

## Installing the NetSupport DNA Mac Agent via Jamf Pro

### Prerequisites

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

### Preparing the installation

#### Files you will need:

- a. Mobileconfig file for DNA Agent permissions (oem.mdm) and macOS 10.14 and above.
- b. MacDNA2.20.0000.pkg installer file.
- c. Script for parameters and launching Agents.
- d. An understanding of Jamf.

Best practice is to install the DNA Agent manually on one Mac first, using the PKG installer file. Once installed, obtain a copy of the oem.mdm mobileconfig file, then make a copy available locally. Please see the following steps for locating these files.

#### Locating the oem.mdm file:

- Once the Agent has been installed manually and permissions set within the Permission Utility (a prompt will appear when the installation is complete), open Finder and navigate to /Applications/NetSupport/NetSupportDNA/SystemAgent.
- Copy the oem.mdm mobileconfig file to a local/accessible location.

### Allowing full Agent functionality

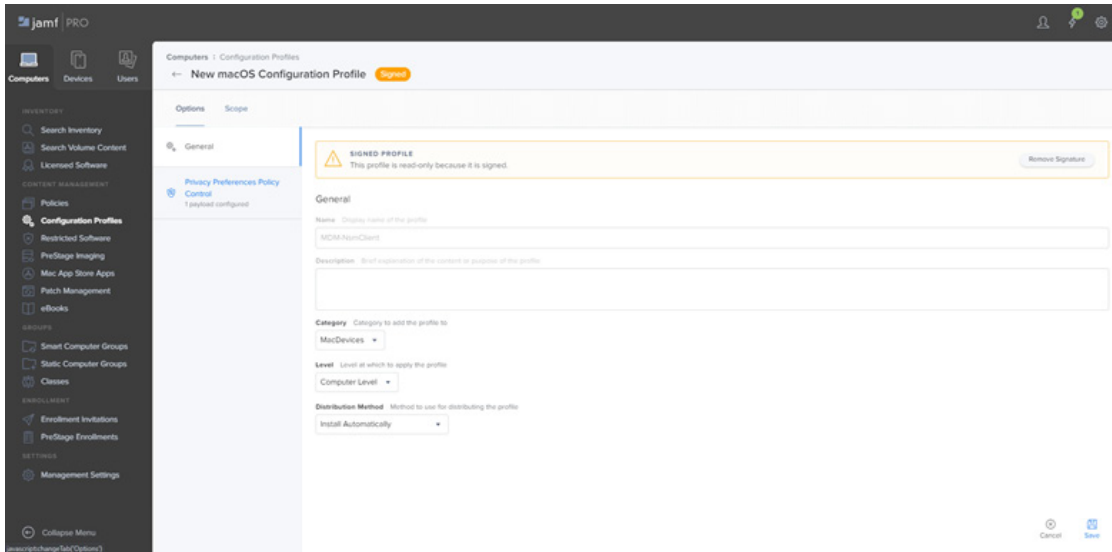
Installation via Jamf or other MDM solutions is done in two parts. First, a policy script is run to deploy the DNA Agent package, install the package, and point to the DNA Server. This will start the connection part of the Agent and display it in the PC hierarchy of your DNA Server/Console. In this state, the Agent will only report a Hardware Inventory. Next, a second policy must be run to a logged-in user to get full functionality from the Agent. This is to run a policy script that will start the Agent service. Both policies must be run once. After both policies have run, the Agent will be fully functional.



