We're Building Up To Something…

MacTech 2017
Charles Edge

Let's talk about 2010…

Everything I loved about this community

Rhapsody	Mac Server 1	10.2	10.3	10.4	10.5	10.6	10.7	10.8	10.9	10.1	10.11	10.12	10.13
1997	1999	2002	2003	2005	2007	2009	2011	2012	2013	2014	2015	2016	2017
10	9	13	15	19	24	24	22	18	21	21	21	21	14
AppleShare	AFP	AFP	AFP	AFP	AFP	AFP	AFP	AFP	AFP	AFP	AFP	AFP	
NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	NFS	
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NetInfo	NetInfo	Directory Server	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory	Open Directory
NetBoot	NetBoot	NetBoot	NetBoot	NetBoot	NetBoot	NetBoot	NetBoot	NetInstall	NetInstall	NetInstall	NetInstall	NetInstall	NetInstall
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		Mail	Mail	Mail	Mail	Mail	Mail	Mail	Mail	Mail	Mail	Mail	Mail
		DNS	DNS	DNS	DNS	DNS	DNS	DNS	DNS	DNS	DNS	DNS	DNS
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Web Objects	Web Objects			Web Objects	Web Objects								
			Application Server	Application Server	Tomcat	Tomcat							
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				Xgrid	Xgrid	Xgrid	Xgrid						
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						Mobile Access							
					MySQL								

November 5

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MacTech Conference 2010: About

General Information | **Register** | Sessions and Speakers
What are People Saying? | Who's Attending? | **Schedule**
Apple Certification Exams | Party | Sponsorship | Rovers
Hotel and Travel | Media/Press | Edu Pricing | **Sponsors**

MACTECH
CONFERENCE 2010

MacTech Conference 2010 was a tremendous success.

Plans for MacTech Conference 2011 are underway. In the mean time, if you support the home or small business market, see our one-day MacTech Boot Camp event.

If you want to know more about MacTech Conference 2010, you can do a web search, or see the recap article by Rob Griffiths at Macworld.

If you'd like to be on MacTech's list where we will announce details about MacTech Conference 2011, drop us a note at custservice@mactech.com or follow us at @mactech.

You're invited to join us for three days of learning beyond the technology. Click here to register.

What is MacTech Conference?

MacTech Conference is a technical conference with one aim:
to raise the level of knowledge for the entire Apple/Mac community.

When and Where?

MacTech Conference for IT Pros and Apple developers is November 3-5, 2010, at the Sheraton Universal in Universal City. The three-day, packed event will have and activities throughout the day and evening giving attendees the opportunity to not learn from the best, but to also get to know others in the industry.
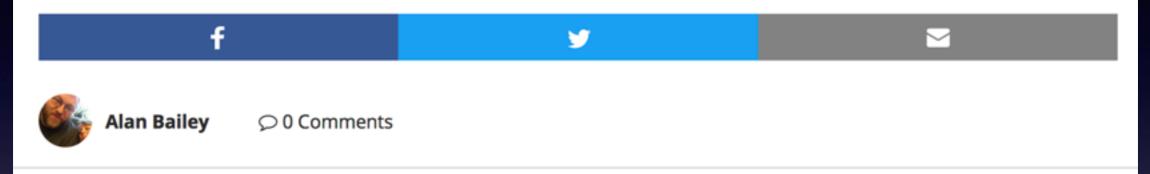
Apple's future in the Pro Sector

Alan Bailey   💬 0 Comments

To attempt to get a statement from Apple regarding the future (or not of their pro product lineup including: OSX Server, Final Cut Server, Xsan, Final Cut Studio, Logic Studio. The sudden announcement of discontinuation of the Xserve server has caused alot of Apple Technicians and Pro customers worry over their futures and the value of their skillsets. We worked with and stood by Apple in the 'Bad Old Days' now all we ask in return is clarification of their intentions in the Pro/Enterprise sector so as we do not sell our clients products with no future!!

