

# How to enroll MAC OS X devices to Endpoint Manager

- This article explains how to add Mac OS devices to Endpoint Manager.
- Once added, you can remotely deploy configuration profiles for various device settings and implement antivirus protection.

MAC devices can be added either with or without installing the Endpoint Manager profile.

- Apple only allows one portal to use the protocol which manages devices. This causes issues with customers who want to use Endpoint Manager in conjunction with another management platform.
- 'Profile-less' enrollment lets you use Endpoint Manager to manage security while using another platform for general Mac management.
- However, you cannot manage the following items if you choose 'profile-less' enrollment:

Certificates

Restrictions

VPN

Wi-Fi

- You can choose whether or not EM profile is installed along with enrollment while adding the device for a user.
- **Prerequisite** - You need an Apple Push Notification (APN) certificate on your EM instance if you wish to manage Mac devices by applying MDM profile. See [this wiki](#) if you need help to do this.

Enrollment involves the following steps:


- [Enroll user devices to Endpoint Manager](#) - Create an installation package then send an email to users with a link to install the package.
- [Install the package on the device](#) - User clicks the link in the mail to install the package on the device.

**Note** - You need to add users (device owners) before you can enroll their devices. Please see [this wiki](#) if you have not yet added users:

## Enroll user devices to Endpoint Manager

- Login to Xcitium
- Click 'Applications' > 'Endpoint Manager'
- Click 'Users' > 'User List' on the left
- Select the users for whom you want to add devices then click 'Enroll Device'

Or

- Click the 'Add' button  on the menu bar then 'Enroll Device'.

The device enrollment wizard starts:

## Step 1 - Device Options

**Enrollment Wizard** Supported Device Platforms Close

**1** Device options  
**2** Enrollment Options  
**3** Installation Summary  
**4** Installation Instructions

### Select Device

You can select your current device or select other device

**Current device**  
herculespopular22@gmail...

**Other device**  
Need to Specify User

### Specify User

You can change your current user on another or create a new

Alice (frontfork) x

Create New User

Next

### Select Device

- Choose 'Other device'

### Specify User

- Any users you selected earlier are listed in the 'Specify User' box
- You can add additional, existing users by simply typing their email address in the box. Endpoint Manager will auto-suggest users that have already been created.
- **Create New User** – Click if you want to add a new user to Endpoint Manager. You cannot add devices unless you have first added the users that own them. The add-user process is explained [here](#).

Click 'Next' to proceed to step 2.

### Step 2 – Enrollment options:

**Enrollment Wizard**

Supported Device Platforms
Enrollment Instruction
Close

- ✔ Device options
- 2** Enrollment Options
- 3 Installation Summary
- 4 Installation Instructions

### Select Operating System of The Device

Windows

Linux

macOS

iOS

Android

Not Specified

### Select Enrollment Type

Notice, Enroll and Protect require device reboot and Enroll doesn't require.

Enroll and Protect  
Recommended

Just Enroll

### Select Method

With MDM profile you will be able to manage Certificate, Restrictions, VPN and Wi-Fi sections of the profiles.

with MDM profile (recommended)  
 without MDM profile

### Device Name Options

Change the Device Name if you need to see it on a different name in the Device List. In case a device group is enrolled, devices will have the same Device Name. You always can restore an original device name in the way: Devices - Device List - [Device] - Device Name - Edit.

Do Not Change  
 Change

New Device Name...

Back
Next

### Select Operating System of the Device

- Choose 'macOS'

### Select Enrollment Type

EM uses two clients:

- **Communication Client (CC)** - Connects the device to Endpoint Manager for central management. It is mandatory to install this client.

- **Xcitium Client - Security (CCS)** - This is the security software that provides antivirus protection. It is optional to install this client.
- Choose whether you want to only install CC, or both CC and CCS.
  - **Enroll and Protect** - Installs both CC and CCS.
  - **Just Enroll** - Installs only the communication client (CC). You can remotely install CCS at a later time.

### Select Method

Choose whether or not MDM profile from EM should be installed on the device along with the enrollment.

- **With MDM profile** (recommended) - Installs both the communication client and the Endpoint manager configuration profile. You can use the full suite of Endpoint Manager tools on your devices
- **Without MDM profile** - Installs only the communication client for connection to EM. 'Profile-less' enrollment lets you use Endpoint Manager to manage security while using another platform for general Mac management.

