

APPLE SOLUTIONISTS



Support App for MacAdmins

University of Utah, MacAdmins



Jordy Witteman

APPLE PRINCIPAL CONSULTANT

- Working @ Root3 since 2017
- Managing Apple devices during the day
- Developing using SwiftUI at night





WHY

Root3

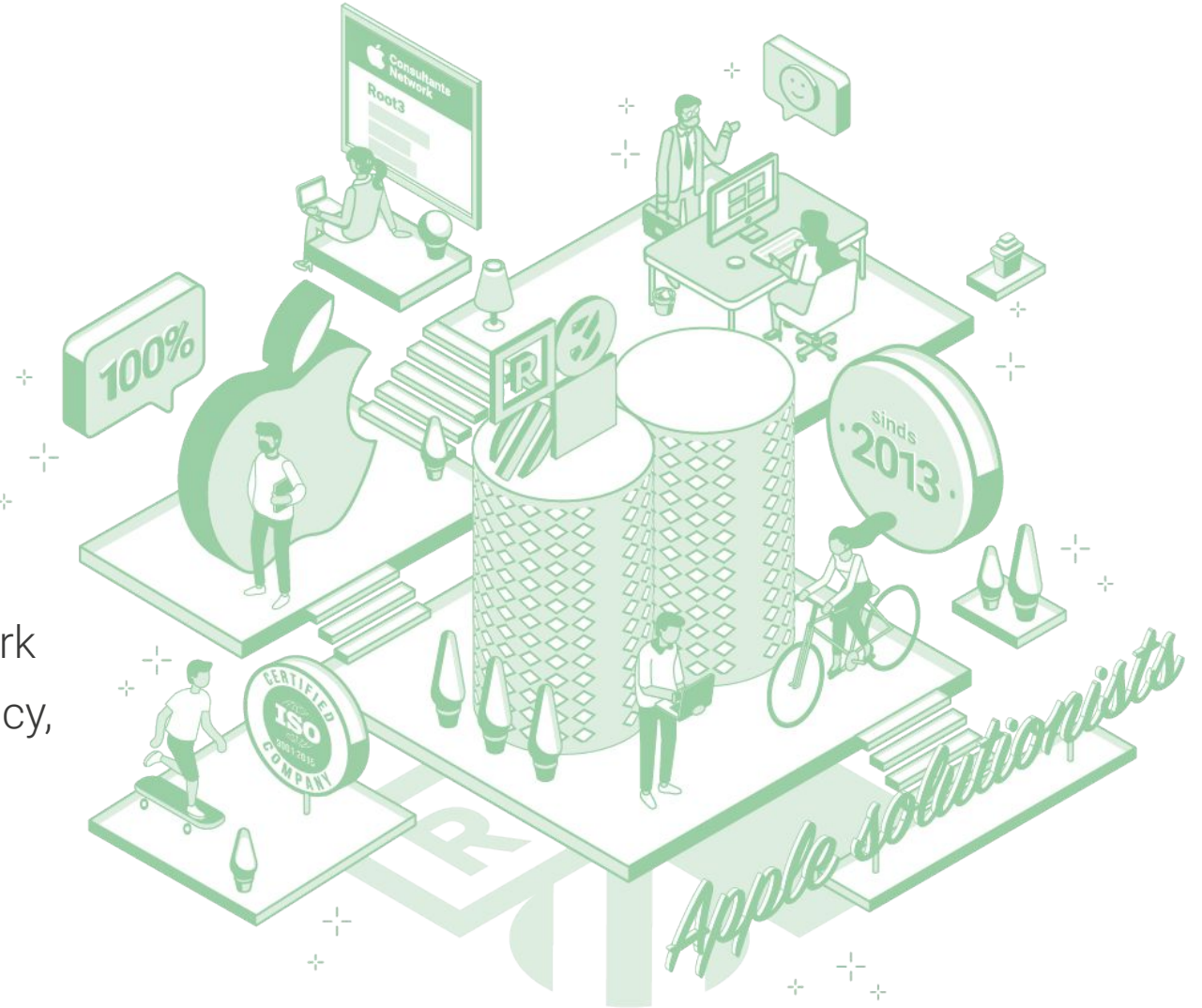
At Root3, a love of Apple is in our genes. We are an expert team of certified Apple professionals with a continuous drive to bring you the ultimate Apple experience. Work, where and when you want, on a secure platform, with all the freedom you need. That's what we offer you.



