



Offboard a Mac Computer Using Jamf Pro and Apple Business Manager



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Preface

This guide outlines the steps to properly offboard a Mac computer from Jamf Pro when an organization sells or transfers ownership of a device to a staff member. It is essential to ensure that the Mac computer is fully removed from management before it is released.

Steps Covered in This Guide:

- Remove the MDM configuration profile from the Mac computer
- Uninstall the Jamf framework
- Delete the inventory record from the Jamf Pro server
- Promote all users to administrators (Optional, required if the current user lacks admin rights)
- Release the Mac from Apple School Manager or Apple Business Manager

Requirements:

- Access to a Jamf Pro server with administrative privileges
- A test (non-production) Mac enrolled in Jamf Pro
- Access to Apple School Manager or Apple Business Manager with administrative privileges
- Download the macOffboarding.sh script here:
<https://hconline.com/images/Apps/macOffboarding.zip>



Section 1: Configure an Offboarding Workflow in Jamf Pro

What You'll Need:

Learn what hardware, software, and information you'll need to complete the tutorials in this section.

Hardware and Software:

Requirements for following along with this section:

- A Jamf Pro server with administrative privileges
- Download the macOffboarding.sh script and place it on your Desktop.
<https://hcsonline.com/images/Apps/macOffboarding.zip>

In this section we configure the following in Jamf Pro to create an Mac Offboarding Workflow:

- API Role and Client
- Static Computer Group
- Category
- Policy
- Script

1. Log into your Jamf Pro Server with administrative privileges.

The image shows the Jamf Pro login interface. It features a 'Pro' logo at the top. Below it are two input fields: 'Username' and 'Password', both marked as 'Required'. A blue 'Log in' button is positioned at the bottom of the form.

2. Click Settings.

3. Enter **api** in the search field.

4. Click API roles and clients.

This screenshot shows the 'Settings' page in Jamf Pro. The left sidebar has 'Settings' highlighted with a red box and a red arrow labeled '2'. The main content area has a search bar with 'API' entered, highlighted with a red box and a red arrow labeled '3'. Below the search bar, a red arrow labeled '4' points to the 'API roles and clients' link in the search results.

5. Click New (+).

This screenshot shows the 'API roles and clients' page in Jamf Pro. The breadcrumb trail is 'Settings : System < API roles and clients'. A red box highlights a '+ New' button in the top right corner, with a red arrow labeled '5' pointing to it.



6. Configure the following:
 - A. Enter **Mac Offboarding** for the Display name.
 - B. Enter and select the following under Privileges:
 - Delete Computers
 - Read Computers
 - Send Computer Unmanage Command
 - C. Click Save.

Settings : System > API roles and clients

New API Role

Display name
Display name for the API Role.

Mac Offboarding

Required

Privilege documentation Find out which privileges are required for each API endpoint.

Jamf Pro API documentation Classic API documentation

Privileges Privileges to be granted for Jamf Pro objects, settings, and actions

Delete Computers × Read Computers × Send Computer Unmanage Command ×

Cancel Save

7. Click Previous (←).

Settings : System

← API roles and clients

Display name Display name for the API Role

Mac Offboarding

Privileges

Delete Computers, Read Computers, Send Computer Unmanage Command

8. Click API Clients

9. Click New (+).

Settings : System

← API roles and clients

+ New

API Roles API Clients

Q Search... 1 1 - 2 of 2



10. Configure the following:
 - A. Enter **Mac Offboarding** for the Display name
 - B. Select **Mac Offboarding** for API Roles
 - C. Enter **60** for Access token lifetime
 - D. Click Enable API client.
 - E. Click Save.

The screenshot shows the 'New API Client' configuration screen. At the top, it says 'Settings : System > API roles and clients' and has a back arrow and the title 'New API Client'. Below this are several sections:

- Display name:** A text input field containing 'Mac Offboarding'. A red line labeled 'A' points to this field.
- API roles:** A section with the instruction 'Assign roles to determine privileges for the client. Adding multiple roles combines their privileges.' Below it is a list containing 'Mac Offboarding' with a close button. A red line labeled 'B' points to this list.
- Access token lifetime:** A section with the instruction 'The duration in seconds that a token allows access. Revoking the token or disabling the client does not end the lifetime of an active token.' Below it is a numeric input field containing '60' with '+' and '-' buttons. A red line labeled 'C' points to this field.
- Enable/disable API Client:** A section with a toggle switch labeled 'Enable API client'. A red box labeled 'D' highlights this toggle.
- Bottom:** At the bottom right, there are 'Cancel' and 'Save' buttons. A red box labeled 'E' highlights the 'Save' button.

