

## Jamf Pro Administrator's Guide

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

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# jamf

## **Preface**

## **About This Guide**

This guide contains overviews about Jamf Pro (formerly the Casper Suite) features and instructions for performing administrative tasks using Jamf Pro. It does not prescribe administrative workflows or strategies but is intended to be used as a reference.

Before using the instructions in this guide, the Jamf Pro server (formerly the Jamf Software Server) must be installed.

To learn about the other Jamf Pro-related documentation, including documentation about installing and configuring Jamf Pro, see the following section in this guide:

**Additional Resources** 

## **Additional Resources**

## **Jamf Nation**

#### https://www.jamf.com/jamf-nation/

The Jamf Nation website allows you to communicate with other Jamf Pro administrators via discussions, submit feature requests, and access several different types of resources related to Jamf Pro.

#### **Knowledge Base**

#### https://www.jamf.com/jamf-nation/articles

The Knowledge Base contains hundreds of articles that address frequently asked questions and common issues.

#### **Product Documentation**

To access the following product documentation for a specific Jamf Pro version, log in to Jamf Nation and go to:

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

- Jamf Pro Release Notes
  - The release notes include a list of new features, bug fixes, and known issues. They also explain how to upgrade Jamf Pro, and what you need to do to take advantage of new features.
- Jamf Pro installation and configuration guides
   These guides provide information on installing and configuring Jamf Pro on supported Mac, Linux, and Windows platforms. They also explain how to perform advanced configuration and troubleshooting tasks.
- QuickStart Guides
  - The QuickStart Guide for Managing Computers and the QuickStart Guide for Managing Mobile Devices serve as a starting point for new Jamf Pro administrators. They provide simplified workflows for performing basic administrative tasks, such as inventory and software distribution, and they reference related sections in the Jamf Pro Administrator's Guide.

In addition, you can search Jamf Nation to find technical documentation for other Jamf Pro apps, and technical papers that provide best-practice, step-by-step instructions on common workflows.

## **Other Resources**

For access to other Jamf Pro-related resources, visit the following webpages:

#### • Resources on jamf.com

The Resources area on the Jamf website gives you access to product documentation, technical papers, and more.

#### Jamf 100 Course

The Jamf 100 Course offers a self-paced introduction to Jamf Pro and an enterprise-focused foundation of the macOS, iOS, and tvOS platforms.

#### Jamf Knowledge Base Videos

The Jamf YouTube channel features Knowledge Base videos and troubleshooting tips on managing computers and mobile devices with Jamf Pro.

# jamf PRO

## **Overview of Technologies**

## **Applications and Utilities**

This section provides an overview of the applications and utilities that make up Jamf Pro (formerly the Casper Suite).

## Composer

The Composer application allows you to build packages (PKG or DMG) of software, applications, preference files, or documents. Composer also allows you to build a DMG of an operating system.

### **Jamf Admin**

The Jamf Admin (formerly Casper Admin) application is a repository that allows you to add and manage packages, scripts, printers, and Dock items. It also allows you to create configurations (images) using these items and replicate files to distribution points.

## jamf agent

The jamf agent collects application usage data and restricts software on managed computers.

The jamf agent is installed and updated on managed computers automatically. It is installed in the following location:

/usr/local/jamf/bin/jamfAgent

## jamf binary

Most tasks in Jamf Pro are executed using the "jamf" command-line application (also known as the jamf binary). Although you are free to use this application at will, it is installed, updated, and run on managed computers automatically. It is stored in the following location on managed computers:

/usr/local/jamf/bin/jamf

## **Jamf Helper**

The Jamf Helper displays messages to users. It is stored in the following location on managed computers:

/Library/Application Support/JAMF/bin/

## **Jamf Imaging**

The Jamf Imaging (formerly Casper Imaging) application allows you to image computers by deploying configurations to them.

## **Jamf Management Action**

The Jamf Management Action application displays User Interaction messages in Notification Center. It is stored in the following location on managed computers:

/Library/Application Support/JAMF/bin/

## **Jamf Pro Server**

The Jamf Pro server (formerly the Jamf Software Server) is a web app that functions as the administrative core of Jamf Pro. The Jamf Pro server allows you to perform inventory and remote management and configuration tasks on managed computers and mobile devices. All other administrative applications in Jamf Pro communicate with the Jamf Pro server.

## **Jamf Remote**

The Jamf Remote (formerly Casper Remote) application allows you to immediately perform remote management tasks on computers, such as installing packages, running scripts, and binding to directory services. While policies allow you to automate these tasks so that they run on a schedule, Jamf Remote allows you to perform them immediately over a Secure Shell (SSH) connection.

#### Recon

The Recon application allows you to enroll Mac computers. Enrollment is the process of adding computers to Jamf Pro. When Mac computers are enrolled, inventory information for the computers is submitted to Jamf Pro, and the computers are managed.

## **Jamf Self Service for macOS**

The Jamf Self Service for macOS application allows users to browse and install configuration profiles, Mac App Store apps, and books. Users can also run policies and third-party software updates via patch policies, as well as access webpages using bookmarks.

You can make the following items available in Self Service and customize how they are displayed to users:

- Configuration profiles
- Software updates (via patch policies)

- Policies
- Mac App Store apps
- Books

In addition, you can make bookmarks available in Self Service to give users easy access to webpages directly from the application.

## **Self Service Mobile for iOS**

Self Service Mobile for iOS allows you to distribute configuration profiles, apps, and books to iOS devices for users to install. Users tap Self Service to browse and install items using an intuitive interface.

There are two kinds of Self Service for iOS devices: the Self Service Mobile app and the Self Service web clip. The Self Service Mobile app can be installed on devices with iOS 7 or later. By default, Self Service Mobile is installed on all managed mobile devices except Apple TV devices and personally owned devices.

Self Service Mobile for iOS is available for free from the App Store.

## Security

This section explains the primary security measures in Jamf Pro:

- Passwords
- Communication protocols
- Public key infrastructure
- Signed applications

#### **Passwords**

Jamf Pro allows you to store individual accounts for managed computers and reset the passwords if necessary.

Passwords stored in the database are encrypted using a standard 256-bit AES encryption algorithm.

## **Communication Protocols**

Jamf Pro has security built into its design. Connections between the Jamf Pro server, the other Jamf Pro apps, and mobile devices take place over Secure Sockets Layer (SSL) using the latest version of Transport Layer Security (TLS) the operating system is capable of using. The following table shows the TLS version capabilities for the macOS and iOS operating systems:

| TLS<br>Version |      |      |      |       |       | iOS Version |       |   |   |   |   |   |   |    |    |
|----------------|------|------|------|-------|-------|-------------|-------|---|---|---|---|---|---|----|----|
|                | 10.7 | 10.8 | 10.9 | 10.10 | 10.11 | 10.12       | 10.13 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1.0            | 1    | 1    | 1    | 1     | 1     | 1           | 1     | 1 | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| 1.1            |      |      | 1    | 1     | ✓     | 1           | 1     |   | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| 1.2            |      |      | 1    | 1     | 1     | 1           | 1     |   | 1 | 1 | 1 | 1 | 1 | 1  | 1  |

The Jamf Remote application and the network scanner in the Recon application connect to computers over Secure Shell (SSH), or Remote Login.

#### Secure Shell (SSH)

SSH is a network security protocol built into macOS. For more information, go to: <a href="http://openssh.com/">http://openssh.com/</a>

#### **Transport Layer Security (TLS)**

TLS is a security protocol for Internet communication. For more information, go to: <a href="http://tools.ietf.org/html/rfc5246">http://tools.ietf.org/html/rfc5246</a>

## **Public Key Infrastructure**

A public key infrastructure (PKI) is the design by which digital certificates are obtained, managed, stored, and distributed to ensure a secure exchange of data over a public network.

#### **Certificate Authority**

A certificate authority (CA) is a trusted entity that signs and issues the certificates required for certificate-based authentication. It is the central component of the PKI.

In Jamf Pro, you can choose to use a built-in CA, integrate with a trusted third-party CA (Symantec), or configure your own PKI if you have access to an external CA that supports the Simple Certificate Enrollment Protocol (SCEP). The certificate authorities can be used to issue certificates to both computers and mobile devices.

**Note:** An external CA can also be used to issue certificates to computers, but this is not enabled by default. For more information, contact your Jamf account representative.

For more information on certificate authorities in Jamf Pro, see PKI Certificates.

## **Simple Certificate Enrollment Protocol**

Simple Certificate Enrollment Protocol (SCEP) obtains certificates from the CA and distributes them to managed mobile devices, providing a simplified way of handling large-scale certificate distribution. If you do not want computers or mobile device to communicate directly with a SCEP server, you can configure settings that enable Jamf Pro to proxy the communication between a SCEP server and the computers and mobile devices in your environment. This allows Jamf Pro to communicate directly with a SCEP server to obtain certificates and install them on the device. For more information, see the <a href="Enabling Jamf Pro as SCEP Proxy">Enabling Jamf Pro as SCEP Proxy</a> technical paper.

The CA hosted by Jamf Pro (the "built-in CA") supports SCEP. If you plan to use an external CA hosted by your organization or by a third-party vendor, this CA must support SCEP as well.

#### **Certificates**

Jamf Pro uses the following certificates to ensure security:

SSL Certificate—Jamf Pro requires a valid SSL certificate to ensure that computers and mobile
devices communicate with the Jamf Pro server and not an imposter server. The SSL certificate that
you can create from the built-in CA secures communication using a 2048-bit RSA encryption.

- **Device Certificates**—Device certificates allow Jamf Pro to verify the identity of computers and mobile devices each time they communicate with the Jamf Pro server.
- CA Certificate—This certificate establishes trust between the CA and computers, and between the CA and mobile devices.
- **Signing Certificate**—This certificate is used to sign messages passed between the Jamf Pro server and Mac computers, and between the Jamf Pro server and mobile devices.
- Push Certificate—Jamf Pro requires a valid push certificate to communicate with Apple Push Notification service (APNs).
- Anchor Certificate—This certificate allows mobile devices and computers to trust the SSL certificate.

## **Signed Applications**

The following applications are signed by Jamf:

- Composer
- Jamf Admin
- jamf binary
- Jamf Helper
- Jamf Imaging
- Jamf Remote
- Jamf Self Service
- Recon

## **Related Information**

For related information, see the following Knowledge Base article:

Network Ports Used by Jamf Pro

Learn about the network ports used by Jamf Pro.

## Requirements

This section lists requirements for the following components and functions of Jamf Pro (formerly the Casper Suite):

- Jamf Pro server
- Package building
- Inventory
- Imaging
- Remote management
- Jamf Self Service for macOS
- Managing mobile devices
- Casper Focus
- Self Service Mobile for iOS

## **Jamf Pro Server**

You can host Jamf Pro on any server that meets the following requirements:

- Java 1.8
- MySQL 5.6.x or 5.7.x (MySQL 5.7.x is recommended)
   Note: The latest versions of MySQL may not be compatible with older operating systems. For information on MySQL supported platforms and versions, see the following webpage: <a href="https://www.mysql.com/support/supportedplatforms/database.html">https://www.mysql.com/support/supportedplatforms/database.html</a>
- Apache Tomcat 7 or 8.0.x (Tomcat 8.0.x is recommended)

Tested operating systems include:

- macOS 10.12
- macOS 10.13
- Ubuntu 14.04 LTS Server
- Ubuntu 16.04 LTS Server
- Red Hat Enterprise Linux (RHEL) 6.9 and 7.4
- Windows Server 2012 R2
- Windows Server 2016

Although you can install Jamf Pro on any server that meets the minimum requirements, the Jamf Pro Installers for Mac, Linux, and Windows have additional requirements. For more information, see the Jamf Pro installation and configuration guide for your platform. These guides are available at:

https://www.jamf.com/resources/product-documentation/installation-guides/

Tested browsers for Jamf Pro are as follows:

- Safari
- Mozilla Firefox
- Google Chrome
- Microsoft Internet Explorer 10 or later

## **Package Building**

Composer can run on the following operating systems:

- macOS 10.7.x (Composer 9.81 or earlier)
- macOS 10.8.x
- macOS 10.9.x
- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

Composer 9.81 or earlier is available from Jamf Nation.

## **Inventory**

Recon can run locally on the following operating systems:

- macOS 10.7.x (Recon 9.93 or earlier)
- macOS 10.8.x
- macOS 10.9.x
- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x
- Windows 2000
- Windows XP
- Windows Server 2003
- Windows Vista
- Windows Server 2008
- Windows 7

Recon 9.93 or earlier is available from Jamf Nation.

Recon can enroll computers with the following operating systems:

- macOS 10.7.x
- macOS 10.8.x
- macOS 10.9.x
- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

## **Imaging**

Jamf Imaging (formerly Casper Imaging) can image computers with the following operating systems, provided they do not have PowerPC processors:

- macOS 10.7.x (Jamf Imaging 9.93 or earlier)
- macOS 10.8.x
- macOS 10.9.x
- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

Jamf Imaging 9.93 or earlier is available from Jamf Nation.

## **Remote Management**

Policies can be used to manage computers with the following operating systems:

- macOS 10.7.x
- macOS 10.8.x
- macOS 10.9.x
- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

Jamf Remote (formerly Casper Remote) can be used to manage computers with the following operating systems, provided they do not have PowerPC processors:

- macOS 10.7.x (Jamf Remote 9.93 or earlier)
- macOS 10.8.x
- macOS 10.9.x

- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

Jamf Remote 9.93 or earlier is available from Jamf Nation.

## **Jamf Self Service for macOS**

Jamf Self Service for macOS 10.0.0 and later can run on the following operating systems:

- macOS 10.10.x
- macOS 10.11.x
- macOS 10.12.x
- macOS 10.13.x

Computers with macOS 10.9 or earlier must use Self Service 9.101.0 or earlier. For more information, see the <u>Jamf Pro Compatibility Reference for macOS</u> Knowledge Base article.

## **Managing Mobile Devices**

Jamf Pro can be used to enroll and manage institutionally owned iOS and tvOS devices, and personally owned iOS devices.

You can enroll and manage institutionally owned mobile devices that meet the following requirements:

- iPads, iPhones, or iPod touches with iOS 4 or later
- Apple TV devices with Apple TV software based on iOS 7 or later, or devices with tvOS 10.2 or later

For information on the management capabilities available for institutionally owned mobile devices, see <u>Management Capabilities for Institutionally Owned Devices</u>.

You can enroll and manage personally owned iPads, iPhones, or iPod touches with iOS 4 or later (iOS 7 or later is recommended)

For information on the management capabilities available for personally owned mobile devices, see <u>Management Capabilities for Personally Owned Devices</u>.

## **Casper Focus**

Casper Focus can run on teacher mobile devices with iOS 7 or later.

Student mobile devices that are assigned to classes in Casper Focus must have iOS 7 or later and must be managed by Jamf Pro 8.7 or later.

For information on feature-specific Casper Focus requirements for student mobile devices, see Casper Focus.

## **Self Service Mobile for iOS**

Self Service Mobile for iOS can run on mobile devices with iOS 7 or later that are managed by Jamf Pro 9.4 or later.

**Note**: Devices with iOS 11 or later must use Self Service 9.101.0 or later. Earlier versions of Self Service will not work on devices with iOS 11 or later.

## **Computer Management Capabilities**

Jamf Pro can be used to enroll and manage Mac computers. The management capabilities available for computers vary depending on the macOS version.

For information on the requirements for managing computers, see Requirements.

## **Management Capabilities for Computers**

The following table provides an overview of the management capabilities available with Jamf Pro for computers by macOS version:

| macOS Version  | 10.7 | 10.8 | 10.9 | 10.10 | 10.11 | 10.12 | 10.13 |
|--|------|------|------|-------|-------|-------|-------|
| Enrollment   |      |      |      |       |       |       |       |
| Via user-initiated enrollment                            | ✓    | 1    | 1    | 1     | 1     | 1     | 1     |
| Via QuickAdd package created using Recon                 | ✓    | 1    | 1    | 1     | 1     | ✓     | 1     |
| Via the network scanner <sup>1</sup>                     | ✓    | 1    | 1    | 1     | 1     | ✓     | 1     |
| Via remote enrollment using Recon <sup>2</sup>           | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Via local enrollment using Recon                         | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Via Apple's DEP using a PreStage enrollment <sup>3</sup> |      |      | 1    | 1     | 1     | 1     | 1     |
| Via imaging using Jamf Imaging                           | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Inventory  |      |      |      | '     | '     |       |       |
| Submit inventory to Jamf Pro                             | ✓    | 1    | 1    | 1     | 1     | ✓     | 1     |
| Extension attributes                                     | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Simple searches  | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Advanced searches  | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Computer reports   | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Mass actions   | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Computer Groups  |      |      |      |       |       |       |       |
| Static groups  | 1    | 1    | 1    | 1     | 1     | 1     | ✓     |

| macOS Version   | 10.7 | 10.8 | 10.9     | 10.10 | 10.11 | 10.12 | 10.13 |
|---|------|------|----------|-------|-------|-------|-------|
| Smart groups  | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Self Service  | 1    |      |          | '     | '     |       |       |
| Install Self Service <sup>4</sup>   |      |      |          | 1     | 1     | 1     | 1     |
| Display badges for available software updates on the Dock icon <sup>5</sup> |      |      |          | 1     | 1     | 1     | 1     |
| Software Distribution   |      |      |          |       |       |       |       |
| VPP-managed distribution for computers                                      |      |      |          |       | 1     | 1     | 1     |
| VPP-managed distribution for users  |      |      | 1        | 1     | 1     | 1     | 1     |
| Mac App Store apps  | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Install packages  | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Remote Control  | '    |      | <u>'</u> | '     | '     |       | •     |
| Screen sharing <sup>6</sup>   | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Configuration   | '    |      |          |       |       |       |       |
| macOS configuration profiles  | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Run scripts   | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Administer printers   | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Administer Dock items   | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Administer local accounts <sup>7</sup>                                      | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Administer the management account <sup>8</sup>                              | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Bind to directory services  | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Deploy disk encryption configuration  |      | 1    | 1        | 1     | 1     | 1     | 1     |
| Issue a new FileFault 2 recovery key  |      |      | 1        | 1     | 1     | 1     | 1     |
| Administer open Firmware or EFI passwords                                   | 1    | 1    | 1        | 1     | 1     | 1     | 1     |
| Perform an authenticated restart on FileVault 2-enabled computers 9         |      | 1    | 1        | 1     | 1     | ✓     | 1     |

| macOS Version                                     | 10.7 | 10.8 | 10.9 | 10.10 | 10.11 | 10.12 | 10.13 |
|---|------|------|------|-------|-------|-------|-------|
| Remote Commands for Computers                     |      |      |      |       |       |       | '     |
| Lock computer                                     | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Remove MDM profile                                | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Wipe computer                                     | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Send blank push                                   | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Update OS version and built-in apps <sup>10</sup> |      |      |      |       | 1     | 1     | 1     |
| Unlock User <sup>10</sup>                         |      |      |      |       |       |       | 1     |
| Remove User <sup>10</sup>                         |      |      |      |       |       |       | 1     |
| Usage Management                                  | ,    |      |      |       |       | 1     | 1     |
| View Application Usage logs                       | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| View Computer Usage logs                          | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Restrict software                                 | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Book Distribution                                 |      |      |      | '     |       | '     |       |
| VPP-managed distribution for users                |      |      | 1    | 1     | 1     | 1     | 1     |
| Install ePub file                                 | 1    | 1    | 1    | 1     | 1     | 1     | 1     |
| Install iBooks file                               |      |      | 1    | 1     | 1     | 1     | 1     |
| Install PDF                                       | 1    | 1    | 1    | 1     | 1     | 1     | 1     |

#### Notes:

- 1. To enroll computers using the network scanner, SSH (Remote Login) must be enabled on the computers.
- 2. To enroll a computer by running Recon remotely, you need the IP address of the computer and SSH (Remote Login) must be enabled on the computer.
- 3. When computers with macOS 10.10 or later are enrolled using a PreStage enrollment, they are also automatically managed if user-initiated enrollment is enabled for macOS in Jamf Pro.
- 4. Computers with macOS 10.9 or earlier must use Self Service 9.101.0 or earlier.
- 5. On Self Service 9.101.0 or earlier, badges on the Dock icon indicate notifications available in Self Service
- 6. If the target computer has macOS 10.10 or later, screen sharing must also be enabled on the computer.
- 7. To enable or disable an account for FileVault 2, the computer must have macOS 10.9 or later.

- 8. To enable or disable the management account for FileVault 2, the computer must have macOS 10.9 or later.
- 9. To perform an authenticated restart, the target computer must have macOS 10.8.2 or later and be FileVault 2-enabled.
- 10. Requires enrollment via a PreStage enrollment.

## **Mobile Device Management Capabilities**

Jamf Pro can be used to enroll and manage institutionally owned iOS and tvOS devices, and personally owned iOS devices. The management capabilities available for a particular device vary depending on the device ownership type, device platform, device type, and OS version.

For information on the requirements for managing mobile devices, see Requirements.

## Management Capabilities for Institutionally Owned Devices

The following table provides an overview of the management capabilities available with Jamf Pro for institutionally owned mobile devices by iOS version:

| Device Type   | iPad, iPhone, iPod touch |   |   |   |   |        |    |    |  |
|---|--------------------------|---|---|---|---|--------|----|----|--|
| iOS Version   | 4                        | 5 | 6 | 7 | 8 | 9      | 10 | 11 |  |
| Enrollment  |                          |   |   |   |   |        |    |    |  |
| Via user-initiated enrollment   | 1                        | 1 | 1 | 1 | 1 | ✓<br>✓ | 1  | 1  |  |
| Via an enrollment<br>profile and Apple<br>Configurator                  | 1                        | ✓ | ✓ | ✓ | ✓ | 1      |    |    |  |
| Via an enrollment<br>profile and Apple<br>Configurator 2                |                          |   |   |   |   | 1      | ✓  | 1  |  |
| Via Apple's DEP using a PreStage enrollment                             |                          |   |   | 1 | 1 | 1      | 1  | 1  |  |
| Via Apple's DEP using a PreStage enrollment and Apple<br>Configurator 2 |                          |   |   |   |   | 1      | 1  | 1  |  |
| Via Apple<br>Configurator 2<br>using an enrollment URL                  |                          |   |   |   |   | 1      | ✓  | 1  |  |
| Inventory   |                          |   |   |   |   |        |    |    |  |
| Submit inventory to<br>Jamf Pro   | ✓                        | 1 | 1 | 1 | 1 | ✓      | 1  | 1  |  |

| Device Type  | iPad, iPhone, iPod touch |   |   |   |   |   |        |          |  |
|--|--------------------------|---|---|---|---|---|--------|----------|--|
| iOS Version  | 4                        | 5 | 6 | 7 | 8 | 9 | 10     | 11       |  |
| Device Groups  |                          |   |   |   |   |   |        |          |  |
| Static groups  | 1                        | 1 | 1 | 1 | 1 | 1 | ✓<br>✓ | 1        |  |
| Smart groups   | 1                        | 1 | 1 | 1 | 1 | 1 | 1      | 1        |  |
| Configuration  |                          |   |   |   |   |   |        |          |  |
| iOS configuration profiles <sup>1</sup>                    | ✓                        | ✓ | 1 | ✓ | ✓ | ✓ | ✓      | 1        |  |
| Remote Commands for Mobile Devices                         |                          |   |   |   |   |   |        |          |  |
| Update inventory   | 1                        | 1 | 1 | 1 | 1 | 1 | ✓      | 1        |  |
| Lock device  | 1                        | 1 | 1 | 1 | 1 | 1 | ✓      | 1        |  |
| Clear passcode   | 1                        | 1 | 1 | 1 | 1 | 1 | ✓      | 1        |  |
| Update passcode lock grace period                          |                          |   |   |   |   | 1 | ✓      | 1        |  |
| Clear restrictions <sup>2</sup>                            |                          |   |   |   | 1 | 1 | 1      | 1        |  |
| Wipe device <sup>3</sup>                                   | 1                        | 1 | 1 | 1 | 1 | 1 | 1      | 1        |  |
| Unmanage device  | 1                        | 1 | 1 | 1 | 1 | 1 | 1      | 1        |  |
| Send blank push  | 1                        | 1 | 1 | 1 | 1 | 1 | 1      | ✓        |  |
| Set wallpaper <sup>2</sup>                                 |                          |   |   | 1 | 1 | 1 | 1      | ✓        |  |
| Enable/disable voice or data roaming <sup>4</sup>          |                          | 1 | 1 | 1 | 1 | 1 | 1      | ✓        |  |
| Update iOS version via mass action <sup>5</sup>            |                          |   |   |   |   | 1 | 1      | ✓        |  |
| Log out user <sup>6</sup>                                  |                          |   |   |   |   | 1 | ✓      | 1        |  |
| Enable/disable Lost Mode <sup>2</sup>                      |                          |   |   |   |   | 1 | ✓      | 1        |  |
| Update location <sup>7</sup>                               |                          |   |   |   |   | ✓ | ✓      | <b>√</b> |  |
| Enable/disable diagnostic and usage reporting <sup>6</sup> |                          |   |   |   |   | ✓ | ✓      | 1        |  |
| Enable/disable app analytics <sup>6</sup>                  |                          |   |   |   |   | 1 | 1      | 1        |  |
| Shut down device <sup>6</sup>                              |                          |   |   |   |   |   | ✓      | 1        |  |
| Restart device   |                          |   |   |   |   |   | ✓      | <b>√</b> |  |

| Device Type                                 | iPad, iPhone, iPod touch |   |   |   |   |   |    |    |
|---|--------------------------|---|---|---|---|---|----|----|
| iOS Version                                 | 4                        | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| Self Service Mobile for iOS                 |                          |   |   |   |   |   |    |    |
| Self Service Mobile app                     |                          |   |   | 1 | 1 | 1 | 1  | ✓  |
| iBeacon region monitoring <sup>8</sup>      |                          |   |   | 1 | 1 | 1 | 1  | ✓  |
| Self Service web clip                       | 1                        | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| App Distribution                            |                          |   |   |   |   |   |    |    |
| Managed apps                                |                          | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| VPP-managed distribution for mobile devices |                          |   |   |   |   | 1 | 1  | 1  |
| VPP-managed distribution for users          |                          |   |   | 1 | 1 | 1 | 1  | 1  |
| In-house apps                               | 1                        | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| App Store apps                              | 1                        | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| Book Distribution                           |                          |   |   |   |   |   |    |    |
| Managed books                               |                          |   |   |   | 1 | 1 | ✓  | 1  |
| VPP-managed distribution                    |                          |   |   | 1 | 1 | 1 | 1  | 1  |
| Install ePub file                           | 1                        | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| Install iBooks file <sup>9</sup>            |                          | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| Install PDF                                 | 1                        | 1 | 1 | 1 | 1 | 1 | 1  | 1  |
| Casper Focus <sup>10</sup>                  | ·                        |   |   |   |   |   |    |    |
| Focus on app                                |                          |   |   | 1 | 1 | 1 | 1  | 1  |
| Focus on website                            |                          |   |   | 1 | 1 | 1 | 1  | 1  |
| Clear passcodes                             |                          |   |   | 1 | 1 | 1 | 1  | 1  |
| Mirror device on Apple TV                   |                          |   |   | 1 | 1 | 1 | 1  | 1  |

#### Notes:

- 1. For detailed information on payload capabilities for iOS devices, see <u>Payload Capabilities</u> <u>for Mobile Device Configuration Profiles</u>.
- 2. Requires supervision.
- 3. The Wipe Device command can be used to clear Activation Lock for mobile devices with iOS 7.1 or later.

- 4. Remote commands for voice or data roaming are only available for devices with cellular capability.
- 5. Requires supervision and enrollment via PreStage enrollment.
- 6. Available for Shared iPad only on iPads with iOS 9.3 or later.
- 7. The Update Location command can be used to update the Global Positioning System (GPS) coordinates collected for a mobile device with iOS 9.3 or later while Lost Mode is enabled.
- 8. iBeacon region monitoring requires mobile devices with Self Service installed.
- 9. iBooks files (.ibooks) can only be installed on iPad.
- 10. Management capabilities available for Casper Focus apply only to student mobile devices, not teacher devices.

# Management Capabilities for Personally Owned Devices

The following table provides an overview of the management capabilities available with Jamf Pro for personally owned mobile devices by device platform:

| Device Platform  | iOS |
|--|-----|
| Enrollment   |     |
| Via user-initiated enrollment <sup>1</sup>                           | 1   |
| Via an enrollment profile and Apple Configurator                     |     |
| Via an enrollment profile and Apple Configurator 2                   |     |
| Via Apple's DEP using a PreStage enrollment                          |     |
| Via Apple's DEP using a PreStage enrollment and Apple Configurator 2 |     |
| Via Apple Configurator 2 using an enrollment URL                     |     |
| Inventory  |     |
| Submit inventory to Jamf Pro <sup>2</sup>                            | 1   |
| Extension attributes   |     |
| Simple searches  | 1   |
| Advanced searches  | 1   |
| Mobile device reports  | 1   |
| Mass actions <sup>3</sup>  | 1   |
| Device Groups  |     |
| Static groups  |     |
| Smart groups   |     |
| Configuration  |     |
| iOS configuration profiles   |     |

| Device Platform i                             | iOS      |
|---|----------|
| Personal device profiles                      | /        |
| Remote Commands                               |          |
| Update inventory                              | /        |
| Lock device                                   |          |
|   | <b>✓</b> |
| Clear passcode                                |          |
| Update passcode lock grace period             |          |
| Clear restrictions                            |          |
| Wipe device                                   |          |
| Unmanage device                               |          |
| Wipe institutional data                       | ✓        |
| Send blank push                               | <b>✓</b> |
| Set wallpaper                                 |          |
| Enable/disable voice or data roaming          |          |
| Update iOS version via mass action            |          |
| Log out user                                  |          |
| Enable/disable Lost Mode                      |          |
| Update location                               |          |
| Enable/disable diagnostic and usage reporting |          |
| Enable/disable app analytics                  |          |
| Shut down device                              |          |
| Self Service Mobile for iOS                   |          |
| Self Service Mobile app                       |          |
| iBeacon region monitoring <sup>4</sup>        |          |
| Self Service web clip                         |          |
| App Distribution                              |          |
| Managed apps                                  | ✓        |
| VPP-managed distribution for mobile devices   |          |
| VPP-managed distribution for users            | ✓        |
| In-house apps <sup>5</sup>                    | ✓        |
| App Store apps <sup>5</sup>                   | <b>√</b> |
| Book Distribution                             |          |

| Device Platform           | iOS |
|---------------------------|-----|
| Managed books             |     |
| VPP-managed distribution  |     |
| Install ePub file         |     |
| Install iBooks file       |     |
| Install PDF               |     |
| Casper Focus <sup>6</sup> |     |
| Focus on app              |     |
| Focus on website          |     |
| Clear passcodes           |     |
| Mirror device on Apple TV |     |

#### Notes:

- 1. Enrolling a personal device using user-initiated enrollment requires an enabled personal device profile for the site that the user belongs to, or an enabled personal device profile for the full Jamf Pro. For more information, see <u>Personal Device Profiles</u>.
- 2. A limited subset of inventory information is collected for personal devices. For more information, see <u>Viewing and Editing Inventory Information for a Mobile Device</u>.
- 3. The Clear Passcode mass action does not apply to personally owned devices.
- 4. iBeacon region monitoring requires mobile devices with Self Service installed.
- 5. Only managed apps can be distributed to personal devices.
- 6. Management capabilities available for Casper Focus apply only to student mobile devices, not teacher devices.

## **Management Capabilities for Apple TV**

The following table provides an overview of the management capabilities available with Jamf Pro for institutionally owned Apple TV devices by OS version:

| Operating System                                 | Apple<br>on iOS |          | ware Ba  | sed | tvOS |    |
|--|-----------------|----------|----------|-----|------|----|
| OS Version                                       | 7               | 8        | 9        | 10  | 10.2 | 11 |
| Enrollment                                       |                 |          |          |     |      |    |
| Via an enrollment profile and Apple Configurator | ✓               | <b>√</b> | <b>✓</b> |     |      |    |

| Apple TV Software Based on iOS <sup>1</sup>                             |          | 1.05     |          |          |      |    |
|---|----------|----------|----------|----------|------|----|
| Operating System  |          |          | tvOS     |          |      |    |
| OS Version  | 7        | 8        | 9        | 10       | 10.2 | 11 |
| Via an enrollment profile and Apple Configurator 2                      | <b>√</b> | <b>√</b> | <b>V</b> | <b>✓</b> | ✓    | ✓  |
| Via Apple's DEP using a PreStage enrollment                             |          |          |          |          | 1    | 1  |
| Via Apple's DEP using a PreStage enrollment and Apple<br>Configurator 2 |          |          |          |          | 1    | 1  |
| Inventory   |          |          |          |          |      |    |
| Submit inventory to<br>Jamf Pro   | 1        | 1        | 1        | 1        | 1    | ✓  |
| Device Groups   |          |          |          |          |      |    |
| Static groups   | ✓        | 1        | 1        | ✓        | 1    | 1  |
| Smart groups  | 1        | 1        | 1        | ✓        | 1    | 1  |
| Configuration   |          |          |          |          |      |    |
| Mobile device configuration profiles <sup>2</sup>                       | ✓        | ✓        | ✓        | <b>√</b> | ✓    | 1  |
| Remote Commands   |          |          |          |          |      |    |
| Update inventory  | 1        | 1        | 1        | 1        | 1    | 1  |
| Unmanage device   | ✓        | ✓        | 1        | ✓        | ✓    | 1  |
| Wipe device   |          |          |          |          | 1    | 1  |
| Send blank push   | 1        | 1        | 1        | ✓        | 1    | 1  |
| Restart device  |          |          |          |          | 1    | 1  |
| App Distribution  |          |          |          |          |      |    |
| In-house apps   |          |          |          |          | 1    | 1  |

#### Notes:

- 1. The iOS version is equivalent to the OS build version on which the Apple TV software is based.
- 2. For detailed information on payload capabilities for Apple TV devices, see <u>Payload Capabilities</u> <u>for Mobile Device Configuration Profiles</u>.

# jamf PRO

## **Before You Begin**

## **Setting Up Jamf Pro**

The first time you connect to the Jamf Pro server, the Jamf Pro Setup Assistant guides you through the following setup tasks:

- Accept the license agreement.
- Enter your activation code.
- Create your first Jamf Pro user account.
- Enter your Jamf Pro URL (formerly the JSS URL).
   The Jamf Pro URL is the URL that client applications, computers, and mobile devices will connect to when communicating with the Jamf Pro server.

After you complete the Jamf Pro Setup Assistant, you can click the setup tips that are displayed onscreen to start configuring commonly used settings.

You may also want to make changes to the following preconfigured settings to ensure they meet the needs of your organization. These settings are important because over time, they can significantly affect the size of your database and your levels of network traffic:

- "Update Inventory" policy—Determines how often computers submit inventory to Jamf Pro. For more information, see <a href="Computer Inventory Collection">Collection</a>.
- **Recurring check-in frequency**—Determines the interval at which computers check in with Jamf Pro for available policies.

For more information, see <u>Recurring Check-in Frequency</u>.

 Mobile device inventory collection frequency—Determines how often mobile devices submit inventory to Jamf Pro.

For more information, see <u>Mobile Device Inventory Collection Settings</u>.

#### **Related Information**

For related information, see the following Knowledge Base article:

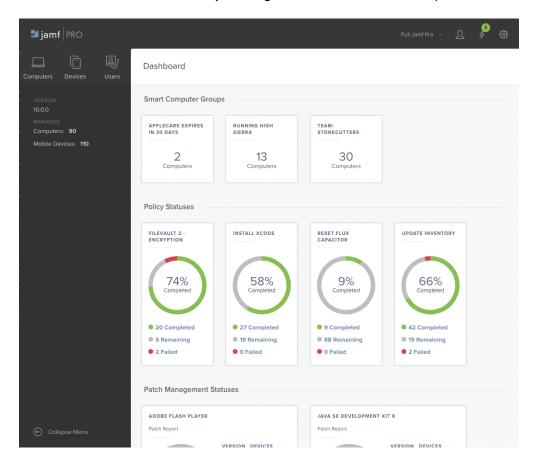
#### Network Ports Used by Jamf Pro

Learn about the network ports that you may need to configure when setting up Jamf Pro.

#### The Jamf Pro Dashboard

The Jamf Pro Dashboard allows you to monitor the status of commonly viewed items in Jamf Pro, such as smart groups, policies, configuration profiles, patch reports and licensed software—all in one central location.

You can access the Dashboard by clicking the **Jamf Pro** icon in the top left corner of the page.



**Note:** Until you add one or more items to the Jamf Pro Dashboard, it displays setup tips that you can use to configure commonly used settings.

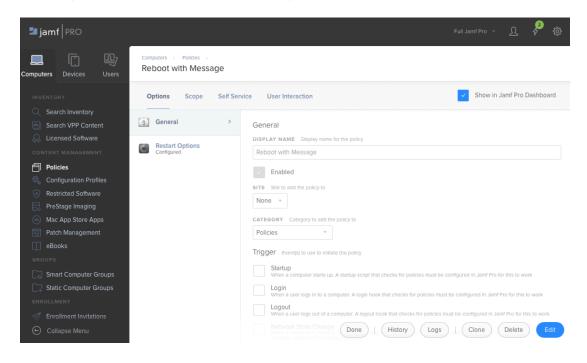
#### Adding Items to the Jamf Pro Dashboard

You can add the following types of items to the Jamf Pro Dashboard:

- Smart computer groups
- Smart device groups
- Policies
- macOS configuration profiles
- iOS configuration profiles

- Patch reports
- Licensed software
- PKI certificate authorities

To add an item to the Jamf Pro Dashboard, select the **Show in Jamf Pro Dashboard** checkbox in the upper-right corner of the pane when viewing the item in Jamf Pro.



## **Jamf Pro Objects**

Jamf Pro objects provide the foundation for performing administrative and management tasks using Jamf Pro. Examples of Jamf Pro objects include policies, configuration profiles, and network segments.

For detailed information about a specific Jamf Pro object, including instructions for navigating to the Jamf Pro object, see the appropriate section in this guide. Common actions that can be taken on Jamf Pro objects are cloning, editing, deleting, and viewing history.

**Note:** Available actions are dependent on the particular Jamf Pro object. (For example, a package cannot be cloned, so the Clone button is not displayed for the Packages object.) In addition, an action will not be available if the required privileges have not been granted for that Jamf Pro object.

## **Cloning a Jamf Pro Object**

- 1. Log in to Jamf Pro.
- 2. Navigate to the Jamf Pro object you want to clone.
- 3. Click **Clone** and make changes as needed.
- 4. Click Save.

#### **Editing a Jamf Pro Object**

- 1. Log in to Jamf Pro.
- 2. Navigate to the Jamf Pro object you want to edit.
- 3. Click **Edit** and make changes as needed.
- 4. Click Save.

#### **Deleting a Jamf Pro Object**

- 1. Log in to Jamf Pro.
- 2. Navigate to the Jamf Pro object you want to delete.
- 3. Click Delete.
- 4. Click **Delete** again to confirm.

#### Viewing the History of a Jamf Pro Object

Jamf Pro allows you to view the history of each Jamf Pro object. The information you can view includes:

- The date/time the Jamf Pro object was created or edited
- The username of the administrator who made the change
- Notes associated with the changes
- Details about a change

Note: This information is displayed for any Jamf Pro object changes made using 9.31 or later.

- 1. Log in to Jamf Pro.
- 2. Navigate to the Jamf Pro object you want to view the history of.
- 3. Click **History**.
- 4. (Optional) Click **Add Note** to add a note to the history record.
- 5. (Optional) Click **Details** to view details about a change.

# jamf PRO

**Jamf Pro System Settings** 

## **Jamf Pro User Accounts and Groups**

Jamf Pro is a multi-user application. Jamf Pro user accounts and groups allow you to grant different privileges and levels of access to each user.

When configuring a Jamf Pro user account or group, you can grant access to the full Jamf Pro or to a specific site. You can grant privileges by choosing one of the following privilege sets:

- Administrator—Grants all privileges.
- Auditor—Grants all read privileges.
- Enrollment Only—Grants all privileges required to enroll computers and mobile devices.
- **Custom**—Requires you to grant privileges manually.

If there are multiple users that should have the same access level and privileges, you can create a group with the desired access level and privileges and add accounts to it. Members of a group inherit the access level and privileges from the group. Adding an account to multiple groups allows you to grant a user access to multiple sites.

There are two ways to create Jamf Pro user accounts and groups: you can create standard accounts or groups, or you can add them from an LDAP directory service.

**Important:** It is recommended that you have at least one account that is not from an LDAP directory service in case the connection between the Jamf Pro server and the LDAP server is interrupted.

The Jamf Pro User Accounts and Groups settings also allow you to do the following:

- Configure account preferences for each Jamf Pro user account.
- Configure the password settings in the Password Policy for all standard Jamf Pro user accounts.
- Unlock a Jamf Pro user account that is locked.

#### Requirements

To add accounts or groups from an LDAP directory service, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

### **Creating a Jamf Pro User Group**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click **System Settings**.
- 4. Click Jamf Pro User Accounts & Groups ...

- 5. Click **New** + New .
- 6. Do one of the following:
  - To create a standard Jamf Pro user group, select Create Standard Group and click Next.
  - To add a Jamf Pro user group from an LDAP directory service, select Add LDAP Group and click Next
     Then follow the onscreen instructions to search for and add the group.
- 7. Use the Group pane to configure basic settings for the group.
- 8. If you chose "Custom" from the **Privilege Set** pop-up menu, click the **Privileges** tab and select the checkbox for each privilege that you want to grant the group.
- 9. Click Save.

#### **Creating a Jamf Pro User Account**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click Jamf Pro User Accounts & Groups ...
- 5. Click New + New .
- 6. Do one of the following:
  - To create a standard Jamf Pro user account, select Create Standard Account and click Next.
  - To add a Jamf Pro user account from an LDAP directory service, select Add LDAP Account and click
     Next. Then follow the onscreen instructions to search for and add the account.
- 7. On the Account pane, enter information about the account as needed.
- 8. Choose an access level from the Access Level pop-up menu:
  - To grant full access to Jamf Pro, choose "Full Access".
  - To grant access to a site, choose "Site Access".
     Note: The "Site Access" option is only displayed if there are sites in Jamf Pro. For more information on adding sites to Jamf Pro, see <u>Sites</u>.
  - To add the account to a standard group, choose "Group Access".
     Note: The "Group Access" option is only displayed if there are standard groups in Jamf Pro. For more information on creating groups, see <u>Creating a Jamf Pro User Group</u>.
- 9. Do one of the following:
  - If you granted the account full access or site access, choose a privilege set from the Privilege Set pop-up menu. Then, if you chose "Custom", click the Privileges tab and select the checkbox for each privilege that you want to grant the account.
  - If you added the account to a group, click the Group Membership tab and select the group(s) you want to add the account to.
- 10. Click Save.

#### **Configuring Account Preferences**

You can configure Language & Region and Search preferences for each Jamf Pro user account. Language & Region preferences allow you to configure settings such as date format and time zone. Search preferences allow you to configure settings for computer, mobile device, and user searches.

- 1. Log in to Jamf Pro.
- 2. At the top of the page, click the account settings  $\square$  icon and then click **Account Preferences**.
- 3. Click the **Language & Region** tab and use the pop-up menus to configure language and region preferences.
- 4. Click the **Search Preferences** tab and use the pop-up menus to configure search preferences. **Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains".
- 5. Click Save.

#### **Configuring the Password Policy**

The Password Policy in Jamf Pro allows you to configure the password settings. The Password Policy applies to all standard Jamf Pro user accounts. You can configure the following password settings:

- Number of login attempts allowed before a Jamf Pro user is locked out of the account
- Password length and age
- Password reuse limitations
- Password complexity
- Settings to allow a user to unlock their own account

**Note:** The settings configured in the Password Policy do not apply to Jamf Pro user accounts added from an LDAP directory service.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}$ .
- 3. Click System Settings.
- 4. Click Jamf Pro User Accounts & Groups \$\black \text{.}\$
- 5. Click Password Policy.
- 6. Click Edit.
- 7. Use the settings on the pane to specify the password settings.
- 8. Click Save.

The settings are applied immediately.

#### **Unlocking a Jamf Pro User Account**

A Jamf Pro user could be locked out of their account if they exceed the specified number of allowed login attempts. If the Password Policy is configured to allow the user to unlock their account, the user can reset their password to unlock their account. In this case, an email is immediately sent to the email address associated with the account in Jamf Pro allowing the user to unlock their account by resetting their password. For an email to be sent, an SMTP server must be set up in Jamf Pro. (For more information, see Integrating with an SMTP Server.)

In addition, a Jamf Pro user account that is locked can be manually unlocked from Jamf Pro by another Jamf Pro user with the Administrator privilege set.

The access status of the account is displayed as "Disabled" in Jamf Pro until the account is unlocked.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **Jamf Pro User Accounts & Groups** . A list of Jamf Pro user accounts and groups is displayed.
- 5. Click the Jamf Pro user account that has an access status of "Disabled", which means the account is locked.
- 6. Click Edit.
- 7. Choose "Enabled" from the **Access Status** pop-up menu to unlock the account.
- 8. Click Save.

The Jamf Pro user account is unlocked immediately.

#### **Related Information**

For related information, see the following section in this guide:

#### <u>Sites</u>

Learn about sites and how to add them to Jamf Pro.

## **Integrating with LDAP Directory Services**

Integrating with an LDAP directory service allows you to do the following:

- Look up and populate user information from the directory service for inventory purposes.
- Add Jamf Pro user accounts or groups from the directory service.
- Require users to log in to Self Service or the enrollment portal using their LDAP directory accounts.
- Require users to log in during mobile device setup using their LDAP directory accounts.
- Base the scope of remote management tasks on users or groups from the directory service.

To integrate with an LDAP directory service, you need to add the LDAP server to Jamf Pro. There are two ways to add LDAP servers to Jamf Pro: using the LDAP Server Assistant or manually.

The LDAP Server Assistant guides you through the process of entering information about the LDAP server and ensuring that LDAP attributes are mapped properly. It allows you to integrate with the following directory services:

- Apple's Open Directory
- Microsoft's Active Directory
- Novell's eDirectory

Manually adding an LDAP server involves entering detailed information about the LDAP server and manually configuring attribute mappings. This allows you to integrate with additional directory services.

After you have configured an LDAP directory service in Jamf Pro, you can configure an LDAP Proxy. The LDAP Proxy creates a secure tunnel to allow traffic to pass between Jamf Pro and an LDAP directory service. (For more information, see <u>LDAP Proxy</u>.)

## Adding an LDAP Server Using the LDAP Server Assistant

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click LDAP Servers .
- 5. Click New + New .
- 6. Follow the onscreen instructions to add the LDAP server.

#### Manually Adding an LDAP Server

Before manually adding an LDAP server, it is important that you are familiar with search bases, object classes, and attributes. If you are not familiar with these concepts, use the LDAP Server Assistant to ensure that attributes are mapped correctly.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click LDAP Servers .
- 5. Click **New** + New .
- 6. Select Configure Manually and click Next.
- 7. Use the Connection pane to configure how Jamf Pro connects to the LDAP server.
- 8. Use the Mappings pane to specify object class and search base data, and map attributes.
- 9. Click Save.

## **Testing LDAP Attribute Mappings**

You can test the following LDAP attribute mappings:

- User mappings
- User group mappings
- User group membership mappings

If Jamf Pro returns the appropriate information, the attributes are mapped correctly.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **LDAP Servers** .
- 5. Click the LDAP server you want to test.
- 6. Click Test.
- 7. Click the appropriate tab and enter information in the fields provided.
- 8. Click **Test** again.

#### **Related Information**

For related information, see the following sections in this guide:

#### Jamf Pro User Accounts and Groups

Find out how to add Jamf Pro user accounts or groups from an LDAP directory service.

#### Jamf Self Service for macOS User Login Settings

Find out how to require users to log in to Jamf Self Service for macOS using their LDAP directory accounts.

#### Self Service Mobile

Find out how to require users to log in to Self Service Mobile for iOS using their LDAP directory accounts.

#### Self Service Web Clip

Find out how to require users to log in to the Self Service web clip using their LDAP directory accounts.

#### User-Initiated Enrollment for Computers

Find out how to require users to log in to the enrollment portal using their LDAP directory accounts before enrolling their computers.

#### User-Initiated Enrollment for Mobile Devices

Find out how to require users to log in to the enrollment portal using their LDAP directory accounts before enrolling their mobile devices.

#### Mobile Device PreStage Enrollments

Find out how to require users to log in during mobile device setup using their LDAP directory accounts before enrolling their mobile devices using a PreStage enrollment.

#### Scope

Learn how to configure scope based on users or groups from an LDAP directory service.

For related information, see the following Knowledge Base article:

Configuring Jamf Pro to Use LDAP Over SSL When Authenticating with Active Directory

Find out how to configure Jamf Pro to perform authentication with Active Directory using LDAP over SSL (LDAPS).

## Single Sign-On

The Single Sign-On (SSO) feature allows you to integrate with a third-party Identity Provider (IdP) and implement SSO for portions of Jamf Pro. When SSO is enabled, by default users are redirected to the Identity Provider login page. After successful authentication, users are directed back to the URL they were attempting to log into.

Single Sign-On can be enabled for:

- Jamf Pro server
- User-Initiated Enrollment (iOS and macOS)
- Jamf Self Service for macOS

#### **Identity Providers**

Single Sign-On can be implemented by integrating with a Security Assertion Markup Language 2.0 (SAML 2.0) Identity Provider. For information on configuring SSO in Jamf Pro with selected Identity Providers, see the <u>Configuring Single Sign-On Settings to Work with an Identity Provider</u> section of this guide.

#### **Single Sign-On Settings**

To configure SSO, log in to Jamf Pro and in the top-right corner of the page, navigate to **Settings > System Settings > Single Sign-On**.

The following table describes Single Sign-On settings:

| Setting  | Description   | Example |
|--|---|---------|
| Single<br>Sign-On<br>(SSO)<br>Utilization                  | Enables Single Sign-On access for selected applications or services.  |         |
| Allow<br>bypass for<br>all users                           | When this setting is selected, users will not be redirected to the Identity Provider login page for authentication, but can log in to Jamf Pro directly instead. When a user tries to access Jamf Pro via the Identity Provider, IdP-initiated SSO authentication and authorization occurs. |         |
| Additional<br>login URL<br>for users<br>with<br>privileges | Allows a Jamf Pro user account with Single Sign-On (SSO) privileges to access Jamf Pro directly when SSO is enabled. It is recommended that you copy and save the failover URL.   |         |

| Setting                       | Description   | Example  |
|-------------------------------|---|--|
| User<br>Mapping:<br>SAML      | By default, this setting is set to "NameID" but you may define a custom attribute. To complete the information exchange between Jamf Pro and the IdP, the SAML assertion sent by the IdP must contain the NameID attribute. If using a custom attribute, the SAML assertion must contain the NameID attribute (any value) and the specified user attribute.   | "NameID" or<br>custom<br>attribute (e.g.,<br>"User") |
| User<br>Mapping:<br>Jamf Pro  | Jamf Pro maps SAML attributes sent by the IdP in the following ways: by users and by groups. When a user tries to access Jamf Pro, by default Jamf Pro gets information about the user from the Identity Provider and matches it against Jamf Pro user accounts. If the incoming user account does not exist in Jamf Pro, then group name matching occurs.  | "Username" or<br>"Email"                             |
| Group<br>Attribute<br>Name    | In the Group Attribute Name, you may define a custom attribute.  Group information should be provided in the SAML attribute sent by the IdP and can contain a list of group names. Jamf Pro matches each group from the Jamf Pro database and compares group names. Users will be granted access privileges from all of the groups in the same manner as a local Jamf Pro user would.    <a href="http://schemas.xmlsoap.org/claims/group"></a>   | http://schemas.<br>xmlsoap.org<br>/claims/Group      |
| RDN Key<br>for LDAP<br>Groups | Setting used to extract the name of the group from strings sent in LDAP format, Distinguished Names (DN). Jamf Pro will search the incoming string for a Relative Distinguished Name (RDN) with the specified key and use the value of the RDN Key as an actual name of the group. If the LDAP directory service string contains several RDN parts with the same key (i.e., CN=Administrators, CN=Users, O=YourOrganization), then Jamf Pro will extract group names from the left-most RDN Key (CN=Administrators). If the RDN Key for LDAP Groups field is left blank, Jamf Pro will use the entire LDAP format string. | "CN", "DC", "O"<br>or similar                        |

| Setting                            | Description   | Example   |
|------------------------------------|---|---|
| Entity ID                          | By default, Entity ID is prefilled in Jamf Pro. Use the same Entity ID when configuring your IdP settings.  | https://jss.<br>mycompany.<br>com:8443/saml<br>/metadata  |
| Identity<br>Provider               | Jamf Pro supports any SAML 2.0 Identity Provider. Select your IdP to populate the Token Expiration value.   | "Active Directory Federation Services", "Okta", "One Login", "Ping Identity", "OneLogin", "Shibboleth", "Google" or "Other" |
| Jamf Pro<br>Signing<br>Certificate | Optionally, you may want to generate or upload a Jamf Pro Signing Certificate to have messages to the IdP signed. Although this setting is optional, it is recommended that you always secure SAML communication with a digital signature.  If uploading the Jamf Pro Signing Certificate, upload a signing certificate keystore (.jks or .p12) with a private key to sign and encrypt SAML tokens, enter the password to the KeyStore file, select a private key alias, and enter the password for this key. |   |
| Token<br>Expiration                | Specifies Identity Provider session timeout in minutes. The Token Expiration field is populated depending on the Identity Provider you select. Ensure the value matches your IdP settings.  | "460"   |
| Jamf Pro<br>Metadata               | To get metadata from Jamf Pro, download an XML metadata file from the Single Sign-On settings page after saving your SSO configuration, or use the Jamf Pro metadata URL.   | https://jss.<br>mycompany.<br>com:8443/saml<br>/metadata  |

## **Authentication Using Single Sign-On**

When Single Sign-On is enabled, by default Identity Providers handle the authentication of users. Authorization is based on access levels set in Jamf Pro User Accounts and Groups.

#### **Jamf Pro Server Authentication**

By default, every time an unauthenticated user attempts to access the Jamf Pro server they will be redirected to the IdP login page unless the **Allow bypass for all users** checkbox is selected in the Single Sign-On settings.

#### Jamf Self Service for macOS Authentication

When SSO is enabled for Jamf Self Service for macOS, the username entered into the IdP during authentication will be the username Jamf Pro utilizes for scope calculations. Self Service authentication is granted for any username that exists in the IdP.

Enabling SSO for Self Service automatically changes the Self Service User Login settings. The following table describes how the Self Service User Login settings are changed after enabling SSO for Self Service:

| Before SSO is enabled  | After SSO is enabled   |
|--|--|
| Not enabled  | Allow users to log in to view items available to them using Single Sign-On |
| Allow users to log in to view items available to them using an LDAP account or Jamf Pro user account | Allow users to log in to view items available to them using Single Sign-On |
| Require users to log in using an LDAP account or Jamf Pro user account                               | Require users to log in using Single Sign-On                               |

**Note**: Disabling SSO for Self Service automatically changes the Self Service User Login settings back to "Allow users to log in to view items available to them using an LDAP account or Jamf Pro user account".

If LDAP is integrated with Jamf Pro, LDAP limitations and exclusions can be used. They will be calculated by matching the username entered into the IdP during Self Service user login with the LDAP username.

If LDAP is not integrated with Jamf Pro, targets and exclusions for a username will be calculated by matching the username entered into the IdP during Self Service user login with Jamf Pro users accounts and groups.

#### **User-Initiated Enrollment Authentication**

When SSO is enabled for User-Initiated Enrollment, the username entered into the IdP during authentication will be the username Jamf Pro inputs into the Username field in the User and Location category when updating inventory information for a computer or mobile device.

| Authentication with LDAP   | Authentication without LDAP   |
|--|---|
| If LDAP is integrated with Jamf Pro, the User and Location information will be fully populated using a lookup from Jamf Pro to LDAP. | If LDAP is not integrated with Jamf Pro, the Username field will be the only item populated in the User and Location category. User lookup will not work during enrollment. |

#### **Single Logout**

Jamf Pro uses service provider-initiated SAML Single Logout (SLO) during enrollment to ensure users can end all sessions started with Jamf Pro and the IdP. When users complete the enrollment process, they will be presented with a Logout button allowing them to perform SLO. Use the Messaging pane in User-Initiated Enrollment settings to customize the text displayed during the enrollment experience.

Single Logout will not be available if the selected IdP does not provide any SLO endpoints in the metadata, or if there is no Jamf Pro Signing Certificate set up. In such a case, users will be provided with a message advising that the IdP session might still be active. This is important for Jamf Pro administrator users who won't be able to fully log out after performing the enrollment process for other users.

**Note:** To support uncommon IdP configurations, the GET binding (less secure than POST) can be used for SAML Single Logout.

#### Requirements

To enable Single Sign-On, you need:

- An Identity Provider (IdP) using SAML 2.0 protocols
- Jamf Pro user accounts or groups that have matching Identity Provider usernames or groups
- User with administrator privileges to Jamf Pro and the Identity Provider

## Configuring Single Sign-On Settings to Work with an Identity Provider

To fully implement the Single Sign-On feature, you must also configure your Identity Provider settings. The workflow varies depending on the Identity Provider you use.

See the following Knowledge Base articles for recommended workflows during Identity Provider configuration:

- Configuring Single Sign-On with Okta
- Configuring Single Sign-On with Active Directory Federation Services
- Configuring Single Sign-On with Shibboleth
- Configuring Single Sign-On with OneLogin
- Configuring Single Sign-On with Ping Identity
- Configuring Single Sign-On with G Suite (Google Apps)

#### **Further Considerations**

- It is recommended that you use SSL (HTTPS) endpoints and the POST binding for transmission of the SAML protocol.
- If using LDAP users or groups for SSO, they should first be added as Jamf Pro users in the Jamf Pro User Accounts and Groups settings.
- When configuring your Identity Provider settings, it is recommended that you use SHA-256 or higher signatures for SAML assertions.

To resolve common errors that users might experience while using Single Sign-On, see the <u>Troubleshooting Single Sign-On in Jamf Pro</u> Knowledge Base article.

#### **Related Information**

For related information, see the following sections in this guide:

- Integrating with LDAP Directory Services
   Find out how to configure LDAP and test LDAP attribute mappings.
- Jamf Pro User Accounts and Groups
   Find out more about configuring a Jamf Pro user account or group.
- Jamf Self Service for macOS User Login Settings
   Find out how to require users to log in to Jamf Self Service for macOS using their LDAP directory accounts.
- <u>User-Initiated Enrollment for Computers</u>
   Find out where to set the logout message text.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to require users to log in to the enrollment portal using their LDAP directory accounts before enrolling their mobile devices.

## **Integrating with an SMTP Server**

Integrating with an SMTP server allows you to do the following:

- Send email notifications to Jamf Pro users when certain events occur.
- Send enrollment invitations via email.
- Send mass emails to end users.

To integrate with an SMTP server, you need to configure the SMTP Server settings in Jamf Pro.

#### **Configuring the SMTP Server Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **SMTP Server** .
- 5. Click Edit.
- 6. Configure the settings on the pane.
- 7. Click Save.

#### **Testing the SMTP Server Settings**

Once the SMTP Server settings are configured, you can send a test email from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **SMTP Server** .
- 5. Click **Test**.
- 6. Enter a test email address and click **Test** again.

A message displays, reporting whether or not the email was sent successfully.

#### **Related Information**

For related information, see the following sections in this guide:

- Email Notifications
   Learn about the different email notifications that can be sent to Jamf Pro users.
- <u>User-Initiated Enrollment for Computers</u>
   Find out how to send computer enrollment invitations via email.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to send mobile device enrollment invitations via email.
- Sending a Mass Email to Computer Users
   Find out how to send a mass email to computer users.
- Sending a Mass Email to Mobile Device Users
   Find out how to send a mass email to mobile device users.

#### **Email Notifications**

Email notifications can be sent from Jamf Pro to Jamf Pro users when the following events occur:

- A computer is enrolled using an Imaging PreStage.
- An error occurs during imaging.
- An error occurs while a policy is running.
- A restricted software violation occurs.
   Note: For this to work, email notifications must also be enabled for the individual restricted software records. (For more information, see <u>Restricted Software</u>.)
- The license limit for a licensed software record is exceeded.
   Note: For this to work, email notifications must also be enabled for the individual licensed software records. (For more information, see <u>Licensed Software Records</u>.)
- Smart computer group membership changes.
- Smart device group membership changes.
- Smart user group membership changes.
- Tomcat is started or stopped.
- The database is backed up successfully.
- A database backup fails.
- Jamf Pro fails to add a file to a JDS instance or the cloud distribution point.
- An instance of the Jamf Pro web app in a clustered environment fails.
- The VPP service token for a VPP account is approaching its expiration date.
  Note: The first email notification is sent 31 days before the token expires. Email notifications are sent once a week until the token is 7 days from its expiration date, at which time the email notifications are sent every day until the token expires. After the token has expired, no email notifications are sent.
- A Jamf Infrastructure Manager instance has not checked in with Jamf Pro.
   Note: An email notification is sent if the Infrastructure Manager fails to check in with Jamf Pro after three attempts. Only one notification is sent for this event.

Each Jamf Pro user can choose which email notifications they want to receive.

#### Requirements

To enable email notifications, you need:

- An SMTP server set up in Jamf Pro (For more information, see <u>Integrating with an SMTP Server.</u>)
- An email address specified for the Jamf Pro user account you want to enable email notifications for (For more information, see <u>Jamf Pro User Accounts and Groups</u>.)

#### **Enabling Email Notifications**

- 1. Log in to Jamf Pro.
- 2. At the top of the page, click the account settings icon and then click **Notifications**. **Note:** The Notifications option will not be displayed if your Jamf Pro user account is associated with an LDAP group.
- 3. Select the checkbox for each event that you want to receive email notifications for.
- 4. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### **Integrating with VPP**

Find out how to configure email notifications for VPP accounts.

## **Activation Code**

The Activation Code settings in Jamf Pro allow you to update the activation code for your license. You can also change the organization name associated with the license and view licensing information.

## **Updating the Activation Code**

Every time you receive a new activation code, it must be updated in Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click **System Settings**.
- 4. Click **Activation Code** 4.
- 5. Click Edit.
- 6. Enter the new activation code.
- 7. Click Save.

## **Change Management**

Change Management allows you to track the changes that happen in Jamf Pro, such as the creation of a Jamf Pro user account. The Change Management settings in Jamf Pro allow you to log those changes to a log file (JAMFChangeManagement.log) on the Jamf Pro host server and/or log the changes to a syslog server.

The Change Management logs can also be viewed in Jamf Pro. The information displayed includes:

- Date/time the change took place
- Username of the administrator who made the change
- Object type (such as a Jamf Pro user account)
- Object name (such as the username of a Jamf Pro user account)
- Action (such as "Created")
- Details about the change

In addition, you can view the changes to a specific object in that object's history. (For more information, see Viewing the History of a Jamf Pro Object.)

#### Requirements

To log changes to a log file, the account used to run Tomcat must have write permissions for the directory where the JAMFChangeManagement.log file is located.

#### **Configuring the Change Management Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$ .
- 3. Click System Settings.
- 5. Click Edit.
- 6. Configure the settings on the pane.
- 7. Click Save.

#### **Viewing Change Management Logs in Jamf Pro**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 5. Click **Logs**.
  The Change Management logs are displayed on the pane.
- 6. Do one of the following:
  - To view the object associated with a change, click the object in the Object Name column.
  - To view details about the change, click **Details** in the Details column.

#### **Related Information**

For related information, see the following Knowledge Base article:

#### Change Management with Jamf Pro: macOS Setup Guide

If you are hosting Jamf Pro on a server with macOS Server installed, learn about setting up the syslogd utility so you can log changes to a syslog server.

#### SSL Certificate

Jamf Pro requires a valid SSL certificate to ensure that computers and mobile devices communicate with the Jamf Pro server and not an imposter server.

The Apache Tomcat settings in Jamf Pro allow you to create an SSL certificate from the certificate authority (CA) that is built into Jamf Pro. You can also upload the certificate keystore for an SSL certificate that was obtained from an internal CA or a trusted third-party vendor.

**Note:** If your environment is hosted in Jamf Cloud, the Apache Tomcat settings are managed by Jamf Cloud and are not accessible.

#### Requirements

To create or upload an SSL certificate, Jamf Pro must be installed as the "ROOT" web app, and the user running the Tomcat process must have read/write access to Tomcat's server.xml file.

#### **Creating or Uploading an SSL Certificate**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click Apache Tomcat Settings 🕌 .
- 5. Click Edit.
- 6. Select Change the SSL certificate used for HTTPS and click Next.
- 7. Follow the onscreen instructions to upload or create an SSL certificate.
- 8. Restart Tomcat for the changes to take effect.
  For instructions on how to restart Tomcat, see the following Knowledge Base article:
  Starting and Stopping Tomcat

#### **Related Information**

For related information, see the following Knowledge Base article:

Using OpenSSL to Create a Certificate Keystore for Tomcat

Find out how to use OpenSSL to create a certificate keystore that you can upload to Jamf Pro.

## Flushing Logs

Flushing logs reduces the size of the database and can speed up searches. You can flush the following types of logs:

- Application Usage logs
- Computer Usage logs
- Policy logs
- Jamf Remote logs
- Screen sharing logs
- Jamf Imaging logs
- Computer and mobile device management history
- JDS management history
- Computer inventory reports (computer inventory information from past inventory submissions)
- Mobile device inventory reports (mobile device inventory information from past inventory submissions)
- Jamf Pro access logs
- Change Management logs
- Event logs

You can schedule log flushing to take place daily, or you can manually flush logs as needed. You can also choose to flush logs that are older than a certain number of days, weeks, or months.

For information on the types of data flushed with each log and the database tables affected, see the following Knowledge Base article:

Data and Tables Affected by Log Flushing

## **Scheduling Log Flushing**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **Log Flushing** .
- 5. Click Edit.
- 6. Use the pop-up menus to choose the number of days, weeks, or months after which each type of log should be flushed.

- 7. Choose a time of day from the **Time to Flush Logs Each Day** pop-up menu.
- 8. Click Save.

## **Manually Flushing Logs**

- 1. Log in to any of the Jamf Pro web apps.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click **System Settings**.
- 4. Click **Log Flushing** .
- 5. Click Flush Manually.
- 6. Select the checkbox for each type of log you want to flush.
- 7. From the **Flush Logs Older Than** pop-up menu, choose the number of days, weeks, or months after which logs should be flushed.
- 8. Click Flush.

A message displays, reporting the success or failure of the flush.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Flushing Policy Logs for a Computer
   Find out how to view and flush policy logs for a computer.
- Viewing and Flushing Logs for a Policy
   Find out how to view and flush logs for a policy.
- Viewing the History for a Computer
   Find out how to view the logs and the management history for a computer.
- Viewing Management History for a Mobile Device
   Find out how to view the management history for a mobile device.

## **Maintenance Pages**

The Maintenance Pages setting allows you to create a custom maintenance page for each language used in your environment.

The maintenance page is displayed to users when Jamf Pro is starting up or being upgraded under the following conditions:

- When using the Self Service web clip
- During enrollment

A maintenance page configuration is preconfigured in Jamf Pro for each of the following languages: English, French, and German. When a computer or mobile device has a preferred language set on it, it displays the maintenance page configuration that corresponds with that language. The English version of the maintenance page is displayed if the computer or mobile device does not have a preferred language set on it.

In addition to the language, the message and the graphic displayed on the maintenance page can be customized. The preconfigured maintenance page message is "We'll be back." You can use Markdown to format the maintenance page message and image.

For information about Markdown, see the following Knowledge Base article: <u>Using Markdown to Format Text</u>

## **Creating a Maintenance Page Configuration**

The Maintenance Pages setting allows you to create a custom maintenance page for each language used in your environment.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click Maintenance Pages ...
- 5. Click **New** and then use the **Language** pop-up menu to specify the language that will be contained within the message. Computers and mobile devices with a preferred language that matches the specified language will display this version of the maintenance page.
- 6. Use the **Maintenance Page Message** field to customize the message displayed during the Jamf Promaintenance process.
- 7. Click Save.
- 8. Repeat this process as needed for other languages.

## **Jamf Pro Summary**

The Jamf Pro Summary is a custom report that can be useful for troubleshooting Jamf Pro issues, and for providing information to Jamf for purposes of support or license renewal.

By default, the Jamf Pro Summary includes the following information:

- Number of managed and unmanaged computers
- Number of managed mobile devices
- Operating system on the Jamf Pro host server
- Path to the Jamf Pro web app
- Apache Tomcat version
- Information about the version of Java installed on the Jamf Pro host server
- Information about the MySQL connection and configuration

You can also add information to the Jamf Pro Summary from the following categories as needed:

- Computers
- Mobile Devices
- Users
- System Settings
- Global Management
- Computer Management
- Computer Management–Server Infrastructure
- Computer Management–Management Framework
- Mobile Device Management
- Network Organization
- Database

You can view the Jamf Pro Summary in a browser window or send the Jamf Pro Summary to Jamf.

### Requirements

To send the Jamf Pro Summary to Jamf, you need a valid Jamf Nation account.

To create a Jamf Nation account, go to: <a href="https://www.jamf.com/jamf-nation/users/new">https://www.jamf.com/jamf-nation/users/new</a>

#### **Viewing the Jamf Pro Summary**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Jamf Pro Information.
- 4. Click **Jamf Pro Summary** .
- 5. Select the checkboxes next to the items you want to include.
- Click Create.The Jamf Pro Summary displays in a browser window.
- 7. Click the **Back** button in the web browser to return to the Jamf Pro Summary pane.

### Sending the Jamf Pro Summary to Jamf

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Jamf Pro Information.
- 4. Click **Jamf Pro Summary** .
- 5. Select the checkboxes next to the items you want to include.
- 6. Click Send Summary to Jamf.
- 7. Enter your Jamf Nation credentials, and then click **Send**.

The Jamf Pro Summary is sent to Jamf via Jamf Nation.

#### **Related Information**

For information about Customer Experience Metrics (CEM), see the following Knowledge Base article:

#### **Customer Experience Metrics**

Learn about Customer Experience Metrics and how to configure the setting in your Jamf Pro environment.

For additional information about Customer Experience Metrics, visit the following webpage: <a href="https://www.jamf.com/products/jamf-pro/customer-experience-metrics/">https://www.jamf.com/products/jamf-pro/customer-experience-metrics/</a>

## **Jamf Pro Server Logs**

The Jamf Pro Server Logs settings allow you to view and download the Jamf Pro server log from the Jamf Pro web app. You can also use the Jamf Pro Server Logs settings to enable debug mode and statement logging.

## Viewing and Downloading the Jamf Pro Server Log

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** ②.
- 3. Click Jamf Pro Information.
- 5. Click Edit.
- 6. Configure the options on the screen.
- 7. Click **Save**.

  The Jamf Pro server log displays on the page.
- 8. (Optional) Click **Download** to download the log. The JAMFSoftwareServer.log is downloaded immediately.

#### **Related Information**

For related information, see the following Knowledge Base article:

#### **Enabling Debug Mode**

Find out how to enable debug mode for several Jamf products, as well as where to view logs from your Apple devices so that you can troubleshoot on a deeper level.

## **Jamf Pro Health Check Page**

The Jamf Pro health check page allows you to view the status of your environment. This can be useful for identifying performance and configuration issues. For example, you can use the Jamf Pro health check page to ensure all instances of the Jamf Pro web app in a clustered environment are running without error.

**Note:** The Jamf Pro health check page is not the same as the Jamf Pro Health Check service provided by Jamf Support.

The following table lists the possible status the Jamf Pro health check page may return:

| Status   | Description   |
|--|---|
| [{"healthCode":1,"httpCode":503," description":"DBConnectionError"}]       | An error occurred while testing the database connection.                        |
| [{"healthCode":2,"httpCode"200:," description":"SetupAssistant"}]          | The Jamf Pro Setup Assistant was detected.                                      |
| [{"healthCode":3,"httpCode":503," description":"DBConnectionConfigError"}] | A configuration error occurred while attempting to connect to the database.     |
| [{"healthCode":4,"httpCode":503," description":"Initializing"}]            | The Jamf Pro web app is initializing.   |
| [{"healthCode":5,"httpCode":503," description":"ChildNodeStartUpError"}]   | An instance of the Jamf Pro web app in a clustered environment failed to start. |
| [{"healthCode":6,"httpCode":503," description":"InitializationError"}]     | A fatal error occurred and prevented the Jamf Proweb app from starting.         |
| []   | The Jamf Pro web app is running without error.                                  |

## **Using the Jamf Pro Health Check Page**

To navigate to the Jamf Pro health check page, append "healthCheck.html" to your Jamf Pro URL. For example:

https://jss.mycompany.com:8443/healthCheck.html

The status of your environment displays on the screen.

Once you have identified the status of your environment, you can take steps to resolve any issues that were found.

# jamf

## **Global Management Settings**

## **Push Certificates**

Jamf Pro requires a valid push certificate to communicate with Apple Push Notification service (APNs). This communication is required to do the following:

- Send macOS configuration profiles and macOS remote commands to computers.
- Distribute Mac App Store apps to computers.
- Enroll and manage iOS devices.

An assistant in Jamf Pro guides you through the following steps to create a new push certificate (. pem) and upload it to Jamf Pro:

- 1. Obtain a signed certificate request (CSR) from Jamf Nation.
- 2. Create the push certificate in Apple's Push Certificates Portal by logging into the portal, uploading the signed CSR obtained from Jamf Nation, and downloading the resulting push certificate.
- 3. Upload the push certificate to Jamf Pro.

If you have a push certificate in .p12 format, you do not have to create a new one. You can simply upload the .p12 file to Jamf Pro.

You can also use Jamf Pro to renew your push certificate when needed.

**Note**: Uploading a push certificate to Jamf Pro automatically enables the **Enable Push Notifications** setting in Jamf Pro. For more information, see <u>Security Settings</u>.

## Requirements

To create or renew a push certificate, you need:

- A valid Jamf Nation account
   To create a Jamf Nation account, go to: https://www.jamf.com/jamf-nation/users/new
- A valid Apple ID (A corporate Apple ID is recommended.)
   If you are renewing a push certificate that was originally obtained from Apple's iOS Developer
   Program (iDEP), you must use the Apple ID for the iDEP Agent account used to obtain the certificate.

## **Creating a Push Certificate**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.

- 4. Click Push Certificates .
- 5. Click **New** and do one of the following:
  - If the server hosting Jamf Pro has an outbound connection, select Download signed CSR from Jamf Nation.
    - Jamf Pro connects to Jamf Nation over port 443 and obtains the signed CSR.
  - If the server hosting Jamf Pro does not have an outbound connection, select **Download CSR and sign later using Jamf Nation**.
- 6. Follow the onscreen instructions to create and upload the push certificate (.pem).

## **Uploading a Push Certificate (.p12)**

If you have a push certificate that's in .p12 format, you can upload it to Jamf Pro.

**Note:** You will only have a push certificate in .p12 format if the CSR used to create the certificate was not issued by Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Push Certificates** .
- 5. Click New + New .
- 6. Select Upload push certificate (.p12).
- 7. Follow the onscreen instructions to upload the push certificate.

## **Renewing the Push Certificate**

**Important**: It is recommended that you do not delete the existing push certificate from Jamf Prowhen renewing a push certificate.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click Push Certificates .
- 5. Click the push certificate and then click **Renew**.
- 6. Choose a method for renewing the push certificate:
  - If the server hosting Jamf Pro has an outbound connection, select Download signed CSR from Jamf Nation.

Jamf Pro connects to Jamf Nation over port 443 and obtains the signed CSR.

- If the server hosting Jamf Pro does not have an outbound connection, select **Download CSR and sign later using Jamf Nation**.
- If you have a new push certificate in .p12 format, select **Upload push certificate (.p12)**.
- 7. Follow the onscreen instructions to renew the push certificate.

## **Deleting the Push Certificate**

Deleting the push certificate from Jamf Pro disables communication between Jamf Pro and APNs. This prevents Jamf Pro from sending macOS configuration profiles and macOS remote commands to computers, and managing iOS devices. In addition, without a push certificate, Mac App Store apps cannot be distributed to computers. To restore these capabilities, you must create a new push certificate, and then re-enroll your computers and mobile devices with Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click Push Certificates .
- 5. Click the push certificate and click **Delete**. Then click **Delete** again to confirm.

#### **Related Information**

For related information, see the following Jamf Knowledge Base videos:

- Generating an APNs Certificate in Jamf Pro
- Renewing an APNs Certificate in Jamf Pro

For related information, see the following sections in this guide:

Security Settings

Find out how to enable certificate-based authentication and push notifications so you can send macOS configuration profiles and macOS remote commands to managed computers.

PKI Certificates

Learn how to configure public key infrastructure certificates to ensure secure communication with APNs

For related information, see the following Knowledge Base article:

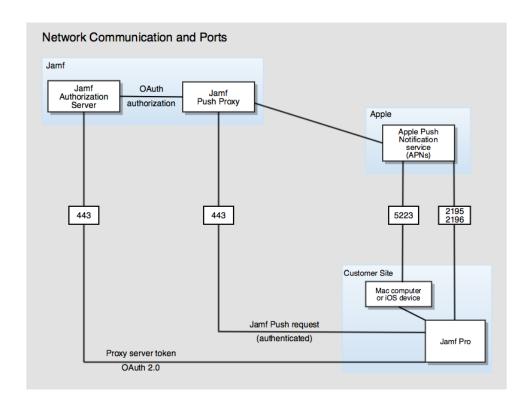
#### Network Ports Used by Jamf Pro

Find out which ports Jamf Pro uses to communicate with APNs.

## **Jamf Push Proxy**

The Jamf Push Proxy enables communication between the Jamf Pro server and devices with Jamf Self Service installed. This communication allows you to send Notification Center notifications to computers and mobile devices with Self Service installed.

Jamf Pro requires a valid proxy server token to authenticate to the Jamf Push Proxy. An assistant in Jamf Pro guides you through the process to request a new proxy server token from the Jamf Authorization Server and upload it to Jamf Pro. The following diagram illustrates the communication between the Jamf Push Proxy and the Apple Push Notification service (APNs), Jamf Pro, and devices in your environment:



## Requirements

To request or renew a proxy server token, you need a valid Jamf Nation account.

To create a Jamf Nation account, go to: https://www.jamf.com/jamf-nation/users/new

## Requesting and Uploading a Proxy Server Token

1. Log in to Jamf Pro.

- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Push Certificates** .
- 5. Click **New** + New .
- 6. Select Get proxy server token from Jamf Authorization Server.
- 7. Follow the onscreen instructions to get the proxy server token and upload it to Jamf Pro.

## **Renewing the Proxy Server Token**

**Note:** The proxy server token will be renewed automatically, however, the following steps can be used for troubleshooting purposes.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Push Certificates** .
- 5. Click the push proxy and then click Renew.

## **Integrating with GSX**

Integrating with Apple's Global Service Exchange (GSX) allows you to look up and populate the following purchasing information for computers and mobile devices:

- Purchase date
- Warranty expiration date
- Apple Care ID (warranty reference number)

**Note:** GSX may not always return complete purchasing information. Only the information found in GSX is returned.

To integrate with GSX, you need to configure the GSX Connection settings in Jamf Pro, which involves entering GSX account information and uploading an Apple certificate.

You can also use Jamf Pro to test the connection and upload a renewed Apple certificate when needed.

## Requirements

To configure the GSX Connection settings, you need:

- A GSX account with the "Manager" role, access to Web Services, and access to coverage/warranty information
- An Apple certificate (.pem or .p12)

For instructions on creating a GSX account and obtaining an Apple certificate, see the <u>Integrating</u> with Apple's <u>Global Service Exchange (GSX)</u> Knowledge Base article.

## **Configuring the GSX Connection Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 5. Click Edit.
- 6. Select Enable Connection to GSX.

**Note**: This and some of the other settings on this pane may already be configured if Jamf Pro was used to generate a CSR.

- 7. Enter the username and account number for the GSX account.
- 8. Configure the region and URI settings as needed.

- 9. Select Certificate-based Authentication and click Upload.
- 10. Follow the onscreen instructions to upload the Apple certificate (.pem or .p12).

## **Testing the GSX Connection**

Once the GSX Connection settings are configured, you can test the connection to make sure it works.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 5. Click **Test**.
- 6. Click **Test** again.

A message displays, reporting the success or failure of the connection.

## **Renewing the Apple Certificate**

You can use Jamf Pro to upload a renewed Apple certificate without removing the existing certificate so the connection with GSX is not lost. A notification is displayed 31 days prior to the expiration date of the Apple certificate.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click **Global Management**.
- 5. Click Edit.
- 6. Click Renew.
- 7. Follow the onscreen instructions to upload a renewed Apple certificate.

#### **Related Information**

For related information, see the following sections in this guide:

- Mass Looking up and Populating Purchasing Information for Computers
   Find out how to mass look up and populate purchasing information for computers from GSX.
- Mass Looking up and Populating Purchasing Information for Mobile Devices
   Find out how to mass look up and populate purchasing information for mobile devices from GSX.
- Viewing and Editing Inventory Information for a Computer
   You can look up and populate purchasing information for a single computer by editing the computer's inventory information in Jamf Pro.
- Viewing and Editing Inventory Information for a Mobile Device
   You can look up and populate purchasing information for a single mobile device by editing the device's inventory information in Jamf Pro.
- Local Enrollment Using Recon
   Find out how to look up and populate purchasing information when enrolling a computer by running Recon locally.
- Remote Enrollment Using Recon
   Find out how to look up and populate purchasing information when enrolling a computer by running Recon remotely.

## **User-Initiated Enrollment Settings**

Enrollment is the process of adding computers and mobile devices to Jamf Pro. This establishes a connection between the computers and mobile devices and the Jamf Pro server.

User-initiated enrollment allows users to initiate the enrollment process on their own.

Users can enroll the following:

- Mac computers
- Institutionally owned iOS devices
- Personally owned iOS devices

The User-Initiated Enrollment settings allow you to do the following:

- Enable user-initiated enrollment for the appropriate platforms.
- Customize text displayed for each step in the enrollment process, including adding different languages.
- Restrict re-enrollment so that a user is only allowed to re-enroll a computer or mobile device if one of the following conditions is met:
  - The user is a Jamf Pro user with the "Computers" or "Mobile Devices" privilege.
  - The username of the user re-enrolling the computer or mobile device matches the Username field in the User and Location category in inventory information.
  - The Username field in the User and Location category in inventory information is blank.
- Require users to install the CA certificate.
- Specify a management account (computers only).
- Ensure that SSH (Remote Login) is enabled (computers only).
- Ensure that Self Service is launched after enrollment (computers only).
- Sign the QuickAdd package used for enrollment (computers only).
  Signing the QuickAdd package ensures that it appears as verified to users who install it. It also allows users to install the QuickAdd package on computers that have Apple's Gatekeeper feature set to only allow applications downloaded from the Mac App Store and identified developers.
  If you choose to sign the QuickAdd package, you need:
  - An installer certificate (.p12) from Apple. For instructions on how to obtain an installer certificate, see the following Knowledge Base article:
     Obtaining an Installer Certificate from Apple
  - A Certification Authority intermediate certificate from Apple in the System keychain in Keychain
     Access on computers. For instructions on how to obtain this certificate and import it to the
     System keychain, see the following Knowledge Base article:
     Importing a Certification Authority Intermediate Certificate from Apple to the System Keychain

## **Customizing the User-Initiated Enrollment Experience**

You can customize the text displayed in each step of the enrollment experience using Markdown. You can also add different languages.

For information about Markdown, see the following Knowledge Base article: <u>Using Markdown to Format Text</u>

The following table describes each step that can be customized and the platform each step is displayed on:

| Enrollment<br>Step  | Description  | macOS    | Institutionally<br>Owned iOS<br>Devices | Personally<br>Owned<br>iOS Devices |
|---------------------|--|----------|---|------------------------------------|
| Login<br>Page       | Customize how you want the Login page to be displayed to users.  | ✓        | 1                                       | ✓                                  |
| Device<br>Ownership | Customize the text that prompts the user to specify the device ownership type if user-initiated enrollment is enabled for both institutionally owned and personally owned devices.  You can also specify the device          |          | <b>✓</b>                                | ✓                                  |
|                     | management description that displays to users to provide custom messaging on the IT management capabilities for each device ownership type.  |          |   |                                    |
| EULA                | Enter text for the End User License<br>Agreement (EULA). If the EULA is left blank,<br>it is not displayed to users during<br>enrollment. The EULA is not displayed for<br>users logging in with a Jamf Pro user<br>account. | <b>√</b> | <b>✓</b>                                | <b>/</b>                           |

| Enrollment<br>Step         | Description  | macOS    | Institutionally<br>Owned iOS<br>Devices | Personally<br>Owned<br>iOS Devices |
|----------------------------|--|----------|---|------------------------------------|
| Sites                      | Customize the message that prompts users to choose a site. If a user logs in with a Jamf Pro user account, they can assign an LDAP user to the computer or mobile device.  If you have more than one site in Jamf Pro and have entered information on the Messaging Pane in Personal Device Profiles in Jamf Pro, this information is displayed to users when they are prompted to choose a site.  (For more information, see Personal Device Profiles.) | •        |   |                                    |
| Certificate                | Customize the message that prompts users to install the CA certificate for mobile devices to trust at enrollment.  |          | 1                                       | <b>√</b>                           |
| MDM<br>Profile             | Customize the message that prompts users to install the MDM profile for institutionally owned devices.   |          | <b>√</b>                                |                                    |
| Personal<br>MDM<br>Profile | Customize the message that prompts users to install the MDM profile for personally owned devices.  |          |   | ✓                                  |
| QuickAdd<br>Package        | Customize the message that prompts users to download and install the QuickAdd package.   | <b>√</b> |   |                                    |
| Complete<br>Page           | Customize the messages that are displayed to users if enrollment is successful or if it fails.   | <b>√</b> | <b>√</b>                                | <b>✓</b>                           |

## **Configuring the User-Initiated Enrollment Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click **Global Management**.
- 4. Click **User-Initiated Enrollment** .
- 5. Click Edit.
- 6. Use the General pane to restrict re-enrollment and to skip certificate installation.

7. Use the Messaging pane to customize the text displayed during the enrollment experience and add languages.

**Note:** English is the default language if the computer or mobile device does not have a preferred language set on it.

- To add a language, click **Add** and then choose the language from the **Language** pop-up menu. You can repeat this process as needed for other languages.
- To customize the text for a language already listed, click Edit or View depending on what's displayed. Then click Done.
- 8. Use the Platforms pane to enable user-initiated enrollment and configure the enrollment settings for each platform as needed.
- 9. Use the Access pane to choose the site you want to display to LDAP user groups during enrollment. Then, click **Done**.
  - If an LDAP user belongs to more than one LDAP user group in Jamf Pro, the user will have the option to select the sites you assign to each group that user belongs to.
- 10. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>User-Initiated Enrollment for Computers</u>
   Find out how to allow users to enroll computers.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to allow users to enroll mobile devices.
- <u>User-Initiated Enrollment Experience for Computers</u>
   Learn about the steps users take to enroll computers.
- <u>User-Initiated Enrollment Experience for Mobile Devices</u>
   Learn about the steps users take to enroll mobile devices.

## Integrating with the Device Enrollment Program

The Device Enrollment Program settings allow you to integrate with Apple's Device Enrollment Program (DEP), part of Apple Deployment Programs. Integrating with DEP is the first step to enrolling a device with Jamf Pro using a PreStage enrollment. After Jamf Pro is integrated with DEP, you can use Jamf Pro to configure enrollment and device setup settings.

