

# DH1 for User-Managed-Personal Devices running MAC Operating System

## Summary

This is the process to enroll a User-Managed macOS Device in Duke Health DH1 Wireless. The device will be enrolled in JAMF Pro in a location specific to Self-Managed devices whereby **only** those Configuration Items necessary for enrollment in Duke Health DH1 Wireless will be deployed to your device.

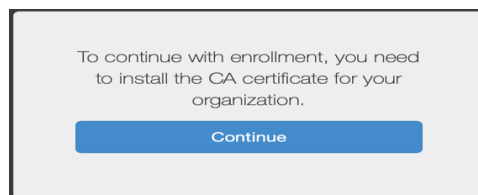
\*\*\* Supported anti-virus software is required. Duke Health currently supports CrowdStrike, Avast, Bitdefender (App Store version) and Sophos Home. If a supported antivirus is not detected at the time of enrollment, CrowdStrike will be installed. The FortiNAC agent will also be installed.

This process is supported on macOS versions 10.15 and newer. It is recommended to use Safari during enrollment. Use of other browsers is not supported.

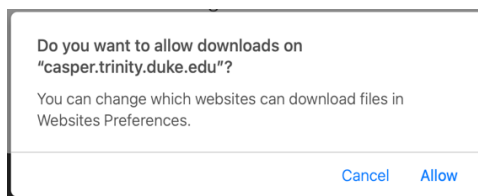
This process does not apply to macOS devices already managed by JAMF Pro. Your departmental IT group can help determine if your Mac is already managed by JAMF Pro.

## Step 1 – Enroll your Mac in JAMF Pro

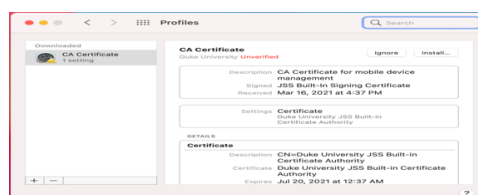
1. On your Mac, open Safari and copy the following URL into the address bar:  
<https://casper.trinity.duke.edu:8443/enroll?invitation=41865050916535132808090489679887551028>
2. Authenticate using Shibboleth/MFA
3. You will be required to download and install two items to enroll your device in JAMF Pro: a CA Certificate and an MDM Profile. In Safari, select the “Continue” button.



4. Depending on your browser settings, Safari may ask you to allow downloads from JAMF Pro. Select “Allow” if prompted.

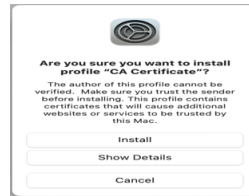


5. The CA Certificate will be downloaded to your default Downloads location. Open Preferences and Navigate to the “Profiles” section. Select the button to Install the CA Certificate.

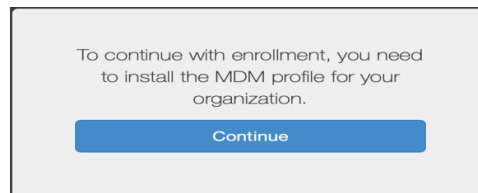


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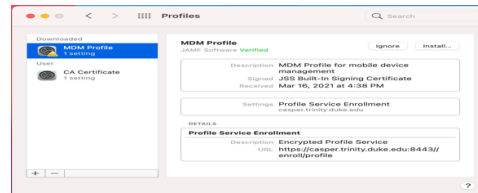
6. Confirm you want to install the CA Certificate.



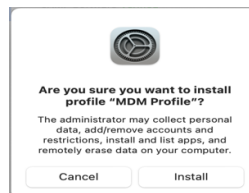
7. Return to Safari. The screen will now display a prompt to install the “MDM Profile” to your device. Click continue



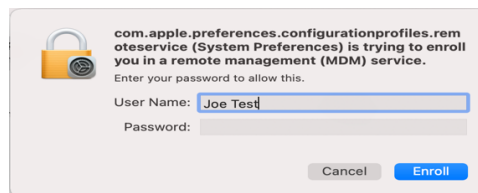
8. Return to Preferences and select the button to Install the MDM Profile.



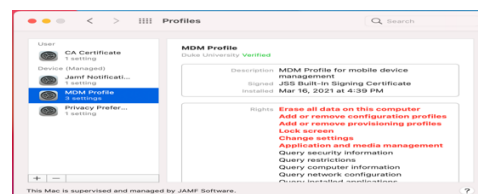
9. Confirm you want to install the MDM Profile



10. You will be prompted to enter the credentials of a local user account on your Device with administrative privileges.



11. Return to Preferences and verify that the MDM Profile is installed. JAMF Pro will install some additional Profiles required for successful communication with the server.



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**\*\* ENROLLMENT IN JAMF PRO IS NOW COMPLETE.**

**\*\* It may take several minutes for the DH1 profile to install after enrollment is complete.**

## **Troubleshooting.**

**Problem:** You have enrolled your Mac in JAMF Pro, you see the three Profiles listed in System Preferences, but when you click on the DH1 Wi-Fi connection, it prompts you for a Username and Password.

**Solution:** Force your Mac to send inventory to JAMF Pro by running these two commands from the Terminal:

- `sudo jamf policy`
- `sudo jamf recon`

**Result:** After a few minutes, additional Profiles will be visible in System Preferences. When you click on the DH1 Wi-Fi connection, it successfully connects without any additional prompts.

**Problem:** You run the “`sudo jamf recon`” and “`sudo jamf policy`” commands but receive an error message “`sudo: jamf: command not found`”

**Solution:** Delete the MDM Profile and CA Certificate in the Profiles section of System Preferences, restart your Mac and start the enrollment process again from Step 1.

**Result:** The enrollment process successfully completes, the DH1 profile is installed, and the Mac connects to DH1.

**Problem:** You run “`sudo jamf recon`” but it seems to get stuck and never completes.

**Solution:** On certain versions of macOS, the Software Update service can hang which in turn, causes the Jamf Recon process to hang. Forcibly restart the Software Update service by running this command from terminal:

- `sudo launchctl kickstart -k system/com.apple.softwareupdated`

**Result:** Jamf Recon now runs and completes successfully