

Deploying iOS Devices with Apple Configurator and the Casper Suite

Technical Paper
Casper Suite v9.1 or Later
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Contents

Page 4	Introduction What's in This Guide Additional Resources
Page 5	Overview
Page 6	Requirements
Page 7	Preparing for Enrollment Step 1: (Optional) Create a Device Backup Step 2: Create a Wi-Fi Configuration Profile Step 3: Create and Download an Enrollment Profile and Trust Profile Step 4: Import the Enrollment Profile and Trust Profile to Apple Configurator Step 5: (Optional) Add Apps to Apple Configurator
Page 15	Enrolling Devices

Introduction

What's in This Guide

This guide provides step-by-step instructions on how to use Apple Configurator and the Casper Suite to deploy iOS devices.

Additional Resources

For more information on mobile device management with the Casper Suite, including enrollment, configuration, security management, and distribution, see the *Casper Suite Administrator's Guide*, available at:

<http://www.jamfsoftware.com/product-documentation/administrators-guides>

For more information on Apple Configurator, see the following Apple articles:

- Apple Configurator: Using Volume Purchase Program (VPP) Redemption Codes
<http://support.apple.com/kb/HT5188>
- Apple Configurator Help
<http://help.apple.com/configurator/mac/>

Overview

This guide explains how to deploy iOS devices using Apple Configurator and the Casper Suite. This deployment method allows you to connect devices to a computer and enroll them with the JAMF Software Server (JSS) by installing profiles on the devices using Apple Configurator. You can also set up Apple Configurator to install apps and restore a backup on a device as it is being enrolled. Once devices are enrolled, they can be managed remotely using the Casper Suite.

Deploying devices using the instructions in this guide will result in supervised devices. Supervision allows you to install profiles and apps on devices without touching them. It also prevents devices from being synched with iTunes on another computer or being used with Apple Configurator on another computer.

For more information on supervision, see Apple's documentation at:

<http://help.apple.com/configurator/mac/1.0/#cadee170260>

Requirements

To deploy iOS devices using the instructions in this guide, you need:

- The JSS v9.1 or later
- iPads, iPhones, or iPod touches with iOS 6 or later, or Apple TV devices with iOS 7 or later
- A computer with:
 - OS X v10.8.4 or later
 - iTunes 11.0.2 or later
 - Apple Configurator 1.3 or later

Preparing for Enrollment

Before you can enroll devices with the JSS using Apple Configurator, you need to do the following:

1. (Optional) Create a device backup using Apple Configurator.
2. Create a Wi-Fi configuration profile using Apple Configurator.
3. Create and download an enrollment profile and Trust Profile using the JSS.
4. Import the enrollment profile and Trust Profile to Apple Configurator.
5. (Optional) Add apps to Apple Configurator.

Step 1: (Optional) Create a Device Backup

Create a backup that can be restored on devices when you enroll them. This allows you to bypass the initial device setup process.

1. Open Apple Configurator.
2. Click **Prepare** in the toolbar.
3. Click the **Settings** tab.



4. Connect the device to a USB port on the computer.
5. If desired, enter a name for the devices.

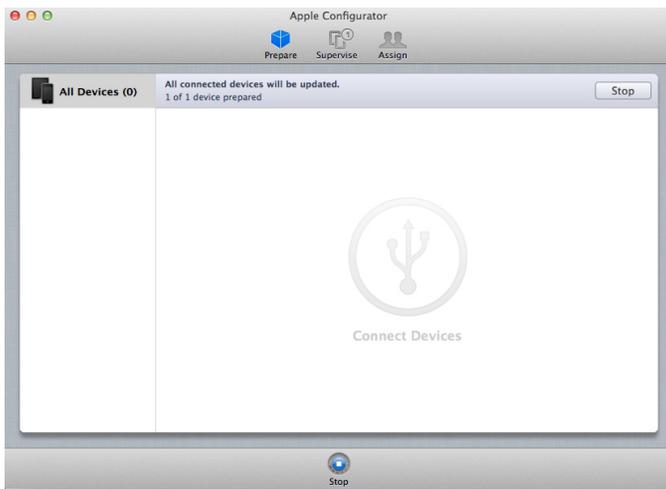
6. Turn the **Supervision** switch on.

Warning: When you prepare a device with supervision turned on, Apple Configurator performs a software restore on the device.



7. Click **Prepare** at the bottom of the window.
8. If prompted, click **Apply**.
9. When Apple Configurator finishes preparing the device, click the **Stop** button at the bottom of the window.

Do not disconnect the device.



10. On the device, use the Setup Assistant to complete the setup process, configuring settings as needed.

11. In Apple Configurator, click the **Supervise** tab and select the connected device in the list of devices.



12. From the menu bar, choose **Devices > Back Up**.

A backup named after the device is created. The backup is available from the **Restore** pop-up menu on the **Prepare** tab when supervision is turned on. It is also available from the **Restore** pop-up menu on the **Supervise** tab.