Root3

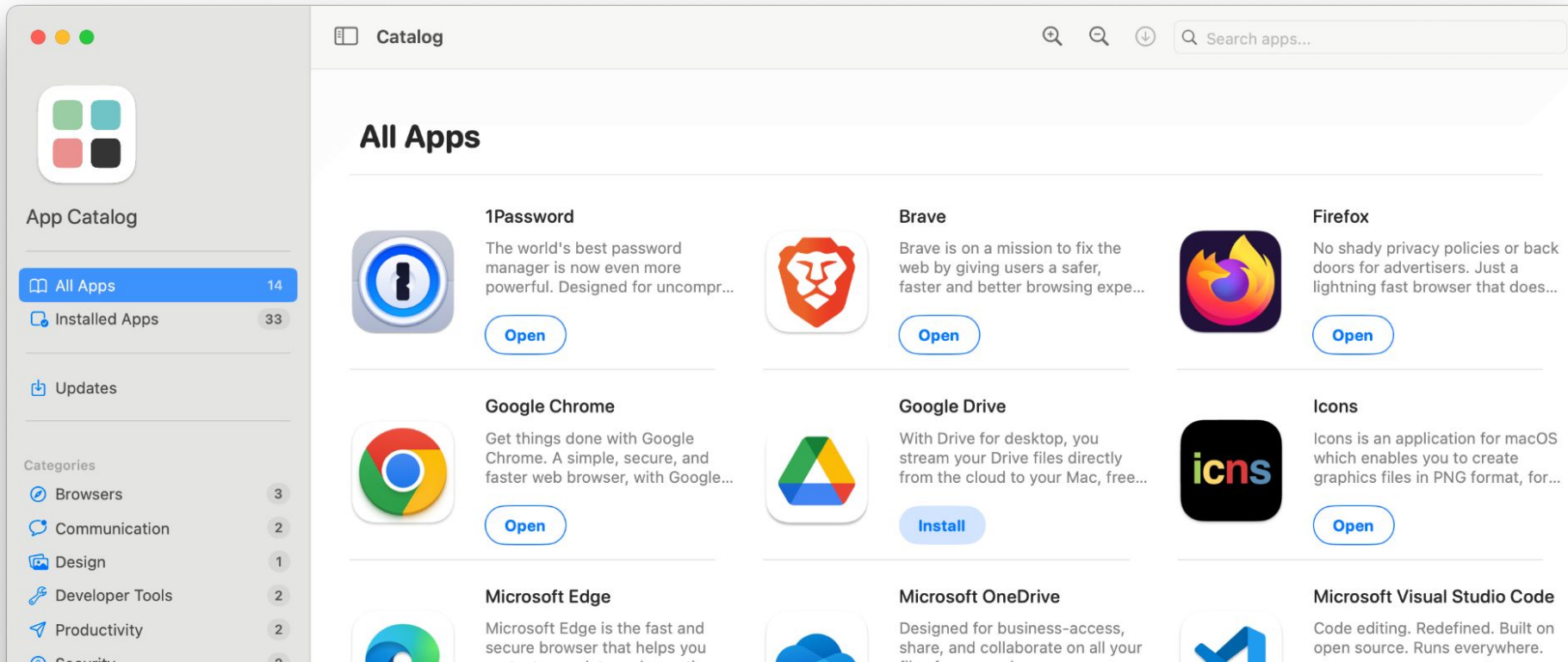
APPLE SOLUTIONIONISTS

- Team of 18 people
- Based in Halfweg, The Netherlands
- Since 2013
- Member of Apple Consultants Network
- Managed Service Provider, Consultancy, Training and more
- Innovations



