

# Installing the NetSupport Manager Mac Client via Jamf Pro

## Prerequisites

- Ensure the Mac device is enrolled into your Jamf MDM environment.

## Preparing the installation

### Files you will need:

1. Mobileconfig file for NetSupport Manager Client permissions (NSMClient.mobileconfig).
2. Client Preferences file, plist file for remotely configuring the Client. (com.netsupportsoftware.NSMClient.plist).
3. NSMClient.pkg Installer file.

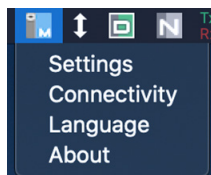
Best practice is to install the NetSupport Manager Client manually on one Mac first, using the PKG Installer file. Once installed, obtain a copy of the NSMClient.mobileconfig file and configure the required settings using the built-in settings user interface to export a Client plist file.

### Locating the NSMClient.mobileconfig file:

- Once the Client has been installed manually, open Finder and navigate to /Applications/NetSupport/NSMClient/.
- Right click the NSMClient.app file and select **Show Package Contents**.
- From here, navigate to /Contents/Resources/.

### Creating the Client Configuration plist file:

- Once the Client has been installed manually, right click the NetSupport Manager Client icon from the menu bar at the top of your Mac and select **Settings**.



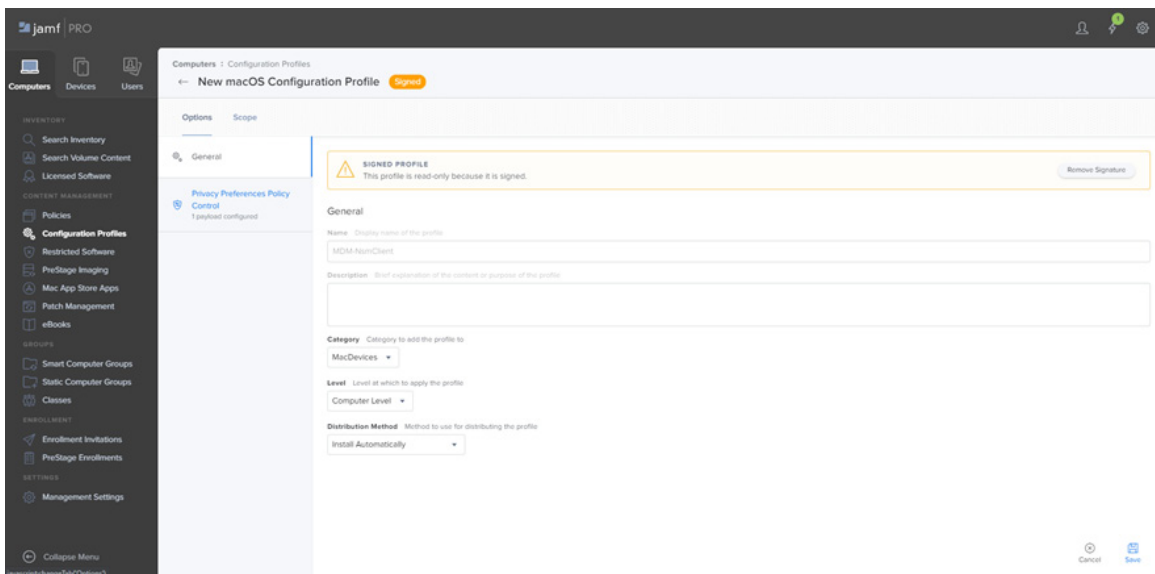
- Click the padlock to unlock the settings and make the required changes to configure the Client.
- Once configured, select **Export** on the left-hand side and choose where to save the generated "com.netsupportsoftware.NSMClient.plist" file and save this for later.