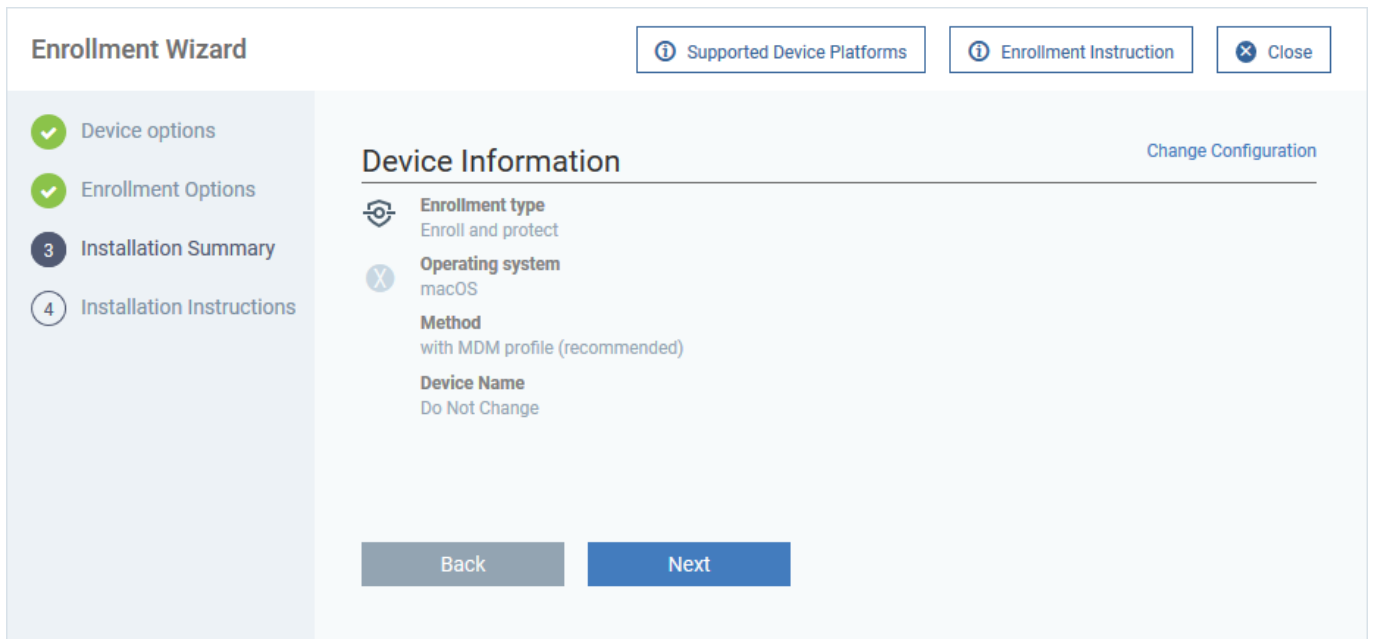
### Device Name Options

- **Do Not Change** - The device's existing name is used to identify it in the Endpoint Manager.
- **Change** - Enter a new device name.

Click 'Next' to proceed to step 3

### Step 3 - Installation Summary

- Review your choices so far:

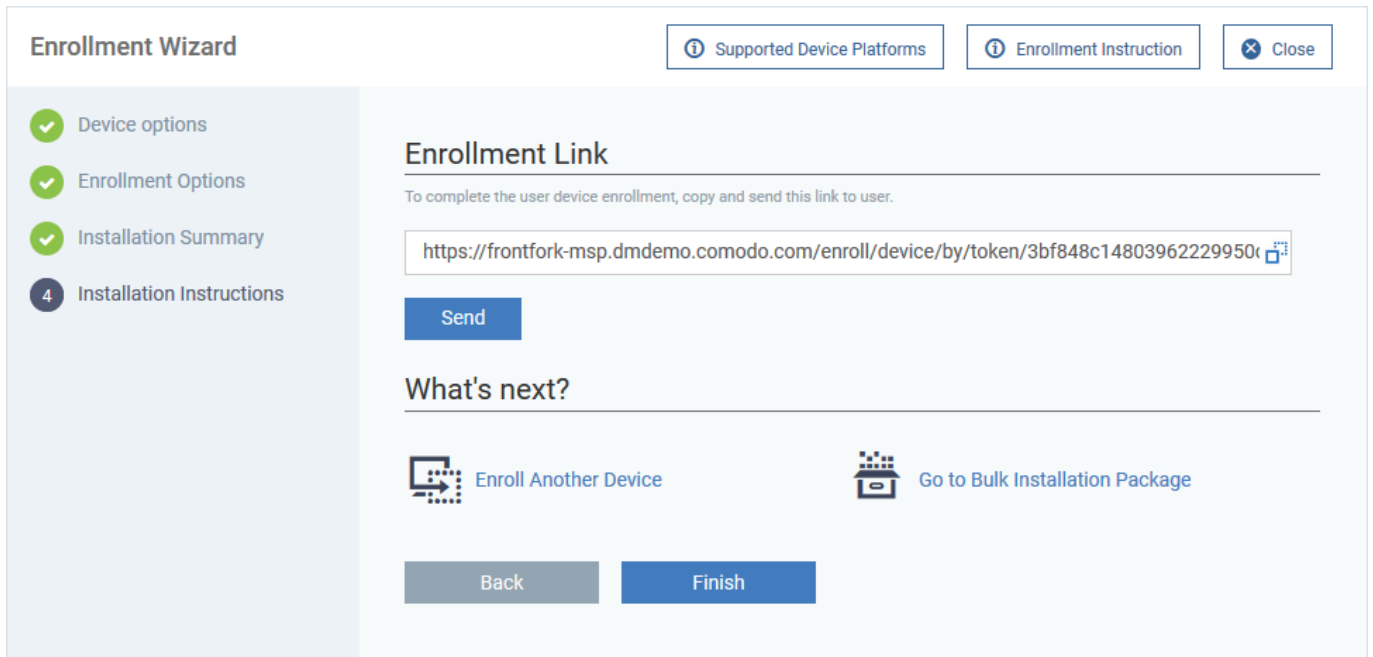


- Click 'Back' or 'Change Configuration' (top-right) to revise your choices.

Click 'Next' to proceed to step 4

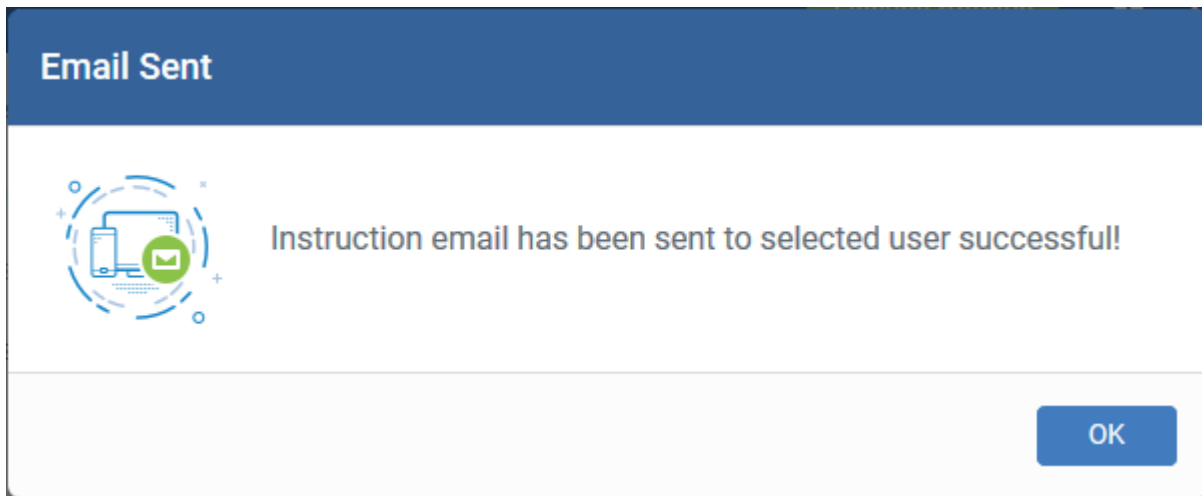
## Step 4 - Installation Instructions

The final step is to send the enrollment emails to the device owners:



The screenshot shows the 'Enrollment Wizard' interface. On the left, a sidebar lists four steps: 'Device options', 'Enrollment Options', 'Installation Summary', and 'Installation Instructions' (which is highlighted with a '4' in a circle). The main area is titled 'Enrollment Link' and contains a text box with the URL: `https://frontfork-msp.dmdemo.comodo.com/enroll/device/by/token/3bf848c14803962229950c`. Below the text box is a blue 'Send' button. Underneath, the section 'What's next?' features two options: 'Enroll Another Device' (with a monitor icon) and 'Go to Bulk Installation Package' (with a server rack icon). At the bottom, there are 'Back' and 'Finish' buttons.

- **Send To Email** - Click to send enrollment mails to users with the settings you choose in steps 1, 2 and 3.



