Provisioning in a Pandemic

Deploying Macs for a Remote Workforce

Greg Neagle, Walt Disney Animation Studios

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ROY E. DISNEY ANIMATION BUILDING

WDAS human environment

(pre-pandemic)

- Around a thousand employees
- Employee count grows and shrinks but rarely dramatically
- Almost everyone in a single building
- Virtually no long-term remote work

WDAS Mac environment

(Pre-pandemic)

- Mac count in the hundreds (not the thousands)
- Long usage of individual machines (5+ years not uncommon)
- Macs on studio LAN at least 40 hours a week

WDAS Mac environment

(Pre-pandemic)

- Every client has high-speed networking
- Integration with production Linux environment:
  - NFS storage
  - LDAP accounts

©DISNEY

Setting up Macs

Setting up a Mac

2017 (and earlier)

- NetBoot
- Run Imagr and install a standard image:
  - macOS
  - Local admin account
  - Munki
- Munki takes over at first boot and installs 200+ packages

Setting up a Mac

2017 (and earlier)

User experience:

- User gets Mac with all vital software installed and system services configured
- User logs in with their LDAP account and a local (mobile) account is created
- Custom app enforces FileVault and escrows PRK to an internal server
- User can get to work!

Setting up a Mac

2017 (and earlier)

- MDM? What for? Solves no problem for us.

Setting up a Mac

Late 2017 developments

- **Fall 2017: macOS 10.13 High Sierra ships**
  - Kernel extension approval
  - UAMDM

Setting up a Mac

Late 2017 developments

- **Fall 2017: macOS 10.13 High Sierra ships**
  - Kernel extension approval
  - UAMDM
- **December 2017: iMac Pro ships with T2 chip**
  - No NetBoot support
  - Imaging is (mostly) dead

Setting up a Mac

~~2017~~ 2018

- ~~NetBoot~~
- Boot to Recovery
  - Use Bootstrappr to install "bootstrap packages":
    -or-
    Use Installr to install macOS and bootstrap packages:
- ~~Run Imagr and install a standard image:~~
  - ~~macOS~~
  - Local admin account
  - Munki
- Munki takes over at first boot and installs 200+ packages

Setting up a Mac

2018

- Boot to Recovery
  - Use Boostrappr (github.com/munki/bootstrappr) to install "bootstrap packages":
    -or-
    Use Installr (github.com/munki/installr) to install macOS and bootstrap packages:
    - Local admin account
    - Munki
- Munki takes over at first boot and installs 200+ packages

Setting up a Mac

2018

- Munki takes over at first boot and installs everything else
  - Most config profiles still delivered by Munki
  - Munki-installed pkg enrolls machine in MDM
  - Manual UAMDM approval

Setting up a Mac

Late 2018 developments

- Fall 2018: macOS 10.14 Mojave ships
  - Privacy protections (limited) ("Full Disk Access")

Setting up a Mac

2019 – pretty much the same as 2018

- Boot to Recovery
  - Use Boostrappr (github.com/munki/bootstrappr) to install "bootstrap packages":
    -or-
    Use Installr (github.com/munki/installr) to install macOS and bootstrap packages:
    - Local admin account
    - Munki
- Munki takes over at first boot and installs everything else

Other Mac Engineering tasks

2019

- Expand use of MDM
- Port Munki GUI apps to Swift
- Port Munki CLI to Python 3
- Bundle Python 3 runtime with Munki

Setting up a Mac

2019 developments

- Summer 2019: macOS 10.15 Catalina Developer Preview
  - Python and other scripting runtimes "deprecated"

Documentation › macOS Release Notes › macOS Catalina 10.15 Release Notes Langu

Scripting Language Runtimes

Deprecations

- Scripting language runtimes such as Python, Ruby, and Perl are included in macOS for compatibility with legacy software. Future versions of macOS won’t include scripting language runtimes by default, and might require you to install additional packages. If your software depends on scripting languages, it’s recommended that you bundle the runtime within the app. (49764202)
- Use of Python 2.7 isn’t recommended as this version is included in macOS for compatibility with legacy software. Future versions of macOS won’t include Python 2.7. Instead, it’s recommended that you run `python3` from within Terminal. (51097165)

Setting up a Mac

2019 developments

- Fall 2019: macOS 10.15 Catalina ships
  - Python and other scripting runtimes "deprecated"
  - Privacy protections expanded to Desktop, Documents and more