11. Click Generate client secret.

The screenshot shows the 'API roles and clients' screen. At the top, it says 'Settings : System' and has a back arrow and the title 'API roles and clients'. Below this are several sections:

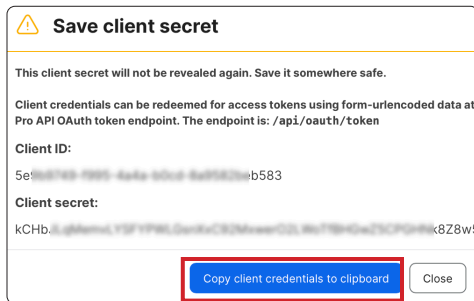
- Display name:** 'Mac Offboarding'
- API roles:** 'Mac Offboarding'
- Access token lifetime:** '60'
- Client ID:** '5e9b...:b583'
- Generate client secret:** A blue button with a white border, highlighted with a red box.
- Enable/disable API client:** 'Enabled'

12. Click Create secret.

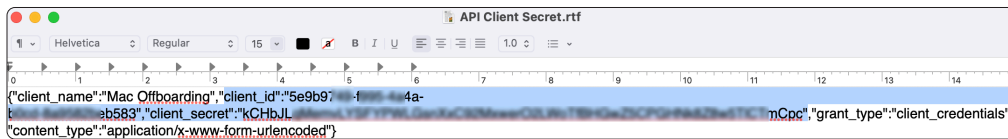
The screenshot shows a dialog box titled 'Generate client credentials'. It contains the text: 'This will generate a client secret for this client. This action cannot be undone.' At the bottom, there are 'Cancel' and 'Create secret' buttons. A red box highlights the 'Create secret' button.



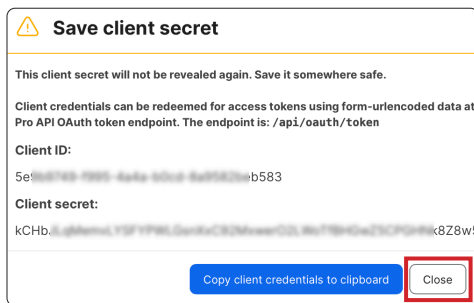
13. Click Copy client credentials to clipboard.



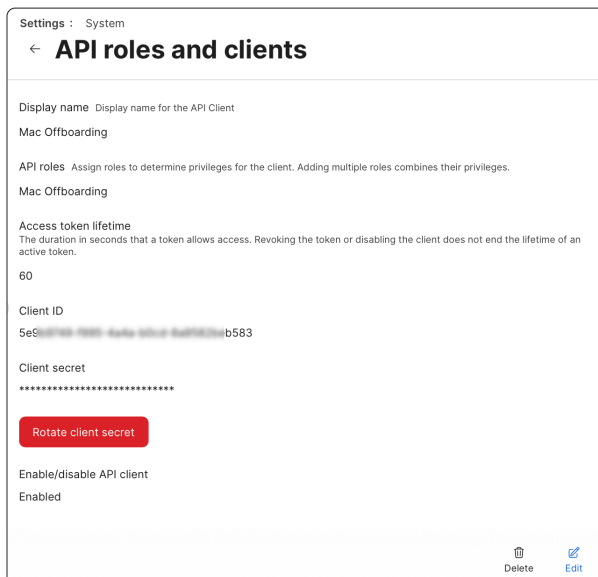
14. Open TextEdit.app and paste the contents of the clipboard in a new document. Save it to the Desktop and name it API client secret. We will need this information later on in the guide.



