

FTK 8.3 MAC AGENT DEPLOYMENT GUIDE (VIA JAMF PRO)

JULY 2026

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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

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.

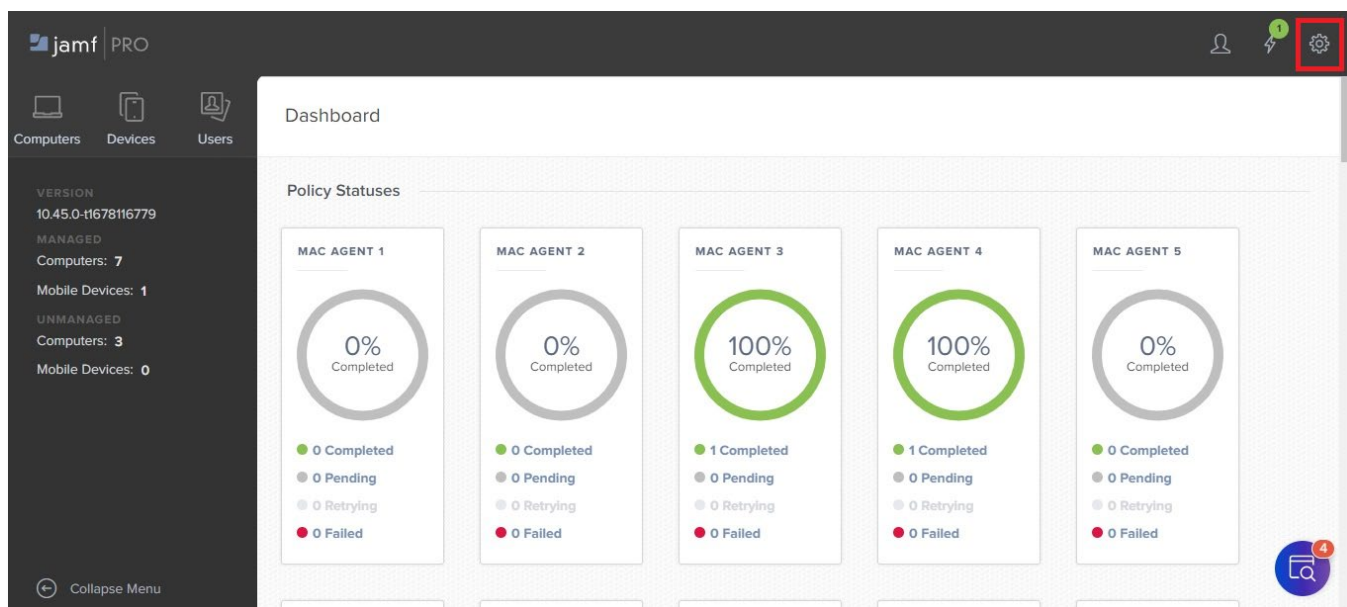
1.2 Creating an Agent Installation Package

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.

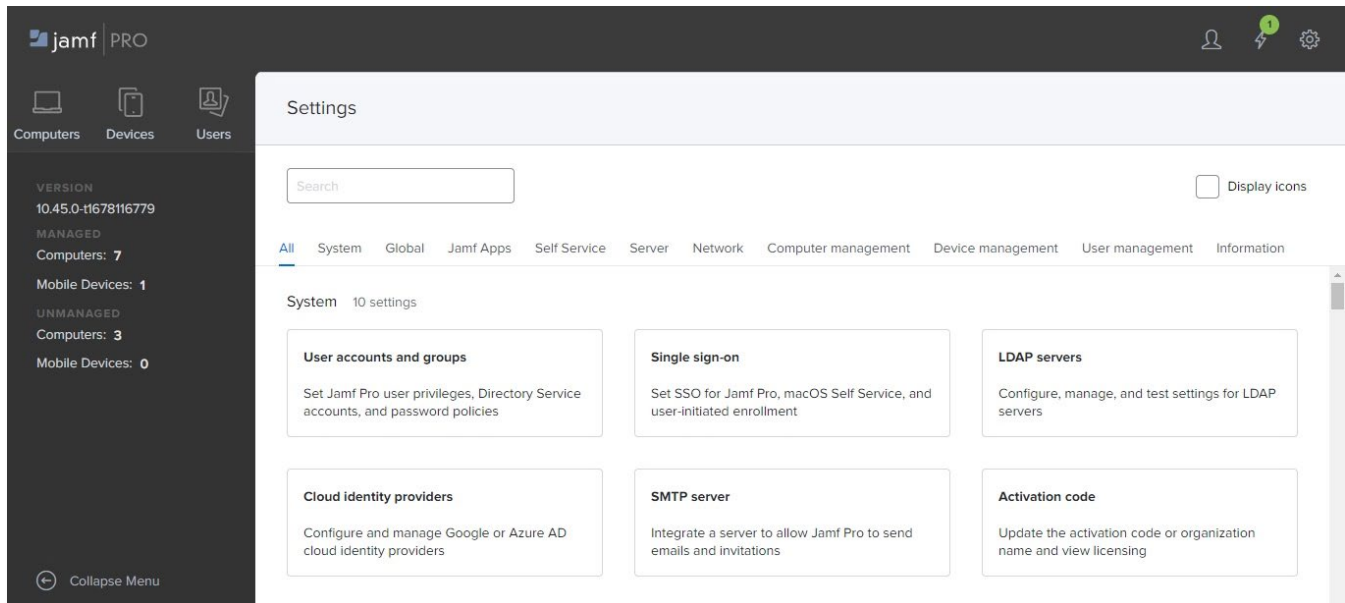
To create an Agent Installation Package:

1. Log into JAMF Pro application.

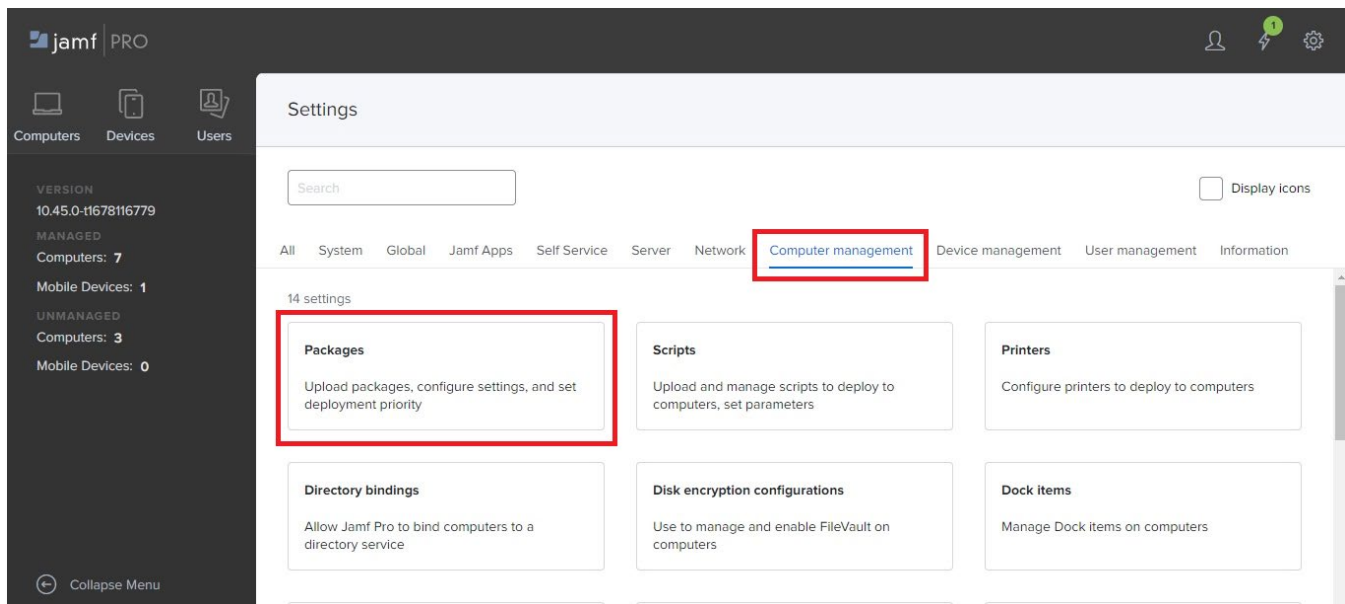
2. Click on Settings  from the top-right corner.



- The **Settings** page is displayed.