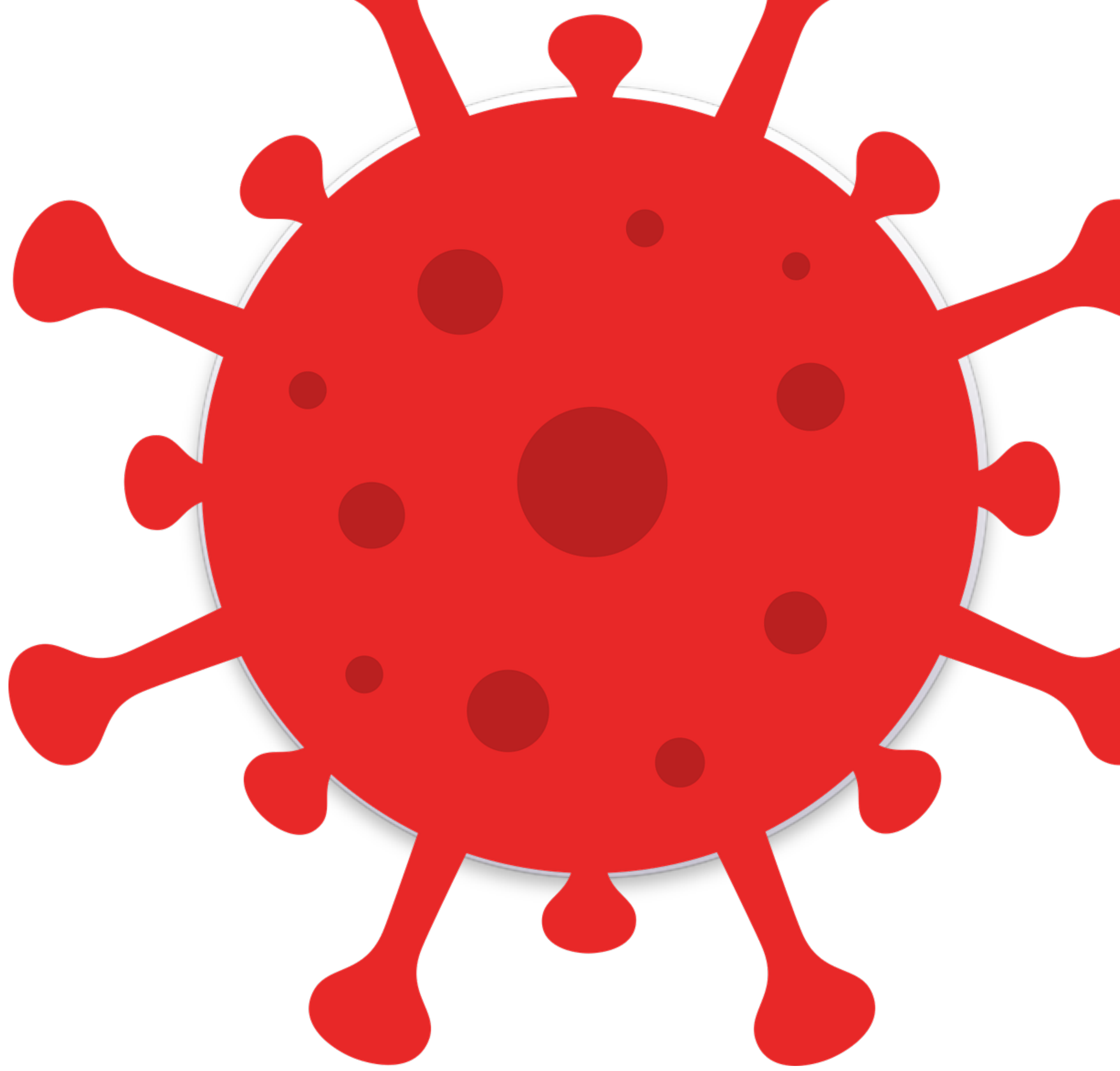
Setting up a Mac

2020 – pretty much the same as 2019

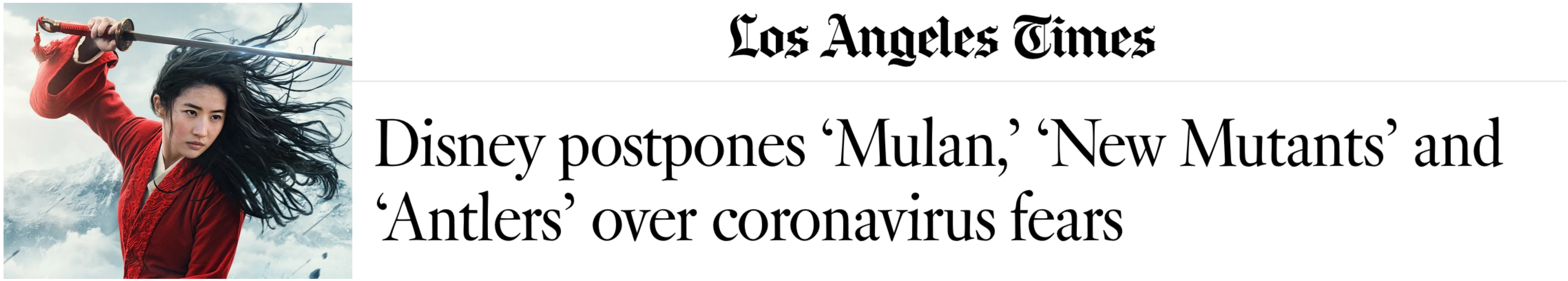
Setting up a Mac

2020 – pretty much the same as 2019

- Or so it seemed…

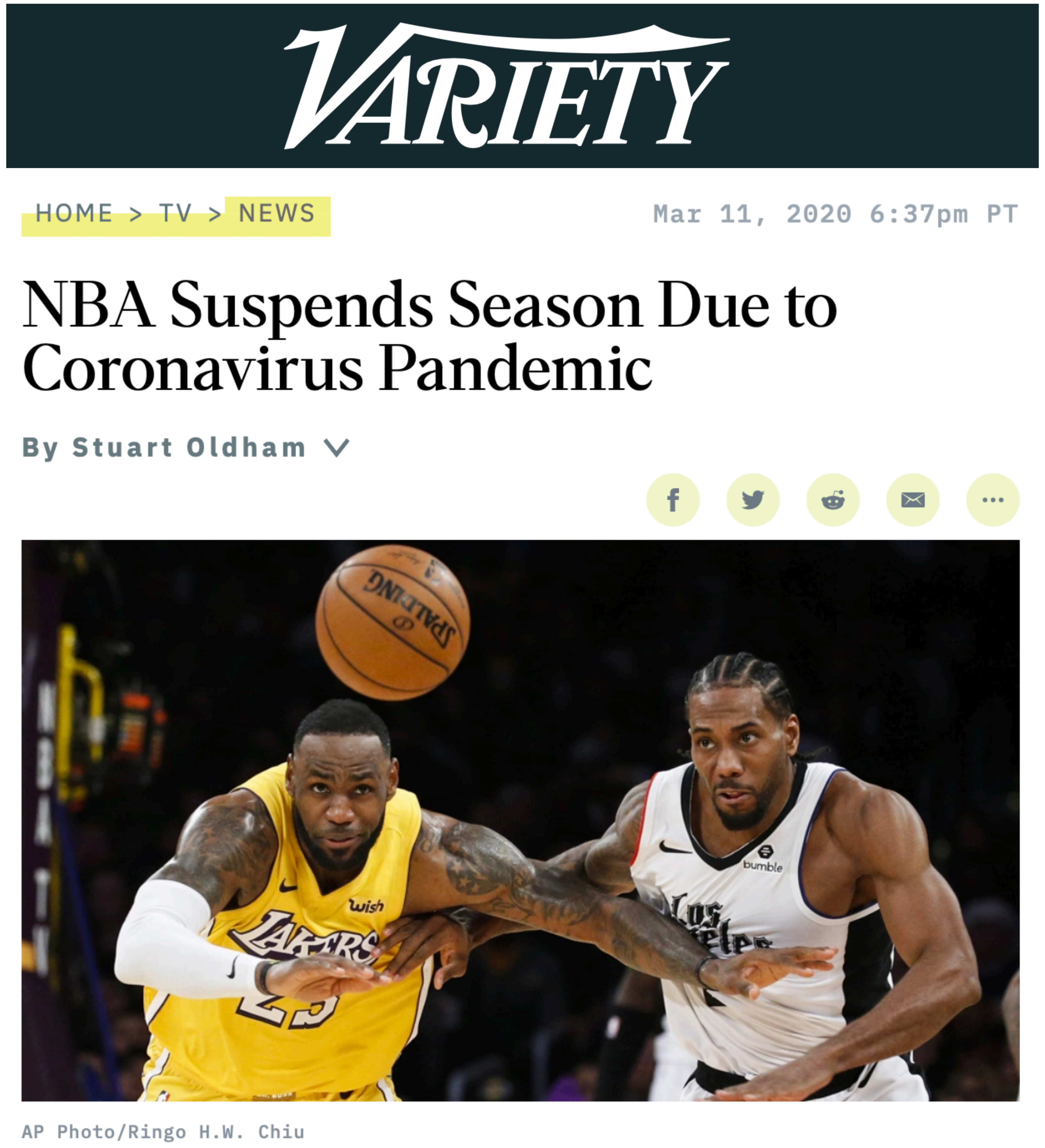


2020



Los Angeles Times

Disney postpones 'Mulan,' 'New Mutants' and 'Antlers' over coronavirus fears



VARIETY

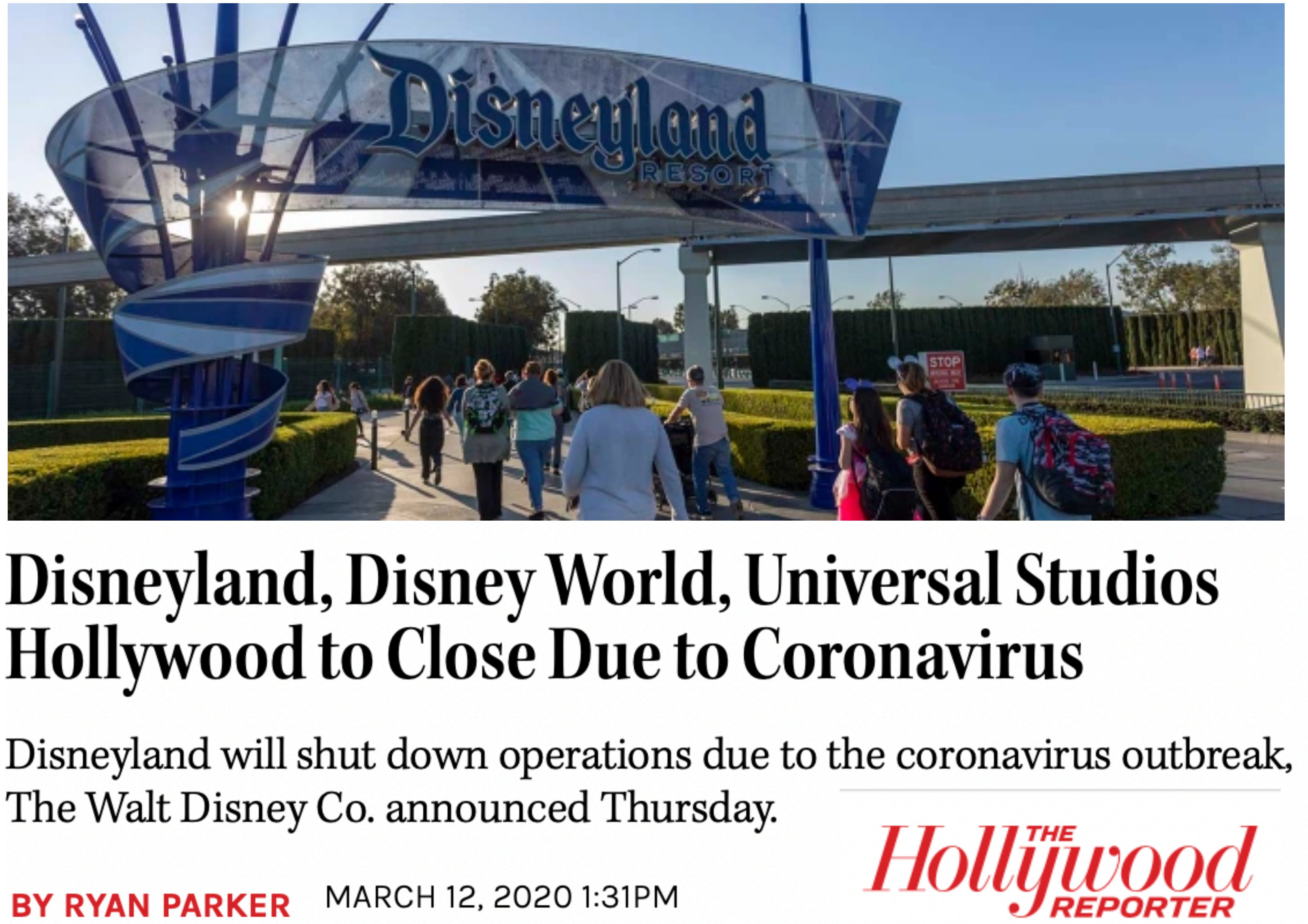
HOME > TV > NEWS

Mar 11, 2020 6:37pm PT

NBA Suspends Season Due to Coronavirus Pandemic

By Stuart Oldham

AP Photo/Ringo H.W. Chiu



Disneyland, Disney World, Universal Studios Hollywood to Close Due to Coronavirus

Disneyland will shut down operations due to the coronavirus outbreak, The Walt Disney Co. announced Thursday.

BY RYAN PARKER MARCH 12, 2020 1:31PM

The Hollywood Reporter

March 13, 2020

Work from Home begins

Environmental changes

Assumptions no longer true!

- ~~Almost everyone in a single building~~ Employees spread all over
- ~~Virtually no long-term remote work~~ Everyone is remote
- ~~Macs on studio LAN at least 40 hours a week~~ Might rarely connect to the studio LAN
- ~~Every client has high-speed networking~~ Home internet connections

"Might rarely connect to the studio LAN"

Why?

- Not enough VPN capacity in early Spring 2020
  - So not everyone could connect even if they wanted to
- Could access some resources without VPN:
  - Email (Gmail) (and calendar)
  - Zoom/Bluejeans/etc
  - Slack
  - Jira
  - other stuff

New management needs

In a work-from-home world

Need to be able to manage Macs that *are not* on the "corporate" network!

