

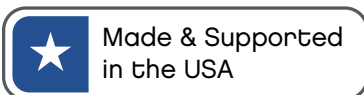


## Casper Suite:

Peerless breadth and depth in client management for the Apple platform

The Casper Suite simplifies the life of system administrators with a comprehensive platform to inventory, provision, update and maintain Mac OS X machines and iOS devices. The Casper Suite increases the efficiency of your IT staff, reduces the cost of ownership, and minimizes liability by providing a framework to enforce software licensing compliance, security standards, energy usage and other organizational rules and requirements.

Working with IT administrators in business, education and government throughout the world, JAMF Software developers have identified eight major tenets of Mac client management: Inventory, Imaging, Patch Management, Software Distribution, Remote Control, Settings Management, License Management and Usage Management, and four tenets of iOS mobile device management: Configuration, Inventory, App Distribution and Security Management. Within each of these tenets, the Casper Suite provides features and functions that provide administrators with best practice strategies to meet the challenges of supporting the Apple platform in the enterprise, allowing your organization to build and sustain a stable, cost-effective and user-friendly computing environment.





# Casper Suite:

## A powerful and Flexible management Framework

The Casper Suite is designed from the ground up to provide a sensible and efficient approach to managing the Apple devices on your network. A best of breed framework, the Casper Suite is developed natively and exclusively for the Apple platform and leverages the tools within Mac OS X, Mac OS X Server and iOS. Combining proven industry standards and technologies with thoughtful innovations and centralized architecture results in a solution that is reliable, powerful and flexible enough to meet the management needs of your unique environment.

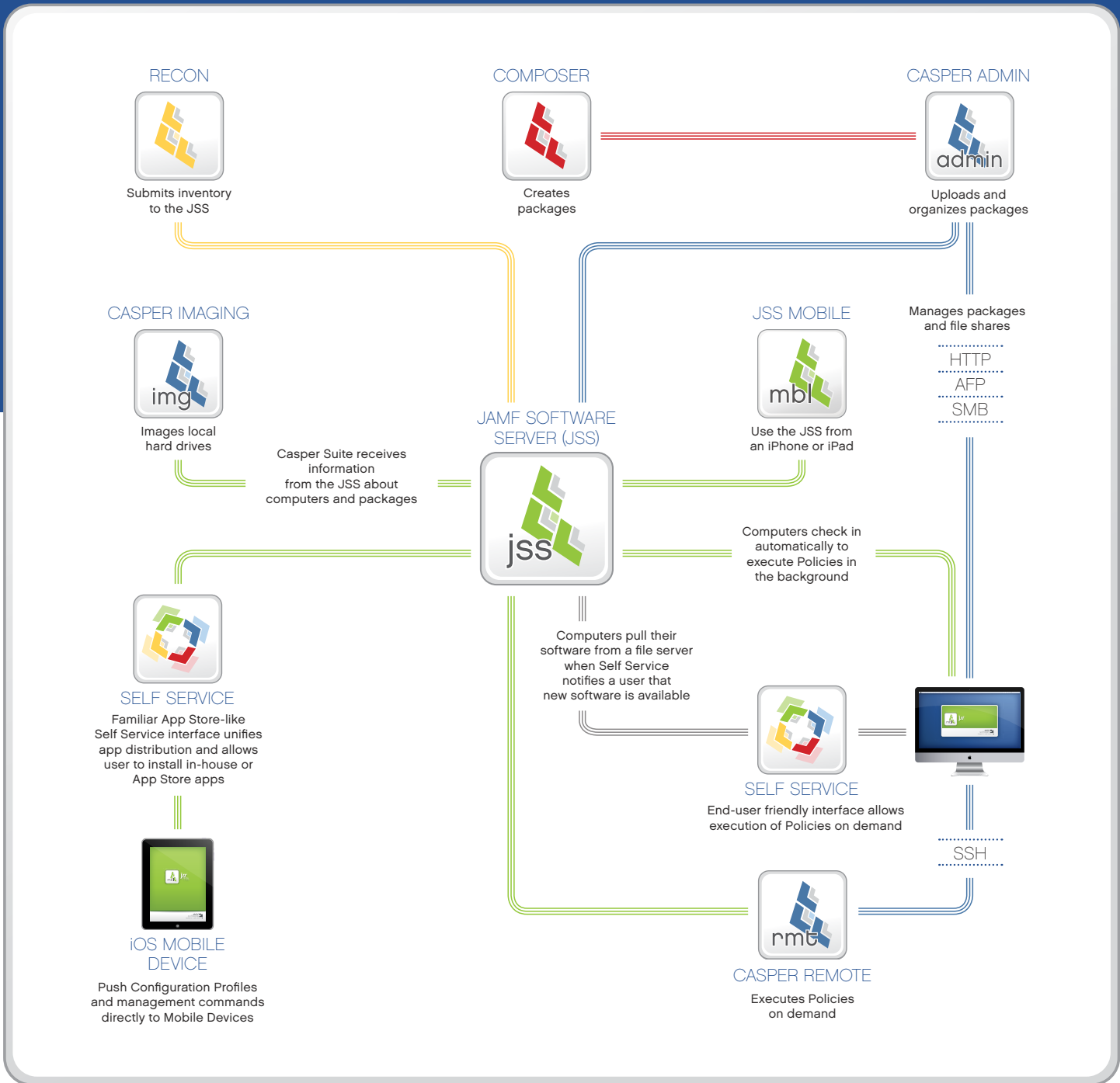
The JAMF Software Server (JSS) is the center of the Casper Suite, acting as the central repository for inventory data, the authoritative source of packages used in imaging and updating, and the place to manage policies, backend administration, user privileges, passwords and most other functions of the Casper Suite. The JSS is easy to install and maintain because it uses MySQL for the backend database and Tomcat for the web interface. Both tools are built into Mac OS X Server and easily accessible on alternate servers like Red Hat Enterprise Linux, Windows 2008 Server or Ubuntu. Because the JSS is accessible via a web interface, a user can log in from any device with a web browser - or from JSS Mobile, the JAMF Software app for iPhones and iPads - to retrieve information or perform management actions.

