Welcome everyone to JAMF Nation User Conference 2014!

This is the first session after the keynote so I'll insert the obvious statement of please mute all your devices. It's not for me, it's for your neighbor. But if I hear it I may just answer the phone for you… who knows. so… lets get started!

Policies 101: Unleash the Power

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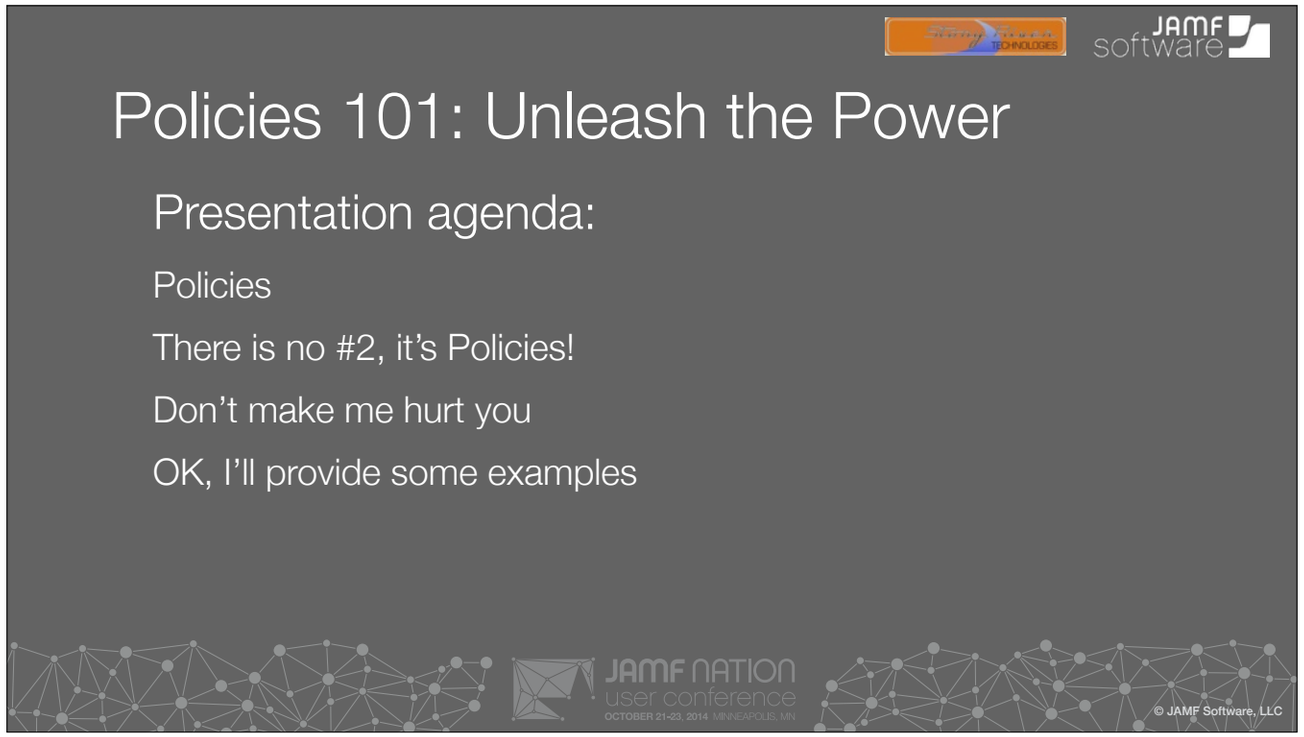
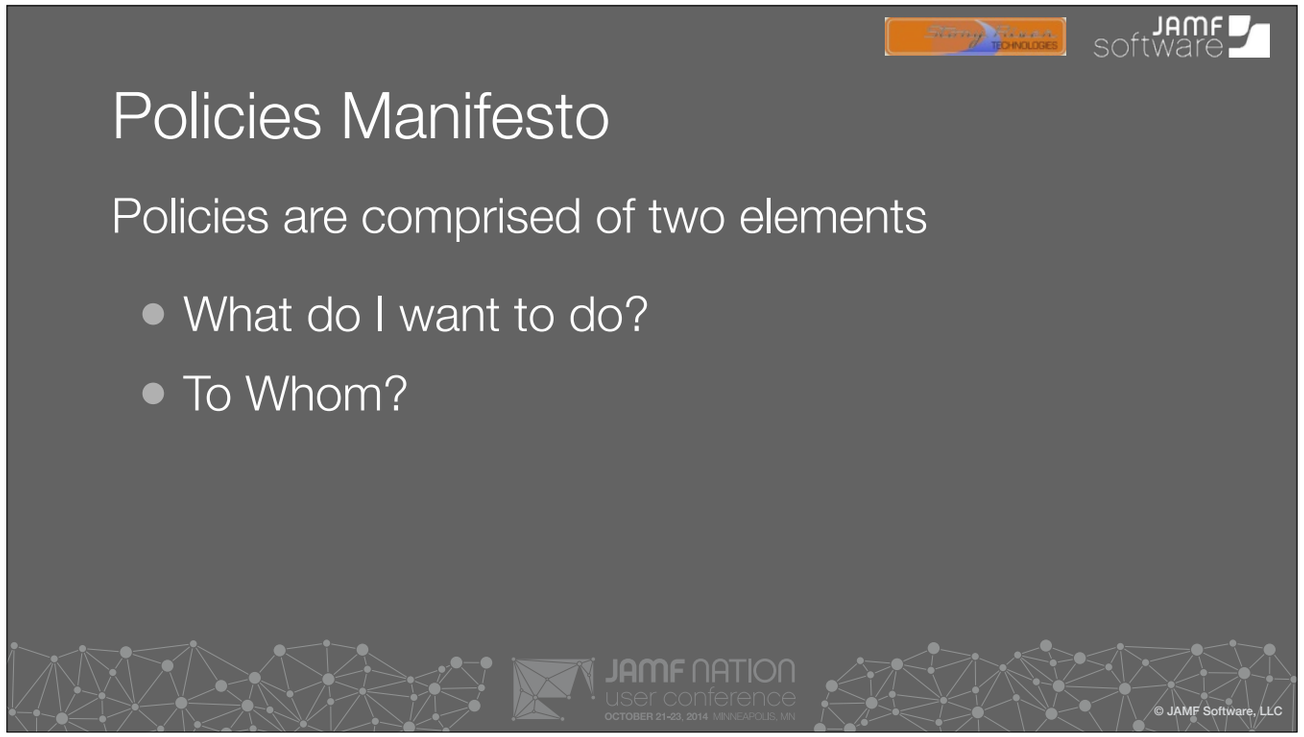
Have to cover 50 slides in 30 mins to leave adequate time for Q/A.

I’m Justin, that was Cam.



Our agenda is pretty strait forward we're covering Policies!

#3 - Like FightClub "We only talk about Policies"



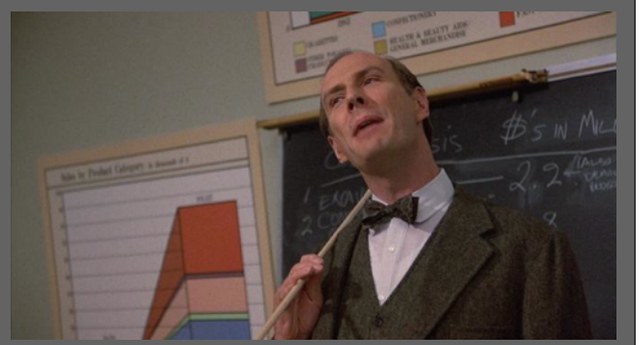
During my JumpStarts I try to break things down to simple goal oriented statements; with Policies…

The What part is very easy as long as you have objects ready to go. Objects being: PKGs, DMGs, Directory (AD) Binding, Dock items, Printers, FileVault settings, etc.

