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.

• • • • • •	: Profiles	Q Search
CA Certificate	CA Certificate Duke University Unverified	Ignore Install
	Description CA Certific manageme	ate for mobile device nt
	Signed JSS Built-F	n Signing Certificate
	Received Mar 16, 20	21 at 4:37 PM
	Settings Certificate Duke Univer Certificate A	sity JSS Built-in uthority
	DETAILS	
	Certificate	
	Description CN=Duke I Certificate	Jniversity JSS Built-in Authority
	Certificate Duke Unive Authority	ersity JSS Built-in Certificate
+ -	Expires Jul 20, 202	1 at 12:37 AM

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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

to co	ontinue with enrollment, you need install the MDM profile for your organization.
	Continue

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

Downloaded		
MDM Profile	JAME Software Verified	Ignore Install
User CA Certificate	Description	MDM Profile for mobile device management
1 setting	Signed	JSS Built-In Signing Certificate
	Received	Mar 16, 2021 at 4:38 PM
	Settings	Profile Service Enrollment casper.trinity.duke.edu
	DETAILS	
	Profile Service Enrol	Iment
	Description	Encrypted Profile Service
	URL	https://casper.trinity.duke.edu:8443//

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.

com.apple.preferences.configurationprofiles.rem oteservice (System Preferences) is trying to enrol you in a remote management (MDM) service. Enter your password to allow this.		ofiles.rem ng to enroll rvice.	
User Name:	Joe Test		
Password:			
		Cancel	Enroll

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.

CA Certificate	MDM Profile Duke University Verified	
Device (Managed) Jamf Notificati	Description	MDM Profile for mobile device management
1 setting	Signed	JSS Built-In Signing Certificate
MDM Profile 3 settings	installed	Mar 16, 2021 at 4:39 PM
Privacy Profer T setting	Rights	Erase all date on this computer Add or remove configuration profiles Add or remove provisioning profiles Change settings Application and media management Ouery security information Query computer information Query computer information

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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