

How We Got Here

Document, Document, Document

• Knowledge-based Articles

- Example: Kometa (Plex Meta Manager)

o Training

- **Example: Apple's IT Training**

• **Proactive Communication**

• Be upfront and transparent

• Tell them what you're going to do

and why

• It's okay to be vague...when necessary

Provisioning Process & Ordering: Internal AND External Dependencies

Give Yourself Time

Settings Managed by WKU ITS

🔍 [settings](#) • [MAC](#) • [iMac](#) • [Macintosh](#) • [setting](#) • [profile](#) • [MacBook](#) • [prof](#)
• [macbookpro](#) • [SystemPreferences](#) • [macbookair](#) • [preference](#) • [mosyle](#)

Issue/Question

What Profiles have been configured by ITS on my WKU-owned Mac?

Resolution

Settings Listed in the Profiles Pane

To see what profiles are assigned to a Mac:

macOS 13 Ventura and Newer

1. Click **🍏 (Apple menu)**.
2. Select **System Settings ...**.
3. Click **Privacy & Security**.
4. Click **Profiles**.

macOS 12 Monterey and Prior

1. Click **🍏 (Apple menu)**.
2. Select **System Preferences ...**.
3. Click **Profiles**.

The default setup for WKU Employee Macs contain these Profiles:

F/S - Disable Sharing System Preference

F/S - Kerberos AD SSO

This feature allows a user the convenience of using their WKU account password to set a separate password.

F/S - OneDrive + Background Items

F/S - Prevent Erase Content/Settings

F/S - Renew Config

Apps and Settings Installed During Initial Setup

🔍 [settings](#) • [install](#) • [app](#) • [application](#) • [configured](#) • [MAC](#) • [MacBook](#) • [setup](#) • [macOS](#) • [wku-owned](#)

Issue/Question

What is automatically installed when a WKU-owned Mac is prepared by ITS?

Resolution

Apps

- [Chrome](#) - common web browser
- **Office Suite** (Excel, OneDrive, Outlook, PowerPoint, Teams, Word)
- [Privileges](#) - app that temporarily elevates a standard user account to an admin user account
- [Support App](#) - menu bar app that displays helpful information that users can provide to IT support
- [SwiftDialog](#) - app that can display customized messages

Other Settings & Customizations

- **ADShorts.zip** - shortcuts to the WKU P, S, and U drives are downloaded from [webapps.wku.edu/tss/adshorts.zip](#) and unzipped to [/Library/WKU/AD Shortcuts for Mac](#)
- **Disable DS_Store on SMB Mounts** - script that prevents Macs from indexing files on a network-attached drive (i.e. the AD Shortcuts above); typically, when a drive is accessed, the OS will index the contents of it and create hidden system cache files that it references later when searching for content in the directory. Network drives connected via SMB, however, can become unresponsive when first accessed, as the system tries to index the entirety of drive.
- [DockUtil](#) - customizes apps listed in the dock:

| | | | | | | | | | |
|----------------|--------------|----------------------|----------|------|-------|------------|---------|--------------|------------|
| Apps | Safari | Chrome | OneDrive | Word | Excel | Powerpoint | Outlook | Self-Service | Privileges |
| Folders | Applications | AD Shortcuts for Mac | | | | | | | |

- [Installomator](#) - script that installs and updates system utility apps configured for our environment
- [MacAdmins Python Framework](#) - a programming language that allows more interactions from our management system
- [mkuser](#) - script that can modify the admin account installed on WKU Macs
- [Nice Updater](#) - automatically installs updates that do not require a restart; displays a prompt for updates that do-- after being deferred multiple times, the prompt will remain on the screen until the user agrees to restart.
- [OneDrive KFM](#) - specifies the amount of bandwidth that can be used for uploading files; enables an alert that recommends moving Documents and Desktop folders to OneDrive
- **Printer** - when a computer is assigned to a person, any printers associated with the person's Active Directory groups will install automatically
- [PrivilegesDemoter](#) - script that runs periodically and prompts an account with administrator rights to return to standard account rights
- [Renew](#) - script that uses SwiftDialog to remind end user to restart if the machine has not been restarted for 15 days
- **WKU AAP** - customized version of [App Auto-Patch](#) script that checks for and applies updates to apps installed on the computer.
- **WKU Logos** - script that downloads WKU logos used for the Support app, Renew, and Nice Updater, placing them in [/Library/WKU](#)

Mac Provisioning Process

🔍 [MAC](#) • [enrollment](#) • [process](#) • [macOS](#)

Issue/Question

How and why is a WKU-owned Mac configured before it is used by an employee?

