

10 Things Apple Admins Should Be Thinking About

Arek Dreyer
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MacSysAdmin 2019

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mwiden 1:26 AM

Safe travels everyone! ✈️ 🚌 🚲



jby 🦄 7:29 AM

[@arekdreyer](#) on the road to #macsysadminconf?

Image from iOS ▼





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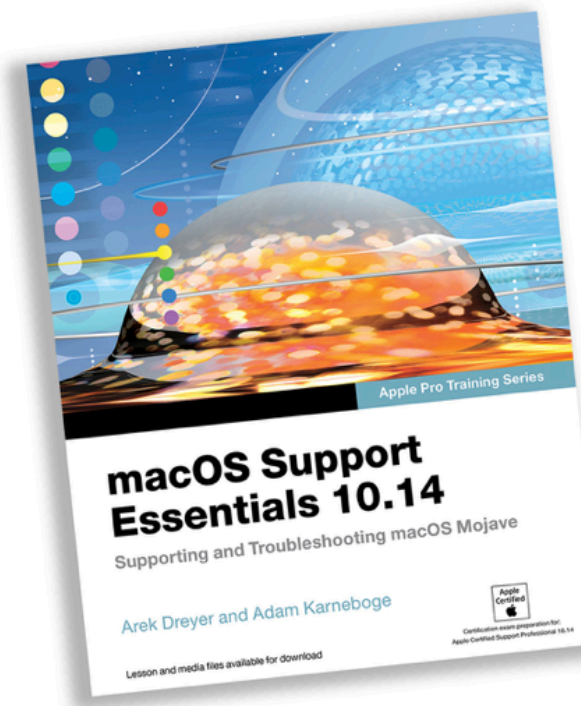
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macOS Support Essentials 10.14



Prepare for Apple Certified Support Professional (ACSP) 10.14 certification—as well as a top-notch primer for anyone who needs to implement, administer, or maintain a network that uses macOS High Sierra.

The book was co-authored by HCS Technology Group's Adam Karneboge. Visit our Training Section for course outline or see when our next class is available.

[Read the Full Story](#)

[When Should You Upgrade to macOS 10.15 Catalina, iOS 13, iPadOS 13, watchOS 6, and tvOS 13?](#) [Some of Our Favorite Features of iOS 13 and iPadOS 13](#) [Some of Our Favorit](#)

What's New

[How to Set the Default Application Program Using Self Service](#)

[Read the Full Story](#)

Getting Started on macOS



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If Apple Business Manager or Apple School Manager asks you to approve new terms and



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How to Set the Default Application Program Using Self Service

How to Deploy DEPNotify as a Jamf Pro PreStage Enrollment Package with Custom Launching Scripts

Deploying and Configuring Enterprise Connect

Creating a Virtual Machine for Automated Device Enrollment

How to Upload Packages to Jamf Cloud using Autopkgr



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How to Deploy DEPNotify as a Jamf Pro PreStage Enrollment Package with Custom Launching Scripts

This guide illustrates how to create a signed package that you can use as a Jamf Pro PreStage Enrollment package to install DEPNotify for Mac computers that use Device Enrollment with Apple Business Manager or Apple School Manager.



