



Jamf Infrastructure Manager Installation Guide

Version 1.3.1

© copyright 2002-2019 Jamf. All rights reserved.

Jamf has made all efforts to ensure that this guide is accurate.

Jamf
100 Washington Ave S Suite 1100
Minneapolis, MN 55401-2155
(612) 605-6625

Under the copyright laws, this publication may not be copied, in whole or in part, without the written consent of Jamf.

Jamf, the Jamf Logo, JAMF SOFTWARE®, and the JAMF SOFTWARE Logo® are registered or common law trademarks of JAMF SOFTWARE, LLC in the U.S. and other countries.

Java, MySQL, and all references to Oracle software are either registered trademarks or trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Linux is a registered trademark of Linus Torvalds in the United States and other countries.

Microsoft, Windows, Windows Server, and all references to Microsoft software are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Red Hat and Red Hat Enterprise Linux are trademarks of Red Hat, Inc., registered in the United States and other countries.

All other product and service names mentioned herein are either registered trademarks or trademarks of their respective companies.

Contents

4 Jamf Infrastructure Manager Overview

4 Network Communication

5 Additional Information

6 Installing a Jamf Infrastructure Manager Instance

6 Requirements

7 Installing a Jamf Infrastructure Manager Instance

11 Jamf Infrastructure Manager Release History

Jamf Infrastructure Manager Overview

A Jamf Infrastructure Manager instance is a service that is managed by Jamf Pro. It can be used to host the following:

- **LDAP Proxy**—This allows traffic to pass securely between Jamf Pro and an LDAP directory service. The Infrastructure Manager and the LDAP Proxy typically reside within the DMZ. The LDAP Proxy requires integration with an LDAP directory service. For more information, see the [LDAP Proxy](#) section in the *Jamf Pro Administrator's Guide*.
- **Healthcare Listener**—This allows traffic to pass securely from a healthcare management system to Jamf Pro. For more information, see the [Healthcare Listener](#) section in the *Jamf Pro Administrator's Guide*.

When you install an instance of the Infrastructure Manager, Jamf Pro allows you to enable the LDAP Proxy or the Healthcare Listener. Infrastructure Manager instances can be installed on Linux and Windows. For more information, see [Installing a Jamf Infrastructure Manager Instance](#).

Network Communication

When using the LDAP Proxy, the Jamf Infrastructure Manager can be customized for incoming access by any available port 1024 or greater. The port used must be opened, inbound, on your firewall and also on the computer on which the Infrastructure Manager is installed. The recommended port is 8389 for communication between your Jamf Pro server and the Infrastructure Manager.

Note: The Infrastructure Manager does not currently respect network proxy settings configured in the host operating system or in Java. Therefore, the Infrastructure Manager must be enrolled with Jamf Pro and receive its initial configuration on a network that does not require connection via an outbound proxy. Unless a firewall rule is created to allow the Infrastructure Manager to connect to Jamf Pro without using an outbound proxy, the Infrastructure Manager will not receive LDAP configuration updates or be able to notify Jamf Pro that it is operational. It will still be able to receive the inbound LDAP lookup requests from Jamf Pro, however.

For communication between the Infrastructure Manager and an LDAP directory service, your LDAP server's regular incoming port is used. This port is specified in the LDAP server's configuration in Jamf Pro. The most common configurations are port 389 for LDAP and port 636 for LDAPS. This communication occurs between the Infrastructure Manager in the DMZ and an internal LDAP directory service only.

Note: If your environment is hosted in Jamf Cloud and uses Network Access Translation (NAT), you can configure the Jamf Infrastructure Manager to ensure successful communication between the Infrastructure Manager and Jamf Pro. For more information, see the [Configuring the Jamf Infrastructure Manager to Use Network Address Translation \(NAT\)](#) Knowledge Base article.

When using Jamf Pro hosted on Jamf Cloud, the necessary external IP addresses for Jamf Cloud must be allowed inbound to the Infrastructure Manager. For more information, see the [Permitting Inbound /Outbound Traffic with Jamf Cloud](#) Knowledge Base article.

Note: Internal domain addresses (for example, .local, .company, or .mybiz) are not supported at this time. The Infrastructure Manager must be resolvable to the external Jamf Pro server.

For more information about network communication and the connections initiated between the Infrastructure Manager and Jamf Pro, see the [Network Ports Used by Jamf Pro](#) Knowledge Base article.

