



Apple Pro Training Series

macOS Support Essentials 11

Supporting and Troubleshooting macOS Big Sur

Arek Dreyer and Adam Karneboge

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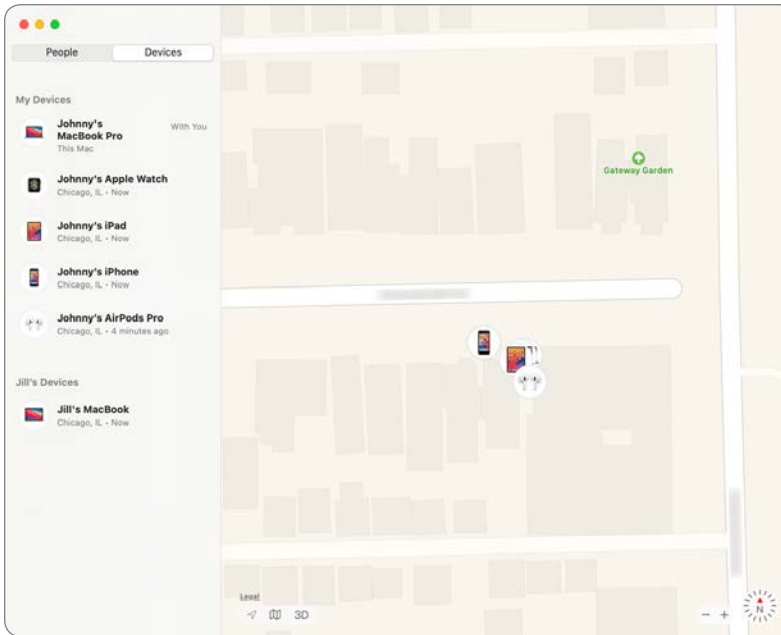
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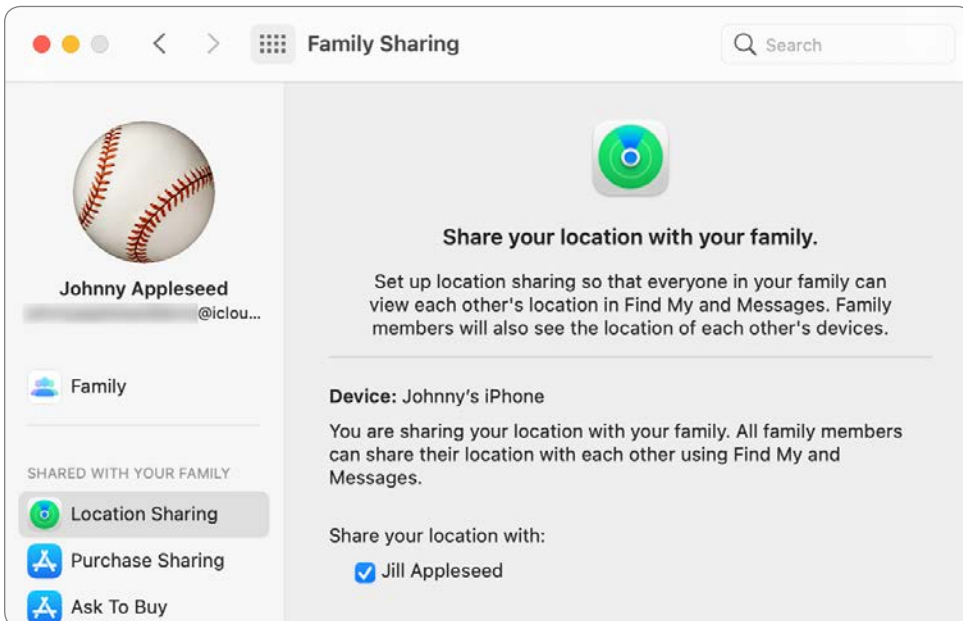
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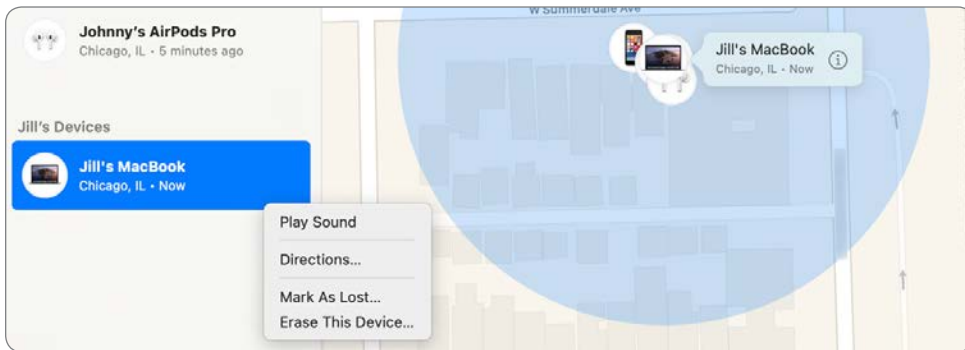


You can control sharing in the Location Sharing pane of Family Sharing preferences.