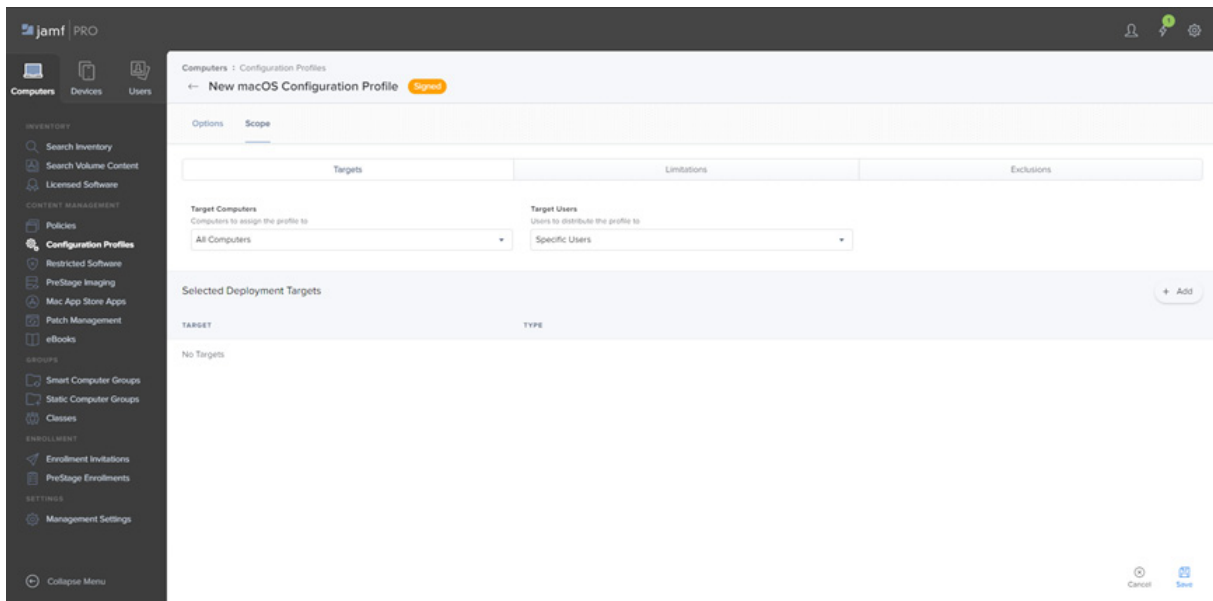
## Deployment of required permissions and installing the DNA Mac Agent

### 1. Deploying the mobileconfig file for applying the required permissions within macOS for the DNA Mac Agent

- Log in to Jamf Pro and navigate to **Computers > Configuration Profiles**.
- Click **Upload** in the top right-hand corner and browse to the oem.mdm you collected in the steps above. This will create a configuration profile within Jamf called NetSupport DNA macOS MDM Security Profile.
- Ensure the Level drop-down menu is set to **Computer Level** and the Distribution Method is set to **Install Automatically**.



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



- Click **Save** to save the changes to this profile.
- The “NetSupport DNA macOS MDM Security Profile” profile will now be listed under **Computers > Configuration Profiles** and this should start installing on your targeted Macs.
- This configuration profile can be applied to both logged off and logged in Mac devices.

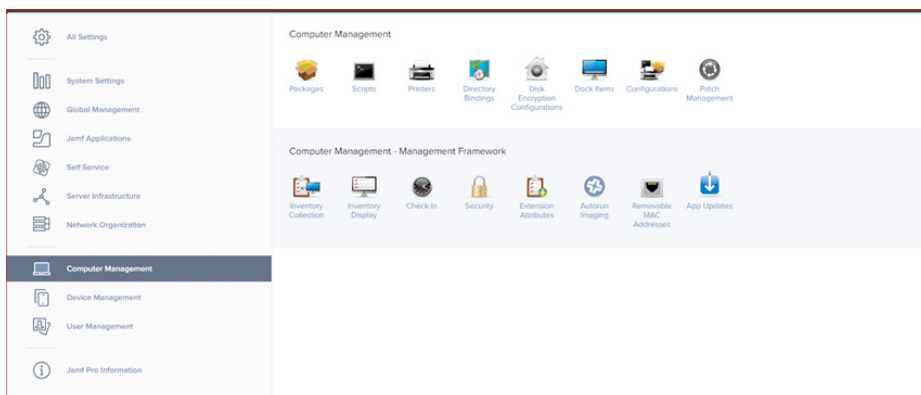


## 2. Creating a script to set the installation parameters

A script is required to set the parameters, point the Agents to the correct DNA Server address and specify the installation language.