Communication between the JSS and Mac clients is initiated by the client. Computers contact the JSS at customized intervals or on system triggers, such as login, to determine if there is any work to be done. After receiving a task from the JSS, the client machine disconnects and performs the required action. If the action requires the client to pull a package for installation, the client looks to a local distribution point, determined by its IP address, to retrieve the package, limiting the traffic on the WAN. When the action is complete, the client contacts the JSS to report the completion. This approach keeps network traffic low, client contact reliable, and scheduling and deployment options customizable.

Mobile device management follows similar principles for iOS devices, using push notifications initiated by the JSS instructing mobile devices to perform actions. Configuration Profiles can be pushed selectively to devices using Smart Mobile Device Groups or uniformly across an entire organization. Using a familiar Self Service interface, both in-house and App Store apps can be recommended to end users, who are then able to install them on their devices. Each action by the end user triggers an inventory report back to the JSS, ensuring that users have the freedom to manage the device while staying within organizational policies enforced by the JSS.

# Architecture of Casper Suite

The JAMF Software Server, or JSS, centralizes the management and support of all the Macs and iOS devices on your network. This single console allows you to track all necessary information and perform administrative tasks and support functions across multiple locations. The JSS is web-based, allowing authorized users to access your support network from any device with a web browser, while logging every action. Your staff just got more flexible, mobile and accountable.



# Mac OS X client management

The Casper Suite uses a modular - or package-based - approach to imaging and updating Macs. Administrators are able to package applications, operating systems, updates and user environment settings into separate, deployable objects. The Casper Suite can then distribute these packages and other deployable objects, such as scripts or printers, as part of the imaging or updating process. This package-based approach means that image management is easier and new machine deployment can be completely automated, eliminating post-flight activities. The packages used in imaging are also used to update applications or distribute new items to existing computers, streamlining the management process and ensuring consistency across the organization.

Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.
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## Key Features

- Native development for the Mac platform
- Unification and extensibility of Mac OS X products in a single console
- Central Server
- Local Distribution Points
- SMB, AFP, HTTPS or HTTP protocols for Distribution Points
- Remote acquisition of Clients
- No Agent or Client Application Required
- Role-based access at granular level
- Logging of all Actions (CMDB)
- Scaled for large, distributed environments
- Web-based management
- Mobile application for iPhone/iPad access
- Open database schema
- Modular configurations for Imaging
- Point-and-click package creation
- Universal binary for Mac OS X
- Integration with Active Directory, Open Directory, Novell
- Improved Policy management using Managed Preferences (MCX)
- Import pre-built MCX manifests from the Manifest Destiny project
- Extension Attributes allowing for the collection of any custom information
- Automation of Directory Binding for Active Directory, Open Directory and third-party Active Directory utilities
- Pre-staged imaging for automated mass imaging
- Package-based imaging
- Deployment of Software Updates from internally hosted Software Update Servers or Distribution Point
- Deployment from Mac, Windows or Linux distribution points
- Policy based Patch Management defined by User, Group, Department, Location or LDAP group
- Self Service portal allowing end users to initiate installation
- Centralized credentials
- VNC session tunneling through SSL
- Centralized logging of date, time and IP address accessed by individual administrator
- Scope based Settings Management defined by User, Group, Department, Location or LDAP group
- Over 400 Managed Preferences templates
- Creation, application, enforcement and reporting on Managed Preferences via Apple's native MCX
- Email notifications on changes
- Over 50 licensed software templates
- Usage reporting of licensed software titles
- Usage defined by User, Group, Department, Location or LDAP group
- Unused licenses via policy reclamation

## Key Differentiators

- Users associated to devices via LDAP (Active Directory, Open Directory, etc.)
- Integration with Apple's warranty and inventory data via Global Service Exchange (GSX)
- Reporting on status of available Apple software updates
- Dynamic group membership based on any inventory criteria

# Mac OS X - Inventory

The Inventory information you need, put to work.

