Integrating with Apple Configurator

ZENworks® Mobile Management 2.9.x

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Introduction

Apple Configurator is a tool that assists administrators in the deployment and management of iOS devices in business or education settings. It is well suited to environments where devices are often reassigned or where they are shared by multiple users.

When integrated with *ZENworks Mobile Management*, the application is useful as a deployment tool since it provisions multiple devices quickly, enrolling them with the *ZENworks Mobile Management* server and staging each device with the appropriate MDM profiles. As a management tool, Apple Configurator makes reassigning devices quick and simple. Configurator can reassign a device allowing the next user to start with a clean slate of content. If needed, Configurator can back up and store user-specific data in its database for use on another device in the future.

ZENworks Mobile Management provides the administrative component of an organization's mobile strategy. After deployment via Apple Configurator, devices are secured and monitored to protect valuable content and the devices themselves. Updates can be made as a user's role or needs change. Administrators can also easily manage devices from the *ZENworks Mobile Management* dashboard if issues arise or devices are compromised. Together, *ZENworks Mobile Management* and Apple Configurator are an excellent pairing to streamline device deployment and administration.

ZENworks Mobile Management version 2.7.1 and above is required for Apple Configurator integration.

Overview

Outlined below are steps that illustrate how *ZENworks Mobile Management* and Apple Configurator integrate to seamlessly deploy and administer devices.

1) Establish a Policy Suite and Device Connection Schedule in *ZENworks Mobile Management* that you will use to govern the devices.

2) From *ZENworks Mobile Management*, create the iOS Configurator Group using the designated Policy Suite and Device Connection Schedule and export the profile.

3) Prepare devices in Apple Configurator, setting them to the *Supervised* mode.

4) Import the profile into Apple Configurator.

5) Configurator enables mass deployment of the *ZENworks Mobile Management* profile to any device formatted with the application. In doing so, each connected device is silently enrolled with *ZENworks Mobile Management*.

From this point on, the device can be tracked and administered from the *ZENworks Mobile Management* dashboard.

Preparing for Integration

Considerations

If you are supporting devices with the *ZENworks Mobile Management* app that have been deployed via *ZENworks Mobile Management,* along with supervised Configurator devices, consider creating a separate organization for the Configurator devices.

Configurator devices do not have the *ZENworks Mobile Management* app or an ActiveSync profile. If you set up restrictions with *ZENworks Mobile Management* and ActiveSync related compliance rules for other devices, they will affect Configurator devices as well. Creating exceptions for the Configurator devices, to the *ZENworks Mobile Management* and ActiveSync related compliance rules, can prevent this. Another option, however, is to segregate the Configurator devices in a separate organization that does not impose these particular compliance rules.

Before you Integrate

Before creating a Configurator group in *ZENworks Mobile Management* and exporting it for use in Apple Configurator, you will need to determine which Policy Suite and Device Connection Schedule you will use to govern the Configurator devices.

These settings are components of the MDM profile that is delivered to each device via Apple Configurator.

If you want to create a new policy suite or connection schedule specifically for the Configurator devices, use the wizards available in the *ZENworks Mobile Management* dashboard:

- Organization > Policy Suites
- Organization > Device Connection Schedules

With these tasks completed, you can create a Configurator group in *ZENworks Mobile Management* and export the MDM profile.

Integrating with Apple Configurator

Preparing Devices

Since it can take some time, start by preparing devices in Apple Configurator.

Set devices to the *Supervised* mode. Supervised mode is recommended for devices that users will share. Supervised devices cannot be synced with iTunes or with Apple Configurator on a different Mac. An unsupervised device will give the user the freedom to personalize the device, syncing any content they want.

Setting a device to Supervised Mode allows you to load the preferred iOS version, apply sync and backup restrictions, set each device's lock screen image and message, and wipe the device to a clean template state.

1. Connect the device(s) through the USB port(s).
2. Select the **Prepare** page in Configurator.

3. Enter a **Name** for the device(s). When multiple devices will be associated with this name, check the **Number sequentially** box. Numbers will be appended to the name to distinguish each connected device.

4. Set the **Supervision** option to *ON*. The checkbox for *Erase before installing* will automatically be enabled. Old data on Supervised devices will be erased.

5. **iOS** version defaults to *Latest*. If needed, you can select an older version from the drop-down list.

6. The **Restore** option defaults to *Don't Restore Backup*. Accept the default unless you are restoring data on connected devices.

    > ***Note:*** When restoring a backup, only like devices should be prepared at the same time. For example, if restoring from an iPad mini backup when preparing devices for Supervision, only connected iPad minis get the Supervision profile. If an iPhone is connected, it would not get the Supervision profile. To properly supervise the device when restoring a backup, only like devices should be prepared at the same time to avoid issues.

7. You can leave the **Profiles** box empty for now. You will have another opportunity to import the MDM profile on the Configurator *Supervise* page.

8. Click the **Prepare** button at the bottom of the window to prepare the connected devices. Connect more devices, if necessary, clicking the *Prepare* button to initiate the formatting of each batch.

Creating the Configurator Group and Exporting a Profile

1. Navigate to **System** and select **Organization** from the left panel.

2. Locate the **iOS Configurator Groups** field and click the **Export Profile for Configurator** button.

iOS Configurator Groups: Export Profile for Configurator

3. Enter a **Configurator Group Name** and select the **Policy Suite**, **Device Connection Schedule,** and **Liability** and **Ownership** status for the group.

4. Click **Next**.

5. Click **Finish** to export the profile. Select a location in which to save the mobile.config file that is created. Click **Save**.

