



Workgroup Manager

Set up and manage user identities, group relationships, and access to network resources throughout your organization.

Features

Directory-based management

- Manage settings and privileges for multiple workgroups or departments from anywhere on your network
- Control access to and set quotas for use of hardware, software, and network resources
- Customize the desktop environment and control system preferences for different users and groups
- Establish and enforce password policies
- Streamline administration and management of shared computers
- Maintain preferences and policies on desktop and portable computers even when they are offline

Simplified access to network resources

- Set up network-based home directories so users can access personal files and settings from any system on the network
- Create network-based group folders for sharing documents, applications, and network resources
- Automate access to shared printers, file servers, and applications

Integration with enterprise infrastructure

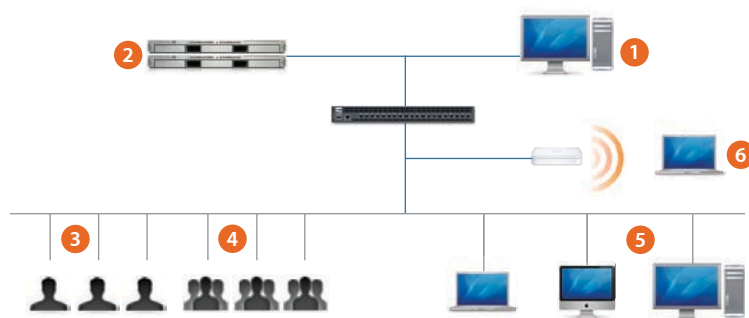
- Leverage existing network resources by integrating with any LDAP server
- Host home directories on NFS storage devices

Workgroup Manager is the ultimate solution for defining administrative policies across users and computers in your organization. Featuring an intuitive interface for directory-based management of account information, Workgroup Manager allows you to provide access to network services, establish password policies, and create standardized computing environments. Not only does this give you greater control over organizational resources, it makes things easier for your users as well. No matter what computer they're using, they'll have the same experience—with consistent settings, a network-based home directory, and easy access to shared resources such as printers and group folders.

You can set system preferences per user, per group of users, per computer, or per group of computers, giving you a level of flexibility appropriate to your administrative needs. For example, you can create custom environments—with appropriate applications, settings, and permissions—for each workgroup or classroom in your organization. When users log in, predefined group applications launch automatically, and shared network resources are mounted on the desktop. The same functionality can be used to restrict operations; for example, you can set preferences that disable media burning, restrict outgoing email traffic, or require authentication for access to specific devices or printers.*

The preferences and policies you define in Workgroup Manager can be stored in any LDAP directory server—including Apple's Open Directory and Microsoft's Active Directory—so you can use the directory infrastructure you already have in place.

Workgroup Manager at a Glance



- 1 Use Workgroup Manager to set preferences and define privileges by user, group, computer, computer group, or any combination of the four.
- 2 Preferences and policies are stored in Open Directory or any other LDAP server.
- 3 User settings follow users wherever they go, no matter what computer they're using.
- 4 Group settings apply to users when they log in as members of a specific group.
- 5 Computer settings are specific to individual computers and groups of computers.
- 6 Managed settings are automatically cached, so they remain in effect when computers are offline.

Technology Brief

Mac OS X Server: Workgroup Manager



Mac OS X and Mac OS X Server feature the standards-based Open Directory architecture, enabling centralized management of users, groups, computers, and groups of computers using any LDAP directory server—or even proprietary systems such as Active Directory. For organizations that haven't deployed directory services, Mac OS X Server includes Open Directory Server, a robust, scalable LDAP solution with integrated Kerberos authentication.



External Accounts

External Accounts is a new Portable Home Directory feature that allows you to store a user's home directory on a portable FireWire or USB drive. The account can be fully managed using Workgroup Manager and protected with FileVault.

Why Workgroup Manager?

Directory-based management simplifies the administration and support of Mac OS X systems while protecting your organization's resources. Workgroup Manager makes it easy to manage user, group, and computer information in your LDAP directory, allowing you to provide a superior user experience, with consistent system configurations, network-based home directories, and streamlined access to shared group resources.

