


# Working with Apple's Device Enrollment Program (DEP)

 This section is for FileWave version 9.1 and above only. DEP only works with devices purchased from Apple authorized sources. For information on approved devices in DEP, see the following reference: <https://help.apple.com/deployment/business/>

The features of DEP include:

- Zero-touch configuration - devices (iOS and macOS) can have configurations preset to take place at activation with pre-assigned applications, profiles, and settings.
- Automatic enrollment and management - devices can be configured to automatically enroll with the FileWave MDM server and receive management profiles without hands-on by the IT staff. Devices can also be locked into management settings so the user cannot remove profiles.
- Over the air supervision - iOS devices can be put into supervised mode over the wireless network, providing an added layer of management control.
- Streamlined setup assistant - devices can be configured to skip certain steps in the setup assistant, preloading some settings.

## DEP Workflow Overview

1. IT signs up for DEP account (or accounts)
2. Institution purchases devices via an authorized seller
3. IT doesn't see devices in the online DEP list until the shipping confirmation arrives from Apple (prior to that, Apple doesn't know what serial numbers are going to be shipped)
4. IT assigns the devices from the online DEP list to the FileWave MDM server by serial number (You can also assign defaults in ASM & ABM)
5. Wait for the DEP list and the FileWave MDM list to synchronize (24hr default sync, or triggered manually in the DEP UI)
6. IT assigns DEP profiles to the serial numbers of the devices prior to arrival ([Automatically Assign DEP profiles](#))
7. Devices arrive and, at first boot, are auto-enrolled and configured as managed devices (macOS computers will auto-enroll if connected to the Internet for push notification and the MDM server for enrollment.)

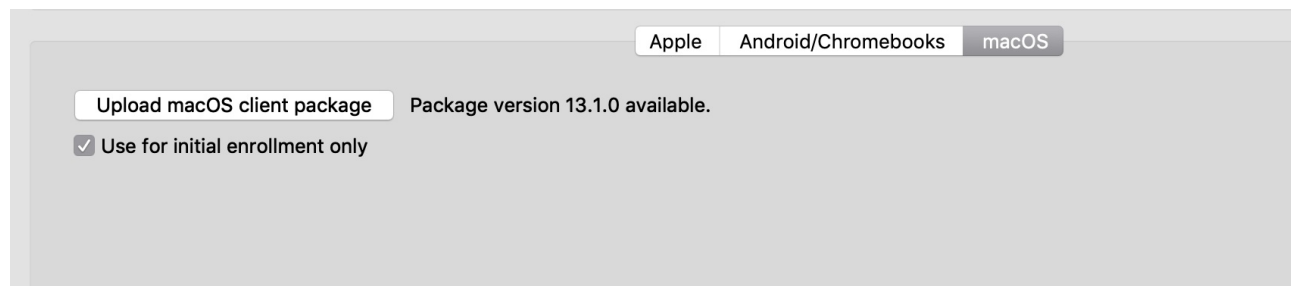
 For more information see: <https://support.apple.com/en-us/HT204142>

## Configuring DEP with FileWave


This process is covered in [VPP and DEP preferences](#)

## FileWave Client for OS X DEP

The macOS computers that are being brought into FileWave through Apple's DEP require a custom FileWave client installer. To be installed via MDM, the FileWave Client .pkg needs to be signed. The supported way is to generate your package via our web site, so you can pre-configure it ([https://custom.filewave.com/py/custom\\_client\\_mac.py](https://custom.filewave.com/py/custom_client_mac.py)). When you have filled in the web form, you will get an email with a download link to the custom client installer package (.pkg). Download that custom installer, then go to your FileWave Admin/Preferences/Mobile to add the custom package to the FileWave server for use by macOS Clients.



The screenshot shows the FileWave Admin interface for configuring DEP for macOS. At the top, there are three tabs: "Apple", "Android/Chromebooks", and "macOS", with "macOS" selected. Below the tabs, there is a button labeled "Upload macOS client package" and a status message "Package version 13.1.0 available." Below this, there is a checkbox labeled "Use for initial enrollment only" which is checked.

 "Use for initial enrollment only" is highly recommended. This means that FileWave will only attempt to install the PKG the first time a device enrolls. If it is unchecked, and you upload a new PKG, FileWave will send this out via an APN immediately. This could cause existing devices to lose their configuration (like boosters)

## Understanding devices and profiles for DEP

You will also be able to apply a "profile" to the device.