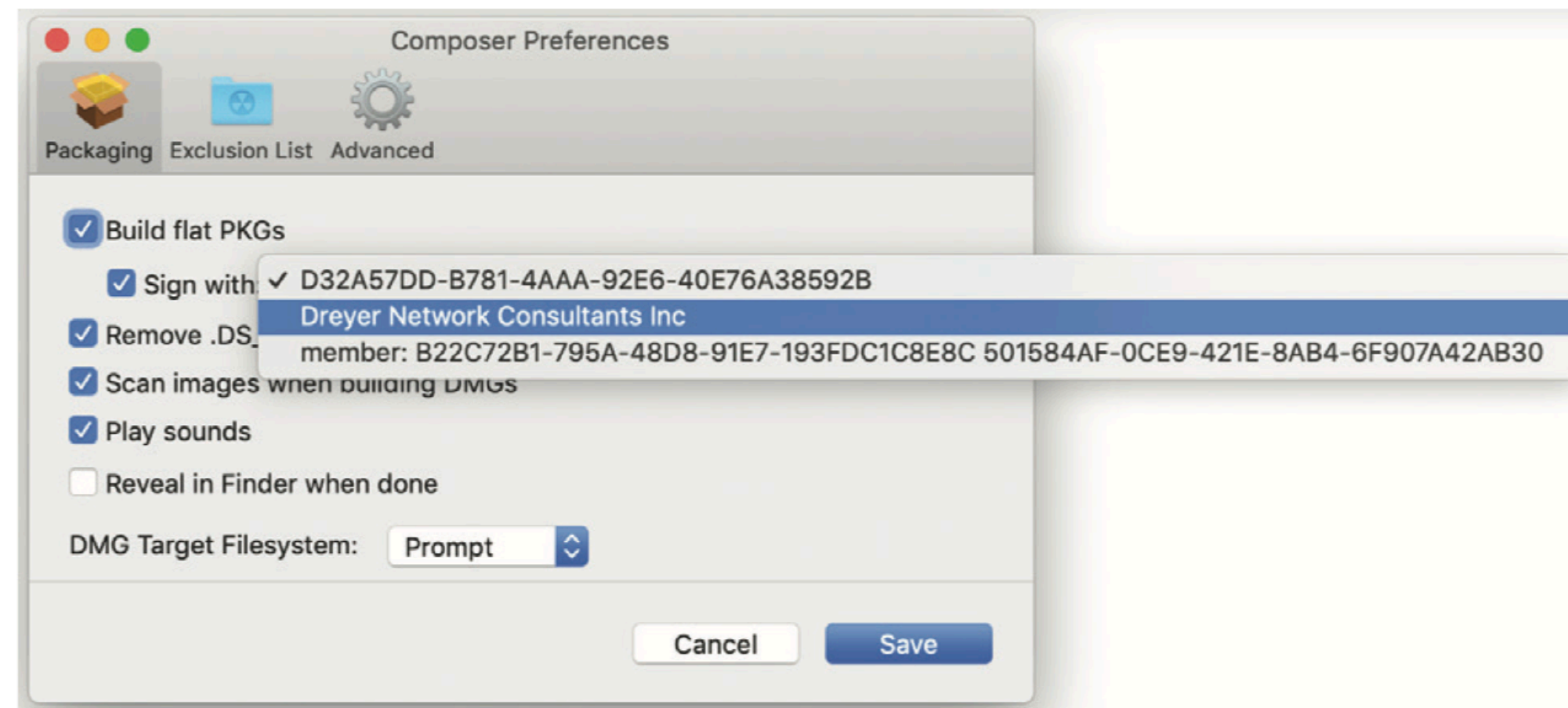
How to Deploy DEPNotify as a Jamf Pro
PreStage Enrollment Package
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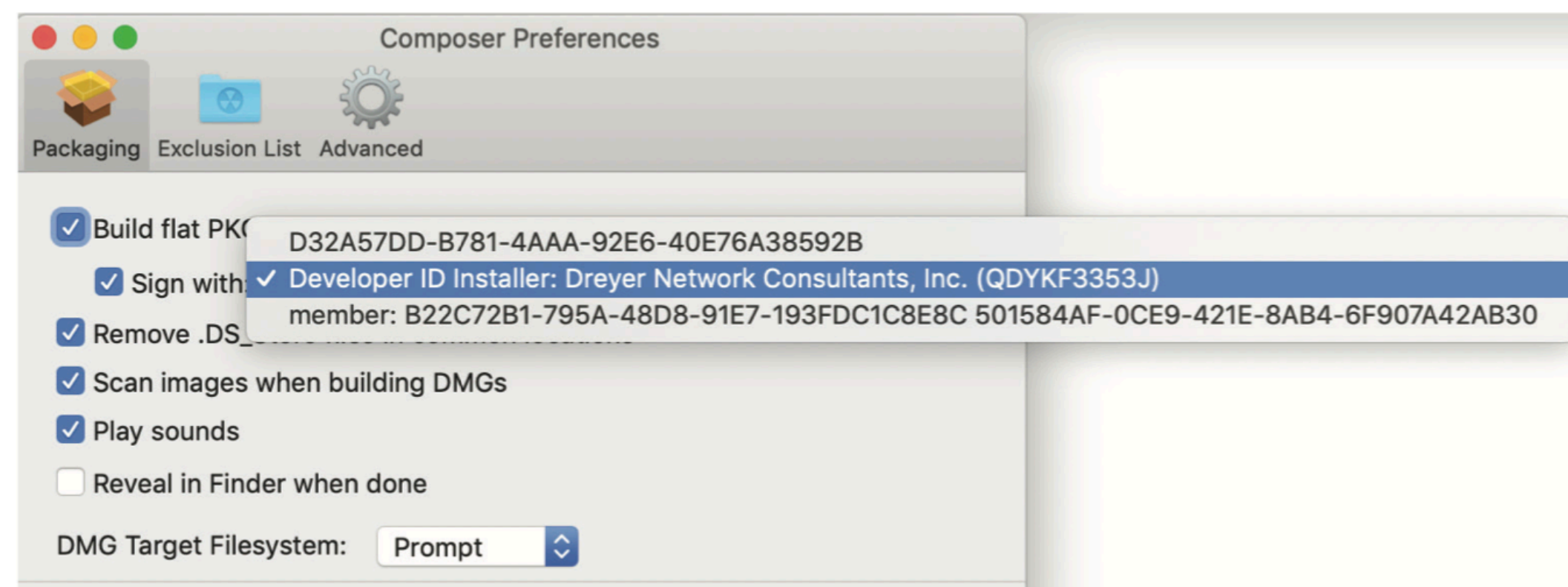
[Download the PDF.](#)

4. From the Composer menu at the top of the screen, choose Preferences.
5. Click the checkbox for “Sign with”.
6. Click the menu and choose an appropriate certificate.

For the certificate signed by Jamf Pro, it will have your organization’s name:



For your Developer ID Installer, it will start with “Developer ID Installer.”