Policies

"What do I want to do"

- General
- Packages
- etc…



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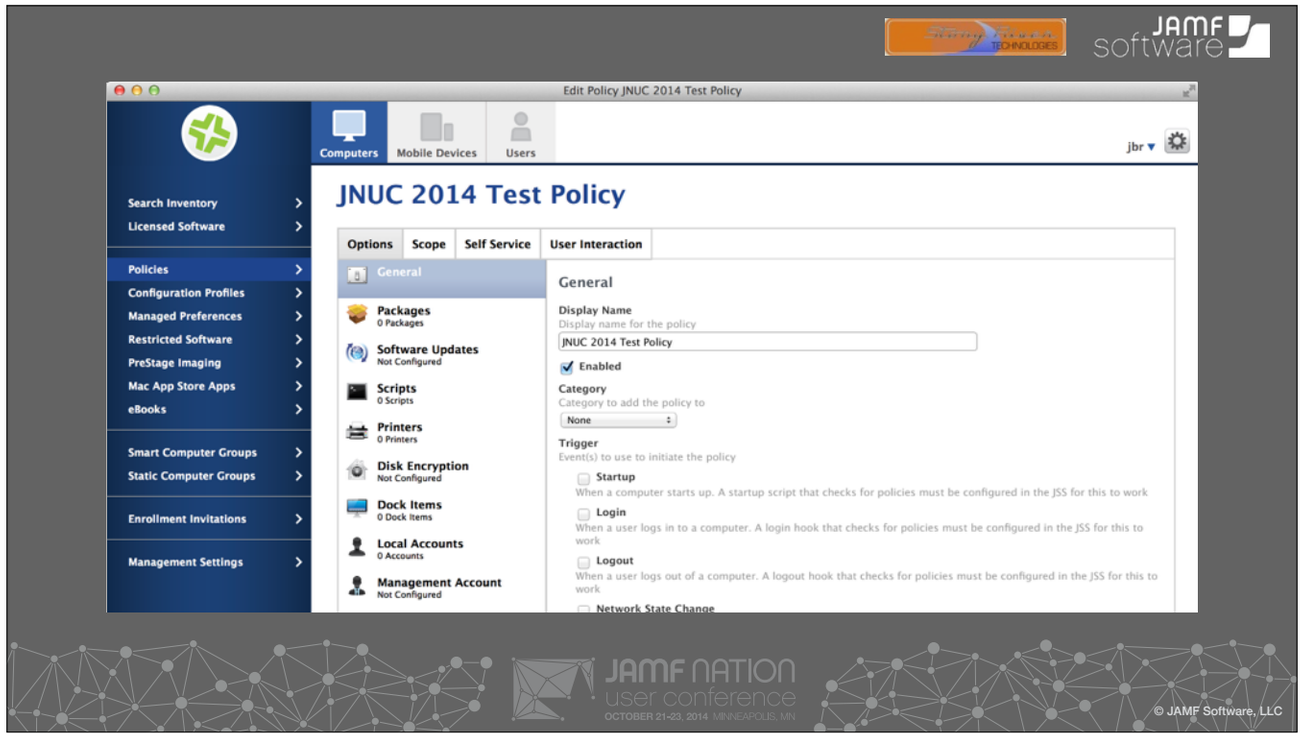
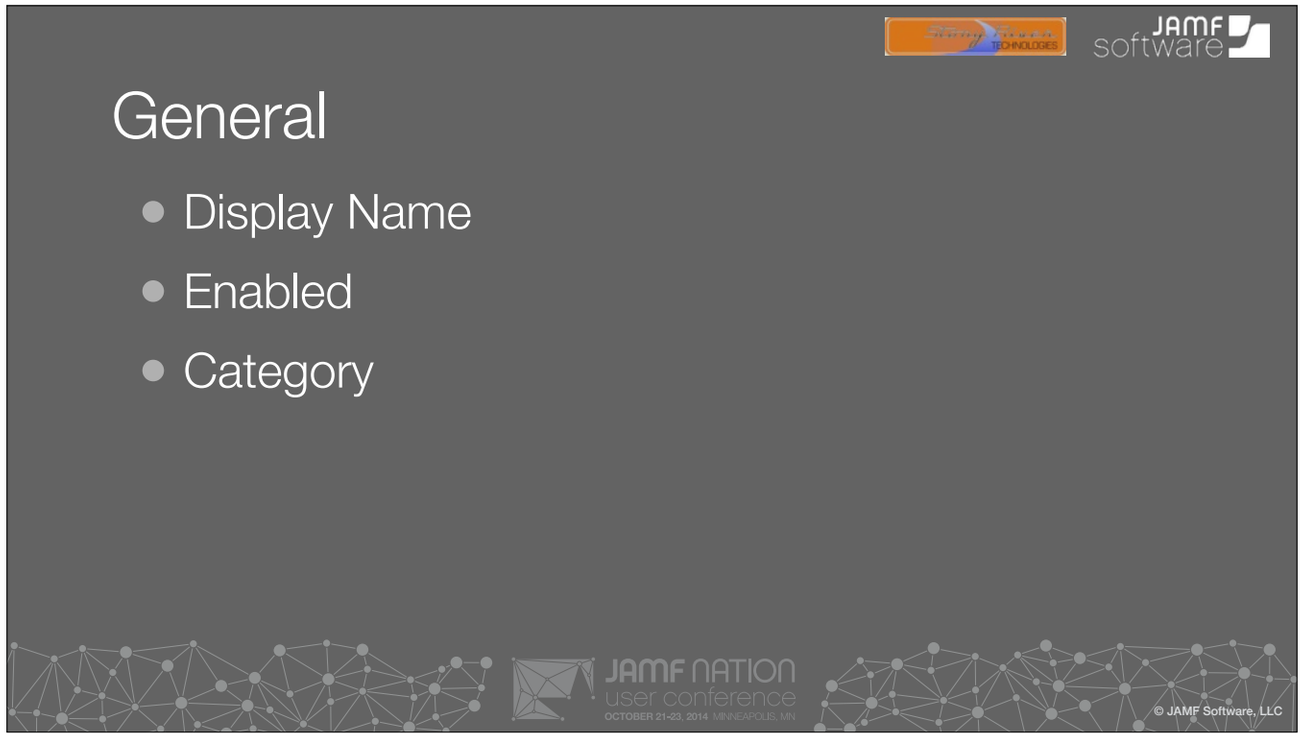
"I simply have one question; in 27 parts".

When you create a new policy, there are several items on the left hand column in the main body area of your Browser screen that is focused on the JSS. General is required, but the rest (Packages, Scripts, Printers, etc) are all optional and have customized settings. We're going to review each item and I'll add my personal comments to each section.



(take your mental picture for reference)



DN: “pretty name” – for the Admin or for the end user i.e. (Self Service)
Category:

1. These were created by going to the Gear Icon, then to Global Management, finally Categories – in a Policy they are listed alphabetically.
2. Important for Self Service

Triggers

- Startup
- Login
- Logout

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(after Lord business)
Startup: Enforce Firewall Settings or Network environment checks
Login: File Share Mounts via DNS validation
These Triggers require the Startup and Login scripts to be enabled in Gear Icon -> Computer Management -> Check-in

```
16  ### Variables
17  DNS_SERVER="10.13.12.122"
18  FILE_SERVER="host.domain.tld"
19  SHARE_NAME="Shared"
20  PROTOCOL="afp"
21
22  WIFI=`networksetup -listnetworkserviceorder | grep "Wi-Fi" | tail -1 | awk -F ": " '{print $NF}' | sed 's/)//g'`
23  ETHERNET=`networksetup -listnetworkserviceorder | grep "Ethernet" | tail -1 | awk -F ": " '{print $NF}' | sed 's/)//g'`
24
25  WIFI_DNS=`ipconfig getpacket "${WIFI}" | awk '/domain_name_server/ {print $NF}' | sed 's/}//g'`
26  ETH_DNS=`ipconfig getpacket "${ETHERNET}" | awk '/domain_name_server/ {print $NF}' | sed 's/}//g'`
27
28  ### Functions
29  net_mount() {
30          open "${PROTOCOL}://${FILE_SERVER}/${SHARE_NAME}/"
31  }
32
33  [[  "${ETH_DNS}" == "${DNS_SERVER}" ]] && { net_mount; exit 0; } || { echo "${ETH_DNS}"; }
34  [[  "${WIFI_DNS}" == "${DNS_SERVER}" ]] && { net_mount; exit 0; } || { echo "${WIFI_DNS}"; }
35
36  echo "Not on the network.  I'll stop now."
37  exit 0
```

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https://github.com/stonyrivertech/SRT-Public/blob/master/JAMF/FileShare_mount.sh

Triggers

- Network State Change
- Enrollment Complete
- Recurring Check-in
- Custom
  - sudo jamf policy -event runNumberTwo