- The MDM server URL
- MDM options, such as supervision and management profiles
- MDM server certificate(s)
- Pairing certificates
- Device setup assistant options

| DEP Associations   |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|--|--|----------------------------------|-------------------------|-------------------|------------------------|-------------------------|--|--|-----------|----------------------|
| Devices  | All  | Accounts                         | All                     | Auto-assignment   | All                    | <input type="text"/>    |  |  | Profiles  | <input type="text"/> |
| Serial Number ▼  | Model Name   | Description                      | Excluded f              | Color             | Asset Tag              | Profile Status          | Oper ID ▼                                  | Name   | Total num |                      |
| DMPRJY5EG5W0   | iPad Air 2   | IPAD AIR 2 WI-FI 64GB GOLD-USA   | true                    | GOLD              |                        | assigned                | iOS 5                                      | Location and Use iOS   | 0         |                      |
| DMPRJDSSG5VY   | iPad Air 2   | IPAD AIR 2 WI-FI 64GB SILVER-USA | true                    | SILVER            |                        | assigned                | iOS 4                                      | Generic All  | 0         |                      |
|  |  |                                  |                         |                   |                        |                         | 3  | Default macOS  | 2         |                      |
|  |  |                                  |                         |                   |                        |                         | 2  | Default iOS  | 0         |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
| <input type="button" value="Edit Assignment Rules"/> <input type="button" value="Apply Assignment Rules"/> |  |                                  |                         |                   |                        |                         | + -  | <input type="button" value="Edit"/> <input type="button" value="Duplicate"/> |           |                      |
| Associations <input type="text"/>  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
| Serial Number  | Profile Name   | Server Name ▲                    | Profile Assignment Time | Profile Push Time | Device Assignment Time | Device Assigner Email   |  |  |           |                      |
| DMPRJY5EG5W0   | Default macOS  | preview.filewave.com             | 4/10/19 8:41 AM         |                   | 2/25/19 10:38 AM       | us_edu+asm@filewave.com |  |  |           |                      |
| DMPRJDSSG5VY   | Default macOS  | preview.filewave.com             | 4/10/19 8:41 AM         |                   | 3/25/19 10:38 PM       | us_edu+asm@filewave.com |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
|  |  |                                  |                         |                   |                        |                         |  |  |           |                      |
| -  | Last successful synchronization with DEP Web Service: 4/25/19 12:00 AM |                                  |                         |                   |                        |                         | <input type="button" value="Synchronize"/> |  |           |                      |

- The Device list in the upper left, which you can filter by the different accounts devices are purchased under;
- The Profiles list in the upper right, which lists all of the profiles available to associate to devices with the number of devices each is assigned to; and,
- The Associations list on the bottom, which displays the device by serial number, the name of the profile it is associated with, and various date-time Groups showing assignment dates and times.

```
sudo fwcontrol mdm adddepuer <user_name>
```

You create DEP profiles within the DEP Associations pane by clicking on the + button in the profile section of the window.

DEP Associations

DevicesAllAccountsAllAuto-assignmentAll

| Serial Number | Model Name | Description                      | Excluded f | Color  | Asset Tag | Profile Status | Oper ID | Name                 | Total num |
|---------------|------------|----------------------------------|------------|--------|-----------|----------------|---------|----------------------|-----------|
| DMPRJY5EG5W0  | iPad Air 2 | IPAD AIR 2 WI-FI 64GB GOLD-USA   | true       | GOLD   |           | assigned       | IOS 5   | Location and Use iOS | 0         |
| DMPRJDSSG5VY  | iPad Air 2 | IPAD AIR 2 WI-FI 64GB SILVER-USA | true       | SILVER |           | assigned       | IOS 4   | Generic All          | 0         |
|               |            |                                  |            |        |           |                | 3       | Default macOS        | 2         |
|               |            |                                  |            |        |           |                | 2       | Default iOS          | 0         |

