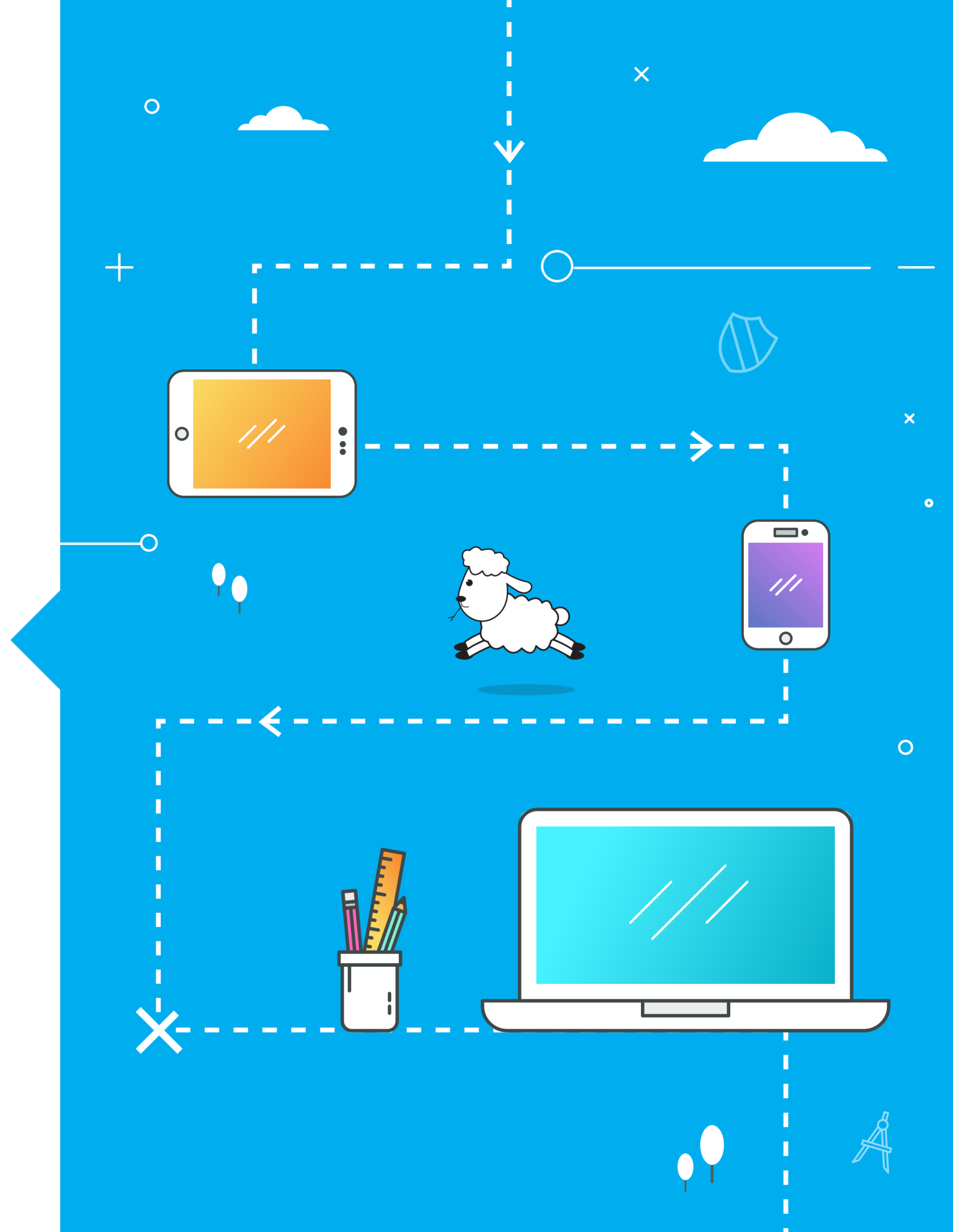




Make the switch

Seamlessly migrate your iOS devices from an existing MDM provider to Mobile Guardian, using our helpful migration guide.



It's a 3 step process:

Many schools are encumbered with an outdated or enterprise MDM provider, yet feel locked in and unable to upgrade to a modern, education-centric MDM platform that far better suits their evolving requirements. The migration seems like a time-consuming task and can dissuade schools from moving to a more powerful solution.

Yet, switching MDM providers does not have to be a painful process. In fact, we've broken it down and made it as simple as possible. From planning your migration, to enrolling your devices, this guide ensures that all your bases are covered and that



Acronyms

There's a lot of jargon when it comes to mobile device management, and even more acronyms! To simplify things, we've created this handy acronym list.

AD	Active Directory
APNS	Apple Push Notification Service
ASM	Apple School Manager
DEP	Device Enrolment Program
MDM	Mobile Device Management
OU	Organisational Unit
VPP	Volume Purchase Program



1. Plan your migration

To make your MDM migration a seamless one, it's a good idea to plan ahead. To help you, we've identified the most common pain points you might encounter. After this quick read, and a migration planning session, you'll be prepared for almost anything. We've also included a handy MDM migration checklist at the back of this guide.



