



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://hcsonline.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. <u>https://hcsonline.com/images/Apps/macOffboarding.zip</u>

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.

	- Pro	
Username		
Required		
Password		
		Ø
Required		
	Log in	

- 2. Click Settings.
- 3. Enter **api** in the search field.
- 4. Click API roles and clients.

	Pro			4 8
	🔂 Dashboard		Settings	
	🖵 Computers	>		
	Devices	>	Apl Giess	Display icons
	🖧 Users	>		
2 —	③ Settings		All System Global Jamfapps Self Service Server Network Computer management	Device management
			System 1 result found for "API"	
			API roles and clients Configure access for API clients and define permission sets	

5. Click New (+).

Pro			¢ 1 &	
ក្លឹ Dashboard		Settings: System ← API roles and clients	+ New	-!
Computers	>			
Devices	>	API Roles API Clients		



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.

isplay name					
isplay name for the API Role.					
Required					
(Jamf Pro API d	cumentation) Classic	API documentation , settings, and actions Send Computer U) nmanage Command	×	

7. Click Previous (\leftarrow).



- 8. Click API Clients
- 9. Click New (+).

0	settings : System ← API roles	and clients	+ New	<u> </u>
8 -	API Roles API Clients			
	Q Search	\leftarrow 1 \rightarrow 1 - 2 of 2	۵,	



D

- 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.

Display name for the API Client					
Mac Offboarding					
Required					
API roles Assign roles to determin	e privileges for the client. Ac	ding multiple roles combines	heir privileges.		
Mac Offboarding \times					
active token.	n allows access. Revoking th	e token or disabling the client	uoes not end the lifetim	+	
60					
60 Enable/disable API Client					
60 Enable/disable API Client					
60 Enable/disable API Client					
60 Enable/disable API Client Enable API client					

11.Click Generate client secret.

Settings : System Caracteristic System Settings : System Settings : System Settings : API roles and clients Display name Display name for the API Client Mac Offboarding API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileges. Mac Offboarding Access token lifetime The duration is seconds that a token allows access. Revoking the token or disabling the client does not end the lifetime of an active token. Go Client ID Se9t		
Display name Display name for the API Client Mac Offboarding API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileges. Mac Offboarding Access token lifetime The duration is seconds that a token allows access. Revoking the token or disabiling the client does not end the lifetime of an active token. 60 Client ID Se9t: sb583 Generate client secret Enable/disable API client Enable/	ſ	Settings : System
Mac Offboarding API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileges. Mac Offboarding Access token lifetime The duration is esconds that a token allows access. Revoking the token or disabling the client does not end the lifetime of an active token. 60 Client ID Se9b + b583 Generate client secret Enable/disable API client Enabled		Display name Display name for the API Client
API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileges. Mac Offboarding Access token lifetime The duration in seconds that a token allows access. Revoking the token or disabiling the client does not end the lifetime of an active token. 60 Client ID Se9t bb583 Cenerate client secret Enable/disable API client Enabled		Mac Offboarding
Mac Offboarding Access token lifetime The duration is seconds that a token allows access. Revoking the token or disabiling the client does not end the lifetime of an active token. 60 Client ID Se9t: sb583 Generate client secret Enable/disable API client Enabled		API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileges.
Access token lifetime The duration is seconds that a token allows access. Revoking the token or disabiling the client does not end the lifetime of an active token. 60 Client ID Se9t: :::::::::::::::::::::::::::::::::::		Mac Offboarding
60 Client ID Se9t: +b583 Generate client secret Enable/disable API client Enabled		Access token lifetime The duration in seconds that a token allows access. Revoking the token or disabiling the client does not end the lifetime of an active token.
Client ID 5e9t: +b583 Generate client secret Enable/disable API client Enabled		60
Se9t: +5583 Generate client secret Enable/disable API client Enabled	þ	Client ID
Generate client secret Enable/disable API client Enabled		5e9b %b583
Enable/disable API client Enabled		Generate client secret
Enabled		Enable/disable API client
	l	Enabled

12.Click Create secret.