Edit Assignment Rules

Apply Assignment Rules

Edit

Duplicate

Associations

| Serial Number | Profile Name  | Server Name          | Profile Assignment Time | Profile Push Time | Device Assignment Time | Device Assigner Email   |
|---------------|---------------|----------------------|-------------------------|-------------------|------------------------|-------------------------|
| DMPRJY5EG5W0  | Default macOS | preview.filewave.com | 4/10/19 8:41 AM         |                   | 2/25/19 10:38 AM       | us_edu+asm@filewave.com |
| DMPRJDSSG5VY  | Default macOS | preview.filewave.com | 4/10/19 8:41 AM         |                   | 3/25/19 10:38 PM       | us_edu+asm@filewave.com |

-

Last successful synchronization with DEP Web Service: 4/25/19 12:00 AM

Synchronize

Here is a view of the DEP Profile creation window:

## Information

This information will be set in the MDM profile once installed on the MDM device.

## Options

**DEP Profile**

**Profile Name**  
A human-readable name for the profile.  
required

**Url**  
The URL of the MDM server.  
https://localhost:20443/ios/dep\_enrollment

Information Options Setup Assistant Account Anchor Certs Supervising Certs Device Naming

**Options**

- ☒ **Do not allow user to skip enrollment step**  
Requires device to enroll in MDM before completing setup
- ☒ **Supervise**  
Enable supervision
- ☒ **Is MDM removable**  
Allows unenrollment
- ☒ **Allow pairing**  
Enable the iOS device to be paired with a Mac
- ☐ **Automatic Advance**  
Automatic advance through the Apple TV setup assistant

**Shared iPad options (Apple School Manager only)**

- ☐ **Enable Shared iPad**  
Device will be configured as Shared iPad. Devices that do not meet requirements ignore the option.
- 1 **Maximum number of users**  
Sets the maximum number of users that can use a shared iPad, based on the storage capacity. If greater than the maximum possible number of users supported on the device, the device will be configured with the maximum possible number of users instead.

Cancel OK

These settings are for the key behaviors of the registered device:

- Do not allow user to skip enrollment step - the device must become enrolled in order to complete setup
- Supervise (iOS only) - the device will have supervision enabled
  - Is MDM removable - if unchecked, the MDM profile is locked to the device and cannot be removed by the user through the UI
  - Allow pairing - if checked, the user can pair the device with their own iTunes account to synchronize personal content
  - Automatic Advance - if checked, the Apple TV will automatically advance through setup assistant (If you use the remote on the Apple TV this option will be canceled)
- Enable Shared iPad - Device will be configured as a Shared iPad. Devices that do not meet requirements ignore the option.
  - Maximum number of users - Sets the maximum number of users that can use a shared iPad, based on the storage capacity. If greater than the maximum possible number of users supported on the device, the device will be configured with the maximum possible number of users instead.

## Setup Assistant

**Profile Name**  
A human-readable name for the profile.  
required

**Url**  
The URL of the MDM server.  
https://preview.filewave.com:20443/ios/dep\_enrollment

Information Options **Setup Assistant** Account Anchor Certs Supervising Certs Device Naming Activation Lock Settings

**Setup Assistant Options**  
Choose which options to show in the assistant

All None

**macOS**

- ☒ All your files in iCloud
- ☒ iCloud Diagnostics
- ☒ Choose your Look
- ☒ FileVault
- ☒ Registration

**tvOS**

- ☒ Set Up Your Apple TV
- ☒ Sign In to Your TV Provider
- ☒ Where is the Apple TV?
- ☒ One Home Screen For Every Apple TV
- ☒ See the World

**iOS and macOS**

- ☒ Touch ID
- ☒ Set Up as New or Restore
- ☒ Apple Pay
- ☒ True Tone Display

**iOS**

- ☒ Passcode Lock
- ☒ Move from Android
- ☒ Apple Watch
- ☒ Screen Time
- ☒ Keep Your Device Up to Date
- ☒ iMessage & FaceTime
- ☒ Home Button
- ☒ Display Zoom
- ☒ New Feature Highlights
- ☒ Keyboard Selection
- ☒ Add Cellular Plan

**iOS, tvOS and macOS**

- ☒ Privacy
- ☒ Location Services
- ☒ Siri
- ☒ Apple ID
- ☒ Terms and Conditions
- ☒ App Analytics

**Setup Assistant Configuration (tvOS only)**

Language: optional (e.g. en, fr, ja, eng)

Region: optional (e.g. US, GB, AU)

Cancel OK

- Skip setup items - this allows the FileWave administrator the ability to configure which portions of the setup assistant are made available to the end user when they configure the device. If none of the items are allowed, then the device must be pre-configured using MDM profiles with all of the appropriate settings to ensure functionality.