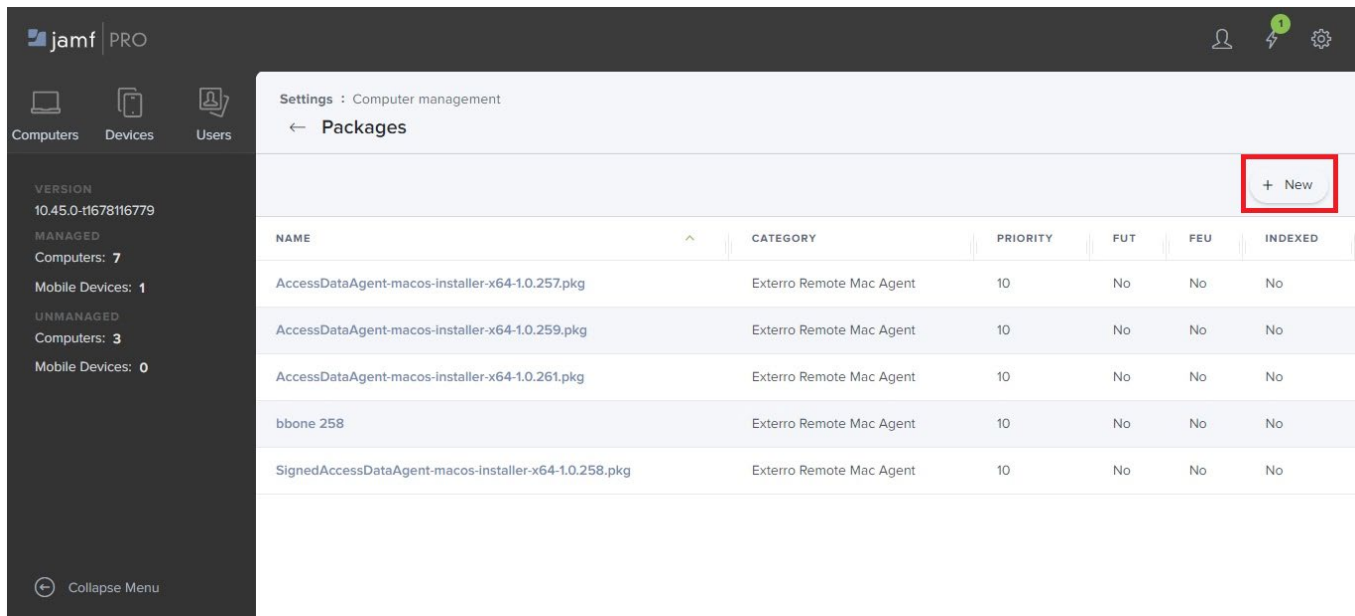
3. Select the **Computer management** tab and click on **Packages**.



4. Click **New**.



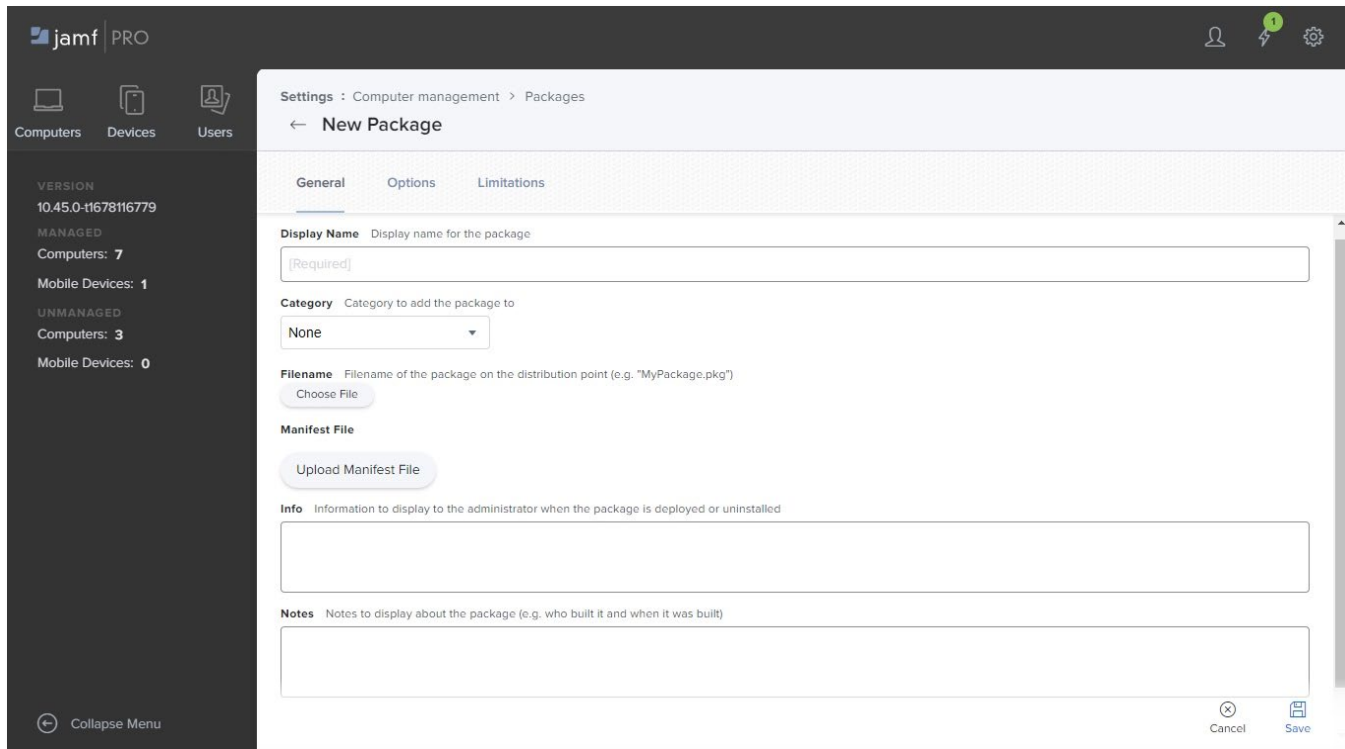
Note: The package file provided by Exterro team should be added here.



The screenshot shows the Jamf Pro interface. On the left is a sidebar with navigation options: Computers, Devices, and Users. The main content area is titled 'Settings : Computer management' and 'Packages'. A table lists installed packages. A '+ New' button is highlighted with a red box in the top right corner of the table area.

NAME	CATEGORY	PRIORITY	FUT	FEU	INDEXED
AccessDataAgent-macos-installer-x64-1.0.257.pkg	Exterro Remote Mac Agent	10	No	No	No
AccessDataAgent-macos-installer-x64-1.0.259.pkg	Exterro Remote Mac Agent	10	No	No	No
AccessDataAgent-macos-installer-x64-1.0.261.pkg	Exterro Remote Mac Agent	10	No	No	No
bbone 258	Exterro Remote Mac Agent	10	No	No	No
SignedAccessDataAgent-macos-installer-x64-1.0.258.pkg	Exterro Remote Mac Agent	10	No	No	No

5. Provide the package's **Display Name**.



The screenshot shows the 'New Package' form in the Jamf Pro interface. The left sidebar contains navigation links for 'Computers', 'Devices', and 'Users', along with version and device counts. The main form area has tabs for 'General', 'Options', and 'Limitations'. The 'General' tab is active, showing fields for 'Display Name' (with a '[Required]' label), 'Category' (a dropdown menu currently set to 'None'), 'Filename' (with a 'Choose File' button), 'Manifest File' (with an 'Upload Manifest File' button), 'Info' (a text area), and 'Notes' (a text area). The bottom right of the form has 'Cancel' and 'Save' buttons.

6. Select the package's **Category**.
7. Browse and select the required Agent PKG file for the **Filename** field.

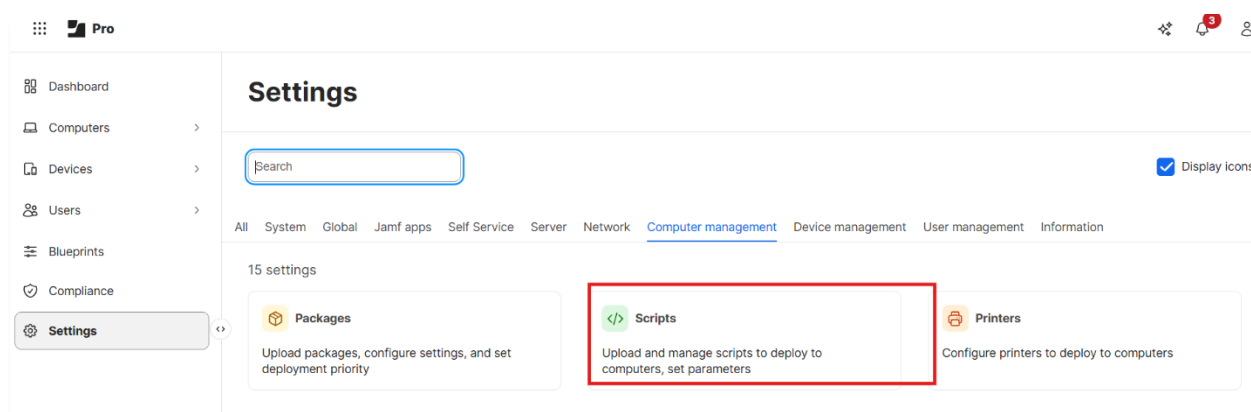


Note: The remaining fields are optional and can be configured based on the user's requirements.