To integrate with DEP, you need to do the following:

- 1. Download a public key (.pem) from Jamf Pro.
- 2. Obtain a server token file (.p7m) from Apple.
- 3. Upload the server token file to Jamf Pro to configure an instance of DEP.

For more information about DEP, see the following websites:

- Device Enrollment Program for Business https://www.apple.com/business/dep/
- Device Enrollment Program for Education https://www.apple.com/education/it/dep/

## Requirements

To obtain a server token file from Apple, you need an Apple Deployment Programs account. You can apply for an account at:

https://deploy.apple.com

## **Downloading a Public Key**

Before you can obtain the server token file from Apple, you need to download a public key from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Device Enrollment Program** 📵 .
- 5. Click **Public Key** to download the public key.

The public key (.pem) is downloaded immediately.

## **Obtaining the Server Token File**

To download the server token file, you need to upload your public key to the Apple Deployment Program website.

- 1. Log in to the Apple Deployment Program website at <a href="http://deploy.apple.com">http://deploy.apple.com</a>.
- 2. In the sidebar, select **Device Enrollment Program** 📵 .
- 3. Follow the onscreen instructions to verify your identity.
- 4. In the sidebar, select **Manage Servers**, and then click **Add MDM Server**.
- 5. Enter a name for your MDM server, and then click **Next**.
- 6. Click Choose File, and then upload the public key (.pem) you downloaded from Jamf Pro.
- 7. Click **Next** to download the server token file (.p7m).

The server token file (.p7m) is downloaded immediately.

## Uploading the Server Token File to Configure an Instance of DEP

This process creates one instance of DEP in Jamf Pro. To meet the needs of your organization, you can repeat the process to create multiple instances of DEP.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings**  $^{\textcircled{5}}$  .
- 3. Click Global Management.
- 4. Click **Device Enrollment Program** 📵 .
- 5. Click **New** + New .
- 6. Enter a display name for the DEP instance.
- 7. Click **Upload Server Token File** to upload the server token file (.p7m) you downloaded from Apple. This creates one instance of the program in Jamf Pro.

  The information contained in the server token file is displayed.
- 8. (Optional) Choose a supervision identity to associate with the DEP instance. (For more information, see <u>Supervision Identities</u>.)
- 9. Click Save.
- 10. To configure another instance of DEP, repeat steps 5-9.

## **Refreshing DEP Instance Information**

Jamf Pro allows you to manually refresh information in the DEP instance as needed.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** 🐯 .
- 3. Click Global Management.
- 4. Click **Device Enrollment Program** . A list of program instances is displayed.
- 5. Click the program instance you want to refresh.
- 6. Click Refresh.

If there is updated information in DEP, this information is displayed in Jamf Pro.

#### **Further Considerations**

- If you upload a new server token file (.p7m) to renew an expired DEP instance, it is recommended that you do not delete the expired instance from Jamf Pro before uploading the new server token file
- Deleting a DEP instance removes the instance from Jamf Pro but does not delete the settings in DEP.
- If necessary, you can remove a device from DEP by disowning the device using the Apple Deployment Programs website. Disowning a device that is currently enrolled with Jamf Pro does not remove the device from Jamf Pro. For detailed information on disowning devices, see Apple Deployment Programs Help at:

https://help.apple.com/deployment/business/

#### **Related Information**

For related information, see the following Jamf Knowledge Base videos:

- Integrating with Apple's Device Enrollment Program
- Renewing a Device Enrollment Program (DEP) Token in Jamf Pro

For related information, see the following sections in this guide:

- Mobile Device PreStage Enrollments
   Find out how to enroll mobile devices using a mobile device PreStage enrollment.
- Computer PreStage Enrollments
   Find out how to enroll Mac computers using a computer PreStage enrollment.

#### • <u>Supervision Identities</u>

Find out how to create, upload, and download a supervision identity for use with Apple Configurator 2.

## **Re-enrollment Settings**

The Re-enrollment settings in Jamf Pro allow you to clear certain information from inventory for a computer or mobile device when it is re-enrolled with Jamf Pro.

The Re-enrollment settings are applied to computers and mobile devices when they are re-enrolled with Jamf Pro via the following enrollment methods:

- User-initiated enrollment
- PreStage enrollment
- Apple Configurator 2 enrollment methods (mobile devices only)

The following table lists the settings that you can apply to inventory information during reenrollment:

| Setting   | Description  |
|---|--|
| Clear user and location information on mobile devices and computers | This setting clears all information from the User and Location category on the Inventory tab in computer and mobile device inventory information during reenrollment with Jamf Pro. When devices are re-enrolled, the user and location fields display a blank value.  Information is not cleared, however, when the following happens:  If a user logs in to the enrollment portal using an LDAP directory account, or a JSS user logs in and assigns an LDAP user to the device, then the user and location information associated with the LDAP account is assigned to the device during re-enrollment. If the user chooses a site at enrollment, the device is associated with the selected site.  If there is an extension attribute displayed on the User and Location category on the Inventory tab, the value for the extension attribute is not cleared during re-enrollment.  If a PreStage enrollment is used to enroll devices and the Use existing location information, if applicable option is selected, the user and location information of the user logging in is populated in the device's inventory information. |
|   | For more information about user and location information, see <u>Viewing and Editing Inventory Information for a Computer</u> and <u>Viewing and Editing Inventory Information for a Mobile Device</u> .   |
| Clear user and location history information on                      | This setting clears all information from the User and Location History category on the <b>History</b> tab in computer and mobile device inventory information during re-enrollment with Jamf Pro.  |
| mobile devices and computers  | For more information about user and location history information, see <u>Viewing</u> the <u>History for a Computer</u> and <u>Viewing the History for a Mobile Device</u> .  |

| Setting  | Description  |
|--|--|
| Clear policy<br>logs on<br>computers   | This setting clears all information from the Policy Logs category on the <b>History</b> tab in computer inventory information during re-enrollment with Jamf Pro. For more information about the policy logs for computers, see <u>Viewing the History for a Computer</u> .  In addition, this setting clears the logs for a policy for re-enrolled computers that have run the policy. For information on viewing and flushing logs for a policy, see <u>Managing Policies</u> .  When the computer is re-enrolled with Jamf Pro, any policies that the computer is in the scope of are re-run on the computer at the policy's next trigger.    |
| Clear extension<br>attribute values<br>on computers<br>and mobile<br>devices | This option clears all values for extension attributes that are populated by the following input types:  Text field  Pop-up menu  Script (computers only)  LDAP Attribute Mapping  Note: Values for extension attributes that are populated by scripts and LDAP  Attribute Mappings are cleared during re-enrollment, but are then re- populated the next time computers and mobile devices check in with Jamf Pro.  This option does not remove the extension attribute from Jamf Pro.  For more information about extension attributes, see Computer Extension  Attributes and Mobile Device Extension Attributes.                             |
| Clear<br>management<br>history on<br>mobile devices<br>and computers         | This setting clears all information from the Management History category on the <b>History</b> tab in computer and mobile device inventory information during reenrollment with Jamf Pro.  You can clear the following information:  Completed, pending, and failed commands  Pending and failed commands  Railed commands  Nothing  The default setting is to clear pending and failed commands.  Note: If there are pending commands at the time of re-enrollment, these commands are cleared.  For more information about management history information, see Viewing the History for a Computer and Viewing the History for a Mobile Device. |

## **Configuring the Re-enrollment Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click Re-enrollment .

- 5. Choose the settings that you want to apply to device inventory information during re-enrollment.
- 6. Click Save.

When computers and mobile devices are re-enrolled with Jamf Pro, the settings are applied to inventory information.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>User-Initiated Enrollment for Computers</u>
   Find out how to allow users to enroll their own computers by having them log in to an enrollment portal.
- Computer PreStage Enrollments
   Find out how to enroll Mac computers using a PreStage enrollment.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to allow users to enroll mobile devices by having them log in to an enrollment portal.
- Mobile Device PreStage Enrollments
   Find out how to enroll mobile devices using a PreStage enrollment.
- Apple Configurator Enrollment Settings
   Find out how to enable Apple Configurator enrollment so you can enroll mobile devices using
   Apple Configurator and an enrollment URL.

## **Jamf Pro URL**

The Jamf Pro URL is the URL that client applications, computers, and mobile devices connect to when communicating with the Jamf Pro server. You can view and configure the Jamf Pro URL in Jamf Pro if you are hosting your own Jamf Pro server. It is recommended that you configure the Jamf Pro URL to include the correct protocol, fully qualified domain name (FQDN), and port of the server.

**Important:** In general, you should not change the Jamf Pro URL in a production environment with managed computers and mobile devices. If the Jamf Pro URL is incorrect or not specified, client applications, computers, and mobile devices are unable to connect to the server. If you are considering making a change to your Jamf Pro URL, contact your Jamf account representative.

You can also view or configure the Jamf Pro URL that's used for enrolling mobile devices with an enrollment profile and Apple's iPhone Configuration Utility (iPCU).

**Note:** If your environment is hosted in Jamf Cloud, the Jamf Pro URL setting is managed by Jamf Cloud and is not accessible.

## **Viewing or Configuring the Jamf Pro URLs**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Jamf Pro URL** . The Jamf Pro URLs are displayed on the pane.
- 5. To configure the Jamf Pro URLs:
  - a. Click Edit.
  - b. Enter the new URLs in the fields on the pane.
  - c. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### **Enrollment Profiles**

Find out how to create and download enrollment profiles so you can enroll mobile devices by connecting them to a computer via USB.

## **PKI Certificates**

The PKI Certificates settings allow you to manage the certificate lifecycle directly in Jamf Pro. To ensure secure communication with the Apple Push Notification service (APNs), Jamf Pro requires a public key infrastructure (PKI) that supports certificate-based authentication. The PKI must include the following components:

- A certificate authority (CA)
- A signing certificate
- A CA certificate

For more information on PKI and its components, see Security.

When configuring the PKI Certificates settings, you can choose the following options for the CA:

- Use a built-in CA.
- Integrate with a trusted third-party CA (Symantec).
- Configure your own PKI if you have access to an external CA that supports the Simple Certificate Enrollment Protocol (SCEP).

**Note**: If you do not want computers or mobile devices to communicate directly with a SCEP server, you can enable Jamf Pro to proxy this communication between a SCEP server and the devices in your environment. For more information, see the <a href="Enabling Jamf Pro as SCEP Proxy">Enabling Jamf Pro as SCEP Proxy</a> technical paper.

You can choose to use a built-in CA, integrate with a trusted third-party CA (Symantec), or configure your own PKI if you have access to an external CA that supports the Simple Certificate Enrollment Protocol (SCEP).

The PKI Certificates settings in Jamf Pro allow you to perform the following tasks:

- View a list of active, expiring, inactive or all certificates issued by a CA.
- Add a PKI certificate authority to the Jamf Pro Dashboard.
- View details of a specific certificate that was issued.
- Export a certificate list for a CA.

## Using the Built-in CA

There is no configuration necessary to use the built-in CA—the signing and CA certificates are created and stored for you. The built-in CA is used by default to issue certificates to both computers and mobile devices. When devices that need a certificate check in with Jamf Pro, the device communicates with the SCEP server to obtain the certificate.

**Note**: If you do not want computers or mobile devices to communicate directly with a SCEP server and you are using the built-in CA, you can enable Jamf Pro as SCEP Proxy to issue device certificates via configuration profiles. For more information, see the <a href="Enabling Jamf Pro as SCEP Proxy">Enabling Jamf Pro as SCEP Proxy</a> technical paper.

You can use the PKI Certificates settings in Jamf Pro to perform the following tasks related to the built-in CA:

- Download the built-in CA certificate.
- View and revoke certificates issued by the built-in CA.
- Create certificates using a Certificate Signing Request (CSR).
- Create a backup of the built-in CA certificate.

#### **Downloading the Built-in CA Certificate**

You can use the PKI Certificates settings in Jamf Pro to download the CA certificate issued by the built-in CA.

**Note:** The CA certificate issued by the built-in CA is also stored in the System keychain in Keychain Access.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates** .
- 5. Click the Management Certificate Template tab, and then click Built-in CA.
- 6. Click Download CA Certificate.

The certificate (.pem) downloads immediately.

#### **Viewing or Revoking Built-in CA Certificates**

You can view the following information for a certificate issued by the built-in CA:

- Subject name
- Serial number
- Device name associated with the certificate
- Username associated with certificate
- CA configuration name
- Date/time issued
- Expiration date/time
- Status
- Date/time revoked (if applicable)

You can also revoke a certificate issued by the built-in CA.

**Warning:** Revoking a certificate stops communication between Jamf Pro and the computer or mobile device that the certificate was issued to. You will need to re-enroll the computer or device to restore communication.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates** . .
- 5. To view a list of Expiring, Active, Inactive or All certificates, click the number displayed in the corresponding column on the Certificate Authorities pane.

  A list of certificates issued by the built-in CA is displayed.
- 6. Click the certificate subject of the certificate you want to view or revoke. Information about the certificate is displayed.
- 7. To revoke the certificate, click **Revoke**. The status of the certificate is changed to Revoked.
- 8. Click **Done** to return to the list of built-in certificates.

#### Manually Creating a Built-in CA Certificate from a CSR

Depending on your environment, you may need to manually create a certificate from a certificate signing request (CSR). For example, you may need to do this if you have a clustered environment with Tomcat configured for working behind a load balancer. You can create this certificate using the PKI Certificates settings in Jamf Pro.

**Note:** The certificate created from the CSR is intended solely for purposes of communication between Jamf Pro and a managed computer or mobile device.

To create a certificate from a CSR, you need a request in Base64-encoded PEM format.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates**
- 5. Click the Management Certificate Template tab, and then click Built-in CA.
- 6. Click Create Certificate from CSR.
- 7. In the **CSR** field, paste the CSR.

  The request must begin with

  ----BEGIN CERTIFICATE REQUEST---and end with

  ----END CERTIFICATE REQUEST----

8. Click Create.

The certificate (.pem) is downloaded immediately.

9. Click **Back** to return to the Built-in CA pane.

#### Creating a Backup of the Built-in CA Certificate

It is recommended that you create a password-protected backup of the CA certificate issued by the built-in CA and store it in a secure location.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates** ...
- 5. Click the Management Certificate Template tab, and then click Built-in CA.
- 6. Click Create CA Backup.
- 7. Create and verify a password to secure the backup of the built-in CA certificate. You will need to enter this password to restore the certificate backup.
- Click Create Backup.
   The backup file (.p12) is downloaded immediately.
- 9. Click **Back** to return to the Built-in CA pane.

### Integrating with a Symantec CA

In Jamf Pro, you can add Symantec as a certificate authority. Symantec certificates are managed in Jamf Pro using the Symantec Managed PKI service.

Use the PKI Certificates settings in Jamf Pro to perform the following tasks related to the Symantec CA:

- Configure Symantec as a PKI provider.
- View or refresh Symantec certificates.
- Export Symantec certificates.

Once communication with Symantec is successfully established, you can define which certificate to deploy to computers or mobile devices. For more information on how to issue Symantec certificates to computer and mobile devices, see the following Knowledge Base article:

<u>Issuing Symantec Certificates to Computers and Mobile Devices in Jamf Pro</u>

**Note:** Inventory information for a user must be complete to properly issue a Symantec certificate to a computer or mobile device. If there is incomplete data in inventory information for a user in Jamf Pro, Symantec certificates will be issued with "N/A" recorded for the missing attributes.

#### Requirements

To integrate with Symantec as a CA, you need:

- Symantec Managed PKI service
- Web browser with Symantec PKI Manager
- Administrator certificate from Symantec added to your local keychain

#### **Configure Symantec as a PKI Provider**

Adding Symantec as a PKI Provider allows you to add Symantec certificates in Jamf Pro and issue them to computers and mobile devices.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates** ...
- 5. Click the **Certificate Authorities** tab, and then click **Configure New Certificate Authority**.
- 6. Select **Symantec**. Follow the onscreen instructions to configure Symantec as the PKI provider.

The newly configured CA is listed on the Certificate Authorities pane.

#### **View or Refresh Symantec Certificates**

You can view the following information for a certificate issued by Symantec:

- Subject name
- Serial number
- Device name associated with certificate
- Username associated with certificate
- CA Configuration name
- Date/time issued
- Expiration date/time
- Status
- Configuration profiles associated with the certificate

In Jamf Pro, you can also refresh the status of a certificate issued by Symantec. Refreshing a certificate starts communication between Jamf Pro and Symantec to display the current status of the certificate.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.

- 4. Click **PKI Certificates** .
- 5. To view a list of Expiring, Active, Inactive or All certificates, click the number displayed in the corresponding column on the Certificate Authorities pane.
  A list of certificates issued by Symantec is displayed.
- 6. Click on the certificate subject of the certificate you want to view. Information about the certificate is displayed.
- 7. To refresh the certificate status, click **Refresh Certificate Status**. The status of the certificate is displayed as Active, Revoked or Expired.
- 8. Click **Done** to return to the list of certificates.

#### **Export Symantec Certificates**

The Symantec certificates displayed in PKI Certificates can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file
- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **PKI Certificates** .
- 5. To view a list of Expiring, Active, Inactive or All certificates, click the number displayed in the corresponding column on the Certificate Authorities pane.

  A list of all certificates issued by Symantec is displayed.
- 6. Click Export.
- 7. Select the appropriate file format to use for the export and click **Next.** The export begins immediately.
- 8. Once the certificates have been exported, click **Done**.

## Integrating with an External CA

If you are using an organizational or third-party CA that supports SCEP, you can use it to issue management certificates to computers and mobile devices. When devices that need a certificate check in with Jamf Pro, the device communicates with the SCEP server to obtain the certificate.

**Note**: If you do not want computers or mobile devices to communicate directly with a SCEP server and you are using an external CA, you can use Jamf Pro to obtain management certificates from the SCEP server and install them on devices during enrollment. You can also enable Jamf Pro as SCEP Proxy to issue device certificates via configuration profiles. For more information, see the <a href="Enabling\_Jamf Pro">Enabling\_Jamf Pro</a> as SCEP Proxy technical paper.

Integrating an external CA with Jamf Pro involves the following steps:

- Specify SCEP parameters for the external CA.
- Upload a signing certificate and CA certificate for the external CA.

**Note:** If you need to make changes to your organizational or third-party CA in Jamf Pro, it is recommended that you contact your Jamf account representative. Changes to the PKI could lead to re-enrolling the mobile devices in your environment.

#### **Specifying SCEP Parameters for an External CA**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click PKI Certificates .
- 5. Click the Management Certificate Template tab, and then click External CA.
- 6. Click Edit.
- 7. Select the Use External Certificate Authority checkbox.
  Note: When this option is selected, you can enable Jamf Pro as SCEP Proxy for device enrollment. (For more information, see the <a href="Enabling Jamf Pro">Enabling Jamf Pro</a> as SCEP Proxy technical paper.)
- 8. Use the External CA pane to specify SCEP parameters.
- 9. Choose the type of challenge password to use from the **Challenge Type** pop-up menu:
  - If you want all computers and mobile devices to use the same challenge password, choose "Static" and specify a challenge password.
    - The challenge password will be used as the pre-shared secret for automatic enrollment.
  - If you are using a non-Microsoft CA and you want each computer and mobile device to use a
    unique challenge password, choose "Dynamic".
     The Dynamic challenge type requires use of the Jamf API and membership in the Jamf Developer
    Program. Before selecting this option, contact your Jamf account representative to learn more
    about the Jamf Developer Program and the additional steps you need to take to use this option.
  - If you are using a Microsoft CA and you want each computer and mobile device to use a unique challenge password, choose "Dynamic-Microsoft CA".

**Note:** If you choose the "Dynamic" or "Dynamic-Microsoft CA" challenge type, you must use user-initiated enrollment to enroll computers and mobile devices so that a unique challenge password is used for each device. For more information, see <u>User-Initiated Enrollment for Computers</u> and <u>User-Initiated Enrollment for Mobile Devices</u>.

10. Click Save.

#### **Uploading Signing and CA Certificates for an External CA**

To integrate an external CA with Jamf Pro, you need to provide the signing and CA certificates for the external CA. This is done by uploading a signing certificate keystore (.jks or .p12) to Jamf Pro that contains both certificates.

**Note:** By default, Jamf Pro uses the signing and CA certificates for the Jamf Pro built-in CA. You must replace these certificates with the ones for the external CA when you initially set up the integration.

An assistant guides you through the process of uploading the keystore that contains the signing and CA certificates.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click PKI Certificates .
- 5. Click the Management Certificate Template tab, and then click External CA.
- 6. At the bottom of the External CA pane, click **Change Signing and CA Certificates**.
- 7. Follow the onscreen instructions to upload the signing and CA certificates for the external CA.

## **Related Information**

For related information, see the following section in this guide:

#### **Push Certificates**

Learn how to create a push certificate and upload it to Jamf Pro so Jamf Pro can communicate with Apple Push Notification service (APNs).

For related information, see the following Knowledge Base articles:

- <u>Certificate-Based Authentication for Mac Computers</u>
   Learn how Jamf Pro uses certificate-based authentication to verify the identity of Mac computers.
- <u>Using OpenSSL to Create a Certificate Keystore for Tomcat</u>
   Find out how to use OpenSSL to create a certificate keystore that you can upload to Jamf Pro.

## Integrating with VPP

Integrating with Apple's Volume Purchase Program (VPP) is the first step to utilizing VPP-managed distribution. To integrate with VPP, you need to add one or more VPP accounts to Jamf Pro.

When you add a VPP account to Jamf Pro, you upload the service token that you obtained from Apple, and specify the country associated with the VPP account. You can also specify other information about the account, such as the contact person and Apple ID.

In addition, you can specify that all content purchased with the VPP account is populated in the app and eBook catalogs.

#### **VPP Accounts Considerations**

Consider the following when configuring VPP accounts in Jamf Pro:

- To avoid issues with content scoping and renewal dates, it is recommended that you do not configure multiple VPP accounts for the same distribution content.
- Each service token for the specific distributed content should only be allocated once. For example,
  if the service token you want to upload already exists in Apple's Profile Manager, delete the service
  token from Apple's Profile Manager before uploading it to Jamf Pro. This limitation includes a single
  server instance.
- If you upload a new token file to renew distributed content licenses, it is recommended that you do not delete the expired VPP account from Jamf Pro before uploading the new server token file.
- If you configured a VPP account for your distributed content licenses and later integrated your environment with Apple School Manager, it is recommended that you do not add a separate VPP account for these licenses. Use the "Renew Service Token" button on the VPP account details tab to upload the new token (.vpptoken) that you acquired from Apple School Manager. This will allow Location to display for your token in Jamf Pro. When prompted, reclaim the service token to use it with your Jamf Pro instance. (For information on how to obtain the token file, see <u>Distribute content</u> in Apple School Manager Help.)
- Deleting a VPP account removes the instance from Jamf Pro but does not delete the settings in Apple's Volume Purchase Program or Apple School Manager.

## **VPP-Managed Distribution Types**

After Jamf Pro is integrated with VPP, you can use Jamf Pro to distribute content via VPP-managed distribution by assigning content to users (user-based assignment), or directly to computers or mobile devices (device-based assignment). The following table outlines the VPP-managed distribution types.

| VPP-Managed<br>Distribution<br>Type                      | Applies to  | User<br>Requirements   | Basic Procedure  |
|--|---|--|--|
| VPP-<br>managed<br>distribution<br>for<br>computers      | Mac App Store<br>apps   | Computers<br>with macOS<br>10.11 or later  | VPP-managed distribution for computers involves the following steps:  1. Add a VPP account to Jamf Pro.  2. Configure device assignments when distributing a Mac App Store app. (For information, see Mac App Store Apps.)   |
| VPP-<br>managed<br>distribution<br>for mobile<br>devices | <ul> <li>App Store apps</li> <li>VPP store apps         <ul> <li>(including</li> <li>custom B2B apps)</li> </ul> </li> </ul>  | Mobile<br>Devices with<br>iOS 9 or later   | VPP-managed distribution for mobile devices involves the following steps:  1. Add a VPP account to Jamf Pro.  2. Configure device assignments when distributing an App Store app or VPP store app. (For information, see App Store Apps.)  |
| VPP-<br>managed<br>distribution<br>for users             | <ul> <li>App Store apps</li> <li>VPP store apps         <ul> <li>(including</li> <li>custom B2B apps</li> <li>for iOS devices)</li> </ul> </li> <li>Mac App Store         <ul> <li>apps</li> </ul> </li> <li>Books</li> </ul> | <ul> <li>Mobile devices with iOS 7 or later</li> <li>Computers with macOS 10.9 or later</li> <li>Valid, personal Apple ID</li> </ul> | VPP-managed distribution for users involves the following steps:  1. Add a VPP account to Jamf Pro.  2. Invite users to register with VPP. (For information, see <u>VPP User Registration</u> .)  3. Create VPP user assignments in Jamf Pro. (For information, see <u>User-Based VPP Assignments</u> .) |

For more information on VPP and VPP-managed distribution, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help https://help.apple.com/schoolmanager/

## Requirements

To add a VPP account to Jamf Pro, you need a service token (.vpptoken) from Apple's VPP store.

## **Adding a VPP Account**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- Click Global Management.
- 4. Click VPP Accounts 📤 .
- 5. Click **New** + New .
- Enter a display name for the account.
   Note: If you configure email notifications for the account, this name will be displayed in the email body.
- 7. Click **Upload Service Token** and upload the service token (.vpptoken) for the account. **Note:** Each service token should only exist in one location at a time. If the service token you want to upload already exists in Apple's Profile Manager, delete the service token from Apple's Profile Manager before uploading it to Jamf Pro.
- 8. Choose the country that is associated with the account.
- 9. (Optional) Select **Populate Purchased VPP Content** if you want content purchased with the VPP account to be populated in the app and eBook catalogs.
- 10. (Optional) Select **Notify users when an app is no longer assigned to them** if you want to send a notification to users when an app is revoked.
- 11. (Optional) If your environment integrates with Apple School Manager and you do not want the users that have Managed Apple IDs to receive a VPP invitation or get prompted to register with VPP, select **Automatically register with VPP if users have Managed Apple IDs**.
  - **Note**: For users that have Managed Apple IDs to be automatically registered with VPP, you need to create a VPP invitation that includes the users in the scope and configure the invitation to automatically register the users. (For more information, see <u>VPP User Registration</u>.)
- 12. (Optional) Enter additional information about the account, including the contact person and Apple ID.
- 13. Click Save.

#### **VPP Accounts Notifications**

To make the VPP-managed distribution content management more efficient, you can enable a VPP Accounts notification. This allows Jamf Pro to send you a daily email after the predefined condition is triggered. You can also specify the recipients to send the notification to. To properly configure a notification, at least one VPP account must exist in Jamf Pro, and you must be logged in with a Jamf Pro user account that has full access or site access and an email address configured. (An SMTP server must be set up in Jamf Pro. For information on setting up an SMTP server and enabling email notifications for Jamf Pro user accounts, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a> and <a href="Email Notifications">Email Notifications</a>.)

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **VPP Accounts** .
- 5. Click Notifications.
- 6. Click **New** + New .
- 7. Use the New VPP Token Subscription pane to configure the settings for the notification, including the display name, the trigger, and tokens that you want to monitor.
  Note: Jamf Pro users with the "VPP Admin Accounts" privilege that have site access are allowed to manage notifications in the context of the site.
- 8. Click the **Scope** tab and configure the scope of the notification by adding recipients:
  - a. Click **Add** to add recipients of the notification. You can select the existing Jamf Pro user accounts, or manually add external recipients that are not registered in Jamf Pro.
  - b. Click **Done**.
- 9. Click Save.

By default, when you add a VPP account notification, it is not enabled.

## **Related Information**

For related information, see the following Jamf Knowledge Base videos:

- Integrating with Apple's Volume Purchase Program
- Renewing a Volume Purchase Program Token in Jamf Pro

For related information, see the following Knowledge Base article:

## Recently Purchased Content is not Displayed in VPP Assignment

The Content tab displayed in the VPP Accounts settings can be used when content recently purchased from VPP fails to display in Jamf Pro. The functionality available in that tab allows you to pull that content into Jamf Pro.

# **Categories**

Categories are organizational components that allow you to group policies, packages, scripts, and printers in Jamf Admin and Jamf Pro. You can also use categories to group policies, configuration profiles, apps, and books in Jamf Self Service. This makes these items easier to locate.

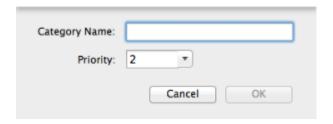
You can add categories to Jamf Admin or Jamf Pro. When you add, edit, or delete a category in Jamf Admin, the changes are reflected in Jamf Pro and vice versa.

After you add a category to Jamf Admin or Jamf Pro, you can add items to the category when configuring them in Jamf Admin or Jamf Pro.

# **Adding a Category to Jamf Admin**

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Click **New Category** .
- 3. Enter a display name and choose a priority for the category.

  Note: Priority is used for displaying the category in Self Service (e.g., A category with a priority of "1" is displayed before other categories).



4. Click OK.

# Adding a Category to Jamf Pro

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Categories** .
- 5. Click New + New .

- 6. Enter a display name and choose a priority for the category.

  Note: Priority is used for displaying the category in Self Service.
- 7. Click Save.

## **Editing or Deleting a Category in Jamf Admin**

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the "Categories" list above the main repository, select the category you want to edit or delete.
- 3. Do one of the following:
  - To edit the category, double-click it and change the display name and/or priority as needed. Then click OK.
  - To delete the category, click **Delete** and then click **Delete** again to confirm.

## **Related Information**

For related information, see the following sections in this guide:

- Managing Packages
  - You can add packages to a category.
- Managing Scripts

You can add scripts to a category.

- Managing Printers
  - You can add printers to a category.
- Managing Policies

You can add policies to a category.

Computer Configuration Profiles

Find out how to display or feature macOS configuration profiles in one or more categories in Self Service.

Mac App Store Apps

Find out how to display or feature Mac App Store apps in one or more categories in Self Service.

- Books Available in the iBooks Store
  - Find out how to display or feature books that are available in the iBooks Store in one or more categories in Self Service.
- In-House Books

Find out how to display or feature in-house books in one or more categories in Self Service.

# **Event Logs**

Jamf Pro records events in the form of logs. You can view the status of these events using the Event Logs.

The Event Logs pane displays the following information:

- Date/time the status was last updated for an event
- Name of the device that is in the scope of an event
- Object type (such as "macOS Configuration Profile" or "Jamf Imaging")
- Object name associated with an event (such as the name of a configuration profile or "Standard Imaging")
- Action of the event (such as "Install" or "Imaging")
- Status of the event (such as "Started" or "Completed")

Event logs can be viewed for macOS configuration profiles and iOS configuration profiles. As of Jamf Pro 9.7, event logs can also be viewed for imaging.

Depending on your system configuration:

- Some historical event logs data may not be available for macOS configuration profiles and iOS configuration profiles installed using 9.63 or earlier.
- Some historical event logs data may not be available for imaging performed using Jamf Imaging 9.66 or earlier.

## Requirements

To access Event Logs, a Jamf Pro user account or group must have the Administrator or Auditor privilege set. (For more information, see Jamf Pro User Accounts and Groups.)

## **Viewing Event Logs**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.

## 4. Click **Event Logs** .

The event logs are displayed on the pane.

- "Standard Imaging" includes Target Mode Imaging (TMI) events.
   Note: All migrated imaging events will be displayed as "Standard Imaging".
- "Autorun Imaging" represents events that include Autorun data.
- "PreStage Imaging" represents events that include PreStage data.

#### 5. Do one of the following:

- To view details about a particular device, click a device in the Device Name column.
- (Configuration profiles only) To view the object associated with an event, click an object in the Object Name column.
- To view log details, click a status in the Status column.

## **Related Information**

For related information, see the following sections in this guide:

- Computer Configuration Profiles
   Learn about macOS configuration profiles, including how to view the status and the logs of a macOS configuration profile.
- Mobile Device Configuration Profiles
   Learn about iOS configuration profiles, including how to view the status and the logs of an iOS configuration profile.
- About Imaging
   Learn about imaging and the different imaging methods.

# Webhooks

The Webhooks setting allows you to create outbound webhooks for any event in the Events API. In conjunction with the Events API, Webhooks allows you to use real-time events from Jamf Pro to build custom workflows that occur on demand using the programming language of your choice. For example, you could configure a webhook to send an event to an instant message plug-in you have written that will notify a chatroom when a third-party macOS software title in Jamf Pro has been updated.

For more information about webhooks, see the following website: <a href="https://webhooks.pbworks.com/w/page/13385124/FrontPage">https://webhooks.pbworks.com/w/page/13385124/FrontPage</a>

# **Configuring a Webhook**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Webhooks** .
- 5. Click **New** + New .
- 6. Enter a display name for the webhook.
- 7. Enter a URL for the webhook to post to.
- 8. Choose either "XML" or "JSON" as the format for sending the webhook information.
- 9. Choose the event that will trigger the webhook.
- 10. Click Save.

# **AirPlay Permissions**

AirPlay Permissions allow you to map one or more mobile devices to an AirPlay destination, such as an Apple TV, so that those mapped mobile devices can be automatically paired with the AirPlay destination. When a mobile device is mapped to an AirPlay destination via AirPlay Permissions, you can also choose to automatically give the mobile device the password for the AirPlay destination, or to make only the permitted AirPlay destinations available to that device.

## **Mobile Device Inventory Field Mapping**

When configuring AirPlay Permissions, you must choose a mobile device inventory field to use to map devices to permitted AirPlay destinations. The inventory field you choose is automatically mapped to an AirPlay destination when the value in that field is the same for both the mobile device and the AirPlay destination device.

## Requirements

To use AirPlay Permissions, you need:

- Mobile devices with iOS 8 or later
- Apple TV devices enrolled with Jamf Pro

# **Creating an AirPlay Permission**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click AirPlay Permissions 🗔 .
- 5. Click New + New .
- 6. Enter a display name for the AirPlay Permission.
- 7. Select the inventory field from the **Mapping Field** pop-up menu.
- 8. (Optional) Enable settings for restricting AirPlay destinations and automating passwords, as needed.
- 9. Click Save.
- 10. Repeat this process for each new AirPlay Permission you want to create.

The mobile devices and AirPlay destinations that share the selected inventory field are mapped immediately.

# **Microsoft Intune Integration**

By integrating Jamf Pro with Microsoft Intune, organizations can ensure that only trusted users, from compliant devices, using approved applications, are accessing company resources.

Integrating with Microsoft Intune allows you to do the following:

- Share Jamf Pro computer inventory with Microsoft Intune.
- Enforce compliance policies defined in Microsoft Intune on computers managed by Jamf Pro.
- Restrict access to applications set up with Azure Active Directory (Azure AD) authentication (i.e., Office 365).
- Feature policies for users in the Device Compliance category in Jamf Self Service for macOS.
- Create a policy registering user computers with Azure AD.
- View Azure Active Directory ID attributes in Jamf Pro.

This section explains how to configure Microsoft Intune Integration settings in Jamf Pro. For step-by-step instructions on how to integrate with Microsoft Intune, including information on the workflows listed above, see the following technical paper:

Integrating with Microsoft Intune to Enforce Compliance on Macs Managed by Jamf Pro

## Requirements

To configure Microsoft Intune Integration settings, you need:

- The Jamf Pro application added in Microsoft Azure (For more information, see the <u>Integrating with</u> <u>Microsoft Intune to Enforce Compliance on Macs Managed by Jamf Pro</u> technical paper.)
- A Jamf Pro user account with Microsoft Intune Integration privileges

**Note:** Microsoft Intune Integration is only available for computers running macOS 10.11 or later.

# **Configuring Microsoft Intune Integration Settings**

The Microsoft Intune Integration settings allow you to set up the connection to Microsoft Intune in Jamf Pro. By setting up the connection, you can share inventory attributes with Microsoft Intune and apply compliance policies to computers.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click Microsoft Intune Integration b, and then click Edit.

- 5. Select the Enable Microsoft Intune Integration checkbox. When this setting is selected, Jamf Pro will send inventory updates to Microsoft Intune. Clear the selection if you want to disable the connection but save your configuration.
- 6. Select the location of your Sovereign Cloud from Microsoft.
- 7. Click **Open administrator consent URL**, and follow the onscreen prompts to allow the Jamf Native macOS Connector app to be added to your Azure AD tenant.
- 8. Add the Azure AD Tenant Name from Microsoft Azure.
- 9. Add the Application ID and Key for the Jamf Pro application from Microsoft Azure.
- 10. Click Save. Jamf Pro will test the configuration and report the success or failure of the connection.

When the connection between Jamf Pro and Microsoft Intune is successfully established, Jamf Pro sends inventory information to Microsoft Intune for each computer that has registered with Azure AD. Registering the computer with Azure AD is an end user workflow. You can view Azure Active Directory ID information for a user and a computer in the Local User Account category of a computer's inventory information in Jamf Pro. For detailed information on Azure AD device registration and inventory attributes sent to Microsoft Intune, see the <a href="Integrating with Microsoft Intune to Enforce Compliance on Macs Managed by Jamf Pro">Integrating with Microsoft Intune to Enforce Compliance on Macs Managed by Jamf Pro</a> technical paper.

## **Testing the Microsoft Intune Integration**

Once the Microsoft Intune Integration settings are configured, you can test the connection to make sure it works.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click Microsoft Intune Integration 🔓 .
- 5. Click Test.
- 6. Click Test again.

A message displays, reporting the success or failure of the connection.

# jamf | PRO

# **Server Infrastructure**

# **About Distribution Points**

Distribution points are servers used to host files for distribution to computers and mobile devices. The following types of files can be distributed from a distribution point using Jamf Pro:

- Packages
- Scripts
- In-house apps
- In-house books

Jamf Pro supports three types of distribution points:

- File share distribution points
- A cloud distribution point
- Jamf Distribution Server (JDS) instances

You can use any combination of these types of distribution points.

By default, the first distribution point you add to Jamf Pro is the master distribution point. The master distribution point is used by all other distribution points as the authoritative source for all files during replication. You can change the master distribution point at any time.

When planning your distribution point infrastructure, it is important to understand the differences between each type of distribution point. The following table explains the key differences:

|   | File Share<br>Distribution Point  | Cloud Distribution Point   | JDS Instance  |
|---|---|--|---|
| Description                                   | Standard server<br>that is configured<br>to be a<br>distribution point                            | Distribution point that uses one of the following content delivery networks (CDNs) to host files:  Rackspace Cloud Files | Distribution point that is<br>managed by Jamf Pro,<br>similar to a computer or<br>mobile device |
|   |   | <ul><li>Amazon Web Services</li><li>Akamai</li><li>Jamf Cloud Distribution<br/>Service (JCDS)</li></ul>                  |   |
| Maximum<br>Number per<br>Jamf Pro<br>Instance | Unlimited   | One  | Unlimited   |
| Server<br>/Platform<br>Requirements           | Any server with an<br>Apple Filing<br>Protocol<br>(AFP) or Server<br>Message Block<br>(SMB) share | None   | Mac or Linux  |

|                               | File Share<br>Distribution Point   | Cloud Distribution Point   | JDS Instance  |
|-------------------------------|--|--|---|
| Protocol                      | AFP, SMB, HTTP,<br>or HTTPS  | HTTPS  | HTTPS   |
| Ports                         | <ul><li>AFP: 548</li><li>SMB: 139</li><li>HTTP: 80</li><li>HTTPS: 443</li></ul>  | 443  | 443   |
| Authentication<br>Options     | <ul> <li>AFP or SMB:</li> <li>No         authentication</li> <li>Username and         password</li> <li>HTTP or HTTPS:</li> <li>No         authentication</li> <li>Username and         password</li> <li>Certificate-         based         authentication</li> </ul> | None   | <ul> <li>No authentication</li> <li>Certificate-based<br/>authentication</li> </ul>   |
| Files that Can<br>Be Hosted   | <ul><li>Packages</li><li>Scripts</li></ul>   | <ul> <li>Packages</li> <li>In-house apps</li> <li>In-house books</li> <li>Note: If you use the cloud distribution point, scripts are stored in the jamfsoftware database.</li> </ul> | <ul> <li>Packages</li> <li>In-house apps</li> <li>In-house books</li> <li>Note: If you use one or more</li> <li>JDS instances, scripts are</li> <li>stored in the jamfsoftware database.</li> </ul> |
| Parent-Child<br>Capabilities  | No   | No   | Yes   |
| File<br>Replication<br>Method | Replication to file<br>share distribution<br>points must be<br>initiated from<br>Jamf Admin.   | Replication to a cloud distribution point must be initiated from Jamf Admin.   | Replication to root JDS instances must be initiated from Jamf Admin. Replication to non-root JDS instances happens automatically and immediately.   |

|                          | File Share<br>Distribution Point                                  | Cloud Distribution Point  | JDS Instance   |
|--------------------------|---|---|--|
| Selective<br>Replication | Not available when replicating to file share distribution points. | Available when replicating to a cloud distribution point if the master distribution point is a JDS instance or file share distribution point.  The files for replication must be specified in Jamf Pro and the replication initiated from Jamf Admin. | Not available when replicating to root JDS instances. Available when replicating to non-root JDS instances. The files for replication must be specified in Jamf Pro. The replication from non-root parent to child instances is initiated on check in with Jamf Pro. |

# **Related Information**

For related information, see the following sections in this guide:

- File Share Distribution Points
   Find out how to manage file share distribution points in Jamf Pro.
- Cloud Distribution Point
   Find out how to manage the cloud distribution point.
- Jamf Distribution Server Instances
   Find out how to install and manage JDS instances.

# **File Share Distribution Points**

Any server with an AFP or SMB share can be used as a file share distribution point. Before you can use a file share distribution point with Jamf Pro, you must set up the distribution point and add it to Jamf Pro.

For information on setting up a file share distribution point, see the following Knowledge Base article: Setting Up a File Share Distribution Point

When you add a file share distribution point to Jamf Pro, you can do the following:

- Make it the master distribution point.
- Choose a failover distribution point.
- Configure HTTP downloads.

# **Adding a File Share Distribution Point**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click **File Share Distribution Points** a.
- 5. Click **New** + New .
- 6. Use the General pane to configure basic settings for the distribution point.
- 7. Click the **File Sharing** tab and enter information about the AFP or SMB share.
- 8. (Optional) Click the **HTTP** tab and configure HTTP downloads.
- 9. Click Save.

# **Replicating Files to a File Share Distribution Point**

During replication, all files on the master distribution point are replicated to the file share distribution point that you choose.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the sidebar, select the file share distribution point you want to replicate files to.
- 3. Click Replicate.

## **Related Information**

For related information, see the following section in this guide:

#### **Network Segments**

You can use network segments to ensure that computers and mobile devices use the closest distribution point by default.

For related information, see the following Knowledge Base articles:

- Setting Up a File Share Distribution Point on Linux Using Samba
   Find out how to use Samba to set up a file share distribution point with an SMB share on a Linux server.
- <u>Using Apache HTTP Server to Enable HTTP Downloads on a Linux File Share Distribution Point</u>
   Find out how to use Apache HTTP Server to enable HTTP downloads on a Linux file share distribution point.
- <u>Using IIS to Enable HTTP Downloads on a Windows Server 2008 File Share Distribution Point</u>
   Find out how to activate Internet Information Services (IIS) and use it to enable HTTP downloads on a Windows Server 2008 file share distribution point.

# **Cloud Distribution Point**

The cloud distribution point uses a content delivery network (CDN) to host packages, in-house apps, and in-house books. Jamf Pro supports the following content delivery services:

- Rackspace Cloud Files
- Amazon S3 or Amazon CloudFront
- Akamai NetStorage
- Jamf Cloud Distribution Service (JCDS)

When you configure the cloud distribution point in Jamf Pro, you can choose to make it the master. You can also choose whether to replicate specific files or the entire contents of the master distribution point if the master is a JDS instance or file share distribution point.

Jamf Pro supports the use of signed URLs created with Amazon CloudFront. It also supports Akamai Remote Authentication. For more information about signed URLs created with CloudFront, see the following website:

http://docs.aws.amazon.com/AmazonCloudFront/latest/DeveloperGuide/private-content-signed-urls.html

For more information about Akamai Remote Authentication, contact your Akamai Account Manager.

If your Jamf Pro server is hosted in Jamf Cloud and you have the subscription-based option, you can use JCDS as your cloud distribution point. For more information about pricing, contact your Jamf account representative.

## Requirements

If you plan to use Akamai for your cloud distribution point, Akamai must be configured to use File Transfer Protocol (FTP).

**Note:** If you have upgraded from Jamf Pro 8.x, you must migrate the scripts and packages on your master distribution point before configuring the cloud distribution point. (For more information, see the <u>Migrating Packages and Scripts</u> Knowledge Base article.)

Files that are uploaded to a cloud distribution point cannot have filenames that include the following characters:

/:?<>\\*|"[]@!%^#

# **Configuring the Cloud Distribution Point**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click Cloud Distribution Point .
- 5. Click Edit.
- 6. Choose a content delivery network from the Content Delivery Network pop-up menu.
- 7. Configure the settings on the pane.
- 8. Click Save.

# **Testing the Cloud Distribution Point**

Once the cloud distribution point is configured, you can test the connection to the content delivery network.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click Cloud Distribution Point .
- 5. Click **Test**.
- 6. Click Test again.

A message displays, reporting the success or failure of the connection.

# **Replicating Files to the Cloud Distribution Point**

During replication, files on the master distribution point are replicated to the cloud distribution point via Jamf Admin. The files that are replicated depend on whether the cloud distribution point is configured to replicate specific files or the entire contents of the master.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the sidebar, select the cloud distribution point you want to replicate files to.
- 3. Click Replicate.

## **Related Information**

For related information, see the following section in this guide:

#### **Network Segments**

You can use network segments to ensure that computers and mobile devices use the closest distribution point by default.

For related information, see the following Knowledge Base article:

## Information Required to Configure a Cloud Distribution Point in Jamf Pro

Learn about the information that must be obtained from your cloud services provider to configure the cloud distribution point in Jamf Pro.

For more information about content delivery services, visit the following websites:

- Rackspace Cloud Files http://www.rackspace.com/cloud/files/
- Amazon S3 http://aws.amazon.com/s3/
- Amazon CloudFront http://aws.amazon.com/cloudfront/
- Akamai NetStorage http://www.akamai.com/html/solutions/netstorage.html
- Jamf Cloud Distribution Service http://www.jamfsoftware.com/products/jamf-cloud/

# **Jamf Distribution Server Instances**

A Jamf Distribution Server (JDS) instance is a distribution point that is managed by Jamf Pro, similar to a computer or mobile device. It can be used to host packages, in-house apps, and in-house books.

Before using a JDS instance, you must install it and configure it. JDS instances can be installed on Mac or Linux. When you install a JDS instance, it is enrolled with Jamf Pro. You can install as many instances as your organization requires.

By default, the first JDS instance you install is the root. The root instance is used by other instances as the authoritative source for all files. The root instance can also be used as the master distribution point. You can make a different instance the root at any time.

You can define parent-child relationships between non-root JDS instances, making selective file replication more manageable.

When you configure a JDS instance, you can do the following:

- Make it the master distribution point.
- Choose a parent JDS instance (non-root JDS instances only).
- Enable certificate-based authentication.
- Limit the rate at which the JDS instance downloads files.
- Specify WebDAV accounts.
- Choose whether to replicate specific files or the entire contents of the parent JDS instance (non-root JDS instances only).

You can also view the progress of file replication and view inventory information for each JDS instance.

To manage JDS instances in Jamf Pro, you need a valid SSL certificate on the Jamf Pro host server. (For more information, see <u>SSL Certificate</u>.)

**Note:** If you have upgraded from Jamf Pro 8.x, you must migrate the scripts and packages on your master distribution point before configuring JDS instances. (For more information, see the <u>Migrating Packages and Scripts</u> Knowledge Base article.)

## **Configuring a JDS Instance**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$ .
- 3. Click Server Infrastructure.
- 4. Click JDS Instances .
- 5. Click the JDS instance you want to configure.

- 6. Click Edit.
- 7. Use the General pane to configure basic settings for the JDS instance.
- 8. Click the **Distribution Point** tab and configure distribution settings.
- 9. Click Save.

## Replicating Files to the Root JDS Instance

During replication, all files on the master distribution point are replicated to the root JDS instance. Then, files are replicated to child JDS instances from their non-root parent instances on check in with Jamf Pro. The files that are replicated to non-root JDS instances depend on whether each instance is configured to replicate specific files or the entire contents of their parent JDS instance.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the sidebar, select the root JDS instance.
- 3. Click Replicate.

## **Viewing the Progress of File Replication**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click JDS Instances 🚱 .
- 5. Click **Grid View** at the top of the list.

The progress of file replication for each JDS instance is displayed. If your master distribution point is a JDS instance, it is marked with two asterisks (\*\*). If your master distribution point is a different type of distribution point, the root instance is marked with a single asterisk (\*).

# Viewing Inventory Information for a JDS Instance

Jamf Pro displays the following inventory information for each JDS instance:

- Whether or not it is the master distribution point
- Whether or not it is the root instance
- Hostname
- URL
- Reported IP address
- jamfds binary version

- Operating system
- Operating system version
- Total memory
- Available memory
- Hard drive size
- Hard drive used space
- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click JDS Instances .
- 5. Click the JDS instance you want to view inventory information for.

## **Related Information**

For related information, see the following section in this guide:

#### **Network Segments**

You can use network segments to ensure that computers and mobile devices use the closest distribution point by default.

For related information, see the following Knowledge Base articles:

- Components Installed on JDS Instances
   Find out what items are installed on JDS instances.
- <u>Changing JDS Hierarchy</u>
   Learn about the implications of changing your JDS hierarchy.
- <u>Uninstalling a JDS Instance</u>
   Find out how to uninstall a JDS instance.

# **Software Update Servers**

Adding an internal software update server to Jamf Pro is the first step to running Software Update from an internal software update server using a policy or Jamf Remote.

Using an internal software update server allows you to reduce the amount of bandwidth used when distributing software updates from Apple. Instead of each computer downloading updates from Apple's Software Update server, updates are only downloaded from Apple once per server.

Using an internal software update server also allows you to control and approve updates before you make them available.

## **Adding a Software Update Server**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click **Software Update Servers** ( ).
- 5. Click **New** + New .
- 6. Configure the settings on the pane.
- 7. Click Save.

## **Related Information**

For related information, see the following sections in this guide:

#### Running Software Update

Find out how to run Software Update using a policy or Jamf Remote.

For related information, see the following:

#### NetBoot/SUS Appliance

Find out how to host an internal software update server on Linux.

## **NetBoot Servers**

Adding a NetBoot server to Jamf Pro is the first step to booting computers to a NetBoot image using a policy or Jamf Remote. NetBoot images are commonly used in place of recovery partitions or external drives when imaging.

## Adding a NetBoot Server

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click **NetBoot Servers** ...
- 5. Click **New** + New .
- 6. Configure the settings on the pane.
- 7. Click Save.

## **Related Information**

For related information, see the following sections in this guide:

- Booting Computers to NetBoot Images
   Find out how to boot computers to a NetBoot image using a policy or Jamf Remote.
- Network Segments

You can use network segments to ensure that computers use the closest NetBoot server by default.

For related information, see the following Knowledge Base articles:

- Creating a NetBoot Image and Setting Up a NetBoot Server
   Find out how to host a NetBoot server on a server with macOS Server installed.
- Booting macOS 10.11 or Later Computers to a NetBoot Image Using a Policy or Jamf Remote
  Find out how to add a trusted NetBoot server so that you can boot a macOS 10.11 or later
  computer to a NetBoot image using a policy or Jamf Remote.

For related information, see the following:

#### NetBoot/SUS Appliance

Find out how to host a NetBoot server on Linux.

# **Jamf Infrastructure Manager Instances**

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 LDAP Proxy.
- Healthcare Listener—This allows traffic to pass securely from a healthcare management system to Jamf Pro.

For more information, see <u>Healthcare Listener</u>.

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 the <u>Jamf Infrastructure Manager Installation Guide</u>.

# Viewing Inventory Information for a Jamf Infrastructure Manager Instance

Jamf Pro displays the following inventory information for each Infrastructure Manager instance:

- Last Check-in
- IP Address at Last Check-in
- Operating System
- Operating System Version
- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** ②.
- 3. Click Computer Management.
- 4. In the "Computer Management–Server Infrastructure" section, click **Infrastructure Managers** A list of Infrastructure Manager instances is displayed along with the services that are installed on each instance.
- 5. Click the Infrastructure Manager instance you want to view inventory information for.

## **Further Considerations**

 When editing an Infrastructure Manager instance, only the display name and recurring check-in frequency can be changed.

**Note:** The default check-in frequency at which the Infrastructure Manager instance checks in with Jamf Pro is 30 seconds.

- An Infrastructure Manager instance cannot be deleted if there are dependencies for the Infrastructure Manager. For example, an Infrastructure Manager cannot be deleted if there is an LDAP Proxy hosted on it. To delete the Infrastructure Manager, you must first disable the LDAP Proxy.
- If a Healthcare Listener is hosted on the Infrastructure Manager, the Healthcare Listener is deleted when the Infrastructure Manager is deleted.

## **Related Information**

#### **Email Notifications**

Learn how to enable an email notification in the event that an Infrastructure Manager instance does not check in with Jamf Pro.

# **Healthcare Listener**

The Healthcare Listener is a service that receives ADT messages from a healthcare management system and allows traffic to pass securely from the healthcare management system to Jamf Pro. When the Healthcare Listener receives an ADT message, Jamf Pro interprets the message to automatically send remote commands to mobile devices based on rules you configure. (For more information about the communication process of the Healthcare Listener, see the <a href="Healthcare Listener">Healthcare Listener</a> Communication Knowledge Base article.)

For example, you could configure a rule so that when the Healthcare Listener receives a "Patient Discharge" ADT message, Jamf Pro sends a Wipe Device command to the device assigned to the patient room.

When you configure the Healthcare Listener, you must do the following:

- Specify IP addresses or a range of IP addresses to accept incoming messages from
   Note: The Healthcare Listener is compatible with IPv4 and IPv6 connection methods.
- Specify a port number
   Note: The default port value is 8080. This should be changed to the port number that the Healthcare Listener uses to receive healthcare management system communications.
- Add rules by configuring settings that enable Jamf Pro to send commands to devices (For more information, see <u>Healthcare Listener Rules</u>.)
   You can also enable email notifications in the event that a command is not sent.

In addition, email notifications can be sent from Jamf Pro when a remote command fails to send or remains in a pending state. (For more information, see <u>Notifications</u>.)

The Healthcare Listener is hosted by the Jamf Infrastructure Manager, a service that is managed by Jamf Pro. After you install an instance of the Infrastructure Manager, Jamf Pro allows you to enable the Healthcare Listener. For more information, see <u>Jamf Infrastructure Manager Instances</u>.

## **Healthcare Listener Rules**

Configuring a rule enables Jamf Pro to send remote commands to devices when the Healthcare Listener receives an ADT message. If you want to send more than one type of command or use more than one type of ADT message, you must configure a separate rule for each. You can configure as many rules as your organization requires.

The following table provides an overview of the settings you must configure for each rule:

| Setting             | Description   |  |
|---------------------|---|--|
| Operating<br>System | This setting allows you to apply the rule to either iOS devices or tvOS devices. For example, you can choose to wipe only the tvOS devices in your environment.   |  |
|                     | <b>Note</b> : For tvOS, the Wipe Device remote command is the only option available.  |  |
| Remote<br>Command   | This setting allows you to specify which command you want sent from Jamf Pro when the Healthcare Listener receives an ADT message. You can choose from the following commands:  Wipe Device Note: If a mobile device has Activation Lock enabled, the Activation Lock is cleared when the device is wiped.  Lock Device Clear Passcode Enable Lost Mode Choosing Enable Lost Mode requires you to configure custom messaging.  Disable Lost Mode For more information, see Remote Commands for Mobile Devices.  |  |
| ADT<br>Message      | For Jamf Pro to send commands to devices, the Healthcare Listener must receive an ADT message. You can choose from the following ADT message types:  Admit/Visit Notification (ADT-A01)  Patient Transfer (ADT-A02)  Patient Discharge (ADT-A03)  Cancel Admit/Visit Notification (ADT-A11)  Cancel Transfer (ADT-A12)  Cancel Discharge/End Visit (ADT-A13)  |  |
| Mapping<br>Fields   | ADT messages contain multiple fields of information that the Healthcare Listener can extract. You can choose which ADT message field to extract, and then map that field to an attribute from user and location information in device inventory. For example, you can choose the field that returns "bed number" and map that field to the "Room" attribute in a device's inventory information. The command you specify is then sent to devices that match the inventory attribute you select. You can choose from the following ADT message fields:  Patient Visit - Person Location - Bed (PV1-3-3)  Patient Visit - Prior Person Location - Bed (PV1-3-6) In addition, you can use an alternative field from the ADT message. You can also create an extension attribute for a specific inventory attribute that fits your environment. After you create the extension attribute, it is available as an option. (For more information about creating an extension attribute for a mobile device, see Mobile Device Extension Attributes.) |  |

| Setting                | Description  |
|------------------------|--|
| Email<br>Notifications | Email notifications can be sent from Jamf Pro to specified users for the following events:   |
| (Optional)             | <ul> <li>A command fails to send or is in a pending state after a specified amount of time.</li> <li>A command is sent to a device that does not meet the requirements for the command. (For more information about mobile device remote command requirements, see <a href="Remote Commands for Mobile Devices">Remote Commands for Mobile Devices</a>.)</li> <li>To enable email notifications, you need an SMTP server set up in Jamf Pro. (For more information, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a>.)</li> </ul> |

## Requirements

To configure the Healthcare Listener and take full advantage of its latest features and enhancements, you must install the latest version of the Jamf Infrastructure Manager. (For more information, see the <u>Jamf Infrastructure Manager Installation Guide</u>.)

**Note**: To install the latest version of the Jamf Infrastructure Manager that hosts the Healthcare Listener, contact your Jamf account representative.

In addition, you need to ensure that your healthcare management system is compliant with Health Level Seven (HL7) messaging and that it communicates the version of HL7 protocol. For more information about HL7 messaging, see <a href="https://www.hl7.org">www.hl7.org</a>.

## **Setting up the Healthcare Listener**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click **Infrastructure Manager Instances** . A list of Infrastructure Manager instances is displayed along with the services that are installed on each instance.
- 5. Click the Infrastructure Manager instance with the Healthcare Listener that you want to configure.
- 6. Click **Edit**.
- 7. Select the **Enable Healthcare Listener** checkbox.
- 8. Enter a display name for the Healthcare Listener.

  This is the name that is displayed for the Healthcare Listener on the Infrastructure Manager. (For more information about viewing the services that are installed on an Infrastructure Manager instance, see Jamf Infrastructure Manager Instances.)
- 9. To specify the IP addresses to accept incoming ADT messages from, do one of the following:
  - Select All IP addresses to accept incoming messages from any IP address.

- Select Single IP address or Range of IP addresses to specify the IP addresses to accept incoming ADT messages from, and do the following:
  - a. To specify a single IP address, click the (+) Add button for Single, and enter the IP address.
  - b. To specify a range of IP addresses, click the **(+) Add** button for Range, and enter the starting and ending IP addresses.
- 10. Enter the port number of your healthcare management system.
- 11. Click Save.

After the Healthcare Listener is set up, you can add rules. Adding a rule enables Jamf Pro to send remote commands to devices.

## **Adding a Healthcare Listener Rule**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Server Infrastructure.
- 4. Click **Infrastructure Manager Instances** . A list of Infrastructure Manager instances is displayed along with the services that are installed on each instance.
- 5. Click the Infrastructure Manager instance with the Healthcare Listener that you want to add a rule to.
- 6. Click **Edit**, and then click the **Add (+)** button.
- 7. Select the operating system you want to apply the rule to.
- 8. Choose the remote command you want Jamf Pro to send to devices when the Healthcare Listener receives an ADT message.
- 9. Choose which ADT message the Healthcare Listener can receive.
- 10. Use the **Field Mapping** options to map a field from the ADT message to an attribute of inventory information.
  - If you want to use an alternative field from the ADT message, choose "Other" from the **ADT Message** Field pop-up menu, and then type the field.
- 11. (Optional) To enable email notifications, click the **Notifications** tab, and do the following:
  - a. Select the events that you want to send an email notification for.
  - b. Enter an email address or multiple email addresses separated by a line break or a comma.
  - c. Use the **Email Delay** pop-up menu to choose how many minutes to wait when a command is pending before sending an email to specified email addresses.
- 12. Click Save.

When the Healthcare Listener receives an ADT command, Jamf Pro sends the specified command to devices that are mapped to the field in the ADT message.

## **Further Considerations**

- If you edit or delete a rule that has a remote command in a pending state, the pending command is still sent to devices regardless of editing or deleting the rule.
- If the Healthcare Listener cannot communicate with Jamf Pro (e.g., during a Jamf Pro upgrade), any ADT messages that the Healthcare Listener receives during that time are saved and then processed once communication is re-established.

## **Related Information**

Viewing Audit Logs for a Mobile Device

Find out how you can view the date/time of the remote command that was sent to a specific mobile device in the device's inventory information.

Change Management
 Find out how to view Healthcare Listener changes that happen in Jamf Pro.

# LDAP Proxy

Jamf Pro allows you to enable an LDAP Proxy. Enabling an LDAP Proxy creates a secure tunnel to allow traffic to pass between Jamf Pro and an LDAP directory service. For example, if your environment uses a firewall, an LDAP Proxy can be used to allow a directory service on an internal network to pass information securely between the directory service and Jamf Pro.

The LDAP Proxy is hosted by the Infrastructure Manager, a service that is managed by Jamf Pro. After you install an instance of the Infrastructure Manager, Jamf Pro allows you to enable an LDAP Proxy if you have an LDAP server set up in Jamf Pro. For more information, see <u>Jamf Infrastructure Manager</u> Instances.

**Note**: The LDAP Proxy that is hosted on the Infrastructure Manager is not the same service as the open source NetBoot/SUS/LP server. For more information about the open source NetBoot/SUS/LP server, see the following webpage:

https://github.com/jamf/NetSUS/tree/master/docs.

## **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.

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: The Infrastructure Manager does not support Network Address Translation (NAT).

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 <u>Permitting Inbound</u> <u>/Outbound Traffic with Jamf Cloud</u> 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.

## Requirements

To configure an LDAP Proxy, you need the following:

An Infrastructure Manager instance installed and configured (For more information, see the <u>Jamf</u> <u>Infrastructure Manager Installation Guide</u>.)

■ An LDAP server set up in Jamf Pro (For more information, see <u>Integrating with LDAP Directory Services</u>.)

# **Configuring the LDAP Proxy**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click System Settings.
- 4. Click **LDAP Servers** .
- 5. Click the LDAP Server to which you want to assign an LDAP Proxy.
- 6. Click Edit.
- 7. Select the **Enable LDAP Proxy** checkbox.
- 8. Select the proxy server to use and enter a port number.
- 9. Click Save.

# jamf PRO

# **Organizing Your Network**

# **Buildings and Departments**

Buildings and departments are organizational components that allow you to group computers and mobile devices by physical location and organizational infrastructure. You can use them to perform inventory searches, create smart groups, and configure the scope of remote management tasks.

## **Adding a Building or Department**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings**  $^{\textcircled{5}}$  .
- 3. Click Network Organization.
- 4. Click **Buildings** or **Departments** ...
- 5. Click **New** + New .
- 6. Enter a display name for the building or department.
- 7. Click Save.

## **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Computer
   You can add a computer to a building or department by editing the computer's inventory information Jamf Pro.
- Viewing and Editing Inventory Information for a Mobile Device
   You can add a mobile device to a building or department by editing the mobile device's inventory information in Jamf Pro.
- Mass Editing the Building or Department for Computers
   Find out how to use the mass edit function to add multiple computers to a building or department.
- Mass Editing the Building or Department for Mobile Devices
   Find out how to use the mass edit function to add multiple mobile devices to a building or department.
- Network Segments

You can use a network segment to update the building or department to which computers and mobile devices belong.

- Smart Computer Groups
  - You can create smart computer groups based on buildings or departments.
- Smart Device Groups

You can create smart device groups based on buildings or departments.

## • Simple Computer Searches

You can perform simple computer searches based on buildings or departments.

## Simple Mobile Device Searches

You can perform simple mobile device searches based on buildings or departments.

## Advanced Computer Searches

You can create advanced computer searches based on buildings or departments.

#### Advanced Mobile Device Searches

You can create advanced mobile device searches based on buildings or departments.

## Scope

Learn how to configure scope based on buildings or departments.

# **Network Segments**

A network segment is a range of IP addresses that can be used to group computers and mobile devices based on their network location. Network segments can be class B or class C subnets, or any IP range therein.

Adding network segments to Jamf Pro allows you to do the following:

- Ensure that computers and mobile devices use the closest distribution point by default.
- Ensure that computers use the closest NetBoot server by default.
- Specify a software update server for computers to use by default.
- Automatically update the building and department to which computers and mobile devices belong.
- Base the scope of remote management tasks on network segments.

If a computer belongs to multiple network segments, Jamf Pro uses the network segment with the fewest IP addresses. If the number of IP addresses in each network segment is equal, Jamf Pro uses the network segment with the lowest starting IP address.

## **Adding a Network Segment**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Network Organization.
- 4. Click **Network Segments** .
- 5. Click **New** + New .
- 6. Configure the network segment using the settings on the pane.
- 7. Click Save.

## **Related Information**

For related information, see the following section in this guide:

#### Scope

Learn how to configure scope based on network segments.

For related information, see the following Knowledge Base article:

#### Using the Jamf Pro Subnet Importer

Find out how to use Jamf Pro Subnet Importer to import a CSV file that contains network segment information into Jamf Pro.

# iBeacon Regions

Jamf Pro 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.

You can use iBeacon regions as the basis for the following:

- The scope of a configuration profile
- The scope of a policy (This initiates the policy the first time that a computer checks in to Jamf Pro while in the specified region.)
- A custom trigger for a policy (The event name for initiating a policy when an iBeacon region change occurs is "beaconStateChange". This initiates the policy immediately when a computer enters the specified region.)

For more information about iBeacon devices and iBeacon regions, see Apple's documentation at: https://developer.apple.com/ibeacon/Getting-Started-with-iBeacon.pdf

If you have an iBeacon device in your environment, you can add that device to Jamf Pro as an iBeacon region. Jamf Pro can then detect when computers and mobile devices enter or exit the region.

# Requirements

To monitor an iBeacon region for computers, you need:

- One or more iBeacon devices in your environment
- Computers that are Bluetooth Low Energy capable and have Bluetooth turned on
- The Computer Inventory Collection settings configured to monitor iBeacon regions (For more information, see <u>Computer Inventory Collection Settings</u>.)

To monitor an iBeacon region for mobile devices, you need:

- One or more iBeacon devices in your environment
- Mobile devices with:
  - iOS 7 or later
  - Bluetooth Low Energy capability
  - Bluetooth turned on
  - Self Service for iOS installed (For more information, see Installing Self Service on Mobile Devices.)
  - Location Services enabled for Self Service for iOS
- The Mobile Device Inventory Collection settings configured to monitor iBeacon regions (For more information, see <u>Mobile Device Inventory Collection Settings</u>.)

Note: iBeacon region monitoring is not available for personally owned devices.

# Adding an iBeacon Region

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Network Organization.
- 4. Click **iBeacons** .
- 5. Click **New** + New .
- 6. Enter a display name for the iBeacon region.
- 7. Define the iBeacon region using the settings on the pane.
- 8. Click Save.

## **Related Information**

For related information, see the following sections in this guide:

- Scope
  - Find out how to configure the scope of configuration profiles and policies based on iBeacon regions.
- Computer Inventory Collection Settings
   Find out how to configure the Computer Inventory Collection settings to monitor iBeacon regions.
- Mobile Device Inventory Collection Settings
   Find out how to configure the Mobile Device Inventory Collection settings to monitor iBeacon regions.

For related information, see the following Knowledge Base article:

Smart Group and Advanced Search Criteria for iBeacon Regions

Learn about the smart group and advanced search criteria available for iBeacon regions.

# Sites

Sites are organizational components that allow you to control which items each Jamf Pro user can manage. Implementing sites in your environment involves adding sites to Jamf Pro, granting Jamf Pro users access to sites, and adding items to sites.

When a user logs in to Jamf Pro with an account that has access to a site, the user sees only the items that belong to that site. If the user has access to multiple sites, a pop-up menu is displayed at the top of the page, allowing the user to switch between sites.

There are three ways to add sites to Jamf Pro:

- Add each site manually
- Automatically create a site for each existing building
- Automatically create a site for each existing department

**Note:** You can only create sites from buildings or departments if you are adding sites for the first time and have buildings or departments set up in Jamf Pro.

Creating sites from buildings or departments automatically adds computers and mobile devices to the site that corresponds with the building or department they belong to.

# **Adding a Site**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Network Organization.
- 4. Click Sites .
- 5. Click **New** + New .
- 6. If prompted, choose a method for adding sites:
  - To add sites manually, select **Add sites manually** and click **Next**.
  - To create a site for each existing building, select Create sites from buildings and click Next.
  - To create a site for each existing department, select Create sites from departments and click Next.
- 7. If prompted, enter a display name for the site and click **Save**.

# Adding Items to a Site

The following items can be added to a site:

- Computers
- Mobile devices
- Users
- Enrollment invitations
- Enrollment profiles
- Advanced searches
- Smart groups
- Static groups
- Self Service bookmarks
- Policies
- Configuration profiles
- PreStages
- Restricted software records
- Licensed software records
- Classes
- Apps
- Books
- Device Enrollment Program instances
- PreStage enrollments
- VPP accounts
- Network integration instances

There are several ways to add computers to a site:

- Create sites from existing buildings and departments. This automatically adds computers to the site that corresponds with the building or department they belong to.
- Enroll computers using one of the following methods:
  - Send computer enrollment invitations. (For more information, see <u>User-Initiated Enrollment for Computers.</u>)
  - Use a Recon QuickAdd package. (For more information, see <u>QuickAdd Packages Created Using Recon</u>.)
  - Use the network scanner. (For more information, see <u>Network Scanner</u>.)
  - Run Recon remotely on a single computer. (For more information, see <u>Remote Enrollment Using</u> <u>Recon.</u>)
  - Run Recon locally. (For more information, see <u>Local Enrollment Using Recon.</u>)

- Mass edit the Site field for computers that are already enrolled with Jamf Pro. (For more information, see Mass Editing the Site for Computers.)
- Manually edit the Site field for individual computers that are already enrolled with Jamf Pro. (For more information, see <u>Viewing and Editing Inventory Information for a Computer</u>.)

There are several ways to add mobile devices to a site:

- Create sites from existing buildings and departments. This automatically adds mobile devices to the site that corresponds with the building or department they belong to.
- Enroll mobile devices using one of the following methods:
  - Send mobile device enrollment invitations. (For more information, see <u>User-Initiated Enrollment for Mobile Devices</u>.)
  - Enroll mobile devices that are connected to a computer by USB. (For more information, see Enrollment Profiles.)
- Mass edit the Site field for mobile devices that are already enrolled with Jamf Pro. (For more information, see <u>Mass Editing the Site for Mobile Devices</u>.)
- Manually edit the Site field for individual mobile devices that are already enrolled with Jamf Pro.
   (For more information, see <u>Viewing and Editing Inventory Information for a Mobile Device</u>.)

There are several ways to add users to a site:

- Add the user to a computer or mobile device that belongs to a site.
- Add a computer or mobile device with a user assigned to it to a site.
- Mass add users to a site for users in Jamf Pro. (For more information, see <u>Adding Multiple Users to a Site</u>.)
- Manually add users to a site for individual users in Jamf Pro. (For more information, see <u>Viewing and</u> <u>Editing Inventory Information for a User.</u>)

To add other items to a site, you choose a site from the **Site** pop-up menu when configuring the items in Jamf Pro.

## **Related Information**

For related information, see the following section in this guide:

Jamf Pro User Accounts and Groups

Find out how to grant site access to Jamf Pro user accounts and groups.

# **Network Integration**

Jamf Pro can be integrated with a network access management service, such as Cisco Identity Services Engine (ISE). Network integration allows the service to communicate with Jamf Pro to verify that the computers and mobile devices on your network are compliant with your organization's standards. With information from Jamf Pro, the service can determine the level of network access to grant to a computer or mobile device, provide messaging to end users, and refer end users to enroll their computers and mobile devices to Jamf Pro to become compliant.

**Note:** When the network access management service refers end users to enroll their computer or mobile device with Jamf Pro, an enrollment URL is provided to the user in a webpage when they access the Internet. The end user can then access the enrollment URL to enroll with Jamf Pro via user-initiated enrollment. (For more information, see <u>User-Initiated Enrollment Settings</u>.)

Network integration can also allow the network access management service to send remote commands to computers and mobile devices via Jamf Pro, including passcode lock and wipe commands.

Creating a network integration instance in Jamf Pro prepares Jamf Pro to integrate with a network access management service. This allows you to do the following:

- When sites are defined in Jamf Pro, select the site to add the network integration instance to.
- Select the saved advanced computer search and advanced mobile device search to be used by the network access management service to verify computers and mobile devices that are compliant with your organization's standards. Computers and mobile devices that appear in the search results are reported as compliant to the network access management service.
- Specify compliance verification failure and compliance remediation messaging that can be displayed to end users via the network access management service.
- Configure the passcode to be used when remotely locking or wiping computers via the network access management service.
- After saving the network integration instance, view the network integration URL to be used by the network access management service to communicate with the specific Jamf Pro network integration instance.

**Important:** When using network integration on a per-site basis in Jamf Pro, ensure that any site-specific configuration profiles and policies in Jamf Pro do not conflict with computer and mobile device compliance verification performed through network integration.

## Requirements

For more information and requirements for configuring your network access management service to communicate with an MDM server, see your vendor's documentation.

To allow the network access management service to send remote commands via Jamf Pro, your environment must meet the requirements for sending remote commands to computers and mobile devices. (For more information, see <a href="Remote Commands for Computers">Remote Commands for Computers</a> and <a href="Remote Commands for Mobile Devices">Remote Commands for Mobile Devices</a>.)

# **Adding a Network Integration Instance**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Network Organization.
- 5. Click **New** + New .

**Note:** Only one network integration instance can be added per site in Jamf Pro. If all sites already have a network integration instance, you will not be able to add a new one.

6. Configure the network integration instance using the settings on the pane, including the site, the advanced computer search and advanced mobile device search to be used for compliance verification, compliance messaging to be displayed to users, and the remote lock and wipe passcode setting for computers.

**Note:** If you select the "Create Random Passcode" option for the passcode assignment method for computers, to identify the passcode used for a remote lock or wipe on a specific computer, you will need to view the management history for the computer in Jamf Pro. (For information, see <u>Viewing the History for a Computer</u>.)

7. Click Save.

After saving the network integration instance, a unique network integration URL appears at the bottom of the pane. This URL will be used by the network access management service to communicate with the specific Jamf Pro network integration instance.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>Sites</u>
   Learn about sites and how to add them to Jamf Pro.
- Advanced Computer Searches
   Learn how to create and save an advanced computer search.
- Advanced Mobile Device Searches
   Learn how to create and save an advanced mobile device search.

# Scope

Scope gives you granular control over which computers, mobile devices, and users receive remote management tasks. For example, you can use scope to ensure that a policy to install desktop publishing software only runs on computers in the Design department, or that a book is only distributed to students in a particular class.

Scope can be based on the following items:

- Individual computers, mobile devices, or users
- Computer, mobile device, or user groups
- Departments
- Buildings
- LDAP or local users
- LDAP user groups
- Network segments
- Classes
- iBeacon regions

The items available vary depending on the remote management task you are configuring the scope for. For example, only book scope can be based on classes.

Note: Scope cannot be based on personally owned mobile devices.

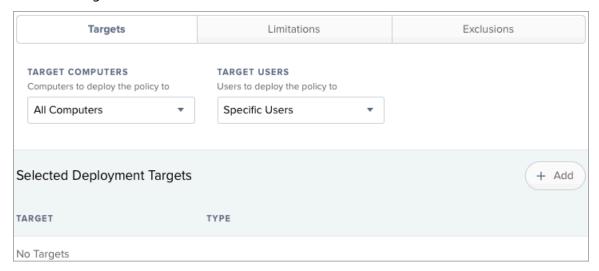
# **Configuring Scope**

For most remote management tasks, configuring the scope involves adding targets, limitations, and exclusions. (The process varies depending on the remote management task you are configuring the scope for.)

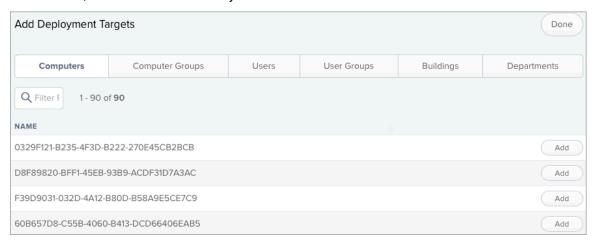
#### **Adding Targets**

Targets make up the initial pool of computers, mobile devices, or users that receive the remote management task. You can add all computers, mobile devices, or users, or you can add a combination of specific items (e.g., computers, groups, buildings).

1. On the Targets pane, use the pop-up menu(s) to choose items to add to the scope.
Note: All computers, mobile devices, and/or users selected from the pop-up menus will be added to the scope. One pop-up menu selection does not override another. For example, selecting "All Computers" and "Specific Users" as targets to the scope of a book will cause the book to be distributed to all mobile devices, as well as any computers or mobile devices that the chosen user or users are assigned to.



- 2. If you chose to add specific items:
  - a. Click Add + Add .
  - b. On each tab, click **Add** for the items you want to add.



c. Click Done.

The items you added are displayed in a list on the Targets pane.

#### **Adding Limitations**

Adding limitations to the scope of a remote management task allows you to do the following:

- Limit the task to specific users in the target. For example, if you want a certain application to open at login for specific users regardless of the computer they use, you can use all computers as the target and add specific users as limitations.
- Limit the task to specific network segments in the target. For example, if you want each computer in a department to install a package but only while on the company's production network, you can use the department as the target and add a specific network segment as a limitation.
- Limit policies and configuration profiles to devices in the target when the devices are in a specific iBeacon region. For example, if you want to install a configuration profile on mobile devices when they are in a specific iBeacon region, you can add the iBeacon region as a limitation.
- 1. On the Limitations pane, click **Add** + Add .
- On each tab, add items as needed.
   To add a network segment, click the Network Segments tab and then click Add for the network segment.



To add an LDAP or local user, click the **LDAP/Local Users** tab. Then enter the username in the search field and click **Add**.



To add an LDAP user group, click the **LDAP User Groups** tab, enter the name of the group in the search field, and click **Search**. Then click **Add** for the group you want to add.



#### 3. Click Done.

The items you added are displayed in a list on the Limitations pane.

#### **Adding Exclusions**

Adding exclusions to the scope of a remote management task allows you to exclude specific computers or mobile devices, groups, buildings, departments, users, user groups, or network segments. For example, if you want to restrict an application for everyone except the head of the department, you can add them as an exclusion.

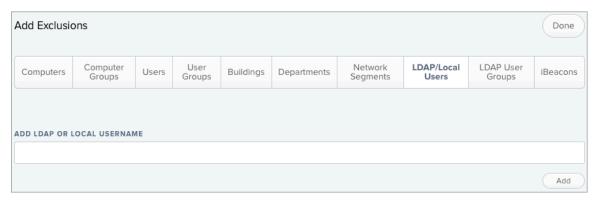
You can also add iBeacon regions as exclusions to the scope of policies and configuration profiles. For example, if you want to prevent a mobile device from having a configuration profile installed when it is in a specific iBeacon region, you can add the iBeacon region as an exclusion.

1. On the exclusions pane, click **Add** + Add .

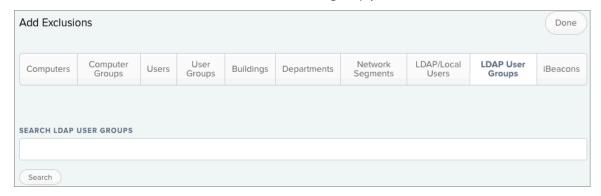


2. On each tab, add items as needed.

To add an LDAP or local user, click the **LDAP/Local Users** tab. Then enter the username in the search field and click **Add**.



To add an LDAP user group, click the **LDAP User Groups** tab, enter the name of the group in the search field, and click **Search**. Then click **Add** for the group you want to add.



To add another type of item, click the appropriate tab and then click **Add** for the item you want to add.

#### 3. Click Done.

The items you added are displayed in a list on the Exclusions pane.

# jamf PRO

# **Managing Computers**

# **Building the Framework for Managing Computers**

# **Recurring Check-in Frequency**

The recurring check-in frequency is the interval at which computers check in with Jamf Pro for available policies.

By default, the recurring check-in frequency is set to "Every 15 Minutes".

#### **Configuring the Recurring Check-in Frequency**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Check-In** .

- 5. Click Edit.
- 6. Configure the recurring check-in frequency using the pop-up menu on the pane.
- 7. Click Save.

Each computer checks in at the specified interval, starting at the time the setting is applied to the computer. This means that check-in times will vary across computers.

#### **Related Information**

For related information, see the following section in this guide:

#### Managing Policies

You can create policies that are triggered at the recurring check-in frequency.

For related information, see the following Knowledge Base article:

#### Components Installed on Managed Computers

Find out where the files that control the recurring check-in frequency are stored on computers.

# **Startup Script**

The Startup Script settings in Jamf Pro allow you to create a startup script on computers and use it to perform the following actions at startup:

- Log Computer Usage information (date/time of startup).
- Check for policies triggered at startup.
- Ensure SSH (Remote Login) is enabled on computers.

#### **Configuring the Startup Script**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Check-In** .



- 5. Click the **Startup Script** tab.
- 6. Click Edit.
- 7. Configure the settings on the pane.
- 8. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Usage Find out how to view Computer Usage information logged at startup.
- Managing Policies You can create policies that are triggered at startup.

For related information, see the following Knowledge Base article:

#### Components Installed on Managed Computers

Find out where the startup script is stored on computers.

# **Login and Logout Hooks**

The Login/Logout Hooks settings in Jamf Pro allow you to create login and logout hooks on computers and use them to perform the following actions:

- Log Computer Usage information (username and date/time) at login and logout.
- Check for policies triggered at login or logout.
- Hide the Restore partition at login.

Warning: Creating login and logout hooks with Jamf Pro can disable existing login and logout hooks.

#### **Configuring Login and Logout Hooks**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 5. Click the Login/Logout Hooks tab.
- 6. Click Edit.
- 7. Configure the settings on the pane.
- 8. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Usage
  - Find out how to view Computer Usage information logged at login and logout.
- Managing Policies

You can create policies that are triggered at login or logout.

For related information, see the following Knowledge Base article:

#### Components Installed on Managed Computers

Find out where login/logout hooks are stored on computers.

## **Security Settings**

The Security settings in Jamf Pro allow you to do the following:

- Enable certificate-based authentication.
- Enable push notifications.
- Configure SSL certificate verification.
- Specify the condition under which the checksum will be used to validate packages. If you choose to validate packages, the validation occurs after the package is downloaded.
- Specify a maximum clock skew between managed computers and the Jamf Pro host server.
- Require login authentication when retrieving PreStage imaging and Autorun imaging information.

When a Mac computer attempts to communicate with the Jamf Pro server and the security requirements specified in Jamf Pro are not met, communication is blocked.

#### **Configuring SSL Certificate Verification**

Configuring the SSL Certificate Verification setting in Jamf Pro ensures that computers only communicate with a host server that has a valid SSL certificate. This prevents computers from communicating with an imposter server and protects against man-in-the-middle attacks.

Consider the following when configuring SSL certificate verification:

- If you are using the self-signed certificate from Apache Tomcat that is built into Jamf Pro, you must select "Always except during enrollment".
- If you are using an SSL certificate from an internal CA or a trusted third-party vendor, select either "Always" or "Always except during enrollment". It is recommended that you use "Always" if computers in your environment are configured to trust the certificate before they are enrolled.

For more information, see the following Knowledge Base articles:

- Safely Configuring SSL Certificate Verification
- Change to the SSL Certificate Verification Setting in Jamf Pro 9.98 or Later

#### Requirements

To enable push notifications, you must have a push certificate in Jamf Pro. (For more information, see <u>Push Certificates</u>.)

#### **Configuring Security Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\mbox{\bf Settings}$  .
- 3. Click Computer Management.

4. In the "Computer Management–Management Framework" section, click **Security** 🔒 .



- 5. Click Edit.
- 6. Configure the settings on the pane.
- 7. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

Certificates

Learn about device certificates and the SSL certificate.

SSL Certificate

Find out how to create or upload an SSL certificate that Mac computers can use to verify the identity of the Jamf Pro server.

Calculating a Checksum

Learn about using the checksum to validate a package and how to manually calculate the value.

PreStage Imaging

Learn about using PreStage Imaging.

Autorun Imaging

Learn about using Autorun Imaging.

For related information, see the following Knowledge Base articles:

- Certificate-Based Authentication for Mac Computers Learn how Jamf Pro uses certificate-based authentication to verify the identity of Mac computers.
- Safely Configuring SSL Certificate Verification Learn about why it is important to configure SSL Certificate Verification in Jamf Pro and how to do so without putting your environment at risk.

# **Enrollment of Computers**

# **About Computer Enrollment**

Enrollment is the process of adding Mac computers to Jamf Pro. When computers are enrolled, inventory information for the computers is submitted to Jamf Pro.

Enrolling computers makes them managed by Jamf Pro. This allows you to perform inventory tasks and remote management and configuration tasks on the computers. When you enroll computers, you specify a local administrator account that you want to use to manage them (called the "management account").

