AirWatch Apple Configurator Integration for Education

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**Introduction**

Apple’s Configurator is a tool that provides organizations with an economic way to quickly configure a fleet of mobile devices. For educational institutions, Configurator offers an effective way to set up iPhone, iPad and iPod touch devices in scaled deployment with ease. Organizations can take advantage of the unique setup capabilities offered by Configurator, such as iOS versioning enforcement and complete backup prevention.

For many organizations, however, a complete mobile strategy includes more than just device deployment. After devices have been deployed, they must be secured and monitored to ensure complete protection of all vulnerable materials including the assets themselves. They must be updated as end-users change job roles or move into a different class during their day. They must be manageable from your IT Helpdesk when there are issues, and they must be wiped of all sensitive information and privileges as devices are retired. By integrating AirWatch with Configurator, educational institutions are able to administrate their devices in a simple and streamlined process.
Pairing Configurator with AirWatch MDM

The benefits of integrating AirWatch and Configurator in an organization’s MDM program is shown by following a device’s lifecycle, from initial deployment to retirement.

Supervised Device Preparation with Configurator

The first step in preparing a device in Configurator is setting your devices to Supervised mode. Supervised mode sets protective restrictions and loads exclusive settings on each connected device, such as:

- **iOS Version Enforcement** – Load each device with any desired iOS version you prefer.
- **Sync and Backup Protection** – Restrict each device’s ability to sync or backup with another computer.
- **Lock Screen Management** – Set each device’s lock screen image and message.

Supervised mode effectively wipes any connected device to a clean template, which is ready for staging with apps and profiles that end-users are unable to tweak in the AirWatch Admin Console.

Over-the-Air Provisioning with AirWatch

Since AirWatch can provide wireless app and profile provisioning to devices, updating device configurations is easy and convenient. That said, before you begin supervising devices, it’s best to set up your MDM infrastructure in AirWatch. Wirelessly managing your devices and profiles in the AirWatch Admin Console allows you to make changes to your devices even when they’re checked-out. Most importantly, management with AirWatch is immediate.

Establish location groups and users with specific features, apps and restrictions for your entire organization in a centralized, user-friendly environment. Once the MDM profile is created, it is a quick and easy process of exporting the profile from the AirWatch Admin Console, importing the profile into Configurator, and enrolling each device into AirWatch.

Mass Silent Enrollment with Configurator

Once your devices are prepped in Supervised mode and your global MDM profile has been exported from the AirWatch Admin Console and into Configurator, you can efficiently stage any device with your desired presets. Configurator enables seamless mass deployment of AirWatch to any device formatted with the program and silently enrolls each connected iPhone and iPad into AirWatch.

This process is made even easier with a mobile cart by automatically staging one device after another and enrolling each one along the way. Connecting iOS devices with a cart offers the added bonus of charging during downtime and securing each device when it’s not in use. From that point on, all device data and MDM action can tracked and executed in the AirWatch Admin Console.
Top-level Management and Tracking with AirWatch

After the device has left the cart, you can keep tabs on the status and security of the device in the AirWatch Admin Console. Survey each device in real-time at any given moment. Our online tracking environment allows you to run instant reports on any and all devices in your fleet. The Dashboard enables an overall view of all internal devices, providing a quick and comprehensive view of device details, such as:

- Device name
- OS version
- Location group
- Enrollment Status
- Compliance status
- Phone number for iPhone devices

Generate specific reports based on device activity, location, check-in/-out status and more in the Reports section of the AirWatch Admin Console. Sort each report with extensively customized fields to assess device and user activity or status.

Additionally, if a student or employee has any issues with his or her device, your Helpdesk can easily assist from the AirWatch Admin Console by locking their device, resetting the passcode or pushing down additional apps or content.
Device Reassignment with Configurator
After a device has been issued, it often may be reassigned depending on whether a student changes classes or if a different employee starts to use the device. Apple Configurator’s convenient user assignment capabilities make reassigning devices simple, and allow:

- Users to start with a clean slate of content on the device.
- User-specific content to be stored in Configurator, in an easily obtainable database if the user checks-out the device in the future.

Device Retirement with AirWatch
When a device is lost or stolen, AirWatch’s full-wipe features can easily and remotely retire a device safely and securely. Immediately, all internal policies, content and preferences will be removed from the device, leaving it in a generic state that leaves no sensitive information exposed or at risk.

Additional Integration Benefits
Integrating AirWatch with Configurator provides additional benefits to boost your MDM potential, including:

- Asset tracking
- Compromised device detection
- Reporting and automated alerts
- Compliance Engine
- Advanced certificate management
- Email security
- Dynamic profiles with lookup value
Integrating AirWatch with Configurator

Not only do Apple Configurator and AirWatch complement each other with superior features and functionality, but they are also very easy to integrate. Integration is a quick and easy two-step process.

Before starting this process, it is ideal to set devices to **Supervised Mode**. On the **Prepare** page in Configurator, setting a device to Supervised Mode allows you to wipe a returned device and reload the master profile every time your device is plugged back in. As each device is connected, Configurator will wipe the iOS, load the new iOS, and push down every profile setting you’ve established.

![Configurator Interface](image)

**Step 1: Export the AirWatch MDM Profile**

AirWatch v6.1 SP1 and above offers Apple Configurator integration from the System Settings page. To export an MDM profile, navigate to the Apple Configurator page in System Settings and follow the instructions.

You can find this page under **System Settings ➤ Device ➤ iOS ➤ Apple Configurator**.
Click **Save and Export Profile** to download a mobile.config file, which can then be imported into Configurator.

**Step 2: Import the MDM Profile into Apple Configurator**

Once your devices have been prepared into Supervised mode using Apple Configurator, import the profile using the plus sign at the bottom of the Profiles box.
Next, click **Refresh** at the bottom of the window, and your devices will be enrolled and staged with the appropriate MDM profiles. You can now manage device settings and features from the AirWatch Admin Console wirelessly instead of having to plug in each device to reconfigure.