



## NetSupport School for Mac deploy and remote Installation



### Pre-requisites

The user understands Apple Remote Desktop, File Sharing and Remote Command line.

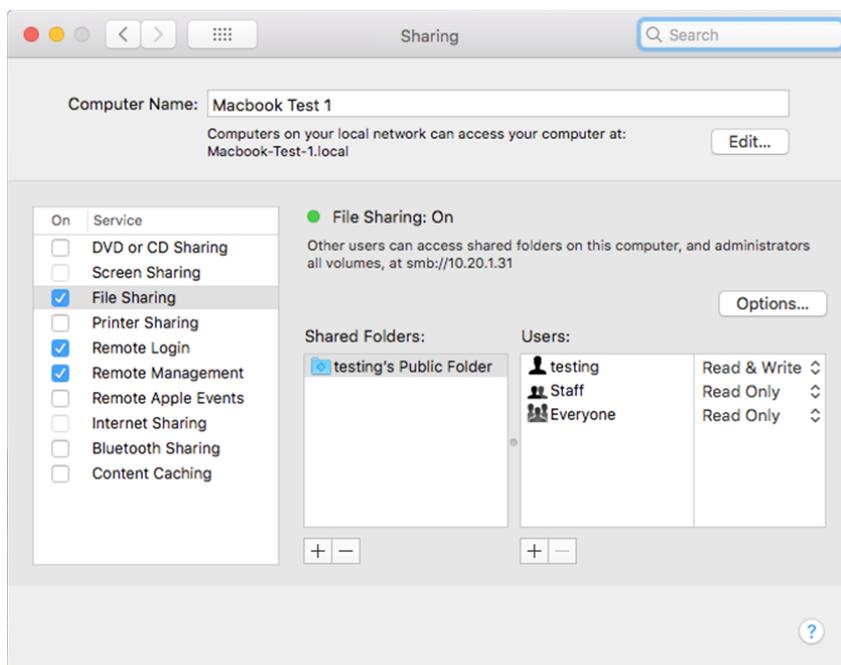
Clients are configured to allow Remote Management, Remote Login and File Sharing.

**Note:** *The Mac commands are case sensitive.*

### Adding/deploying the application

You need to ensure the sharing options are enabled for remote management.

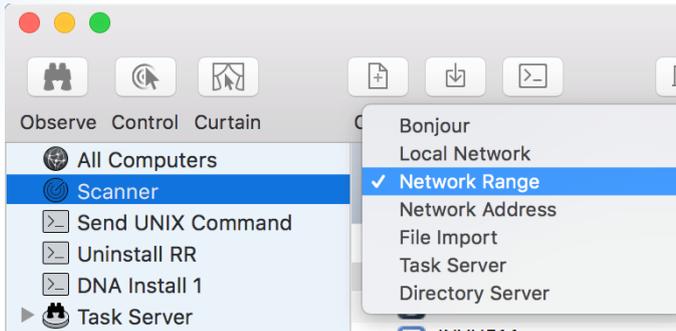
1. Select **System Preferences – Sharing**.
2. The target machines need to have the following options selected:
  - File Sharing
  - Remote Login
  - Remote Management.



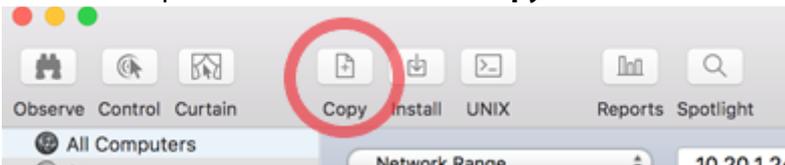
3. Create a folder with the NetSupport School for Mac Client application, a valid Client32.ini and a supported licence (LIC file). (Ensure the Client32.ini has all details required, e.g. NetSupport Connectivity Server details and room name.)