Check and compare MDM features

Every MDM platform has its own feature set and the Mobile Guardian MDM platform will most likely do things your old one cannot. Mobile Guardian has a number of different products catering from the smallest home school to the largest district. Please make sure you are on the most suitable package (and understand all the features) before you start the migration.

Decide how you'll enroll devices

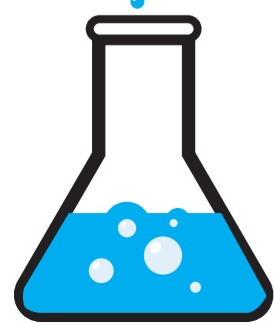
If using Apple School Manager or Apple's Device Enrollment Program (DEP), you'll be able to automatically enroll and setup new devices remotely. Simply login to the DEP portal, create a new MDM Server called Mobile Guardian and move each device across. Try to do this at least 24 hours before the migration as even though the Apple servers handle the changes relatively quickly, it isn't instantaneous.

Decide how to handle device wipes

If moving devices between MDM vendors, you'll need to wipe them. Investigate whether your current MDM provider allows you to do this remotely. If not, you'll need to wipe the devices manually. This is a necessary step, but it will be worth it in the end when you have a clean, updated and consistent device ready for app installation. We suggest you carry out the migration at the end of the school term. Do the migration class by class and get the students or teachers involved to save time.

Double-check your certificates

When you move to your new Mobile Guardian platform, you'll need to move to a new MDM server. Ensure you've got all the required certificates, like your APNS certificate before making the move. In case you have not updated your APNS certificate in a while, we give you a refresher later in this guide.”



Do you use VPP to push apps?

Apple's Volume Purchase Program (VPP) uses a token to synchronise application licenses between the App Store and your devices that are managed with an MDM Server. We strongly recommend creating a new VPP token as part of the migration to avoid synchronisation issues with your old MDM provider. This is a good opportunity to clean up and revoke outstanding VPP licenses. Do the prep work and stay two steps ahead.

Plan for the unforeseeable

We all know what they say about the best laid plans of mice and men, so be prepared that some things might not go exactly to plan. Build some time into your plan to accommodate delays caused by unforeseeable problems.



Your Migration Timeline



Step 1: Unenrol from your existing MDM

With your plan in place, and if needs be, your devices on hand, you can start un-enrolling them from your current MDM. You can remove them using Apple's School Manager or DEP program, or follow a more manual process.

Step 2A: Migrate to Mobile Guardian

1: Remove the licenses

To move your VPP tokens, first remove the licences currently assigned to devices from your existing MDM.

2: Remove the token

Once you have reclaimed all the licences from devices, remove the token from your Current MDM provider.

3: Upload the token

Follow the steps in [this guide](#) to upload the token to the Mobile Guardian dashboard.

Notes:

To make sure you have successfully removed them all, check that all licenses, minus eBooks, have an 'In Use' count of 0.

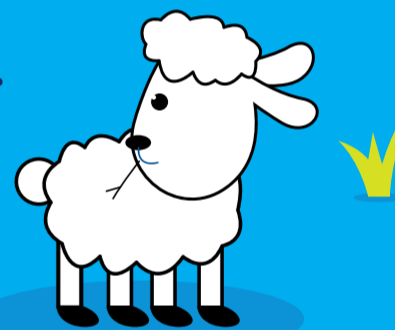
Notes:

Make sure that you remove the token out of your existing MDM, otherwise you will experience issues with your VPP licensing.

Step 2B: Create and upload your APNS certificate

1: Create your APNS certificate

For Mobile Guardian to communicate with your devices, you will need an Apple Push Notification Service (APNS) certificate. This is a quick process and you will need to have an Apple ID in order to generate your APNS. If you do not have an AppleID, please [create one here](#).



2: Upload the certificate

Follow [this guide](#) to generate your certificate and upload it to the Mobile Guardian dashboard.



Step 3 - Route A: Use Apple School Manager or DEP

Move your devices

1. Create a new MDM server in your Apple School Manager account
2. Link the server to your Mobile Guardian dashboard
3. Move your devices from existing MDM to Mobile Guardian

Sync your devices

1. On the Mobile Guardian dashboard, sync your devices
2. The greyed-out devices will now be visible in your dashboard
- 3a. If your existing MDM allows you to remotely wipe the devices, do so. They will then reboot and pick up the Mobile Guardian configuration.
- 3b. If not, enable "Erase all content and settings" on existing MDM and then navigate to General > Reset > "Erase all content and settings" on device.
4. On device restart, go through the initial screens* until you get to the Home Screen with the apps

Go to: Settings > iOS MDM settings > DEP

Go to: Settings > General > Erase all content and settings, to do an on-device wipe
On device restart, go through the initial screens* until you get to the Home Screen with the apps

Notes:

Location services must be enabled to use location-based features on the Mobile Guardian dashboard such as device location / geofence based profiles
For a detailed guide on creating your Mobile Guardian MDM server within Apple School Manager **CLICK HERE.**