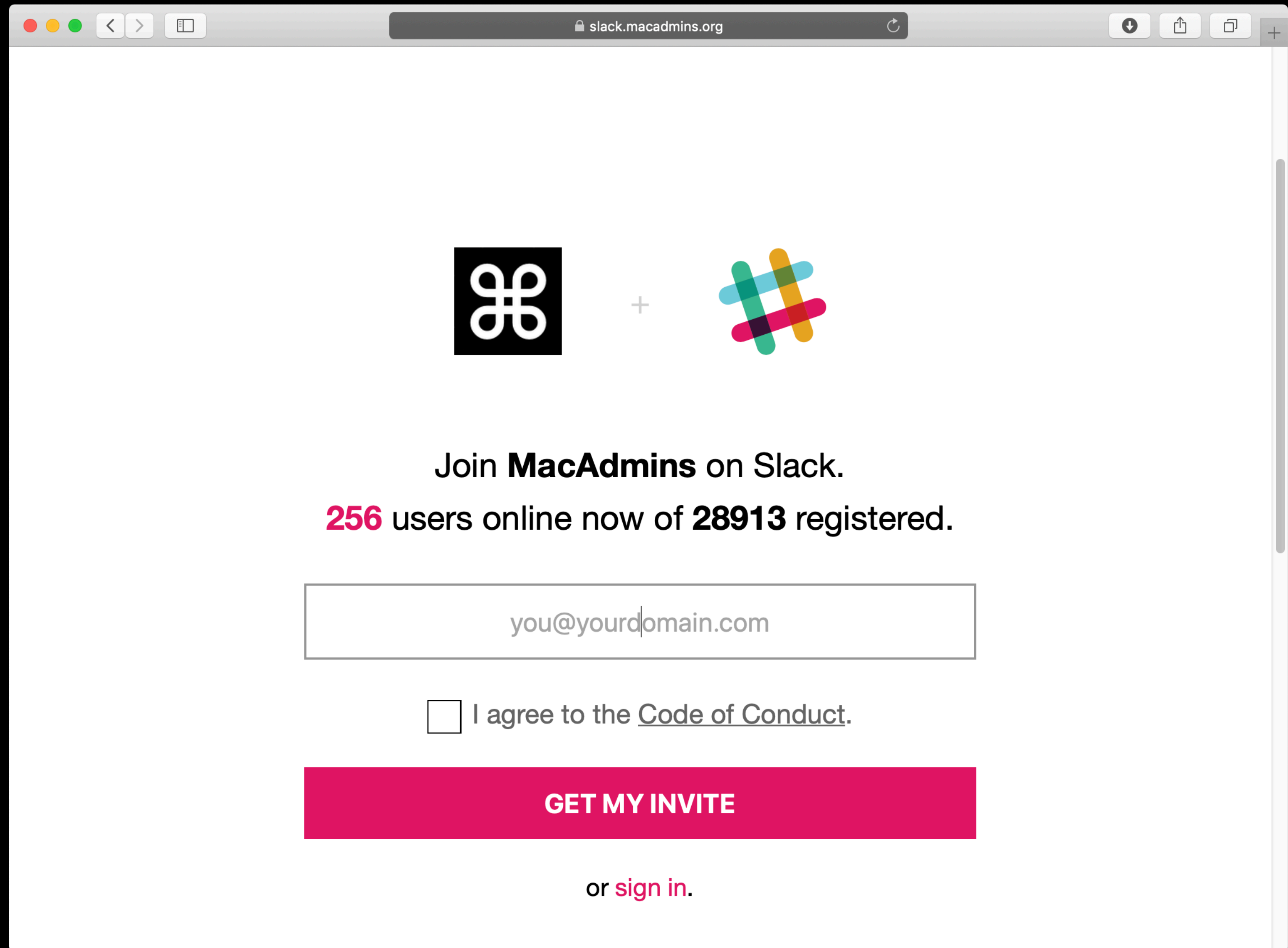
A word about bananas



Photo from @nasula

<http://macadmins.org>

#macsysadminconf



The screenshot shows a web browser window with the address bar displaying "slack.macadmins.org". The page content includes the MacAdmins logo (a black square with white interlocking circles) and the Slack logo (a colorful hash symbol). Below the logos, the text reads "Join **MacAdmins** on Slack." followed by "256 users online now of 28913 registered." There is a text input field containing the placeholder "you@yourdomain.com". Below the input field is a checkbox with the text "I agree to the [Code of Conduct](#)." At the bottom, there is a large pink button labeled "GET MY INVITE" and a link "or [sign in](#)."

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**My last talk was in 2017.
An OS State of the Union.**

What's new in macOS deployment

- Content caching, TLS updates, tvOS management
- APFS
- User Approved Kernel Extension Loading
- Changes to FileVault Recovery Key Escrow payload
- Active Directory Certificate payload update
- MDM macOS payloads and restrictions

6



Documentation Updates

7



8



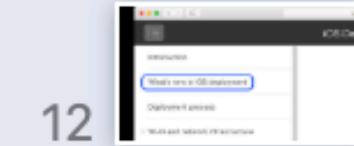
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nick.mcspadden 1:13 PM

If you want to ensure you can safely automate it, image them at 10.12.6 and upgrade to 10.13 as part of the bootstrap
Less ideal and more time consuming, but safely automatable at least

1st: Restore 10.12 dmg

2nd: Run 10.13 Installer

58	Apple Configurator 2 Help
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60	Manually add to DEP or ASM
61	
62	Profile Manager Help
63	
64	Profile Manager ...without Open Directory
65	
66	Server Help
67	
68	And More Documentation Updates
69	Services Documentation
70	
71	Apple School Manager Help
72	One last documentation update

[support.apple.com/guide/\[APPNAME\]](https://support.apple.com/guide/[APPNAME])

59	
60	Manually add to DEP or ASM
61	
▼	
62	Profile Manager
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64	Profile Manager ...without Open Directory
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support.apple.com/guide/system-image-utility

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▼ 82	support.apple.com/guide/identity-utility
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88	Does anything seem pointless?
▼ 89	What can you manage on one platform but not the other?
▼ 90	Management features from iOS I'd like for macOS
91	Managed Open In
92	Supervision

Management features from iOS I'd like for macOS

79	
80	If your login password doesn't unlock login keychain
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▼	
82	support.apple.com/guide/identity-utility
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87	support.apple.com/ja/ja/AppleMDE
88	Does anything seem pointless?
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Managed Open In

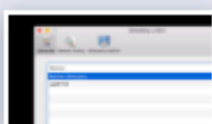
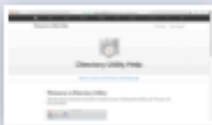
Supervision

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If your login password
doesn't unlock login keychain

Your old login keychain is
moved aside silently

support.apple.com/guide/factory-utility



support.apple.com/ja/ja/MPHAME

Does anything seem pointless?