Control over organizational resources

Workgroup Manager makes it easy to use directory services for controlling access to hardware, software, and digital assets, preventing unauthorized or excessive use of valuable resources. For example, you can prevent any user, group, computer, or group of computers from burning media, copying unauthorized files, or connecting to certain servers. You can set print quotas to restrict the use of expensive printers; control application and device use in classrooms, open-access labs, and kiosk environments; or require password-protected, authenticated login to special-purpose systems. By enabling login privileges for authorized administrators on a per-server basis, you can even manage administrative access to the servers on your network.

Simplified administration of computer pools

With client-side system controls for automatic logout and scheduled restart and shutdown, you can use Workgroup Manager to control these settings in computer pools and lab environments. For example, you can set all computers to power down at 5:00 p.m. or to log out automatically after 10 minutes of inactivity. And because computers are similarly configured across labs, classrooms, or departments, it's easier for administrators to support large numbers of client systems.

Enhanced user experience

With Workgroup Manager, you can set up your users for a successful computing experience. Managed system settings allow them to log in to a user environment that's appropriate to their needs and consistent from one computer to the next. For example, a teacher may choose a set of applications and documents that should always be in the Dock for each classroom of students; or when a kindergarten student logs in, the system could launch Simple Finder. In a work environment, you can set systems to open Final Cut Studio and mount shared storage volumes when a member of the video editing group logs in to any computer. Users' individual and group settings are immediately in effect, and they have streamlined access to authorized resources—no matter where they log in.

Easier management of portable systems

With the Mobile Accounts feature in Mac OS X Server, you can set up a notebook computer to have a local home folder, as well as a network home folder on the server. Since content is synchronized automatically between the two, this is a great solution for people who work with the same information on both their desktop and their portable systems. Whenever they connect to the server, the computer retrieves the most recently synced files. To make things even easier, Mobile Accounts cache authentication information and managed preferences on the portable computer—so users can log in with the same user name and password, even if they're not connected to the network.

Mac OS X Server v10.5 Leopard adds new security and flexibility to Mobile Accounts. You can now protect Mobile Accounts with FileVault and set home folders to be deleted after a period of inactivity. You can also create External Accounts on a portable FireWire or USB drive, enabling users to access a synced home folder—complete with cached managed preferences—just by plugging in the drive to a system on the network. This is ideal for students working in computer labs or for professionals who use shared workstations.

Defining Accounts

The Accounts feature in Workgroup Manager allows you to define users, groups, computers, and groups of computers on your network. The intuitive interface gives you easy control over passwords, print quotas, email servers, group membership, and more. For advanced administrators, the Inspector option lets you view all records in the LDAP directory, as well as raw account data in any record.

Windows systems

If you have Windows users on your network, you can use Workgroup Manager to configure their home directories, define disk and print quotas, set and manage passwords, and host roaming profiles and network-based home directories. Mac OS X Server can host a single home directory that users can access from either Mac or Windows systems—even if they switch between platforms.

- **Users.** You can set up the Mac OS X and Windows users in your organization by assigning user names, alternate names, authentication methods, email servers, and other attributes or parameters. It's easy to add or remove users—or even keep a user, such as a temporary contractor, on hold for instant reactivation at a later time. You can also specify the location of network-based home directories and set disk quotas for both Mac and Windows users.
- **Groups.** Workgroup Manager enables you to define groups and the resources associated with each group. Add users simply by dragging members from a list of user accounts. Groups can be defined for multiple purposes; for example, you might set up a creative workgroup, a class of kindergartners, a multimedia class, a management team, or a group of new employees.
- **Computers.** In computing environments where users are coming and going, such as libraries, kiosks, and classrooms, it can be useful to manage settings on a per-computer basis. For example, a computer in a kiosk can be set to run a single application; computers in a multimedia lab can be available only to members of a multimedia class; or a computer can be associated with a nearby printer, making it easy for users to find their printouts.
- **Computer groups.** Groups of individual computer accounts, or of hierarchical groups, make it easier to manage large numbers of computers. Any managed preferences you set for a parent computer group in a hierarchy will also apply to child computer groups.