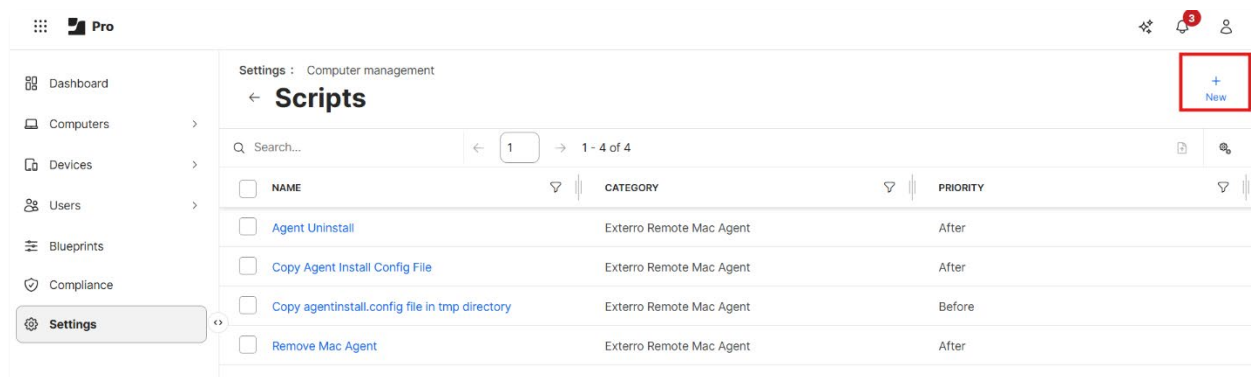
8. Click **Save**.

1.3 Creating the Script to Generate the Config File

1. Log in to JAMF Pro and navigate to **Settings**.
2. Click on the **Computer Management** tab and select the **Scripts** section.



3. Click on the **+ New** button.



4. From the **General** tab, enter the **Display Name** for the Script.

5. Select the required **Category**.

Settings : Computer management > Scripts

New Script

General Script Options Limitations

Display Name
Display name for the script

Copy agentinstall.config file in tmp directory

Required

Category
Category to add the script to

Exterro Remote Mac Agent

Information
Information to display to the administrator when the script is run

6. Navigate to the **Script** tab.

7. Copy the script below into the **Script** pane and update the required values in the properties.

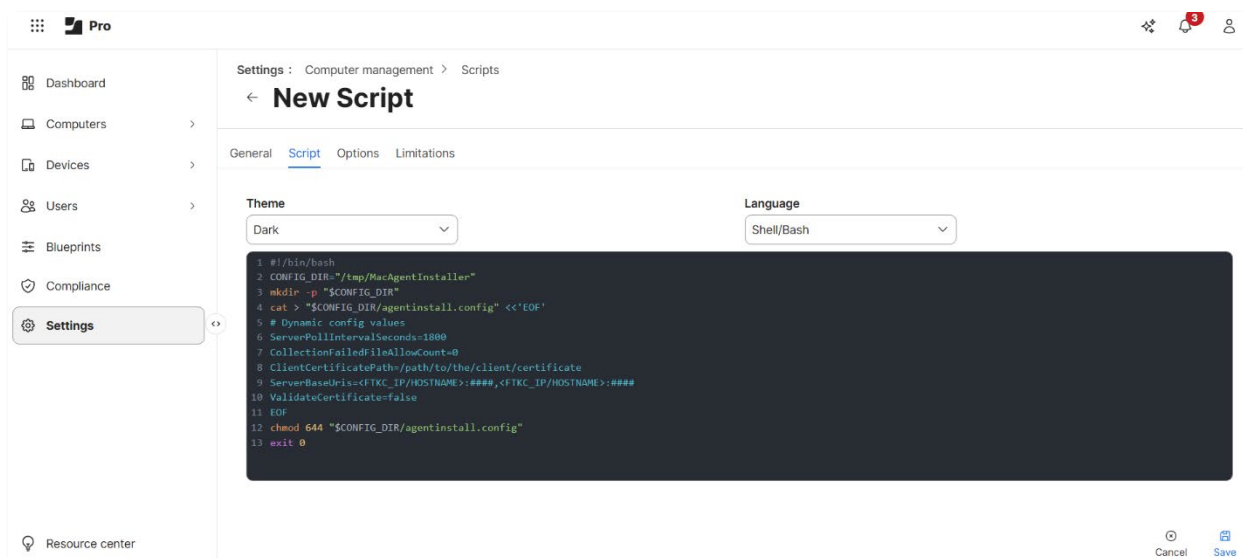
```
#!/bin/bash
CONFIG_DIR="/tmp/MacAgentInstaller"
mkdir -p "$CONFIG_DIR"
cat > "$CONFIG_DIR/agentinstall.config" <<'EOF'
# Dynamic config values
ServerPollIntervalSeconds=1800
CollectionFailedFileAllowCount=0
ClientCertificatePath=/path/to/the/client/certificate
ServerBaseUri=<FTKC_IP/HOSTNAME>:####,<FTKC_IP/HOSTNAME>:####
ValidateCertificate=false
EOF
chmod 644 "$CONFIG_DIR/agentinstall.config"
exit 0
```



Note: Refer to the below table to update the property values present in the above script.

Configuration	Default Value	Description
ServerPollIntervalSeconds	1800	Time interval for agent check-in
CollectionFailedFileCount	0	The maximum number of failed files allowed during the collection process. If the number of files exceeds this value, the collection will fail.
ServerBaseUri	FTKC dns/Server name	Server to which the agent has to be connected with. Multiple FTKC server DNS/ServerName with port can be added by separating it with commas (,). Example: <code>ServerBaseUri=<FTKC_IP/HOSTNAME>:####,<FTKC_IP/HOSTNAME>:####</code>
ValidateCertificate	false	If validateCertificate is set to true, the agent would expect calling an agent API to present a cert that matches the client cert (named client.CER which is the public key of a .PFX associated to the configuration key: agentCertificateFileName found in the ADG Weblabselfhost configuration file). The validateCertificate key is also used to ignore the cert failures when the agent tries to contact FTKC server for offline jobs (which has invalid cert)
ClientCertificatePath (Optional field)	-	If the client has their own SSL certificate, provide the file path where it is stored.

Configuration	Default Value	Description
		Note: The certificate in this path will be updated only when the 'ValidateCertificate' property is set to 'True'. Example: The path should be enclosed in double quotes: /path/to/the/client/certificate
PFXFilePath (Optional field)	-	The path to the PFX certificate file used to host the SSL port.
PFXPassword (Optional field)	-	The password for the PFX certificate provided in the PFXFilePath.
AgentPassword	-	The agent password configured in FTK Central. The server agent password and the Mac agent password must always be the same. If no password is provided, Exterro123 is used as the default password.



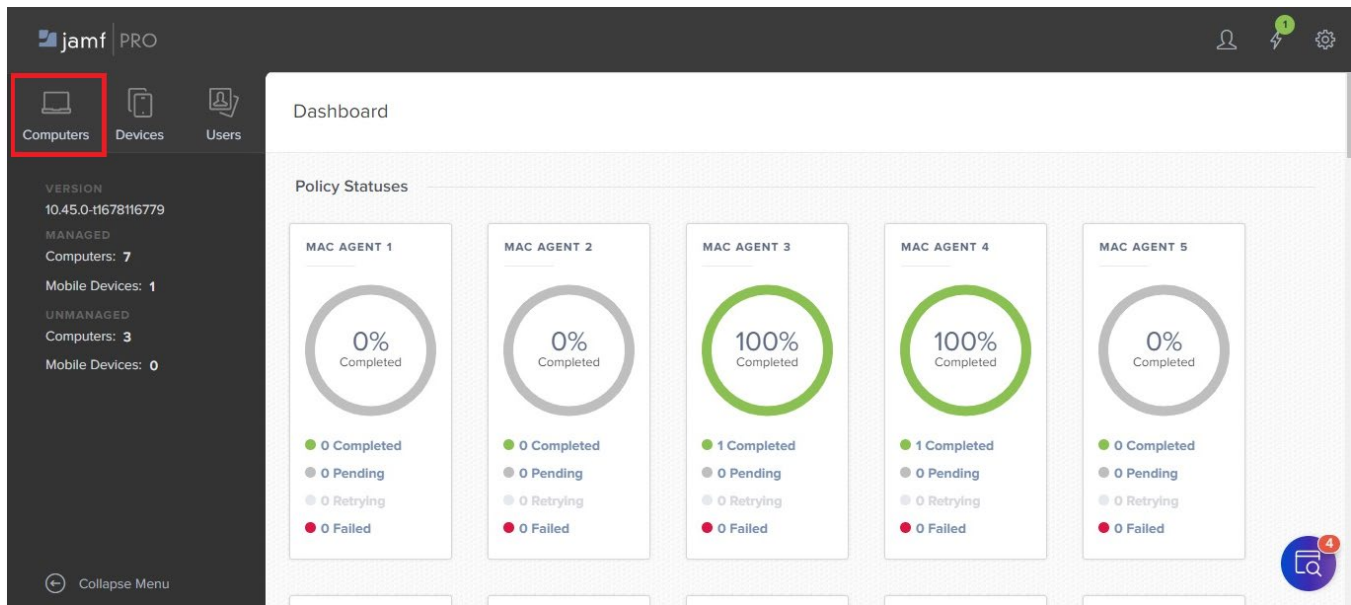
8. Click on **Save**.