The following table explains the different types of enrollment methods:

| Enrollment<br>Method             | Description  |
|----------------------------------|--|
| User-<br>initiated<br>enrollment | You can allow users to enroll their own computers by having them log in to an enrollment portal where they follow the onscreen instructions to complete the enrollment process. Users will be prompted to download either an MDM profile or QuickAdd package during user-initiated enrollment based on the version of macOS on their computer.   |
|                                  | User-initiated enrollment results in a User Approved MDM state for eligible computers. For more information about User Approved MDM and Jamf Pro, see the Managing User Approved MDM with Jamf Pro Knowledge Base article.   |
|                                  | For detailed information on user-initiated enrollment, see <u>User-Initiated Enrollment</u> <u>for Computers</u> .   |
| Use a<br>PreStage<br>enrollment  | A PreStage enrollment allows you to store enrollment and computer setup settings in Jamf Pro and use them to enroll new computers with Jamf Pro. In addition to reducing the amount of time and interaction it takes to prepare new computers for use, this enrollment method makes the computers MDM capable. Computers with macOS 10.10 or later can also be managed automatically when using a PreStage enrollment. |
|                                  | <b>Note:</b> Enrolling computers with macOS 10.9 or earlier using a PreStage enrollment allows you to search and report on the computers as part of your inventory; however, this process alone does not make the computers managed by Jamf Pro.   |
|                                  | PreStage enrollment results in a User Approved MDM state for eligible computers. For more information about User Approved MDM and Jamf Pro, see the Managing User Approved MDM with Jamf Pro Knowledge Base article.   |
|                                  | This enrollment method requires an Apple Deployment Programs account. For more information, see the <u>Integrating with Apple's Device Enrollment Program (DEP)</u> Knowledge Base article.  |
|                                  | For detailed information on computer PreStage enrollments, see <u>Computer PreStage Enrollments</u> .  |

| Enrollment<br>Method                                     | Description   |
|--|---|
| Use a<br>QuickAdd<br>package<br>created<br>with<br>Recon | You can use Recon to create a QuickAdd package that enrolls computers when it is installed. This type of QuickAdd package can be deployed using almost any deployment tool, such as Apple Remote Desktop or Jamf Pro. You can also give the QuickAdd package to users to install. |
|  | For detailed information on creating QuickAdd packages with Recon, see <u>QuickAdd</u> <u>Packages Created Using Recon</u> .  |
| Use the<br>network<br>scanner                            | You can remotely enroll multiple computers in specified IP ranges by using the network scanner in Recon. Recon scans the specified IP ranges and enrolls any computers that it can connect to over SSH (Remote Login).  |
|  | For detailed on the network scanner, see <u>Network Scanner</u> .   |
| Run Recon<br>remotely<br>on a single<br>computer         | If you know the IP address of the computer that you want to enroll and SSH (Remote Login) is enabled on the computer, you can enroll the computer by running Recon remotely.  |
|  | For detailed information on remote enrollment using Recon, see Remote Enrollment Using Recon.   |
| Run Recon<br>locally                                     | If you have physical access to the computer that you want to enroll, you can run Recon locally on the computer.   |
|  | For detailed information on local enrollment using Recon, see <u>Local Enrollment</u> <u>Using Recon</u> .  |
| Image<br>computers                                       | You can enroll computers by imaging them with a configuration that is associated with a management account.   |
|  | For detailed information on imaging computers, see <u>About Imaging</u> .   |

#### **Related Information**

For related information, see the following Knowledge Base articles:

- Components Installed on Managed Computers
   See a list of the components installed on managed computers.
- Removing Jamf Components from Computers
   Find out how to remove all Jamf Pro-related components from computers that have been managed by Jamf Pro.

# **User-Initiated Enrollment for Computers**

You can allow users to enroll their own computers by having them log in to an enrollment portal where they follow the onscreen instructions to complete the enrollment process.

User-initiated enrollment is one of the methods that results in a User Approved MDM state for eligible computers. This state is required for certain performance and security enhancements, like managing kernel extensions. For more information about User Approved MDM and Jamf Pro, see the Managing User Approved MDM with Jamf Pro Knowledge Base article.

Users will be prompted to download either an MDM profile or QuickAdd package during user-initiated enrollment based on the version of macOS on their computer. The following table explains the different types of user-initiated enrollment:

| User-initiated<br>Enrollment<br>Type                          | Applies<br>To                     | Description   |
|---|-----------------------------------|---|
| User-initiated enrollment with an MDM profile                 | macOS<br>10.13<br>or later        | The user will be prompted to download and install a CA certificate and MDM profile during the user-initiated enrollment process. The jamf binary is installed automatically after MDM enrollment is complete. |
| User-initiated<br>enrollment<br>with a<br>QuickAdd<br>package | macOS<br>10.12.6<br>or<br>earlier | The user will be prompted to download and install a QuickAdd package during the user-initiated enrollment process.  |

#### **Enrollment URL**

To direct users to the enrollment portal, you need to provide them with the enrollment URL. The enrollment URL is the full URL for the Jamf Pro server followed by "/enroll". For example:

https://jss.mycompany.com:8443/enroll

You can provide the enrollment URL to users by doing the following:

## Provide the URL in the way that best fits your environment

Simply provide the URL to users in the way that best meets your needs. You can add a computer to a site when using this method.

#### Send an enrollment invitation to users via email

This allows you to create an email invitation in Jamf Pro and send it to one or more users. It gives you more control over user access to the enrollment portal by allowing you do the following:

- Set an expiration date for the invitation
- Require users to log in to the portal
- Allow multiple uses of the invitation

- Add the computer to a site during enrollment
- View the status of the invitation

Users can log in to the enrollment portal using an LDAP directory account or a Jamf Pro user account. When a user logs in with an LDAP directory account, user and location information is submitted to Jamf Pro during enrollment. When a user logs in with a Jamf Pro user account, it allows an LDAP user to be assigned to the computer.

#### Requirements

To allow computers to be enrolled with user-initiated enrollment, you need:

- User-initiated enrollment enabled (For more information, see <u>User-Initiated Enrollment Settings</u>.)
- The user-initiated enrollment QuickAdd package configured in Jamf Pro (For more information, see User-Initiated Enrollment Settings.)

If the QuickAdd package is signed, target computers must have a Certification Authority (CA) intermediate certificate from Apple in the System keychain in Keychain Access. For instructions on how to obtain this certificate and import it to the System keychain, see the following Knowledge Base article:

Importing a Certification Authority Intermediate Certificate from Apple to the System Keychain

To send a computer enrollment invitation, you need an SMTP server set up in Jamf Pro. (For more information, see <u>Integrating with an SMTP Server</u>.)

For users to log in to the enrollment portal with an LDAP directory account, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

#### Sending a Computer Enrollment Invitation

You can send an email invitation that contains the enrollment URL from Jamf Pro. Users click the enrollment URL in the email message to access the enrollment portal.

Before you configure the invitation, make sure you have the email addresses of the users you want to send the invitation to.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Enrollment Invitations.
- 4. Click **New** + New .
- 5. Follow the onscreen instructions to send the enrollment invitation.

An enrollment invitation is immediately sent to the email addresses you specified.

You can view the status of the enrollment invitation in the list of invitations.

#### **Viewing Computer Enrollment Invitation Usage**

You can view a list of computers that were enrolled with a single enrollment invitation.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Enrollment Invitations.
- 4. Click the enrollment invitation you want to view usage for.
- Click View Enrolled Computers.
   A list of computers enrolled with the invitation is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

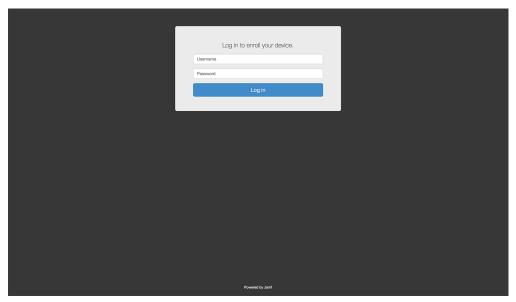
- <u>User-Initiated Enrollment Settings</u>
   Learn about the settings you can configure for user-initiated enrollment.
- <u>User-Initiated Enrollment Experience for Computers</u>
   Learn about the steps users take to enroll computers.

# **User-Initiated Enrollment Experience for Computers**

When a user accesses the enrollment URL they are guided through a series of steps to enroll the computer. The steps vary depending on the version of macOS installed on the computer being enrolled.

#### **Enrollment Experience for macOS 10.13 or Later**

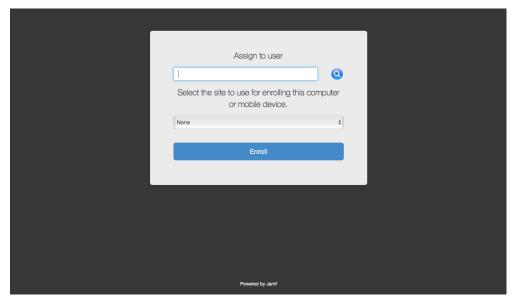
 The user is prompted to enter credentials for an LDAP directory account or a Jamf Pro user account with user-initiated enrollment privileges, and then they must click **Log in**.
 The login prompt is not displayed if the enrollment portal was accessed via an enrollment invitation for which the **Require Login** option is disabled. (For more information about enrollment invitations, see <u>User-Initiated Enrollment for Computers</u>.)



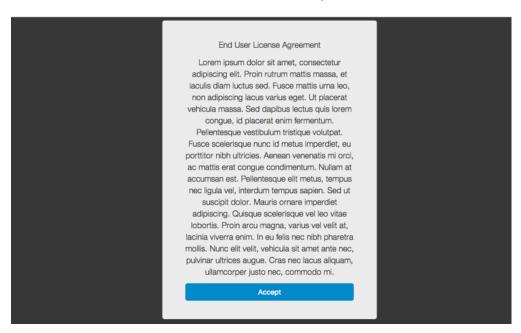
2. When prompted, the user must choose the site that they are associated with.

If the user is associated with multiple sites, they must select the site that will assign the appropriate settings to the computer.

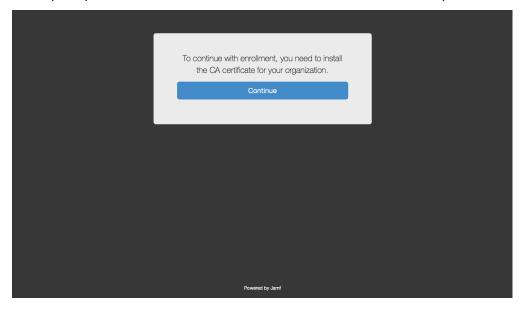
If the user signed in with a Jamf Pro user account, they can assign an LDAP user to the computer at this time.

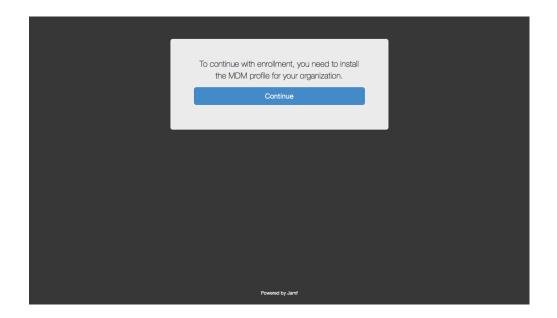


3. If the user signed in with an LDAP directory account and the text for an End User License Agreement (EULA) was entered in Jamf Pro, the user must accept the EULA to continue.



4. When prompted, the user must download the CA certificate and MDM profile.





5. Double-click the downloaded CA certificate and wait for the installation process to complete. Then, double-click the downloaded MDM profile and wait for the installation process to complete.



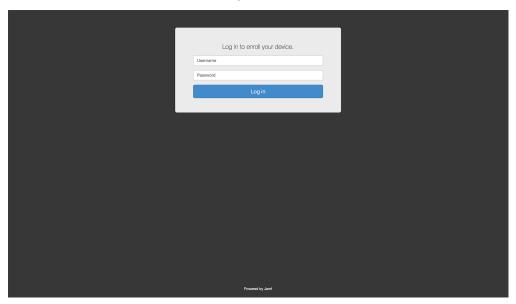
6. When the installation is complete, an enrollment complete message is displayed in the enrollment portal.

The computer is enrolled with Jamf Pro.

#### **Enrollment Experience for macOS 10.12.6 or Earlier**

1. The user is prompted to enter credentials for an LDAP directory account or a Jamf Pro user account with user-initiated enrollment privileges, and then they must click **Log in**.

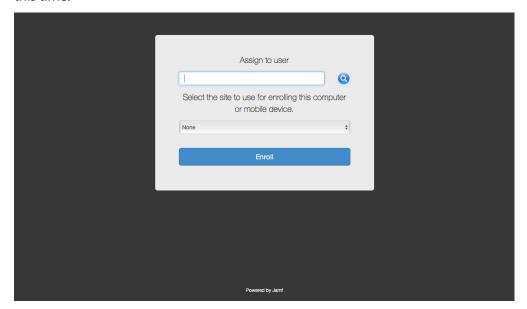
The login prompt is not displayed if the enrollment portal was accessed via an enrollment invitation for which the **Require Login** option is disabled. (For more information about enrollment invitations, see <u>User-Initiated Enrollment for Computers.</u>)



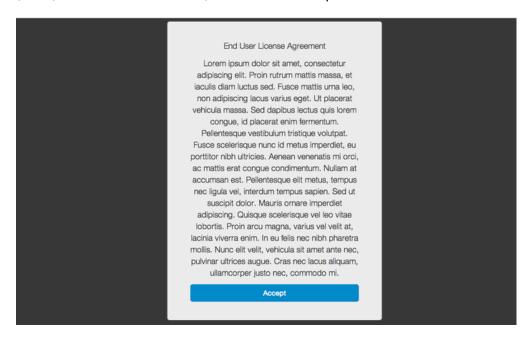
2. When prompted, the user must choose the site that they are associated with.

If the user is associated with multiple sites, they must select the site that will assign the appropriate settings to the computer.

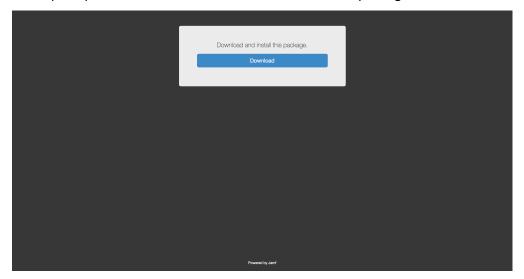
If the user signed in with a Jamf Pro user account, they can assign an LDAP user to the computer at this time.



3. If the user signed in with an LDAP directory account and the text for an End User License Agreement (EULA) was entered in Jamf Pro, the user must accept the EULA to continue.



4. When prompted, the user must download the QuickAdd package.



5. After the QuickAdd package downloads, the user must double-click the QuickAdd package installer and follow the onscreen instructions to install the package.



6. When the installation is complete, an enrollment complete message is displayed in the enrollment portal.

The computer is enrolled with Jamf Pro.

#### **Related Information**

For related information, see the following sections in this guide:

#### <u>User-Initiated Enrollment Settings</u>

Learn about the settings you can configure for user-initiated enrollment.

## **QuickAdd Packages Created Using Recon**

You can use Recon to create a QuickAdd package that enrolls Mac computers when it is installed. This type of QuickAdd package can be deployed using almost any deployment tool, such as Apple Remote Desktop or Jamf Pro. You can also give the QuickAdd package to users to install.

When you create a QuickAdd package using Recon, you can do the following:

- Specify that the management account password be randomly generated.
- Create the management account during enrollment and configure settings for the account.
- Ensure that SSH (Remote Login) gets enabled on computers that have it disabled.
- Ensure that computers launch Self Service after they are enrolled.
- Ensure that computers that already belong to a site will retain existing site membership.
- Sign the QuickAdd package.
- Choose a site to add computers to during enrollment.

To install a QuickAdd package, you double-click it and then follow the onscreen instructions.

#### Signing a QuickAdd Package

Signing a QuickAdd package ensures that it appears as verified to users that install it. It also allows users to install the QuickAdd package on computers that have Apple's Gatekeeper feature set to only allow applications downloaded from the Mac App Store and identified developers.

There are some additional requirements for signing a QuickAdd package and installing a signed QuickAdd package. For more information, see the "Requirements" section below.

#### Requirements

To sign a QuickAdd package, the computer running Recon must have:

- macOS 10.7 or later
- An installer certificate (.p12) from Apple in the System keychain in Keychain Access (For more information, see the <u>Obtaining an Installer Certificate from Apple</u> Knowledge Base article.)

To install a signed QuickAdd package, computers must have a Certification Authority intermediate certificate from Apple in the System keychain in Keychain Access. For instructions on how to obtain this certificate and import it to the System keychain, see the following Knowledge Base article:

Importing a Certification Authority Intermediate Certificate from Apple to the System Keychain

#### Creating a QuickAdd Package Using Recon

- 1. Open Recon and authenticate to the Jamf Pro server.
- 2. Select QuickAdd Package in the sidebar.

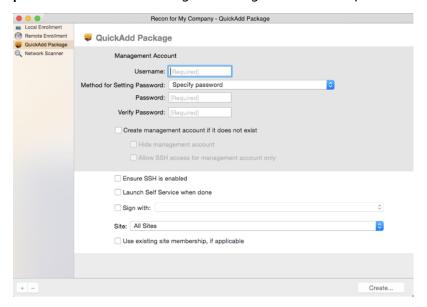
3. Enter credentials for a local administrator account.

This account is used as the management account.

To randomly generate a management account password, choose "Randomly generate password" from the Method for Setting Password pop-up menu.

The randomly generated password will contain eight characters by default.

**Note:** If you choose to randomly generate passwords and create the management account during enrollment, the **Hide management account** and **Allow SSH for management account only** checkboxes are not available by default. To make these options available, you need to first select the **Create management account if it does not exist** checkbox, and then select the **Randomly generate password** method for setting the management account password.



- 4. If the management account you specified is a new account, select the **Create management account if it does not exist** checkbox and configure additional settings for the management account as needed.
- 5. To enable SSH on computers that have it disabled, select the Ensure SSH is enabled checkbox.
- 6. To launch Self Service on computers immediately after they are enrolled, select the **Launch Self Service when done** checkbox.
- 7. To sign the QuickAdd package, select the **Sign with** checkbox and choose an installer certificate from the pop-up menu.
  - Installer certificates that are located in the login keychain in Keychain Access are displayed in the popup menu.

**Note:** The pop-up menu also displays application certificates that are located in the login keychain in Keychain Access. It is important that you choose an installer certificate, not an application certificate, to sign QuickAdd packages.

- 8. To add the computers to a site, choose a site from the **Site** pop-up menu.
- 9. To ensure that computers that already belong to a site will retain their existing site membership, select the **Use existing site membership**, **if applicable** checkbox.
- 10. Click Create and save the package.

After creating the QuickAdd package, you can deploy it using a deployment tool or give the package to users to install. When the QuickAdd package is installed on computers, they are enrolled with Jamf Pro.

#### **Related Information**

For related information, see the following section in this guide:

#### **Installing Packages**

Find out how to install a QuickAdd package using a policy or Jamf Remote.

#### **Network Scanner**

The network scanner in Recon allows you to remotely enroll multiple Mac computers. It scans specified IP ranges and enrolls any computers that it can connect to over SSH (Remote Login).

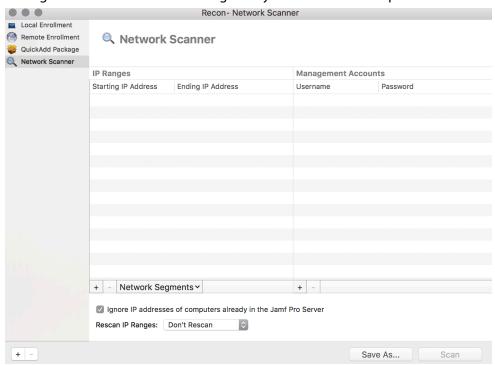
There are two ways to specify the IP ranges you want to scan: choose network segments that are set up in Jamf Pro, or manually specify IP ranges. If you manually specify the IP ranges, you can choose a building, department, and site to add computers to during enrollment.

#### Requirements

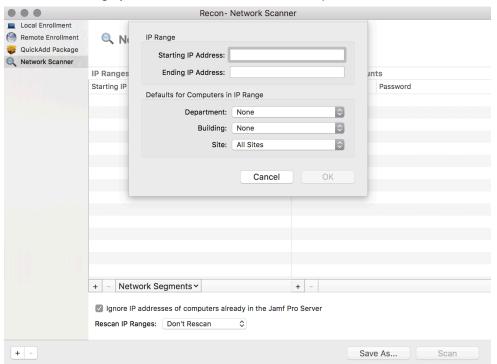
To enroll computers using the network scanner, SSH must be enabled on the computers.

#### **Enrolling Computers Using the Network Scanner**

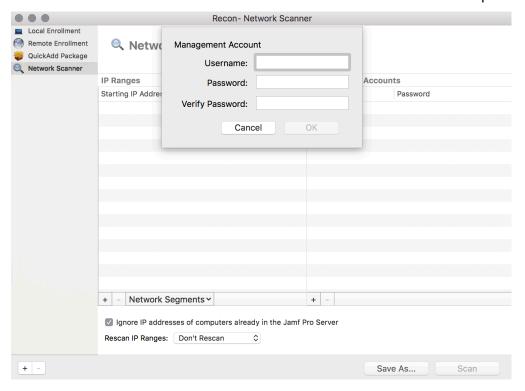
- 1. Open Recon and authenticate to the Jamf Pro server.
- 2. Select **Network Scanner** in the sidebar.
- 3. Specify the IP ranges you want to scan:
  - To choose network segments that are set up in Jamf Pro, click Network Segments below the list of IP ranges and select the network segment you want to scan. Repeat as needed.



■ To specify IP ranges manually, click **Add (+)** below the list of IP ranges and specify information about the IP range you want to scan. Click **OK** and repeat as needed.



- 4. Specify one or more local administrator accounts that have SSH access to computers in the IP range. When the network scanner finds a computer on the network, it tries each account until it finds one that can be used to connect to the computer over SSH. The first valid account is used as the management account.
  - a. Click Add (+) below the list of accounts.
  - b. Enter credentials for a local administrator account that has SSH access to computers.

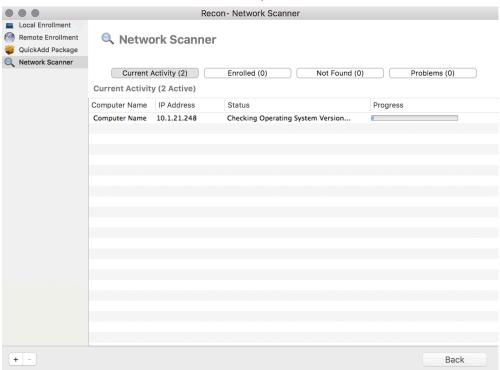


#### c. Click OK.

- d. If there is more than one administrator account in the specified IP ranges, repeat steps a through c as needed.
- 5. To ignore computers that are already enrolled with Jamf Pro, select the **Ignore IP addresses of computers already in Jamf Pro** checkbox.
- 6. To continuously scan for new computers, use the **Rescan IP Ranges** pop-up menu to specify how often Recon should rescan.
- 7. To create a .recon file that contains the network scanner settings you just configured, click **Save As**. Then specify a name and location for the file.
  - Double-clicking the file opens Recon (if it is not already open) and populates the network scanner settings.
  - You can open the file at any time to have Recon automatically configure the network scanner settings.

#### 8. Click Scan.

Recon scans the specified IP ranges and enrolls any computers that it can connect to over SSH. The progress of the scan is displayed on the Current Activity pane. The results of the scan are displayed on the Enrolled, Not Found, and Problems panes.



# **Remote Enrollment Using Recon**

If you know the IP address of the Mac computer you want to enroll and SSH (Remote Login) is enabled on the computer, you can enroll the computer by running Recon remotely. This allows you to submit detailed inventory information for the computer. It also allows you to add computers to a site during enrollment.

### Requirements

To enroll a computer by running Recon remotely, you need:

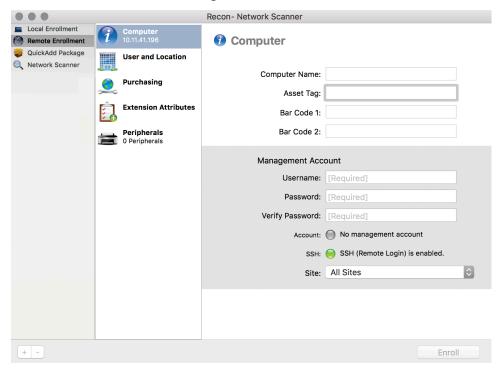
- The IP address of the computer
- SSH (Remote Login) enabled on the computer

## **Enrolling a Computer by Running Recon Remotely**

- 1. Open Recon and authenticate to the Jamf Pro server.
- 2. Select **Remote Enrollment** in the sidebar.
- 3. Enter the IP address of the computer you want to enroll.



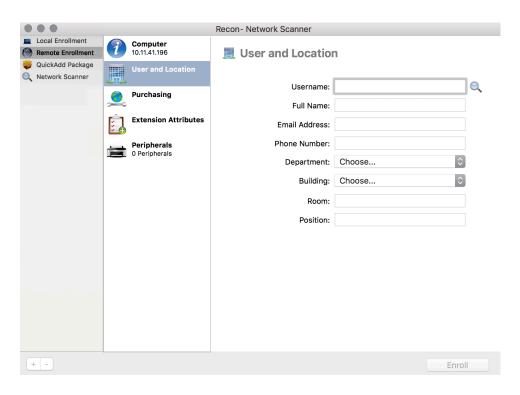
4. Enter credentials for a local administrator account that has SSH access. This account is used as the management account.



- 5. (Optional) Select User and Location and specify user and location information for the computer.

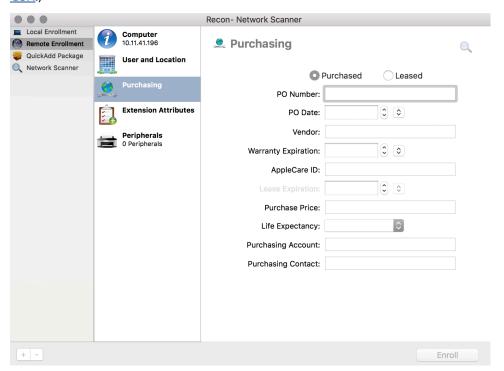
  If an LDAP server is set up in Jamf Pro, click **Search** to populate information from the LDAP server.

  This assigns the user to the computer during enrollment. (For more information on setting up an LDAP server, see <a href="Integrating with LDAP Directory Services">Integrating with LDAP Directory Services</a>.)
  - If you specified a username that matches an existing username in Jamf Pro, the user is assigned to the computer during enrollment. If you specified a username that does not match an existing username in Jamf Pro, the user is created and assigned to the computer during enrollment.



6. (Optional) Select **Purchasing** and specify purchasing information for the computer.

If a GSX connection is set up in Jamf Pro, click **Search** to populate information from Apple's Global Service Exchange (GSX). (For more information on setting up a GSX connection, see <a href="Integrating with GSX">Integrating with GSX</a>.)



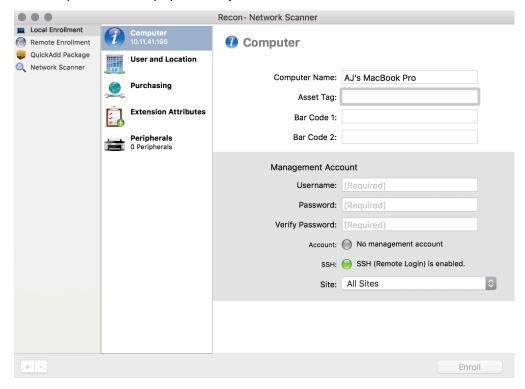
- 7. (Optional) Select **Extension Attributes** and specify information as needed.
- 8. Click Enroll.

# **Local Enrollment Using Recon**

If you have physical access to the Mac computer that you want to enroll, you can run Recon locally on the computer. This allows you to submit detailed inventory information for the computer. It also allows you to add computers to a site during enrollment.

### **Enrolling a Computer by Running Recon Locally**

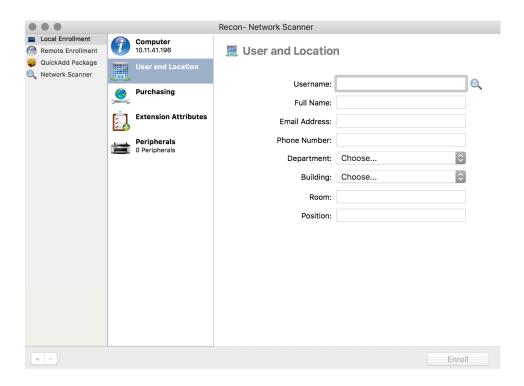
- 1. On the computer you want to enroll, open Recon and authenticate to the Jamf Pro server.
- 2. (Optional) Enter an asset tag and/or use a bar code scanner to enter bar codes. The computer name is populated by default.



- 3. Enter credentials for a local administrator account that you want to use to manage computers. This can be an existing or new account. If the account does not already exist, Recon creates it.

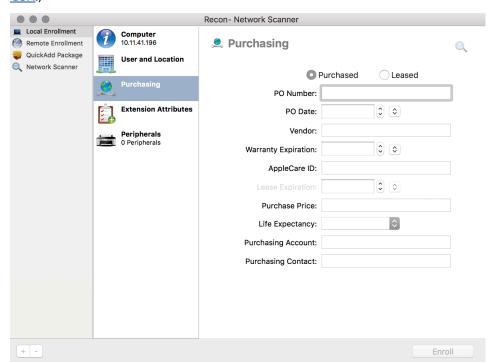
  Note: If the account you specify does not have SSH (Remote Login) access to the computer, Recon enables SSH during enrollment.
- 4. (Optional) Select **User and Location** and specify user and location information for the computer. If an LDAP server is set up in Jamf Pro, click **Search** to populate information from the LDAP server. This assigns the user to the computer during enrollment. (For more information on setting up an LDAP server, see <u>Integrating with LDAP Directory Services</u>.)

  If you specified a username that matches an existing username in Jamf Pro, the user is assigned to the computer during enrollment. If you specified a username that does not match an existing username in Jamf Pro, the user is created and assigned to the computer during enrollment.



5. (Optional) Select **Purchasing** and specify purchasing information for the computer.

If a GSX connection is set up in Jamf Pro, click **Search** to populate information from Apple's Global Service Exchange (GSX). (For more information on setting up a GSX connection, see <a href="Integrating with GSX">Integrating with GSX</a>.)



- 6. (Optional) Select Extension Attributes and specify information as needed.
- 7. Click Enroll.

# **Computer PreStage Enrollments**

A PreStage enrollment allows you to store enrollment and Mac computer setup settings in Jamf Pro and use them to enroll new Mac computers with Jamf Pro. This reduces the amount of time and interaction it takes to prepare Mac computers for use.

A PreStage enrollment is one of the methods that results in a User Approved MDM state for eligible computers. This state is required for certain performance and security enhancements, like managing kernel extensions. For more information about User Approved MDM and Jamf Pro, see the Managing User Approved MDM with Jamf Pro Knowledge Base article.

Before you can use a PreStage enrollment, you need to integrate Jamf Pro with the Device Enrollment Program (DEP). This creates an instance of DEP in Jamf Pro. (For more information, see <a href="Integrating with the Device Enrollment Program">Integrating with the Device Enrollment Program</a>.) Only computers associated with a DEP instance can be enrolled with Jamf Pro using a PreStage enrollment.

After creating a DEP instance, you need to create a PreStage enrollment in Jamf Pro for the computers you want to enroll. Creating a PreStage enrollment allows you to configure the enrollment settings and customize the user experience of the Setup Assistant. You can also specify the computers that should be enrolled using the PreStage enrollment. In addition, you can specify that computers newly associated with the DEP instance be automatically added to the PreStage enrollment.

You can require users to authenticate during computer setup using an LDAP directory account or a Jamf Pro user account. If users authenticate with an LDAP directory account, user and location information is submitted during enrollment.

When computers with macOS 10.10 or later are enrolled using a PreStage enrollment, they are also automatically managed if user-initiated enrollment is enabled for macOS in Jamf Pro. When enabled, User-Initiated Enrollment settings apply to computer PreStage enrollments, including management account and QuickAdd package settings, and whether to automatically launch Self Service. (For more information, see User-Initiated Enrollment Settings and Installing Jamf Self Service for macOS.)

Computers with macOS 10.9 or earlier (and computers with macOS 10.10 or later if user-initiated enrollment is not enabled) can be managed using one of the following methods after they are enrolled with Jamf Pro using a PreStage enrollment:

- Remote Enrollment Using Recon
- QuickAdd Packages Created Using Recon
- <u>User-Initiated Enrollment for Computers</u>

### Requirements

To enroll a computer using a PreStage enrollment, the computer must be connected to the Internet during the Setup Assistant.

To require LDAP users or Jamf Pro users to authenticate during setup, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

### **Configuring a Computer PreStage Enrollment**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click PreStage Enrollments.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the PreStage enrollment and customize the user experience of the Setup Assistant.
  - To customize the user experience of the Setup Assistant, select which steps you want to skip in the Setup Assistant. If you choose to skip steps, the user can enable these settings after the computer is configured unless otherwise restricted.
- 6. (Optional) Use the Account Settings payload to specify the accounts to create for computers with macOS 10.10 or later if they are enrolled via a PreStage enrollment and user-initiated enrollment for macOS is enabled in Jamf Pro.
  - **Note:** If a computer is not bound to a directory service, only the management account and the first local administrator account created for that computer can log in to the computer.
- 7. (Optional) Use the User and Location payload to specify user and location information for the computers.
  - This information is stored in Jamf Pro for each computer enrolled using a PreStage enrollment. **Note:** The User and Location Information payload is only displayed if the **Require Authentication** checkbox is not selected.
- 8. (Optional) Use the Passcode payload to specify passcode requirements for the computers.
- 9. (Optional) Use the Purchasing payload to specify purchasing information for the computers. This information is stored in Jamf Pro for each computer enrolled using a PreStage enrollment.
- 10. (Optional) Use the Attachments payload to upload attachments to store for computers.

  This information is stored in Jamf Pro for each computer enrolled using a PreStage enrollment.
- 11. If the SSL certificate you are using is signed by an external CA (your organization's CA or a trusted third-party CA), use the Certificates payload to upload a certificate for the CA that you want computers to trust at enrollment.
  - **Note:** The anchor certificate is only displayed if the SSL certificate you are using is signed by the Jamf Pro built-in CA.
- 12. (Optional) Use the Directory payload to choose a directory server for the computers.
- 13. Click the **Scope** tab and configure the scope of the PreStage enrollment by selecting the checkbox next to each computer you want to add to the scope.
  - The computers listed on the **Scope** tab are the computers that are associated with the Device Enrollment Program (DEP) via the server token file (.p7m) you downloaded from the Apple Deployment Programs website.
  - **Note**: If you want to add computers to the scope automatically as they become associated with the DEP instance, select the **Automatically assign new devices** checkbox in the General payload.
- 14. Click Save.

### **Refreshing PreStage Enrollment Information**

Jamf Pro allows you to manually refresh information about the computers in the PreStage enrollment as needed.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click **PreStage Enrollments**.
- 4. Click the PreStage enrollment you want to refresh.
- 5. Click Refresh.

If there is updated information about the computers in DEP, this information is displayed in Jamf Pro.

#### **Further Considerations**

When cloning a PreStage enrollment, computers in the scope of the original PreStage enrollment are not included in the scope of the cloned PreStage enrollment.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

Creating a DEP PreStage for macOS Devices in Jamf Pro

For related information, see the following section in this guide:

Integrating with the Device Enrollment Program

Find out how to configure an instance of DEP.

# Composer

# **About Composer**

Composer allows you to build packages of software, applications, preference files, or documents. A package is a self-contained group of files that can be deployed to remote computers or as part of the imaging process.

The first step to building a package is creating a package source. Depending on the files you want to package, Composer allows you to monitor the installation of your software or use files that already exist on the drive to create the package source.

After you create a package source, you can build a PKG or a DMG from the package source.

Composer also allows you to build a DMG of an operating system.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>Creating Package Sources</u>
   Find out how to create a package source using several different methods.
- Building Packages from Package Sources
   Find out how to build a PKG or DMG from a package source.
- Building OS Packages
   Find out how to build a DMG of an operating system.

# **Creating Package Sources**

A package source allows you to view and edit attributes of a package (such as files, scripts, privileges, and localizations) before it is built. Once a package source exists for a group of files, you can make modifications and build the package as many times as necessary.

There are several ways to create a package source:

- Take snapshots—Composer takes before and after snapshots of the file system and creates a
  package source based on the changes. This method allows you to monitor installations in all
  locations on the drive. If necessary, you can also quit Composer or log out/reboot during the
  installation process.
- Monitor the file system—Composer uses the File System Events (FSEvents) framework to monitor any changes that are made to the file system during the installation process. Next, Composer creates a package source based on the changes. This method does not allow you to quit Composer or log in/reboot during the installation process. In addition, an excess of file system activity can cause FSEvents to miss changes.
- Use pre-installed software—You can use software that is pre-installed on your computer to create a package source based on package manifests. This method allows you to create package sources without monitoring the installation process.
- **Use user environment settings**—Package manifests can also be used to capture settings configured on your computer, such as Dashboard, Display, and Global Preference settings.
- Drag contents from the Finder—A simple drag-and-drop process allows you to create a package source from files already installed on your computer.
- Use an existing package—Composer allows you to make modifications to an existing package or convert between the PKG and DMG package formats.

## **Taking Snapshots**

If the files you want to package are not already installed on the drive, Composer can take a snapshot of the file system before and after the files have been installed and create a package source based on the changes.

Composer can take two kinds of snapshots:

- Normal snapshots—These snapshots capture any new files on the drive. These snapshots can take
  anywhere from ten seconds to several minutes depending on your hardware and the number of
  files on the drive.
- New and modified snapshots—These snapshots capture any new files on the drive, as well as any files that have been modified. These snapshots can take longer than normal snapshots, since Composer records the modifications date of each file while performing the snapshot.

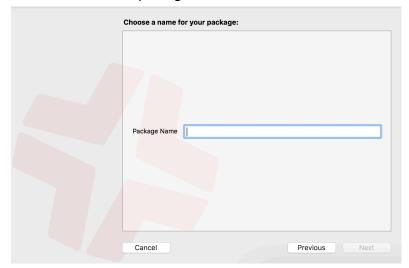
There are several benefits to using the snapshot approach:

- Composer monitors installations in all locations on the drive.
- You can guit Composer during the installation process.
- You can log out or reboot during the installation process.

- If you delete a file while making modifications to a package source, it may be possible to restore
  the deleted file. For more information about restoring deleted files, see <u>Adding Scripts to Package</u>
  <u>Sources</u>.
- 1. Open Composer and authenticate locally.
- 2. In the toolbar, click **New** .
- 3. Under the Monitor Installation heading in the sidebar, select **Snapshot**.
- 4. Select Normal Snapshot or New & Modified Snapshot and click Next.



5. Enter a name for the package and click Next.



6. Install and configure your software, and then click **Create Package Source** to initiate the "after" snapshot.



### **Monitoring the File System**

When creating a package source using file system monitoring, Composer uses the File System Events (FSEvents) framework that is built into macOS to monitor any changes that are made to the file system. Each time a change is made, FSEvents receives a notification. After your software is installed, Composer analyzes the changes and creates a package source based on the results.

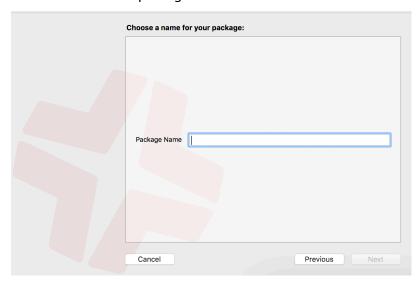
The following limitations should be taken into consideration when monitoring the file system to create a package source:

- You cannot guit Composer during the installation process.
- You cannot log in or restart during the installation process.
- It is possible for FSEvents to miss events if there is too much file system activity.
- 1. Open Composer and authenticate locally.
- 2. In the toolbar, click **New** .

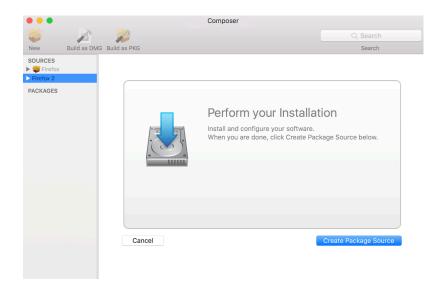
- 3. Under the Monitor Installation heading in the sidebar, select **Snapshot**.
- 4. Select Monitor File System Changes and click Next.



5. Enter a name for the package and click **Next**.



6. Install and configure your software, and then click **Create Package Source**.

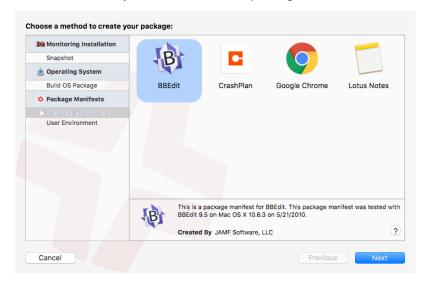


### **Creating Package Sources From Pre-Installed Software**

You can create a package source from software that is currently installed on your computer if Composer contains a package manifest for the software.

**Note:** If there is software you would like added to the package manifest options in Composer, email your recommendations to <a href="mailto:diffs@jamf.com">diffs@jamf.com</a>.

- 1. Open Composer and authenticate locally.
- 2. In the toolbar, click **New** .
- 3. Under the Package Manifests heading in the sidebar, select **Pre-Installed Software**. Composer scans the file system and displays icons for the software it can package. **Note:** To view package manifests for software that is not installed on the computer, click the disclosure triangle next to Pre-Installed Software and select Not Installed.
- 4. Select the item(s) you want to create a package source from and click **Next**.



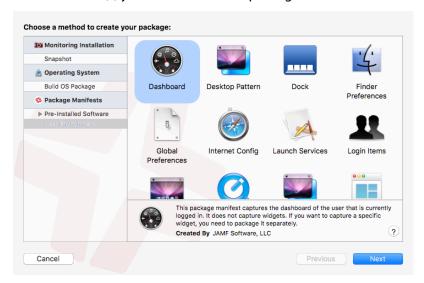
### **Creating Package Sources from the User Environment Settings**

You can create a package source that captures the look and feel of your computer's interface, such as Dashboard, Display, and Global Preference settings. If Composer contains a package manifest for the setting you want to capture, you can create a package source from it.

To determine which of your current settings Composer can package, select User Environment under the Package Manifests heading. Composer scans the file system and displays icons for the settings that it has package manifests for.

**Note:** If there is a setting you would like added to the package manifest options in Composer, email your recommendations to <a href="mailto:diffs@jamfsoftware.com">diffs@jamfsoftware.com</a>.

- 1. Open Composer and authenticate locally.
- 2. In the toolbar, click **New** .
- 3. Under the Package Manifests heading in the sidebar, select **User Environment**.
- 4. Select the item(s) you want to create a package source from and click **Next**.



## **Creating Package Sources by Dragging Contents from the Finder**

If you already know which item you want to package, you can bypass the snapshot or monitoring process by dragging items from the Finder to the Sources list in Composer.

There are a few ways Composer handles these items:

- If the item is a package (DMG, PKG, or MPKG), it is listed in the sidebar under the Packages heading.
- If the item is a folder, the root of the folder is used as the root of the package if it is one of the following directories:

```
/Applications/
/Developer/
/Library/
/System/
/Users/
```

```
/bin/
/private/
/sbin/
/usr/
```

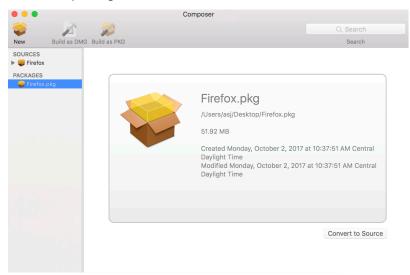
Any other items are copied to their current location.

**Note:** This is the equivalent of a PreBuilt package in earlier versions of Composer.

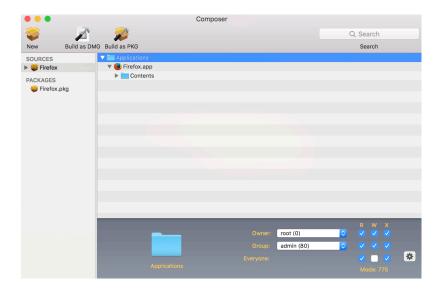
## **Creating Package Sources from Existing Packages**

Composer allows you to rebuild an existing package (PKG, DMG, or MPKG) by converting it to a package source. After converting it to a package source, you can make changes to its contents and save a new copy of the package.

- 1. Open Composer and authenticate locally.
- 2. Drag the package you want to convert from the Finder to the sidebar in Composer. The package appears under the Packages heading.
- 3. Select the package and click **Convert to Source**.



When the conversion is complete, a new package source is listed in the sidebar under the Sources heading.



### **Related Information**

For related information, see the following Jamf Knowledge Base video:

**Building a Package Using Snapshots in Jamf Composer** 

For related information, see the following sections in this guide:

- Package Manifests
  - Find out how to create package manifests, update the package manifests available, and import package manifests.
- Building Packages from Package Sources
   Find out how to build a PKG or DMG from a package source.

# **Package Manifests**

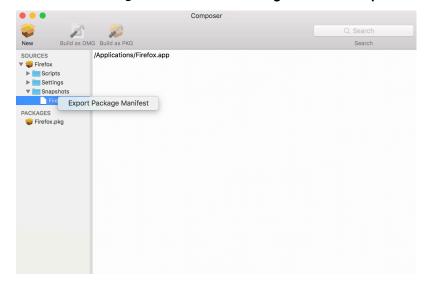
## **Package Manifests**

Package manifests are .composer files that can be used to create package sources from the software installed on your computer. They can also be used to capture settings configured on your computer, such as Dashboard, Display, and Global Preference settings.

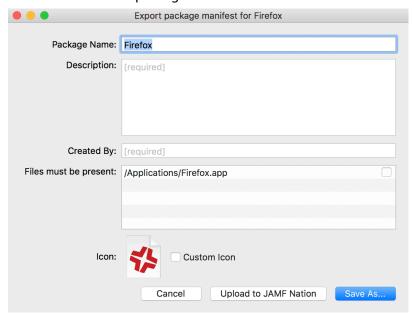
Composer comes with over 100 package manifests. You can use the update feature in Composer to add new package manifests as they become available. You can also create your own package manifests and import package manifests that are stored on your computer.

#### **Creating Package Manifests**

- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to an existing package source.
- 3. Click the disclosure triangle next to **Snapshots**.
- 4. Control-click (or right-click) Files For Package and select Export Package Manifest.



5. Enter a name for the package manifest.



- 6. Enter a description of the package manifest and the name of the person who is creating it.
- 7. Select the checkbox next to each file that must be present on a computer for the package manifest to appear under the Pre-Installed Software heading or the User Environment heading in Composer.
- 8. If desired, select the **Custom Icon** checkbox and choose an icon for the package manifest. The icon is displayed when viewing the package manifest in Composer.
- 9. If you want to upload the package manifest to Jamf Nation:
  - a. Click **Upload to Jamf Nation**.
  - b. Enter the username and password for your Jamf Nation account.



- c. Choose a third-party product to associate the package manifest with. For example, if you are creating a package manifest for Adobe Reader 10, associate it with the "Adobe Reader" third-party product.
- d. Click Upload.
- 10. Click Save As.
- 11. Choose a location to save the package manifest and click **Save**.

#### **Updating Package Manifests**

Periodically, new package manifests become available for Composer. To ensure that you have the latest package manifests, choose **File** > **Update Package Manifests** from the menu bar in Composer.

Composer downloads the latest package manifests from Jamf Nation and any new package manifests that Jamf has added to the application, and stores them in the following location:

/Library/Application Support/JAMF/Composer/ImportedPackageManifests/

#### **Importing Package Manifests**

If you do not want to add all package manifests from Jamf Nation to Composer, you can download one or more specific package manifests from Jamf Nation and import them to Composer. You can also import package manifests that you created.

To import package manifests that are saved to your computer, choose **File > Import Package Manifests** from the menu bar in Composer and then choose the package manifest you want to import.

Composer imports the package manifests and stores them in the following location:

/Library/Application Support/JAMF/Composer/ImportedPackageManifests/

# Viewing and Editing the Contents of Package Sources

Once a package source exists for the files you want to package, Composer allows you to do the following:

- Delete files that should not be included in the package.
- Add files by dragging them into Composer from the Finder.
- Change privileges on a file or folder.
- Restore files that were deleted from the package source.

In addition to viewing files or folders through the Composer interface, you can view this information in the Finder or using Quick Look.

## **Deleting Files or Folders from a Package Source**

In the Package Contents pane, select the item(s) you want to delete from the package source and choose **File > Delete** from the menu bar.

### **Adding Files to a Package Source**

Drag the file(s) you want to add to your package source from the Finder into the Package Contents pane in Composer.

## Changing Privileges on Files or Folders in a Package Source

Select a file or folder in the Package Contents pane in Composer to display its privileges in the bottom of the window. You can change the privileges using this display. Changes are saved automatically. If the selected item is a folder, you can apply the privileges that exist on the folder to each enclosed item by clicking the **Action** button to the right of the X-column.

# Restoring Deleted Files or Folders to a Package Source

If you delete a file or folder from the Package Contents pane, it may be possible to restore the item. When you restore a deleted file or folder, Composer copies the item from its original location on the drive.

**Note:** Deleted files and folders can only be restored if a snapshot was used to create the package source.

- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to the package source in the sidebar.
- 3. Click the disclosure triangle next to Snapshots.
- 4. Select **Files for Package** to display a list of files, folders, and directories from the snapshot.

- 5. Select the item you want to restore.
- 6. Control-click (or right-click) the selected item and choose **Restore**.

## Viewing Files or Folders in a Package Source Using the Finder

In the Package Contents pane, select the item(s) you want to preview, and then choose **File > Reveal in Finder** from the menu bar.

## Viewing Files or Folders in a Package Source Using Quick Look

In the Package Contents pane, select the item(s) you want to preview, and then choose **File > Quick Look** from the menu bar or press the Space bar.

# **Adding Scripts to Package Sources**

Composer allows you to manage scripts for PKGs. The following default scripts are available in shell and perl:

- InstallationCheck
- Postflight
- Postinstall
- Postupgrade
- Preflight
- Preinstall
- Preupgrade
- VolumeCheck

**Note:** Flat PKGs support Preinstall and Postinstall scripts only. To build a PKG that contains other scripts, you can deselect the **Build Flat PKGs** option in Composer preferences, or you can disable this preference for a single package. For information on how to disable this preference for a single package, see <u>Building a PKG</u>. For more information on flat PKGs, see <u>Composer Preferences</u>.

These scripts read in the available parameters that are received from the installer and give descriptions for the supported exit codes.

Composer also attempts to verify that the script syntax is valid. If a script appears to have invalid syntax, a warning icon appears.

To view the error that occurred while Composer was verifying the script, Control-click (or right-click) the script and choose **Compile Script**.

**Note:** InstallationCheck and VolumeCheck scripts have warning and failure messages that can be localized according to the needs of the user. To localize these messages, the corresponding . strings file (InstallationCheck.strings or VolumeCheck.strings) must be created for each localization.

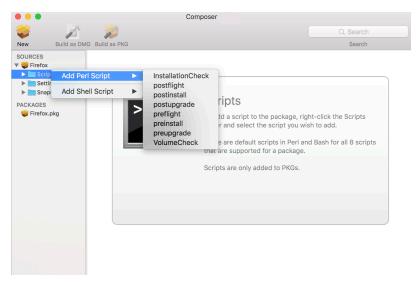
Adding a postflight script to a package source allows you to remove deprecated or unneeded files from computers as they install the package.

- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to the package source in the sidebar.

- 3. Do one of the following:
  - To add a postflight script that removes deleted files from computers, click the disclosure triangle next to Snapshots. Then Control-click (or right-click) the Deleted Files heading and choose Add postflight Shell Script.

Note: This function is only available if a snapshot was used to create the package source.

 To add another type of script, Control-click (or right-click) Scripts and choose the script you want to add.



The script is displayed under the Scripts heading in the sidebar.

4. (Optional) Select the script in the sidebar to view or change its contents.

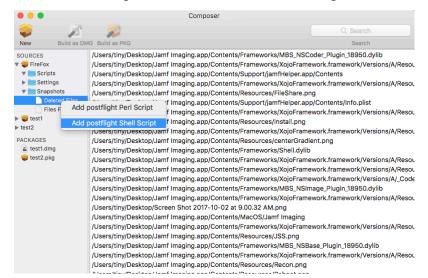
## Adding a Postflight Script that Removes Deleted Files from Computers

Adding a postflight script to a package source allows you to remove deprecated or unneeded files from computers as they install the package.

**Note:** This function is only available if a snapshot was used to create the package source.

- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to the package source in the sidebar.
- 3. Click the disclosure triangle next to **Snapshots**.
- 4. Select the Deleted Files heading to view the deleted files captured by the snapshot.

5. Control-click (or right-click) the Deleted Files heading and choose Add postflight Shell Script.



The script is displayed under the Scripts heading in the sidebar.

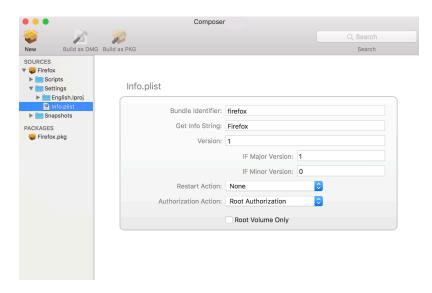
6. (Optional) Select the script in the sidebar to view or change its contents.

# **Editing PLIST Files in Package Sources**

The Installer application uses information property list (info.plist) files and description property list (description.plist) files to display information about a package and determine how it is installed. Composer allows you to edit the most commonly used information in these files.

## Editing the Info.plist File in a Package Source

The info.plist file contains configuration information for a package. Composer allows you to define the info.plist keys and values shown in the screen shot below. After the screen shot, there is a list that further explains each key and value.



#### **Bundle Identifier**

Identifies what kind of package it is. For example, com.jamfsoftware.composer

#### **Get Info String**

Provides a description of the package. For example, Composer 7.01 © 2009

#### Version

Identifies the iteration. For example, 7.01

#### **IF Major Version**

Identifies the major version number.

#### **IF Minor Version**

Identifies the minor version number.

#### **Restart Action**

Specifies reboot protocol for a package.

#### **Authorization Action**

Specifies authorization requirements.

#### **Root Volume Only**

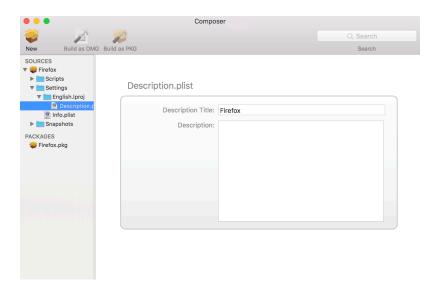
Indicates the package can only be installed to the root volume.

Less commonly used keys and values are also contained in the info.plist file. If you need to edit these items, Control-click (or right-click) Info.plist in the sidebar and select **Edit Manually**. This allows you to add or edit items in raw XML format.

### Editing the Description.plist File in a Package Source

The description.plist file allows you to define how a package presents itself in the Installer application.

Each localization includes its own description.plist file that allows you to define a description title and description for a package based on the target language.



There are other keys and values contained in the description.plist file. If you need to edit these items, Control-click (or right-click) **Description.plist** in the sidebar and select **Edit Manually**. This allows you to add or edit items in raw XML format.

## Localizations

Localizations allow you to customize the language used when displaying package information to a user. By default, a package source only includes an English localization.

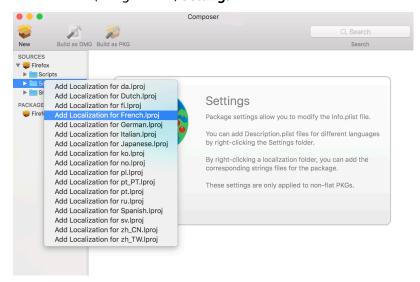
Composer includes defaults for the following localizations supported by the PKG format:

- da.lproj
- Dutch.lproj
- English.lproj
- Fi.lproj
- French.lproj
- German.lproj
- Italian.lproj
- Japanese.lproj
- ko.lproj
- no.lproj
- pl.lproj
- pt\_PT.lproj
- pt.lproj
- ru.lproj
- Spanish.lproj
- sv.lproj
- zh\_CN.lproj
- th\_TW.lproj

## **Adding Localizations to Package Sources**

- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to the package source in the sidebar.

3. Control-click (or right-click) **Settings** and choose the localization that you want to add.

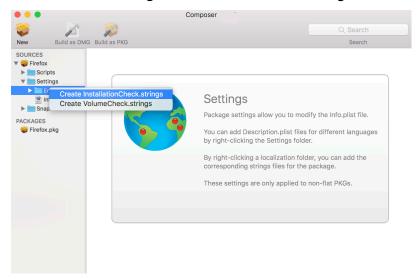


## **Adding and Editing Files for a Localization**

You can include two kinds of files in a localization:

- **Description.plist files**—These files display the title of a package and its description in the Installer application. Each localization contains a description.plist file by default. For instructions on how to edit these files, see <a href="Editing PLIST Files in Package Sources">Editing PLIST Files in Package Sources</a>.
- Strings files—VolumeCheck.strings and InstallationCheck.strings files are used to localize warning and error messages. These files are only effective when used in conjunction with their corresponding scripts (VolumeCheck and InstallationCheck). For instructions on how to add VolumeCheck and InstallationCheck scripts to a package source, see <a href="Adding Scripts to Package Sources">Adding Scripts to Package Sources</a>.
- 1. Open Composer and authenticate locally.
- 2. Click the disclosure triangle next to the package source in the sidebar.
- 3. Click the disclosure triangle next to **Settings**.

4. Control-click (or right-click) the language folder you want to add the .strings file to, and select **Create InstallationCheck.strings** or **Create VolumeCheck.strings**.



5. Click the .strings file to change its contents in the Package Contents pane.

# **Building Packages from Package Sources**

After you have verified the contents of a package source, Composer allows you to build two different kinds of packages: PKGs and DMGs. Each format has advantages depending on the intended use of the package and the tool you use to deploy it.

Once a package source exists in Composer, you can build a PKG or DMG package from the source at any time. You also have the ability to convert from one format to another after a package has been built. For more information about converting between the PKG and DMG formats, see <a href="Creating Package Sources from Existing Packages">Creating Packages</a>.

### **Building a PKG**

PKGs can be deployed using almost any deployment tool, such as Apple Remote Desktop (ARD), Jamf Pro, and other client management systems.

The PKG format allows for easy installation by the user. Double-clicking the package opens the Installer application and guides the user through the installation process.

**Note:** PKGs cannot dynamically deploy files in the user's home directory to user templates when used with Jamf Pro.

By default, Composer builds flat PKGs. For more information on flat PKGs, see Composer Preferences.

- 1. Open Composer and authenticate locally.
- 2. Select the package source you want to build as a PKG from the Sources list in the sidebar.
- 3. In the toolbar, click Build as PKG ... Note: If the Build flat PKGs preference is enabled and the package source contains scripts that are not supported by flat PKGs, a dialog will appear. To disable this preference for this package only, click Build as non-flat PKG. To build a flat PKG that ignores unsupported scripts, click Build as flat PKG. For more information on which scripts are supported by flat PKGs, see Adding Scripts to Package Sources
- 4. Select a location to save the package and click **Save**.

## **Building a DMG**

When used in conjunction with Jamf Pro, the DMG format allows you to dynamically deploy files and folders to each user that has an account on a computer, as well as the network home directories of currently logged-in users. There is also an option to deploy files and folders to the user template directories, ensuring that any new user receives the correct default environment.

- 1. Open Composer and authenticate locally.
- 2. Select the package source you want to build as a DMG from the Sources list in the sidebar.
- 3. In the toolbar, click **Build as DMG** 2.
- 4. Select a location to save the package and click Save.

# **Building OS Packages**

In addition to building deployable packages of applications and other files, Composer allows you to build DMGs of preconfigured operating systems. OS packages can save you time and enhance consistency across your network.

While building an OS package with Composer is similar to building one with the Disk Utility application, Composer allows you to clean up the OS by removing unnecessary files before building the DMG.

Composer allows you to manage the following cleanup options for an OS package:

#### **Compress Disk Image**

This option compresses the OS package DMG.

#### **Delete Temp Files**

This option ensures the files in /private/tmp are deleted before building an OS package. These files are usually deleted during the startup process.

#### **Delete Virtual Memory Files**

This option ensures that Virtual Memory files are deleted before building an OS package, including the potentially large sleepfile. These files are usually deleted and re-created during the startup process.

#### **Delete Special Files**

Apple recommends deleting the following files before building an OS package:

/private/var/db/BootCache.playlist/private/var/db/volinfo.database

This option ensures that these files are deleted.

#### **Delete Caches**

This option removes files in the /Library/Caches directory before building an OS package.

#### Remove System Keychain

This option removes the System keychain from the OS to ensure that a new System keychain is created. This can prevent the "This computer already exists" error when binding a computer to a directory service.

#### **Ensure Trashes are Empty**

This option empties the Trash for any user with items in the ~/.Trash folder. It also updates a user's com.apple.dock.plist file to reflect that the Trash is empty.

#### Delete MCX Records in the Local Directory Service

This option removes the /var/db/dslocal/nodes/Default/computers/localhost.plist file before building an OS package.

### **Installing and Configuring the OS**

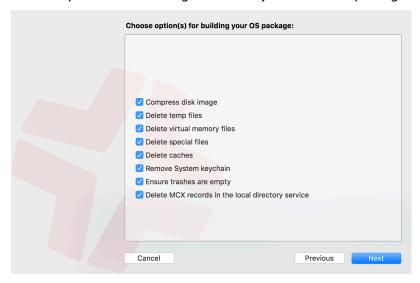
For instructions on how to install and configure the OS before building an OS package, see the following Knowledge Base article:

Creating a Minimal Base OS Image

### **Packaging the OS**

When you're finished configuring the OS, boot to another startup disk to build the DMG.

- 1. Open Composer and authenticate locally.
- 2. In the toolbar, click **New** .
- 3. Under the Operating System heading in the sidebar, select **Build OS Package**.
- 4. Select the drive you want to package and click Next.
- 5. Choose options for removing unnecessary files from the package and click **Next**.



6. Enter a package name and select a location to save the package, and then click **Build**.

#### **Related Information**

For related information, see the following Knowledge Base article:

How Composer Displays Partitions when Building OS Packages

Find out how Composer 9.7 or later displays partitions when building OS packages.

# **Composer Preferences**

Composer allows you to manage the following settings:

- Toolbar preferences
- Package preferences
- Cleanup options for OS packages
- Excluded files
- Location of the work directory
- Default bundle identifier

You can access Composer preferences by choosing **Composer > Preferences** from the menu bar.

This section provides a detailed explanation of Composer preferences.

#### **Toolbar Preferences**

Composer allows you to customize the toolbar by adding and removing items.

To add items to the toolbar, Control-click (or right-click) the toolbar and select **Customize toolbar**, and then drag desired items to the toolbar.

To remove an item from the toolbar, simply drag the item off of the toolbar.



### **Package Preferences**

Composer allows you to manage Package preferences from the pane in the screen shot below.



This pane includes the following preference settings:

#### **Build flat PKGs**

By default, Composer builds flat PKGs. Flat PKGs consist of a single file and allow for easier and more reliable deployment than non-flat PKGs. You cannot view or change the contents of a flat PKG after it is built.

#### Sign flat PKGs

This option allows you to sign flat PKGs with an installer certificate (.p12) obtained from Apple. Signing PKGs with an installer certificate makes it possible to verify that the PKG was created by an identified developer. It also allows users to install PKGs on computers that have Apple's Gatekeeper feature set to only allow applications downloaded from the Mac App Store and identified developers.

To sign flat PKGs, Composer must be running on macOS 10.7 or later.

Select the **Sign with** option and choose an installer certificate from the pop-up menu. Installer certificates that are located in the login keychain in Keychain Access are displayed in the pop-up menu.

**Note:** The pop-up menu also displays application certificates that are located in the login keychain in Keychain Access. It is important that you use an installer certificate, not an application certificate, to sign flat PKGs.

For instructions on how to obtain an installer certificate from Apple, see the following Knowledge Base article:

#### Obtaining an Installer Certificate from Apple

To install a signed PKG, computers must have a Certification Authority intermediate certificate from Apple in the System keychain in Keychain Access. For instructions on how to obtain this certificate and import it to the System keychain on managed computers, see the following Knowledge Base article:

Importing a Certification Authority Intermediate Certificate from Apple to the System Keychain

#### **Remove .DS Store Files in Common Locations**

Enabling this option ensures the removal of any files that disturb the way Finder windows are presented on a user's computer. Any .DS\_Store files necessary to configure views of deployed files and folders will not be removed.

This feature removes .DS\_Store files in the following locations:

```
/.DS_Store
/Applications/.DS_Store
/Applications/Utilities/.DS_Store
/Developer/.DS_Store
/Library/.DS_Store
/System/.DS_Store
/Users/.DS_Store
/Users/<username>/.DS_Store
/Users/<username>/<first_level_directory>/.DS_Store
```

#### Scan Images When Building DMGs

Scanning images when building a DMG calculates the checksum and stores it in the DMG.

The checksum is used to ensure proper installation of the DMG package.

#### **Play Sounds**

Composer plays a sound each time a package source is created or deleted.

#### Reveal in Finder when done

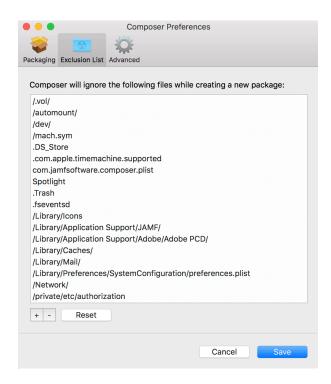
When this option is enabled, Composer reveals newly built packages in a Finder window.

#### **Exclusion List**

The exclusion list allows you to specify files and folders that should be ignored when creating a package using a snapshot or file system monitoring.

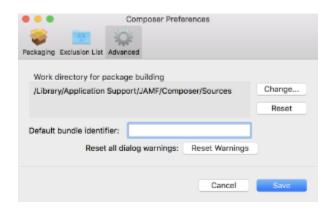
To view the exclusion list, click **Exclusion List** in the toolbar. A list of common files and folders is specified by default.

To add and remove files, use the Add (+) and Delete (-) buttons at the bottom of the list.



#### **Advanced Preferences**

Composer allows you to manage some advanced preferences from the pane in the screen shot below.



This pane includes the following preference settings:

#### **Work Directory**

When Composer creates a package source, it copies files to a work directory. This work directory must have privileges enabled.

To change this directory, click **Change**, or hold down the Option key when you open Composer.

#### **Default Bundle Identifier**

The default bundle identifier is used when creating the info.plist file for a new package source. For example, if the default bundle identifier is "com.jamfsoftware", and you create a package source named "Composer", the bundle identifier for the package source is "com.jamfsoftware.composer".

# **Inventory for Computers**

# **Computer Inventory Collection**

By default, inventory is collected from computers using the "Update Inventory" policy that is created automatically when you install Jamf Pro. This policy collects inventory from all computers once every week.

You can make changes to the default inventory collection policy at any time. In addition, if you want more control over inventory collection, you can create additional inventory collection policies as needed.

#### **Related Information**

For related information, see the following sections in this guide:

- Managing Policies
   Find out how to create and edit policies.
- Policy Payload Reference
   Learn about each payload in the policy interface.

# **Computer Inventory Collection Settings**

Computers can submit many types of inventory information to Jamf Pro. Basic inventory information—such as hardware, operating system, user and location information, storage, and applications—is collected automatically.

The Computer Inventory Collection settings in Jamf Pro allow you to collect the following additional items:

- Local user accounts, with the option to include home directory sizes and/or hidden system accounts
- Printers
- Active services
- Last backup date/time for managed mobile devices that are synced to computers
- User and location from an LDAP directory service (only available if an LDAP server is set up in Jamf Pro)
- Package receipts
- Available software updates
- Application Usage information
- Fonts
- Plug-ins

For descriptions of the information collected for each of these items, as well as information on the items that are collected automatically, see <u>Viewing and Editing Inventory Information for a Computer</u>. You can also use the Computer Inventory Collection settings to do the following:

- Specify custom search paths to use when collecting applications, fonts, and plug-ins.
- Monitor iBeacon regions so that computers submit information to Jamf Pro when they enter or exit a region

# **Time and Traffic Estimates for Collecting Additional Items**

Collecting additional inventory items may add reporting time and network traffic to the inventory process.

The following table provides estimates of how much time and traffic may be added when collecting user home directory sizes, available software updates, fonts, and plug-ins. These estimates are based on a MacBook Pro with approximately 300 GB of user home directories, 100 applications, 300 fonts, and 900 plug-ins.

| Additional Inventory Item  | Time (Seconds) | Traffic (KB) |
|----------------------------|----------------|--------------|
| (No additional items)      | 9              | 102          |
| Home directory sizes       | 25             | 104          |
| Available software updates | 110            | 104          |

| Additional Inventory Item | Time (Seconds) | Traffic (KB) |
|---------------------------|----------------|--------------|
| Fonts                     | 10             | 128          |
| Plug-ins                  | 13             | 248          |

The following table provides estimates of how much time and traffic may be added when collecting Application Usage information. These estimates are based on a MacBook Pro with eight applications used per day, one week between inventory reports, and one computer user.

| Additional Inventory Item     | Time (Seconds) | Traffic (KB) |
|-------------------------------|----------------|--------------|
| (No additional items)         | 16             | 24           |
| Application Usage information | 17             | 48           |

## Search Paths for Collecting Applications, Fonts, and Plug-ins

The following table lists the default search paths that are used when collecting applications, fonts, and plug-ins from computers on the Mac and Windows platforms.

| Collected Item  | Mac Platform<br>Default Search Paths  | Windows Platform<br>Default Search<br>Paths |
|---|---|---|
| Applications (and Application Usage information, if collecting) | /Applications/  | C:\Program Files\                           |
| Fonts   | /Library/Fonts/ /System/Library/Fonts/ /Library/Application Support/Adobe /Fonts/ ~/Library/Fonts/ (collected at the user level for each account) | C:<br>\Windows\Fonts\                       |
| Plug-ins  | /Library/Internet Plug-Ins/   |   |

If you store these items in locations not listed in the table, you can use the Computer Inventory Collection settings to specify custom search paths for those locations.

# **Configuring the Computer Inventory Collection Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.

- 4. In the "Computer Management–Management Framework" section, click **Inventory Collection** 📴 .
- 5. Click Edit.
- 6. On the General pane, select the checkbox for each inventory item you want to collect.
- 7. To collect Application Usage information or add custom paths in which to search for applications, do the following:
  - a. Click the **Software** tab, and then click **Applications**.
  - b. To collect Application Usage information, select the **Collect Application Usage Information** checkbox.
  - c. To add a custom search path, click **Add** . Then enter the full path for the location you want to search and the platform to which it applies.
  - d. Repeat step c to specify additional custom search paths as needed.
- 8. To collect fonts and add custom paths in which to search for fonts, do the following:
  - a. Click the **Software** tab, and then click **Fonts**.
  - Select the Collect Fonts checkbox.
  - c. To add a custom search path, click **Add** . Then enter the full path for the location you want to search and the platform to which it applies.
  - d. Repeat step c to specify additional custom search paths as needed.
- 9. To collect plug-ins and add custom paths in which to search for plug-ins, do the following:
  - a. Click the **Software** tab, and then click **Plug-ins**.
  - b. Select the **Collect Plug-ins** checkbox.
  - c. To add a custom search path, click **Add** . Then enter the full path for the location you want to search and the platform to which it applies.
  - d. Repeat step c to specify additional custom search paths as needed.
- 10. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Extension Attributes
  - Find out how to create extension attributes that allow you to collect almost any type of data from computers.
- Simple Computer Searches
  - Learn how to quickly search the items in your inventory for a general range of results.
- Advanced Computer Searches
  - Learn how to create and save an advanced computer search.
- Viewing and Editing Inventory Information for a Computer
   Find out how to view and edit inventory information for a computer.

- Viewing the Application Usage Logs for a Computer
   Find out how to view Application Usage logs for a computer.
- <u>iBeacon Regions</u> Learn what iBeacon regions can be used for and how you can add them to Jamf Pro.

# **Computer Extension Attributes**

Computer extension attributes are custom fields that you can create to collect almost any type of data from a computer. For example, you can create an extension attribute to collect the host name of a computer or collect data about the activity of the company's antivirus software.

There are several ways to create a computer extension attribute in Jamf Pro. You can manually create the extension attribute, use an extension attribute template available in Jamf Pro, or upload an extension attribute template obtained from Jamf Nation.

When you create a computer extension attribute, you specify the following information:

- Type of data being collected, such as string, integer, or date
- Inventory category in which to display the extension attribute in Jamf Pro, such as Hardware or Operating System
- Input type, which determines how the extension attribute is populated with data
- Pane on which to display the extension attribute in Recon (text field and pop-up menu input types only)
- Script to use to collect data from computers (script input type only)

Extension attributes can add time and network traffic to the inventory process depending on the type of data you choose to collect and the input type used to collect it.

## **Computer Extension Attribute Input Types**

You can choose to populate the value of a computer extension attribute using any of the following input types:

- **Text field**—This displays a text field in Recon and in computer inventory information. You can enter a value in the field when enrolling a computer using Recon, or at any time using Jamf Pro. Only extension attributes created manually can be populated using a text field.
- **Pop-up menu**—This displays a pop-up menu in Recon and in computer inventory information. You can choose a value from the pop-up menu when enrolling a computer using Recon, or at any time using Jamf Pro. Only extension attributes created manually can be populated using a pop-up menu.
- **Script**—This allows you to run a script that populates the extension attribute each time a computer submits inventory to Jamf Pro. Extension attributes created manually can be populated by a script. Extension attributes created from a template are always populated by a script.
- LDAP Attribute Mapping—This populates the extension attribute with the value for an LDAP attribute. It also generates a variable that can be used to populate configuration profile settings with values for the LDAP attribute. The variable is \$EXTENSIONATTRIBUTE\_<#>, where <#> is the extension attribute ID. For more information on payload variables for configuration profiles, see Computer Configuration Profiles.

#### Computer Extension Attributes Populated by a Script

When an extension attribute is populated by a script, the text between the <result></result> tag is stored in Jamf Pro.

For Mac computers, scripts can be written in any language that has an interpreter installed. The most common interpreters are:

```
/bin/bash
/bin/sh/usr/bin/perl/usr/bin/python
```

All scripts must start with a shebang (#!) followed by the absolute path to the interpreter. For example, the script for an extension attribute that collects the host name from Mac computers looks like this:

```
#!/bin/sh
echo "<result>`hostname 2>&1`</result>"
```

For Windows computers, scripts can be written in VBScript, Batch file, and PowerShell.

**Note:** PowerShell scripts only run on computers that have the components necessary to run the script.

## Requirements

To create a computer extension attribute with the "LDAP Attribute Mapping" input type, you need:

- An LDAP server set up in Jamf Pro (For more information, see <u>Integrating with LDAP Directory</u> Services.)
- The Computer Inventory Collection settings configured to collect user and location information from LDAP (For more information, see <u>Computer Inventory Collection Settings</u>.)

# **Manually Creating a Computer Extension Attribute**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Extension Attributes** 🚨 .
- 5. Click **New** + New .
- 6. Configure the settings on the pane.
- 7. Click Save.

If the extension attribute has the "LDAP Attribute Mapping" input type, the LDAP attribute variable is displayed on the pane.

## **Creating a Computer Extension Attribute from a Template**

Jamf Pro has built-in templates for many commonly used extension attributes.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Extension Attributes** 🚨 .
- 5. Click **New From Template**.
- 6. Click the extension attribute template you want to use.
- 7. Make changes to the settings as needed.
- 8. Click Save.

## **Uploading a Template for a Computer Extension Attribute**

You can create an extension attribute by uploading an extension attribute template obtained from Jamf Nation. Extension attribute templates are available in Jamf Nation at:

https://www.jamf.com/jamf-nation/third-party-products/files/extension-attributes

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Extension Attributes** .
- 5. Click **Upload** and upload the extension attribute template.
- 6. Make changes to the settings as needed.
- 7. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Inventory Display Settings
   You can display extension attributes in the results of a simple computer search.
- Viewing and Editing Inventory Information for a Computer
   You can view the extension attributes collected from a computer and edit non-script extension attribute values for that computer.
- Smart Computer Groups
   You can create smart computer groups based on extension attributes.

# **Computer Inventory Display Settings**

The Computer Inventory Display settings allow each Jamf Pro user to choose which attribute fields to display in the results of a simple computer search.

## **Configuring the Computer Inventory Display Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Inventory Display** .
- 5. On each pane, select or deselect the checkbox for each attribute field you want to display or remove.
- 6. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### Simple Computer Searches

Find out how to quickly search the items in your inventory for a general range of results.

# **Simple Computer Searches**

A simple computer search functions like a search engine, allowing you to quickly search the items in your inventory for a general range of results.

The following table shows the items that you can search by and the attributes on which you can base each search:

| Inventory Item  | Searchable Attributes   |
|---|---|
| Computers<br>(This includes both managed<br>and unmanaged computers.) | Computer name MAC address Bar code IP address Asset tag Serial number Username Full name Email address Phone number Position Department Building Room |
| Applications  | Application name  |
| Local User Accounts   | Username  |
| Application Usage   | Application name  |
| Fonts   | Font name   |
| Package Receipts  | Package receipt name  |
| Plug-ins  | Plug-in name  |
| Printers  | Printer name  |
| Services  | Service name  |
| Software Updates  | Software update name<br>Software update version   |

**Note:** Computers, and applications are searchable by default. The other items are searchable if Jamf Pro is configured to collect them as inventory. For more information, see <u>Computer Inventory</u> Collection Settings.

# **Search Syntax**

This section explains the syntax to use for the following search functions:

Wildcard searches

- Including multiple search terms
- Excluding a search term
- Returning all results

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information, see <u>Configuring Account Preferences</u>.)

#### Wildcard Searches

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example  |
|--|--|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform an application search for "Adobe*" to return all applications that begin with "Adobe".                               |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a computer search for "*@mycompany.com" to return all computers with email addresses that end with "@mycompany.com". |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform an application search for "*Word*" to return all applications that include "Word".                                   |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a application search for "*" to return all application.  |

#### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform an application search for "Adobe", \*.app" to return all applications that begin with "Adobe" and end with ".app".

#### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a printer search for "abc\*, -\*West" to return all printers that begin with "abc" except for those that end with "West".

#### **Returning All Results**

There are two ways to return all results: use an asterisk (\*) without any other characters or terms, or perform a blank search.

## **Performing a Simple Computer Search**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search Inventory.
- 4. Choose an item from the **Search** pop-up menu.
- 5. Enter one or more search terms in the field(s) provided.
  For information on the syntax to use to refine your search, see Search Syntax.
- 6. Press the Enter key.
  The list of search results is displayed.

If you searched for an item other than computers, you can view the computers associated with a result by clicking **Expand** next to the result. You can also change the item on which the results are based by choosing an item from the pop-up menu at the top of the page.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Computer
   Find out how to view and edit inventory information for a computer.
- Computer Reports
   Find out how to export the data in your search results to different file formats.
- Performing Mass Actions for Computers
   Find out how to perform actions on the results of a computer search.
- Advanced Computer Searches
   Find out how to create and save an advanced computer search.
- Computer Inventory Display Settings
   Find out how to change the attribute fields displayed in the results of a simple computer search.

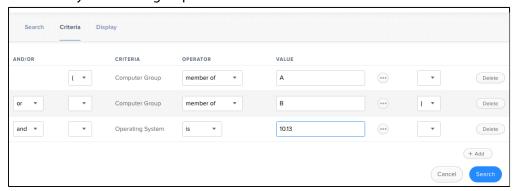
# **Advanced Computer Searches**

Advanced computer searches allow you to use detailed search criteria to search the managed and unmanaged computers in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

## **Creating an Advanced Computer Search**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search Inventory.
- 4. Click New + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the **Criteria** tab and add criteria for the search:
  - a. Click Add + Add .
  - b. Click Choose for the criteria you want to add.
     To display additional criteria, click Show Advanced Criteria.
  - c. Choose an operator from the **Operator** pop-up menu.
  - d. Enter a value in the **Value** field or browse for a value by clicking **Browse** ...
  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.
- 8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time computers check in with Jamf Pro and meet or fail to meet the specified search criteria.

To view the search results, click View.

## **Viewing Advanced Computer Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Click the advanced computer search you want to view the results for.
- 5. Click View.

The list of search results is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Reports
  - Find out how to export the data in your search results to different file formats.
- Performing Mass Actions for Computers

Find out how to perform actions on the results of a computer search.

- Viewing and Editing Inventory Information for a Computer
  - Find out how to view and edit inventory information for a computer.
- Simple Computer Searches

Learn how to quickly search the items in your inventory for a general range of results.

# **Computer Reports**

The data displayed in smart or static group membership lists, computer search results, or lists of license usage matches can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

You can change the way the data is organized by basing the export on any of the following inventory items:

- Computers
- Applications
- Fonts
- Plug-ins
- Packages installed by Jamf Pro
- Packages installed by Installer.app/Software Update
- Cached packages
- Local user accounts
- Mapped printers
- Available software updates
- Running services
- Computer groups
- Licensed software
- Certificate name

The data is displayed in alphanumeric order by the selected inventory item.

# **Creating Computer Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer</u> Searches or Advanced Computer Searches.)

Note: You can only create a report from a simple computer search if you searched by computers.

• View license usage matches. (For more information, see Viewing License Usage.)

- 4. At the bottom of the list, click **Export**.
- 5. Follow the onscreen instructions to export the data. The report downloads immediately.

# **Performing Mass Actions for Computers**

Mass actions allow you to perform potentially tedious tasks for multiple computers at the same time. You can use Jamf Pro to perform the following mass actions:

- Edit the building or department.
- Edit the site.
- Edit the management account.
- Look up and populate purchasing information from Apple's Global Service Exchange (GSX).
- Send a mass email to users.
- Edit Autorun data.
- Delete Autorun data.
- Delete the computers from Jamf Pro.
- Send remote commands.

Mass actions can be performed on smart or static group membership lists, computer search results, or lists of license usage matches.

## Mass Editing the Building or Department for Computers

Mass editing the building or department for computers allows you to add the computers to a building or department or change the building or department they belong to.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static</u> Computer Groups.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see <u>Viewing License Usage</u>.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Edit the Building and Department.

This option is only displayed if there are one or more buildings or departments in Jamf Pro. (For more information, see <u>Buildings and Departments</u>.)

6. Follow the onscreen instructions to edit the building or department.

## **Mass Editing the Site for Computers**

Mass editing the site for computers allows you to add the computers to a site or change the site they belong to.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer</u> Searches or Advanced Computer Searches.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see Viewing License Usage.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Edit the Site.

This option is only displayed if there are one or more sites in Jamf Pro. (For more information, see Sites.)

6. Follow the onscreen instructions to edit the site.

**Note:** When computers are added to a site, any users assigned to those computers are also added to that site.

# **Mass Editing the Management Account for Computers**

Mass editing the management account for computers allows you to change the username and password for the computers' management accounts. This can be useful when the management account is from a directory service and has been changed.

Mass editing the management account updates the username and password in Jamf Pro, not on the computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static</u> <u>Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer</u> <u>Searches</u> or <u>Advanced Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see Viewing License Usage.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Edit the Management Account Information.
- 6. Follow the onscreen instructions to edit the management account.

## Mass Looking up and Populating Purchasing Information for Computers

You can mass look up purchasing information from Apple's Global Service Exchange (GSX) and populate the information in Jamf Pro if desired.

This requires a GSX connection set up in Jamf Pro. (For more information, see Integrating with GSX.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer</u> Searches or Advanced Computer Searches.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see <u>Viewing License Usage</u>.)
- 4. At the bottom of the list, click **Action**.
- 5. Select **Look up Purchasing Information from GSX**.

  This option is only displayed if there is a GSX connection set up in Jamf Pro.
- 6. Follow the onscreen instructions to look up and populate the purchasing information.

# **Sending a Mass Email to Computer Users**

You can send a mass email to users associated with the computers in Jamf Pro. The email is sent to the email address associated with each computer.

This requires an SMTP server set up in Jamf Pro. (For more information, see <u>Integrating with an SMTP Server</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see <u>Viewing License Usage</u>.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Send Email.

This option is only displayed if there is an SMTP server set up in Jamf Pro.

6. Follow the onscreen instructions to create and send the email.

## **Mass Editing Autorun Data**

You can mass edit Autorun data for computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see Viewing License Usage.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Edit Autorun Data.
- 6. Follow the onscreen instructions to edit the Autorun data.

# **Mass Deleting Autorun Data**

You can mass delete Autorun data for computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see <u>Viewing License Usage</u>.)
- 4. At the bottom of the list, click **Action**.
- 5. Select **Delete Autorun Data**.

This option is only displayed if there is Autorun data in Jamf Pro.

6. Follow the onscreen instructions to delete the Autorun data.

## **Mass Deleting Computers**

You can mass delete computers from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see <u>Viewing License Usage</u>.)
- 4. At the bottom of the list, click **Action**.
- Select Delete Computers.
- 6. Follow the onscreen instructions to delete the computers.

# **Mass Sending Remote Commands to Computers**

You can mass send the Lock Device and Update OS Version remote command to computers.

The remote commands available for a particular computer vary depending on the computer's OS version. For more information, see the following sections in this guide:

- Remote Commands for Computers
   Learn about remote command requirements.
- Computer Management Capabilities
   Learn about remote command availability on computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Do one of the following:
  - View computer group memberships. (For more information, see <u>Smart Computer Groups</u> or <u>Static Computer Groups</u>.)
  - View simple or advanced computer search results. (For more information, see <u>Simple Computer Searches</u>.)

**Note:** You can only perform mass actions from a simple computer search if you searched by computers.

- View license usage matches. (For more information, see Viewing License Usage.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Send Remote Commands.
- 6. Select the remote command to send to computers.
- 7. Follow the onscreen instructions to send the remote command.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Computer
   Find out how to edit the building, department, site, purchasing information, or management account for a single computer.
- Autorun Imaging
   Find out how to create, edit, or delete Autorun data for a single computer.

For related information, see the following Knowledge Base article:

#### Removing Jamf Components from Computers

Find out how to remove all Jamf Pro-related components from computers that have been deleted from Jamf Pro.

# Viewing and Editing Inventory Information for a Computer

Jamf Pro stores detailed inventory information for each computer. You can view and edit this information from Jamf Pro.

The following table lists the information that you can view and edit for each computer.