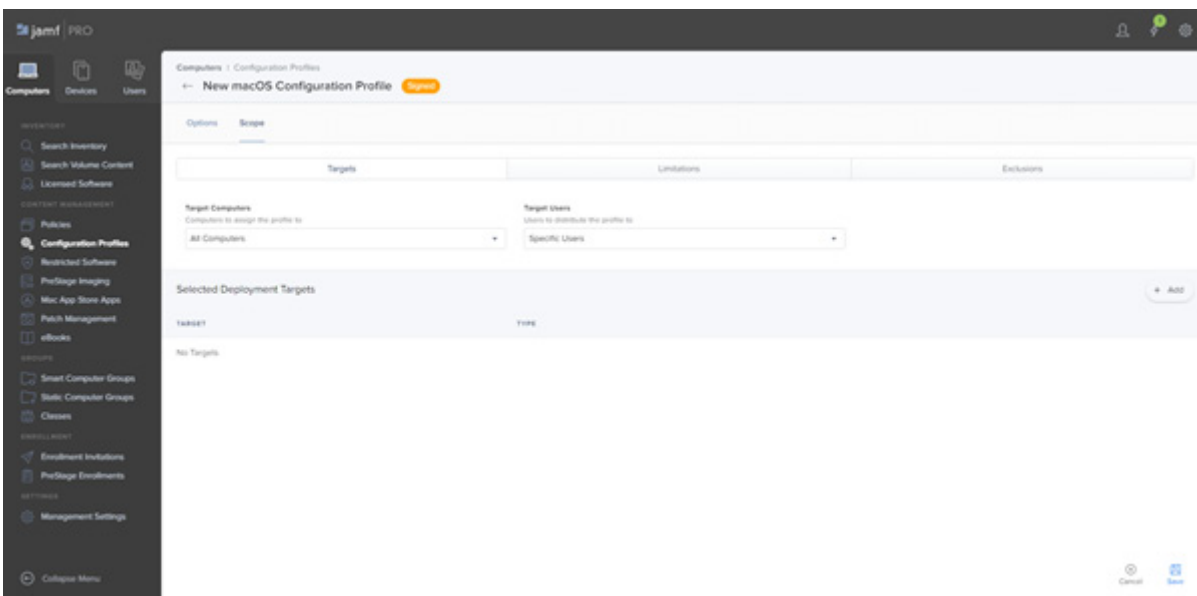
## Deploying and configuring the Client via Jamf

### 1 – Deploying the Mobileconfig file for applying the required permissions within macOS for the NetSupport Manager Mac Client

- Log in to Jamf Pro and navigate to **Computers > Configuration Profiles** from the Jamf Pro dashboard.
- Click **Upload** in the top-right corner and browse to the NSMClient.mobileconfig you collected in the previous steps. This will create a configuration profile within Jamf called MDM-NsmClient.
- Once the file is uploaded and the configuration profile opens, change the Category drop-down menu to **MacDevices**, ensure the Level drop-down menu is set to **Computer Level** and the Distribution Method is set to **Install Automatically**.



- Select the **Scope** tab at the top of the Profile window and choose which Mac devices you would like to deploy this configuration profile to. In the screenshot example below, we are deploying this profile to all computers.



- Click **Save** to save the changes to this profile.
- The “MDM-NsmClient” profile will now be listed under **Computers > Configuration Profiles** and this should start installing on your targeted Macs.

**Note:** The screen recording permission must be set locally at the Mac devices. This can be applied by using the NSMPermissions.app file located in /Applications/NetSupport/NSMClient/.

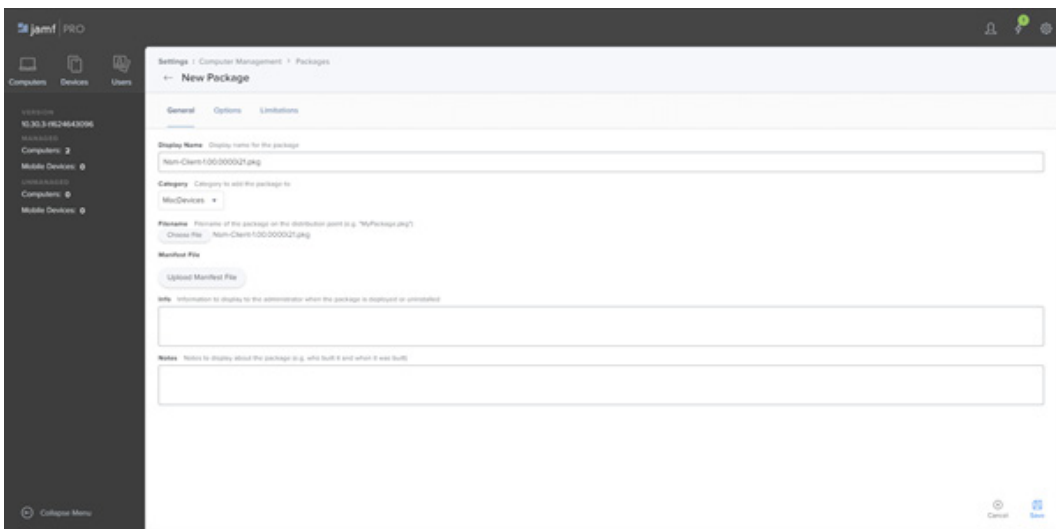


## 2 – Adding and deploying the PKG to your Macs

In order to deploy the package via Jamf, you will need to add the package to Jamf and create a policy that will deploy this package to your specified Mac devices.

