



(Formerly TIPWeb-IT)  
Release Notes – Version 16.2

Frontline Education is happy to announce the release of Asset Management v 16.2 which includes the following enhancements:

- **Jamf School MDM Integration**

This document outlines key capabilities, setup information, feature scope, and usage tips to help users understand and use this functionality effectively.

### Jamf School MDM Integration

Frontline Asset Management version 16.3 now officially supports Jamf School MDM integration. This release continues our commitment to flexible MDM connectivity and improves device visibility by syncing key device data directly from the Jamf School API.

### Key Capabilities

- **MDM Field Synchronization:** Automatically imports device properties including: Device Name, MAC Address, Last Seen Date, OS Version, and MDM Status.
- **Nightly Sync via API:** A read-only job runs every night ensuring asset data stays current. Devices are matched by serial number.
- **On-Demand Sync:** *District Administrators* can initiate a one-time sync via the Jamf School Integration Settings screen to validate credentials or fetch latest data.
- **Field Mapping:** Jamf School MDM fields are mapped to Asset Management system-defined fields, viewable in the Tags Grid, Tag Information modal, and applicable reports.

### Data Fields Pulled from Jamf School

The Jamf School MDM integration currently supports 8 key device fields into Asset Management. At this time, **Internal IP, and MDM status** are not provided though the Jamf School API.

Asset Management MDM Field	Jamf School Field Name
Device Name	name
External IP	networkInformation.IPAddress
Internal IP	—
Last Login Date	lastCheckin
Last Login User	owner.username
Last Seen Date	modified
LAG/LONG	region.coordinates
MAC Address	networkInformation.WiFiMAC
MDM Status	—
OS	os.prefix + 'BLANK_SPACE' + os.version

## Setup & Authorization

### Enablement Prerequisites:

- A. **JAMF School Administrator Access** – You must have administrative access to your JAMF School instance to retrieve API credentials.
- B. **JAMF School API Access Enabled** – API access must be enabled within JAMF School settings.
- C. **Asset Management Access** – You must be a District Administrator in Frontline Asset Management to configure integrations.

### Setup & Authorization

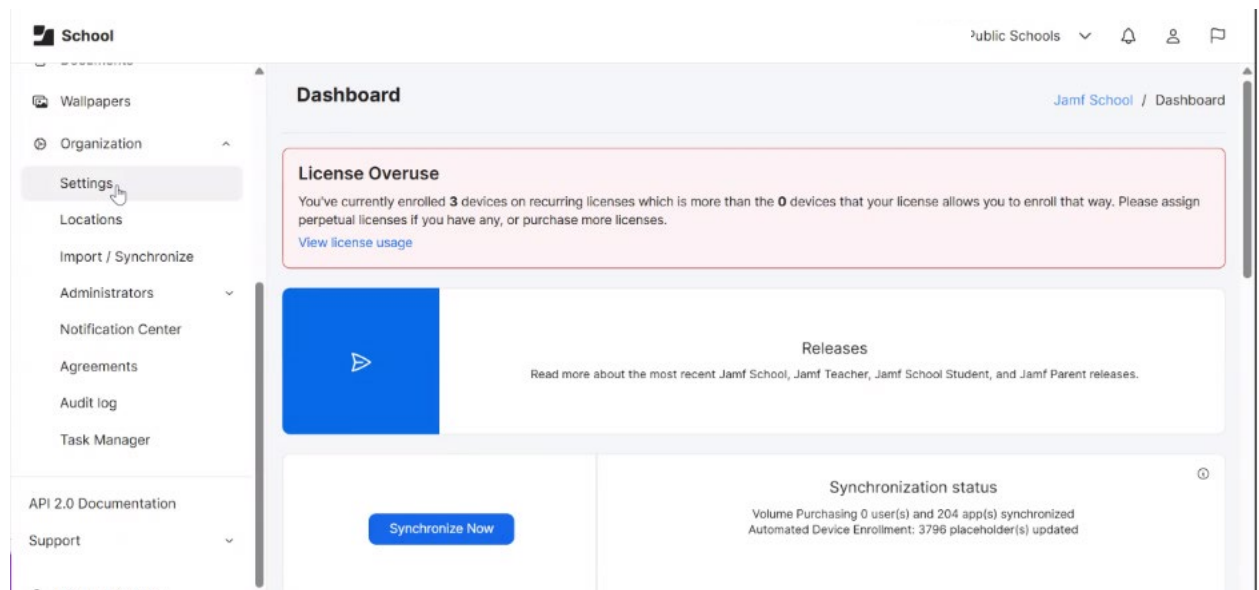
Follow the steps below to configure the JAMF School integration:

Step 1: Retrieve API Key from JAMF School

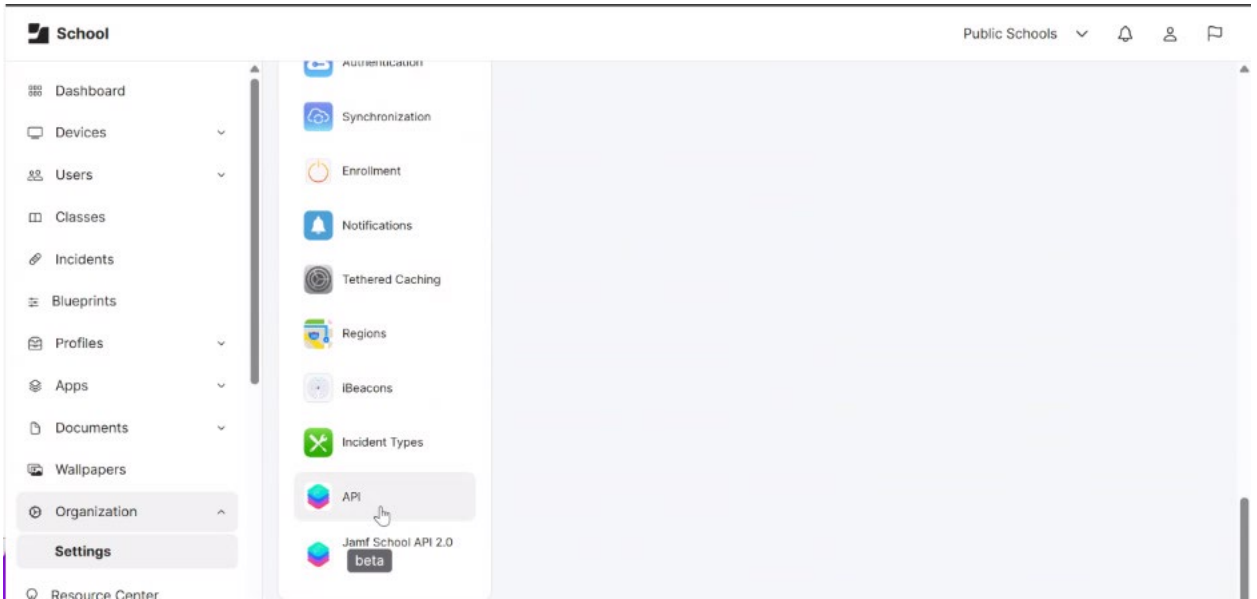
Log in to JAMF School.

Scroll down and select Organization.