The hardware and software purchased by your organization represent a significant investment, yet maintaining an accurate inventory of what has been purchased can be problematic and time consuming.

Inventory information can be utilized in a variety of ways, with its primary usage falling into two categories: compliance and planning. With the Casper Suite, inventory information is integrated into the management framework, so inventory criteria are fully searchable and can be used to scope management tasks.

IT departments face both internal and external pressures to ensure compliance with the variety of laws that govern the software residing on an end user's computer.

As a discipline, the goal of planning is to ensure that acquisitions and investments yield the greatest possible return. Machine replacement, software purchases and renewals, and component upgrades are a few factors that exemplify how capacity and resource planning can reduce costs and more efficiently target the needs of your business, school, or organization. Knowing what you have at any given moment, allows you to determine what you need.

Inventory

Imaging

Patch  
Mgmt.

Software  
Distribution

Remote  
Control

Settings  
Mgmt.

License  
Mgmt.

Usage  
Mgmt.

## Key Features

- Email notifications on changes
- Custom reporting framework
- Hardware and software change reporting
- Detection and reporting on hard drive problems via S.M.A.R.T. status
- Battery capacity reporting
- PDF report generation
- Licensed software tracking
- Over 50 licensed software templates
- Remote acquisition of Mac OS X Workstations
- Inventory of Mac OS X computers
- Inventory of Windows computers
- Tracking of hardware and software purchasing information
- Font inventory
- Plug-in inventory
- Active Directory status, including Domain information
- FileVault status
- Reporting on running services
- Custom peripheral framework for tracking additional devices
- Package receipts
- Application inventory
- Reporting on local accounts
- Reporting on printers mapped to computers
- Users associated to devices via LDAP (Active Directory, Open Directory, etc.)
- Web-based console

- Export of inventory data to .txt, .csv, xml
- Integration with Apple's warranty and inventory data via Global Service Exchange (GSX)
- CMDB/syslog compliance
- Web Help Desk integration
- Reporting on status of available Apple software updates
- Dynamic group membership based on any inventory criteria
- Extension Attributes allowing for the collection of any custom information

## Key Differentiators

- Users associated to devices via LDAP (Active Directory, Open Directory, etc.)
- Integration with Apple's warranty and inventory data via Global Service Exchange (GSX)
- Reporting on status of available Apple software updates
- Dynamic group membership based on any inventory criteria
- Extension Attributes allowing for the collection of any custom information

# Mac OS X - Imaging

The all-in-one toolbox to build and deploy images.

The modular approach to imaging used by the Casper Suite makes configuring multiple images easy by building configurations from a library of custom packages.

Most imaging utilities are based on a monolithic approach in which administrators build one base image that includes every element for every machine. The base image is then copied and adjusted to accommodate each configuration required by the network. This approach results in many large, monolithic images that require both storage and maintenance.

The package-based approach to imaging reduces storage requirements, tracks changes, ensures consistency across the organization, and eliminates post-imaging activities.

Inventory

Imaging

Patch  
Mgmt.

Software  
Distribution

Remote  
Control

Settings  
Mgmt.

License  
Mgmt.

Usage  
Mgmt.

## • Key Features

- Printer deployment during imaging process
- Script execution during imaging process
- Dock Item deployment during imaging process
- Management Account creation with configuration
- Set Computer Name
- Fix ByHost files
- Set Network Settings
- Automation of Directory Binding for Active Directory, Open Directory and third-party Active Directory utilities
- Creation of User Environment packages
- Processor detection and package assignment
- Compiled configurations and Block Copies for faster imaging speeds
- Automated re-imaging
- Pre-staged imaging for automated mass imaging
- Package-based imaging
- Organization of packages into configurations
- Smart configurations
- Automated deployment of Boot Camp images
- Creation of OS packages
- Image creation from existing DMG image or with a clean Mac OS X Installer image
- Native deployment of Adobe CS3, CS4 and CS5
- Automated drive partitioning
- Point-and-click package creation

- Drag-and-drop package creation
- Package building from pre-installed software

## • Key Differentiators

- Automation of Directory Binding for Active Directory, Open Directory and third party Active Directory utilities
- Pre-staged imaging for automated mass imaging
- Package-based imaging

# Mac OS X - Patch Management

Working with Software Update Server to automate critical updates.

Applying security updates to every computer on your network is a time consuming task that needs to be done multiple times per year. The Casper Suite's patch management solutions reduce the time it takes to update your network by automating the distribution process.

The Casper Suite allows you to schedule releases during "off" hours in order to minimize the impact this process can have on your end users. In emergencies, administrators can also release or force patches immediately. The flexibility of the Casper Suite allows you to choose a distribution strategy based on the needs of your organization.