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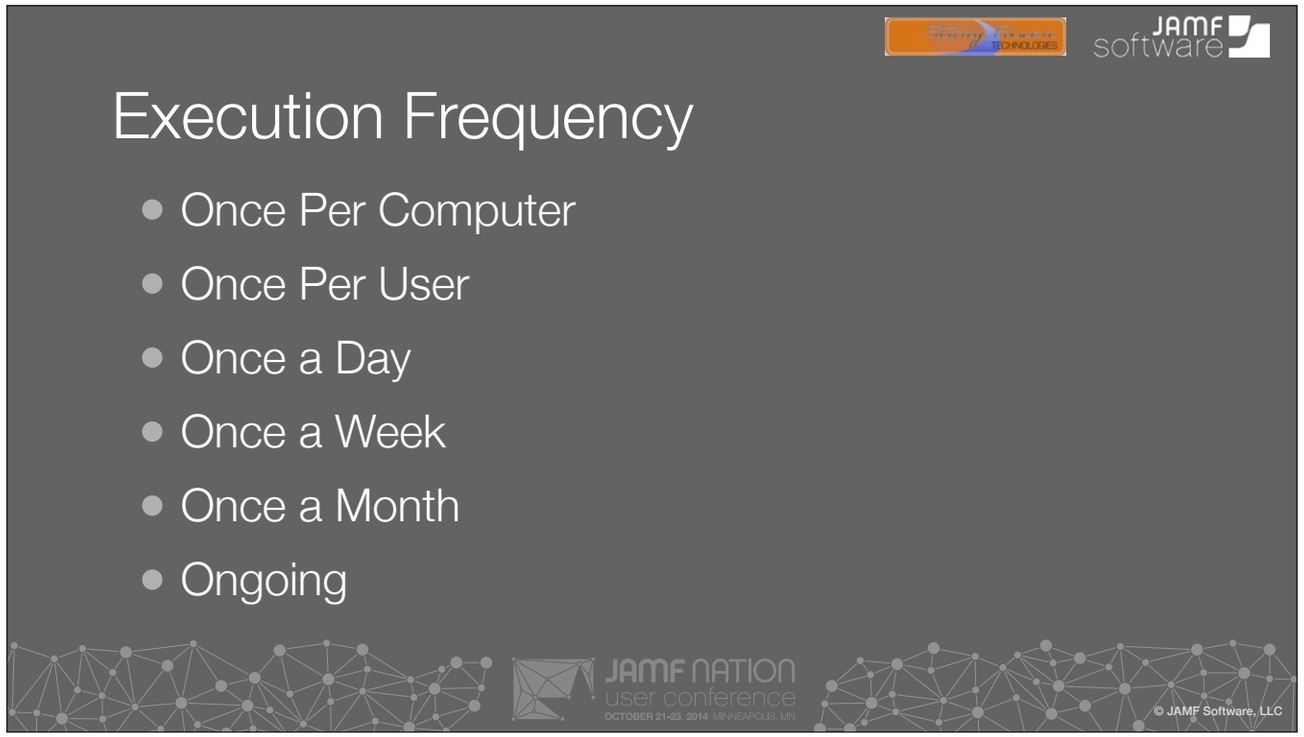
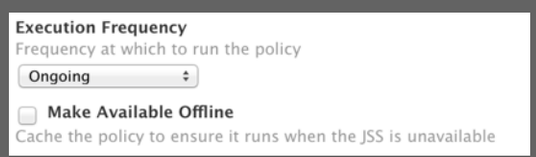
Enroll: Thin Imaging model with “First Run Script” or Core Application install
Recurring: “Client checks in…”
Custom: Testing, but I prefer using Scope, Cascading Policies



Once per computer means “ONCE”. IF failed, too bad. 525,600 times (rent)
Once per week/month: SUS
Ongoing: next

Execution Frequency

- Once Per Computer
- Once Per User
- Once a Day
- Once a Week
- Once a Month
- Ongoing



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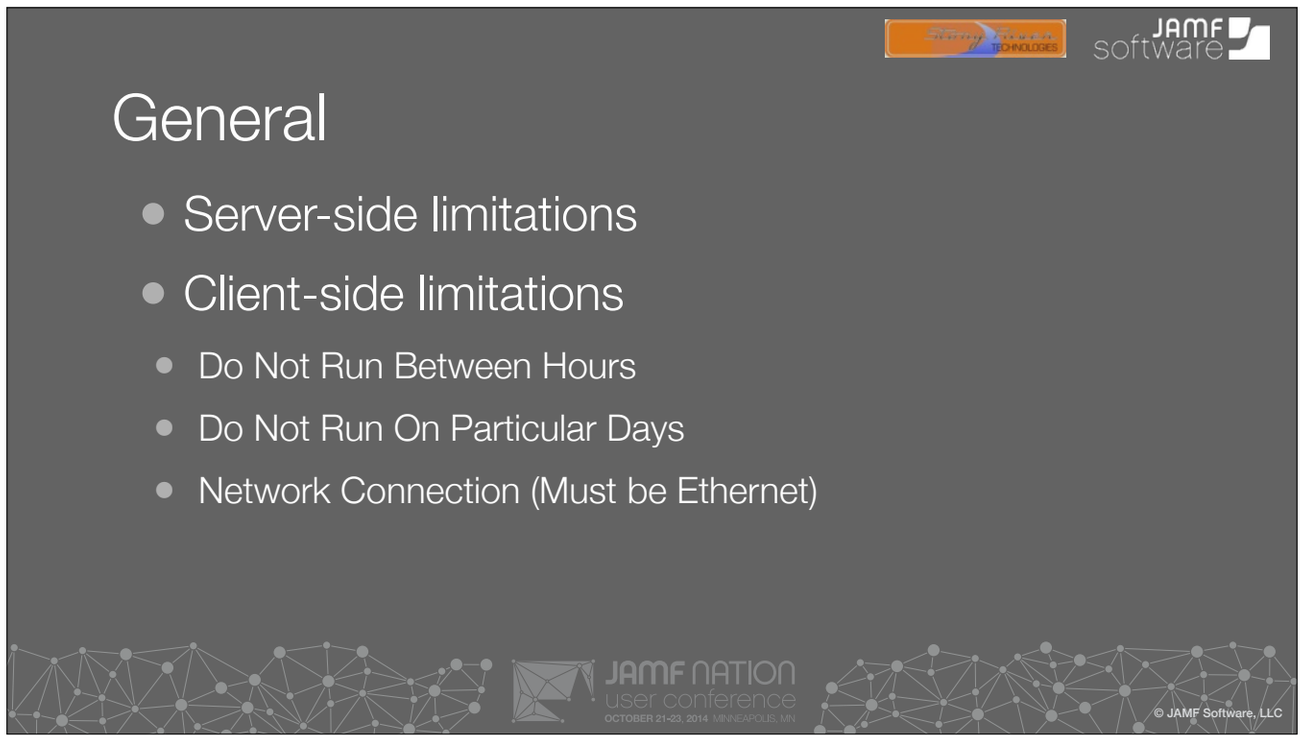
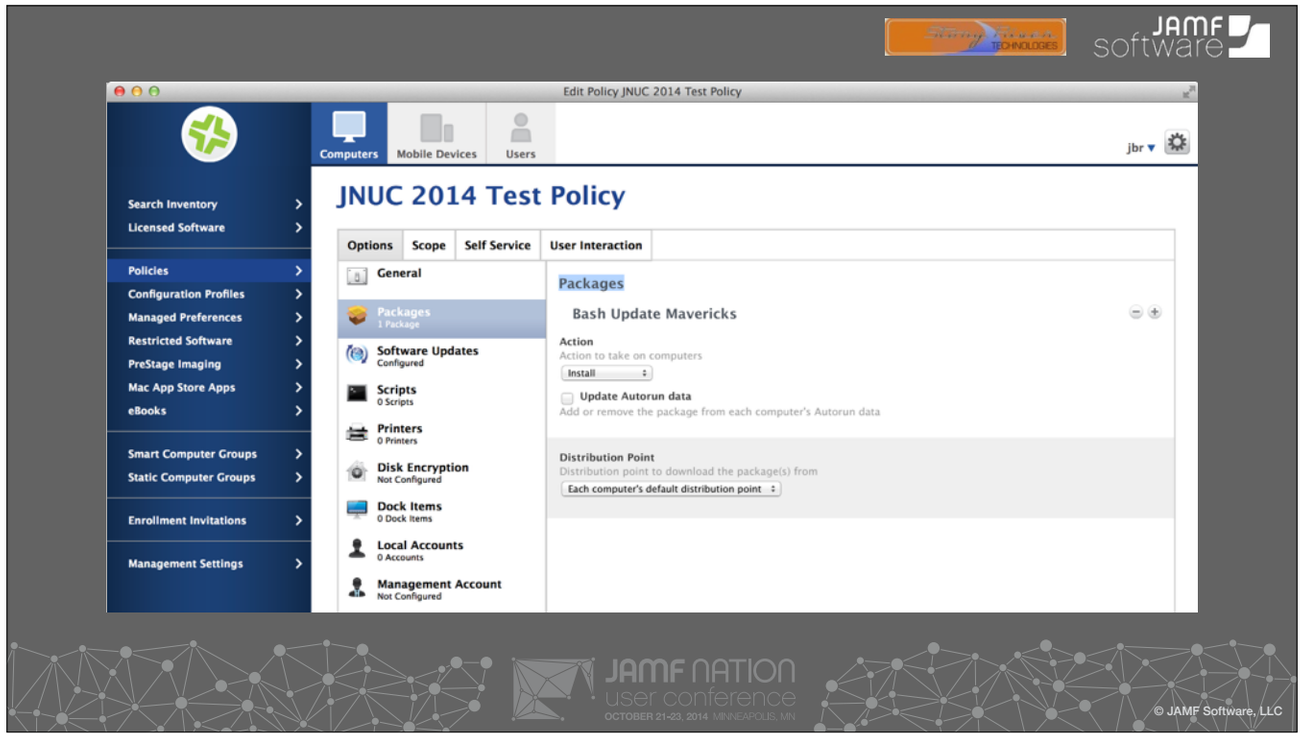
Ongoing “Cache the policy to ensure it runs when the JSS is not available”.



