Administering Microsoft Office for Mac 2011 with the Casper Suite

Technical Paper
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Microsoft®
Office:mac 2011

Contents

Introduction

Target Audience

This guide is designed for Casper Suite administrators who plan to administer Microsoft Office for Mac 2011 across their environment.

What's in This Guide

Each chapter in this guide provides step-by-step instructions on how to perform a different administrative task with the Casper Suite.

Important Concepts

This guide refers to the following Casper Suite-related concepts:

- Package management
- Remote deployment (using a policy or Casper Remote)
- Imaging
- Managed preferences
- Licensed software reporting
- Application usage reporting
- Smart computer groups

Additional Resources

For more information on Casper Suite-related concepts and applications, see the *Casper Suite Administrator's Guide*, available at:

 http://jamfsoftware.com/libraries/pdf/products/documentation/Casper_Suite_8.0_Documentation.pdf

For more information on Microsoft Office for Mac 2011, see the *Office for Mac 2011 Administrator's Guide,* available at:

http://mac2.microsoft.com/help/office/14/en-us/admin

Overview

The Casper Suite provides a solution for Mac administrators who need to deploy, activate, report on, and update Microsoft® Office® for Mac 2011 across their environment. This technical paper explains the complete workflow.

Requirements

The following components are required to complete the instructions in this guide:

- Casper Suite v8.0 or later running in your environment
- Microsoft Office for Mac 2011, Volume Licensing Edition Installer and update media
- Access to the JAMF Software Server (JSS)
- Casper Admin

Deploying and Activating Office for Mac 2011

Deploying Office for Mac with the Casper Suite involves three steps:

1. Upload the Office for Mac Installer to the JSS.
2. Deploy the installer.
3. Create managed preferences to set preferences for one or more Office for Mac applications.

Activating Office for Mac is easy and requires no additional work on your part. Since licensing information is built right into the installer, the software is activated automatically upon installation.

Uploading the Office for Mac Installer

First, mount the Office for Mac Installer disk image. Then, follow these instructions to upload it to the JSS:

1. Open Casper Admin and log in using credentials for a JSS administrator account.

2. Drag the Office for Mac Installer into Casper Admin.

3. Double-click the package in the list of items, and then click the **Info** tab.

4. Enter a display name for the package and assign it to a category.
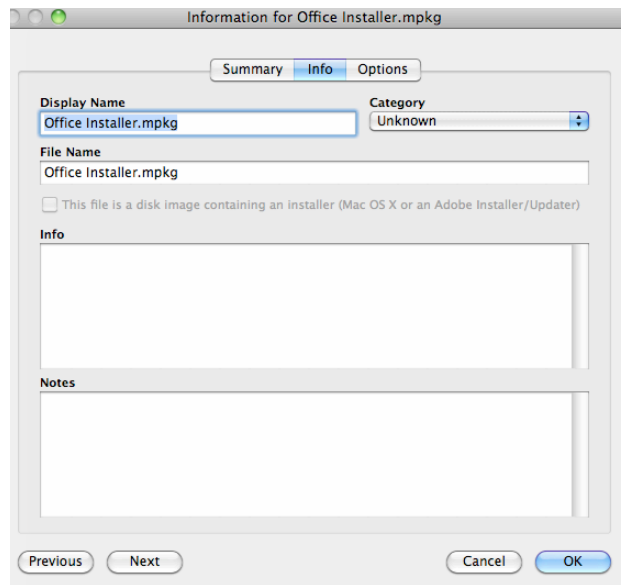
5. Click the **Options** tab and assign a priority for the package.
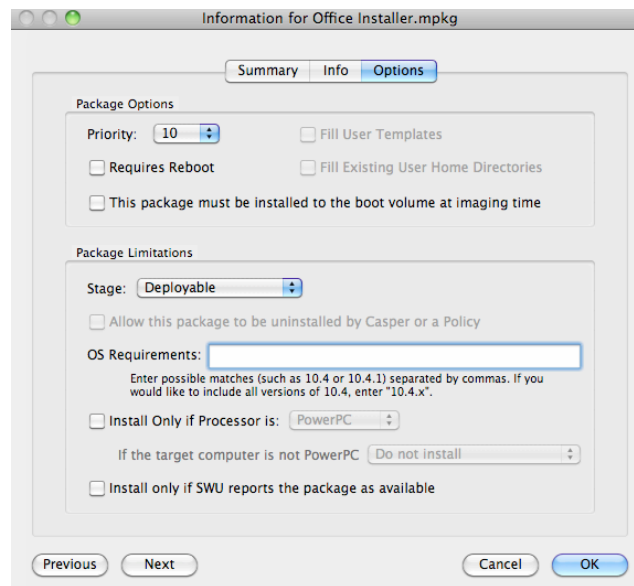The recommended priority for installers is 10. For more information on choosing priorities, see "Changing Package Attributes" in the *Casper Suite Administrator's Guide*.