The Casper Suite also integrates seamlessly with Apple's Software Update Server (SUS), whether your organization hosts an internal SUS or looks to an external server for updates. This integration is just one example of the many ways the Casper Suite's best-of-breed solution integrates with Apple platform-specific technologies to provide sophisticated tools for Mac administrators.

	Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.	
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## Key Features

- Resumable downloads
- Deployment of Software Updates from internally hosted Software Update Servers or Distribution Point
- Deployment from Mac, Windows or Linux distribution points
- Integration with Apple Software Update server
- Deployment over HTTP, HTTPS, AFP or SMB
- Policy based Patch Management defined by User, Group, Department, Location or LDAP group
- Self Service portal allowing end users to initiate installation
- Native installation of supported Adobe CS3, CS4 and CS5 updaters

## Key Differentiators

- Deployment of Software Updates from internally hosted Software Update Servers or Distribution Point
- Policy based Patch Management defined by User, Group, Department, Location or LDAP group
- Self Service portal allowing end users to initiate installation

# Mac OS X - Software Distribution

Reliable. Flexible. Easy.

Software Distribution with the Casper Suite.

Software distribution is easy with the Casper Suite, no matter what the situation. With multiple strategies to distribute applications to end users, the Casper Suite allows you to respond appropriately to every situation.

The Casper Suite's Policy engine allows you to deploy software to any of your managed computers using a web browser. Use Casper Remote to provide an immediate response to your end users' requests.

You can also allow your end users to utilize the Casper Suite's Self Service application to install their own software. End users are not required to have administrative access, and only see software that the administrators make available. These can even be

scoped to end users using group membership from Active Directory or Open Directory.

The Casper Suite allows you to easily package and customize any piece of software for deployment. The Casper Suite also has the ability to deploy Adobe CS3, CS4 and CS5 using Adobe's native installer mechanisms, removing the need to repackage most Adobe products.

	Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.	
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## Key Features

- Resumable downloads
- Deployment from Mac, Windows or Linux distribution points
- Deployment over HTTP, HTTPS, AFP, or SMB
- Deployment of Adobe CS3, CS4 and CS5 without re-packaging
- Management of Dock Items
- Policy based Patch Management defined by User, Group, Department, Location or LDAP group
- Dynamic Restart options
- Self Service Portal allowing end users to initiate installation
- Point-and-click package creation
- Drag-and-drop package creation
- Package building from pre-installed software

## Key Differentiators

- Deployment from Mac, Windows or Linux distribution points
- Policy based Patch Management defined by User, Group, Department, Location or LDAP group
- Self Service portal allowing end users to initiate installation

# Mac OS X - Remote Control

Bringing security and convenience to remote control.

Client management solutions are incomplete without the ability to provide support from a remote location. CasperVNC allows administrators to save time through remote support resolution, drastically increasing the number of incidents that can be resolved by a single technician each day.

With CasperVNC, technicians control client machines remotely, so issues can be quickly resolved whether the client computer is in the next room or miles away. Remote control saves your organization time and budget by minimizing end-user downtime, staff requirements, IT travel time and expenses, and by allowing each technician to resolve more incidents every day.

The Casper Suite's approach to screen sharing is unique in several ways. Instead of storing login credentials on the client machine, the Casper Suite stores them centrally on the server, or on your existing LDAP servers. To ensure maximum security, VNC sessions are tunneled through an SSH connection. And, since the VNC server is launched and quit each time an administrator begins and ends a session, there is no active server listening for inbound requests. These features reduce liability while providing a more stable, secure environment.

	Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.	
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## Key Features

- Centralized credentials
- Optional end-user interaction to allow/disallow VNC
- VNC Service not running until activated by System Administrator
- VNC session tunneling through SSL
- Centralized logging of date, time and IP address accessed by individual administrator

## Key Differentiators

- Centralized credentials
- VNC session tunneling through SSL
- Centralized logging of date, time and IP address accessed by individual administrator

# Mac OS X - Settings Management

Full service management using the Casper Suite.

With the ability to modify end-user environments and Managed Preferences from a central location, your IT department can respond to a variety of demands as rapidly as they arise. The Casper Suite manages both system and user-level preferences through a simple user interface, scoping preferences to Computer Groups, User Groups from a directory service, Buildings, or Departments. Managed Preferences (also known as MCX) allow you to natively enforce the individual settings on any client computer. Over 250 default preferences are included with the JAMF Software Server (JSS).

Changing passwords for both user and administrator accounts is crucial to the security maintenance of your computing environment. The ability to determine

when screensavers are activated and set password requirements to wake up computers can greatly strengthen security. In addition, the ability to sleep or shut down idle machines can be helpful to those organizations trying to combat rising energy costs.

The control of end-user environments is important to maintaining continuity and keeping machines clean, especially in educational environments. By resetting user environment settings upon login or logout, managers of kiosk machines can keep computers fresh and uniform from user to user.

	Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.	
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## Key Features

- Remote execution of scripts
- Management of local printers
- Addition or removal of items in end-user Docks
- Creation or deletion of local accounts
- Resetting of passwords on local accounts
- Cache flushing
- Permission fixing
- Computer Name resetting
- Verification of Startup Disk
- Searching for File by Path
- Searching for File by Name
- Spotlight searching
- Execution of UNIX commands
- Scope based Settings Management defined by User, Group, Department, Location or LDAP group
- Open Firmware/EFI password management
- Over 400 Managed Preferences templates
- Creation, application, enforcement and reporting on Managed Preferences via Apple's native MCX
- Self Service portal allowing end users to initiate installation

## Key Differentiators

- Scope based Settings Management defined defined by User, Group, Department, Location or LDAP group
- Over 400 Managed Preferences templates
- Creation, application, enforcement and reporting on Managed Preferences via Apple's native MCX
- Self Service portal allowing end users to initiate installation

# Mac OS X - License Management

No more wild Macs.

Manage licenses automatically using the Casper Suite.

End users are often unaware that installing unlicensed software and using unlicensed fonts can open potentially crippling liabilities for their company, school, or organization. To prevent this, the Casper Suite provides a straightforward approach to managing serial numbers and purchasing information through any web browser.

Using Licensed Software Records, administrators can actively monitor how many licenses are deployed on their networks and schedule notifications whenever overages occur. Licensed Software Records are created easily using built-in templates that define the applications contained in many common suites of software. Licensed Software Records can be used to

track multiple serial numbers and include purchasing documentation.

The Casper Suite makes license management easy and accurate, allowing routine audits to be performed more efficiently. You can track multiple serial numbers for each record and attach purchasing documentation. With the Casper Suite, managing your software is easy and accurate, making audits fast and routine.

Inventory

Imaging

Patch  
Mgmt.

Software  
Distribution

Remote  
Control

Settings  
Mgmt.

License  
Mgmt.

Usage  
Mgmt.

## Key Features

- Email notifications on changes
- Custom reporting framework
- Software license tracking
- Purchasing information tracking
- Web-based reporting
- Over 50 licensed software templates

## Key Differentiators

- Email notifications on changes
- Over 50 licensed software templates

# Mac OS X - Usage Management

Optimize purchasing and reclaim lost licenses.

Software licenses can claim a substantial part of the IT budget. Licenses that lay dormant after being deployed are a waste of funds and software. By tracking the usage of valuable software assets and removing any unused software from your client machines, these losses can be avoided.

With the Casper Suite, software usage is tracked easily and automatically, allowing you to reclaim licenses and reduce software budgets. The Casper Suite provides a historical log of any software that has been opened and used in the foreground. These logs can be viewed according to machine, Computer Group, Building, or Department. The resulting information is utilized to uninstall software from computers where it is not being used.

In IT, knowledge is valuable. With usage monitoring, the Casper Suite gives you one more way to maintain the computers on your network while offering your organization a powerful way to save money.

Restricting the use of illegal or unauthorized applications is made simple with the Casper Suite. To prevent the use of illegal or unauthorized software, IT can set Restricted Software settings that remove applications and notify IT when violations occur. These restrictions are active whether the computer is on or off the network, making enforcement of company usage rules easy.

	Inventory	Imaging	Patch Mgmt.	Software Distribution	Remote Control	Settings Mgmt.	License Mgmt.	Usage Mgmt.	
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## Key Features

- Software usage monitoring of end users over time
- Recording of software that is running in the foreground or background
- Usage reporting per machine
- Usage reporting of licensed software titles
- Usage defined by User, Group, Department, Location or LDAP group
- Usage reporting over defined periods of time
- Unused licenses via policy reclamation
- Usage restriction of unauthorized applications

## Key Differentiators

- Usage reporting of licensed Software Titles
- Usage defined by User, Group, Department, Location or LDAP group
- Unused licenses via policy reclamation

# iOS Mobile Device Management (MDM)

The Casper Suite extends the simplicity of the Apple experience to device management, providing a seamless experience for end users and administrators in the same familiar console they use to manage their Macs. The iOS 4 management capabilities in the Casper Suite include the ability to remotely manage Configuration Profiles, gather a full inventory including installed apps, use the Casper Suite's unique Self Service interface to deploy in-house or App Store apps to users based on smart groups, as well as full iOS security capabilities. From beginning to end, the Casper Suite simplifies mobile device management for Apple devices. Simple, practical, graceful.