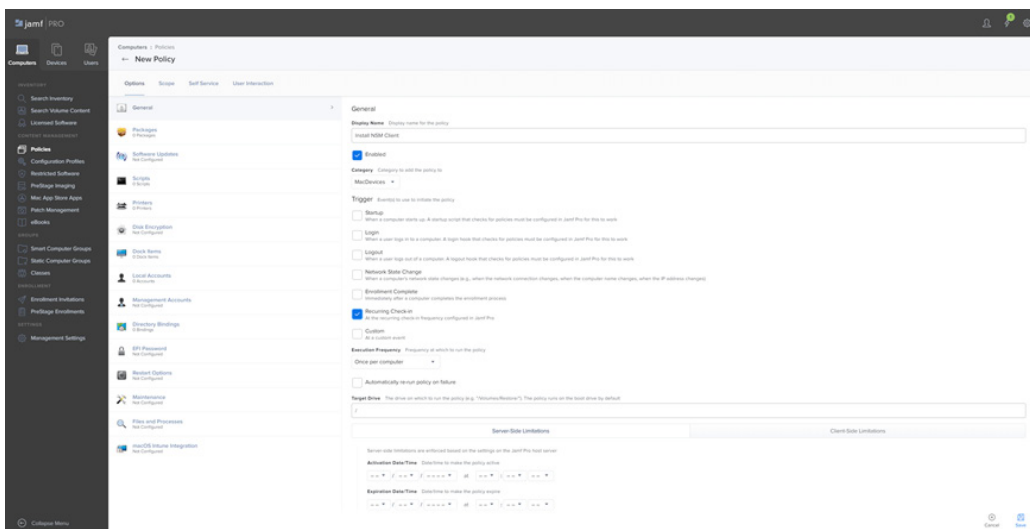
### Adding the package to Jamf:

- Log in to Jamf Pro, navigate to **Computers > Management Settings** and select **Packages** from the Computer Management section.
- Click **New** in the top-right corner to add a new package.
- From the window that opens, change the Category drop-down menu to **MacDevices**, select **Choose File** and navigate to and select the NSM Client PKG Installer file. Once selected, this will automatically change the display name of the package to match the name of the PKG file.
- Click **Save** to apply the changes and upload the package to Jamf.



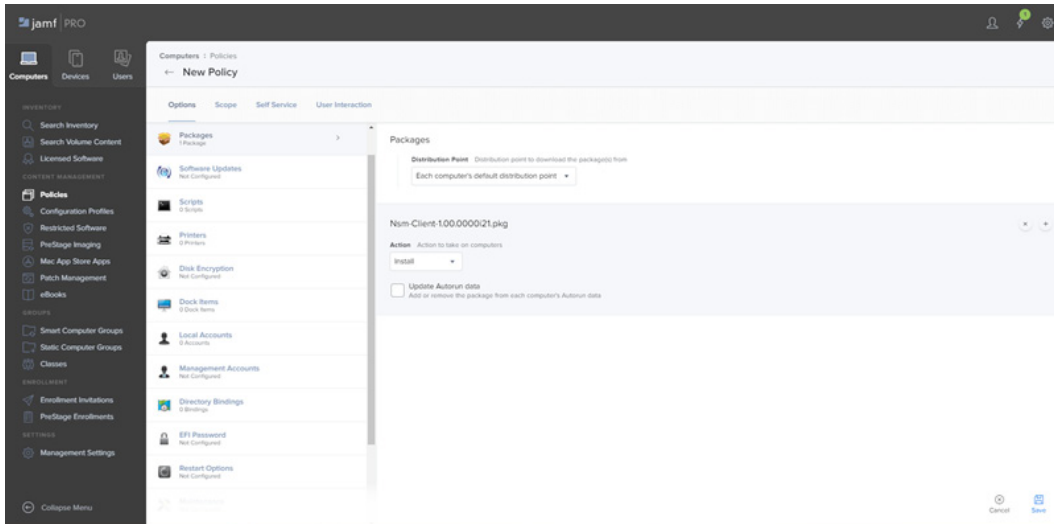
### Deploying the package via Jamf:

- Once the package has been added, you can then add your policy to deploy this to your Macs. Navigate to **Computers > Policies** from the Jamf Pro dashboard.
- Click **New** to add a new policy and enter a name, i.e. "Install NSM Client".
- Change the Category drop-down menu to **MacDevices**.
- From the Trigger options, select **Recurring Check-in** and set the Execution Frequency drop-down menu to **Once per computer**.





- Select **Packages** from the left-hand side column and click **Configure**. The package you added earlier should be displayed in the list of packages.
- Click **Add** next to the NSM Client PKG file you added earlier.
- The Packages window will open. Ensure the Distribution Point drop-down menu is set to **Each computer's default distribution point**. Set the Action drop-down menu to **Install**.

