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Why do I get a 'Remote Management' step when installing High Sierra?

Asked 2 years, 6 months ago Active 3 months ago Viewed 39k times

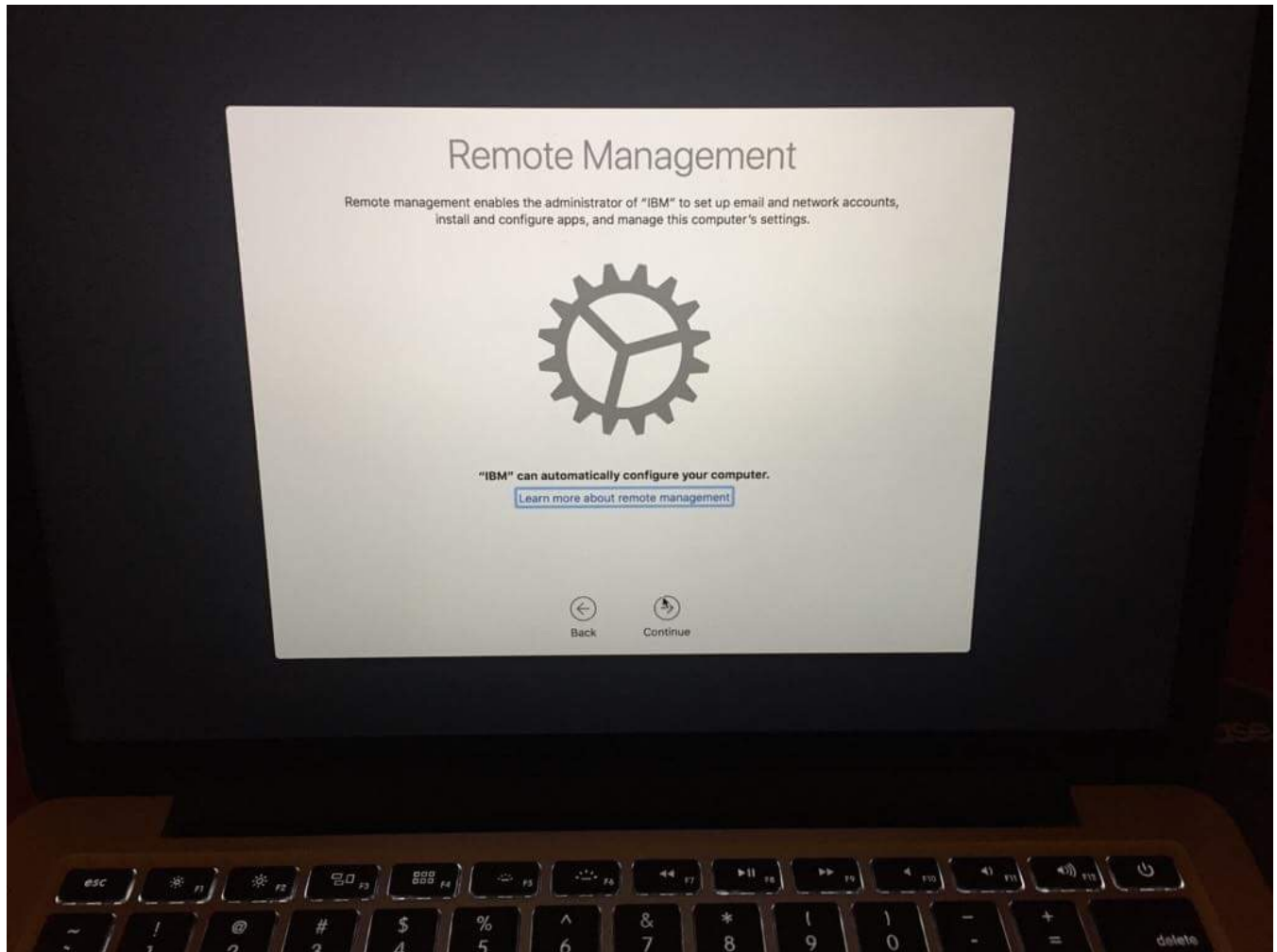
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I got a 2015 MacBook Pro from eBay. I'm trying to install Sierra from scratch (after completely formatting the SSD) but I get this strange extra step (although the install USB is vanilla and done using Apple's own bootable usb tool) that I can't pass (pressing continue asks me to connect to a IBM private network, which I obviously can't do)

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Does anyone have any info about this. Where is this MacBook coming from? How can I disable this remote management step? Is this a custom firmware, or where does this come from?