Server: Activation or Expiration Date/Time
	Beta seeds for testing to your test user group
Client: Again, run SUS at night, but only on the Weekends
Ethernet: LARGE packages



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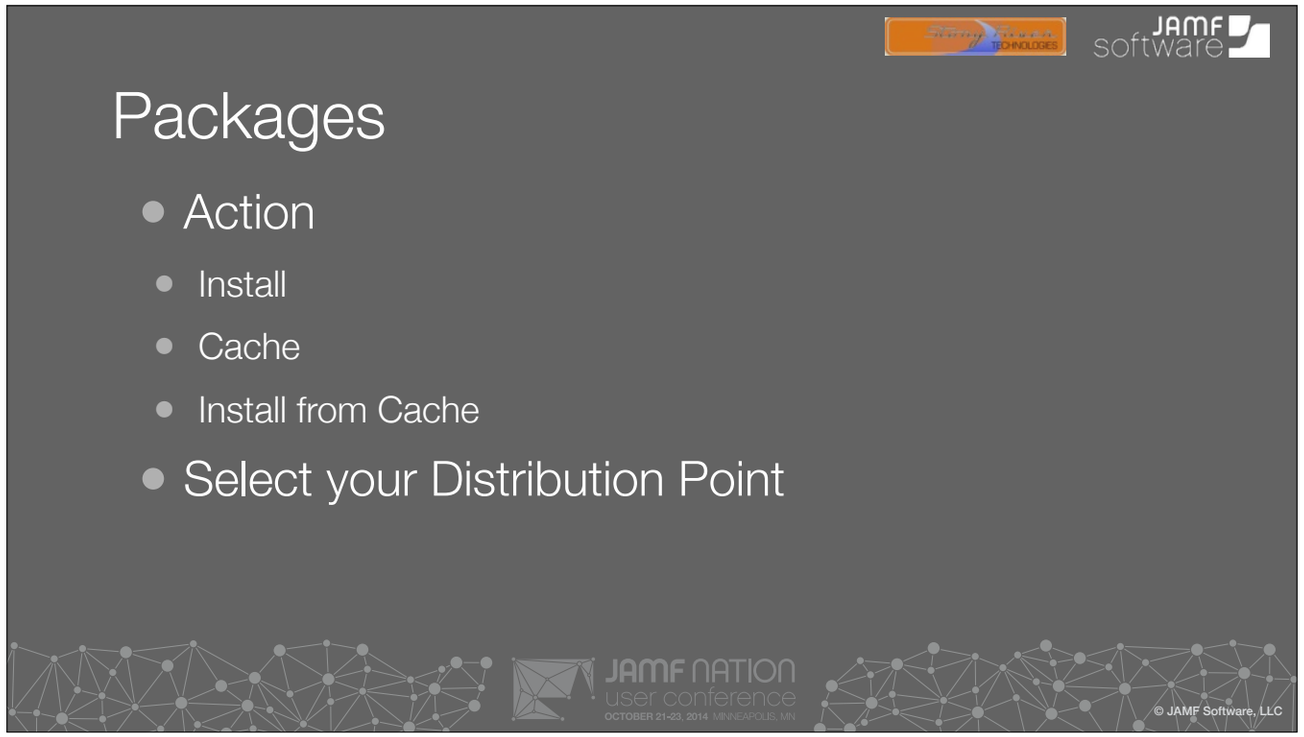
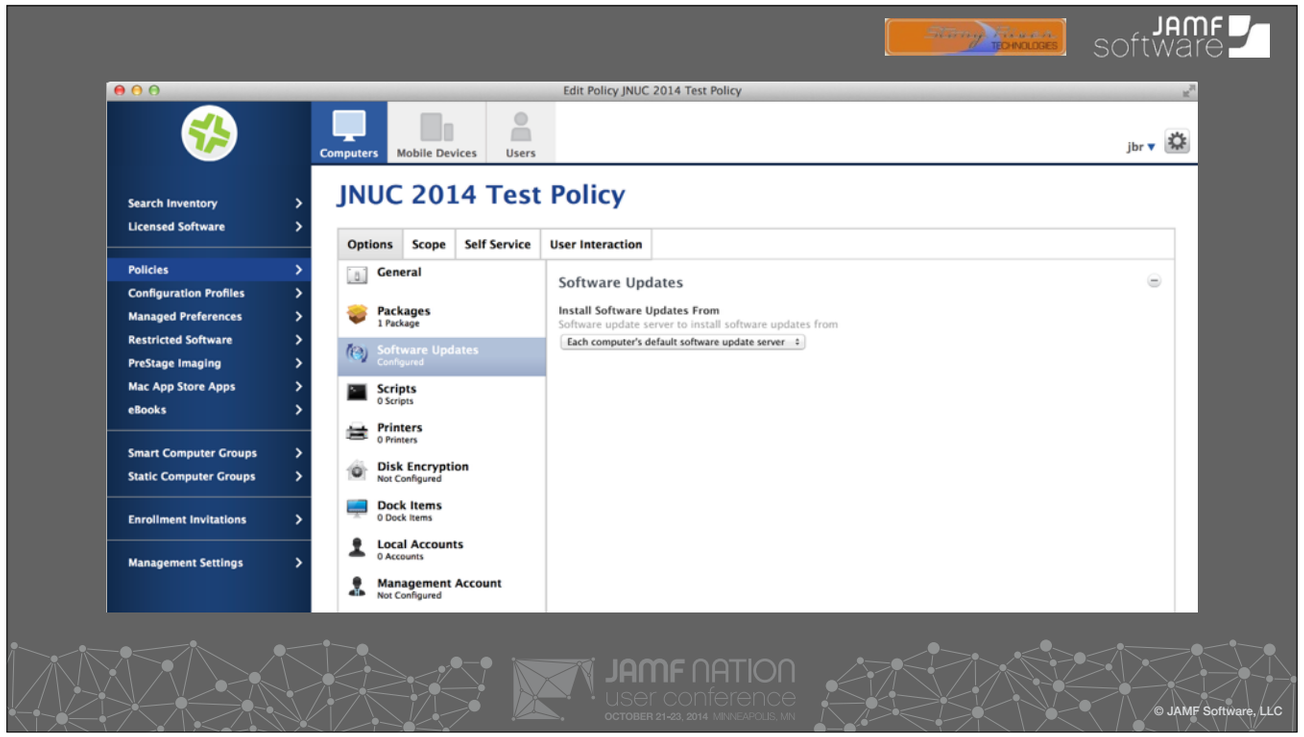


Cache: for large packages (iMovie, FCP, Adobe) for a better End User experience (/Library/Application Support/JAMF/Waiting Room/)
DP: Default, DP, JDS, Cloud (depends on what is configured)



