Leveraging Apple's new DEP & VPP programs

Q & A from the Webinar - April 03, 2014

How do you add the Volume Purchase Program (VPP) and Device Enrollment Program (DEP) tokens to the JAMF Software Server (JSS)?

Read our technical guide for details on adding the VPP and DEP tokens to the JSS server: http://www.jamfsoftware.com/resources/deploying-devices-with-the-device-enrollment-program-vpp-managed-distribution-and-the-casper-suite/

How can you enable over-the-air Supervision?

Over-the-air Supervision is an option when enrolling a device via DEP. This is enabled in the PreStage Enrollment configuration pane in the JSS.

Does over-the-air supervision require a wipe of the iOS device in the same way Configurator-based supervision does?

Yes. Over-the-air Supervision with DEP is available only through the device activation process, which happens on a brand new device or a device following a wipe and reset.

Can you push an enrollment silently to devices that are already deployed?

No. The silent enrollment with DEP is only possible during the device activation phase. If you have devices in use today, you can enroll them using the enrollment URL for your JSS, via Safari.

What exactly is meant by "activation" - that point in time when Apple sends the enrollment server info?

The activation process is the first step to setting up a new Apple device or a device that is wiped and reset. Activation includes the prompts to login with an Apple ID, enable location services, and accept the terms of service. With DEP, you can also add a step to enroll the device with Mobile Device Management (MDM) during activation.

The DEP only works with devices purchased directly from Apple, correct?

Correct. At this time, DEP is available only for devices purchased directly from Apple, in the United States.

Can more than one VPP or DEP token be added to a JSS?

Yes. You can add multiple VPP tokens and multiple DEP tokens to the JSS.

Is DEP site-specific for JSS or is it system-wide? What about VPP?

The DEP and VPP configurations are site-aware. You can configure each site with its own DEP settings and VPP accounts. This may be useful if you have a large organization with a shared Casper Suite infrastructure.

Is DEP available for both iOS and OS X?

Yes, with a caveat. Full OS X management requires both MDM enrollment (available through DEP) and installing the Casper Suite client files (not currently available through DEP), so you will continue to use a QuickAdd package, imaging workflow, or Recon app to complete OS X setup.

If you have a BYOD (bring your own device) model and the Apple ID is associated with VPP, can the user also use their Apple ID to purchase their own Apps?

Yes. Once a user joins the VPP with their Apple ID, they can continue to make personal purchases with their Apple ID.

Can users join more than one VPP?

Yes. Each user can belong to multiple VPP programs.

Can you select which users receive the VPP invite? Or are the invitations sent to every user?

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Yes, you can choose which users will receive a VPP invitation, based on user groups or by choosing individual users.

Does the VPP app distribution apply to shared model (e.g. cart-based or lab-based) as well?

The new VPP Managed App Distribution will assign apps to individual users based on their personal Apple ID. This is not appropriate for a shared deployment model or lab environment. Other distribution methods using like Apple Configurator or Casper Suite with VPP redemtion codes are more appropriate for shared-device models.

Does the App store need to be turned on to use VPP on iPad?

Yes. The App Store must be available on the iPad to install apps assigned through the VPP program.

How is a VPP token different than the old VPP codes?

The VPP token establishes the trusted relationship between Apple's VPP program and your JSS server. This is different from VPP redemption codes, which are one-time unique codes to redeeem individual apps purchased through VPP.

How does VPP work for our global users. Do I have to order for each country separately?

Yes. Each country has a separate VPP program so you would need to make purchases separately. In the JSS, you would add a VPP token for each country's VPP program.

Do email addresses for VPP invitation have to belong to the domain of the server?

No. Any email address can be used.

If a device is supervised over-the-air, will it still be able to be connected to a Mac?

Allowing devices to connect with a Mac is a new option in the DEP supervision preferences. An administrator can set this option in the PreStage Enrollment preferences.

Can we use existing VPP redemption codes that we have not redeemed with the new VPP program?

You can migrate your unused VPP redemption codes to the new VPP managed distribution program. See this Apple KB article for details: http://support.apple.com/kb/HT6015

If a user leaves our organization, can we revoke the app and reassign to another user?

Yes. With VPP managed distribution, you can revoke the app license and assign to a new user.

What happens to the apps (on the user's device) assigned through VPP when that user is dissociated from the VPP group?

There is a grace period to allow the user to back up data or to purchase the app. After the grace period expires, the app will no longer launch on the device.

With DEP, how does Apple know a new Mac is associated with your enterprise?

Apple uses the purchase records to identify which hardware is owned by your company. At this time, only devices purchased directly from Apple are eligible for DEP.

Is there a minimum number of apps that need to be purchased to use VPP?

No. There is no minimum for a VPP purchase. However, many developers offer a discounted price per app if purchased in quantity 20 or more.

How do you register existing devices in DEP?

Devices that were purchased directly from Apple within the past three years can be added to your DEP list. You will need the order number or the serial number of each device to add it to the DEP device list.

Do we have to use Casper Focus to take part in the VPP + DEP with JAMF?

No. Casper Focus is optional and not required for VPP or DEP. Read more about Casper Focus here: http://www.jamfsoftware.com/products/casper-focus/

Does Casper link Apple IDs with their Active Directory IDs? Can the VPPs be distributed to users based on their AD group membership?

Yes. Once a user accepts the VPP invitation, their Apple ID is linked with their email address in the VPP system. From then on, app assignments can be done using Active Directory group membership. (Note that Active Directory is not required; you can use other LDAP directory services or define groups within the JSS.)

Using the DEP, are the profiles pre-loaded on the devices? In other words, would we need to connect a device to WiFi to apply the configurations?

The profiles are not pre-loaded on the device. The device must be connected to the network during activation and will receive the profiles over the network.

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

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