

Mac Advisory Group (MAG)
Meeting Notes
October 17, 2011

Guest: Corey Carson from Apple

In attendance: Jim Cox, Larry Karbowski, Diane Noren, Marti Jarmin, CJ Keist, Robin McGee, Keith Gallegos, Kyle Haefner, Mary Roberts, Michael Dennis, Scott Baily, Wayne Trzyna, Terry Gray.

Today's meeting focus is on iPad support and management tips.

Corey demonstrated "Mobile Device Management" (MDM) that runs on Lion server (see <http://www.apple.com/iphone/business/integration/mdm/>). The application provides an easy way to perform actions on an iPad(s) such as:

- remote lock or wipe of device
- remote software/application update
- push, pull, add and remove applications

All actions are performed wirelessly within seconds of request. MDM uses profiles that are created using the "iPhone Configuration Utility" (see <http://www.apple.com/support/iphone/enterprise/>). The utility does not need to run on a server. The profiles can be created on any Apple OSX device or on a Windows PC. The profiles can be loaded onto the MDM server and applied to devices from there, or the profile can be also be applied to the device by sending it as an attachment to an email.

Issue: volume purchases of Apple software (quantity of 20+)

- very difficult to manage and most purchases are done individually
- does not work well in decentralized CSU environment and tax is applied to iTunes purchases which could cause PCards to be forbidden on iTunes
- Corey referred to an email address (Diane to provide to group) that can be used to reverse sales tax charge. This would be extremely better than the fax number being used now.
- Corey also mentioned that education discounts are 50% with a quantity of 20 or more and CSU could enroll into a campus agreement that could help as well. He also pointed out that Apple's license agreement allows a single software purchase to be installed on all devices used by the individual - software is not keyed.

- Diane will investigate Apple purchase alternatives based on this new information

Issue: csu-net wireless connectivity has been unreliable on Apple laptops and has gotten worse with the roll-out of Lion.

- Corey will coordinate a support call between Greg Redder and a wireless/network engineer from Apple.

After some discussion of productivity enhancements that the iPad could provide, Scott Bailey suggested that a PDI session be arranged in January. Corey offered to facilitate the PDI session.

Demonstration:

Terry Gray demonstrated a method he found to be able to view Flash on his iPad. "AlwaysOnPC" is an application that renders a virtual PC on your iPad or iPhone. With that, you can run Firefox or Chrome to view the Flash apps not normally accessible on an iPad. The app costs \$24.99.