**Note:** *If you do not add a LIC file, this will install as an evaluation.*

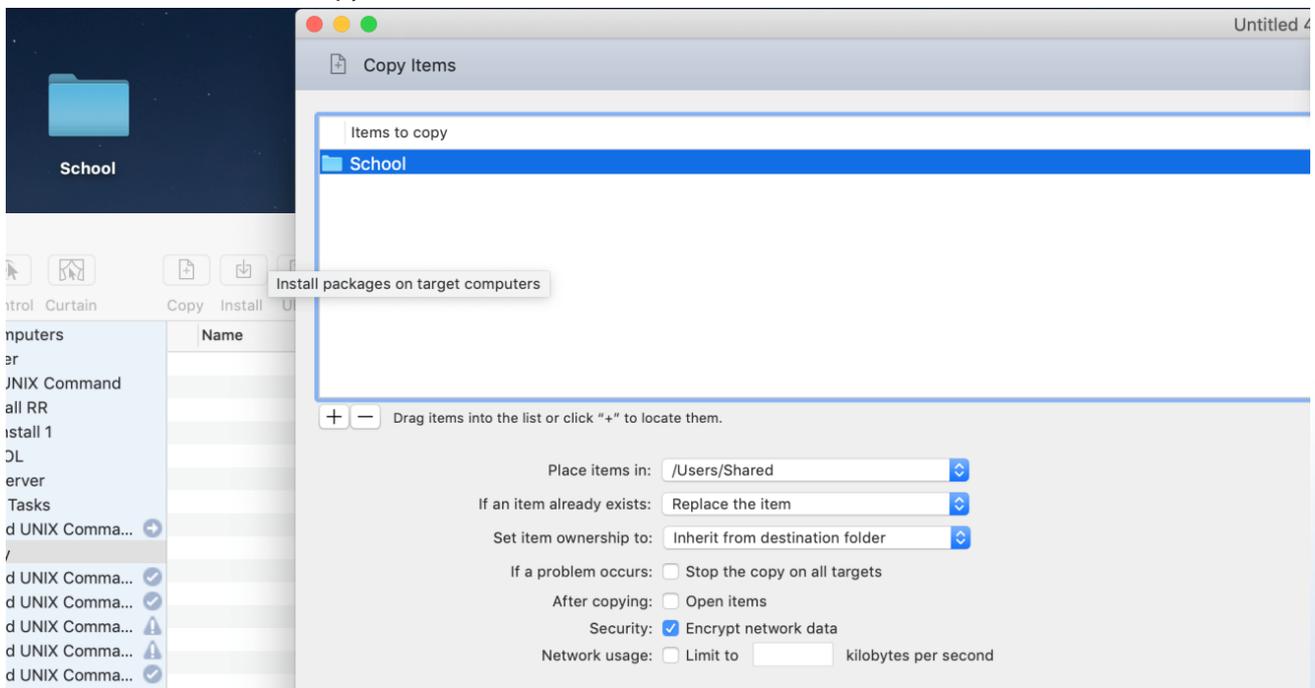
4. Save to the desktop of the Admin machine running Apple Remote Desktop.
5. Open Remote Desktop from the Launchpad.
6. Select the machines you would like to install the NetSupport School Mac Student onto.
7. You can search for machines using any of the options shown in the screen shot below.



8. Select the required machines and click **Copy**.



9. The Copy Items page will appear. Drag or add the new folder with the installer application, Client32.ini and licence into the Items to copy box.



**Place items in:**

Ensure this is set to the /Users/Shared/ file location as this is accessible to all users that log into a Mac. It is also accessible while users are logged off.

**If an item already exists:**

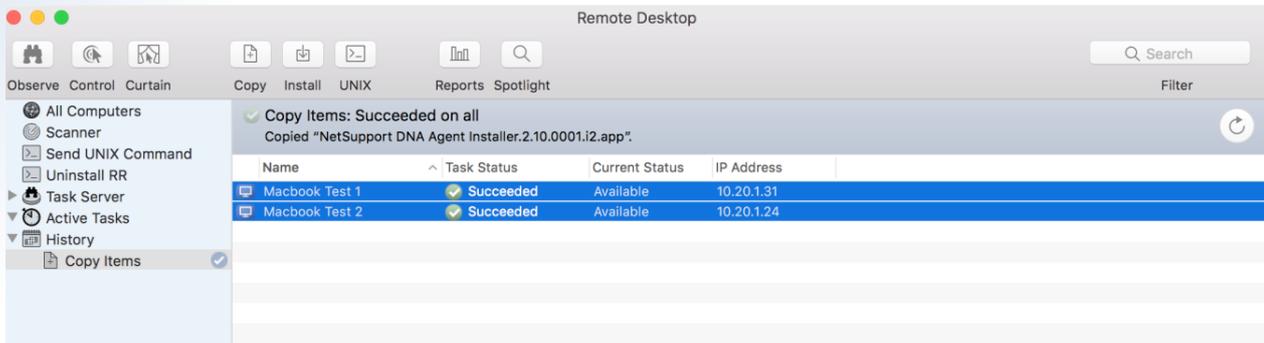
Select the applicable option.

### Set item ownership to:

This option needs to be set to **Inherit from destination folder**.

Select any other relevant options and click **Copy**.

## Remote installation via Apple Remote Desktop



The example below shows how to remotely install a "Student" only installation.

Select **UNIX** and enter in command:

```
/bin/bash
cd /Users/Shared/
cd "NetSupport School 15.00.app"/
cd Contents/MacOS/
./installbuilder.sh --mode unattended --installer-language en --InstallationTypeSelection client
```

The text in red will change when new versions of NetSupport School are released, for example:

NetSupport School 15.20.0001.app

Once the command has been entered, press **Send**.

