

# DEP Troubleshooting

Apple Device Enrollment Program (DEP) is a service provided by Apple that allows organizations to easily deploy and manage iOS, iPadOS, macOS, and tvOS devices. It streamlines the initial setup and configuration process for large-scale device deployments, making it easier for businesses, educational institutions, and other organizations to integrate Apple devices into their workflows.

## Correct DEP Workflow

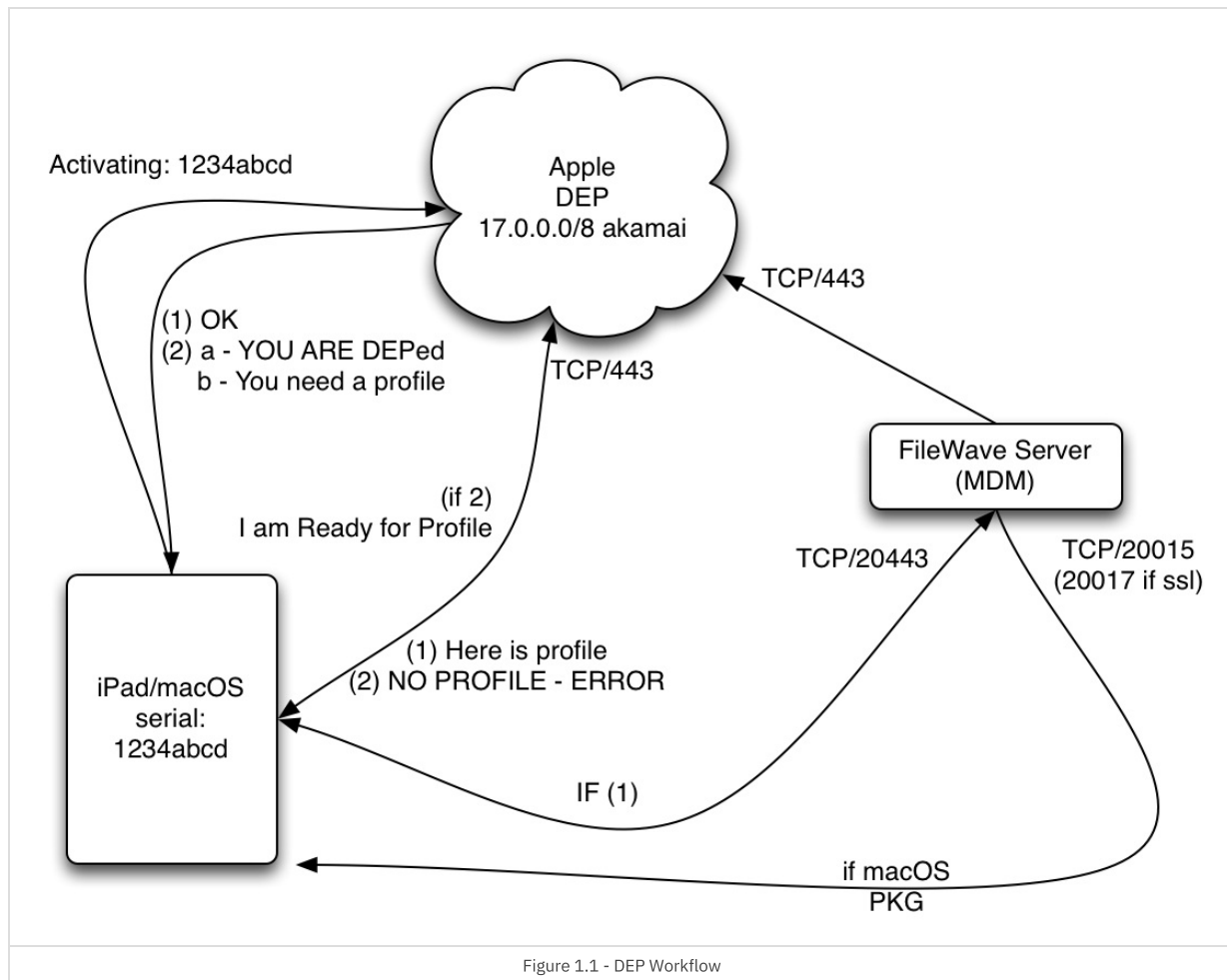


Figure 1.1 - DEP Workflow

1. Device activates to apple (see ports: [Default TCP and UDP Port Usage](#))
  1. Devices is not in DEP - Apple responds with done - Setup Assistant skips enrollment
  2. Devices is in DEP - Apple responds with enrollment ownership info
2. Apple sends the DEP profiles to the device (See: [Working with Apple's Device Enrollment Program \(DEP\)](#))
3. Devices installs the DEP profile which makes it reach out to FileWave MDM server
4. Device MDM enrolls
5. (if macOS) Devices then installs the macOS PKG

## Things to Test

### Check the connectivity

- Check the [Default TCP and UDP Port Usage](#) KB article for the needed ports.

**i** You can download a FileWave port testing tool from <https://supportresources.filewave.com/>

- Get a devices (like a laptop) onto the same wifi devices enroll with
- Try enrolling iOS/iPadOS devices with ethernet or a mobile hotspot to see if the network restrictions are doing something to block traffic.

You can get devices to join ethernet by creating an adapter using

- Apple's "Lightning to USB 3 Camera Adapter" (the one with a female USB and another lightning port)
- Apple's "Apple USB Ethernet Adapter"
- A USB charger supplying 2+ amps of power

Plug in the device and make sure you get a link light.

## Check the profile

Because these profiles are stored with Apple for the devices, when new options become available in DEP profiles FileWave can't just auto-update existing ones. If you have upgraded your FileWave instance recently you might want to create a new one and change your auto assignment rules ([Automatically Assign DEP profiles](#) ). Do not duplicate an existing profile.

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