**Note:** Extension attributes are displayed in computer inventory information in the category in which they are configured to display.

| Field                       | Editable         | Notes   |  |
|-----------------------------|------------------|---|--|
| General Catego              | General Category |   |  |
| Computer<br>Name            | ✓                |   |  |
| Site                        | <b>✓</b>         |   |  |
| Last<br>Inventory<br>Update |                  |   |  |
| Last Check-in               |                  |   |  |
| IP Address                  | <b>✓</b>         |   |  |
| Reported IP<br>Address      |                  |   |  |
| jamf binary<br>Version      |                  |   |  |
| Platform                    |                  |   |  |
| Managed                     |                  |   |  |
| Enrollment<br>Method        |                  |   |  |
| Last<br>Enrollment          |                  |   |  |
| MDM<br>Capability           |                  |   |  |
| Enrolled via<br>DEP         |                  | Displays whether a computer was enrolled via DEP (collected and displayed for macOS 10.13.2 or later only). |  |

| Field                                 | Editable | Notes  |
|---------------------------------------|----------|--|
| User<br>Approved<br>Enrollment        |          | Displays the status of User Approved MDM enrollment (collected and displayed for macOS 10.13.2 or later only). For more information about User Approved MDM and Jamf Pro, see the Managing User Approved MDM with Jamf Pro Knowledge Base article. |
| Jamf Pro<br>Computer ID               |          |  |
| Asset Tag                             | ✓        |  |
| Bar Code 1                            | <b>✓</b> |  |
| Bar Code 2                            | <b>✓</b> |  |
| Bluetooth<br>Low Energy<br>Capability |          |  |
| Logged in to iTunes Store             |          | This value will be reported as "Active" when a user-level configuration profile is installed from Self Service using MDM-enabled credentials   |
| Management<br>Account<br>Username     | <b>✓</b> |  |
| Management<br>Account<br>Password     | <b>✓</b> |  |
| Hardware Categ                        | jory     |  |
| Make                                  |          |  |
| Model                                 |          |  |
| Model<br>Identifier                   |          |  |
| UDID                                  | ✓        |  |
| Serial<br>Number                      |          |  |
| Processor<br>Speed                    |          |  |
| Number of Processors                  |          |  |
| Number of<br>Cores                    |          |  |

| Field                          | Editable   | Notes |
|--------------------------------|------------|-------|
| Processor                      |            |       |
| Type                           |            |       |
| Architecture<br>Type           |            |       |
| Bus Speed                      |            |       |
| Cache Size                     |            |       |
| Primary MAC<br>Address         | ✓          |       |
| Secondary<br>MAC Address       | ✓          |       |
| Total RAM                      |            |       |
| Available<br>RAM Slots         |            |       |
| Battery<br>Capacity            |            |       |
| SMC Version                    |            |       |
| NIC Speed                      |            |       |
| Optical Drive                  |            |       |
| Boot ROM                       |            |       |
| Operating Syste                | m Category |       |
| Operating<br>System            |            |       |
| Operating<br>System<br>Version |            |       |
| Operating<br>System Build      |            |       |
| Active<br>Directory<br>Status  |            |       |
| Master<br>Password Set         |            |       |
| FileVault<br>Users             |            |       |
| Service Pack                   |            |       |

| Field                              | Editable   | Notes  |  |
|------------------------------------|--|--|--|
| User and Location                  | User and Location Category   |  |  |
| Username                           | 1  |  |  |
| Full Name                          | You can assign a user to the   |  |  |
| Email<br>Address                   | computer and populate user information from the <b>Users</b> tab.  |  |  |
| Phone<br>Number                    | (For more information, see <u>User</u> <u>Assignments</u> .)   |  |  |
| Position                           |  |  |  |
| Department                         |  |  |  |
| Building                           |  |  |  |
| Room                               |  |  |  |
| Security Catego                    | ry   |  |  |
| System<br>Integrity<br>Protection  | N/A For more information, see the Working with Apple's macOS Security Features in Jamf Pro Knowledge Base article. | Displays whether System Integrity Protection is enabled for a computer (collected for macOS 10.11 or later only).            |  |
| Gatekeeper                         |  | Displays whether Gatekeeper is enabled for a computer (collected for macOS 10.9 or later only).                              |  |
| XProtect<br>Definitions<br>Version |  | Displays the current version of XProtect<br>Definitions installed on a computer<br>(collected for macOS 10.9 or later only). |  |
| Disable<br>Automatic<br>Login      |  | Displays whether Disable Automatic Login is enabled for a computer. (collected for macOS 10.10 or later only).               |  |

| Field                   | Editable  | Notes   |
|-------------------------|---|---|
| Purchasing Category     |   |   |
| Purchased or<br>Leased  | ✓   |   |
| PO Number               | You can look up and populate purchasing information from  |   |
| PO Date                 | Apple's Global Service Exchange   |   |
| Vendor                  | (GSX).  |   |
| Warranty<br>Expiration  | (This requires a GSX connection set up in Jamf Pro. For more information, see <u>Integrating with</u> |   |
| AppleCare ID            | GSX.)   |   |
| Lease<br>Expiration     |   |   |
| Purchase<br>Price       |   |   |
| Life<br>Expectancy      |   |   |
| Purchasing<br>Account   |   |   |
| Purchasing<br>Contact   |   |   |
| Extension Attrib        | utes Category   |   |
|                         | Non-script extension attributes only  | Displays a list of custom data fields collected using extension attributes. |
| Storage Categor         | y   |   |
| Model                   |   |   |
| Revision                |   |   |
| Serial<br>Number        |   |   |
| Drive<br>Capacity       |   |   |
| S.M.A.R.T.<br>Status    |   |   |
| Number of<br>Partitions |   |   |
| Name                    |   | Displays the name of the partition  |
| Size                    |   | Displays the size of the partition  |
| % Used                  |   | Displays the % used of the partition  |
| Available               |   | Displays space available for Boot Partition.                                |

| Field                                    | Editable | Notes   |
|--|----------|---|
| FileVault 2<br>State                     |          | Displays the FileVault 2 State of the partition This value will be reported as "Unknown" when:  |
|  |          | <ul> <li>Inventory has not been updated since<br/>the last Jamf Pro upgrade</li> <li>Jamf Pro is unable to detect encryption<br/>status due to an error</li> </ul>                    |
| Core Storage<br>Partition<br>Scheme      |          | Displays the core storage partition scheme of the partition   |
| Disk Encryption                          | Category |   |
| Last<br>Inventory<br>Update              |          |   |
| FileVault 2<br>Partition                 |          | This value will be reported as "Unknown" when:  |
| Encryption<br>State                      |          | <ul> <li>Inventory has not been updated since<br/>the last Jamf Pro upgrade</li> <li>Jamf Pro is unable to detect encryption<br/>status due to an error</li> </ul>                    |
| Individual<br>Recovery Key<br>Validation |          | Displays whether the individual recovery key on a computer matches the individual recovery key stored for that computer in Jamf Pro   |
|  |          | This value will be reported as "Unknown" when:  |
|  |          | <ul> <li>macOS version is 10.8 or earlier</li> <li>No recovery key in Jamf Pro to validate against</li> <li>Inventory has not been updated since the last Jamf Pro upgrade</li> </ul> |
| Institutional<br>Recovery Key            |          |   |
| Disk<br>Encryption<br>Configuration      |          |   |
| FileVault 2<br>Enabled<br>Users          |          | Displays the usernames of FileVault 2-<br>enabled users on the computer   |

| Field                      | Editable | Notes  |  |
|----------------------------|----------|--|--|
| Licensed Software Category |          |  |  |
|                            |          | Displays a list of licensed software titles installed on the computer  |  |
| Applications Category      |          |  |  |
|                            |          | Displays a list of applications installed on the computer  |  |
| Fonts Category             |          |  |  |
|                            |          | Displays a list of fonts installed on the computer   |  |
| Plug-ins Category          |          |  |  |
|                            |          | Displays a list of plug-ins installed on the computer  |  |
| Profiles Category          |          |  |  |
|                            |          | Displays a list of profiles installed on the computer  |  |
| iBeacon Regions Category   |          |  |  |
|                            |          | Displays a list of iBeacon regions that the computer is currently in. (This category is only displayed if the Computer Inventory Collection settings are configured to monitor iBeacon regions. For more information, see Computer Inventory Collection Settings.) |  |
| Certificates Category      |          |  |  |
|                            |          | Displays a list of certificates installed on the computer  |  |
| Package Receipts Category  |          |  |  |
|                            |          | Displays a list of packages installed by<br>Installer.app or Software Update, and a list<br>of packages installed or cached by Jamf<br>Pro   |  |
| Software Updates Category  |          |  |  |
|                            |          | Displays a list of software updates available for the computer   |  |

| Field                        | Editable  | Notes   |  |
|------------------------------|---|---|--|
| Local User Accounts Category |   |   |  |
|                              | N/A You can access commands to remotely unlock a local user account, or remotely remove a local or mobile user account by clicking <b>Manage</b> for a user. (For more information, see Remote Commands for Computers.) | Displays a list of local user accounts and information about them  The Type value is only displayed if Jamf Pro can identify the user account type ("Local", "LDAP", or "Mobile LDAP"). |  |
| Printers Category            |   |   |  |
|                              |   | Displays a list of printers mapped to the computer and information about those printers   |  |
| Services Category            |   |   |  |
|                              |   | Displays a list of active services  |  |
| Attachments Category         |   |   |  |
|                              |   | Displays a list of files attached to the inventory record Upload and delete attachments   |  |

## **Viewing Inventory Information for a Computer**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view information for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.

  The computer's inventory information is displayed.
- 5. Use the categories to view information for the computer.

# **Editing Inventory Information for a Computer**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see Simple Computer Searches or Advanced Computer Searches.

- 4. Click the computer you want to edit information for.
  - If you performed a simple search for an item other than computers, you must click **Expand** next to an item name to view the computers related to that item.

    The computer's inventory information is displayed.
- 5. Select the category that contains the information you want to edit and click **Edit**.
- 6. Make changes as needed.

If you are editing purchasing information, you can click **Search** to look up and populate information from Apple's Global Service Exchange (GSX).

**Note:** This button is only displayed if you have a GSX connection set up in Jamf Pro. If you are editing user and location information, the changes are applied in the Users tab. This specified information is also applied in the inventory information for mobile devices and other computers that the user is assigned to. (For information on assigning a user to a computer or removing a user assignment, see <u>User Assignments</u>.)

7. Click Save.

# **Viewing Management Information for a Computer**

Jamf Pro allows you to view the following management information for each computer:

- Pending management commands
- Policies
- Books
- Mac App Store apps
- Computer configuration profiles
- Restricted software
- FileVault 2 recovery key(s)
- Group memberships
- Patch management software titles

## Requirements

To view pending management commands for a computer, the computer and Jamf Pro must meet the requirements for sending a remote command or installing a computer configuration profile. (For more information, see <u>Remote Commands for Computers</u> or <u>Computer Configuration Profiles</u>.)

## Viewing the Pending Management Commands for a Computer

When viewing management information for a computer, you can view a list of pending management commands for the computer. The list includes all pending actions related to sending a remote command and installing or removing a computer configuration profile.

You can also cancel a pending management command.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view pending management commands for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the Management tab.

A list of pending management commands for the computer is displayed.

**Note:** You cannot view pending management commands if the MDM profile has been removed from the computer.

6. To cancel a pending management command, click **Cancel** for the command.

## **Viewing Policies for a Computer**

When viewing management information for a computer, you can view a list of policies that have the computer in the scope. You can also view a list of policies for a specific user on that computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view policies for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **Policies** category. A list of policies for the computer is displayed.
- 6. To view policies for a specific user, enter the username in the **Username** field and click **Update**. A list of policies for the user is displayed.

## **Viewing Books for a Computer**

When viewing management information for a computer, you can view a list of books that have the computer in the scope. You can also view a list of books for a specific user on that computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view books for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **eBooks** category. A list of books for the computer is displayed.
- 6. To view books for a specific user, enter the username in the **Username** field and click **Update**.

  A list of books for the user is displayed.

# **Viewing Mac App Store Apps for a Computer**

When viewing management information for a computer, you can view a list of Mac App Store apps that have the computer in the scope. You can also view a list of Mac App Store apps for a specific user on that computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

- 3. Perform a simple or advanced computer search.

  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view apps for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **Mac App Store Apps** category. A list of apps for the computer is displayed.
- 6. To view apps for a specific user, enter the username in the **Username** field and click **Update**. A list of apps for the user is displayed.

### **Viewing Configuration Profiles for a Computer**

When viewing management information for a computer, you can view a list of computer configuration profiles that have the computer in the scope. You can also view a list of configuration profiles for a specific user on that computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view configuration profiles for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- Click the Management tab, and then click the Configuration Profiles category.
   A list of configuration profiles for the computer is displayed.
   Note: This list of profiles does not take into account users assigned to the computer or user actions taken on the computer.
- 6. To view configuration profiles for a specific user, enter the username in the **Username** field and click **Update**.

A list of configuration profiles for the user is displayed.

## **Viewing Restricted Software for a Computer**

When viewing management information for a computer, you can view a list of restricted software that has the computer in the scope. You can also view a list of restricted software for a specific user on that computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.

- 4. Click the computer you want to view restricted software for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **Restricted Software** category. A list of restricted software for the computer is displayed.
- 6. To view restricted software for a specific user, enter the username in the **Username** field and click **Update**.

A list of restricted software for the user is displayed.

## Viewing the FileVault 2 Recovery Key for a Computer

When viewing management information for a computer, you can view the File Vault 2 recovery key for the computer if FileVault 2 disk encryption has been activated using Jamf Pro. (For information on creating and deploying disk encryption configurations, see <a href="Managing Disk Encryption Configurations">Managing Disk Encryption Configurations</a>)

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view the FileVault 2 recovery key for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **FileVault 2** category.
- 6. Click Get FileVault 2 Recovery Key.
  - If the key is an institutional recovery key, a **Download** link is displayed. Click the link to download the recovery key.
  - If the key is an individual recovery key, the recovery key is displayed on the pane. In macOS 10.12 or earlier, the personal recovery key appears in plain text. In macOS 10.13 or later, the personal recovery key appears either as plain or encrypted text depending on the Recovery Key Encryption Method option selected on the FileVault tab on the Security & Privacy payload. For more information, see the following Knowledge Base article: Configuration Profiles Reference.

### **Viewing Group Memberships for a Computer**

When viewing management information for a computer, you can view the smart and static group memberships for the computer.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.

  For more information, see Simple Computer Searches or Advanced Computer Searches.

- 4. Click the computer you want to view group memberships for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **Computer Groups** category. A list of smart computer group memberships is displayed.
- 6. To view the static computer group memberships, click **Static Groups**. A list of static computer group memberships is displayed.

#### **Viewing Patch Management Software Titles for a Computer**

When viewing management information for a computer, you can view patch management software titles for the computer. Patch management software titles in Jamf Pro are third-party macOS software titles that can be used for patch reporting and patch notifications. (For information on patch management for third-party updates, see About Patch Management.)

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view patch management software titles for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the **Patch Management** category. A list of software titles is displayed.
- 6. To view the software titles that are on the latest version, click **Latest Version**. A list of software titles on the latest version is displayed.
- 7. To view the software titles that are on a version other than the latest, click **Other Version**. A list of software titles on a version other than the latest is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing Smart Computer Group Memberships
   Find out how to view all group memberships for a smart group.
- Viewing Static Computer Group Memberships
   Find out how to view all group memberships for a static group.

# Viewing the History for a Computer

Jamf Pro allows you to view the history for each computer. The information you can view includes:

- Application Usage logs
- Computer Usage logs
- Audit logs
- Policy logs
- Jamf Remote logs
- Screen sharing logs
- Jamf Imaging logs
- Management history (completed, pending, and failed management commands)
- Hardware/software history
- User and location history
- Completed, pending, and failed Mac App Store app installations

You can also flush policy logs for a computer.

#### **Viewing Application Usage Logs for a Computer**

The Application Usage logs for a computer allow you to view a pie chart that shows the amount of time each application was in the foreground during a specified date range.

**Note:** You can only view Application Usage logs for a computer if the Computer Inventory Collection settings are configured to collect Application Usage information. For more information, see <a href="Computer Inventory Collection Settings">Computer Inventory Collection Settings</a>.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Application Usage logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab.

  Application Usage logs for the computer are displayed.
- 6. To view Application Usage logs for a different date range, specify the starting and ending dates using the **Date Range** pop-up menus. Then click **Update**.

#### **Viewing Computer Usage Logs for a Computer**

The Computer Usage logs for a computer allow you to view the following information:

- Startup dates/times
- Login and logout dates/times
- Usernames used to log in and out of the computer

**Note:** You can only view Computer Usage logs for a computer if a startup script or login/logout hooks are configured to log Computer Usage information. (For more information, see <u>Startup Script</u> and <u>Logout Hooks</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Computer Usage logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Computer Usage Logs** category. Computer Usage logs for the computer are displayed.

## **Viewing Audit Logs for a Computer**

The audit logs allow you to view a list of the following events that occurred for a computer:

- The computer's FileVault encryption key has been viewed.
- The Wipe Computer remote command has been sent to the computer.

The date/time that the event occurred and the username of the administrator who initiated the event are included in the log.

- 1. Log in to Jamf Pro.
- 2. Click Computers at the top of the page.
- Perform a simple or advanced computer search.
   For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view audit logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Audit Logs** category. Audit logs for the computer are displayed.

#### **Viewing and Flushing Policy Logs for a Computer**

The policy logs for a computer include a list of the policies that have run on the computer and the following information for each policy:

- The date/time that the policy ran on the computer
- The status of the policy
- The actions logged for the policy
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view policy logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Policy Logs** category. Policy logs for the computer are displayed.
- 6. To view the actions logged for a policy, click **Show** for the policy. To hide the information when you are done viewing it, click **Hide**.
- 7. To flush a policy log, click **Flush** for the policy.
- 8. To flush all policies for the computer, click **Flush All** at the top of the pane.

## **Viewing Jamf Remote Logs for a Computer**

The Jamf Remote logs for a computer allow you to view the following information:

- The date/time that the Jamf Remote event took place on the computer
- The status of the Jamf Remote event
- The actions logged for the Jamf Remote event
- 1. Log in to Jamf Pro.
- 2. Click Computers at the top of the page.
- Perform a simple or advanced computer search.
   For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Jamf Remote logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Jamf Remote Logs** category. Jamf Remote logs for the computer are displayed.
- 6. To view the actions logged for a Jamf Remote event, click **Show** for the event. To hide the information when you are done viewing it, click **Hide**.

### **Viewing Screen Sharing Logs for a Computer**

The screen sharing logs for a computer allow you to view the following information:

- The date/time that the screen sharing session took place
- The status of the screen sharing session
- Details of the screen sharing session
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.

  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view screen sharing logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Screen Sharing Logs** category. Screen sharing logs for the computer are displayed.

### **Viewing Jamf Imaging Logs for a Computer**

The Jamf Imaging logs for a computer allow you to view the following information:

- The date/time that the computer was imaged
- The status of the imaging event
- The actions that took place during the imaging event
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Jamf Imaging logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Jamf Imaging Logs** category. Jamf Imaging logs for the computer are displayed.
- 6. To view the actions logged for a Jamf Imaging event, click **Show** for the event. To hide the information when you are done viewing it, click **Hide**.

### **Viewing Management History for a Computer**

The management history for a computer allows you to view lists of completed, pending, and failed management commands for the computer. The lists include all actions related to sending a remote command and installing or removing a computer configuration profile.

You can also cancel a pending management command.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view group memberships for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- Click the History tab, and then click the Management History category.A list of completed management commands for the computer is displayed.
- 6. To view pending management commands, click **Pending Commands**. You can cancel a pending management command by clicking **Cancel** for the command.
- 7. To view failed management commands, click **Failed Commands**.

### Viewing Hardware/Software History for a Computer

The hardware/software history for a computer allows you to view a list of inventory reports submitted for the computer during a specified date range. Each inventory report includes hardware information for the computer, such as the operating system, make, model, and serial number, and information about any software changes that occurred since the previous inventory report.

Inventory report listings that show a change in a computer's hardware are displayed in red.

**Note:** You can only view software history for a computer if the Computer Inventory Collection settings are configured to collect applications, fonts, or plug-ins. For more information, see <u>Computer Inventory Collection Settings</u>.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- Perform a simple or advanced computer search.
   For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view hardware/software history for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Hardware/Software History** category. The hardware/software history for the computer is displayed.

6. To view hardware/software history for a different date range, specify the starting and ending dates using the **Date Range** pop-up menus on the pane. Then click **Update**.

#### **Viewing User and Location History for a Computer**

The user and location history for a computer allows you to view a list of the user and location information associated with the computer over time. A record of the current information is added to the list whenever changes are made to the User and Location category in the computer's inventory information.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view user and location history for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **User and Location History** category. The user and location history for the computer is displayed.

#### **Viewing Mac App Store App Installations for a Computer**

You can view the completed, pending, and failed Mac App Store app installations for a computer. You can also cancel pending Mac App Store app installations.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view app installation information for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Mac App Store Apps** category. A list of apps installed on the computer is displayed.
- 6. To view a list of apps that are pending installation, click **Pending Apps**. You can cancel a pending installation by clicking **Cancel** for the app.
- 7. To view a list of apps that failed to install, click **Failed Apps**.

### **Related Information**

For related information, see the following section in this guide:

### Flushing Logs

Find out how to schedule automatic log flushing or manually flush logs.

# **Deleting a Computer from Jamf Pro**

You can remove a computer from your inventory by deleting it from Jamf Pro.

The files and folders installed during enrollment are not removed from the computer when it is deleted from Jamf Pro. For instructions on how to remove these components, see the <u>Removing Jamf Components from Computers</u> Knowledge Base article.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Perform a simple or advanced computer search.
  For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 5. Click the computer you want to delete.
  If you performed a simple search for an item other than computers, such as computer applications, you must click **Expand** next to an item name to view the computers related to that item.
- 6. Click **Delete**, and then click **Delete** again to confirm.

#### **Related Information**

For related information, see the following section in this guide:

#### Mass Deleting Computers

Find out how to mass delete computers from Jamf Pro.

# **Computer Groups**

# **About Computer Groups**

Computer groups allow you to organize computers that share similar attributes. You can use these groups as a basis for performing advanced inventory searches, configuring the scope of remote management tasks, and viewing Application Usage logs.

There are two kinds of computer groups: smart computer groups and static computer groups. Smart computer groups are based on criteria and have dynamic memberships. Static computer groups have fixed memberships that you manually assign.

#### **Related Information**

For related information, see the following sections in this guide:

- Smart Computer Groups
   Learn how to create computer groups that are based on criteria and have dynamic memberships.
- Static Computer Groups
   Learn how to create computer groups that have fixed memberships.

# **Smart Computer Groups**

Smart computer groups give you a way to organize managed computers based on one or more attributes, such as building, model, and operating system. These groups have dynamic memberships that are updated each time computers check in with Jamf Pro.

If there is an SMTP server set up in Jamf Pro, you can enable email notifications for the group. This allows email notifications to be sent to Jamf Pro users each time the group membership changes. (For information on setting up an SMTP server and enabling email notifications for Jamf Pro user accounts, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a> and <a href="Email Notifications">Email Notifications</a>.)

After creating a smart computer group, you can view its memberships.

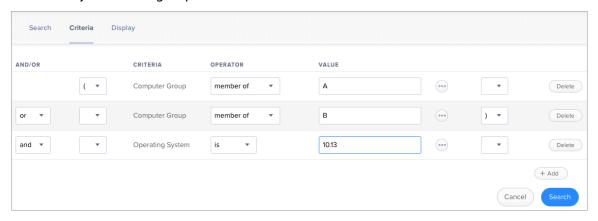
#### **Creating a Smart Computer Group**

- 1. Log in to Jamf Pro.
- 2. Click Computers at the top of the page.
- 3. Click Smart Computer Groups.
- 4. Click **New** + New .
- 5. Use the Computer Group pane to configure basic settings for the group.

  To enable email notifications, select the **Send email notification on membership change** checkbox.
- 6. Click the **Criteria** tab and add criteria to the group:
  - a. Click Add + Add .
  - b. Click **Choose** for the criteria you want to add.

    To display additional criteria, click **Show Advanced Criteria**.
  - c. Choose an operator from the **Operator** pop-up menu.
  - d. Enter a value in the **Value** field or browse for a value by clicking **Browse** ...
  - e. Repeat steps a through d to add criteria as needed.
     Note: Creating a smart computer group with no criteria will cause all managed computers to be included in the group's membership.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.

8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



9. Click Save.

Operations in the group take place in the order they are listed (top to bottom). Group memberships are updated each time computers check in with Jamf Pro and meet or fail to meet the specified criteria.

To view the group memberships, click View.

### **Viewing Smart Computer Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Smart Computer Groups.
- 4. Click the smart computer group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Reports
  - Find out how to export the data in group membership lists to different file formats.
- Performing Mass Actions for Computers
   Find out how to perform mass actions on group memberships.
- Scope

Learn how to configure scope based on computer groups.

# **Static Computer Groups**

Static computer groups give you a way to organize computers by assigning them to a group. These groups have fixed memberships that must be changed manually.

After creating a static computer group, you can view its memberships.

#### **Creating a Static Computer Group**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Static Computer Groups.
- 4. Click New + New .
- 5. Use the Computer Group pane to configure basic settings for the group.
- 6. Click the **Assignments** tab and select the checkbox for each computer you want to add.
- 7. Click Save.

Computers become members of the group the next time they check in with Jamf Pro. To view the group memberships, click **View**.

## **Viewing Static Computer Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Static Computer Groups.
- 4. Click the computer group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Reports
  - Find out how to export the data in group membership lists to different file formats.
- <u>Performing Mass Actions for Computers</u>
   Find out how to perform mass actions on group memberships.
- Scope

Learn how to configure scope based on computer groups.

# **Policies**

## **About Policies**

Policies allow you to remotely perform common management tasks on managed computers. For example, you can run scripts, manage accounts, and distribute software using a policy.

While Jamf Remote allows you to perform management tasks immediately, policies allow you to automate these tasks so that they run on a schedule. When you create a policy, you specify the tasks you want to automate, when the policy should run (called "trigger"), how often it should run (called "execution frequency"), and the users and computers for which it should run (called "scope").

You can also make policies available in Self Service for users to run on their computers.

#### **Related Information**

For related information, see the following sections in this guide:

- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.
- Policy Payload Reference
   Learn about each payload in the policy interface.

# **Managing Policies**

When you create a policy, you use a payload-based interface to configure settings for the policy and add tasks to it. For more information on the settings you can configure, see the following section in this guide:

#### Policy Payload Reference

After you create a policy, you can view the plan, status, and logs for the policy. You can also flush policy logs.

#### **Creating a Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see **General Payload**.
- 6. Use the rest of the payloads to configure the tasks you want to perform. For an overview of each payload, see <u>Policy Payload Reference</u>.
- 7. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 8. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 9. (Optional) Click the **User Interaction** tab and enter messages to display to users or allow users to defer the policy.
  - For more information, see <u>User Interaction</u>.
- 10. Click Save.

## Viewing the Plan for a Policy

The plan for a policy includes the following information:

- An indicator light that shows whether the policy is enabled
- The execution frequency for the policy
- The trigger(s) for the policy
- The scope of the policy
- The site that the policy belongs to
- A list of actions for the policy

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- Click Policies.A list of policies and their plans are displayed.
- 4. To view the actions for a policy, click **Expand** for the policy.

### Viewing the Status of a Policy

For each policy, you can view a pie chart that shows the number of computers for which the policy has completed, failed, and is still remaining.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **Grid View** at the top of the list.

#### **Viewing and Flushing Logs for a Policy**

The logs for a policy include a list of computers that have run the policy and the following information for each computer:

- The date/time that the policy ran on the computer
- The status of the policy
- The actions logged for the policy
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click the policy you want to view logs for.
- 5. Click Logs.
- 6. To view the actions logged for a computer, click **Show** for the computer. To hide the information when you are done viewing it, click **Hide**.
- 7. To flush a policy log for a single computer, click **Flush** for the computer.
- 8. To flush all logs for the policy, click **Flush All** at the bottom of the pane.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Flushing Policy Logs for a Computer
   Find out how to view and flush policy logs for a single computer.
- Flushing LogsFind out how to flush all policy logs.

# **Policy Payload Reference**

When creating or editing a policy, you use a payload-based interface to configure settings for the policy and add tasks to it. This section provides an overview of each payload.

#### **General Payload**

This payload allows you to do the following:

- Enable or disable the policy. (For example, if you need to take the policy out of production temporarily, you may want to disable it.)
- Add the policy to a site. (For more information, see <u>Sites</u>.)
- Add the policy to a category. (For more information, see <u>Categories</u>.)
- Choose one or more events to use to initiate the policy (called "trigger").
- Choose how often the policy should run (called "execution frequency").
- Make the policy available offline. (This only works with the "Ongoing" execution frequency.)
- Specify the drive on which to run the policy.
- Specify server-side and client-side limitations for the policy. (For example, you can specify an expiration date/time for the policy, or ensure that the policy does not run on weekends.)

### **Packages Payload**

This payload allows you to perform the following software distribution tasks:

- Install packages.
- Cache packages.
- Install cached packages.

**Note:** To install all cached packages, use the Maintenance payload. For more information, see the following section in this guide:

**Maintenance Payload** 

Uninstall packages.

This payload also allows you to do the following when installing packages:

- Specify the distribution point computers should download the packages from.
- Add the packages to the Autorun data of each computer in the scope.

For complete instructions on creating a policy to perform software distribution tasks, see one of the following sections in this guide:

- Installing Packages
- Caching Packages
- Installing Cached Packages
- Uninstalling Packages

### **Software Updates Payload**

This payload allows you to run Apple's Software Update and choose the software update server that you want computers to install updates from.

For complete instructions on creating a policy to run Software Update, see the following section in this guide:

**Running Software Update** 

#### **Scripts Payload**

This payload allows you to run scripts and choose when they run in relation to other tasks in the policy. You can also enter values for script parameters.

For complete instructions on running scripts using a policy, see the following section in this guide: Running Scripts

### **Printers Payload**

This payload allows you to map and unmap printers. You can also make a printer the default.

For complete instructions on administering printers using a policy, see the following section in this guide:

**Administering Printers** 

### **Disk Encryption Payload**

This payload allows you to enable FileVault 2 on computers with macOS 10.8 or later by distributing disk encryption configurations.

For complete instructions on enabling FileVault 2, see the following section in this guide: <u>Deploying Disk Encryption Configurations</u>

This payload also allows you to issue a new FileVault 2 recovery key for computers with macOS 10.9 or later.

For complete instructions on issuing a new recovery key, see the following section in this guide: <u>Issuing a New FileVault 2 Recovery Key</u>

## **Dock Items Payload**

This payload allows you to add and remove Dock items. When you add Dock items, you can also choose to add them to the beginning or end of the Dock.

For complete instructions on administering Dock items, see the following section in this guide: Administering Dock Items

### **Local Accounts Payload**

This payload allows you to create and delete local accounts, and reset local account passwords. When you create an account, you can do the following:

- Specify a location for the home directory.
- Configure the account picture.
- Allow the user to administer the computer.
- Enable the account for FileVault 2 on computers with macOS 10.9 or later.

This payload also allows you to disable an existing local account for FileVault 2 on computers with macOS 10.9 or later.

For complete instructions on administering local accounts, see the following section in this guide: Administering Local Accounts

#### **Management Account Payload**

This payload allows you to reset the management account password. You can choose to specify the new password or randomly generate it.

This payload also allows you to enable or disable the management account for FileVault 2 on computers with macOS 10.9 or later.

For complete instructions on administering the management account, see the following section in this guide:

Administering the Management Account

### **Directory Bindings Payload**

This payload allows you to bind computers to a directory service.

For complete instructions on binding to a directory service, see the following section in this guide: <u>Binding to Directory Services</u>

## **EFI Password Payload**

This payload allows you to set or remove an Open Firmware or EFI password.

For complete instructions on administering Open Firmware and EFI passwords, see the following section in this guide:

Administering Open Firmware/EFI Passwords

#### **Restart Options Payload**

This payload allows you to restart computers after the policy runs. It also allows you to do the following:

- Specify the disk to restart computers from, such as a NetBoot image.
- Specify criteria for the restart depending on whether or not a user is logged in.
- Configure a restart delay.
- Perform an authenticated restart on computers with macOS 10.8.2 or later that are FileVault 2 enabled.

**Note**: For this to work on computers with FileVault 2 activated, the enabled FileVault 2 user must log in after the policy runs for the first time and the computer has restarted.

You can also display a message to users before a policy restarts computers. For more information, see the following section in this guide:

**User Interaction** 

For complete instructions on booting computers to a NetBoot image, see the following section in this guide:

**Booting Computers to NetBoot Images** 

#### **Maintenance Payload**

This payload allows you to perform the following maintenance tasks:

- Update inventory.
- Reset computer names.
- Install all cached packages.
- Fix disk permissions (macOS 10.11 or earlier).
- Fix ByHost files.
- Flush caches.
- Verify the startup disk.

For complete instructions on installing all cached packages, see the following section in this guide. <u>Installing Cached Packages</u>

### **Files and Processes Payload**

This payload allows you to search computers for specific files and processes, and use policy logs to log when they are found. You can kill processes that are found and delete files that are found when searching by path.

This payload also allows you to execute commands.

### **Microsoft Intune Integration Payload**

This payload allows you to register computers with Azure Active Directory (Azure AD) using the Company Portal app for macOS from Microsoft. End users need to launch the Company Portal app through Jamf Self Service for macOS to register their devices with Azure AD as a computer managed by Jamf Pro. It is recommended that you notify end users to let them know they will be prompted to take action prior to deployment.

The payload also automatically triggers an inventory submission from the computer to Jamf Pro.

For complete instructions on using the Microsoft Intune Integration payload, see the following technical paper:

<u>Integrating with Microsoft Intune to Enforce Compliance on Macs Managed by Jamf Pro</u>

## **User Interaction**

User Interaction allows you to display custom messages to users about the policies that run on their computers. You can also use it to allow users to defer policies.

### Messages

You can display User Interaction messages to users at the following times:

- Before a policy runs
- After a policy runs
- Before a policy restarts computers

This allows you to communicate with users about the policies that run on their computers. For example, you can let users know that software is about to be installed or that a new printer is available.

In macOS 10.8 or later, most User Interaction messages are displayed in Notification Center in a category called "Management". Otherwise, messages are displayed using the Jamf Helper utility.

#### **Deferral**

You can allow users to defer a policy, and you can specify a date and time at which to prohibit further deferral (called the "deferral limit"). This allows you to give users more control over when the policy runs while ensuring that the policy eventually runs.

Before a policy runs on a computer, the user is prompted to choose to have the policy run immediately or to defer the policy for one of the following amounts of time:

- 1 hour
- 2 hours
- 4 hours
- 1 day
- The amount of time until the deferral limit is reached

If the user chooses to defer the policy, they are prompted with the same message after the chosen amount of time. When the deferral limit is reached, a message is displayed to notify the user, and the policy runs immediately.

## **Configuring User Interaction for a Policy**

- 1. Log in to Jamf Pro.
- 2. Create or edit a policy.
  For more information, see <u>Managing Policies</u>.
- 3. Click the User Interaction tab.

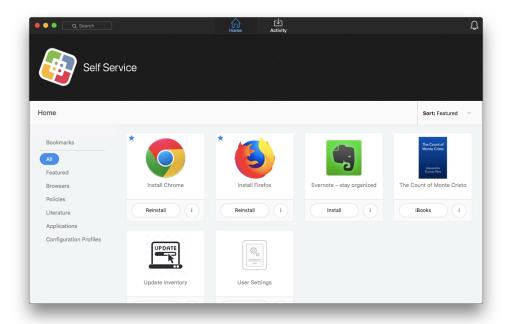
- 4. Configure the settings on the pane.
- 5. When you are done configuring the policy, click **Save**.

# Jamf Self Service for macOS

## **About Jamf Self Service for macOS**

The Jamf Self Service for macOS application allows users to browse and install configuration profiles, Mac App Store apps, and books. Users can also run policies and third-party software updates via patch policies, as well as access webpages using bookmarks.

Users can point and click their way through Self Service using the intuitive interface shown in the screen shot below.



Jamf Pro allows you to manage every aspect of Self Service, including its installation, user authentication, and the items available to users. In addition, you can configure how Self Service is displayed to users by replacing the default Self Service application name, icon, and header image with custom branded elements to present users with a familiar look and feel.

You can make any configuration profile, policy, software update (via patch policy), Mac App Store app, or book available in Self Service and customize how it is displayed to users. This includes displaying an icon and description for the item, including the item in the "Featured" category, displaying it in relevant categories, and displaying item-specific notifications. You can also specify which computers display the item in Self Service and which users can access it.

In addition, you can make bookmarks available in Self Service to give users easy access to webpages directly from the application.

#### **Related Information**

For related information, see the following sections in this guide:

- Installing Jamf Self Service for macOS
   Find out how to install Self Service on managed computers.
- Jamf Self Service for macOS User Login Settings
   Find out how to require or allow users to log in to Self Service.
- Jamf Self Service for macOS Configuration Settings
   Find out how to customize aspects of the Self Service user experience
- Jamf Self Service for macOS Branding Settings
   Find out how to customize how Self Service is displayed to users.
- Making Items Available to Users in Jamf Self Service for macOS
   Learn about the items you can make available in Self Service
- Jamf Self Service for macOS Bookmarks
   Find out how to add bookmarks to Self Service

# **Installing Jamf Self Service for macOS**

There are two ways to install Jamf Self Service on managed computers. You can install Self Service automatically on all managed computers using the settings in Jamf Pro, or you can install Self Service using a policy. Installing Self Service using a policy gives you more control over the installation.

**Note**: Computers with macOS 10.9 or earlier must use Self Service 9.101.0 or earlier. For instructions on downloading an earlier version of Self Service, see the <u>Jamf Pro Compatibility Reference for macOS</u> Knowledge Base article.

### **Installing Self Service for macOS Automatically**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. Click **Self Service** 3.
- 5. Click Edit.
- 6. Select the **Install Automatically** checkbox.
- 7. (Optional) Configure the installation location for Self Service.
- 8. Click Save.

Self Service is installed on all managed computers the next time they check in with Jamf Pro. It is also installed on computers as they are newly enrolled.

## **Installing Self Service for macOS Using a Policy**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. Click **Self Service** 4.
- Click Download.
   The Self Service.tar.gz file is downloaded immediately.
- 6. Double-click the file to decompress it.
- 7. Use Composer or another package-building tool to package the Self Service application included in the file.

For more information, see **Building Packages** from Package Sources.

- 8. Add the package to Jamf Admin or Jamf Pro. For more information, see <u>Managing Packages</u>.
- 9. Create a policy to install Self Service. For detailed instructions, see <u>Installing Packages</u>.

You are now ready to configure the Self Service user login settings. For instructions, see <u>Jamf Self Service for macOS User Login Settings</u>.

# **Jamf Self Service for macOS User Login Settings**

The Self Service User Login settings allow you to configure the method for logging in to Jamf Self Service for macOS.

Self Service User Login is disabled by default. After enabling Self Service User Login, you must select a login method and authentication type.

There are two login methods you can choose from:

- Allow users to log in to view items available to them
- Require login

After selecting a login method, you must select an authentication type:

- LDAP account or Jamf Pro user account
- Single Sign-On

**Note**: Selecting the "LDAP account or Jamf Pro user account" authentication type automatically enables the **Allow users to store their login credentials in Keychain Access** option. This displays the **Remember Me** checkbox on the Self Service Login page that users can select to save their Self Service login credentials in Keychain Access.

#### Requirements

To require or allow users to log in using an LDAP directory account, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

To require or allow a user to log in using a Jamf Pro user account, you must first create an account for that user. (For more information, see <u>Jamf Pro User Accounts and Groups</u>.)

To require or allow a user to log in using Single Sign-On, you must enable Single Sign-On for Self Service for macOS. (For more information, see <u>Single Sign-On</u>.)

### **Configuring the Self Service User Login Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Self Service** 🥯 .
- 5. Click Edit.
- 6. From the **Configuration** tab, select the **Enable Self Service User Login** checkbox.
- 7. Select a login method from the **Login Method** pop-up menu.
- 8. Select an authentication type.

#### 9. Click Save.

The settings are applied the next time computers check in with Jamf Pro.

After configuring the Self Service User Login settings, you can continue to customize aspects of the user experience. For information, see <u>Jamf Self Service for macOS Configuration Settings</u>.

#### **Related Information**

- Jamf Self Service for macOS Branding Settings
   Learn more about how to customize how Self Service for macOS displays to users.
- Single Sign-On
   Find out how to enable Single Sign-On for Self Service for macOS.

# **Jamf Self Service for macOS Configuration Settings**

You can use the Self Service Configuration settings in Jamf Pro to install Jamf Self Service for macOS and customize aspects of the user experience by doing the following:

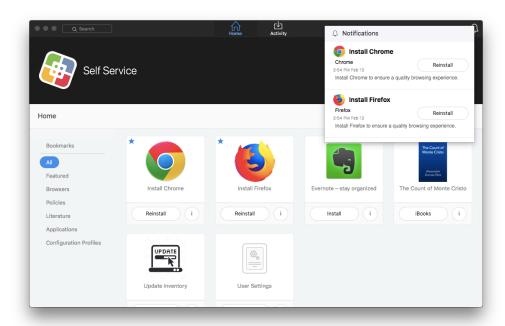
- Automatically install Self Service on managed computers and customize the installation location.
   (For more information, see <u>Installing Jamf Self Service for macOS</u>.)
- Configure the method for logging in to Self Service. (For more information, see <u>Jamf Self Service for macOS User Login Settings</u>.)
- Enable Self Service notifications.
- Select the category that displays on the Home page when users launch Self Service.
- Customize the bookmarks display name in Self Service. The bookmarks display name is populated
  with "Bookmarks" by default, but you can change it to meet the needs of your organization (e.g.,
  "Websites" or "Resources").

#### **Self Service Notifications**

The Self Service Configuration settings allow you to enable Self Service notifications.

After enabling Self Service notifications, item-specific notification options are made available in Jamf Pro when adding or editing items. These settings allow you to add a notification for the item or software title update to Self Service only, or to both Self Service and Notification Center. For more information on which items can be made available in Self Service, see <a href="Making Items Available to">Making Items Available to</a> Users in Jamf Self Service for macOS.

Notifications in Self Service display in the Notifications list in the Self Service toolbar. A badge appears on the **Notifications** icon when new items or software updates are added to Self Service.



You can also display notifications in Notification Center as banners or alerts in macOS. Users can click the notification to go to the item in Self Service.

There are some additional requirements for displaying notifications in Notification Center. For more information, see the "Requirements" section below.

#### Requirements

To display Self Service notifications in Notification Center, you must have the following:

- A push certificate in Jamf Pro (For more information, see Push Certificates.)
- The **Enable push notifications** setting configured in Jamf Pro (For more information, see <u>Security</u> Settings.)
- A valid proxy server token uploaded to Jamf Pro (For more information, see <u>Jamf Push Proxy</u>.)

### **Configuring the Jamf Self Service Configuration Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management-Management Framework" section, click **Self Service** 🛂 .

- 5. Click Edit.
- 6. Click the Configuration tab.
- 7. Configure the settings on the pane.
- 8. Click Save.

The settings are applied the next time computers check in with Jamf Pro.

Once you have configured Self Service, you may want to customize how Self Service is displayed to present users with a familiar look and feel. For more information, see <u>Jamf Self Service for macOS</u> Branding Settings.

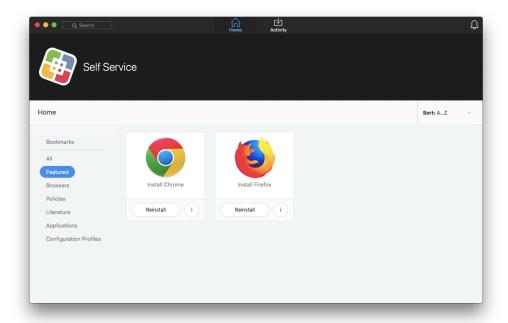
# **Jamf Self Service for macOS Branding Settings**

The Self Service Branding settings allow you to configure how Jamf Self Service for macOS is displayed by replacing the default icon, header image, and application name with custom branded elements to present end users with a familiar look and feel.

You can customize how Self Service displays to your end users by configuring the following settings:

- **Branding Icon**—The branding icon displays on the Self Service Login page, in the branding header in Self Service, and as the Self Service icon in the Finder and the Dock. You can customize the branding icon by replacing the default Self Service logo with your organization's logo or another icon of your choice. It is recommended that you use a file with the GIF or PNG format that is 512x512 pixels.
- **Branding Header**—The branding header displays across the top of Self Service. You can customize the branding header image by replacing the default image with an image of your choosing. It is recommended that you use a file with the GIF or PNG format that is 1500x500 pixels.
- Branding Name—The branding name displays on the Self Service Login page and in the branding header in Self Service. By default, "Self Service" is displayed as the branding name. You can customize the branding name by selecting the Customize branding name option and modifying the following text fields:
  - The Main Header field is automatically populated with the organization name you entered during the initial setup of your Jamf Pro instance.
  - The **Secondary Header** field is automatically populated with "Self Service".
- Application Name—The application name displays in the Finder and the Dock. By default, "Self Service" is displayed as the application name. You can customize the application name by modifying the Application Name text field.

The screen shot below shows how the default branding settings look when viewed from the "Featured" category in Self Service.



## **Configuring the Branding Settings for Self Service**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Self Service** 🥯 .
- 5. Click Edit.
- 6. Click the **Branding** tab.
- 7. Configure the settings on the pane.

  Once a change is made, it automatically appears in the **Branding Preview** field at the top of the page.
- 8. Click Save.

The settings are applied the next time computers check in with Jamf Pro.

You are now ready to start making items available in Self Service. For instructions, see <u>Making Items</u> <u>Available to Users in Jamf Self Service for macOS</u>.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

<u>Customizing Self Service for macOS using Jamf Pro</u>

# Making Items Available to Users in Jamf Self Service for macOS

You can make the following items available in Jamf Self Service for macOS for users to install on their computers:

- Configuration profiles
- Policies
- Mac App Store apps
- Books
- Third-party software updates (via patch policies)

It is up to you to determine which items are appropriate for Self Service. For example, it may be helpful to make a policy available in Self Service that users can run to map select printers on their computers.

When you make an item available in Self Service, you can specify which computers display it in Self Service and which users can access it (called "scope").

You can also customize how items available in Self Service are displayed to users. The following table shows the customization options available for each item:

| Option  | Description   | macOS<br>Configuration<br>Profiles | Policies | Mac<br>App<br>Store<br>Apps | Books                         | Patch<br>Policies |
|---|---|------------------------------------|----------|-----------------------------|-------------------------------|-------------------|
| Customize<br>the Self<br>Service<br>Display<br>Name | You can customize the name for the item that displays in Self Service. For example, if you create a policy with the name "Install Office 2011 with Service Pack 3", you may want an abbreviated name to display in Self Service (such as "Office 2011").  Note: If this field is left blank, the item name you entered on the General payload displays in Self Service. |                                    |          |                             | In-<br>house<br>books<br>only |                   |
| Customize<br>the action<br>button                   | You can customize the name for the button that users click to initiate the item (e.g., "Install").  | <b>√</b>                           | 1        | <b>√</b>                    | <b>√</b>                      | <b>✓</b>          |

| Option  | Description  | macOS<br>Configuration<br>Profiles | Policies | Mac<br>App<br>Store<br>Apps | Books | Patch<br>Policies |
|---|--|------------------------------------|----------|-----------------------------|-------|-------------------|
| Customize<br>the<br>secondary<br>action<br>button | You can customize the name for the button that users click to initiate the item again (e.g., "Reinstall").   |                                    | <b>y</b> |                             |       |                   |
| Customize<br>the item<br>description              | You can enter a description that users can view to get more information. In addition, you can customize the text displayed in the description by using Markdown in the <b>Description</b> field. For more information, see the <u>Using Markdown to Format Text</u> Knowledge Base article.  |                                    | •        | 1                           | 1     | ✓                 |
| Display notifications for the item                | You can add a notification to Self Service and Notification Center when a new item is added to Self Service for macOS.  When configuring a notification, you can specify subject and message text. All notifications are required to have a subject. If subject text is not specified, the item name is displayed in the subject line by default. In addition, you can customize the text displayed in the message by using Markdown in the Message field. For more information, see the Using Markdown to Format Text Knowledge Base article. |                                    |          |                             |       |                   |

| Option  | Description  | macOS<br>Configuration<br>Profiles | Policies | Mac<br>App<br>Store<br>Apps | Books    | Patch<br>Policies |
|---|--|------------------------------------|----------|-----------------------------|----------|-------------------|
| Upload an icon  | You can upload an icon to display for the item. It is recommend that you use a file with the GIF or PNG format that is 512 x 512 pixels. | <b>✓</b>                           | 1        | <b>√</b>                    | <b>y</b> | <b>√</b>          |
| Display in<br>the<br>"Featured"<br>category           | You can configure an item to display in the "Featured" category in Self Service.   | 1                                  | <b>✓</b> | 1                           | <b>✓</b> |                   |
| Display or<br>feature in<br>one or more<br>categories | You can configure an item to display or be featured in one or more categories in Self Service.   | <b>✓</b>                           | <b>✓</b> | <b>✓</b>                    | ✓        |                   |

To make a policy available in Self Service, select the **Make the policy available in Self Service** checkbox when configuring the policy. To make a configuration profile, app, book, or patch policy available in Self Service, choose "Make Available in Self Service" from the **Distribution Method** pop-up menu when configuring the item in Jamf Pro.

#### **Item URLs**

When you make an item (excluding patch policies) available in Self Service, the following two URLs are available in Jamf Pro:

- Installation URL—URL you can provide to users so they can install the item.
- Description URL—URL you can provide to users so they can view the item description in Self Service.

You can copy an item URL from Jamf Pro by clicking the **Clipboard** button after configuring the item. You can then paste the URL to another location (e.g., an email or webpage) so that your users can simply click the link to install the item or view the item description without having to search for it in Self Service.

#### **Self Service Toolbar**

The Self Service toolbar provides users easy access to different areas of Self Service from the following tabs:

• Home—Users can browse categories, install items, and use bookmarks from the Home tab.

• Activity—Users can browse software updates from the list of items available on the Activity tab. To run a software update, users click the button next to it. The button displays the status of the software title update (e.g., "Installing"). The Activity tab also lists a history of items that have previously been installed via Self Service.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Configuration Profiles
   Learn how to make computer configuration profiles available in Self Service.
- Managing Policies
   Learn how to make policies available in Self Service.
- Mac App Store Apps
   Learn how to display or feature Mac App Store apps in Self Service.
- In-House Books
   Learn how to display or feature in-house books in Self Service.
- Books Available in the iBooks Store
   Learn how to display or feature iBooks Store books in Self Service.
- Patch Policies
   Learn how to make patch policies available in Self Service.
- Jamf Self Service for macOS Configuration Settings
   Learn how to customize aspects of the user experience.

# **Jamf Self Service for macOS Bookmarks**

Jamf Self Service bookmarks give your users easy access to specified webpages directly from the Self Service application.

When you make a bookmark available in Self Service, you can customize how the bookmark is displayed to users. This includes uploading an icon for the bookmark, and specifying whether the bookmarked webpage opens in Self Service or in a web browser. You can also specify which computers display the bookmark in Self Service and which users can access it (called "scope").

# **Adding a Self Service Bookmark**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management Management Framework" section, click **Self Service Bookmarks** 🕮 .
- 5. Click New + New .
- 6. Enter a display name and description, and choose a priority for the bookmark.
- 7. Configure the bookmark using the options on the pane.
- 8. Click the **Scope** tab and configure the scope of the bookmark. For more information, see <u>Scope</u>.
- 9. Click Save.

The bookmark is available in Self Service on computers in the scope the next time they check in with Jamf Pro.

# **VPP Content Distribution for Computers**

# **VPP-Managed Distribution for Computers**

You can distribute Mac App Store apps and books purchased through Apple's Volume Purchase Program (VPP) to computers and users via VPP-managed distribution.

For more information about VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help <u>https://help.apple.com/schoolmanager/</u>

**Note:** As an alternative to VPP-managed distribution, Jamf Pro also supports distributing Mac App Store apps and books to computers by associating redeemable VPP codes with apps and books. For more information, see VPP Code Distribution for Computers.

### **VPP-Managed Distribution for Computers**

Jamf Pro allows you to distribute Mac App Store apps directly to computers for VPP-managed distribution. Because VPP-managed distribution for computers is device-based, VPP user registration is not required and users do not need to provide an Apple ID. Anyone using the computer can access apps distributed to the computer.

With VPP-managed distribution for computers, Jamf Pro has full control of your Mac App Store apps. Jamf Pro can be used to automatically update apps in Jamf Pro and on computers on a schedule, and app updates can be forced at any time. Apps distributed directly to computers do not appear in the user's own Mac App Store purchase history and the apps cannot be updated by users.

VPP-managed distribution for computers requires computers with macOS 10.11 or later. To distribute Mac App Store apps to computers using VPP-managed distribution, you need a VPP account set up in Jamf Pro. For more information, see Integrating with VPP.

To distribute a Mac App Store app directly to a computer, when configuring the app distribution settings, choose the VPP account that purchased the app for VPP-managed distribution. For more information, see Mac App Store Apps.

**Note:** If you have apps that were distributed with user-based VPP assignments and the apps are device-assignable, you can move to device-based VPP-managed distribution for the apps. For more information, see the Moving from User- to Device-based VPP Assignments Knowledge Base article.

# **VPP-Managed Distribution for Users**

Jamf Pro also allows you to distribute Mac App Store apps and books to users for VPP-managed distribution. Because VPP-managed distribution for users is user-based, it involves VPP user registration and VPP user assignments. For more information, see <a href="VPP User Registration">VPP User Registration</a> and <a href="User-Based VPP Assignments">User-Based VPP Assignments</a>.

VPP-managed distribution for users requires computers with macOS 10.9 or later.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

Deploying a Device-Based Volume Purchase Program (VPP) macOS Application with Jamf Pro

For related information, see the following sections in this guide:

- Simple VPP Content Searches for Computers
   Find out how to search the VPP content in Jamf Pro.
- <u>VPP-Managed Distribution for Mobile Devices</u>
   Learn about assigning content to mobile devices with VPP-managed distribution.

# **VPP Code Distribution for Computers**

Jamf Pro allows you to distribute Mac App Store apps and books purchased through Apple's Volume Purchase Program (VPP) to computers by distributing redeemable VPP codes. When you distribute Mac App Store apps and books, and associate VPP codes with the app or book, you can track VPP code redemption.

To distribute an app or book to computers using VPP codes, you need an Excel spreadsheet (.xls) that contains VPP codes for the app or book.

For more information on VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help https://help.apple.com/schoolmanager/

**Note:** As an alternative to VPP code distribution, Jamf Pro also supports device-based VPP-managed distribution for computers and user-based VPP-managed distribution for users. For more information, see <u>VPP-Managed Distribution for Computers</u> and <u>User-Based VPP Assignments</u>.

For information on distributing Mac App Store apps to computers using redeemable VPP codes, see <u>Mac App Store Apps</u>.

For information on distributing books to computers using redeemable VPP codes, see <u>Books Available in the iBooks Store</u>.

# **Simple VPP Content Searches for Computers**

A simple VPP content search functions like a search engine, allowing you to quickly search the Mac App Store apps and books in Jamf Pro for a general range of results.

VPP content searches are based on the name of the app or book you are searching for.

Simple VPP content search results display the following information:

- Name of the app or book
- VPP account used to purchase the content
- Type of content
- Total content that has been purchased with the VPP account
- Number of apps or books assigned to computers, mobile devices, or users
- Number of VPP assignments that the content is associated with

# **Search Syntax**

This section explains the syntax to use for the following search functions:

- Wildcard searches
- Including multiple search terms
- Excluding a search term
- Returning all content

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information about configuring account preferences, see <u>Jamf Pro User Accounts and Groups.</u>)

#### Wildcard Searches

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example   |
|--|---|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform a search for "key*" to return all content with names that begin with "key". |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a search for "*note" to return all content with names that end with "note". |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform a search for "*ABC*" to return all content that includes "ABC".             |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a search for "*" to return all content.                                     |

#### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform a user search for "key\*, \*note" to return all content that begins with "key" and ends with "note".

#### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a user search for "ABC\*, -\*note" to return all content with names that begin with "ABC" except for those that end with "note".

#### **Returning All Content**

There are two ways to return all content: use an asterisk (\*) without any other characters or terms, or perform a blank search.

### **Performing a Simple VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.The list of search results is displayed.

# Viewing the Computers that Content is Assigned To

You can view the computers that content is assigned to.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.

6. To view the computers that the content is associated with, click the number displayed in the In Use column.

The computers that have the content assigned to them are listed on the Computers pane.

### Viewing the VPP Assignments that Content is Associated With

You can view the VPP assignments that content is associated with.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.
- 6. To view the VPP assignments that the content is assigned to, click the number displayed in the VPP Assignments column.

#### **Related Information**

For related information, see the following sections in this guide:

- Advanced VPP Content Searches for Computers
   Find out how to create and save an advanced VPP content search.
- VPP Content Reports for Computers
   Find out how to export the data in your search results to different file formats.
- Mac App Store Apps
   Find out how to assign apps to computers for VPP-managed distribution.
- <u>User-Based VPP Assignments</u>
   Find out how to assign content to users for VPP-managed distribution.

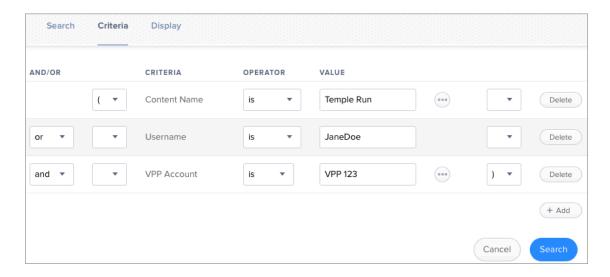
# **Advanced VPP Content Searches for Computers**

Advanced VPP content searches allow you to use detailed search criteria to search Mac App Store apps and books in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

# **Creating an Advanced VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click New + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the Criteria tab and add criteria for the search:
  - a. Click **Add** + Add .
  - b. Click **Choose** for the criteria you want to add.
  - c. Choose an operator from the **Operator** pop-up menu.
  - d. Enter a value in the **Value** field or browse for a value by clicking **Browse** ...
  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.
- 8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time content is modified and meets or fails to meet the specified search criteria.

To view the search results, click View.

# **Viewing Advanced VPP Content Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click the advanced VPP content search you want to view the results for.
- 5. Click View.

The list of search results is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Simple VPP Content Searches for Computers
   Learn how to quickly search VPP content for a general range of results.
- VPP Content Reports for Computers
   Find out how to export the data in your search results to different file formats.

# **VPP Content Reports for Computers**

The data displayed in VPP content search results can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

# **Creating VPP Content Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search VPP Content.
- 4. View simple or advanced VPP content search results. (For more information, see <u>Simple VPP Content Searches for Computers</u> or <u>Advanced VPP Content Searches for Computers</u>.)
- 5. At the bottom of the list, click **Export**.
- 6. Follow the onscreen instructions to export the data.

The report downloads immediately.

# **Software Distribution**

# **Mac App Store Apps**

Jamf Pro allows you to distribute Mac App Store apps to computers and users. You can also use Jamf Pro to update Mac App Store apps that have been installed by Jamf Pro.

Jamf Pro provides two Mac App Store app distribution methods: make the app available in Self Service, or install the app automatically/prompt users to install the app. When you distribute a Mac App Store app, you add it to Jamf Pro and configure settings for the app, including the distribution method. Then, you specify the users and computers that should receive it (called "scope").

Mac App Store apps purchased through Apple's Volume Purchase Program (VPP) can be distributed to computers or users with VPP-managed distribution. For more information, see <a href="VPP-Managed">VPP-Managed</a> <a href="Distribution for Computers">Distribution for Computers</a> and <a href="User-Based VPP Assignments">User-Based VPP Assignments</a>.

As an alternative to VPP-Managed distribution, Jamf Pro also supports distributing Mac App Store apps to computers using redeemable VPP codes. For more information, see <u>VPP Code Distribution for Computers</u>.

Mac App Store apps distributed with user-based VPP assignments or with VPP codes are not managed by Jamf Pro. Users can update apps using the Mac App Store or uninstall the apps from their computers.

# Requirements

To allow users to install Mac App Store apps from Self Service via MDM, or to allow Mac App Store apps to be installed automatically you need:

- A push certificate in Jamf Pro (For information, see <u>Push Certificates</u>.)
- The Enable certificate-based authentication and Enable push notifications settings configured in Jamf Pro (For information, see <u>Security Settings</u>.)
- Computers that are bound to a directory service or local user accounts that have been MDM-enabled (For information, see <u>Binding to Directory Services</u> and the <u>Enabling MDM for Local User Accounts</u> Knowledge Base article.)

**Note:** If a Mac App Store app is configured to be installed automatically and the user has a local user account that is not MDM-enabled (and there are no other MDM-enabled local user accounts on the computer), the user is prompted to enter local administrator credentials to enable MDM for their account. After the account becomes MDM-enabled, the app is installed and subsequent apps can be installed automatically.

- Apps assigned to computers or users via VPP-managed distribution
  - For device-based assignments, you need:
    - Computers with macOS 10.11 or later

- For user-based assignments, you need:
  - Computers with macOS 10.9 or later
     Note: If a computer does not have macOS 10.9 or later and the "Install Automatically/Prompt Users to Install" distribution method is selected, the app will instead be made available in Self Service.
  - Users registered with VPP and the apps assigned to them using VPP assignments (For information, see <u>VPP User Registration</u> and <u>User-Based VPP Assignments</u>.)
  - Users must be logged in to iTunes or the Mac App Store with the Apple ID used during VPP registration

**Note:** If the scope for a Mac App Store app is configured to include a computer and the user is not assigned to that computer in Jamf Pro, the app will instead be made available in Self Service.

To allow users to install apps from the Mac App Store (linked from Self Service), you need:

- Computers with macOS 10.7 or later
- Computers that are bound to a directory service or local user accounts that have been MDM-enabled (For information, see <u>Binding to Directory Services</u> and the <u>Enabling MDM for Local User Accounts</u> Knowledge Base article.)
- Users may be prompted to enter an Apple ID

### **Distributing a Mac App Store App**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Mac App Store Apps.
- 4. Click **New** + New .
- 5. Do one of the following:
  - To add the app by browsing the App Store, enter the name of the app, choose an App Store country, and click Next. Then click Add for the app you want to add.
  - To add the app by uploading a VPP code spreadsheet, click **Choose File** and upload the Excel spreadsheet (.xls) that contains VPP codes for the app.
  - To add the app by manually entering information about it, click Enter Manually.
- 6. Use the General pane to configure settings for the app, including the distribution method. For apps distributed using VPP-managed distribution, you can also enable automatic app updates.
- 7. Click the **Scope** tab and configure the scope of the app. For more information, see <u>Scope</u>.
- 8. (Optional) Click the **Self Service** tab and configure the way the app is displayed in Self Service. You can customize the text displayed in the description for the app in Self Service by using Markdown in the Description field.

For information about Markdown, see the following Knowledge Base article: Using Markdown to Format Text

**Note:** The **Self Service** tab is only displayed if "Make Available in Self Service" is chosen in the **Distribution Method** pop-up menu.

- 9. (Optional) If you want to distribute the app directly to computers via VPP-managed distribution, do the following:
  - a. Click the **VPP** tab, and then click the **Device Assignments** tab.
  - b. Select the **Assign VPP Content** checkbox.
  - c. Choose the VPP account that has purchased the app to distribute to computers.
- 10. (Optional) If you want to associate VPP codes with the app and have not already uploaded a VPP code spreadsheet, do the following:
  - a. Click the **VPP** tab, and then click the **VPP Codes** tab.
  - b. Upload the Excel spreadsheet (.xls) that contains VPP codes for the app.
- 11. Click Save.

If users were added as targets to the scope, the app is distributed to the computers those users are assigned to the next time the computers check in with Jamf Pro.

### **Updating a Mac App Store App**

Jamf Pro allows you to update an individual Mac App Store app in the following ways:

- Enable automatic Mac App Store app updates—This automatically updates the app description, icon, and version in Jamf Pro and on computers. This update happens once a day depending on the time of day you specify.
- Force a Mac App Store app to update—You can force an app to update immediately on computers if there are updates available in Jamf Pro. This applies only to apps distributed using VPP-managed distribution for computers.
- **Distribute a Mac App Store app update**—You can distribute an update for a Mac App Store app by manually updating the version number and URL for the app in Jamf Pro. The update is distributed to computers the next time they contact Jamf Pro.

**Note:** Jamf Pro also allows you to enable automatic updates for all Mac App Store apps, or force all Mac App Store apps to update immediately. For more information, see <u>Mac App Store App Update Settings</u>.

#### **Enabling Automatic App Updates**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Mac App Store Apps.
- 4. Click the app for which you want to enable automatic app updates.
- 5. Click Edit.
- 6. Select **Automatically update app**.

- 7. To select a country or region to use for syncing apps with iTunes, choose an option from the **iTunes Country or Region** pop-up menu.
- 8. To specify a time of day to sync apps with iTunes, set the time using the **iTunes Sync Time** pop-up menus.
- 9. Click Save.

The app is updated in Jamf Pro and on computers in the scope based on the time you configure the app to sync with iTunes.

#### Forcing an App Update

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Mac App Store Apps.
- 4. Click the app you want to update.
- 5. Click Edit.
- 6. Click Force Update.
- 7. Click Save.

The app is updated immediately on computers in the scope if there is an update available in Jamf Pro.

#### **Distributing an App Update**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Mac App Store Apps.
- 4. Click the app you want to update.
- 5. Click Edit.
- Enter the new version number and URL.
   Important: Do not change the bundle identifier. Jamf Pro uses the existing bundle identifier to distribute the update.
- 7. Click Save.

The update is distributed the next time computers in the scope contact Jamf Pro.

#### **Further Considerations**

Apps are enabled by default when added to Jamf Pro. This means you can edit the app details and assign licenses, and the app will be installed on computers or displayed in Self Service based on the selected distribution method. You can disable an app by deselecting the **Enable** checkbox. This stops the app's subsequent installations and it is not displayed in Self Service. You cannot edit app details if it is disabled.

A Mac App Store app will be automatically disabled in Jamf Pro if it is a VPP-managed distribution item that has been removed from the Mac App Store. You will not be able to assign licenses, and the installation commands will not be sent. The app will not be displayed in Self Service. An automatically disabled VPP-managed distribution item will not be removed from computers that already have this item installed.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Computer
   Find out how to view and edit inventory information for a computer.
- Viewing Mac App Store Apps for a Computer
   Find out how to view the Mac App Store apps in the scope of a computer.
- Viewing the History for a Computer
   Find out how to view and cancel pending Mac App Store app installations for a computer.
- Making Items Available to Users in Jamf Self Service for macOS
   Learn about which items can be made available to users in Self Service for macOS.

# **Mac App Store App Update Settings**

Jamf Pro allows you to configure settings to update all Mac App Store apps in Jamf Pro and on computers that were distributed using VPP-managed distribution. You can use the App Updates settings in Jamf Pro to do the following:

- Enable automatic app updates—You can enable automatic app updates for all Mac App Store apps. This automatically updates app descriptions, icons, and versions in Jamf Pro and on computers. This update happens once a day depending on the time of day you specify.
- Force apps to update—You can force all Mac App Store apps to update immediately on computers if there are updates available in Jamf Pro.

**Note:** Jamf Pro also allows you to enable an automatic app update and force an update for an individual Mac App Store app. For more information, see <u>Mac App Store Apps</u>.

# **Enabling Automatic App Updates**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. Click **App Updates** .
- 5. Click Edit.
- 6. Select Automatically update all Mac App Store apps.
- 7. To select a country or region to use for syncing apps with iTunes, choose an option from the **iTunes Country or Region** pop-up menu.
- 8. To specify a time of day to sync apps with iTunes, use the **iTunes Sync Time** pop-up menus.
- 9. Click Save.

Mac App Store apps are updated in Jamf Pro and on computers based on the time you configure apps to sync with iTunes.

# **Forcing App Updates**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}$ .
- 3. Click Computer Management.
- 4. Click **App Updates** .

- 5. Click **Edit**.
- 6. Click Force Updates.
- 7. Click Save.

Mac App Store apps are updated immediately on computers if there are updates available in Jamf Pro.

# **Managing Packages**

Packages in the following formats can be administered using Jamf Pro:

- DMG
- PKG
- MPKG

**Note:** There are special instructions for managing macOS Installers, and Adobe Updaters and Installers for CS3 or CS4. For more information, see <u>Managing macOS Installers</u> or <u>Administering</u> Adobe CS3 and CS4.

Before you can deploy a package, it must exist on the distribution point you plan to deploy it from and in Jamf Pro. There are three ways to achieve this:

- Add the package to Jamf Admin—This method adds the package to the master distribution point and Jamf Pro. You can then add the package to other distribution points via replication.
- **Upload the package directly to Jamf Pro**—This method is only available if your master distribution point is the cloud distribution point or a JDS instance. It adds the package to the master distribution point and Jamf Pro. You can then add the package to other distribution points via replication.
- Manually—This method is only available if your master distribution point is a file share distribution
  point. It involves manually copying the package to the distribution point and then entering
  information about the package in Jamf Pro.

Each of these methods also involves configuring settings for the package. When you configure settings for a package, you can do the following:

- Add the package to a category. (For more information, see <u>Categories</u>.)
- Choose a priority for deploying or uninstalling the package.
- Fill user templates with the contents of the home directory in the package's Users folder.
- Fill existing user home directories with the contents of the home directory in the package's Users folder.
- Allow the package to be uninstalled.
- Specify whether computers must be restarted after installing the package.
- Choose whether the package must be installed on the boot drive after imaging.
- Specify operating system and architecture type requirements for deploying the package.
- Only allow the package to be installed if it is available in Software Update.

You can also index packages. Indexing creates a log of all the files contained within a package. This allows you to uninstall the package and view the contents of the package from Jamf Pro. Packages can only be indexed using Jamf Admin.

In addition, you can validate packages using the checksum. (For more information, see <u>Calculating a Checksum</u>.)

When you add, edit, or delete a package in Jamf Admin, the changes are reflected in Jamf Pro and vice versa.

### Requirements

To manage packages, you need a distribution point set up in Jamf Pro. (For more information, see About Distribution Points.)

### Adding a Package to Jamf Admin

Adding a package to Jamf Admin adds the package to the master distribution point and Jamf Pro.

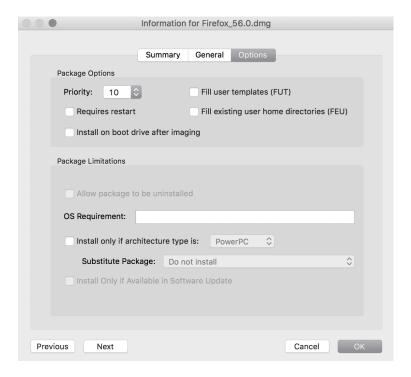
- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Drag the package to the main repository in Jamf Admin.

  The package is displayed in blue text in the Unknown category until you add it to a category.
- 3. Double-click the package in the main repository.
- 4. Click the **General** tab and configure basic settings for the package, including the display name and category.



5. Click the **Options** tab and configure additional settings for the package, including the priority, and operating system and architecture type requirements.

Note: Package Limitations options do not apply when installing a package during imaging.



#### 6. Click OK.

### **Uploading a Package to Jamf Pro**

If your master distribution point is the cloud distribution or a JDS instance, you can upload the package directly to Jamf Pro. This adds the package to the master distribution point and Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Packages** .
- 5. Click **New** + New .
- 6. Use the General pane to configure basic settings for the package, including the display name and category.

**Note:** If you do not add the package to a category, Jamf Admin displays the package in blue text in the Unknown category.

- 7. Click **Upload Package** and upload the package.
- 8. Click the **Options** tab and configure additional settings for the package, including the priority.
- 9. (Optional) Click the Limitations tab and configure limitations for the package, including operating system and architecture type requirements.
- 10. Click Save.

### Manually Adding a Package to a Distribution Point and Jamf Pro

If your master distribution point is a file share distribution point, you can manually copy a package to the distribution point and then enter information about the package in Jamf Pro.

- 1. Copy the package to the Packages folder at the root of the file share on the distribution point.
- 2. Log in to Jamf Pro.
- 3. In the top-right corner of the page, click **Settings** 🔯 .
- 4. Click Computer Management.
- 5. In the "Computer Management" section, click **Packages** .
- 6. Click **New** + New .
- 7. Use the General pane to configure basic settings for the package, including the display name, category, and filename.

**Note:** If you do not add the package to a category, Jamf Admin displays the package in blue text in the Unknown category.

- 8. Click the **Options** tab and additional settings for the package, including the priority.
- 9. (Optional) Click the **Limitations** tab and configure limitations for the package, including operating system and architecture type requirements.
- 10. Click Save.

# **Editing or Deleting a Package Using Jamf Admin**

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the main repository, select the package you want to edit or delete.
- 3. Do one of the following:
  - To edit the package, double-click it and make changes as needed. Then click **OK**.
  - To delete the package, click **Delete** and then click **Delete** again to confirm.

The edit or delete action is applied immediately on the master distribution point. The action is applied to your other distribution points when replication occurs.

# **Indexing a Package**

Indexing a package creates a log of all the files contained within the package. This allows you to uninstall the package and view the contents of the package from Jamf Pro.

Packages can be indexed using Jamf Admin only. The time it takes to index a package depends on the amount of data in the package.

1. Open Jamf Admin and authenticate to the Jamf Pro server.

- 2. In the main repository, select the package you want to index and click Index at the bottom of the pane.
- 3. If prompted, authenticate locally.

When the indexing process is complete, Jamf Admin defaults back to the main repository.

# Viewing the Contents of an Indexed Package

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Packages** .
- 5. Click the package you want to view the contents of.
- 6. Click Contents.

A table that contains the package contents is displayed.

# **Calculating a Checksum**

The checksum is calculated when a package is uploaded to Jamf Pro. The checksum ensures authenticity when the package is downloaded.

The checksum can also be calculated manually using Jamf Admin:

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the main repository, select the package you want to calculate checksum for.
- 3. Control-click (or right-click) and select Calculate Selected Package Checksum(s).

#### **Related Information**

For related information, see the following sections in this guide:

- Installing Packages
   Find out how to install packages using a policy or Jamf Remote.
- <u>Caching Packages</u>
   Find out how to cache packages using a policy or Jamf Remote.
- Installing Cached Packages
   Find out how to install packages that were cached using Jamf Pro.
- <u>Uninstalling Packages</u>
   Find out how to uninstall packages that were installed using Jamf Pro.

# **Managing macOS Installers**

Adding a macOS Installer to Jamf Admin is the first step to installing a clean copy of macOS on computers.

## Requirements

To manage macOS Installers, you need a distribution point set up in Jamf Pro. (For more information, see <u>About Distribution Points</u>.)

To add a macOS Installer to Jamf Admin, the installer must be a .app file from the Mac App Store or a DMG.

# Adding a .app File for macOS to Jamf Admin

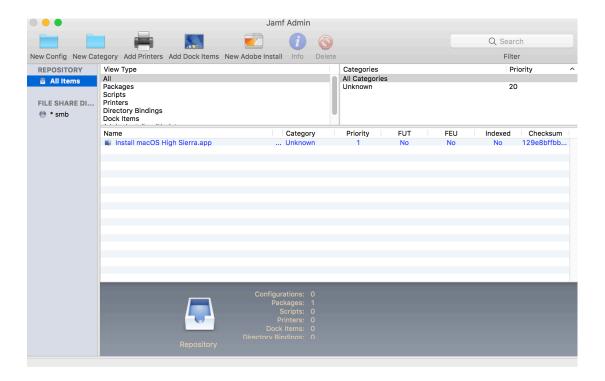
Adding a .app file for macOS to Jamf Admin adds it to the master distribution point and Jamf Pro.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Drag the .app file to the main repository in Jamf Admin.

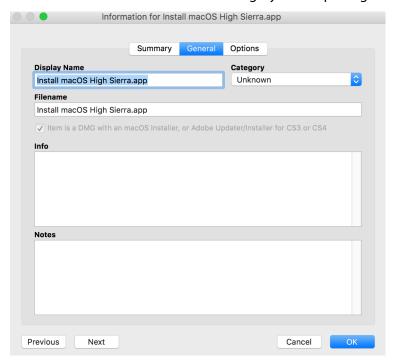
  Jamf Admin extracts the InstallESD.dmg file from the .app file and then analyzes the contents of the InstallESD.dmg file.



The InstallESD.dmg file is displayed in blue text in the Unknown category until you add it to a category.



- 3. Double-click the package in the main repository.
- 4. Click the **General** tab and choose a category for the package.



5. Click OK.

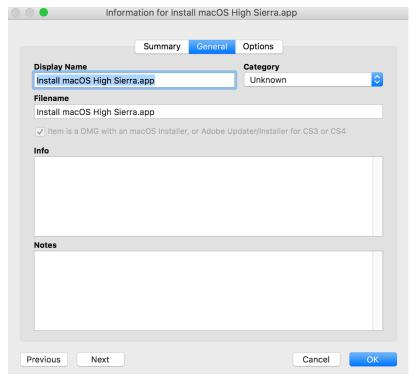
# Adding a DMG of a macOS Installer to Jamf Admin

Adding a DMG of a macOS Installer to Jamf Admin adds it to the master distribution point and Jamf Pro.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Drag the DMG to the main repository in Jamf Admin.

  The DMG is displayed in blue text in the Unknown category until you add it to a category.
- 3. Double-click the DMG in the main repository.
- 4. Click the **General** tab and configure basic settings for the DMG, including the display name and category.

Be sure to select the Item is a DMG with an OS X Installer, or Adobe Updater/Installer for CS3 or CS4 checkbox.

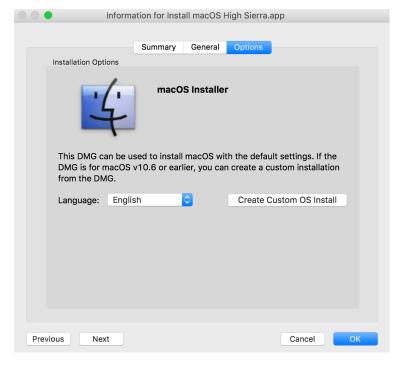


5. When prompted, click **OK** to continue.

Jamf Admin analyzes the contents of the DMG.



6. When the Options pane appears, choose a default language for the installation from the **Language** pop-up menu.



7. Click OK.

# **Related Information**

For related information, see the following technical paper:

Deploying OS X 10.7 or Later with the Jamf Pro

Get step-by-step instructions for deploying OS X 10.7 or later.

# **Administering Adobe CS3 and CS4**

Deploying Adobe CS3 or CS4 involves the following steps:

- 1. Use Disk Utility to create a DMG of the installer DVD.
- 2. Add the DMG to Jamf Admin. For more information, see <u>Adding a DMG of an Adobe CS3/CS4 Updater or Installer to Jamf Admin.</u>
- 3. Create an Adobe installation from the DMG. For more information, see Creating a CS3/CS4 Adobe Installation.
- 4. Install the Adobe installation using a policy or Jamf Remote. For more information, see Installing Packages.

Updating Adobe CS3 or CS4 involves the following steps:

Obtain or create a DMG of the appropriate Adobe Updater.
 The Adobe Updater must support silent installation.
 Note: Most Adobe updates are available in the DMG format at Adobe's website.

- 2. Add the DMG to Jamf Admin.

  For more information, see Adding a DMG of an Adobe CS3/CS4 Updater or Installer to Jamf Admin.
- 3. Install the DMG using a policy or Jamf Remote. For more information, see Installing Packages.

### Requirements

To manage Adobe CS3/CS4 Updaters or Installers using Jamf Admin, you need a distribution point set up in Jamf Pro. (For more information, see <u>About Distribution Points</u>.)

# Adding a DMG of an Adobe CS3/CS4 Updater or Installer to Jamf Admin

Adding a package to Jamf Admin adds the package to the master distribution point and Jamf Pro.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Drag the DMG to the main repository in Jamf Admin.

  The DMG is displayed in blue text in the Unknown category until you add it to a category.
- 3. Double-click the DMG in the main repository.
- 4. Click the **General** tab and configure basic settings for the DMG, including the display name and category.

Be sure to select the **Item is a DMG with an macOS Installer, or Adobe Updater/Installer for CS3 or CS4** checkbox.



5. When prompted, click **OK** to continue.

Jamf Admin analyzes the contents of the DMG.



6. When the Options pane appears, click **OK**.



# **Creating a CS3/CS4 Adobe Installation**

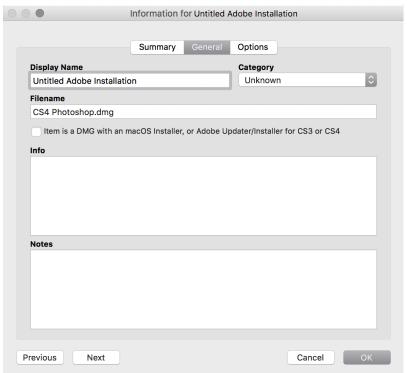
After you add a DMG of an Adobe Installer to Jamf Admin, you can create one or more Adobe installations. This allows you to do the following:

- Choose a priority for the deploying or uninstalling CS3/CS4 during imaging.
- Specify an installation language.
- Enter a serial number for the installation.
- Suppress the Dock item during installation.
- Ignore conflicting processes.
- Suppress the EULA, registration, and updates.
- Allow the package to be uninstalled.
- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Click New Adobe Install .

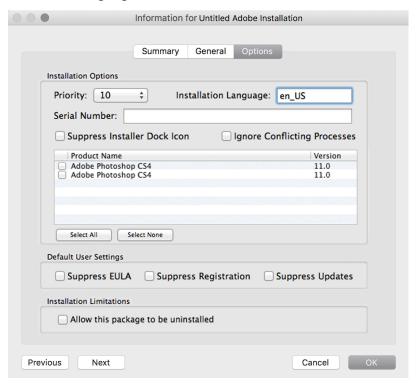
3. If you have more than one DMG of Adobe Installers, choose the one on which you want to base your installation from the **Installer/Updater** pop-up menu.



4. On the General pane, configure basic settings for the installation, including the display name and category.



5. Click the **Options** tab and configure additional settings for the installation, including the priority and installation language.



6. Click OK.

# **Installing Packages**

When you install a package, you can do the following:

- Fill user templates.
- Fill existing user home directories.
- Add the package to Autorun data.
- Specify a distribution point for computers to download the package from.

There are two ways to install a package on computers: using a policy or using Jamf Remote.

**Note:** You can also install packages during imaging. For more information, see <u>Configurations</u>.

### Requirements

To install a package on computers, the package must exist on the distribution point you plan to deploy it from and in Jamf Pro. (For more information, see <u>Managing Packages</u>.)

## **Installing a Package Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

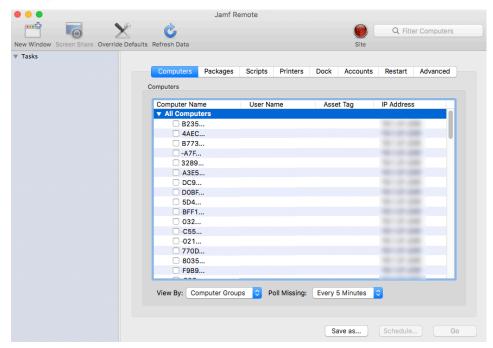
- 6. Select the Packages payload and click **Configure**.
- 7. Click **Add** for the package you want to install.
- 8. Choose "Install" from the **Action** pop-up menu.
- Configure the settings for the package.
   To add the package to each computer's Autorun data, select the **Update Autorun data** checkbox. For more information, see <u>Autorun Imaging</u>.
- 10. Specify a distribution point for computers to download the package from.
- 11. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 12. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 13. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.

- 14. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 15. Click Save.

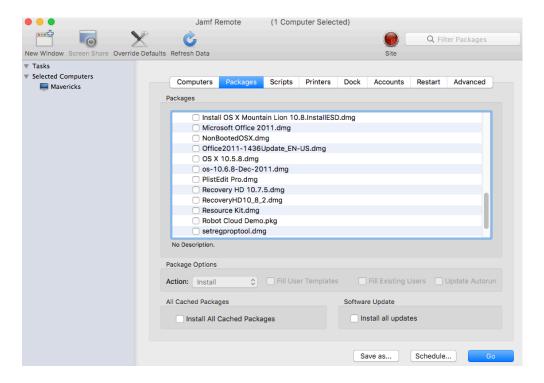
The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

## **Installing a Package Using Jamf Remote**

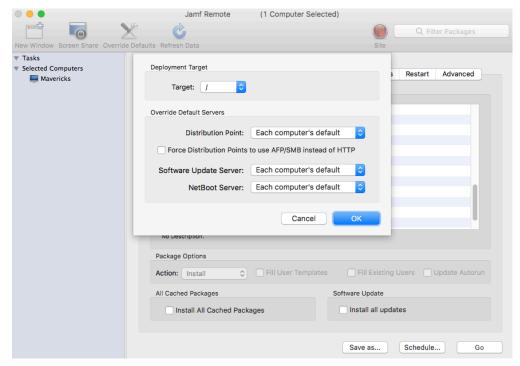
- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to install the package.



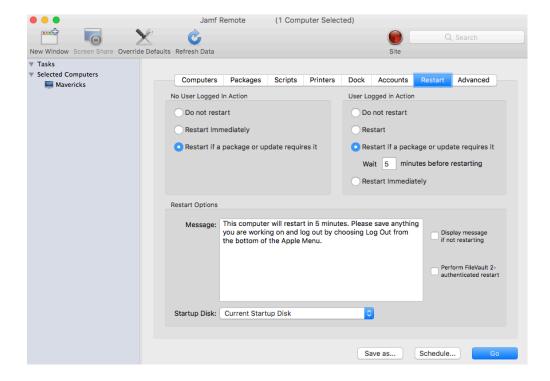
- 4. Click the **Packages** tab.
- 5. In the list of packages, select the checkbox for the package you want to install.



- 6. Choose "Install" from the **Action** pop-up menu.
- Configure the settings for the package.
   To add the package to each computer's Autorun data, select the Update Autorun data checkbox. For more information, see <u>Autorun Imaging</u>.
- 8. If you want to change the distribution point that computers download packages from, click **Override Defaults** and choose a distribution point.



9. Click the **Restart** tab and configure settings for restarting computers.



### 10. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.

# **Caching Packages**

Caching packages allows you to download them on computers without installing them right away.

When you cache a package, you can specify a distribution point for computers to download the package from.

There are two ways to cache packages on computers: using a policy or using Jamf Remote.

## Requirements

To cache a package on computers, the package must exist on the distribution point you plan to deploy it from and in Jamf Pro. (For more information, see Managing Packages.)

## **Caching a Package Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the Packages payload and click **Configure**.
- 7. Click **Add** for the package you want to cache.
- 8. Choose "Cache" from the **Action** pop-up menu.
- Configure the settings for the package.
   To add the package to each computer's Autorun data, select the Add to Autorun data checkbox. For more information, see <u>Autorun Imaging</u>.
- 10. Specify a server for computers to download the package from.
- 11. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 12. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 13. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 14. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 15. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

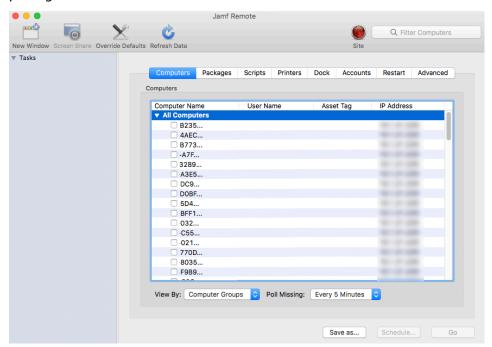
# **Caching a Package Using Jamf Remote**

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

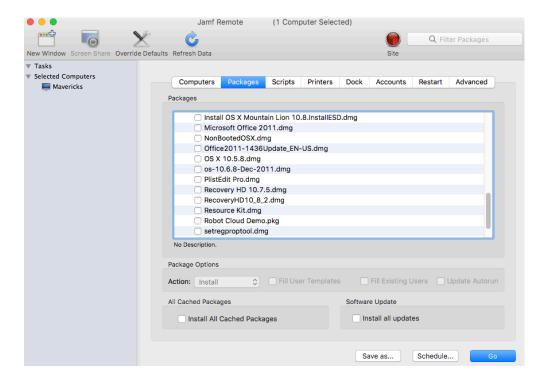
This determines which items are available in Jamf Remote.

Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

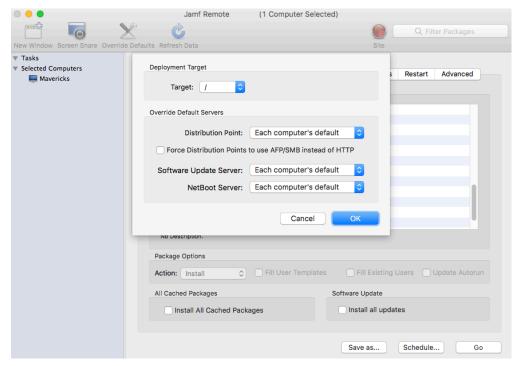
3. In the list of computers, select the checkbox for each computer on which you want to cache the package.



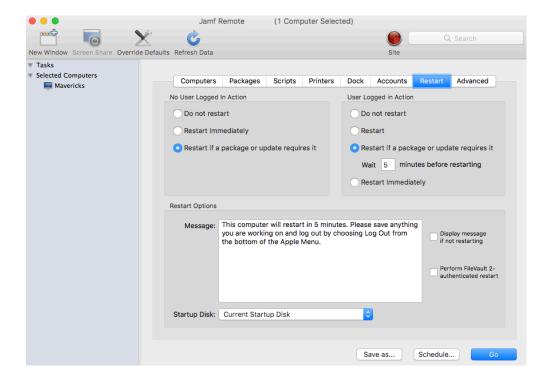
- 4. Click the **Packages** tab.
- 5. In the list of packages, select the checkbox for the package you want to cache.



