MAC AGENT – DEPLOYMENT GUIDE (VIA JAMF PRO)

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Overview

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world’s largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

Purpose of the Document

The purpose of the document is to provide users with the step-by-step instructions required to deploy the Mac Agent via JAMF Pro application.

1 Deploying the Mac Agent via JAMF Pro

1.1 Prerequisites

- The targeted machines should be enrolled in JAMF with the ability to manage Policies and Configuration Profiles.
- A Mac with a manually installed Agent is required to obtain baseline information.
1.2 Creating an Agent Installation Package

A separate Package is required for each version of the Mac Agent. Subsequent sections must correspond to the version of the Agent used in the installation package.

To create an Agent Installation Package:

1. Log into JAMF Pro application.

2. Click on Settings from the top-right corner.
The Settings page is displayed.

3. Select the Computer management tab and click on Packages.
4. Click **New**.
5. Provide the package’s **Display Name**.

6. Select the package’s **Category**.

7. Browse and select the required Agent PKG file for the **Filename** field.

   **Note:** The remaining fields are optional and can be configured based on the user’s requirements.

8. Click **Save**.
1.3 Creating an Agent Uninstallation Script

The script mentioned in this section should be compatible with all versions of the Mac Agent.

To create an Agent Uninstallation Script:

1. Log into JAMF Pro application.
2. Click on Settings from the top-right corner.
3. Select the **Computer management** tab and click on **Scripts**.
4. Click on **New**.

- The **New Script** page is displayed.
5. Provide the script’s **Display Name**.

6. Select the package’s **Category**.

7. Select the **Script** tab.

8. Select the **Shell/Bash** option for the **Mode** field.
Copy and paste the below provided script in the text area:

```bash
#!/bin/bash

DATE=`date +%Y-%m-%d`
TIME=`date +%H:%M:%S`
LOG_PREFIX="[$DATE \$TIME]"
LOG_FILE=~/Library/Logs/AccessDataAgentUninstall.log

log_info() {
    echo "\$[LOG_PREFIX] [INFO] \$1" >> $LOG_FILE
}

log_error() {
    echo "\$[LOG_PREFIX] [ERROR] \$1" >> $LOG_FILE
}

if (( \$EUID != 0 )); then
    log_error "Script was not run as root. Exiting."
    exit
fi

PRODUCT=AccessDataAgent
InstalledAgents=($(pkgutil --packages | grep $PRODUCT))
for i in "$\{InstalledAgents[@]\}"
do
    VERSION=$(pkgutil --pkg-info $i | grep version | cut -d ' ' -f 2 )
    log_info "Removing $PRODUCT $VERSION"
    find "/usr/local/bin/" -name "$PRODUCT-$VERSION" | xargs rm
    if [ \$? -eq 0 ]; then
        log_info "Successfully deleted shortcut links"
    else
        log_error "Could not delete shortcut links"
    fi
    pkgutil --forget "org.$PRODUCT.$VERSION" > /dev/null 2>&1
    if [ \$? -eq 0 ]; then
        log_info "Successfully deleted application informations"
    else
        log_error "Could not delete application information"
    fi
done
```
launchctl stop /Library/LaunchDaemons/com.adg.managedagent.plist > /dev/null 2>&1
if [ $? -eq 0 ]
then
  log_info "Successfully stopped the Agent service"
else
  log_error "Could not stop the Agent service"
fi

launchctl unload /Library/LaunchDaemons/com.adg.managedagent.plist > /dev/null 2>&1
if [ $? -eq 0 ]
then
  log_info "Successfully unloaded the Agent service"
else
  log_error "Could not unload the Agent service"
fi

rm -rf "/Library/$(PRODUCT)/$(VERSION)" > /dev/null 2>&1
if [ $? -eq 0 ]
then
  log_info "Successfully deleted source files"
else
  log_error "Could not delete source files"
fi
done
exit 0

Note: The remaining fields are optional and can be configured based on the user’s requirements.

10. Click Save.
1.4 Creating an Agent Deployment Policy

A Policy will be used to uninstall any existing Agent on a target machine and then install the specified Agent version.

To create an Agent Deployment Policy:

1. Log into the JAMF Pro application.
2. Click on Computers.
3. Click on Policies from the left pane.

4. Click on New.
5. Provide a policy’s **Display Name**.

6. Check the **Enabled** option.

7. Select the policy’s **Category**.

8. Select the required **Trigger** events during when the policy should be deployed.

   **Note:** You are recommended to select the **Recurring Check-in trigger event**.

9. Select the **Once per computer** option from the **Execution Frequency** dropdown.

10. Check the **Automatically re-run policy on failure** option.
11. Select the **Packages** tab from the middle pane and click on **Configure**.

