

DEP Forbidden Error

Description

On creating a DEP Association or from any other DEP synchronisation action, the following error may be observed: DEP error: Forbidden

The most likely causes are:

- Server SSL certificate change. Check Preferences > Mobile tab to ensure the server SSL certificate is not revoked or expired.
- A change to the external IP address of the FileWave Server.

Apple store the external IP of the FileWave Server from the last successful contact. If this differs at the time of a synchronisation , the action will fail and the DEP Server Token will need to be replaced.

The stored IP may be observed from the relevant DEP account:

- [Apple Business Manager](#)
- [Apple School Manager](#)

The Last Date and IP Connected may be seen from the Settings view; select the MDM Server and choose Edit.

The screenshot shows the 'MDM Server Information' settings page. At the top right is a blue 'Done' button. Below the title, there is a text input field for 'MDM Server Name' containing 'mdm.filewave.ch'. A checkbox labeled 'Allow this MDM Server to release devices. Learn More' is checked. Below this, a table shows 'Last Date Connected' as '04/10/2021, 10:09' and 'Last IP Connected' as '35.237.118.87'. The section is followed by 'MDM Server Settings' with a link to 'Upload Public Key'. A note states: 'Uploading a new public key will invalidate your existing key. After replacing this key, you will also need to download a new server token and upload it to your MDM server.' At the bottom, there is a file upload area with a button labeled 'Upload New...' and the text 'No File Selected'.

Requirements

- FileWave MDM DEP Certificate

Resolution

Forbidden error requires the token be replaced and not updated.

From FileWave Admin > Preferences > VPP & DEP:

1. Choose 'Download certificate' (requires fwadmin password) to save the certificate

From the relevant Apple DEP account [Apple Business Manager](#) or [Apple School Manager](#):

1. Select 'Settings'
2. Highlight the MDM server from the list and choose Edit
3. Select 'Upload New...' and select the saved downloaded file from above
4. When prompted, select to download the DEP Server Token

From FileWave Admin > Preferences > VPP & DEP:

1. Click 'Configure Accounts' (requires fwadmin password)
2. Select the Forbidden token and use the '-' button to remove that token
3. Select the '+' button to select the DEP Server Token downloaded from Apple
4. Run a DEP Synchronisation Full Sync (Hold down ALT(macOS), Option(Windows)), then select to synchronise (the name of the button will change)

At this stage synchronisation should now be successful.

- 1 If the DEP Server Token is currently configured in the Education tab of Preferences, this association will need to be removed prior to removing the DEP token, but may be re-added again afterwards.

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