LINKS

Everything changed…

4 other things happened in 2010

Oracle Buys Sun

The iPad

The Mac App Store

MDM

If I leave you with one thing…

Think Transactional

IT as an assembly line

There's procurement

Architecture

Packaging
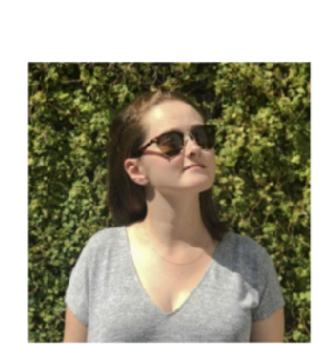
QA

Release management

Deployment

Service Desk

Desktop Support

Accessing shared services

It starts with hiring a junior tech…

Why do we need to be transactional?

Otherwise we can't keep up

Against the Current: Lessons in Growth & Ambiguity

by Meg Ciliberti

What happens when the team you support virtually doubles within a year? Most of us would prefer to be keeping our heads above water, when the reality is your team is barely staying afloat. In this session, Meg will share how IT grows at Shopify, as it scales at a rapid pace. **Water wings not provided**

Schools used to need their SE to come by and give them guidance

And hire professional services

Very human-centric

Good for our egos

Then came MDM

The move to MDM simplifies deployments

The move to DEP reduces imaging requirements

Imaging is Dead: Now What?

by Greg Neagle

Recent developments in the Mac world mean that installation workflows, not imaging workflows, are the future of consistent Mac deployment. Greg will discuss the Apple and third-party tools available to replace traditional imaging workflows with flexible, consistent, and repeatable workflows based on installing macOS. We'll also speculate where this might all lead in the future.

Managing Macs with DEP

by Todd Ness

Apple's DEP and MDM are now a clear part of the current and future of Mac management. Once seen as only needed to manage iOS devices, macOS is increasingly able to be managed with MDM, and in some cases, it's required. I'll talk about the issues surrounding DEP and MDM, including the pros/cons, and where it's going. If you're confused about DEP and MDM, or still in the deployment phase and trying to push the boundaries, this talk is for you.

VPP makes software distribution easier

As do .ipa-based app deployments

Allows for more vendors

A higher level of security

Less configuration required

What isn't scalable?

The Full Stack Mac Admin

What is a full stack developer?

Does it all

Desktop support

Server support

Middleware

Troubleshoot printer drivers

Release manager

Infosec

Works on Line of Business Apps

Common in startups

Unique in SMB and Apple infrastructure

Historically most admins were Full Stack

Because there weren't enough of us

And it took so long to become an expert

And deployments weren't big enough

Now, they all pretty much work at Facebook

pyobjc: the frogor way

by Michael Lynn

Apple ships both python and pyobjc with macOS. Learn why using them together can do amazing things on your Macs and why it's Mike Lynn's favorite combination for automating the impossible.

The good old days!

The days of the Cylander of Destiny

NoMAD and the Future of Directory Services

by Joel Rennich

Find out where NoMAD is going and how it can free you from the burden of having a directory service at all! Joel Rennich, the creator of NoMAD, will discuss methods for creating and manipulating local accounts via MDM without AD or other directory service required. Allow your IT staff to become admin users without having any account for that user. Also learn about leveraging authentication mechanisms beyond the Kerberos and LDAP and how you can add two-factor authentication into your workflow.