12. Click **Add** against the required package.
13. Select the **Install** option from the **Action** dropdown.

![Image of the Action dropdown with Install selected]

14. Select the **Scripts** tab from the middle pane and click on **Configure**.

![Image of the Configure Scripts option highlighted]

15. Click **Add** against the required Agent Uninstallation Script.

16. Select the **Before** option from the **Priority** dropdown.

17. No **Parameters** should be added.
18. Select the **Scope** tab and click on **Add**.

19. Click on **Add** against the required target.

20. Click **Save**.

If the **Recurring Check-in** event was selected for **Trigger**, the new Policy will be run on targets the next time a user checks in to the JAMF application.
1.5 Obtaining the Code Requirements

Code Requirements are needed when creating a Profile to grant the necessary permissions to deployed Agents. The following should be done on a Mac where the desired Agent release has already been installed.

To obtain the Code Requirements:
1. Open Terminal.
2. Execute the following command:

   ```bash
codesign -dr - /bin/sh
   ```

3. Copy the value displayed against the designated field. This is the Code Requirement for sh.
4. Execute the following command:

   ```bash
codesign -dr - /bin/zsh
   ```

5. Copy the value displayed against the designated field. This is the Code Requirement for zsh.
6. Execute the following command:

   ```bash
codesign -dr - /System/Applications/Utilities/Terminal.app
   ```
7. Copy the value displayed against the designated field. This is the Code Requirement for Terminal.

8. Execute the following command:

```bash
codesign -dr - /System/Applications/Utilities/Console.app
```

9. Copy the value displayed against the designated field. This is the Code Requirement for Console.

10. Determine the installation folder for the installed Agent

    Example: /Library/AccessDataAgent/<version>/

11. Execute the following command:

```bash
codesign -dr – [AgentInstallationFolder]/ADG.Agent.IndexingService
```

12. Copy the value displayed against the designated field. This is the Code Requirement for ADG.Agent.IndexingService.

13. Execute the following command:

```bash
codesign -dr – [AgentInstallationFolder]/ADG.ManagedAgentSvc
```

14. Copy the value displayed against the designated field. This is the Code Requirement for ADG.ManagedAgentSvc.
1.6 Creating a Configuration Profile

A Configuration Profile will be used to grant the Full Disk permissions necessary for the Agent to function correctly. Any permission overrides deployed by JAMF are not visible to users in System Preferences > Security & Privacy > Full Disk Access on the target machine(s). However, the pushed profile can be seen in system Preferences > Profiles.

To create a Configuration Profile:

1. Log in to JAMF Pro application.
2. Click on Computers.
3. Click on **Configuration Profiles** from the left pane and click on **New**.

- The **New macOS Configuration Profile** page is displayed.
4. Provide the profile’s **Name**.
5. Provide the **Description** of the profile.
6. Select the profile’s **Category**.
7. Select the **Computer Level** option from the **Level** drop-down.
8. Select the required option for **Distribution Method**.

   **Note:** You are recommended to select **Install Automatically**.

9. Scroll down and select the **Privacy Preferences Policy Control** tab from the middle pane.
10. Click **Configure**.
11. Create six **App Access** sections by clicking on the button.

12. Provide following values for the corresponding fields in each **App Access** sections:

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Identifier Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>/bin/sh</td>
<td>Path</td>
</tr>
<tr>
<td>/bin/zsh</td>
<td>Path</td>
</tr>
<tr>
<td>com.apple.Terminal</td>
<td>Bundle ID</td>
</tr>
<tr>
<td>com.apple.Console</td>
<td>Bundle ID</td>
</tr>
<tr>
<td>[AgentInstallationFolder]/ADG.Agent.IndexingService</td>
<td>Path</td>
</tr>
<tr>
<td>[AgentInstallationFolder]/ADG.ManagedAgentSvc</td>
<td>Path</td>
</tr>
</tbody>
</table>

*Note: The values for the Code Requirement field can be obtained by following the steps provided in the Obtaining the Code Requirements section.*
13. For each **App Access** section, follow the below steps:

   a. Click **Add** and select the following values for the corresponding drop-down fields:
      
      - **App or Service** - SystemPolicySysAllFiles
      - **Access** – Allow

   b. Click **Save**.

14. Click on the **Scope** tab and click on **Add**.
15. Add the scope that includes the required target(s).

16. Click **Save**.

If the **Install Automatically** option was selected for **Distribution Method**, the new profile will start showing up on the targets the next time users check in to JAMF. (Refer **System Preferences > Profiles**).
Contact Exterro

If you have any questions, please refer to this document, or any other related materials provided to you by Exterro. For usage questions, please check with your organization’s internal application administrator. Alternatively, you may contact your Exterro Training Manager or other Exterro account contact directly.

For technical difficulties, support is available through support@exterro.com.

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