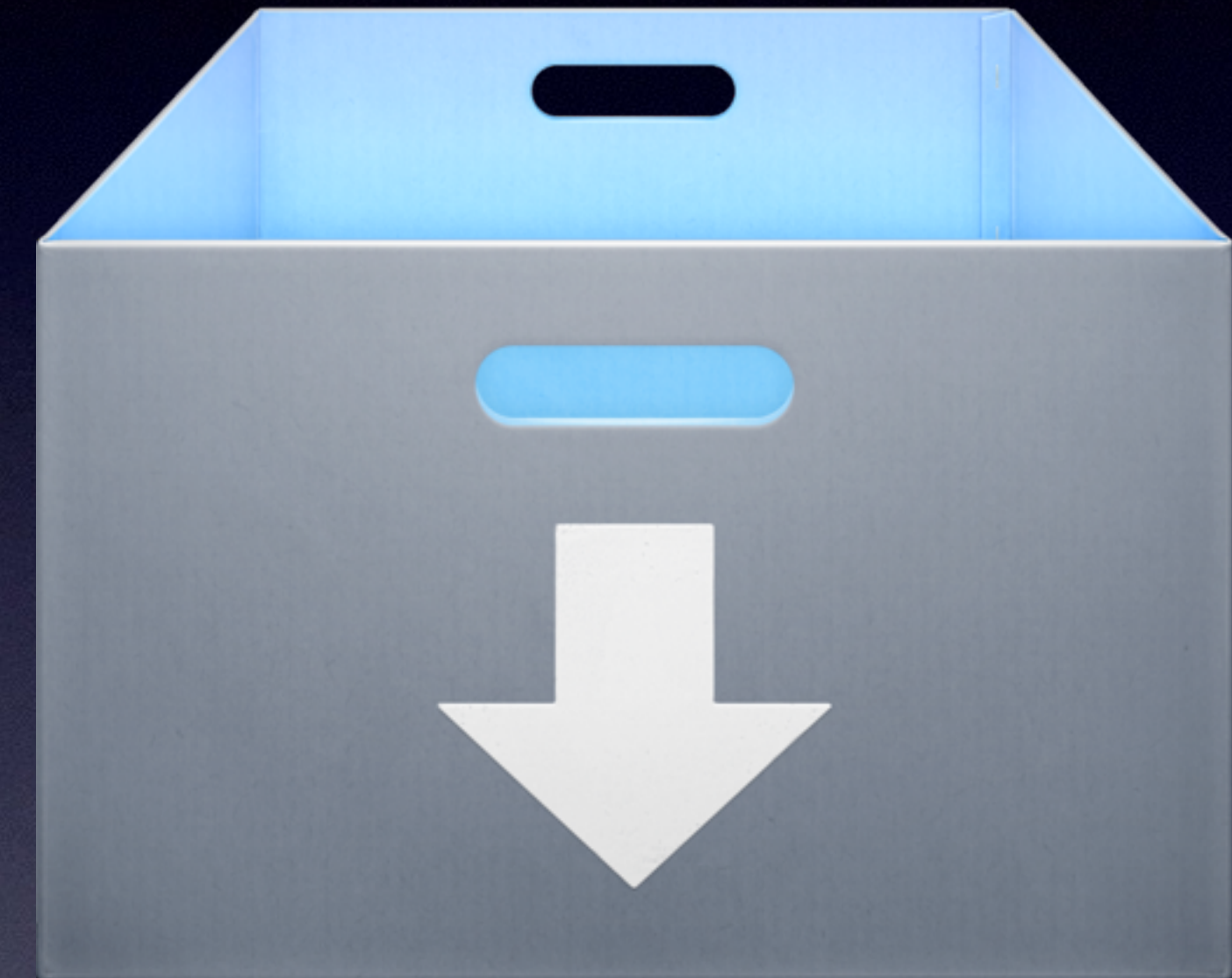
Don't… Network Stuff

- If you don't have *great* Wi-Fi, fix that first

- You should always have an easy enrollment Wi-Fi network

- Don't block Apple or Akamai servers

- If you're proxy doesn't automatically configure, get a new proxy (or none)