New management needs

In a work-from-home world

Early 2020:

Deployment/management services only available on internal LAN:

- NetBoot
- Bootstrappr/Installr deployment disk images
- Reposado (Apple Software updates)
- Munki

New management needs

In a work-from-home world

Early 2020:

Deployment/management services available externally:

- MDM

New management needs

In a work-from-home world

Munki in the cloud

- We already had some services in AWS
- Graham Gilbert's Terraform modules for AWS at MacDevOps YVR 2019

MDOYVR19 - Graham Gilbert - Munki Repo in 3 Mins

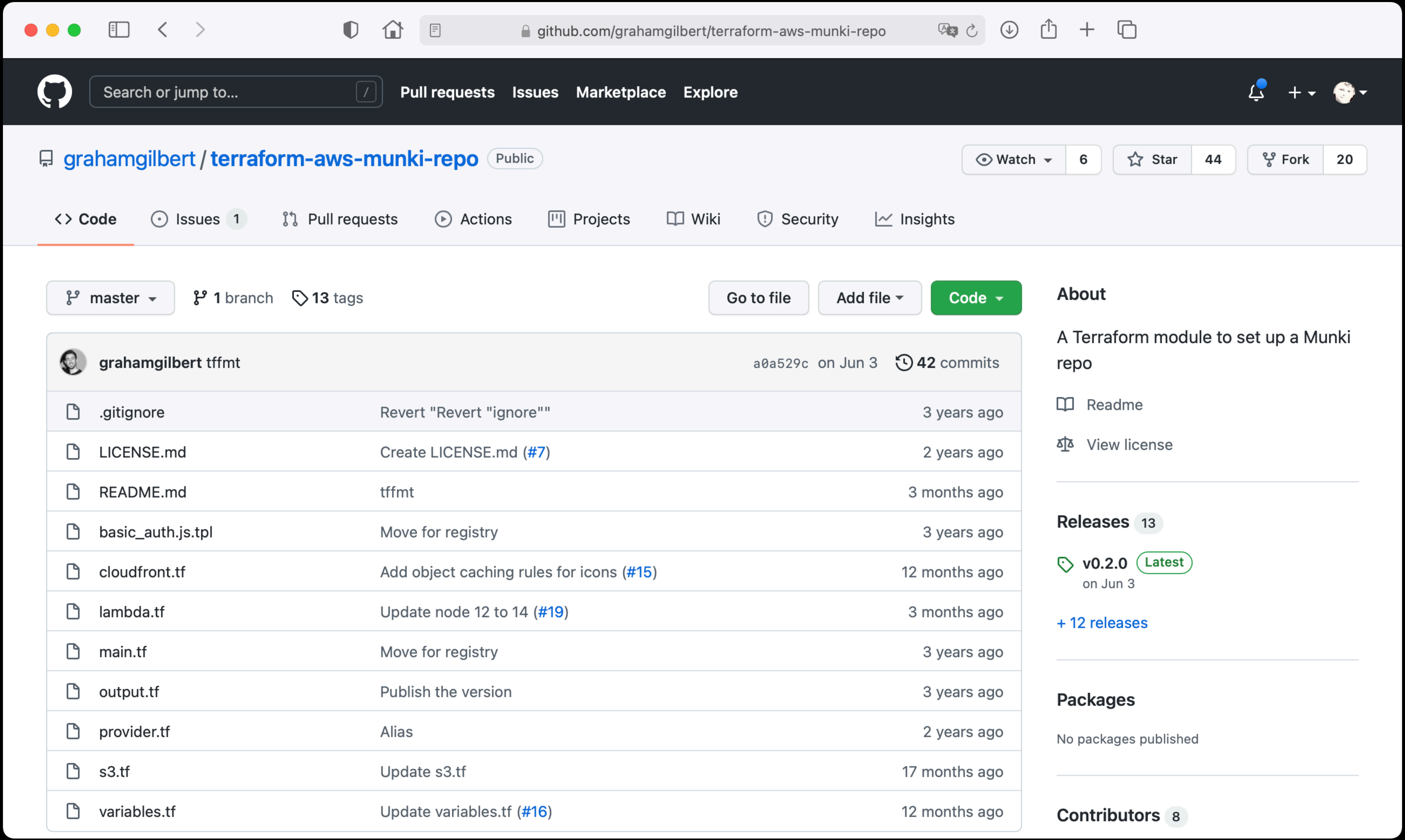
Building a Munki repo in 3 minutes with Terraform

GRAHAM GILBERT • JUNE 14 2019 • MACDEVOPS:YVR

MAC
DEV
OPS
YVR

June 12-14, 2019
Vancouver, Canada
MDOYVR.com

https://www.youtube.com/watch?v=Sr5-FoFLpnA



grahamgilbert tffmt a0a529c on Jun 3 42 commits

.gitignore	Revert "Revert "ignore""	3 years ago
LICENSE.md	Create LICENSE.md (#7)	2 years ago
README.md	tffmt	3 months ago
basic_auth.js.tpl	Move for registry	3 years ago
cloudfront.tf	Add object caching rules for icons (#15)	12 months ago
lambda.tf	Update node 12 to 14 (#19)	3 months ago
main.tf	Move for registry	3 years ago
output.tf	Publish the version	3 years ago
provider.tf	Alias	2 years ago
s3.tf	Update s3.tf	17 months ago
variables.tf	Update variables.tf (#16)	12 months ago

About

A Terraform module to set up a Munki repo

New management needs

In a work-from-home world

Apple Software Update in the cloud

- Just use Apple's service

New management needs

In a work-from-home world

Ongoing management:

MDM ✓

Munki ✓

Apple Software Update ✓

Initial setup and deployment:

?

In the Before Times

Mac setup

- Boot to recovery
- Install Munki (and some other pkgs)
- Boot to "normal" OS
- Let Munki install everything else
  - (Includes LDAPv3 config and mobile account config)
- User gets fully configured machine:
  - Can log in with LDAP creds and a local account is created

~~In the Before Times~~ In the New Reality

Mac setup

- Boot to recovery
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- Boot to "normal" OS
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- User gets fully configured machine:
  - ~~Can log in with LDAP creds and a local account is created~~

All this we can do in advance at the studio, then ship the machine

Doesn't work off Disney Animation network

New management needs

In a work-from-home world

Initial deployment/setup without NetBoot or access to internal disk images

- Use DEP/ADE-triggered setup:
    - ABM/DEP/ADE causes enrollment in our MDM
    - MDM installs Munki (and config profiles)
    - Munki installs all other software

~~In the Before Times~~

In the New Reality

Mac setup

- ~~Boot to recovery~~
- ~~Install Munki (and some other pkgs)~~
- ~~Boot to "normal" OS~~
- Let Munki install everything else
  - (Includes LDAPv3 config and mobile account config)
- User gets fully configured machine:
  - ~~Can log in with LDAP creds and a local account is created~~

Doesn't work off Disney Animation network

- Boot new OS
- Use DEP/ADE to enroll in MDM
- MDM installs Munki

In the New Reality

Mac setup

- How to let users create own account?
  - Must have correct UNIX shortname and UID and GID
  - Bonus: with LDAP password (less confusing)

New management needs

In a work-from-home world

Pre-pandemic

Deployment/management services available externally:

- MDM
- Okta

okta

In the New Reality

Mac setup

- How to let users create own account?
  - Must have correct UNIX shortname and UID and GID
  - Bonus: with LDAP password (less confusing)

Cloud-based LDAP authentication

Eliminate the need for a local LDAP authentication with the LDAP Interface. Direct your existing LDAP-dependent applications to Okta using standard LDAP protocols. Then users can authenticate against Universal Directory secured by MFA.

- Preface
- Release Notes
- Overview
- Integrating with an Identity Provider
  - Integrating with Google Identity
  - Integrating with IBM Cloud Identity
  - Integrating with Microsoft Azure AD
  - **Integrating with Okta**
  - Integrating with OneLogin
  - Integrating with PingFederate
- Jamf Connect Configuration
- Jamf Connect Login
- Jamf Connect Sync
- Jamf Connect Verify
- Troubleshooting

Integrating with Okta

Overview

Jamf Connect authenticates Okta users directly to your domain using Okta's authentication API. No changes are required to enable cloud authentication within the Okta admin dashboard.

Integrating Okta with Jamf Connect involves the following steps:

1. Enable Okta authentication.
2. (Optional) Integrate Jamf Connect with OpenID Connect (OIDC).
3. Configure and deploy Jamf Connect.

Step 1: Enabling Okta Authentication

Although no changes are required to enable functionality within the Okta admin dashboard, you must modify Jamf Connect Login to use Okta's Authentication API rather than OpenID Connect authentication.

Do one of the following to enable Okta authentication:

- Change the Jamf Connect Login package name to include "okta". This will automatically run the authchanger to enable Okta authentication.
- Manually execute the following command with the authchanger:

```
/usr/local/bin/authchanger -reset -Okta
```

For more information about executing commands with the authchanger, see authchanger.

NoMAD
LOGIN

Reimagine your Loginwindow

NoMAD is great for keeping your local Mac user account in sync with AD, but wouldn't it be awesome if the accounts started out in sync? NoMAD Login provides this, and more, by allowing for AD logins on macOS without the need to bind to Active Directory.

NoMAD Login is an open source app that has many features, including:

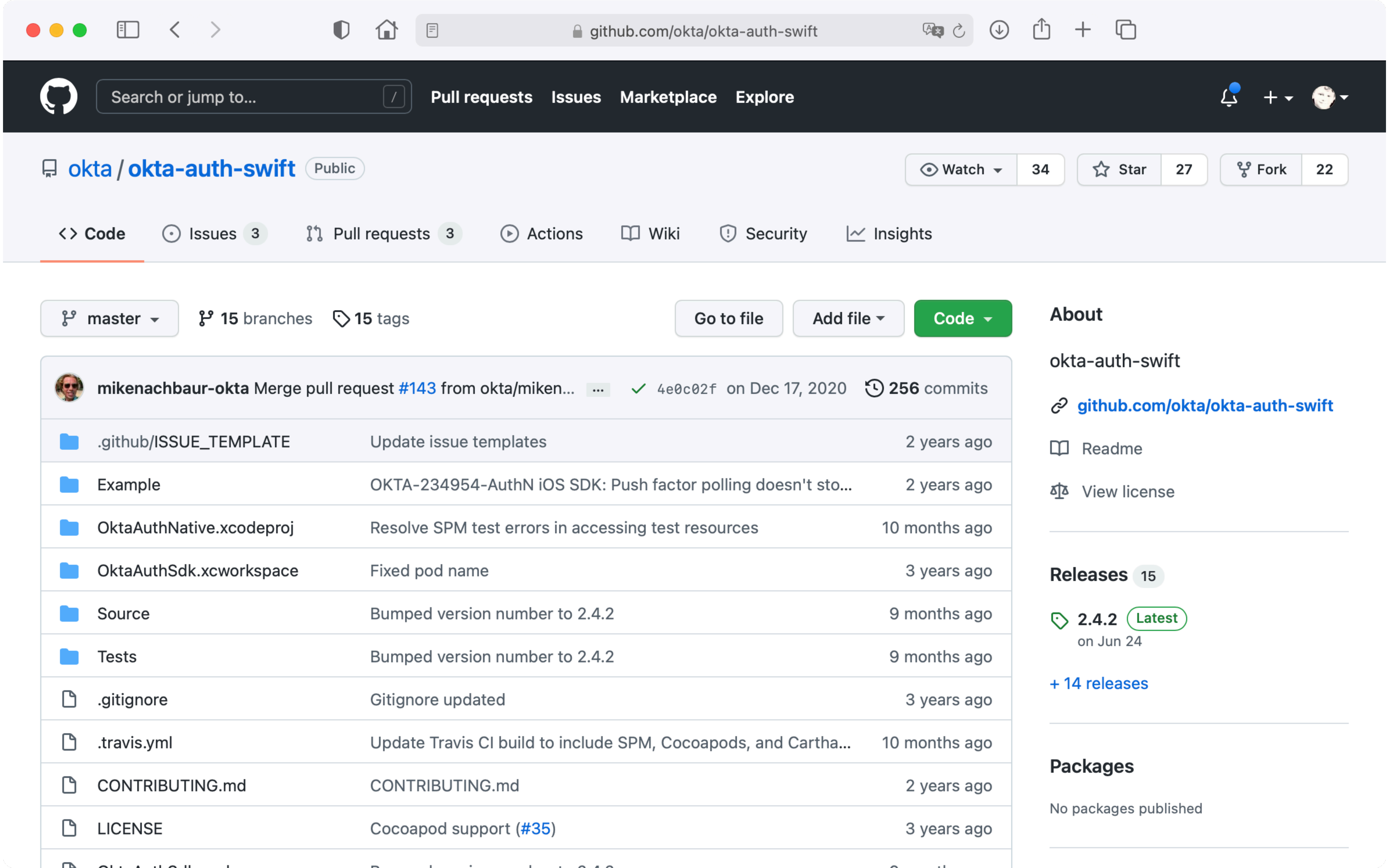
- AD login authentication without binding to AD
- Just-in-time local user creation
- Demobilization of cached AD mobile accounts
- First login FileVault with MDM key escrow support on High Sierra
- Customizable login UI