Generate client credentials	
This will generate a client secret for this client. This action cann	ot be undone.
Cancel	Create secret



13.Click Copy client credentials to clipboard.

△ Save client secret					
This client secret will not be revealed again. Save it somewhere safe.					
Client credentials can be redeemed for access tokens using form-urlencoded data at Pro API OAuth token endpoint. The endpoint is: /api/oauth/token					
Client ID:					
5e: b583					
Client secret:					
kCHb. (8Z8w					
Copy client credentials to clipboard Close					

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.

▲ Save client secret
This client secret will not be revealed again. Save it somewhere safe.
Client credentials can be redeemed for access tokens using form-urlencoded data at Pro API OAuth token endpoint. The endpoint is: /api/oauth/token
Client ID:
5e: :b583
Client secret:
kCHb. k8Z8w5
Copy client credentials to clipboard Close

16.Confirm your settings were created successfully.

<pre>settings: System</pre>		
Display name Display name for the API Client		
Mac Offboarding		
API roles Assign roles to determine privileges for the client. Adding multiple roles combines their privileg	les.	
Mac Offboarding		
Access token lifetime The duration in seconds that a token allows access. Revoking the token or disabiling the client does not en active token.	d the lifetim	e of an
60		
Client ID		
5e§ b583		
Client secret		

Rotate client secret		
Enable/disable API client		
Enabled		
	Delete	🗹 Edit



- 17.In the sidebar, click Settings (③).
- 18.Enter **categories** in the search field.
- 19.Click Categories.

	Pro Pro			\$ \$
	🗄 Dashboard		Settings	
	G Computers	>		
	Devices	>	Categories Clear 18	Display icons
	🖧 Users	>		
17—	Settings		All System Global Jamfapps Self Service Server Network Computer management Device management	User management Inform
			Global 1 result found for "Categories"	
			Categories	
		0	Self Service 19	

20.Click New (+).

settings : Global ← Categories	
	+ 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 (\leftarrow)





- 22.In the sidebar, click Settings (🕲).
- 23.Enter scripts in the search field.

24.Click Scripts.

	Pro Pro			Q 8
	留 Dashboard		Settings	
	🖵 Computers	>		
	Devices	>	Script Clear 23	Display icons
	😤 Users	>		
22	Settings		All System Global Jamfapps Self Service Server Network Computer management Device management	User management Inform
			1 result found for "Script"	
			Scripts	
		a	Upload and manage scripts to deploy to 24.	

25.Click New (+).

Settings : Computer management	+
← Scripts	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.



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.

	Setting	s: Computer management > Scripts	
	÷	Mac Offboarding	
Ċ	eneral	Script Options Limitations	
	11 12 13 14 15 16 17	<pre>####################################</pre>	
	18 19 20 21 22 23 24 25	<pre>####################################</pre>	Enter the URL for your Jamf Pro server.
	26 27 28 29 30 31 32 33 34 35	<pre># Get the Bearer token access_token=\$(curlsilentlocation \</pre>	
	55	© Cancel Save	



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 Aac Offboarding	
General	Script Options Limitations	
Mode	Theme	
Default	✓ Default ✓	
1	#!/bin/bash	
2		
4	# Jamf Pro credentials and URL	Copy and
5	JAMF URL="https:// .iamfcloud.com"	paste you
6	client_id="5e9 b583"	client id
7	client_secret="kCHI mCpc"	and client
8		secret in
9	# Get the Bearer token	place
10	access_token=\$(curlsilentlocation \	
11	<pre>request POST "\$JAMF_URL/api/oauth/token" \</pre>	
12	<pre>header "Content-Type: application/x-www-form-urlencoded" \</pre>	
13	<pre>data-urlencode "client_id=\$client_id" \</pre>	
14	<pre>data-urlencode "grant_type=client_credentials" \</pre>	
15	<pre>data-urlencode "client_secret=\$client_secret" plutil -extract "access_token" (</pre>	
16		
1/	# Cat Has sandal sumban	
18	# Get Mac Serial number	
20	echo "Mac serial: \$serialNumber"	
	⊙ (⊟ 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.