App Catalog

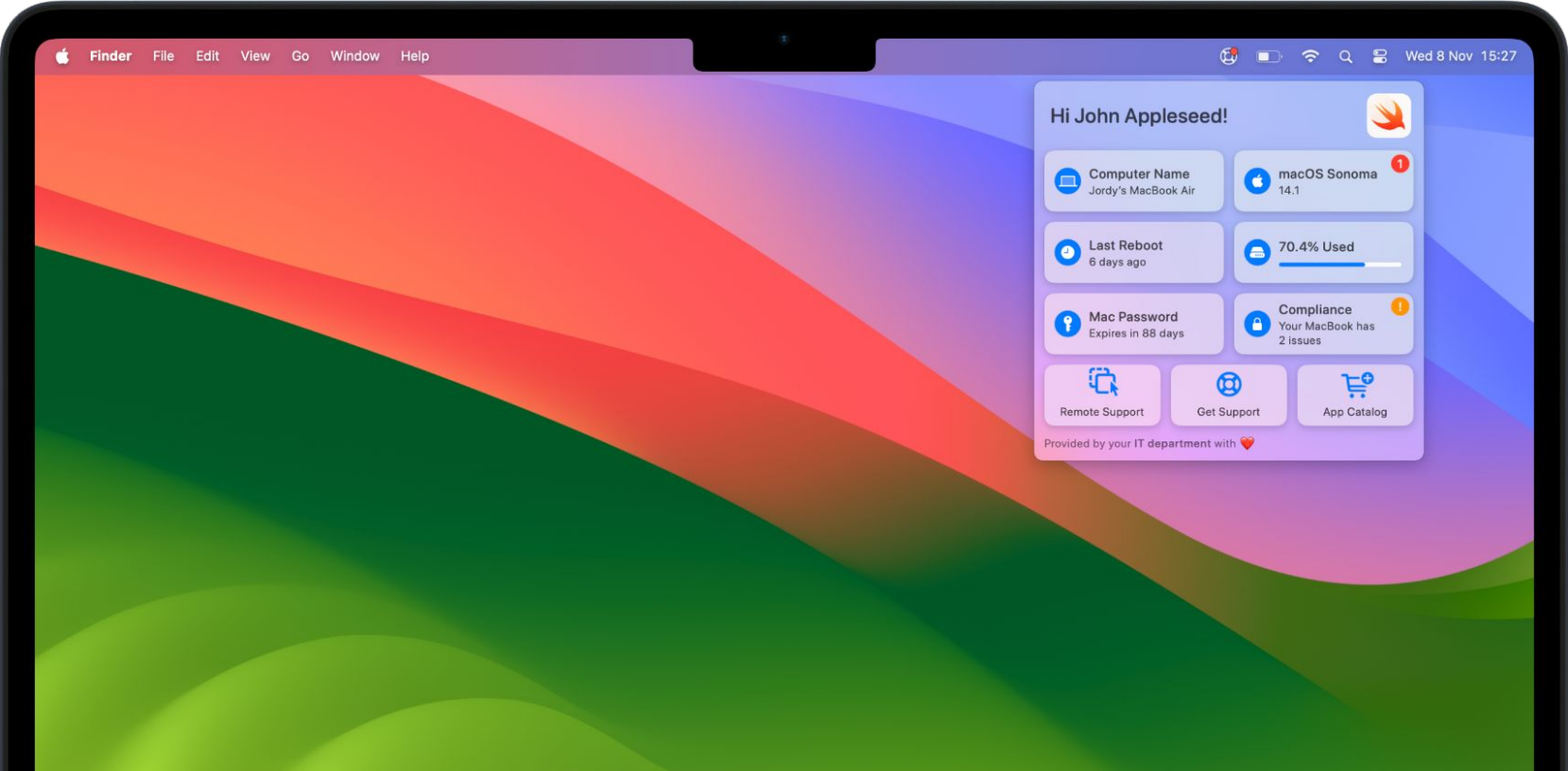
AUTOMATED PATCH MANAGEMENT





Support App


CONNECT USERS WITH IT





Agenda

SUPPORT APP

- 
- Why
 - What is the Support App?
 - Technologies
 - Fundamentals
 - Variables
 - SupportHelper
 - Support App Extensions
 - And more...

Why

SUPPORT APP

- Create a connection between users and IT
- Enhance the user experience
- Extension for our services



What is Support App?

SUPPORT APP

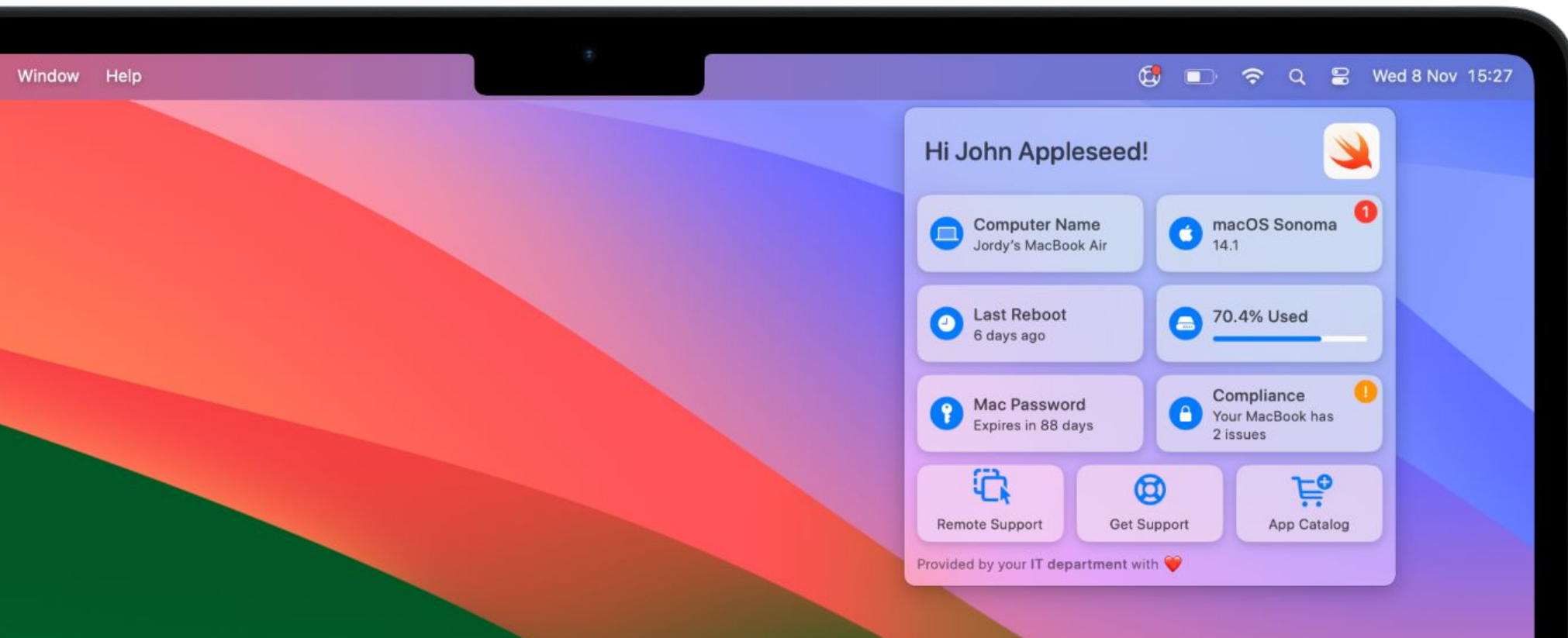
- Basic diagnostic information and proactively notify users
- Shortcuts to easily access support channels or other company resources
- Modern and native macOS app with your corporate identity