The screenshot shows a confirmation dialog titled 'Email Sent'. It features a circular icon on the left containing a smartphone, a laptop, and a green envelope. To the right of the icon, the text reads: 'Instruction email has been sent to selected user successful!'. At the bottom right of the dialog is a blue 'OK' button.

Tip: Alternatively, you can copy the link and forward to the user through any out-of-band communication method.

- Click 'Finish' to exit the wizard

An example email is shown below:



## Welcome to Endpoint Manager!

You are receiving this mail because your administrator wishes to enroll your macOS device into the Endpoint Manager system. Doing so will make it easier and more secure to connect your personal devices to company networks. This mail explains how you can complete the enrollment process in a few short steps.

**Note:**

- Make sure that you selected the operating system of the device that you want to enroll. This product allows the system administrator to collect device and application data, add/remove accounts and restrictions, list, install and manage apps, and remotely erase data on your device.

**Device Enrollment:**

[Click this link to enroll your device](#)

Sincerely, Endpoint Manager team.

### Install the client package

- Users must open the mail on the endpoint itself.

### Download and install the client

- Open the mail on the target device and click the enrollment link. This starts the setup wizard.
- Click the 'Download macOS Installer' button and save the file:



# Welcome to Enrollment Wizard

In order to complete the connection of your device, follow the instruction below

## Installer

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[Download macOS Installer](#)

## Installation Instruction

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### Step 1

Run installer of Communication Client after download complete. After that, your device will be