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[macos](#)[macbook-pro](#)[install](#)[device-enrollment-program](#)

edited Jun 12 '18 at 8:48

[grg](#) ♦

157k

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asked Jan 3 '18 at 17:56

[Valentin Radu](#)


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- 5 This laptop may be stolen property. To protect yourself, contact your local police station, constabulary, etc, as well as eBay, and report the serial number. – [IconDaemon](#) Jan 3 '18 at 18:26
-
- 7 @IconDaemon I'm starting to worry that's the case. What other legit reason could there be for a 2 and a half years old enrolment Macbook sold privately outside the company? I'll contact Apple Customer Support tomorrow to see if it was flagged. Also thinking of writing IBM as well, maybe they have a database of stolen hardware ids. What can I say, I just hope I won't lose both the laptop and the cash :(– [Valentin Radu](#) Jan 3 '18 at 19:20
-
- 4 Please come back after your dealings are done, we all are interested in the result! – [Kyslik](#) Jan 3 '18 at 21:51
-

@Kyslik So far so good, I've contacted Apple and it doesn't figure as stolen also contacted local police and again it's clear. Unfortunately, this doesn't make me feel at ease. Apple doesn't really have a flagged(stolen) devices register so if you turn off Find my Mac you're out of luck. As for police, really, this could have been stolen in another country or even another continent. Will contact IBM later on today, but I expect it will take a while to dig through their corporate layers. Also, big red flag is that the seller told me he got it from a friend, so, no proof of purchase :(– [Valentin Radu](#) Jan 4 '18 at 8:02 

- 2 Any update? Facing the same problem here and can't get the "owning" company to even talk to me about it. – [Jeff Evans](#) Aug 3 '18 at 20:26

2 Answers

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20



This Mac has been enrolled under Device Enrollment. Upon connecting to Apple, the device has received instructions to be managed by IBM.

This cannot be bypassed. You should contact the seller.

Mobile Device Management 'locks' enforced by Device Enrollment are enforced by Apple's servers and are based on hardware identification, so cannot be removed by macOS reinstallation — they're defined to be enforced as soon as the Mac is unboxed for the very first time prior to any manual configuration.

[About Device Enrollment](#)

edited Jan 3 '18 at 18:27

answered Jan 3 '18 at 18:19



grg 

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- 2 What would happen if the mac was offline during the first setup process? – [Alexander - Reinstate Monica](#) Jan 4 '18 at 1:42

@Alexander with no internet access during the installer, it might proceed but phone home at the first chance, or it might not allow the installer to complete at all. – [Criggie](#) Jan 4 '18 at 1:46

- 3 Ok, did some research. The way things are now, you can install the OS if you're not connected to the internet and will not be bother again later (even if you'd like to). It seems it's a flaw in Apple's system many enterprises are complaining about. This could be fixed in the future. Also, if the purchase is legit (confirmed by initial owner), Apple can help with removing the Mac from the enrolment program. – [Valentin Radu](#) Jan 4 '18 at 8:11



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This process worked to get a 2018 mac from eBay working with fresh install Catalina. It used a USB for fresh install but the process may also work with a recovery mode configuration on a mac that is running already. Either way, the main disable happen from recovery mode.



Reformat and install from 16GB USB stick



1. Download Catalina from Apple Store to a working Mac
2. Create USB boot stick with free program [DiskMaker X](#)
3. Eject stick and reboot mac
4. Press Option Key as soon as u see the Mac apple
5. Choose to boot from USB Key - On this attempt, there was a message stating "A software update required to use this startup disk". Apparently the installer needs to peek at Mac server to see if it knows the Mac is enrolled in a management scheme and update, or it may be confused by mac T2 chip. It failed until the internet connection was established. With a wifi or ethernet connection it went through the installer update and was happy. Booted again to USB and continued like usual.
6. Open Disk Utility
7. Locate computer hard drive and choose Erase
8. Close disk utility
9. Do Install new Mac OS from USB
10. When it tries to setup, don't do anything. Just shut down and reboot again to recovery mode using Command + R keys just when u see the Mac apple.

No reformat. Start here if u did not install a fresh

1. Reboot mac and use Command + R key to enter recovery mode.

Disable Daemon, Agent and Phone home

1. In recovery tools choose Terminal from the Utilities menu
2. Do following command `csrutil disable`
3. Reboot and go again to recovery mode with Command + R key.
4. Use Disk utility to mount main Mac disk, if it is not mounted.
5. Close Disk utility
6. Choose Terminal from the Utilities menu
7. Type carefully the following commands in Terminal to prevent the MDM robots starting up

```
cd /Volumes/Macintosh\ HD/System/Library
```

```
mkdir LaunchDaemons.disabled LaunchAgents.disabled
```

```
mv LaunchDaemons/com.apple.ManagedClient* LaunchDaemons.disabled/
```

```
mv LaunchAgents/com.apple.ManagedClient* LaunchAgents.disabled/
```

8. Type carefully the next commands to send inquiries to blackhole

```
cd ../../etc
```

```
echo "0.0.0.0 iprofiles.apple.com" >> hosts
```

```
echo "0.0.0.0 mdmenrollment.apple.com" >> hosts
```

```
echo "0.0.0.0 deviceenrollment.apple.com" >> hosts
```

```
echo "0.0.0.0 gdmf.apple.com" >> hosts
```

9. Last enable System Integrity Protection

```
csrutil enable
```

10. Reboot the mac

Skip internet on first go

As going through setup, when prompted to establish a internet connection do not allow the connection. Skip it until you can click "Continue without an internet connection" and complete setting up the admin account and other features as preferred.

When all done and in the admin account it was possible to connect internet and have been rebooting it numerus times now and did not get the enrollment prompt again.

edited Apr 24 at 18:57


answered Apr 24 at 1:40



[ndasusers](#)

259 3 9

This is working for me. – [Juan García](#) May 24 at 9:58

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