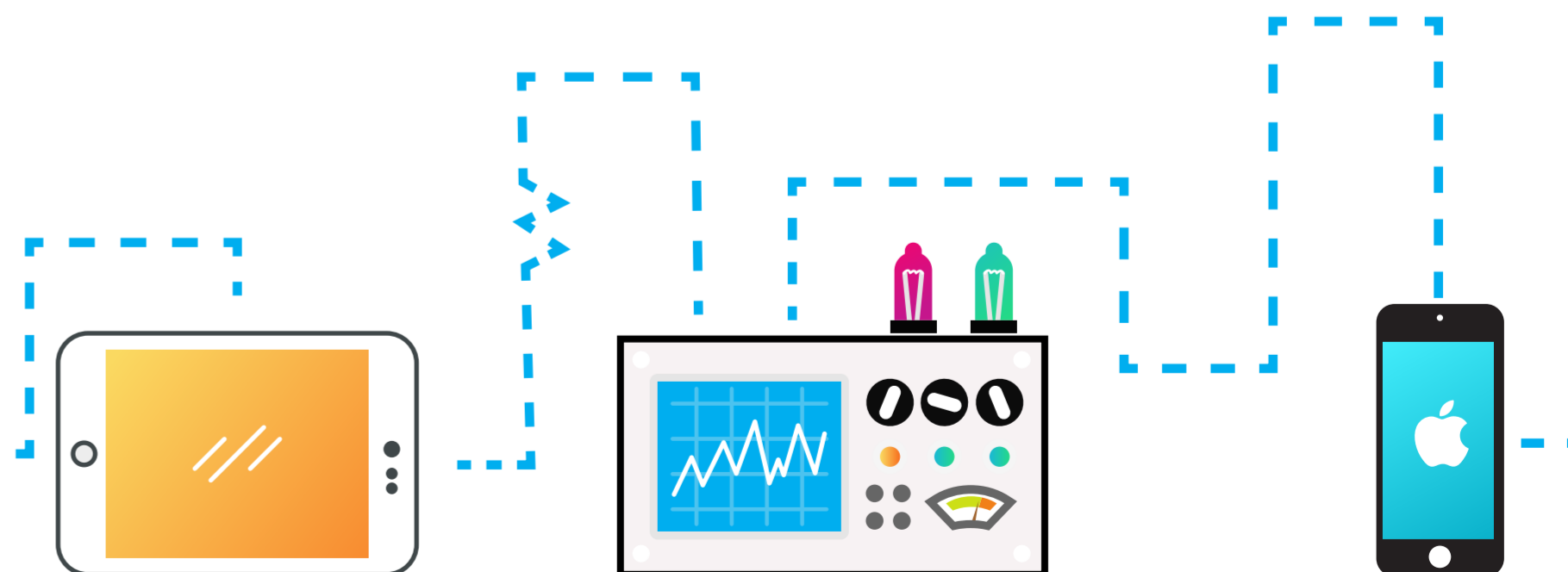
Step 3 - Route B: Using Apple Configurator

Enrol

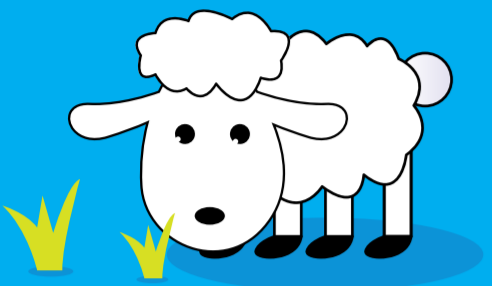
1. Enrol your devices with Apple Configurator 2
2. Connect your device and follow the steps outlined in the [following guide](#)

Using Apple Configurator 2.5

From iOS11 it is also possible to add devices which were not purchased directly from Apple to your DEP account. This is achieved by using Apple Configurator 2.5 and following [these steps](#).



Your Migration Checklist:



Do I have a plan?

YES

NO

Do I know which directory services need to be configured?

YES

NO

Have I rewritten API scripts if necessary?

YES

NO

Got a plan to enrol supervised devices?

YES

NO

What about enrolling unsupervised devices?

YES

NO

Do I know how I'm going to wipe devices?

YES

NO

Have I decided on a date to carry out the migration?

YES

NO

If necessary, have I communicated the plan to teachers and students?

YES

NO

Have I got my Apple ID to create my APNS?

YES

NO

Have I got my APNS certificate?

YES

NO

Do I know how I'm celebrating when this is done?

YES

NO



Migrate to an MDM that's designed for education

We hope that this guide shows you that switching MDM providers isn't a painful process. You don't need to feel locked into a provider that isn't meeting your needs. It's actually simple to switch to a powerful MDM that does everything you need it to, and more.

With multi-OS support, easy-to-use teacher and parent controls, as well as zero-day support for all relevant features, you certainly won't look back once you've switched to Mobile Guardian.

What's more, our friendly Mobile Guardian technical team will be on-hand during every step of the migration to make sure you're up and running, as quickly as possible.

Any questions?

info@mobileguardian.com