Support Plans and Implementation support available.

Learn more and download a copy of NoMAD Login here.

Contact us for information on discounts for purchasing support for NoMAD with NoMAD Login.

NoMAD Login



mikenachbaur-okta Merge pull request #143 from okta/miken... ... ✓ 4e0c02f on Dec 17, 2020 256 commits

.github/ISSUE_TEMPLATE	Update issue templates	2 years ago
Example	OKTA-234954-AuthN iOS SDK: Push factor polling doesn't sto...	2 years ago
OktaAuthNative.xcodeproj	Resolve SPM test errors in accessing test resources	10 months ago
OktaAuthSdk.xcworkspace	Fixed pod name	3 years ago
Source	Bumped version number to 2.4.2	9 months ago
Tests	Bumped version number to 2.4.2	9 months ago
.gitignore	Gitignore updated	3 years ago
.travis.yml	Update Travis CI build to include SPM, Cocoapods, and Cartha...	10 months ago
CONTRIBUTING.md	CONTRIBUTING.md	2 years ago
LICENSE	Cocoapod support (#35)	3 years ago

About

okta-auth-swift

github.com/okta/okta-auth-swift

Readme

View license

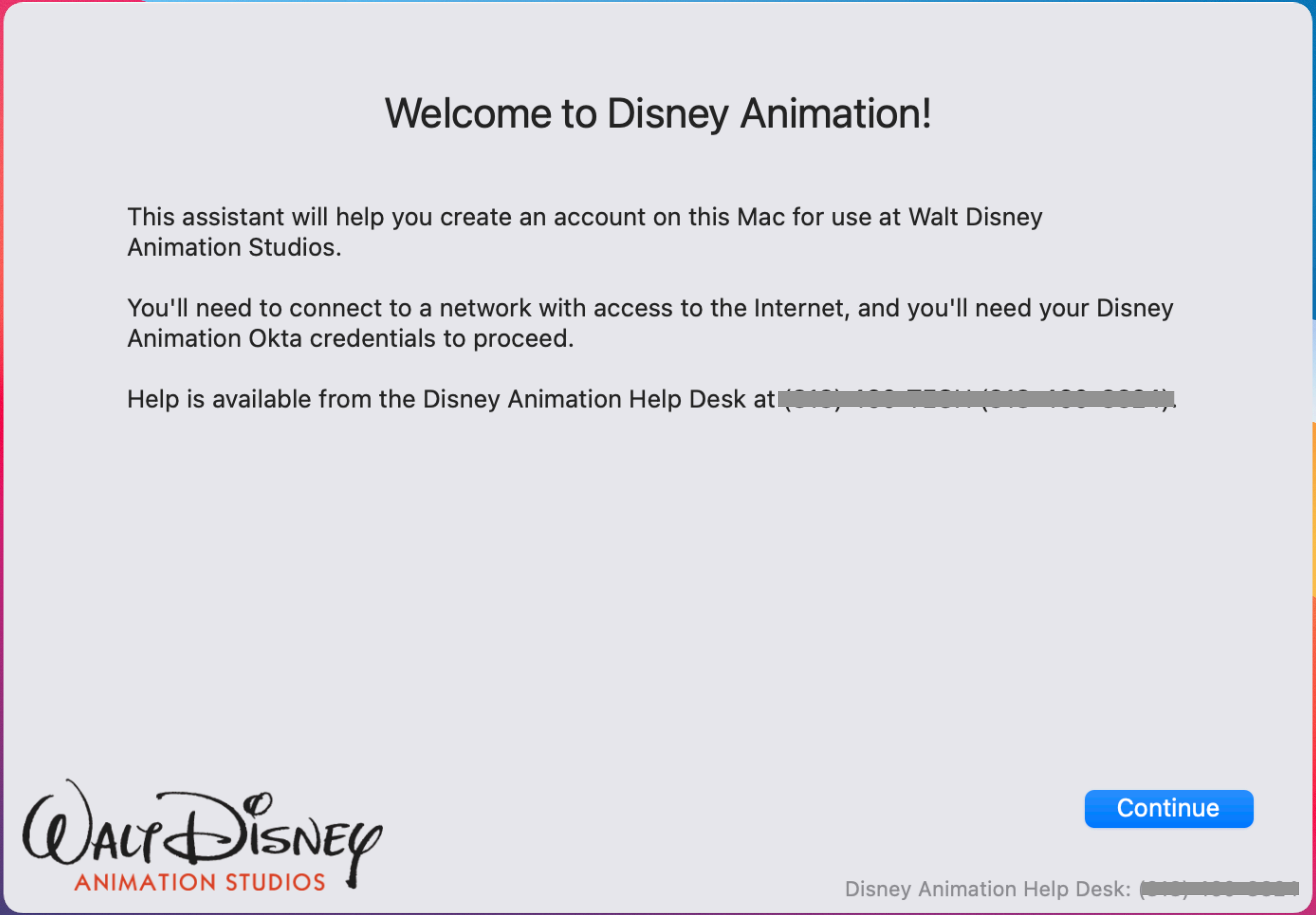
Releases 15

2.4.2 Latest
on Jun 24

+ 14 releases

Packages

No packages published



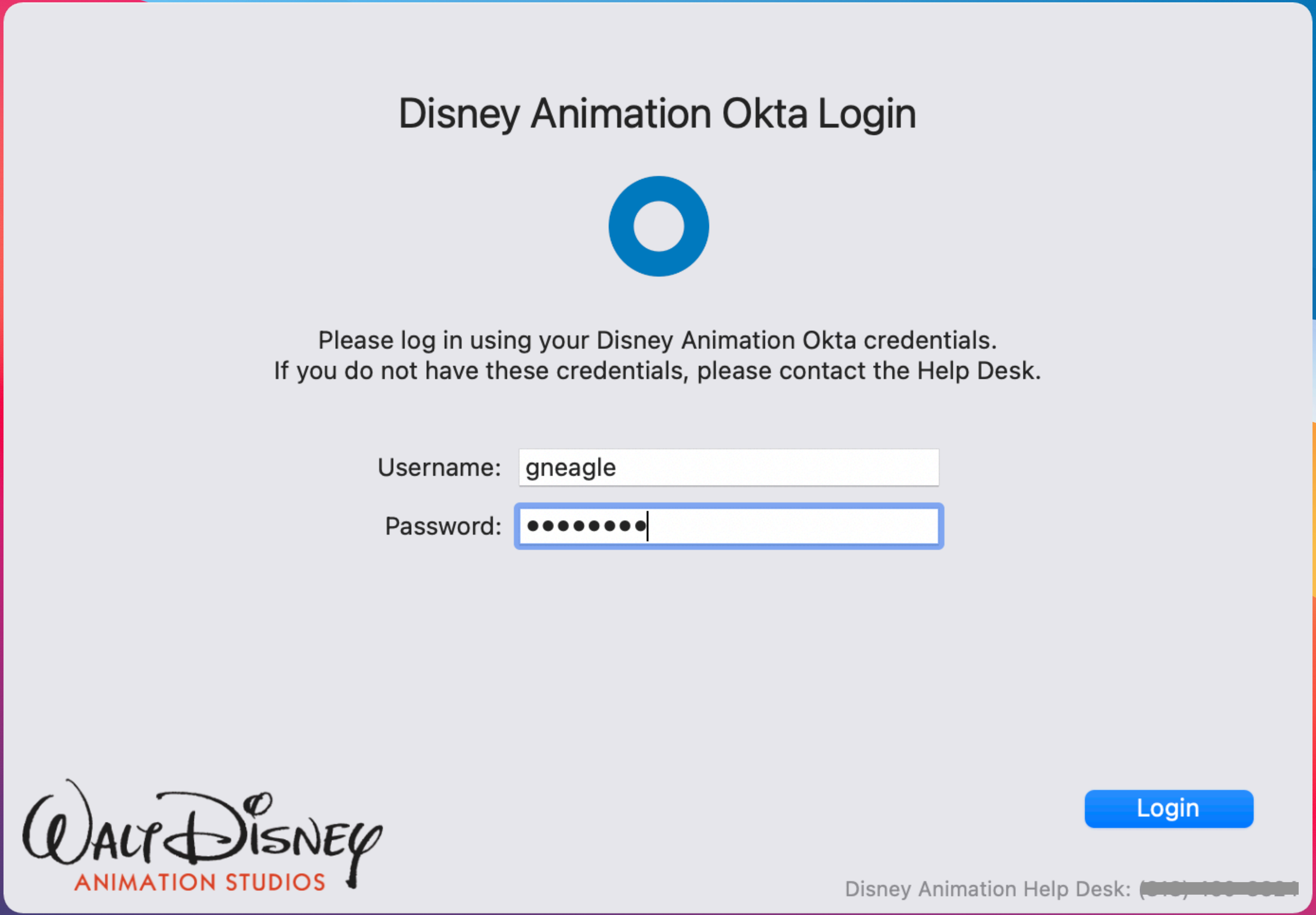
Welcome to Disney Animation!