1.4 Creating an Agent Deployment Policy

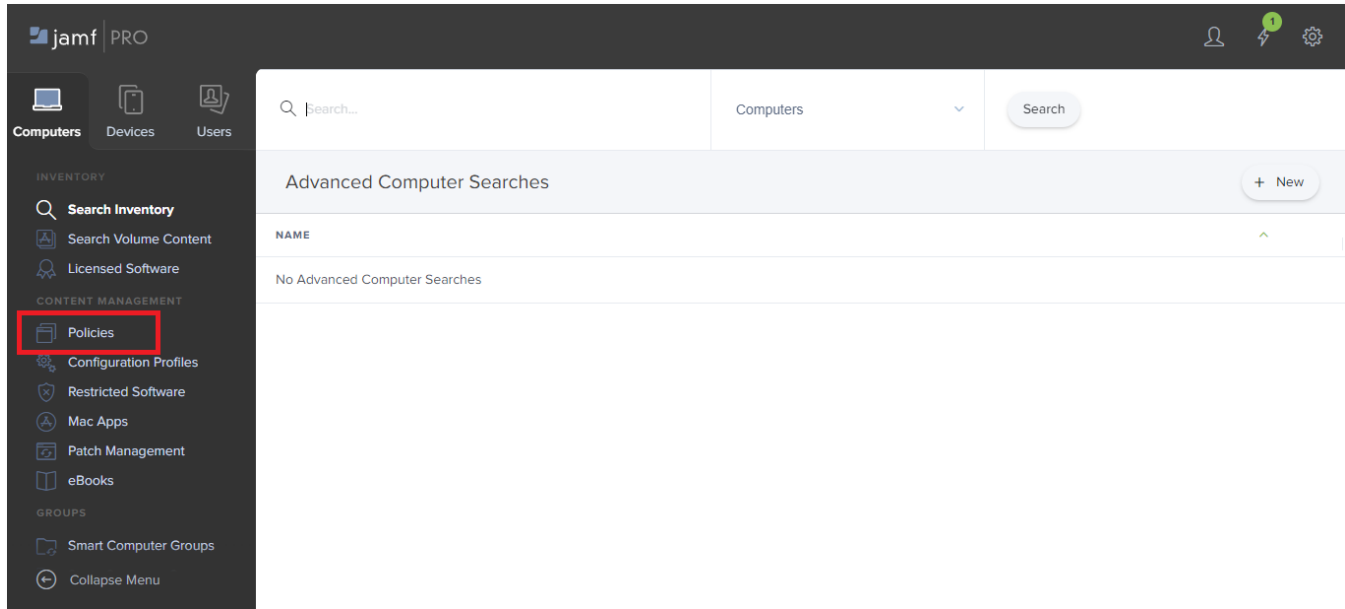
A Policy will be used to uninstall any existing Agent on a target machine and then install the specified Agent version.

To create an Agent Deployment Policy:

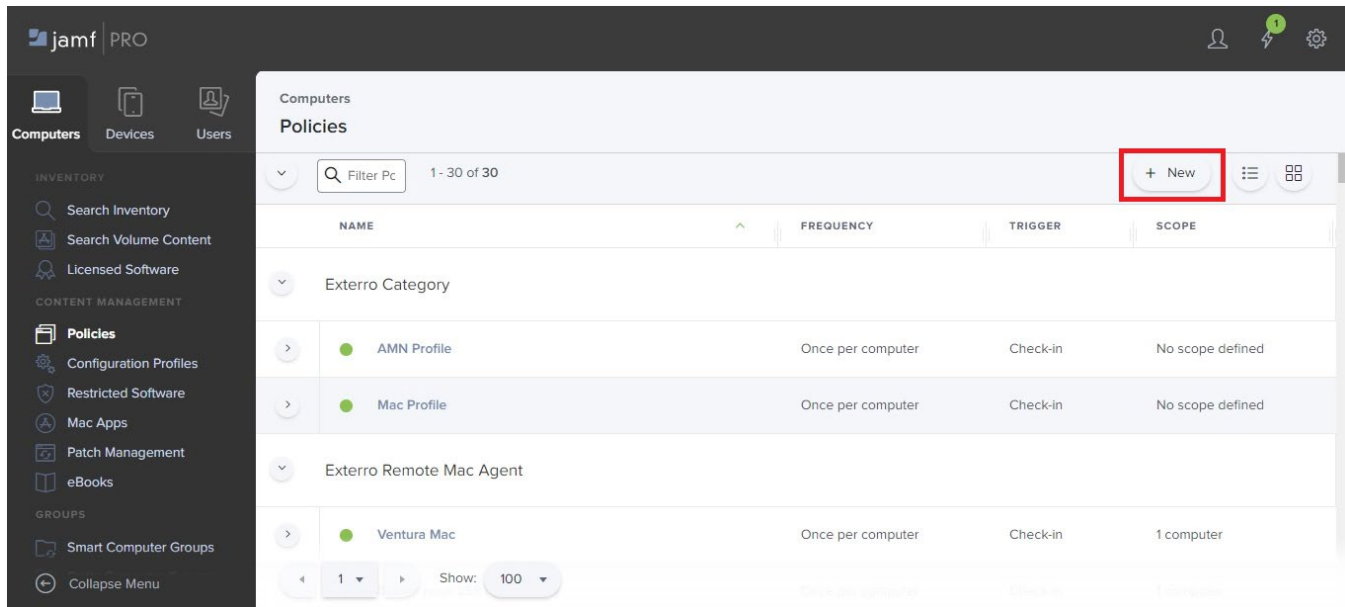
1. Log into the JAMF Pro application.
2. Click on **Computers**.



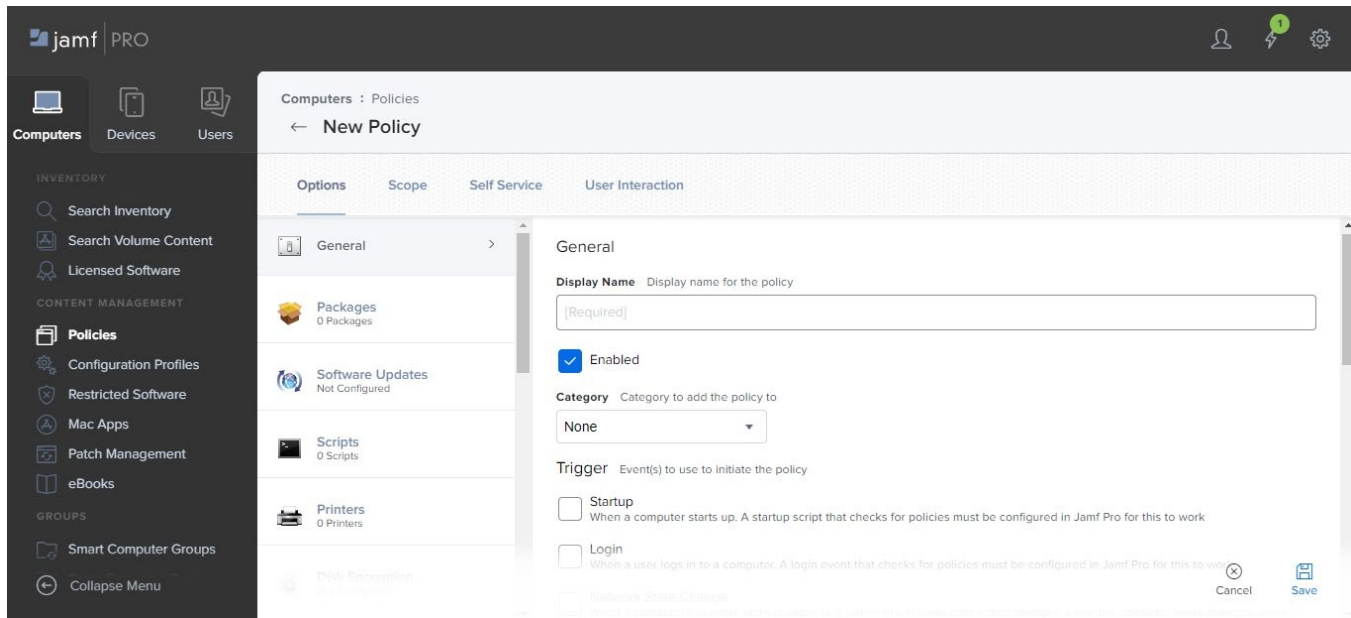
3. Click on **Policies** from the left pane.



