



# Casper Suite Release Notes

Version 9.51

 JAMF Software, LLC

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# What's New in This Release

## Key Features

There are no key features for the Casper Suite v9.51. The Casper Suite v9.5 includes the following key features:

- **Support for iOS 8**—Mobile devices with iOS 8 can be enrolled and managed with the Casper Suite.
- **iOS configuration profile enhancements**—The Domains payload has been added, and several new settings are included in the Restrictions payload.
- **eBooks enhancements**—In-house eBooks can be managed with the Casper Suite and installed automatically on institutionally owned mobile devices with iOS 8.
- **iBeacon regions**—The JSS allows you to utilize Apple's iBeacon technology to monitor when computers and mobile devices enter or exit an iBeacon region. This allows you to ensure that configuration profiles and policies are only installed on a device when the device is in the specified region.
- **Personal device profile enhancements**—The Mail, Calendar, Contacts, and Subscribed Calendars payloads have been added to personal device profiles. These payloads are available for personally owned iOS devices only.
- **App Distribution to Mobile Devices with App Store restrictions**—You can now distribute apps to mobile devices with iOS 7 or later even when the App Store is restricted on the devices. For information on implementing this functionality after upgrading to the JSS v9.5, see the [After You Upgrade](#) section.

**Note:** Privileges associated with new Casper Suite features will be disabled by default. To use a new feature, you must enable the corresponding privileges.

For information about supported operating systems, see the [Supported OS X Operating Systems](#) section.

## Implemented Feature Requests

There are no implemented feature requests for the Casper Suite v9.51. To view a complete list of feature requests that were implemented in v9.5, go to:

<https://jamfnation.jamfsoftware.com/featureRequests.html?releaseID=77>

## API Improvements

Earlier versions of the JSS API returned inconsistent values, making it difficult to compare values and maintain consistency. In the JSS API v9.0 and later, the following changes have been made to improve this:

- Values are always returned as integers.
- There are new keys that provide pre-converted integer values in the associated unit of measure.

- Data is automatically converted to the appropriate integer value.  
For example, if a computer or mobile device submits data that is inconsistent with the integer values, the JSS API converts the value to the appropriate value.

The following table shows the items in the API that have changed as a result:

Item	Data Name	Previous Value	New Value	Additional Keys
Mac bus speed	bus_speed	String value in GHz (e.g., "1.07 GHz")	Integer value in MHz (e.g., "1095")	bus_speed_mhz
Mac processor speed	processor_speed	Integer value in MHz (e.g., "2260 MHz")	Integer value in MHz (e.g., "2314")	processor_speed_mhz
Mac total memory	total_ram	Integer value in MB (e.g., "2048 MB")	Integer value in MB (e.g., "2048")	total_ram_mb
Mac full internal drive size Individual partition size	size	String value in GB (e.g., "500.11 GB")	Integer value in MB (e.g., "512113")	drive_capacity_mb partition_capacity_mb
Mac size of cache	Mac size of cache	String value in MB (e.g., "3 MB")	Integer value in KB (e.g., "3072")	cache_size_kb

## Supported OS X Operating Systems

As of the Casper Suite v9.51 or later, the following operating systems are fully supported:

- OS X v10.7
- OS X v10.8
- OS X v10.9

If you have computers with OS X v10.5 and v10.6 in your environment, new features will not be implemented for these computers. All existing workflows will continue to function, however you may need an older version of the client applications. For more information about client application versions, see the "Requirements" section in the *Casper Suite Administrator's Guide*.

# Installation

## Compatibility

The JSS v9.51 supports the following versions of client applications in the Casper Suite:

- Casper Admin v9.4 or later
- Casper Imaging v8.6 or later
- Casper Remote v9.2 or later
- Recon v9.2 or later

You can use any version of Composer, Casper Focus, and Self Service Mobile.

To take full advantage of new features and bug fixes, use the most current version of each application.

## Upgrading the JSS

The easiest way to upgrade is to use a JSS Installer. There are three installers, one for each platform on which the JSS can be installed—Mac, Linux, and Windows. Use the installer for the platform on which you plan to install the JSS. (For more information, see the [Preparing to Upgrade the JSS](#) Knowledge Base article.)

