Enabling IT to Empower Users

Q & A from the Webinars - August 13th and 22nd, 2014

Is it possible to distribute Mobile configs without having the complete APN workflow set up if I distribute them via Self Service?

Configuration Profiles require the use of APNs.

Have any updates been made to Casper Imaging?

No updates to Casper Imaging are included in this release.

Regarding the distribution of MAS apps via self-service: In the demo you were NOT asked to enter Apple ID info. I'm assuming that this would use the account's Apple ID info and ask if it doesn't have one?

Correct. The Apple ID that is signed into the Mac App Store would be used. The demo also took advantage of VPP Managed Distribution so the user was never prompted.

Can OS X Quick Add validate the value you enter into the owner field during enrollment? We'd want to be sure that value is a valid Active Directory user.

Yes. When a username is entered during enrollment, it does a lookup to verify it is valid.

Which mobile platforms does your MDM support?

The Casper Suite supports OS X, iOS and Android. Note: Android devices can only be used with the BYOD features set.

Does the personal BYOD enrollment count towards your licensing totals?

No. The BYOD feature set is $1,000 for unlimited licenses, and devices do not count against other Casper Suite licensing totals.

Does Self Service integrate with Apple's Device Enrollment Program for deploying apps to institutional owned devices?

Yes, the Casper Suite supports DEP. For more information on DEP, visit http://www.jamfsoftware.com/solutions/business/device-enrollment-program. We also have a great Webinar on deploying applications with VPP and DEP, which can be accessed here: http://www.jamfsoftware.com/resources/vpp-dep-leveraging-apples-new-it-deployment-programs/

Is IT prevented from changing the enrollment type from Institutional to Personal on the server? Is this JAMF code, or part of Apple's MDM framework?

Yes, IT is prevented from changing the enrollment type from Institutional to Personal. The end user would need to re-enroll and choose the device management type.

Is the BYOD license the same price for education (K-12) customers?

Yes, the Casper Suite BYOD solution is $1,000 per year for unlimited licenses, for all customers.

How much is the annual renewal after the first year for BYOD licenses?

The Casper Suite BYOD solution is $1,000 per year for unlimited licenses.

Do we need to re-enroll institutional-managed iOS devices to take advantage of the new Self-Service mobile app?

No. Re-enrollment is not required to get access to the new Self Service features.

So how does this affect enrolled devices under 9.32 that use the Self Service Web clip, when we upgrade to 9.4 and the Self Service App? Does the web clip stay or go away? Are the users prompted to install the App? Do they have to log in to the new App or will it already know who is associated with that device?

The administrator can choose to distribute Self Service Mobile instead of the web clip. The end user would be prompted to install Self Service and the web clip would automatically be removed from the device. The app will be automatically configured based on the JSS and device settings.

Will you support Windows mobile moving forward?

We will continually investigate supporting other platforms. As of right now, we support iOS and Android.

Is it possible to only have institution-owned as the option? We do not allow BYOD on our network or in JSS, so all devices are institution-owned.

Yes. You can require that all devices are enrolled as institutional devices.

Does every device have to be enrolled manually or can configurations be pushed to devices that show up on the network?

For fully automated enrollment, the JSS integrates with Apple's Device Enrollment Program, which allows for devices to be automatically configured and enrolled into the JSS. http://www.jamfsoftware.com/solutions/business/device-enrollment-program. We also have a great Webinar on deploying applications with VPP and DEP, which can be accessed here: http://www.jamfsoftware.com/resources/vpp-dep-leveraging-apples-new-it-deployment-programs/

Are there any printing capabilities (network printer) using the BYOD feature?

The BYOD feature set does not include printer management. However, that is a feature included in the Casper Suite for managing institutionally owned Apple devices.

Any changes in the utility tools like recon, remote, etc.?

All applications in the Casper Suite had bug fixes and other small enhancements. Check out the release notes for more details. http://www.jamfsoftware.com/resources/casper-suite-release-notes-version-9-4/

Are there any other options for droid other than just encryption?

All settings inside of Personal Device Profiles applies to both iOS and Android platforms unless explicitly called out in the interface.

Can you clarify what is included for $1,000? How many devices?

The Casper Suite BYOD solution is $1,000 per year for unlimited devices.

Do you need an admin password to install applications from Self Service?

No, the user does not have to be an administrator on his or her device to install applications from Self Service.

How does auto enrollment work?

For fully automated enrollment, the JSS integrates with Apple's Device Enrollment Program which allows for devices to be automatically configured and enrolled into the JSS. http://www.jamfsoftware.com/resources/vpp-dep-leveraging-apples-new-it-deployment-programs/

Is BYOD available to On Premise JSS?

Yes, the Casper Suite is available for both Cloud and On Premise deployment models.

Can VPP codes be revoked and reused?

Yes, the Casper Suite supports VPP managed distribution, allowing your organization to revoke and reuse licenses. For more information on VPP, visit http://www.jamfsoftware.com/solutions/business/volume-purchase-program/ We also have a great Webinar on VPP available, which can be accessed here: http://www.jamfsoftware.com/resources/vpp-dep-leveraging-apples-new-it-deployment-programs/

Is OS X Yosemite support coming?

JAMF remains committed to helping enterprises succeed with the Apple platform. We will make sure all of our customers can take advantage of new Apple technologies.

How do you distinguish between enterprise enrolled devices and BYOD devices in the Casper Suite inventory?

Device ownership type is defined in the general inventory in the JSS.

Is there Active Directory Integration ?

Yes. The Casper Suite integrates with Active Directory.

Is there a native mail, calendar or contact offering in the Casper Suite?

The Casper Suite can configure and integrate with the native mail client on OS X and iOS.

I love the $1,000 all-in price for BYOD. Am I correct that this implies that for Apple's VPP managed app distribution, all users could be covered by this price point?

VPP Managed Distribution is not limited to institutional devices.

Is that "featured" banner on apps new?

Yes, the banner is new. This will help IT administrators highlight the applications, content, and settings that are

most important in their organization. The feature enables the IT administrator to set anything available in Self Service to be labeled as "featured."

Can this accept Multiple Apple Tokens?

Yes.

Do you implement encrypted containers to prevent data leakage?

The Casper Suite utilizes Apple's built in MDM technologies to secure data on devices.

Can DEP devices be auto enrolled into the institutionally owned category?

Yes.

Will this be a free upgrade for 9.32 users?

Yes, the v9.4 download for current customers in JAMF Nation is free of cost.

We do not have VPP in our country. Do you have alternative solutions for this?

Not today. We will continue to support VPP in every country that Apple has made it available.

So you can fully manage both iOS and Android OC now? What are the limitations to Android vs. iOS?

The Casper Suite supports personal device management of iOS and Android devices. [Download the Casper Suite Administrator's Guide here]

Is BYOD a separate product from the main Casper server?

The BYOD feature set is included in the Casper Suite. There is no need to install another server.

Is OS X management covered by the personally owned device model?

Personal Device Management is for iOS and Android devices at this time. We will continue to investigate personally owned Macs and the management needs.

Do institutional devices allow for IT tracking of the device?

No. The Casper Suite does not track device location.

Is VPP in Self Service still kept by users or by the company?

VPP Managed Distribution allows the company to retain licenses.

Is there any way to scope OS X policies to machines that were enrolled via user-initiated enrollment, as opposed to Recon.app, or a Quick Add?

Yes, you can scope deployments depending on enrollment type.

Who should we direct further questions to?

If you have additional questions about the Casper Suite you can contact us or visit our website for a live chat.

For information, and to schedule a demonstration, please visit jamfsoftware.com

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