4. Click on **New**.



- The **New Policy** page is displayed.



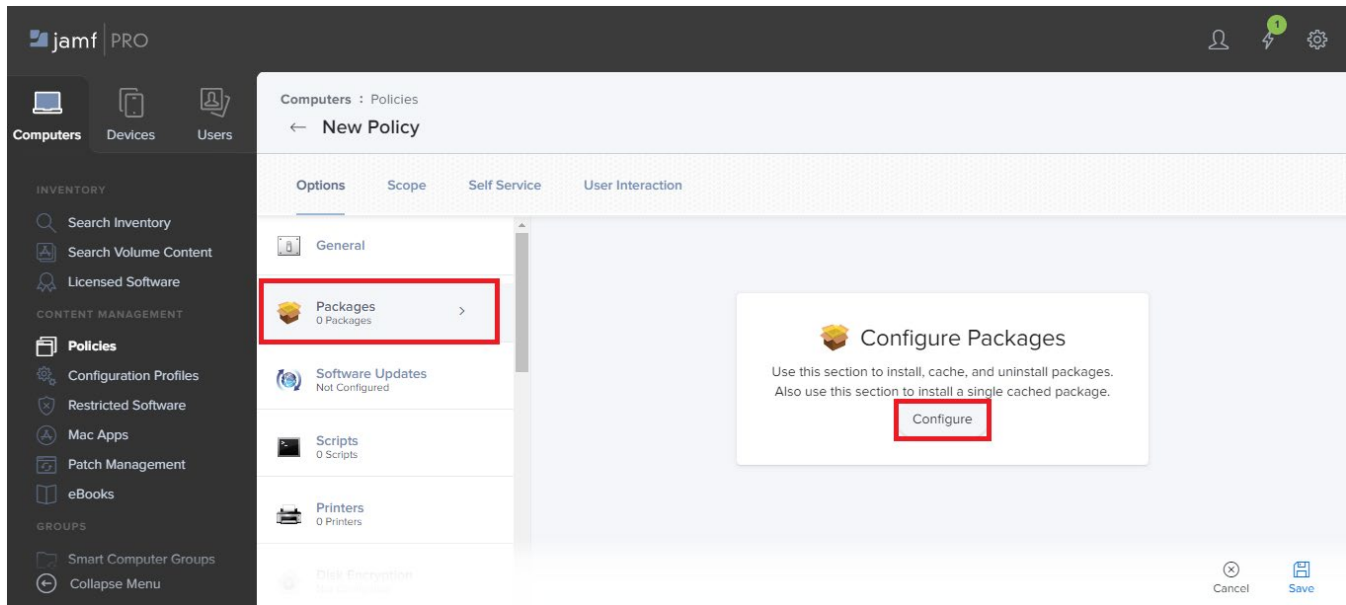
5. Provide a policy's **Display Name**.
6. Check the **Enabled** option.
7. Select the policy's **Category**.
8. Select the required **Trigger** events during when the policy should be deployed.



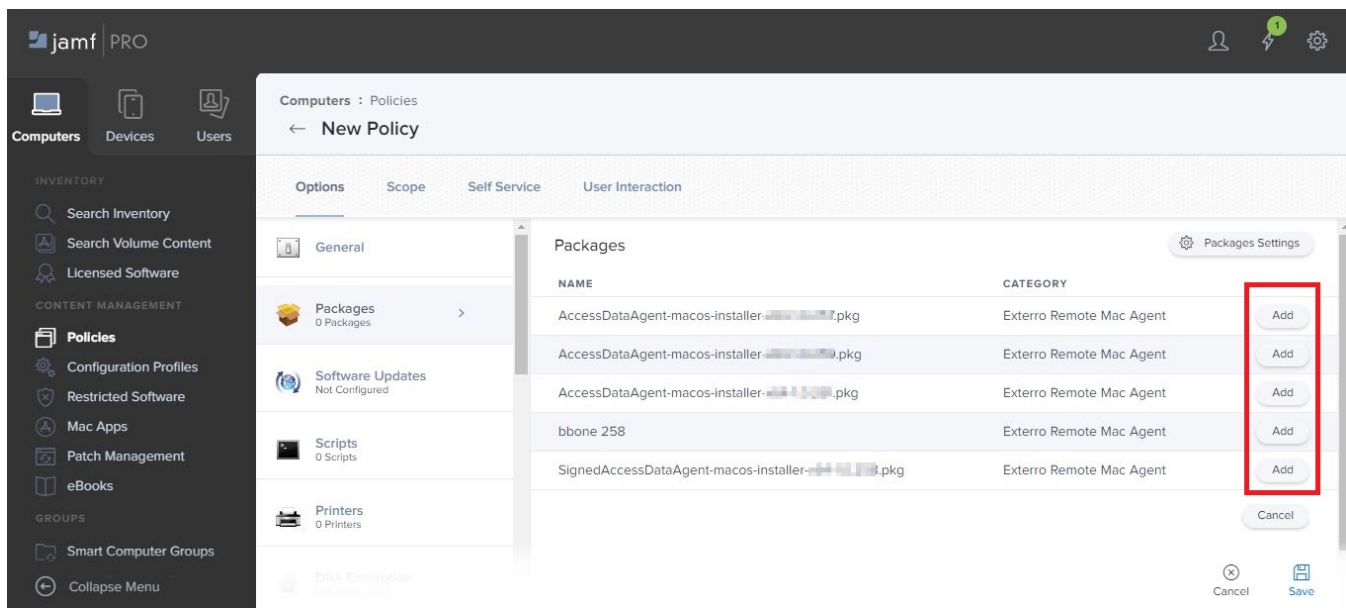
Note: You are recommended to select the **Recurring Check-in** trigger event.

9. Select the **Once per computer** option from the **Execution Frequency** dropdown.
10. Check the **Automatically re-run policy on failure** option.

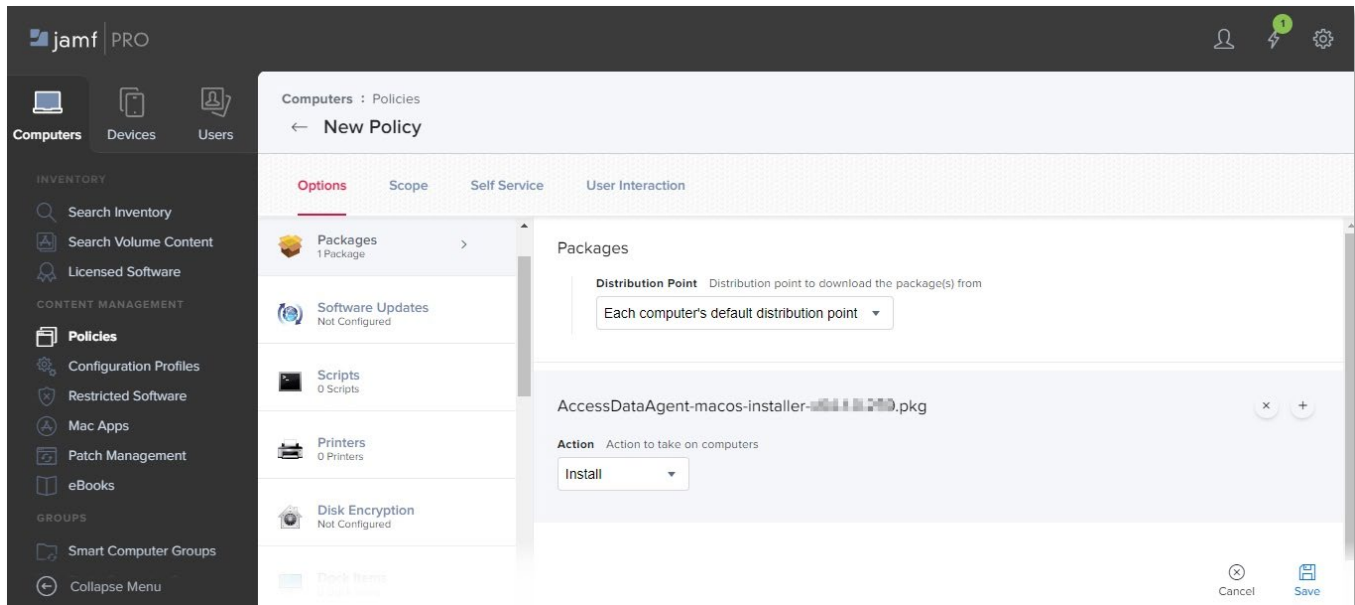
11. Select the **Packages** tab from the middle pane and click on **Configure**.



