# 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
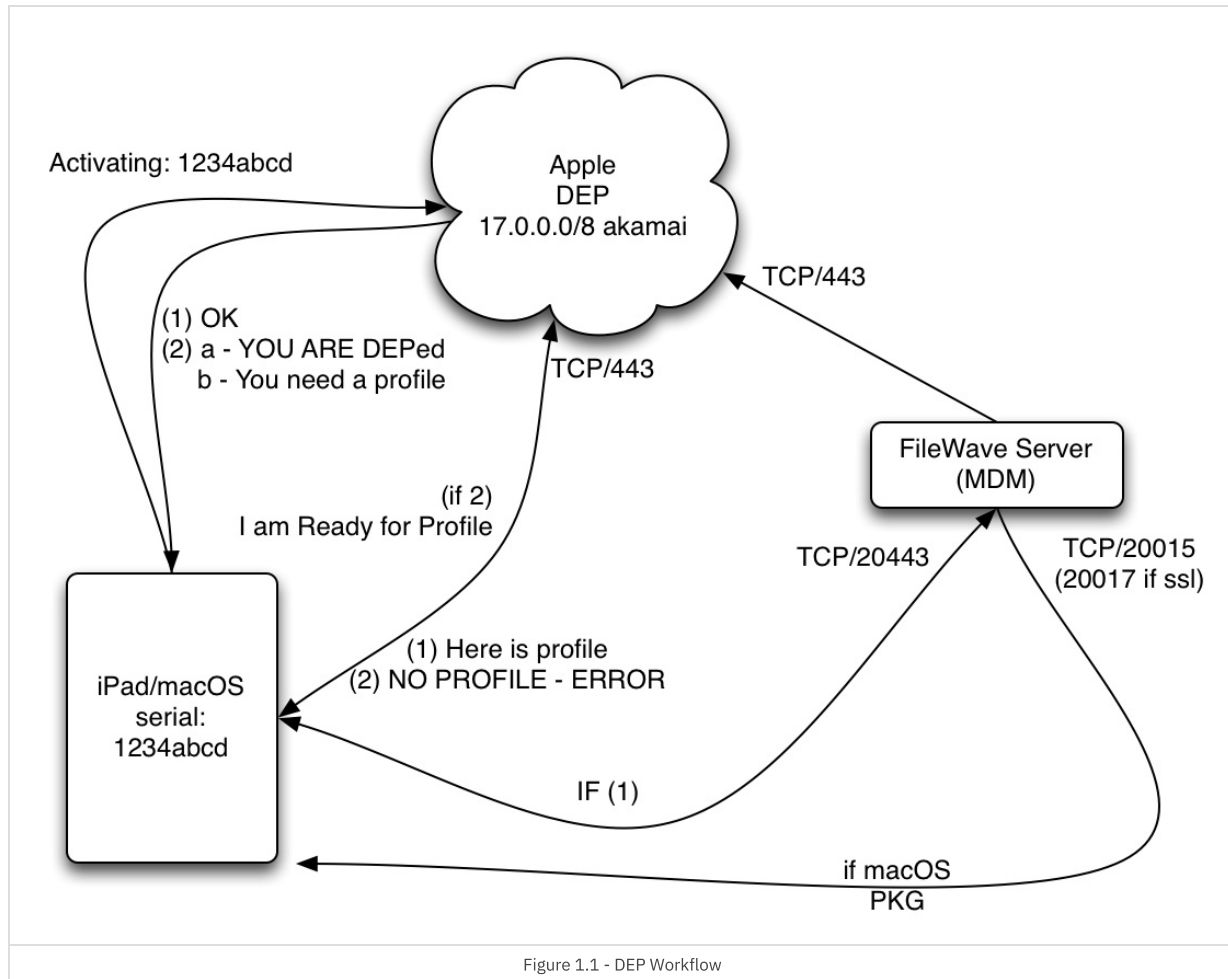
1. Device activates to apple (see ports: Default TCP and UDP Port Usage)
    1. Devices is not in DEP - Apple responds with done - Setup Assistant skips enrollment
    2. Devices is in DEP - Apple responds with enrollment ownership info
2. Apple sends the DEP profiles to the device (See: Working with 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.

> ℹ️ 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 suppling 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.