15. Click Close.



16. Confirm your settings were created successfully.

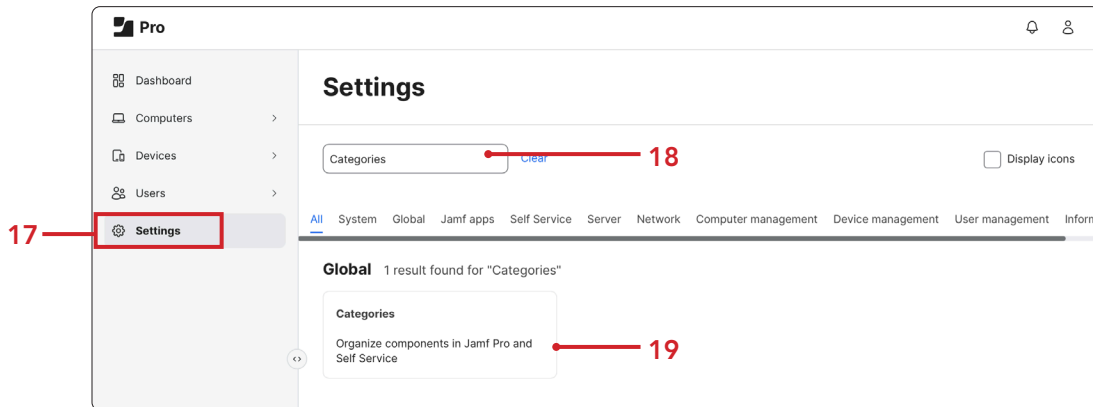




17. In the sidebar, click Settings (⚙️).

18. Enter **categories** in the search field.

19. Click Categories.



20. Click New (+).



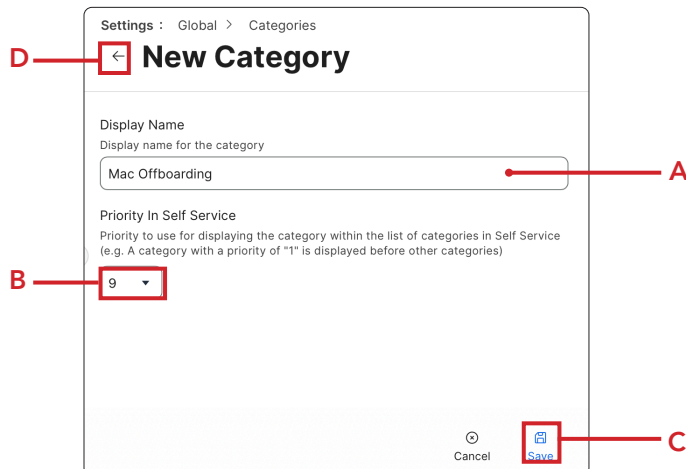
21. Configure the following:

A. Enter **Mac Offboarding** for the Display name.

B. Select **9** for Priority in Self Service.

C. Click Save.

D. Click Previous (←).

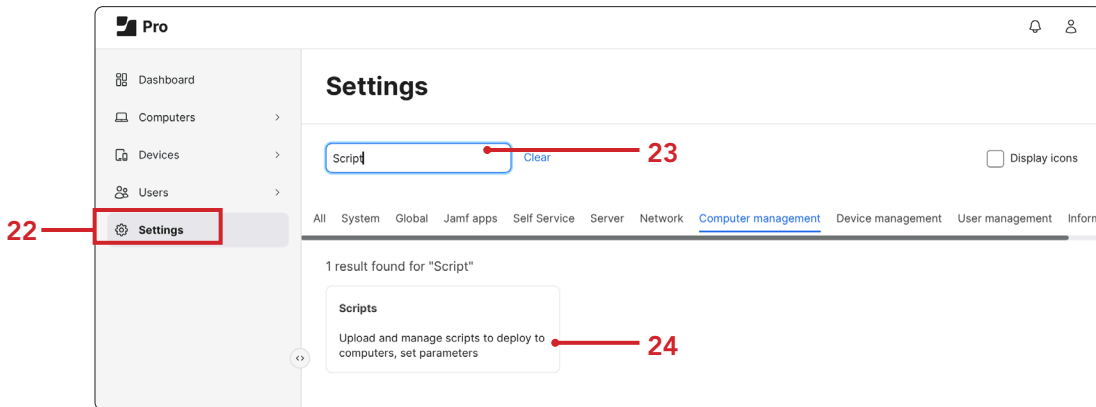




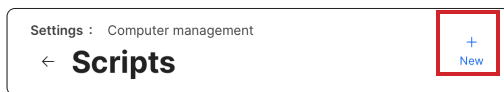
22. In the sidebar, click Settings (⚙️).

23. Enter scripts in the search field.

24. Click Scripts.

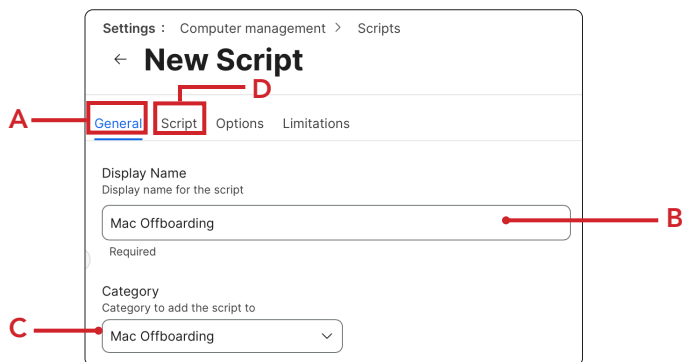


25. Click New (+).



26. Configure the following:

- A. Click General.
- B. Enter **Mac Offboarding** for the Display name.
- C. Select Mac Offboarding for Category.
- D. Click Script.