And many an admin
still manages…

Xsan

Kerio

Less and less with agents

The old way of complicated deployments is disappearing

Apple is discouraging directory services

While MCX still works
it's not really tested

User accepted kernel extensions

And arrays of allowed kexts via MDM

User accepted MDM enrollments

Sandbox, SIP, and Entitlements

Increasingly separating resources

More iOS-like

Imagine a day when you need to grant access to Contacts from Maps

Centralizing business resources into online services

Dropbox, Box, Salesforce, now device management

Think of all the companies Apple could buy

But…

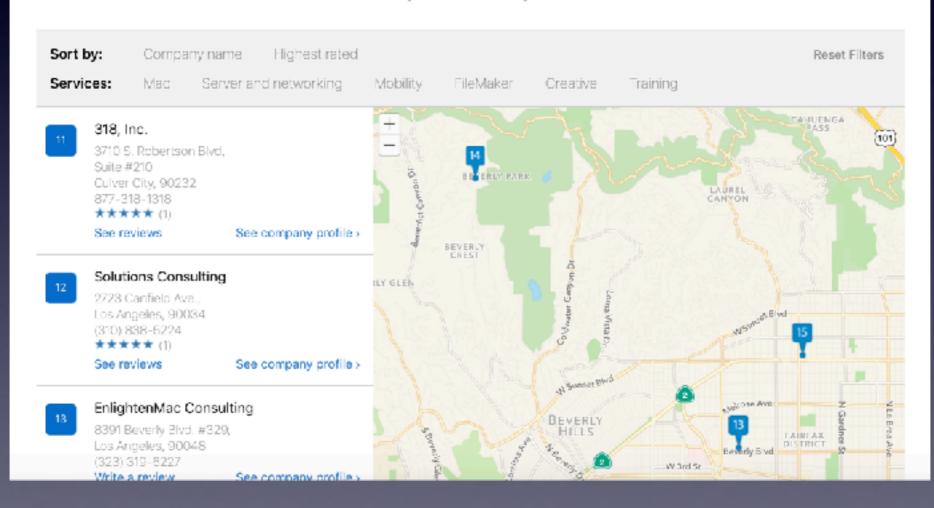| Rhapsody	Mac Server 1	10.2	10.3	10.4	10.5	10.6	10.7	10.8	10.9	10.1	10.11	10.12	10.13
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What else isn't scalable?
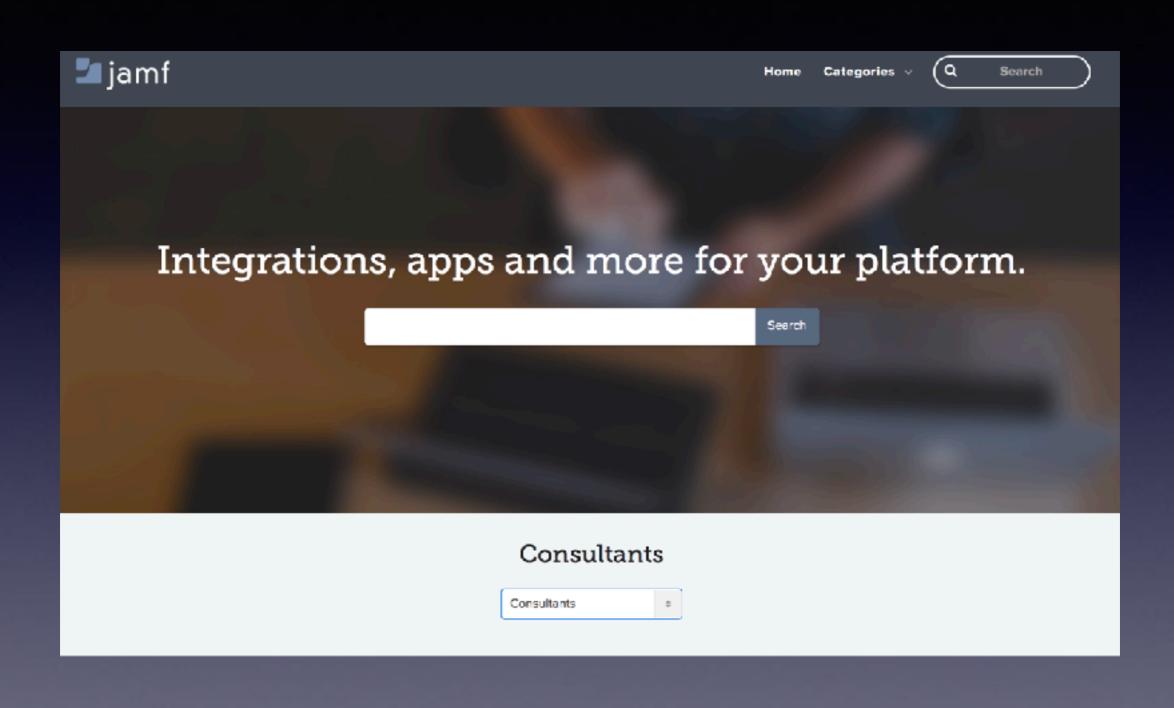
Not providing direct referrals as much in retail