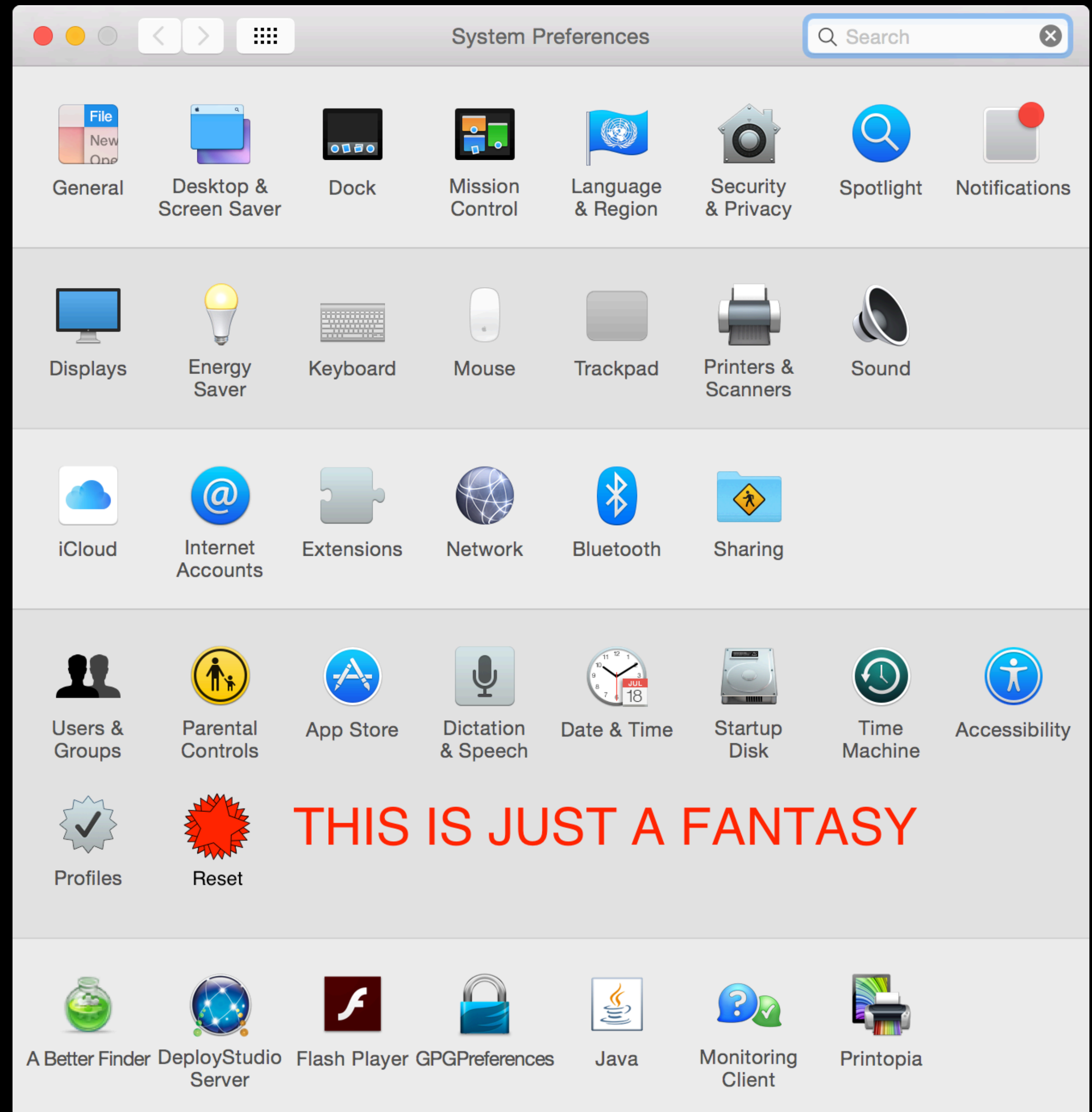
What can you manage on one
platform but not the other?

Management features from
iOS I'd like for macOS

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MacSysAdmin 2015





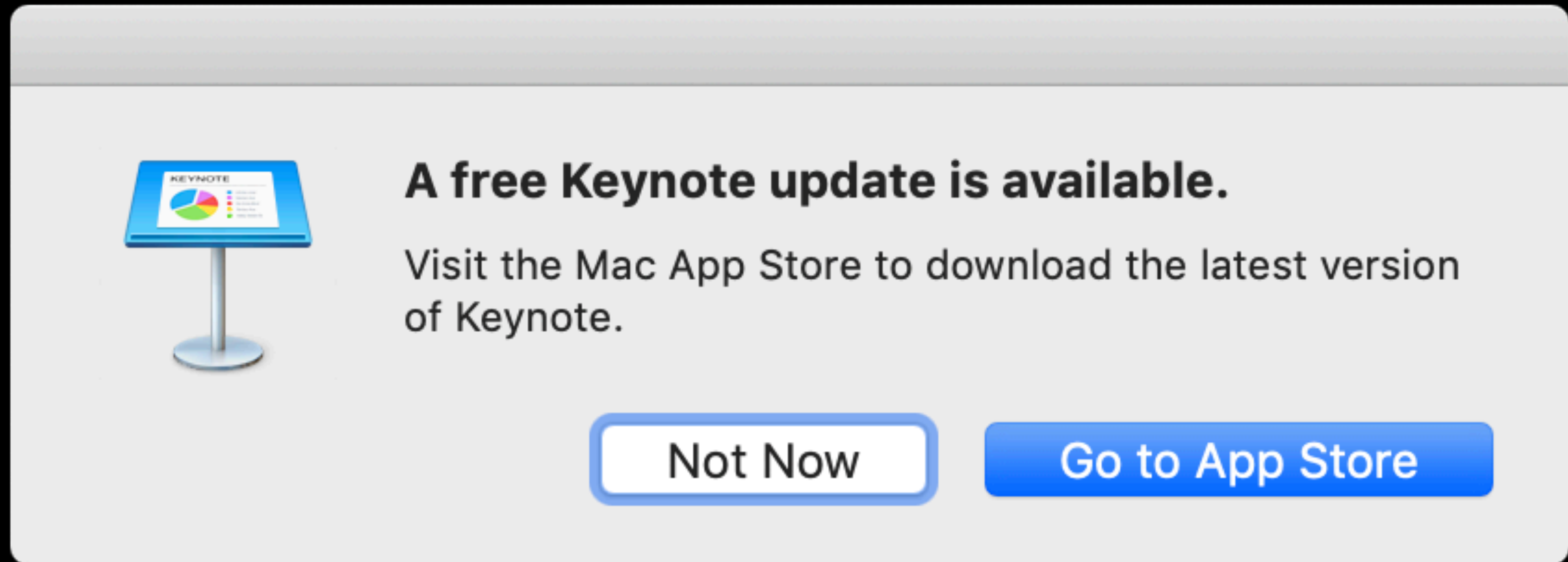
"MacSysAdmin2013.key" is damaged and can't be opened.

Try restoring this document to a previous version.

Cancel

Browse All Versions...