Inventory

Configuration

Security Management

App Distribution

## Key Differentiators

### Integration with Apple technologies

- Integrates with Apple's Global Service Exchange (GSX) service for purchasing and warranty information
- Web-based configuration interface that runs in Safari or any web browser
- Use existing Configuration Profiles created using iPhone Configuration Utility
- Save time with an effortless transition from Apple's iPhone Configuration Utility to full mobile device management with the Casper Suite

### Self Service app distribution

- Gather installed in-house and App Store app inventory
- Familiar App Store-like Self Service interface unifies app distribution
- Make in-house and App Store apps available to end users for OTA installation via Self Service
- Install all in-house apps with a single "Install All" button
- Prompt users to update via Self Service when new versions of in-house apps are available

### Manage mobile devices from mobile devices

- View inventory information from iPhone or iPad using JSS Mobile
- Manage mobile devices from iPhone or iPad using JSS Mobile

### Scoping and Smart Group automation

- Dynamic Smart Mobile Device Group membership based on any inventory criteria
- Alert on changes to Smart Mobile Device Group attributes
- Dynamically assign or revoke Configuration Profiles based on any inventory attribute (e.g. location, model, passcode settings, data encryption settings, etc.)
- Scope app recommendations to individual devices, Smart Mobile Device Groups or LDAP groups

### SCEP and CA integration

- Over-the-air enrollment using SCEP (Simple Certificate Enrollment Protocol)
- Integrates with existing Certificate Authority (CA) and SCEP Server
- Optional built-in CA and SCEP Server \*

### Support for Apple's Volume Purchase Program (VPP)

- Distribute Volume Purchase Plan (VPP) codes for recommended apps \*\*
- Easily upload, manage and track VPP codes
- Volume purchasing centralizes accounting

\* See notation in "iOS – Configuration" section

\*\* See notation in "iOS - App Distribution" section

# iOS - Inventory

Receive detailed device inventory reports.

The iOS management capabilities in the Casper Suite include the ability to gather a full inventory of device information, installed apps, and settings from the same console used to gather inventory information for Mac OS X computers.

Thanks to the Casper Suite's deep integration with Apple technologies, administrators can easily reference purchasing and warranty information from Apple's Global Service Exchange (GSX) database and populate user information with LDAP.

Devices check in regularly (every 24 hours by default) to provide inventory information, which can be utilized in a variety of ways for configuration and compliance. All inventory criteria are fully searchable and can be used to scope management tasks, including using

smart device groups to assign configuration profiles or alert administrators if devices are out of compliance.

The active inventory capabilities of the Casper Suite ensure that administrators are always aware of the current status of devices, with a plethora of options to remediate if devices fall out of compliance.

Inventory

Configuration

Security  
Management

App  
Distribution

## Features

### Gather settings information:

- Operating System
- GUID
- ICCID
- IMEI

### Gather device information:

- Applications installed on device
- Network details
- Device information
- Application detail

## Key Differentiators

- Integrates with Apple's Global Service Exchange (GSX) service for purchasing and warranty information
- Collect comprehensive data from devices, at customized intervals or on-demand
- Gather installed in-house and App Store app inventory
- Gather any inventory attribute (e.g. location, model, passcode settings, data encryption settings, etc.)
- Dynamic Smart Mobile Device Group membership based on any inventory criteria
- Alert on changes to Smart Mobile Device Group attributes
- View inventory information from iPhone or iPad using JSS Mobile
- Web-based interface that runs in Safari or any web browser

# iOS - Configuration

Configure hundreds of Configuration Profile settings from within a web-based interface.

The Casper Suite allows administrators to configure the entire range of Configuration Profile settings available on iOS devices, building Configuration Profiles from directly within the JSS or uploading Configuration Profiles previously created with the iPhone Configuration Utility.

Using a modular approach, administrators can build Configuration Profiles for iOS devices and apply settings to individual devices or using smart device groups.

Administrators have the ability to require that users enable data encryption on their devices, configure a wide range of settings and policies, and configure account access through integration with LDAP, all within the same console they use to manage their Macs.

Inventory

Configuration

Security  
Management

App  
Distribution

## Features

- Over-the-air (OTA) and SCEP (Simple Certificate Enrollment Protocol) Enrollment
- Create iPhone Configuration Profile
- Upload iPhone Configuration Profile
- Download iPhone Configuration Profile onto a device
- Apply iPhone Configuration Profile to a device
- Remote configuration of profiles on device
- Device acquisition handled by management invitation delivered via a choice of multiple methods: SMS, email, URL, tethered to iTunes
- VPN configuration
- Wi-Fi settings
- APN settings
- Exchange account settings
- Mail settings
- Secure certificates for iPhone, iPad and iPod touch trust relationships
- Create and edit iPhone Configuration Profiles directly in the JSS
- Require passcode
- Passcode settings - allow simple value, require alphanumeric value, passcode length, number of complex characters
- Maximum passcode age
- Time before auto-lock
- Number of unique passcodes before reuse
- Grace period for device lock
- Number of failed attempts before wipe
- Control Configuration Profile removal by user
- Enforce data protection and encryption settings
- Application installation
- Camera usage
- Screen capture

- Automatic sync of mail accounts while roaming
- Voice dialing when locked
- Certificates and identities
- Web Clips

## Key Differentiators

- Granular Configuration Profile management
- Web-based configuration interface that runs in Safari or any web browser
- Use existing Configuration Profiles created using iPhone Configuration Utility
- Save time with an effortless transition from Apple's iPhone Configuration Utility to full mobile device management with the Casper Suite
- Dynamically assign or revoke Configuration Profiles based on any inventory attribute (e.g. location, model, passcode settings, data encryption settings, etc.)
- Enforce complex passcode requirements
- Over-the-air enrollment using SCEP (Simple Certificate Enrollment Protocol)
- Tethered enrollment using iPhone Configuration Utility
- Integrates with existing Certificate Authority (CA) and SCEP Server
- Optional built-in CA and SCEP Server \*

\* The JAMF Software Server (JSS) integrates with existing SCEP server and CA certificate infrastructure. Optionally, organizations may choose to use the built-in SCEP server and Certificate Authority in the JSS.