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[11] 318, Inc.
3710 S. Robertson Blvd,
Suite #210
Culver City, 90232
877-318-1318
★★★★★ (1)
See reviews   See company profile ›

[12] Solutions Consulting
2728 Canfield Ave.,
Los Angeles, 90034
(310) 838-5224
★★★★★ (1)
See reviews   See company profile ›

[13] EnlightenMac Consulting
8391 Beverly Blvd. #329,
Los Angeles, 90048
(323) 319-5227
Write a review   See company profile ›

Integrations, apps and more for your platform.

	Search

Consultants

Consultants	⇕

The third parties

Device Management

- Addigy
- AirWatch
- Altiris
- Apple Profile Manager
- BigFix
- Chef
- ConnectWise
- FileWave
- Fleetsmith
- IBM MaaS360
- Ivanti
- Jamf Now
- Jamf Pro (formerly Casper Suite)
- KACE

- Kaseya
- Labtech
- LanRev
- Lightspeed
- Meraki Systems Manager
- microMDM
- Microsoft InTune & SCCM
- Manage Engine
- Mobile Guardian
- MobileIron
- Mosyle
- Munki
- Puppet
- SimpleMDM

- Solarwinds MSP
- Sophos
- Tabpilot
- Zuludesk

Backup tools

- Archiware

- Acronis

- Backblaze

- Carbon Copy Cloner

- Crashplan

- Datto

- Druva

Collaboration and File Sharing

- Atlassian

- Box

- Dropbox

- Egnyte

- G Suite

- Kerio Connect

- macOS Server

- Netatalk

- Office 365

- Promise

- Synology

Directory Services and Authentication Solutions

- Apple Enterprise Connect

- AdmitMac

- Centrify

- Duo Mobile

- JumpCloud

- LDAP

- Microsoft Active Directory

- NoLo

- NoMAD

- NoMAD Pro

- Okta

- OneLogin

Imaging and Configuration Solutions

- Apple Configurator

- Deep Freeze

- DeployStudio

- FileWave Lightning

- Ground Control

- Imagr

Service Desk Tools

- Freshdesk

- Salesforce Cases

- ServiceNow

- Webhelpdesk

- Zendesk

Service Desk Tools

Putting in Place Great Ticketing Systems

by Mary Conahan

If you had an opportunity to build from the ground up a Service Desk Implementation, what would it look like? What do you want to solve? What would make it productive across the organization. This session is useful for both those starting from scratch, or modifying an existing system, or even purchasing one off the shelf. And, it will give you an idea of the structure and resources that you will need to consider when putting a ticketing system in place, and give you confidence that you are covering your bases.

- Webhelpdesk

- Zendesk

Automation Tools

- AutoCasperNBI

- AutoDMG

- AutoNBI

- Autopkg

- Dockutil

- Homebrew

- Jamjar

- JSSImporter

- Precache

- Outset

- Sal

Security and Antivirus

- Avast

- Avira

- BitDefender

- CarbonBlack and Bit9

- Crypt

- Digital Guardian

- Kaspersky

- Malware Bytes

- McAfee

- Sophos

- Symantec

- Trend Micro

- Wandera

Security and Antivirus

- Avast

Santa: The open source binary white/blacklisting security project

by Matt Doyle

Santa, the open source binary white/blacklisting security project from Google has seen interest and adoption in the Mac community. One missing piece has been a centralized policy server. How do we work around this? There are some surprises to how this server allows users to manage themselves, so, attend this session and find out!