6. If you plan to deploy Office for Mac during imaging, select the checkbox labeled **This package must be installed to the boot volume at imaging time**.

7. Type **Command + S** to save your changes, and then quit the application.

Deploying Office for Mac

There are several ways that you can deploy Office for Mac. Choose the method that best fits your deployment needs:

- Remotely, using a policy or Casper Remote
- During the imaging process
- Using the Self Service application

To deploy Office for Mac using a policy:

1. Log in to the JSS with a web browser.

2. Click the **Management** tab.

3. Click the **Policies** link.

4. Click the **Create Policy** button in the toolbar.

5. Verify that the option labeled **Install or uninstall a package** is selected and click **Continue**.

6. Follow the onscreen instructions to configure the rest of the policy.

The policy is enforced the next time computers in the scope check in with the JSS.

To deploy Office for Mac using Casper Remote:

1. Open Casper Remote and log in using credentials for a JSS administrator account.

2. In the **Computers** list, select the computers you want to receive the deployment.

3. Click the **Packages** tab.

4. In the **Packages** list, select the checkbox next to the Office for Mac package.

5. Click **Go** to initiate the deployment.

To deploy Office for Mac during imaging:

1. Open Casper Admin and log in using credentials for a JSS administrator account.

2. Drag the Office for Mac package from the list of packages to the imaging configuration in the sidebar.

3. Type **Command + S** to save your changes, and then quit the application.

Office for Mac is deployed the next time you use the configuration to image computers.

To deploy Office for Mac using Self Service:

See the "Making Policies Available Through Self Service" section in the *Casper Suite Administrator's Guide*.

Creating Managed Preferences

Managed preferences allow you to remotely configure and enforce preferences for the entire suite of Office applications or each application individually. The JSS has a number of templates built into its interface that you can use to easily create and manage these preferences.

Note: Before creating managed preferences, the Management Framework settings in the JSS must be configured to enable preferences. For more information on this, see "Managed Preferences" in the *Casper Suite Administrator's Guide*.

1. Log in to the JSS with a web browser.

2. Click the **Management** tab.

3. Click the **Managed Preferences** link.

4. Click the **Create Managed Preference** button in the toolbar.

5. Verify that the option labeled **Create from template** is selected and click **Continue**.

6. Scroll down the list to locate the Microsoft settings.
    The following settings are currently available:

com.microsoft.autoupdate2 - Preferences for updating Office for Mac
**com.microsoft.Excel** - Preferences for Excel
com.microsoft.office - Preferences for Office for Mac
com.microsoft.Outlook - Preferences for Outlook
com.microsoft.Powerpoint - Preferences for PowerPoint
com.microsoft.Word - Preferences for Word

7. Click the disclosure triangle next to the setting you want to view managed preferences for. For example, click the disclosure triangle next to "com. microsoft.autoupdate2".

8. Click **Create** across from the managed preference you want to enforce. For example, click **Create** across from "Update Method".
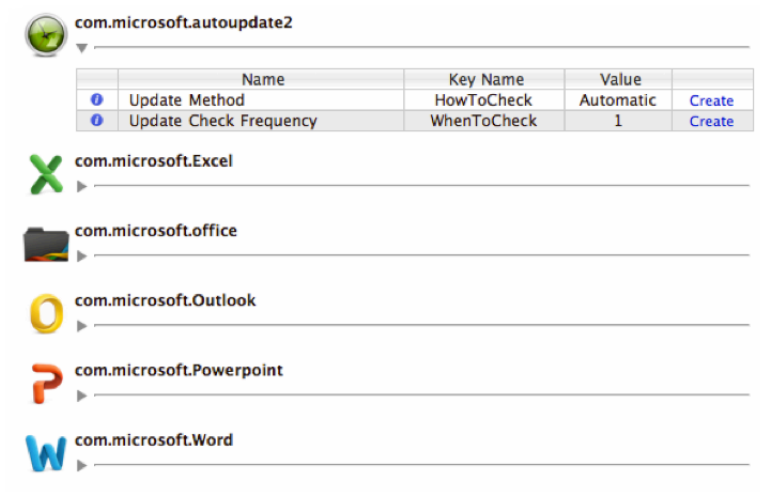
9. Modify the display name and description if desired.

