

# HCS Lost Mode Tool - User Guide

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## Introduction

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The HCS Lost Mode Tool is a web-based application designed for IT administrators to quickly enable Lost Mode on iOS and iPadOS devices managed through Jamf Pro. This tool streamlines the process of securing lost or stolen devices by allowing batch processing of multiple devices simultaneously.

## Key Features

- **Single Device Processing:** Enable Lost Mode on individual devices quickly
- **Batch Processing:** Process multiple devices at once using manual entry or CSV upload
- **Flexible Credential Input:** Supports multiple credential formats (JSON, CSV, key-value pairs)
- **Real-time Results:** Immediate feedback on successful and failed operations
- **Dark Mode Support:** Toggle between light and dark themes for comfortable viewing

## What is Lost Mode?

Lost Mode is a feature that allows you to:

- Lock the device with a passcode
- Display a custom message on the lock screen
- Show a contact phone number
- Track the device's location (if enabled)

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## Getting Started

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### System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge)
- Jamf Pro API credentials with appropriate permissions
- Network access to your Jamf Pro instance

### Accessing the Tool

Navigate to `https://lostmode.hcsonline.com` in your web browser.

### Interface Overview

Section	Description
Jamf Pro URL	Enter your Jamf Pro instance URL
API Credentials	Paste your API credentials (auto-parsed)
Lost Mode Settings	Configure the message and phone number to display
Device Input	Enter device serial numbers (single, multiple, or file upload)
Results	View processing results after submission

## Creating API Credentials in Jamf Pro

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To use this tool, you need API credentials from Jamf Pro with the appropriate permissions.

### Step 1: Access API Roles and Clients

1. Log in to your Jamf Pro instance
2. Navigate to **Settings** (gear icon)
3. Under **System**, click **API Roles and Clients**

### Step 2: Create an API Role

1. Click the **API Roles** tab

2. Click **+ New** to create a new role
3. Enter a display name (e.g., "Lost Mode Tool")
4. Under **Privileges**, enable the following:
5. **Mobile Devices**: Read
6. **Send Mobile Device Lost Mode Command**: Execute
7. Click **Save**

### Step 3: Create an API Client

1. Click the **API Clients** tab
2. Click **+ New** to create a new client
3. Enter a display name (e.g., "Lost Mode Tool Client")
4. Select the API role you created in Step 2
5. Set **Access Token Lifetime** (recommended: 1800 seconds)
6. Click **Save**

### Step 4: Generate Client Credentials

1. After saving, click on your new API client
2. Click **Generate Client Secret**
3. **Important**: Copy and save both the **Client ID** and **Client Secret**
4. The Client Secret is only shown once!
5. Store these credentials securely

### Required API Permissions Summary

Permission	Access Level	Purpose
Mobile Devices	Read	Look up devices by serial number
Send Mobile Device Lost Mode Command	Execute	Enable Lost Mode on devices

## Using the Lost Mode Tool

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### Step 1: Enter Your Jamf Pro URL

Enter your Jamf Pro instance URL in the first field. Examples: - `https://yourcompany.jamfcloud.com` - `https://jamf.yourcompany.com`

**Note:** Include `https://` but do not include a trailing slash.

### Step 2: Paste API Credentials

The tool automatically parses credentials in multiple formats:

#### JSON Format (Recommended)

```
{
  "client_id": "c73c0264-858b-4b41-8c3b-b06c5c28ac0a",
  "client_secret": "S_oza_ifPcLusRTBxvhXgiIRNB0jUIBcE7csC0Tq4IC8"
}
```

#### CSV Format

```
c73c0264-858b-4b41-8c3b-b06c5c28ac0a, S_oza_ifPcLusRTBxvhXgiIRNB0jUIBcE7csC0Tq4IC8
```

#### Key-Value Format

```
client_id=c73c0264-858b-4b41-8c3b-b06c5c28ac0a
client_secret=S_oza_ifPcLusRTBxvhXgiIRNB0jUIBcE7csC0Tq4IC8
```

#### Full Jamf Export Format

The tool also supports the complete JSON format exported from Jamf Pro:

```
{
  "client_name": "Full",
  "client_id": "c73c0264-858b-4b41-8c3b-b06c5c28ac0a",
  "client_secret": "S_oza_ifPcLusRTBxvhXgiIRNB0jUIBcE7csC0Tq4IC8",
  "grant_type": "client_credentials",
}
```

```
"content_type": "application/x-www-form-urlencoded"
}
```