# iOS - Security Management

Send remote security commands to mobile devices From any web browser or iOS device.

The Casper Suite allows administrators to remotely manage iOS devices, providing a sense of comfort that a lost device does not mean that important data will be compromised.

Because the JSS is accessible from a web browser, as well as from **JSS Mobile** and **JSS Mobile for iPad**, IT administrators can rest assured that they will be able to conveniently send a remote lock, remote wipe or clear passcode command to iOS devices. These security commands can also be sent to mobile devices from their own mobile device - wherever they may be.

Administrators also have the ability to require that users enable data encryption on their devices, and in the event that a device is lost or stolen, have the ability to quickly lock or wipe the device remotely.

Inventory

Configuration

Security  
Management

App  
Distribution

## Features

- Remotely wipe device
- Emergency device lock
- Clear passcode remotely

## Key Differentiators

- Grant access to mobile device data
- Revoke access to mobile device data
- Securely remove data from compromised mobile devices
- Require user to set passcode within defined time limit
- Enforce complex passcode requirement

# iOS - App Distribution

Over-the-air (OTA) distribution of in-house and App Store apps.

Self Service management of applications is a concept well-known to IT administrators who use the Casper Suite. Self Service is extremely popular with end users, who enjoy the ability to install applications to their machines on demand and without interaction from IT departments.

The Casper Suite brings this same concept to iOS app distribution, allowing administrators to distribute App Store apps and in-house apps to individuals or groups of end users. As new devices are enrolled, the appropriate apps are automatically offered based on smart group settings, ensuring that end users immediately have access to all in-house apps and provisioning profiles with a single tap install. As existing in-house apps are updated or new in-house apps

released, users can install updates through the same interface.

Increasing the power of the Casper Suite's efficient Self Service interface is the ability to manage Apple Volume Purchase Program manifests and distribute app vouchers to end users. While distributing iOS apps to many devices was previously a time-intensive proposition requiring hands-on management, Apple has recently introduced the Volume Purchase Program allowing schools, universities and colleges to purchase apps in bulk. Automating the process of managing and distributing VPP codes, the Casper Suite gives IT administrators the ability to easily manage apps and licensing compliance across thousands of devices from a single console, a unique offering in the MDM landscape.

Inventory

Configuration

Security  
Management

App  
Distribution

## Features

- Self Service interface
- Highlight important App Store apps
- Automatically deploy Self Service web clip
- Automatically deploy Provisioning Profiles
- Scope app availability by device details and LDAP groups
- Easily upload, distribute, manage and track Volume Purchase Plan (VPP) codes

## Key Differentiators

- Familiar App Store-like Self Service interface unifies app distribution
- Make in-house and App Store apps available to end users for OTA installation via Self Service
- Scope app recommendations to individual devices, Smart Mobile Device Groups or LDAP groups
- Install all in-house apps with a single "Install All" button
- Prompt users to update via Self Service when new versions of in-house apps are available
- Distribute Volume Purchase Plan (VPP) codes for recommended apps \*\*
- Easily upload, manage and track VPP codes
- Volume purchasing centralizes accounting

\*\* VPP code management capabilities are limited to eligible organizations that have registered for Apple's Volume Purchase Plan (VPP).



# Resource Kit

The Casper Suite Resource Kit is a collection of useful tools, including scripts, applications, and custom reports, that extend the functionality currently provided in the Casper Suite.

## Directory Services

- Configure directory-based group administration, allowing groups that can administer PCs to have the same level of access on the Mac
- Add Computers to Open Directory Computer Groups/Lists
- Unbind from Directory Services

## Hardware Management

- Disable a wide variety of hardware devices including USB, Firewire, Bluetooth, and iSight camera
- Turn off the Airport when it's not needed, ensuring fast, secure Ethernet connections

## Imaging

Extend the automation provided by the Casper Suite by using the following scripts and applications:

- Casper Multicast provides greater speeds when simultaneously imaging multiple machines
- Casper NetInstall Creator creates a NetInstall image, allowing you to take advantage of the higher level of automation provided by Casper and the NetBoot service

## Inventory & Reporting

- JSS Report Downloader allows you to schedule report downloads so that you can automatically receive reports on a timely basis
- Additional Custom Reports include new ways to view a machine's airport MAC Address, as well as a new way to view available software updates