A closer look

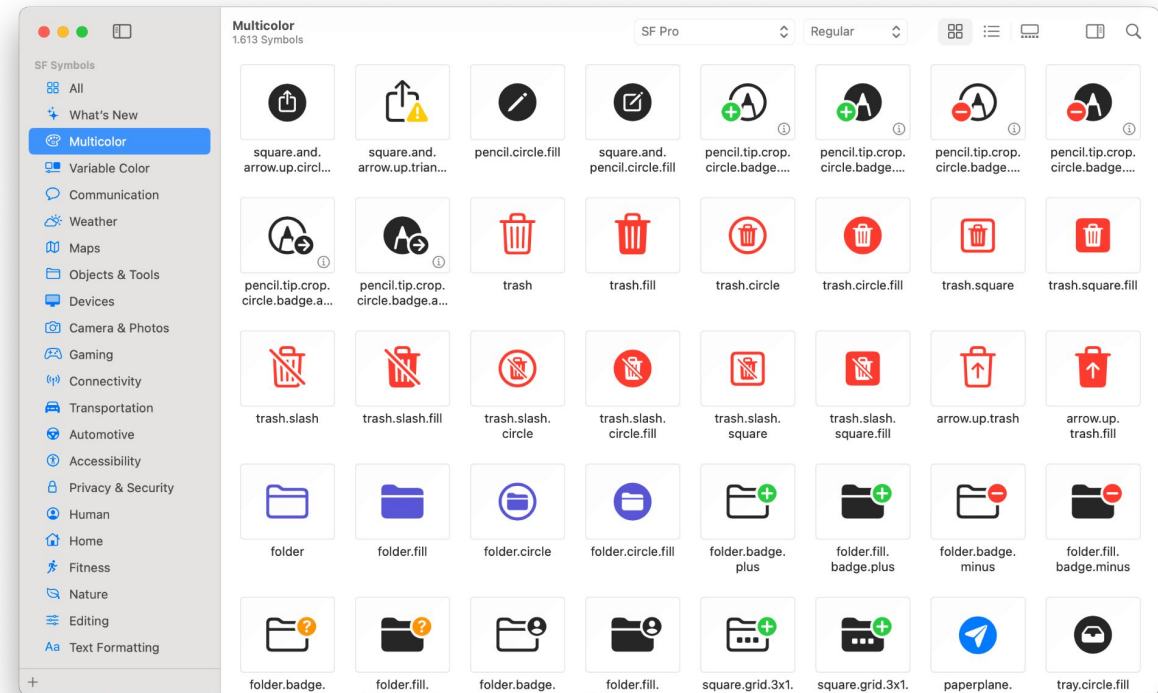
SUPPORT APP



Technologies

SUPPORT APP

- SwiftUI
- SF Symbols
- macOS Accent Color
- Dark Mode
- macOS Big Sur or higher
- Sandboxed
- Integrates with MDM



Fundamentals

SUPPORT APP

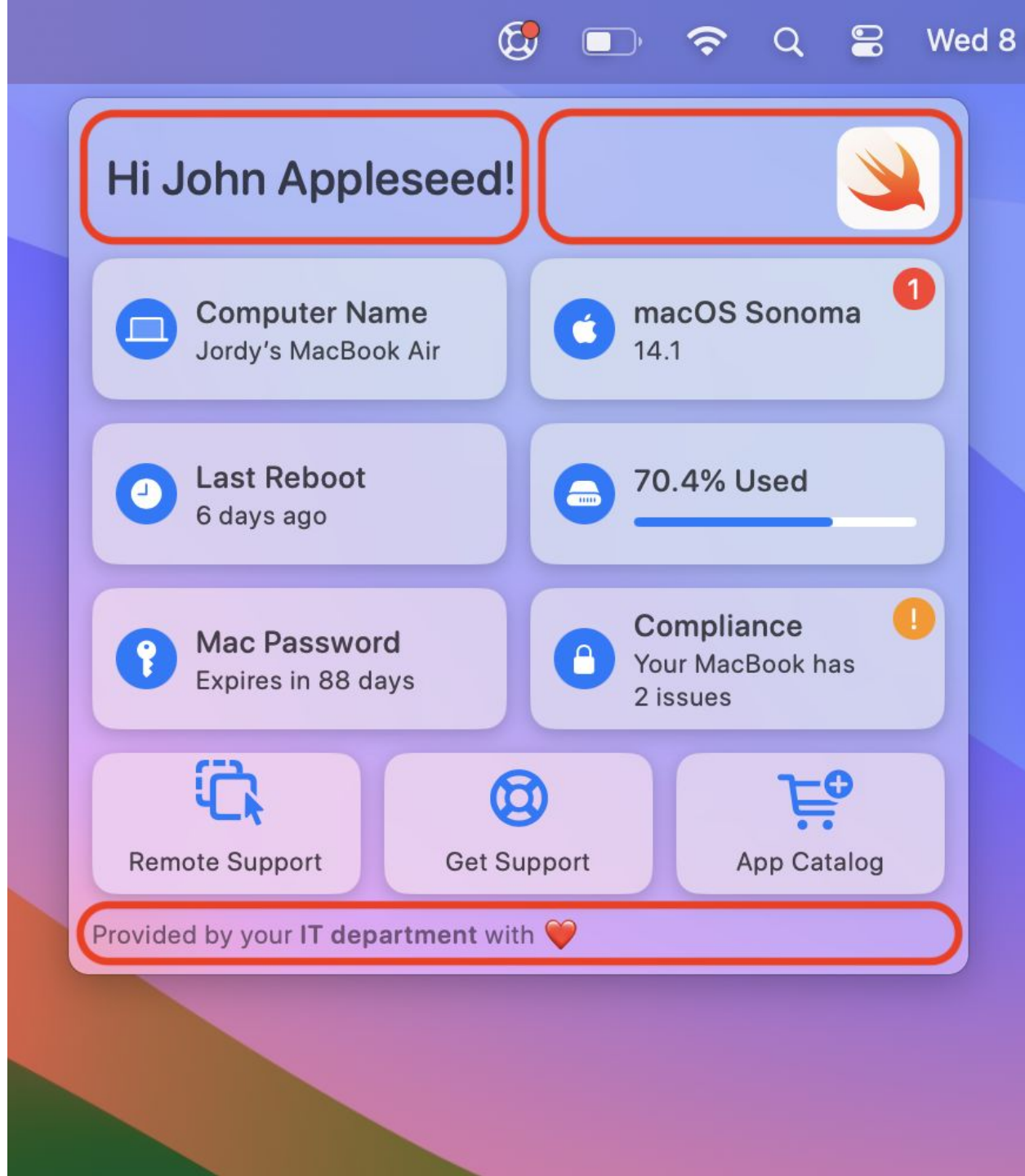
- Title and branding
- Info Items
- Configurable buttons
- Menu bar icon
- Color



