

Apple General Settings (APN)

What

At the very top of the Sources View for Apple services, you will find some overall settings related to Apple in general.

When/Why

We will need to specify these settings when our FileWave server is first setup, and will need to revisit this section at least annually to renew our APN (Apple Push Notification) certificate.

How

We'll discuss APN renewal in a moment, but let's talk about the other two preferences first:



The screenshot shows the 'General' settings section. The 'APNS Certificate Status' is 'Certificate valid until 01/20/2021' with a green checkmark and a blue link to 'Upload new certificate'. The 'MDM Profile Removal' option is checked with a blue checkmark, and the description is 'Remove Apple MDM profile for devices that are removed from FileWave.' The 'Payload Importer' option is also checked with a blue checkmark, and the description is 'Automatically import VPP Payloads'.

- MDM Profile Removal (if on) forces removal of the MDM enrollment profile from the device if we remove the device from FileWave
- Payload Importer (recommended in most circumstances) will ensure that any newly purchased VPP apps will automatically show up as payloads in your FileWave system without you having to do anything

APNS renewal (the first item in the above) must be done at least annually. The APN cert is the certificate that allows your MDM server to talk to Apple, which in turn then talks to devices on our behalf. If the certificate expires, then all communication to devices is cut off from the FileWave server. So yes, a relatively important certificate!

The only piece of the renewal that is done in the WebAdmin is the upload of the new certificate, but you'll want to reference the below documentation on APN renewal for all of the detailed steps for creating that certificate (dependent on platform of your admin workstation).

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