- McAfee

- Sophos

- Symantec

- Trend Micro

- Wandera

Virtualization and Emulation

- Citrix

- Parallels

- Remote Desktop

- VMware

Remote Management

- Apple Remote Desktop

- Bomgar

- LogMeIn

- GoToMyPC

- TeamViewer

- VNC

Log Collection and Analysis

- Elastic Search

- RobotCloud

- Splunk

- Tableau

- Watchman Monitoring

- Zentral

CRM and PoS

- Daylite

- Lightspeed

Printing

- Papercut

- Printopia

Digital Signage and Kiosks

- Carousel Digital Signage

- Kiosk Pro

- Risevision

Misc

- ADEPT

- DEPNotify

- InfineaIQ

- ITGlue

- Reposado

- Sassafras Keyserver

- SplashBuddy

Why did I go through those?

One person can't know them all

So we have to get more transactional to ease the learning curve

Easier learning curve means more secure out of the box

A higher level of security means less configuration required

Can we screw up iOS more than macOS?

So what are we gearing up for?

The iOSification of the Mac

Do you complain when prompted to allow access to resources on an iPhone?

What's required for "Supervision"?

Agents without access to *everything*

Advanced Mac Troubleshooting: Launch Daemons and Agents

by John Kirn

Further strengthen your Mac support skills by delving deeper into how third-party launch daemons/agents work and how to reverse engineer what they do. Advanced topics that John Kirn will cover include: 1) Overview- Understand how launchd loads launch daemons and agents, what each are used for, and where they come from. 2) Create- Instructions for building a simple launch daemon and agent, illustrating how the different property list keys work (Label, ProgramArguments, KeepAlive, Sockets...). 3) Dissection- Learn how to read the property list keys for any launch daemons/agents to determine exactly what each does. 4) Modify- How to manipulate launch daemons/agents using the Finder, command line, and Lingon X. 5) Troubleshoot- Methods for determining if a third-party launch agent/daemon is causing a Mac problem, and what these problems look like. 6)The good, the bad, and the ugly- John will share a list of third-party launch agents/daemons that he's collected over the years, broken down into the categories of: Necessary, potentially troublesome, and highly suspect.

SIP…

User Approved Kernel Extension Loading

Rootless

Containers in APFS

Dive into APFS

by Tim Standing

APFS: the biggest architectural change to Mac OS since Apple moved to Intel processors over 10 years ago. With this talk, you'll get an overview of some of the features of APFS and how they differ from HFS Extended — the file system we've been using since 1998. We'll go over some use cases for APFS and look at how it can solve specific problems for laptop and desktop users. Lastly, we'll look at what is going on "under the hood" with an APFS volume. This talk will give you the information you need to create more robust APFS volumes on the storage hardware you are using.

Secure enclave

Exchanging data between apps via REST

Technology Preview: Cross Platform Automation Magic for iOS and macOS

by Sal Soghoian

The dream of a universal automation solution for both iOS and macOS has remained elusive. In this session, Sal will show you Omni Automation — a technology developed by The Omni Group to tackle this problem. Omni Automation delivers dual-platform automation through scripts, plugins, libraries, menus, and user-assigned action triggers. Based on JavaScript Core in WebKit, Omni Automation will ultimately automate all of Omni's suite of productivity applications for both iOS and macOS with real object-model scripting support rivaling the traditional automation tools of macOS. And, because of its JavaScript lineage, Omni Automation integrates with the classic HTML JavaScript DOM, so that a tap on a webpage table or image can trigger data transfer and manipulation in an Omni app document.