27. Open the macOffboarding.sh script located on your Desktop and copy the contents of the script to the clipboard.

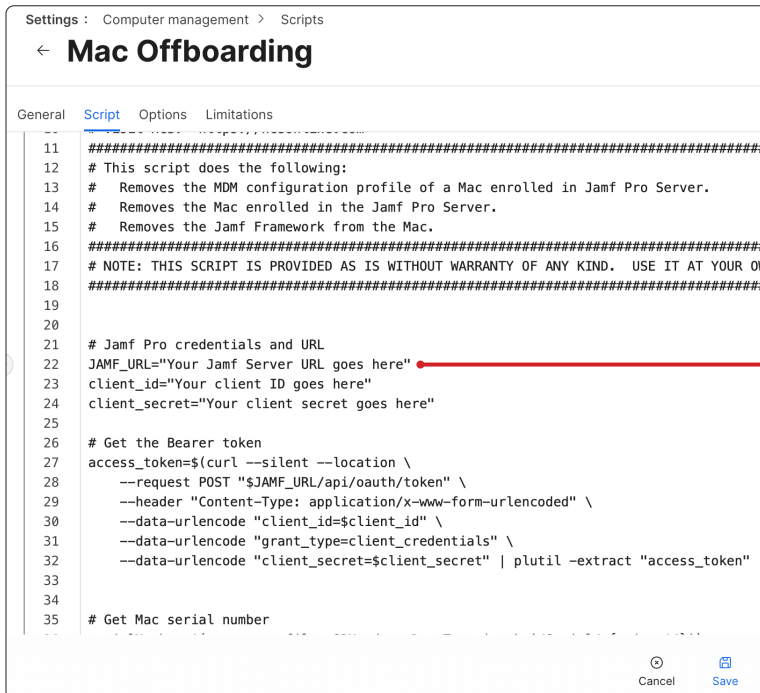
```
#!/bin/bash

# Title: macOffboarding.sh
# Created By: HCS Technology Group
# Version: 1
# Creation Date: 02-10-2025
# Last Modified Date:
# Tested on macOS Version: macOS Sequoia
# Contact HCS: info@hcsonline.com
# Visit HCS: https://hcsonline.com
#####
# This script does the following:
#   Removes the MDM configuration profile of a Mac enrolled in Jamf Pro Server.
#   Removes the Mac enrolled in the Jamf Pro Server.
#   Removes the Jamf Framework from the Mac.
#####
# NOTE: THIS SCRIPT IS PROVIDED AS IS WITHOUT WARRANTY OF ANY KIND.  USE IT AT YOUR OWN RISK.
#####

# Jamf Pro credentials and URL
JAMF_URL="Your Jamf Server URL goes here"
client_id="Your client ID goes here"
client_secret="Your client secret goes here"

# Get the Bearer token
access_token=$(curl --silent --location \
  --request POST "$JAMF_URL/api/oauth/token" \
  --header "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "client_id=$client_id" \
  --data-urlencode "grant_type=client_credentials" \
  --data-urlencode "client_secret=$client_secret" | plutil -extract "access_token" raw -)
```

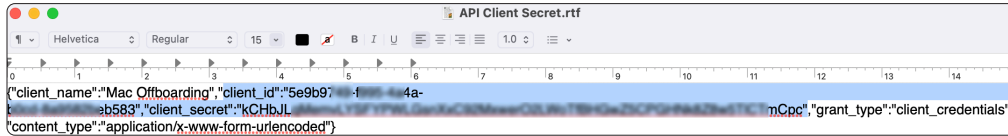
28. Return to Jamf Pro and paste in the script. You will need to update the “Jamf Pro credentials and URL” section with the URL of your Jamf pro server.



Enter the URL for your Jamf Pro server.



29. Open the API client secret document located on your Desktop. This has the client id and client secret info we created earlier in this guide.



30. Return to the script in Jamf Pro. Paste your client id and client secret into the client_id and client_secret sections.

31. Promote all users to administrators on the Mac. This is enabled in the script by default at the end of the script but you can comment that out or remove it if not needed.

32. Click Save.

Settings : Computer management > Scripts
← **Mac Offboarding**

General Script Options Limitations

Mode: Default Theme: Default

```
1 #!/bin/bash  
2  
3  
4 # Jamf Pro credentials and URL  
5 JAMF_URL="https://...jamfcloud.com"  
6 client_id="5e9...b583"  
7 client_secret="kCHbJL...mCpc"  
8  
9 # Get the Bearer token  
10 access_token=$(curl --silent --location \  
11 --request POST "$JAMF_URL/api/oauth/token" \  
12 --header "Content-Type: application/x-www-form-urlencoded" \  
13 --data-urlencode "client_id=$client_id" \  
14 --data-urlencode "grant_type=client_credentials" \  
15 --data-urlencode "client_secret=$client_secret" | plutil -extract "access_token"  
16  
17  
18 # Get Mac serial number  
19 serialNumber=$(system_profiler SPHardwareDataType | awk '/Serial/ {print $4}')  
20 echo "Mac serial: $serialNumber"
```