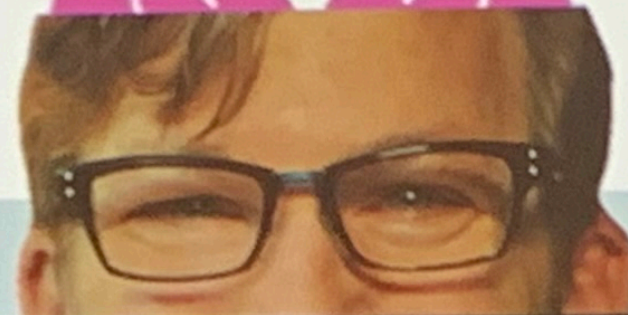
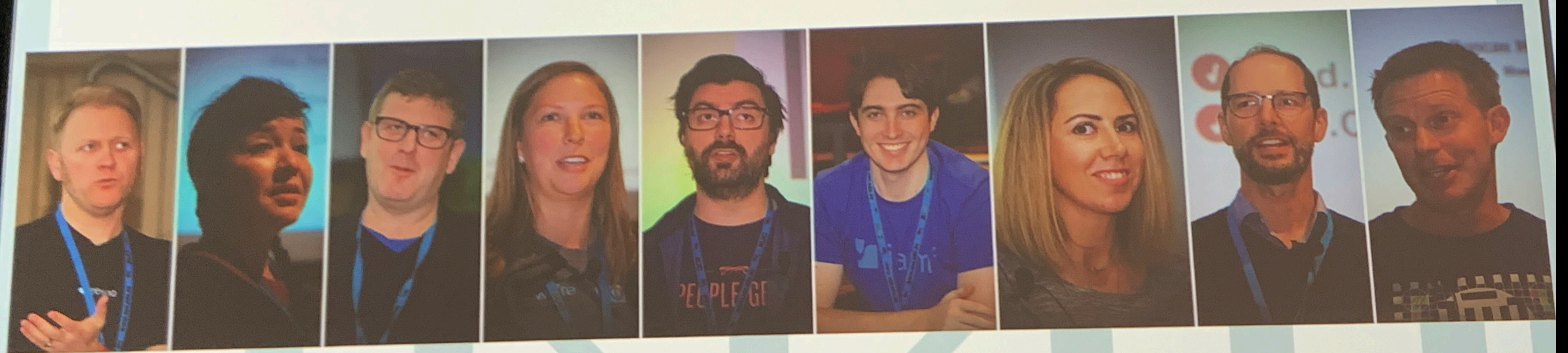
Don't use betas for production presentations.



Many of us got this message this morning.

Tom Bridge
sent me some pictures in July from
XWorld in Sydney

FORGET COMPUTERS®



Here's Ben Greiner @ AUC XWorld 2019:

https://youtu.be/G_ovxwHXiFw?t=33

Was I a curse?

https://youtu.be/G_ovxwHXiFw?t=523

I liked this bit from the Q&A:

https://youtu.be/G_ovxwHXiFw?t=2382

One of Ben's slides was about asking questions.

Start by Asking Good Questions

Am I right?



**Some questions every Apple
admin should ask themselves**

Should you worry about the move to zsh?

See Armin's talk later today

Is imaging really dead?

Yes, but not for reinstalling macOS of the exact same version

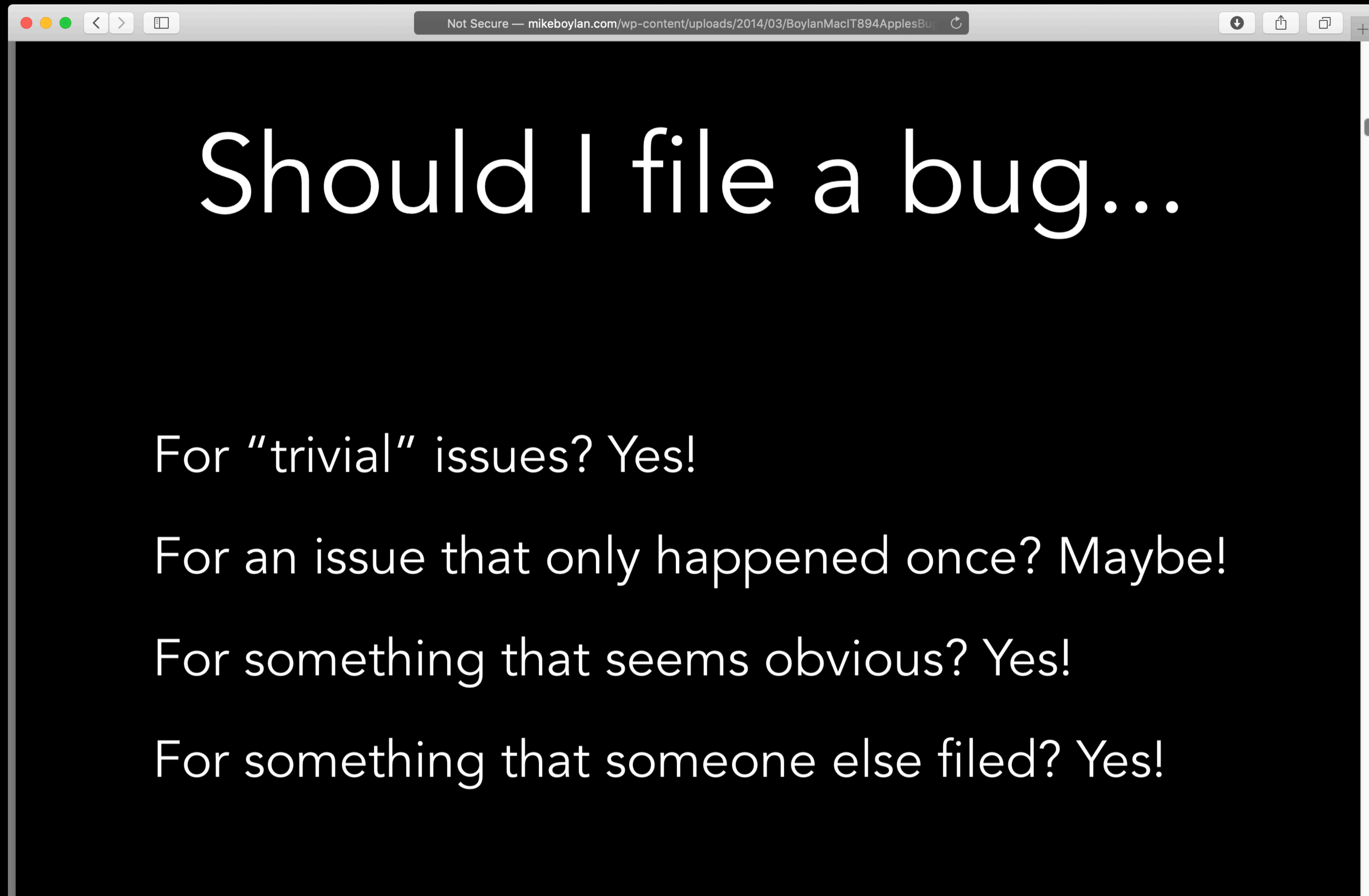
Reprovision vs Image

- When someone returns a Mac with macOS 10.14.4, don't restore 10.14.5.
- macOS Recovery over the Internet:
 - start with Option-⌘-R
 - Upgrade to the latest macOS that is compatible with your Mac

Should I file a bug?