**Note:** The time it takes to upgrade from the Casper Suite v8.x or earlier has increased due to the number of changes and improvements in the JSS. The amount of time added depends on the number of mobile devices and computers in your inventory and the number of features utilized in the Casper Suite.

## Before You Upgrade

Before you upgrade, consider the following:

- **If you are using smart groups**—The JSS v9.0 and later no longer supports smart groups that contain “Version” and “Title” criteria listed in that order. It is recommended that you switch the order to “Title” then “Version” before upgrading from v8.x to v9.0 or later. This applies to the “Title” / “Version” criteria for applications, fonts, plug-ins, and mobile device apps.

For detailed instructions, see the following Knowledge Base article:

[Switching the Order of Smart Group Criteria](#)

- **If you are using Managed Preferences**—There are two types of Managed Preferences that are lost when you upgrade from v8.x to v9.0 or later. For detailed information, see the following Knowledge Base article:

[Managed Preferences and Upgrading to v9.0 or Later](#)

## Mac Requirements

To use the JSS Installer for Mac, you need a Mac computer with:

- A 64-bit capable Intel processor
- 2 GB of RAM
- 400 MB of disk space available
- OS X Server v10.7 or later
- Server.app (recommended)
- Java 1.6 or 1.7
- Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 1.6 or 1.7

You can download the JCE from:

<http://www.oracle.com/technetwork/java/javase/downloads/jce-7-download-432124.html>

- MySQL Enterprise Edition 5.5 or later (recommended), or MySQL Community Server 5.5 or later, available at:  
<https://www.mysql.com/downloads/>
- Ports 8443 and 9006 available

## Linux Requirements

To use the JSS Installer for Linux, you need a server with:

- A 64-bit capable Intel processor
- 2 GB of RAM
- 400 MB of disk space available
- One of the following operating systems:
  - Ubuntu 12.04 LTS Server (64-bit)
  - Ubuntu 14.04 LTS Server (64-bit)
  - Red Hat Enterprise Linux (RHEL) 6.4 or later

- Open Java Development Kit (OpenJDK) 6 or 7

For more information, go to <http://openjdk.java.net/>.

- MySQL Enterprise Edition 5.5 or later (recommended), or MySQL Community Server 5.5 or later, available at:  
<https://www.mysql.com/downloads/>
- Ports 8443 and 8080 available

## Windows Requirements

To use the JSS Installer for Windows, you need a server with:

- A 64-bit capable Intel processor
- 2 GB of RAM
- 400 MB of disk space available
- Windows Server 2008 R2 (64-bit) or Windows Server 2012 (64-bit)

- Java SE Development Kit (JDK) 1.6 or 1.7 for Windows x64  
You can download the JDK from:  
<http://www.oracle.com/technetwork/java/javase/downloads/jdk7-downloads-1880260.html>
- Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 1.6 or 1.7  
You can download the JCE from:  
<http://www.oracle.com/technetwork/java/javase/downloads/jce-7-download-432124.html>
- MySQL Enterprise Edition 5.5 or later (recommended), or MySQL Community Server 5.5 or later, available at:  
<https://www.mysql.com/downloads/>
- Ports 8443 and 8080 available

## Upgrading the JSS

1. Back up the current database using the JSS Database Utility.
2. Copy the most current version of the JSS Installer for your platform to the server.
3. Double-click the installer and follow the onscreen instructions to complete the upgrade.
4. If you scheduled database backups using the JSS Database Utility v8.2, it is recommended that you reschedule the backups using the updated version of the JSS Database Utility.

For more information, see the JSS installation and configuration guide for your platform.

## After You Upgrade

After you upgrade, consider the following:

**Distributing Apps to Mobile Devices with App Store Restrictions**—As of the Casper Suite v9.5, you can distribute apps to mobile devices with iOS 7 or later even when the App Store is restricted on the devices. To implement this functionality after upgrading to v9.5, you need to redistribute any existing iOS configuration profiles that have the Allow installing apps checkbox deselected in the Restrictions payload.

For more information, see the following Knowledge Base article:

[Distributing Apps to Mobile Devices with App Store Restrictions After Upgrading to the JSS v9.5 or Later](#)

- **Migrating Users**—If you have upgraded from the Casper Suite v9.2x or earlier and want to integrate with VPP and utilize the **Users** tab, you must first complete the user migration process. This creates user inventory from the existing user information in computer and mobile device inventory.

