



Deploying iPads and Applications

## **Initial Configuration**

Plug the iPad into the iMac.

Open Apple Configurator 2.

Click on “Unsupervised” and see the iPad sitting there, ready to be worked on. If it isn’t showing here, try the “supervised” tab, but it won’t be here if it is a new iPad.

Click the “Prepare” button on the top of the configurator.

Configuration will be “Manual” mode.

Enroll in the QMC Meraki MDM.

Allow the device to be supervised.

Organization should be the QMC one available.

Select what you want to see during the set-up process – generally only the following list needs to be seen:

- Language
- Region
- Location Services

You will have to interact with the iPad when preparing the device, as you will need to go through and confirm settings, such as WIFI network, and anything in the above list or that you chose to view that required interaction.

Now it is supervised, check that by making sure the “Is Supervised” column says “Yes” for this iPad.

You can now see this iPad under the “Supervised” tab.

## **Connecting to the Network**

This is where we need to attach the iPad to the network at QMC, which is iPad WIFI, an iPad-specific channel. Blueprints are quite powerful, and you can do a lot with them, but the MDM service does a lot of what the blueprints can do, and it is better to keep it all located in the same space if possible, so we are keeping the need for blueprints to a minimum.

When you prepare the device, by default Configurator should be set up to install the MDM app and the WIFI profile. Should there be issues with WIFI connectivity or loading Meraki and QMC apps onto the iPad after preparing the device, click on the “Blueprints” drop down box, and load the “Meraki and iPad WIFI” profile. This should prompt the iPad to get the WIFI (if lost) and Meraki (if not already on there) to be loaded and begin pulling policies.

## **Meraki App Setup**

Go onto the iPad and start to set it up. You should find that it is on the WIFI thanks to the blueprint you just loaded. Follow the setup as directed, and you will find that it is showing you only the setup items that you defined during supervision setup.

When you get to being able to apply the configuration, click “Apply configuration”, so that the device will get added to Meraki.

Accept terms and conditions.

Go into the Meraki app, and accept everything it prompts you for. This may require you to install profiles for Meraki through the system settings. In this case, navigate into system settings and accept any profiles that have appeared in the “downloaded profiles” tab on the left.

## **Meraki Website Setup**

You should now be done on the iPad. In Meraki, you should be able to see the new device on the Meraki device list. If it is having naming issues and can’t find it based on the name that you want to give it, you can find it by searching in the tag section of the devices list “recently added”. It will be labeled as “iPad”, but this can be updated easily. Click on the device’s name, and under the first section you will see when in this device overview is where you can rename the device by clicking on “edit”. You can now rename and tag the iPad so that it can get the apps and profiles from Meraki that it needs.

Click on the iPad underlined name and scroll to the bottom of the page. You will see the actions that are being pushed to and requested of the iPad. You will now be able to go to the iPad and see these actions. It should be installing the applications, as defined by the applications being tagged (in this case) “JuniorSchool\_StudentiPads”, and other

things, such as home screen layouts, wallpapers etc. will now slowly start to appear on the iPad based on an “iOS device” tag.

Should they not be working, check the device(s) page on Meraki to see if it has received the correct profile(s). If it hasn't, refresh the profile list. I have found that this works for getting the profiles to update quicker on the iPad, as it acts as a “force” update.

## **License Reclaim for device migration**

To reclaim licenses for paid applications that are to be moved from an older device to a newer device, you need to unenroll the old device to reclaim this license. Go into the old device and scroll down to the MDM Command section (below the map), and under the “mobile security” tab will be “unenroll device”. This will slowly start to remove the applications off the device, and you should now have licenses that you can assign to your new devices.

If the new device doesn't get the licenses within a reasonable amount of time, you could try revoking all devices access from the assigned devices by removing the tags or changing the tag scope. Give it a few minutes for everything to sync across after saving your changes, and then re-apply the tags to the apps for the device(s). You may want to force a sync of the profiles for the device(s) you are trying to deploy to make sure that they pull down the changes quicker than waiting for an automatic sync.

### **Note:**

When the device has been deployed, you may see a “device is managed remotely. You can remove this in the settings” or something along these lines. Don't worry about this, it goes away after a month. It is an Apple setting, which unfortunately can't be turned off. This can be confirmed here <https://onlinesupport.miradore.com/hc/en-us/community/posts/360000896869-iOS-device-enrolled-to-DEP-with-Apple-Configurator-shows-a-Leave-Remote-Management-option-under-device-Settings>.