Resolution

Pre-Enrollment Checks

1. Machine is received, either from Client or Shipping & Receiving.
2. ICN is verified and/or assigned.
 - 🔴 **Note:** This ensures the machine is WKU-owned and listed in the [Inventory database](#).
 - If information is missing/incorrect, Inventory Control should be contacted and provided information, e.g. by TD ticket.
3. Serial number is checked in [Mosyle](#).
 - 🔴 **Note:** This ensures the machine receives the correct settings when it is activated in the MDM.
 - If Serial is not listed in the **Device Enrollment (ADE)** section of Mosyle, then it is not enrolled in WKU's instance of [Apple School Manager](#). KB article [Enroll a Non-DEP Mac in Apple School Manager](#) will help determine if it can be added.
 - If Serial is listed in the **Device Enrollment (ADE)** section of Mosyle, the correct Enrollment profile is verified, as detailed in the [Deployment Profiles in Mosyle](#) article.
 - If Serial is listed in the **Management** tab of Mosyle, then it has been previously setup by us, or manually enrolled by an end user.
 - Data will be backed up, as per the [Backing Up Data](#) article, if OneDrive is not in use.
 - The computer will then be erased, as detailed in KB article [Using Mosyle to Erase an In-Use Mac](#).
 - If Serial is not listed in the **Management** tab of Mosyle, then the refresh/initial setup can proceed.

Enrollment Process

1. Machine is booted.
 - If the machine is in WKU's Apple Automated Device Enrollment program, a customized setup screen will display, as detailed in the [Deployment Profiles in Mosyle](#) article.
 - The default deployment profile will prompt for ICN, the end-user's email address, and the Device Group code.
 - 🔴 **Note:** The Device Group Code tells Mosyle which profiles to apply to the computer and what apps get installed automatically.
 - Apple's Initial Setup Wizard will prompt to create a local user account on the machine for the primary user. Machines not in Automated Device Enrollment will prompt for more customizations.
2. Machine is signed in with the created account.
 - 🔴 **Note:** This ensures the device is ready for use before being handed off.
3. If the machine is not in/cannot be added to WKU's Apple Automated Device Enrollment program, it is manually added to the MDM, as detailed in the **Non-ADE Devices** section of the [Refreshing Macs](#) article.
4. When the machine has been enrolled into Mosyle, numerous profiles are assigned, as detailed in KB articles [Settings Managed by WKU ITS](#) and [Apps and Settings Installed During Initial Setup](#). An exhaustive list of all profiles associated with all device groups can be viewed here: <https://airtable.com/shr7KuG6BgPICUWV5>
5. For machines not in WKU's Apple Automated Device Enrollment program, additional information will need to be configured in the MDM, as detailed in the **Non-ADE Devices** section of the [Refreshing Macs](#) article.
 - 🔴 **Note:** This ensures Mosyle has complete information on the device, similar to the information gathered during the setup for ADE Macs
6. When the enrollment completes, apps associated with the assigned Device Group will install. See the KB article [Apps and Settings Installed During Initial Setup](#) for more information.
7. The default configuration sets up user accounts with standard account rights. It also includes the **Privileges** app, to temporarily elevate the account to have administrator rights, as detailed in the [Administrator Account Needed for Installing Software \(macOS\)](#).
 - 🔴 **Note:** This ensures the device is less vulnerable to malicious software.
8. If data was manually backed up, it is then transferred over, as per the [Backing Up Data](#) article.

Post-Enrollment Finalization

1. The machine is handed over to the primary user, who will log in with the account setup for them, and update the password.
 - 🔴 **Note:** This ensures only the user has access to their account and data.
2. OneDrive is configured.
 - 🔴 **Note:** This ensures the data can be accessed by the Client from another device, while also freeing up space on the computer.
3. A review of the Privileges app and FileVault is given.
4. Customizing the computer can then be finished by the Client, including setting up and using Outlook, browsers, and other software.

How We Got Here

Document, Document, Document

- Knowledge-base Articles
 - Example: Kometa (Plex Meta Manager)
- Training
 - Example: Apple's IT Training
- Proactive Communication
 - Be upfront and transparent
 - Tell them what you're *going* to do
 - and why
 - It's okay to be vague ... when necessary
- Provisioning Process & Onboarding: Internal AND External Documentation
 - Give Yourself Time

How We Got Here

Test, Test, Test, Test