Step 2: Create a Wi-Fi Configuration Profile

To enroll devices with the JSS, they must have access to a wireless network connection. Use Apple Configurator to create a configuration profile with a Wi-Fi payload that you can install on devices when you enroll them.

1. Open Apple Configurator.
2. Click **Prepare** in the toolbar.
3. Click the **Settings** tab.



4. Turn the **Supervision** switch on.



5. Click **Add Profile (+)** below the Profiles list and choose **Create New Profile**.
6. Enter a name for the profile.



7. Select the Wi-Fi payload and click **Configure**.

8. Configure the payload as needed.

For detailed information about the settings in the Wi-Fi payload, see the following documentation from Apple:

<http://help.apple.com/configurator/mac/1.3/#cadbf9e6ff>



9. Click **Save**.

Step 3: Create and Download an Enrollment Profile and Trust Profile

Use the JSS to create an enrollment profile. When you create an enrollment profile for use with Apple Configurator, the JSS automatically creates an associated Trust Profile. You can then download both profiles from the JSS so that you can import them to Apple Configurator in the next step.

1. Log in to the JSS with a web browser.
2. Click **Mobile Devices** at the top of the page.
3. Click **Enrollment Profiles**.

On a smartphone, this option is in the pop-up menu.

4. Click **New**  .

- Use the General pane to configure basic settings for the enrollment profile, including a display name. The display name that you enter is used as the filename for the enrollment profile. Ensure that the **Create profile for use with iPCU** checkbox is not selected.

The screenshot shows the 'General' pane of the enrollment profile configuration. It includes the following fields and options:

- Display Name:** A text input field with the placeholder 'Display name for the enrollment profile' and a '(Required)' label.
- Site:** A dropdown menu with 'None' selected. Below it is the text: 'Mobile devices enrolled using the profile are added to this site'.
- Display removal notification in inventory:** A checked checkbox with the label 'Display removal notification in inventory' and a sub-label 'Display a notification in inventory when the profile is removed from a mobile device'.
- Description:** A text input field.
- Create profile for use with iPCU:** An unchecked checkbox with the label 'Create profile for use with iPCU' and a sub-label 'Create the enrollment profile for use with Apple's iPhone Configuration Utility. This option should only be used if you plan to use iPCU to install the profile on mobile devices with iOS 6 or earlier'.

Buttons for 'Cancel' and 'Save' are located at the bottom right.

- (Optional) Click the **User and Location Information** tab and specify user and location information for the devices.

The screenshot shows the 'User and Location Information' pane. It includes the following fields:

- Username:** A text input field.
- Full Name:** A text input field.
- Email Address:** A text input field.
- Phone Number:** A text input field.
- Department:** A dropdown menu with 'None' selected. Sub-label: 'Department to add the mobile device to'.
- Building:** A dropdown menu with 'None' selected. Sub-label: 'Building to add the mobile device to'.
- Room:** A text input field.
- Position:** A text input field.

Buttons for 'Cancel' and 'Save' are located at the bottom right.

- (Optional) Click the **Purchasing Information** tab and specify purchasing information for the devices.

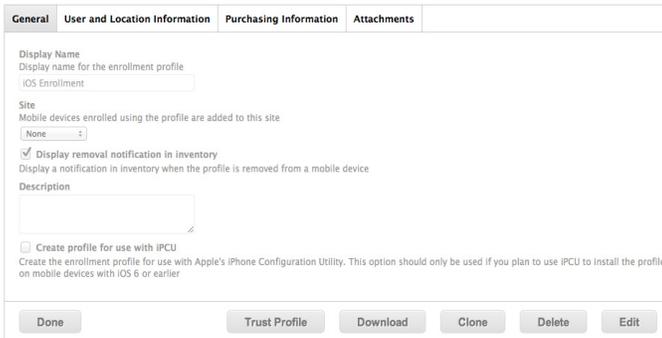
The screenshot shows the 'Purchasing Information' pane. It includes the following fields and options:

- Purchasing information:** Sub-label: 'Purchasing information to use for mobile devices enrolled with the profile'.
- Purchased or Leased:** Radio buttons for 'Purchased' (selected) and 'Leased'.
- Purchase Order Number:** A text input field.
- Purchase Order Date:** A date picker field.
- Vendor:** A text input field.
- Warranty Expiration Date:** A date picker field. Sub-label: 'Date that the warranty expires'.
- AppleCare ID:** A text input field.
- Lease Expiration Date:** A date picker field. Sub-label: 'Date that the lease expires'.
- Purchase Price:** A text input field.
- Life Expectancy:** A text input field. Sub-label: 'Number of years the mobile device is expected to be used'.
- Purchasing Account:** A text input field. Sub-label: 'Account used to purchase the mobile device'.
- Purchasing Contact:** A text input field. Sub-label: 'Name of the person associated with the purchase'.