For more information, see the following Knowledge Base article:

[Migrating Users](#)

- **Distributing Signed Configuration Profiles from Apple**—If you have a signed configuration profile from Apple, you can upload and distribute it to mobile devices with the Casper Suite v9.21 or later.

For instructions, see the following Knowledge Base article:

[Distributing a Signed Configuration Profile from Apple](#)



- **Enrolling Mobile Devices Using Enrollment Profiles**—There are two things to consider if you plan to use enrollment profiles to enroll mobile devices with the Casper Suite:
  - **Enrollment profiles downloaded from the Casper Suite v8.71 or earlier**—Enrollment profiles downloaded from the Casper Suite v8.71 or earlier cannot be used to enroll mobile devices with the Casper Suite v8.72 or later. Before enrolling devices with the upgraded version of the Casper Suite, re-download any enrollment profiles downloaded from v8.71 or earlier.
  - **Enrolling mobile devices that have iOS 7**—Enrollment profiles created using the Casper Suite v9.0 or earlier cannot be used to enroll mobile devices that have iOS 7 or later. If you plan to enroll devices that have iOS 7 or later, you will need to create a new enrollment profile using the Casper Suite v9.1 or later.

**Note:** Mobile devices that were originally enrolled with the Casper Suite v9.0 or earlier using an enrollment profile do not need to be re-enrolled when the devices are upgraded to iOS 7.

For information on creating an enrollment profile, see the “Enrollment Profiles” section in the *Casper Suite Administrator’s Guide*.

- **Distributing an MDM Profile for App Management**—Distributing managed apps with the Casper Suite requires mobile devices with iOS 5 or later and an MDM profile that supports app management. As of the Casper Suite v8.3, devices that have iOS 5 or later when they are enrolled with the JSS automatically obtain an MDM profile that supports app management. Managed iOS 4 devices that are upgraded to iOS 5 or later do not obtain this profile.

To update the MDM profile on devices, you must distribute an updated MDM profile using the Self Service web clip. When users install the profile on an iOS 5 device, the device has app management capabilities.

For detailed instructions, see the following Knowledge Base article:

[Distributing Updated MDM Profiles](#)

- **Enabling Certificate-Based Authentication**—If you are upgrading from the JSS v8.2 or earlier, it is recommended that you enable certificate-based authentication. Enabling certificate-based authentication ensures the JSS verifies that device certificates on OS X computers are valid.

For detailed instructions, see the following Knowledge Base article:

[Certificate-Based Authentication for OS X Computers](#)

## Upgrading to OS X Server v10.9

This section explains how to upgrade the JSS host server to OS X Server v10.9.

1. Back up your current database.
2. Upgrade from OS X v10.8 to v10.9.
3. Install Java 1.7 and JCE 1.7.

For instructions, see the [Installing Java and MySQL](#) Knowledge Base article.

4. Follow the instructions for upgrading the JSS.

# Removals

The following functionality is removed:

- **Enrollment URLs ending in “/iosenroll” or “/osxenroll”**—Enrollment URLs ending in “/iosenroll” or “/osxenroll” can no longer be used to direct users to the enrollment portal for user-initiated enrollment. To direct users to the enrollment portal, you need to provide them with the full URL for the JSS followed by “/enroll”. For example:  
`https://jss.mycompany.com:8443/enroll`
- **Clear-text password fields in the JSS Rest API**—Processes or applications that use the clear-text password field must be modified to use the MD5 and SHA-256 hashed versions instead. For assistance or if you have questions or concerns, contact your JAMF Software Account Manager.

# Deprecations

The following functionality has been deprecated:

**Policy status determined by checking script output for “error” and “fail”**—Historically, one of the ways the JSS has determined the status of a policy is by checking script output for the words “error” and “fail”. As of v9.0, the JSS also uses exit codes to determine the status of a policy. This method is more reliable and accurate.

Although the JSS v9.32 still checks script output for the words “error” or “fail”, this will be removed in a future version. If you have written scripts that utilize this feature, consider implementing an alternative solution using exit codes as soon as possible.

If you need assistance with the transition to new functionality, or if you have questions or concerns, contact your JAMF Software Account Manager.