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Software Updates

- Install Software Updates Install
  - Device Default (via Configuration Policy)
  - From Apple

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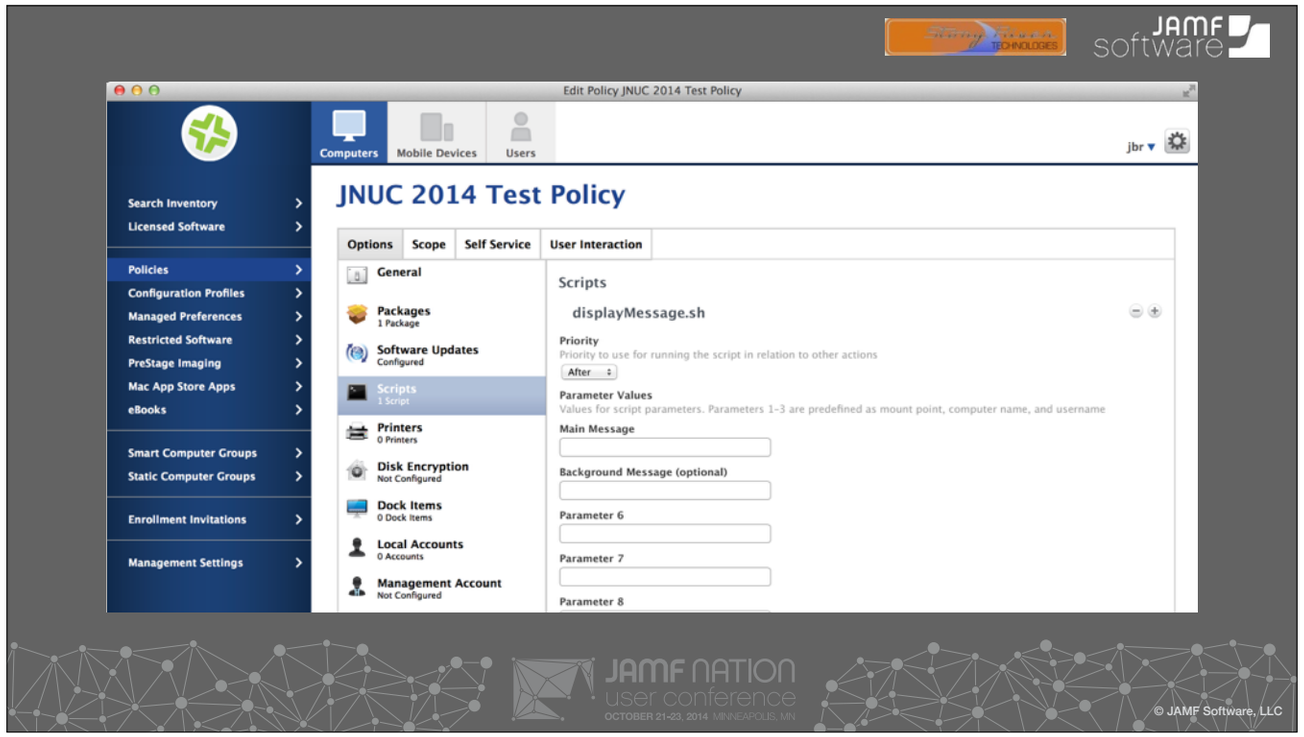
Create a policy that could be triggered once a month to automatically install all items found.

Create a policy that could be available in Self Service once a month to install updates



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Scripts

- Any script executed through the Casper Suite will automatically receive the first three variables in the following order
  - $1 = Mount point of the target drive
  - $2 = Computer name
  - $3 = Username *

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kbase in Resource slide
* Available on a policy at login or via self service

```
#!/bin/sh

# Variables
one="${1}"
two="${2}"
three="${3}"
message="VAR #1: ${one}, VAR #2: ${two}, VAR #3: ${three}"
background="true"

[[ "${background}" == "true" ]] && { jamf displayMessage -message "${message}"; logger "${message}"; }

exit 0

```


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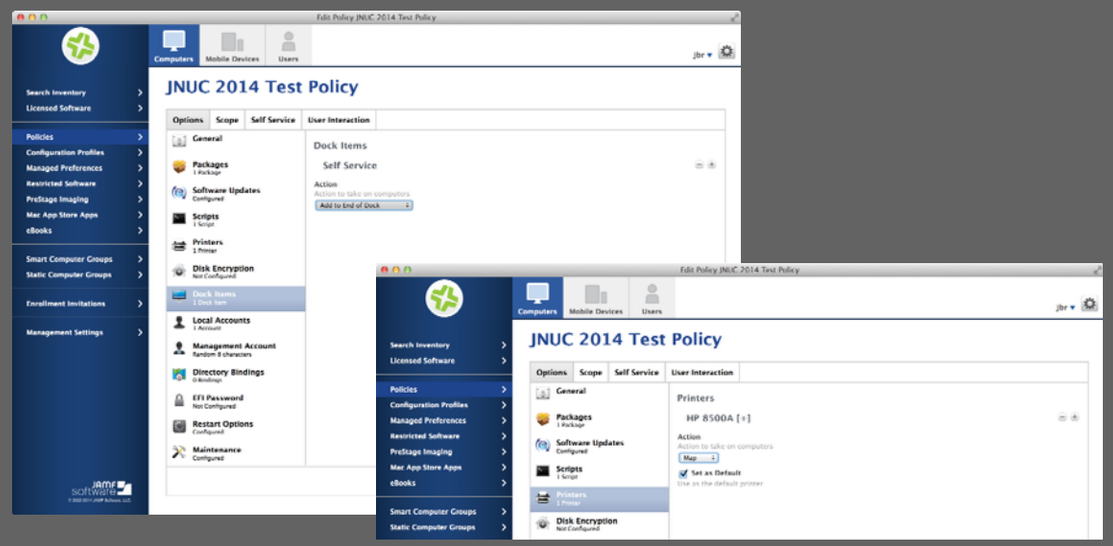

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Printers and Docks

- Printers
  - Add/Remove Printer Configurations, plus set as Default
- Docks
  - Add to left or right, plus Remove

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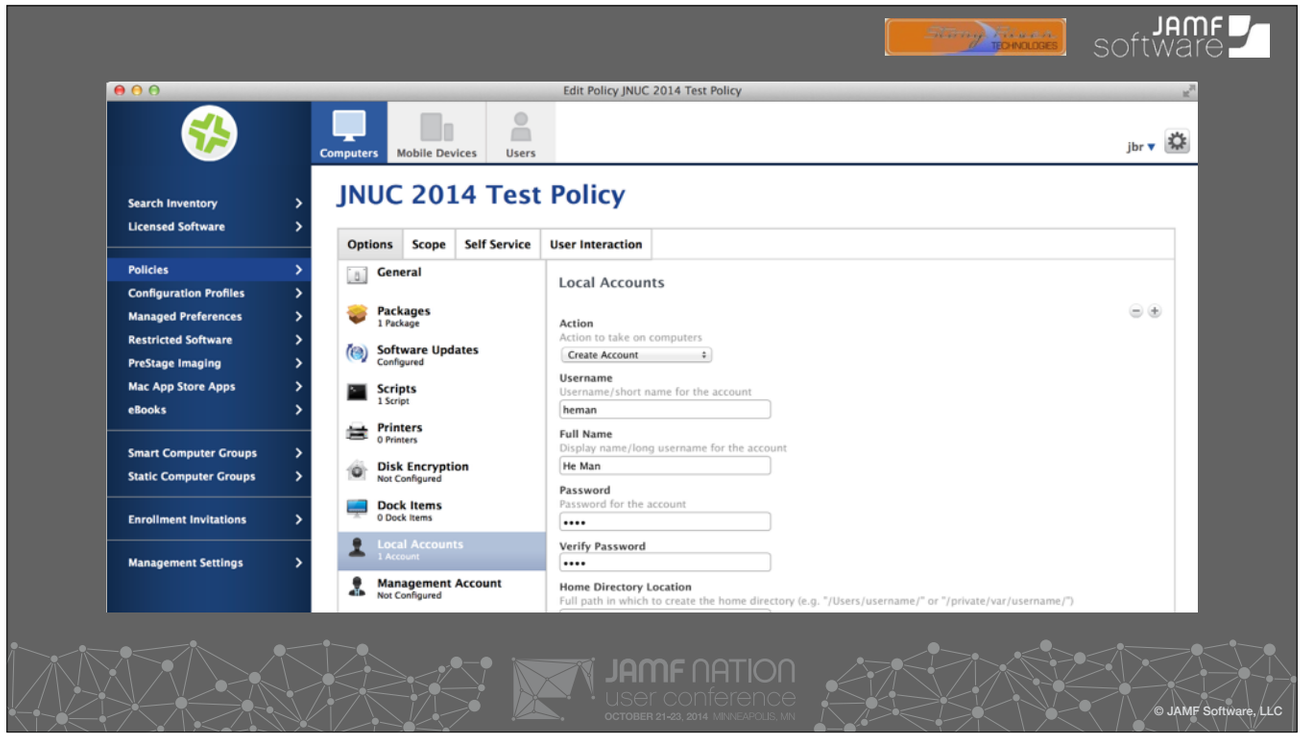