Title and branding

FUNDAMENTALS

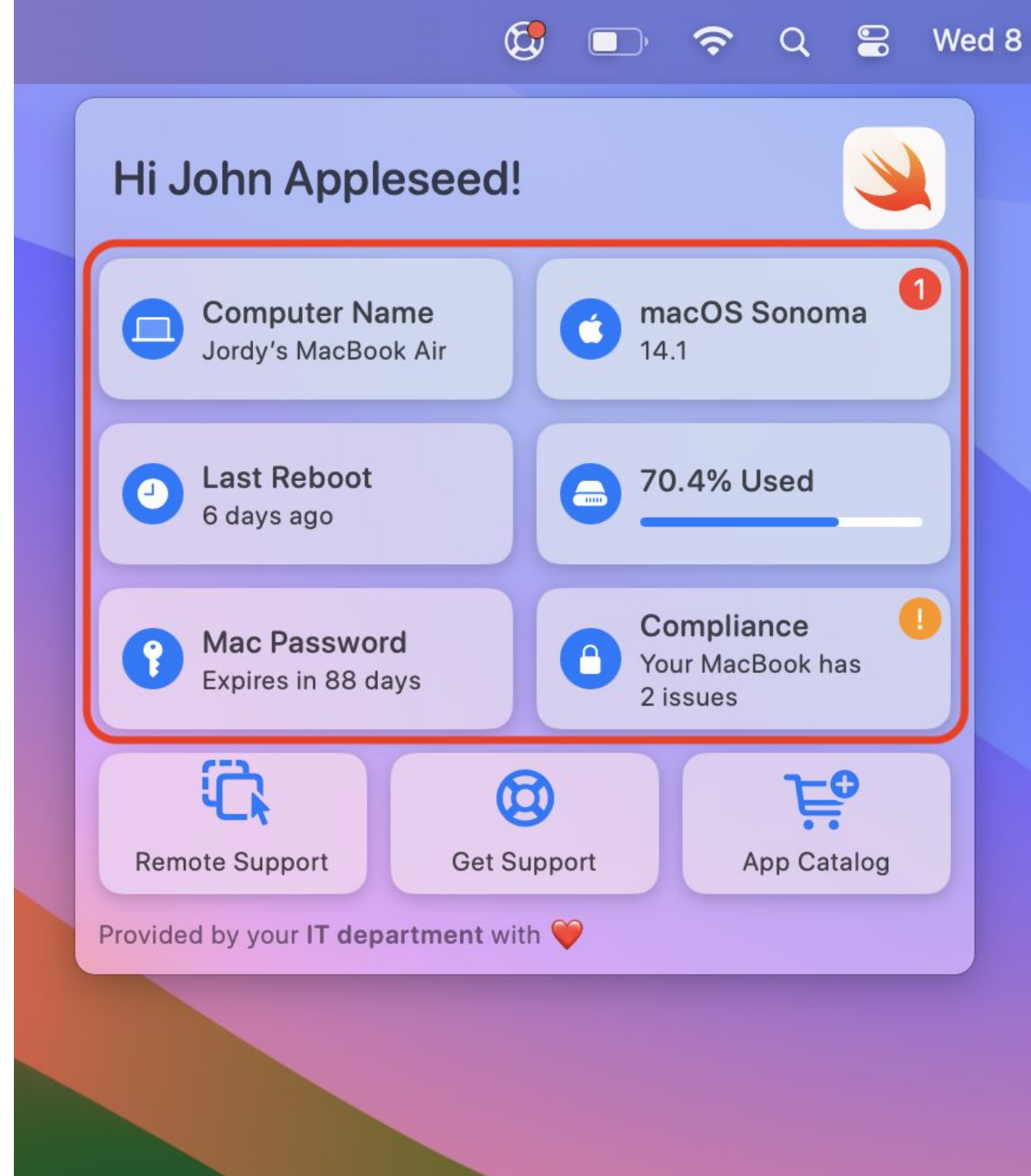
- Title
- Logo
- Footer



Info Items

FUNDAMENTALS

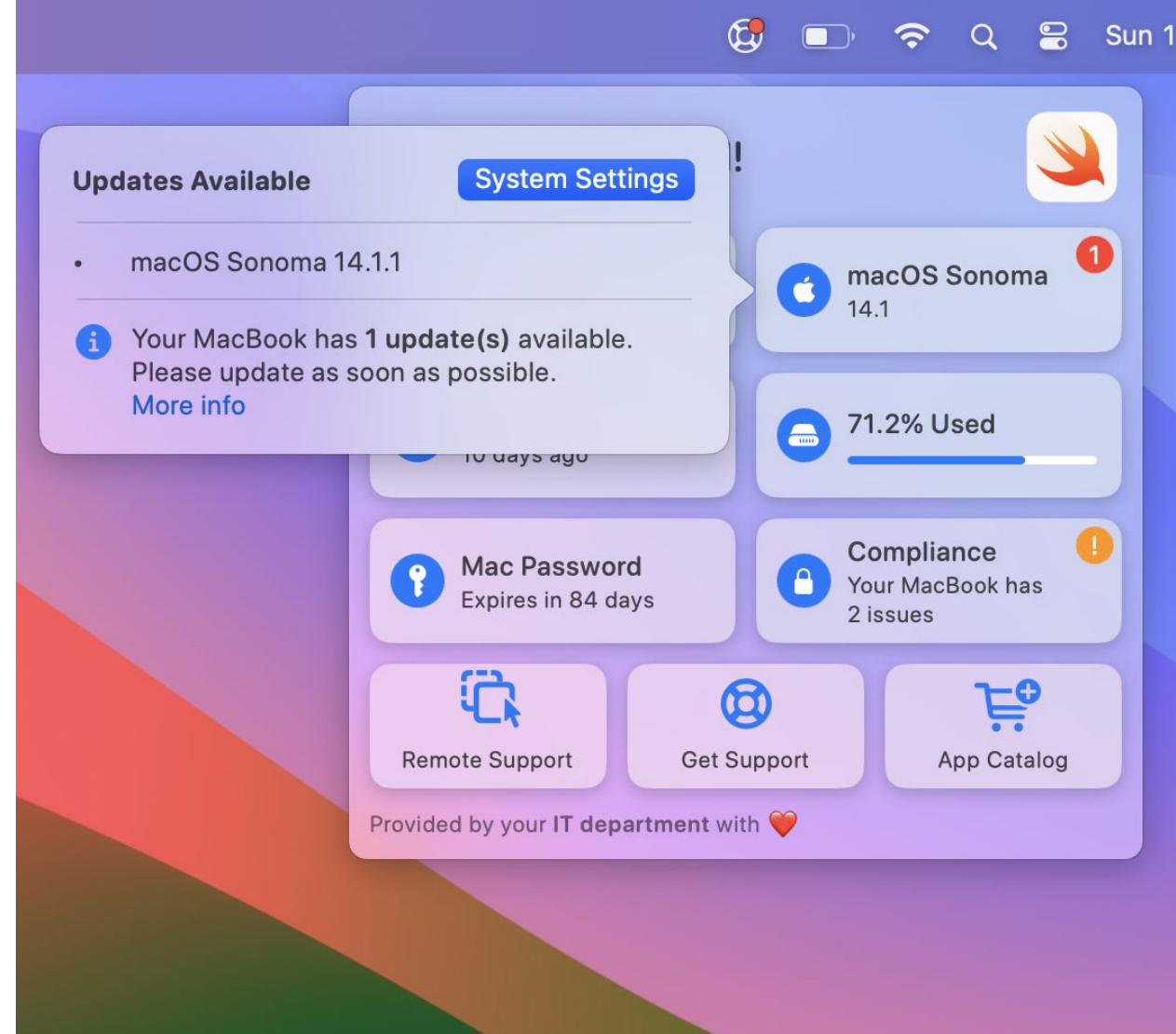
- Up to 6 Info Items:
 - Computer name
 - macOS version
 - Last reboot
 - Storage
 - Password
 - Network
- Support App Extensions