Additional Information

For more information on Infrastructure Manager-related topics, see the following sections in the *Jamf Pro Administrator's Guide*:

- [Jamf Infrastructure Manager Instances](#)
- [LDAP Proxy](#)
- [Integrating with LDAP Directory Services](#)
- [Healthcare Listener](#)

For more information on how to configure the LDAP server manually, see the [LDAP Attribute Mappings Reference](#) Knowledge Base article.

Installing a Jamf Infrastructure Manager Instance

Jamf Infrastructure Manager instances can be installed on Linux and Windows. When you install an Infrastructure Manager instance, it is enrolled with Jamf Pro. You can install as many instances as your organization requires.

Note: You can only install one Infrastructure Manager instance per computer.

After you install an Infrastructure Manager instance, you can view the services installed on each instance using Jamf Pro.

Requirements

The Jamf Infrastructure Manager Installer requires a computer with the following:

- One of the following operating systems:
 - Ubuntu 14.04 LTS Server (64-bit) or Ubuntu 16.04 LTS Server (64-bit)
 - Red Hat Enterprise Linux (RHEL) 7.0, 7.1, or 7.2
 - Windows Server 2008 R2 (64-bit), Windows Server 2012 (64-bit), or Windows Server 2012 R2 (64-bit)

Note: .NET Framework 4.0 or later is required.

- A 64-bit capable Intel processor
- 2 GB of RAM
- 300 MB of disk space available
- Java 1.8 (For more information, see the [Installing Java and MySQL for Jamf Pro 10.13.0 or Earlier](#) Knowledge Base article.)

In Jamf Pro, the built-in CA or a trusted third-party CA must be configured.

In addition, you need a Jamf Pro user account with the "Infrastructure Manager Instances" privilege. For information on creating a Jamf Pro user account, see [Jamf Pro User Accounts and Groups](#) in the *Jamf Pro Administrator's Guide*.

Installing a Jamf Infrastructure Manager Instance

Ubuntu

1. Log in to Jamf Nation and go to the following page:

<https://www.jamf.com/jamf-nation/my/products>

2. Do one of the following:

- (LDAP Proxy) Download the Infrastructure Manager Installer Bundle for Ubuntu (`jamf-im_version.deb`) to the computer on which you plan to install it.
- (Healthcare Listener) Download the Healthcare Listener Installer Bundle for Ubuntu (`jamf-im-HCL-version.deb`) to the computer on which you plan to install it.

Note: In the installer filename, "version" is the version of the installer you are downloading. For example, "jamf-im_1.3.1.deb".

3. (Optional) If your environment requires you to move the Infrastructure Manager after downloading it, execute a command similar to the following:

```
scp /Path/To/JIM/Installer.deb <sshusername>@<jim.server.hostname> :  
/tmp/
```

Ensure the following:

- `/Path/To/JIM/Installer.deb` is the file path for the Infrastructure Manager Installer Bundle on your computer.
- `<sshusername>` is the username on the server that has administrator Secure Shell (SSH) privileges.
- `<jim.server.hostname>` is the hostname or IP address of your Infrastructure Manager.

4. Log in to the server as a user with superuser privileges.

Note: If your environment requires you to move the Infrastructure Manager after downloading it, you must connect to the server over SSH or navigate directly to the `/tmp/` directory.

5. Initiate the installer by executing a command similar to the following:

```
sudo dpkg --install /path/to/jamf-im.deb
```

6. When prompted, enter the Jamf Pro URL (formerly the JSS URL). For example, "https://instancename.jamfcloud.com/" (hosted in Jamf Cloud) or "https://jss.instancename.com:8443/" (hosted on-premise).
7. When prompted, enter credentials for a Jamf Pro user account with the "Infrastructure Manager Instances" privilege.

- When prompted, enter the Jamf Pro password.
- When prompted, enter the hostname of the computer on which the Infrastructure Manager is installed. For example, "computername.mycompany.com".

Note: The hostname must be entered as a fully qualified domain name.

- Follow the onscreen instructions to complete the installation.

When the Infrastructure Manager instance installation is complete, Jamf Pro allows you to enable the LDAP Proxy and/or enable the Healthcare Listener.

Red Hat Enterprise Linux

- Log in to Jamf Nation and go to the following page:
<https://www.jamf.com/jamf-nation/my/products>
- Do one of the following:
 - (LDAP Proxy) Download the Infrastructure Manager Installer Bundle for Red Hat Enterprise Linux (jamf-im-version.rpm) to the computer on which you plan to install it.
 - (Healthcare Listener) Download the Healthcare Listener Installer Bundle for Red Hat Enterprise Linux (jamf-im-HCL-version.rpm) to the computer on which you plan to install it.