This assistant will help you create an account on this Mac for use at Walt Disney Animation Studios.

You'll need to connect to a network with access to the Internet, and you'll need your Disney Animation Okta credentials to proceed.

Help is available from the Disney Animation Help Desk at [redacted].

Disney Animation Help Desk: [redacted]



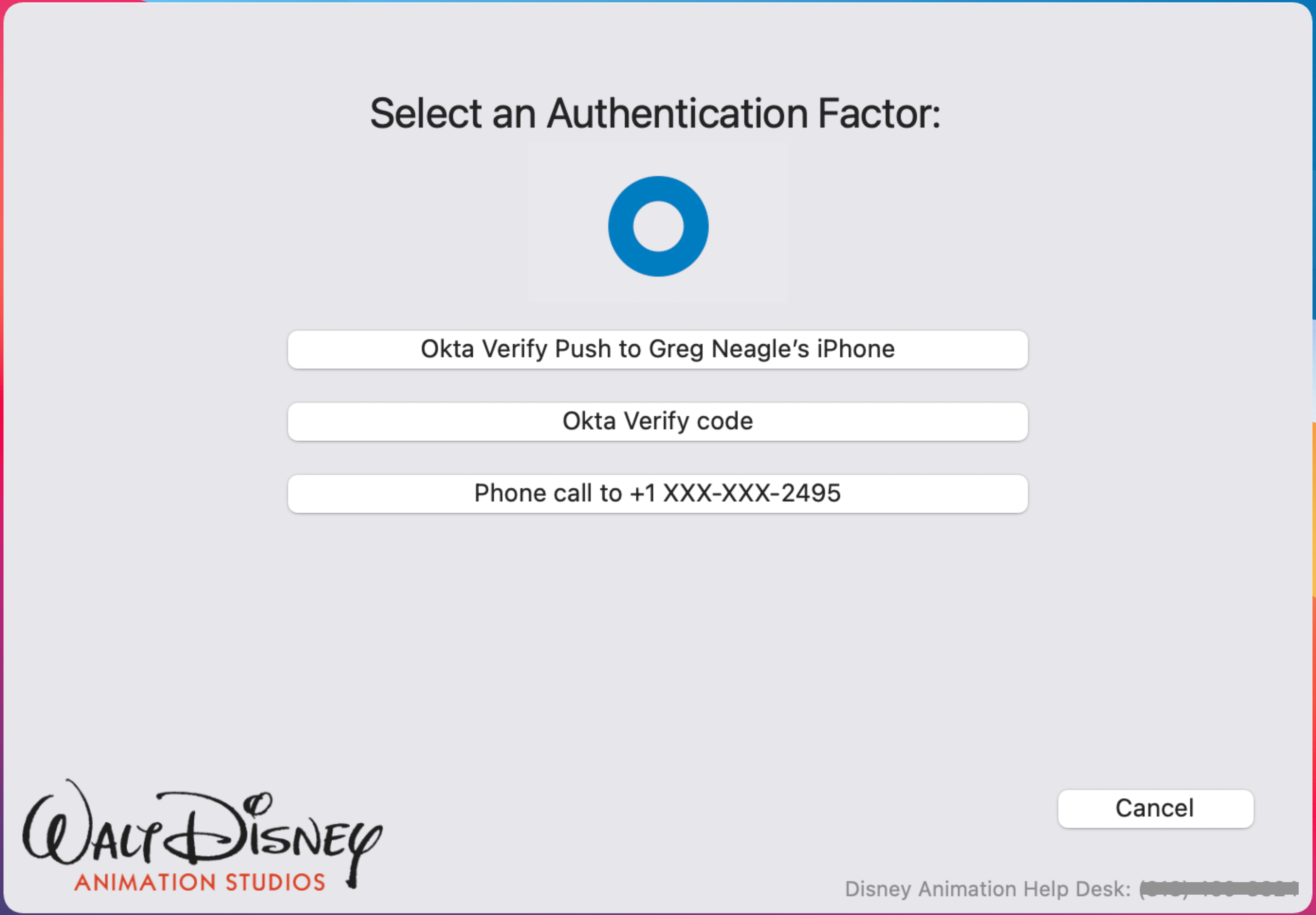
Disney Animation Okta Login

Please log in using your Disney Animation Okta credentials.
If you do not have these credentials, please contact the Help Desk.

Username: gneagle

Password: ●●●●●●●●

Disney Animation Help Desk: [redacted]



Select an Authentication Factor:

Okta Verify Push to Greg Neagle's iPhone
Okta Verify code
Phone call to +1 XXX-XXX-2495
Cancel
Walt Disney
ANIMATION STUDIOS

Disney Animation Help Desk: [redacted]

Walt Disney
ANIMATION STUDIOS
Cancel

Push request sent!

Waiting for push confirmation...

Disney Animation Help Desk: [redacted]

Walt Disney
ANIMATION STUDIOS
Continue

Authentication Successful!

Getting information about your account...

Disney Animation Help Desk: [redacted]

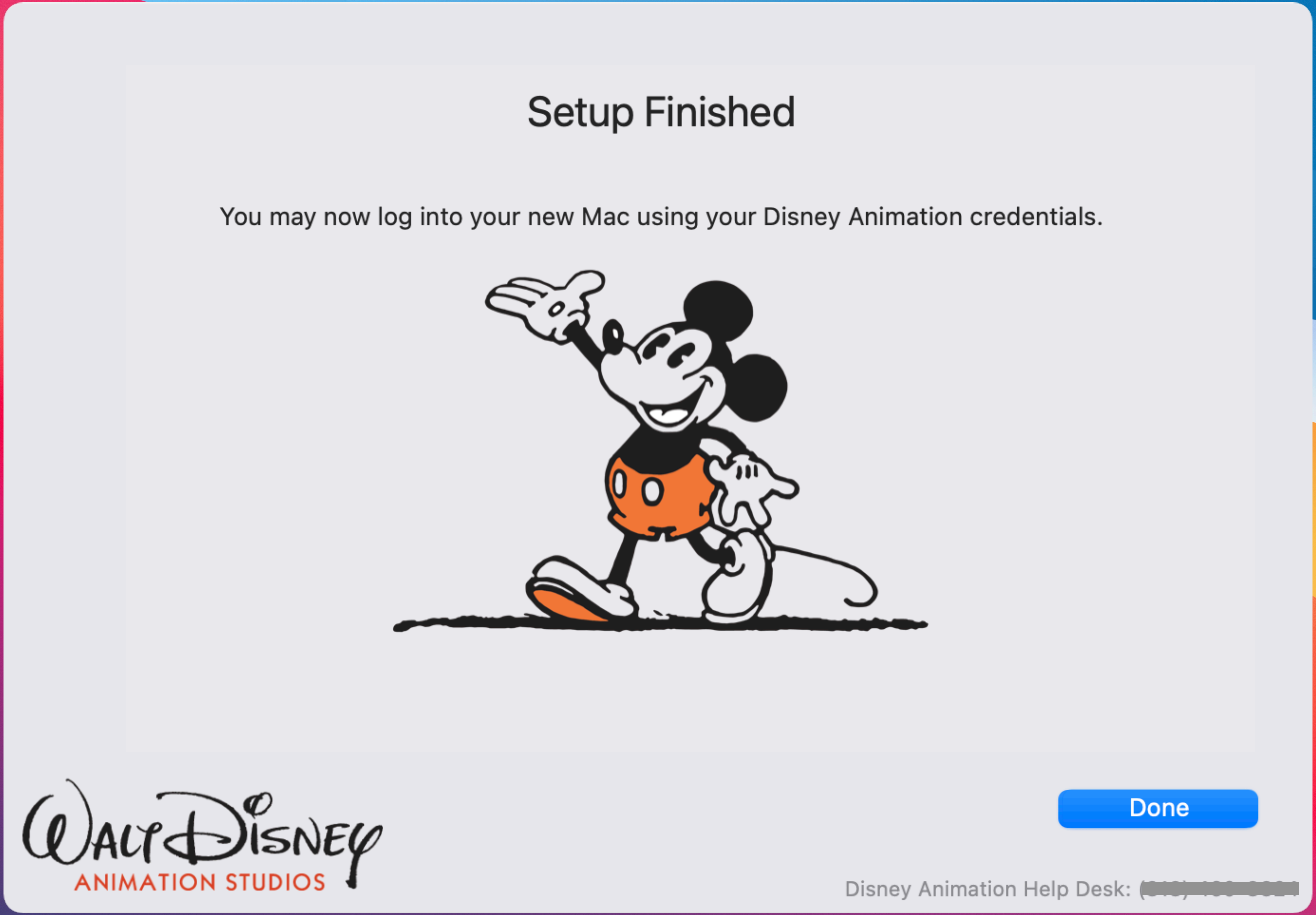
Disney Animation Setup Complete

All setup tasks complete.

- Set machine name: Done.
- Create user account: Done.
- Create user home: Done.
- Update enrolled MDM user: Done.