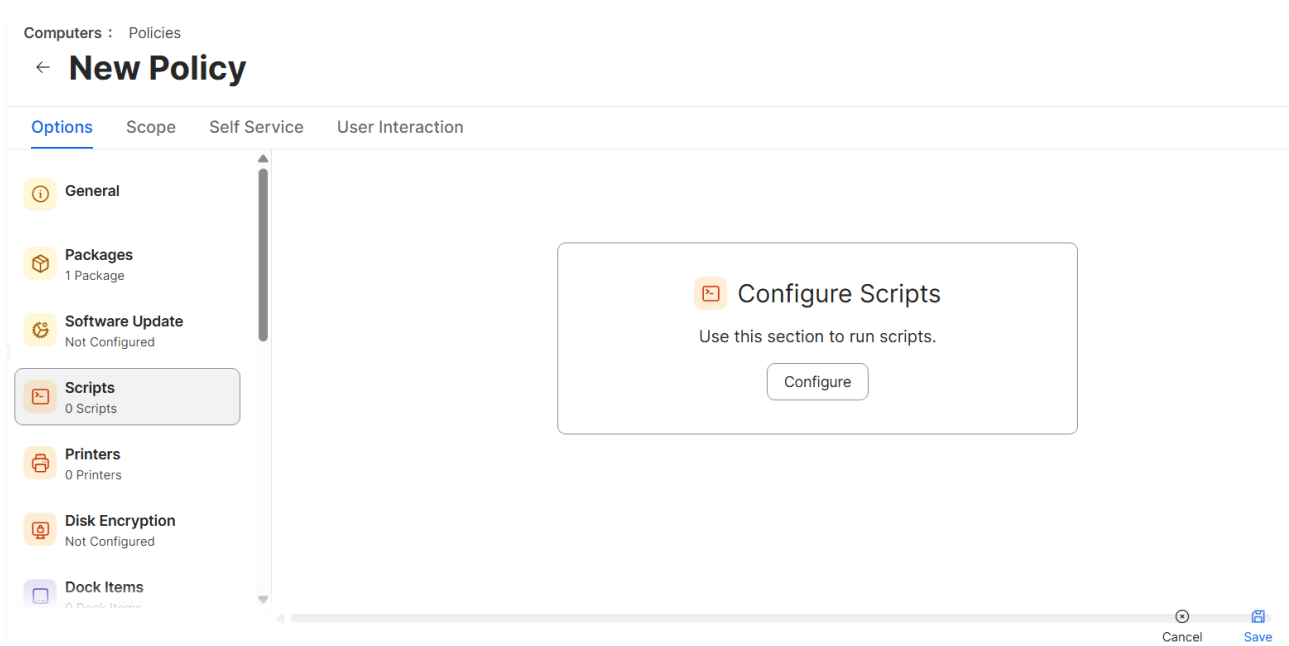
12. Click **Add** against the required package.



13. Select the **Install** option from the **Action** dropdown.



14. Select the **Scripts** section and click on **Configure**.



15. Select the Script created in the [Creating the Script to Generate the Config File](#) section and click on **Add**.

Computers : Policies

← **New Policy**

Options Scope Self Service User Interaction

General

Packages
1 Package

Software Update
Not Configured

Scripts
0 Scripts

Printers
0 Printers

Scripts

NAME	CATEGORY	
Agent Uninstall	Exterro Remote Mac Agent	Add
Copy Agent Install Config File	Exterro Remote Mac Agent	Add
Copy agentinstall.config file in tmp directory	Exterro Remote Mac Agent	Add
Remove Mac Agent	Exterro Remote Mac Agent	Add

Cancel

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

Computers : Policies

← **New Policy**

Options Scope Self Service User Interaction

General

Packages
1 Package

Software Update
Not Configured

Scripts
1 Script

Printers
0 Printers

Disk Encryption
Not Configured

Dock Items
0 Dock Items

Scripts

Copy agentinstall.config file in tmp directory

Priority
Priority to use for running the script in relation to other actions

Before

Parameter Values
Values for script parameters. Parameters 1-3 are predefined as mount point, computer name, and username