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Local Accounts

- Create Local Account
  - Allow as Admin
  - Enable as FileVault
- Reset Password
- Delete Account
- Disable for FileVault

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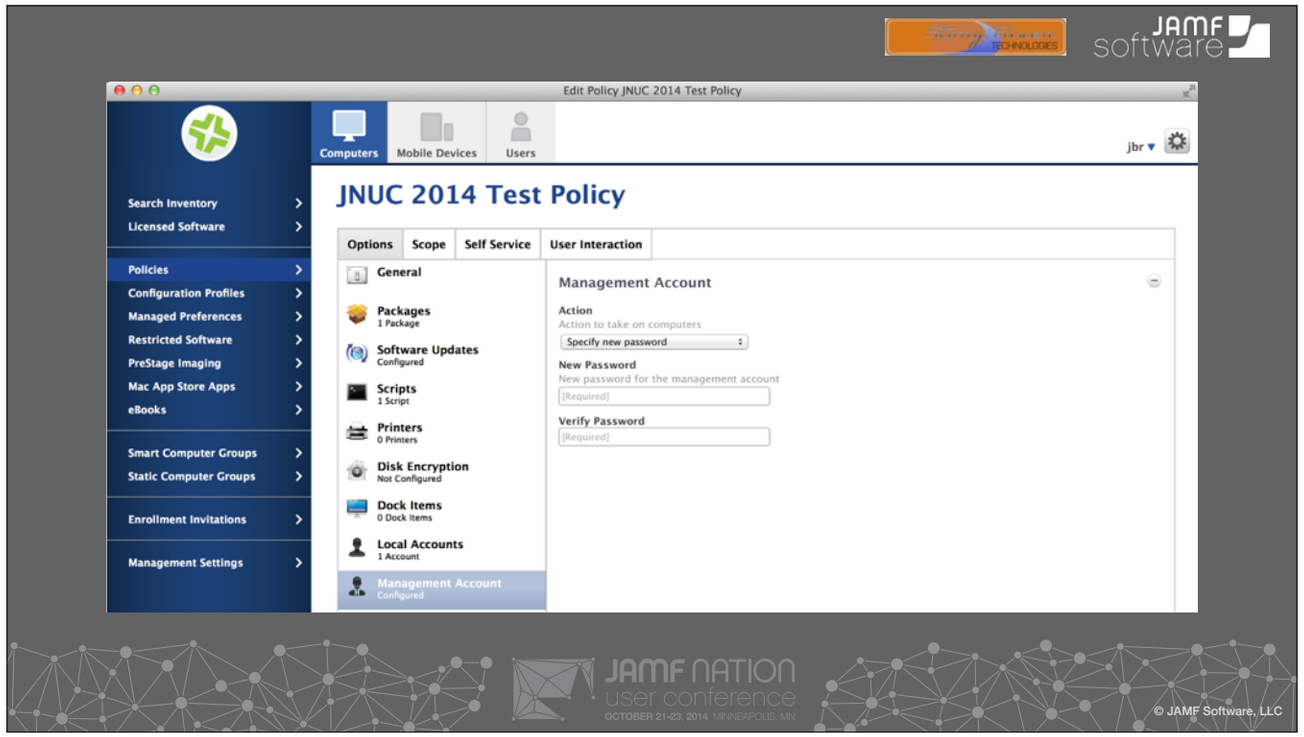
Example: Lab environment for testing, add a “testing” user the night before, and at the end of the day change the password. 14 days later delete the user.



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Management Account

- Change Password
  - Can be random, and why not?
- Enable/Disable for FileVault 2

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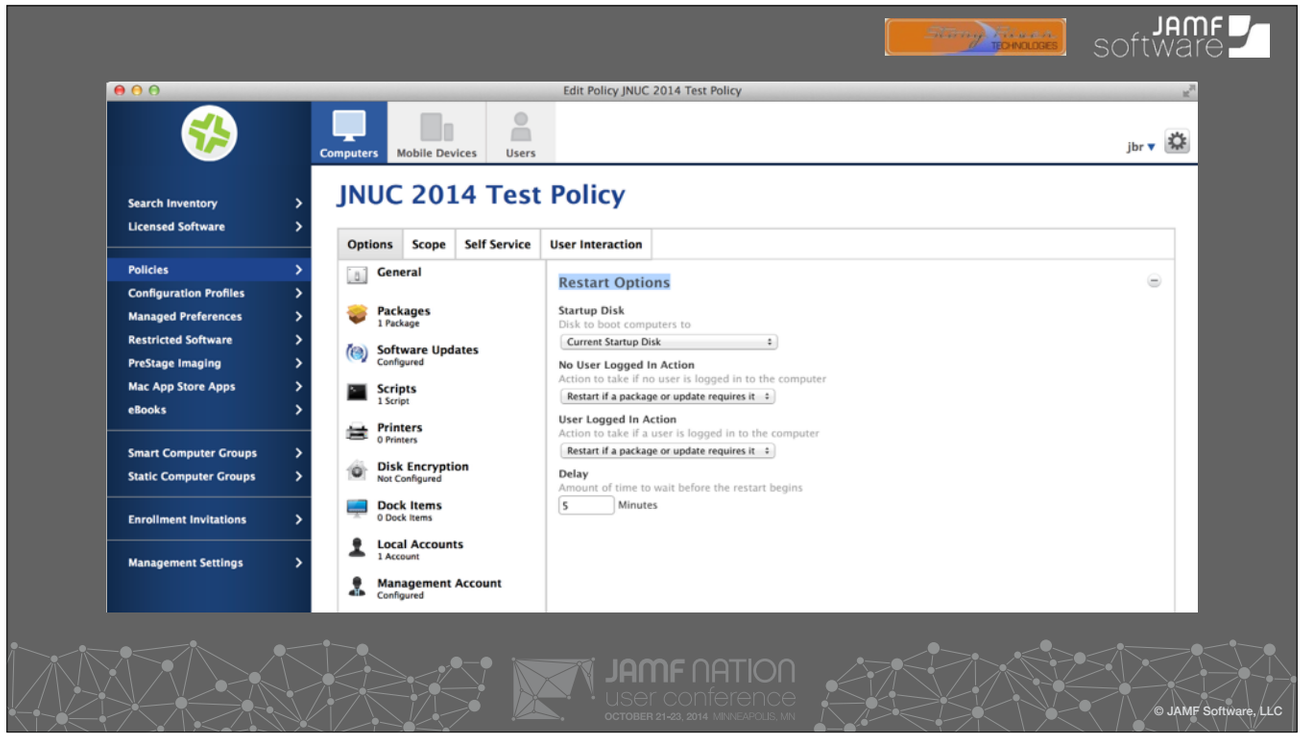
My Best Practices: Management should be separate from the Admin account used by Helpdesk.



