AppleSeed for IT
Programme Planning Guide

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Overview

AppleSeed for IT is an invitation-only programme for enterprise and education customers committed to testing each new version of Apple beta software in their organisations. This programme provides IT professionals and technology managers with an opportunity to evaluate the latest pre-release software versions in their unique work environments, offer feedback directly to Apple engineering teams through a dedicated bug submission process, and participate in detailed testing plans and forum discussions with other participants.

Your feedback is critical because it helps to ensure that the new software works in your organisation. By giving us feedback, you also give your users confidence that the technology will support them as soon as it's released. If you've already enrolled in AppleSeed for IT, you might want to jump ahead to the "Setting Up Your Devices" section of this document.

Programme Features

Pre-release Software
Apple leads the industry in delivering operating system updates to provide new enhancements and features to users, as well as to address emerging security concerns. Updates are provided for all supported devices simultaneously. AppleSeed for IT allows your IT department to test beta software readiness for your organisation before it's released to users. The feedback you provide onquality, usability, integration and operation of features in your environment will help Apple identify issues, fix them, and make the final software release even better.

Test Plans and Surveys
The detailed test plans provided are designed to help you evaluate how well the beta software will work within your various workflows. Plans include a blend of regression tests to verify that the software behaves as it did in the previous release, as well as new-feature tests to validate the latest advances. You'll also receive surveys on specific topics and areas for focused testing. Your participation in these surveys will give you the opportunity to become familiar with the software features and evaluate the impact they'll have on your organisation.

Dedicated Review Queue

Programme participants are encouraged to test every software build and to submit feedback on any issues found during testing. All feedback submitted through the AppleSeed for IT programme will be funneled to a dedicated review queue, which ensures that bug submissions, as well as enhancement requests, get to the right individuals at Apple as quickly as possible.

Discussion Forums

Members of the programme have access to AppleSeed for IT discussion forums. You can post questions, share comments, and discuss a variety of IT topics with other AppleSeed for IT participants — from getting started to working with the latest beta software.

Choosing the Right Programme

AppleSeed for IT is designed for IT administrators and managers who are looking to test Apple beta software in their network environment. The programme is not designed to test app compatibility, nor does it offer capabilities for app distribution. Organisations looking to develop, test and distribute iPhone, iPad, Mac, Apple Watch and Apple TV apps should enrol in the Apple Developer Programme; for enterprise in-house iOS and Mac apps, enrol in the Apple Developer Enterprise Programme.

For more information, visit the following websites:

Apple Developer Program
developer.apple.com/programs

Apple Developer Enterprise Program
developer.apple.com/programs/enterprise

Enrolling in the Programme

To get started, contact your Apple Systems Engineer (SE) or AppleCare Account Manager to request enrolment in the AppleSeed for IT programme. Any business organisation or educational institution is eligible to participate in AppleSeed for IT, subject to the programme's requirements. You should also commit to testing each pre-release version of the beta software.

Submit Your Enrolment

After you've been selected to participate in the programme, you'll receive an email from your Apple SE requesting information for your enrolment. You'll need to reply with the following information to enrol:

• **Organisation name and address.** Use your organisation's legal entity name, which should correspond with your organisation's D-U-N-S® Number.

• **First and last name.** If you're submitting the enrolment on behalf of your team, also list the first and last name of each member on your team.

- **Apple ID.** To set up your AppleSeed account, you and your team members will need Apple IDs. You can use a personal Apple ID that you already have or create a new one at appleid.apple.com/uk/account#!&page=create. If you're submitting the enrolment on behalf of your team, also list the Apple ID for each member on your team.

Activate Your Account

Once you've submitted your organisation and personal information to your Apple SE, you'll receive an email from donotreply@apple.com with an invitation code and a link you can click to accept your invitation to join the programme. If the link doesn't work, you can follow these manual steps:

1. Go to appleseed.apple.com and click the "Sign in" button.
2. Log in with your Apple ID.
3. Link your Apple ID to the programme by entering the unique 33-digit invitation code provided in the email invitation.
4. Read and accept the confidentiality agreement.
5. Accept the invitation.

After completing these steps, you'll be active in the programme. You'll receive additional information by email once the programme starts.