Importing a Profile into Apple Configurator

Import the profile into Apple Configurator and apply it to the connected device(s) that have been prepared as *Supervised*.

> **Note:** Devices must have a Wi-Fi or cellular connection in order to install the profile properly.

1. Connect devices and select the **Supervise** page in Configurator. Verify that the devices have a Wi-Fi or cellular connection.

2. Import the MDM profile. Click the plus sign under the **Profiles** box and browse to the mobile.config file you want to import, or drag and drop the file into the box.
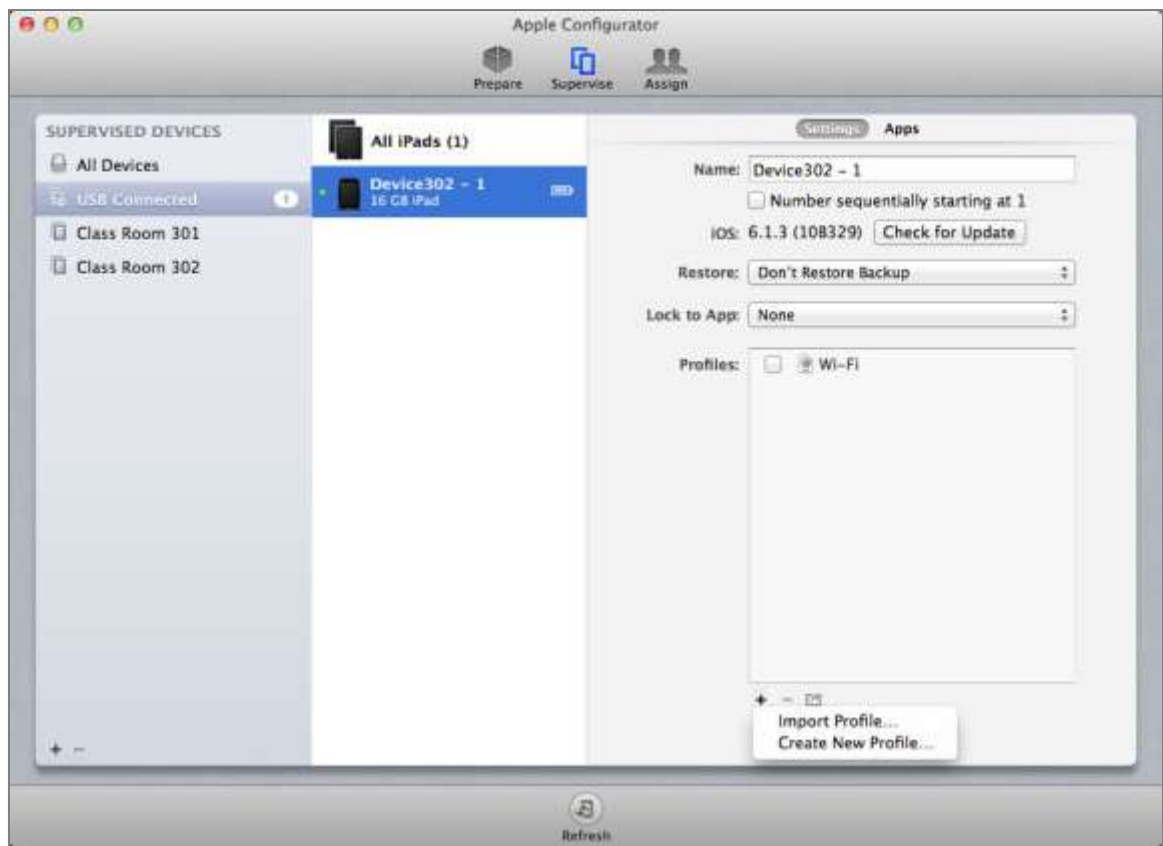
3. (Optional) Use the plus sign under the *SUPERVISED DEVICES* column to create a category in which to group devices. Move devices listed in the middle column into the categories.

4. Select one or more devices from the device list in the middle panel or a category of devices from the left panel, then select a profile from the *Profiles* box.

5. Click the **Apply** button at the bottom of the window and your devices will be enrolled with the *ZENworks Mobile Management* server and staged with the appropriate MDM profile. The profiles appear on the device under *Settings > General*.

From this point on, you can manage device settings and features from the *ZENworks Mobile Management* dashboard.

Managing Configurator Devices

Devices deployed via Apple Configurator can be managed from the *ZENworks Mobile Management* dashboard like any other device. Functionality on Configurator devices may be different from iOS devices deployed through *ZENworks Mobile Management*, since Configurator devices do not have the *ZENworks Mobile Management* app or an ActiveSync profile. See the Device Platform Functionality matrix for details.

Configurator devices appear in the user grid and share the same username when they belong to the same iOS Configurator Group.

Active	User Name	First Name	Last Name	Liability	Ownership	Device Platform	Device Model
Yes	Classroom 302	Device302 - 1		Corporate	Company	iOS	iPad Mini
Yes	Classroom 302	Device302 - 2		Corporate	Company	iOS	iPhone 4S
Yes	jdoe	John	Doe	Corporate	Company		Unknown

Device Reassignment

When it is time to reassign a device to another user, Apple Configurator makes the process simple. When connected to the Configurator the device is wiped so that the next user starts with a clean slate of content.

From the *ZENworks Mobile Management* User Grid, you should either issue a command to un-enroll the device (*Stop Managing Device*) or use the *Reset for Enrollment* command before you repurpose the device via Configurator.