Yes, please, if you can





Should you disable System Integrity Protection?

No. Did you hear about Google Chrome removing /var symlink?

**Which is a better text editor,
vim or emacs?**

Just kidding.

A few words about vim

- It's always available even in macOS Recovery and single-user mode
- Single-user mode for Mac with T2 available only if you use Startup Security Utility to set Secure Boot setting to "No Security"
- I hardly ever "fix" things in single-user mode anymore
- pico is a fine text editor with directions at the bottom of the window

Should you manage by device or by user

Whatever you choose, be consistent.

What are you trying to accomplish?

Ask your question with the least amount of friction for the answerers.

🔍 “What are you trying to accomplish”

Messages Files Channels People **NEW**

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#mdm - Apr 17th



dan_kuehling 10:08 PM

@pzb And the eternal question- "What Are You Trying To Accomplish?"

#jamfnation - Jul 29th



arekdreyer 11:22 PM

@Brooks Travis Wait wait what are you trying to accomplish?

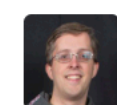
#macos - Sep 26th



scriptingosx #/ 11:14 AM

I guess I am missing something... what are you trying to accomplish?

#osx-server - Apr 23rd View in channel



dan_kuehling 3:56 PM

Or, as the immortal words go - “What Are You Trying To Accomplish?”**TM**

#windows - Apr 4th



dan_kuehling 5:45 PM

This might be time for another episode of “What Are You Trying To Accomplish?**TM**”

#hardware - Jun 18th



dan_kuehling 5:12 PM

@Shadi Need to ask the "What Are You Trying To Accomplish" question

#airwatch - Apr 5th



elios 6:34 PM

What are you trying to accomplish?

🗨 15 replies

munki – Mar 18th



elios 4:29 PM

Sometimes the answer to “What are you trying to accomplish?” prompts, “OK, but why are you trying to accomplish *that*?”

The XY Problem

See Also: [Asking Smart Questions](#)

What is it?

The XY problem is asking about your attempted *solution* rather than your actual *problem*. This leads to enormous amounts of wasted time and energy, both on the part of people asking for help, and on the part of those providing help.

- User wants to do X.
- User doesn't know how to do X, but thinks they can fumble their way to a solution if they can just manage to do Y.
- User doesn't know how to do Y either.
- User asks for help with Y.
- Others try to help user with Y, but are confused because Y seems like a strange problem to want to solve.
- After much interaction and wasted time, it finally becomes clear that the user really wants help with X, and that Y wasn't even a suitable solution for X.

The problem occurs when people get stuck on what they believe is the

When will VMs cost you more time than they save you?

When you least expect it.

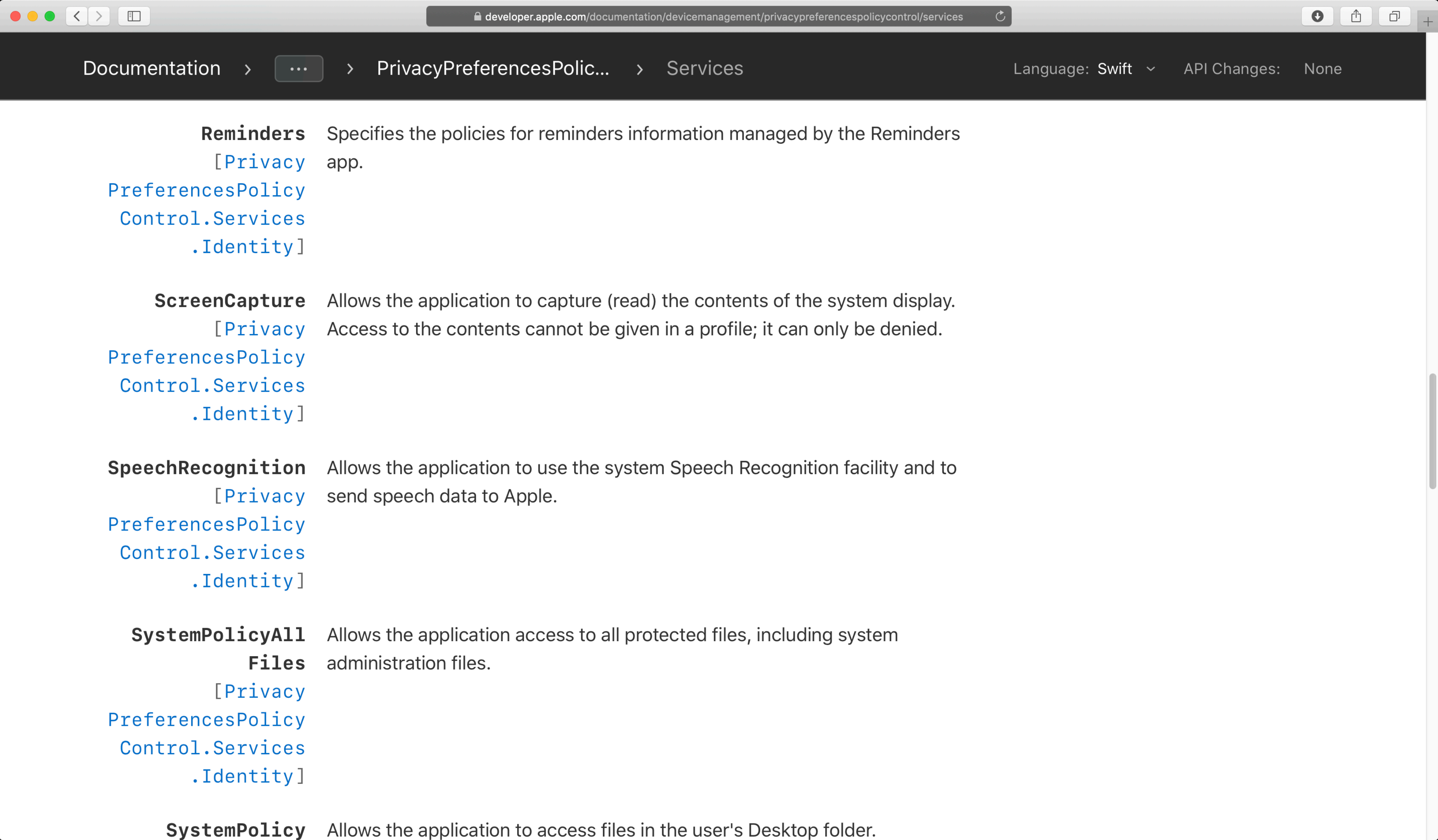
Careful with VMs for testing

- Reprovisioning
- FileVault, Secure Token, Bootstrap Token
- macOS Recovery

Where is the MDM PDF now?