Copy and paste your client id and client secret in place

Cancel Save

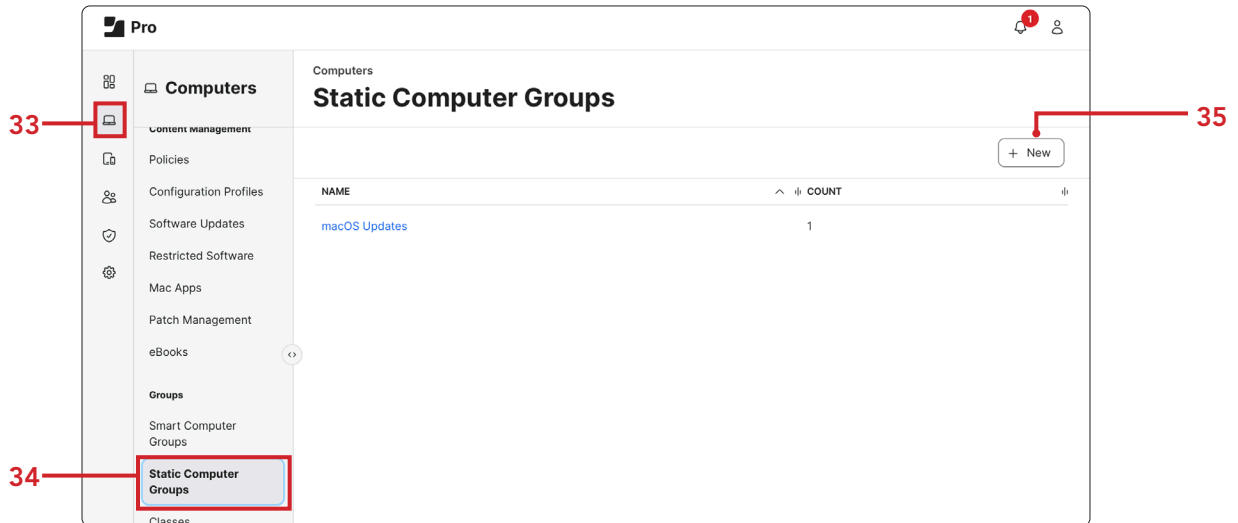


33. In the sidebar, click Computers.

34. Click Static Computer Groups.

NOTE: There are many different ways you can scope the Mac offboarding workflow we are creating in this guide. We choose to use a Static Computer Group for simplicity. Scope to your needs.

35. Click New.

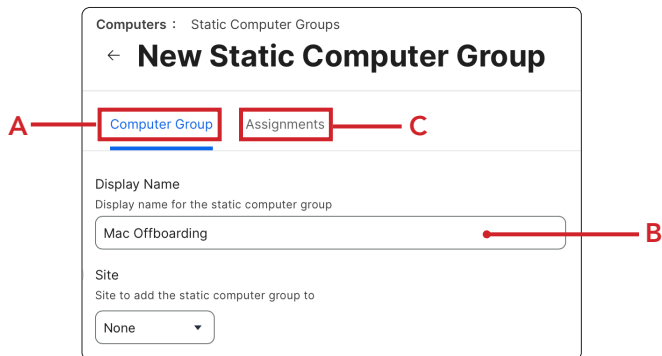


36. Configure the following:

A. Click Computer Group.

B. Enter **Mac Offboarding** for Display Name

C. Click Assignments.





37. Configure the following:
- A. Enter your non production test computer name in the search field
 - B. Select the checkbox for the Mac computer.
 - C. Click Save

Computers : Static Computer Groups

← New Static Computer Group

Computer Group **Assignments**

Q mba × 1 - 1 of 1 (filtered from 9 total entries)

<input type="checkbox"/>	NAME	SECURE TOKEN USERS
<input checked="" type="checkbox"/>	Keith Mitnick's MBA	

← 1 → Show: 100 Cancel Save

38. Click Previous (←).

Computers : Static Computer Groups

← Mac Offboarding

39. Confirm the static group has been created.

Computers

Static Computer Groups

+ New

NAME	COUNT	SITE
Mac Offboarding	1	



40. Click Computers.

41. Click Policies.

42. Click New



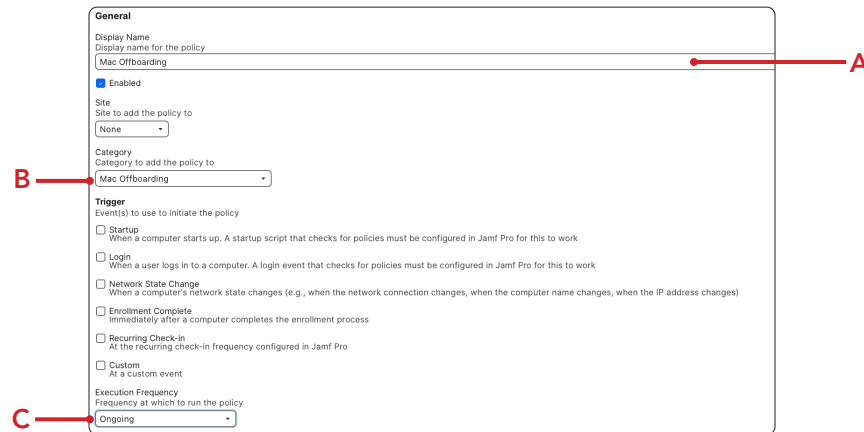
43. Configure the following:

A. Enter **Mac Offboarding** for Display Name

B. Select **Mac Offboarding** for the Category

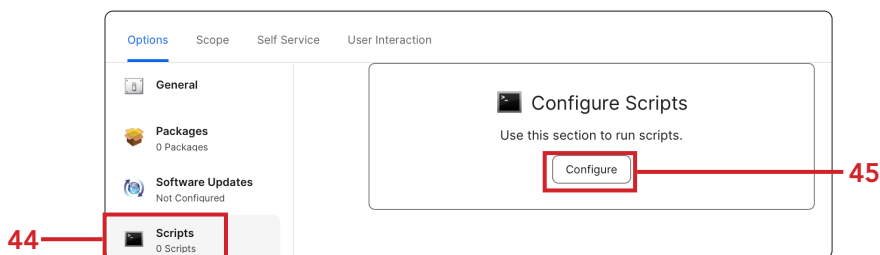
C. Execution Frequency: **Ongoing**

NOTE: We are not adding a trigger to the policy as its will run via Self Service.