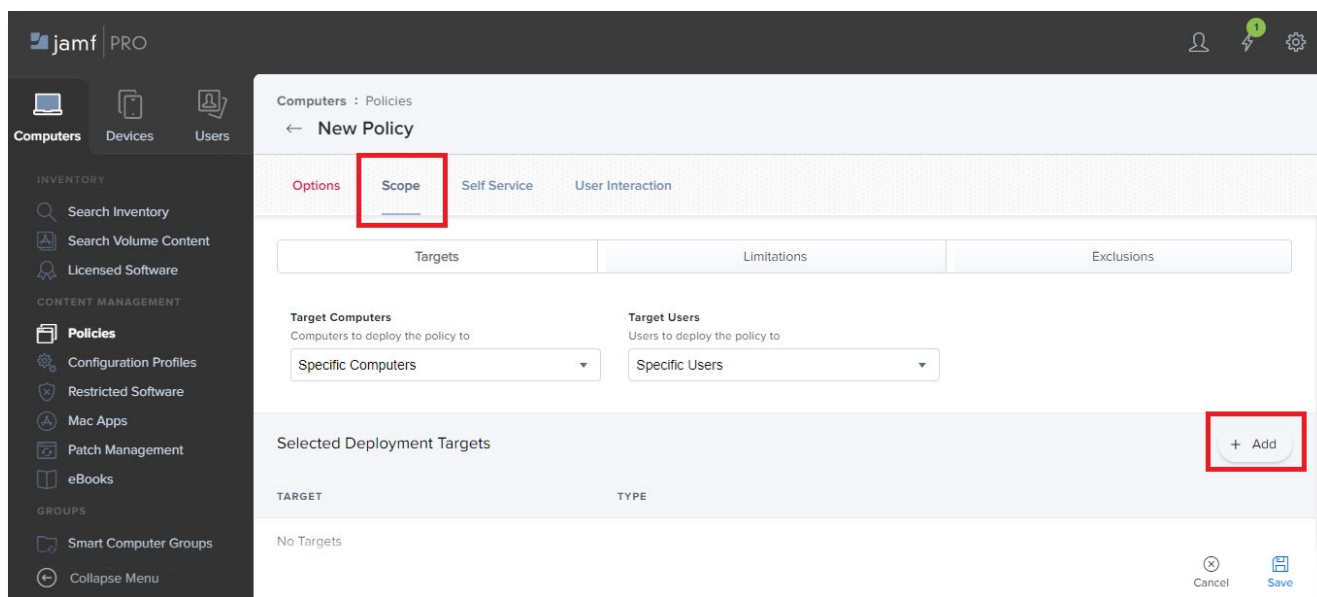
Parameter 4

0/2000

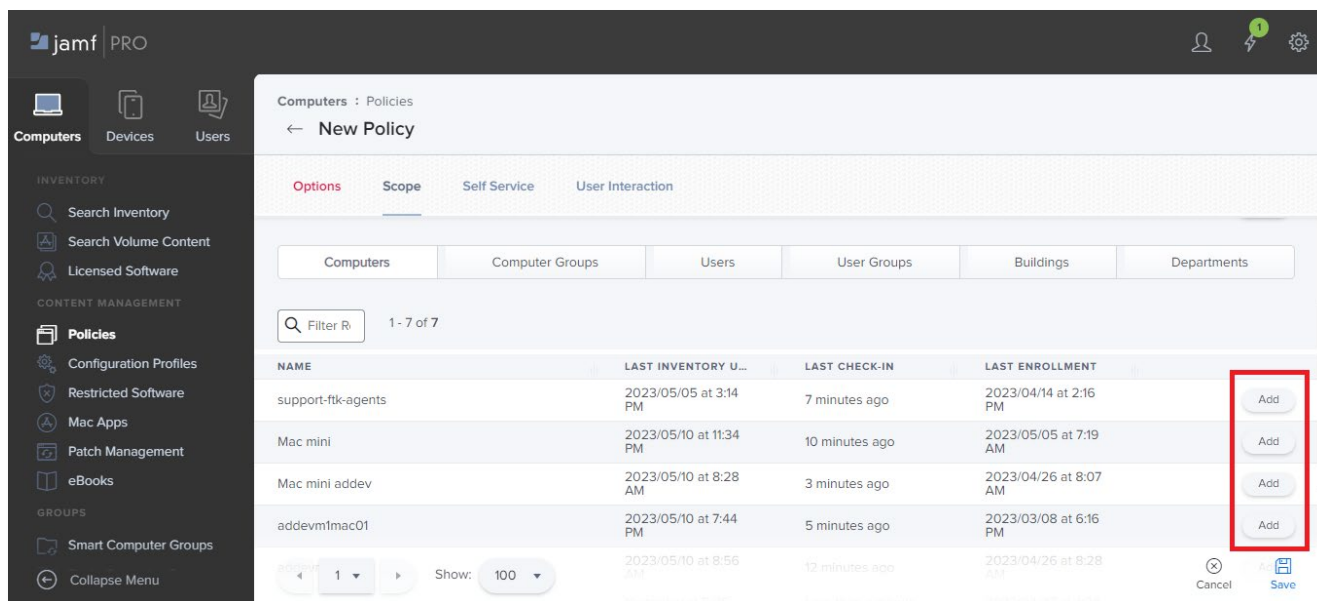
Parameter 5

Cancel Save

17. Select the **Scope** tab and click on **Add**.



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



19. Click **Save**.

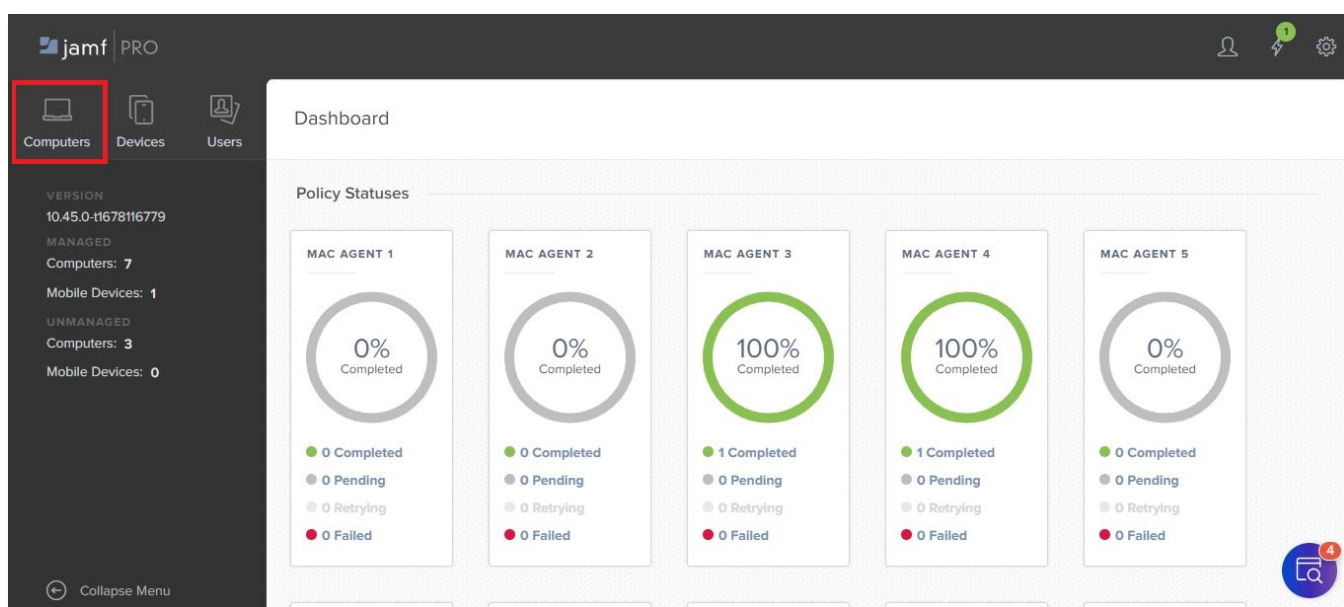
If the **Recurring Check-in** event was selected for **Trigger**, the new Policy will be run on targets the next time a user checks in to the JAMF application.

1.5 Creating a Configuration Profile

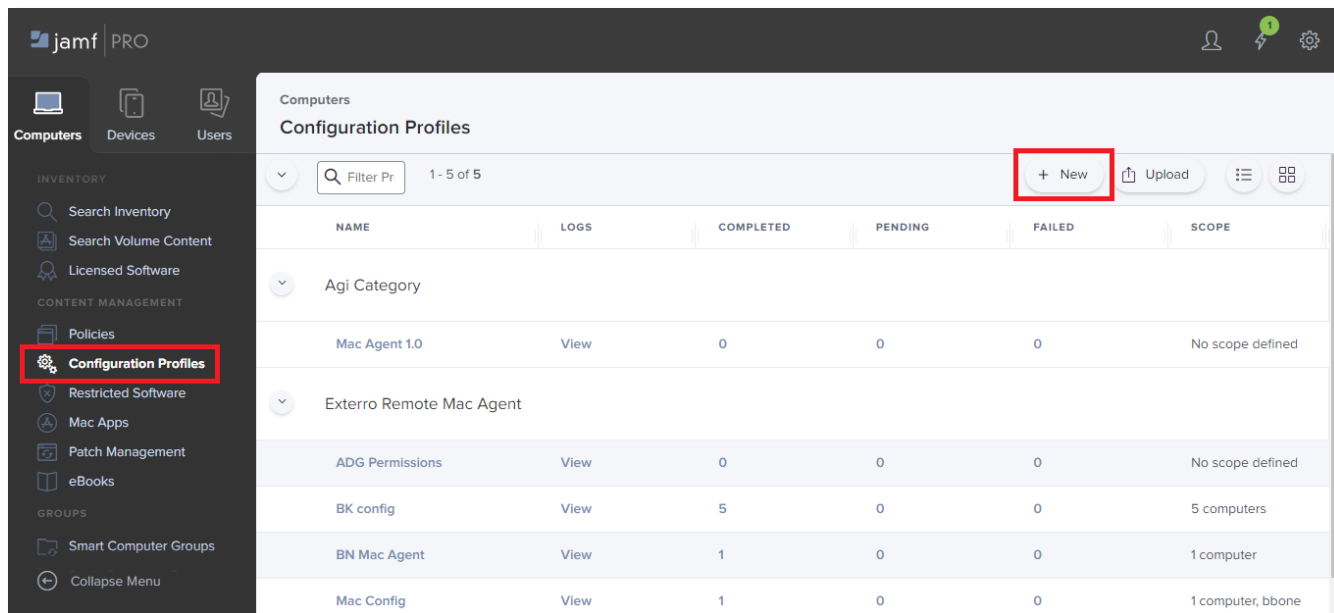
A Configuration Profile will be used to grant the Full Disk permissions necessary for the Agent to function correctly. Any permission overrides deployed by JAMF are not visible to users in **System Preferences > Security & Privacy > Full Disk Access** on the target machine(s). However, the pushed profile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

To create a Configuration Profile:

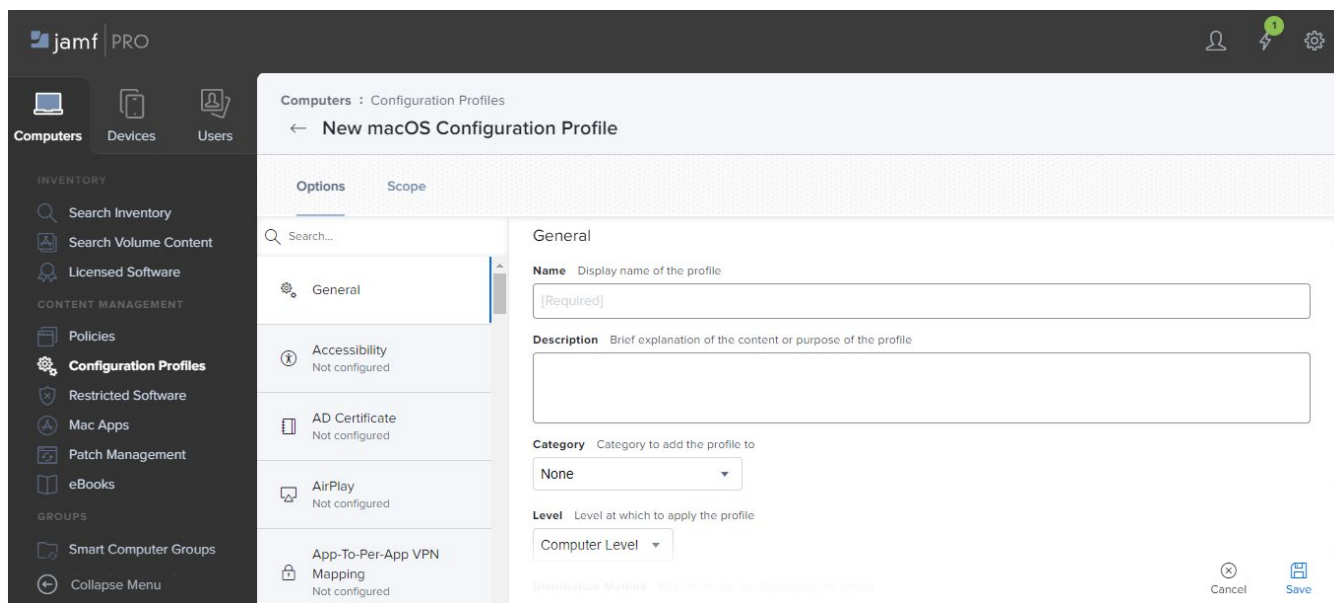
1. Log in to JAMF Pro application.
2. Click on **Computers**.



