**IS-CS – Apple OSX Build Sheet**  **Technician:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Machine Name:** \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_ **Ticket:** **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_ **Pre-Image**

\_\_\_\_\_ Update the ticket with a note stating build has been started.

 \_\_\_\_\_ Backup the Mac via Time Machine.

 \_\_\_\_\_ Once the Backup is complete transfer it to [\\Benchstore-fs\Backups](file:///%5C%5CBenchstore-fs%5CBackups).

\_\_\_\_\_ **Imaging**

 \_\_\_\_\_Reboot and hold down alt/option to enter the Boot options menu.

 \_\_\_\_\_ Connect to the Bench Deploy Studio server with username benchdeploy and the standard Benchstore password.

 \_\_\_\_\_ Select the Bench Mavericks Image (10.9) and click Play. If the Mac is brand new and fails 10.9 install Yosemite (10.10) instead.

 \_\_\_\_\_ Update the ticket status to “Imaging” (if there was a backup mention that it has been moved to Benchstore)

\_\_\_\_\_ **Post Image Configuration**

 \_\_\_\_\_ Update the ticket status to post configuration.

 \_\_\_\_\_ Login with benchimage (color number password).

 \_\_\_\_\_ Change the computer name to match the device name on the E-Interview Form

 \_\_\_\_\_ Edit or create the appropriate Inventory entry.

 \_\_\_\_\_ Print and place the Inventory sticker.

 \_\_\_\_\_ Edit or create the appropriate Cyder interface and system(s).

 \_\_\_\_\_ Go to  🡪 Software Update and install all updates. (Except ones that require an apple ID)

 \_\_\_\_\_ If the machine is **Remote** add local administer accounts listed on the E-Interview Sheet.

 \_\_\_\_\_ Install all Printers listed on the Interview Sheet.

\_\_\_\_\_ **Casper (Mac Management)**

 \_\_\_\_\_ Press ⌘+K and type in smb://tss-softstore/Utilities/Casper JAMF/Casper 9 QuickAdd

 \_\_\_\_\_ Copy **CN-Wendy9.pkg** to the desktop and install the package.

 \_\_\_\_\_ Open a web browser and navigate to <https://casper.oregonstate.edu:8443>. Login with an ONID account.

 \_\_\_\_\_ Go to the Computers tab and search for the computer name. Click the computer’s name and then click “User and Location.”

 \_\_\_\_\_ Type in the customer’s user name and click the search icon, this will populate the fields. Fill in empty fields as necessary.

 \_\_\_\_\_ Click Policies on the left side and find the user template policy that corresponds with the user and department.

 \_\_\_\_\_ Click “Edit” and then the “Scope” tab. Then click add, find and select the computer, then hit save.

 \_\_\_\_\_ Open terminal and enter **sudo jamf policy –event.** Enter the benchimage password when prompted.

\_\_\_\_\_ **Additional Software**

 \_\_\_\_\_ Install any additional software listed on the Interview Sheet. **Use Self Service when applicable!**

 \_\_\_\_\_ Check MS Office for any updates.

 \_\_\_\_\_ Run all updates on other installed software, including Adobe Acrobat.

\_\_\_\_\_ **Parallels and BootCamp**

 \_\_\_\_\_ Use the regular Windows build sheet for the rest of the BootCamp/Parallels build.

\_\_\_\_\_ When appropriate, verify that the Virtual Image is in a shared location.

\_\_\_\_\_ **Join Computer to Domain (For Special Circumstances Only)**

 \_\_\_\_\_ Delete the computer from Active Directory (AD).

 \_\_\_\_\_ Confirm that computer name is correct, otherwise there will be conflicting issues.

 \_\_\_\_\_ Connect to Casper and go to the Computers tab at the top.

 \_\_\_\_\_ Click on “Policies,” located in the sidebar. Scroll down and click on “CN - Domain Bind” then click on the “Scope” tab.

