



SOP – Install a macOS computer in BMC-IT computer platform

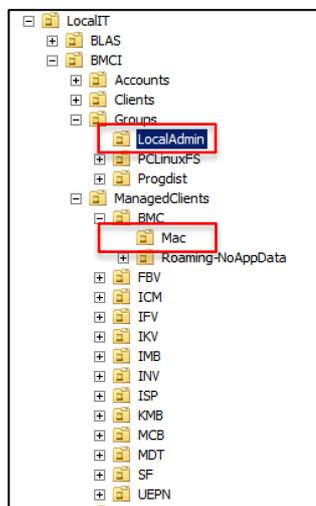
1 Background information

With the change to macOS High Sierra (10.13) as standard version for "BMC-IT computer platform", there are some changes in how to install a macOS computer and we get a few new options for installing the os. We take advantage of the fact that Apple (via "macOS Recovery") allows us to install up to three possible OS versions, depending on the age, model and most recently installed OS version on the computer that is about to be installed.

For this purpose, all NetInstall images are inactivated and no image is shown when starting a mac connected to the BMCI network. Below is a description of the new installation routine.

2 Before installation - Active Directory

- Add the client to the correct OU (...BMCI/ManagedClients/<dep>/Mac) in AD.
- Add the client serial number to the serialNumber attribute in AD (Attribute Editor).
- Create a Local-Admin group (ex. LocalAdmin-BMC-YZ03701TDNM) for the client in .../BMCI/Groups/LocalAdmin. Remember to add the managing user to the Local-Admin- group if the user should have admin rights.



3 Before installation - Network

Add the computer to the department whitelist in IPAM (for when the installation is complete and the computer is delivered).



4 Which OS version should be installed?

The versions that "BMC-IT computer platform - macOS" supports are:

- macOS Sierra (10.12.X, latest minor version)
- macOS High Sierra (10.13.X, latest minor version) [standard version]

The choice of OS version depends on whether or not the user uses software that is not supported by the standard version. The first choice should always be to use the standard version. That the user needs to upgrade a license or purchase a new license of a software should not be a valid reason to stay on an old OS version...

5 Install OS

If your computer is new and is delivered with the standard os version preinstalled, and(!) if you *know* that the user has an Apple ID, you can skip this step, continue on to next step and boot up the computer. All users that use Apple devices should have a personal Apple ID, but all users don't. A user that doesn't have an Apple ID will not be able to upgrade the softwares (Keynote, Pages, etc.) that Apple chooses to bundle with the preinstalled os. Therefore, we need to reinstall these computers. "Macintosh HD" should then be erased and the os should be reinstalled. Try to convince the user that it is a good idea to get an Apple ID if they have an Apple device.

- Start up the computer with any of the following options:

Command (⌘)-R	Install the latest macOS that was installed on your Mac, without upgrading to a later version.*
Option-Command-R	Upgrade to the latest macOS that is compatible with your Mac.**
Shift-Option-Command-R Requires macOS Sierra 10.12.4 or later	Install the macOS that came with your Mac, or the version closest to it that is still available.
<p>* If you're selling or giving away a Mac that is using OS X El Capitan or earlier, use Command-R to make sure that the installation isn't associated with your Apple ID. ** If you haven't already updated to macOS Sierra 10.12.4 or later, Option-Command-R installs the macOS that came with your Mac, or the version closest to it that is still available.</p>	

- When the computer is started in Recovery Mode, erase "Macintosh HD" using "Disk Utility". Learn more about installing from "macOS recovery" here: <https://support.apple.com/en-us/HT204904>

6 Boot up the computer

- Boot up the computer.
- Use the "Set up assistant" to create an account. It doesn't matter what choices you make during setup. The important thing is that you get to log in with an administrator account and that your computer is connected to the network. The created account will be hidden and moved away at the end of the installation process.



7 Install bootstrap

Install the bootstrap package to kickstart the installation process for "BMC-IT computer platform – macOS".

- Use Safari to go to: <https://macapp.bmc.uu.se/bootstrap>.
- Click on "Bootstrap" to download the installation package.
- Install the package.
- The installation asks you to restart the computer to kickstart the bootstrap process.
Do it...
- You're done!

After restarting, the bootstrap process continues by installing, configuring and kickstarting Munki that takes over the installation process and ensures that the computer gets all it needs with configurations and softwares.