## Account (requires client running OS X v10.11+)

A feature in DEP is the ability to create a local administrator account in advance of a user being guided through creating their own local account. If you configure this pane with a local administrator account, then the user will be allowed to create a local account of their own; but it will be a non-admin user. The local admin account can be somewhat hidden (the home directory will still be in /Users/ but it will not show up in the Users and Groups System Preference pane).

**DEP Profile**

**Profile Name**  
A human-readable name for the profile.  
required

**Url**  
The URL of the MDM server.  
https://preview.filewave.com:20443/ios/dep\_enrollment

Information Options Setup Assistant **Account** Anchor Certs Supervising Certs Device Naming Activation Lock Settings

macOS Account Setup Assistant Options

☒ Prompt user to create an account of type:

☐ Standard

☒ Administrator

Managed macOS Administrator Account

☐ Create managed macOS Administrator Account

Full Name: optional

Account Name: required

Password: required

Verify: required

☒ Show administrator account in Users & Groups

Cancel OK

If this pane is configured with only the local account setup, the user setting up the device will be guided through setting up a local administrator account of their own.

Options & Setup **Account** Anchor Certs Supervising Certs Device Naming

☒ Local Account Setup

☐ Create primary account as a standard user

Note: Disallowing "Local Account Setup" During DEP enrollment may prevent your machines from completing their enrollment steps unless the local administrator account logs in on the machine.

## Anchor Certs & Supervising Certs

The "Certs" tabs are for adding the necessary certificates to the device to allow trusted connections and specialized pairing permissions. The FileWave MDM server certificate is automatically added to the Anchor Certs list.

Options & Setup Account **Anchor Certs** Supervising Certs Device Naming

**Anchor certificates**  
If provided, these certificates are used as trusted anchor certificates when evaluating the trust of the connection to the MDM server url. Otherwise, the built-in root certificates are used.

| Organization Name | Common Name      | Locality Name | Organizational Unit | Country Name | State or Province | Effective Date   | Expiration Date |
|-------------------|------------------|---------------|---------------------|--------------|-------------------|------------------|-----------------|
| FW_Denver         | tenshi.filewa... | DEN           | tenshi              | US           | CO                | 10/5/15 4:51 ... | 10/2...         |

|                 |         |              |                          |               |
|-----------------|---------|--------------|--------------------------|---------------|
| Options & Setup | Account | Anchor Certs | <b>Supervising Certs</b> | Device Naming |
|-----------------|---------|--------------|--------------------------|---------------|

**Supervising host certificates**  
 If provided, the device will continue to pair with a host possessing one of these certificates even when "Allow pairing" is not checked.

|                   |             |               |                     |              |                   |                |                 |
|-------------------|-------------|---------------|---------------------|--------------|-------------------|----------------|-----------------|
| Organization Name | Common Name | Locality Name | Organizational Unit | Country Name | State or Province | Effective Date | Expiration Date |
|-------------------|-------------|---------------|---------------------|--------------|-------------------|----------------|-----------------|

## Device Naming

The devices being enrolled can have a rule-based name applied. In a 1:1 deployment with users authenticating with LDAP credentials, the device name can reflect an institutionally-derived naming convention punctuated by the user's name. This function is limited to supervised iOS devices running iOS 9+ and macOS computers running 10.11+.

**Naming Policies**

**New Devices:**

**Re-enrolled Devices (Same Auth Username):**

**Re-enrolled Devices (New Auth Username):**

This policy only renames the device - it does not change its FileWave client name.

**Name Template**

**Template:**

Use any inventory, custom, or LDAP attribute to include their values. [See full list](#)

See: [DEP Naming](#) for more information

## Activation Lock

Apple provides an anti-theft feature called Activation Lock. When wiped and activated again, the device is locked and will require an Apple ID credential to be unlocked. FileWave can ease the process by escrowing a bypass code which can be used to bypass iCloud credentials. The code can either be entered manually or automatically, typically just before refreshing the device.