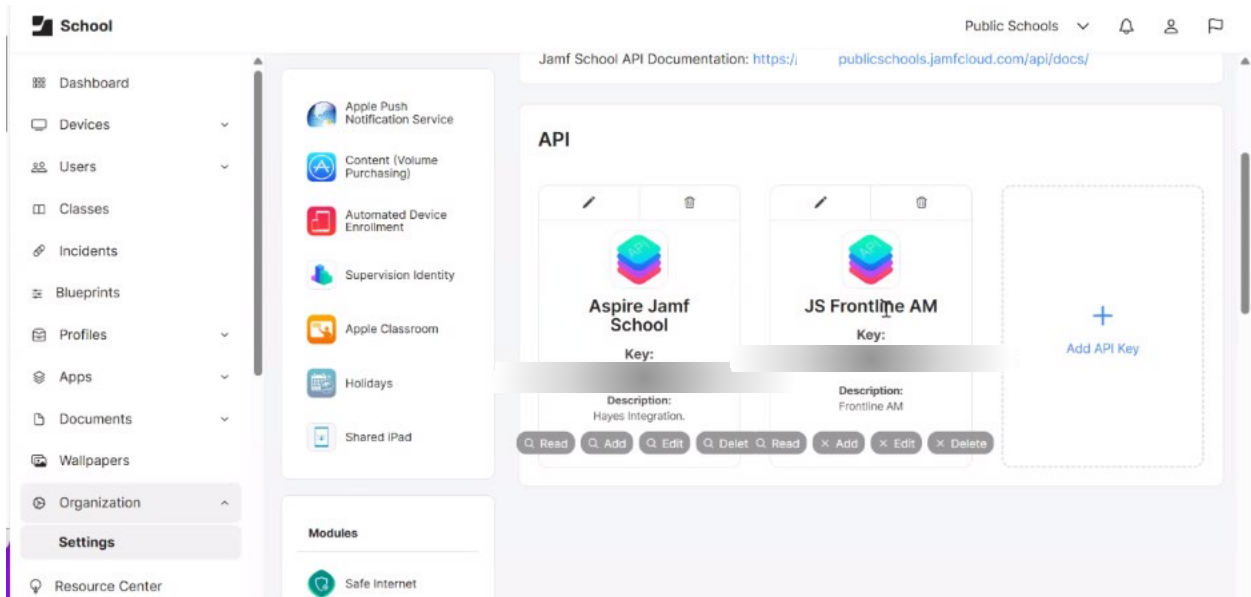
Click Settings.