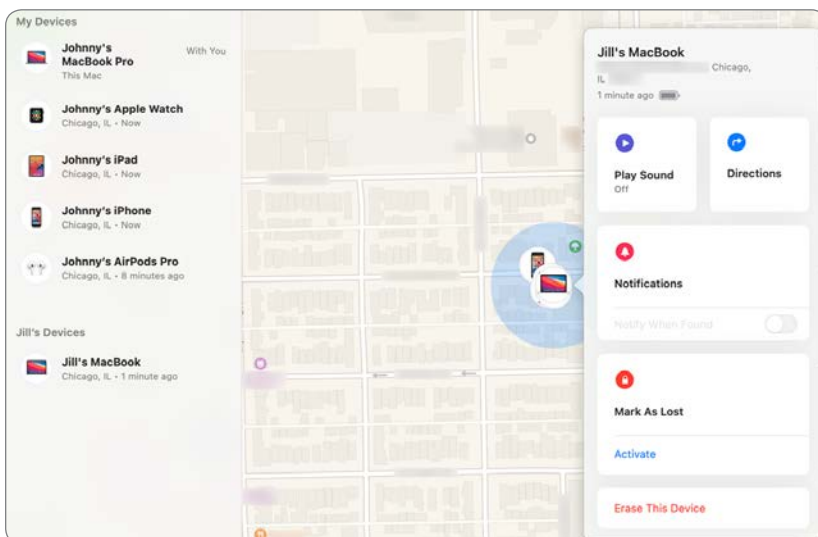


When you Control-click a located device in the sidebar, relevant commands may include:

- ▶ Play Sound
- ▶ Directions
- ▶ Mark as Lost
- ▶ Erase This Device
- ▶ Remove This Device



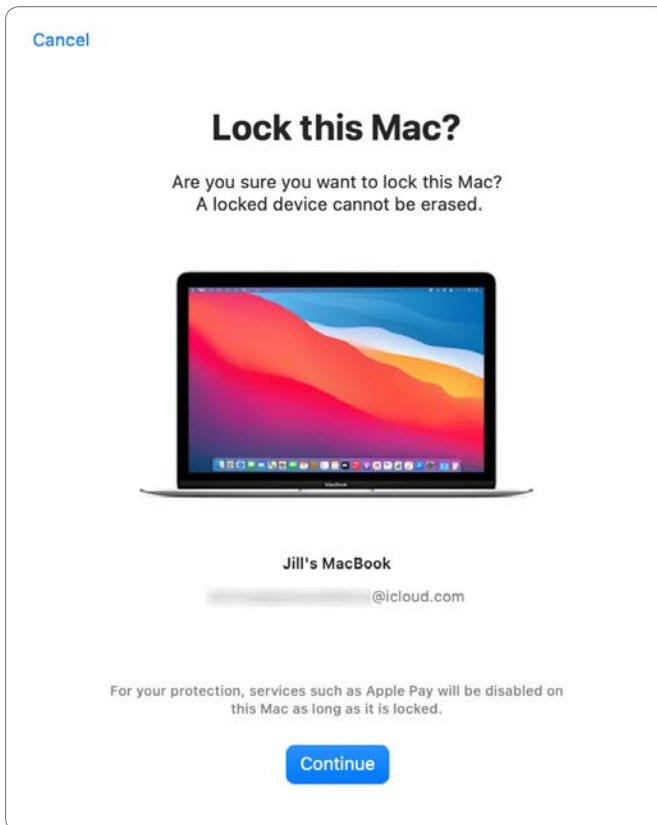
You can also select a located device, then click the information icon (i) to display more information and actions. In addition to the commands you can access by Control-clicking a device in the sidebar, you can get directions to the device, set a notification to notify you when the device is found, and see the device's power status.



When you take action to mark a Mac as lost (which acts differently for an Intel-based Mac computer than for a Mac computer with Apple silicon) or to erase a Mac, macOS prompts you to confirm the action.

Confirm Mark As Lost

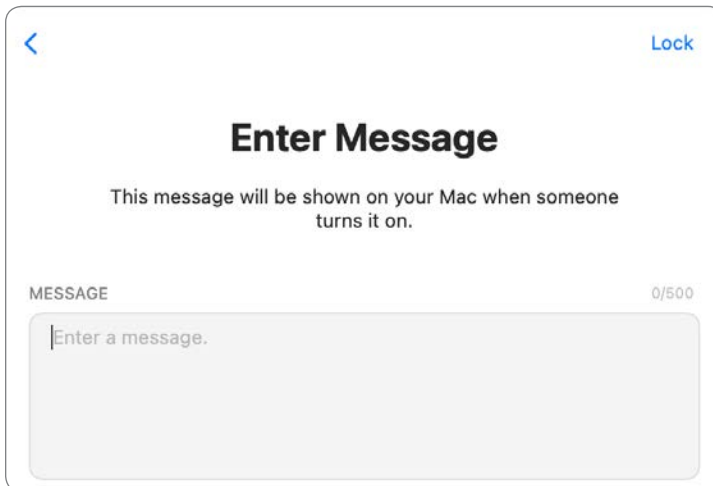
For the Mark As Lost command, the prompt is “Lock this Mac? Are you sure you want to lock this Mac? A locked device cannot be erased.” This is because a locked Mac won’t be able to receive a command to be erased until the Mac is unlocked again. Before you take action, decide which action is most appropriate. If you think you might not be able to find and retrieve the Mac, it might be best to send the command to erase the Mac instead.