Note: In the installer filename, "version" is the version of the installer you are downloading. For example, "jamf-im-1.3.1-1.rpm".

- (Optional) If your environment requires you to move the Infrastructure Manager after downloading it, execute a command similar to the following:

```
scp /Path/To/jamf-im-1.3.1-1.noarch.rpm <sshusername>@<jim.server.hostname> : /tmp/
```

Ensure the following:

- /Path/To/jamf-im-1.3.1-1.noarch.rpm is the file path for the Infrastructure Manager Installer Bundle on your computer.
 - <sshusername> is the username on the server that has administrator SSH privileges.
 - <jim.server.hostname> is the hostname or IP address of your Infrastructure Manager.
- Log in to the server as a user with superuser privileges.

Note: If your environment requires you to move the Infrastructure Manager after downloading it, you must connect to the server over Secure Shell (SSH) or navigate directly to the /tmp/ directory.

- Initiate the installer by executing a command similar to the following:

```
sudo rpm -i /path/to/jamf-im-1.1.0-1.noarch.rpm
```


6. When prompted, execute the following command:

```
sudo jamf-im enroll
```

7. When prompted, enter the Jamf Pro URL (formerly the JSS URL). For example, "https://instancename.jamfcloud.com/" (hosted in Jamf Cloud) or "https://jss.instancename.com:8443/" (hosted on-premise).
8. When prompted, enter credentials for a Jamf Pro user account with the "Infrastructure Manager Instances" privilege.
9. When prompted, enter the Jamf Pro password.
10. When prompted, enter the hostname of the computer on which the Infrastructure Manager is installed. For example, "computername.mycompany.com".

Note: The hostname must be entered as a fully qualified domain name.

11. Follow the onscreen instructions to complete the installation.

When the Infrastructure Manager instance installation is complete, Jamf Pro allows you to enable the LDAP Proxy and/or enable the Healthcare Listener.

Windows

1. Log in to Jamf Nation and go to the following page:
<https://www.jamf.com/jamf-nation/my/products>
2. Do one of the following:
 - (LDAP Proxy) Download the Infrastructure Manager Installer Bundle for Windows (Jamf-Infrastructure-Manager-version.msi) to the computer on which you plan to install it.
 - (Healthcare Listener) Download the Healthcare Listener Installer Bundle for Windows (Jamf-Infrastructure-Manager-HCL-version.msi) to the computer on which you plan to install it.

Note: In the installer filename, "version" is the version of the installer you are downloading. For example, "Jamf-Infrastructure-Manager-1.3.1.msi".

3. Run the installer.

Note: The installer must be run as an administrator.

4. When prompted, select setup type.
5. When prompted, enter the Jamf Pro URL (formerly the JSS URL). For example, "https://instancename.jamfcloud.com/" (hosted in Jamf Cloud) or "https://jss.instancename.com:8443/" (hosted on-premise).
6. When prompted, enter credentials for a Jamf Pro user account with the "Infrastructure Manager Instances" privilege.

7. When prompted, enter the Jamf Pro password.
8. When prompted, enter the hostname of the computer on which the Infrastructure Manager is installed. For example, "computername.mycompany.com".

Note: The hostname must be entered as a fully qualified domain name.

9. Follow the onscreen instructions to complete the installation.

When the Infrastructure Manager instance installation is complete, Jamf Pro allows you to enable the LDAP Proxy and/or enable the Healthcare Listener.

Jamf Infrastructure Manager Release History

Version	Changes
1.3.1	(Documentation update only, 5 November 2019) Corrected a note in the "Jamf Infrastructure Manager Overview" section to distinguish between inbound and outbound proxy server support, and to clarify that the Infrastructure Manager can use an inbound proxy server.
1.3.1	(Documentation updates only, 29 October 2019) <ul style="list-style-type: none">▪ Added links to the "Configuring the Jamf Infrastructure Manager to Use Network Address Translation (NAT)" and the "LDAP Attribute Mappings Reference" Knowledge Base articles.▪ Added information about moving the Jamf Infrastructure Manager Installer Bundle on Ubuntu and Red Hat Linux after downloading the installer from Jamf Nation.
1.3.1	<ul style="list-style-type: none">▪ Added support for Healthcare Listener features.▪ [PI-003831] Fixed an issue that caused the Jamf Infrastructure Manager instance hosting the LDAP Proxy to run out of memory.
1.3.0	<ul style="list-style-type: none">▪ Improved the usability of the API for the Infrastructure Manager.▪ Added support for Healthcare Listener features.
1.1.0	You can now install Infrastructure Manager instances on Red Hat Enterprise Linux (RHEL) and Windows.