- 6. Choose "Cache" from the **Action** pop-up menu.
- Configure the settings for the package.
   To add the package to each computer's Autorun data, select the Update Autorun data checkbox. For more information, see <u>Autorun Imaging</u>.
- 8. If you want to change the distribution point that computers download packages from, click **Override Defaults** and choose a distribution point.



9. Click the **Restart** tab and configure settings for restarting computers.



### 10. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click Schedule and choose a day and time. Then click Schedule again.

### **Related Information**

For related information, see the following sections in this guide:

- Smart Computer Groups
   You can create smart computer groups based on cached packages.
- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.
- Installing Cached Packages
   Find out how to install a cached package using a policy or Jamf Remote.

# **Installing Cached Packages**

You can choose to install one or more specific cached packages, or all cached packages.

When you install one or more specific cached packages, you can do the following:

- Fill user templates.
- Fill existing user home directories.
- Add the package to Autorun data.

There are two ways to install packages that were cached using Jamf Pro: using a policy or using Jamf Remote.

### Requirements

To install a specific cached package, the package must exist on the distribution point you plan to deploy it from and in Jamf Pro. (For more information, see <u>Managing Packages</u>.)

### **Installing a Cached Package Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click Computers at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see <u>General Payload</u>.

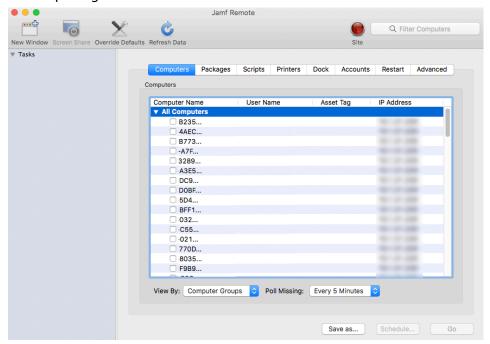
- 6. Select the Packages payload.
- 7. Click Configure.
- 8. Click **Add** for the cached package you want to install.
- 9. Choose "Install Cached" from the **Action** pop-up menu.
- 10. Configure the settings for the package.
  To add the package to each computer's Autorun data, select the **Update Autorun data** checkbox. For more information on Autorun data and Autorun Imaging, see <u>Autorun Imaging</u>.
- 11. (Optional) Use the Restart Options payload to change the settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 12. Click the **Scope** tab and configure the scope of the policy. For more information, see Scope.
- 13. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.

- 14. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 15. Click Save.

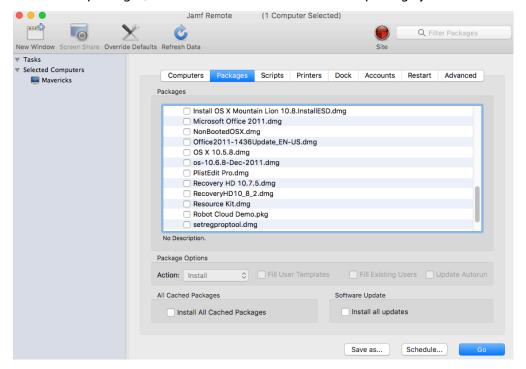
The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

## **Installing a Cached Package Using Jamf Remote**

- 1. Open Jamf Remote and authenticate to the Jamf Pro Server.
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to install the cached package.

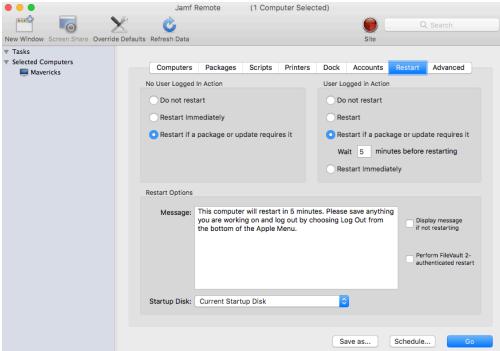


- 4. Click the **Packages** tab.
- 5. In the list of packages, select the checkbox for the cached package you want to install.



- 6. Choose "Install Cached" from the **Action** pop-up menu.
- Configure the settings for the package.
   To add the package to each computer's Autorun data, select the Update Autorun data checkbox. For more information, see <u>Autorun Imaging</u>.

8. Click the **Restart** tab and configure settings for restarting computers.



- 9. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click Schedule and choose a day and time. Then click Schedule again.

# **Installing All Cached Packages Using a Policy**

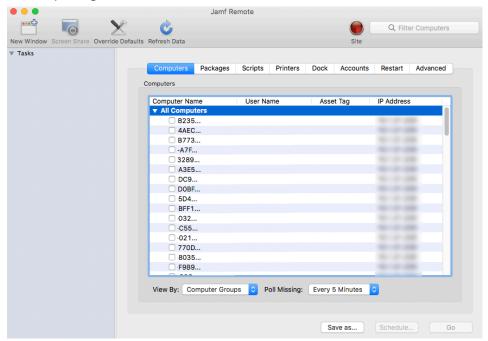
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see General Payload.
- 6. Select the Maintenance payload and click **Configure**.
- 7. Select Install Cached Packages.
- 8. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 9. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.

- 10. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 11. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 12. Click Save.

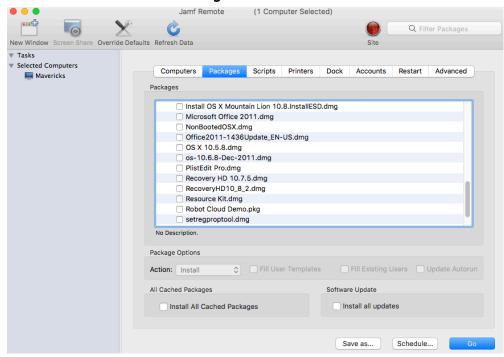
The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

## **Installing All Cached Packages Using Jamf Remote**

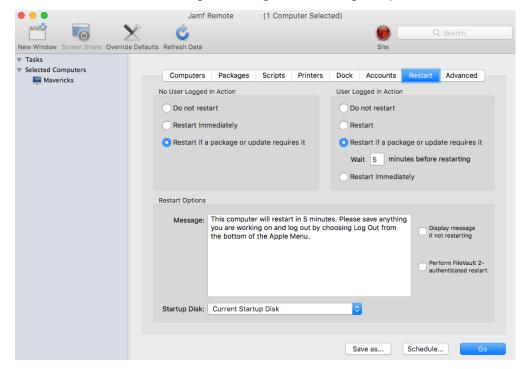
- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to install all cached packages.



- 4. Click the **Packages** tab.
- 5. Select the Install All Cached Packages checkbox.



6. Click the **Restart** tab and configure settings for restarting computers.



#### 7. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.

# **Uninstalling Packages**

There are two ways to uninstall packages that were installed using Jamf Pro: using a policy or using Jamf Remote.

When you uninstall a package, you can remove the package from Autorun data.

### Requirements

To uninstall a package from computers, you need:

- The package indexed in Jamf Admin (For more information, see Managing Packages.)
- The package configured so that it can be uninstalled (For more information, see <u>Managing Packages</u>.)

**Note:** If the package is an Adobe CS3/CS4 installation, it does not need to be indexed or configured so that it can be uninstalled.

## **Uninstalling a Package Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click the **Computers** tab at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the Packages payload and click **Configure**.
- 7. Click **Add** for the package you want to uninstall.
- 8. Choose "Uninstall" from the **Action** pop-up menu.
- Configure the settings for the package.
   To remove the package from each computer's Autorun data, select the Update Autorun data checkbox. For more information on Autorun data and Autorun Imaging, see <u>Autorun Imaging</u>.
- 10. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 11. Click the Scope tab and configure the scope of the policy. For more information, see <a href="Scope">Scope</a>.
- 12. (Optional) Click the Self Service tab and make the policy available in Self Service.

  For more information, see Making Items Available to Users in Jamf Self Service for macOS.
- 13. (Optional) Click the User Interaction tab and configure messaging and deferral options. For more information, see User Interaction.

#### 14. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

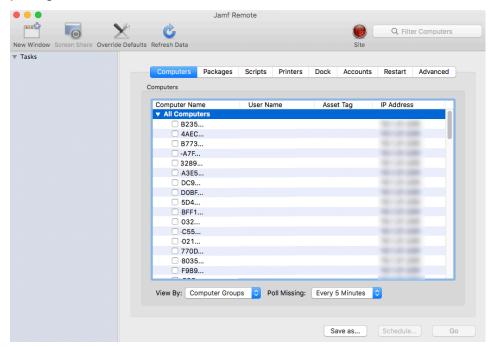
## **Uninstalling a Package Using Jamf Remote**

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

  This determines which items are available in Jamf Remote.

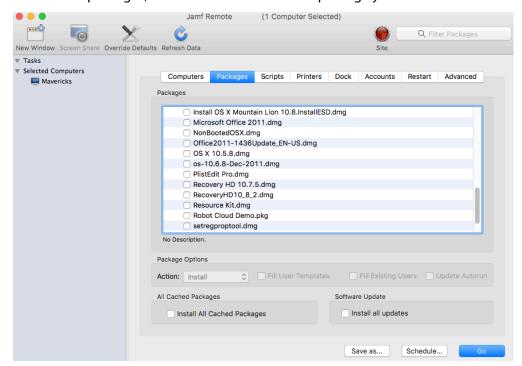
**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

3. In the list of computers, select the checkbox for each computer from which you want to uninstall the package.

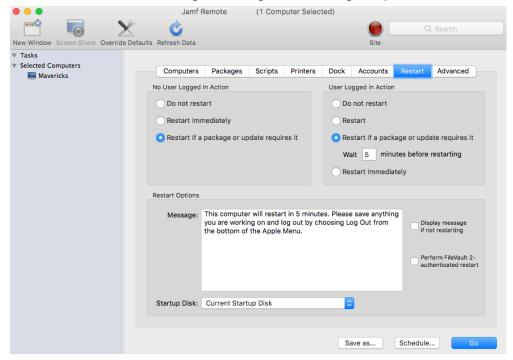


4. Click the **Packages** tab.

5. In the list of packages, select the checkbox for the package you want to uninstall.



- 6. Choose "Uninstall" from the **Action** pop-up menu.
- 7. Configure the settings for the package.
- 8. Click the **Restart** tab and configure settings for restarting computers.



- 9. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.

# **Patch Management**

# **About Patch Management**

In Jamf Pro, the patch management process is different for Apple Updates than for third-party macOS software title updates.

Patch management for Apple Updates consists of running Software Update on computers via policies. This process installs all updates available from Apple. To customize the process, you can use NetSUS to control which computers get which updates, or deploy macOS manually.

Patch management for third-party macOS software titles consists of:

- Taking inventory of the software titles and versions in your environment
  - If the software title is available in Jamf Pro and configured in your Jamf Pro environment, you can create patch reports
  - If the software title is not in Jamf Pro, you can use advanced computer searches and smart computer groups to identify computers that need to be updated
- Determining when vendors release new updates
  - If the software title is available in Jamf Pro and configured in your Jamf Pro environment, you can configure patch notifications
  - If the software title is not in Jamf Pro, use the Internet to search for updates
- Creating a package when an update becomes available
- Uploading the package to a distribution point
- Deploying the package
  - If the software title is available in Jamf Pro and configured in your Jamf Pro environment, you can use a patch policy
  - If the software title is not in Jamf Pro, you can use smart computer groups and a policy

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

#### Patch Reporting & Patch Policies in Jamf Pro

For related information, see the following sections in this guide:

- Composer
  - Learn how to use Composer to build packages of software, applications, preference files, or documents.
- Managing Packages

You can add packages to a category.

#### Installing Packages

Find out how to install a QuickAdd package using a policy or Jamf Remote.

### Patch Management Software Titles

Learn about the third-party macOS software titles in Jamf Pro that can be used for patch reporting and patch notifications.

### Patch Notifications

Learn how to configure patch notifications of third-party macOS software title updates that have been added to Jamf Pro.

#### Patch Reporting

Learn how to create a patch report for a third-party macOS software title.

#### Patch Policies

Learn how to create a patch policy to automate the distribution of a third-party macOS software update.

For related information, see the following:

NetBoot/SUS Appliance

Find out how to host an internal software update server on Linux.

For related information, see the following technical paper:

Deploying OS X 10.7 or Later with Jamf Pro

Get step-by-step instructions for deploying OS X 10.7 or later.

# **Patch Management Software Titles**

Jamf Pro includes many third-party macOS software titles that can be used for patch reporting, patch notifications, and patch policies. These third-party software titles represent software that is not available in the App Store. In addition, Jamf Pro includes the macOS title. (For the list of software titles provided in Jamf Pro, see the <u>Patch Management Software Titles</u> Knowledge Base article.)

When you configure a patch management software title, you are able to receive a notification when an update has been released by the vendor and added to Jamf Pro. In addition, you can generate reports for the software titles in your environment which allows you to identify the titles that need to be patched.

Different software titles have different requirements for updating them. For example, some software titles must have additional apps installed for the title to be updated. Because these requirements are in Jamf Pro, you save time by not having to track down the required information.

### Requirements

- To configure patch management software titles and enable them to automatically update, the Jamf Pro server must have outbound access to port 443 to access the patch server and the software title definitions which are hosted on Amazon CloudFront.
- To initially configure a software title that requires an extension attribute, you must use a Jamf Pro
  user account that has full access. A Jamf Pro user account with site access only will not be able to
  configure a software title that requires an extension attribute.

# **Configuring a Patch Management Software Title**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Patch Management.
- 4. Click New + New .
- 5. Choose a software title.

**Note:** You cannot configure a patch management software title if it uses an extension attribute that has the same name as an existing extension attribute. You must first rename the existing extension attribute so that you can save the new one.

- 6. Use the Software Title Settings tab to configure basic settings for the software title, including whether to receive a Jamf Pro notification or email when an updated software title is available.
  Note: This setting is applied for all users who configure their personal notification preferences. (For more information, see Patch Notifications.)
- 7. If you are configuring a software title that uses an extension attribute, you must click the **Extension Attributes** tab and accept the terms.
- 8. (Optional) Click the **Definition** tab to review information about the supported software title versions and attributes about each version.

9. Click Save.

After a software title is configured, you can add packages to the title. Adding a package is a requirement for creating a patch policy.

## Adding a Package to a Patch Management Software Title

To create a patch policy, you need a patch management software title version associated with a package. **Note:** The patch policy does not verify the package contents before distribution; ensure that the package contains the intended version of the software update. (For more information, see <u>Patch Policies</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Patch Management.
- 4. Click the software title you want to add a package to.
- 5. Click Edit.
- 6. Click the **Definition** tab.
- 7. Click **Add** had next to the version you want to add a package to.
- 8. Click +
- 9. Click Save.

### **Related Information**

For related information, see the following sections in this guide:

- About Patch Management
   Learn about patch management for Apple Updates and for third-party updates.
- Patch Reporting
   Learn how to create a patch report for a macOS software title.
- Managing Packages
   You can add packages to a category.

For related information, see the following Knowledge Base articles:

- Jamf Process for Updating Patch Management Software Titles
   Learn about the contents of a software definition file in Jamf Pro and the process used by Jamf to add software title updates to Jamf Pro.
- Jamf Pro External Patch Source Endpoints
   Learn about the endpoints required by Jamf Pro to host an external patch source in your environment.

# **Patch Notifications**

Patch notifications provide an easy method for being informed of a third-party macOS software title update that has been released by the vendor and added to Jamf Pro. Each Jamf Pro user can choose to be notified of available software title updates via email or a Jamf Pro notification, or both. The Jamf Pro notification option displays a pop-up dialog to the user in Jamf Pro when a new software title update is available.

### Requirements

To configure third-party macOS software titles and enable them to automatically update, the Jamf Pro server must have outbound access to port 443 to access the patch server and the software title definitions which are hosted on Amazon CloudFront.

To enable email notifications, you need:

- An SMTP server set up in Jamf Pro (For more information, see <u>Integrating with an SMTP Server</u>.)
- An email address specified for the Jamf Pro user account you want to enable email notifications for (For more information, see <u>Jamf Pro User Accounts and Groups</u>.)

## **Configuring Patch Notifications**

- 1. Log in to Jamf Pro.
- 2. At the top of the page, click the account settings icon and then click **Notifications**.
- 3. For the "An updated patch reporting software title is available" option, select the checkbox for **Email**, **Jamf Pro**, or both.
- 4. Click Save.

Notifications will be sent or displayed to the Jamf Pro user when an update is available for a third-party macOS software title if corresponding notification settings have been enabled for the individual software title. (For information on configuring notifications for a specific software title, see Patch Management Software Titles.)

### **Related Information**

For related information, see the following sections in this guide:

- About Patch Management
   Learn about patch management for Apple Updates and for third-party updates.
- Patch Reporting
   Learn how to create a patch report for a macOS software title.

## Patch Policies

Learn how to create a patch policy to automate the distribution of a third-party macOS software update.

# **Patch Reporting**

The patch reporting area of Jamf Pro can be used to easily configure third-party macOS software titles used in your environment. This provides you with a process to:

- Generate reports for third-party macOS software titles that you have configured in your environment
- Identify which third-party macOS software titles in your environment need to be updated
- Determine which computers have software titles that need to be updated

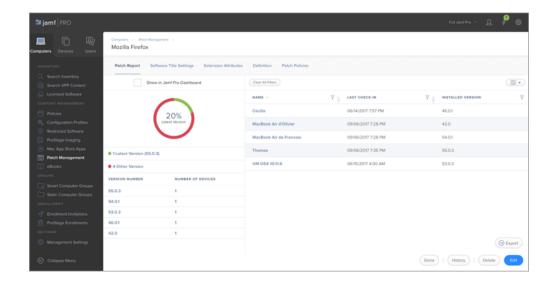
You can use the patch reporting features alone, or combine them with the following additional searching and reporting features in Jamf Pro based on your needs:

- Advanced computer searches—There are several benefits to using advanced computer searches to produce a list of computers in Jamf Pro:
  - The ability to display all application titles; the list is not limited to the third-party macOS software titles provided in the patch reporting area.
  - The ability to combine patch-related criteria with other criteria. Patch-related criteria includes features to report on Apple operating systems and third-party macOS software titles. When creating an advanced computer search and selecting Patch Reporting Software Title, you can use "greater than" and "less than" operators, and "Latest Version" as a value to ensure the search will remain current as new versions are released. For example, this criteria can be used to create a general compliance report that includes encryption, or whether computers are on a specific version of an operating system, etc.
    - For more information on how to create and save an advanced computer search, see <u>Advanced Computer Searches</u>.
- Smart computer groups—Smart computer groups offer the same patch reporting functionality as
  advanced computer searches. In addition, you can view the status of smart groups on the Jamf Pro
  Dashboard. You can also get notifications when the membership of a smart group changes.
   For more information on how to create computer groups that are based on criteria and have
  dynamic memberships, see <u>Smart Computer Groups</u>.

## **Patch Reports**

For each software title, you can view the latest version number as well as the percentage of computers in your environment that are on the latest version. In addition, you can view the number of computers that are on the latest version and the number that are on another version.

From the report, you can view when each computer last checked in and the version of the software title installed on the computer.



The data displayed in a patch report can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)

### Requirements

To configure third-party macOS software titles and enable them to automatically update, the Jamf Pro server must have outbound access to port 443 to access the patch server and the software title definitions which are hosted on Amazon CloudFront.

# **Creating a Patch Report for a macOS Software Title**

For each macOS software title, you can view the number of computers on the latest version of the software title or on a different version of the software title.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Patch Management.
- 4. A list of configured macOS software titles is displayed.
  - To view a list of computers that are on the latest version of a particular software title, click the number displayed in the On Latest Version column.
  - To view a list of computers that are on another version of a particular software title, click the number displayed in the On Other Version column.
    - A report that shows additional details is displayed.
    - **Note:** You can also access the report by choosing a specific software title.
- 5. At the bottom of the report, click **Export** and choose "Comma-Separated Values file (.csv)" or "Tab Delimited Text file (.txt)".

**Note:** The data will be exported as it is currently filtered.

### **Related Information**

For related information, see the following sections in this guide:

- About Patch Management
   Learn about patch management for Apple Updates and for third-party updates.
- Patch Management Software Titles
   Learn about the third-party macOS software titles in Jamf Pro that can be used for patch reporting and patch notifications.
- Patch Notifications
   Learn how to configure patch notifications for third-party macOS software title updates that have been added to Jamf Pro.
- Patch Policies
   Learn how to create a patch policy to automate the distribution of a third-party macOS software update.

# **Patch Policies**

Patch policies allow you to perform updates of previously installed third-party macOS software titles. After you have configured a patch management software title, you can create a patch policy to automate the distribution of software updates. (For more information, see <a href="Patch Management Software Titles">Patch Management Software Titles</a>.) You can configure the patch policy to be installed automatically or make the policy available in Self Service for users to run on their computers.

When you create a patch policy, you specify the following information:

- The version of the software title to deploy
- Whether to display notifications about the update (in Self Service, or in Self Service and Notification Center)
- Whether to send users reminders that a software update is available
- The amount of time to wait after the software title update is available before an update is automatically performed (called "update deadline")
- The computers for which it should run (called "scope")

After you create a patch policy, you can view the status and logs for the policy.

### **Variables for Grace Period Messages**

There are several variables that you can use to populate the grace period message displayed to users before a software title is updated.

To use a grace period variable, enter the variable into the Message field on the User Interaction tab when creating a patch policy in Jamf Pro. When the patch policy is run on a computer, the variable is replaced with the value of the corresponding attribute in Jamf Pro.

| Variable         | Computer Information   |
|------------------|--|
| \$APP_NAMES      | Name of the app that must quit before the software title can be updated.   |
| \$DELAY_MINUTES  | Amount of time to wait before automatically quitting the app that cannot be open when a software title is updated. |
| \$SOFTWARE_TITLE | Software Title Name  |

# Requirements

To create a patch policy, you need a patch management software title version associated with a package. (For more information, see <u>Patch Management Software Titles</u>.)

### **Creating a Patch Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Patch Management and select the software title for which you want to create a patch policy.
- 4. Click the **Patch Policies** tab.
- 5. Click New + New .
- 6. Use the General pane to configure basic settings for the patch policy, including the display name and whether to distribute the policy by installing it automatically or by making it available in Self Service.
  Note: While users can search Self Service for items to install on their computers, patch policies will not be included in the search results.
- 7. Click the **Scope** tab and configure the scope of the patch policy. For more information, see <u>Scope</u>.

**Note:** For a computer to be eligible to receive a software title update, it must have the software title installed and meet the conditions on the General tab.

- 8. (Optional) Click the **User Interaction** tab to configure the amount of time to wait before quitting apps automatically, and enter messages to display to users. In addition, you can customize the text displayed in the description for the policy in Self Service by using Markdown in the Description field (requires Self Service 10.0.0 or later). For information about Markdown, see the following Knowledge Base article: <u>Using Markdown to Format Text</u>
- 9. Click Save.

# **Viewing the Status of a Patch Policy**

For each patch policy, you can view a list that shows the number of computers for which the policy has completed, failed, and is still remaining.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click **Patch Management** and select the software title for which you want to see the patch policy status.
- 4. Click Patch Policies.

# **Viewing Logs for a Patch Policy**

The logs for a patch policy include a list of computers in scope of the policy and the following information for each computer:

- The date/time that the log was created or updated
- The status of the patch policy

- The actions logged for the patch policy
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click **Patch Management** and select the software title for which you want to see the patch policy logs.
- 4. Click **Patch Policies** and select the policy you want to view logs for.
- 5. Click Logs.

### **Resetting the Retries Value**

The Patch Management Retries setting allows you to customize the number of times Jamf Pro will try to deploy a patch policy if the initial attempt fails. The default value is "3" retries.

Note: This setting does not apply to patch policies made available in Self Service.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 5. Click **Edit** and make changes as needed.
- 6. Click Save.

#### **Further Considerations**

When a computer is in scope of multiple patch policies for the same software title, only one policy is run for a specific title based on the following priority:

- The policy with the latest software title version takes precedence.
- If multiple policies are associated with the same software title version, the policy with the greater ID number will take precedence.

For example, if a computer is in scope of both of the following, only the policy with "id=3" will run: https://jss.mycompany.com:8443/patchDeployment.html?softwareTitleId=1&id=3&o=r https://jss.mycompany.com:8443/patchDeployment.html?softwareTitleId=1&id=2&o=r

### **Related Information**

For related information, see the following sections in this guide:

About Patch Management
 Learn about patch management for Apple Updates and for third-party updates.

### Patch Management Software Titles

Learn about the third-party macOS software titles in Jamf Pro that can be used for patch reporting and patch notifications.

### Patch Notifications

Learn how to configure patch notifications for third-party macOS software title updates that have been added to Jamf Pro.

Making Items Available to Users in Jamf Self Service for macOS
 Learn about which items can be made available to users in Self Service for macOS.

# **Running Software Update**

When you run Software Update on computers, you can choose whether updates are installed from Apple's Software Update server or an internal software update server.

There are two ways to run Software Update on computers: using a policy or using Jamf Remote.

### Requirements

To have computers install updates from an internal software update server, the software update server must be in Jamf Pro. (For more information, see <u>Software Update Servers</u>.)

## **Running Software Update Using a Policy**

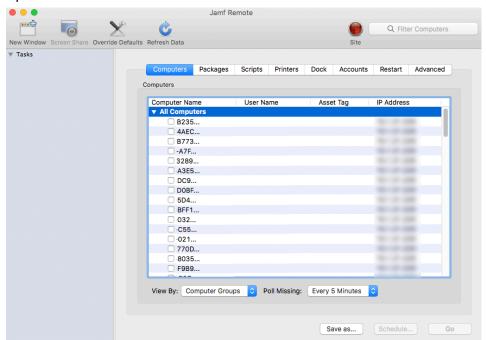
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see General Payload.
- 6. Select the Software Updates payload and click Configure.
- 7. Specify a server for computers to install software updates from.
- 8. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 9. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 10. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 11. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 12. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

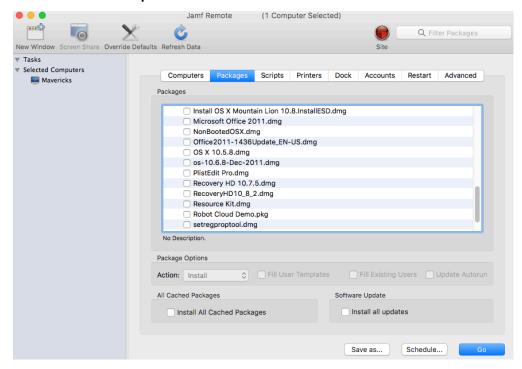
# **Running Software Update Using Jamf Remote**

1. Open Jamf Remote and authenticate to the Jamf Pro server.

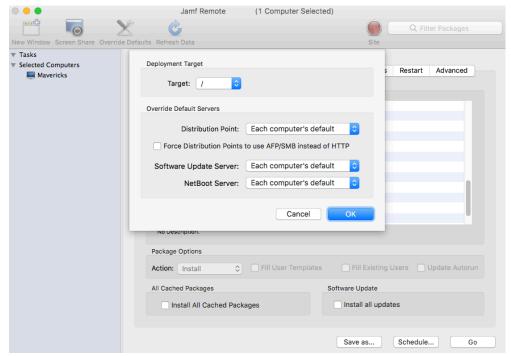
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to run Software Update.



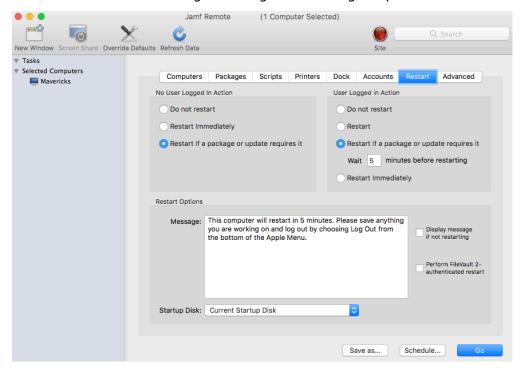
- 4. Click the **Packages** tab.
- 5. Select the **Install all updates** checkbox.



6. If you want to change the software update server that computers download software updates from, click **Override Defaults** and choose a software update server.



7. Click the **Restart** tab and configure settings for restarting computers.



- 8. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.

# **Remote Control**

# **Screen Sharing**

Screen sharing allows you to remotely view and control the screen of another computer. You can allow the end user to see the screen sharing session, or you can hide the screen sharing session so that the user is not interrupted.

### **How Screen Sharing Works**

When a screen sharing session is initiated from Jamf Remote, the following steps are performed to start the screen sharing session:

- 1. Jamf Remote creates an SSH connection to the target computer.
- 2. Jamf Remote checks the target computer for the most current version of the jamf binary.

  If the jamf binary is out of date or missing, Jamf Remote installs the most current version over SCP or HTTP, depending on the way the Jamf Remote preferences are configured.
- 3. Jamf Remote checks the target computer for the following file and verifies that it contains the correct information:

```
/Library/Preferences/com.jamfsoftware.jss.plist
If the file does not exist or contains incorrect information, Jamf Remote automatically creates or overwrites the file.
```

- 4. The jamf binary checks if the Jamf Pro user who initiated the screen sharing session has the "Screen Share with Remote Computers" and "Screen Share with Remote Computers without Asking" privilege.
- 5. If the Jamf Pro user does not have the "Screen Share with Remote Computers without Asking" privilege, the end user is prompted to allow the screen sharing session to take place.
- 6. Jamf Pro logs the connection.
- 7. On the target computer, Jamf Remote starts the Screen Sharing service that is built into macOS.
- 8. On the target computer, Jamf Remote creates a temporary account with limited privileges and uses it for the screen sharing session.

When the Screen Sharing window is closed, Jamf Remote deletes the temporary account, stops the Screen Sharing service, and logs out of the SSH connection. If the SSH connection is terminated unexpectedly, a launch daemon deletes the temporary account and stops the Screen Sharing service within 60 seconds of the SSH connection being terminated.

## Requirements

To share the screen of another computer, SSH (Remote Login) must be enabled on the target computer. In addition, if the target computer has macOS 10.10 or later, Screen Sharing must also be enabled on the computer.

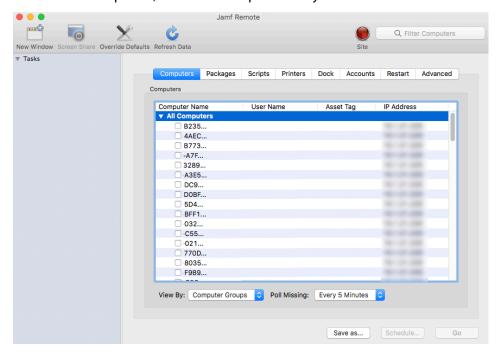
### **Sharing the Screen of Another Computer**

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

This determines which items are available in Jamf Remote.

**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

3. In the list of computers, select the computer that you want to screen share with.



- 4. Click Screen Share .
- 5. When prompted, choose a screen sharing option:
  - To allow the end user to see the screen sharing session, choose "Share Display" (macOS 10.8 or later) or "Ask to share the display" (macOS 10.7).
  - To hide the screen sharing session, choose "Log In" (macOS 10.8 or later) or "Connect to a virtual display" (macOS 10.7).

If you do not have the "Screen Share Remote Computers Without Asking" privilege, the end user is prompted to allow the screen sharing session to take place.

# **Settings and Security Management**

# **Computer Configuration Profiles**

Computer configuration profiles are XML files (.mobileconfig) that provide an easy way to define settings and restrictions for Mac computers and users.

You can use Jamf Pro to manually create a computer configuration profile or upload a configuration profile that was created using Apple's Profile Manager.

Before creating a configuration profile, you should have basic knowledge of configuration profile payloads and settings, and how they affect computers. For detailed information about each payload and setting, see Apple's macOS Deployment Reference at:

#### http://help.apple.com/deployment/macos/#/cad5370d089

Some configuration profile settings are unique to Jamf Pro. For more information on these settings, see the following Knowledge Base article:

#### **Configuration Profiles Reference**

When you create a computer configuration profile, you must specify the level at which to apply the profile—computer level or user level. Each level has a unique set of payloads and a few that are common to both. There are two different ways to distribute a computer configuration profile: install it automatically (requires no interaction from the user) or make it available in Self Service. You can also specify the computers and users to which the profile should be applied (called "scope").

# **Payload Variables for Computer Configuration Profiles**

There are several payload variables that you can use to populate settings in a computer configuration profile with attribute values stored in Jamf Pro. This allows you to create payloads containing information about each computer and user to which you are distributing the profile.

To use a payload variable, enter the variable into any text field when creating a configuration profile in Jamf Pro. When the profile is installed on a computer, the variable is replaced with the value of the corresponding attribute in Jamf Pro.

| Variable                         | Computer Information |
|----------------------------------|----------------------|
| \$COMPUTERNAME  or  \$DEVICENAME | Computer Name        |
| \$SITENAME                       | Site Name            |
| \$SITEID                         | Site ID              |
| \$UDID                           | UDID                 |
| \$SERIALNUMBER                   | Serial Number        |

| Variable                 | Computer Information   |
|--------------------------|--|
| \$USERNAME               | Username associated with the computer in Jamf Pro (computer-level profiles only) |
|                          | Username of the user logging in to the computer (user-level profiles only)       |
| \$FULLNAME or \$REALNAME | Full Name  |
| \$EMAIL                  | Email Address  |
| \$PHONE                  | Phone Number   |
| \$POSITION               | Position   |
| \$DEPARTMENTNAME         | Department Name  |
| \$DEPARTMENTID           | Department ID  |
| \$BUILDINGNAME           | Building Name  |
| \$BUILDINGID             | Building ID  |
| \$ROOM                   | Room   |
| \$MACADDRESS             | MAC Address  |
| \$JSSID                  | Jamf Pro ID  |
| \$PROFILEJSSID           | Jamf Pro ID of the Configuration Profile   |
| \$EXTENSIONATTRIBUTE_<#> | Value for any LDAP Attribute   |

**Note:** An \$EXTENSIONATTRIBUTE\_<#> variable is generated each time you create an extension attribute with the "LDAP Attribute Mapping" input type. For more information, see <a href="Computer Extension Attribute Input Types">Computer Extension Attribute Input Types</a>.

## Requirements

To install a computer configuration profile, you need:

- A push certificate in Jamf Pro (For more information, see <u>Push Certificates</u>.)
- The Enable certificate-based authentication and Enable push notifications settings configured in Jamf Pro (For more information, see <u>Security Settings</u>.)
- Computers with macOS 10.7 or later
- (User-level profiles only) Computers that are bound to a directory service or local user accounts that have been MDM-enabled (For information, see <u>Binding to Directory Services</u> and the <u>Enabling</u> <u>MDM for Local User Accounts</u> Knowledge Base article.)

# **Manually Creating a Computer Configuration Profile**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Configuration Profiles.

- 4. Click New + New .
- 5. Use the General payload to configure basic settings, including the level at which to apply the profile and the distribution method.
  - Only payloads and settings that apply to the selected level are displayed for the profile.
- 6. Use the rest of the payloads to configure the settings you want to apply.
- 7. Click the **Scope** tab and configure the scope of the profile. For more information, see <u>Scope</u>.
- 8. (Optional) If you chose to distribute the profile in Self Service, click the **Self Service** tab to configure Self Service settings for the profile.
  - For more information, see Making Items Available to Users in Jamf Self Service for macOS.
- 9. Click Save.

### **Uploading a Computer Configuration Profile**

You can create a computer configuration profile by uploading a profile that was created using Apple's Profile Manager.

**Note:** Some payloads and settings configured with Profile Manager are not displayed in Jamf Pro. Although you cannot view or edit these payloads, they are still applied to computers and users.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Configuration Profiles.
- 4. Click **Upload** and upload the configuration profile (.mobileconfig).
- 5. Use the General payload to change or configure basic settings for the profile, including a distribution method.
- 6. Use the rest of the payloads to configure or edit settings as needed.
- 7. Click the **Scope** tab and configure the scope of the profile. For more information, see <u>Scope</u>.
- 8. (Optional) If you chose to distribute the profile in Self Service, click the **Self Service** tab to configure Self Service settings for the profile.
  - For more information, see Making Items Available to Users in Jamf Self Service for macOS.
- 9. Click Save.

# **Downloading a Computer Configuration Profile**

If you want to view the contents of a computer configuration profile for troubleshooting purposes, you can download the profile (.mobileconfig) from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

- 3. Click Configuration Profiles.
- 4. Click the configuration profile you want to download.
- Click Download.

The profile downloads immediately.

## **Viewing the Status of a Computer Configuration Profile**

For each computer configuration profile, you can view the number of computers for which the profile installation has a status of Completed, Remaining, or Failed.

**Note:** Depending on your system configuration, some historical status data may not be available for profiles installed using Jamf Pro 9.63 or earlier.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Configuration Profiles.

A list of computer configuration profiles is displayed.

For each profile, you can view the number of computers for which the profile installation has a Completed, Remaining, or Failed status.

**Note:** If a computer becomes unmanaged after a profile is successfully distributed to it, the profile will continue to be displayed in the Completed column.

4. To view a list of computers for which the profile installation has a Completed, Remaining, or Failed status, click the number displayed in the corresponding column. Then click **Done**.

# **Viewing Logs for a Computer Configuration Profile**

The logs for a computer configuration profile include a list of computers that are in the scope of the profile, as well as the username of the user who installed the profile, the date/time that the status was last updated, and the status of the profile for each computer.

**Note:** Depending on your system configuration, some historical log data may not be available for profiles installed using 9.63 or earlier.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Configuration Profiles.

A list of computer configuration profiles is displayed.

- 4. Click **View** next to the configuration profile you want to view logs for.

  A list of computers that are in the scope of the configuration profile is displayed.
- 5. To view logs for a different date range, specify the starting and ending dates using the **Date Range** pop-up calendars.
- 6. Click Done.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing the Pending Management Commands for a Computer
   Find out how to view and cancel pending computer configuration profile installations and removals for a computer.
- Viewing Management History for a Computer
   Find out how to view all completed, pending, and failed computer configuration profile installations and removals for a computer.
- Viewing Configuration Profiles for a Computer
   Find out how to view the computer configuration profiles in the scope for a computer.
- Making Items Available to Users in Jamf Self Service for macOS
   Learn about which items can be made available to users in Self Service for macOS.

For related information, see the following technical paper:

#### **Enabling Jamf Pro as SCEP Proxy**

Learn how to enable Jamf Pro as SCEP Proxy for distributing certificates via configuration profiles.

# **Remote Commands for Computers**

The remote commands available in Jamf Pro allow you to remotely perform the following tasks on a Mac computer:

You can send a remote command to a single computer. Some commands can also be sent to multiple computers at once using mass actions. For more information, see <a href="Performing Mass Actions for Computers">Performing Mass Actions for Computers</a>.

**Note:** The remote commands available for a particular computer vary depending on the computer's OS version. For more information, see <u>Computer Management Capabilities</u>.

The following table describes the remote commands that you can send from Jamf Pro:

| Remote<br>Command     | Description  | Requirements |
|-----------------------|--|--------------|
| Lock Computer         | Logs the user out of the computer, restarts the computer, and then locks the computer  To unlock the computer, the user must enter the passcode that you specified when you sent the Lock Computer command.  |              |
| Remove MDM<br>Profile | Removes the MDM profile from the computer, along with any configuration profiles that were distributed with Jamf Pro  If the MDM profile is removed, you can no longer send remote commands or distribute configuration profiles to the computer.  Note: Removing the MDM profile from a computer does not remove the computer from Jamf Pro or change its inventory information.  |              |
| Wipe Computer         | Permanently erases all data on the computer  Note: Wiping a computer does not remove the computer from Jamf Pro or change its inventory information.  To restore the computer to the original factory settings, the user must enter the passcode that you specified when you sent the Wipe Computer command, and then reinstall the operating system.  For detailed information on macOS Recovery, see the following article from Apple's support website: <a href="https://support.apple.com/kb/HT4718">https://support.apple.com/kb/HT4718</a> |              |
| Send Blank Push       | Sends a blank push notification, prompting the computer to check in with Apple Push Notification service (APNs)  |              |

| Remote<br>Command                          | Description  | Requirements  |
|--|--|---|
| Update OS<br>version and built-<br>in apps | Updates the OS version and built-in apps on the computer You can choose to download the update for users to install, or to download and install the update and restart computers after installation. | macOS 10.11 or<br>later<br>Enrolled via a<br>PreStage<br>enrollment |
| Unlock User                                | Unlocks a local user account that has been locked due to too many failed password attempts   | macOS 10.13 or<br>later<br>Enrolled via a<br>PreStage<br>enrollment |
| Remove User                                | Removes a user that has an active account on the computer  | macOS 10.13 or<br>later<br>Enrolled via a<br>PreStage<br>enrollment |

### Requirements

To manage remote commands, you need:

- Computers with macOS 10.7 or later and a Recovery Partition
- A push certificate in Jamf Pro (For more information, see Push Certificates.)

The **Enable certificate-based authentication** and **Enable push notifications** settings configured in Jamf Pro (For more information, see <u>Security Settings</u>.)

# **Sending a Remote Command**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to send the remote command to.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **Management** tab, and then click the button for the remote command that you want to send.
  - If you are sending a Lock Computer command, type a password that the user must enter to unlock the computer.
  - If you are sending a Wipe Computer command, type a password that the user must enter to restore the computer.

**Note:** To send the Unlock User or Remove User remote command, navigate to the Local User Accounts category in inventory information for the computer. For more information, see <u>Viewing and Editing Inventory Information for a Computer</u>.

The remote command runs on the computer the next time the computer checks in with Jamf Pro.

# **Viewing the Status of Remote Commands**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view remote commands for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab.
- 6. Use the Management History pane to view completed, pending, or failed commands.

## **Canceling a Remote Command**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search.

  For more information, see Simple Computer Searches or Advanced Computer Searches.
- 4. Click the computer for which you want to cancel a remote command.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click **Pending Commands**.
- 6. Find the command you want to cancel, and click **Cancel** across from it.

# **Managing Scripts**

The way you manage scripts depends on the way scripts are stored in your environment. There are two ways scripts can be stored:

- As data in the jamfsoftware database—Before you can run a script in this type of environment, the script must exist in the database. There are two ways to achieve this:
  - Add the script to Jamf Admin
  - Add the script to Jamf Pro using the script editor
- As files on your distribution point(s)—Before you can run a script in this type of environment, the script must exist on the distribution point you plan to deploy it from and in Jamf Pro. You can add the script to the master distribution point by adding it to Jamf Admin. Then you can add the script to other distribution points via replication.

**Note:** For more information on migrating the scripts on your master distribution point, see the following Knowledge Base article:

Migrating Packages and Scripts

Each of these methods also involves configuring settings for the script. When you configure settings for a script, you can do the following:

- Add the script to a category. (For more information, see <u>Categories</u>.)
- Choose a priority for running the script during imaging.
- Enter parameter labels.
- Specify operating system requirements for running the script.

When you add, edit, or delete a script in Jamf Admin, the changes are reflected in Jamf Pro and vice versa.

# Requirements

To add a script to Jamf Admin, the script file must be non-compiled and in one of the following formats:

- Perl (.pl)
- Bash (.sh)
- Shell (.sh)
- Non-compiled AppleScript (.applescript)
- C Shell (.csh)
- Zsh (.zsh)
- Korn Shell (.ksh)
- Tool Command Language (.tcl)

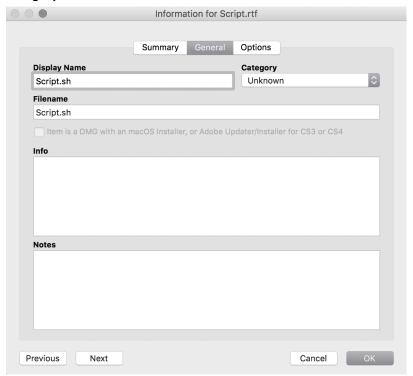
- Hypertext Preprocessor (.php)
- Ruby (.rb)
- Python (.py)

# Adding a Script to Jamf Admin

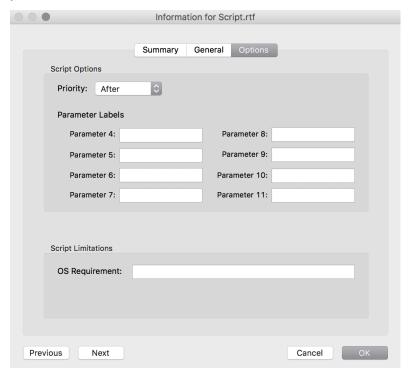
Adding a script to Jamf Admin adds the script to the jamfsoftware database or the master distribution point, and to Jamf Pro.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Drag the script to the main repository in Jamf Admin.

  The script is displayed in blue text in the Unknown category until you add it to a category.
- 3. Double-click the script in the main repository.
- 4. Click the **General** tab and configure basic settings for the script, including the display name and category.



5. Click the **Options** tab and configure additional settings for the script, including the priority and parameter labels.



6. Click OK.

## Adding a Script to Jamf Pro

If your environment is one in which scripts are stored in the jamfsoftware database, you can add a script to Jamf Pro using the script editor.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Scripts** .
- 5. Click **New** + New .
- 6. Use the General pane to configure basic settings for the script, including the display name and category.

**Note:** If you do not add the script to a category, Jamf Admin displays the script in blue text in the Unknown category.

- 7. Click the **Script** tab and enter the script contents in the script editor.
- 8. Click the **Options** tab and configure additional settings for the script, including the priority.

- 9. (Optional) Click the Limitations tab and configure operating system requirements for the script.
- 10. Click Save.

### **Editing or Deleting a Script Using Jamf Admin**

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the main repository, select the script you want to edit or delete.
- 3. Do one of the following:
  - To edit the script, double-click it and make changes as needed. Then click **OK**.
  - To delete the script, click **Delete** and then click **Delete** again to confirm.

If the script is stored in the jamfsoftware database, the edit or delete action is applied immediately.

If the script is stored on your distribution point(s), the edit or delete action is applied immediately on the master distribution point. The action is applied to your other distribution points when replication occurs.

#### **Related Information**

For related information, see the following section in this guide:

#### **Running Scripts**

Find out how to run scripts using a policy or Jamf Remote.

# **Running Scripts**

When you run a script, you can choose a priority for running the script. You can also enter parameter values for the script.

There are two ways to run scripts on computers: using a policy or using Jamf Remote.

### Requirements

To run a script on computers, the script must exist on the distribution point you plan to deploy it from and in Jamf Pro, or in the Jamf Pro database. (For more information, see <u>Managing Scripts</u>.)

### Running a Script Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click the **Computers** tab at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the Scripts payload and click Configure.
- 7. Click **Add** for the script you want to run.
- 8. Configure the settings for the script.
- 9. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 10. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 11. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 12. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 13. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

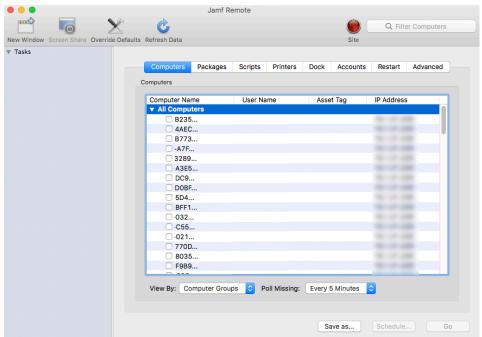
# **Running a Script Using Jamf Remote**

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

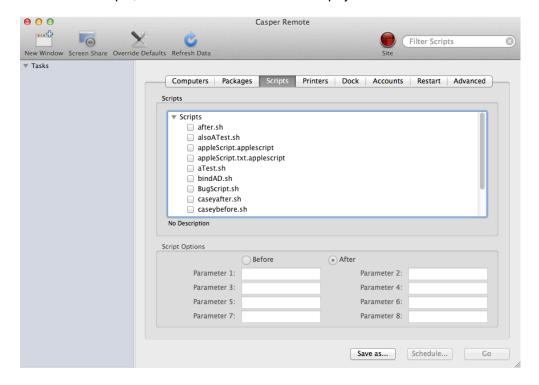
  This determines which items are available in Jamf Remote.

**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

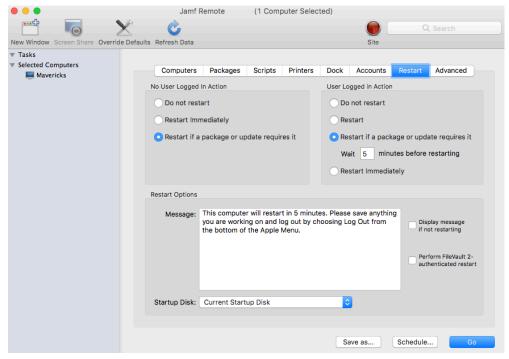
3. In the list of computers, select the checkbox for each computer on which you want to run the script.



- 4. Click the **Scripts** tab.
- 5. In the list of scripts, select the checkbox for the script you want to run.



- 6. Configure the settings for the script.
- 7. Click the **Restart** tab and configure settings for restarting computers.



- 8. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About PoliciesLearn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status for a policy, and view and flush policy logs.

# **Managing Printers**

Adding printers to Jamf Admin or Jamf Pro is the first step to administering printers on computers.

When you add a printer to Jamf Admin, you choose from a list of printers that are on the computer running Jamf Admin. When you add a printer to Jamf Pro, you manually specify information about the printer, such as the CUPS name and device URI.

When you add, edit, or delete a printer in Jamf Admin, the changes are reflected in Jamf Pro and vice versa.

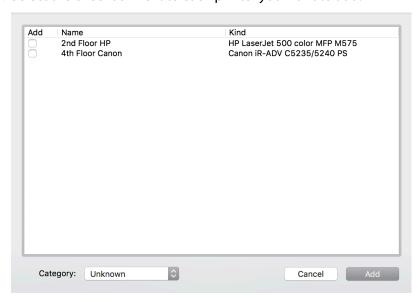
When you configure a printer, you can do the following:

- Add the printer to a category.
- Choose whether or not the printer is set as the default when mapped during imaging.
- Specify an operating system requirement for mapping the printer.

## **Adding a Printer to Jamf Admin**

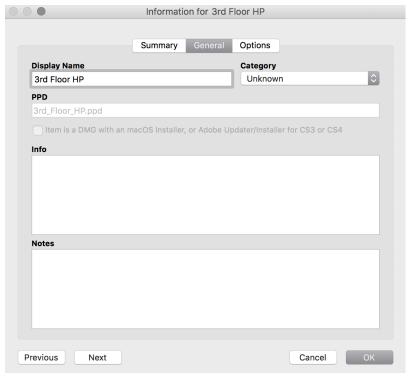
Several settings in Jamf Admin have tool tips. To read more about a specific setting, hover your mouse over it until a tool tip is displayed.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Click **Add Printers**
- 3. If prompted, authenticate locally.
- 4. Select the checkbox next to each printer you want to add.

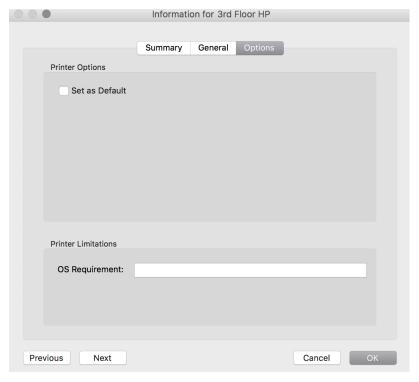


- 5. (Optional) Choose a category to add printer(s) to.
- 6. Click Add.

- 7. Select the printer in the main repository and double-click it.
- 8. Click the **General** tab and configure basic settings for the printer, including the display name and category.



- 9. Click the **Options** tab.
- 10. Choose whether or not the printer is set as the default when mapped during imaging, and configure the operating system requirement.



11. Click **OK**.

# Adding a Printer to Jamf Pro

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Printers**
- 5. Click **New** + New .
- 6. Use the General pane to configure basic settings for the printer, including the display name and category.
- 7. Click the **Definition** tab and specify information about the printer, including the CUPS name and device URI.

- 8. (Optional) Click the **Limitations** tab and specify an operating system requirement.
- 9. Click Save.

### **Editing or Deleting a Printer in Jamf Admin**

Several settings in Jamf Admin have tool tips. To read more about a specific setting, hover your mouse over it until a tool tip is displayed.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the main repository, select the printer you want to edit or delete.
- 3. Do one of the following:
  - To edit the printer, double-click it and make changes as needed. Then click **OK**.
  - To delete the printer, click **Delete** again to confirm.

#### **Related Information**

For related information, see the following section in this guide:

#### **Administering Printers**

Find out how to map and unmap printers using a policy or Jamf Remote.

# **Administering Printers**

There are two ways to map or unmap printers on computers: using a policy or using Jamf Remote.

**Note:** You can also map printers during imaging. For more information, see <u>Configurations</u>.

When you map a printer, you can choose whether or not to make the printer the default.

### Requirements

To map or unmap a printer, the printer must be added to Jamf Admin or Jamf Pro. (For more information, see <u>Managing Printers</u>.)

## Mapping or Unmapping a Printer Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see **General Payload**.

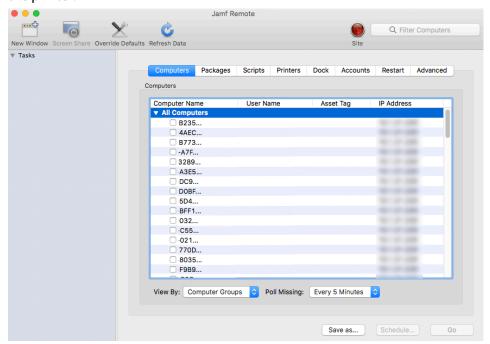
- 6. Select the Printers payload and click Configure.
- 7. Click **Add** across from the printer you want to map or unmap.
- 8. Choose "Map" or "Unmap" from the **Action** pop-up menu.
- 9. (Optional) If you are mapping the printer, make it the default printer by selecting the **Set as Default** checkbox.
- 10. Use the Restart Options payload to configure settings for restarting computers. For more information, see Restart Options Payload.
- 11. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 12. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.

- 13. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 14. Click Save.

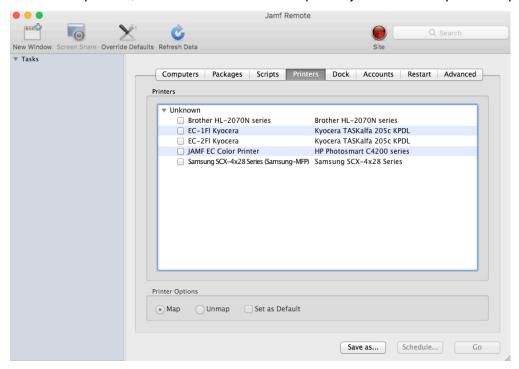
The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

### Mapping or Unmapping a Printer Using Jamf Remote

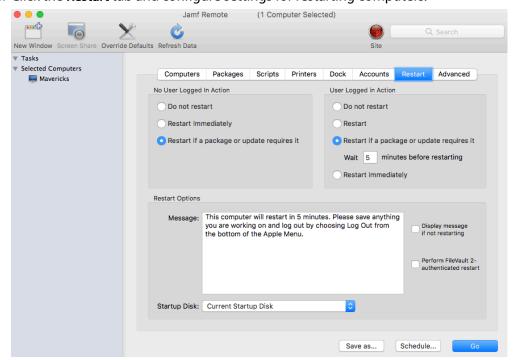
- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to map or unmap the printer.



- 4. Click the **Printers** tab.
- 5. In the list of printers, select the checkbox for the printer you want to map or unmap.



- 6. Select the Map or Unmap option.
- 7. (Optional) Make the printer the default by selecting the **Set as Default** checkbox.
- 8. Click the **Restart** tab and configure settings for restarting computers.



- 9. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- Smart Computer Groups
   You can create smart computer groups based on mapped printers.
- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status of a policy, and view and flush policy logs.

# **Managing Dock Items**

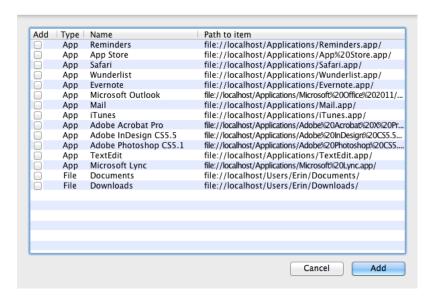
Adding Dock items to Jamf Admin or Jamf Pro is the first step to administering Dock items on computers.

When you add a Dock item to Jamf Admin, you choose from a list of Dock items that are on the computer running Jamf Admin. When you add a Dock item to Jamf Pro, you manually specify information about the Dock item.

When you add, edit, or delete a Dock item in Jamf Admin, the changes are reflected in Jamf Pro and vice versa.

## Adding a Dock Item to Jamf Admin

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Click Add Dock Items 🔝 .
- 3. Select the checkbox next to each Dock item you want to add.



4. Click Add.

# Adding a Dock Item to Jamf Pro

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Dock Items** .

- 5. Click **New** + New .
- 6. Configure the Dock item using the settings on the pane.
- 7. Click Save.

# **Deleting a Dock Item in Jamf Admin**

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the main repository, select the Dock item you want to delete.
- 3. Click **Delete** again to confirm.

#### **Related Information**

For related information, see the following section in this guide:

#### Administering Dock Items

Find out how to add and remove Dock items using a policy or Jamf Remote.

# **Administering Dock Items**

There are two ways to add or remove Dock items on computers: using a policy or using Jamf Remote.

When you add a Dock item on computers, you can choose whether to add it to the beginning or the end of the Dock.

### Requirements

To add or remove a Dock item on computers, the Dock item must be added to Jamf Admin or Jamf Pro. (For more information, see <u>Managing Dock Items</u>.)

## Adding or Removing a Dock Item Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click Computers at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see General Payload.
- 6. Select the Dock Items payload and click **Configure**.
- 7. Click **Add** for the Dock item you want to add or remove.
- 8. Choose "Add to Beginning of Dock", "Add to End of Dock", or "Remove from Dock" from the **Action** pop-up menu.
- 9. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 10. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 11. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see Making Items Available to Users in Jamf Self Service for macOS.
- 12. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see User Interaction.
- 13. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

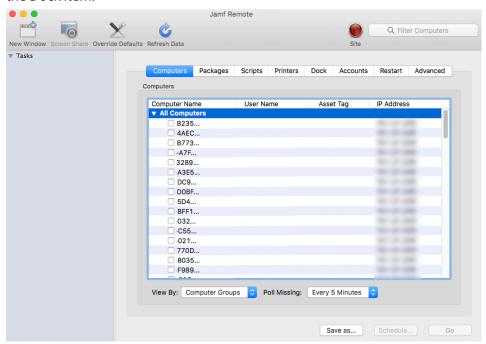
## Adding or Removing a Dock Item Using Jamf Remote

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

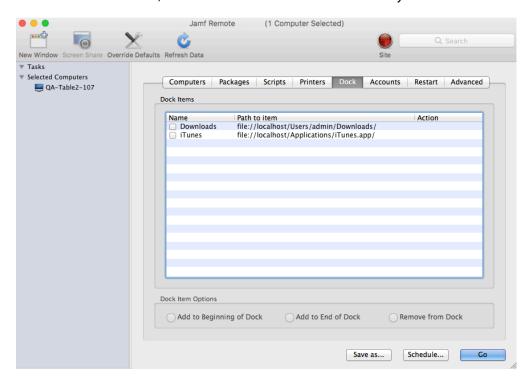
This determines which items are available in Jamf Remote.

**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

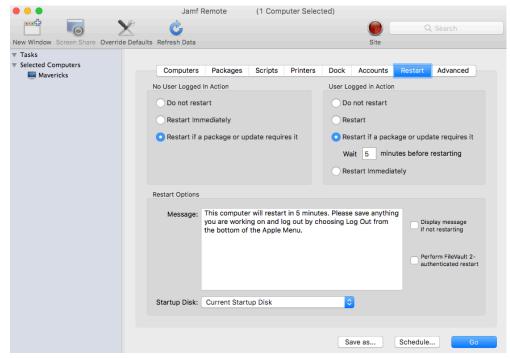
3. In the list of computers, select the checkbox for each computer on which you want to add or remove the Dock item.



- 4. Click the **Dock** tab.
- 5. In the list of Dock items, select the checkbox for the Dock item you want to add or remove.



- 6. Select the Add to Beginning of Dock, Add to End of Dock, or Remove from Dock option.
- 7. Click the **Restart** tab and configure settings for restarting computers.



- 8. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About PoliciesLearn the basics about policies.
- Managing Policies
   Find out how to create policies, view the plan and status of a policy, and view and flush policy logs.

# **Administering Local Accounts**

You can perform the following local account administration tasks using a policy or Jamf Remote:

- Create a new account.
- Delete an existing account.
- Reset the password for an existing account.
- (Policy only) Disable an existing account for FileVault 2 on computers with macOS 10.9 or later.

When you create a new account, you can do the following:

- Specify the password and password hint.
- Specify a location for the home directory.
- Configure the account picture.
- Give the user administrator privileges to the computer.
- (Policy only) Enable the account for FileVault 2 on computers with macOS 10.9 or later.

When you delete an existing account, you can permanently delete the home directory or specify an archive location.

### Requirements

To enable a new account for FileVault 2, the computer must have macOS 10.9 or later and have an existing, valid individual recovery key that matches the recovery key stored in Jamf Pro.

To disable an existing account for FileVault 2, the computer must have macOS 10.9 or later.

# Administering Local Accounts Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see **General Payload**.

- 6. Select the Local Accounts payload and click Configure.
- 7. Choose an action from the **Action** pop-up menu.
- 8. Configure the action using the options on the pane.
- 9. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.

- 10. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 11. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 12. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 13. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

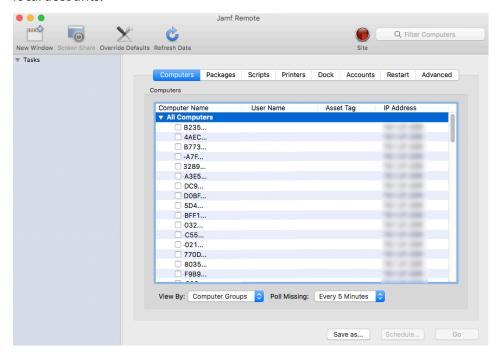
## **Administering Local Accounts Using Jamf Remote**

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

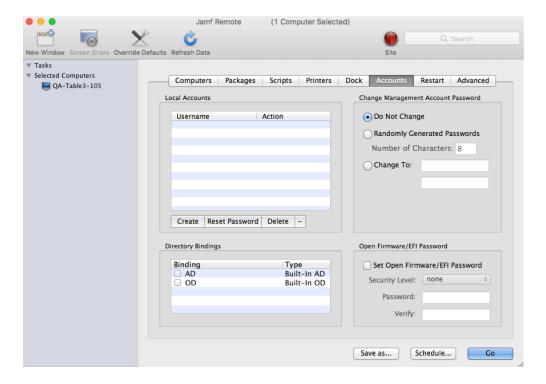
This determines which items are available in Jamf Remote.

**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

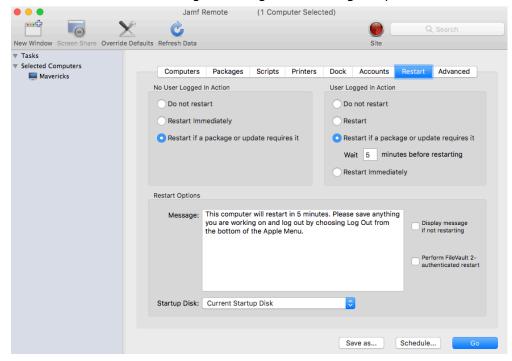
3. In the list of computers, select the checkbox for each computer on which you want to administer local accounts.



- 4. Click the Accounts tab.
- 5. Click Create, Reset Password, or Delete.



- 6. Configure the action using the options in the window that appears.
- 7. Click the **Restart** tab and configure settings for restarting computers.



#### 8. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- Smart Computer Groups
   You can create smart computer groups based on local user accounts.
- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.
- Administering the Management Account
   Find out how to change or reset the management account password, and enable or disable the management account for FileVault 2.

# **Administering the Management Account**

You can use a policy or Jamf Remote to administer the management account.

Using a policy to administer the management account allows you to do the following:

- Change the account password—This option changes the management account's password, as well as the account's login keychain password and FileVault 2 password. It is recommended that you use this option if the management account's login keychain password matches the account password stored in Jamf Pro.
- Reset the account password—This option only changes the management account's password. This
  option does not change the management account's login keychain password or FileVault 2
  password.

**Note**: If the management account's login keychain password does not match the account password stored in Jamf Pro, you must use the **Reset Account Password** option when administering the management account using a policy or the policy will fail.

- Enable the user for FileVault 2
- Disable the user for FileVault 2

Using Jamf Remote to administer the management account allows you to reset the management account's password.

### Requirements

To enable the management account for FileVault 2, the computer must have macOS 10.9 or later and have an existing, valid individual recovery key that matches the recovery key stored in Jamf Pro.

To disable the management account for FileVault 2, the computer must have macOS 10.9 or later.

# Administering the Management Account Using a Policy

You can change or reset the management account password using a policy. You can also enable or disable the management account for FileVault 2.

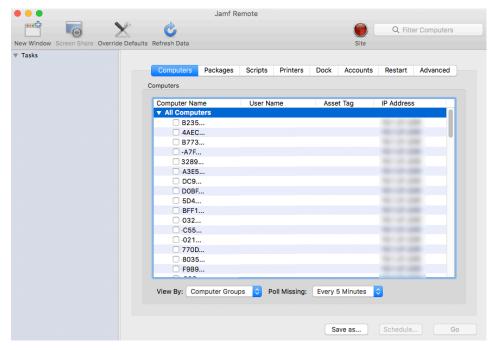
- 1. Log in to Jamf Pro.
- 2. Click the **Computers** tab at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see General Payload.
- 6. Select the Management Account payload and select an action using the options on the pane.
- 7. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.

- 8. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 9. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 10. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 11. Click Save.

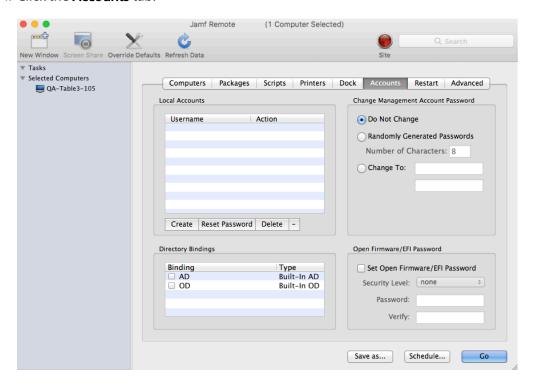
The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

## **Resetting the Management Account Password Using Jamf Remote**

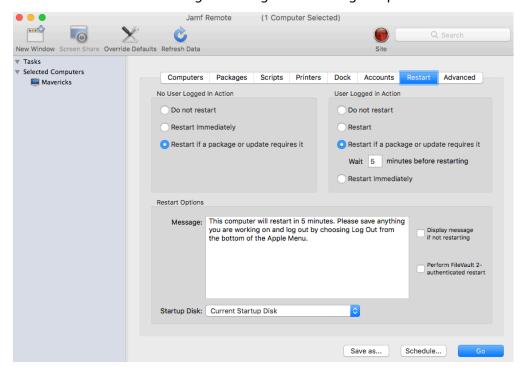
- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- Click Site and select a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer on which you want to administer local accounts.



4. Click the **Accounts** tab.



- 5. Do one of the following:
  - To randomly generate new passwords, select **Randomly Generated Passwords** and enter the number of characters required.
  - To specify a new password, select **Change To** and enter the new password.
- 6. Click the **Restart** tab and configure settings for restarting computers.



#### 7. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

### **Related Information**

For related information, see the following sections in this guide:

- About PoliciesLearn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

# **Managing Directory Bindings**

Adding a directory binding to Jamf Pro is the first step to binding computers to a directory service.

You can add the following types of directory bindings to Jamf Pro:

- Microsoft's Active Directory
- Apple's Open Directory
- PowerBroker Identity Services (formerly called "Likewise")
- ADmitMac
- Centrify

## **Adding a Directory Binding**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Directory Bindings** .
- 5. Click **New** + New .
- 6. Choose the type of directory binding you want to add and click **Next**.
- 7. Configure the directory binding using the tabs and options provided.

  The tabs and options provided match the ones in the third-party directory service software.
- 8. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### **Binding to Directory Services**

Find out how to bind computers to a directory service using a policy or Jamf Remote.

# **Binding to Directory Services**

You can bind computers to a directory service using a policy or Jamf Remote.

**Note:** You can also bind to directory services during imaging. For more information, see Configurations.

### Requirements

To bind computers to a directory service, you need a directory binding in Jamf Pro. (For more information, see <u>Managing Directory Bindings</u>.)

### Binding to a Directory Service Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

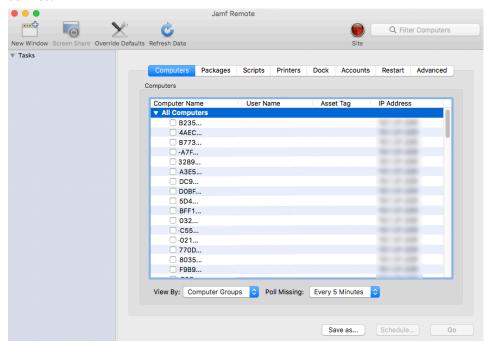
- 6. Select the Directory Bindings payload and click Configure.
- 7. Click **Add** for the directory service you want to bind to.
- 8. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 9. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- (Optional) Click the Self Service tab and make the policy available in Self Service.
   For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 11. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 12. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

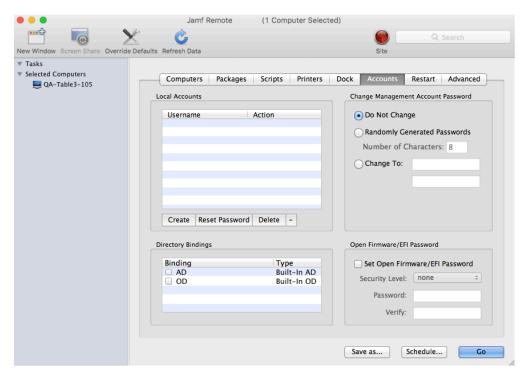
## **Binding to a Directory Service Using Jamf Remote**

1. Open Jamf Remote and authenticate to the Jamf Pro server.

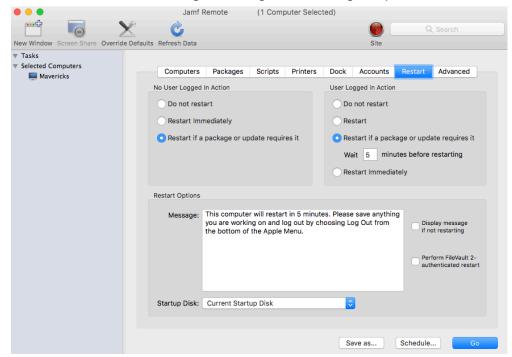
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer you want to bind to the directory service.



- 4. Click the **Accounts** tab.
- 5. In the list of directory bindings, select the checkbox for the directory service that you want to bind to.



6. Click the **Restart** tab and configure settings for restarting computers.



#### 7. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide.

- About PoliciesLearn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

# **Managing Disk Encryption Configurations**

Creating a disk encryption configuration Jamf Pro is the first step to activating FileVault 2 on computers with macOS 10.8 or later.

When you create a disk encryption configuration, you specify the following information:

- The type of recovery key to use for recovering encrypted data. There are three recovery key options you can choose from:
  - Individual (also known as "Personal")—Uses a unique alphanumeric recovery key for each computer. The individual recovery key is generated on the computer and sent back to Jamf Pro for storage when the encryption takes place.
  - Institutional—Uses a shared recovery key. This requires you to create the recovery key with Keychain Access and upload it to Jamf Pro for storage.
  - Individual and Institutional—Uses both types of recovery keys.
- The user for which to enable FileVault 2
  - Management Account—Makes the management account on the computer the enabled FileVault 2 user.
    - **Note:** If you make the management account the enabled FileVault 2 user on computers with macOS 10.9 or later, you will be able to issue a new recovery key to those computers later if necessary. (For more information, see <u>Issuing a New FileVault 2 Recovery Key</u>.)
  - Current or Next User—Makes the user that is logged in to the computer when the encryption takes place the enabled FileVault 2 user. If no user is logged in, the next user to log in becomes the enabled FileVault 2 user.

## Requirements

To use either the "Institutional" recovery key or the "Individual and Institutional" recovery key options in the disk encryption configuration, you must first create and export a recovery key using Keychain Access. (For more information, see the <u>Creating and Exporting an Institutional Recovery Key</u> Knowledge Base article.)

## **Creating a Disk Encryption Configuration**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click **Disk Encryption Configurations** 

  .

- 5. Click **New** + New .
- 6. Configure the disk encryption configuration using the fields and options on the pane.
- 7. Click Save.

### **Related Information**

For related information, see the following sections in this guide:

### **Deploying Disk Encryption Configurations**

Find out how to activate FileVault 2 by deploying a disk encryption configuration using a policy or Jamf Remote.

# **Deploying Disk Encryption Configurations**

Deploying disk encryption configurations allows you to activate FileVault 2 on computers with macOS 10.8 or later. There are two ways to deploy a disk encryption configuration: using a policy or using Jamf Remote.

The event that activates FileVault 2 depends on the enabled FileVault 2 user specified in the disk encryption configuration. If the enabled user is "Management Account", FileVault 2 is activated on a computer the next time the computer restarts. If the enabled user is "Current or Next User", FileVault 2 is activated on a computer the next time the current user logs out or the computer restarts. In addition, if you are deploying a disk encryption configuration using a policy, you can configure the policy to defer FileVault 2 enablement until after multiple user logins have occurred.

### Requirements

To activate FileVault 2 on a computer, the computer must be running macOS 10.8 or later and have a "Recovery HD" partition.

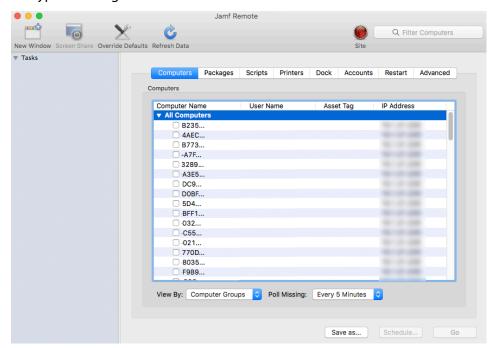
## **Deploying a Disk Encryption Configuration Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.
  - For an overview of the settings in the General payload, see General Payload.
- 6. Select the Disk Encryption payload and click **Configure**.
- 7. Choose "Apply Disk Encryption Configuration" from the **Action** pop-up menu.
- 8. Choose the disk encryption configuration you want to deploy from the **Disk Encryption Configuration** pop-up menu.
  - **Note:** Options are only displayed in the Disk Encryption Configuration pop-up menu if one or more configurations are configured in Jamf Pro. For more information, see <a href="Managing Disk Encryption"><u>Managing Disk Encryption</u></a> <a href="Configurations"><u>Configurations</u></a>.
- 9. Choose an event from the **Require FileVault 2** pop-up menu to specify when users must enable disk encryption.
- 10. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 11. Click the **Scope** tab and configure the scope of the policy. For more information, see Scope.

- 12. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 13. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see <u>User Interaction</u>.
- 14. Click Save.

## **Deploying a Disk Encryption Configuration Using Jamf Remote**

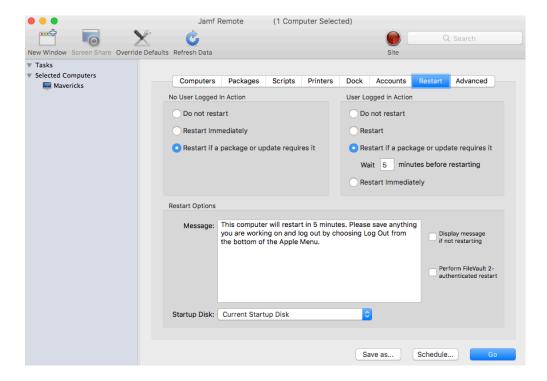
- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- Click Site and choose a site.
   This determines which items are available in Jamf Remote.
   Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 3. In the list of computers, select the checkbox for each computer to which you want to deploy the disk encryption configuration.



4. Click the Restart tab and configure settings for restarting computers.

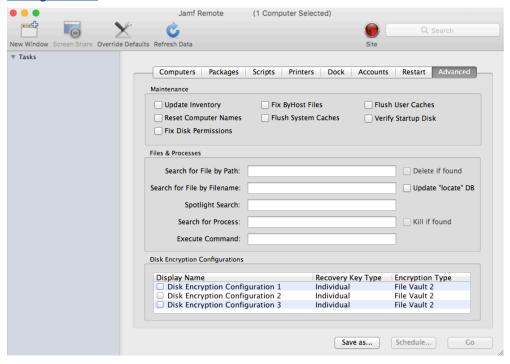
If you want to perform an authenticated restart on computers enabled with FileVault 2, select

Perform FileVault 2-authenticated restart. This is applicable to computers with macOS 10.8.2 or later.



- 5. Click the **Advanced** tab.
- 6. In the list of disk encryption configurations, select the checkbox next to the configuration you want to deploy.

**Note:** Disk encryption configurations are only displayed in the list if one or more disk encryption configurations are configured in Jamf Pro. For more information, see <a href="Managing Disk Encryption">Managing Disk Encryption</a> Configurations.



#### 7. Do one of the following:

- To immediately perform the tasks on the specified computers, click **Go**.
- To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing the FileVault 2 Recovery Key for a Computer
   Find out how to view the FileVault 2 recovery key(s) for a computer.
- Smart Computer Groups
   You can create smart computer groups based on criteria for FileVault 2.
- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

For related information, see the following Knowledge Base article:

Smart Group and Advanced Search Criteria for FileVault 2 and Legacy FileVault
Learn about the smart computer group and advanced computer search criteria available for FileVault 2.

# Issuing a New FileVault 2 Recovery Key

You can issue a new FileVault 2 recovery key to computers with macOS 10.9 or later that have FileVault 2 activated. This allows you to do the following:

- Update the recovery key on computers on a regular schedule, without needing to decrypt and then re-encrypt the computers.
- Replace an individual recovery key that has been reported as invalid and does not match the recovery key stored in Jamf Pro.

**Note:** You can create a smart group to verify the recovery key on computers on a regular basis. For information on FileVault 2 smart group criteria, see the following Knowledge Base article:

Smart Group and Advanced Search Criteria for File Vault 2 and Legacy File Vault

You can issue a new FileVault 2 recovery key to computers using a policy.

### Requirements

To issue a new individual recovery key to a computer, the computer must have:

- macOS 10.9 or later
- A "Recovery HD" partition
- FileVault 2 activated
- One of the following two conditions met:
- The management account configured as the enabled FileVault 2 user
- An existing, valid individual recovery key that matches the key stored in Jamf Pro

To issue a new institutional recovery key to a computer, the computer must have:

- macOS 10.9 or later
- A "Recovery HD" partition
- FileVault 2 activated
- The management account configured as the enabled FileVault 2 user

## Issuing a New FileVault 2 Recovery Key

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the Disk Encryption payload and click Configure.
- 7. Choose "Issue New Recovery Key" from the **Action** pop-up menu.
- 8. Select the type of recovery key you want to issue:
  - Individual—A new individual recovery key is generated on each computer and then submitted to Jamf Pro for storage.
  - Institutional—A new institutional recovery key is deployed to computers and stored in Jamf Pro. To issue a new institutional recovery key, you must choose the disk encryption configuration that contains the institutional recovery key you want to use.
  - Individual and Institutional—Issues both types of recovery keys to computers.
- 9. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 10. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 11. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see Making Items Available to Users in Jamf Self Service for macOS.
- 12. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see User Interaction.
- 13. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing the FileVault 2 Recovery Key for a Computer
   Find out how to view the FileVault 2 recovery key(s) for a computer.
- Smart Computer Groups
   You can create smart computer groups based on criteria for FileVault 2.
- About Policies
   Learn the basics about policies.
- Learn the basics about policies
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

For related information, see the following Knowledge Base article:

<u>Smart Group and Advanced Search Criteria for FileVault 2 and Legacy FileVault</u>
Learn about the smart computer group and advanced computer search criteria available for FileVault 2.

# **Administering Open Firmware/EFI Passwords**

You can administer Open Firmware or EFI passwords to ensure the security of managed computers.

There are two ways to set and remove an Open Firmware/EFI password: using a policy or using Jamf Remote.

#### Requirements

The "setregproptool" binary must be present on each computer and any alternate boot volume(s) used to set firmware. For models "Late 2010" or later with macOS 10.9.x or earlier, the binary must be obtained and placed on the computer. (For more information, see the Setting EFI Passwords on Mac Computers (Models Late 2010 or Later) Knowledge Base article.)

### Setting or Removing an Open Firmware/EFI Password Using a Policy

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the EFI Password payload and click **Configure**.
- 7. Do one of the following:
  - To set an Open Firmware/EFI password, choose "Command" from the pop-up menu and enter and verify the password.
  - To remove an Open Firmware/EFI password, choose "None" from the pop-up menu.
- 8. Use the Restart Options payload to configure settings for restarting computers. For more information, see <u>Restart Options Payload</u>.
- 9. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- (Optional) Click the Self Service tab and make the policy available in Self Service.
   For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 11. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see User Interaction.
- 12. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

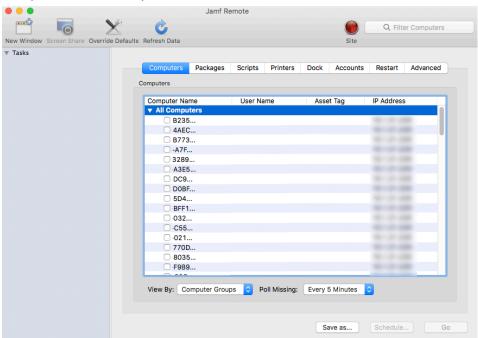
### Setting or Removing an Open Firmware/EFI Password Using Jamf Remote

- 1. Open Jamf Remote and authenticate to the Jamf Pro server.
- 2. Click **Site** and choose a site.

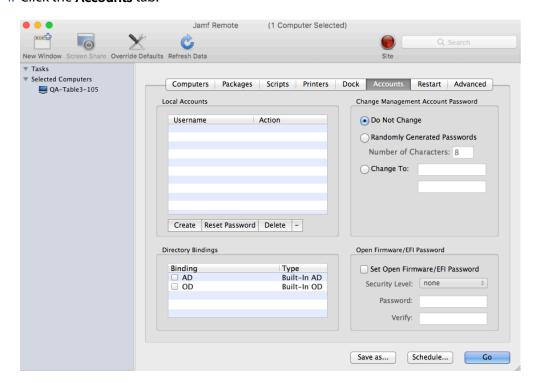
  This determines which items are available in Jamf Remote.

**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

3. In the list of computers, select the checkbox for each computer on which you want to set or remove an Open Firmware/EFI password.

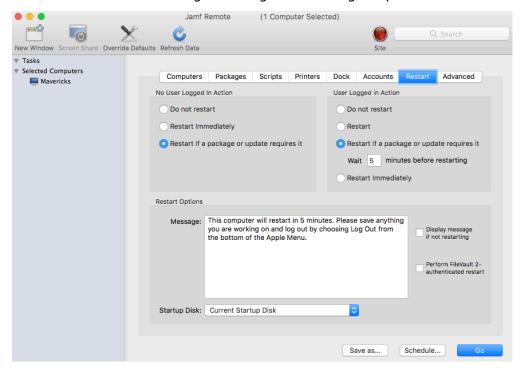


4. Click the **Accounts** tab.



- 5. Select the **Set Open Firmware/EFI Password** checkbox.
- 6. Do one of the following:
  - To set the password, choose "command" from the **Security Level** pop-up menu and enter and verify the password.
  - To remove the password, choose "none" from the **Security Level** pop-up menu.

7. Click the **Restart** tab and configure settings for restarting computers.



- 8. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go**.
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

# **Imaging**

# **About Imaging**

Imaging computers with Jamf Pro involves booting computers to a startup disk other than the target drive and then using the Jamf Imaging application to deploy a configuration.

Some common startup disks used for imaging are USB or FireWire drives, Restore partitions, and NetBoot images.

There are four imaging methods:

- Standard imaging
   Standard imaging allows you to configure the imaging settings for a computer
   at imaging time.
- Autorun imaging
   — Autorun imaging allows you to store imaging settings in Jamf Pro, so they don't
  have to be configured at imaging time. In addition, Autorun imaging can be completely automated
  to run on a schedule.
- **PreStage imaging**—PreStage imaging allows you to store imaging settings in Jamf Pro and use them to image new computers as you add them to the network. This reduces the amount of time and interaction it takes to prepare new computers for use.
- Target Mode Imaging (TMI)—TMI allows you to image multiple computers subsequently by connecting them to a host computer using a Firewire or Thunderbolt cable. This can be ideal when using a network connection is not optimal, such as when imaging MacBook Air computers that do not have built-in ethernet.

#### **Related Information**

For more information, see the following sections in this guide:

- Configurations
   Learn about configurations and find out how to create them.
- Standard Imaging
   Find out how to image computers using standard imaging.
- Autorun Imaging
   Find out how to image computers using Autorun imaging.
- PreStage Imaging
   Find out how to image computers using PreStage imaging.
- <u>Target Mode Imaging</u>
   Find out how to image computers using TMI.
- Event Logs
   Find out how to view event logs for Jamf Imaging events.

For related information, see the following Knowledge Base articles:

- Creating a NetBoot Image and Setting Up a NetBoot Server
- Imaging Computer Permissions Requirements

# **Configurations**

Configurations are modular images that allow you to quickly specify what needs to be installed and configured on computers during imaging. Unlike standard images, you can easily make changes to configurations without rebuilding them.

You can include the following items in a configuration:

- Packages
- Scripts
- Printers
- Directory bindings
- Management account settings
- A homepage
- Partitions

You can manage configurations using Jamf Admin or Jamf Pro. When you create, edit, or delete a configuration in Jamf Admin, the changes are reflected in Jamf Pro, and vice versa.

## **Standard and Smart Configurations**

There are two types of configurations: standard configurations and smart configurations.

Smart configurations inherit settings from another configuration (called a "parent configuration"). Making changes to the parent configuration automatically updates the smart configuration to reflect the changes. If there are settings in the parent configuration that you want to override, you can customize the packages, scripts, printers, or directory bindings in the smart configuration as needed.

# **Compiled Configurations**

You can compile both standard and smart configurations. Compiling a configuration builds a single DMG, allowing you to block-copy the entire configuration during imaging and speed up the process. You can choose to make the DMG a compressed or uncompressed file.

Configurations can only be compiled using Jamf Admin. You can only compile configurations if your master distribution point is a file share distribution point.

Configurations that include a macOS Installer must be compiled on a computer with the same OS version as the installer.

### **Configurations with Partitions**

There are three ways to configure a partition in a configuration:

- Image the partition using another configuration
- Install a Winclone image on the partition
- Make the partition a Restore partition

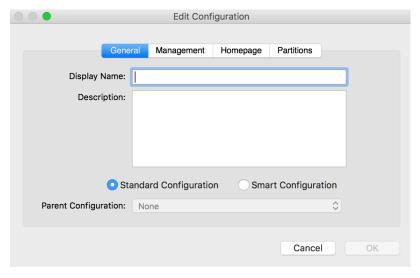
Restore partitions are hidden partitions that have only an OS package and Jamf Imaging installed. They allow you to re-image computers without using NetBoot or an external drive.