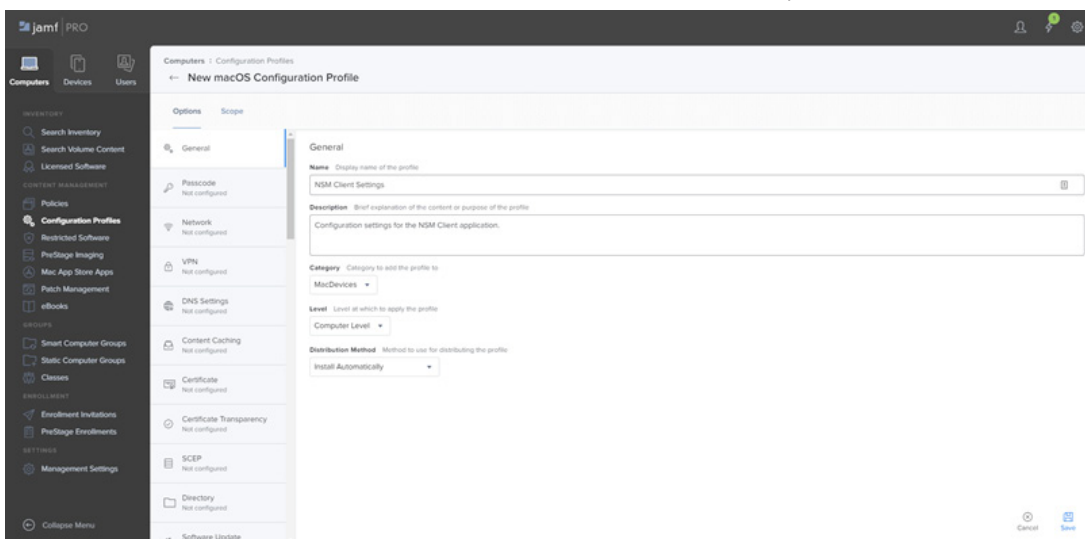


- Select the **Scope** tab at the top of the Packages window and choose which computers you would like to target the installation to.  
**Note:** *If you use Jamf's Self Service feature, you can also make the package available from within the Self Service section and configure your desired settings.*
- Click **Save** to apply the changes to your policy.
- The package will install on your targeted computers the next time the Mac checks in with Jamf.

### 3 – Deploying the NetSupport Manager Client settings

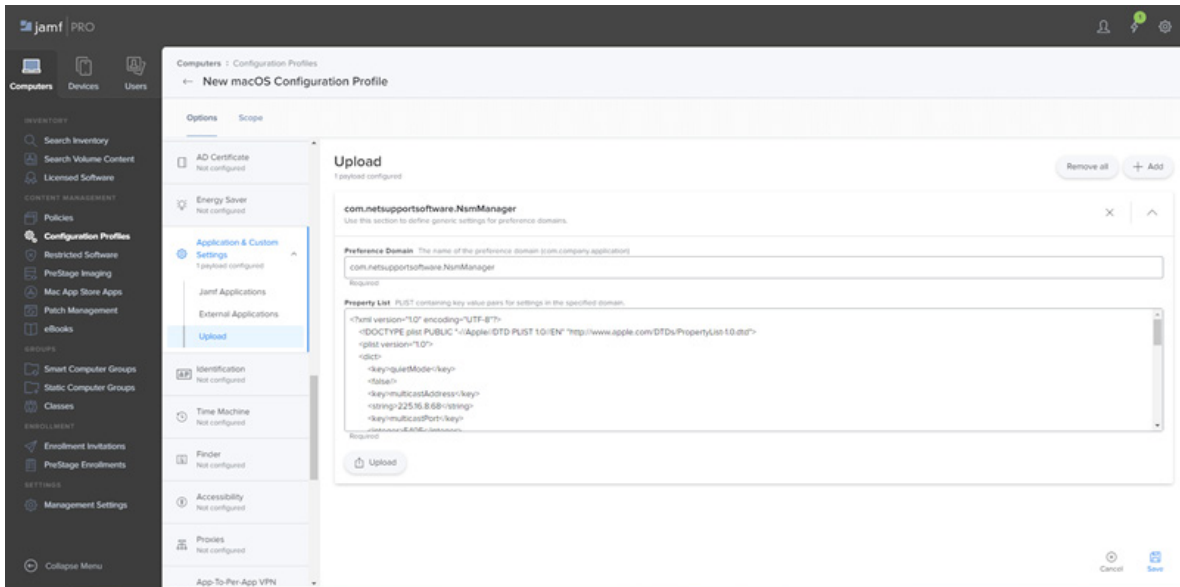
Once the Client has been installed via the deployment policy, you can then push out your plist file containing the Client settings for the NetSupport Manager Client.