1. In the left-hand menu, scroll down and select **API**.

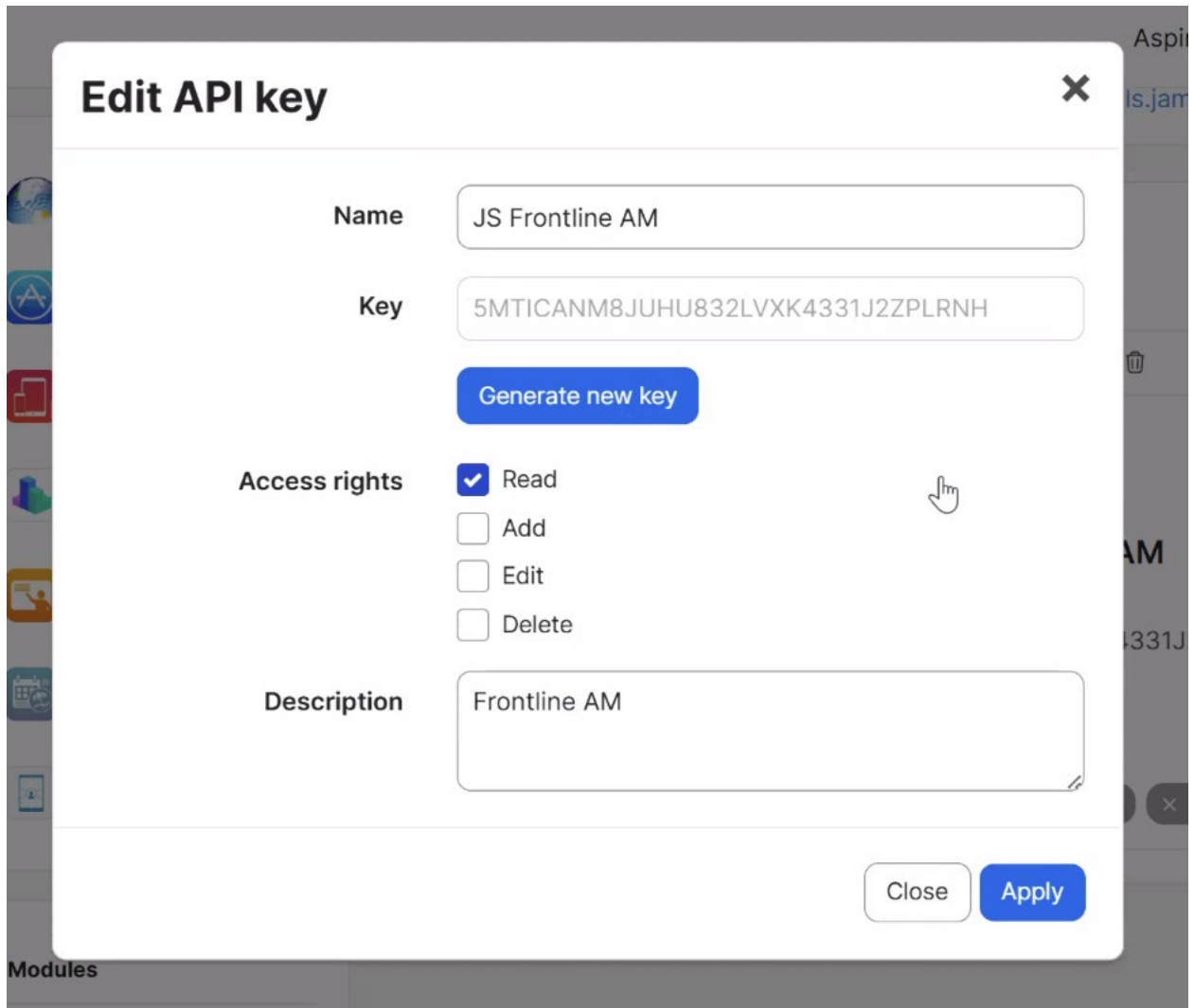


2. Click Add API Key.



3. Enter a name for the key (e.g., Frontline AM).

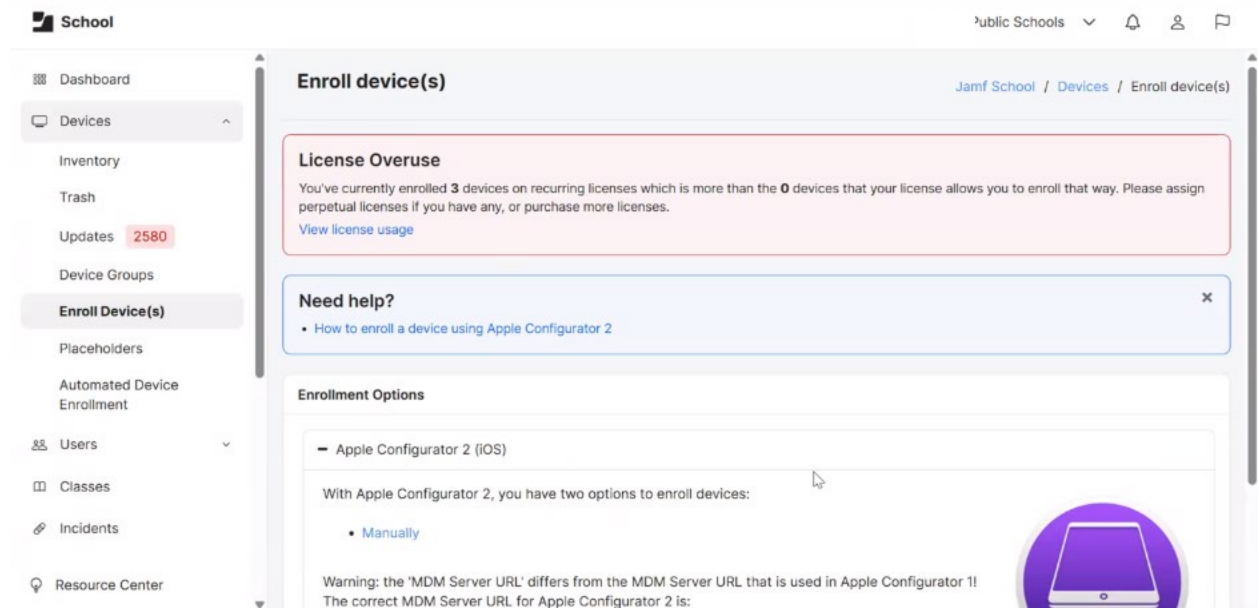
4. Assign Read-Only access.