44. Click Scripts.

45. Click Configure.



46. Find the Mac Offboarding script and click Add.





47. Confirm the Priority is set to After.

Scripts

Mac Offboarding [x] [+]

Priority
Priority to use for running the script in relation to other actions

After

48. Click Scope.

49. Select Specific Computers for Target Computers.

50. Click Add

Computers : Policies

← **New Policy**

Options **Scope** Self Service User Interaction

Targets Limitations Exclusions

Target Computers
Computers to deploy the policy to

Target Users
Users to deploy the policy to

Specific Computers Specific Users

Selected Deployment Targets + Add

TARGET	TYPE
--------	------

51. Configure the following:

A. Select Computer Groups

B. In the search field, enter Mac Offboarding

C. Click Add

D. Click Self Service

Computers : Policies

← **New Policy**

Options **Scope** **Self Service** User Interaction

Targets Limitations Exclusions

Add Deployment Targets Done

Computers	Computer Groups	Users	User Groups
Buildings			Departments

Mac offboarding 1 - 1 of 1

GROUP NAME
Mac Offboarding

Add



52. Configure the following:

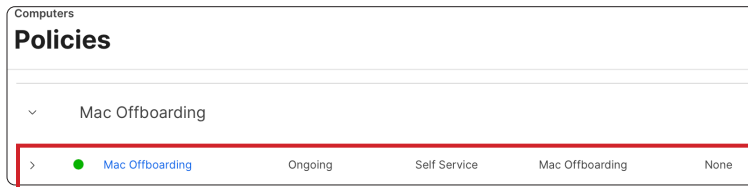
- A. Select the checkbox for Make the policy available in Self Service.
- B. Enter **Mac Offboarding** for Self Service Display Name.
- C. Enter **Offboard Mac** for Button Name Before Initiation.
- D. Enter **Run Again** for Button Name After Initiation.
- E. Enter **This will remove your Mac from the Jamf Pro Server** for Description.
- F. Select the checkbox for Ensure the users view the description.
- G. Upload Icon: Optional.
- H. Select **Mac Offboarding** for Categories.
- I. Click Save.



53. Click Previous (←).



54. Confirm the policy shows in the list under the Mac Offboarding Category.



This completes this section. In the next section we will test this workflow by offboarding our test Mac computer using Self Service..



Section 2: Offboarding a Mac

What You'll Need:

Learn what hardware, software, and information you'll need to complete the tutorials in this section.

Hardware and Software:

Requirements for following along with this section:

- A test (non-production) Mac enrolled in Jamf Pro
- A Jamf Pro server with administrative privileges
- Access to Apple Business or School Manager with administrative privileges. This guide will use Apple Business Manager.

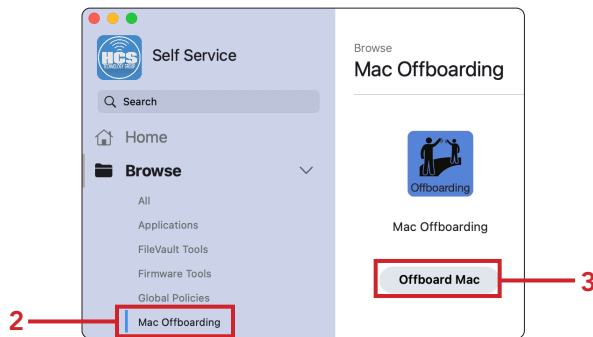
In this section we will offboard our non-production test Mac using the Mac offboarding workflow we created in section one and release it from Apple Business Manager.