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Restart Options

- Startup Disk
  - Current Disk, NetBoot, Installer, Custom
- Restart Action
  - If a PKG or Update requests, should a restart be performed
  - Delay if someone is logged in?
  - Running apps may interrupt a restart

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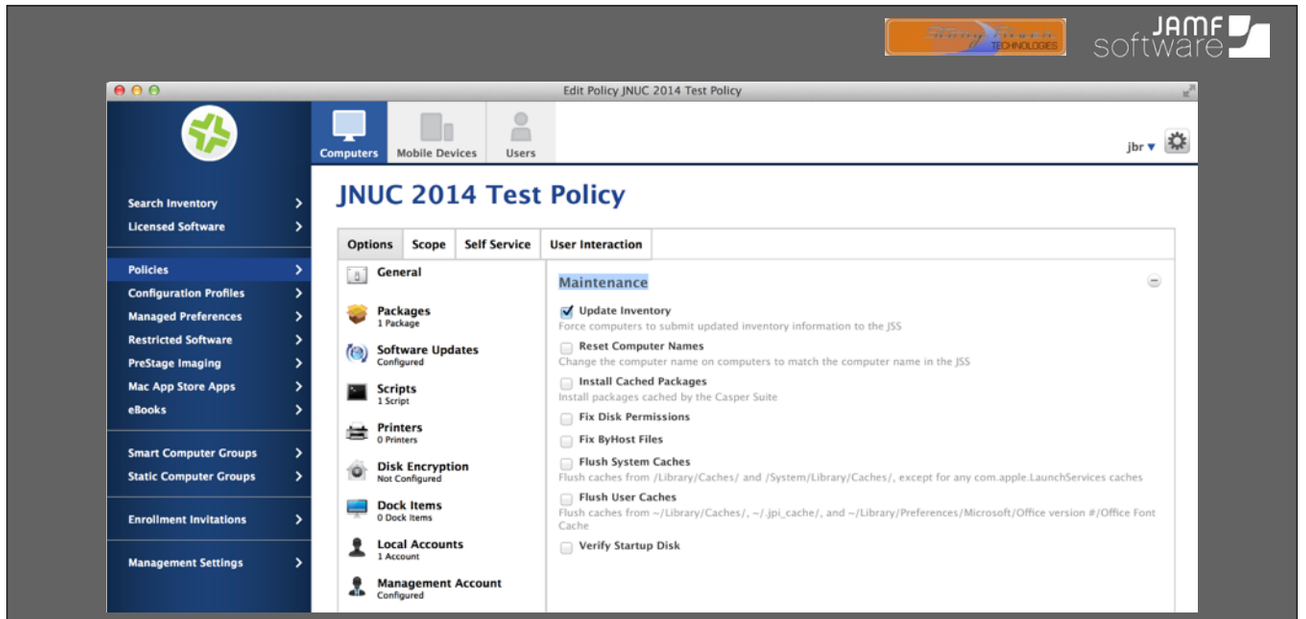
Test Test Test!!!
What if the you are running a firmware update?



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Maintenance

- Update Inventory!!!
- Reset Name
- Install all Cached items
- “Mac VooDoo”

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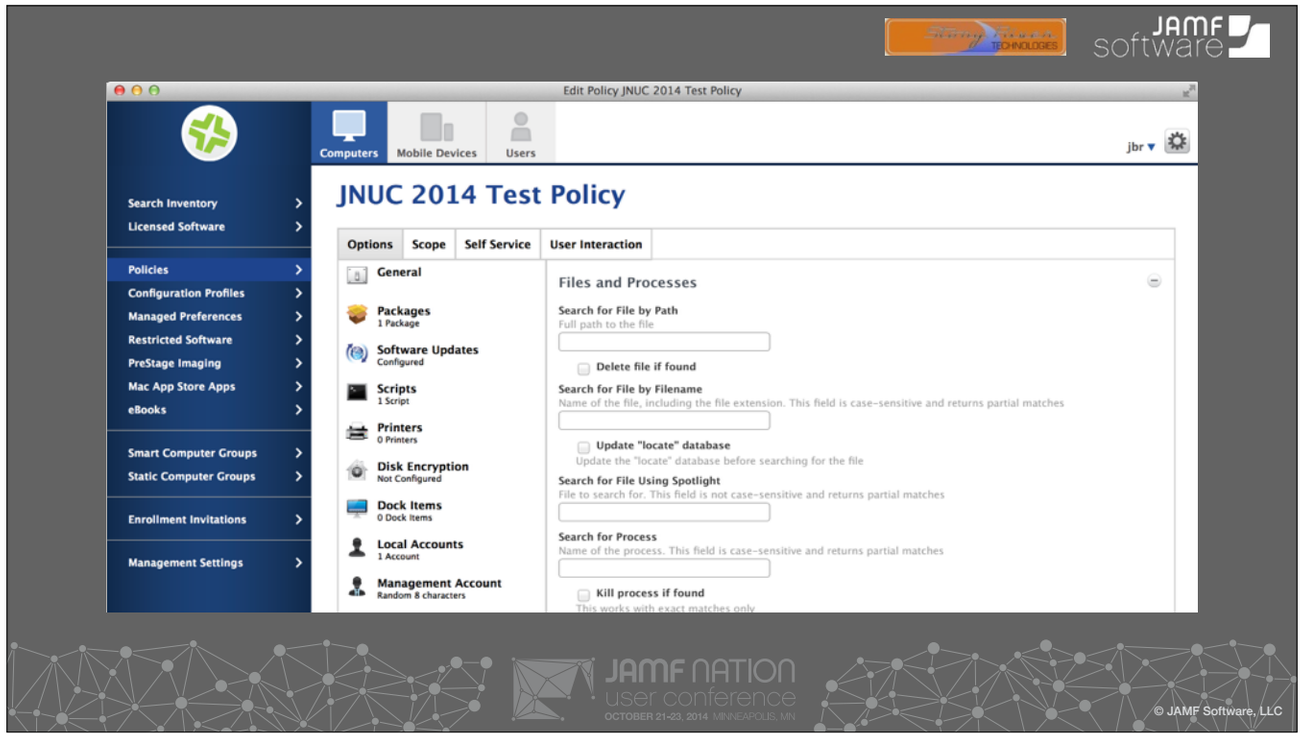
Update b/c we must know that items have been complete
Reset name does the “scutil” to remove those pesky “(2)” names
Install _all_ Cached items
Voodoo: Fix Permissions, ByHost, Flush System Cache



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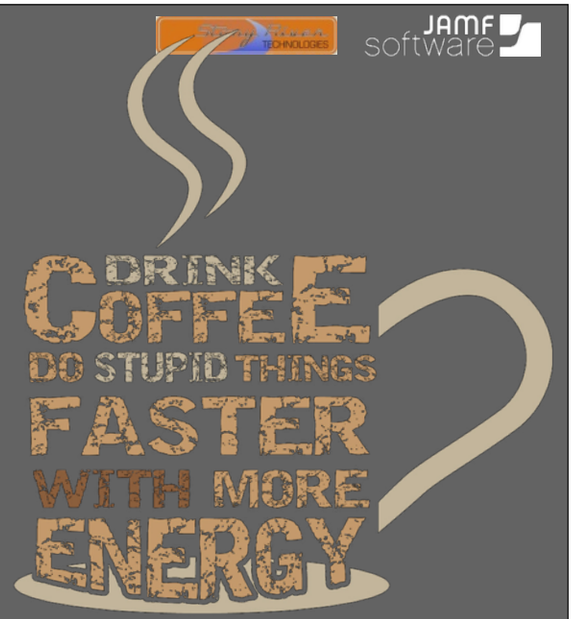
Files and Processes

- Find a File or Folder
  - Option to Delete if found
- Process
  - Option to kill if found
- Run Command



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Find: full path, “locate” command, Spotlight “mdfind”
Process: pgrep or pkill
Run: say -v cellos Droid
—— Please be careful on the delete/kill options => next slide

Policies

“To Whom”

- Scope
- Self Service

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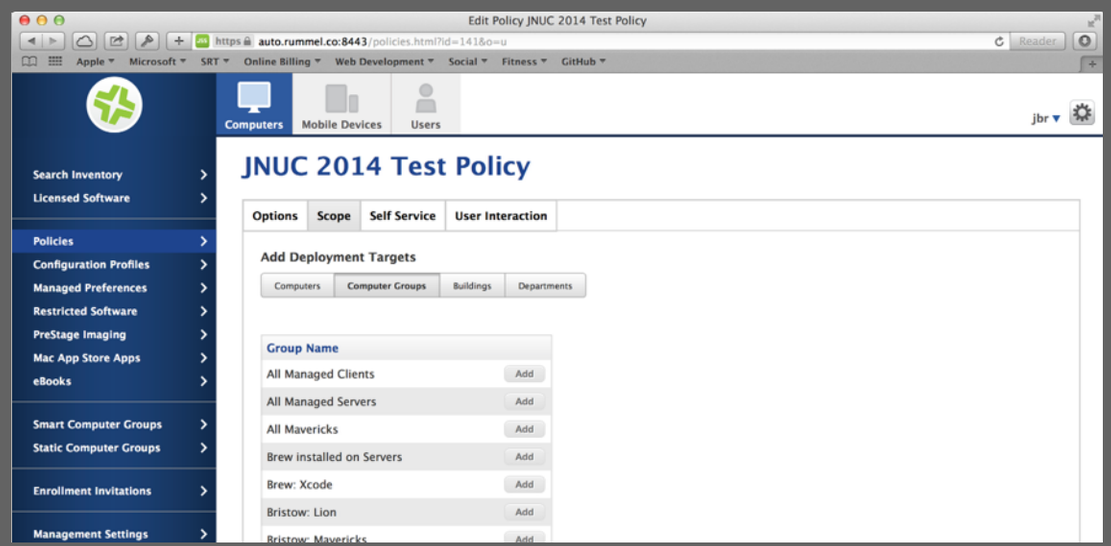