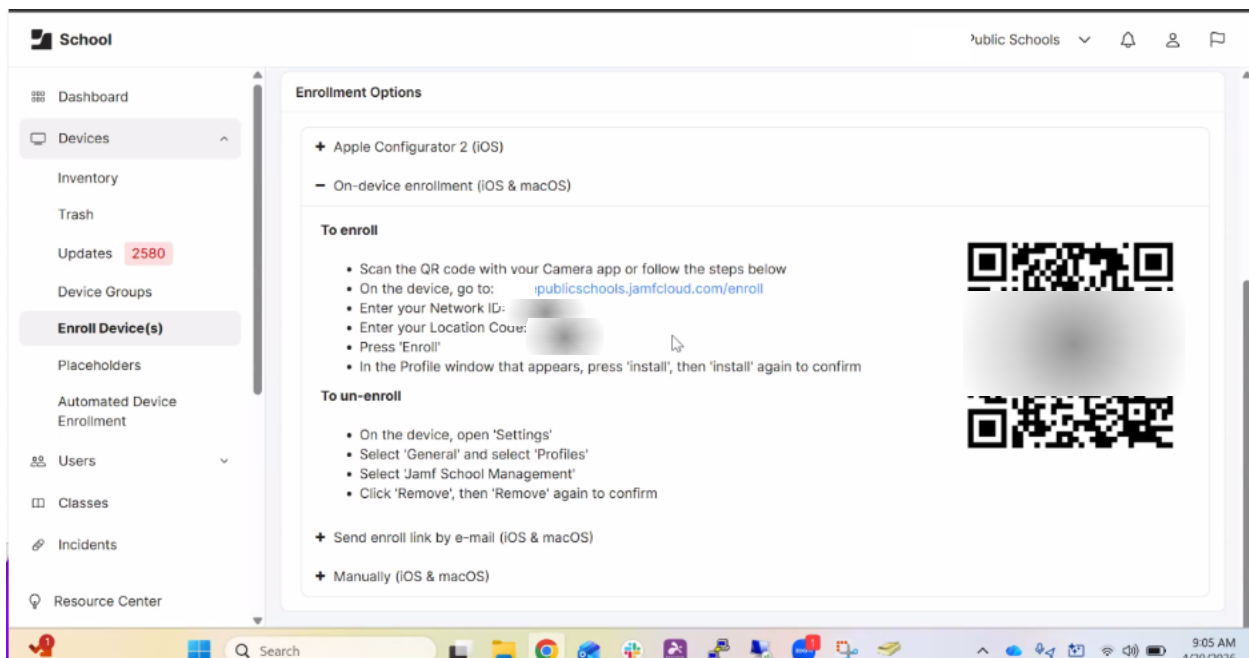
5. Click Apply.
6. Copy the generated API Key.