 \_\_\_\_\_ Click on “edit,” at the bottom of the window, then click the “Add” button. Find the computer and click “Add” then save.

\_\_\_\_\_ **Cleanup**

 \_\_\_\_\_ Dock items: Finder, Dashboard, Launchpad, Safari, Firefox, iTunes, System Preferences, Word, Excel, PowerPoint, and RDC.

 \_\_\_\_\_ Copy any User profiles that were backed up to the SHARED folder.

\_\_\_\_\_ **Coho II Tasks**

 \_\_\_\_\_ Update the ticket to “Check off” status and append the “Ready for Check Off” template with the computer name, inventory ID, and Serial Code.

 \_\_\_\_\_ Move to Labeler bench.

**IS-CS – Apple OSX Checkoff Sheet**  **Technician:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Machine Name:** \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_ **Ticket:** **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_ **Computer Info (Login as CN Admin)**

 \_\_\_\_\_ Update the ticket with a note verifying Checkoff has been started.

\_\_\_\_\_ Verify that the CN Admin password is set to the current admin password.

\_\_\_\_\_ Verify that the computer name is correct and follows the naming convention.

 \_\_\_\_\_ If the computer has been added to AD move it into the correct OU.

 \_\_\_\_\_ Verify machine is in inventory and that a sticker is displayed with correct information.

 \_\_\_\_\_ Verify machine is in the correct container/range/domain in Cyder.

 \_\_\_\_\_ Printers are all installed as specified on the interview sheet with LPD protocol, and named correctly.

\_\_\_\_\_ **Software**

 \_\_\_\_\_ Run updates for System Center Endpoint Protection (SCEP).

 \_\_\_\_\_ Go to  🡪 Software Update and make sure all Apple updates are installed.

 \_\_\_\_\_ Open an Office Suite program and check for Microsoft updates.

 \_\_\_\_\_ Check that Adobe Acrobat is up to date.

 \_\_\_\_\_ Verify any additional software from the interview sheet has been installed and launches.

\_\_\_\_\_ **System Preferences**

 \_\_\_\_\_ Create a test admin account called benchcheckoff, default user password and login to it.

 \_\_\_\_\_ Verify dock icons are correct, and that the favorite servers match the department. (set by user template policy in casper)

 \_\_\_\_\_ Log back in with CN Admin, delete your test account.

\_\_\_\_\_ If the computer is **Extension** make sure there is a user profile set up.

 \_\_\_\_\_ In system preferences make sure there are no bench User+ profiles, if there are delete them.

 \_\_\_\_\_ Verify that **Allow apps downloaded from**,located under Security and Privacy,is set to **anywhere**.

\_\_\_\_\_ **Windows Install (BootCamp or VM) Secondary Checkoff**

 \_\_\_\_\_ For a VM (VMware or Parallels) use the standard Windows Checkoff sheet.

 \_\_\_\_\_ Ensure that the VM is located in a shared directory.

 \_\_\_\_\_ For BootCamp, use the standard Windows Checkoff Sheet.

\_\_\_\_\_ **Special Requests**

 \_\_\_\_\_ Ensure the customer’s data is in the CN Backup folder.

 \_\_\_\_\_ If encryption is requested see the Bench Lead for details.

 \_\_\_\_\_ Apply STOP Tags, if requested.

\_\_\_\_\_ **Coho II Tasks**

 \_\_\_\_\_ Read through the ticket to see if a placement time has already been scheduled or if it needs to be placed with a specific user.

 \_\_\_\_\_ Update the ticket. Note if the computer is 1 of 2 etc. Adjust placement time as necessary for extra onsite tasks.

\_\_\_\_\_ Close the E-Interview.

 \_\_\_\_\_ Move the ticket into CN Base queue. **For Extension** instead set Lisa Gillis as responsible and move the ticket into CN Remote queue.

 \_\_\_\_\_ Send a placement email to the customer **OR** who the ticket says to place it with. **(IF COMPUTER IS Extension DO NOT SEND A PLACEMENT EMAIL!)**