- NetBoot; stop using bless and configure IP-helper on your subnets
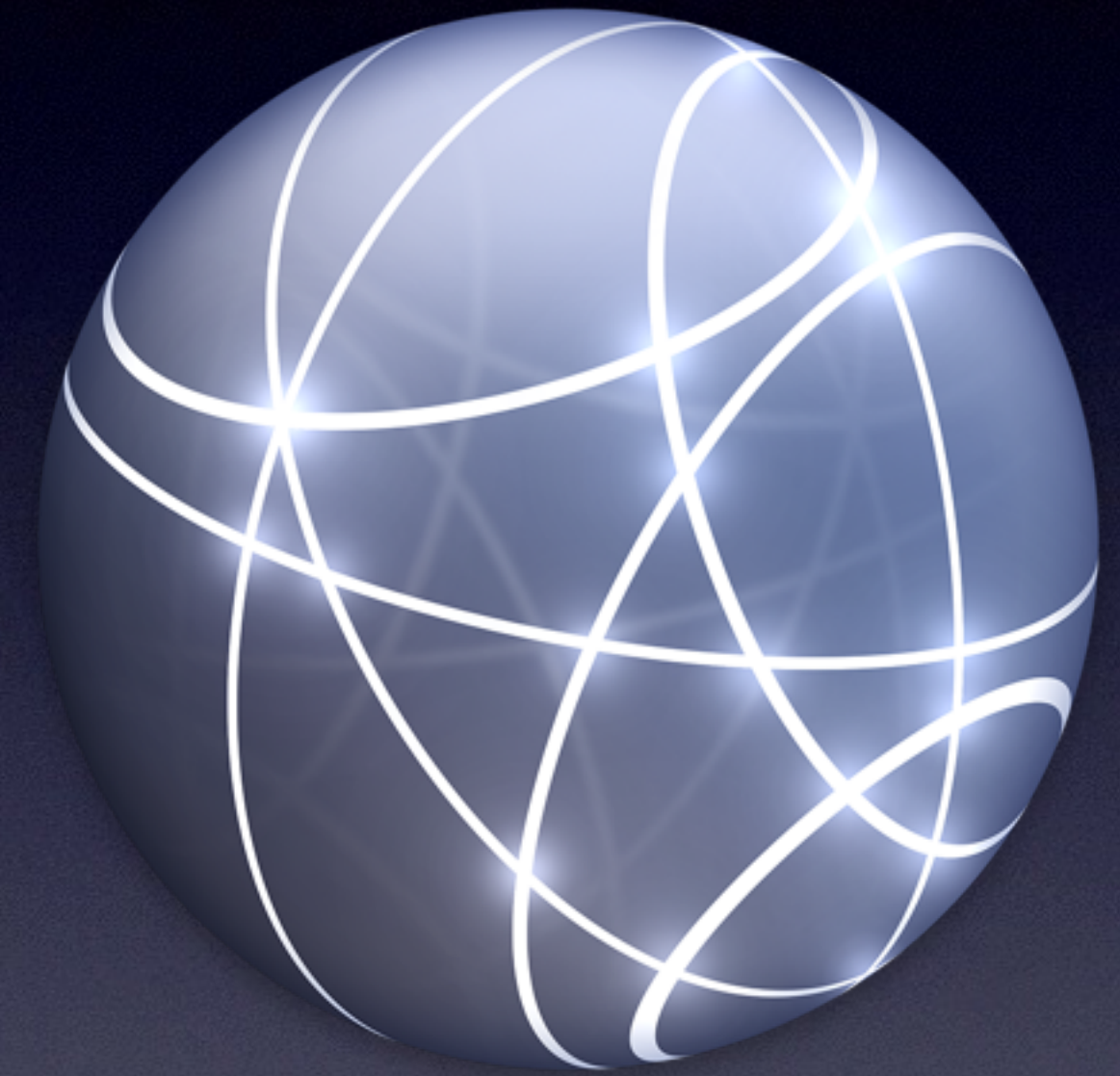
Don't… Device Enrollment Program

- Stop buying from vendors that don't support DEP, full stop

- With El Capitan, DEP is valid for most enterprise environments

- Blocking Apple services, or requiring a non-automatic proxy will likely break DEP

- DEP as a theft deterrent is only useful if you leave it on, you need to commit

- Don't Disown on the DEP portal unless you really, really, really mean it

Don't… Volume Purchase Program

- Profile Manager will reset VPP by default when you "move" your server token

- Pre-populate user VPP assignments before you invite your VPP users

- Device-based assignment is only available once a developer has agreed to new T&Cs

- Contact the developer if an app can only be purchased via an in-app upgrade

Don't… Apple ID

- Have a well documented recovery plan for institutional Apple IDs

- Always enable two-factor authentication for any Apple IDs

- As a default, resetting an Apple ID to a new email only requires name and login

- Unless your a K12, don't issue Apple IDs

- An Apple device can only "iCloud-ify" an Apple ID for up to three separate IDs

- Make sure to request whitelist access if creating a bunch of iCloud or Apple IDs

Don't… FileVault

- It's a pain to migrate from user-enabled FileVault to managed FileVault

- An institutional key is not the best plan…

- Instead, collect the individual recovery key

- Reset the recovery key once exposed

- Verify that backups are encrypted as well

- Verify that user can recover an encrypted backup (remember the password)

- Unnecessary to enable FileVault for the admin, especially if you want it hidden

- Use profiles to "lock down" the rest of the Mac's settings

Don't… Active Directory

- Is binding really worth the trouble?

- iOS doesn't bind, but it's still usable

- Consider other non-binding solutions

- Password resets suck for Keychain

- Password resets really suck for FileVault

- Ideally your MDM can act as an intermediary between devices and AD

Don't… Apple

- Don't ignore Apple's goals!

- Make money by…

  - Creating great user experiences…

  - So people buy *moar stuff*!

- Apple has to serve many masters, the needs of IT are often trumped by others

- Don't ignore the beta programs! How else is Apple supposed to know it's broken?

  - Apple Developer Program ($99)

  - Public Beta (Free)

  - iOS for IT Program (Free)

Don't... Your Users/Customers

• Don't ignore your users/customers goals

• They "just want it to work"

• If you push back hard enough, they may push you out the door.

• Your goal should be to make things great!

Don't… Q&A

Tycho said I shouldn't have time for this.