- Navigate to **Computers > Configuration Profiles** from the Jamf Pro dashboard.
- Click **New** to add a new profile and enter a name, i.e. NSM Client Settings and a description if required.
- Set the Category drop-down menu to **MacDevices**. Ensure the Level drop-down menu is set to **Computer Level** and the Distribution Method is set to **Install Automatically**.





- From the left-hand side column, choose **Application & Custom Settings** and click **Upload**.
- Click **Add** and select the **Upload** option at the bottom left-hand corner. Next, browse to the `com.netsupportsoftware.NSMClient.plist` that was generated earlier and upload this file.
- In the Preference Domain field, enter “`com.netsupportsoftware.NSMClient`”.

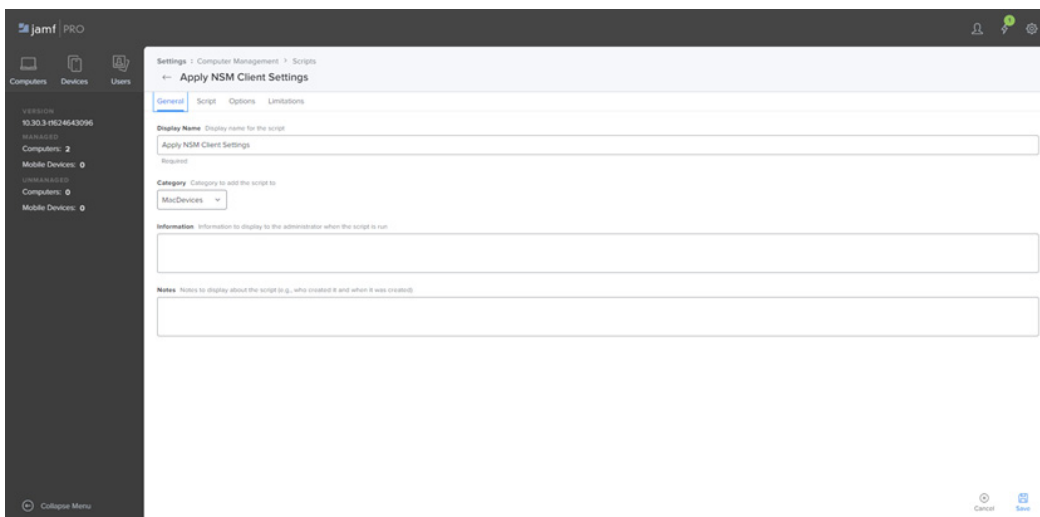


- Select the **Scope** tab at the top of the window and choose which machines you would like to target these settings to.
- Click **Save** to apply the changes to the profile and upload this to Jamf. The profile should now be listed within **System Preferences > Profiles** on the targeted Macs.

### Installing the settings:

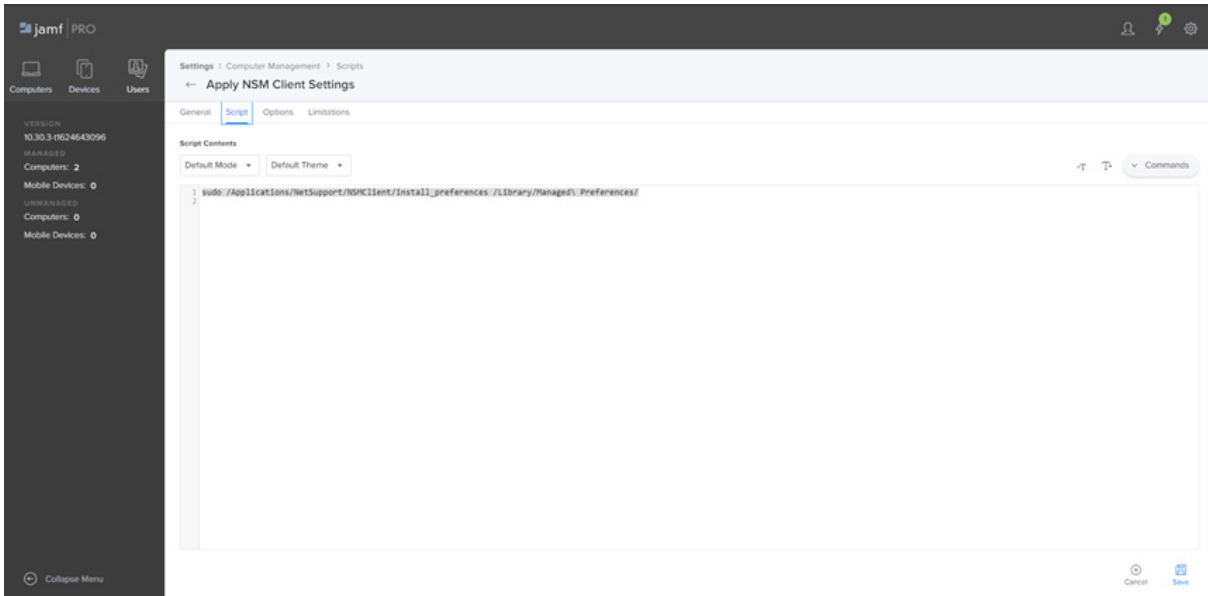
Now that the settings have been pushed to the Client, you now need to apply the settings to the NetSupport Manager Client application. In the NetSupport Manager Client installation directory, there is an “Install\_Preferences” script that needs to be run and pointed to the location of the plist file that was deployed via Jamf. First, you need to add the script into Jamf.