It's no longer distributed as a PDF!

https://developer.apple.com/documentation/devicemanagement



**What do you need to think
about for security?**

What do you need to think about for security?

- Ask Kim, Patrick , and Ed tomorrow.
- And Jesse on Thursday.
- And two sponsored sessions regarding Data Loss Prevention.
- Tomorrow Filip, and Thursday Jörgen, each at 9am.

Should you be automating this?

Ask Henry later this afternoon.
And Sal, Greg, and Kevin on Thursday.

**Will your clever solution paint
your organization into a corner?**

And Graham and Duncan on Friday.

Should you take administrator
privileges away from users?

I keep asking at MacSysAdmin.

I used to insist:
run day to day as nonadmin.

But does it really matter now?

These require admin

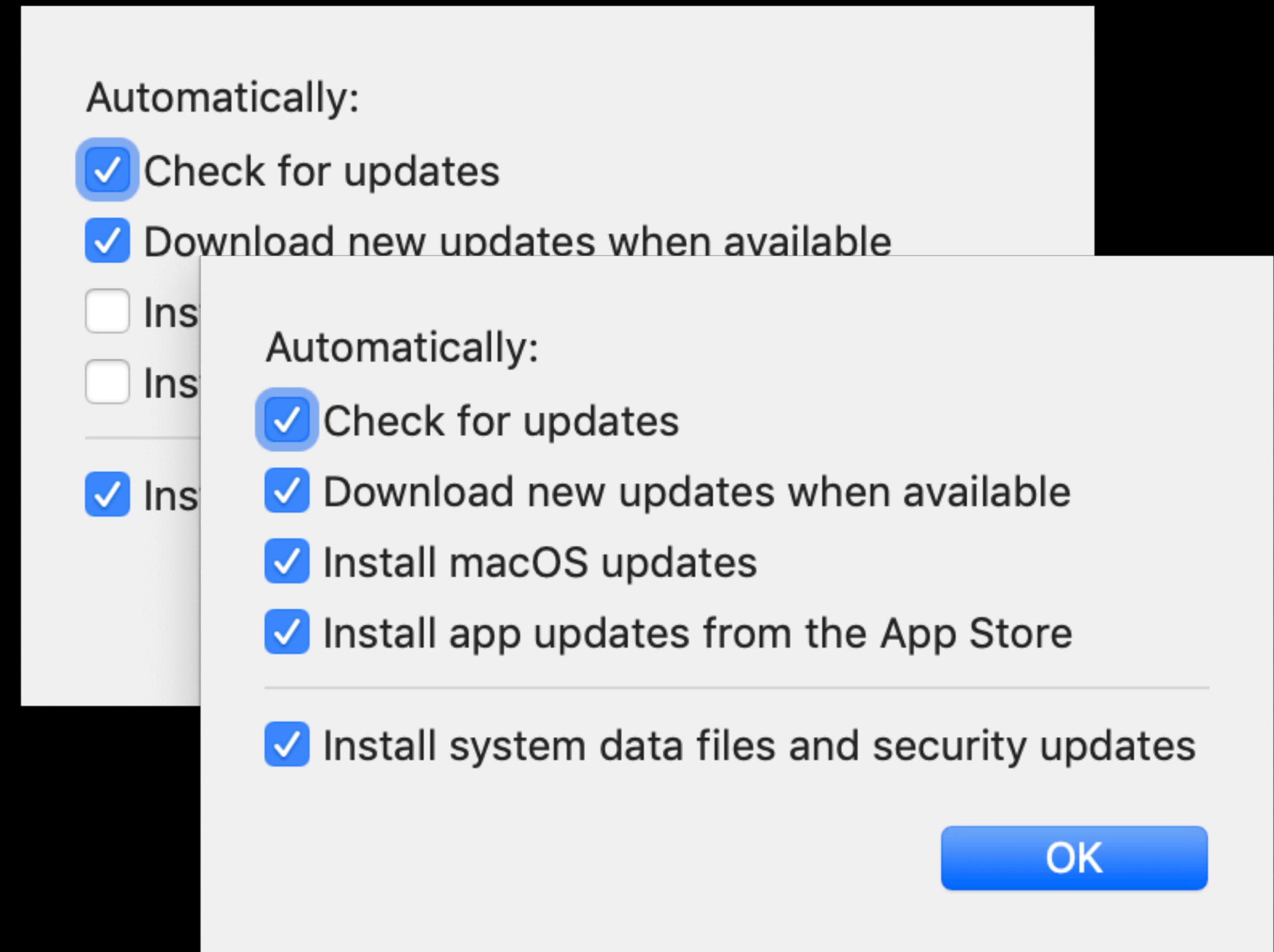
- Adding printers (there's a workaround)
- sudo
- Change Time Zone, Date & Time
- Turn on Location Services
- Turn on FileVault
- Enable new user for FileVault

These require admin on Catalina

- Update macOS (SoftwareUpdateNotificationManager)
- Enable Find My
- Install Apps from the Mac App Store
- Access macOS Recovery if either are enabled:
 - FileVault
 - Find My

These don't require admin

- Install apps from Mac App Store on Mojave
- Click “Update Available” notification to turn on Automatic updates



Even with admin you can't really do these:

- Modify the read-only volume in macOS Catalina
- (OK yes you could turn off SIP but come on)
- Modify SIP-protected files

**What if you don't want to use
an MDM?**

At least 3 free MDM solutions

- MicroMDM
- Zentral
- Commandment
- (A few words about Profile Manager)

Stop resisting MDM

- If you have more than a handful of Apple devices
- User Approved MDM
 - Privacy Preferences Policy Control payload to grant user consent for data access
 - Whitelist kernel extensions (but System Extensions will replace those)
 - Can clear Activation Lock for Mac for macOS Catalina

What happens when you leave?