Walt Disney
ANIMATION STUDIOS
Continue

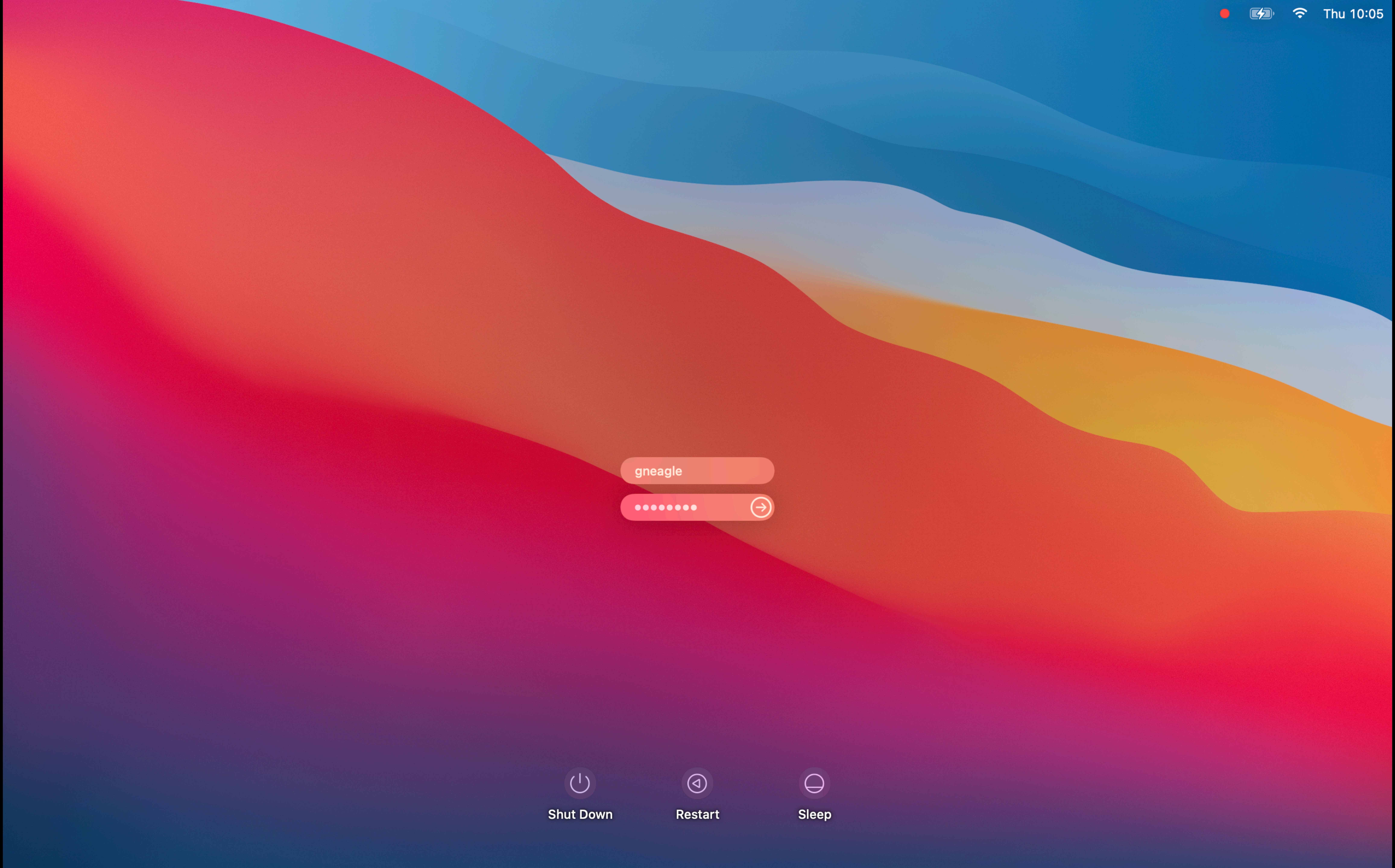
Disney Animation Help Desk: [redacted]



Setup Finished

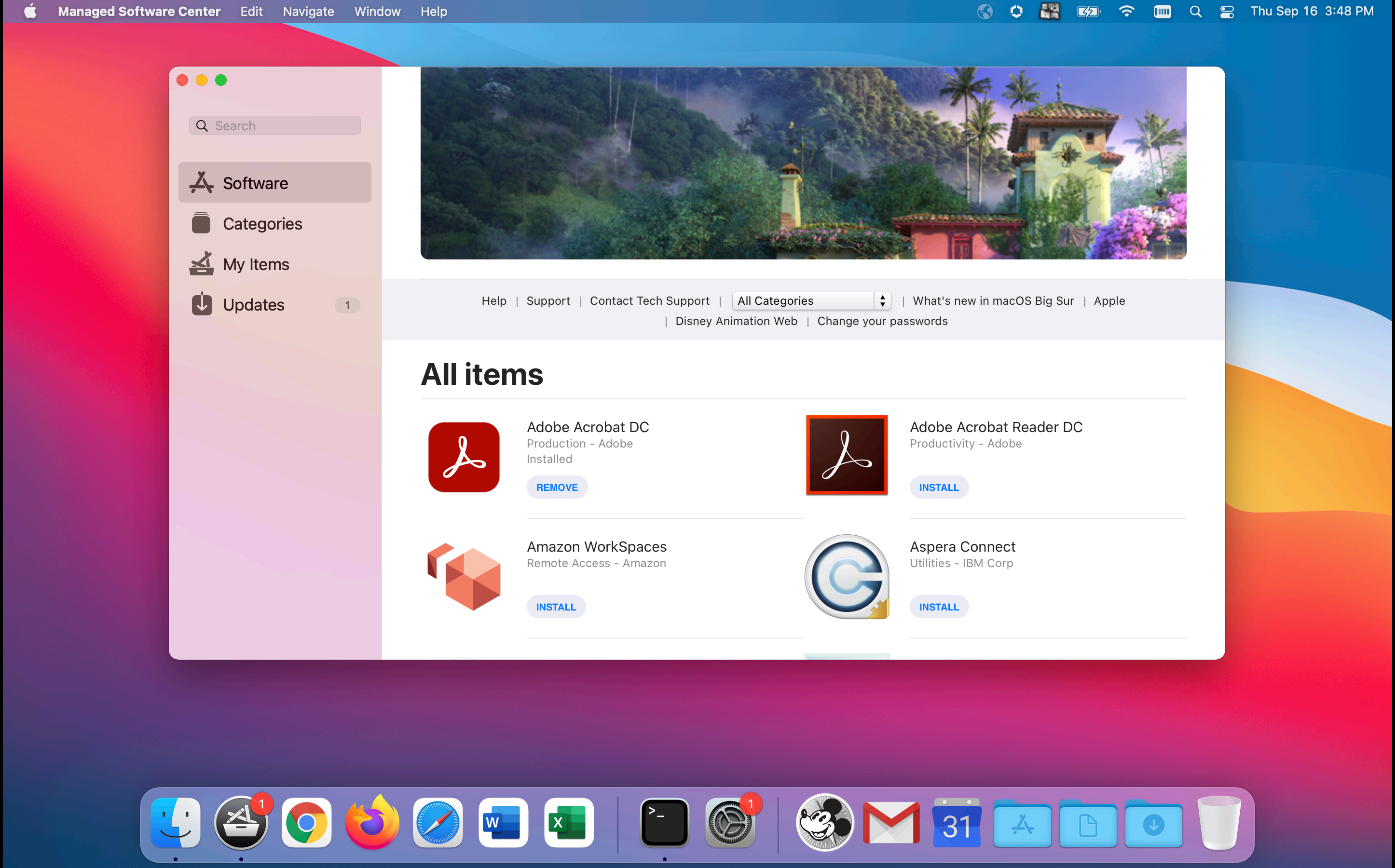
You may now log into your new Mac using your Disney Animation credentials.

Disney Animation Help Desk: [redacted]



gneagle

••••••••


Managed Software Center
Edit
Navigate
Window
Help
Thu Sep 16 3:48 PM
Search
Software
Categories
My Items
Updates
1
Help | Support | Contact Tech Support | All Categories | What's new in macOS Big Sur | Apple
| Disney Animation Web | Change your passwords
REMOVE
INSTALL
INSTALL
INSTALL
1
1
31

All items

Adobe Acrobat DC
Production - Adobe
Installed

Adobe Acrobat Reader DC
Productivity - Adobe

Amazon WorkSpaces
Remote Access - Amazon

Aspera Connect
Utilities - IBM Corp

New Mac setup workflow

Big Sur+

- Make sure Mac is assigned "Automatic Mac Deployment" deployment profile in MDM
- Boot Mac
- Apple's Setup Assistant launches
- Mac checks for DEP/ADE enrollment and enrolls in MDM and auto-advances through setup
- MDM installs local admin account. Local account creation is suppressed.
- MDM installs Munki

New Mac setup workflow

Big Sur+

- Setup Assistant exits and Mac drops to loginwindow
- Munki starts installing everything assigned in the machine's manifest
  - Includes Disney Animation Setup Assistant
- Munki finishes; Disney Animation Setup Assistant launches
  - Either: shutdown and ship to user
  - Or user continues with user creation

New Mac setup workflow

Deployment alternatives

Alternative #1:

- Use new DEP/ADE setup workflow on workbench at the studio
- Run until Disney Animation Setup Assistant launches
- Shut Mac down and ship to user

More reliable.
User can get to work sooner.

Alternative #2:

- Ship unconfigured Mac to user
- User boots Mac
- DEP/ADE setup workflow sets up Mac

Less technician work.
More risk of failure.
User has to wait longer to get to work.

ABM/DEP/ADE MDM bits

Are there enough acronyms?

