# Client Management & User Experience:

## Managing workstations and people in a smart fashion

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Now that you have workstations in the field, and users using them, it's important to understand how that's going to work for your organization.

# Client Management

Users: Threat or Menace?

# Client Management

- Keeps things where they belong

- Allows users to do some things without allowing them to do everything (or, if they do, putting it back where it belongs)

- Think of it as Change Management

# Every System is Different

- Munki - Management Via Package

- Casper/AbMan - Management Via Policy Agent

- Profile Manager/ARD - Management Via Profile

- ARD/Local MCX/OSXS - Management Via MCX

# What's MCX?

- Managed Client for OS X

- Works by editing the Local Directory service that's in every Mac

- Built on plists

- Is largely deprecated

- But there's Tim Sutton's MCX to Profile Script

# What's MCX
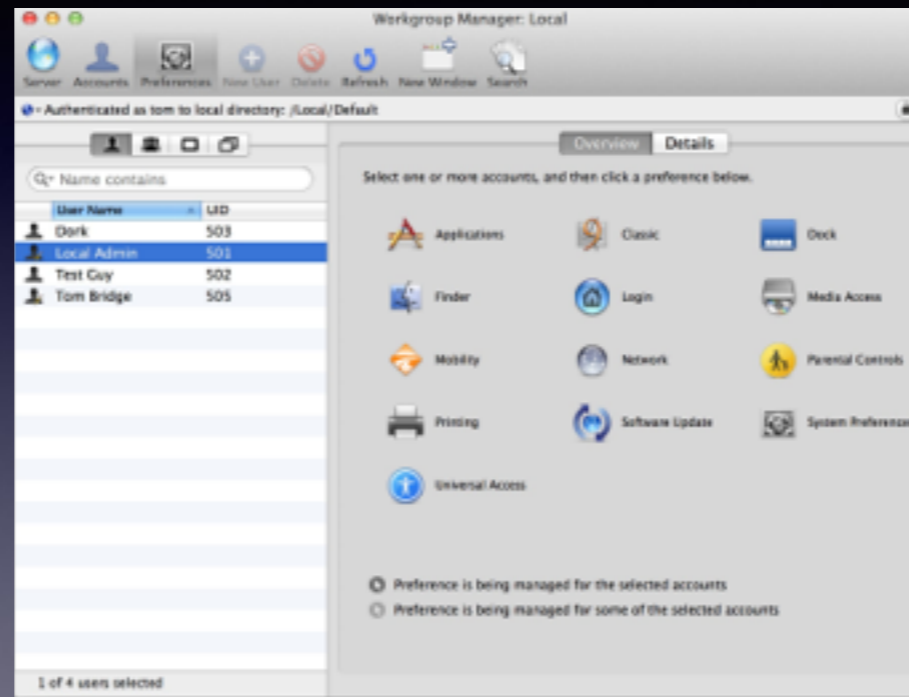
# What's a Profile?

- Specially formatted XML plist

- Can (should?) be digitally signed and encrypted

- Controls preference settings for various parts of the OS and Application Settings

- Can be created by Profile Manager, iPhone Configuration Utility, Apple Configurator, Your Favorite Text Editor

- Can be deployed by ARD or Profile Manager/MDM

# What's a Profile?

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist
version="1.0"><dict><key>PayloadIdentifier</key><string>com.apple.mdm.camera.navantigroup.
com.a684b3d0-e29e-0131-b67c-482a1457ec4d.alacarte</string><key>PayloadRemovalDisallowed</
key><false/><key>PayloadScope</key><string>User</string><key>PayloadType</key><string>
Configuration</string><key>PayloadUUID</key><string>a684b3d0-e29e-0131-b67c-482a1457ec4d</
string><key>PayloadOrganization</key><string>Navanti
Group</string><key>PayloadVersion</key><integer>1</integer><key>PayloadDisplayName</key><
string>Settings for Test
Guy</string><key>PayloadContent</key><array><dict><key>PayloadType</key><string>com.apple.
applicationaccess</string><key>PayloadVersion</key><integer>1</integer><key>
PayloadIdentifier</key><string>com.apple.mdm.camera.navantigroup.com.a684b3d0-e29e-0131-
b67c-482a1457ec4d.alacarte.restrictions.cc90aa40-e29e-0131-b67e-482a1457ec4d</string><key>
PayloadUUID</key><string>cc90aa40-e29e-0131-b67e-482a1457ec4d</string><key>PayloadEnabled<
/key><true/><key>PayloadDisplayName</key><string>Restrictions</string><key>
allowAppInstallation</key><true/><key>allowCamera</key><false/><key>allowVideoConferencing
</key><false/><key>allowExplicitContent</key><false/><key>allowScreenShot</key><false/><
key>allowYouTube</key><false/><key>allowiTunes</key><false/><key>allowVoiceDialing</key><
false/><key>allowMultiplayerGaming</key><false/><key>allowAddingGameCenterFriends</key><
false/><key>allowGlobalBackgroundFetchWhenRoaming</key><false/><key>forceEncryptedBackup</
key><false/><key>forceAirPlayOutgoingRequestsPairingPassword</key><false/><key>
```

# AbMan/Casper

- Policy Agent-based

- Enforced actions based upon organization policy

# Munki

- Not really meant for management

- Meant for deploying packages

- But packages can contain management

# Useful Concepts in Management

- Once/Often/Always

- LaunchAgents/LaunchDaemons

- Profiles and their role in your ecosystem

# User Experience

Or: Your Users Matter, Too

# Good Guidelines
# For Happy Users

- Restrict only what you must

- Apply Postel's Law to Management

- There are exceptions to Rules 1 & 2

- Empower your users when possible

- Provided that they may take ownership of their environment.

# Don't Mess With Users

- Be conservative in your update paths for bigger applications

- Try not to apply updates more than once a week if you can avoid it

- Be extra sensitive about user restart scenarios

- Your Users matter. Be gentle.