#### Step 2: Retrieve Network ID and Domain

1. From the JAMF School dashboard, navigate to:  
Devices > Enroll Devices
2. Select Enrollment Options.

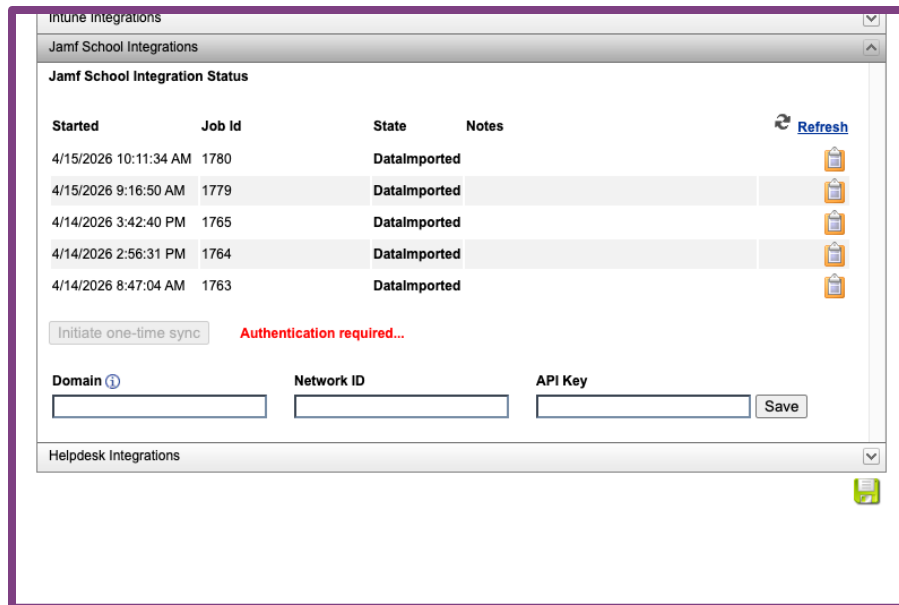


### 3. Scroll to On-Device Enrollment (iOS/macOS).



Here you will find:

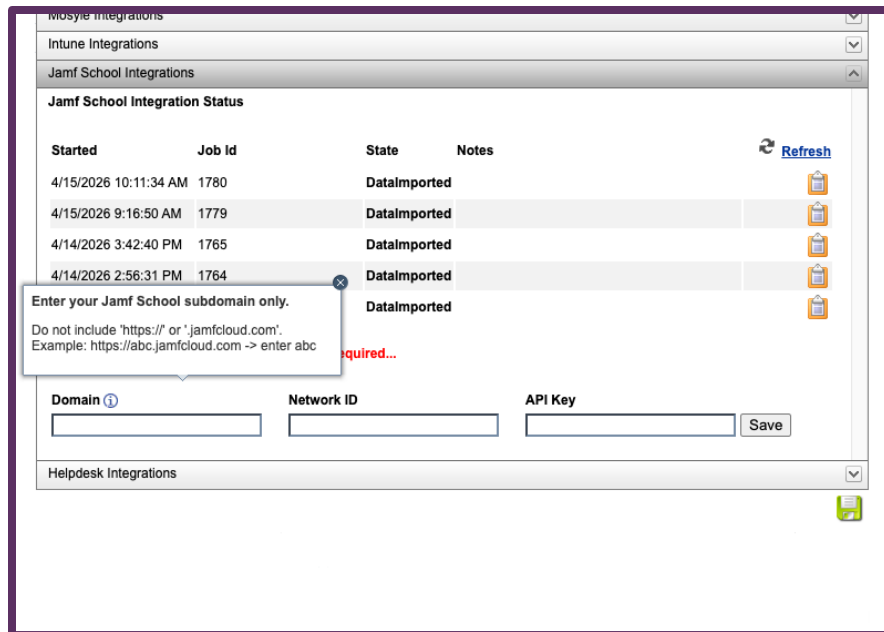
- Network ID
- Enrollment URL



### Setup & Verification:

1. Log in to Frontline Asset Management with District Administrator rights.
2. Under Management, click Integration Settings > JAMF School Integrations.
  - In the Domain field, enter your JAMF School subdomain only.  
Example: If your URL is <https://abc.jamfcloud.com>, enter abc
  - In the Network ID field, paste the Network ID from your JAMF School instance.
  - In the API Key field, paste the API Key generated from JAMF School.
3. Click Save to verify the JAMF School credentials entered.
4. The integration will automatically begin syncing after saving credentials.

**Note:** If the Domain, Network ID, or API Key are incorrect or left blank, an error message will display below the field that is either incorrect or missing.



