

Installing the NetSupport Manager Mac Client via Mosyle

Prerequisites

- Ensure the Mac device is enrolled into your Mosyle 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.

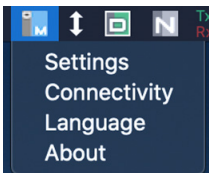
Best practice is to install the NetSupport Manager Client manually on one Mac first, using the PKG Installer file. Once installed, obtain a copy of the NSMClient.mobileconfig file and configure the required settings using the built-in settings user interface to export a Client plist file.

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**.



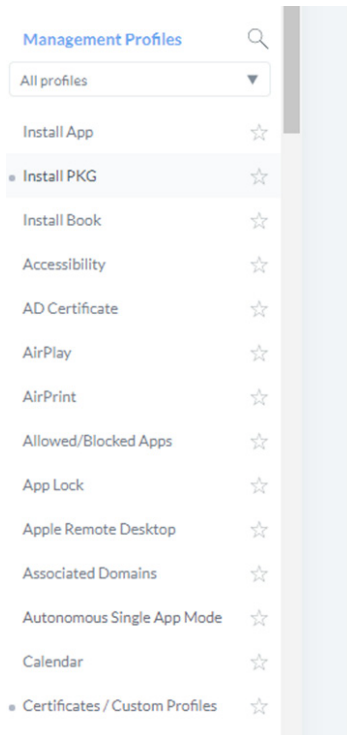
- Click the padlock to unlock the settings and make the required changes to configure the Client.
- Once configured, select **Export** on the left-hand side and choose where to save the generated "com.netsupportsoftware.NSMClient.plist" file and save this for later.



Deploying and configuring the Client via Mosyle

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

- In Mosyle, select **Certificates/Custom Profiles** from the left-hand side menu.



- Select **Add new profile**. Enter a name for the profile and browse to the NSMClient.mobileconfig file you collected in the previous steps.
- Add an assignment to the profile and select **Save**.

Certificates / Custom Profiles
Last Modified: 3 day and 21 ago (v1)

Distribute certificates and/or custom profiles or mobileconfigs to devices.

Profile Name *

NSM Client Permissions

Allowed file extensions: plist, mobileconfig, cer, p12, crt, pem, sfn, der, mobileprovision
Supported variables for mobileconfig: %SERIAL_NUMBER%, %SerialNumber%, %DEVICEUUID%, %UUID%, %UID%, %DeviceName%, %Email%

Select the file

NSMClient.mobileconfig
4.77 KB

Profile Assignment
Select what users and devices will receive this profile.

Devices from specific Device Groups (remove)

Select 1 device group(s)

+ Add Assignment

Do not reinstall the profile during the assignment/login ⓘ

Do not auto-install the profile after saving

Show this profile at the Self-Service Page

Profile Scope
Modifications of the Scope not allowed. To change, you'll need to create a new profile.

System (Default)

Save

Duplicate Delete

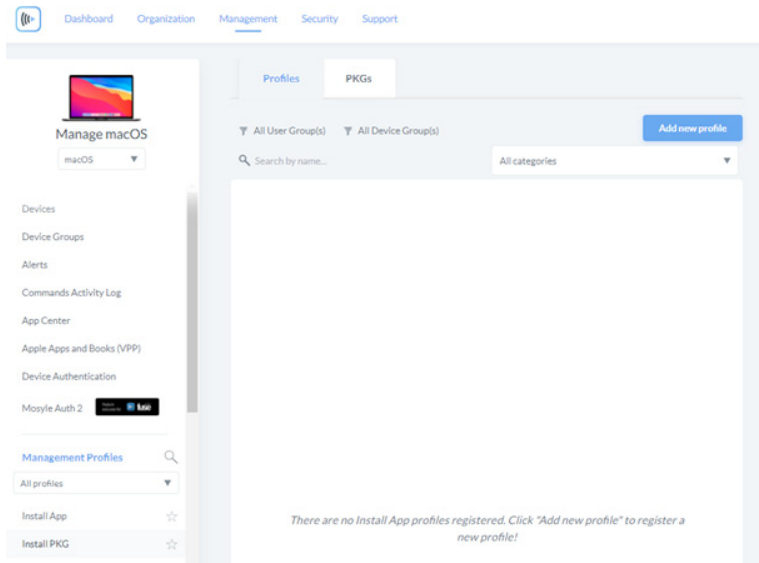


- On the device you deployed the profile to, select **System Preferences** -> **Profiles**. You should see an MDM-NSMClient profile applied which gives accessibility permissions to the Client.