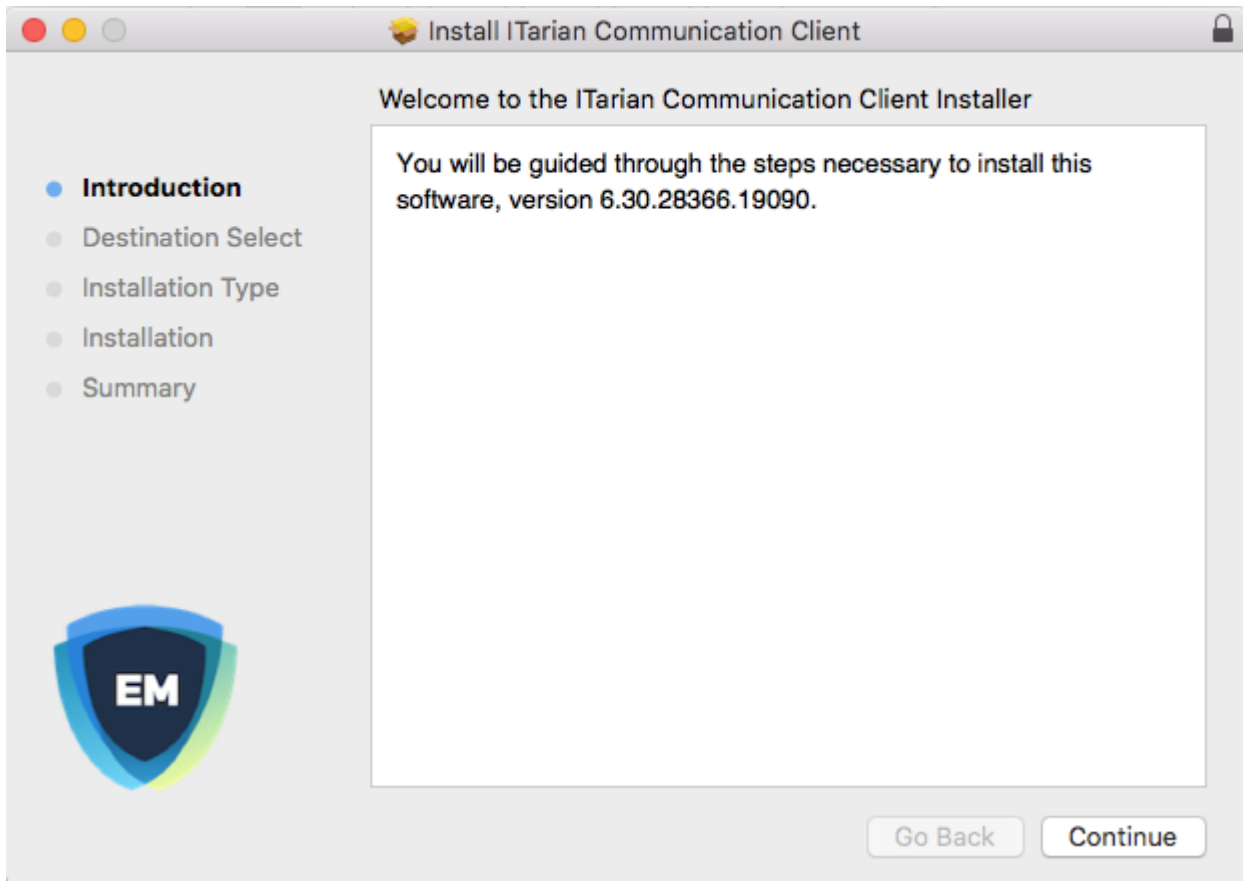
### Step 2

After Communication Client is installed, Security Client will be installed on your device automatically

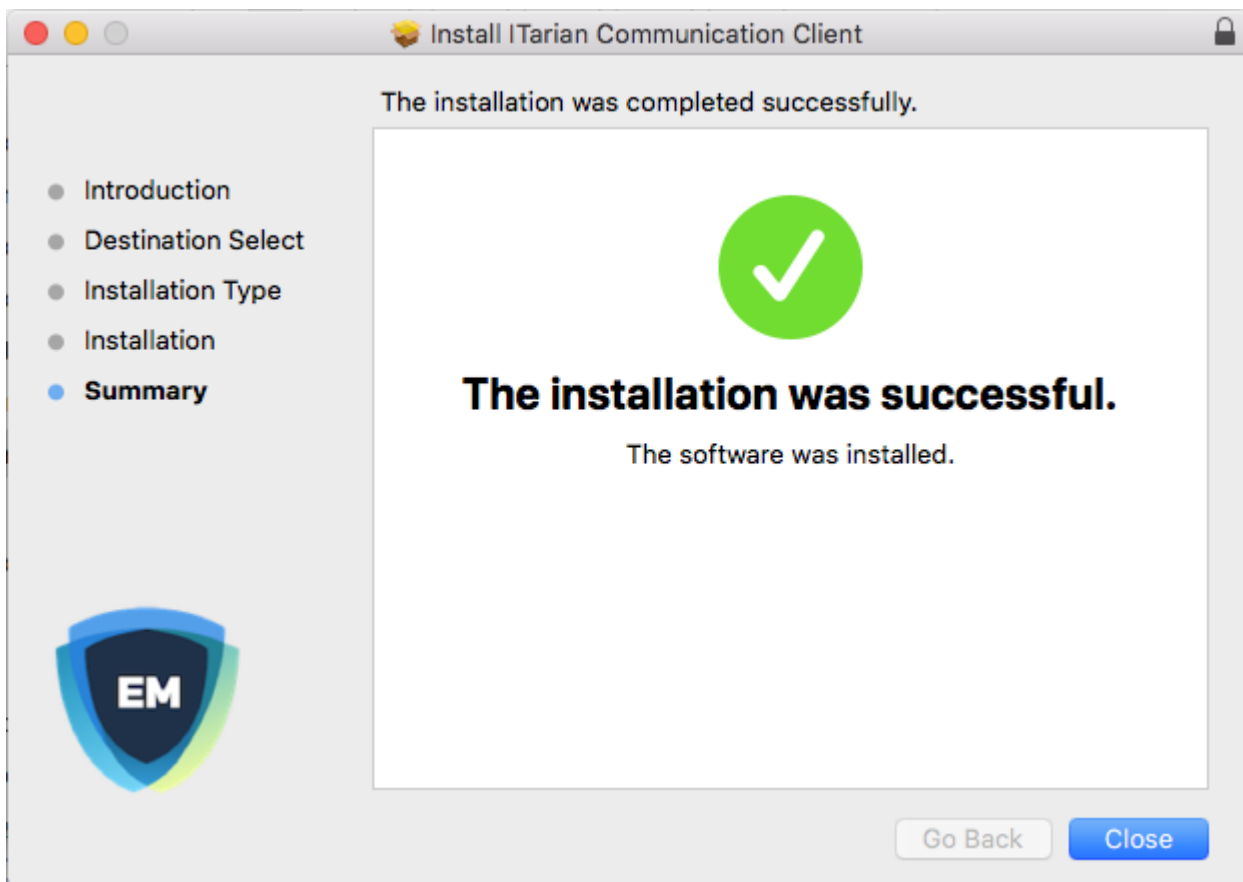
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The EM client setup package file gets downloaded.

- Open the file to install the communication client.