### Jamf School Integration Status:

The JAMF School Integration Status grid provides administrators with visibility into recent sync activity between JAMF School and Frontline Asset Management, including job status, logs, and error tracking.

The integration grid includes a real-time sync log that displays:

- **Started** – The date and time the sync began.
- **Job ID** – A unique identifier for each sync attempt.
- **State** – Status of the sync (e.g., DataImported, Queued, Processing, Error).
- **Notes** – Displays summary information for failed jobs or flags issues requiring attention.
- **Clipboard Icon** – Click to open a detailed breakdown of sync activity for that job.

When you click the log icon for a sync job, you'll see a timestamped list of steps in the process, including:

- Queued
- Processing
- Authenticated
- DataExtracted (device count shown)
- DataUploaded
- DataTransformed
- DataImportInitiated
- DataImported

Note: If a job fails, the **State** will indicate Error, and the **Log** will show which step failed (e.g., Failed to extract data, Access token invalid, or Upload failed) for faster troubleshooting.

## Monitoring, Verification & Data Access

### Nightly Sync Logic

- Runs once every night.
- Matches devices by **serial number**; no serial, no update.
- Duplicate serials trigger a warning and are skipped.

### Verifying a Sync

1. Check the **Job History** grid for *Completed* status.
2. Compare values with Jamf School if needed.
3. Open a tag record and confirm MDM fields are populated.

Status History	Audit History	Ticket History	Components	Attachments
Tag: 26846			Device Name: iPad51-26846	
Serial: F9FDDT49MF3M			External IP: 172.249. [REDACTED]	
Site: Academy (AGA)			Internal IP:	
Location:			Last Login Date: 2022-04-16 00:14:25 EST	
Set Type: Standalone			Last Login User:	
Status: Lost			Last Seen Date: 2025-01-27 00:47:09 EST	
Report #:			LAT/LONG: [REDACTED]	
Scan Date: 03/26/2026			MAC Address: [REDACTED]	
RFID: Not Enabled			MDM Status:	
3/26/2026 by [REDACTED]			OS: iOS 14.2.0	
Unaccounted Devices During Audit				

### Viewing MDM Data

Asset Management Area	Details	Users Access
Tag Information Modal - View/Edit/Report	All 9 MDM fields are displayed, values are applicable as per customer imported data.	All Users
Admin/Site/Warehouse View > Tags/Inventory Grid	Displayed as per order of the grid columns selected	All Users
Edit Columns & Grid (Tags Grid) - MDM fields and Data display	Displayed as per order of the grid columns selected	All Users
Archived Inventory Report	By default, all columns display in this report, after Asset UID and before Custom Field 1	Admin Admin, Admin User
Component Listing Report	Displayed as per order of the grid columns selected	All Users
Status Lifecycle Report	Displayed as per order of the grid columns selected	All Users
Tag Listing Report	Displayed as per order of the grid columns selected	All Users
Inventory Listing Report	Displayed as per order of the grid columns selected	All Users
Site View > Tag Export	Display after Asset UID and before Custom Field 1	All Users
Warehouse View > Inventory Export	Display after Asset UID and before Custom Field 1	Warehouse Users, Admin Admin, Admin Users
Site/Warehouse View > Rooms Tab	Verify the contents of the room for MDM fields after import	All Users
Drop-down - Rooms Component Listing Report	Display after Asset UID and before Custom Field 1	All Users

## Known Limitations

- Duplicate serials are skipped.
- Devices must pre-exist in Asset Management; the sync does not create assets.
- Some data fields may not be populated depending on device type or availability of the data from Jamf School's APIs.
- Detailed Import Reports are not supported at this time (e.g. synced 100 devices, 50 were skipped due to duplicate serial number)
- Integration is read-only; no changes are written back to Jamf School (e.g., no OU changes or provisioning/deprovisioning).
- Integration does not support audit workflows currently.
- Some data points may be blank if Jamf School does not supply them for a given device type.
- No CSV download of device import information is available yet to see which serials were updated, skipped or not found.