1. Open Self Service located in your Applications folder.

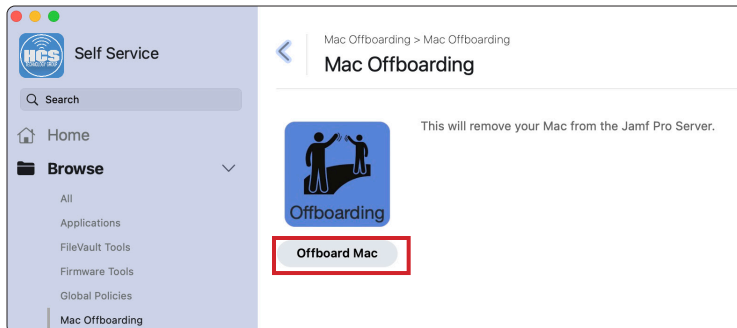


2. Select the Mac Offboarding Category

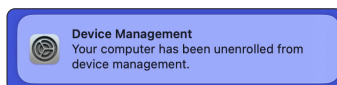
3. Click Offboard Mac



4. You are presented with the description which we required when setting up the workflow. Click Offboard Mac.

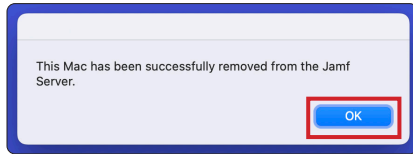


5. Confirm a notification appears when the MDM profile is removed.

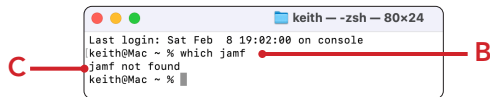




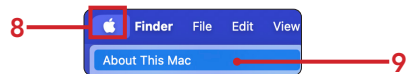
6. When the offboarding process is completed, you will be presented with the message below. Click OK.



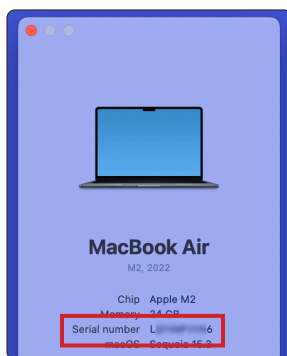
7. Let's check to make sure the jamf framework was removed from your Mac. Perform the following:
A. Open the Terminal app.
B. Enter this command:
`which jamf`
C. If the jamf framework was successfully removed You will see "jamf not found".



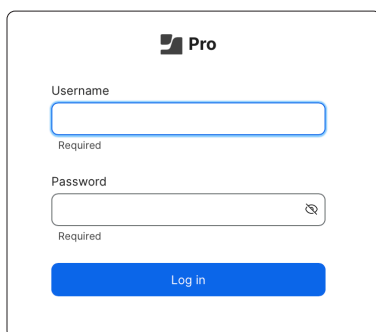
8. Click the Apple menu in the upper-right corner
9. Select About This Mac.



10. Copy the serial number and save it to a document on your Desktop. We will need this in a later step.

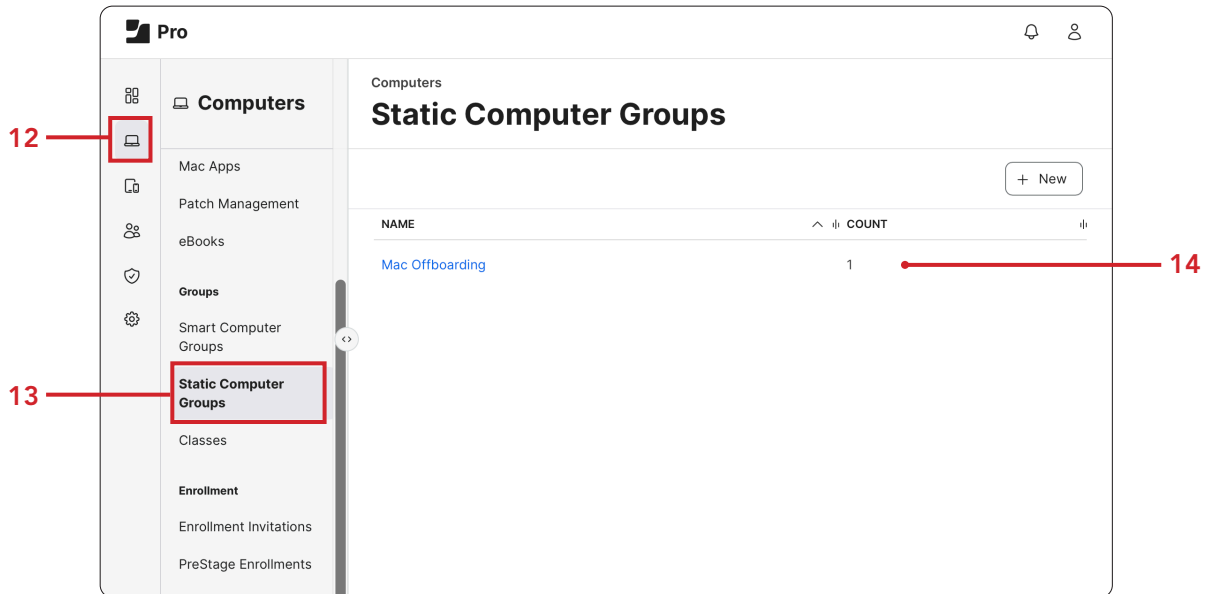


11. Log into your Jamf Pro Server with administrative privileges.

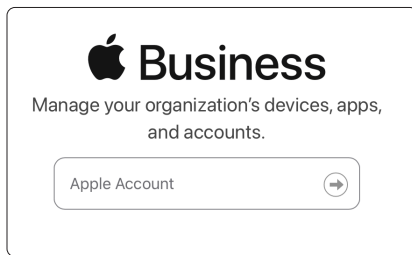




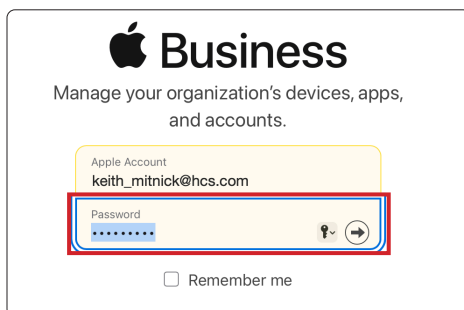
12. Click Computers.
13. Click Static Computer Groups
14. Confirm the Mac was removed from the Mac Offboarding Group.