10. Choose a level at which to apply the preference from the **Apply Setting To** pop-up menu. For more information on managed preference levels, see "Managed Preferences" in the *Casper Suite Administrator's Guide*.

11. Specify a value for the preference. For example, when creating the "Update Method" preference mentioned in step 8, type "Automatic" to enforce a setting that applies Office for Mac updates automatically, or type "Manual" to disable automatic updates.

12. Click the **Profiles** tab and select the profile(s) you want to assign the preference to. If you do not have a Managed Preference Profile created, see "Managed Preferences" in the *Casper Suite Administrator's Guide* for instructions on how to create one.

13. Click **Save**.

Reporting on Office for Mac 2011

After deploying Office for Mac, you can use the Casper Suite to track Office for Mac licenses and report on how much each application is actually used across your environment. These reports can be used to:

- Remediate clients that do not have Office for Mac installed
- Retrieve licenses from clients on which the software is not being used
- Update Office for Mac applications

You can also create groups of computers based on this information and use them to scope policies to uninstall or update Office for Mac.

Reporting on Office for Mac involves the following steps:

1. Create a licensed software record in the JSS.
2. Update client inventory.
3. Generate a Licensed Software report.
4. Generate an Application Usage report.
5. Create a smart computer group.

Creating a Licensed Software Record

To track license usage across your environment, create a licensed software record that stores the number of licenses owned by your organization and other licensing information in the JSS.

1. Log in to the JSS with a web browser.

2. Click the **Settings** tab.

3. Click the **Licensed Software Management** link.

4. Click the **Licensed Software from Template** button in the toolbar.

5. Click **Create** across from the "Office for Mac 2011" template.

6. Click the **Licenses** tab and click **Add License**.

7. Enter the serial number(s) for the product.

8. Enter the number of licenses owned by your organization.

9. Click **Store License** to store the license information.

10. Click **Save**.

Updating Inventory

To generate accurate reports, the JSS must contain up-to-date inventory information for computers that have Office for Mac installed. The quickest way to update inventory is using the Casper Remote application. Casper Remote allows you to immediately generate inventory reports from all computers that have Office for Mac installed.

1. Open Casper Remote and log in using credentials for a JSS administrator account.

2. In the **Computers** list, select the computers that have Office for Mac installed.

3. Click the **Advanced** tab.

4. If the **New Package** pane appears, click **Cancel.**

5. Select the checkbox labeled **Update Inventory**.

6. Click **Go**.

Generating a Licensed Software Report

Generating a Licensed Software report allows you to view the following information about the licenses owned by your organization:

• Number of licenses owned
• Number of licenses in use
• Computers on which the licenses are installed

1. Log in to the JSS with a web browser.

2. Click the **Inventory** tab.

3. Click **Licensing** above the search field.

4. Leave the search field blank and click **Search Licensing**, or type the Enter key.
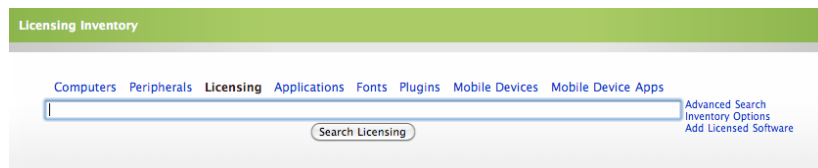
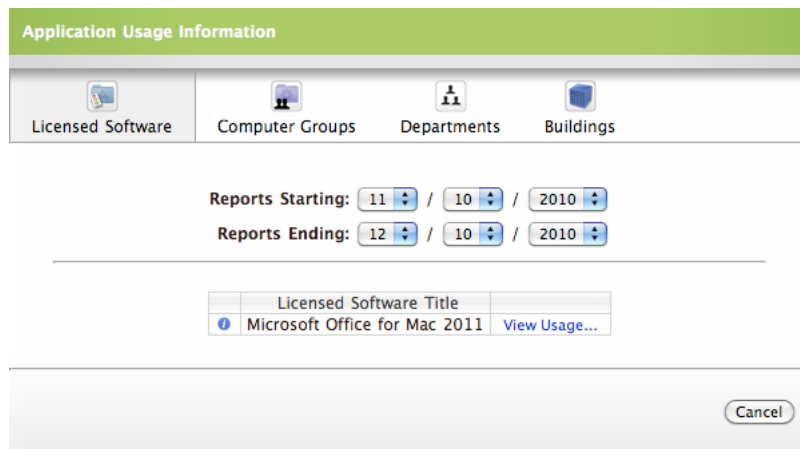## Generating an Application Usage Report

Application usage reports go one step beyond licenses tracking by allowing you to report on who is actually using a piece of software.