**Note:** As a safety mechanism, drives that already have visible partitions cannot be re-partitioned using Jamf Pro.

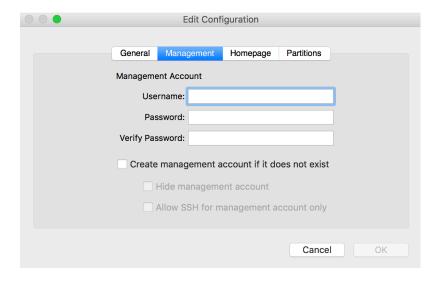
## **Creating a Configuration Using Jamf Admin**

Several settings in Jamf Admin have tool tips. To read more about a specific setting, hover your mouse over it until a tool tip is displayed.

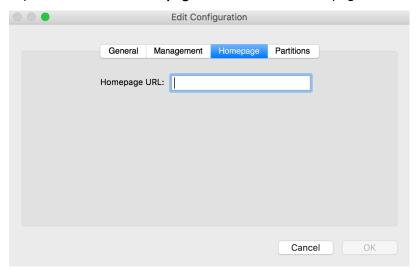
- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. Click **New Config** .
- Use the General pane to configure basic settings for the configuration.
   To create a smart configuration, select the Smart Configuration option and choose a parent configuration.



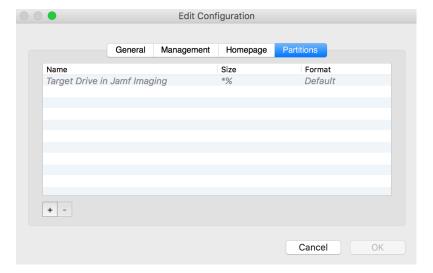
4. (Optional) Click the **Management** tab and set or create a management account. This ensures that computers imaged with the configuration are managed.



5. (Optional) Click the **Homepage** tab and enter a homepage URL.



6. (Optional) Click the **Partitions** tab and click **Add (+)** to set up a partition.



7. Click OK.

The configuration is added to the list of configurations in the sidebar.

8. Add packages, scripts, printers, and directory bindings by dragging them from the main repository to the configuration in the sidebar.

### **Creating a Configuration Using Jamf Pro**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management" section, click Configurations 📴 .
- 5. Click **New** + New .
- 6. Use the General payload to configure basic settings for the configuration.

  To create a smart configuration, choose "Smart" from the **Type** pop-up menu and choose a parent configuration.
- 7. Use the Packages, Scripts, Printers, and Directory Bindings payloads to add items to the configuration.
- 8. (Optional) Use the Management payload to set or create a management account. This ensures that computers imaged with the configuration are managed.
- 9. (Optional) Use the Homepage payload to set the homepage.
- 10. (Optional) Use the Partitions payload to set up partitions.
- 11. Click Save.

## **Compiling a Configuration**

The time it takes to compile a configuration depends on the amount of data in the configuration. For fastest results, use a wired connection.

Configurations that include a macOS Installer must be compiled on a computer with the same OS version as the installer.

You may be prompted to authenticate several times during the compilation process.

**Note:** If you compile a configuration that includes a package with an architecture type requirement and a substitute package, the package substitution will not work.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the sidebar, select the configuration and click **Compile**.
- 3. Choose to create a compressed or an uncompressed DMG.

- 4. Enter credentials for a local administrator account.
- 5. Click OK.

### **Editing or Deleting a Configuration Using Jamf Admin**

Several settings in Jamf Admin have tool tips. To read more about a specific setting, hover your mouse over it until a tool tip is displayed.

- 1. Open Jamf Admin and authenticate to the Jamf Pro server.
- 2. In the sidebar, select the configuration you want to edit or delete.
- 3. Do one of the following:
  - To edit the configuration, double-click it and make changes as needed. Then click **OK**.
  - To delete the configuration, click **Delete** and then click **Delete** again to confirm.

#### **Related Information**

For related information, see the following sections in this guide:

- Standard Imaging
   Find out how to image computers using a configuration and standard imaging.
- Autorun Imaging
   Find out how to image computers using a configuration and Autorun imaging.
- PreStage Imaging
   Find out how to image computers using a configuration and Imaging PreStage.
- Target Mode Imaging
   Find out how to image computers using a configuration and Target Mode Imaging.

For related information, see the following Knowledge Base article:

Creating Images with Winclone for Deployment with Jamf Imaging

Find out how to create a Winclone image that you can install on a partition during imaging.

# **Booting Computers to NetBoot Images**

When you boot computers to a NetBoot image, you can choose which NetBoot server computers should use.

There are two ways to boot computers to a NetBoot image: using a policy or using Jamf Remote.

### Requirements

To boot computers to a NetBoot image, you need a NetBoot server in Jamf Pro. (For more information, see <u>NetBoot Servers</u>.)

### **Booting Computers to a NetBoot Image Using a Policy**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Policies.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the policy, including the trigger and execution frequency.

For an overview of the settings in the General payload, see General Payload.

- 6. Select the Restart Options payload.
- 7. Choose "NetBoot" from the **Startup Disk** pop-up menu.
- 8. Choose the server that hosts the NetBoot image you want to boot computers to.
- 9. Configure the rest of the settings for restarting computers.
- 10. Click the **Scope** tab and configure the scope of the policy. For more information, see <u>Scope</u>.
- 11. (Optional) Click the **Self Service** tab and make the policy available in Self Service. For more information, see <u>Making Items Available to Users in Jamf Self Service for macOS</u>.
- 12. (Optional) Click the **User Interaction** tab and configure messaging and deferral options. For more information, see User Interaction.
- 13. Click Save.

The policy runs on computers in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

## **Booting Computers to a NetBoot Image Using Jamf Remote**

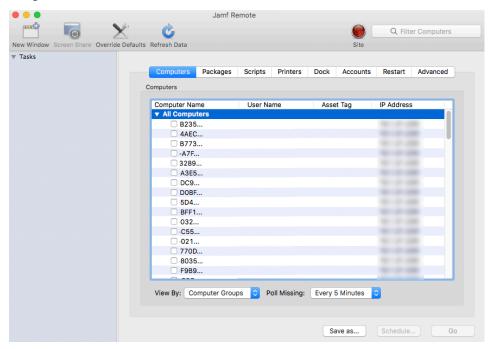
1. Open Jamf Remote and authenticate to the Jamf Pro server.

2. Click **Site** and choose a site.

This determines which items are available in Jamf Remote.

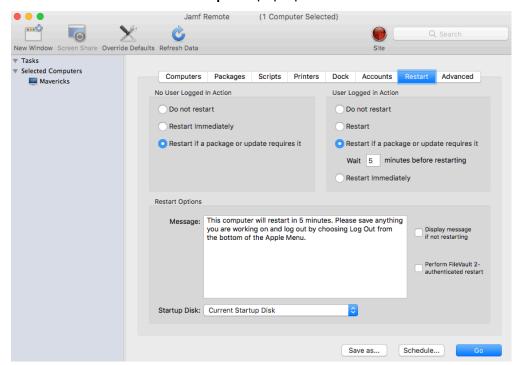
**Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

3. In the list of computers, select the checkbox for each computer that you want to boot to the NetBoot image.

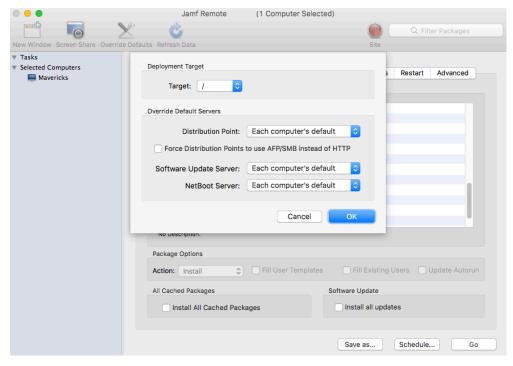


4. Click the Restart tab.

5. Choose "NetBoot" from the **Startup Disk** pop-up menu.



6. If you want to change the NetBoot server that computers use, click **Override Defaults** and choose a NetBoot server.



- 7. Configure the rest of the settings for restarting computers.
- 8. Do one of the following:
  - To immediately perform the tasks on the specified computers, click **Go** .
  - To schedule the tasks to take place at a specific day and time, click **Schedule** and choose a day and time. Then click **Schedule** again.

#### **Related Information**

For related information, see the following sections in this guide:

- About Policies
   Learn the basics about policies.
- Managing Policies
   Find out how to create a policy, view the plan and status of a policy, and view and flush policy logs.

For related information, see the following Knowledge Base article:

<u>Booting macOS 10.11 or Later Computers to a NetBoot Image Using a Policy or Jamf Remote</u>
Find out how to add a trusted NetBoot server so that you can boot a macOS 10.11 or later computer to a NetBoot image using a policy or Jamf Remote.

# **Standard Imaging**

Standard imaging allows you to configure the imaging settings for a computer at imaging time. These settings include:

- The target drive
- The configuration to image with
- The distribution point to download files from

## Requirements

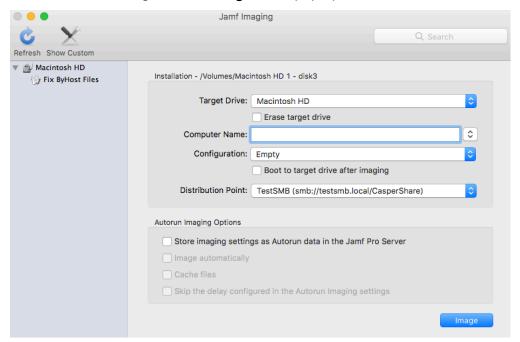
To use standard imaging, you need:

- A configuration (For more information, see <u>Configurations</u>.)
- A distribution point (For more information, see <u>About Distribution Points</u>.)
   Alternatively, you can use an external drive that is prepared for offline imaging. For more information, see the <u>Offline Imaging</u> Knowledge Base article.
- A startup disk other than the target drive that has Jamf Imaging installed (For more information, see <u>About Imaging</u>.)

### **Using Standard Imaging**

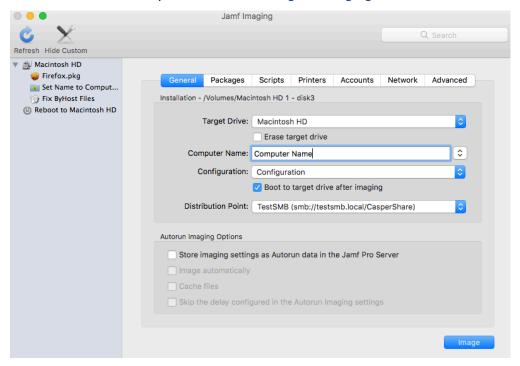
- 1. On the target computer, boot to a startup disk other than the target drive.
- 2. Open Jamf Imaging and authenticate locally.
- 3. Authenticate to the Jamf Pro server when prompted.
- 4. To add the computer to a site, click **Site** and choose a site. **Note:** This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.

5. Choose a drive to image from the **Target Drive** pop-up menu.



- 6. To erase the target drive when the imaging process begins, select the **Erase target drive** checkbox.
- 7. Assign a name to the computer by entering a name in the **Computer Name** field.
  Alternatively, use the arrows to choose "Computer Name", MAC Address", or "Serial Number". The value for the option you choose populates in the field.
- 8. Choose a configuration from the **Configuration** pop-up menu.
- 9. To boot the computer to the target drive after imaging, select the **Boot to target drive after imaging** checkbox.
- 10. Choose a distribution point from the **Distribution Point** pop-up menu.
- 11. (Optional) Use the options in the Autorun Imaging Options group box to configure Autorun imaging options for the computer.
  - For more information on Autorun imaging, see Autorun Imaging.

12. (Optional) Click **Show Custom** and use the tabs and options to customize the imaging process. For an overview of each pane, see <u>Customizing the Imaging Process</u>.



13. Click Image.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing Jamf Imaging Logs for a Computer
   Find out how to view Jamf Imaging logs for a computer.
- Event Logs
   Find out how to view event logs for Jamf Imaging events.

# **PreStage Imaging**

PreStage imaging allows you to store imaging settings in Jamf Pro and use them to image new computers as you add them to the network. This reduces the amount of time and interaction it takes to prepare new computers for use. PreStage imaging also enrolls computers with Jamf Pro.

To use PreStage imaging, you need to create an Imaging PreStage in Jamf Pro and then run Jamf Imaging on target computers to image them. Creating an Imaging PreStage allows you to configure the imaging settings and specify the computers that should be imaged with the Imaging PreStage (called "scope"). When you open Jamf Imaging on a computer in the scope, Jamf Imaging is populated with the settings in the Imaging PreStage.

You can configure an Imaging PreStage to start the imaging process automatically the first time Jamf Imaging is opened on a computer. Otherwise, you need to start the imaging process manually by clicking the Image button in Jamf Imaging.

You can also bypass PreStage imaging to prevent Jamf Imaging from being populated with the settings in the Imaging PreStage.

### Requirements

To create an Imaging PreStage, you need:

- A configuration (For more information, see Configurations.)
- A distribution point (For more information, see About Distribution Points.)

To image a computer using an Imaging PreStage, you need a startup disk other than the target drive that has Jamf Imaging installed. (For more information, see <u>About Imaging</u>.)

## **Creating an Imaging PreStage**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click PreStage Imaging.
- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the Imaging PreStage, including the activation and expiration date/time.
  - To start the imaging process automatically when Jamf Imaging is opened on a computer in the scope, select the **Image Automatically** checkbox.
- 6. Select the Computer Names payload and choose a method for assigning names to computers. Computer names are assigned as computers in the scope are imaged.
- 7. (Optional) Use the Purchasing Information payload to specify purchasing information for computers. This information is stored in Jamf Pro for each computer imaged using the Imaging PreStage.

- 8. (Optional) Use the Attachments payload to upload attachments to store for computers.

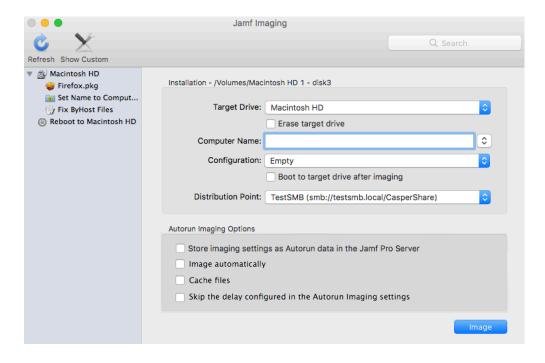
  Attachments are stored in Jamf Pro for each computer imaged using the Imaging PreStage.
- 9. Select the Install payload and configure the basic imaging settings, including the target drive, the configuration to image with, and the distribution point to download files from.
- 10. Enter credentials for a local account to bypass the prompt when Jamf Imaging is opened on the computer.
- 11. To store the imaging settings as Autorun data for each computer, select the **Store PreStage settings** as **Autorun data** checkbox. Then configure additional options for Autorun imaging as needed. For more information on Autorun imaging, see <u>Autorun Imaging</u>.
- 12. (Optional) Use the rest of the payloads to customize the imaging process. For an overview of each payload, see <u>Customizing the Imaging Process</u>.
- 13. Click the **Scope** tab and configure the scope of the Imaging PreStage.
- 14. Click Save.

## Imaging a Computer Using an Imaging PreStage

If you configured the Imaging PreStage to start the imaging process automatically, simply boot the target computer to a startup disk other than the target drive and open Jamf Imaging.

If you did not configure the Imaging PreStage to start the imaging process automatically, complete the following instructions:

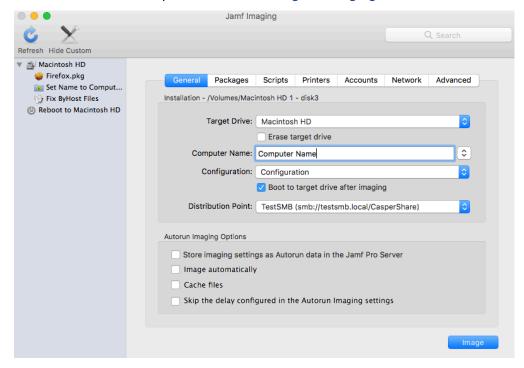
- 1. On a computer that is in the scope of the Imaging PreStage, boot to a startup disk other than the target drive and open Jamf Imaging.
- 2. If prompted, authenticate locally.
- 3. (Optional) Make changes to the basic imaging settings as needed, including the target drive, the configuration to image with, and the distribution point to download files from.



4. (Optional) Use the options in the Autorun Imaging Options group box to configure Autorun imaging options for the computer.

For more information on Autorun imaging, see Autorun Imaging.

5. (Optional) Click **Show Custom** and use the tabs and options to customize the imaging process. For an overview of each pane, see <u>Customizing the Imaging Process</u>.



6. Click Image.

#### **Bypassing PreStage Imaging**

To bypass PreStage imaging, hold down the Shift key when opening Jamf Imaging.

## **Viewing Imaging PreStage Logs**

Each Imaging PreStage log includes a list of computers that were imaged using the Imaging PreStage and a list of the following information for each computer:

- The date/time that the computer was imaged
- The status of the imaging event
- The actions that took place during the imaging event
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click PreStage Imaging.
- 4. Click the Imaging PreStage you want to view logs for.
- Click Logs.A list of computers imaged using the Imaging PreStage is displayed.
- 6. To view the list of actions that were performed when a computer was imaged, click **Show** for the computer.

#### **Related Information**

For related information, see the following section in this guide:

#### **Event Logs**

Find out how to view event logs for Jamf Imaging events.

## **Autorun Imaging Settings**

The Autorun imaging settings in Jamf Pro allow you to configure the following settings for Autorun imaging:

- The delay before the imaging process starts automatically This only applies if a computer's Autorun data is configured to start the imaging process automatically. During the delay, a pane is displayed that allows you to cancel the imaging process.
- The amount of space to leave available when caching files
- The attribute to use for comparing cached files to files on a distribution point This ensures that the most up-to-date files are cached on the computer.

## **Configuring the Autorun Imaging Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Autorun Imaging** 🚳 .

- 5. Click Edit.
- 6. Configure the settings on the pane.
- 7. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### Autorun Imaging

Find out how to image computers using Autorun imaging.

## **Autorun Imaging**

Autorun imaging allows you to store imaging settings in Jamf Pro so you don't have to configure them at imaging time. It also allows you to fully automate the imaging process. (For more information, see the <u>Automating the Imaging Process</u> Knowledge Base article.)

To use Autorun imaging, you need to create Autorun data for each target computer and then run Jamf Imaging on the computers to image them. Creating Autorun data allows you to configure and store the imaging settings you want to use to image each computer. When you open Jamf Imaging on a target computer, Jamf Imaging is populated with the Autorun data.

You can configure Autorun data to start the imaging process automatically each time Jamf Imaging is opened on a computer. Otherwise, you need to start the imaging process manually by clicking the Image button in Jamf Imaging.

You can also bypass Autorun imaging to prevent Jamf Imaging from being populated with the Autorun data.

There are three ways to create Autorun data for a computer:

- Create the Autorun data using Jamf Pro
- Store Autorun data using Jamf Imaging
- Store Autorun data using an Imaging PreStage (For more information, see <u>PreStage Imaging</u>.)

## Requirements

To create and manage Autorun data using Jamf Pro, you need:

- A configuration (For more information, see Configurations.)
- A distribution point (For more information, see <u>About Distribution Points</u>.)

To store Autorun data using Jamf Imaging, you need:

- A configuration (For more information, see <u>Configurations</u>.)
- A distribution point (For more information, see About Distribution Points.)
- Alternatively, you can use an external drive that is configured for offline imaging. (For more information, see the <u>Offline Imaging</u> Knowledge Base article.)
- A startup disk other than the target drive that has Jamf Imaging installed (For more information, see <u>About Imaging</u>.)

To image a computer using Autorun data, you need a startup disk other than the target drive that has Jamf Imaging installed. (For more information, see <a href="Mobile Imaging">About Imaging</a>.)

## **Creating Autorun Data Using Jamf Pro**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

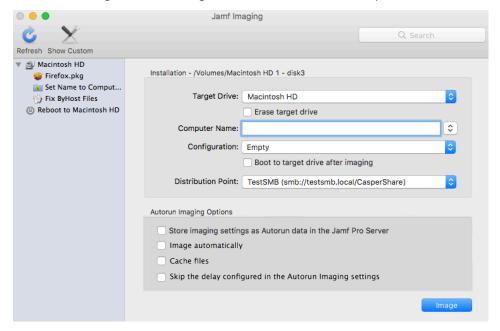
- 3. Click **Search Inventory**.
- 4. Perform a simple or advanced computer search.
  For instructions, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 5. Click the computer you want to create Autorun data for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item name to view the computers related to that item.
- 6. Click Autorun Data.
- 7. Use the Install payload to configure basic imaging settings for the computer, including the target drive, the configuration to image with, and the distribution point to download files from.
- Enter credentials for a local account to bypass the prompt when Jamf Imaging is opened on the computer.
   This is required if you plan to fully automate the imaging process.
- 9. To cache a copy of each file used for imaging, select the **Cache Files** checkbox.
- 10. To skip the delay that occurs before the imaging process starts automatically, select the **Skip the delay that occurs before imaging automatically** checkbox.
  You can change this delay by using the Autorun Imaging settings. For more information, see <u>Autorun Imaging Settings</u>.
- 11. (Optional) Use the rest of the payloads to customize the imaging process. For an overview of each payload, see <u>Customizing the Imaging Process</u>.
- 12. Click Save.

## **Storing or Editing Autorun Data Using Jamf Imaging**

- 1. On the target computer, boot to a startup disk other than the target drive and open Jamf Imaging.
- 2. If prompted, authenticate locally.

3. (Optional) Configure or make changes to the basic imaging settings as needed, including the target drive, the configuration to image with, and the distribution point to download files from.



- 4. In the Autorun Imaging Options group box, select the **Store imaging settings as Autorun data** checkbox.
- 5. To start the imaging process automatically each time Jamf Imaging is opened on the computer, select the **Image Automatically** checkbox.
- 6. To cache a copy of each file used for imaging, select the **Cache Files** checkbox.
- 7. To skip the delay that occurs before the imaging process starts automatically, select the **Skip the delay that occurs before imaging automatically** checkbox.
  You can change this delay by using the Autorun Imaging settings in Jamf Pro. For more information, see <u>Autorun Imaging Settings</u>.
- 8. (Optional) Click **Show Custom** and use the tabs and options to customize the imaging process. For an overview of each pane, see <u>Customizing the Imaging Process</u>.
- 9. Click Image.

The Autorun data is stored in Jamf Pro when the imaging process is complete.

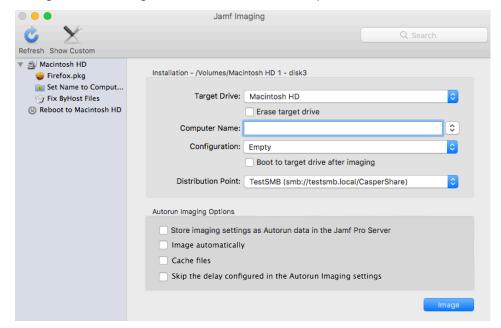
## **Imaging a Computer Using Autorun Imaging**

If you configured the Autorun data to start the imaging process automatically, simply boot the target computer to a startup disk other than the target drive and open Jamf Imaging. The imaging process begins after the specified delay.

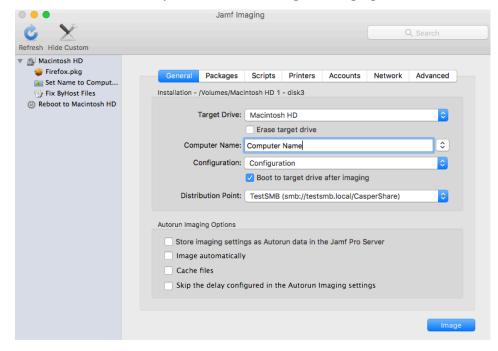
If you did not configure the Autorun data to start the imaging process automatically, complete the following instructions:

1. On the target computer, boot to a startup disk other than the target drive and open Jamf Imaging.

- 2. If prompted, authenticate locally.
- 3. (Optional) Make changes to the basic imaging settings as needed, including the target drive, the configuration to image with, and the distribution point to download files from.



- 4. (Optional) Use the options in the Autorun Imaging Options group box to change Autorun imaging options for the computer.
- 5. (Optional) Click **Show Custom** and use the tabs and options to customize the imaging process. For an overview of each pane, see <u>Customizing the Imaging Process</u>.



6. Click Image.

#### **Bypassing Autorun Imaging**

To bypass Autorun imaging when imaging a computer, hold down the Shift key when you open Jamf Imaging.

#### **Viewing Autorun Logs**

The Autorun logs for each computer allow you to view the following information for each imaging event:

- The date/time that the computer was imaged
- The status of the imaging event
- The actions that took place during the imaging event
- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Search Inventory.
- 4. Perform a simple or advanced computer search.
  For instructions, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 5. Click the computer you want to view Autorun logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item name to view the computers related to that item.
- 6. Click Autorun Data.
- 7. Click Logs.

A list of imaging events is displayed.

8. To view the actions that took place during an imaging event, click **Show** for the event.

#### **Related Information**

For related information, see the following sections in this guide:

- Autorun Imaging Settings
  - Find out to configure the settings for Autorun imaging.
- Installing Packages

Find out how to add packages to a computer's Autorun data when installing packages.

Caching Packages

Find out how to add packages to a computer's Autorun data when caching packages.

Installing Cached Packages

Find out how to add packages to a computer's Autorun data when installing a cached package.

Performing Mass Actions for Computers

Find out how to mass edit or delete Autorun data for computers.

Event Logs

Find out how to view event logs for Jamf Imaging events.

## **Target Mode Imaging**

Target Mode Imaging (TMI) allows you to image multiple computers subsequently by connecting them to a host computer using a Firewire or Thunderbolt cable. This can be ideal when using a network connection is not optimal, such as when imaging MacBook Air computers that do not have built-in ethernet.

To use TMI, you run Jamf Imaging on a host computer instead of a NetBoot image or an external drive. Then you boot target computers to target disk mode and connect them to the host computer.

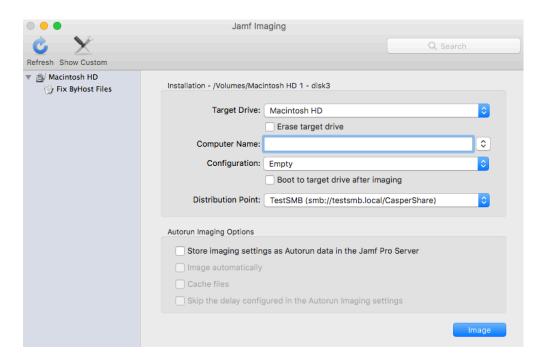
#### Requirements

To use TMI, you need:

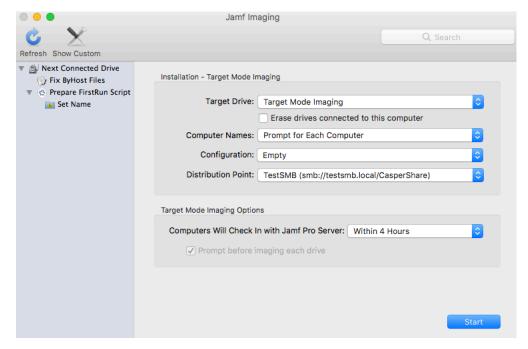
- Target computers that support target disk mode
- A host computer with Jamf Imaging installed and a FireWire or Thunderbolt port
- A configuration (For more information, see <u>Configurations</u>.)
- A distribution point (For more information, see <u>About Distribution Points</u>.)
- Alternatively, you can use an external drive that is prepared for offline imaging. For more information, see the <u>Offline Imaging</u> Knowledge Base article.

#### **Using TMI**

- 1. On the host computer, open Jamf Imaging and authenticate locally.
- 2. Authenticate to the Jamf Pro server when prompted.
- 3. To add the computer to a site, click Site and choose a site.
  Note: This button is only displayed if you have a site configured in Jamf Pro and are logged in with a Jamf Pro user account that has full access or access to multiple sites.
- 4. Choose "Target Mode Imaging" from the **Target Drive** pop-up menu.

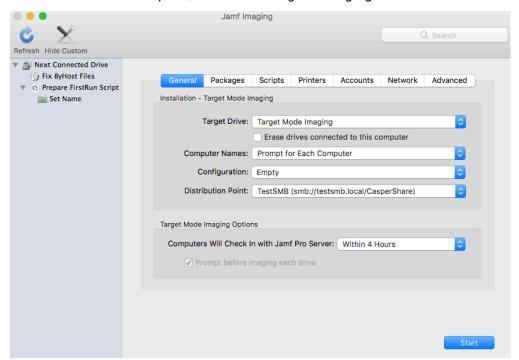


5. To erase each target drive before it is imaged, select the **Erase drives connected to this computer** checkbox.



- 6. From the **Computer Names** pop-up menu, choose how to assign names to target computers:
  - To be prompted to manually enter a name for each computer, choose "Prompt for Each Computer".
  - To automatically generate names in numerical order, choose "Use Numerical Order". Then enter a starting number, and a prefix and suffix as needed, and click OK.
  - To use each computer's MAC Address as the name, choose "Use MAC Address". Then enter a prefix and suffix for the MAC Address as needed and click **OK**.

- To use each computer's serial number as the name, choose "Use Serial Number". Then enter a prefix and suffix for the serial number as needed and click **OK**.
- To assign names based on the contents of a CSV file, choose "Upload CSV File" and upload the file.
- For more information on using a CSV file to assign computer names, see the <u>Creating a CSV file to</u> <u>Assign Computer Names During Target Mode Imaging</u> Knowledge Base article.
- 7. Choose a configuration from the **Configuration** pop-up menu.
- 8. Choose a distribution point from the **Distribution Point** pop-up menu.
- From Computers Will Check In with Jamf Pro pop-up menu, choose the approximate amount of time
  until computers will check in with Jamf Pro.
  Important: Computers that do not check in within the specified amount of time will not be enrolled
  with Jamf Pro.
- 10. To bypass the prompt displayed before imaging each computer, deselect the **Prompt before imaging** each drive checkbox.
- 11. (Optional) Click **Show Custom** and use the tabs and options to customize the imaging process. For an overview of each pane, see Customizing the Imaging Process.



- 12. Click Start.
- 13. Boot a target computer to target disk mode.

  To do this, turn on the computer and immediately press and hold down the T key.
- 14. Use a FireWire or Thunderbolt cable to connect the target computer to the host computer, and then click **OK** if prompted.
  The imaging process starts immediately.
- 15. When the imaging process is complete, disconnect the target computer.
- 16. Repeat steps 13–15 for each target computer.

## **Related Information**

For related information, see the following sections in this guide:

- Viewing Jamf Imaging Logs for a Computer
   Find out how to view Jamf Imaging logs for a computer.
- Event LogsFind out how to view event logs for Jamf Imaging events.

## **Customizing the Imaging Process**

Although configurations let you specify most of the items you want to install and configure during imaging, you can further customize the imaging process by using Jamf Imaging or using Jamf Pro to configure an Imaging PreStage or Autorun data.

The items that you can add when customizing the imaging process are:

- Packages
- Scripts
- Printers
- Local accounts
- Directory bindings
- Open Firmware/ EFI password
- Network settings
- Values for Apple Remote Desktop Info fields
- Post-imaging options, such as maintenance tasks and showing the Setup Assistant after restart

When using Jamf Imaging to customize the imaging process, you can also remove items that are in the selected configuration or items configured with an Imaging PreStage or Autorun data for the computer.

The interface you use to customize the imaging process depends on whether you are using Jamf Imaging or Jamf Pro. This section provides an overview of each pane displayed in Jamf Imaging, but the information also applies to the payload-based interface in Jamf Pro.

## **Packages**

This pane allows you to specify which packages you want to install as part of the imaging process. To add or remove a package, select or deselect the checkbox for the package.

**Note:** In Jamf Imaging, packages that do not exist on the selected distribution point are displayed in red.

## **Scripts**

This pane allows you to specify which scripts you want to run as part of the imaging process.

To add or remove a script from the imaging process using Jamf Imaging, select or deselect the checkbox for the script. Then specify parameter values as needed and choose a priority.

To add a script to the imaging process using Jamf Pro, click **Add** for the script you want to add and then choose a priority and specify parameter values as needed. To remove a script, locate the script on the pane and click **Remove**.

#### **Printers**

This pane allows you to specify which printers you want to map as part of the imaging process. To add or remove a printer, select or deselect the checkbox for the printer.

**Note:** In Jamf Imaging, printers that do not exist on the selected distribution point are displayed in red.

#### **Accounts**

This pane allows you to do the following as part of the imaging process:

- Create local accounts
- Bind computers to a directory service
- Set the Open Firmware/EFI password

**Note:** In Jamf Pro, these are displayed in three separate payloads called Local Accounts, Directory Bindings, and EFI Password.

#### **Local Accounts**

To add a local account to the imaging process using Jamf Imaging, click **Add** (+) and specify information about the account using the tabs and options provided. Then click **OK**. To remove a local account, select an account and click **Remove** (-).

To add a local account to the imaging process using Jamf Pro, specify information about the account using the options provided. To remove an account, locate the account on the pane and click **Remove** 

#### **Directory Bindings**

To add or remove a directory binding from the imaging process, select or deselect the checkbox for the directory binding.

#### Open Firmware/EFI Password

To add an Open Firmware/EFI password to the imaging process using Jamf Imaging, select the **Set Open Firmware/EFI Password** checkbox and choose "Command" from the **Security Level** pop-up menu. Then enter a password and type the password again to verify it. To remove an Open Firmware /EFI password, choose "None" from the **Security Level** pop-up menu.

To add an Open Firmware/EFI password to the imaging process using Jamf Pro, choose "Command" from the **Security Level** pop-up menu. Then enter a password and type the password again to verify it. To remove the password, select "None" from the **Security Level** pop-up menu.

#### **Network**

This pane allows you to configure network settings as part of the imaging process.

To configure network settings, the network configuration (IPv4 connection method) must match the one built into the OS package you're installing or the one in System Preferences on the computer.

To add or remove network settings from the imaging process, configure the options on the pane.

If the network configuration in your OS package is different than the one you want to set on the computer, you must take two additional steps to ensure that the network configuration is set. For more information, see the following Knowledge Base article:

**Computer-Specific Network Settings** 

#### **Advanced**

This pane allows you to configure the following items as part of the imaging process:

- Values for Apple Remote Desktop Info fields
- Post-imaging tasks, including:
  - Fix ByHost files
  - Fix disk permissions (macOS 10.11 or earlier)
  - Show Setup Assistant after restart

#### **Apple Remote Desktop Info Fields**

To add or remove values for the Apple Remote Desktop Info fields, enter or remove values from the fields displayed.

In Jamf Imaging, you can populate these fields with the values on the computer by clicking **Get Existing**.

#### **Post-imaging Tasks**

To add or remove a post-imaging task, select or deselect the checkbox for the task.

## **Removable MAC Addresses**

Adding removable MAC addresses to Jamf Pro ensures that Jamf Pro ignores certain MAC addresses. For example, MAC addresses of USB Ethernet dongles are commonly added as removable MAC addresses to prevent Jamf Pro from using them as identifiers for computers.

## **Adding a Removable MAC Address**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Computer Management.
- 4. In the "Computer Management–Management Framework" section, click **Removable MAC Addresses**
- 5. Click **New** + New .
- 6. Enter the MAC address that you want Jamf Pro to ignore.
- 7. Click Save.

# **License Management**

## **About Licensed Software**

Licensed software allows you to store and track licenses for the software in your environment so you can easily access license and purchasing information and monitor license compliance.

For each software product that you want to track licenses for, you must create a licensed software record in Jamf Pro. These records allow you to store information about the licenses owned and the software titles that count toward each license (called "software definitions").

Each time a computer submits inventory to Jamf Pro, the software on the computer is compared to the software definitions in the licensed software records. If they match, the computer counts toward the number of licenses in use.

After creating licensed software records, you can use Jamf Pro to evaluate and monitor license compliance, view and report on the licenses in use, and view Application Usage information for the software you're tracking licenses for.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>Licensed Software Records</u>
   Find out how to create licensed software records to store and track license information.
- <u>License Compliance</u>
   Find out how to evaluate license compliance by viewing the licensed software records in Jamf Pro.
- Viewing License Usage
   Find out how to view the computers on which licenses are in use.
- Application Usage for Licensed Software
   Find out how frequently the licensed software in your environment is being used.

## **Licensed Software Records**

For each software application you want to track licenses for, you must create a licensed software record in Jamf Pro. These records allow you to store the number of licenses owned and the software titles that count toward each license (called "software definitions"). They also allow you to store detailed license and purchasing information in Jamf Pro.

Each time a computer submits inventory to Jamf Pro, the software titles on the computer are compared to the software definitions in each record. If they match, the computer counts toward the number of licenses in use.

To monitor license compliance on an ongoing basis, you can enable email notifications for a licensed software record. This allows email notifications to be sent to Jamf Pro users when the number of licenses in use exceeds the number of licenses owned. (For information on setting up an SMTP server from which to send email notifications and enabling email notifications for a Jamf Pro user account, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a> and <a href="Email Notifications">Email Notifications</a>.)

Licensed software records also allow you to determine whether a license supersedes or is superseded by another license in Jamf Pro. For example, you may have licenses for Adobe Illustrator and Adobe CS 5.5 Design Standard, both of which contain Adobe Illustrator. The licenses for Adobe Illustrator will not be counted toward the licenses for CS 5.5 Design Standard even though CS 5.5 Design Standard contains Adobe Illustrator. Viewing the licensed software record for Adobe Illustrator would show that the licenses are superseded by CS 5.5 Design Standard. Alternatively, viewing the record for CS 5.5 Design Standard would show that the licenses supersede Adobe Illustrator.

There are several ways to create a licensed software record in Jamf Pro. You can manually create the record, use a licensed software template available in Jamf Pro, or upload a licensed software template obtained from Jamf Nation. All licensed software templates have predefined software definitions.

Software definitions can be based on one of two items: the name and version number of each application, font, and plug-in, or the software identification (SWID) tags associated with each software title. For more information on SWID tags and how they are useful for tracking licensed software with Jamf Pro, see the following Knowledge Base article:

Software Identification Tags and Tracking Licensed Software

## Requirements

To create a licensed software record based on SWID tags, the software you want to track must have a SWID tag associated with it and the SWID tag must be in Jamf Pro database.

**Note:** Jamf Pro collects SWID tags from a computer each time the computer submits inventory. SWID tags are not listed in a computer's inventory information in Jamf Pro, but they are stored in Jamf Pro database for use with licensed software.

## Manually Creating a Licensed Software Record

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.
- 4. Click New + New .
- 5. Use the General pane to configure basic settings for the licensed software record.

  To enable email notifications, select the **Send email notification on violation** checkbox.
- 6. Click the **Licenses** tab and add license and purchasing information:
  - a. Click **Add** + Add .
  - b. Specify information about the license, including the license type and license count.
  - c. (Optional) Click the **Purchasing Information** tab and enter purchasing information.
  - d. (Optional) Click the **Attachments** tab and click **Upload** to upload an attachment.
  - e. Click Save.
  - f. Repeat steps a through e to add more license and purchasing information as needed.
- 7. Click the **Software Definitions** tab.
- 8. To specify software definitions based on applications, fonts, and plug-ins, do the following:
  - a. Choose "Applications, Fonts, and Plug-ins" from the **Software Definitions Type** pop-up menu.
  - b. Click **Add** for the item you want to add.
  - c. Specify a name, connector ("is" or "like"), and version number using the fields and pop-up menu provided.
  - d. Click Save.
  - e. Repeat steps a through d to specify additional software definitions as needed. The items you added are displayed in a list.
- 9. To specify software definitions based on SWID tags, do the following:
  - a. Choose "Software ID Tags" from the **Software Definitions Type** pop-up menu.
  - b. Browse for and choose a reg ID.

  - d. Select the activation statuses you want to include in the software definitions.
- 10. Click Save.

## **Creating a Licensed Software Record From a Template**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.
- 4. Click New From Template.
- 5. Click the licensed software template you want to use.
- 6. Use the General pane to change or configure basic settings for the licensed software record. To enable email notifications, select the **Send email notification on violation** checkbox.
- 7. Click the **Licenses** tab and add license and purchasing information:
  - a. Click Add + Add .
  - b. Enter information about the license, including the license type and license count.
  - c. (Optional) Click the **Purchasing Information** tab and enter purchasing information.
  - d. (Optional) Click the **Attachments** tab and click **Upload** 1 to upload an attachment.
  - e. Click Save.
  - f. Repeat steps a through e to add more license and purchasing information as needed.
- 8. To view or edit software definitions, click the **Software Definitions** tab and make changes as needed.
- 9. Click Save.

## **Uploading a Licensed Software Template**

You can create a licensed software record by uploading a licensed software template obtained from Jamf Nation. Licensed software templates are available in Jamf Nation at:

https://www.jamf.com/jamf-nation/third-party-products/files/licensed-software-templates

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.
- 4. Click **Upload** and upload the licensed software template.
- 5. Use the General pane to change or configure basic settings for the licensed software record. To enable email notifications, select the **Send email notification on violation** checkbox.

- 6. Click the **Licenses** tab and add license and purchasing information:
  - a. Click Add + Add .
  - b. Enter information about the license, including the license type and license count.
  - c. (Optional) Click the **Purchasing Information** tab and enter purchasing information.
  - d. (Optional) Click the Attachments tab and click Upload to upload an attachment.
  - e. Click Save.
  - f. Repeat steps a through e to add more license and purchasing information as needed.
- 7. To view or edit software definitions, click the **Software Definitions** tab and make changes as needed.
- 8. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>License Compliance</u>
   Find out how to evaluate license compliance by viewing the licensed software records in Jamf Pro.
- Viewing License Usage
   Find out how to view the computers on which licenses are in use.
- Application Usage for Licensed Software
   Find out how frequently the licensed software in your environment is being used.
- Smart Computer Groups
   You can create smart computer groups based on licensed software.

## **License Compliance**

You can evaluate license compliance by viewing the licensed software records in Jamf Pro and comparing the number of licenses in use to the number of licenses owned.

You can also monitor software compliance by allowing email notifications to be sent to Jamf Pro users each time a license limit is exceeded. (For more information see, <u>Licensed Software Records</u>.)

## **Evaluating License Compliance**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.

A list of licensed software records is displayed along with the number of licenses in use and the number of licenses owned for each record.

## **Viewing License Usage**

If you are using licensed software records to track software licenses, you can view a list of computers with the licenses in use (called "license usage matches").

## **Viewing License Usage Matches**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.
- 4. Click the licensed software record you want to view license usage matches for.
- 5. Click View Matches.

**Note:** This button is only displayed if the licenses associated with the record are in use on managed computers.

A list of license usage matches is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Computer Reports
  - Find out how to export the data in a list of license usage matches to different file formats.
- Performing Mass Actions for Computers
  - Find out how to perform mass actions for a list of license usage matches.
- Viewing and Editing Inventory Information for a Computer
  - You can view the licensed software in use on a computer by viewing the computer's inventory information in Jamf Pro.

## **Application Usage for Licensed Software**

You can find out how frequently licensed software is being used by viewing the Application Usage logs for a licensed software record. This allows you to view the amount of time that the software was open in the foreground on computers.

#### Requirements

To view Application Usage logs for a licensed software record, the Computer Inventory Collection settings must be configured to collect Application Usage information. (For more information, see <u>Computer Inventory Collection Settings</u>.)

#### **Viewing Application Usage Logs for a Licensed Software Record**

- 1. Log in to Jamf Pro
- 2. Click **Computers** at the top of the page.
- 3. Click Licensed Software.
- 4. Click the licensed software record you want to view Application Usage logs for.
- 5. Click View Logs.

**Note:** This button is only displayed if the licenses associated with the record are in use on managed computers.

Application Usage logs for the record are displayed.

# **Usage Management**

## **Application Usage**

Application Usage logs allow you to monitor how frequently applications are used on computers and track usage behaviors. You can view the Application Usage logs for a computer or licensed software record.

Computers submit Application Usage information to Jamf Pro each time they submit inventory.

#### Requirements

To view Application Usage logs, the Computer Inventory Collection settings must be configured to collect Application Usage information. (For more information, see <u>Computer Inventory Collection Settings</u>.)

#### **Viewing Application Usage Logs for a Computer**

The Application Usage logs for a computer consist of a pie chart that shows the amount of time each application was in the foreground on the computer during a specified date range.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Application Usage logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- Click the **History** tab.Application Usage logs for the computer are displayed.
- 6. To view Application Usage logs for a different date range, specify the starting and ending dates using the **Date Range** pop-up menus. Then click **Update**.

## **Viewing Application Usage Logs for a Licensed Software Record**

The Application Usage logs for a licensed software record allow you to view the amount of time that the software was open in the foreground on computers.

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.

- 3. Click **Licensed Software**.
- 4. Click the licensed software record you want to view Application Usage logs for.
- 5. Click View Logs.

**Note:** This button is only displayed if the licenses associated with the record are in use on managed computers.

Application Usage logs for the record are displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Flushing Logs
   Find out how to schedule automatic log flushing or manually flush logs.
- Simple Computer Searches
   You can quickly search the Application Usage information in Jamf Pro for a general range of results.

## **Computer Usage**

Computer Usage logs allow you to monitor how frequently each computer is used and track usage behaviors. The following information is included in Computer Usage logs:

- Startup dates/times
- Login and logout dates/times
- Usernames used to log in and out of the computer

## Requirements

To view Computer Usage logs, a startup script or login/logout hooks must be configured to log Computer Usage information. For more information, see <a href="Startup Script">Startup Script</a> and <a href="Login and Logout Hooks">Login and Logout Hooks</a>.

#### **Viewing Computer Usage Logs for a Computer**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Perform a simple or advanced computer search. For more information, see <u>Simple Computer Searches</u> or <u>Advanced Computer Searches</u>.
- 4. Click the computer you want to view Computer Usage logs for.

  If you performed a simple search for an item other than computers, you must click **Expand** next to an item to view the computers related to that item.
- 5. Click the **History** tab, and then click the **Computer Usage Logs** category. Computer Usage logs for the computer are displayed.

#### **Related Information**

For related information, see the following section in this guide:

#### Flushing Logs

Find out how to schedule automatic log flushing or manually flush logs.

## **Restricted Software**

Restricted software allows you to prevent users or groups of users from accessing certain applications. For instance, you might want to prevent all users from accessing a peer-to-peer file sharing application or restrict everyone except the IT staff from accessing common administrative utilities.

For each application that you want to restrict, you must create a restricted software record. This allows you to specify the users to which the restriction applies and control what happens when the application is opened by those users. For instance, you can kill the restricted process, delete the application, and even display a message to the user.

If there is an SMTP server set up in Jamf Pro, you can enable email notifications for the restricted software record. This allows email notifications to be sent to Jamf Pro users each time a violation occurs. (For information on setting up an SMTP server and enabling email notifications for Jamf Pro user accounts, see <u>Integrating with an SMTP Server</u> and <u>Email Notifications</u>.)

## **Creating a Restricted Software Record**

- 1. Log in to Jamf Pro.
- 2. Click **Computers** at the top of the page.
- 3. Click Restricted Software.
- 4. Click **New** + New .
- Configure the restricted software record using the fields and options on the pane.To enable email notifications, select the Send email notification on violation checkbox.
- 6. Click the **Scope** tab and configure the scope of the restricted software record. For more information, see <u>Scope</u>.
- 7. Click Save.

The restriction is applied to computers in the scope the next time they check in with Jamf Pro.

#### **Related Information**

For related information, see the following section in this guide:

#### Viewing Restricted Software for a Computer

Find out how to view the restricted software for a computer.

For related information, see the following Knowledge Base article:

#### Finding the Name of Processes When Configuring Restricted Software

Learn how to find the exact name of the process you want create restricted software for.

# jamf

# **Managing Mobile Devices**

## **Enrollment of Mobile Devices**

## **About Mobile Device Enrollment**

Enrollment is the process of adding mobile devices to Jamf Pro to establish a connection between the devices and the Jamf Pro server. This allows you to perform inventory, configuration, security management, and distribution tasks on the devices.

When mobile devices are enrolled, inventory information for the devices is submitted to Jamf Pro.

There are several ways to enroll mobile devices with Jamf Pro:

- User-initiated enrollment—You can allow users to enroll mobile devices by having them log in to an enrollment portal where they follow the onscreen instructions to install the necessary profile and certificates. You can provide this URL by sending it in an email or SMS invitation from Jamf Pro, or through any other means that fit your environment.
  Personally owned devices can only be enrolled via user-initiated enrollment, and require an enabled personal device profile assigned to the site that the user has access to (or to the full Jamf Pro if sites have not been added to Jamf Pro). For more information, see <a href="Personal Device Profiles">Personal Device Profiles</a>.
- Enroll mobile devices using an enrollment profile—You can create an enrollment profile using Jamf Pro and install it on mobile devices by connecting them to a computer via USB. This enrollment method requires Apple Configurator.
  - For Apple TV devices, you must install the enrollment profile using Apple Configurator.
- Enroll mobile devices using a PreStage enrollment—A PreStage enrollment allows you to store enrollment and mobile device setup settings in Jamf Pro and use them to enroll iOS and tvOS devices with Jamf Pro. This reduces the amount of time and interaction it takes to prepare new mobile devices for use.
  - You can also use Apple Configurator 2 and a PreStage enrollment to enroll devices with Jamf Pro, supervise them, and configure device setup.
  - This enrollment method requires an Apple Deployment Programs account. For more information, see the <u>Integrating with Apple's Device Enrollment Program (DEP)</u> Knowledge Base article.
- Apple Configurator enrollment
   — You can enroll mobile devices with Jamf Pro by connecting them
  to a computer via USB and using an enrollment URL with Apple Configurator 2.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to allow users to enroll mobile devices by having them log in to an enrollment portal.
- Enrollment Profiles
  - Find out how to create and download enrollment profiles so you can enroll mobile devices by connecting them to a computer via USB.
- Mobile Device PreStage Enrollments
   Find out how to enroll mobile devices using a PreStage enrollment.

#### Apple Configurator Enrollment Settings

Find out how to enable Apple Configurator enrollment so you can enroll mobile devices using Apple Configurator and an enrollment URL.

For related information, see the following Knowledge Base article:

#### Components Installed on Mobile Devices

Learn about the components installed on mobile devices during enrollment.

For related information, see the following technical paper:

#### <u>Deploying iOS Devices Using Apple Configurator 2 and Jamf Pro</u>

Get step-by-step instructions on how to deploy iOS devices using Apple Configurator 2.

## **User-Initiated Enrollment for Mobile Devices**

You can allow users to enroll mobile devices by having them log in to an enrollment portal where they are prompted to install the necessary profile and certificates.

To direct users to the enrollment portal, you need to provide them with the enrollment URL. The enrollment URL is the full URL for the Jamf Pro server followed by "/enroll". For example:

https://jss.mycompany.com:8443/enroll

You can provide the enrollment URL to users by doing the following:

- Provide the URL in the way that best fits your environment
   Simply provide the URL to users in the way that best fits your needs. You can add a mobile device to a site when using this method.
- Send an enrollment invitation to users via email or SMS

This allows you create an email or SMS invitation in Jamf Pro and send it to one or more users. It gives you more control over user access to the enrollment portal by allowing you to do the following:

- Set an expiration date for the invitation
- Require users to log in to the portal
- Allow multiple uses of the invitation
- Add the mobile device to a site during enrollment
- View the status of the invitation

**Note:** Mobile device enrollment invitations cannot be sent to personally owned devices. You must provide the enrollment URL to those users by some other means.

Users can log in to the enrollment portal using an LDAP directory account or a Jamf Pro user account. When a user logs in with an LDAP directory account, user and location information is submitted to Jamf Pro during enrollment. When a user logs in with a Jamf Pro user account, it allows an LDAP user to be assigned to the mobile device.

## Requirements

To allow mobile devices to be enrolled with user-initiated enrollment, you need:

- A push certificate in Jamf Pro (For more information, see <u>Push Certificates</u>.)
- User-initiated enrollment enabled (For more information, see User-Initiated Enrollment Settings.)

**Note:** For mobile devices with iOS 10.3 or later, Apple has enabled an important security enhancement that requires untrusted root certificates installed manually on unsupervised iOS devices to be manually trusted in Certificate Trust Settings during user-initiated enrollment, or installation of the MDM profile will fail. For more information, see the following Knowledge Base article:

<u>Changes in User-Initiated Enrollment with Untrusted Certificate Authority (CA) Signed SSL Certificates in iOS 10.3 and Later</u>.

To send a mobile device enrollment invitation via email or SMS, you need an SMTP server set up in Jamf Pro. (For more information, see <u>Integrating with an SMTP Server</u>.)

For users to log in to the enrollment portal with an LDAP directory account, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

## Sending a Mobile Device Enrollment Invitation for User-Initiated Enrollment

You can send an email or SMS invitation that contains the enrollment URL from Jamf Pro. Users click the enrollment URL in the email or SMS message to access the enrollment portal.

Before you configure the invitation, make sure you have the email addresses or phone numbers of the users you want to send the invitation to.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Enrollment Invitations.
- 4. Click New + New .
- 5. Select **User-Initiated Enrollment** as the enrollment method.
- 6. Follow the onscreen instructions to send the enrollment invitation.

An enrollment invitation is immediately sent to the email addresses or phone numbers you specified.

You can view the status of the enrollment invitation in the list of invitations.

## Viewing Mobile Device Enrollment Invitation Usage

You can view a list of mobile devices that were enrolled with a specific enrollment invitation.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Enrollment Invitations.
- 4. Click the enrollment invitation you want to view usage for.
- 5. Click View Enrolled Mobile Devices.

A list of mobile devices enrolled with the invitation is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

<u>User-Initiated Enrollment Settings</u>
 Learn about the settings you can configure for user-initiated enrollment.

<u>User-Initiated Enrollment Experience for Mobile Devices</u>
 Learn about the steps users take to enroll mobile devices.

For related information, see the following Knowledge Base article:

#### Components Installed on Mobile Devices

Learn about the components installed on mobile devices during enrollment.

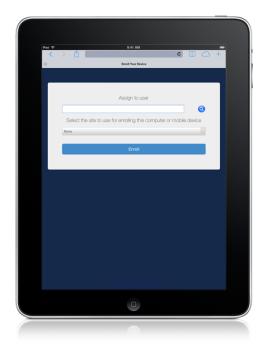
# User-Initiated Enrollment Experience for Mobile Devices

When a user accesses the enrollment URL from a mobile device, they are guided through a series of steps to enroll the device.

iOS devices can be enrolled as institutionally owned or personally owned devices.

**Note:** Apple has enabled an important security enhancement beginning with iOS 10.3. This security enhancement requires untrusted root certificates installed manually on unsupervised iOS devices to be manually trusted in Certificate Trust Settings during user-initiated enrollment, or installation of the MDM profile will fail. For more information, see the following Knowledge Base article: <a href="Changes in User-Initiated Enrollment with Untrusted Certificate Authority">Changes in User-Initiated Enrollment with Untrusted Certificate Authority</a> (CA) Signed SSL Certificates in iOS 10.3 and Later.

 The user is prompted to enter credentials for an LDAP directory account or a Jamf Pro user account with user-initiated enrollment privileges, and then they must tap Log in.
 The login prompt is not displayed if the enrollment portal was accessed via an enrollment invitation for which the Require Login option is disabled. (For more information about enrollment invitations, see <u>User-Initiated Enrollment for Mobile Devices</u>.)



If notified that the device cannot verify the identity of the Jamf Pro server, the user must tap **Continue** to log in to the enrollment portal.

This notification only appears if the SSL certificate is not natively trusted by the device.



2. The user is prompted to enroll the device as a personally owned device or an institutionally owned device.

This is only displayed if both institutionally owned device enrollment and personally owned device enrollment are enabled in Jamf Pro.



You can display a description to users who enroll a personally owned device. (For more information, see <u>User-Initiated Enrollment Settings</u>.)

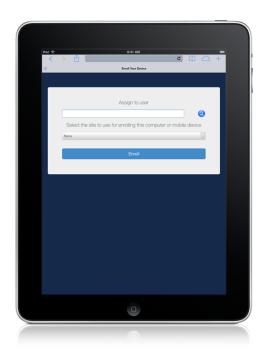


You can display a description to users who enroll an institutionally owned device.



3. When prompted, the user must choose the site that they are associated with. If the user is associated with multiple sites, they must select the site that will assign the appropriate settings to the device.

If the user signed in with a Jamf Pro user account, they can assign an LDAP user to the computer at this time.



4. The user is prompted to continue to the CA certificate installation.



**Note**: For mobile devices with iOS 11, a pop-up window will appear notifying users, "This website is trying to open Settings to show you a configuration profile. Do you want to allow this?" The user must tap **Allow**.

5. The user must tap **Install** to continue.



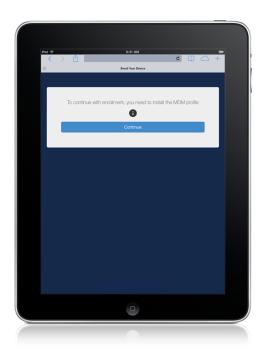
6. When notified that the profile will change settings on the device, the user must tap **Install**. If the device has a passcode, the user must enter the passcode.



7. To complete the installation, the user must tap **Done**.



8. The user is prompted to continue to the MDM profile installation. Information about enrollment can be accessed by tapping the **Information** icon.



**Note**: For mobile devices with iOS 11, a pop-up window will appear notifying users, "This website is trying to open Settings to show you a configuration profile. Do you want to allow this?" The user must tap **Allow**.

9. The user must tap **Install** to continue.



10. When notified that installing the profile will change settings on the device, the user must tap **Install Now**.

If the device has a passcode, the user must enter the passcode.



11. When notified that installing the profile will allow an administrator to remotely manage the device, the user must tap **Install**.



12. To complete the enrollment process, the user must tap **Done**.



When the enrollment is complete, the device is enrolled with Jamf Pro.



If you chose to install Self Service for iOS, users are prompted to install the app from the App Store. (For more information, see <u>Self Service Mobile</u>.)



# **Apple Configurator Enrollment Settings**

The Apple Configurator Enrollment settings allow you to enroll mobile devices with Jamf Pro using Apple Configurator 2 and an enrollment URL. This involves enabling Apple Configurator enrollment in Jamf Pro, and then connecting devices to a computer via USB to enroll them using Apple Configurator 2 and an enrollment URL.

You can enable one or both of the following types of Apple Configurator enrollment URL:

- Static URL Using a static URL allows you to manually provide the URL to the person that operates the Apple Configurator workstation in the way that best fits your environment. The static URL cannot expire and does not allow you to enroll devices into sites as a part of the enrollment process. The static enrollment URL for Jamf Pro is the URL for the Jamf Pro server followed by "/configuratorenroll". For example: https://jss.mycompany.com:8443/configuratorenroll
- Dynamic URL Using a dynamic URL allows you to view a randomly generated enrollment URL in Jamf Pro or send that URL to the person that operates the Apple Configurator workstation via an enrollment invitation, allowing for a more secure enrollment experience. When you view or send a dynamic URL via an enrollment invitation, you can set the expiration date for the URL and choose a site to add devices to during enrollment.

#### Requirements

Apple Configurator enrollment only applies to mobile devices with iOS 9 or later. In addition, you need Apple Configurator 2.0 or 2.1.

# **Enabling Apple Configurator Enrollment via Static URL**

Before you can enroll mobile devices using Apple Configurator and a static URL, you must enable Apple Configurator enrollment in Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 5. Click the **Enrollment** tab, and then click Edit.
- 6. Select Enable Apple Configurator Enrollment via Static URL.
- 7. Click Save.

You can now use the static URL with your Apple Configurator workstation.

## **Enabling Apple Configurator Enrollment via Dynamic URL**

Before you can enroll mobile devices using Apple Configurator and a dynamic URL, you must enable Apple Configurator enrollment in Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click Apple Configurator Enrollment .
- 5. Click the **Enrollment** tab, and then click **Edit**.
- 6. Select Enable Apple Configurator Enrollment via Dynamic URL.
- 7. Click Save.

Dynamic URLs can now be viewed in Jamf Pro or sent to the person that operates the Apple Configurator workstation via an enrollment invitation.

#### Viewing or Sending a Dynamic Apple Configurator Enrollment URL via a Mobile Device Enrollment Invitation

You can view the dynamic Apple Configurator enrollment URL or send an email or SMS invitation that contains the URL from Jamf Pro to the person that operates the Apple Configurator workstation. The enrollment URL is used with Apple Configurator to enroll mobile devices with Jamf Pro.

Before you configure the invitation, make sure you have the email address or phone number of the person you want to send the invitation to.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Enrollment Invitations.
- 4. Click New + New .
- 5. Select **Apple Configurator Enrollment** as the enrollment method.
- 6. Follow the onscreen instructions to view or send the enrollment invitation.

If you chose to view the enrollment URL, it is displayed in Jamf Pro. If you chose to send the enrollment URL, an enrollment invitation containing the dynamic URL is sent to the email addresses or phone numbers you specified.

You can view the status of the enrollment invitation in the list of invitations.

#### **Viewing Mobile Device Enrollment Invitation Usage**

You can view a list of mobile devices that were enrolled with a specific enrollment invitation.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click **Enrollment Invitations**.
- 4. Click the enrollment invitation you want to view usage for.
- 5. Click View Enrolled Mobile Devices.

A list of mobile devices enrolled with the invitation is displayed.

#### **Related Information**

For related information, see the following section in this guide:

#### **Supervision Identities**

Find out how to create, upload, and download a supervision identity for use with Apple Configurator 2.

For related information, see the following Knowledge Base article:

#### Components Installed on Mobile Devices

Learn about the components installed on mobile devices during enrollment.

For related information, see the following technical paper:

#### Deploying iOS Devices Using Apple Configurator 2 and Jamf Pro

Get step-by-step instructions on how to deploy iOS devices using Apple Configurator 2 and an enrollment URL.

# **Supervision Identities**

If you plan to supervise devices and deploy them using Apple Configurator 2 and Jamf Pro, you can use a supervision identity to pair supervised devices with multiple Apple Configurator 2 workstations that have the same supervision identity. A supervision identity can be applied to a device by pairing the device with an Apple Configurator 2 workstation or by enrolling the device with Jamf Pro using a PreStage enrollment configured with a DEP instance that has a supervision identity.

A supervision identity certificate (.p12 file) can be created in Jamf Pro or created in Apple Configurator 2 and then uploaded to Jamf Pro. The identity can then be stored in Jamf Pro until you need to download it and add it to other Apple Configurator 2 workstations, or add it to a DEP instance for use with a PreStage enrollment.

**Note:** To ensure devices are paired securely with each Apple Configurator 2 workstation, the workstations you are using must have matching supervision identities. If the wrong identity is applied to a device, the device must be wiped, re-supervised, and re-enrolled to change the identity.

For more information about supervision identities, see Apple's Configurator 2 Help documentation at:

#### http://help.apple.com/configurator/mac

For step-by-step instructions on how to use supervision identities while deploying mobile devices using Apple Configurator 2, see the following technical paper:

Deploying iOS Devices with Apple Configurator 2 and Jamf Pro

## Requirements

To use supervision identities, you need:

- Supervised devices with iOS 9 or later, or tvOS 10.2 or later
- Apple Configurator 2.0 or 2.1

# **Creating a Supervision Identity**

You can create a supervision identity in Jamf Pro for use with Apple Configurator 2.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Apple Configurator Enrollment** .
- 5. Click the **Supervision Identities** tab, and then click **Edit**.
- 6. Click New.
- 7. Configure the supervision identity using the fields on the pane.

8. Click Save.

## **Uploading a Supervision Identity**

If you created a supervision identity using Apple Configurator 2, you can upload that identity to Jamf Pro so it can be accessed from other Apple Configurator 2 workstations or added to a DEP instance.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click Apple Configurator Enrollment .
- 5. Click the **Supervision Identities** tab, and then click **Edit**.
- 6. Click Upload.
- 7. Click **Upload Supervision Identity** and upload the supervision identity (.p12).
- 8. Configure the supervision identity using the fields on the pane.
- 9. Click Save.

#### **Downloading a Supervision Identity**

You can download a supervision identity from Jamf Pro and add it to the Apple Configurator 2 workstations that you want your devices with the same supervision identity to trust.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click Apple Configurator Enrollment .
- 5. Click the **Supervision Identities** tab.
- 6. Click **View** next to the supervision identity you want to download.
- 7. Click **Download**.
- 8. Click Done.

# Adding a Supervision Identity to a DEP Instance

When you add a supervision identity to a DEP instance, that identity is applied to all devices enrolled using a PreStage enrollment that is configured with the DEP instance.

**Note:** Devices that are already enrolled with Jamf Pro and associated with a DEP instance need to be re-enrolled to become associated with the supervision identity for that DEP instance.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Global Management.
- 4. Click **Device Enrollment Program** 📵 .
- 5. Click the DEP instance you want to add a supervision identity to.
- 6. Click Edit.
- 7. Select the supervision identity you want to add from the **Supervision Identity for Use with Apple Configurator** pop-up menu.
- 8. Click Save.

## **Related Information**

For related information, see the following sections in this guide:

- Integrating with the Device Enrollment Program
  Find out how to configure an instance of DEP.
- Mobile Device PreStage Enrollments
   Find out how to enroll mobile devices using a PreStage Enrollment.

# **Enrollment Profiles**

Enrollment profiles are .mobileconfig files that allow you to enroll mobile devices with Jamf Pro. This involves creating an enrollment profile, connecting the devices to a computer via USB, and installing the enrollment profile using Apple Configurator.

When you create an enrollment profile using Jamf Pro, you can specify user and location information, purchasing information, and a site for mobile devices enrolled using the profile. To enroll mobile devices using Apple Configurator, you must download both the enrollment profile and its Trust Profile from Jamf Pro and import both profiles to Apple Configurator.

For information on how to install enrollment profiles using Apple Configurator, see the following Knowledge Base article:

#### <u>Installing Enrollment Profiles Using Apple Configurator</u>

**Note:** You cannot distribute an updated MDM profile via the Self Service web clip to mobile devices enrolled using an enrollment profile. For information on updating an MDM profile, see the following Knowledge Base article:

**Distributing Updated MDM Profiles** 

#### **Creating an Enrollment Profile for Use with Apple Configurator**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Enrollment Profiles.
- 4. Click New + New .
- 5. Use the General pane to configure basic settings for the enrollment profile.
- 6. (Optional) Click the **User and Location Information** tab and specify user and location information for the devices.
- 7. (Optional) Click the **Purchasing Information** tab and specify purchasing information for the devices.
- 8. (Optional) Click the Attachments tab and click Upload to upload an attachment.
- 9. Click Save.

# **Downloading an Enrollment Profile**

You need to download the enrollment profile (.mobileconfig) from Jamf Pro before using it to enroll mobile devices using Apple Configurator.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.

- 3. Click Enrollment Profiles.
- 4. Click the enrollment profile you want to download.
- 5. Click **Download**.

On macOS 10.7 or later, you may be prompted to install the profile. Click **Cancel** to decline.

The enrollment profile downloads immediately as a .mobileconfig file.

#### **Downloading a Trust Profile**

The Trust Profile contains the CA certificate that establishes trust between the certificate authority (CA) and mobile devices.

When you create an enrollment profile for use with Apple Configurator, Jamf Pro automatically creates an associated Trust Profile. You need to download the Trust Profile (Trust Profile. mobileconfig) from Jamf Pro so that you can import it to Apple Configurator along with the enrollment profile.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- Click Enrollment Profiles.
- 4. Click the enrollment profile for which you want to download a Trust Profile.
- 5. Click Trust Profile.

On macOS 10.7 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.

When the Trust Profile is imported to Apple Configurator, it displays in the Profiles list with a name that identifies it as the CA certificate profile.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

Manually Enrolling iPads in Jamf Pro with Apple Configurator 2

For related information, see the following Knowledge Base article:

#### Components Installed on Mobile Devices

Learn about the components installed on mobile devices during enrollment.

For related information, see the following technical paper:

#### <u>Deploying iOS Devices Using Apple Configurator 2 and Jamf Pro</u>

Get step-by-step instructions on how to deploy iOS devices using Apple Configurator 2 and an enrollment profile.

# **Mobile Device PreStage Enrollments**

A PreStage enrollment allows you to store enrollment and mobile device setup settings in Jamf Pro and use them to enroll new iOS and tvOS devices. This reduces the amount of time and interaction it takes to prepare mobile devices for use. For tvOS devices, this includes supervising devices, requiring users to apply the MDM profile for enrollment, and auto advancing through the Setup Assistant with optional settings to skip selected items during enrollment.

Before you can use a PreStage enrollment, you need to integrate Jamf Pro with the Device Enrollment Program (DEP). This creates an instance of DEP in Jamf Pro. (For more information, see <a href="Integrating with the Device Enrollment Program">Integrating with the Device Enrollment Program</a>.) Only devices associated with a DEP instance can be enrolled with Jamf Pro using a PreStage enrollment.

After creating a DEP instance, you need to create a PreStage enrollment in Jamf Pro for the mobile devices you want to enroll. Creating a PreStage enrollment allows you to configure the enrollment settings and customize the user experience of the Setup Assistant. You can also specify the mobile devices that should be enrolled using the PreStage enrollment. In addition, you can specify that devices newly associated with the DEP instance be automatically added to the PreStage enrollment.

You can require users to authenticate during mobile device setup using an LDAP directory account or a Jamf Pro user account. If users authenticate with an LDAP directory account, user and location information is submitted during enrollment.

#### Requirements

To require LDAP users or Jamf Pro users to authenticate during mobile device setup, you need an LDAP server set up Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.) In addition, authentication requires mobile devices with iOS 7.1 or later, or Apple TV devices with tvOS 10.2 or later.

To enable Shared iPad, you need the following:

- Supervised iPads with iOS 9.3 or later
- Apple Education Support enabled in Jamf Pro. (For more information, see <u>Apple Education Support Settings</u>.)
- The user's Managed Apple ID entered in the Roster category of user inventory information. (For more information, see <u>Viewing and Editing Inventory Information for a User</u>.)

For more information on Shared iPad, see the following technical paper: Supporting Apple's Classroom App and Shared iPad Using Jamf Pro

# **Configuring a Mobile Device PreStage Enrollment**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click PreStage Enrollments.

- 4. Click **New** + New .
- 5. Use the General payload to configure basic settings for the PreStage enrollment. To enable Shared iPad during enrollment, select Supervise Devices and then select Enable Shared iPad. You must also select the maximum number of user accounts that can be stored with Shared iPad using the Number of users pop-up menu. This limits the number of user accounts that can be stored locally on the iPad.
  - To customize the user experience of the Setup Assistant, select which steps you want to skip in the Setup Assistant. If you choose to skip steps, the user can enable these settings after the device is configured unless otherwise restricted. For Apple TV devices, Ethernet connection is required.
- 6. (Optional) Use the Mobile Device Names payload to choose a method for assigning names to mobile devices.
  - This information is stored in Jamf Pro for each mobile device enrolled using a PreStage enrollment. The Mobile Device Names payload is only displayed if the **Supervise Devices** checkbox is selected. The List of Names naming method requires mobile devices with iOS 8 or later.
- 7. (Optional) Use the User and Location payload to specify user and location information for the mobile devices.
  - This information is stored in Jamf Pro for each mobile device enrolled using a PreStage enrollment. The User and Location Information payload is only displayed if the **Require Authentication** checkbox is not selected.
- 8. (Optional) Use the Purchasing payload to specify purchasing information for the mobile devices. This information is stored in Jamf Pro for each mobile device enrolled using a PreStage enrollment.
- 9. (Optional) Use the Attachments payload to upload attachments to store for mobile devices.

  This information is stored in Jamf Pro for each mobile device enrolled using a PreStage enrollment.
- 10. If the SSL certificate you are using is signed by an external CA (your organization's CA or a trusted third-party CA), use the Certificates payload to upload a certificate for the CA that you want mobile devices to trust at enrollment.
  - The anchor certificate is only displayed if the SSL certificate you are using is signed by the Jamf Probuilt-in CA.
- 11. Click the **Scope** tab and configure the scope of the PreStage enrollment by selecting the checkbox next to each mobile device you want to add to the scope.
  - The mobile devices listed on the **Scope** tab are the mobile devices that are associated with the Device Enrollment Program (DEP) via the server token file (.p7m) you downloaded from the Apple Deployment Programs website.
  - **Note**: If you want to add mobile devices to the scope automatically as the devices become associated with the DEP instance, select the **Automatically assign new devices** checkbox in the General payload.
- 12. Click Save.

# **Refreshing PreStage Enrollment Information**

Jamf Pro allows you to manually refresh information about the mobile devices in the PreStage enrollment as needed.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.

- 3. Click PreStage Enrollments.
- 4. Click the PreStage enrollment you want to refresh.
- 5. Click Refresh.

If there is updated information about the mobile devices in DEP, this information is displayed in Jamf Pro.

#### **Further Considerations**

When cloning a PreStage enrollment, mobile devices in the scope of the original PreStage enrollment are not included in the scope of the cloned PreStage enrollment.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

#### Creating a DEP PreStage for iOS Devices in Jamf Pro

For related information, see the following sections in this guide:

- Integrating with the Device Enrollment Program
   Find out how to configure an instance of DEP.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to allow users to enroll mobile devices by having them log in to an enrollment portal.

For related information, see the following Knowledge Base article:

#### Components Installed on Mobile Devices

Learn about the components installed on mobile devices during enrollment.

For related information, see the following technical paper:

#### Deploying iOS Devices Using Apple Configurator 2 and Jamf Pro

Get step-by-step instructions on how to deploy iOS devices using Apple Configurator 2 and a PreStage enrollment.

# **Inventory for Mobile Devices**

# **Mobile Device Inventory Collection Settings**

The Mobile Device Inventory Collection settings allow you to do the following:

- Configure the frequency at which inventory is collected from mobile devices.
- Collect unmanaged apps (does not apply to personally owned devices).
- Collect user and location from an LDAP directory service (only available if an LDAP server is set up in Jamf Pro).
- Monitor iBeacon regions so that mobile devices with Self Service Mobile for iOS installed submit information to Jamf Pro when they enter or exit a region.

By default, mobile devices submit inventory to Jamf Pro once every day.

## **Configuring the Mobile Device Inventory Collection Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click Inventory Collection .
- 5. Click Edit.
- 6. Configure the settings on the pane.
- 7. Click Save.

#### **Related Information**

For related information, see the following sections in this guide:

- Simple Mobile Device Searches
   Learn how to quickly search the items in your inventory for a general range of results.
- Advanced Mobile Device Searches
   Learn how to create and save an advanced mobile device search.
- Viewing and Editing Inventory Information for a Mobile Device
   Find out how to view and edit inventory information for a mobile device.
- <u>iBeacon Regions</u>
   Learn what iBeacon regions can be used for and how you can add them to Jamf Pro.

# **Mobile Device Extension Attributes**

Mobile device extension attributes are custom fields that you can create to collect almost any type of data from a mobile device.

Note: Mobile device extension attributes do not apply to personally owned mobile devices.

When you create a mobile device extension attribute, you specify the following information:

- Type of data being collected, such as string, integer, or date
- Inventory category in which to display the extension attribute in Jamf Pro, such as Hardware or Purchasing
- Input type, which determines how the extension attribute is populated with data

Extension attributes can add time and network traffic to the inventory process depending on the type of data you choose to collect and the input type used to collect it.

## **Mobile Device Extension Attribute Input Types**

You can choose to populate the value of a mobile device extension attribute using any of the following input types:

- **Text field**—This displays a text field in mobile device inventory information that you can enter a value into. Only extension attributes created manually can be populated using a text field.
- Pop-up menu
   — This displays a pop-up menu in mobile device inventory information from which
  you can choose a value. Only extension attributes created manually can be populated using a popup menu.
- LDAP Attribute Mapping—This populates the extension attribute with the value for an LDAP attribute. It also generates a variable that can be used to populate configuration profile settings with values for the LDAP attribute. The variable is \$EXTENSIONATTRIBUTE\_<#>, where <#> is the extension attribute ID. For more information on payload variables for configuration profiles, see Mobile Device Configuration Profiles.

# Requirements

To create a mobile device extension attribute with the "LDAP Attribute Mapping" input type, you need:

- An LDAP server set up in Jamf Pro (For more information, see <u>Integrating with LDAP Directory Services</u>.)
- The Mobile Device Inventory Collection settings configured to collect user and location information from LDAP (For more information, see <u>Mobile Device Inventory Collection Settings</u>.)

# **Creating a Mobile Device Extension Attribute**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$ .
- 3. Click Mobile Device Management.
- 4. Click Extension Attributes 🚨 .
- 5. Click **New** .
- 6. Configure the settings on the pane.
- 7. Click Save.

If the extension attribute has the "LDAP Attribute Mapping" input type, the LDAP attribute variable is displayed on the pane.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device Inventory Display Settings
   You can display extension attributes in the results of a simple mobile device search.
- Viewing and Editing Inventory Information for a Mobile Device
   You can view the extension attributes collected from a mobile device and edit extension attribute values for that mobile device.
- Smart Device Groups
   You can create smart device groups based on extension attributes.

# **Mobile Device Inventory Display Settings**

The Mobile Device Inventory Display settings allow each Jamf Pro user to choose which attribute fields to display in the results of a simple mobile device search.

# **Configuring the Mobile Device Inventory Display Settings**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Inventory Display** .
- 5. On each pane, select the checkbox for each attribute field you want to display.
- 6. Click Save.

#### **Related Information**

For related information, see the following section in this guide:

#### Simple Mobile Device Searches

Learn how to quickly search the items in your inventory for a general range of results.

# **Simple Mobile Device Searches**

A simple mobile device search functions like a search engine, allowing you to quickly search the items in your inventory for a general range of results.

The following table shows the items that you can search by and the attributes on which you can base each search:

| Inventory Item     | Searchable Attributes |
|--------------------|-----------------------|
| Mobile devices     | Mobile device name    |
|                    | Wi-Fi MAC address     |
|                    | Bluetooth MAC address |
|                    | UDID                  |
|                    | Serial number         |
|                    | Username              |
|                    | Full name             |
|                    | Email address         |
|                    | Phone number          |
|                    | Position              |
|                    | Department            |
|                    | Building              |
|                    | Room                  |
| Mobile device apps | Application name      |

# **Search Syntax**

This section explains the syntax to use for the following search functions:

- Wildcard searches
- Including multiple search terms
- Excluding a search term
- Returning all results

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information, see <u>Configuring Account Preferences</u>.)

#### Wildcard Searches

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example  |
|--|--|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform an app search for "Adobe*" to return all apps that begin with "Adobe".   |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a mobile device search for "*@mycompany.com" to return all mobile devices with email addresses that end with "@mycompany.com". |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform an app search for "*pro*" to return all apps that include "pro".   |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a mobile device search for "*" to return all mobile devices.   |

#### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform an app search for "news\*, \*pro" to return all applications that begin with "news" and end with "pro".

#### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a mobile device search for "\*@mycompany.com, -555\*" to return all mobile devices with email addresses that end with "@mycompany.com" except for those with phone numbers that begin with "555".

#### **Returning All Results**

There are two ways to return all results: use an asterisk (\*) without any other characters or terms, or perform a blank search.

# **Performing a Simple Mobile Device Search**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Choose an item from the **Search** pop-up menu.
- 5. Enter one or more search terms in the field(s) provided.
  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.

#### 6. Press the Enter key.

The list of search results is displayed.

If you searched for an item other than mobile devices, you can view the devices associated with a result by clicking **Expand** expand next to the result. You can also change the item on which the results are based by choosing an item from the pop-up menu at the top of the page.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Mobile Device
   Find out how to view and edit inventory information for a mobile device.
- Mobile Device Reports
   Find out how to export the data in your search results to different file formats.
- Performing Mass Actions for Mobile Devices
   Find out how to perform mass actions on the results of a mobile device search.
- Advanced Mobile Device Searches
   Find out how to create and save an advanced mobile device search.
- Mobile Device Inventory Display Settings
   Find out how to change the attribute fields displayed in the results of a simple mobile device search.

# **Advanced Mobile Device Searches**

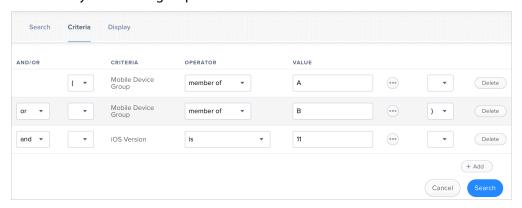
Advanced mobile device searches allow you to use detailed search criteria to search for devices in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

# **Creating an Advanced Mobile Device Search**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Click **New** + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the **Criteria** tab and add criteria for the search:
  - a. Click Add + Add .
  - b. Click Choose for the criteria you want to add.
     To display additional criteria, click Show Advanced Criteria.
  - c. Choose an operator from the **Operator** pop-up menu.

  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify relationships between criteria.
- 8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time mobile devices contact Jamf Pro and meet or fail to meet the specified search criteria.

To view search results, click View.

## **Viewing Advanced Mobile Device Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Click the advanced mobile device search you want to view the results for.
- 5. Click View.

The list of search results is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device Reports
   Find out how to export the data in your search results to different file formats.
- Performing Mass Actions for Mobile Devices
   Find out how to perform mass actions on the results of a mobile device search.
- Viewing and Editing Inventory Information for a Mobile Device
   Find out how to view and edit inventory information for a mobile device.
- Simple Mobile Device Searches
   Learn how to quickly search the items in your inventory for a general range of results.

# **Mobile Device Reports**

The data displayed in smart or static group membership lists or mobile device search results can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

You can change the way the data is organized by basing the export on any of the following inventory items:

- Mobile devices
- Device groups
- Apps
- Configuration profiles
- Certificates

The data is displayed in alphanumeric order by the selected inventory item.

## **Creating Mobile Device Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View mobile device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static</u> <u>Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only create a report from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Export**.
- 5. Follow the onscreen instructions to export the data.

The report downloads immediately.

# **Performing Mass Actions for Mobile Devices**

Mass actions allow you to perform potentially tedious tasks for multiple mobile devices at the same time. You can use Jamf Pro to perform the following mass actions:

- Edit the building or department.
- Edit the site.
- Look up and populate purchasing information from Apple's Global Service Exchange (GSX).
- Send a mass email to users.
- Send a mass notification to mobile devices with Self Service Mobile for iOS installed.
- Delete the mobile devices from Jamf Pro.
- Send remote commands.
- Cancel management commands.

Mass actions can be performed on static or smart group membership lists or mobile device search results.

## Mass Editing the Building or Department for Mobile Devices

Mass editing the building or department for mobile devices allows you to add the mobile devices to a building or department or change the building or department they belong to.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile</u> Device Searches or Advanced Mobile Device Searches.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Edit the Building and Department.

This option is only displayed if there are one or more buildings or departments in Jamf Pro. (For more information, see <u>Buildings and Departments</u>.)

6. Follow the onscreen instructions to edit the building and department.

#### Mass Editing the Site for Mobile Devices

Mass editing the site for mobile devices allows you to add the devices to a site or change the site they belong to.

**Note:** Changing the site that personally owned devices belong to automatically changes the personal device profile that is used to perform management tasks on those devices. For more information, see <u>Personal Device Profiles</u>.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile</u> <u>Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click Action.
- 5. Select **Edit the Site**.

This option is only displayed if there are one or more sites in Jamf Pro. (For more information, see <u>Sites</u>.)

6. Follow the onscreen instructions to edit the site.

**Note:** When mobile devices are added to a site, any users assigned to those mobile devices are also added to that site.

# Mass Looking up and Populating Purchasing Information for Mobile Devices

You can mass look up purchasing information from Apple's Global Service Exchange (GSX) and populate the information in Jamf Pro if desired.

This requires a GSX connection set up in Jamf Pro. (For more information, see Integrating with GSX.)

**Note:** GSX may not always return complete purchasing information. Only the information found in GSX is returned.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device</u> <u>Groups</u>.)

 View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile</u> <u>Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select **Look up Purchasing Information from GSX**.

  This option is only displayed if there is a GSX connection set up in Jamf Pro.
- 6. Follow the onscreen instructions to look up and populate the purchasing information.

## **Sending a Mass Email to Mobile Device Users**

You can send a mass email to users associated with the mobile devices in Jamf Pro. The email is sent to the email address associated with each device.

This requires an SMTP server set up in Jamf Pro. (For more information, see <u>Integrating with an SMTP Server</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device</u> Groups.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile</u> Device Searches or Advanced Mobile Device Searches.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Send Email.

This option is only displayed if there is an SMTP server set up in Jamf Pro.

6. Follow the onscreen instructions to create and send the email.

# **Sending a Mass Notification to Mobile Devices**

You can send a mass notification to mobile devices.

This requires mobile devices with Self Service Mobile for iOS installed. (For more information, see Installing Self Service on Mobile Devices.)

Notifications are displayed to users in the following ways:

• The Self Service app icon displays a badge with the number of notifications that have not been viewed by the user.

- In Self Service, the Notifications browse button displays a badge with the number of notifications
  that have not been viewed by the user. Items are listed in the "Notifications" area of the app as they
  are added.
- (Optional) Each notification can be configured to also display an alert and appear in Notification Center. This requires a proxy server token in Jamf Pro. (For more information, see <u>Jamf Push Proxy</u>.)

For more information about how notifications are displayed, see <u>Self Service User Experience on</u> Mobile Devices.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device</u> <u>Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Send a Notification to Mobile Devices with Self Service Mobile Installed.
- 6. Follow the onscreen instructions to send the notification.

# **Mass Deleting Mobile Devices**

You can mass delete mobile devices from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Delete Mobile Devices.
- 6. Follow the onscreen instructions to delete the mobile devices.

## **Mass Sending Remote Commands to Mobile Devices**

You can mass send the following remote commands to mobile devices:

- Update iOS version
- Clear passcode
- Lock device
- Update inventory
- Wipe device
- Unmanage Institutionally Owned Device
- Set wallpaper
- Enable/Disable diagnostic and usage reporting and app analytics
- Shut down device
- Restart device
- Update passcode lock grace period

The remote commands available for a particular device vary depending on the device ownership type, device platform, device type, and OS version. For more information, see the following sections in this guide:

- Remote Commands for Mobile Devices
   Learn about remote command requirements.
- Mobile Device Management Capabilities
   Learn about remote command availability on institutionally and personally owned devices.
- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Send Remote Commands.
- 6. Select the remote command to send to mobile devices.
- 7. Follow the onscreen instructions to send the remote command.

# **Mass Canceling Management Commands on Mobile Devices**

You can mass cancel all pending or all failed management commands on mobile devices from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Do one of the following:
  - View mobile device group memberships. (For more information, see <u>Smart Device Groups</u> or <u>Static</u> <u>Device Groups</u>.)
  - View simple or advanced mobile device search results. (For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.)

**Note:** You can only perform mass actions from a simple mobile device search if you searched by devices.

- 4. At the bottom of the list, click **Action**.
- 5. Select Cancel Management Commands.
- 6. Follow the onscreen instructions to cancel all pending or all failed management commands on the mobile devices.

#### **Related Information**

For related information, see the following section in this guide:

Viewing and Editing Inventory Information for a Mobile Device

Find out how to view and edit inventory information for a single mobile device.

# Viewing and Editing Inventory Information for a Mobile Device

Jamf Pro stores detailed inventory information for each managed mobile device. You can view and edit this information from Jamf Pro.

**Note:** The inventory information displayed for a particular device varies depending on the device ownership type, device platform, device type, and OS version. For more information, see <a href="Mobile Device Management Capabilities">Mobile Device Management Capabilities</a>.