Unenrol Your Device

When your iOS device or Mac is enrolled in AppleSeed for IT, you'll automatically receive new versions of the beta software from Apple. You can unenrol your device at any time so that it no longer receives these updates.

iOS	macOS
iTunes will not let you perform a restore when your device is running software that's newer than what's distributed to the general public. To allow iTunes to install the current shipping software, you'll need to place your device in recovery mode and restore from your iOS backup.	To unenrol your Mac, restore it using the Time Machine backup you created before you installed the macOS beta software. Follow these steps to unenrol your Mac:
Learn how to put your iOS device in recovery mode: support.apple.com/en-gb/HT201263	1. In the Apple menu, choose System Preferences, then App Store.
Learn how to restore your iOS device from a backup: support.apple.com/en-gb/HT204184	2. Click the "Change…" button next to "Your computer is set to receive beta software updates."
	3. In the dialogue that appears, select "Do Not Show Beta Software Updates." Your Mac will no longer receive pre-release updates.
	Learn how to restore your Mac to a previous macOS version: support.apple.com/kb/PH18846?locale=en_GB

Unenrol from the Programme

If you want to remove your account entirely from the Apple Beta Software Programme, click the Unenrol link at the bottom of the AppleSeed portal. Then enter your email address and the invitation code you received in your original invitation to unsubscribe. Once you leave, you'll no longer receive email or be able to submit feedback using Feedback Assistant.

Setting Up Your Devices

All participants in the AppleSeed for IT programme can log in to the AppleSeed Software Customer Seeding website at appleseed.apple.com. From the programme portal, you can access release notes, beta software, programme announcements and documentation, as well as manage your bug submissions.

Back Up Your Data

Always back up your files before installing any pre-release software.

iOS	macOS
We recommend that you do an iTunes backup and archive it before installing the iOS beta software. You won't be able to use iCloud Backup or a backup you didn't archive if you go back to the current version of iOS.	Backing up files on a Mac is easy with Time Machine, the built-in backup utility in macOS.
Learn how to archive an iOS backup with iTunes: support.apple.com/en-gb/HT203282	Learn how to back up your Mac with Time Machine: support.apple.com/en-gb/HT201250

Review Release Notes

Before installing Apple beta software, look to release notes for news and highlights of new or changed features. You can find the most recent notes under the Info tab on the AppleSeed portal. Consider sending a communication to other beta testers on your team that includes notes on each pre-release, rather than requiring team members to find them on their own.

Install the Beta Software

Enrol your devices to receive the latest iOS, macOS and tvOS beta software directly from the iOS and tvOS Software Update or Mac App Store.

iOS

To install the iOS beta software, you'll need to install the iOS Beta Software Profile on your device. Once your device is running iOS beta, new versions of the beta software can be installed over the air. Your team will receive email notifications when new builds are available. You'll also get notifications on your device.

Make sure you delete the previous profile in Settings > General > Profiles & Device Management. Once you complete this step, log in to the AppleSeed portal from your iOS device and click the Downloads tab to download the iOS Beta Software Profile. Your device will prompt you to install it. Follow the onscreen instructions to allow installation, then restart your device.

You'll automatically receive the latest public beta software over the air. If you get a notification that an update is available, tap Settings > General > Software Update to download and install the latest version of the beta software.

macOS

The macOS Software Update Seed Configuration Utility lets you enrol your Mac in the programme so you can get the latest macOS Software Update seed build directly from the Mac App Store. Download the Configuration Utility from the Downloads tab in the AppleSeed portal. When your download is complete, double-click the Utility.dmg file to run the installer, then follow the onscreen instructions.

Once installed, the Feedback Assistant application and the Mac App Store will automatically launch. From the Mac App Store, click the Download button to install the latest macOS Software Update seed build.

tvOS

There are a few different options for installing tvOS on your Apple TV (4th generation).

Option 1: Automatic updates

1. From your Apple TV, log in to iTunes, iCloud or Game Center with the same Apple ID used in the AppleSeed for IT programme.

2. Go to Settings › System › Software Updates and turn on Get Public Beta Updates.

3. Follow the onscreen instructions to complete your enrolment.

4. Your Apple TV will automatically receive the latest beta software if you have Automatically Update turned on in the Software Updates settings. To manually check for updates, go to Settings › System › Software Updates › Update Software.

