

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.

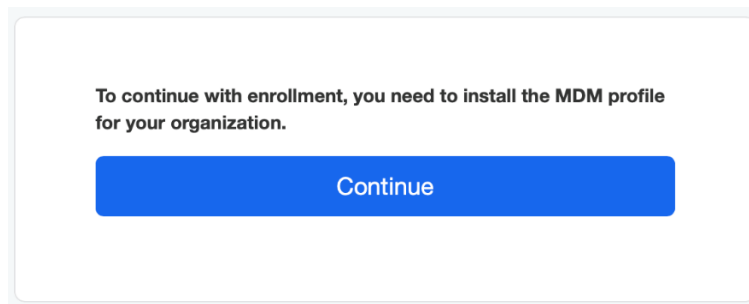
- Supported anti-virus software is required. Duke Health currently supports CrowdStrike, Avast, Bitdefender (App Store version) and Sophos Home.
- If a supported antivirus is not detected at the time of enrollment, CrowdStrike will be installed.
- The FortiNAC agent will also be installed.

This process is supported on macOS version 26 and newer. It is recommended to use Safari during enrollment. Use of other browsers is not supported.

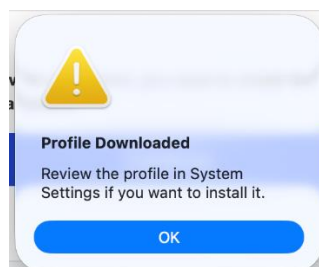
This process does not apply to macOS devices already managed by JAMF Pro. Your departmental IT group can help determine if your Mac is already managed by JAMF Pro.

Enroll your Mac in JAMF Pro

1. On your Mac, open Safari and copy the following URL into the address bar.
<https://duke.is/dh1-macos>
2. Authenticate using Shibboleth/MFA.
3. You will be required to download and install an Enrollment Profile. In Safari, select the “Continue” button.

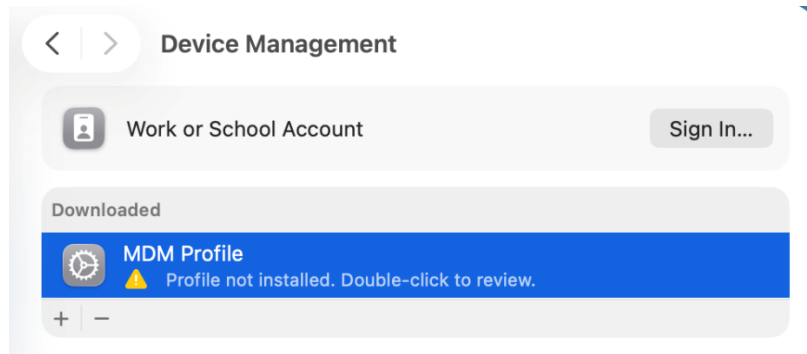


4. Click OK to acknowledge the next dialog box.

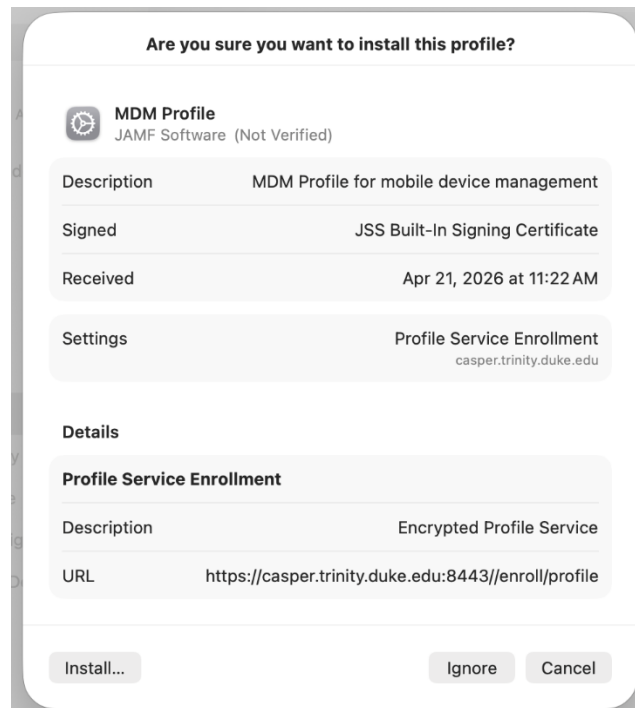


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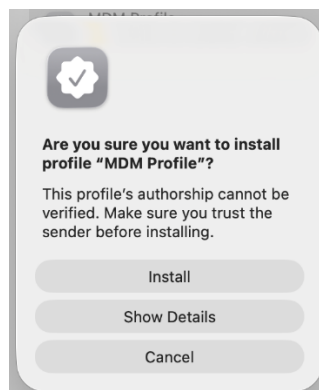
5. Open System Settings and navigate to the “Profile Downloaded” section in the left navigation pane. Or click on General and navigate to the “Device Management” section.



6. Double click the “MDM Profile”, verify the URL contains “casper.trinity.duke.edu”. Click the “install” button.

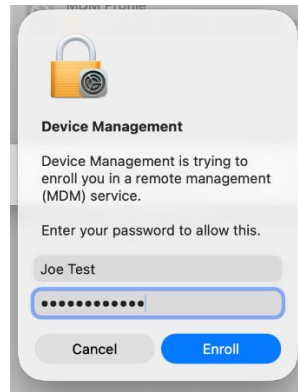


7. Confirm you want to install the “MDM Profile”

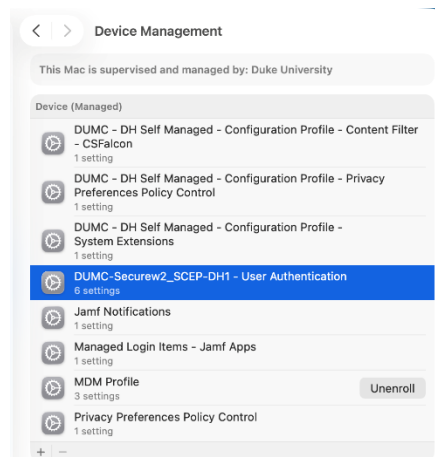


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- You will be prompted to enter the credentials of a local user account on your Device with administrative privileges.



- Return to System Settings and verify that the MDM Profile is installed. Jamf Pro will install some additional Profiles required for successful communication with the server.
- Jamf Pro will continue to install and verify the necessary prerequisites for accessing DH1.



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

Troubleshooting.

Problems: During enrollment, I see an extra screen asking me to “Assign to user” and to “Select the site...” What do I do?

Solution: This is expected behavior, but only under rare circumstances. Ensure your NetID is in the “Assign to user” box and, if visible, select the “DUMC – DH Self Managed” option from the Drop-Down box. Click “Enroll”.

Result: The enrollment process will continue as described above.

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Problem: You have enrolled your Mac in JAMF Pro, you see the Profiles listed in System Settings, 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 Settings. 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 Settings, 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.