The following table lists the information that you can view and edit for each mobile device.

**Note:** Extension attributes are displayed in mobile device inventory information in the category in which they are configured to display.

| Field                           | Editable  | Notes   | Personally<br>Owned<br>iOS<br>Device<br>Support |  |
|---------------------------------|---|---|---|--|
| General Category                |   |   |   |  |
| Mobile<br>Device Name           | Editable for supervised devices with iOS 8 or later when Enforce Mobile Device Name is configured |   | <b>√</b>  |  |
| Jamf Pro<br>Mobile<br>Device ID |   |   | 1   |  |
| Asset Tag                       | ✓   |   |   |  |
| Site                            | ✓   |   | ✓   |  |
| Last<br>Inventory<br>Update     |   |   | 1   |  |
| iOS Version                     |   | For Apple TV devices prior to tvOS 10.2, the iOS version is equivalent to the OS build version on which the Apple TV software is based. The Apple TV software version is not collected.  For Apple TV devices with tvOS 10.2 or later, the tvOS version is displayed. | <b>√</b>  |  |

|   |          |  | Personally<br>Owned<br>iOS<br>Device |
|---|----------|--|--------------------------------------|
| Field                                   | Editable | Notes  | Support                              |
| iOS Build                               |          |  | <b>✓</b>                             |
| IP Address                              |          |  | ✓                                    |
| Managed                                 |          |  | ✓                                    |
| Supervised                              |          |  |                                      |
| Shared iPad                             |          | Displays whether Shared iPad has been<br>enabled on the iPad. (This only displays<br>for supervised iPads with iOS 9.3 or<br>later.)   |                                      |
| Maximum<br>Shared iPad<br>Users Stored  |          | Displays the maximum number of user accounts that can be stored with Shared iPad   |                                      |
| Device<br>Ownership<br>Type             |          |  | ✓                                    |
| Enrollment<br>Method                    |          |  | ✓                                    |
| Last<br>Enrollment                      |          |  | ✓                                    |
| Device<br>Locator<br>Service<br>Enabled |          | Displays whether Find my iPhone/iPad has been enabled on the mobile device   |                                      |
| Do Not<br>Disturb<br>Enabled            |          |  |                                      |
| iCloud<br>Backup                        |          |  |                                      |
| Last iCloud<br>Backup                   |          |  |                                      |
| Bluetooth<br>Low Energy<br>Capability   |          | To detect Bluetooth Low Energy capability, the mobile device must have Self Service Mobile for iOS installed. If Self Service Mobile has never been launched on the device, this value will be reported as "Not Capable /Unknown". | <b>✓</b>                             |

| Field  | Editable | Notes  | Personally<br>Owned<br>iOS<br>Device<br>Support |
|--|----------|--|---|
| Location<br>Services For<br>Self Service<br>Mobile |          | Displays whether Location Services has been enabled on the mobile device for the Self Service Mobile app To detect if Location Services has been enabled for Self Service Mobile, the device must have Self Service Mobile for iOS installed. If Self Service Mobile has never been launched on the device, or if Self Service Mobile has not been launched since the initial iBeacon region was added to Jamf Pro, this value will be reported as "Not Enabled /Unknown". |   |
| Logged in to iTunes Store                          |          |  | ✓   |
| AirPlay<br>Password                                | ✓        | Apple TV only  |   |
| Locales  |          | Apple TV only  |   |
| Languages  |          | Apple TV only  |   |
| Hardware Categ                                     | jory     |  |   |
| Capacity   |          |  | ✓   |
| Available<br>Space                                 |          |  | ✓   |
| Used Space   |          |  | ✓   |
| Internal<br>Capacity                               |          |  |   |
| Internal<br>Available<br>Space                     |          |  |   |
| Internal Used<br>Space                             |          |  |   |
| External<br>Capacity                               |          |  |   |
| External<br>Available<br>Space                     |          |  |   |

| Field                        | Editable   | Notes | Personally<br>Owned<br>iOS<br>Device<br>Support |
|------------------------------|--|-------|---|
| External<br>Used Space       |  |       |   |
| Battery Level                |  |       | ✓   |
| Serial<br>Number             |  |       | 1   |
| UDID                         |  |       | ✓   |
| Wi-Fi MAC<br>Address         |  |       | ✓   |
| Bluetooth<br>MAC Address     |  |       | ✓   |
| Modem<br>Firmware<br>Version |  |       | ✓   |
| Model                        |  |       | ✓   |
| Model<br>Identifier          |  |       | ✓   |
| Model<br>Number              |  |       | ✓   |
| Manufacturer                 |  |       |   |
| User and Locati              | T. C.                |       |   |
| Username                     | ✓  |       | ✓   |
| Full Name                    | You can assign a user to                                 |       |   |
| Email<br>Address             | the mobile device and populate user information from the |       |   |
| Phone<br>Number              | <b>Users</b> tab. (For more information, see <u>User</u> |       |   |
| Position                     | Assignments.)  |       |   |
| Department                   |  |       |   |
| Building                     |  |       |   |
| Room                         |  |       |   |

| Field   | Editable  | Notes  | Personally<br>Owned<br>iOS<br>Device<br>Support |
|---|---|--|---|
| Shared iPad Use   |   | Notes  | зарроге   |
|   | You can remove users from Shared iPad. The status of user removal is displayed in the list of pending management commands. (For more information, see Viewing the Pending Management Commands for a Mobile Device.) | Displays a list of the Managed Apple IDs of the users that logged in to the iPad. (This category is only displayed for iPads that have Shared iPad enabled. For more information, see Mobile Device PreStage Enrollments.) |   |
| Purchasing Cate   | egory   |  |   |
| Purchased or Leased PO Number PO Date Vendor Warranty Expiration AppleCare ID Lease Expiration Purchase Price Life Expectancy Purchasing Account Purchasing Contact | You can look up and populate purchasing information from Apple's Global Service Exchange (GSX). (This requires a GSX connection set up in Jamf Pro. For more information, see Integrating with GSX.)                |  |   |
| Extension Attrib  | outes Category  |  |   |
|   | ✓   | Displays a list of custom data fields collected using extension attributes   |   |

|  |              |  | Personally<br>Owned<br>iOS<br>Device |
|--|--------------|--|--------------------------------------|
| Field Security Categor                           | Editable orv | Notes  | Support                              |
| Data<br>Protection                               |              |  | 1                                    |
| Hardware<br>Encryption                           |              |  | 1                                    |
| Passcode<br>Status                               |              |  | 1                                    |
| Block<br>Encryption<br>Capability                |              |  | ✓                                    |
| File<br>Encryption<br>Capability                 |              |  | ✓                                    |
| Passcode<br>Compliance                           |              |  | ✓                                    |
| Passcode<br>Compliance<br>with Config<br>Profile |              |  | <b>✓</b>                             |
| Activation<br>Lock                               |              |  | 1                                    |
| Jailbreak<br>Detected                            |              | To detect jailbreak status, the mobile device must have Self Service Mobile for iOS installed. Jamf Pro will receive an updated Jailbreak Detected value each time Self Service Mobile is launched. If Self Service Mobile has never been launched on the device, this value will be reported as "Not Reported". | <b>✓</b>                             |
| Lost Mode<br>(supervised<br>only)                |              | Displays whether Lost Mode is enabled on the device You can play a sound on the device when Lost Mode is enabled by clicking the <b>Play Sound</b> button.   |                                      |
| Always<br>enforce Lost<br>Mode                   |              | Displays whether the <b>Always enforce Lost Mode</b> setting is enabled on the device.   |                                      |

|                                      |   |  | Personally<br>Owned<br>iOS<br>Device   |
|--------------------------------------|---|--|--|
| Field Lost Mode                      | Editable  | Notes  | Support                                |
| Message                              |   |  |  |
| Lost Mode<br>Phone<br>Number         |   |  |  |
| Lost Mode<br>Footnote                |   |  |  |
| Last Location<br>Update              |   | Displays the last time Global Positioning System (GPS) data was collected for the device when Lost Mode is enabled |  |
| Approximate<br>Location              | You can collect updated location data for the         | Displays coordinates for the approximate location of the device when Lost Mode is enabled                          |  |
|                                      | device by clicking the <b>Update Location</b> button. | To collect GPS data for a device, the device must have a network connection.                                       |  |
| Horizontal<br>Accuracy               |   |  |  |
| Vertical<br>Accuracy                 |   |  |  |
| Altitude                             |   |  |  |
| Speed                                |   |  |  |
| Course                               |   |  |  |
| Timestamp                            |   |  |  |
| Personal<br>Device<br>Profile Status |   | Displays whether the most up-to-date profile has been installed on the mobile device                               | <b>✓</b>                               |
| Apps Category                        | 1   |  |  |
|                                      |   | Displays a list of apps installed on the mobile device   | Note: Only managed apps are collected. |

|                                      |                         |   | Personally<br>Owned<br>iOS<br>Device |  |  |  |  |  |  |
|--------------------------------------|-------------------------|---|--------------------------------------|--|--|--|--|--|--|
| Field                                | Editable                | Notes   | Support                              |  |  |  |  |  |  |
| Managed eBool                        | Managed eBooks Category |   |                                      |  |  |  |  |  |  |
|                                      |                         | Displays a list of managed books installed on the mobile device |                                      |  |  |  |  |  |  |
| Network Catego                       | ory                     |   |                                      |  |  |  |  |  |  |
| Home Carrier<br>Network              |                         |   |                                      |  |  |  |  |  |  |
| Current<br>Carrier<br>Network        |                         |   |                                      |  |  |  |  |  |  |
| Carrier<br>Settings<br>Version       |                         |   |                                      |  |  |  |  |  |  |
| Cellular<br>Technology               |                         |   |                                      |  |  |  |  |  |  |
| Phone<br>Number                      |                         |   |                                      |  |  |  |  |  |  |
| IMEI                                 |                         |   |                                      |  |  |  |  |  |  |
| MEID                                 |                         |   |                                      |  |  |  |  |  |  |
| ICCID                                |                         |   |                                      |  |  |  |  |  |  |
| Current<br>Mobile<br>Country<br>Code |                         |   |                                      |  |  |  |  |  |  |
| Current<br>Mobile<br>Network<br>Code |                         |   |                                      |  |  |  |  |  |  |
| Home Mobile<br>Country<br>Code       |                         |   |                                      |  |  |  |  |  |  |
| Home Mobile<br>Network<br>Code       |                         |   |                                      |  |  |  |  |  |  |
| Voice<br>Roaming                     |                         |   |                                      |  |  |  |  |  |  |
| Data<br>Roaming<br>Status            |                         |   |                                      |  |  |  |  |  |  |

| Field                | Editable                               | Notes  | Personally<br>Owned<br>iOS<br>Device<br>Support |  |  |  |
|----------------------|--|--|---|--|--|--|
| Roaming<br>Status    |  |  |   |  |  |  |
| iBeacon Region       | s Category                             |  |   |  |  |  |
|                      |  | Displays a list of iBeacon regions that the mobile device is currently in. (This category is only displayed if the Mobile Device Inventory Collection settings are configured to monitor iBeacon regions. For more information, see <a href="Mobile Device Inventory Collection Settings">Mobile Device Inventory Collection Settings</a> .) |   |  |  |  |
| Certificates Cate    | egory                                  |  |   |  |  |  |
|                      |  | Displays a list of certificates installed on the mobile device   | ✓   |  |  |  |
| Profiles Categor     | ry                                     |  |   |  |  |  |
|                      |  | Displays a list of profiles installed on the mobile device   |   |  |  |  |
| Attachments Category |  |  |   |  |  |  |
|                      | You can upload and delete attachments. | Displays a list of files attached to the inventory record  |   |  |  |  |

# **Viewing Inventory Information for a Mobile Device**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view information for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the devices related to that item.

  The mobile device's inventory information is displayed.
- 5. Use the categories to view information for the mobile device.

# **Editing Inventory Information for a Mobile Device**

1. Log in to Jamf Pro.

- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to edit information for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the devices related to that item.

The mobile device's inventory information is displayed.

- 5. Select the category that contains the information you want to edit and click **Edit**.
- 6. Make changes as needed.
  If you are editing purchasing information, you can click Search search to look up and populate information from Apple's Global Service Exchange (GSX).
  Note: This button is only displayed if you have a GSX connection set up in Jamf Pro.

If you are editing user and location information, the changes are applied in the Users tab. This specified information is also applied in the inventory information for computers and other mobile devices that the user is assigned to. For information on assigning a user to a mobile device or removing a user assignment, see <u>User Assignments</u>.)

7. Click Save.

# Viewing Management Information for a Mobile Device

Jamf Pro allows you to view the following management information for each mobile device:

- Pending management commands
- iOS configuration profiles
- Activation Lock bypass code
- Apps
- Books
- Group memberships

**Note:** The management information available for a particular device varies depending on the device ownership type, device platform, device type, and iOS version. For more information, see <a href="Mobile Device Management Capabilities">Mobile Device Management Capabilities</a>.

### Viewing the Pending Management Commands for a Mobile Device

When viewing management information for a mobile device, you can view a list of pending management commands for the mobile device. The list includes all pending actions related to the following:

- Sending remote commands
- Installing or removing iOS configuration profiles
- Installing or removing apps
- Installing or removing managed books
- Updating inventory
- Performing other actions that are based on MDM commands (for example, removing a user from Shared iPad or updating location information for Lost Mode)
- Remote commands that are being sent to a mobile device automatically if your environment uses the Healthcare Listener

You can also cancel a pending management command.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view pending management commands for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the mobile devices related to that item.

5. Click the **Management** tab.

A list of pending management commands for the mobile device is displayed.

6. To cancel a pending management command, click **Cancel** for the command.

**Note**: If your environment uses the Healthcare Listener, "Healthcare Listener" is displayed as the value in the Username column for the remote command that is automatically sent to the mobile device. For more information about the Healthcare Listener, see <u>Healthcare Listener</u>.

### **Viewing Configuration Profiles for a Mobile Device**

When viewing management information for a mobile device, you can view a list of iOS configuration profiles that have the mobile device in the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view configuration profiles for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the mobile devices related to that item.
- 5. Click the **Management** tab, and then click the **Configuration Profiles** category. A list of configuration profiles for the mobile device is displayed.

# Viewing the Activation Lock Bypass Code for a Mobile Device

When viewing management information for a mobile device, you can view the Activation Lock bypass code for the mobile device.

For information about what the Activation Lock bypass code can be used for, see the <u>Leveraging</u> Apple's Activation Lock Feature with <u>Jamf Pro</u> Knowledge Base article.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view the Activation Lock bypass code for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the mobile devices related to that item.
- 5. Click the **Management** tab, and then click the **Activation Lock Bypass** category.
- 6. Click **Get Activation Lock Bypass Code**.

  The Activation Lock bypass code is displayed on the pane.

### Viewing Apps for a Mobile Device

When viewing management information for a mobile device, you can view a list of apps that have the mobile device in the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view apps for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.
- 5. Click the **Management** tab, and then click the **Apps** category. A list of apps for the mobile device is displayed.

### **Viewing Books for a Mobile Device**

When viewing management information for a mobile device, you can view a list of books that have the mobile device in the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view books for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.
- 5. Click the **Management** tab, and then click the **eBooks** category. A list of books for the mobile device is displayed.

# **Viewing Group Memberships for a Mobile Device**

When viewing management information for a mobile device, you can view the smart and static group memberships for the device.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- Perform a simple or advanced mobile device search.
   For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.

- 4. Click the mobile device you want to view group memberships for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.
- 5. Click the **Management** tab, and then click the **Mobile Device Groups** category. A list of smart device group memberships is displayed.
- 6. To view the static device group memberships, click **Static Groups**. A list of static device group memberships is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Viewing Smart Device Group Memberships
   Find out how to view all group memberships for a smart group.
- Viewing Static Device Group Memberships
   Find out how to view all group memberships for a static group.

# Viewing the History for a Mobile Device

Jamf Pro allows you to view the history for each mobile device. The information you can view includes:

- Management history (completed, pending, and failed management commands)
- Audit logs
- User and location history
- Completed, pending, and failed app installations
- Completed, pending, and failed managed book installations

**Note:** The management history available for a particular device varies depending on the device ownership type, device platform, device type, and iOS version. For more information, see <a href="Mobile Device Management Capabilities">Mobile Device Management Capabilities</a>.

### **Viewing Management History for a Mobile Device**

The management history for a mobile device allows you to view lists of completed, pending, and failed management commands for the mobile device. The lists include all actions related to the following:

- Sending iOS remote commands
- Installing or removing iOS configuration profiles
- Installing or removing apps
- Installing or removing managed books
- Updating inventory

You can also cancel a pending management command.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to view management history for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** ext to an item to view the mobile devices related to that item.

5. Click the **History** tab.

A list of completed management commands for the mobile device is displayed.

- To view a list of pending management commands, click Pending Commands.
   You can cancel a pending management command by clicking Cancel for the command.
- 7. To view a list of failed management commands, click **Failed Commands**.

### **Viewing Audit Logs for a Mobile Device**

The audit logs allow you to view a list of the following events that occurred for a mobile device:

- The mobile device's Activation Lock bypass code has been viewed. (For more information, see Viewing the Activation Lock Bypass Code for a Mobile Device.)
- The following remote commands have been sent to the mobile device:
  - Wipe device
  - Unmanage device
  - Clear passcode
- Remote commands have been sent to an iPad automatically (only available if your environment uses the Healthcare Listener).

The date/time that the event occurred and the username of the administrator who initiated the event are included in the log.

Note: If your environment uses the Healthcare Listener, "Healthcare Listener" is displayed as the value in the Username column for the remote command that is automatically sent to the mobile device. For more information, see <u>Healthcare Listener</u>.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.
- 4. Click the mobile device you want to view audit logs for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.

5. Click the **History** tab, and then click the **Audit Logs** category. Audit logs for the mobile device are displayed.

# Viewing User and Location History for a Mobile Device

The user and location history for a mobile device allows you to view a list of the user and location information associated with the mobile device over time. A record of the current information is added to the list whenever changes are made to the User and Location category in the mobile device's inventory information.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.

4. Click the mobile device you want to view user and location history for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.

5. Click the **History** tab, and then click the **User and Location History** category. User and location history for the mobile device is displayed.

### Viewing App Installations for a Mobile Device

You can view the completed, pending, and failed app installations for a mobile device. You can also cancel pending app installations.

**Note:** For a personally owned iOS device, you can only view managed app installations.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.
- 4. Click the mobile device you want to view app installation information for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.



- 5. Click the **History** tab, and then click the **Apps** category. A list of apps installed on the mobile device is displayed.
- 6. To view a list of apps that are pending installation, click **Pending Apps**. You can cancel a pending installation by clicking **Cancel** for the app.
- 7. To view a list of apps that failed to install, click **Failed Apps**.

# **Viewing Managed Book Installations for a Mobile Device**

You can view the completed, pending, and failed managed book installations for a mobile device. You can also cancel pending managed book installations.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search. For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.
- 4. Click the mobile device you want to view managed book installation information for.

If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the mobile devices related to that item.

5. Click the **History** tab, and then click the **Managed eBooks** category. A list of managed books installed on the mobile device is displayed.

- 6. To view a list of managed books that are pending installation, click **Pending eBooks**. You can cancel a pending installation by clicking **Cancel** for the book.
- 7. To view a list of managed books that failed to install, click **Failed eBooks**. You can cancel a failed installation by clicking **Cancel** for the book.

# **Deleting a Mobile Device from Jamf Pro**

You can remove a mobile device from your inventory by deleting it from Jamf Pro.

The components installed during enrollment are not removed from the mobile device when it is deleted from Jamf Pro. It is recommended that you unmanage the device before deleting it. (For more information on unmanaging a mobile device, see <u>Remote Commands for Mobile Devices</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click **Search Inventory**.
- 4. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 5. Click the mobile device you want to delete.

  If you performed a simple search for mobile device applications, you must click **Expand** next to an item name to view the mobile devices related to that item.
- 6. Click **Delete**, and then click **Delete** again to confirm.

### **Related Information**

For related information, see the following section in this guide:

#### Mass Deleting Mobile Devices

Find out how to mass delete mobile devices from Jamf Pro.

# **Device Groups**

# **About Device Groups**

Device groups allow you to organize mobile devices that share similar attributes. You can use these groups as a basis for performing advanced inventory searches and configuring the scope of remote management tasks.

There are two kinds of device groups: smart device groups and static device groups. Smart device groups are based on criteria and have dynamic memberships. Static device groups have fixed memberships that you manually assign.

Note: Personally owned mobile devices cannot be included in device group memberships.

#### **Related Information**

For related information, see the following sections in this guide:

- Smart Device Groups
   Learn how to create device groups that are based on criteria and have dynamic memberships.
- Static Device Groups
   Learn how to create device groups that have fixed memberships.

# **Smart Device Groups**

Smart device groups give you a way to organize mobile devices based on one or more attributes, such as last inventory update, model, and username. These groups have dynamic memberships that are updated each time mobile devices contact Jamf Pro.

You can configure a smart device group to send remote commands to mobile devices when the devices become members of that group. For example, the Set Wallpaper remote command can be configured to automatically set the wallpaper on devices when they become members of the smart group.

If there is an SMTP server set up in Jamf Pro, you can enable email notifications for the group. This allows email notifications to be sent to Jamf Pro users each time the group membership changes. (For information on setting up an SMTP server and enabling email notifications for Jamf Pro user accounts, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a> and <a href="Email Notifications">Email Notifications</a>.)

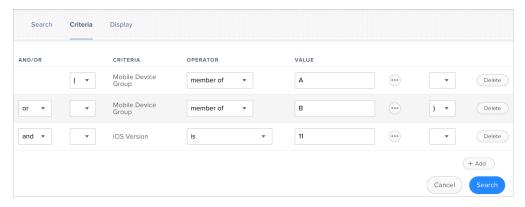
After creating a smart device group, you can view its memberships.

### **Creating a Smart Device Group**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Smart Device Groups.
- 4. Click **New** + New .
- Use the Mobile Device Group pane to configure basic settings for the group.
   To enable email notifications, select the Send email notification on membership change checkbox.
- 6. Click the **Criteria** tab and add criteria to the group:
  - a. Click Add + Add .
  - b. Click **Choose** for the criteria you want to add.

    To display additional criteria, click **Show Advanced Criteria**.
  - c. Choose an operator from the **Operator** pop-up menu.
  - d. Enter a value in the  ${\bf Value}$  field or browse for a value by clicking  ${\bf Browse}$  .
  - e. Repeat steps a through d to add criteria as needed.
     Note: Creating a smart device group with no criteria will cause all managed mobile devices to be included in the group's membership.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.

8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. (Optional) Click the **Automated Management** tab and configure remote commands to send to devices that are members of the group.
- 10. Click Save.

Operations in the group take place in the order they are listed (top to bottom).

Group memberships are updated each time mobile devices contact Jamf Pro and meet or fail to meet the specified criteria.

To view the group memberships, click View.

## **Viewing Smart Device Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Smart Device Groups.
- 4. Click the device group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device Reports
   Find out how to export the data in group membership lists to different file formats.
- Performing Mass Actions for Mobile Devices
   Find out how to perform mass actions on group memberships.
- Scope
   Learn how to configure scope based on mobile device groups.

# **Static Device Groups**

Static device groups give you a way to organize mobile devices by assigning them to a group. These groups have fixed memberships that must be changed manually.

After creating a static device group, you can view its memberships.

### **Creating a Static Device Group**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Static Device Groups.
- 4. Click **New** + New .
- 5. Use the Mobile Device Group pane to configure basic settings for the group.
- 6. Click the **Assignments** tab and select the checkbox for each device you want to add.
- 7. Click Save.

Mobile devices become members of the group the next time they contact Jamf Pro.

# **Viewing Static Device Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Static Device Groups.
- 4. Click the device group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device Reports
   Find out how to export the data in group membership lists to different file formats.
- Performing Mass Actions for Mobile Devices
   Find out how to perform mass actions on group memberships.
- Scope
   Learn how to configure scope based on mobile device groups.

# **Configuration**

# **Mobile Device Configuration Profiles**

Mobile device configuration profiles are XML files (.mobileconfig) that provide an easy way to define settings and restrictions for mobile devices.

Jamf Pro can be used to deploy mobile device configuration profiles to the following types of mobile devices:

- iPads, iPhones, or iPod touches with iOS 4 or later
- Apple TV devices with Apple TV software based on iOS 7 or later, or Apple TV devices with tvOS 10.2 or later

A configuration profile will deploy containing both the iOS and tvOS selected options to all devices in scope. Devices will ignore the options that do not pertain to their device type.

For detailed information on payload capabilities for iOS and tvOS devices, see <u>Payload Capabilities</u> for Mobile Device Configuration Profiles.

You can use Jamf Pro to manually create a mobile device configuration profile or upload a configuration profile that was created using Apple's tools.

Before creating a configuration profile, you should have basic knowledge of configuration profile payloads and settings, and how they affect mobile devices. For detailed information about each payload and setting, see Apple's iOS Deployment Reference at:

#### http://help.apple.com/deployment/ios/#/cad5370d089

Some configuration profile settings are unique to Jamf Pro. For more information on these settings, see the following Knowledge Base article:

#### **Configuration Profiles Reference**

There are two different ways to distribute a configuration profile to an iOS device—install it automatically (requires no interaction from the user) or make it available in Self Service. For tvOS devices, configuration profiles must be distributed by installing automatically. You can also specify the mobile devices and users to which the profile should be applied (called "scope").

**Note:** Mobile device configuration profiles cannot be distributed to personally owned mobile devices.

# **Payload Variables for Mobile Device Configuration Profiles**

There are several payload variables that you can use to populate settings in a mobile device configuration profile with attribute values stored in Jamf Pro. This allows you to create payloads containing information about each mobile device and user to which you are distributing the profile.

To use a payload variable, enter the variable into any text field when creating a profile in Jamf Pro. When the profile is installed on a mobile device, the variable is replaced with the value of the corresponding attribute in Jamf Pro.

| Variable                 | Mobile Device Information                |
|--------------------------|--|
| \$DEVICENAME             | Mobile Device Name                       |
| \$ASSET_TAG              | Asset Tag                                |
| \$SITENAME               | Site Name                                |
| \$SITEID                 | Site ID                                  |
| \$SERIALNUMBER           | Serial Number                            |
| \$UDID                   | UDID                                     |
| \$USERNAME               | Username                                 |
| \$FULLNAME or \$REALNAME | Full Name                                |
| \$EMAIL                  | Email Address                            |
| \$PHONE                  | Phone Number                             |
| \$ROOM                   | Room                                     |
| \$POSITION               | Position                                 |
| \$DEPARTMENTNAME         | Department Name                          |
| \$DEPARTMENTID           | Department ID                            |
| \$BUILDINGNAME           | Building Name                            |
| \$BUILDINGID             | Building ID                              |
| \$MACADDRESS             | MAC Address                              |
| \$JSSID                  | Jamf Pro ID                              |
| \$PROFILEJSSID           | Jamf Pro ID of the Configuration Profile |

**Note:** An \$EXTENSIONATTRIBUTE\_<#> variable is generated each time you create an extension attribute with the "LDAP Attribute Mapping" input type. For more information, see <a href="Mobile Device">Mobile Device</a> <a href="Extension Attribute Input Types">Extension Attribute Input Types</a>.

# **Manually Creating a Mobile Device Configuration Profile**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Configuration Profiles.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the profile, including a distribution method.

- 6. If you chose to make the profile available in Self Service, do the following:
  - a. Choose a **Security** setting.
  - b. Click the **Self Service** tab, and specify an icon to display in Self Service.
  - c. Click the **Options** tab to continue configuring the profile.
- 7. Use the rest of the payloads to configure the settings you want to apply.
- 8. Click the **Scope** tab and configure the scope of the profile. For more information, see Scope.

**Note:** For limitations or exclusions to be based on LDAP users or LDAP user groups, the Username field must be populated in the mobile device's inventory.

9. Click Save.

The profile is distributed to mobile devices in the scope the next time they contact Jamf Pro.

### **Uploading a Mobile Device Configuration Profile**

You can create a mobile device configuration profile by uploading a profile that was created using Apple's tools.

**Note:** Some payloads and settings configured with Apple's tools are not displayed in Jamf Pro. Although you cannot view or edit these payloads, they are still applied to mobile devices.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Configuration Profiles.
- 4. Click **Upload** and upload the configuration profile (.mobileconfig).
- 5. Use the General payload to configure basic settings for the profile, including a distribution method.
- 6. If you chose to make the profile available in Self Service, do the following:
  - a. Choose a **Security** setting.
  - b. Click the **Self Service** tab, and specify an icon to display in Self Service.
  - c. Click the **Options** tab to continue configuring the profile.
- 7. Use the rest of the payloads to configure or edit settings as needed.
- 8. Click the **Scope** tab and configure the scope of the profile. For more information, see <u>Scope</u>.

**Note:** For limitations or exclusions to be based on LDAP users or LDAP user groups, the Username field must be populated in the mobile device's inventory.

9. Click Save.

The profile is distributed to mobile devices in the scope the next time they contact Jamf Pro.

### **Downloading a Mobile Device Configuration Profile**

If you want to view the contents of a mobile device configuration profile for troubleshooting purposes, you can download the profile (.mobileconfig) from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Configuration Profiles.
- 4. Click the configuration profile you want to download.
- Click Download.

The profile downloads immediately.

# Viewing the Status of a Mobile Device Configuration Profile

For each mobile device configuration profile, you can view the number of mobile devices for which the profile installation has a status of Completed, Remaining, or Failed.

**Note:** Depending on your system configuration, some historical status data may not be available for profiles installed using Jamf Pro 9.63 or earlier.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Configuration Profiles.

A list of mobile device configuration profiles is displayed.

For each profile, you can view the number of mobile devices for which the profile installation has a Completed, Remaining, or Failed status.

**Note:** If a device becomes unmanaged after a profile is successfully distributed to it, the profile will continue to be displayed in the Completed column.

4. To view a list of mobile devices for which the profile installation has a Completed, Remaining, or Failed status, click the number displayed in the corresponding column. Then click **Done**.

# **Viewing Logs for a Mobile Device Configuration Profile**

The logs for a mobile device configuration profile include a list of mobile devices that are in the scope of the configuration profile, as well as the date/time the status was last updated and the status of the profile for each mobile device.

**Note:** Depending on your system configuration, some historical log data may not be available for profiles installed using 9.63 or earlier.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.

#### 3. Click Configuration Profiles.

A list of mobile device configuration profiles is displayed.

- 4. Click **View** next to the configuration profile you want to view logs for.

  A list of mobile devices that are in the scope of the configuration profile is displayed.
- 5. To view logs for a different date range, specify the starting and ending dates using the **Date Range** pop-up calendars.
- 6. Click Done.

### **Related Information**

For related information, see the following sections in this guide:

- Payload Capabilities for Mobile Device Configuration Profiles
   Learn about the payload capabilities of each iOS and tvOS version.
- Viewing the Pending Management Commands for a Mobile Device
   Find out how to view and cancel pending mobile device configuration profile installations and removals for a mobile device.
- Viewing Configuration Profiles for a Mobile Device
   Find out how to view the mobile device configuration profiles in the scope for a mobile device.
- Viewing Management History for a Mobile Device
   Find out how to view all completed, pending, and failed mobile device configuration profile installations and removals for a mobile device.

For related information, see the following Knowledge Base article:

# <u>Distributing Apps to Mobile Devices with App Store Restrictions After Upgrading to Jamf Pro 9.5 or Later</u>

Learn about the steps necessary to redistribute mobile device configuration profiles that contain App Store restrictions so that you can distribute apps to mobile devices with restrictions after upgrading from Jamf Pro 9.4 or earlier.

For related information, see the following technical paper:

#### **Enabling Jamf Pro as SCEP Proxy**

Learn how to enable Jamf Pro as SCEP Proxy for distributing certificates via configuration profiles.

# Payload Capabilities for Mobile Device Configuration Profiles

Jamf Pro can be used to deploy mobile device configuration profiles to the following types of mobile devices:

- iPads, iPhones, or iPod touches with iOS 4 or later
- Apple TV devices with Apple TV software based on iOS 7 or later, or devices with tvOS 10.2 or later

The following table provides an overview of the payload capabilities by OS version and does not account for version-specific settings that are added to an existing payload. For detailed information on the iOS requirements for specific settings within each payload, see Apple's iOS Payload Settings Reference at:

http://help.apple.com/deployment/ios/#/cad5370d089.

| Payload                  | iOS<br>4 | iOS<br>5 | iOS<br>6 | iOS<br>7 | iOS<br>8 | iOS<br>9 | iOS<br>10 | iOS<br>11 | Apple TV with iOS 7–9 <sup>1</sup> | tvOS<br>10.2 | tvOS<br>11 |
|--------------------------|----------|----------|----------|----------|----------|----------|-----------|-----------|------------------------------------|--------------|------------|
| General                  | ✓        | 1        | ✓        | 1        | ✓        | 1        | 1         | 1         |                                    | 1            | 1          |
| Passcode                 | 1        | 1        | 1        | ✓        | 1        | 1        | 1         | 1         |                                    |              |            |
| Restrictions             | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    | 1            | 1          |
| Wi-Fi                    | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         | ✓                                  | 1            | 1          |
| VPN                      | 1        | 1        | 1        | ✓        | 1        | 1        | 1         | 1         |                                    |              |            |
| Mail                     | 1        | 1        | 1        | 1        | ✓        | 1        | 1         | 1         |                                    |              |            |
| Exchange<br>ActiveSync   | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Google Account           |          |          |          |          |          | 1        | 1         | 1         |                                    |              |            |
| LDAP                     | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Calendar                 | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Contacts                 | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Subscribed<br>Calendars  | 1        | 1        | 1        | 1        | 1        | 1        | 1         | ✓         |                                    |              |            |
| Web Clips                | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| macOS Server<br>Accounts |          |          |          |          |          | 1        | 1         | ✓         |                                    |              |            |

| Payload                                 | iOS<br>4 | iOS<br>5 | iOS<br>6 | iOS<br>7 | iOS<br>8 | iOS<br>9 | iOS<br>10 | iOS<br>11 | Apple TV with iOS 7–9 <sup>1</sup> | tvOS<br>10.2 | tvOS<br>11 |
|---|----------|----------|----------|----------|----------|----------|-----------|-----------|------------------------------------|--------------|------------|
| Home Screen<br>Layout                   |          |          |          |          |          | 1        | 1         | 1         |                                    |              | 1          |
| Domains                                 |          |          |          |          |          | 1        | 1         | 1         |                                    |              |            |
| Certificate                             | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         | ✓                                  | 1            | 1          |
| SCEP                                    | 1        | 1        | 1        | 1        | 1        | 1        | 1         | 1         | ✓                                  | ✓            | 1          |
| APN                                     |          | 1        | 1        |          |          |          |           |           |                                    |              |            |
| Cellular                                |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Single App Mode                         |          |          | 1        | 1        | 1        | 1        | 1         | 1         |                                    | 1            | 1          |
| Global HTTP<br>Proxy                    |          |          |          | 1        | 1        | 1        | 1         | 1         | 1                                  | 1            | 1          |
| Single Sign-On                          |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Font                                    |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| AirPlay                                 |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| AirPlay Security                        |          |          |          |          |          |          |           |           |                                    |              | 1          |
| Conference<br>Room Display <sup>2</sup> |          |          |          |          |          |          |           |           |                                    | 1            | 1          |
| AirPrint                                |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Content Filter                          |          |          |          | 1        | 1        | 1        | 1         | 1         |                                    |              |            |
| Lock Screen<br>Message                  |          |          |          |          |          | 1        | 1         | 1         |                                    |              |            |
| Notifications                           |          |          |          |          |          | 1        | 1         | 1         |                                    |              |            |
| Network Usage<br>Rules                  |          |          |          |          |          | 1        | 1         | 1         |                                    |              |            |
| DNS Proxy                               |          |          |          |          |          |          |           | ✓         |                                    |              |            |

### Notes:

- 1. The iOS version is equivalent to the OS build version on which the Apple TV software is based.
- 2. Requires supervision.

### **Related Information**

For related information, see the following section in this guide:

## **Mobile Device Configuration Profiles**

Learn about mobile device configuration profiles and how to create them.

# **Personal Device Profiles**

Personal device profiles are used to enroll personally owned iOS devices with Jamf Pro via user-initiated enrollment. Personal device profiles are also used to perform management tasks on personally owned iOS devices, including defining settings and distributing managed apps.

You can create one personal device profile for each site in Jamf Pro, and one profile for the full Jamf Pro. A personal device profile is only used to enroll and manage devices if the profile is enabled in the General payload.

The personal device profile used to enroll and manage a device is based on the site that the mobile device user has access to. Site access is determined by the LDAP directory account or Jamf Pro user account credentials entered during user-initiated enrollment. (For information on specifying the sites that LDAP user groups have access to during enrollment, see <u>User-Initiated Enrollment Settings</u>.)

If a profile has been enabled for the site, that profile is used to enroll the device and add the device to the site. If a profile has not been enabled for the site, or if sites have not been added to Jamf Pro, the profile for the full Jamf Pro is used if it is enabled.

**Note:** Changing the site that a personal device belongs to automatically changes the profile that is used to perform management tasks on the device. If a profile has not been enabled for the new site, the device will continue to be managed by Jamf Pro, but all settings and apps that were previously defined by the old profile are removed.

## **Personal Device Profile Payloads**

The payloads and settings that you can configure using a personal device profile represent a subset of the iOS configuration profile payloads and settings available for institutionally owned mobile devices.

Before creating a personal device profile, you should have basic knowledge of configuration profile payloads and settings, and how they affect mobile devices. For detailed information about each payload and setting, see Apple's iOS Deployment reference at:

http://help.apple.com/deployment/ios/#/cad5370d089

# **Managed App Distribution to Personal iOS Devices**

When creating or editing a personal device profile, you can specify managed in-house apps and App Store apps to distribute to personal iOS devices. Available apps include all managed apps that have been added to the site that the profile is assigned to, and all managed apps that have been added to the full Jamf Pro.

When a managed app is distributed to personal iOS devices, the personal device profile automatically applies settings to do the following:

- Distribute the app using the Install Automatically/Prompt Users to Install distribution method
- Remove the app when the MDM profile is removed

- Prevent backup of app data
- Prevent opening documents from managed apps in unmanaged apps

When selecting managed apps to distribute, you have the option to clone an unmanaged app and make it managed. This adds a managed version of the app to Jamf Pro and leaves the original app unmanaged.

**Note:** Not all apps can be managed by Jamf Pro. For information on the factors that determine whether an app can be managed, see <u>Understanding Managed Apps</u>.

### Requirements

To create personal device profiles, the User-Initiated Enrollment settings must be configured to allow user-initiated enrollment for personally owned iOS devices. (For more information, see <u>User-Initiated Enrollment Settings</u>.)

To enroll and manage personal iOS devices, you need:

- Mobile devices with iOS 4 or later (iOS 7 or later is recommended)
- A push certificate in Jamf Pro (For more information, see Push Certificates.)

**Note:** To distribute managed apps to personal iOS devices, the devices must have iOS 5 or later and an MDM profile that supports managed apps. For more information, see <a href="Managed App Requirements">Managed App Requirements</a>

### **Creating a Personal Device Profile**

You can only create a personal device profile if there is an available site (or the full Jamf Pro) that does not have a profile assigned to it.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Personal Device Profiles.
- 4. Click New + New .

**Note:** Only one personal device profile can be created per site in Jamf Pro. If all sites (or the full Jamf Pro) already have an assigned personal device profile, you will not be able to create a new one.

5. Use the General payload to configure basic settings for the profile, including the display name and the site to assign the profile to.

**Note:** If you have site access only, the profile is assigned to the applicable site automatically and the **Site** pop-up menu is not displayed.

To enable this personal device profile, select the **Enable personal device profile** checkbox.

- 6. (Optional) Use the Passcode payload to configure passcode policies.
- 7. (Optional) Use the Wi-Fi payload to configure how devices connect to your wireless network, including the necessary authentication information.
- 8. (Optional) Use the VPN payload to configure how devices connect to your wireless network via VPN, including the necessary authentication information.

- 9. (Optional) Use the Exchange ActiveSync payload to define settings for connecting to your Exchange server.
- 10. (Optional) Use the Mail payload to define settings for connecting to POP or IMAP accounts.
- 11. (Optional) Use the Calendar payload to define settings for configuration access to CalDAV servers.
- 12. (Optional) Use the Contacts payload to define settings for configuration access to CardDAV servers.
- 13. (Optional) Use the Subscribed Calendars payload to define settings for calendar subscriptions.
- 14. (Optional) Use the Certificate payload to specify the X.509 certificates (.cer, .p12, etc.) you want to install on devices to authenticate the device access to your network.
- 15. (Optional) Select the Apps payload and then do any of the following:
  - To distribute a managed app to personal iOS devices added to the site (or the full Jamf Pro) that the
    profile is assigned to, click Install next to the app name. (To distribute all managed apps, click Install
    All.)
  - To remove a previously distributed managed app from devices, click Remove next to the app name. (To remove all managed apps previously distributed with this profile, click Remove All.)
  - To clone an unmanaged app to add a managed version of the app to Jamf Pro, click the unmanaged app name and then click **Clone App and Make Managed**. A managed version of the app is added to Jamf Pro and is made available for installation.
- 16. (Optional) To add messaging that displays during user-initiated enrollment if the user belongs to multiple LDAP user groups with access to multiple sites, do the following:
  - a. Click the **Messaging** tab, and then click **Add** +Add .
  - b. Choose a language from the **Language** pop-up menu.
  - c. Use the settings on the pane to specify the site/profile display name, as well as the text to describe the settings included with the profile. In the description for iOS devices, you can also list any managed apps that will be included with the profile.
  - d. Click Done.
  - e. Repeat this process as needed for other languages.
- 17. Click Save.

If the profile is enabled in the General payload, it will be used to enroll personal devices with Jamf Pro when users enter credentials for an LDAP directory account or a Jamf Pro user account that has access to the site (or to the full Jamf Pro).

# Cloning, Editing, or Deleting a Personal Device Profile

Consider the following when cloning, editing, or deleting a personal device profile:

- Cloning—You can only clone a personal device profile if there is an available site (or the full Jamf Pro) that does not have a profile assigned to it.
- Editing—When a personal device profile is edited and saved, it is automatically redistributed to personal devices belonging to the site (or the full Jamf Pro) that the profile is assigned to.
  When editing an enabled profile, if you deselect the Enable personal device profile checkbox in the

profile's General payload, all personal devices belonging to the site that the profile is assigned to will continue to be managed by Jamf Pro, but all settings and apps that were previously defined by the profile are removed.

• **Deleting**—When a personal device profile is deleted, all personal devices belonging to the site that the profile is assigned to will automatically be changed to use the profile assigned to the full Jamf Pro if a profile for the full Jamf Pro is enabled. If an enabled profile for the full Jamf Pro does not exist, or if you are deleting the profile assigned to the full Jamf Pro, then the applicable devices will continue to be managed by Jamf Pro, but all settings and apps that were previously defined by the profile are removed.

**Note:** A personal device profile is automatically deleted if the site it is assigned to is deleted from Jamf Pro.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>Sites</u>
   Learn about sites and how to add them to Jamf Pro.
- <u>User-Initiated Enrollment Settings</u>
   Learn about the settings you can configure for user-initiated enrollment.
- <u>User-Initiated Enrollment for Mobile Devices</u>
   Find out how to allow users to enroll mobile devices by having them log in to an enrollment portal.
- <u>User-Initiated Enrollment Experience for Mobile Devices</u>
   Learn about the steps users take to enroll mobile devices.
- Mobile Device Management Capabilities
   Learn about the management capabilities available for personally owned mobile devices.

# **Security Management**

# **Remote Commands for Mobile Devices**

The remote commands available in Jamf Pro allow you to remotely perform tasks on a mobile device.

You can send a remote command to a single mobile device. Some commands can also be sent to multiple devices at once using mass actions. For more information, see <a href="Performing Mass Actions for Mobile Devices">Performing Mass Actions for Mobile Devices</a>.

**Note:** The remote commands available for a particular device vary depending on the device ownership type, device platform, device type, and OS version. For more information, see <a href="Mobile Device Management Capabilities">Mobile Device Management Capabilities</a>.

The following table describes the remote commands that you can send from Jamf Pro:

| Remote<br>Command   | Description  | iOS Device<br>Requirements | Personally<br>Owned<br>iOS<br>Device<br>Support |
|---------------------|--|----------------------------|---|
| Update<br>Inventory | Prompts the mobile device to contact Jamf Pro and update its inventory   |                            | 1   |
| Lock Device         | Locks the mobile device  |                            | 1   |
|                     | If the mobile device has a passcode, the user must enter it to unlock the device.  |                            | ·   |
|                     | (Optional) Displays a message on the mobile device when it locks. This message is only sent if the mobile device has a passcode.               |                            |   |
|                     | (Optional) Displays a phone number on the mobile device when it locks. The phone number is only displayed if the mobile device has a passcode. |                            |   |
| Clear               | Removes the passcode from the mobile device  |                            | N/A   |
| Passcode            | If a configuration profile with a Passcode payload is installed on the device, the user is prompted to create a new passcode.                  |                            |   |

| Remote<br>Command                          | Description  | iOS Device<br>Requirements  | Personally<br>Owned<br>iOS<br>Device<br>Support |
|--|--|---|---|
| Clear<br>Restrictions                      | Removes restrictions and the restrictions passcode from a supervised mobile device   | <ul><li>iOS 8 or<br/>later</li><li>Supervised</li></ul>   | ✓   |
| Update<br>Passcode<br>Lock Grace<br>Period | Sets the amount of time that a device's screen can be locked before requiring a passcode to unlock it.   | <ul> <li>iOS 9.3 or later</li> <li>Enrolled via a PreStage enrollment with Shared iPad enabled</li> </ul> | N/A   |
| Unmanage<br>Device                         | Stops communication between the mobile device and the Jamf Pro server, which means you can no longer perform management tasks on the device When you unmanage a device, the following items are removed from the device:  MDM profile  Device certificate  Self Service  Any configuration profiles that were distributed with Jamf Pro  Any managed apps that were distributed with the Remove app when MDM profile is removed checkbox selected  Note: Although an unmanaged device will no longer submit inventory, its inventory record remains in Jamf Pro. |   | N/A   |
| Wipe Device                                | Permanently erases all data on the device and deactivates the device. This command is available for both iOS and Apple TV devices (tvOS 10.2 or later). For devices with iOS 11 or later, you can choose to retain cellular data plans.  (Optional) Clears Activation Lock on the device  Note: Wiping a device does not remove the device from Jamf Pro or change its inventory information.  To restore the device to the original factory settings, you must manually reactivate the device.  |   | N/A   |

| Remote<br>Command  | Description   | iOS Device<br>Requirements  | Personally<br>Owned<br>iOS<br>Device<br>Support |
|--|---|---|---|
| Restart<br>Device  | Restarts a device. This command is available for both iOS and Apple TV devices (tvOS 10.2 or later). (Optional) Clears the passcode on the device. If this option is chosen, the Clear Passcode command is sent to the device before the device is restarted.   | <ul><li>iOS 10.3 or<br/>later</li><li>Supervised</li></ul>  | N/A   |
| Send Blank<br>Push   | Sends a blank push notification, prompting the device to check in with Apple Push Notification service (APNs)   |   | ✓   |
| Set<br>Wallpaper   | Sets an image or photo as wallpaper for the Lock screen, Home screen, or both screens on a supervised device You can upload an image file or choose an existing image file.   | <ul><li>iOS 7 or<br/>later</li><li>Supervised</li></ul>   | N/A   |
| Enable /Disable Voice Roaming Enable /Disable Data Roaming | Enables/disables voice or data roaming on the device  Note: Disabling voice roaming automatically disables data roaming.  | <ul><li>iOS 5 or<br/>later</li><li>Cellular<br/>capability</li></ul>  | N/A   |
| Update iOS<br>Version                                      | Updates the iOS version on the mobile devices You can choose to download the update for users to install, or to download and install the update and restart devices after installation.  Note: This command is only available as a mass action. For more information, see <a href="Performing Mass-Actions for Mobile Devices">Performing Mass-Actions for Mobile Devices</a> . | <ul> <li>iOS 9 or later</li> <li>Supervised</li> <li>Enrolled via a PreStage enrollment (devices with iOS 9-10.2)</li> <li>No set passcode</li> </ul> | N/A   |

| Remote<br>Command  | Description   | iOS Device<br>Requirements  | Personally<br>Owned<br>iOS<br>Device<br>Support |
|--|---|---|---|
| Log Out<br>User  | Logs out the currently logged in user for Shared iPad only  | <ul> <li>iOS 9.3 or later</li> <li>Supervised</li> <li>Enrolled via a PreStage enrollment with Shared iPad enabled</li> </ul> | N/A   |
| Enable<br>/Disable<br>Lost Mode  | Enables/disables Lost Mode on the device Lost Mode locks the device and displays your custom messaging on the device's Lock screen. Global Positioning System (GPS) coordinates for the device's approximate location are also displayed in the inventory information for the device. | <ul><li>iOS 9.3 or<br/>later</li><li>Supervised</li></ul>   | N/A   |
|  | (Optional) Always enforces Lost Mode on the device. This option ensures Lost Mode is enabled after an enrollment event has completed. When selected, Lost Mode can be only disabled in Jamf Pro.  (Optional) Plays a sound on the lost device.  | <ul><li>iOS 10.3 or<br/>later</li><li>Supervised</li><li>Lost Mode<br/>enabled</li></ul>                                      | N/A   |
| Update<br>Location   | Updates the GPS coordinates collected for a mobile device in Lost Mode  | <ul><li>iOS 9.3 or<br/>later</li><li>Supervised</li><li>Lost Mode<br/>enabled</li></ul>                                       | N/A   |
| Enable /Disable Diagnostic and Usage Reporting Enable /Disable App Analytics | Enables/disables the sending of diagnostic and usage data to Apple Enables/disables the sending of app analytics data to Apple Note: Disabling diagnostic and usage reporting automatically disables app analytics.   | <ul> <li>iOS 9.3 or later</li> <li>Supervised</li> <li>Enrolled via a PreStage enrollment with Shared iPad enabled</li> </ul> | N/A   |
| Shut Down<br>Device  | Shuts down the device<br>(Optional) Clears the passcode on the device. If this<br>option is chosen, the Clear Passcode command is<br>sent to the device before the device is shutdown.  | <ul><li>iOS 10.3 or<br/>later</li><li>Supervised</li></ul>  | N/A   |

| Remote<br>Command             | Description   | iOS Device<br>Requirements | Personally<br>Owned<br>iOS<br>Device<br>Support |
|-------------------------------|---|----------------------------|---|
| Personally Ow                 | ned Devices Only  | '                          |   |
| Wipe<br>Institutional<br>Data | Permanently erases institutional data and settings on the device On a personal iOS device, the following items are removed:  • MDM profile  • Personal device profile, including any institutional settings and managed apps  • Device certificate On personal iOS devices, the Wipe Institutional Data command makes the device unmanaged. This stops communication between the device and the Jamf Pro server, which means you can no longer perform management tasks on the device.  Note: Although an unmanaged device will no longer submit inventory, its inventory record remains in |                            | <b>✓</b>  |

# **Sending a Remote Command**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device you want to send the remote command to.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the devices related to that item.
- 5. Click the **Management** tab, and then click the button for the remote command that you want to send.
  - If you are sending a Lock Device command, enter a lock message and phone number if desired, and then click **Lock Device**.
  - If you are sending a Wipe Device command, you can choose to clear the Activation Lock on the device.
  - If you are sending an Enable Lost Mode command, enter the information to display on the device's Lock screen, and then click **Enable Lost Mode**.

The remote command runs on the mobile device the next time the device contacts Jamf Pro.

# **Viewing the Status of Remote Commands**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.
- 4. Click the mobile device you want to view remote commands for.

  If you performed a simple search for an item other than mobile devices, you must click **Expand** next to an item to view the devices related to that item.
- 5. Click the **History** tab.
- 6. Use the Management History pane to view completed, pending, or failed commands.

### **Canceling a Remote Command**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Perform a simple or advanced mobile device search.

  For more information, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.
- 4. Click the mobile device for which you want to cancel a remote command.

  If you performed a simple search for an item other than mobile devices, you must click **Expand**next to an item to view the devices related to that item.
- 5. Click the **History** tab, and then click **Pending Commands**.
- 6. Find the command you want to cancel, and click **Cancel** across from it.

# **Self Service for Mobile Devices**

# **About Self Service for Mobile Devices**

Self Service allows users to browse and install iOS configuration profiles, apps, and books on managed mobile devices. Users can point and tap their way through Self Service using an interface similar to the App Store.

Jamf Pro allows you to manage every aspect of Self Service, including its installation, authentication, and the items available to users.

There are two kinds of Self Service for mobile devices:

 Self Service Mobile for iOS—You can use Jamf Pro to group configuration profiles, apps, and books in categories, which makes those items easier to locate in Self Service Mobile. (For more information, see <u>Categories</u>.) You can also send notifications to mobile devices with Self Service Mobile installed.

By default, Self Service Mobile is installed on all managed mobile devices with iOS 7 or later except Apple TV devices and personally owned devices.

Self Service Mobile is available for free from the App Store.

• Self Service web clip—In addition to configuration profiles, apps, and books, you can use the Self Service web clip to distribute updated MDM profiles to mobile devices for users to install.

**Note:** If you have upgraded from Jamf Pro v9.3x or earlier, the Self Service web clip remains installed on all managed mobile devices.

#### **Related Information**

For related information, see the following sections in this guide:

- <u>Self Service Mobile</u>
   Learn about Self Service Mobile for iOS.
- Self Service Web Clip
   Learn about the Self Service web clip.
- Installing Self Service

Find out how to install Self Service on managed mobile devices.

- Sending a Mass Notification to Mobile Devices
   Find out how to send a mass notification to mobile devices.
- <u>Self Service Configuration Profiles</u>
   Find out how to make iOS configuration profiles available in Self Service.
- Self Service User Experience
   Learn how users log in and view notifications, as well as install configuration profiles, apps, and books in Self Service.
- App Store Apps
   Find out how to make App Store apps available in Self Service.

#### In-House Apps

Find out how to make in-house apps available in Self Service.

#### Books Available in the iBooks Store

Find out how to make iBooks Store books available in Self Service.

#### In-House Books

Find out how to make in-house books available in Self Service.

For related information, see the following Knowledge Base article:

# Creating a Link to Content in Self Service Mobile for iOS

Find out how to create a link to an app, book, or configuration profile in Self Service Mobile.

# **Installing Self Service on Mobile Devices**

You can install Self Service Mobile for iOS or the Self Service web clip automatically on all managed mobile devices using the Self Service settings in Jamf Pro.

By default, the Self Service app is installed on all managed mobile devices with iOS 7 or later except Apple TV devices and personally owned devices.

**Note:** If you have upgraded from Jamf Pro 9.3x or earlier, the Self Service web clip remains installed on all managed mobile devices.

### **Installing Self Service**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Self Service** 2.
- 5. Click Edit.
- 6. Choose an option from the **Install Automatically** pop-up menu:
  - To install the app, choose "Self Service app".
     Note: Self Service Mobile requires mobile devices with iOS 7 or later. For earlier iOS versions, the web clip is installed by default.
  - To install the web clip, choose "Self Service web clip".
  - If you do not want to automatically install Self Service on all managed mobile devices, choose "Neither (manual installation)".
    - For more information, see the <u>Manually Deploying Self Service Mobile for iOS</u> and <u>Customizing the Self Service Web Clip Icon</u> Knowledge Base articles .
- 7. Configure the settings on the pane.
- 8. Click Save.

Self Service is installed on mobile devices the next time they check in with Jamf Pro.

If you choose to install Self Service Mobile, users are prompted to install the app from the App Store. Users are also prompted to install the app from the App Store on mobile devices as they are newly enrolled.

### **Related Information**

For related information, see the following sections in this guide:

- Self Service Mobile
   Learn about Self Service Mobile for iOS.
- Self Service Web Clip
   Learn about the Self Service web clip.

# **Self Service Mobile**

Self Service Mobile for iOS allows you to distribute configuration profiles, apps, and books to mobile devices for users to install. You can use Jamf Pro to group configuration profiles, apps, and books in categories, which makes those items easier to locate in Self Service. Users tap Self Service to browse and install items using an interface similar to the App Store.

In addition, you can send notifications to mobile devices with Self Service Mobile installed. (For more information, see <u>Sending a Mass Notification to Mobile Devices</u>. Also, see the <u>Creating a Link to Content in Self Service Mobile for iOS</u> Knowledge Base article.)

If iBeacon monitoring is enabled in your environment, Self Service Mobile is the component that detects when a mobile device enters or exits an iBeacon region.

### Requirements

Self Service for iOS requires mobile devices with iOS 7 or later.

**Note**: To use Self Service on a device with iOS 11 or later, you must install Self Service v9.101.0 or later. Earlier versions of Self Service will not work on devices with iOS 11 or later.

To require or allow users to log in to Self Service, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

# **Configuring the Self Service Settings**

The Self Service settings in Jamf Pro allow you to do the following:

- Install or uninstall Self Service on managed mobile devices.
- Require or allow users to log in to Self Service with an LDAP directory account.
- Display in-house app updates in Self Service.
- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Self Service** 2.
- 5. Click Edit.
- 6. Select "Self Service app" from the **Install Automatically** pop-up menu and configure the settings on the pane.

**Note:** The Self Service web clip will be installed on mobile devices with iOS 6 or earlier. (For more information, see <u>Self Service Web Clip</u>.)

- 7. (Optional) Click the **App Options** tab and configure the User Login setting.
- 8. Click Save.

The changes are applied the next time mobile devices contact Jamf Pro.

#### **Related Information**

For related information, see the following section in this guide:

#### iBeacon Regions

Learn what iBeacon regions can be used for and how you can add them to Jamf Pro.

For related information, see the following Knowledge Base article:

#### Manually Deploying Self Service Mobile for iOS

Find out how to distribute Self Service Mobile to mobile devices in the scope.

# **Self Service Web Clip**

The Self Service web clip allows you to distribute iOS configuration profiles, apps, books, and updated MDM profiles to mobile devices for users to install. Users tap the web clip to browse and install items using an interface similar to the App Store.

If you have upgraded from Jamf Pro 9.3x or earlier, the Self Service web clip remains installed on all managed mobile devices.

**Note:** By default, the Self Service app is installed on all managed mobile devices with iOS 7 or later except Apple TV devices and personally owned devices. (For more information, see <u>Self Service Mobile</u>.)

### Requirements

To require or allow users to log in to Self Service, you need an LDAP server set up in Jamf Pro. (For more information, see <u>Integrating with LDAP Directory Services</u>.)

### **Configuring the Self Service Web Clip Settings**

The Self Service settings in Jamf Pro allow you to do the following:

- Install or uninstall the Self Service web clip on managed mobile devices.
- Require users to log in to the Self Service web clip with an LDAP directory account.
- Display or hide the Install All button for in-house apps.
- Display the following updates in the Self Service web clip:
  - MDM profile updates
  - App Store app updates
  - In-house app updates
- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Self Service** 2.
- 5. Click Edit.
- 6. Select "Self Service web clip" from the **Install Automatically** pop-up menu and configure the settings on the pane.

- 7. (Optional) Click the **Web Clip Options** tab and configure the settings on the pane.
- 8. Click Save.

The changes are applied the next time mobile devices contact Jamf Pro.

#### **Related Information**

For related information, see the following Knowledge Base articles:

- <u>Customizing the Self Service Web Clip Icon</u>
   Find out how to display a custom icon for the Self Service web clip.
- <u>Distributing Updated MDM Profiles</u>
   Find out why you may want to make updated MDM profiles available in the Self Service web clip and how to do so.

# **Self Service Configuration Profiles for Mobile Devices**

You can make any iOS configuration profile available in Self Service Mobile for iOS, but it is up to you to determine which profiles are appropriate.

When you make a configuration profile available in Self Service, you can specify which mobile devices display it in Self Service and which users can access it (called "scope").

You can also customize how Self Service configuration profiles are displayed to users by doing the following:

- Entering a description
- Uploading an icon
- Featuring the configuration profile
- Displaying the configuration profile in one or more categories

# **Creating a Self Service Configuration Profile**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Configuration Profiles.
- 4. Do one of the following:

  - To upload a configuration profile (.mobileconfig) that was created using Apple's Profile Manager, click **Upload**.

For more information about configuration profiles, see Mobile Device Configuration Profiles.

- 5. On the General pane, select "Make Available in Self Service" from the **Distribution Method** pop-up menu and configure the rest of the settings as needed. You can customize the text displayed in the description for the profile in Self Service by using Markdown in the Description field. For information about Markdown, see the following Knowledge Base article: <u>Using Markdown to Format Text</u>
- 6. Use the rest of the payloads to configure the settings you want to apply.
- 7. Click the **Scope** tab and configure the scope of the configuration profile. For more information, see <u>Scope</u>.
- 8. Click the **Self Service** tab and configure how the configuration profile is displayed in Self Service using the settings on the pane.
- Click Save.

The configuration profile is displayed in Self Service on mobile devices in the scope the next time they check in with Jamf Pro and meet the criteria in the General payload.

# **Related Information**

For related information, see the following sections in this guide:

<u>Installing Configuration Profiles from Self Service</u>

Learn how users install the configuration profiles available in Self Service.

# **Self Service User Experience on Mobile Devices**

This section provides an overview of the Self Service login and notification experiences. It also describes what users do to install iOS configuration profiles, apps, and books available in Self Service.

# **Logging in to Self Service**

After opening Self Service Mobile for iOS, users may need to log in using their LDAP directory accounts. The login pane is only displayed if the User Login setting for Self Service is configured to require or allow login.

**Note:** This feature is also available in the Self Service web clip.



### **Viewing Notifications in Self Service**

You can send notifications to mobile devices that have Self Service for iOS installed. (For more information, see <u>Sending a Mass Notification to Mobile Devices</u>. In addition, see the <u>Creating a Link to Content in Self Service Mobile for iOS</u> Knowledge Base article.)

**Note:** This feature is only supported on mobile devices with iOS 7 or later that have Self Service installed.



Notifications are displayed to users in the following ways:

- The Self Service app icon displays a badge with the number of notifications that have not been viewed by the user.
- In Self Service, the **Notifications** browse button displays a badge with the number of notifications that have not been viewed by the user. Items are listed in the "Notifications" area of the app as they are added. Users can tap any item in "Notifications" to view the item.
- (Optional) Each notification can be configured to also display an alert and appear in Notification Center. Users can tap any notification to go directly to the item in Self Service.

# **Installing Configuration Profiles from Self Service**

Users can browse configuration profiles from the "Featured" section or the list of categories in Self Service. A configuration profile is only displayed in the "Featured" section if you configured the profile to do so. (For more information, see <u>Self Service Configuration Profiles for Mobile Devices</u>.)

**Note:** This feature is also available in the Self Service web clip.

To install a configuration profile, users tap the button next to it.



# **Installing Apps from Self Service**

Users can browse apps available from the App Store and in-house apps from the "Featured" section or the list of categories in Self Service. An app is only displayed in the "Featured" section if you configured the app to do so. (For more information, see <a href="App Store Apps">App Store Apps</a> and <a href="In-House Apps">In-House Apps</a>.)

**Note:** This feature is also available in the Self Service web clip.

To install an app, users tap the button next to it.



# **Installing Books from Self Service**

Users can browse books available from the iBooks Store and in-house books from the "Featured" section or the list of categories in Self Service. A book is only displayed in the "Featured" section if you configured the book to do so. (For more information, see <u>Books Available in the iBooks Store</u> and <u>In-House Books</u>.)

**Note:** This feature is also available in the Self Service web clip.

To install a book, users tap the button next to it.



#### **Related Information**

For related information, see the following sections in this guide:

- <u>Self Service Mobile</u>
   Learn about Self Service Mobile for iOS.
- Self Service Web Clip
   Learn about the Self Service web clip.

# VPP Content Distribution for Mobile Devices

# **VPP-Managed Distribution for Mobile Devices**

You can distribute App Store apps and VPP store apps (including custom B2B apps) purchased through Apple's Volume Purchase Program (VPP) to mobile devices or users for VPP-managed distribution.

For more information about VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business <u>https://www.apple.com/business/vpp/</u>
- Apple School Manager Help https://help.apple.com/schoolmanager/

**Note:** As an alternative to VPP-managed distribution, Jamf Pro also supports distributing App Store apps, VPP store apps, and books to mobile devices by associating redeemable VPP codes with the apps and books. For more information, see <u>VPP Code Distribution for Mobile Devices</u>.

# **VPP-Managed Distribution for Mobile Devices**

Jamf Pro allows you to distribute App Store apps and VPP store apps directly to mobile devices for VPP-managed distribution. Because VPP-managed distribution for mobile devices is device-based, VPP user registration is not required and users do not need to provide an Apple ID.

Jamf Pro can be used to automatically update apps in Jamf Pro and on mobile devices on a schedule, and app updates can be forced at any time. Apps distributed directly to mobile devices do not appear in the user's own App Store purchase history and the apps cannot be updated by users.

VPP-managed distribution for mobile devices requires mobile devices with iOS 9 or later. To distribute App Store apps and VPP store apps to mobile devices using VPP, you need a VPP account set up Jamf Pro. For more information, see <u>Integrating with VPP</u>.

To distribute an App Store app or VPP store app directly to a mobile device, when configuring the app distribution settings, choose the VPP account that purchased the app for VPP-managed distribution. For more information, see App Store Apps.

**Note:** If you have apps that were distributed with user-based VPP assignments and the apps are device-assignable, you can move to device-based VPP-managed distribution for the apps. For more information, see the <u>Moving from User- to Device-based VPP Assignments</u> Knowledge Base article.

# **VPP-Managed Distribution for Users**

Jamf Pro also allows you to distribute App Store apps, VPP store apps, and books to users for VPP-managed distribution. Because VPP-managed distribution for users is user-based, it involves VPP user registration and VPP user assignments. For more information, see <u>VPP User Registration</u> and <u>User-Based VPP Assignments</u>.

VPP-managed distribution for users requires mobile devices with iOS 7 or later.

#### **Related Information**

For related information, see the following Jamf Knowledge Base video:

Deploying a Device-Based Volume Purchase Program (VPP) iOS Application with Jamf Pro

For related information, see the following sections in this guide:

- Simple VPP Content Searches for Mobile Devices
   Find out how to search the VPP content in Jamf Pro.
- <u>VPP-Managed Distribution for Computers</u>
   Find out how to assign content to computers for VPP-managed distribution.

# **VPP Code Distribution for Mobile Devices**

Jamf Pro allows you to distribute App Store apps, VPP store apps (including custom B2B apps), and books purchased through Apple's Volume Purchase Program (VPP) to mobile devices by distributing redeemable VPP codes. When you distribute apps or books using VPP codes, you can track VPP code redemption.

To distribute an app or book to mobile devices using VPP codes, you need an Excel spreadsheet (.xls) that contains VPP codes for the app or book.

For more information on VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help https://help.apple.com/schoolmanager/

**Note:** As an alternative to VPP code distribution, Jamf Pro also supports device-based VPP-managed distribution for mobile devices and user-based VPP-managed distribution for users. For more information, see VPP-Managed Distribution for Mobile Devices and User-Based VPP Assignments.

For information on distributing App Store apps and VPP store apps to mobile devices using redeemable VPP codes, see App Store Apps.

For information on distributing books to mobile devices using redeemable VPP codes, see <u>Books Available in the iBooks Store</u>.

# **Simple VPP Content Searches for Mobile Devices**

A simple VPP content search functions like a search engine, allowing you to quickly search the mobile device apps and books in Jamf Pro for a general range of results.

VPP content searches are based on the name of the app or book you are searching for.

Simple VPP content search results display the following information:

- Name of the app or book
- VPP account used to purchase the content
- Type of content
- Total content that has been purchased with the VPP account
- Number of apps or books assigned to mobile devices, computers, or users
- Number of VPP assignments that the content is associated with

# **Search Syntax**

This section explains the syntax to use for the following search functions:

- Wildcard searches
- Including multiple search terms
- Excluding a search term
- Returning all content

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information about configuring account preferences, see <u>Jamf Pro User Accounts and Groups.</u>)

#### **Wildcard Searches**

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example   |  |
|--|---|--|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform a search for "key*" to return all content with names that begin with "key". |  |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a search for "*note" to return all content with names that end with "note". |  |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform a search for "*ABC*" to return all content that includes "ABC".             |  |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a search for "*" to return all content.                                     |  |

#### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform a user search for "key\*, \*note" to return all content that begins with "key" and ends with "note".

#### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a user search for "ABC\*, -\*note" to return all content with names that begin with "ABC" except for those that end with "note".

#### **Returning All Content**

There are two ways to return all content: use an asterisk (\*) without any other characters or terms, or perform a blank search.

### **Performing a Simple VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- 5. Press the Enter key.
  The list of search results is displayed.

# Viewing the Mobile Devices that Content is Assigned To

You can view the mobile devices that content is assigned to.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.

6. To view the mobile devices that the content is assigned to, click the number displayed in the In Use column.

The mobile devices that have the content assigned to them are listed on the Mobile Devices pane.

# Viewing the VPP Assignments that Content is Associated With

You can view the VPP assignments that content is associated with.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.
- 6. To view the VPP assignments that the content is associated with, click the number displayed in the VPP Assignments column.

#### **Related Information**

For related information, see the following sections in this guide:

- Advanced VPP Content Searches for Mobile Devices
   Find out how to create and save an advanced VPP content search.
- VPP Content Reports for Mobile Devices
   Find out how to export the data in your search results to different file formats.
- <u>VPP-Managed Distribution for Mobile Devices</u>
   Find out how to assign apps to mobile devices for VPP-managed distribution.
- <u>User-Based VPP Assignments</u>
   Find out how to assign content to users for VPP-managed distribution.

# **Advanced VPP Content Searches for Mobile Devices**

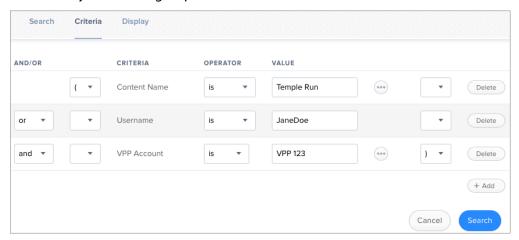
Advanced VPP content searches allow you to use detailed search criteria to search mobile device apps and books in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

# **Creating an Advanced VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click New + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the Criteria tab and add criteria for the search:
  - a. Click **Add** + Add .
  - b. Click **Choose** for the criteria you want to add.
  - c. Choose an operator from the **Operator** pop-up menu.

  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.
- 8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time content is modified and meets or fails to meet the specified search criteria.

To view the search results, click **View**.

# **Viewing Advanced VPP Content Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click the advanced VPP content search you want to view the results for.
- 5. Click View.

The list of search results is displayed.

#### **Related Information**

For related information, see the following sections in this guide:

- Simple VPP Content Searches for Mobile Devices
   Learn how to quickly search VPP content for a general range of results.
- VPP Content Reports for Mobile Devices
   Find out how to export the data in your search results to different file formats.

# **VPP Content Reports for Mobile Devices**

The data displayed in VPP content search results can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

# **Creating VPP Content Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Search VPP Content.
- 4. View simple or advanced VPP content search results. (For more information, see <u>Simple VPP Content Searches for Mobile Devices</u> or <u>Advanced VPP Content Searches for Mobile Devices</u>.)
- 5. At the bottom of the list, click **Export**.
- 6. Follow the onscreen instructions to export the data.

The report downloads immediately.

# **App Distribution**

# **Understanding Managed Apps**

When an app is managed by Jamf Pro, you have more control over distribution and removal of the app, as well as the backup of app data and options for updating the app. The following table provides more detail:

|   | Unmanaged apps | Managed apps |
|---|----------------|--------------|
| Distribution Methods                          |                |              |
| Make available in Self Service Mobile for iOS | ✓              | ✓            |
| Prompt users to install                       |                | ✓            |
| Removal Options                               |                |              |
| Remove from Self Service                      | ✓              | ✓            |
| Remove from mobile devices                    |                | ✓            |
| Remove when MDM profile is removed            |                | ✓            |
| Backup of App Data                            |                |              |
| Prevent backup of app data                    |                | ✓            |
| App Update Options                            |                |              |
| Schedule automatic app updates                | ✓              | ✓            |
| Force an app update                           |                | ✓            |
| App Validation Options (in-house apps only)   |                |              |
| Schedule automatic app validation             |                | ✓            |
| Force app validation                          |                | 1            |

# **Managed App Requirements**

There are two factors that determine whether an app can be managed by Jamf Pro:

Whether users have to pay for the app The app must be free or paid for by the organization using Apple's Volume Purchase Program (VPP). For more information on VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help https://help.apple.com/schoolmanager/
- The mobile devices to which you distribute the app
   Mobile devices must have iOS 5 or later, or tvOS 10.2 or later and an MDM profile that supports managed apps.

Mobile devices that have iOS 5 or later when they are enrolled with Jamf Pro automatically obtain an MDM profile that supports managed apps. Managed iOS 4 devices that are upgraded to iOS 5 or later do not obtain this profile. For instructions on distributing an updated MDM profile that supports managed apps, see the following Knowledge Base article:

Distributing Updated MDM Profiles

If you try to make an app managed but these requirements are not met, the app behaves as unmanaged.

# **Understanding App Distribution Methods**

Jamf Pro provides two app distribution methods for iOS devices: install the app automatically /prompt users to install the app, or make the app available in Self Service Mobile for iOS.

### **Install Automatically/Prompt Users to Install**

When you distribute an app using this method, it is managed by Jamf Pro when possible. (For more information, see Managed App Requirements.)

To distribute an app using this method, the app must be free or paid for by the organization using Apple's Volume Purchase Program (VPP).

#### Free App or User-Based VPP Assignment

For free apps or apps distributed via VPP-managed distribution by assigning the app to users (user-based VPP assignment), the app is installed automatically if the following conditions are met:

- The device has iOS 7 or later.
- The device is supervised.
- The user is signed in to the iTunes Store on the device.

Users are prompted to install the app if these conditions are not met.

#### **Device-Based VPP Assignment**

For apps distributed via VPP-managed distribution by assigning the app directly to mobile devices (device-based VPP assignment), the app is installed automatically if the following conditions are met:

- The device has iOS 9 or later.
- The device is supervised.

Users are prompted to install the app if these conditions are not met.

#### Make Available in Self Service

When you distribute an app using this method, you can choose whether or not to make the app managed when possible. (For more information, see <u>Managed App Requirements</u>.)

#### **Related Information**

For related information, see the following sections in this guide:

- In-House Apps
   Find out how to distribute in-house apps.
- App Store Apps
   Find out how to distribute App Store apps.
- <u>Understanding Managed Apps</u>
   Learn about managed apps and their requirements.

For related information, see the following Knowledge Base articles:

<u>Distributing Apps to Mobile Devices with App Store Restrictions After Upgrading to Jamf Pro 9.5 or Later</u>

Learn about the steps necessary to redistribute iOS configuration profiles that contain App Store restrictions so that you can distribute apps to mobile devices with restrictions after upgrading from Jamf Pro 9.5 or earlier.

Managing an App that is Currently Installed as an Unmanaged App
 Learn how to convert an app from an unmanaged state to a managed state after the app has been installed on a mobile device.

# **In-House Apps**

In-house apps are enterprise apps developed through Apple's iOS Developer Enterprise Program. Jamf Pro allows you to distribute in-house apps to users, iOS devices, and Apple TV devices with tvOS 10.2 or later. Beginning with Jamf Pro 9.101.0, Jamf Pro also allows you to configure a JSON Web Token (JWT) to control the distribution of iOS and tvOS in-house apps from an external distribution server. For Jamf Pro 10.1.0 or later, in-house apps downloaded from the Jamf Pro database will be automatically secured with JWT. After an app has been distributed, you can also use Jamf Pro to distribute an update or remove the app from mobile devices.

For more information on Apple's iOS Developer Enterprise Program or to register, visit the following website:

https://developer.apple.com/programs/ios/enterprise/

Before you distribute an in-house app, it is important to consider where the app will be hosted. There are three hosting locations you can use for in-house apps:

- Distribution points—If your master distribution point is a JDS instance or the cloud distribution point, you can use Jamf Pro to upload the app to the master distribution point.
   Note: Apps cannot be replicated to file share distribution points.
- jamfsoftware database—If your master distribution point is a file share distribution point, you can use Jamf Pro to upload the app and host it in the jamfsoftware database.
- Web server—To use this location, the app must be hosted on a web server before you distribute it. Then, when you distribute the app, you specify the URL where it is hosted. If your master distribution point is a file share distribution point, it is recommended that you host large apps on a web server.

When you distribute an in-house app, you configure settings for the app, such as the hosting location, distribution method, and whether to make the app managed. (For more information, see <u>Understanding App Distribution Methods</u> and <u>Understanding Managed Apps</u>.) Then, you specify the users and mobile devices that should receive it (called "scope").

Managed in-house apps that have been distributed to mobile devices can be validated using the app validation settings. (For more information, see <u>In-House App Validation Settings</u>.)

**Note:** To specify managed in-house apps to distribute to or remove from personally owned iOS devices, you must use the Apps payload of the personal device profile that is used to perform management tasks on the devices. For more information, see <u>Personal Device Profiles</u>.

# **Managed App Configuration**

You can configure preferences and settings in Jamf Pro for a managed app before distributing it to mobile devices.

There are also several variables that you can use to populate settings in a managed app with attribute values stored in Jamf Pro. This allows you to create preferences containing information about each user and mobile device to which you are distributing the app.

When the app is installed on a mobile device, the variable is replaced with the value of the corresponding attribute in Jamf Pro.

| Variable                 | Mobile Device Information |  |
|--------------------------|---------------------------|--|
| \$DEVICENAME             | Mobile Device Name        |  |
| \$SERIALNUMBER           | Serial Number             |  |
| \$UDID                   | UDID                      |  |
| \$USERNAME               | Username                  |  |
| \$FULLNAME or \$REALNAME | Full Name                 |  |
| \$EMAIL                  | Email Address             |  |
| \$PHONE                  | Phone Number              |  |
| \$ROOM                   | Room                      |  |
| \$POSITION               | Position                  |  |
| \$MACADDRESS             | MAC Address               |  |
| \$JSSID                  | Jamf Pro ID               |  |
| \$APPJSSID               | Jamf Pro ID of the App    |  |
| \$SITEID                 | Site ID                   |  |
| \$SITENAME               | Site Name                 |  |
| \$BUILDINGNAME           | Building Name             |  |
| \$BUILDINGID             | Building ID               |  |
| \$DEPARTMENTID           | Department ID             |  |
| \$DEPARTMENTNAME         | Department Name           |  |

# Requirements

To distribute an in-house app, you need:

- The bundle identifier for the app (located in the PLIST file for the app)
- The archived app file (.ipa) or the URL where the app is hosted on a web server
   Note: If you are hosting the app from a web server, the MIME type for the archived app file must be "/application/octet-stream".

Managed App Configuration only applies to mobile devices with iOS 7 or later, or Apple TV devices with tvOS 10.2 or later.

Per-App VPN connections are only applied to mobile devices with iOS 7 or later.

# **Distributing an In-House App**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click New + New .
- 5. Select In-house app and click Next.
- 6. Use the General pane to configure settings for the app, including the distribution method and hosting location.

If you choose "Distribution Points" or "jamfsoftware database" from the **Hosting Location** pop-up menu, be sure to upload the archived app file.

**Note**: Beginning with iOS 10.3, you can require a mobile device to have a tethered network connection to download the app. A tethered network connection requires a computer with macOS 10.12.4 or later, and must be connected to the Internet via Ethernet and have Wi-Fi turned off. Portable computers must be plugged in to a power source because the tethered caching service prevents computers from going to sleep. Select the **Require tethered network connection for app installation** checkbox. This checkbox is only displayed if "Install Automatically/Prompt Users to Install" is chosen in the **Distribution Method** pop-up menu. App updates will not require tethering; this setting is for initial installations of an app only.

- 7. Click the **Scope** tab and configure the scope of the app. For more information, see <u>Scope</u>.
- 8. (Optional, iOS only) Click the **Self Service** tab and configure the way the app is displayed in Self Service. You can customize the text displayed in the description for the app in Self Service by using Markdown in the Description field.

For information about Markdown, see the following Knowledge Base article: Using Markdown to Format Text

**Note:** The **Self Service** tab is only displayed if "Make Available in Self Service" is chosen in the **Distribution Method** pop-up menu.

- (Optional) Click the App Configuration tab and configure the preferences as needed.
   Note: The App Configuration tab is only displayed if the Make App Managed when possible checkbox is selected.
- 10. Click Save.

The app is distributed the next time mobile devices in the scope contact Jamf Pro. If users were added as targets to the scope, the app is distributed to the devices those users are assigned to the next time the devices contact Jamf Pro.

### Distributing an In-House App Update

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app you want to update.
- 5. Do one of the following:
  - To distribute an update for an in-house app that is hosted on a web server, upload the new archived app file to the web server and update app URL.
  - To distribute an update for an in-house app that is hosted on distribution points or in the jamfsoftware database, upload the new archived app file using Jamf Pro.
- Enter the new version number for the app.
   Important: Do not change the bundle identifier. Jamf Pro uses the existing bundle identifier to distribute the update.
- 7. Click Save.

The update is distributed the next time mobile devices in the scope contact Jamf Pro.

# Removing an In-House App from Mobile Devices

To remove an in-house app from one or more devices, you remove the user(s) or mobile device(s) from the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app you want to remove.
- 5. Click the **Scope** tab and remove users or mobile devices from the scope as needed. For more information, see <u>Scope</u>.
- 6. Click Save.

The app is removed the next time the mobile devices contact Jamf Pro.

#### **Related Information**

For related information, see the following sections in this guide:

App Store Apps
 Find out how to distribute, update, and remove App Store apps.

#### Viewing Apps for a Mobile Device

Find out how to view the apps in the scope of a mobile device.

# Viewing the Pending Management Commands for a Mobile Device

Find out how to view and cancel pending app installations and removals for a mobile device.

#### Viewing App Installations for a Mobile Device

Find out how to view the completed, pending, and failed app installations for a mobile device. Also, find out how to cancel pending app installations.

#### Mobile Device Configuration Profiles

You can create a mobile device configuration profile with a Per-App VPN connection.

For related information, see the following Knowledge Base article:

#### <u>Hosting In-House Books and Apps on a Tomcat Instance</u>

Find out how to host in-house apps on the Tomcat instance that hosts Jamf Pro.

# **In-House App Validation Settings**

Jamf Pro allows you to configure settings to automatically validate all managed in-house apps on mobile devices. You can use the App Validation settings in Jamf Pro to do the following:

- Enable Automatic App Validation—You can enable automatic app validation for all managed inhouse apps on mobile devices. This allows you to customize how frequently apps are validated.
- Force App Validation—You can force Jamf Pro to immediately send app validation commands to all managed in-house apps on mobile devices.

The validation status for a managed in-house app on a mobile device is collected each time inventory information for the device is reported to Jamf Pro, and is displayed in the inventory information for that device. If an app cannot be validated, the validation status is reported as "not validated", and the app will not open until a successful validation occurs. For information about the situations in which an app may be reported as "not validated", see the following Knowledge Base article: Cannot Validate a Managed In-House App

#### **Enabling Automatic App Validation**

Enabling automatic app validation allows you to customize how frequently you want Jamf Pro to attempt to validate all managed in-house apps on mobile devices. You can choose to validate apps every week, every two weeks, every four weeks, or every eight weeks. The default validation frequency is "every week".

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **App Maintenance** .
- 5. Click the App Validation tab, and then click Edit.
- 6. Select Automatically validate all managed in-house apps.
- 7. To specify how often Jamf Pro attempts to validate apps, use the Validation Frequency pop-up menu.
- 8. Click Save.

Managed in-house apps are validated on mobile devices according to the selected validation frequency based on the time of day and day of the week that the setting was saved.

#### **Forcing App Validation**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 5. Click the **App Validation** tab, and then click **Edit**.
- 6. Click Force Validation.
- 7. Click Save.

Jamf Pro immediately sends an app validation command to all managed in-house apps on mobile devices.

# **App Store Apps**

Jamf Pro allows you to distribute App Store apps and VPP store apps (including custom B2B apps) to users and mobile devices. After an app has been distributed, you can also use Jamf Pro to update the app or remove the app from mobile devices.

When you distribute an App Store app or VPP store app, you add it to Jamf Pro and configure settings for the app, such as the distribution method and whether to make the app managed. (For more information, see <u>Understanding App Distribution Methods</u> and <u>Understanding Managed Apps</u>.) Then, you specify the users and mobile devices that should receive it (called "scope").

**Note:** To specify managed App Store apps and VPP store apps to distribute to or remove from personally owned iOS devices, you must use the Apps (iOS only) payload of the personal device profile that is used to perform management tasks on the devices. For more information, see <u>Personal Device Profiles</u>.

App Store apps and VPP store apps purchased through Apple's Volume Purchase Program (VPP) can be distributed to mobile devices or users with VPP-managed distribution. For more information, see <u>VPP-Managed Distribution for Mobile Devices</u> and <u>User-Based VPP Assignments</u>.

As an alternative to VPP-managed distribution, Jamf Pro also supports distributing App Store apps and VPP store apps using redeemable VPP codes. For more information, see <a href="VPP Code Distribution">VPP Code Distribution</a> for Mobile Devices.

#### **Managed App Configuration**

You can configure preferences and settings in Jamf Pro for a managed app before distributing it to mobile devices.

There are also several variables that you can use to populate settings in a managed app with attribute values stored in Jamf Pro. This allows you to create preferences containing information about each user and mobile device to which you are distributing the app.

When the app is installed on a mobile device, the variable is replaced with the value of the corresponding attribute in Jamf Pro.

| Variable                 | Mobile Device Information |
|--------------------------|---------------------------|
| \$DEVICENAME             | Mobile Device Name        |
| \$SERIALNUMBER           | Serial Number             |
| \$UDID                   | UDID                      |
| \$USERNAME               | Username                  |
| \$FULLNAME or \$REALNAME | Full Name                 |
| \$EMAIL                  | Email Address             |
| \$PHONE                  | Phone Number              |
| \$ROOM                   | Room                      |

| Variable         | Mobile Device Information |
|------------------|---------------------------|
| \$POSITION       | Position                  |
| \$MACADDRESS     | MAC Address               |
| \$JSSID          | Jamf Pro ID               |
| \$APPJSSID       | Jamf Pro ID of the App    |
| \$SITEID         | Site ID                   |
| \$SITENAME       | Site Name                 |
| \$BUILDINGNAME   | Building Name             |
| \$BUILDINGID     | Building ID               |
| \$DEPARTMENTID   | Department ID             |
| \$DEPARTMENTNAME | Department Name           |

**Note:** An \$EXTENSIONATTRIBUTE\_<#> variable is generated each time you create an extension attribute with the "LDAP Attribute Mapping" input type. For more information, see <a href="Mobile Device">Mobile Device</a> <a href="Extension Attribute Input Types">Extension Attribute Input Types</a>.

#### Requirements

To install an App Store app, VPP store app, or update, users may be prompted to enter an Apple ID.

To distribute apps directly to mobile devices via VPP-managed distribution, you need mobile devices with iOS 9 or later.

To associate VPP codes with an App Store app or VPP store app, you need an Excel spreadsheet (.xls) that contains VPP codes for the app.

Managed App Configuration only applies to mobile devices with iOS 7 or later.

Per-App VPN connections are only applied to mobile devices with iOS 7 or later.

