



MAC AGENT - FULL DISK ACCESS CONFIGURATION FOR MACOS26+

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About Exterro

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 Data Risk Management 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

This guide provides instructions for configuring Full Disk Access for the Exterro Mac Agent on macOS 26 and later. Granting Full Disk Access ensures the agent can access required system resources and operate without permission-related errors.

Mac Agent – Full Disk Access Configuration

Supported Platforms: macOS 26 and later

Prerequisites:

- Administrator access to the macOS system.
- Exterro Mac Agent is installed on the endpoint.

Configuring Full Disk Access:

Follow these steps to grant Full Disk Access to the Exterro Mac Agent:

1. Log in to the macOS system with administrator privileges.
2. Open **System Settings** and navigate to **Privacy & Security > Full Disk Access**.
3. Open **Finder**.
4. Press **Command + Shift + G**.
5. Enter the following path:

```
/Library/ExterroEnterpriseMacAgent/
```

6. Locate the file **ADG.ManagedAgentSVC**.
7. Drag and drop **ADG.ManagedAgentSVC** file directly into the **Full Disk Access** list in System Settings.
8. Ensure the toggle next to **ADG.ManagedAgentSVC** is set to **Enabled**.

***Note:** If the entry does not visibly appear after dragging, this is a known macOS UI issue. The permission is often granted in the background; however, a reboot is required to initialize.*

9. Restart the Mac (or restart the agent service) to apply changes.
10. After a restart,
 - i. Confirm that the agent is successfully checking in.
 - ii. Verify that a Logs folder is present at:

```
/Library/ExterroEnterpriseMacAgent/
```

- iii. If the Logs folder exists and the agent is checking in, the configuration will be successful.

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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