- Navigate to **Computers > Management Settings** from the Jamf dashboard and select **Scripts**.
- Click **New** to add a new script and enter a name, i.e. “Apply NSM Client Settings”. Set the Category to **MacDevices**.

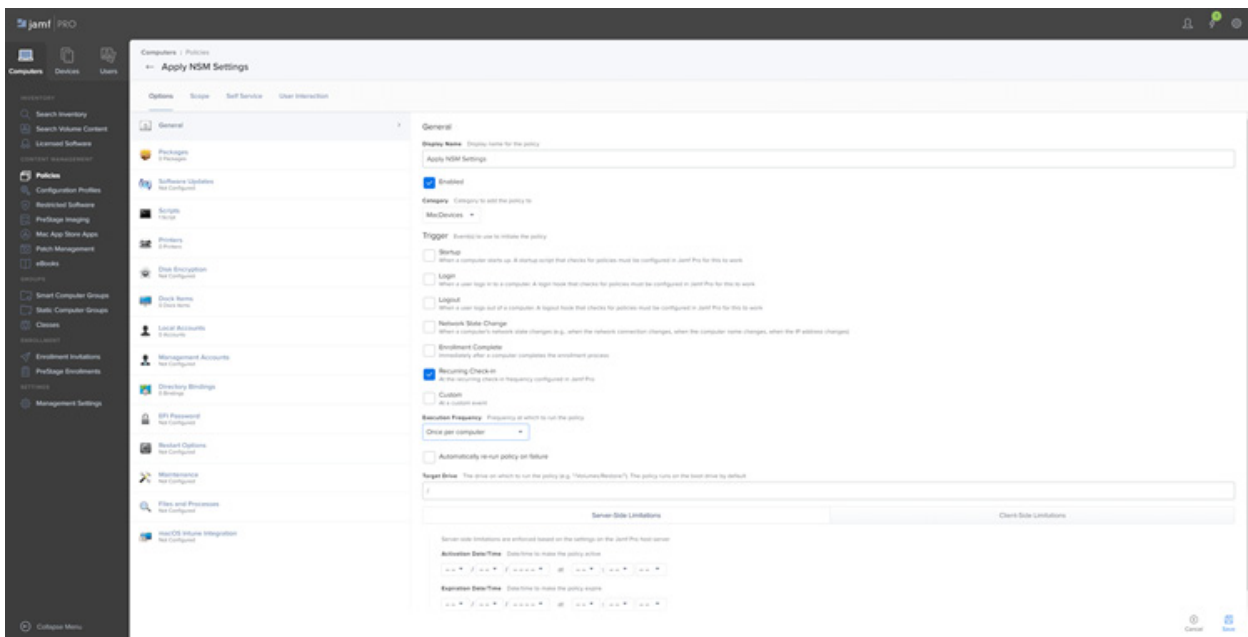




- Select the **Script** tab from the top of the window and enter in the following:  
`sudo /Applications/NetSupport/NSMClient/install_preferences /Library/Managed\ Preferences/`



- Click **Save** to upload the script to Jamf.
- Now that the script has been uploaded to Jamf, you can now create a policy to deploy this. Navigate to **Computers > Policies**.
- Click **New** to add a new policy and enter a name, i.e. "Apply NSM Settings" and make sure the **Enabled** checkbox is selected.
- Set the Category to **MacDevices** and the Trigger option to **Recurring Check-in**. Ensure the Execution Frequency is set to **Once per computer**.