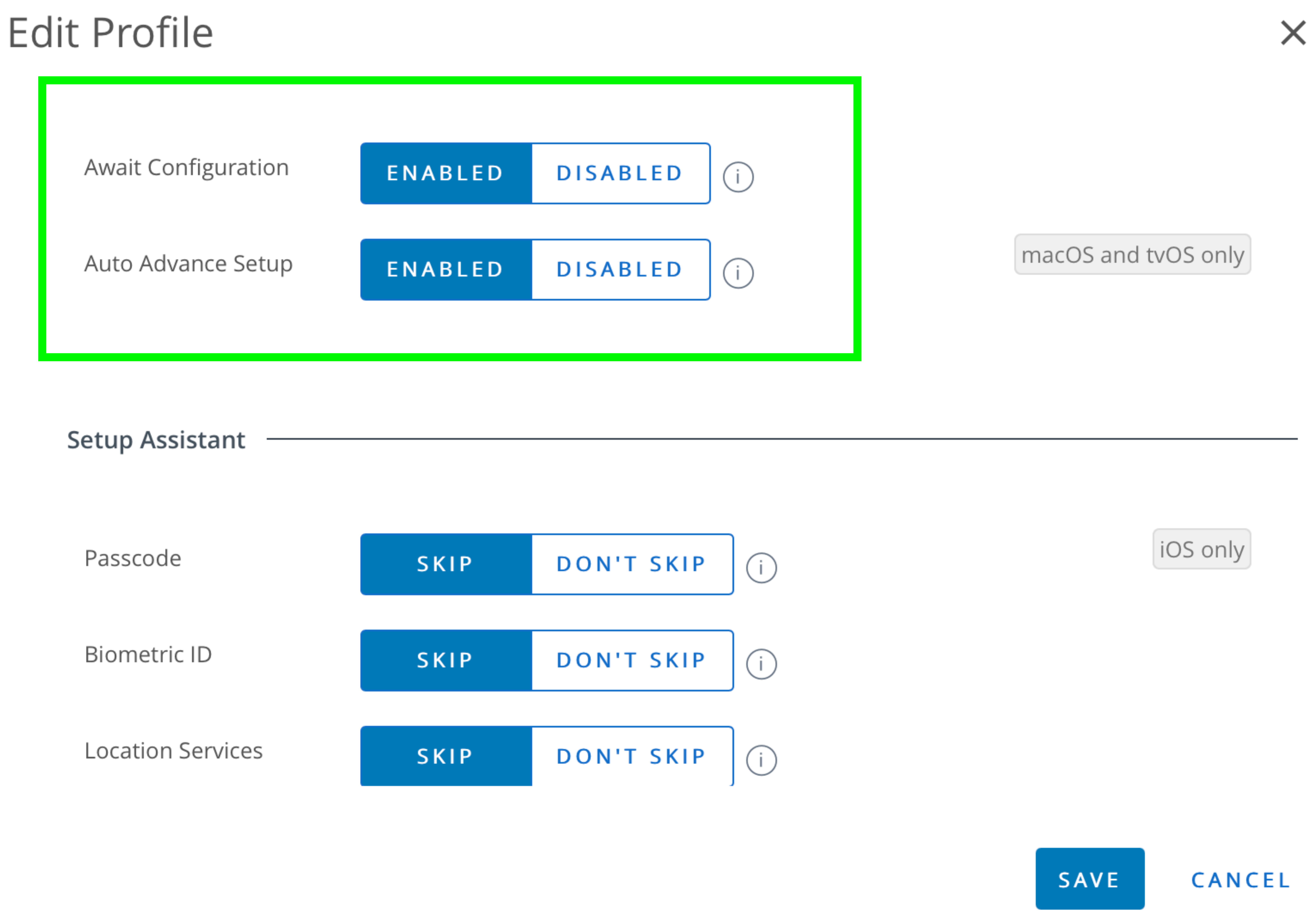
WDAS
Add
gneagle
Applications
Native
Web
Access Policies
Logging
Application Settings
Books
Orders
All Apps & Books Sett
munki
Install Status
Status
Not Applicable
Not Applicable
Page Size: 50
macOS
Overview
Details
Files
Images
SAVE & ASSIGN
CANCEL

Edit Application - munkitools-5.5.0.4362

Internal | Status: Active | Managed By: WDAS | Application ID: munkitools-5.5.0.4362.pkg | App ...

Bootstrap Package

Distribution installer packages installed immediately on enrollment (macOS 10.12.6+)



Edit Profile

Await Configuration: ENABLED | DISABLED

Auto Advance Setup: ENABLED | DISABLED

macOS and tvOS only

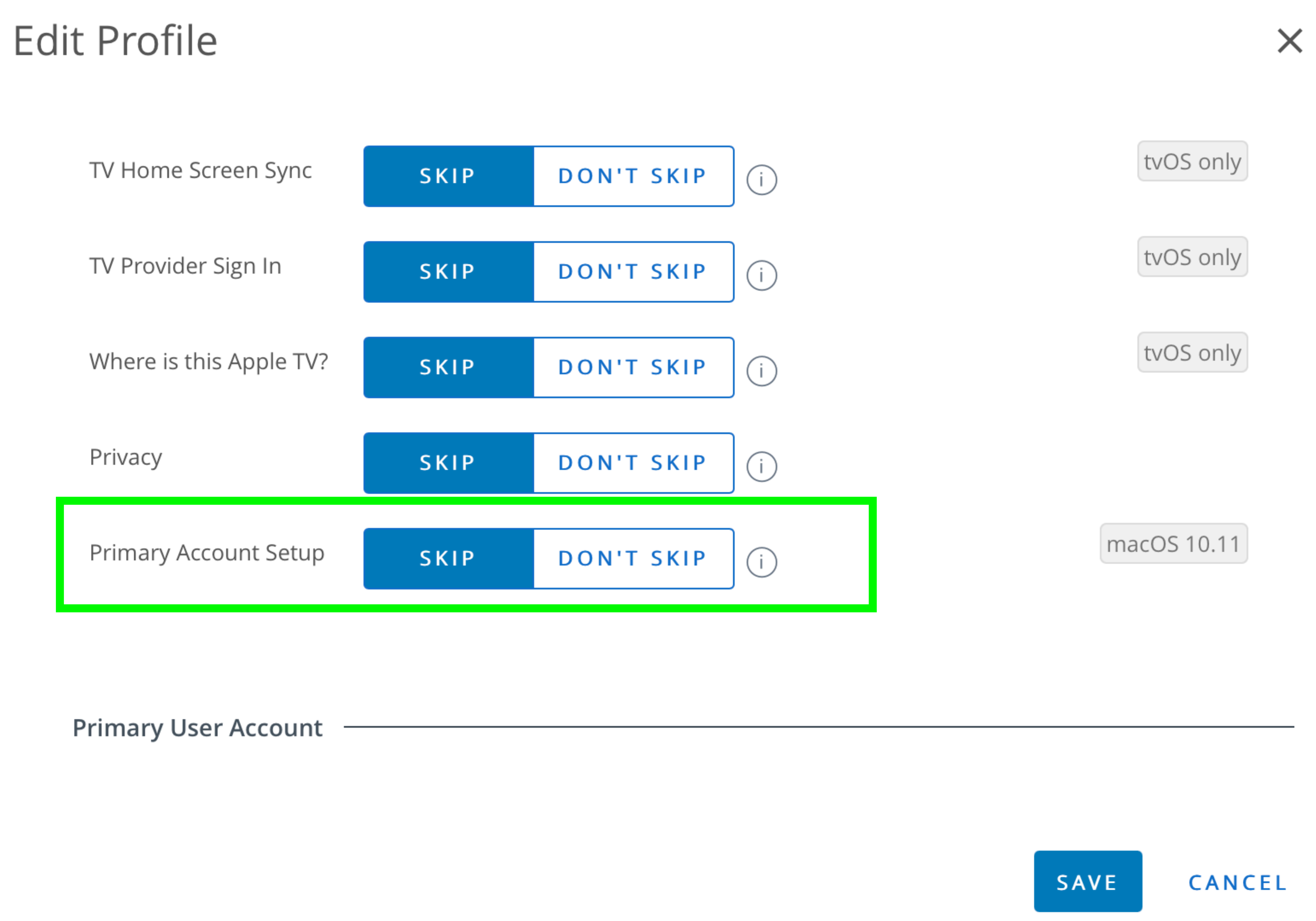
Setup Assistant

iOS only

Passcode: SKIP | DON'T SKIP

Biometric ID: SKIP | DON'T SKIP

Location Services: SKIP | DON'T SKIP



Edit Profile

TV Home Screen Sync SKIP DON'T SKIP tvOS only

TV Provider Sign In SKIP DON'T SKIP tvOS only

Where is this Apple TV? SKIP DON'T SKIP tvOS only

Privacy SKIP DON'T SKIP

Primary Account Setup SKIP DON'T SKIP macOS 10.11

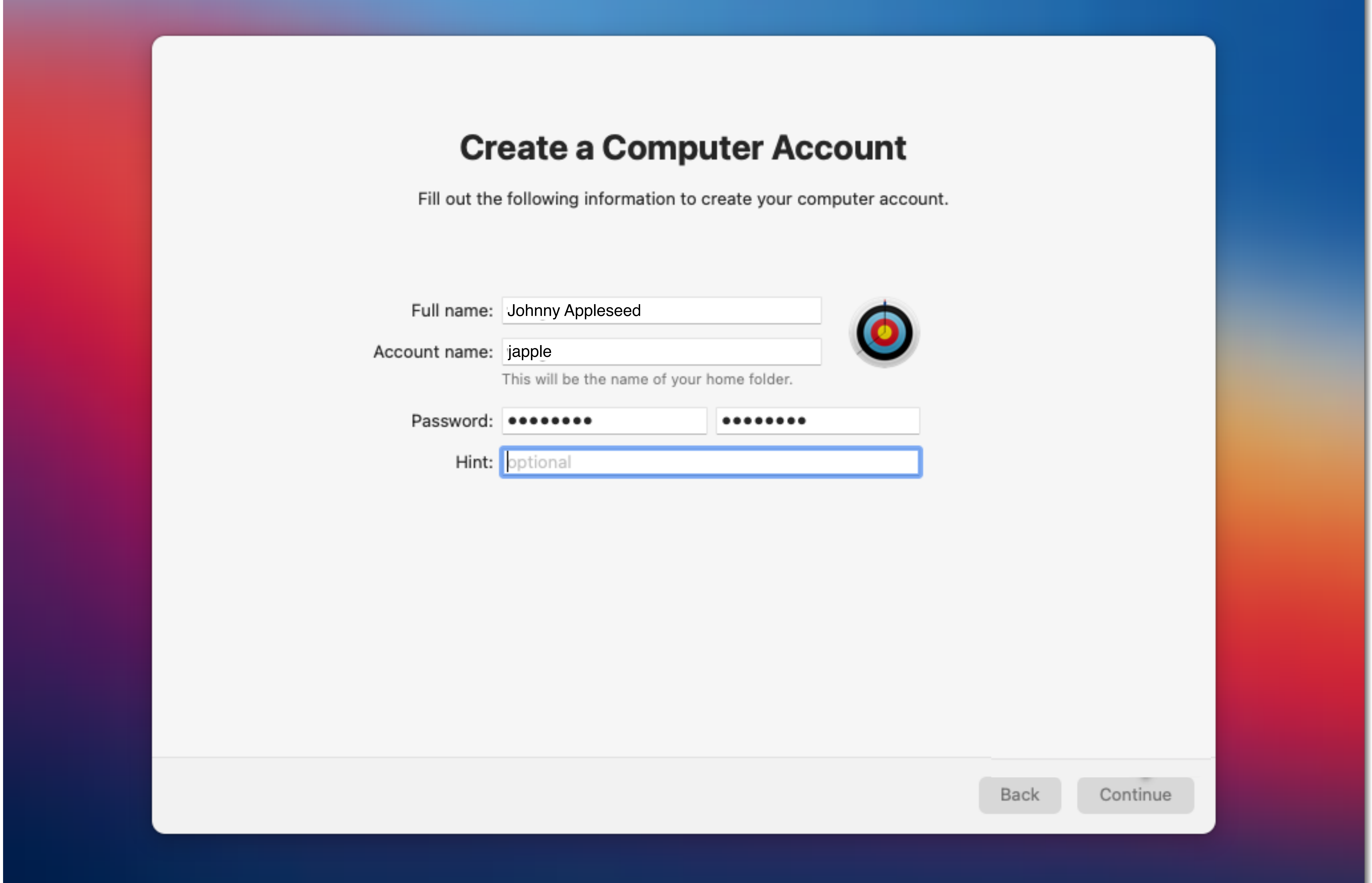
Primary User Account

SAVE CANCEL

Disney Animation Setup Assistant

Disney Animation Setup Assistant

Setup Assistant



Create a Computer Account

Fill out the following information to create your computer account.