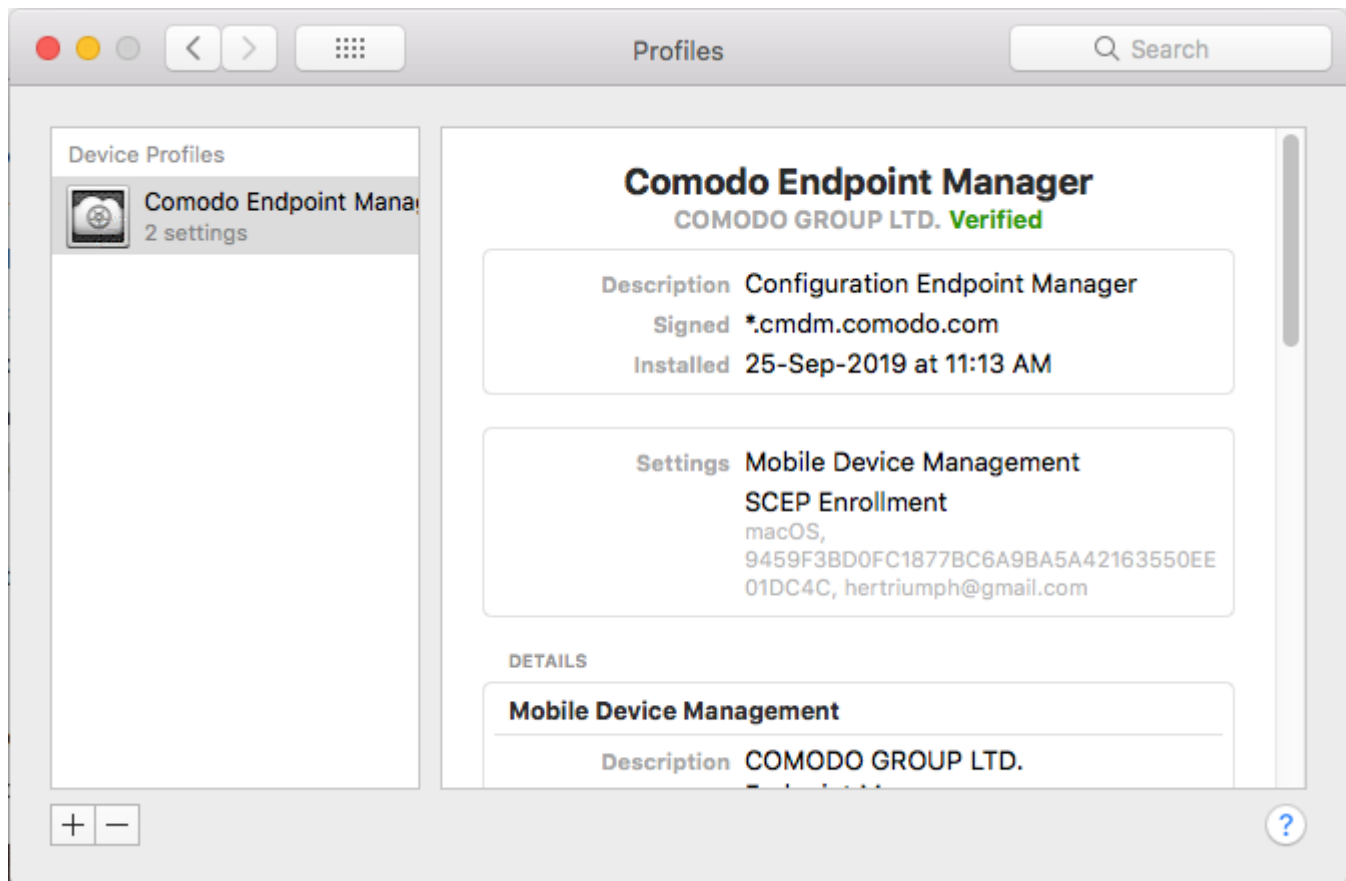


- Follow the wizard to complete the installation.



If the package has been configured to install the EM profile, the device profiles screen appears when installation is complete:





- After installation, the communication client will connect to the Endpoint Manager and enroll the device.
- Xcitium Client Security (CCS) will also be installed if you included it in the setup process. If not, you can remotely install CCS later, after device enrollment. See [this wiki](#) if you need help to install CCS on the device.
- Any Endpoint Manager profiles assigned to the user will now be applied to the device.
- If no profiles are assigned to the user, then the default Mac OS profiles are applied to the device.
- The device can now be remotely managed from the EM console.