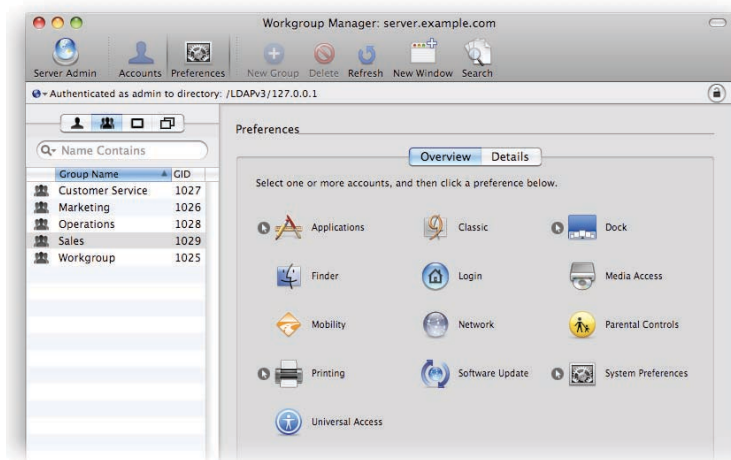
Workgroup Manager also gives you flexible options for managing guest computers that connect to your network. You can assign specific settings to all guests—for example, prohibiting access to network-based resources—or you can set guests to have the same preferences, privileges, and restrictions as a specific managed computer, such as a system in a lab or library environment.

Defining Preferences

An intuitive interface allows you to set preferences for Mac OS X systems throughout your organization.* From the list in the Name column, select one or more users, groups, computers, or computer groups, and click an icon to define or change their settings.

Integration with third-party directory services

Apple's standards-based Open Directory architecture features built-in directory access modules that simplify integration with third-party directory services, including Microsoft Active Directory, Novell eDirectory, OpenLDAP, SunONE, NIS, and NetInfo. Apple uses an open-schema format based on the standard LDAP RFC 2307 to define data specific to Mac OS X systems. This schema is published within the operating system and includes a unique Object Identity (OID), making it easy for administrators to integrate Mac OS X schema into an existing directory.



Preferences beyond Workgroup Manager

Preference Manifest allows you to set preferences—users, groups, computers, and groups of computers—for applications and utilities that are not managed in Workgroup Manager preference settings.



Apple Remote Desktop 3

Apple Remote Desktop 3 (sold separately) is a complementary workgroup management solution that gives you remote access to client systems. You can use Workgroup Manager to set up preferences and policies and use Apple Remote Desktop 3 to enforce them.

Available settings vary for users, groups, computers, and groups of computers. They include the following.

Applications. Specify available applications, preventing users from running unauthorized applications, such as Front Row or specific Dashboard widgets; or set authorized applications to open automatically when a user or a group member logs in.

Classic. Designate the location of the Classic startup system, control Classic utilities, and set the system to launch Classic automatically at startup, if required.

Dock. Manage Dock attributes such as display, size, magnification, and position onscreen; ensure that personal and group applications, documents, and URLs are always in the Dock.

Energy Saver. Set a computer to make optimal use of power, depending on performance requirements. This computer setting is especially useful for lab environments.

Finder. Define Finder behavior, desktop appearance, availability of Finder menu commands, and the desktop display of hard disks, removable media, and connected servers. Configure Simple Finder for environments such as a kindergarten classroom or a visitor area.

Internet. Set preferences for default email and web applications, such as defining a default home page and download location, controlling email account types, and restricting outgoing email traffic. For users, the default Internet browser can be set to download files to their network-based home directory.

Login. Define the Mac OS X login experience. The login window can be set to display a list of users local to the computer, mobile users, users on the network, and computer administrators. For greater security, you can require users to enter their user name manually at login.

Media Access. Set authenticated access to or disable the use of internal and external disks, including hard drives, CD-ROMs, DVDs, and USB and FireWire devices.

Mobility. Set a portable system to cache the LDAP user, group, and computer account information, including authentication token, on its hard drive. This enables managed settings to remain in effect when the computer is disconnected from the network.

Network. Set preferences to configure network proxies such as FTP, Web, and Secure Web.

Parental Controls. Set the computer to hide profanity in Dictionary, limit access to certain websites, or set time limits or other constraints on computer use.

Printing. Define a set of printers and a default printer for any user, group, or computer. For example, you can associate a computer with a nearby printer or associate individual users with a particular printer regardless of the computer they are using. You can also set a preference to print page footers on all documents.

Software Update. Define a software update server for Mac OS X systems.

System Preferences. Designate which system preferences can be configured by users and restrict access to other preferences.