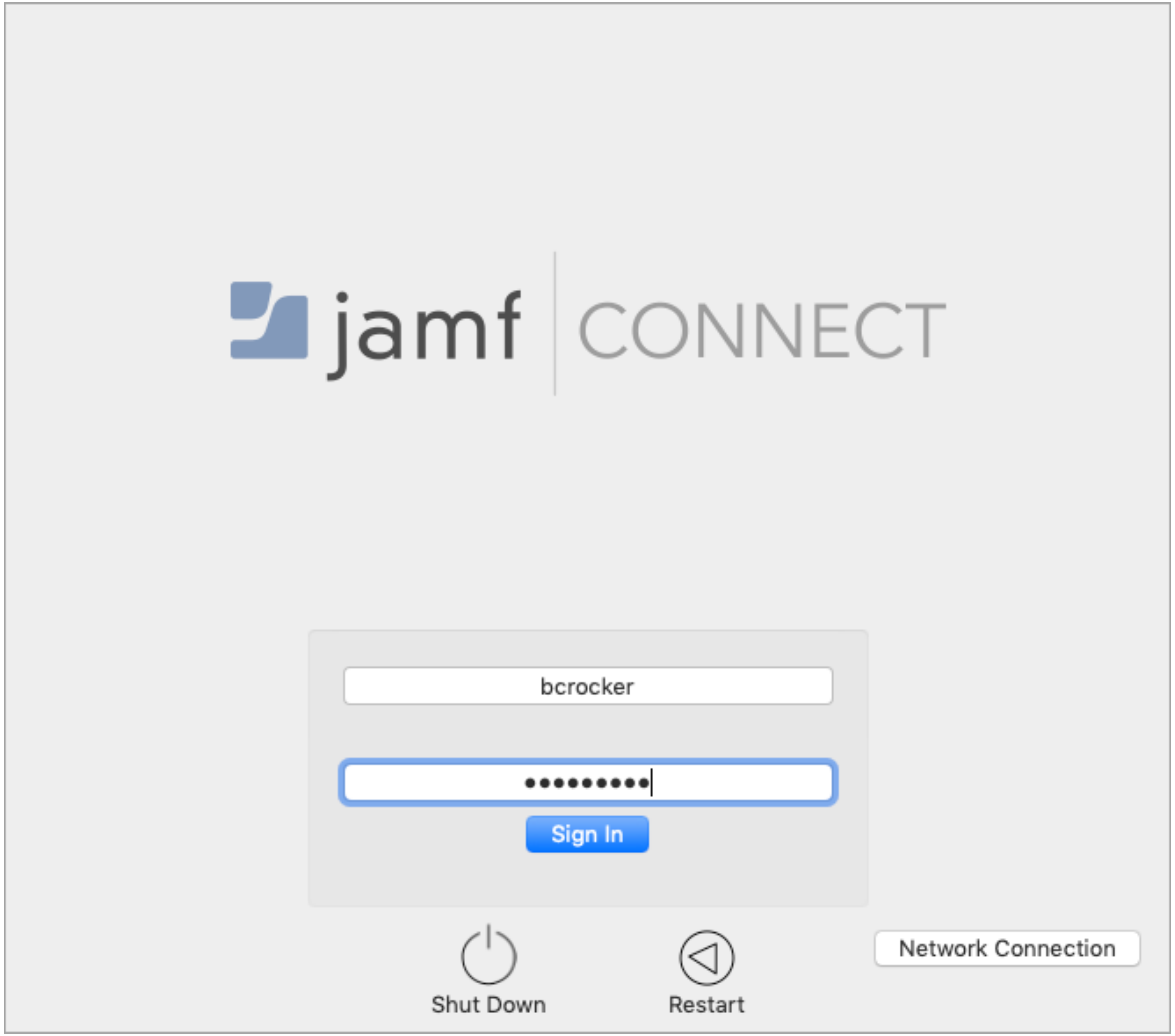
Full name: Johnny Appleseed

Account name: japple

This will be the name of your home folder.

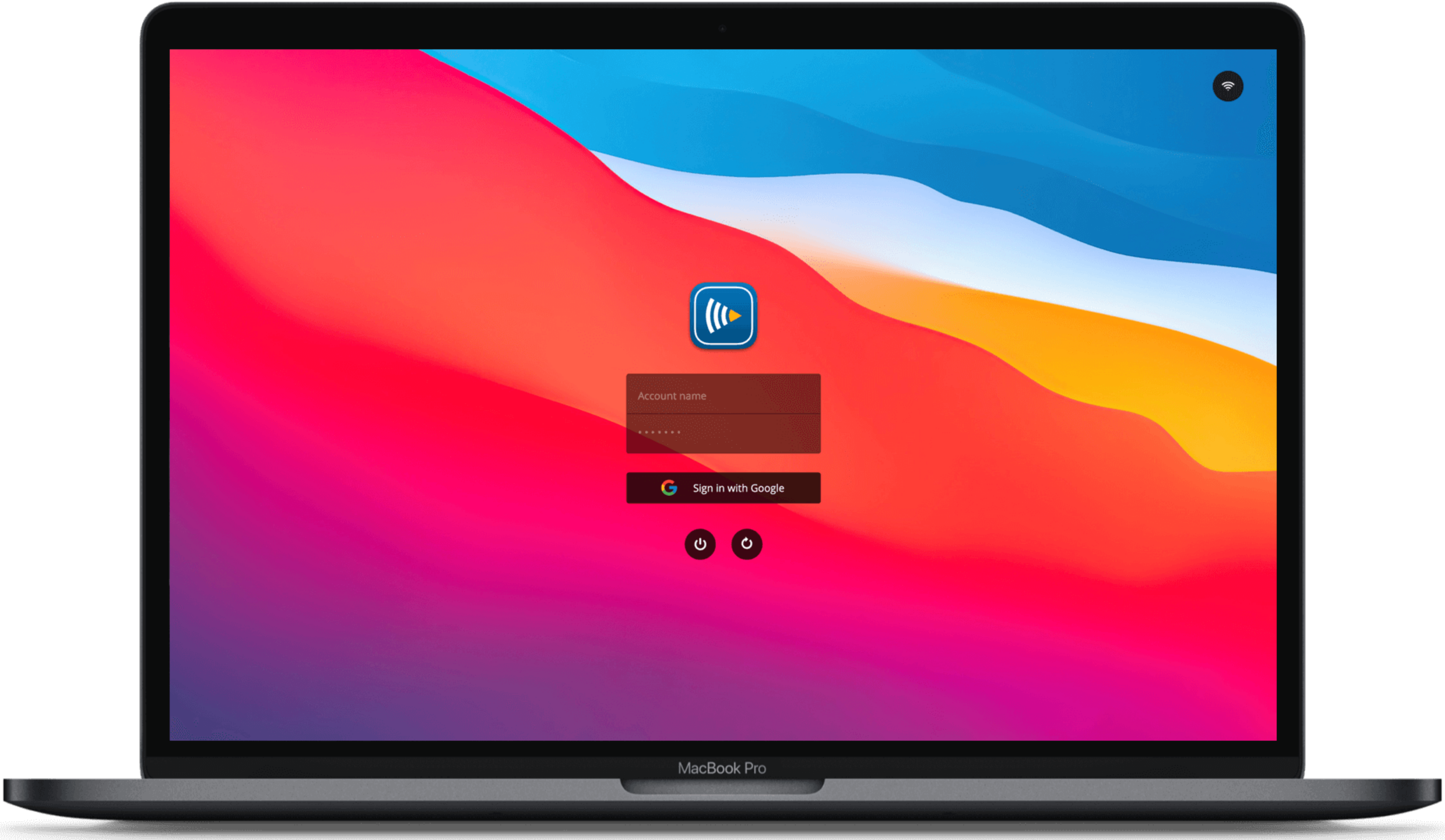
Password: ••••••••• •••••••••

Hint: optional



bcrocker

•••••••••


Account name
••••••••
Sign in with Google
MacBook Pro

More potential alternatives

Cloud-based login and account provisioning

- JumpCloud – https://jumpcloud.com
- OneLogin – https://www.onelogin.com
- Credentia – https://www.credentia.app
- there are probably more...

Demo

Recap

Recap

(here's what you can tell your boss)

- **Pre-pandemic:**
  - Most Disney Animation Macs in a single building
  - Most provisioning and management tools worked only on the internal LAN
  - Provisioning required manual technician effort (NetBoot, booting to Recovery)
- **Now:**
  - Disney Animation Macs can be anywhere with Internet access
  - Management tools available in "the cloud" (MDM, Munki-in-AWS)
  - Provisioning based on ABM/DEP/ADE
  - Can (optionally) ship unconfigured Macs directly to users

The End

And everyone lived happily ever after