To continue with the remote lock, you must provide a six-digit passcode (also referred to as a PIN), then verify the passcode. This PIN applies only to an Intel-based Mac computer; it's ignored for a Mac with Apple silicon.



After you enter and verify the passcode, you can enter a message that will be displayed on an Intel-based Mac after it has been locked or erased (the message is ignored for a Mac with Apple silicon).



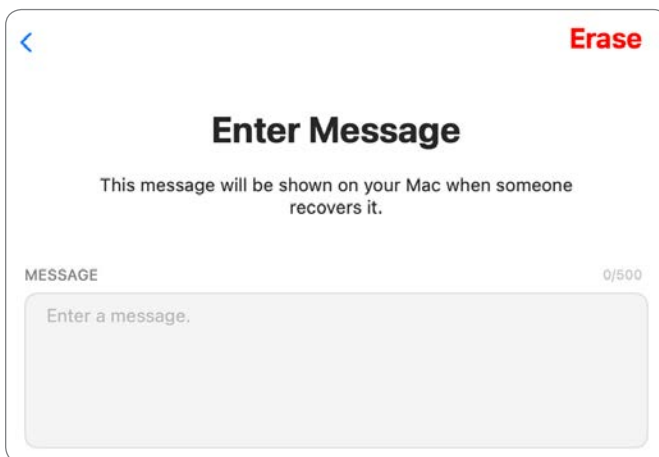
In the upper-right corner, click Lock to send the command.

Confirm Erase This Mac

For the Erase This Mac command to erase a remote Mac, the prompt is “Erase Mac? All your content and settings will be erased when this Mac connects to the internet. An erased Mac cannot be located or tracked any longer.”

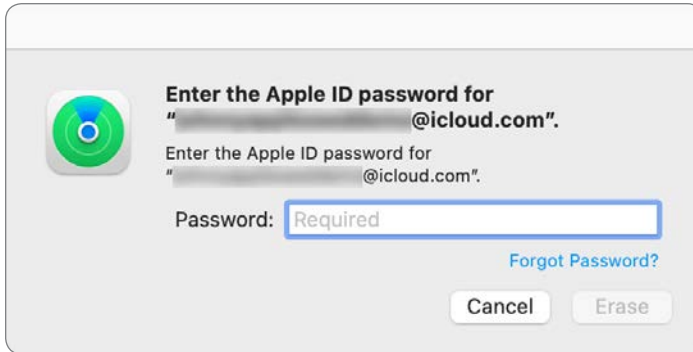


And you can provide a message that will be shown on an Intel-based Mac after it has been erased (the message is ignored for a Mac with Apple silicon).



In the upper-right corner, click Erase to send the command.

Finally, enter your Apple ID to confirm your identity.



NOTE ► MDM solutions provide remote lock and erase (also called wipe) operations similar to the remote lock and erase operations that Find My provides, but MDM solutions do not require Location Services to be enabled.

After a Mac receives a command for a remote lock or a remote erase, the Mac immediately restarts. Upon restart, the behavior varies by kind of Mac.

For a Mac with Apple silicon, Recovery Assistant displays the Activate Mac window, where you must select an administrator user whose password you know, then provide that user's password. After you successfully provide an administrator's password, Recovery Assistant displays the Activation Lock window, where you must provide the Apple ID that the Mac is linked to. After you provide the correct Apple ID credentials, Recovery Assistant displays the message, "Your Mac is activated." and a Restart button. If you don't know an administrator password, you can click the Recovery Assistant menu and choose Erase Mac. If you don't know the Apple ID credentials linked to the Mac, you can click the "Use Device Password" or "Forgot Apple ID or password" links for more options. See Reference 9.7, "Protect Your Mac with Activation Lock" for more details about Activation Lock. The administrator password and Apple ID password protect the contents of the Mac from unauthorized users. Without those credentials, an unauthorized user can't access any internal storage on the Mac.

For an Intel-based Mac, the remote lock function works even while the Mac is using a firmware password, which is covered in Reference 5.3. The Mac may display a lock icon, a field for the passcode, and a right arrow button, or it may display six fields (one for each digit of the PIN) with the message "Enter your system lock PIN code to unlock this Mac."