Option 2: Install via Apple Configurator

1. Download the tvOS beta software restore image (IPSW) to your Mac by clicking the AppleSeed for IT tvOS 10.11 project from the drop-down menu in the upper left corner of the web portal. Proceed to click the Downloads tab to view these downloads.

2. Install Apple Configurator 2 from the AppleSeed for IT download page or Mac App Store and launch the app.

3. Connect your Apple TV to your Mac with a USB-C cable.

4. When your Apple TV appears in Apple Configurator, drag the tvOS beta software restore image to it.

5. Click Restore to reset to factory settings.

6. After installing the beta, your device will reboot and will require a network connection to complete activation.

7. If you're testing device management features, please install the Managed Configuration (MC) logging profile and use it throughout your testing. You can also drag this profile from a Finder window and drop it onto the icon of your Apple TV. The link to the logging profile can be found under the AppleSeed for IT macOS project from the drop-down menu in the upper left corner of the web portal. Proceed to click the Downloads tab to view these downloads.

Option 3: Install via iTunes

1. Download the tvOS beta software restore image (IPSW) to your Mac by clicking the AppleSeed for IT tvOS 10.11 project from the drop-down menu in the upper left corner of the web portal. Proceed to click the Downloads tab to view these downloads.

2. Open iTunes on your Mac. Check that you're running the latest version of iTunes.

3. Connect your Apple TV to your Mac with a USB-C cable.

4. Select your Apple TV when it appears in iTunes.

5. In the Summary panel, hold the Option key and click the Check for Update button.

6. Select the tvOS beta software restore image from step 1 and click Open to begin installation.

7. After installing the beta, your device will reboot and will require a network connection to complete activation.

8. **NOTE:** If iTunes doesn't recognise Apple TV, place it in recovery mode. To place your Apple TV in recovery mode:
   - Ensure the Apple TV is connected to your computer.
   - Using the included remote, press and hold MENU + Play/Pause for six seconds until the indicator light begins flashing rapidly.
   - Proceed with step 5 to restore the Apple TV.

Activate the Feedback Assistant App

Once you've installed the beta software, activate the built-in Feedback Assistant app. It's the most efficient way to submit a bug report.

Feedback Assistant automatically collects key diagnostic information to support your bug reports. It also submits your system attributes. On your iOS device,

launch Feedback Assistant from the Home screen. You'll also report tvOS issues using Feedback Assistant on your iOS device. On your Mac, launch Feedback Assistant from your Dock or by choosing Send Feedback from the Help menu of your app. Whether you're using your iOS device or your Mac, restart, select the app, and log in using your Apple ID.

Testing the Beta Software

While it's ideal to test beta software in your production environment, we don't recommend installing pre-release software on business-critical devices. If you prefer to set up a separate environment for testing, replicate your production environment and practices as closely as possible. Your Wi-Fi setup, VPN configuration, email server, MDM solution and other IT systems create a unique combination. Testing them will allow you to report bugs that other users might not encounter.

Complete Test Plans and Surveys
The AppleSeed team will periodically release test plans and surveys, which will include important testing for you to complete. Both test plans and surveys will be delivered directly to the Feedback Assistant inbox. You can also find them under the Surveys tab on the AppleSeed portal.

Start by taking the Infrastructure survey, which asks a series of questions about your IT infrastructure. This information will help Apple determine how your devices are being used.

Follow-up test plans will include questions for testing specific technology areas, including mail, calendar, EAS and device management. Follow these test plans and submit feedback for any tasks that fail to complete as expected.

Test Your IT Systems, MDM Solution and Critical Apps
In addition to completing the standard test plans provided by Apple, assign beta testers to validate your core IT systems and services in each beta release.

- Test network connectivity both inside and outside your network, including Wi-Fi and VPN.

- Validate EAS functions, including email, contacts, calendar, tasks and notes.

- Include MDM beta testing, as well as Apple Configurator testing. Check with your MDM vendor about their timetable for new iOS feature support.

- Test critical in-house and App Store apps.

- Validate back-end systems.

- Test Bluetooth device connections and accessories.