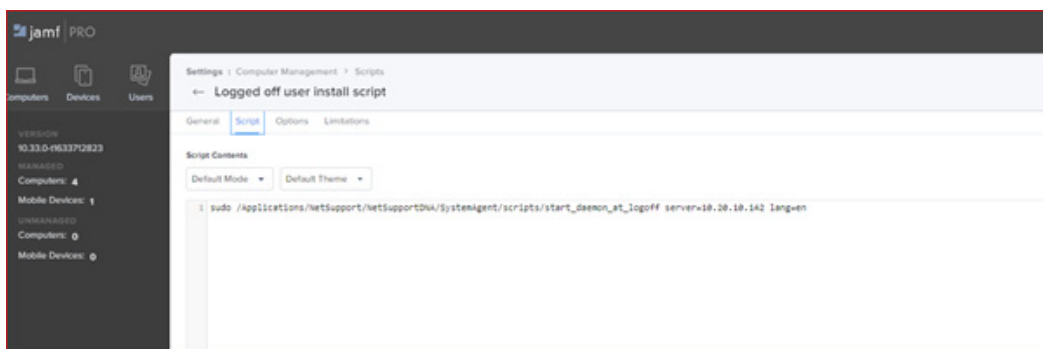
- en for English
- de for German
- fr for French
- es for Spanish
- it for Italian

- To create the script, go to **Management Settings** under the Computers tab. This will take you to Computer Management.
- Select **Scripts**.



- Select **+ New** to create a new script.
- Enter a display name, such as "Configuration Command for NetSupport DNA Mac install".
- Once completed, select the Script tab and enter the following command:

```
sudo /Applications/NetSupport/NetSupportDNA/SystemAgent/scripts/start_daemon_at_logoff server=10.20.10.142 lang=en
```



To change the port within the script, add **port=1234**. The default port is 6000.

The default language is English (en).

Server=**ip/dns name**.

The highlighted text above will change depending on your Server IP/name and the language you wish to install.

- Click **Save** to apply the changes.