macOS version

FUNDAMENTALS

- Shows macOS updates
- Optional info text
- Honors MDM update deferral



Last reboot

FUNDAMENTALS

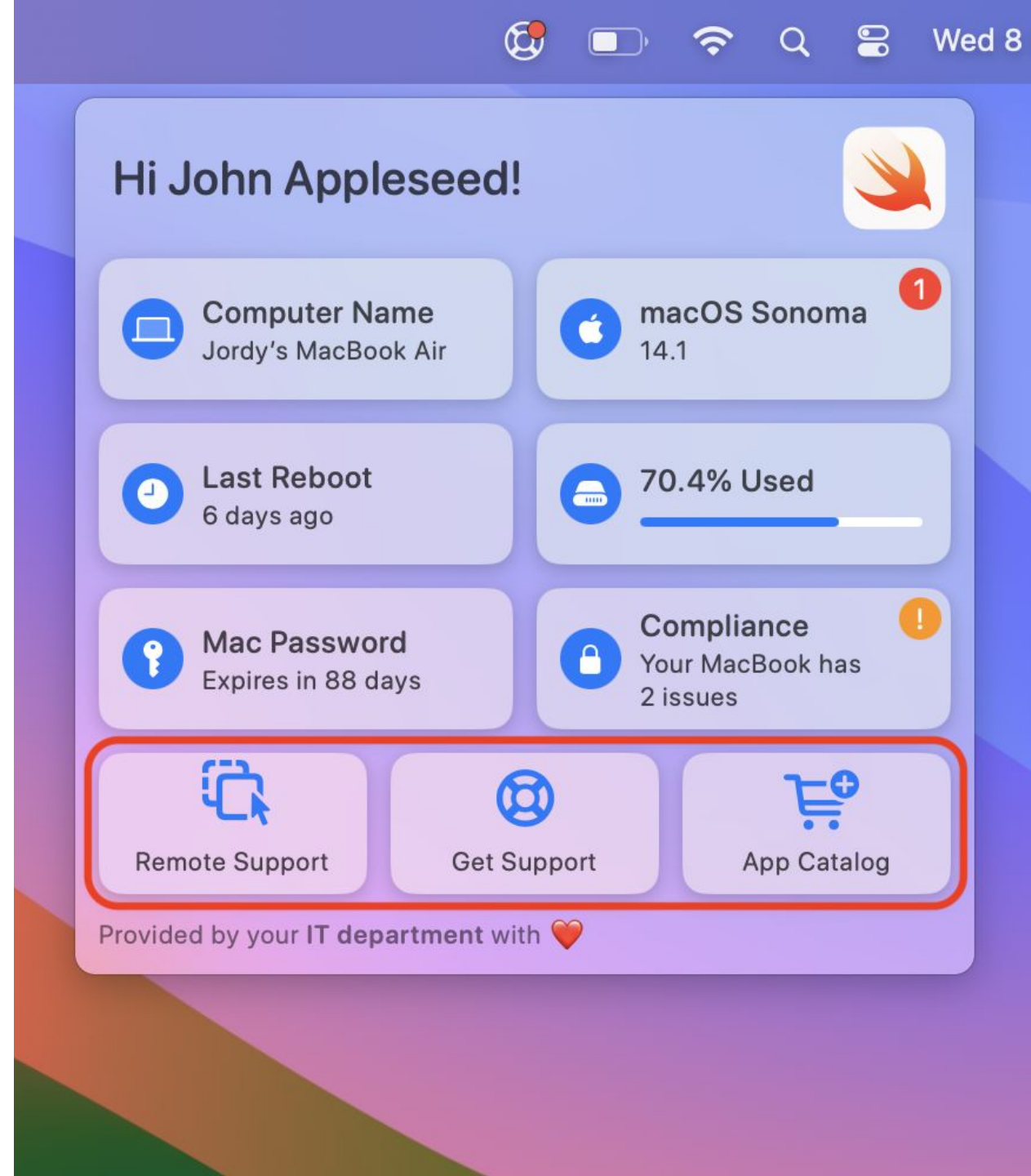
- Optional warning
- Customizable limit



Buttons

FUNDAMENTALS

- Configure title, subtitle, SF Symbol and resource to open/run
- Up to 6 buttons:
 - App
 - URL
 - User command/script
 - Privileged command/script (with SupportHelper)



Menu bar icon

FUNDAMENTALS

- Custom image
- SF Symbol
- Optional notification badge:
 - Update
 - Warning





How to deploy?

FUNDAMENTALS



- PKG with LaunchAgent
- ZIP with standalone version
- Configuration Profile using any MDM that supports custom profiles





Variables

SUPPORT APP



■	<code>\$LocalComputerName</code>	John's MacBook Air
■	<code>\$LocalModelName</code>	MacBook Air (M2, 2022)
■	<code>\$LocalModelShortName</code>	MacBook
■	<code>\$LocalFullName</code>	John Appleseed
■	<code>\$LocalUserName</code>	john.appleseed
■	<code>\$LocalMacosVersion</code>	14.1
■	<code>\$LocalMacosVersionName</code>	Sonoma
■	<code>\$LocalSerialNumber</code>	X02YZ1ZYZX
■	<code>\$LocalIpAddress</code>	192.168.1.100
■	<code>\$LocalUpdatesAvailable</code>	2





Variables

SUPPORT APP



- Set title to:
 - `Hi $LocalFullName!`
- Set FooterText to:
 - `Provided by IT with ❤️\nSerial Number: $LocalSerialNumber`
- Set UpdateText including Markdown to:
 - `Your $LocalModelShortName has **$LocalUpdatesAvailable update(s)** available. Please update as soon as possible.\n[More info](https://LINK-TO-UPDATE-POLICY)`





SupportHelper

SUPPORT APP



- Run commands/scripts with elevated privileges
- Escapes App Sandbox
- Optional and separate installer

Use cases:

- MDM check-in
- Temporary elevated privileges
- Submitting logs such as **sysdiagnose**