**Verification:** After pasting, you'll see a green confirmation showing: - Client ID (full value) - Client Secret (masked with character count)

### Step 3: Configure Lost Mode Settings

Field	Description	Example
<b>Message</b>	Text displayed on the locked device screen	"This device has been reported lost. Please contact IT."
<b>Phone Number</b>	Contact number displayed on the device	"555-123-4567"

### Step 4: Enter Device Serial Numbers

Choose one of three input methods:

#### Single Device

1. Select the **Single** tab
2. Enter the device serial number
3. Click **Enable Lost Mode**

#### Multiple Devices (Manual Entry)

1. Select the **Multiple** tab
2. Enter a serial number in the input field
3. Click **Add** to add it to the list
4. Repeat for additional devices
5. Review the list (you can remove entries if needed)
6. Click **Enable Lost Mode**

#### File Upload (CSV)

1. Select the **File Upload** tab
2. Click **Choose File** or drag and drop a CSV file

- The file should contain one serial number per line: `DNPXYZ123456 DNPXYZ789012`  
`DNPXYZ345678`
- Click **Enable Lost Mode**

## Step 5: Review Results

After processing, you'll see results organized by status:

Status	Description
Successful	Lost Mode was enabled on these devices
Failed	Lost Mode could not be enabled (see reason)

Click **Process More Devices** to return to the input screen.

## Troubleshooting

### Authentication Errors

Error	Cause	Solution
"Authentication failed"	Invalid credentials	Verify Client ID and Client Secret are correct
"401 Unauthorized"	Expired or invalid token	Generate new API credentials in Jamf Pro
"403 Forbidden"	Insufficient permissions	Ensure API role has required permissions

### Device Errors

Error	Cause	Solution
"Device not found"	Serial number not in Jamf	Verify the serial number and device enrollment
"Device not supervised"	Device isn't supervised	Lost Mode requires supervised devices
"Command failed"	Device offline or unreachable	Device will receive command when online

## Credential Parsing Issues

Issue	Cause	Solution
Credentials not detected	Unsupported format	Use JSON, CSV, or key-value format
Only Client ID parsed	Smart quotes in text	Copy from plain text source, not formatted documents
Secret shows wrong length	Extra whitespace	Ensure no line breaks in the secret

## Connection Issues

Error	Cause	Solution
"Network error"	Cannot reach Jamf Pro	Check your network connection and Jamf URL
"CORS error"	Browser blocking request	Contact IT if this persists
Timeout	Slow network or large batch	Try smaller batches of devices

## Security & Privacy

### Data Handling

- **No Credential Storage:** API credentials are never stored on the server
- **Session Only:** Credentials exist only during your active session
- **Direct API Calls:** Requests go directly to your Jamf Pro instance
- **HTTPS Only:** All communications are encrypted

### Best Practices

1. **Rotate Credentials:** Regularly regenerate API client secrets
2. **Minimal Permissions:** Only grant the permissions needed for Lost Mode
3. **Secure Access:** Access the tool only from trusted networks
4. **Log Out:** Close the browser tab when finished

5. **Audit Trail:** Jamf Pro logs all Lost Mode commands

## Credential Security Tips

Do	Don't
Copy credentials from Jamf Pro directly	Share credentials via email
Use credentials immediately after generation	Store credentials in plain text files
Regenerate secrets periodically	Use the same credentials for multiple tools
Close the browser when done	Leave the tool open unattended

## Quick Reference Card

### Supported Credential Formats

```
JSON:      {"client_id": "xxx", "client_secret": "yyy"}
CSV:       xxx, yyy
Key-Val:   client_id=xxx client_secret=yyy
```

### Serial Number Input Formats

```
Single:    DNPXYZ123456
CSV:       One per line in uploaded file
Manual:    Add one at a time to list
```

### Required Jamf Pro Permissions

```
Mobile Devices: Read
Send Mobile Device Lost Mode Command: Execute
```

## Keyboard Shortcuts

Key	Action
Enter	Submit single serial / Add to list
Tab	Navigate between fields

## Status Indicators

Indicator	Meaning
Green checkmark	Credentials parsed successfully
Green badge	Lost Mode enabled successfully
Red badge	Operation failed (see error message)

## Support

For issues or bug reports: 1. Click the **Report Bug** button in the top right corner 2. Include the error message and steps to reproduce

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