		🖌 Pro 🤌 👌					
~~	8	□ Computers	Computers Static Computer Groups			35	
33—		Content Management				55	
	Co	Policies			+ New		
	8	Configuration Profiles	NAME	∧ ψ COUNT	ф		
	Ø	Software Updates	macOS Updates	1			
		Restricted Software					
	(Q)	Mac Apps					
		Patch Management					
		eBooks	0				
		Groups					
		Smart Computer					
		Groups					
34—		Static Computer Groups					
		Classes					

36.Configure the following:

- A. Click Computer Group.
- B. Enter Mac Offboarding for Display Name
- C. Click Assignments.

Computer Group Assignments C
 Display Name
Display name for the static computer group
Mac Offboarding



37.Configure the following:

A. Enter your non production test computer name in the search field

С

- B. Select the checkbox for the Mac computer.
- C. Click Save



38.Click Previous (←).



39.Confirm the static group has been created.

Computers			
Static Com	puter Group)S	
		(+ N	ew
NAME	∧ it COUNT	ili SITE	ψ
			_
Mac Offboarding	1		



- 40.Click Computers.
- 41.Click Policies.
- 42.Click New

	4 Pro 4 8							
	88	B Computers	Computers Policies		-42			
40—	6	Inventory	V Q Filter Policies 1 - 3 of 3	+ New ∷≣ 88	72			
	යී	Search Inventory Search Volume Content	NAME ^ & FREQUENCY & TRIGGER & SCOPE	de				
	0	Licensed Software						
		Content Management						
41 —		Policies						
		Configuration Profiles						
		Software Updates						
		Restricted Software			ļ			

- 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.

	General	
	Display Name Display name for the policy	
	Mac Offboarding	——A
	Enabled	
	Site Site to add the policy to	
	None	
_	Category Category to add the policy to	
В ——	Mac Offboarding •	
	Trigger Event(s) to use to initiate the policy	
	Startup When a computer starts up. A startup script that checks for policies must be configured in Jamf Pro for this to work	
	Login When a user logs in to a computer. A login event that checks for policies must be configured in Jamf Pro for this to work	
	Network State Change When a computer's network state changes (e.g., when the network connection changes, when the computer name changes, when the IP address changes)	
	Enrollment Complete Immediately after a computer completes the enrollment process	
	Recurring Check-in At the recurring check-in frequency configured in Jamf Pro	
	Custom At a custor event	
	Execution Frequency Frequency at which to run the policy	
c—	Ongoing	

44.Click Scripts.

45.Click Configure.

	Opt	ions Scope Self S	Service User Interaction	
	[8]	General	Configure Scripts	
	÷	Packages 0 Packages	Use this section to run scripts.	
	(0)	Software Updates Not Configured	Configure	- 45
44—		Scripts 0 Scripts		J

46. Find the Mac Offboarding script and click Add.

Mac Offboarding	Mac Offboarding	Add
-----------------	-----------------	-----



47.Confirm the Priority is set to After.

Scripts	
Mac Offboarding	× +
Priority	
Priority to use for running the script in relation to other actions	
After •	

- 48.Click Scope.
- 49. Select Specific Computers for Target Computers.

	Computers : Policies			
48—	Options Scope Self Service	e User Interaction		
	Targets	Limitations	Exclusions	
	Target Computers Computers to deploy the policy to	Target Users Users to deploy the policy to		
49 —	Specific Computers	Specific Users		
	Selected Deployment Targets	5	+ Add	<u> </u>
	TARGET	ТҮРЕ		J

- 51.Configure the following:

 - A. Select Computer GroupsB. In the search field, enter Mac Offboarding
 - C. Click Add
 - D. Click Self Service

Opti	ons Scope Self Se	D User Interaction		
	Targets	Limitatior	15	Exclusions
	Add Deployment Targ	ets		Done
	Computers	Computer Groups	Users	User Groups
	Buildir	ngs	De	epartments
	• Q 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.