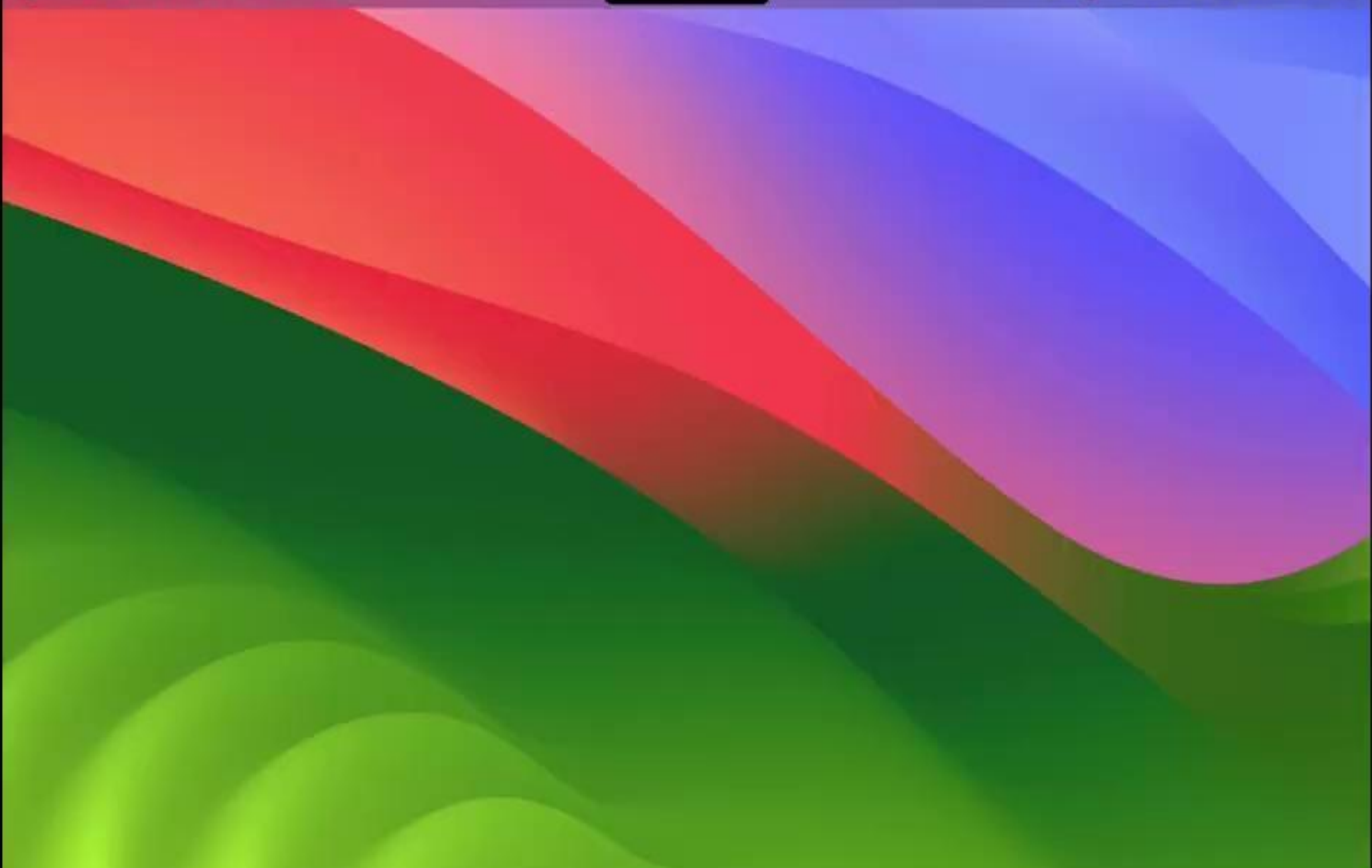
Support App Extensions

SUPPORT APP



- Create your own Info Items
- Display any string
- Populate using scripts
- Trigger warnings
- Works great with **OnAppearAction** and SupportHelper
- Examples on our GitHub repository:
 - Last MDM Check-in
 - macOS Security Compliance Project
 - Battery condition
 - Current user privileges









And more...

SUPPORT APP

- 
- Welcome screen
 - Show spinners while loading
 - Custom Dark Mode logo
 - Markdown
 - Localization 
 - Jamf Connect integration
 - Jamf JSON Manifest



Featured on...

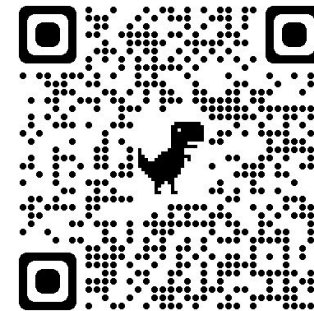


"Easily access resources and IT on Mac with Root3's Support App"



9T@5Mac

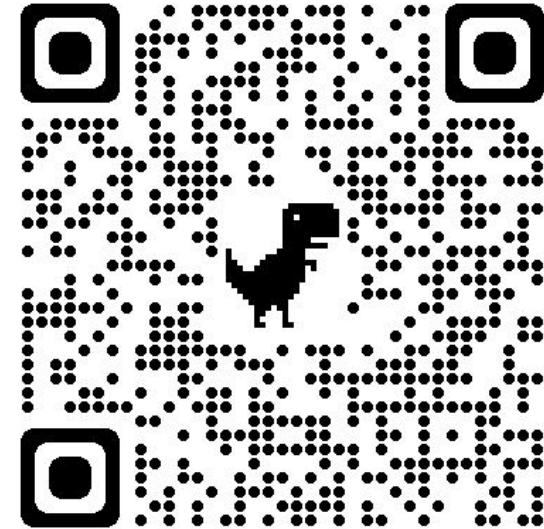
"Apple @ Work: Support App 2.5 continues to be a must-have tool for Apple IT admins"



How to get Support App?

SUPPORT APP

- <https://www.root3.nl/en/what-we-do/innovations/>
- <https://github.com/root3nl/SupportApp>



**It's free and
open source!**



Join the community

SUPPORT APP

- MacAdmins Slack: **#support-app**





Thank you!

Questions?