# Bug Fixes and Enhancements

## Casper Admin

Fixed in v9.5:

[D-007423] Fixed an issue that caused Casper Admin to incorrectly set the priority of the `InstallESD.dmg` to 10 and fail to allow the user to change the priority of the package from Casper Admin or the JSS.

## Casper Focus

Fixed in v9.5:

- [D-006451] Fixed an issue that caused Casper Focus to focus iOS 6 student devices on Safari while simultaneously displaying that the device was focused on the correct website on the teacher's device when using the Focus on Website feature.
- [D-006455] Fixed an issue that failed to display the Casper Focus User Guide when **User Guide** was tapped in the sidebar.
- [D-006462] Fixed an issue that caused Casper Focus to select excluded devices when **Select All** is tapped.
- [D-006593] Fixed an issue that caused Casper Focus to incorrectly display an extra space between the blue header and the **Custom Group** button when running iOS v7.1 and Casper Focus v9.3 when in a class with at least one student.
- [D-006597] Fixed an issue that prevented the Websites list in Casper Focus from initially adjusting to allow scrolling when mass-adding a list of websites that fills the pane.
- [D-006599] Fixed an issue that caused Casper Focus to unnecessarily display a "device will not be focused" alert on a teacher device that is included in a class but is marked as Excluded for the day whenever the class is focused on an app or website.
- [D-006601] Fixed an issue that caused Casper Focus to fail to focus a class of devices on a website if the teacher device was included in the class.
- [D-006602] Fixed an issue that caused Casper Focus to incorrectly allow users to select a single excluded device when selecting a custom group of devices to focus, which caused Casper Focus to become unresponsive when the focus action was sent.
- [D-007478] Fixed an issue that caused Casper Focus to incorrectly append `":8443"` to the end of the JSS URL if the JSS URL was preconfigured in an App Configuration without a trailing forward slash (`/`).
- [D-007648] Fixed an issue that prevented Casper Focus from indicating that a student device is focusing after the Focus Device button is tapped.

## JAMF Distribution Server

Fixed in v9.5:

[D-007453] The JDS installer for Mac (JDS\_Installer.pkg) now contains the JAMF Software signature.

## JAMF Software Server

Fixed in v9.5:

- [D-006267] Fixed an issue that caused an OS X computer to fail to recognize its default distribution point and download files from an incorrect distribution point after upgrading the JSS from v8.x to v9.0 or later.
- [D-006636] Fixed an issue that prevented Login and Logout hooks from running on computers with OS X v10.9.3.
- [D-007023] The JSS now allows site administrators to view the institutional recovery key for a computer.
- [D-007113] Fixed an issue that prevented the JSS from saving a VPP Assignment that contains one or more apps.
- [D-007184] Fixed an issue that prevented the JSS from renewing a VPP service token, causing the JSS to incorrectly use the old, expired service token.
- [D-007187] Fixed an issue that caused the JSS to always enable XAuth when uploading an OS X configuration profile with a VPN payload that includes Connection Type set to "IPSec (Cisco)", regardless of the setting in the uploaded profile.
- [D-007243] Fixed an issue that caused the JSS to incorrectly add two Finder payloads to an OS X configuration profile if a Restrictions payload is already configured in the same configuration profile.
- [D-007255] Fixed an issue that caused the JSS to incorrectly display the option to filter eBooks by username in the computer inventory record.
- [D-007387] Fixed an issue that caused the JSS API to fail to return titles of in-house eBooks that are hosted on a JDS instance.
- [D-007394] Fixed an issue that caused the JSS to incorrectly enable user-initiated enrollment for computers by default.
- [D-007404] Fixed an issue that caused the JSS to incorrectly require a management account username to be entered in the OS X User-Initiated Enrollment settings even if user-initiated enrollment for computer is not enabled.
- [D-007461] Fixed an issue that prevented the JSS from uploading a certificate to an OS X configuration profile with a Certificate payload.
- [D-007469] Fixed an issue that prevented the JSS from calculating smart mobile device group membership when the smart mobile device group is created.
- [D-007470] The JSS now prevents values from being changed to the suggested auto-correct value in the Username field on the login page during user-initiated enrollment if Auto-Correction is enabled on a mobile device.
- [D-007471] Fixed an issue that caused the JSS to fail to add all computers or mobile devices to a static group when adding multiple computers or mobile devices concurrently using the JSS API.