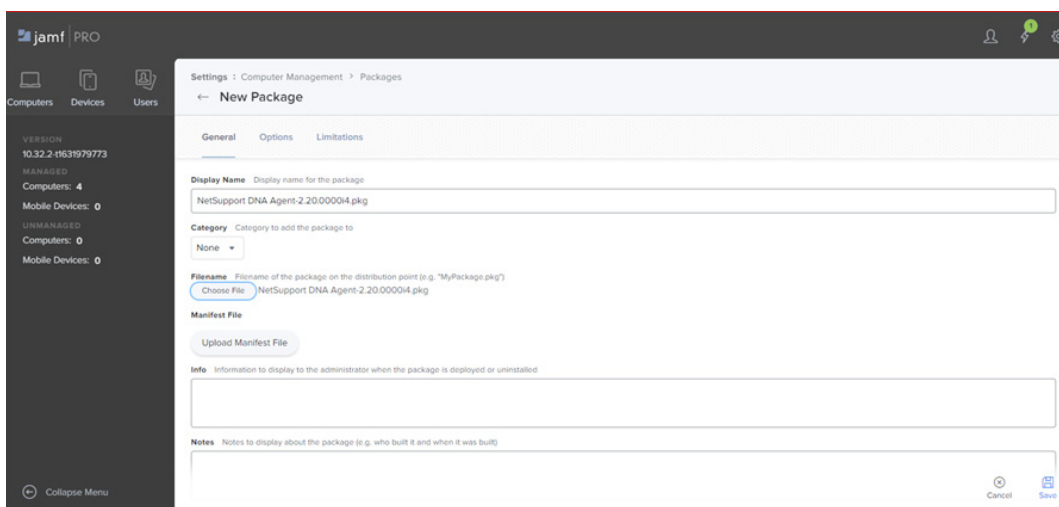


### 3. Adding the PKG file into JAMF

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

#### Adding the package to Jamf:

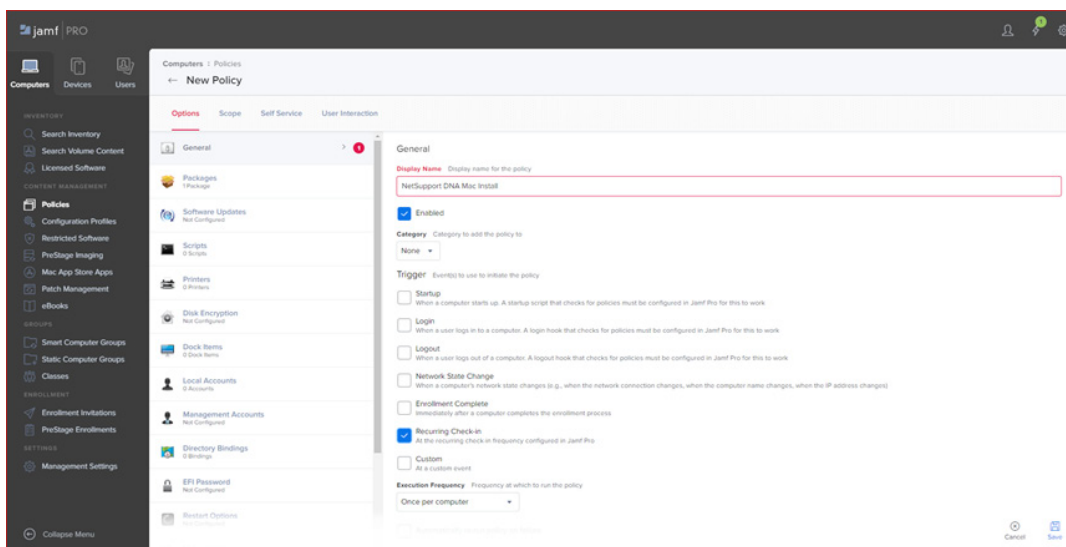
- Log in to Jamf Pro, navigate to **Computers > Management Settings** and select **Packages** from the Computer Management section.
- Click **New** in the top right-hand corner to add a new package.
- From the window that opens, select **Choose File** and navigate to and select the DNA Agent PKG installer 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.



### 4. Deploying the package via Jamf

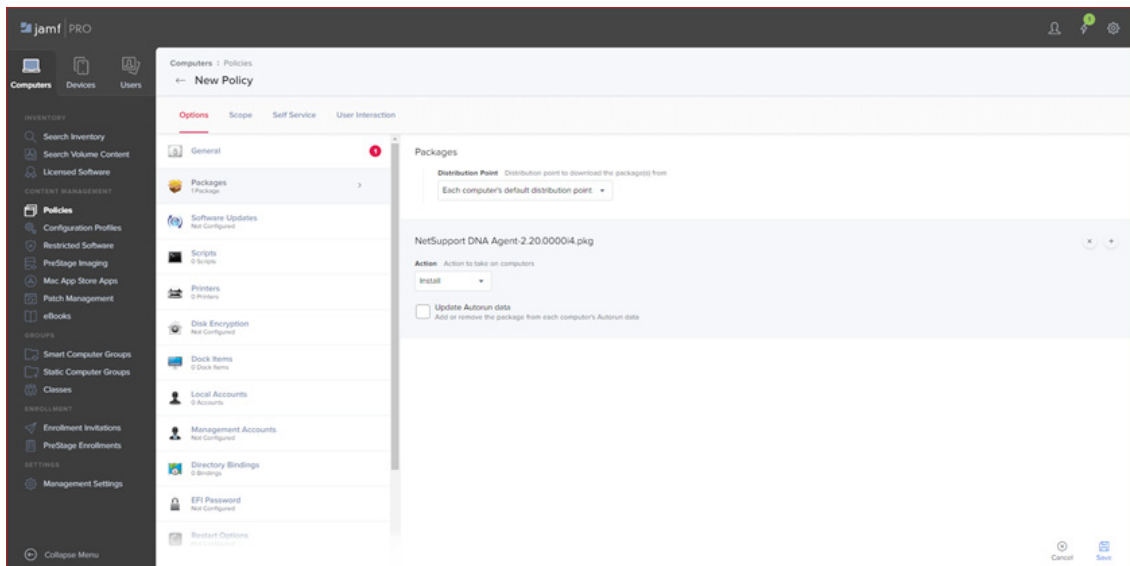
Once the package has been added, you can then add your policy to deploy this to your Macs.