Buttons for 'Cancel' and 'Save' are located at the bottom right.

- Click **Save**.

9. Click **Download**.



On OS X v10.7 or later, you may be prompted to install the profile. Click **Cancel** to decline. The enrollment profile downloads immediately as a .mobileconfig file.

10. Click **Trust Profile**.

On OS X v10.7 or later, you may be prompted to install the profile. Click **Cancel** to decline. The Trust Profile downloads immediately with the filename Trust Profile .mobileconfig.

Step 4: Import the Enrollment Profile and Trust Profile to Apple Configurator

Import the enrollment profile and Trust Profile to Apple Configurator so that you can install the profiles on devices.

Important: To ensure that devices have access to a wireless network connection during enrollment, you must create the Wi-Fi configuration profile before importing the enrollment profile. See [Step 2: Create a Wi-Fi Configuration Profile](#) for complete instructions.

1. Open Apple Configurator.
2. Click **Prepare** in the toolbar.
3. Click the **Settings** tab.



4. Turn the **Supervision** switch on.



5. Click **Add Profile (+)** below the Profiles list and choose **Import Profile**.
6. Select the Trust Profile (Trust Profile.mobileconfig) you previously downloaded from the JSS, and click **Open**.
The Trust Profile displays in the Profiles list with a name that identifies it as the CA certificate profile.
7. Click **Add Profile (+)** again and choose **Import Profile**.
8. Select the enrollment profile (.mobileconfig) you previously downloaded from the JSS, and click **Open**.
The enrollment profile displays in the Profiles list with a name that identifies it as the MDM profile.

Step 5: (Optional) Add Apps to Apple Configurator

If you want to install apps as devices are enrolled, add the apps to Apple Configurator by following the instructions at:

<http://help.apple.com/configurator/mac/#cadf4ed4b2>

To install apps during enrollment, the apps must be free or you must have VPP redemption codes for them.

You can also use the Casper Suite to distribute apps once the devices are enrolled. For more information, see the *Casper Suite Administrator's Guide*.

Enrolling Devices

To enroll devices with the JSS using Apple Configurator, you need to set up Apple Configurator to install the Wi-Fi configuration profile, the enrollment profile, the Trust Profile, and any desired apps. Then you can connect one or more devices to the computer and install the specified components.

1. Open Apple Configurator.
2. Click **Prepare** in the toolbar.
3. Click the **Settings** tab.



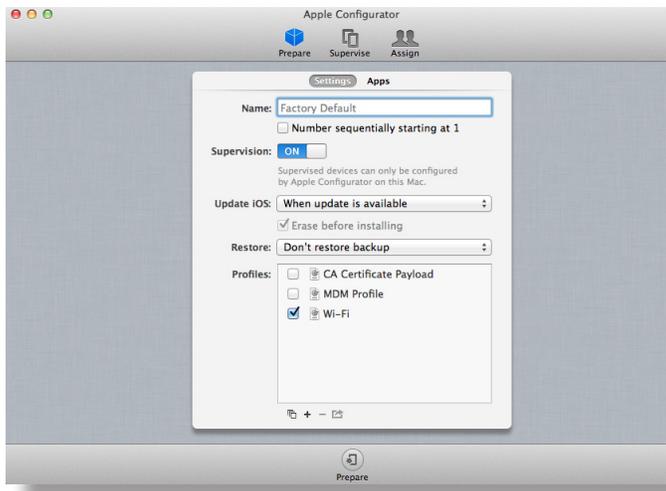
4. If desired, enter a name for the device in the **Name** field.
If you are enrolling more than one device, select the **Number sequentially starting at 1** checkbox. Sequential numbers are appended to the device names.

5. Turn the **Supervision** switch on.

Warning: When you prepare a device with supervision turned on, Apple Configurator performs a software restore on the device.



6. If you want to restore a backup on devices, choose the backup from the **Restore** pop-up menu.
7. In the Profiles list, select the checkbox next to the Wi-Fi configuration profile that you want to install.



8. (Optional) If you want to install apps, click the **Apps** tab and select the checkbox next to each app that you want to install.
9. Click **Prepare** at the bottom of the window.
10. If prompted, click **Apply**.
11. Connect devices to the computer to install the specified components and apply the configured settings.

12. When Apple Configurator finishes preparing the device(s), click the **Stop** button at the bottom of the window.
Do not disconnect the device(s).
13. Click **Supervise** in the toolbar.
14. In the Profiles list, select the checkboxes next to the enrollment profile (CA certificate profile) and the Trust Profile (MDM profile) that you imported.



15. Click **Apply** at the bottom of the window.

After Apple Configurator finishes applying the changes, the devices are enrolled with the JSS.