- The next person might rip out everything you carefully put into place
- How are they going to renew your organization's certificates
- Please use a solution to share your passwords with your team

Are you doing too much for your users?

- Ask Andrina this afternoon
- Dock
- Finder window sidebar
- You can't answer Allow for Camera, Microphone
- For macOS Catalina ScreenCapture is another Deny-only
- Preserve user experience

Who should be source of users' identities?

- Probably not Open Directory
- Maybe JumpCloud
- Maybe on-premise Active Directory
- How about a cloud Identity Provider?
- Ask Joel in his session tomorrow



For additional information from cloud identity providers (IdPs) supported in Jamf Connect, see the following resources:

- **Microsoft Azure AD**

<https://docs.microsoft.com/azure/>

- **Google Cloud Identity**

<https://cloud.google.com/identity/docs/>

- **IBM Cloud Identity**

<https://www.ibm.com/support/knowledgecenter/en/SSCT62/com.ibm.iamservice.doc/concepts/c>

- **Okta**

<https://help.okta.com/en/prod/Content/Topics/ReleaseNotes/okta-relnotes.htm>

- **OneLogin**

https://onelogin.service-now.com/support?id=csm_index

- **Ping Identity**

<https://docs.pingidentity.com>

Should I bind to Active Directory?

- You can't bind iOS and iPadOS devices to AD
- You get a computer object in AD
 - And use that to get a computer certificate
- You can access shares with complex DFS namespace

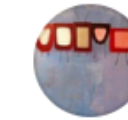
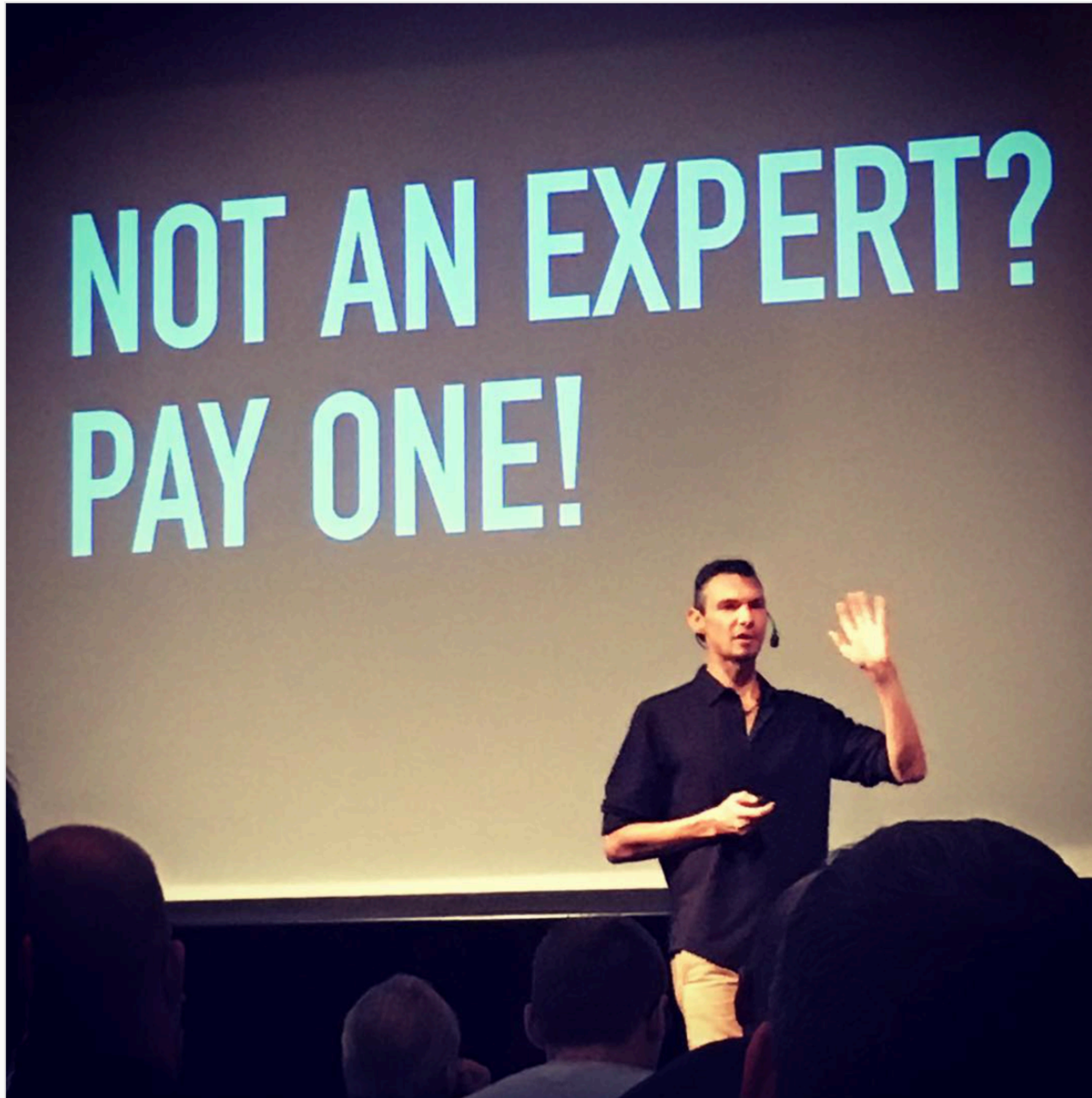
Purpose and Growth

- How can you bring the most value to your organization?
- How can you put the users first?
- What can you contribute back to your community?
- How can you continue to grow?
- How can you protect your time and attention?
- How can you improve how you communicate with users, peers, bosses?

How can you increase inclusion
and diversity in your field?

How can you increase inclusion and diversity?

- Expand who you spend time with
- Be explicitly inclusive
- Don't wait for someone else to say something
- Listen to diverse voices
- Amplify diverse voices



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[@marczak](#) is talking about security,
but this applies to so many things.

155w



13 likes

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**Those were some things to
think about.**

**Keep these in the back of your
mind throughout the week.**

Thank You Tycho!



Dette går så fint, så. I a oss
være i fred. Dette klarer vi selv!