## Remote Management

- Add "System Change" Policy trigger that prompts a machine to contact the JAMF Software Server (JSS) for Policies on events such as changing networks, waking from sleep, etc. "Display Message" script allows administrators to have more interaction with end users during Policy execution
- Enhanced user interaction through scripts to inform the end user if a reboot is needed, or just to let them know that software titles are being installed or updated on their machine

## Security and Antivirus

- Disable guest account login
- Script the functionality of many popular antivirus products

## System Preferences

Provide a higher level of automation during the imaging process by scripting changes to System Preferences:

- Configure network settings such as proxy servers, DNS servers, and search domains
- Enable or disable personal file sharing, allowing users to start or stop sharing their files with others on the network

## User Management

- Use the Entourage setup script along with Casper Suite's Policy framework to ensure that email accounts are configured automatically and reliably the first time users login
- Map user or department network shares as users login to their machine

## Resource Kit Support

Please note that Resource Kit support requests are managed by an SLA that is separate from the Casper Suite. The SLA is available at: <http://www.jamfsoftware.com/support/resource-kit-sla>



# Supporting those who support others

At JAMF Software, we understand that every environment is unique. The Casper Suite provides a powerful and flexible framework for management of the Apple platform, many times with several solutions for a single problem. In order to get the most out of the Casper Suite, our users work closely with our service and support team to build and grow their individual solution set.

Each installation of the Casper Suite for Mac OS X management is accompanied by an on-site integration service called a **JumpStart**. Our Product Specialists bring their product knowledge and management experience to your organization. With a JumpStart, adopting the Casper Suite is not another project – it is a way to get your projects done.



As part of the **Annual Service Agreement**, JAMF Software provides ongoing phone and email support for our customers. Casper Suite customers also receive all product updates that we release. The result is an environment where every customer is important and the renewal rate over seven years is an extraordinary 97.8%!



In addition to ongoing phone and email support, JAMF Software offers **Expanded Services** for those customers who are looking to maximize their investment in the Casper Suite. Whether you are heavily regulated, audited or seeking a process maturity on the Apple platform, our Expanded Services will help you to meet your goals. Expanded Services offerings range from the comprehensive Encompass Program to A La Carte project services and training performed both remotely and on-site.



Published resources help keep administrators up to date with new features while digging deeper into the possibilities already available in the suite. Our **knowledge base** articles address common technical issues faced by administrators. The JAMF Software team also keeps a close eye on other issues related to management of Apple devices, publishing white papers on topics such as meeting security requirements using the Casper Suite, the benefits of using a Best of Breed solution or developing a Business Case for the Casper Suite for your organization.



Advanced training and **Certified Casper Administrator** (CCA) courses provide our users valuable professional development opportunities while helping organizations get the most out of their investment.



**JAMF Nation** is the hub of the JAMF Software community and is the best way to keep in touch with other admins, bounce ideas around and get the latest news from the folks at JAMF Software. JAMF Nation is open to anyone curious about Mac client management or iOS mobile device management. Go to [www.jamfsoftware.com](http://www.jamfsoftware.com) to join the nation!





#### Casper Suite

A complete, best of breed client and mobile device management solution that automates the most common IT functions.



#### Imaging Suite

The new imaging standard for the management and deployment of images.



#### Recon Suite

Web based, cross-platform inventory solution.



#### Composer

Simple snapshot and drag-and-drop package creation.

By listening to colleagues, customers and thought leaders in the industry, JAMF Software has grown into the world leader in Mac OS X client management. JAMF Software continues to develop software made to support Macs and iOS devices in an enterprise environment. From our offices in Minneapolis, Minnesota and Eau Claire, Wisconsin, we build innovative solutions, and have assembled a support and services team dedicated to helping you manage your Macs.

The Casper Suite is a full management platform for Mac OS X and iOS devices, providing a single, centralized framework to keep all of your Mac, iPhone, iPad and iPod touch devices happy and healthy throughout their lifecycle. But we also recognize that smaller Mac shops may not need the robust breadth and depth of the full Casper Suite – Mac support is not one size fits all! JAMF Software provides other tools to help Mac admins where they work: Composer is a package-building utility that makes building PKG or DMG files quick and easy. Recon Suite provides an inventory solution for those who need to start by knowing what's on the network. For those admins who spend time provisioning Macs before releasing them to the end user, Imaging Suite is a package-based imaging solution that takes the pain out of imaging and ongoing image management. Go to [www.jamfsoftware.com](http://www.jamfsoftware.com) for more information about the other products in the JAMF Software family.

### More Information

We offer several resources to learn more about JAMF Software products. First, our **Video Library** contains a number of videos showing our product in action. Next, our **PDF Library** contains case studies, product documentation, feature checklists and more to aid you in your investigation.

Finally, we offer **weekly live demonstrations** of our solutions at 2:00 pm Central Time every Monday, excluding certain holidays. Registration for these demos, as well as our resource libraries, can be found at: [www.jamfsoftware.com](http://www.jamfsoftware.com).