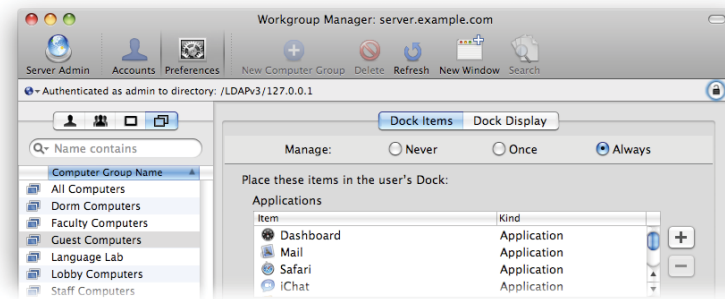
Time Machine. Manage Time Machine preference, such as backing up a computer's startup volume or all local volumes, performing automatic hourly backups, limiting the total backup storage per computer, or defining how long to retain backups.

Universal Access. Set features for those who have difficulty using computers. For example, large fonts or white-on-black text can help users with impaired vision, and Sticky Keys can help users who can't press more than one key at a time.

Setting Levels of Control

For each set of preferences, Workgroup Manager allows you to select an appropriate level of control over your network resources: never, once, or always.

- **Never** means that the administrator has imposed no settings. This is the default for all account preferences.
- **Once** provides an initial set of preferences but allows the user to change the setting. By managing a preference once, an administrator can define “good” default settings for an organization, encouraging—without imposing—appropriate computing practices.
- **Always** allows the administrator to define preferences that cannot be changed by the user. By preventing system reconfiguration, tampering, or unauthorized access to organizational resources, Workgroup Manager simplifies desktop support while providing a consistent, predictable user experience.



Managing Preference Interactions

To ensure the appropriate balance between user freedom and administrator control, Workgroup Manager negotiates the interaction of privileges, depending on the preference. There are three types of interactions: combined, overridden, and inherited.

Combined settings. With Printing, Login, Applications, System Preferences, and some Dock preferences, the user's settings are combined with the computer's settings. This enables, for example, a user in a computer lab to print to nearby printers (those defined for the computer), as well as to personally defined printers, such as a large-format color printer available only to certain individuals. Because printers are assigned from the directory, no configuration is required on the client computer.

Overridden settings. Workgroup Manager applies these privileges and restrictions according to the directory hierarchy: user, computer, computer group, and group, in that order. This means an individual user's settings override a computer's settings, a computer's settings override a computer group's settings, and settings for a group of computers override those for a group of users. Overridden preferences allow administrators to lock down computers in tightly managed environments, while permitting selective actions by authorized users. For example, a group of computers in a lab could have media burning disabled, to prevent members of a multimedia classroom (who are permitted as a group to burn DVDs) from tying up systems for this purpose—but the lab assistant's user privilege to burn DVDs would not be obstructed on these computers.

Inherited settings. In some cases, you may find it easier and more useful to set certain preferences at only one level. For example, you could set Printer preferences only for computer groups, set Application preferences only for workgroups, and set Dock preferences only for users. In this case, no overriding or combining occurs, and the user inherits the preferences without competition.

Managing Hierarchical Preferences

Mac OS X Server v10.5 or later includes managed hierarchical groups—groups composed of nested groups, as well as computer groups of nested computer groups. By managing preferences for a parent group or parent computer group, you also manage preferences for the child groups.

Combined preferences relate to both the child and the parent groups. For example, if you make a printer available for a parent group and a different printer available to a child group, any user who belongs to the child group can access both printers.

Combined preferences work even when children have several parents. In this case, the preferences of all parents combine with the child's preferences.

Preferences for child groups can override parent preferences. This allows you, for example, to set Dock preferences for a child that override the parent's Dock settings.

Apple Server Solutions

Workgroup Manager is one of the innovative client management solutions built into Mac OS X Server—Apple's UNIX® server operating system. Combining the latest open source technologies with Mac ease of use, Mac OS X Server unleashes the power of Xserve, Apple's rack-optimized server hardware. With phenomenal performance, massive storage capacity, high-bandwidth I/O, and integrated remote management tools, Xserve running Mac OS X Server is the ideal solution for education, small businesses, and enterprises alike.

For More Information

For more information about Mac OS X Server, Xserve, and other Apple server solutions, visit www.apple.com/server.

*Managed preferences require Mac OS X v10.2 or later; some preferences are specific to Mac OS X v10.3 or later.

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