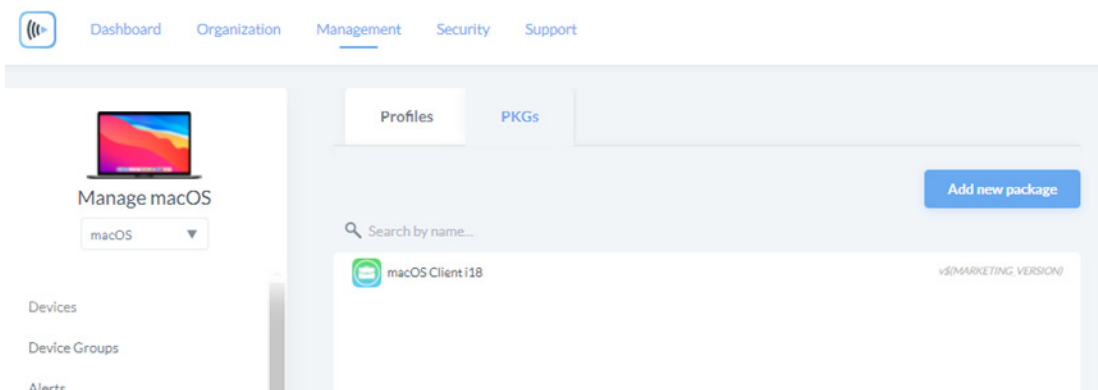
Note: The screen recording permission must be set locally at the Mac devices. This can be applied by using the `NSMPermissions.app` file located in `/Applications/NetSupport/NSMClient/`.

2 – Adding and deploying the PKG to your Macs

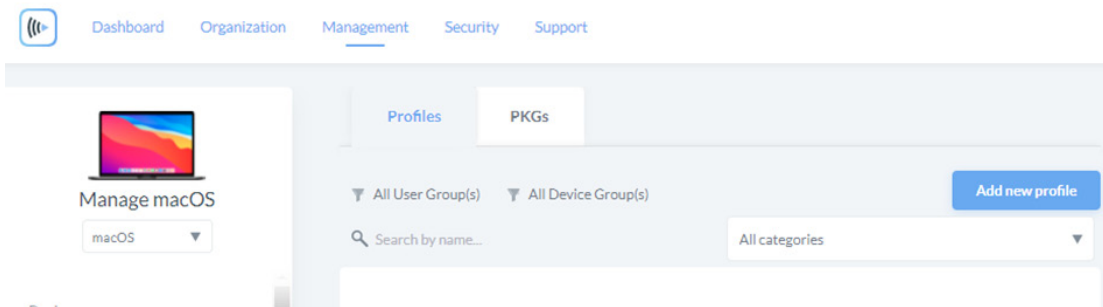
- Add the PKG file to the MDM environment by selecting **Management** -> **Install PKG** from the left-hand menu.