- Navigate to **Computers > Policies** from the Jamf Pro dashboard.
- Click **New** to add a new policy and give this a name, i.e. "Install DNA Mac Agent".
- From the Trigger section, select **Recurring Check-in** and set the Execution Frequency drop-down menu to **Once per computer**.

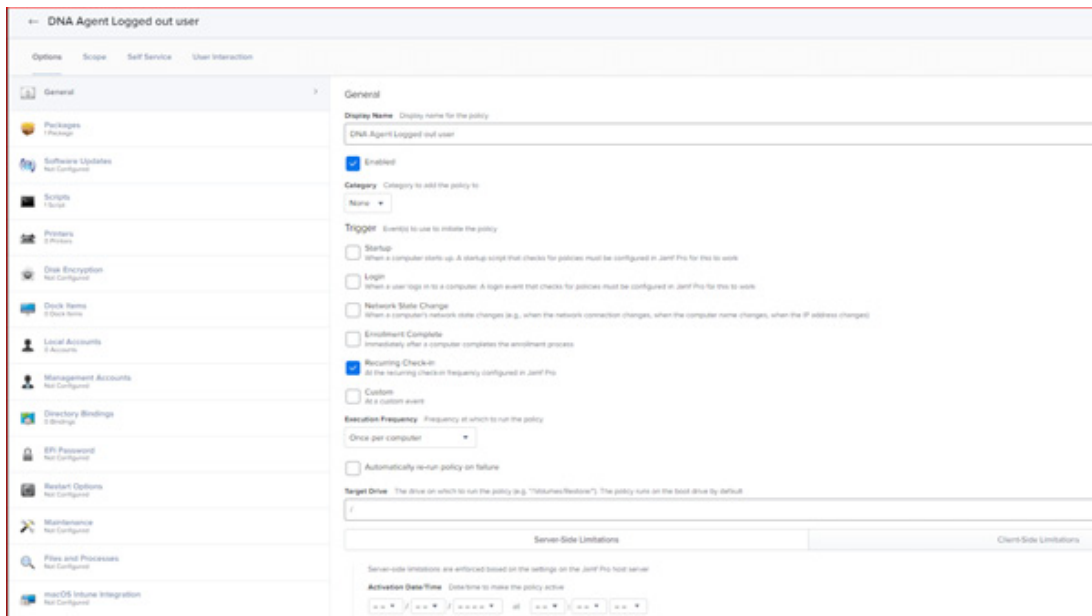




- Select **Packages** from the left-hand side column and click **Configure**. The package you added earlier should be displayed in the list of packages.
- Click **Add** next to the DNA Agent PKG file you previously added.
- In the Packages window, ensure the Distribution Point drop-down menu is set to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



- Click **Scripts** and **Configure**.
  - Configure script:
    - Select the script created in the above steps and click **Add**.
    - Note that the default priority will be set as "After". This means that after installation, the script will run and add the prefixes you have set in the script.
- Click **Scope** at the top of the Packages window and choose which computers you would like to target the installation to.
- 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.