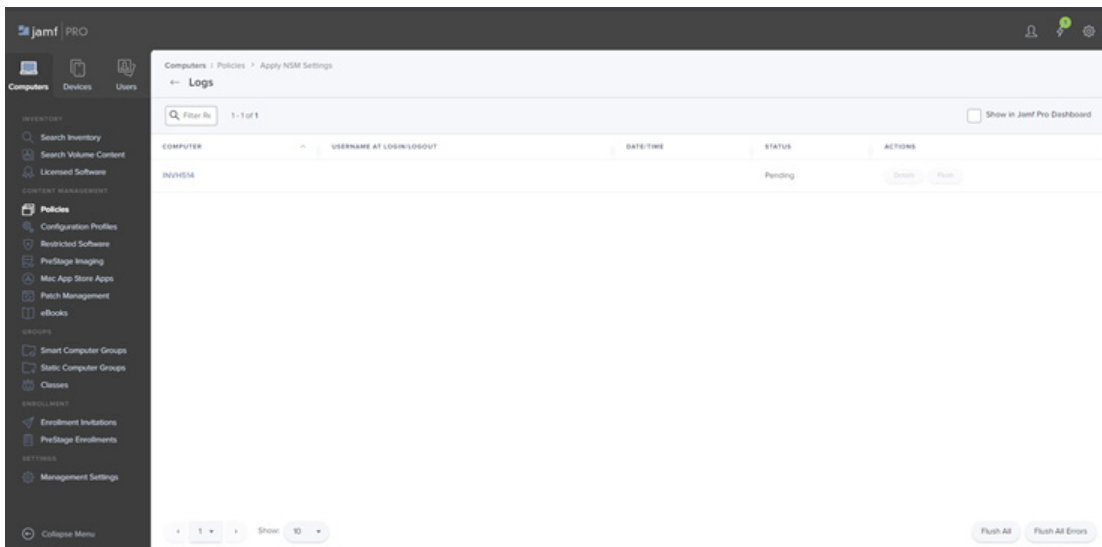
- Click **Scripts** on the left-hand side and then click **Configure**.
- Select **Add** next to the script you created above to add the script to the policy.
- Select the **Scope** tab from the top of the window and then choose which machines you wish this policy to apply to.
- Click **Save** to apply the changes and upload the policy.



When the script runs this will apply the settings specified within the plist file to the Client application.

As this script is configured to only run once per computer, if you ever need to make future changes to the Client configuration, you will first need to make the change to your plist file within the **Computers > Configuration Profiles** section.

Once the changes have been made to the plist, you will need to navigate to **Computers > Policies**, select the policy that is running the Install\_preferences script and then select **Logs** from the bottom of the window. From here, you can click **Flush** to force the Macs to run the script again to update the settings. Macs that have been flushed will have a status of "Pending".

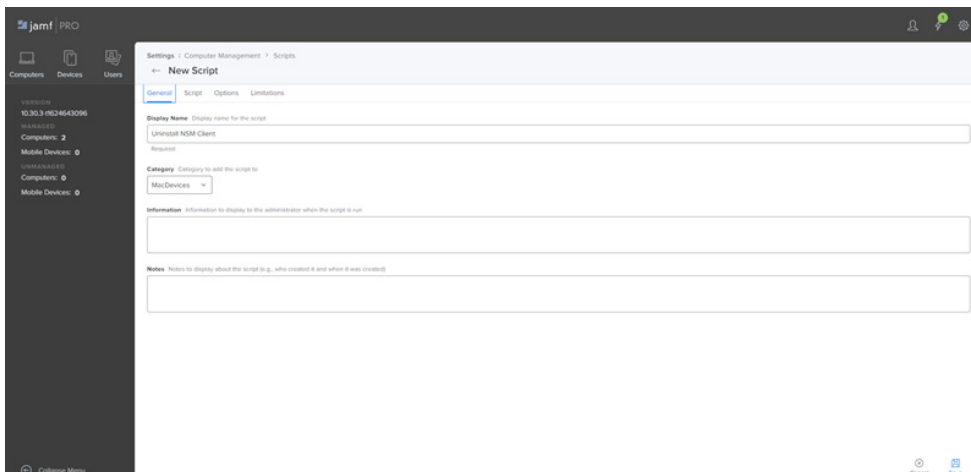


#### 4. Uninstalling the NetSupport Manager Client via Jamf

In the installation directory for the Client, there is an "uninstall" script that can be run locally. However, this script can also be executed remotely via Jamf. First, you need to add the script to Jamf and then create a policy that will execute this script.