Submit Feedback

The preferred method for reporting bugs and/or enhancement requests is through the Feedback Assistant app on your iOS device or Mac. The app lets you capture events right at the point of failure. Log in using the Apple ID associated with your AppleSeed for IT programme enrolment to be sure your feedback is submitted to the AppleSeed for IT review queue. To report tvOS issues, you'll also use Feedback Assistant on your iOS device. You'll need to pair your devices to file feedback on your Apple TV. Start a new feedback, then select your Apple TV under Other Devices to begin the pairing process. Make sure your Apple TV is nearby and running the latest beta, and that your iOS device has Bluetooth turned on. For any issue you submit, make a note of the Feedback ID you receive. This ID number refers to your unique issue for follow-up with your team and Apple.

In addition to using the Feedback Assistant regularly, keep track of best practices as you experience the beta software within your various workflows. Your Apple SE can help document these best practice workflows with you by phone and in person.

Note: Bugs logged through bugreporter.apple.com and AppleCare will not end up in the prioritised queue for AppleSeed for IT.

View Your Feedback

In both Feedback Assistant and the AppleSeed portal, you can view your filed feedback, feedback that you've saved as a draft, and feedback that requires additional action on your part. You can also provide additional information about an existing bug.

Provide Additional Information for iOS and MacOS

In addition to submitting your form when you report an issue, it's important to provide console logs, device logs and screenshots that illustrate the problem to Apple engineering teams. While you can submit a report from an iOS device, you might at times need to submit from your Mac so you can attach the correct files. Be sure to include necessary iOS or Mac logs to expedite the investigation process. A Mac System Information Report is required for crashes or kernel panics, as well as reports against hardware or issues with printing.

For information about logs and other details you may need to provide with your feedback, visit developer.apple.com/bug-reporting/profiles-and-logs.

Learn about logs, reproducible test cases, and other details for iOS at appleseed.apple.com/sp/help/feedback.

Write Precise Bug Reports

Submitting bug reports is the most effective way to get your bugs fixed. Be as specific as possible when submitting bug reports. Providing as many details as possible, such as the suggestions below, allows Apple to triage the issue more quickly and avoid requests for additional information.

- Give your bug a good title so that Apple engineering teams can find it more easily, quickly understand the nature of the bug, and reduce unnecessary duplicates.

- Did the problem occur in previous releases or is it new to this beta? Can it be consistently reproduced?

- Remember to use screenshots and video to capture on-device behaviours and UI examples.

- Provide details and versions of other software and systems involved, including Wi-Fi infrastructure, Exchange server version, MDM solution and so on.

- Be explicit when providing descriptive summary information.

  - Describe what happened, what you were doing when it happened, and why you think it's a problem.

  - If applicable, provide a test case, sample app, sample project, sample link and so on.

  - If you receive an error message, provide the content of the error message or an approximation of it.

  - Provide specifics and refrain from using vague language or colloquialisms.

- Provide exact steps for reproducing the issue and include any relevant logs.

- State clearly what you expected to happen and what happened instead.

- If you've found a workaround for this problem, describe it.

Get Assistance from AppleCare
You'll receive follow-up to feedback reports in the Feedback Assistant app, including requests for additional information and notification that an issue has been fixed in a new beta release. AppleSeed for IT release notes for each beta will include highlights of issues fixed since previous betas.

If you have an AppleCare for Enterprise or AppleCare OS Support Agreement, you can work with AppleCare to verify issues from previous software releases that are fixed in the beta. You can get testing assistance from the AppleCare Enterprise Support team or an Apple SE to further enhance AppleSeed for IT. The AppleCare team or SE should be familiar with your organisation and your environment so they can quickly guide you through testing, submitting feed-back, and tracking issues. Notify them of any deployment-blocking issues that you report through Feedback Assistant.

Participate in the Discussion Forums
The AppleSeed for IT programme hosts a private discussion board for our seed participants to post important information about the project, share their experi-ences and ask each other for help. We suggest you log in frequently to access the latest information. The Discussions link is at the top of the AppleSeed for IT - iOS 11 project page. If you have difficulties or questions, post them in the appropriate topic folders.

Summary

Your participation in the AppleSeed for IT programme helps Apple find and fix problems before the public release of Apple software. Install the beta software, test your workflows, complete the test plans and surveys, provide feedback, and report any potential deployment blockers to your Apple Systems Engineer or AppleCare Account Manager. Your help is critical to the successful launch of each software release.