	Computers : Policies ← New Policy	
	Options Scope Self Service User Interaction	
_	Make the policy available in Self Service	
	Self Service Display Name Display name for the policy in Self Service (Self Service 10.0.0 or later)	
	Button Name Before Initiation	
_	Valies for the duction that users click to initiate the policy Offboard Mac	
	Button Name After Initiation Name for the button that users click to reinitiate the policy	
	Run Agin	
	Description Description to display for the policy in Self Service	
	This will remove your Mac from the Jamf Pro Server.	
	Ensure that users view the description Force users to view the description before the policy runs	
) Notification	
	Display notifications for the policy	
	You must enable Self Service Notifications to display notifications Self Service Notifications settings	
	Icon Icon to display for the policy. It is recommended that you use a file with the GIF or PNG format. The recommended size is 512×512 pixels.	
	Categories Categories in which to display or feature the policy in Self Service	
	Include the policy in the Featured category	
	Include the policy in the Device Compliance category	
	Display In Feature In	
	Mac Offboarding	
		U D



53.Click Previous (\leftarrow).



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

Poli	cies				
~	Mac Offboarding				
>	Mac Offboarding	Ongoing	Self Service	Mac Offboarding	None

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 Manger.

1. Open Self Service located in your Applications folder.



2

- 2. Select the Mac Offboarding Category
- 3. Click Offboard Mac

Self Service		Browse Mac Offboarding	
Q Search			
습 Home		ý k	
All	\sim	Offboarding	
Applications		Mac Offboarding	
FileVault Tools			
Firmware Tools		Offboard Mac	3
Global Policies			
Mac Offboarding			

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

Self Service	< Mac Offboarding > Mac Offboarding Mac Offboarding	
Q Search		
🔂 Home	This will remove your Mac from the Jamf Pro Server.	
🖿 Browse 🗸 🗸		
All	Offboarding	
Applications	Onboarding	
FileVault Tools	Offboard Mac	
Firmware Tools		
Global Policies		
Mac Offboarding		

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.

	Pro Pro	
Username		
Required		
Password		
		Ø
Required		
	Log in	



- 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.

Wanage your organization's de and accounts.	SS evices, apps,
Apple Account	

16.Enter your password and press enter.

Wanage your organization's devices, apps, and accounts.
Apple Account keith_mitnick@hcs.com
Password 😯 🔶
Remember me



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)

é Business	Q k k6 -18 ©	MacBook Air 👳
 Get Started 	Your Devices ≡ Filter Sort ↑↓	
Subscription	☐ MacBook Air Jamf Cloud Server · L (6	Overview MDM Server
-\/- Activity		Jamf Cloud Server
✓ Locations		Device Model MacBook Air
ዶ Users		Serial Number LC 6
😰 User Groups		
Access Management		Details
		Source Apple Configurator
🗖 Devices		Order Number

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

MacBook	Air	•	19
	🗎 Ed	it MDM Server	
Overview	⊥⊠0 Re	lease from Organization	20
MDM Server Jamf Cloud Server	🗞 Tu	rn Off Activation Lock	
Device Model			

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

F	Release from Organization
Δ	Are you sure you want to release this device?
E : B	You are attempting to release devices from your organization for 1 Mac computer .
	Released devices will be disassociated from any subscriptions, unenrolled from Apple Business Essentials management, and will no longer be registered to your organization. MDM server assignments for Automated Device Enrollment will be removed.
21 —	understand this cannot be undone.
	Cancel



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

Devices Released				
Completed	The device was successfully released.			
View in Activity		Done		

This completes this guide.