The default path for the installation is Applications/NetSupport/NetSupport School/Client

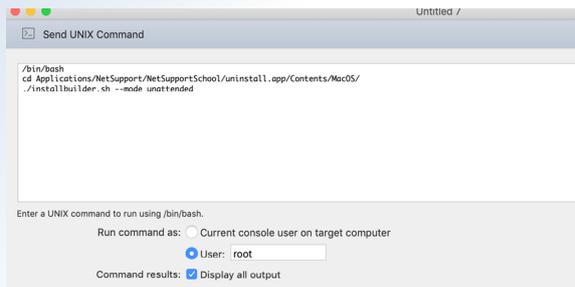
The command has now been sent to all selected machines. You need to check the ARD to make sure there were no errors. The NetSupport School Clients will now be installed successfully.

**Note:** Device reboot may be required for the Student to start.

## Uninstalling using Apple Remote Desktop

1. Select the machines you want to uninstall the NetSupport School Client from.
2. Run the following command in UNIX:

```
/bin/bash
cd /Applications/NetSupport/NetSupportSchool/uninstall.app/Contents/MacOS/
./installbuilder.sh --mode unattended
```



**Note:** You currently cannot uninstall using ARD without the user being logged in.

## Installing using Local Terminal

1. Add the NetSupport School app to the desktop.
2. Run the Terminal as the administrator.
3. Run the following command:

CD Desktop

CD /Users/NAME/Desktop/NetSupport\School\15.00.0000.app

./Contents/MacOS/./installbuilder.sh --mode unattended --InstallationTypeSelection client --LicenseChoice register --LicenseChoiceLPath "Insert Local File Path"

The spaces between text is not read, you need to use \ to break and allow spaces to be read. It is also case sensitive.

**Note:** This can also be actioned via a shared locations e.g. `cd /Users/Shared`. You cannot point through a network share.

## Uninstalling using Local Terminal

1. Run the Terminal as the administrator.
2. Run the following command:

/bin/bash

cd /Applications/NetSupport/NetSupportSchool

./uninstall.app/Contents/MacOS/installbuilder.sh --mode unattended

## macOS 10.14 and above– custom configuration

In macOS 10.14, Apple introduced extra security protection for your private data. Users are now asked to grant permission to applications before they can run or access certain content on your system.

If a user does not grant permission to the NetSupport School for Mac Student, certain features within the software will not operate as expected such as viewing a Student.

For systems administrators, we have created a custom configuration which can be applied so users do not have to accept permissions multiple times or when a new user signs into a shared machine. This configuration can be assigned to devices enrolled in an MDM environment.

Once a custom configuration/profile has been sent to the device, it can be viewed on a device by logging into a user account, opening **System Preferences** and selecting **Profiles**.

The custom configuration file can be found in the installation directory of NetSupport for Mac and is called nsl.mdm.mobileconfig.

### Cisco Meraki

1. Select **Systems Manager – Settings**.
2. Select **Add Profile**.
3. Choose **Upload custom Apple profile** and click **Continue**.
4. Select the **Upload a .mobileconfig file** option and navigate to the location of the NetSupport School .mobileconfig file (default location is Applications/NetSupport/NetSupportSchool).
5. Configure any other options on the page which you require, e.g. **Allow users to remove this profile**.
6. Adjust your scope to choose which devices receive the custom configuration.
7. Click **Save**.

## Appendix of supported commands

Command	What the command does	Comments
--help	Displays a list of valid options.	
--version	Displays product information.	
--unattendedmodeui <unattendedmodeui>	Unattended mode UI. Default: none Allowed: none minimal minimalWithDialogs	
--optionfile <optionfile>	Installation option file. Default:	
--debuglevel <debuglevel>	Debug information level of verbosity. Default: 2 Allowed: 0 1 2 3 4	
--mode <mode>	Installation mode Default: qt Allowed: qt osx text unattended	
--debugtrace <debugtrace>	Debug file name. Default:	
--enable-components <enable-components>	Comma-separated list of components. Default: ControlComponent,ClientComponent,ConfiguratorComponent Allowed: ControlComponent ClientComponent ConfiguratorComponent	Enable/disable components should only work for Student installations.
--disable-components <disable-components>	Comma-separated list of components. Default: Allowed: ControlComponent ClientComponent ConfiguratorComponent	Enable/disable components should only work for Student installations, e.g. installing the Student but disabling the configuration.
--installer-language <installer-language>	Language selection. Default: en Allowed: en fr de es it ja	
--uninstall <uninstall>	Default: 0	
--LicenseChoice <LicenseChoice>	Default: evaluation Allowed: evaluation register	
--LicenseChoiceLPath <LicenseChoiceLPath>	Default: /Users/testing	Specify location of the licence.
--InstallationTypeSelection <InstallationTypeSelection>	Setup type. Default: typical Allowed: typical control client	
--roomname <roomname>	Room name. Default: Eval	
--addtodock <addtodock>	Default : 1	