#### Distributing an App Store App or VPP Store App

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click **New** + New .
- 5. Select **App Store app or VPP store app** and click **Next**.
- 6. Do one of the following:
  - To add the app by browsing the App Store or VPP store, enter the name of the app, choose an App Store country, and click **Next**. Then click **Add** for the app you want to add.

- To add the app by uploading a VPP code spreadsheet, click Choose File and upload the Excel spreadsheet (.xls) that contains VPP codes for the app.
- To add the app by manually entering information about it, click **Enter Manually**.
- 7. Use the General pane to configure settings for the app, including the distribution method and whether to make the app managed. You can also enable automatic app updates for the app. (For information, see <a href="Enabling Automatic App Updates">Enabling Automatic App Updates</a>.)

**Note**: Beginning with iOS 10.3, you can require a mobile device to have a tethered network connection to download the app. A tethered network connection requires a computer with macOS 10.12.4 or later, and must be connected to the Internet via Ethernet and have Wi-Fi turned off. Portable computers must be plugged in to a power source because the tethered caching service prevents computers from going to sleep. Select the **Require tethered network connection for app installation** checkbox. This checkbox is only displayed if "Install Automatically/Prompt Users to Install" is chosen in the **Distribution Method** pop-up menu. App updates will not require tethering; this setting is for initial installations of an app only.

- 8. Click the **Scope** tab and configure the scope of the app. For more information, see <u>Scope</u>.
- 9. (Optional) Click the **Self Service** tab and configure the way the app is displayed in Self Service. You can customize the text displayed in the description for the app in Self Service by using Markdown in the Description field.

For information about Markdown, see the following Knowledge Base article: Using Markdown to Format Text

**Note:** The **Self Service** tab is only displayed if "Make Available in Self Service" is chosen in the **Distribution Method** pop-up menu.

- 10. (Optional) If you want to distribute the app directly to mobile devices via VPP-managed distribution, do the following:
  - a. Click the **VPP** tab, and then click the **Device Assignments** tab.
  - b. Select the **Assign VPP Content** checkbox.
  - c. Choose the VPP account that has purchased the app to distribute to mobile devices.
- 11. (Optional) If you want to associate VPP codes with the app and have not already uploaded a VPP code spreadsheet, do the following:
  - a. Click the **VPP** tab, and then click the **VPP Codes** tab.
  - b. Upload the Excel spreadsheet (.xls) that contains VPP codes for the app.
- 12. (Optional) Click the App Configuration tab and configure the preferences as needed.
  Note: The App Configuration tab is only displayed if the Make App Managed when possible checkbox is selected.
- 13. Click Save.

The app is distributed the next time mobile devices in the scope contact Jamf Pro. If users were added as targets to the scope, the app is distributed to the devices those users are assigned to the next time the devices contact Jamf Pro.

#### **Updating an App Store App or VPP Store App**

Jamf Pro allows you to update an individual App Store app or VPP store app in the following ways:

- Enable automatic app updates—This automatically updates the app description, icon, and version in Jamf Pro and on mobile devices. This update happens once a day depending on the time of day you specify.
- Force an app to update—You can force an app to update immediately on mobile devices if there are updates available in Jamf Pro. This update only applies to managed apps. (For more information, see <a href="Understanding Managed Apps">Understanding Managed Apps</a>.)
- **Distribute an app update**—You can distribute an update for an App Store app by manually updating the version number and URL for the app in Jamf Pro. The update is distributed to mobile devices the next time they contact Jamf Pro.

**Note:** Jamf Pro also allows you to enable automatic updates for all App Store apps and VPP store apps, or force all App Store apps and VPP store apps to update immediately. For more information, see <u>App Store App Update Settings</u>.

#### **Enabling Automatic App Updates**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app for which you want to enable automatic app updates.
- 5. Click Edit.
- 6. Select **Automatically update app**.
- 7. To select a country or region to use for syncing apps with iTunes, choose an option from the **iTunes Country or Region** pop-up menu.
- 8. To specify a time of day to sync apps with iTunes, set the time using the **iTunes Sync Time** pop-up menus.
- 9. Click Save.

The app is updated in Jamf Pro and on mobile devices in the scope based on the time you configure the app to sync with iTunes.

#### Forcing an App Update

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app you want to update.

- 5. Click **Edit**.
- 6. Click Force Update.
- 7. Click Save.

The app is updated immediately on mobile devices in the scope if there is an update available in Jamf Pro.

#### Distributing an App Store App or VPP Store App Update

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app you want to update.
- 5. Click Edit.
- Enter the new version number and URL.
   Important: Do not change the bundle identifier. Jamf Pro uses the existing bundle identifier to distribute the update.
- 7. Click Save.

The update is distributed the next time mobile devices in the scope contact Jamf Pro.

#### Removing an App Store App or VPP Store App from Mobile Devices

To remove an App Store app or VPP store app from one or more devices, you remove the user(s) or mobile device(s) from the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Mobile Device Apps.
- 4. Click the app you want to remove.
- 5. Click the **Scope** tab and remove users or mobile devices from the scope as needed. For more information, see <u>Scope</u>.
- 6. Click Save.

The app is removed the next time the mobile devices contact Jamf Pro.

#### **Further Considerations**

Apps are enabled by default when added to Jamf Pro. This means you can edit the app details and assign licenses, and the app will be installed on devices or displayed in Self Service based on the selected distribution method. You can disable an app by deselecting the **Enable** checkbox. This stops the app's subsequent installations and it is not displayed in Self Service. You cannot edit app details if it is disabled.

An App Store app will be automatically disabled in Jamf Pro if it is a VPP-managed distribution item that has been removed from the App Store. You will not be able to assign licenses, and the installation commands will not be sent. The app will not be displayed in Self Service. An automatically disabled VPP-managed distribution item will not be removed from mobile devices that already have this item installed.

#### **Related Information**

For related information, see the following sections in this guide:

- In-House Apps
  - Find out how to distribute, update, and remove in-house apps.
- Viewing and Editing Inventory Information for a Mobile Device

You can view the apps installed on a mobile device by viewing the device's inventory information in Jamf Pro.

- Viewing Apps for a Mobile Device
  - Find out how to view the apps in the scope of a mobile device.
- Viewing the Pending Management Commands for a Mobile Device
   Find out how to view and cancel pending app installations and removals for a mobile device.
- Viewing App Installations for a Mobile Device

Find out how to view the completed, pending, and failed app installations for a mobile device. Also, find out how to cancel pending app installations.

Mobile Device Configuration Profiles

You can create an iOS configuration profile with a Per-App VPN connection.

For related information, see the following Knowledge Base article:

#### Managing an App that is Currently Installed as an Unmanaged App

Learn how to convert an app from an unmanaged state to a managed state after the app has been installed on a mobile device.

# **App Store App Update Settings**

Jamf Pro allows you to configure settings to update all App Store apps and VPP store apps (including custom B2B apps) in Jamf Pro and on mobile devices. You can use the App Updates settings in Jamf Pro to do the following:

- Enable automatic app updates—You can enable automatic app updates for all App Store apps and VPP store apps. This automatically updates app descriptions, icons, and versions in Jamf Pro and on mobile devices. This update happens once a day depending on the time of day you specify.
- Force apps to update—You can force all App Store apps and VPP store apps to update immediately
  on mobile devices if there are updates available in Jamf Pro. This update only applies to managed
  apps. (For more information, see <u>Understanding Managed Apps.</u>)

**Note:** Jamf Pro also allows you to enable an automatic app update and force an update for an individual App Store app or VPP store app. For more information, see <u>App Store Apps</u>.

#### **Enabling Automatic App Updates**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **App Maintenance** ...
- 5. On the App Updates pane, click Edit.
- 6. Select Automatically update all App Store apps.
- 7. To select a country or region to use for syncing apps with iTunes, choose an option from the **iTunes Country or Region** pop-up menu.
- 8. To specify a time of day to sync apps with iTunes, use the **iTunes Sync Time** pop-up menus.
- 9. Click Save.

App Store apps and VPP store apps are updated in Jamf Pro and on mobile devices based on the time you configure apps to sync with iTunes.

#### **Forcing App Updates**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 5. On the App Updates pane, click **Edit**.
- 6. Click Force Updates.
- 7. Click Save.

Managed App Store apps and VPP store apps are updated immediately on mobile devices if there are updates available in Jamf Pro.

# **Classroom Management**

# **Apple Education Support Settings**

The Apple Education Support settings allow you to enable support for Shared iPad and Apple's Classroom app. When you enable Apple Education Support, you allow iPads to be enrolled with Jamf Pro as Shared iPads using a mobile device PreStage enrollment. In addition, Classes in Jamf Pro can be configured for use with Apple's Classroom app.

#### **User Images**

You can enable user images as a part of Apple Education Support. When you enable user images, you allow an image or student photo to be displayed in the Classroom app and on the login screen for Shared iPads. The user image is also displayed in the inventory information for each user.

User images must be hosted on a distribution point with an enabled web server. The URL for that distribution point must be specified in Jamf Pro when you enable user images.

When setting up the distribution point URL, it is recommended that you use a variable in the URL and name the image files so that they function with the variable you choose. For example, if the distribution point URL is https://www.mycompany.com/\$USERNAME.png, the username in Jamf Pro for each user will be inserted into the URL in place of the \$USERNAME variable. If you name each image file using the username in Jamf Pro for each user, the correct image will be displayed for each user.

You can use the following variables in the distribution point URL for user images:

- \$USERNAME
- \$FULLNAME
- \$REALNAME
- \$EMAIL
- \$PHONE
- \$POSITION
- \$EXTENSIONATTRIBUTE\_<#>

**Note:** Once you have specified a distribution point URL for user images, you can choose to specify a custom URL for a single user's image from the inventory information for a user. The custom URL overrides the specified distribution point URL. For more information about specifying a custom URL, see <u>Viewing and Editing Inventory Information for a User</u>.

For step-by-step instructions on preparing to use user images, see the following technical paper:

Integrating with Apple School Manager to Support Apple's Education Features Using Jamf Pro

#### Requirements

Apple Education Support only applies to supervised iPads with iOS 9.3 or later. In addition, you need a valid push certificate in Jamf Pro. (For more information, see <u>Push Certificates</u>.)

To enable user images, you need:

- Images hosted on a distribution point with an enabled web server. It is recommended that you
  disable directory index browsing for your distribution point to ensure that the image files on the
  server are secure.
  - **Note:** Although not required, it is recommended that the user images are in PNG format and are 256x256 pixels.
- A CA certificate (.pem) downloaded from Jamf Pro is needed to establish a secure connection between the Jamf Pro server and the distribution point so that the user images are populated for each user in Jamf Pro. (For more information about CA certificates, see <a href="PKI Certificates">PKI Certificates</a>.)

#### **Enabling Apple Education Support**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$  .
- 3. Click Mobile Device Management.
- 4. Click Apple Education Support .
- 5. Click Edit.
- 6. Select the **Enable Apple Education Support** checkbox.
- 7. (Optional) To enable user images, do the following:
  - a. Select the **Enable User Images** checkbox.
  - Enter a distribution point URL for user images.
     Important: Editing the distribution point URL for user images causes existing EDU profiles to be redistributed. This can increase network traffic.
  - c. If you have not already downloaded the CA certificate (.pem), click **Download** to download the certificate, and then save the certificate in the appropriate location dictated by your web server vendor.
  - d. (Optional) If needed to establish trust between the Jamf Pro server and the distribution point, upload an additional certificate (.p12 or .pem) from your web server to the Jamf Pro server.
- 8. Click Save.
- 9. (Optional) Use the **Test** button to ensure that the user images on your distribution point are accessible.

Due to caching, user images may not appear immediately on devices. You may need to restart the device or the Classroom app in order for user images to appear.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device PreStage Enrollments
   Find out how to enable Shared iPad when enrolling an iPad with Jamf Pro.
- <u>Classes</u>
   Find out how to create Classes in Jamf Pro for use with Apple's Classroom app.

For related information, see the following technical papers:

#### Supporting Apple's Classroom App and Shared iPad Using Jamf Pro

Get step-by-step instructions on how to support Shared iPad and Apple's Classroom app with Jamf Pro 9.9.

<u>Integrating with Apple School Manager to Support Apple's Education Features Using Jamf Pro</u>
Get step-by-step instructions on how to integrate with Apple School Manager to support Apple's education features with Jamf Pro.

# **Integrating with Apple School Manager**

The Apple Education Support settings allow you to integrate Jamf Pro with Apple School Manager. Integrating with Apple School Manager allows you to do the following:

- Specify a class naming format. This is applied to all classes imported from Apple School Manager.
   (For more information, see <u>Class Naming and Description Format.</u>)
- Specify a class description format. This is applied to all classes imported from Apple School Manager. The description is displayed in Apple's Classroom app. (For more information, see <u>Class Naming and Description Format</u>.)
- Sync Jamf Pro with Apple School Manager to automatically update user and class information in Jamf Pro at a scheduled time. You can also force Jamf Pro to sync immediately with Apple School Manager. (For more information, see <u>Apple School Manager Sync Time</u>.)
- Choose user criteria for matching imported users from Apple School Manager with existing users in Jamf Pro. Imported user information is appended to the Roster category of user inventory information for the existing user in Jamf Pro. (For more information, see <u>Matching Criteria for</u> <u>Importing Users from Apple School Manager.</u>)
- Automatically create new users in Jamf Pro by importing users from Apple School Manager.
- Automatically create classes in Jamf Pro by importing classes from Apple School Manager.

Integrating Jamf Pro with Apple School Manager creates one instance of Apple School Manager in Jamf Pro. To integrate with Apple School Manager, you need to associate a Device Enrollment Program (DEP) instance with the Apple School Manager instance. You can associate one DEP instance with one Apple School Manager instance.

For more information about Apple School Manager, see Apple's Help documentation: <a href="https://help.apple.com/schoolmanager/">https://help.apple.com/schoolmanager/</a>

#### **Class Naming and Description Format**

When you integrate with Apple School Manager, you choose variables in Jamf Pro that match values for class information in Apple School Manager. Jamf Pro allows you to specify variables that apply to a class name and class description when the class is imported from Apple School Manager to Jamf Pro. You can specify variables for the following settings:

- Class Naming Format—When a class is imported, the variables are applied to the display name of
  the class in the order you select. For example, if you select "Course Name" and "Class Source ID", the
  class is imported to Jamf Pro with a name like "Biology12345".
   The default values for the class naming format are "Course Name" and "Class Source ID".
- Class Description Format—When a class is imported, the variables are applied to the description of the class in the order you select. For example, if you select "Location" and "Instructor", the class is imported to Jamf Pro with a description like "EauClaireSamanthaJohnson".
  This setting overwrites existing class descriptions the next time Jamf Pro syncs with Apple School Manager for classes that have already been imported.

The following table displays the available variables in Jamf Pro and the values for class information that the variables match in Apple School Manager. The same variables are available for the class naming format and the class description format:

| Variable<br>in Jamf<br>Pro | Class<br>Information<br>in Apple<br>School<br>Manager | Notes  |
|----------------------------|---|--|
| Location<br>Name           | Role<br>/Location                                     |  |
| Class ID                   | Class ID  |  |
| Class<br>Source ID         | Course ID   |  |
| Course<br>Name             | Course<br>Name  |  |
| Class<br>Name              | Class Name  |  |
| Course<br>Number           | Course<br>Number                                      |  |
| Class<br>Room              | Room  |  |
| Class Site                 | N/A   | Value is populated based on the site the class is imported to in Jamf Pro.   |
| Instructor<br>Name         | N/A   | Value is populated based on "Last Name" for the teacher that is imported with the class. If there is no value for "Last Name", this value is populated with the value for "Full Name".   |
|                            |   | If there are multiple teachers in a class, the "Instructor Name" value is populated with the teacher name that comes first alphabetically by last name.  |
| Instructor<br>Grade        | N/A   | Value is populated based on "Grade" for the teacher that is imported with the class.   |
|                            |   | If there are multiple teachers in a class, the "Instructor Grade" value is populated with the teacher name that comes first alphabetically by last name.   |
| Class<br>Number            | Class<br>Number                                       |  |
| Custom                     | N/A   | In addition to variables, you can apply a custom field to the class naming format to separate variables or enter custom text. For example, if you select "Course Name", "Custom Text", and "Class Source ID", and enter a hyphen (-) in the Custom Text field, the class is imported to Jamf Pro with a name like "Biology-12345". |

**Note**: If a value is not available in Apple School Manager for the variable selected in Jamf Pro, a blank value is displayed in Jamf Pro for that selected variable in the class name.

#### **Apple School Manager Sync Time**

You can configure how frequently Jamf Pro syncs information from Apple School Manager. Configuring a sync time allows user and class information to be updated automatically if there is updated information available in Apple School Manager. You can choose to sync never, daily, once a week, every other week, or once a month. The default sync time is "Never". In addition, you can force Jamf Pro to sync immediately with Apple School Manager. (For more information, see <a href="Forcing an Apple School Manager Sync.">Forcing an Apple School Manager Sync.</a>)

Information is only synced from Apple School Manager to Jamf Pro, not from Jamf Pro to Apple School Manager.

When the configured sync time is reached or you have forced an Apple School Manager sync, inventory information in the Roster category is updated for the imported users and users associated with an imported class. Class information, such as the display name, is also updated. If you modify the class naming format after a class has been imported, the class name is updated and the class naming format is re-applied to the classes that have been imported.

**Important**: Any information that is manually entered in the Roster category of user inventory information is replaced with information from Apple School Manager during a sync.

If a student or teacher is added to a class in Apple School Manager after a class has been imported, the user is imported to Jamf Pro and matched with existing users during a sync based on the criteria for matching imported users from Apple School Manager. If there is no match, the imported user is added to Jamf Pro as a new user in the Users tab. (For more information, see <a href="Matching Criteria for Importing Users from Apple School Manager">Matching Criteria for Importing Users from Apple School Manager</a>.)

If you have not yet imported users or classes from Apple School Manager when the configured sync time is reached, information is synced at the time configured and stored in the Jamf Pro database for the class or user until they are imported. (For more information, see <a href="Importing Users to Jamf Pro from Apple School Manager">Importing Users to Jamf Pro from Apple School Manager</a> and <a href="Classes">Classes</a>.)

Note: Jamf Pro performs one sync at a time.

#### **Matching Criteria for Importing Users from Apple School Manager**

When you integrate Jamf Pro with Apple School Manager, you choose Jamf Pro user criteria to match with Apple School Manager user criteria. Users that are imported to Jamf Pro are matched to existing users in Jamf Pro based on the selected user criteria.

The following table displays the criteria you can use to match imported users from Apple School Manager to existing users in Jamf Pro:

| Jamf Pro User Criteria     | Apple School Manager User Criteria |
|----------------------------|------------------------------------|
| Email (Jamf Pro)           | Managed Apple ID                   |
| Username (Jamf Pro)        | Source System Identifier           |
| User Extension Attributes* |                                    |

\*It is recommended that you match "Source System Identifier" from Apple School Manager with the student ID number in Jamf Pro. One way to do this is to create a user extension attribute that collects the student ID number in Jamf Pro. (For more information on how to create a user extension attribute, see <u>User Extension Attributes</u>.)

The default criteria matches "Email (Jamf Pro)" with "Managed Apple ID" from Apple School Manager and an operator of "equals".

**Note**: Imported users from Apple School Manager cannot be matched to users with manually entered information in the Roster category of user inventory information. This results in duplicate users.

#### Requirements

To integrate with Apple School Manager, you need to integrate Jamf Pro with DEP. (For more information, see <a href="Integrating with the Device Enrollment Program">Integrating with the Device Enrollment Program</a>.)

#### **Configuring an Instance of Apple School Manager**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click Mobile Device Management.
- 4. Click **Apple Education Support** . .
- 5. Click Edit.
- 6. Click the **Apple School Manager** tab.
- 7. Select the **Enable Apple School Manager Integration** checkbox.
- 8. Click **Add**.
  If you have not integrated Jamf Pro with DEP, click the **Device Enrollment Program settings** link.
  For instructions on how to integrate with DEP, see <u>Integrating with the Device Enrollment Program</u>.
- 9. Enter a display name for the Apple School Manager instance.
- 10. Choose a DEP instance from the **Device Enrollment Program Instance** pop-up menu.

11. Use the **Class Naming Format** options to select a variable to apply to the name of a class when importing the class from Apple School Manager. To add more variables, click **Add** and select "Variable" or "Custom Text".

To remove a variable, click the "X" next to the variable field.

| Class | Naming Forma   | at Sequence o | f variables to apply to | a class name when impor | rting classes from Apple School | Manager |
|-------|----------------|---------------|-------------------------|-------------------------|---------------------------------|---------|
|       | Class Number   | * x           | Course ID:              | x Add                   | •                               |         |
|       | Preview: Class | NumberCourse  | ID:                     |                         |                                 |         |

12. (Optional) Use the **Class Description Format** options to select a variable to apply to the description of a class when importing the class from Apple School Manager. To add more variables, click **Add** and select "Variable" or "Custom Text".

To remove a variable, click the "X" next to the variable field.

13. (Optional) To select a time that Jamf Pro should sync with Apple School Manager, choose a time interval from the **Apple School Manager Sync Time** pop-up menu, and then configure the days and time to sync.

The time zone that is displayed is the time zone that is configured in System Preferences.

**Note**: It is recommended that you choose to sync with Apple School Manager at a time other than when you choose to flush logs or back up your database.

- 14. Choose criteria to use for matching imported users from Apple School Manager with existing users in Jamf Pro using the **Matching Criteria for Importing Users** options:
  - a. Select Jamf Pro or Apple School Manager user criteria from the **User Criteria** pop-up menu on the left.
  - b. Choose an operator from the **Operator** pop-up menu.
  - c. Select Jamf Pro or Apple School Manager user criteria from the **User Criteria** pop-up menu on the right.

| Matching Criteria for Importing Users  Criteria to use to match Apple School Manager user information with existing user information in Jamf Pro when importing users |                         |   |          |   |                  |   |  |
|---|-------------------------|---|----------|---|------------------|---|--|
|   | USER CRITERIA           |   | OPERATOR |   | USER CRITERIA    |   |  |
|   | Email (Jamf Pro server) | • | equals   | • | Managed Apple ID | • |  |
|   |                         |   |          |   |                  |   |  |

15. Click Save.

When you import users or classes, the variables selected for the Class Naming Format are applied to the class display name, and the user information from Apple School Manager is matched to existing user information in Jamf Pro based on the selected criteria.

Jamf Pro updates user and class information from Apple School Manager at the time configured.

#### Forcing an Apple School Manager Sync

You can force Jamf Pro to sync immediately with Apple School Manager. This allows you to update user and class information in Jamf Pro when needed. (For more information about syncing Jamf Pro with Apple School Manager, see <u>Apple School Manager Sync Time</u>.)

**Note**: Forcing Jamf Pro to sync with Apple School Manager can add significant network traffic in Jamf Pro. It is recommended that you force sync at a time other than when you choose to flush logs or back up your database.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$ .
- 3. Click Mobile Device Management.
- 4. Click **Apple Education Support** . A list of Apple School Manager instances is displayed.
- 5. Click the **Force Sync** button next to the Apple School Manager instance that you want to manually sync Jamf Pro with.

Jamf Pro immediately syncs information from Apple School Manager.

If you force Jamf Pro to sync with more than one instance of Apple School Manager, Jamf Pro performs one sync at a time.

#### **Further Considerations**

Deleting an Apple School Manager instance removes the information in the Roster category of user inventory information that is imported from Apple School Manager. This disables Shared iPad for users.

**Note:** Deleting an Apple School Manager instance does not remove the users or classes that have been imported from Apple School Manager.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device PreStage Enrollments
   Find out how to enable Shared iPad when enrolling an iPad with Jamf Pro.
- <u>Classes</u>
   Find out how to create Classes in Jamf Pro for use with Apple's Classroom app.
- Apple Education Support Settings
   Find out how to enable support for Shared iPad and Apple's Classroom app.

For related information, see the following technical papers:

<u>Integrating with Apple School Manager to Support Apple's Education Features Using Jamf Pro</u>
Get step-by-step instructions on how to integrate with Apple School Manager to support Apple's education features with Jamf Pro.

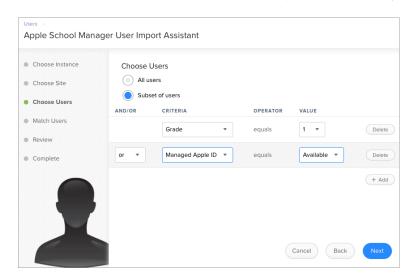
# Importing Users to Jamf Pro from Apple School Manager

You can import users to Jamf Pro from Apple School Manager. This allows you to automatically create new users in Jamf Pro from the users in Apple School Manager or append information to existing users in Jamf Pro.

When you import users from Apple School Manager, the following fields are populated in the Roster category of the user's inventory information:

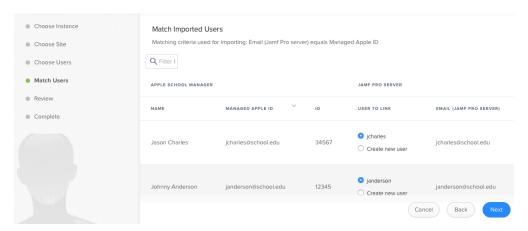
- Last Sync
- Status
- User Number
- Full name from Roster
- First Name
- Middle Name
- Last Name
- Managed Apple ID
- Grade
- Password Policy

An assistant in Jamf Pro guides you through the process of importing all users or a subset of users from Apple School Manager. If you choose to import a subset of users, you need to choose the criteria and values for the users you want to import. For example, you could import the students from an "Addition & Subtraction" course or an "Algebra" course only.



You can select from the following options when importing users from Apple School Manager:

- Match to an existing user in Jamf Pro —Imported users are matched to existing users in Jamf Pro based on the criteria selected when integrating Jamf Pro with Apple School Manager. (For more information, see <a href="Integrating with Apple School Manager">Integrating with Apple School Manager</a>.) Jamf Pro displays potential existing users in Jamf Pro that match the specified criteria. When you select an existing user in Jamf Pro to match the imported user to, information is populated in the Roster category of the user's inventory information. If this information existed prior to matching the imported user with the existing user, the information is updated.
- Create a new user in Jamf Pro —If you choose to create a new user, the imported user is automatically added to Jamf Pro in the Users tab and inventory information is entered in the Roster category of the user's inventory information.



**Note:** The number of users you can import and match varies depending on your environment. Importing a large number of users at once may affect performance. You may need to perform more than one import to import all users to Jamf Pro from Apple School Manager.

After users are imported, if an Apple School Manager Sync Time is configured for the Apple School Manager instance, user information is updated automatically based on the scheduled frequency and time. (For more information about configuring the Apple School Manager Sync Time, see <a href="Integrating">Integrating</a> with Apple School Manager.)

#### Requirements

To import users to Jamf Pro from Apple School Manager, you need the following:

- Jamf Pro integrated with Apple School Manager. (For more information, see <u>Integrating with Apple School Manager</u>.)
- A Jamf Pro user account with the "Users" privilege.

#### **Importing Users from Apple School Manager**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.

- 3. Click Search Users.
- 4. Leave the search field blank and press the Enter key.
- 5. Click **Import**.

If you choose to import a subset of users, choose the criteria, operator, and values to use to define the subset of users to import.

**Note**: When importing a subset of users based on multiple criteria, choose "or" from the **And/Or** popup menu(s) if the criteria are the same.

6. Follow the onscreen instructions to import users.

**Note**: If you are importing a large number of users (e.g., 10,000), a progress bar is displayed in the assistant during the import process. You can click **Done** and perform other management tasks while the import takes place.

User information is imported to Jamf Pro and applied in the Users tab.

If you have site access only, users are imported to your site only.

#### **Related Information**

For related information, see the following section in this guide:

#### Classes

Find out how to create classes in Jamf Pro for use with Apple's Classroom app or Casper Focus.

For related information, see the following technical paper:

<u>Integrating with Apple School Manager to Support Apple's Education Features Using Jamf Pro</u>
Get step-by-step instructions on how to integrate with Apple School Manager to support Apple's education features with Jamf Pro.

# **Casper Focus**

Casper Focus is designed to be used by teachers in the classroom. It gives teachers control over the devices used during class time by allowing the teacher to "focus" the devices on a single app, website, or attention screen. Focusing a device locks it on the app, website, or attention screen, preventing students from accessing any other screens or content on the device.

In addition to focusing student devices, teachers can also perform the following actions in Casper Focus:

- Clear passcodes on student devices.
- Use AirPlay Mirroring to show the screen of a student device on Apple TV.
- Distribute books (ePub format only) so that students can install the books on their devices from Self Service.

Casper Focus is available for free from the App Store.

#### **Preparing to Use Casper Focus**

Before teachers can use Casper Focus, you need to prepare it for use in the classroom.

#### **Device Requirements**

You must ensure that teacher and student mobile devices meet the minimum requirements for use, as well as the feature-specific device requirements for each Casper Focus feature that teachers plan to use.

#### **Minimum Device Requirements**

Teacher device:

• iPad, iPhone, or iPod touch with iOS 7 or later

Student device:

- iPad, iPhone, or iPod touch with iOS 7 or later
- Managed by Jamf Pro 8.7 or later

#### **Feature-Specific Device Requirements**

The following table shows the feature-specific device requirements that must be met to perform Casper Focus actions on student mobile devices. These requirements are in addition to the minimum device requirements.

|                                    | Student Device Requirements   | Other Requirements   |
|------------------------------------|---|--|
| Focus on<br>App                    | Supervised by Apple Configurator  |  |
| Focus on<br>Website                | <ul><li>Supervised by Apple Configurator</li><li>Managed by Jamf Pro 9.3 or later</li></ul>   |  |
| Focus on<br>Attention<br>Screen    | <ul> <li>Supervised by Apple Configurator</li> <li>Managed by Jamf Pro 9.7 or later</li> <li>Self Service Mobile 9.7 or later installed</li> </ul>  |  |
| Clear<br>Passcodes                 | (Minimum requirements only)   |  |
| Mirror<br>Device<br>on Apple<br>TV | <ul> <li>Supervised by Apple Configurator</li> <li>Managed by Jamf Pro 9.1 or later</li> </ul>  | Apple TV device with Apple TV software based on iOS 7 or later, managed by Jamf Pro 9.1 or later |
| Distribute<br>Books                | <ul> <li>Managed by Jamf Pro 9.1 or later</li> <li>Self Service Mobile or Self Service web clip installed</li> <li>For students to install a book (ePub format only) that was distributed using Casper Focus, the student device must have iBooks 3.2 or later</li> </ul> |  |

For more information on Casper Focus features, see the *Casper Focus User Guide*. This guide is available at:

https://www.jamf.com/resources/product-documentation/casper-focus-user-guide/

#### **Before Using Casper Focus**

In addition to ensuring that mobile devices meet the requirements for using Casper Focus, you also need to perform the following tasks to allow teachers to use Casper Focus:

- **Create classes in Jamf Pro**—The classes you create in Jamf Pro allow teachers to use Casper Focus to control student devices during class time. (For more information, see <u>Classes</u>.)
- Preconfigure the connection to Jamf Pro—Casper Focus must be able to connect to Jamf Pro to work. To do this, the Jamf Pro URL setting in Casper Focus must be populated with the Jamf Pro URL. With this setting preconfigured, teachers can log in and use Casper Focus without having to manually configure the Jamf Pro URL themselves.

For more information on preconfiguring the Jamf Pro URL, see the following Knowledge Base article:

Configuring Server Settings for Casper Focus

- (Optional) Add an LDAP server to Jamf Pro—Integrating with an LDAP directory service allows teachers to log in to Casper Focus using the username and password for their LDAP directory account. (For more information, see <u>Integrating with LDAP Directory Services</u>.)
   If you do not have an LDAP server set up in Jamf Pro, teachers can log in to Casper Focus with a Jamf Pro user account.
- Check Web Content Filter payload settings—If you currently use the Web Content Filter payload in an iOS configuration profile to limit student devices to specific websites only, you need to ensure that the payload's Specific Websites list includes the URLs of any websites that teachers will focus student devices on.
- Specify AirPlay passwords for Apple TV devices—If teachers will be mirroring student devices on Apple TV using Casper Focus and the Apple TV devices are configured with AirPlay passwords, you will need to specify the AirPlay password for each Apple TV by editing its inventory information in Jamf Pro.

(For more information, see Viewing and Editing Inventory Information for a Mobile Device.)

#### **Related Information**

For related information, see the following section in this guide:

#### Classes

Learn how to create classes in Jamf Pro so teachers can control student devices using Casper Focus.

For instructions on how to use Casper Focus in the classroom, see the *Casper Focus User Guide*. This guide is available at:

https://www.jamf.com/resources/product-documentation/casper-focus-user-guide/

#### Classes

Jamf Pro allows you to create classes for use with Apple's Classroom app or the Casper Focus app. When you create a class in Jamf Pro, you use a payload-based interface to configure settings to apply to teacher and student mobile devices. These settings are then applied to the devices in a class for both Apple's Classroom app and Casper Focus.

In addition, you can use an assistant in Jamf Pro to import classes created in Apple School Manager. You can configure the class to be used with Apple's Classroom app or the Casper Focus app. When you import a class to Jamf Pro, you also import the users associated with the class.

#### **Class Payloads**

The payloads you choose to configure for the class depend on if you plan to use Apple's Classroom app or Casper Focus, and if your environment uses Shared iPad. The following table explains the payloads you can configure in Classes:

| Payload                    | Description  | Applies to<br>Classroom<br>App | Applies to<br>Casper<br>Focus                         |
|----------------------------|--|--------------------------------|---|
| General                    | This payload allows you to enter a display name and description for a class. | <b>√</b>                       | Note: The description does not apply to Casper Focus. |
| Students                   | This payload allows you to add students to a class.                          | 1                              | ✓   |
| Student<br>User<br>Groups  | This payload allows you to add student user groups to a class.               | <b>✓</b>                       | <b>✓</b>  |
| Teachers                   | This payload allows you to add teachers to a class.                          | 1                              | ✓   |
| Teacher<br>User<br>Groups  | This payload allows you to add teacher user groups to a class.               | <b>✓</b>                       | 1   |
| Mobile<br>Device<br>Groups | This payload allows you to add mobile device groups to a class.              | <b>✓</b>                       | <b>✓</b>  |

| Payload                   | Description  | Applies to<br>Classroom<br>App | Applies to<br>Casper<br>Focus |
|---------------------------|--|--------------------------------|-------------------------------|
| App Usage<br>Restrictions | This payload allows you to restrict which apps are available to a student.   | ✓<br>Shared<br>iPad only       |                               |
| Home<br>Screen<br>Layout  | This payload allows you to configure the layout of the Dock and the pages on the student iPad.   | ✓<br>Shared<br>iPad only       |                               |
| Apple TV                  | This payload allows you to assign Apple TV devices to a class for Casper Focus. With one or more Apple TV devices assigned to a class, the teacher can use AirPlay Mirroring to show the screen of a student device on Apple TV. |                                | <b>√</b>                      |
| Meeting<br>Times          | This payload allows you to specify meeting times for a class (times/days that the class takes place). Specifying meeting times allows teachers to access the class in Casper Focus during the scheduled meeting times only.      |                                | <b>✓</b>                      |

#### **Apple's Classroom App Class Configuration**

When creating a class for Apple's Classroom app, you can configure settings for the following environments:

- Environment with Shared iPad— In this environment, you add a student user group that contains students with Managed Apple IDs to a class. You also add a mobile device group that contains Shared iPad devices. You assign the teacher to an iPad in Jamf Pro, and then add the teacher to the class (either as an individual user or as a user group). In addition, you can include app usage restrictions and Home screen layout settings to customize the student experience on the iPad.
- Environment without Shared iPad— In this environment, you assign each student to an iPad in Jamf Pro. Then, you add the students (either as individual users or as a user group) to a class. You assign the teacher to an iPad in Jamf Pro, and then add the teacher to the class (either as an individual user or as a user group).

When you create a class for use with Apple's Classroom app, Jamf Pro automatically creates an associated EDU profile that is installed on the iPads. This profile allows student and teacher iPads to communicate. It also ensures that students can log in to a Shared iPad device if Shared iPad has been enabled on the iPad.

#### **Casper Focus Class Configuration**

When creating a class for Casper Focus, you have two options for adding students, teachers, and devices to the class:

- Users/user groups— With this option, you assign students or teachers to devices in Jamf Pro, and then add the students or teachers (either as individual users or as a user group) to a class.
- Device groups— With this option, you assign students or teachers to devices in Jamf Pro. Then, you
  add a smart or static device group to a class that contains the devices that have the users assigned
  to them.

**Note**: To ensure that focus actions are not applied to the teacher device in a mobile device group in Casper Focus, the Jamf Pro ID of the teacher device must be excluded from Casper Focus commands using App Configuration. (For more information, see the <u>App Configuration Settings for Casper Focus</u> Knowledge Base article.)

#### **Classes Imported from Apple School Manager**

You can automatically create classes in Jamf Pro by importing classes from Apple School Manager. When you integrate with Apple School Manager, you configure a class naming format by choosing variables that are applied to the display name for all imported classes. (For more information about class naming, see <a href="Integrating with Apple School Manager">Integrating with Apple School Manager</a>.) In addition, the Students payload and Teachers payload for imported classes are automatically populated with the information imported from Apple School Manager.

An assistant in Jamf Pro guides you through the process of importing classes from Apple School Manager. It allows you to choose the class you want to import from a list of classes in Apple School Manager. When you import a class, you also import the users associated with the class. This automatically creates new users in Jamf Pro and appends inventory information to existing users. (For information about users imported from Apple School Manager, see <a href="Importing Users to Jamf Pro from Apple School Manager">Importing Users to Jamf Pro from Apple School Manager</a>.)

**Note**: If a user is added to a class in Apple School Manager after the class has been imported, the user is imported to Jamf Pro and matched with existing users at the configured sync time based on the criteria for matching imported users from Apple School Manager. If there is no match, the imported user is added to Jamf Pro as a new user in the Users tab. (For more information, see <u>Matching Criteria for Importing Users from Apple School Manager</u>.)

After a class is imported, class information is updated automatically based on the Apple School Manager Sync Time. (For more information about configuring the Apple School Manager Sync Time, see <a href="Integrating with Apple School Manager">Integrating with Apple School Manager</a>.)

#### Requirements

If you are creating a class to work with Apple's Classroom app, you need the following:

- Apple Education Support enabled in Jamf Pro. (For more information, see <u>Apple Education Support Settings</u>.)
- Teacher assigned to an iPad in Jamf Pro. (For more information, see <u>User Assignments</u>.)

In addition, you must ensure that teacher and student iPads meet the minimum device requirements for use with Apple's Classroom app. For more information about device requirements, see Apple's Classroom documentation:

https://help.apple.com/classroom/ipad

If you are configuring a class to work with Casper Focus, see <u>Casper Focus</u> for a list of requirements.

To import class information from Apple School Manager, you need the following:

- Jamf Pro integrated with Apple School Manager. (For more information, see <u>Integrating with Apple School Manager</u>.)
- A Jamf Pro user account with the "Users" and "Classes" privileges.

#### **Configuring a Class**

- 1. Log in to Jamf Pro.
- 2. Click **Devices** at the top of the page.
- 3. Click Classes.
- 4. To create a new class, click **New** and do the following:
  - a. Use the General payload to enter a display name and description for the class.
     If you specify a Class Description Format when integrating with Apple School Manager, the Description field is not editable. (For more information, see <a href="Integrating with Apple School Manager">Integrating with Apple School Manager</a>.)

**Note:** The description for the class is not synced from Jamf Pro to Apple School Manager.

- b. Add students to the class using the Students payload or the Student User Groups payload.
- c. Add teachers to the class using the Teachers payload or the Teacher User Groups payload.

- 5. To import class information from Apple School Manager, click **Import** and do the following:
  - a. Follow the onscreen instructions to import class information.

**Note**: If you are importing a large number of classes (e.g., 10,000), a progress bar is displayed in the assistant during the import process. You can click **Done** and perform other management tasks while the import takes place.

If you import users from Apple School Manager that match current users in Jamf Pro, you can choose to match the imported user with the current user, or create a new user in Jamf Pro with the information imported from Apple School Manager.

#### b. Click Done.

Class information is imported to Jamf Pro, and user information is applied in the Users tab. (For more information about importing user information, see <a href="Importing Users to Jamf Pro from Apple School Manager">Importing Users to Jamf Pro from Apple School Manager</a>.)

If you have site access only, classes are imported to your site only.

- c. Click the class you imported, and then click **Edit** to add devices and optional Shared iPad payloads to the class.
- 6. Add mobile device groups to the class using the Mobile Device Groups payload.
- 7. (Optional) If your environment uses Shared iPad, do the following:
  - a. Use the App Usage Restrictions payload to restrict which apps are available to users on Shared iPad.
  - b. Use the Home Screen Layout payload to configure the layout of the Dock and the pages on the iPad.
- 8. (Optional) If your environment uses Casper Focus, do the following:
  - a. Use the Apple TV payload to add targets to assign Apple TV devices to the class.
  - b. Use the Meeting Times payload to specify the times and days the class meets.
- 9. Click Save.

#### **Further Considerations**

- If you change the site of a class, mobile devices in the class are removed from the class. Users that are not already added to the new site are also removed from the class.
- Deleting a class also deletes the EDU profile from iPads in the class.

#### **Related Information**

For related information, see the following sections in this guide:

- Mobile Device PreStage Enrollments
   Find out how to enable Shared iPad when enrolling an iPad with Jamf Pro.
- About Device Groups
   You can create smart or static device groups based on Shared iPad.
- About User Groups

You can create smart or static user groups based on Managed Apple IDs.

For related information, see the following technical papers:

- Supporting Apple's Classroom App and Shared iPad Using Jamf Pro
   Get step-by-step instructions on how to support Apple's Classroom app and Shared iPad with Jamf Pro.
- Integrating with Apple School Manager to Support Apple's Education Features Using Jamf Pro Get step-by-step instructions on how to integrate with Apple School Manager to support Apple's education features with Jamf Pro.

# jamf | PRO

# **Managing Users**

# **About User Management**

User management with Jamf Pro allows you to distribute the following items to users:

- Mac App Store apps
- In-house apps
- App Store apps
- In-house books
- iBooks Store books
- iOS configuration profiles
- macOS configuration profiles
- Policies

# **Inventory for Users**

# **User Assignments**

Jamf Pro allows you to assign users to computers and mobile devices.

There are two ways to assign a user to a computer or mobile device:

- Manually (Requires the computer or mobile device to be enrolled with Jamf Pro)
- During user-initiated enrollment

This section explains how to do the following:

- Manually assign a user to a computer or mobile device. (For information on assigning users to computers and mobile device during user-initiated enrollment, see <u>User-Initiated Enrollment</u> <u>Settings.</u>)
- Remove the user assignment from a computer or mobile device.

#### Manually Assigning a User to a Computer or Mobile Device

- 1. Log in to Jamf Pro.
- 2. Click Computers or Devices at the top of the page.
- 3. Perform a simple or advanced search.

For more information on computer searches, see <u>Simple Computer Searches</u> or <u>Advanced Computer</u> Searches.

For more information on mobile device searches, see <u>Simple Mobile Device Searches</u> or <u>Advanced</u> Mobile Device Searches.

- 4. Click the computer or mobile device you want to assign a user to.
- 5. Select the **User and Location** category and click **Edit**.
- 6. Do one of the following:
  - To assign an existing user, enter the user's partial or full username in the **Username** field and click the **Search** button. Click **Choose** across from the user you want to assign, and then click **Save**. The **Full Name**, **Email Address**, **Phone Number**, and **Position** fields are populated automatically.
  - To assign and create a new user, enter information about the user and click Save.

#### Removing a User Assignment from a Computer or Mobile Device

- 1. Log in to Jamf Pro.
- 2. Click **Computers** or **Devices** at the top of the page.

3. Perform a simple or advanced search.

For more information on computer searches, see <u>Simple Computer Searches</u> or <u>Advanced Computer</u> Searches.

For more information on mobile device searches, see <u>Simple Mobile Device Searches</u> or <u>Advanced Mobile Device Searches</u>.

- 4. Click the computer or mobile device you want to remove a user assignment from.
- 5. Select the **User and Location** category and click **Edit**.
- Remove the username from the Username field and click Save.
   The information in the Full Name, Email Address, Phone Number, and Position fields is removed automatically.

#### **Related Information**

For related information, see the following Knowledge Base article:

#### **Migrating Users**

Find out how to migrate users using the Migration Assistant.

#### **User Extension Attributes**

User extension attributes are custom fields that you can create to collect almost any type of data about a user.

When you create a user extension attribute, you specify the following information:

- Type of data being collected, such as string, integer, or date
- Input type, which determines how the extension attribute is populated with data

**Note:** Extension attributes are displayed in the General category of user inventory information.

Extension attributes can add time and network traffic to the inventory process depending on the type of data you choose to collect and the input type used to collect it.

#### **User Extension Attribute Input Types**

You can choose to populate the value of a user extension attribute using any of the following input types:

- **Text field**—This displays a text field in user inventory information. You can enter a value in the field at any time using Jamf Pro.
- **Pop-up menu**—This displays a pop-up menu in user inventory information. You can enter a value in the field at any time using Jamf Pro.

#### **Creating a User Extension Attribute**

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click **Settings** .
- 3. Click User Management.
- 4. Click Extension Attributes 🔒 .
- 5. Click New + New .
- 6. Configure the settings on the pane.
- 7. Click Save.

### **Related Information**

- Viewing and Editing Inventory Information for a User
   You can view the extension attributes collected from a user and edit extension attribute values for that user.
- Smart User Groups
   You can create smart user groups based on extension attributes.

# **Simple User Searches**

A simple user search functions like a search engine, allowing you to quickly search the users in your inventory for a general range of results.

You can base searches on any of the following attributes:

- Username
- Full name
- Email address

## **Search Syntax**

This section explains the syntax to use for the following search functions:

- Wildcard searches
- Including multiple search terms
- Excluding a search term
- Returning all users

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information, see <u>Configuring Account Preferences</u>.)

#### Wildcard Searches

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example   |
|--|---|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform a search for "John*" to return all users with full names that begin with "John".                        |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a search for "*@mycompany.com" to return all users with email addresses that end with "@mycompany.com". |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform a search for "*Jane*" to return all users that include "Jane".  |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a search for "*" to return all users.   |

#### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform a search for "John\*, \*Doe" to return all users that begin with "John" and end with "Doe".

#### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a search for "Jane\*, -\*@mycompany.com" to return all users with full names that begin with "Jane" except for those with email addresses that end with "@mycompany.com".

### **Returning All Users**

There are two ways to return all users: use an asterisk (\*) without any other characters or terms, or perform a blank search.

## Performing a Simple User Search

- 1. Log in to Jamf Pro
- 2. Click **Users** at the top of the page.
- 3. Click Search Users.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see Search Syntax.
- 5. Press the Enter key.

The list of search results is displayed.

### **Related Information**

- Viewing and Editing Inventory Information for a User
   Find out how to view and edit inventory information for a user.
- Advanced User Searches
   Find out how to create and save an advanced user search.

# **Advanced User Searches**

Advanced user searches allow you to use detailed search criteria to search for users in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

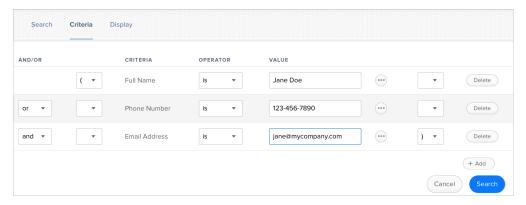
- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

## **Creating an Advanced User Search**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search Users.
- 4. Click New + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the Criteria tab and add criteria for the search:
  - a. Click Add + Add .
  - b. Click **Choose** for the criteria you want to add.
  - c. Choose an operator from the **Operator** pop-up menu.

  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.

8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time user information is modified and users meet or fail to meet the specified search criteria.

To view the search results, click View.

## **Viewing Advanced User Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search Users.
- 4. Click the advanced user search you want to view the results for.
- 5. Click View.

The list of search results is displayed.

### **Related Information**

- Viewing and Editing Inventory Information for a User
   Find out how to view and edit inventory information for a user.
- Simple User Searches
   Learn how to quickly search users in Jamf Pro for a general range of results.

# **User Reports**

The data displayed in smart or static group membership lists or user search results can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

## **Creating User Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Do one of the following:
  - View user group memberships. (For more information, see <u>Smart User Groups</u> or <u>Static User Groups</u>.)
  - View simple or advanced user search results. (For more information, see <u>Simple User Searches</u> or <u>Advanced User Searches</u>.)
- 4. At the bottom of the list, click **Export**.
- 5. Follow the onscreen instructions to export the data.

The report downloads immediately.

# **Performing Mass Actions for Users**

Mass actions allow you to perform potentially tedious tasks for multiple users at the same time. You can use Jamf Pro to perform the following mass actions:

- Add users to a site.
- Delete users from Jamf Pro.

Mass actions can be performed on static or smart group membership lists or user search results.

## **Adding Multiple Users to a Site**

You can use Jamf Pro to add multiple users to a site from static or smart group membership lists or user search results. When you add multiple users to a site, those users retain previous site memberships.

You can only add multiple users to a site if there are one or more sites in Jamf Pro. (For more information, see <u>Sites</u>.)

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Do one of the following:
  - View user group memberships. (For more information, see <u>Smart User Groups</u> or <u>Static User Groups</u>.)
  - View simple or advanced user search results. (For more information, see <u>Simple User Searches</u> or <u>Advanced User Searches</u>.)
- 4. At the bottom of the list, click **Action**.
- 5. Select Add Users to a Site.
- 6. Follow the onscreen instructions to add users to a site.

# **Mass Deleting Users**

You can mass delete users from Jamf Pro.

If you have site access only and you mass delete users that belong to the site, the users are deleted from the full Jamf Pro (not just the site).

A user cannot be deleted from Jamf Pro if there are dependencies for the user. For example, a user cannot be deleted if the user is assigned to a mobile device.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.

- 3. Do one of the following:
  - View user group memberships. (For more information, see <u>Smart User Groups</u> or <u>Static User Groups</u>
     .)
  - View simple or advanced user search results. (For more information, see <u>Simple User Searches</u> or Advanced User Searches.)
- 4. At the bottom of the list, click **Action** .
- 5. Select **Delete Users**.

A list of dependencies is displayed if you cannot delete users. The number of users is displayed next to the dependency.

6. Follow the onscreen instructions to delete users.

### **Related Information**

For related information, see the following section in this guide:

Viewing and Editing Inventory Information for a User

Find out how to edit the site for a single user.

# Viewing and Editing Inventory Information for a User

Jamf Pro stores detailed inventory information for each user. You can view and edit this information from Jamf Pro.

The following table lists the information that you can view and edit for each user.

**Note:** Extension attributes are displayed in the General category of user inventory information.

| Field                   | Editable   | Notes   |  |  |
|-------------------------|--|---|--|--|
| General Cat             | General Category   |   |  |  |
| User<br>Image           | You can edit the URL for the user image by selecting the <b>Custom Image URL</b> checkbox. This allows you to overwrite the existing distribution point URL for a single user image. | Displays a user image when user images are enabled and the requirements for enabling Apple Education Support are met Shared iPad only |  |  |
| Username                | ✓  |   |  |  |
| Full Name               | ✓  |   |  |  |
| Email<br>Address        | <b>✓</b>   |   |  |  |
| Phone<br>Number         | ✓  |   |  |  |
| Position                | ✓  |   |  |  |
| Extension<br>Attributes | 1  |   |  |  |
| Site                    | ✓  |   |  |  |
| Roster Cate             | gory   |   |  |  |
| Last Sync               |  | Field is not displayed if your environment is not integrated with Apple School Manager.   |  |  |
| Status                  |  | Field is not displayed if your environment is not integrated with Apple School Manager.   |  |  |
| User<br>Number          |  | Field is not displayed if your environment is not integrated with Apple School Manager.   |  |  |

| Field                       | Editable  | Notes  |
|-----------------------------|---|--|
| Full Name<br>from<br>Roster | You can only edit the <b>Full Name from Roster</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable. |  |
| First<br>Name               | You can only edit the <b>First Name</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable.            |  |
| Middle<br>Name              | You can only edit the <b>Middle Name</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable.           |  |
| Last<br>Name                | You can only edit the <b>Last Name</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable.             |  |
| Managed<br>Apple ID         | You can only edit the <b>Managed Apple ID</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable.      | Shared iPad only   |
| Grade                       |   | Field is not displayed if your environment is not integrated with Apple School Manager.  |
| Password<br>Policy          | You can only edit the <b>Password Policy</b> field if you create the user in Jamf Pro. If the user is imported from Apple School Manager, this field is not editable        | The following options are available for the Password Policy:  4-Digit  6-Digit  Standard (8 or more numbers and letters)  Shared iPad only |

| Field              | Editable                | Notes   |  |
|--------------------|-------------------------|---|--|
| Mobile Devi        | Mobile Devices Category |   |  |
|                    |                         | Displays a list of mobile devices that the user is assigned to      |  |
| Computers (        | Computers Category      |   |  |
|                    |                         | Displays a list of computers that the user is assigned to           |  |
| eBooks Cate        | eBooks Category         |   |  |
|                    |                         | Displays a list of books distributed to the user                    |  |
| VPP Assignm        | nents Category          |   |  |
|                    |                         | Displays a list of content assigned to the user via VPP assignments |  |
| VPP Codes Category |                         |   |  |
|                    |                         | Displays a list of VPP codes redeemed by the user                   |  |

# **Viewing Inventory Information from the Users Tab**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Perform a simple or advanced user search. For more information, see <u>Simple User Searches</u> or <u>Advanced User Searches</u>.
- 4. Click the user you want to view information for. The user's inventory information is displayed.
- 5. Use the categories to view information for the user.

# **Editing Inventory Information from the Users Tab**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Perform a simple or advanced user search.
  For more information, see <u>Simple User Searches</u> or <u>Advanced User Searches</u>.
- 4. Click the user you want to edit information for. The user's inventory information is displayed.
- 5. Click Edit.
- 6. Make changes as needed.

#### 7. Click Save.

Changes to a user's site are only applied in the Users tab. All other changes to a user's inventory information are applied in the Users tab and also in the inventory information for computers, and mobile devices that the user is assigned to. (For more information on making changes to a user's site, see <u>Sites</u>.)

**Note:** Removing a user from a site will remove the user assignment from all computers and mobile devices that belong to that site.

### **Related Information**

For related information, see the following sections in this guide:

- Viewing and Editing Inventory Information for a Computer
   Find out how to view and edit user inventory information from the inventory information for a computer that the user is assigned to.
- Viewing and Editing Inventory Information for a Mobile Device
   Find out how to view and edit user inventory information from the inventory information for a mobile device that the user is assigned to.
- Apple Education Support Settings
   Find out how to enable user images as a part of Apple Education Support.

For related information, see the following Knowledge Base article:

#### Redoing VPP Registration for an Unintended Apple ID

Find out how to redo the VPP registration for a user that registered with VPP using an unintended Apple ID.

# Manually Adding a User to Jamf Pro

You can manually add a user to Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search Users.
- 4. Leave the search field blank and press the Enter key.
- 5. Click **New** + New .
- 6. Enter information about the user.
- 7. Click Save.

### **Related Information**

- <u>User Assignments</u>Find out how to assign a user to a computer or mobile device in inventory.
- Importing Users to Jamf Pro from Apple School Manager
   Find out how to create or update users in Jamf Pro by importing users from Apple School Manager.

# **Deleting a User from Jamf Pro**

You can remove a user from your inventory by deleting it from Jamf Pro.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search Users.
- 4. Perform a search for the user you want to delete. For more information, see <u>Simple User Searches</u>.
- 5. Click the user.
- 6. Click **Delete**, and then click **Delete** again to confirm.

# **User Groups**

# **About User Groups**

User groups allow you to organize users that share similar attributes. You can use these groups as a basis for configuring the scope of remote management tasks.

There are two kinds of user groups: smart user groups and static user groups. Smart user groups are based on criteria and have dynamic memberships. Static user groups have fixed memberships that you manually assign.

### **Related Information**

- Smart User Groups
   Find out how to create user groups that are based on criteria and have dynamic memberships.
- Static User Groups
   Find out how to create user groups that have fixed memberships.

# **Smart User Groups**

Smart user groups give you a way to organize users based on one or more attributes, such as username, full name, and email address. These groups have dynamic memberships that are updated whenever user information is edited.

If there is an SMTP server set up in Jamf Pro, you can enable email notifications for the group. This allows email notifications to be sent to Jamf Pro users each time the group membership changes. (For information on setting up an SMTP server and enabling email notifications for Jamf Pro user accounts, see <a href="Integrating with an SMTP Server">Integrating with an SMTP Server</a> and <a href="Email Notifications">Email Notifications</a>.)

After creating a smart user group, you can view its memberships.

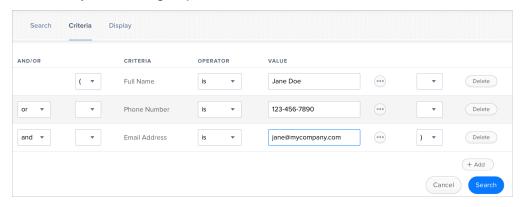
## **Creating a Smart User Group**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Smart User Groups.
- 4. Click **New** + New .
- 5. Use the User Group pane to configure basic settings for the group.

  To enable email notifications, select the **Send email notification on membership change** checkbox.
- 6. Click the **Criteria** tab and add criteria to the group:
  - a. Click Add + Add .
  - b. Click Choose for the criteria you want to add.
     To display additional criteria, click Show Advanced Criteria.
  - c. Choose an operator from the **Operator** pop-up menu.
  - d. Enter a value in the **Value** field or browse for a value by clicking **Browse**  $\hfill$ .
  - e. Repeat steps a through d to add criteria as needed.

    Note: Creating a smart user group with no criteria will cause all managed users to be included in the group's membership.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.

8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



9. Click Save.

Operations in the group take place in the order they are listed (top to bottom).

Group memberships are updated each time user information is edited.

To view the group memberships, click View.

## **Viewing Smart User Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Smart User Groups.
- 4. Click the smart user group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

### **Related Information**

For related information, see the following section in this guide:

#### Scope

Find out how to configure scope based on smart user groups.

# **Static User Groups**

Static user groups give you a way to organize users by assigning them to a group. These groups have fixed memberships that must be changed manually.

After creating a static user group, you can view its memberships.

## **Creating a Static User Group**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Static User Groups.
- 4. Click **New** + New .
- 5. Use the User Group pane to configure basic settings for the group.
- 6. Click the **Assignments** tab and select the checkbox for each user you want to add.
- 7. Click Save.

To view the group memberships, click **View**.

## **Viewing Static User Group Memberships**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Static User Groups.
- 4. Click the user group you want to view memberships for.
- 5. Click View.

A list of group memberships is displayed.

### **Related Information**

For related information, see the following section in this guide:

#### Scope

Find out how to configure scope based on static user groups.

# **VPP-Managed Distribution for Users**

# **VPP User Registration**

Before you can assign content purchased through Apple's Volume Purchase Program (VPP) to users for user-based VPP-managed distribution, users must be registered with VPP.

A user registers with VPP by accepting a VPP invitation. The following table describes the different methods you can use to distribute invitations:

| Distribution<br>Method  | User Experience on macOS  | User Experience on iOS   | Notes  |
|---|---|--|--|
| Send the invitation via email   | The user clicks the URL in the email invitation and, if prompted, enters credentials for their LDAP directory account or a Jamf Pro user account. The user then connects to the App Store where they enter their Apple ID and complete the registration process.  |  |  |
| Prompt the user to accept the invitation, and make the invitation available in Self Service for macOS | A notification appears on the user's computer prompting them to register with VPP. Users can also access the VPP invitation in Self Service for macOS by clicking the <b>Notifications</b> icon in the Self Service toolbar. After clicking the invitation, the user connects to the App Store where they enter their Apple ID and complete the registration process. | A notification appears on the user's mobile device prompting them to register with VPP. The user then connects to the App Store where they enter their Apple ID and complete the registration process. | The user only needs to accept the VPP invitation on one device, even if the invitation is shown on multiple devices. |

| Distribution<br>Method   | User Experience on macOS  | User Experience on iOS  | Notes   |
|--|---|---|---|
| Make the invitation available in Self Service only                           | The user can access the invitation in Self Service for macOS by clicking the <b>Notifications</b> icon in the Self Service toolbar.  After clicking the invitation, the user connects to the App Store where they enter their Apple ID and complete the registration process. | The user can access the invitation in the Self Service app by clicking <b>VPP Invitations</b> . The user then connects to the App Store where they enter their Apple ID and complete the registration process.  | The user only needs to accept the VPP invitation on one device, even if the invitation is shown on multiple devices.  |
| Automatically register only users with Managed Apple IDs and skip invitation | N/A   | Only users that are in the scope of the invitation that have Managed Apple IDs are automatically registered with VPP. The users do not receive a VPP invitation and are not prompted to register with VPP. Users that are in the scope of the invitation that do not have Managed Apple IDs do not receive an invitation and are not registered with VPP. | To configure automatic registration options for the VPP invitation, the Automatically Register with VPP if users have Managed Apple IDs option must be enabled for the VPP account. (For more information, see Integrating with VPP.) |

After a VPP invitation is sent, it is available in Self Service on any computer or mobile device that the user is assigned to. If the user has more than one VPP invitation, they must accept each invitation individually. If the user does not accept the VPP invitation and attempts to install an app or book assigned through VPP, they are prompted to accept the VPP invitation before the app or book is installed.

**Note:** Jamf Pro also supports device-based VPP-managed distribution, which allows distributing Mac App Store apps directly to computers and App Store apps directly to mobile devices. For device-based distribution, VPP user registration is not required. For more information, see <a href="VPP-Managed Distribution for Computers">VPP-Managed Distribution for Mobile Devices</a>.

# Requirements

To register users with VPP, you need a VPP account set up in Jamf Pro. (For more information, see Integrating with VPP.)

To send a VPP invitation via email, you need an SMTP server set up in Jamf Pro. (For more information, see <u>Integrating with an SMTP Server</u>.)

If you send a VPP invitation via email and require users to log in, users must log in to a registration page with an LDAP directory account or a Jamf Pro user account. For users to log in with their LDAP directory account, you need an LDAP server set up in Jamf Pro. (For more information, see <a href="Integrating with LDAP Directory Services">Integrating with LDAP Directory Services</a>.)

To send a VPP invitation by prompting users, you need:

- Computers with macOS 10.9 or later that are bound to a directory service and/or mobile devices with iOS 7.0.4 or later (For more information, see <u>Binding to Directory Services</u>.)
- A push certificate in Jamf Pro (For more information, see <u>Push Certificates</u>.)

To configure automatic registration options for the VPP invitation, the **Automatically Register with VPP if users have Managed Apple IDs** option must be enabled on the VPP account. (For more information, see Integrating with VPP.)

## **Sending a VPP Invitation**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Invitations.
- 4. Click **New** + New .
- 5. Use the General pane to configure basic settings for the invitation, including the VPP account and the method to use for sending the invitation.
  - **Note:** The invitation is automatically added to the site that the VPP account belongs to.
- 6. (Optional) To automatically register users in the scope of the invitation that have Managed Apple IDs and send an invitation to the users that do not have Managed Apple IDs, select the **Automatically register with VPP if users have Managed Apple IDs** checkbox.
  - Users that have Managed Apple IDs are automatically registered with VPP and do not receive an invitation or get prompted to register with VPP. Users that do not have Managed Apple IDs receive the invitation via the method selected from the **Distribution Method** pop-up menu.
  - **Note**: This checkbox is only displayed if the **Automatically register with VPP if users have Managed Apple IDs** option is enabled for the VPP account. (For more information, see <u>Integrating with VPP</u>.)
- 7. Click the **Scope** tab and configure the scope of the invitation. **Note:** If the site of the VPP account is changed at any point, users that do not belong to that VPP account's site are removed from the scope of the invitation. For more information, see <a href="Scope">Scope</a>.
- 8. Click Save.

A VPP invitation is immediately sent to the users you specified. You can view the status of the invitation in the list of invitations.

## **Viewing VPP Invitation Usage**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Invitations.
- 4. Click the invitation you want to view usage for.
- 5. Click **Usage**.

  Basic invitation usage information is displayed, such as the status and last action.
- 6. To view additional details such as the date sent and the invitation ID, click the username for that item.

## **Resending a VPP Invitation**

Jamf Pro allows you to resend VPP invitations to users that have not yet registered with VPP.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Invitations.
- 4. Click the invitation you want to resend.
- 5. Click Resend.

A VPP invitation is immediately sent to users in the scope that have not yet registered with VPP.

#### **Related Information**

For related information, see the following section in this guide:

#### **User-Based VPP Assignments**

Find out how to assign content to users for VPP-managed distribution.

For related information, see the following Knowledge Base article:

### Redoing VPP Registration for an Unintended Apple ID

Find out how to redo the VPP registration for a user that registered with VPP using an unintended Apple ID.

# **User-Based VPP Assignments**

Jamf Pro allows you to assign content purchased through Apple's Volume Purchase Program (VPP) to users for user-based VPP-managed distribution.

Jamf Pro allows you to assign the following types of content to users:

- iOS apps
- Mac apps
- Books

After apps have been assigned to users, you can also use Jamf Pro to revoke them from users. Books cannot be revoked.

When you create a VPP assignment in Jamf Pro, you choose a VPP account, and all content purchased for VPP-managed distribution using the account is automatically available. Then you specify the content that you want to assign, and the users you want to assign it to (called "scope").

**Note:** Jamf Pro also supports device-based VPP-managed distribution, which allows distributing Mac App Store apps directly to computers, as well as App Store apps and VPP store apps directly to mobile devices. For device-based distribution, VPP user assignments are not required. For more information, see <a href="VPP-Managed Distribution for Computers">VPP-Managed Distribution for Mobile Devices</a>.

For more information on VPP and VPP-managed distribution, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help <u>https://help.apple.com/schoolmanager/</u>

## Requirements

VPP user assignments require computers with macOS 10.9 or later and mobile devices with iOS 7 or later.

To assign VPP content to users, you need:

- A VPP account set up in Jamf Pro (For more information, see <u>Integrating with VPP.)</u>
- Users that are registered with VPP (For more information, see <u>VPP User Registration</u>.)

## **Creating a VPP Assignment**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Assignments.
- 4. Click New + New .
- 5. Use the General payload to configure basic settings for the VPP assignment, including the VPP account.

**Note:** The assignment is automatically added to the site that the VPP account belongs to.

- 6. Use the Apps and/or books payload to select the checkbox for each app and/or book you want to assign.
  - If a recently purchased app or book is not displayed in the list, follow the steps in the <u>Recently Purchased Content is not Displayed in VPP Assignment</u> Knowledge Base article to add that app or book to the list.
- 7. Click the **Scope** tab and configure the scope of the assignment. **Note:** If the site of the VPP account is changed at any point, users that do not belong to that VPP account's site are removed from the scope of the invitation. For more information, see <u>Scope</u>.
- 8. Click Save.

## **Revoking Apps from Users**

To revoke specific apps from all users in the scope of a VPP assignment, you remove the apps from the VPP assignment.

To revoke all the apps in a VPP assignment from specific users, you remove the users from the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Assignments.
- 4. Click the VPP assignment you want to revoke.
- 5. Select the Apps payload and remove apps from the assignment as needed.
- 6. Click the **Scope** tab and remove users from the scope as needed. For more information, see <u>Scope</u>.
- 7. Click Save.

If the **Notify users when an app is no longer assigned to them** checkbox is selected for the VPP account, a notification is sent to users.

## **Revoking All Apps from Users**

For each VPP account, you can revoke all apps that have been assigned to users.

- 1. Log in to Jamf Pro.
- 2. In the top-right corner of the page, click  $\operatorname{\textbf{Settings}}^{\textcircled{\text{con}}}$ .
- 3. Click Global Management.
- 4. Click VPP Accounts 🔷 .
- 5. Click the VPP account for which you want to revoke all apps.
- 6. Click Revoke All and then click OK to confirm.

If the **Notify users when an app is no longer assigned to them** checkbox is selected for the VPP account, a notification is sent to users.

## **Viewing Content Associated with a VPP Assignment**

For each VPP assignment, you can view the apps or books in the App Catalog or eBook Catalog in Jamf Pro if the content has been added to the catalog. This allows you to modify the scope of the content to redistribute it.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Assignments.
- 4. Click a VPP assignment to view the content.
- Select the Apps and/or eBooks payload. A list of content is displayed.
- 6. If the app or book has been added to the App Catalog or eBook Catalog in Jamf Pro, click the link next to the app or book to view the content in the respective catalog.

The content is displayed in the App Catalog or eBook Catalog, and you can modify the scope to redistribute the content. For information, see the following: <u>App Store Apps</u>, <u>Mac App Store Apps</u>, and <u>Books Available in the iBooks Store</u>.

# Adding Content Associated with a VPP Assignment

For each VPP assignment, you can add the assigned apps and books to the App Catalog or eBook Catalog in Jamf Pro if the content has not yet been added to the catalog.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.

- 3. Click VPP Assignments.
- 4. Click the VPP assignment for the content you want to add to the App Catalog or eBook Catalog.
- 5. Select the Apps and/or eBooks payload. A list of content is displayed.
- 6. If the app or book has not been added to the App Catalog or eBook Catalog in Jamf Pro, click the button next to the app or book to add it to the respective catalog.

The content is displayed in the App Catalog or eBook Catalog, and you can add the content to the catalog for distribution. For information, see the following: <u>App Store Apps</u>, <u>Mac App Store Apps</u>, and Books Available in the iBooks Store.

## Viewing the Users that VPP Content is Assigned To

For each VPP assignment, you can view the users that VPP content is assigned to.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click VPP Assignments.
- 4. Click the VPP assignment for which you want to view the users that the content is assigned to.
- Select the Apps and/or eBooks payload.
   A list of content is displayed.
   For each app or book, you can view the number of users that the content is assigned to in the In Use column.
- 6. To view the users that the content is assigned to, click the number displayed in the In Use column.

# **Simple VPP Content Searches for Users**

A simple VPP content search functions like a search engine, allowing you to quickly search the mobile device apps, Mac App Store apps, and books in Jamf Pro for a general range of results.

VPP content searches are based on the name of the app or book you are searching for.

Simple VPP content search results display the following information:

- Name of the app or book
- VPP account used to purchase the content
- Type of content
- Total content that has been purchased with the VPP account
- Number of apps or books assigned to computers, mobile devices, or users
- Number of VPP assignments that the content is associated with

## **Search Syntax**

This section explains the syntax to use for the following search functions:

- Wildcard searches
- Including multiple search terms
- Excluding a search term
- Returning all content

In general, searches are not case-sensitive.

**Note:** The default search preference is "Exact Match". For most items, the option can be changed to either "Starts with" or "Contains". (For more information about configuring account preferences, see <u>Jamf Pro User Accounts and Groups</u>.)

#### Wildcard Searches

Asterisks (\*) function as wildcard characters in simple searches. The following table explains the different ways asterisks can be used to refine a search:

| Usage  | Example   |
|--|---|
| Use an asterisk after a search term to return all results with attributes that begin with that term. | Perform a search for "key*" to return all content with names that begin with "key". |
| Use an asterisk before a search term to return all results with attributes that end with that term.  | Perform a search for "*note" to return all content with names that end with "note". |
| Use an asterisk before and after a search term to return all results that include that term.         | Perform a search for "*ABC*" to return all content that includes "ABC".             |
| Use an asterisk without any other terms to return all results for the item you are searching.        | Perform a search for "*" to return all content.                                     |

### **Including Multiple Search Terms**

Use multiple search terms separated by a comma (,) to return all results that include those search terms.

For example, perform a user search for "key\*, \*note" to return all content that begins with "key" and ends with "note".

### **Excluding a Search Term**

Use a hyphen (-) before a search term to exclude results that include the term.

For example, perform a user search for "ABC\*, -\*note" to return all content with names that begin with "ABC" except for those that end with "note".

### **Returning All Content**

There are two ways to return all content: use an asterisk (\*) without any other characters or terms, or perform a blank search.

## **Performing a Simple VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.The list of search results is displayed.

# Viewing the Users that Content is Assigned To

You can view the users that content is assigned to.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.
- 6. To view the users that the content is assigned to, click the number displayed in the In Use column. The users that have the content assigned to them are listed on the Users pane.

# Viewing the VPP Assignments that Content is Associated With

You can view the VPP assignments that content is associated with.

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. Enter one or more search terms in the field provided.

  For information on the syntax to use to refine your search, see <u>Search Syntax</u>.
- Press the Enter key.A list of content is displayed.
- 6. To view the VPP assignments that the content is associated with, click the number displayed in the VPP Assignments column.

### **Related Information**

- Advanced VPP Content Searches for Users
   Find out how to create and save an advanced VPP content search.
- VPP Content Reports for Users
   Find out how to export the data in your search results to different file formats.
- <u>User-Based VPP Assignments</u>
   Find out how to assign content to users for VPP-managed distribution.
- VPP-Managed Distribution for Computers
   Find out how to assign apps to computers for VPP-managed distribution.
- <u>VPP-Managed Distribution for Mobile Devices</u>
   Find out how to assign apps to mobile devices for VPP-managed distribution.

# **Advanced VPP Content Searches for Users**

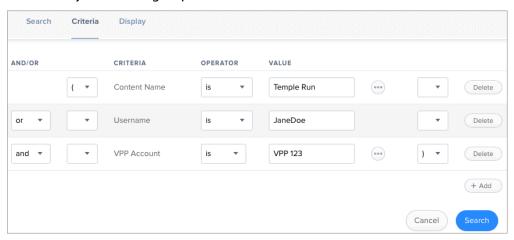
Advanced VPP content searches allow you to use detailed search criteria to search mobile device apps, Mac App Store apps, and books in Jamf Pro. These types of searches give you more control over your search by allowing you to do the following:

- Generate specific search results.
- Specify which attribute fields to display in the search results.
- Save the search.

## **Creating an Advanced VPP Content Search**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click New + New .
- 5. Use the Search pane to configure basic settings for the search. To save the search, select the **Save this Search** checkbox.
- 6. Click the **Criteria** tab and add criteria for the search:
  - a. Click **Add** + Add .
  - b. Click **Choose** for the criteria you want to add.
  - c. Choose an operator from the **Operator** pop-up menu.

  - e. Repeat steps a through d to add criteria as needed.
- 7. Choose an operator from the **And/Or** pop-up menu(s) to specify the relationships between criteria.
- 8. To group criteria and join multiple operations, choose parentheses from the pop-up menus around the criteria you want to group.



- 9. Click the **Display** tab and select the attribute fields you want to display in your search results.
- 10. Click Save.

Operations in the search take place in the order they are listed (top to bottom).

The results of a saved search are updated each time content is modified and meets or fails to meet the specified search criteria.

To view the search results, click **View**.

# **Viewing Advanced VPP Content Search Results**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. Click the advanced VPP content search you want to view the results for.
- 5. Click **View**.

The list of search results is displayed.

### **Related Information**

- Simple VPP Content Searches for Users
   Learn how to quickly search VPP content for a general range of results.
- VPP Content Reports for Users
   Find out how to export the data in your search results to different file formats.

# **VPP Content Reports for Users**

The data displayed in VPP content search results can be exported from Jamf Pro to the following file formats:

- Comma-separated values file (.csv)
- Tab delimited text file (.txt)
- XML file

# **Creating VPP Content Reports**

- 1. Log in to Jamf Pro.
- 2. Click **Users** at the top of the page.
- 3. Click Search VPP Content.
- 4. View simple or advanced VPP content search results. (For more information, see <u>Simple VPP Content Searches for Users</u> or <u>Advanced VPP Content Searches for Users</u>.)
- 5. At the bottom of the list, click **Export**.
- 6. Follow the onscreen instructions to export the data.

The report downloads immediately.

# **Book Distribution**

# **Understanding Managed Books**

Jamf Pro allows you to manage books that are distributed to iOS devices. When a book is managed by Jamf Pro, you have more control over distribution and removal of the book. The following table provides more detail:

|   | Unmanaged Books (iOS and macOS) | Managed Books<br>(iOS only) |  |  |
|---|---------------------------------|-----------------------------|--|--|
| Distribution Methods                              |                                 |                             |  |  |
| Make available in Jamf Self Service               | ✓                               | ✓                           |  |  |
| Install automatically/prompt users to install     |                                 | ✓                           |  |  |
| Removal Options                                   |                                 |                             |  |  |
| Remove from Jamf Self Service                     | ✓                               | ✓                           |  |  |
| Remove in-house books from mobile devices         |                                 | ✓                           |  |  |
| Remove from computers                             |                                 |                             |  |  |
| Remove in-house books when MDM profile is removed |                                 | <b>✓</b>                    |  |  |

# **Managed Book Requirements**

The following requirements determine whether a book can be managed by Jamf Pro:

- The device has iOS 8 or later
- The book is an in-house book, or a book available in the iBooks Store that is free or paid for by the
  organization using Apple's Volume Purchase Program (VPP) and assigned to the user via VPPmanaged distribution (For information, see <u>User-Based VPP Assignments</u>.)

If you try to make a book managed and these requirements are not met, the book behaves as unmanaged.

# **Understanding Book Distribution Methods**

Jamf Pro provides two book distribution methods: install the book automatically/prompt users to install the book (iOS only), or make the book available in Self Service.

## Install Automatically/Prompt Users to Install

When managed book requirements are met, the book is installed on iOS devices and users can view it with Apple's iBooks app. If managed book requirements are not met, the book will be made available in Self Service for users to install. For more information, see <u>Managed Book Requirements</u>

The book is installed automatically if the following conditions are met:

- The device has iOS 8 or later.
- The device is supervised.
   Note: For more information on supervision, see Apple's documentation at: http://help.apple.com/configurator/mac
- The user is signed in to the iTunes Store on the device.
- The iBooks Store has not been disabled on the device.
- The device is not configured to require an Apple ID password for all purchases.
- If the book wasn't assigned to the user for VPP-managed distribution, the user has recently authorized an iTunes Store purchase on the device, or the user's Apple ID has previously been used to install the book.

If these conditions are not met, users are prompted to install the book.

**Note:** If a user is in the scope for a book, the book will be installed automatically on all iOS devices that the user is assigned to in Jamf Pro if managed book requirements are met. On other iOS devices that do not meet managed book requirements or computers assigned to the same user, the book will be made available in Self Service.

#### Make Available in Self Service

When you distribute a book using this method, it is made available in Self Service for users to install. You can choose whether or not to make the book managed when possible. (For more information, see <u>Managed Book Requirements</u>.)

### **Related Information**

- <u>Understanding Managed Books</u>
   Learn about managed books and their requirements.
- In-House Books
   Find out how to distribute in-house books.
- Books Available in the iBooks Store
   Find out how to distribute books available in the iBooks Store.
- Making Items Available to Users in Jamf Self Service for macOS
   Learn more about which items can be made available in Self Service for macOS.

## **In-House Books**

In-house books are books that are not available from the iBooks Store. Jamf Pro allows you to distribute in-house books to computers, mobile devices, and users. Jamf Pro provides two distribution methods for in-house books: install the book automatically/prompt users to install the book (iOS only), or make the book available in Self Service. After a book is installed, users can view it with Apple's iBooks app.

Before you distribute an in-house book, it is important to consider where the book will be hosted. There are two hosting locations that you can use for in-house books:

- Distribution points—This hosting location is only available if your master distribution point is a JDS instance or the cloud distribution point. To use this hosting location, you upload the book to the master distribution point when configuring settings for the book in Jamf Pro.
   Note: Books cannot be replicated to file share distribution points.
- Web server—This hosting location is always available, regardless of what type of distribution point the master is. To use this hosting location, the book must be hosted on a web server before you distribute it. Then, when you distribute the book, you specify the URL where it is hosted.

When you distribute an in-house book, you configure settings for the book. Then, you specify the computers, mobile devices, and users that should receive it (called "scope").

Note: In-house books cannot be distributed to personally owned mobile devices.

## Requirements

To distribute an in-house book, the book must be one of the following types of files:

- ePub file (.epub)
- iBooks file (.ibooks)
- PDF

To install an ePub file, you need:

- A mobile device with iOS 4 or later and iBooks 1.0 or later
- A computer with macOS 10.7 or later and an application to view books

To install an iBooks file, you need:

- An iPad with iOS 5 or later and iBooks 2.0 or later
- A computer with macOS 10.9 or later and iBooks 1.0 or later

## Distributing an In-House Book

- 1. Log in to Jamf Pro.
- 2. Click Computers, Devices, or Users at the top of the page.
- 3. Click eBooks.

- 4. Click **New** + New .
- 5. Select In-house eBook and click Next.
- 6. Use the General pane to configure settings for the book, including the display name and distribution method.

**Note:** If you choose "Make Available in Self Service" as the distribution method, the **Make eBook** managed when possible checkbox is selected by default. However, in-house books distributed to computers cannot be managed. For more information, see <u>Managed Book Requirements</u>. If your master distribution point is a JDS instance or the cloud distribution point and you choose "Distribution Points" from the **Hosting Location** pop-up menu, be sure to upload the book file.

- 7. Click the **Scope** tab and configure the scope of the book. For more information, see <u>Scope</u>.
- 8. (Optional) Click the **Self Service** tab and configure the way the book is displayed in Self Service. You can customize the text displayed in the description for the book in Self Service by using Markdown in the Description field.

For information about Markdown, see the following Knowledge Base article: Using Markdown to Format Text

**Note:** The **Self Service** tab is only displayed if "Make Available in Self Service" is chosen in the **Distribution Method** pop-up menu.

9. Click Save.

For books set to the "Install Automatically" distribution method, books are installed the next time mobile devices in the scope check in with Jamf Pro. Users can view installed books with Apple's iBooks app.

For books set to the "Make Available in Self Service" distribution method and books that cannot be installed automatically, books are available in Self Service for users to install the next time Self Service is launched.

# Removing a Managed In-House Book from Mobile Devices

To remove a managed in-house book from one or more devices, you remove the mobile device(s) from the scope.

- 1. Log in to Jamf Pro.
- 2. Click **Computers**, **Devices**, or **Users** at the top of the page.
- 3. Click eBooks.
- 4. Click the book you want to remove.
- 5. Click the **Scope** tab and remove mobile devices from the scope as needed. For more information, see Scope.
- 6. Click Save.

The book is removed the next time the mobile devices check in with Jamf Pro.

### **Related Information**

For related information, see the following sections in this guide:

- Books Available in the iBooks Store
   Find out how to distribute books available in the iBooks Store.
- Viewing Books for a Computer
   Find out how to view the books in the scope of a computer.
- Viewing Books for a Mobile Device
   Find out how to view the books in the scope of a mobile device.
- Viewing the Pending Management Commands for a Mobile Device
   Find out how to view and cancel pending book installations and removals for a mobile device.

For related information, see the following Knowledge Base article:

Hosting In-House Books and Apps on a Tomcat Instance

Find out how to host in-house books on the Tomcat instance that hosts Jamf Pro.

# **Books Available in the iBooks Store**

Jamf Pro allows you to distribute books that are available in the iBooks Store to computers, mobile devices, and users. Jamf Pro provides two distribution methods for iBooks Store books: install the book automatically/prompt users to install the book (iOS only), or make the book available in Self Service. After an book is installed, users can view it using Apple's iBooks app.

When you distribute a book available in the iBooks Store, you add it to Jamf Pro and configure settings for the book. Then, you specify the computers, mobile devices, and users that should receive it (called "scope").

**Note:** Teachers can also distribute books (ePub format only) to classes using Casper Focus 9.1 or later. This automatically adds the book to Jamf Pro and distributes the book to the student mobile devices in the class(es) that the teacher specifies. For more information on Casper Focus features, see the *Casper Focus User Guide*. This guide is available at:

https://www.jamf.com/resources/product-documentation/casper-focus-user-guide/

**Note:** Books available in the iBooks Store cannot be distributed to personally owned mobile devices.

#### **VPP Codes**

When you distribute a book available in the iBooks Store, you can also associate Volume Purchase Program (VPP) codes with the book and track their redemption.

**Note:** Jamf Pro also supports VPP-managed distribution, which involves VPP assignments instead of VPP codes. For more information, see <u>User-Based VPP Assignments</u>.

For more information on VPP, visit one of the following websites:

- Apple Deployment Programs Help https://help.apple.com/deployment/business/
- Volume Purchase Program for Business https://www.apple.com/business/vpp/
- Apple School Manager Help https://help.apple.com/schoolmanager/

## Requirements

To distribute a book available in the iBooks Store, the book must be an ePub file (.epub) or iBooks file (.ibooks).

To install an ePub file, you need:

- A mobile device with iOS 4 or later and iBooks 1.0 or later
- A computer with macOS 10.9 or later and an application to view books

To install an iBooks file, you need:

- An iPad with iOS 5 or later and iBooks 2.0 or later
- A computer with macOS 10.9 or later and iBooks 1.0 or later

## **Distributing an iBooks Store Book**

- 1. Log in to Jamf Pro.
- 2. Click **Computers**, **Devices**, or **Users** at the top of the page.
- 3. Click eBooks.
- 4. Click **New** + New .
- 5. Select eBook available in the iBooks Store and click Next.
- 6. Do one of the following:
  - To add the book by browsing the iBooks Store, enter the name of the book, choose an iBooks Store country, and click **Next**. Then click **Add** for the book you want to add.
  - To add the book by uploading a VPP code spreadsheet, click Choose File and upload the Excel spreadsheet (.xls) that contains VPP codes for the book.
  - To add the book by manually entering information about it, click **Enter Manually**.

**Note:** iBooks files (.ibooks) may need to be added manually.

- 7. Use the General pane to configure settings for the book, including the display name and distribution method.
- 8. Click the **Scope** tab and configure the scope of the book. For more information, see <u>Scope</u>.
- 9. (Optional) Click the **Self Service** tab and configure the way the book is displayed in Self Service. You can customize the text displayed in the description for the book in Self Service by using Markdown in the Description field.

For information about Markdown, see the following Knowledge Base article: <u>Using Markdown to Format Text</u>

10. (Optional) If you have not already uploaded a VPP code spreadsheet, click the **VPP Codes** tab and upload the Excel spreadsheet (.xls) that contains VPP codes for the book.

**Note:** The **VPP Codes** tab is only displayed if the **Free** checkbox is not selected.

#### 11. Click Save.

For books set to the "Install Automatically" distribution method, books are installed the next time mobile devices in the scope check in with Jamf Pro. Users can view installed books with Apple's iBooks app.

For books set to the "Make Available in Self Service" distribution method and books that cannot be installed automatically, books are available in Self Service for users to install the next time Self Service is launched.

#### **Further Considerations**

Books are enabled by default when added to Jamf Pro. This means you can edit the book details and assign licenses, and the book will be displayed in Self Service or installed on computers and mobile devices based on the selected distribution method. You can disable a book by deselecting the **Enable** checkbox. This stops the book's subsequent installations and it is not displayed in Self Service. You cannot edit book details if it is disabled.

A book will be automatically disabled in Jamf Pro if it is a VPP-managed distribution item that has been removed from the iBook Store. You will not be able to assign licenses, and the installation commands will not be sent. The book will not be displayed in Self Service. An automatically disabled VPP-managed distribution item will not be removed from computers or mobile devices that already have this item installed.

#### **Related Information**

- In-House Books
- Find out how to distribute in-house books.
- Viewing Books for a Computer
   Find out how to view the books in the scope of a computer.
- Viewing Books for a Mobile Device
   Find out how to view the books in the scope of a mobile device.
- Viewing the Pending Management Commands for a Mobile Device
   Find out how to view and cancel pending book installations and removals for a mobile device.