I knew this Android developer…

Rewriting how IT is done

An explosion of Mac devices

And Apple just makes the devices

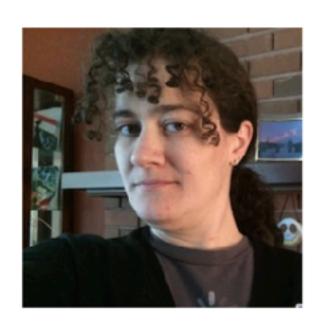# Otherwise they can't grow fast enough

It's an incredible opportunity for us

But we have to be
cool with change

New admins can learn how to use an MDM faster than script stuff

Don't Forget the New Admin

by Kelly Guimont

This session is for admins both new and old in the industry. People new to the Mac admin community often struggle to find resources, assistance, and best practices. People that are deeply ingrained in the community can often forget what it's like to be new. Let's come together and share all the knowledge!

The less options we have the more transactional managing devices is

Less Infosec paperwork

Cyber Security is dead. Long live Cyber Resilience!

by Chad Calease

The promise (illusion) of 100% Cyber Security is gone. While we continue to support the concepts of defense and prevention, Cyber Resilience goes beyond those measures to elevate your team's awareness and emphasize strategic response for when incidents occur. Because they will occur. Making sure you're prepared when they do is what Cyber Resilience is all about.

Less time with legal

But companies need device "Supervision"

Supervision separates the organization owned devices from personal devices

Allows for more control by MDM

Scale.

Without violating privacy.

It's not as fun for some

The hacker mentality isn't dead

The Apple of your EFI - An updated analysis of the state of Apple's EFI Security Support

by Pepijn Bruienne and Rich Smith, Duo Labs

Duo Labs conducted an extensive data analysis on the state of Apple's EFI security from two main perspectives: analyzing all EFI update released by Apple since OS X 10.10.0 through macOS 10.12.6, and an analysis across over 73,000 real-world Mac systems to compare the actual state of their EFI security against the expected state. Our findings cover a range of anomalies and security issues with the security support provided by Apple for their EFI firmware, more worryingly our analysis shows significant deviations in the real-world state of EFI firmware in Macs compared to the expected state which causes us to suspect a more systemic issue causing the failure of new EFI firmware that is supposed to be automatically installed alongside an OS update. Alongside our findings in the form of a technical paper we are also releasing a tools and API's to enable admins and end users to have far greater visibility to the state of the the EFI firmware on their Apple systems and to understand the security implications that it may contain.

You'll still be able to "jailbreak"

Until you deploy 150,000 devices to a customer…

That's actually possible now.

And in the future, it will be even easier.

So many options mean fragmentation

Are you a Mac Admin?

AirWatch Admin?

Jamf Admin?

Munki Admin?

Mobile Admin?

Thanks to Slack

We've stayed together as a community

We share

We are kind

Let's stay that way

If you write tools

MDM and Apps

If you don't, there are other ways to contribute

Documentation

QA

Graphics

The Future

Think about the roadmap

Transactional

Build tools capable of scaling

That follow Apple's trends

Maybe even still hack together temporary solutions

Because Apple will still have gaps

File Sharing Performance and Function Optimization

by Sean Colins

Apple seems to think all file sharing has moved to cloud sharing like DropBox, iCloud, Box and Google Drive, but we know it hasn't. File sharing with our Macs is still a dilemma. We struggle with performance and functionality between our creatives and the on site file sharing storage we provide. In this presentation, learn how to tune your network and file sharing servers to provide the best speed, function and reliability to your users running High Sierra. Understand how different suites of applications, and file types behave when shared over varying protocols and how volume formats at the file server level impact the files they host. Learn how to best educate your users to avoid data corruption, slow file transfers, and more.

Remember that assembly line

And lets keep things cohesive in the community

I love hanging out with all of you!

Thank you!