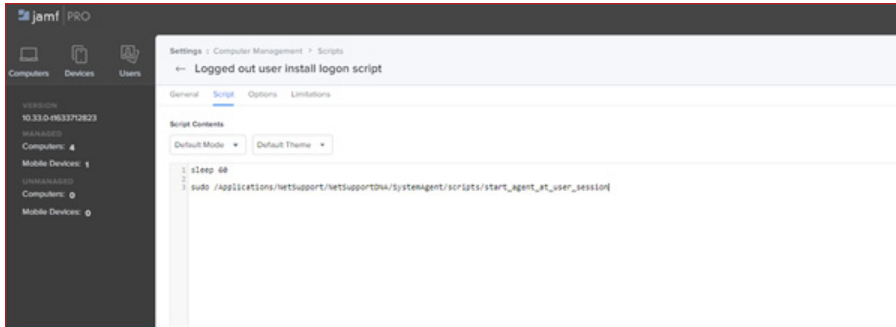




## 5. Creating a second policy to run the Agent after installation

You now need to create a second policy. This policy does not require a package but it does require a script. This is needed to allow the Agent to run after a user has logged in. This script will NOT run to logged off Mac devices.

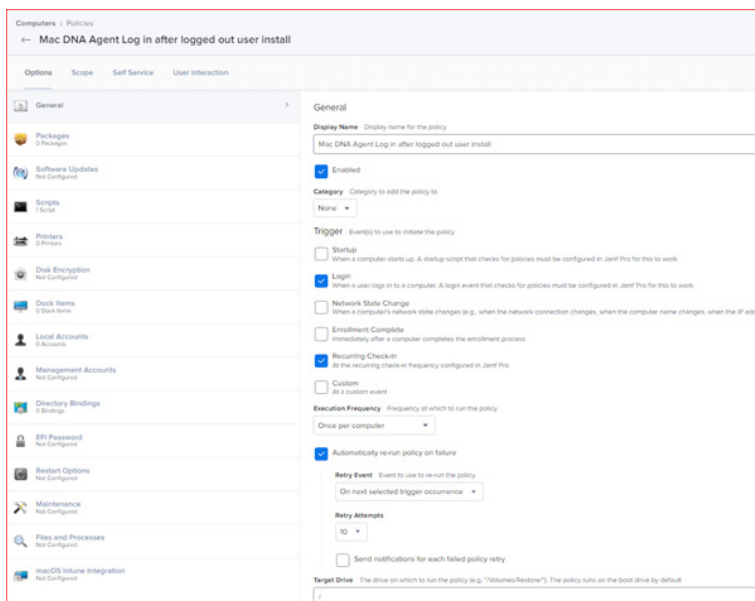
Create the following script:



sleep 60

sudo /Applications/NetSupport/NetSupportDNA/SystemAgent/scripts/start\_agent\_at\_user\_session

- Click **New** to add a new policy and give this a name, i.e. “Start DNA Agent at login”.
- Select **Login** and **Recurring Check-in** from the Trigger section and set the Execution Frequency drop-down menu to **Once per computer**.
- Select **Automatically re-run policy on failure**. From the Retry Event drop-down menu, select **On next selected trigger occurrence** and set the **Retry Attempts** to **10** (max). This will fail until the user logs in.
- Click **Scripts** and **Configure**.
  - Configure script:
    - Select the script created in the above steps and click **Add**.
    - Note that the default priority will be set as “After”. This means that after installation, the script will run and add the prefixes you have set in the script.
- Click **Scope** at the top of the Packages window and choose which computers you would like to target the installation to.



- Click **Save** to apply the changes.