In addition, you can use this information to create groups of computers that have Office for Mac installed but not in use. These groups can be used to reclaim valuable licenses for deployment elsewhere in the organization.

To generate an Application Usage report:

1. Log in to the JSS with a web browser.

2. Click the **Logs** tab.

3. Click the **Application Usage Logs** link.

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4. Choose a date range for the report.

5. In the list of licensed software, locate "Microsoft Office for Mac 2011″ and click the **View Usage** link across from it.

This displays a list of end users who are using Office for Mac and how often they use it.

To reclaim unused licenses for Office for Mac:

1. Log in to the JSS with a web browser.

2. Click the **Logs** tab.

3. Click the **Application Usage Logs** link.

4. Choose a date range for the report.

5. In the list of licensed software, locate "Microsoft Office for Mac 2011" and click the **View Usage** link across from it.

6. Click the **Unused Licenses** tab.

7. Deselect the checkbox next the computers you do not want to include in the group.

8. Verify the group name in the **Create Group** field.

9. Click **Create Computer Group**.

10. Use the Policy Assistant to create a policy to uninstall Office for Mac, assigning the group that you just created as the scope.

Note: To uninstall a package, the package must be indexed and have the **Allow Uninstall** option selected in Casper Admin. For complete instructions on how to meet these requirements and create a policy to uninstall software, see "Indexing Packages," "Changing Package Attributes," and "Uninstalling Packages" in the *Casper Suite Administrator's Guide.*

Creating a Smart Computer Group

Smart computer groups can be used whenever you need to deploy updates to Office for Mac. These groups allow you to automatically include computers in the group based on their latest inventory report and any criteria that you specify for the group.

The following example shows how to create a smart computer group for computers that are already running Office for Mac 2011 and need to receive the 14.0.1 update.

1. Log in to the JSS with a web browser.

2. Click the **Management** tab.

3. Click the **Smart Computer Groups** link.

4. Click the **Create Smart Group** button in the toolbar.

5. Enter a name for the group. For example "Office for Mac 2011 Needs Updates".

6. In the list of categories, click the **Add (+)** across from **Software Information**.

7. Click **Licensed Software** in the list of items.

8. Click **Browse(…)** across from **Licensed Software**.

9. Click **Microsoft Office for Mac 2011** in the list of choices.

10. Click **Add (+)** across from **Licensed Software** and click **Application Title**.

11. Choose "has" from the **Application Title Search Type** pop-up menu.

12. Type the application title in the **Criteria** field. For example, type "Microsoft Word.app".

13. Click **Add (+)** across from **Application Title** and click **Application Version**.

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14. Choose "is not" from the **Application Version Search Type** pop-up menu.

15. Type the version number of the update in the **Criteria** field. For example, type "14.0.1".

16. Repeat steps 8-12 for the Excel, PowerPoint, and Outlook applications.

17. Click **Save**.

Updating Office for Mac 2011

Microsoft releases updates to Office for Mac in the form of Apple installer packages. These updates can be obtained from Microsoft at:

http://www.microsoft.com/mac/downloads

Using the smart computer group that you created in the previous section, the Casper Suite can deploy Office for Mac updates to computers that do not have the most current version of the software. By combining the robust capabilities of a smart computer group with a policy, you can ensure that updates are deployed to computers that are currently managed and to new computers as they are added to your inventory.