- [D-007501] Fixed an issue that caused the JSS to fail to display the “eBook URL”, “File Type”, “Versions”, and “Authors” fields when editing an eBook using the JSS if the eBook was created using the JSS API. In addition, changes made to the eBook in the JSS are not saved.
- [D-007515] Fixed an issue that prevented the JSS from sending a VPP invitation to a user if the user already had a pending VPP invitation that was deleted from the JSS.
- [D-007538] Fixed an issue that caused the JSS to fail to create mobile device smart groups using the JSS API.
- [D-007540] Fixed an issue that caused the jamf agent to incorrectly run a command multiple times per second which caused the jamf agent to take up an excessive percentage of CPU.
- [D-007542] Fixed an issue that caused errors to be incorrectly written to the JAMfSoftwareServer.log file when the master web application is restarted in a clustered environment.
- [D-007547] Fixed an issue that prevented the JSS from properly displaying computer and mobile device inventory information when using Google Chrome version 37.0.2062.94.
- [D-007558] Fixed an issue that prevented the JSS from displaying text entered in a text field when using Google Chrome version 37.0.2062.94.
- [D-007567] Fixed an issue that prevented OS X computers and mobile devices from enrolling with the JSS via user-initiated enrollment if an email address that is associated with an LDAP account is entered as the username on the login page.
- [D-007586] Fixed an issue that caused the JSS to sometimes fail to display the Computer Enrollment Invitations page if there are unused enrollment invitations that have been expired for more than two months when Java 1.7 is installed on the JSS host server.
- [D-007607] Fixed an issue that caused the JSS to incorrectly display all mobile devices instead of just Apple TV devices when attempting to assign an Apple TV to a class.
- [D-007671] Fixed an issue that caused the JSS to display a pending VPP invitation usage record for a single user multiple times in the VPP Invitation Usage.

Fixed in v9.51:

- [D-007682] Fixed an issue that caused the **Use SSL** checkbox in a Mail payload of an iOS configuration profile to be reselected after saving if it was deselected.
- [D-007685] Fixed an issue that caused Casper Focus to incorrectly disable the Touch setting on student devices when they are focused on an app.

## Recon

Fixed in v9.5:

[D-006588] Fixed an issue that incorrectly removed purchasing information from inventory on Windows computers if Recon.exe is used to submit inventory to the JSS and purchasing information was entered in Recon.exe.

## Self Service Mobile for iOS

Fixed in v9.5:

- [D-007314] Fixed an issue that caused Self Service Mobile for iOS to incorrectly attempt to install a managed app instead of an eBook with the same JSS ID.
- [D-007382] Fixed an issue that caused Self Service Mobile for iOS to incorrectly duplicate categories and the items they display if there are no items in the “Featured” section.

## Self Service Mobile for Android

Fixed in v9.5:

[D-007592] Fixed an issue that prevented Self Service Mobile for Android from enrolling a mobile device with the JSS using the device’s cellular network.

# Known Issues

The following are known issues in the Casper Suite v9.51:

- When users try to access the Self Service web clip on a mobile device with iOS 7.0.1 or 7.0.2, Self Service opens in Safari instead of as a web clip.
- eBooks and unmanaged apps cannot be installed from the Self Service web clip on iOS 7 devices until the Self Service web clip is updated for iOS 7. For more information, see the following Knowledge Base article:  
[Updating the Self Service Web Clip for iOS 7](#)
- Management account passwords configured using the network scanner in Recon v9.01-9.11 are not saved correctly in the JSS if they contain an “at” symbol (@). This prevents management tasks from being performed on the affected computers. For more information, see the following Knowledge Base article:  
[Casper Remote Error: An Incorrect Username/Password is Entered for this Computer](#)
- [D-003284] Disk encryption configurations fail to activate FileVault 2 on computers with Fusion Drives.
- [D-004036] Newly enrolled OS X JDS instances do not immediately trust the SSL certificate if it was created from the JSS's built-in CA. This prevents the JDS instance from submitting inventory, and the JDS instance cannot be used until the SSL certificate is trusted. Trust is usually established within five minutes of enrollment.
- [D-004197] Printers mapped using an OS X configuration profile are not displayed in “Print and Scan” in System Preferences unless the **Allow printers that connect directly to user's computer** checkbox is selected in the configuration profile.
- [D-004198] OS X configuration profiles that are configured to display a heading on the login window fail to do so.
- [D-004382] Tapping the URL in an email enrollment invitation on an iOS 6 device draws a blank page. Users should copy-and-paste the URL into the Safari app instead.
- [D-005532] OS X configuration profiles with a Login Window payload that is configured to deny users and groups the ability to log in fail to do so.
- [D-005612] Casper Admin fails to compile configurations if the master distribution point is a file share distribution point hosted on Windows Server.
- [D-005736] The **Require password after sleep or screen saver begins** and **Allow user to set lock message** settings in the Security & Privacy payload of an OS X configuration profile are not applied.
- [D-005750] An iOS configuration profile with a Restrictions payload that has Media Content settings configured causes the Require Password option to be set to “Immediately” on a mobile device that was originally set to “15 minutes”.
- [D-005882] The **Computer administrators may refresh or disable management** option in a Login Window payload of an OS X configuration profile is not applied at login.
- [D-005900] The JSS fails to install configuration profiles with a Web Clip payload on computers with OS X v10.9.
- [D-005921] Casper Focus sometimes fails to focus mobile devices on an app when the devices are restarted after being focused on the app.
- [D-006026] The JSS fails to restrict Game Center when the **Allow use of Game Center** checkbox is deselected in the Restrictions payload in OS X configuration profiles.

- [D-006058] User-level OS X configuration profiles with widget restrictions fail to restrict widgets.
- [D-006250] A customized Self Service web clip icon uploaded using the JSS will revert to the default Casper Suite icon on iOS 7 devices.
- [D-006266] Policies running during the DarkWake state of Power Nap fail if DarkWake is terminated before the policy finishes running.
- [D-006393] The **Start screen saver after** option in a Login Window payload of an OS X configuration profile is not applied on computers with OS X v10.8.4 or v10.8.5.
- [D-006627] When restarting a computer that has been imaged using Casper Imaging, the computer fails to enroll if attempting to connect to the JSS via an Apple Thunderbolt to Ethernet Adapter.
- [D-006662] Installed OS X configuration profiles that include a VPN payload with the **Use Hybrid Authentication** checkbox selected append “[hybrid]” to the group name in the VPN authentication settings on the computer, which causes group authentication to fail.
- [D-006758] iOS configuration profiles with a Single App Mode payload fail to require a passcode on supervised iOS 7 devices when the devices have a passcode and are locked.
- [D-006793] Computer-level OS X configuration profiles that define options for Time Machine backups fail to do so.
- [D-007004] iOS configuration profiles with a cookies restriction fail to set the specified restriction and hide other cookies restrictions on the device. The restrictions that are hidden depend on the restriction specified in the profile.
- [D-007206] Attempting to install Self Service Mobile for iOS on an enrolled mobile device when the Self Service web clip is open causes the device to lock on the web clip. This prevents the user from accessing any other screens or content on the device.  
Workaround: Change the **Install Automatically** option to **Self Service web clip**.
- [D-007245] The configuration page fails to display correctly when enrolling a mobile device via PreStage enrollment.
- [D-007386] Mobile devices fail to enroll using a PreStage enrollment if an LDAP user has **User must change password at next logon** selected in Active Directory.
- [D-007486] SMB shares sometimes fail to mount on a computer with OS X v10.9.
- [D-007511] If the option to skip the Restore page is selected for a PreStage enrollment in the JSS, the Restore page is not skipped during enrollment if the enrollment process is restarted during the Setup Assistant.
- [D-007537] Location Services are incorrectly disabled when the **Allow modifying Find My Friends settings (Supervised devices only)** checkbox is deselected in the Restrictions payload of an iOS configuration profile.
- [D-007568] The Activation Lock bypass code is not collected by the JSS v9.4.
- [D-007628] iOS configuration profiles made available in Self Service cannot be removed manually from mobile devices with iOS 8 even when the profiles are configured to allow removal.  
Workaround: Remove the mobile device from the scope of the profile.
- [D-007638] An in-house eBook set to the “Install Automatically” distribution method will display as “Untitled” until it is opened on a mobile device.
- [D-007641] Samsung Galaxy Pocket Plus devices with Android v4.0.4 fail to enroll with the JSS.