

MDM Enrollment Instructions for IT Support

Purpose

This document provides comprehensive step-by-step instructions for IT support staff to prepare, image, enroll, and manage company laptops using OPSI and FleetDM.

The guide covers:

- Installing and configuring FleetDM (MDM)
- Preparing Windows 10 VM images using OPSI
- Enrolling devices into FleetDM
- Applying policies and verifying management

SECTION 1 — FleetDM Installation & Setup

Step 1: Install Docker Desktop

1. Open a browser and download Docker Desktop for Windows 11.
2. Run the installer and accept default settings.
3. Enable Hyper-V if prompted.
4. Restart if required.
5. Verify installation on the command-line type:

```
docker --version
```

Step 2: Prepare FleetDM Folder

1. Create folder C:\FleetDM-Server.
2. Inside it, create docker-compose.yml.

Step 3: Add Docker Configuration

Created and Updated By: IT Support Office Admin Team

Paste into docker-compose.yml:

version: "3.7"

services:

fleet:

image: fleetdm/fleet

ports:

- "8080:8080"

environment:

- FLEET_LICENSE_KEY=string
- FLEET_DATABASE_USERNAME=fleet
- FLEET_DATABASE_PASSWORD=fleetpass
- FLEET_DATABASE_ADDRESS=mysql:3306

depends_on:

- mysql

mysql:

image: mysql:8.0

environment:

MYSQL_ROOT_PASSWORD: rootpass

MYSQL_DATABASE: fleet

MYSQL_USER: fleet

MYSQL_PASSWORD: fleetpass

volumes:

- mysql-data:/var/lib/mysql

volumes:

mysql-data:

Step 4: Start FleetDM

Open PowerShell (Admin):

Run: cd C:\FleetDM-Server

Run: docker compose up -d

4. Visit <http://localhost:8080> and create an admin account.

SECTION 2 — OPSI Imaging & Windows 10 VM Preparation

Step 1: Install OPSI Server

1. Download opsi-server-local-installation.exe.
2. Run installer and allow firewall permissions.
3. Open OPSI Configed and log in (admin/admin).

Step 2: Add VM as Client

1. OPSI Configed → Clients → Add New Client.
2. Enter client name and IP.

Step 3: Install OPSI Client Agent

1. Run OPSI agent on the VM.
2. Restart VM.

Step 4: Prepare Base Image

1. Remove unnecessary apps.
2. Fully update Windows.
3. Clear Downloads/Documents.

4. Restart and verify system cleanliness.

Step 5: Capture Image

1. Right-click VM → Capture Windows Image.
2. Name it win10-base-image.
3. Save in OPSI depot and start capture.

SECTION 3 — Enroll Windows 10 VM into FleetDM

Step 1: Generate Enrollment Key

1. FleetDM dashboard → Hosts → Enroll new host → Windows.
2. Copy enrollment command and key.

Step 2: Install FleetDM Agent

1. Download osqueryd_windows.msi.
2. Install with default settings.
3. Verify service:

Get-Service osqueryd

Step 3: Enroll Device

Run enrollment command:

```
.\install.ps1 -FleetURL "http://localhost:8080" -EnrollSecret "<your_key>"
```

Step 4: Verify Device in FleetDM

1. FleetDM dashboard → Hosts.
2. Confirm VM appears online.

Step 5: Collect Inventory & Apply Policies

1. View hardware and OS inventory.

2. Example policy:

```
SELECT * FROM services WHERE name = "WinDefend" AND status="running";
```

Step 6: Run Live Queries

Example:

```
SELECT * FROM processes LIMIT 5;
```