Activation Lock can be against:

- a normal Apple ID - end user has to log in with iCloud on the device and enable Find My Phone
- a DEP (ASM or ABM) account ; in this case, the corresponding Apple ID is the Apple ID managing the DEP server.

In both cases, FileWave can escrow the key and use it to unlock the device during refresh. You can configure Activation Lock:

- for each DEP device, at the DEP profile level
- globally, for all non DEP devices

For DEP devices:

- No lock AKA Disabled



DEP Profile

Profile Name

A human-readable name for the profile.

required

Url

The URL of the MDM server.

https://preview.filewave.com:20443/ios/dep\_enrollment

Information

Options

Setup Assistant

Account

Anchor Certs

Supervising Certs

Device Naming

Activation Lock Settings

Activation Lock Configuration:

Disabled

Application Lock is not enabled ; enabling "Find My iPhone" is not allowed.

Cancel

OK

Use iCloud



DEP Profile

**Profile Name**  
A human-readable name for the profile.

required

**Url**  
The URL of the MDM server.

https://preview.filewave.com:20443/ios/dep\_enrollment

Information Options Setup Assistant Account Anchor Certs Supervising Certs Device Naming **Activation Lock Settings**

**Activation Lock Configuration:** iCloud

☐ **Allow Activation Lock only if Bypass Code is available**

The device will be locked against logged-in iCloud Apple ID if "Find My iPhone" is enabled.  
A Bypass Code may be escrowed and can be used to disable Activation Lock.

Cancel OK

Use your AMS/ABM account

DEP Profile

Profile Name
A human-readable name for the profile.

required

Url
The URL of the MDM server.

https://preview.filewave.com:20443/ios/dep\_enrollment

InformationOptionsSetup AssistantAccountAnchor CertsSupervising CertsDevice NamingActivation Lock Settings

Activation Lock Configuration:
ASM/ABM (Organization)

Device is locked against DEP-server manager Apple ID.  
A Bypass Code will be escrowed and can be used to disable Activation Lock.  
This requires Apple School Manager or Apple Business Manager.

Lost Message:
Contact Support

Lost message is transmitted to Apple and may be displayed on lost devices. Please refer to Apple's documentation.

CancelOK

## Associations

Associating a DEP profile to a device (or set of devices) is done using the same drag & drop functions used in the other FileWave associations panes. You can drag a profile on top of a device, or select a set of devices and drag them on top of a profile. The associations will appear in the lower section of the DEP Associations window. The device will have the associated profile applied upon activation.

DEP Associations

Devices
All

Accounts
All

Profiles

| Serial Number | Model Name      | Description     | Color      | Asset Tag | Profile Status | Operating System | Device Family | F Name              | Total number of devices | Used in LeRoy FW Server |
|---------------|-----------------|-----------------|------------|-----------|----------------|------------------|---------------|---------------------|-------------------------|-------------------------|
| F9FNCH2TF...  | iPad Mini Wi... | IPAD MINI W...  | SPACE GRAY |           | assigned       | iOS              | iPad          | L leroy_dep_profile | 2                       | 2                       |
| DLXNM594...   | iPad Mini Wi... | IPAD MINI 3 ... | SPACE GRAY |           | empty          | iOS              | iPad          |                     |                         |                         |
| C07PR03AG...  | Mac Mini        | MAC MINI/1...   | SILVER     |           | pushed         | OSX              | Mac           |                     |                         |                         |

+ -
Edit
Duplicate

Associations

| Serial Number | Profile Name      | Server Name     | Profile Assigner | Profile Push Time | Device Assignment Time | Device At |
|---------------|-------------------|-----------------|------------------|-------------------|------------------------|-----------|
| F9FNCH2TF...  | leroy_dep_profile | LeRoy FW Server | 7/13/16 10:3...  |                   | 5/27/16 3:54 PM        | usa_vpp   |
| C07PR03AG...  | leroy_dep_profile | LeRoy FW Server | 7/19/16 12:0...  | 7/19/16 12:0...   | 7/13/16 10:15 AM       | usa_vpp   |

## End Result of DEP associations

The end result of associating DEP profiles to devices is that upon activation, the device will automatically become a FileWave Client with specific setup settings. You can have device [Placeholders](#) prepositioned in your FileWave Clients view, assigned to Groups, with Filesets ready to activate as soon as the device checks in.

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