

When FileWave Support Refers an Issue to Apple Enterprise Support

Why FileWave may involve Apple

Some FileWave support cases depend on Apple hardware, software, or service behavior that only Apple can investigate directly. In those cases, FileWave Support may ask you to open an Apple Enterprise Support case and share the case number so both support teams can coordinate.

When this referral is appropriate

You may be referred to Apple Enterprise Support when:

- FileWave has identified that the issue involves components of Apple hardware, software, or services.
- Collaboration between FileWave and Apple is required for resolution.

Engaging directly with Apple ensures they are fully aware of your issue's impact and urgency. Sharing your Apple Enterprise Support ticket information with FileWave enables our team to collaborate effectively with Apple on your behalf.

How to open and share the case

When FileWave Support asks you to involve Apple:

1. Visit enterprise.apple.com.
2. Open an official support ticket with Apple Enterprise Support.
3. Provide detailed descriptions, relevant logs, screenshots, and clearly state the impact of the issue.
4. After creating the ticket, share the Apple Enterprise Support ticket number with your FileWave support representative.

If you don't currently have Apple Enterprise Support:

- Check if your organization has an assigned Apple Systems Engineer (SE). In some cases, the SE is able to escalate the issue within Apple, but this is not always possible.
- Consider obtaining Apple Enterprise Support for direct official engagement.

Note: Apple Education Support and Apple Enterprise Support are distinct services. Only Apple Enterprise Support facilitates direct collaborative troubleshooting between Apple and FileWave Support.

Current known issues involving Apple

The following table lists known issues currently under investigation by FileWave in collaboration with Apple. Please note that even if your issue is listed here, opening an Apple Enterprise Support case helps communicate customer impact more clearly to Apple.

FileWave DSL Ticket	Description	Workarounds	Apple Enterprise Ticket	Status
DSL-1292	When attempting to re-enroll an Apple device previously associated with a DEP profile into FileWave, the device may bypass the expected Automated Device Enrollment (ADE) workflow, enrolling instead as an unmanaged device.	Currently, the recommended work-around is to remove the device's DEP association in FileWave, perform a DEP sync with Apple, then re-apply the DEP association within FileWave and perform an additional DEP sync.	102529820471	In Progress
DSL-1366	Clients stuck at Handled via MDM and require a reboot of the entire OS to successfully finish installing profiles	Rebooting the client.	102592078127	In Progress
	Unable to enroll iOS 16 or older devices via ADE/DEP	None at this time. Apple is investigating and is aware of this.	102613991439	In Progress

Related content

- [Apple Enterprise Support Portal](#)
- [How to Subscribe to Apple Enterprise Support](#)

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