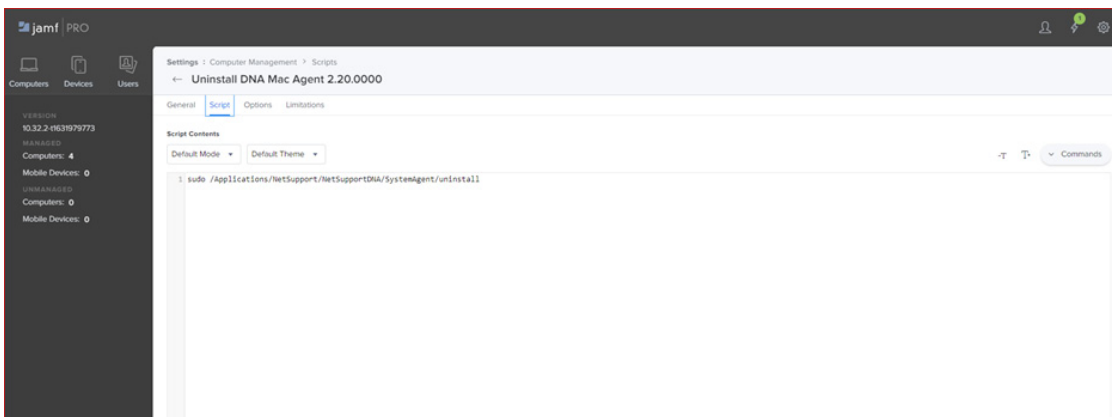
## Uninstalling the DNA Mac Agent

In the installation directory for the Agent, 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.

### 1. 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-hand corner to add a new script.
- Give the script a display name, i.e. “Uninstall DNA Mac Agent”.
- Select the **Script** option at the top of the window and paste in the following command:

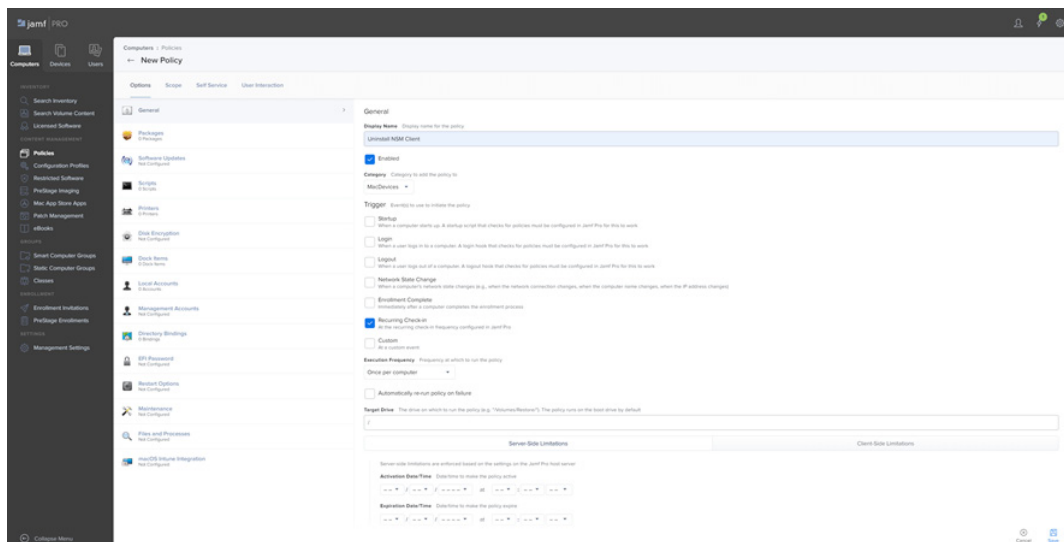
```
sudo /Applications/NetSupport/NetSupportDNA/SystemAgent/uninstall
```



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

### 2. Creating a policy to send the uninstall script to your devices

- Navigate to **Computers > Policies** and click **New** to create a new policy.
- Give the policy a name, i.e. “Uninstall DNA Agent” and ensure the **Enabled** checkbox is selected.
- 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**.
- Click **Scope** 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 script will run and uninstall the DNA Mac Agent from the targeted devices when they next check-in with Jamf.