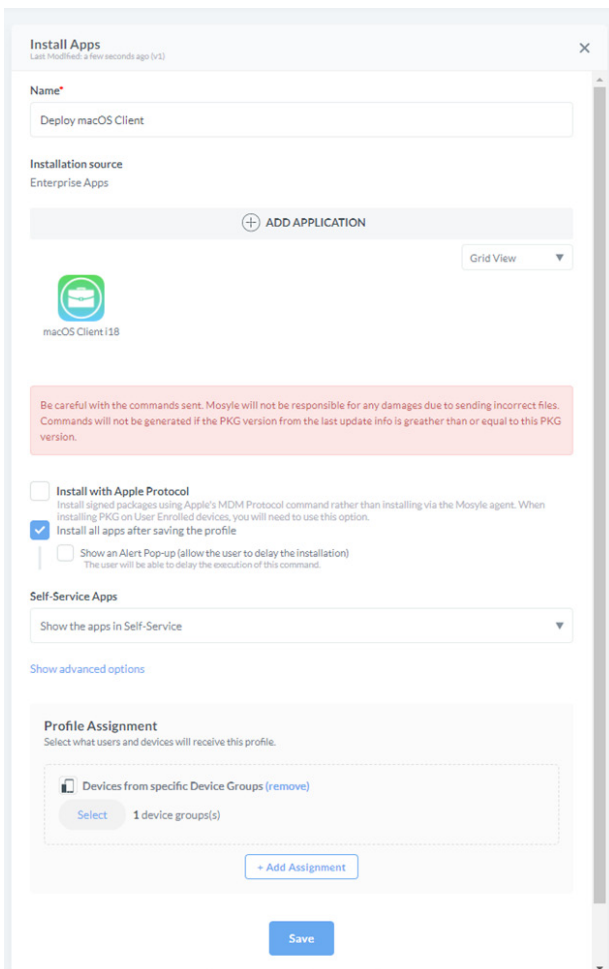
- Select the PKGs tab and click **Add new package**.
- Select **Already have a .PKG**.
- Select option **A** or **B** depending on how you have hosted the .PKG. Alternatively, if you have access to the Mosyle CDN, you can select the .PKG from there.
- Once selected, choose **Add enterprise app**.
- Once added, the package will appear in the PKGs tab.



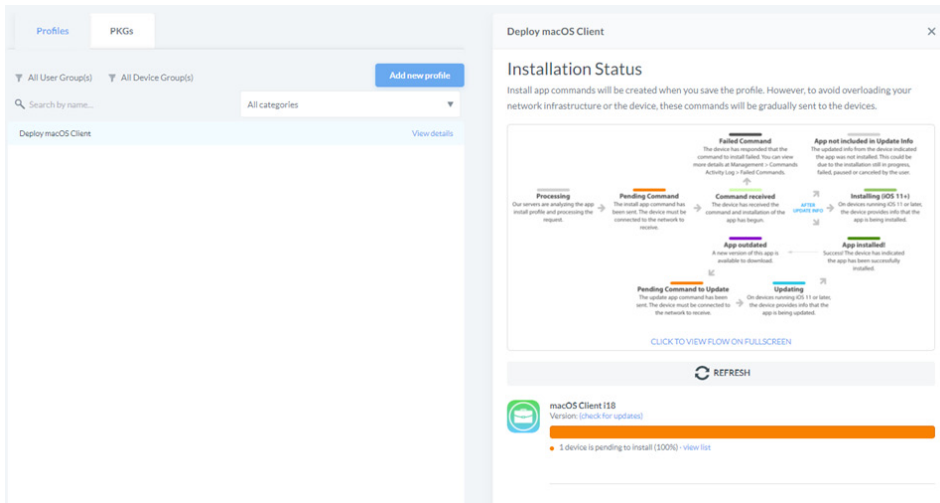
- Select the Profiles tab and choose **Add new profile**.



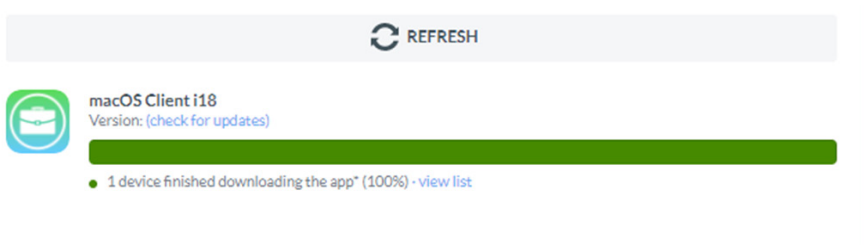
- Add a name for the profile and select the previously added .PKG file. Add an assignment and select the devices you want the package to be deployed to.
- Select **Save** to apply the changes.