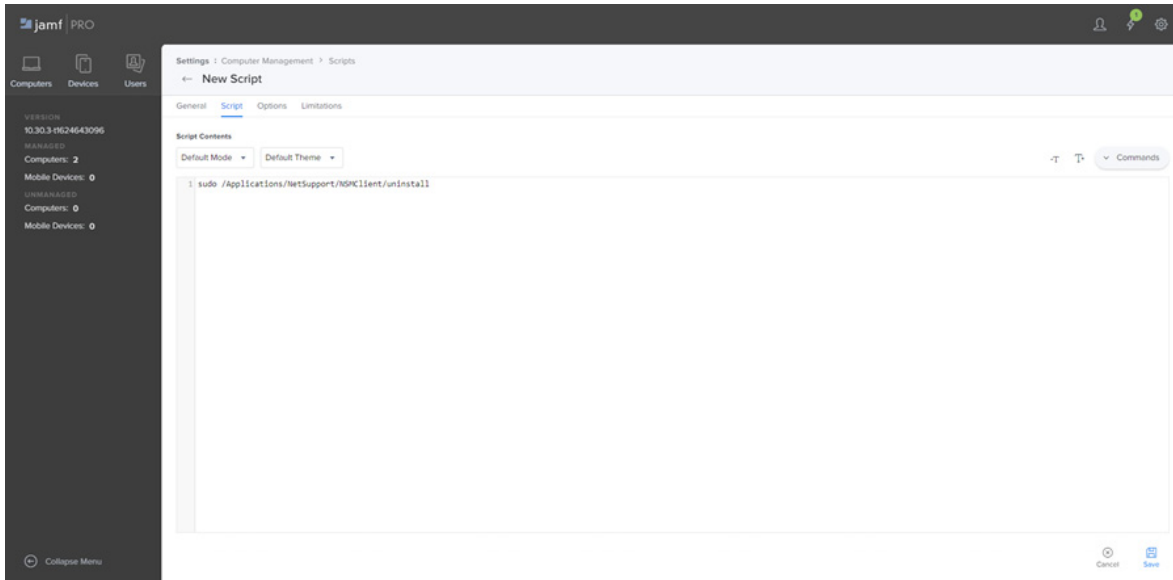
##### Adding the uninstall script to Jamf:

- Log in to Jamf Pro, navigate to **Computers > Management Settings** and select **Scripts** from the Computer Management section.
- Click **New** in the top-right corner to add a new script.
- Give the script a display name, i.e. "Uninstall NSM Client" and set the Category drop-down menu to **MacDevices**.





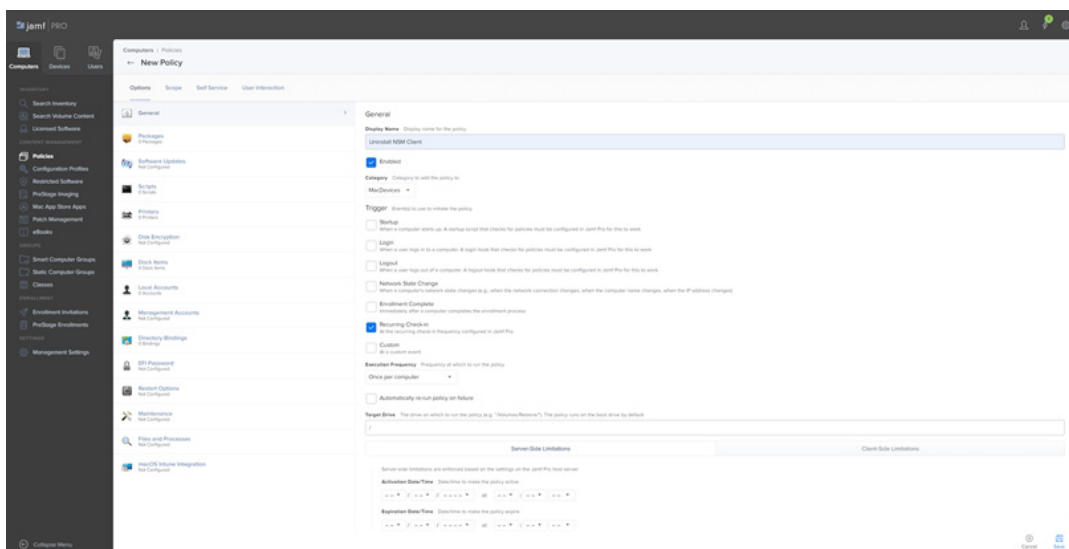
- Select the **Script** option at the top of the window and paste in the following command:  
`sudo /Applications/NetSupport/NSMClient/uninstall`



- Click **Save** to apply the changes and upload the script to Jamf.

### Creating a policy to send the script to your devices:

- Navigate to **Computers > Policies** and click **New** to create a new policy.
- Give the policy a name, i.e. "Uninstall NSM Client" and ensure the **Enabled** checkbox is selected.
- Set the Category drop-down menu to **MacDevices** and select **Recurring Check-in** from the Trigger section.
- Ensure the Execution Frequency drop-down menu is set to **Once per computer**.



- Select **Scripts** from the left-hand side and click **Configure** from the right-hand side once loaded.
- Select the uninstall script you created earlier and click **Add**.
- Select the **Scope** tab at the top of the window and choose which computers you wish to target the policy to.
- Once your target users have been selected, click **Save** to save the changes and upload the policy to Jamf.

Once the above steps have been completed, the above script will run and uninstall the NetSupport Manager Mac Client from the targeted devices when they next check-in with Jamf.