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Computers == individual devices
Groups == Smart or Static
Buildings/Departments made available in Gear => Network Organization AND must be selected on the Devices “User and Location” tab

Scope - Targets

- Bring a Sledge hammer and use ALL!!!
- Specific
  - Computers
  - Groups
  - Departments
  - Buildings

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Scope - Limitations

- Of the targets that were previously selected, make sure they are also part of:
  - Network Segment
  - LDAP or Local Account
  - LDAP Group
  - iBeacon

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Script example the one line command of “open afp://server/share” with a network segment limitation. Your network must be unique! no 192.168.0.x or 192.168.1.x!!!

Scope - Exclusions

- Do not run this policy if a device is within one of the following:
  - Computers, Groups, Departments, Buildings, Network Segments, iBeacons

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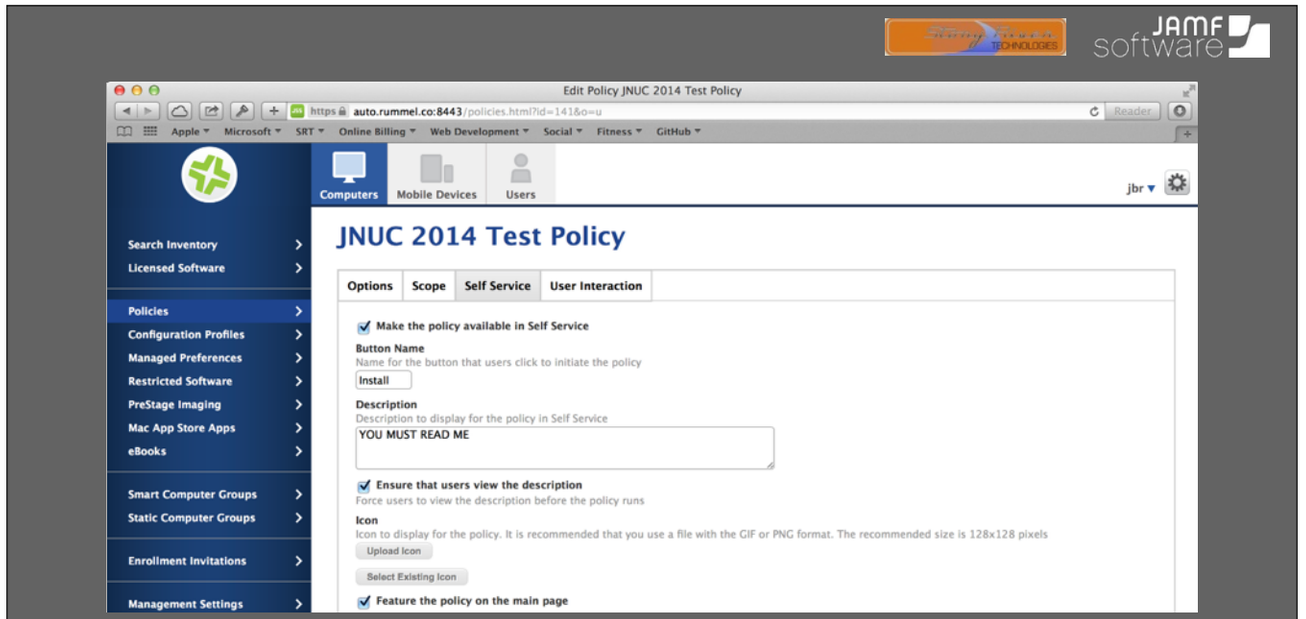
Concepts IT Department, VIPs. ? Does that work for you?



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Self Service

- One of the key elements for having your users feel that they are empowered to control their machines, even when their account is a Standard User.
- Able to use Icons to customize the look and feel of what is being installed

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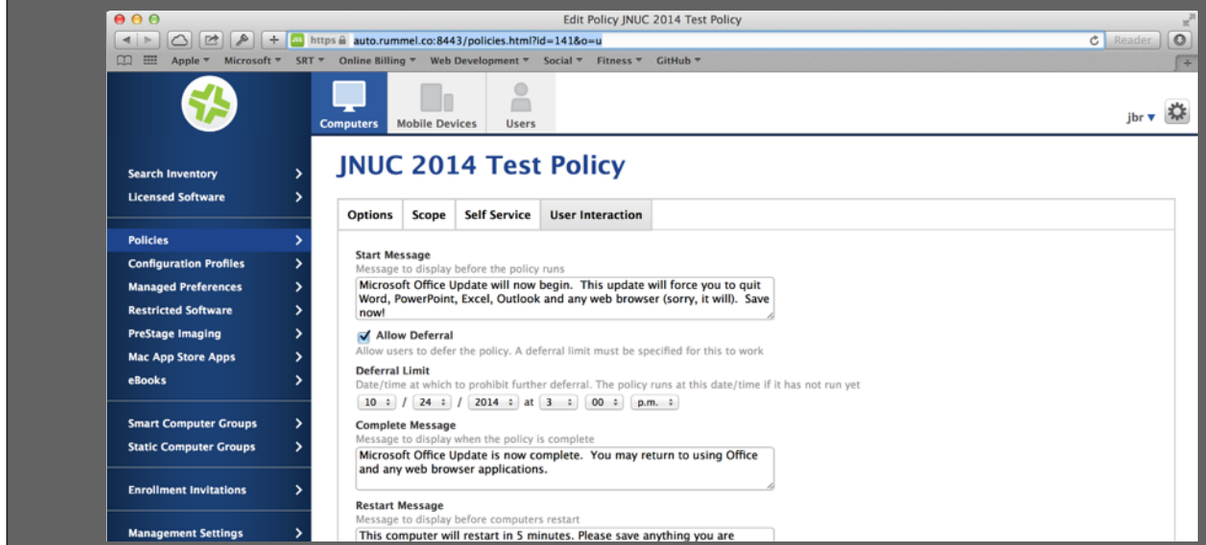
“This is how you make users with “Standard” user accounts feel like they have Power! (Preview trick)



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User Interaction

- Start message
- Defer for
  - 1hr, 2hr, 4hr, 8hr, or absolute deadline
- Complete message

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You are doing this for your end users b/c you care.

Examples

- Microsoft Office 2011 14.4.5 Update
- Bash Patch
- Yosemite Update (not Imaging)

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Microsoft Office 2011 14.4.5 Update

- What
  - Download 14.4.5 Update from Mircosoft
- Whom
  - Smart Group for Devices that have Microsoft Word.app, but NOT version 14.4.5
- Bonus Level - Defer Options

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Bash Patch

- What
  - Apple's OS Specific patches (Lion, Mountain Lion, and Mavericks are all different Downloads)
- Whom
  - Smart Group for each patch to their corresponding OS of 10.x. 5

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May need to have people run software update to get to each respective "latest and greatest".

Or scope Yosemite to all users. done!

Yosemite Update (not Imaging)

- What
  - Yosemite Download from MAS (and the proper licenses)
- Whom
  - Cache

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Drag Yo.app to Casper Admin
Policy to Cache
Smart group to find computers that have cache (tricky) Policy to make available in Self Service

Resources

- https://github.com/stonyrivertech/SRT-Public/tree/master/JAMF
- Script Parameters: https://jamfnation.jamfsoftware.com/article.html?id=146

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Startup and Login examples

Images

- Thorton (Back to School): movieclips.com
- President Business: hitfix.com forum comment
- Software Update: Apple, Inc.
- He-Man: http://mugen.wikia.com/wiki/He-Man
- Coffee: http://stores.ebay.com/shirtfactory/
- Care Bears: ESPN FF Team Icon

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Startup and Login examples

Thank you!