- The package will now be deployed and pending installation to the selected devices.



- You can select **Refresh** to update the status of the deployment.

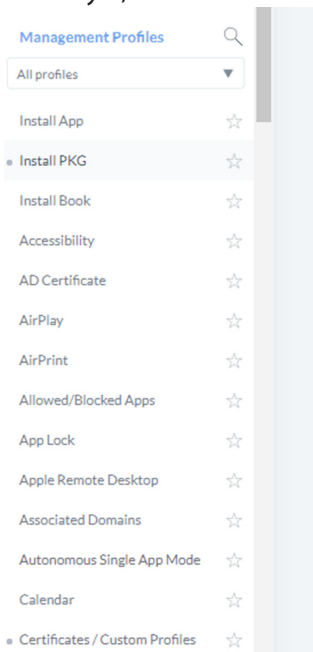


The NetSupport Manager Client for macOS should now be installed on the device(s) in the /Applications directory. The Client will start automatically once installed.

3 – Deploying the NetSupport Manager Client settings

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

- In Mosyle, select **Certificates/Custom Profiles** from the left-hand side menu.





- Select **Add new profile**. Enter a name for the profile and browse to the com.netsupportsoftware.NSMClient.plist file.
- Add an assignment to the profile and select **Save**.

Certificates / Custom Profiles
Last Modified: 1:59 and 6 min ago (UTC)

Distribute certificates and/or custom profiles or mobileconfigs to devices.

Profile Name *

NSM Client config

Allowed file extensions: plist, mobileconfig, cer, p12, crt, pem, pfx, der, mobileprovision
Supported variables for mobileconfig: %SERIAL_NUMBER%, %SerialNumber%, %DEVICEUID%, %UID%, %UIDID%, %DeviceName%, %Email%

Select the file

com.netsupportsoftware.NSMClient.plist
1.14 KB

Profile Assignment
Select what users and devices will receive this profile.

Devices from specific Device Groups (remove)
Select 1 device group(s)

+ Add Assignment

Do not reinstall the profile during the assignment/login ⓘ
 Do not auto-install the profile after saving
 Show this profile at the Self-Service Page

Profile Scope
Modification of the Scope not allowed. To change, you'll need to create a new profile.
System (Default)

Save

Duplicate Delete

- On the device you deployed the profile to, select **System Preferences** -> **Profiles**. You should see another profile in the list, this will be the .plist file that has been deployed from the above policy.

Installing the settings:

Now that the settings have been pushed to the Client, you 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 Mosyle. This can be done by sending the following script using the Mosyle.

- Select **Management** -> **Devices**, select the devices in the list and choose **Send Script**.

Dashboard Organization Management Security Support

Manage macOS
macOS

Devices
Device Groups
Alerts
Commands Activity Log
App Center

Device Enrollment
Company devices

User Enrollment
BYOD devices

No filter applied...
+ Add filter

Update Info Send Push Send Script Resend

Device Name	Tags
MBPro9 Not Assigned	



- In the **Send Script** option, enter the following:

```
sudo /Applications/NetSupport/NSMClient/install_preferences /Library/Managed\ Preferences/
```

You do not need to enter the name of the .plist file as it will automatically look for “com.netsupportsoftware.NSMClient.plist”. As part of the script, you are restarting the Daemon component of the Client, which will apply the settings in the .plist

Note: *This will need to be run each time the Client is uninstalled/reinstalled.*

4. How to uninstall using MDM

In the installed directory for the Client, there is an “uninstall” script that can be run locally. However, this script can also be run in the **Send Script** option of Mosyle.

- Select **Management** -> **Devices**, select the devices in the list and choose **Send Script**.
- Enter the following script:

```
sudo /Applications/NetSupport/NSMClient/uninstall
```

Once the above steps have been completed, the script will run and uninstall the NetSupport Manager Mac Client from the targeted devices.