15. Log into your Apple Business or School manager with an Apple account that has administrative privileges.

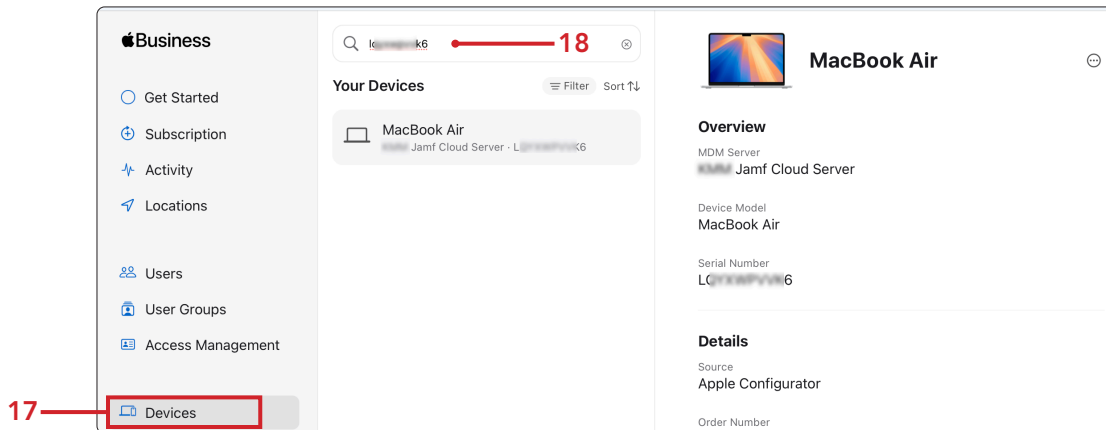


16. Enter your password and press enter.

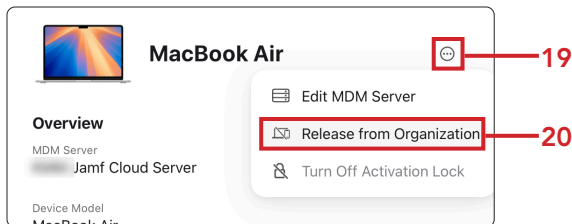




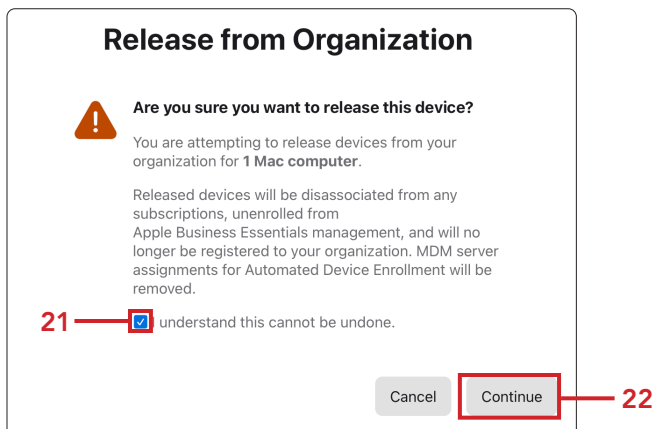
- 17. Click Devices from the sidebar.
- 18. Enter your serial number in the search field. (You saved this to your Desktop in an earlier step)



- 19. Click Options (⋮).
- 20. Select Release from Organization

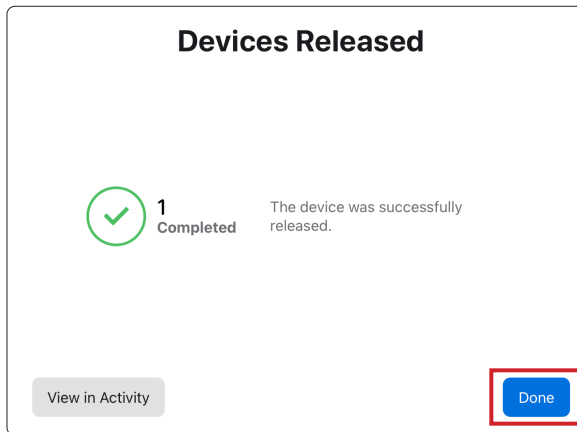


- 21. Select the checkbox for "I understand this cannot be undone."
- 22. Click Continue.





23. Confirm the Mac computer was released. Click Done.



This completes this guide.