This section explains how to update Office for Mac in two steps:

1. Upload an Office for Mac update to the JSS.
2. Deploy the update.

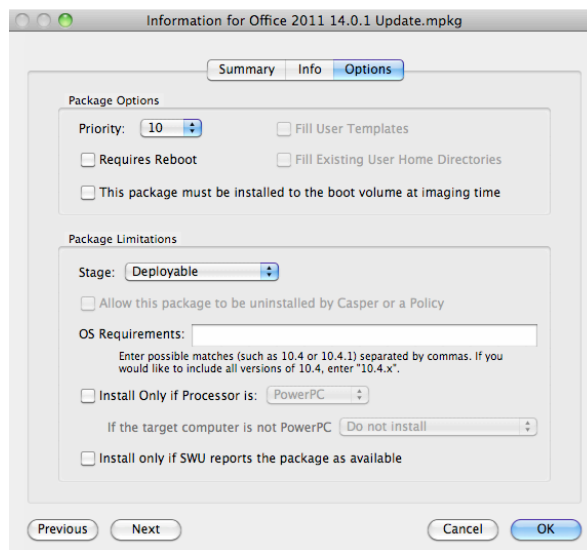## Uploading an Office for Mac Update

First, upload the update to the JSS using the Casper Admin application.

1. Open Casper Admin and log in using credentials for a JSS administrator account.

2. Drag the Office for Mac Update Installer into Casper Admin.

3. Double-click the package in the list of items, and then click the **Info** tab.

4. Enter a display name for the package and assign it to a category.
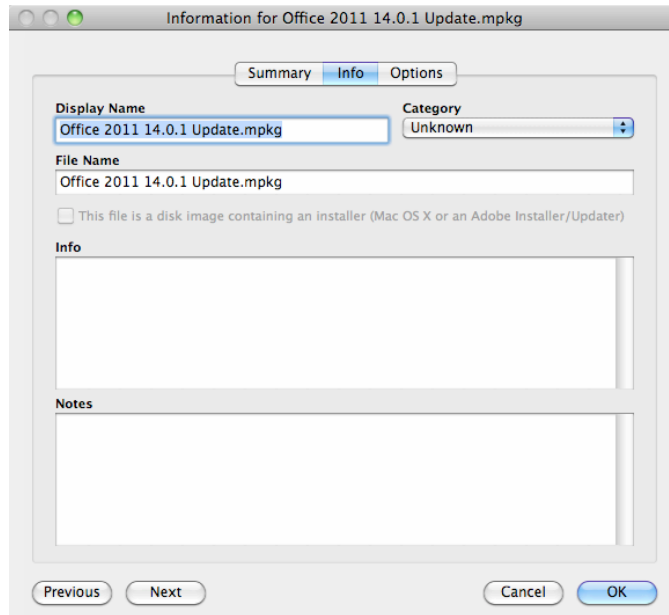
5. Click the **Options** tab and assign a priority for the package.
   The recommended priority for updates is 11. For more information on choosing priorities, see "Changing Package Attributes" in the *Casper Suite Administrator's Guide*.

6. If you plan to deploy the update during imaging, select the checkbox labeled **This package must be installed to the boot volume at imaging time**.

7. Type **Command + S** to save your changes, and then quit the application.

Deploying an Office for Mac Update

There are several ways that you can deploy an Office for Mac update. Choose the method that best fits your deployment needs:

- Remotely, using a policy or Casper Remote
- During the imaging process
- Using the Self Service application

To deploy an Office for Mac update using a policy:

1. Log in to the JSS with a web browser.

2. Click the **Management** tab.

3. Click the **Policies** link.

4. Click the **Create Policy** button in the toolbar.

5. Verify that the option labeled **Install or uninstall a package** is selected and click **Continue**.

6. Select the update you want to deploy and click **Continue**.

7. Verify the tasks that the policy will run and click **Continue**.

8. Select the smart computer group that you created in the previous section and click **Continue**.

9. Follow the onscreen instructions to configure the rest of the policy.

To deploy an Office for Mac update using Casper Remote:

1. Open Casper Remote and log in using credentials for a JSS administrator account.

2. In the **Computers** list, select the clients you want to receive the deployment.

3. Click the **Packages** tab.

4. In the **Packages** list, locate the Office for Mac update and select the checkbox next to it.

5. Click **Go** to initiate the deployment.

To deploy an Office for Mac update during imaging:

1. Open Casper Admin and log in using credentials for a JSS administrator account.

2. Drag the Office for Mac update from the list of packages to the imaging configuration in the sidebar.

3. Type **Command + S** to save your changes, and then quit the application.

The Office for Mac update is deployed the next time you use the configuration to image computers.

To deploy an Office for Mac update using Self Service:

See the "Making Policies Available Through Self Service" section in the *Casper Suite Administrator's Guide*.