- Click on **Configuration Profiles** from the left pane and click on **New**.



- The **New macOS Configuration Profile** page is displayed.

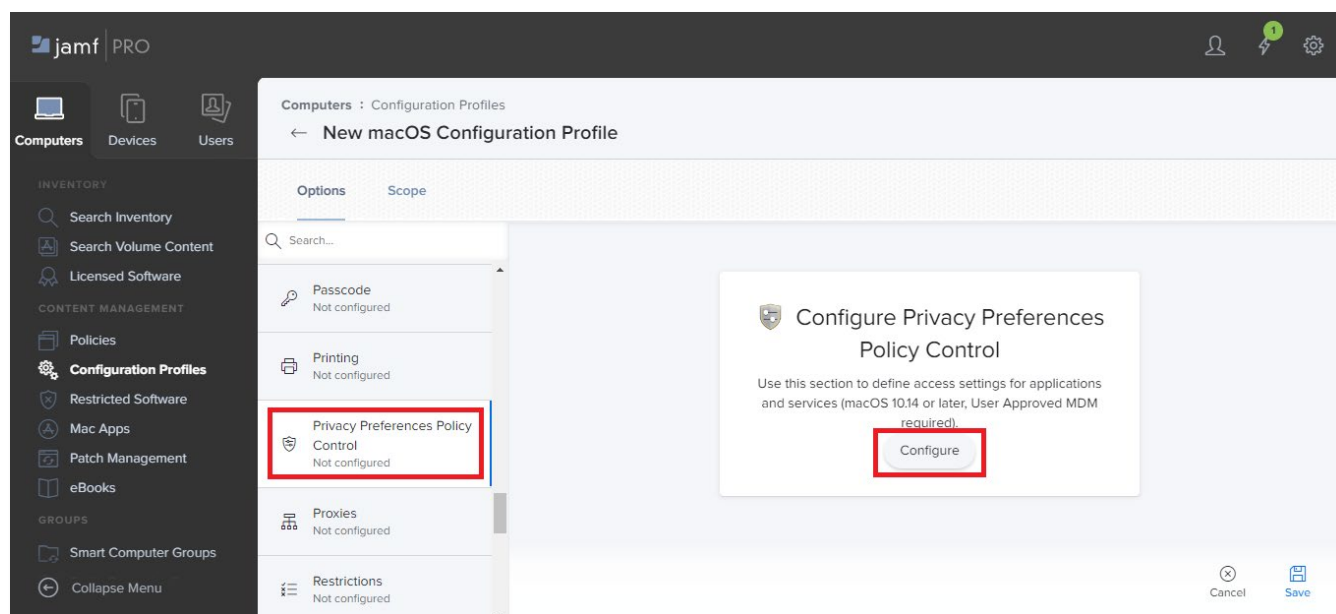


4. Provide the profile's **Name**.
5. Provide the **Description** of the profile.
6. Select the profile's **Category**.
7. Select the **Computer Level** option from the **Level** drop-down.
8. Select the required option for **Distribution Method**.

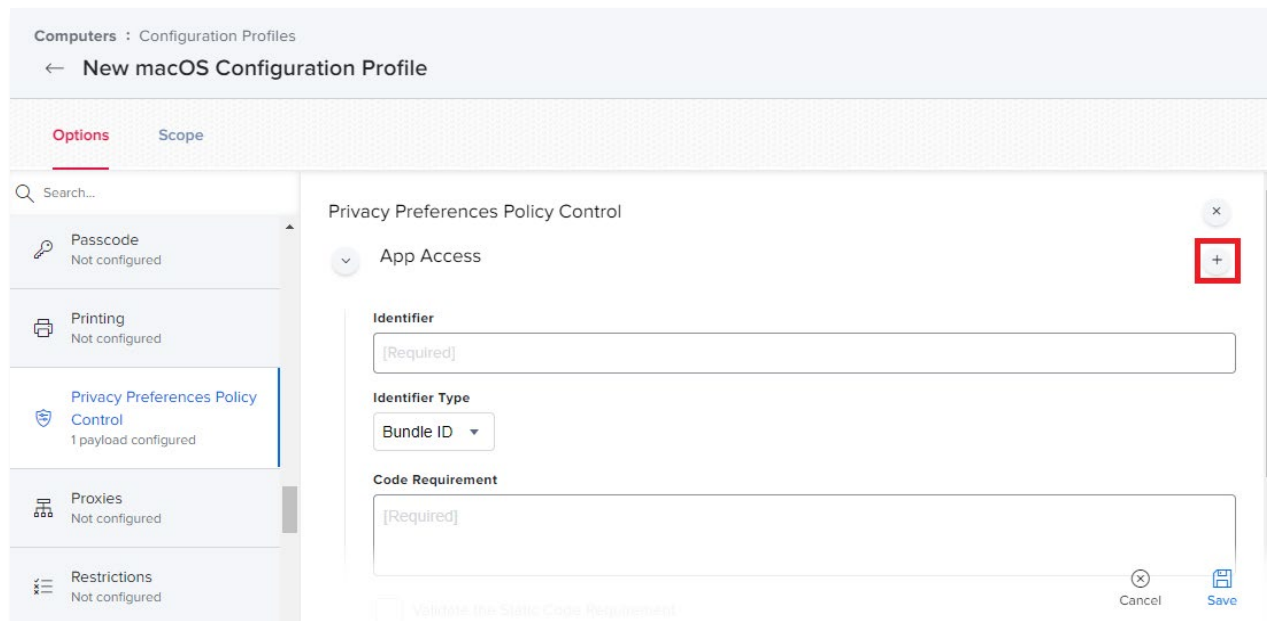


Note: You are recommended to select **Install Automatically**.

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:

Identifier	Identifier Type
com.adg.managedagent	Bundle ID

13. Provide following value for the **Code Requirement** field:

```
identifier "com.exterro.macagent" and anchor apple generic and certificate
1[field.1.2.840.113635.100.6.2.6] /* exists / and certificate leaf[field.1.2.840.113635.100.6.1.13] / exists */
and certificate leaf[subject.OU] = Z5Y6K88KZA
```

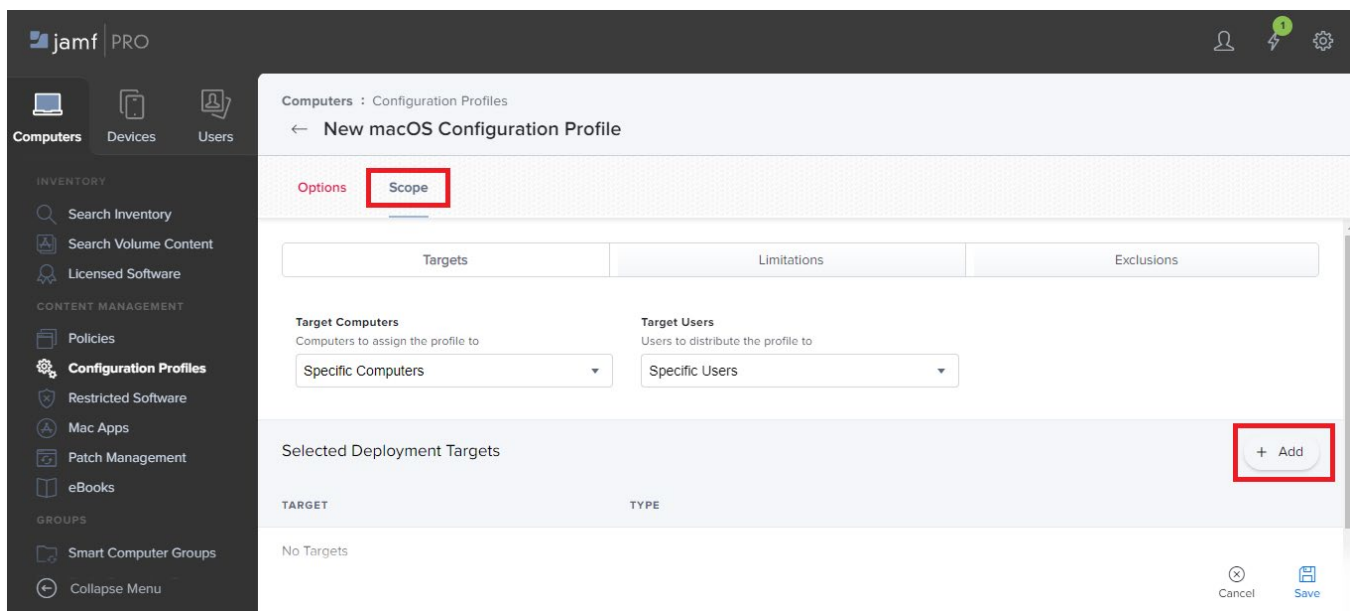

14. For each **App Access** section, follow the below steps:

a. click **Add** and select the following values for the corresponding drop-down fields:

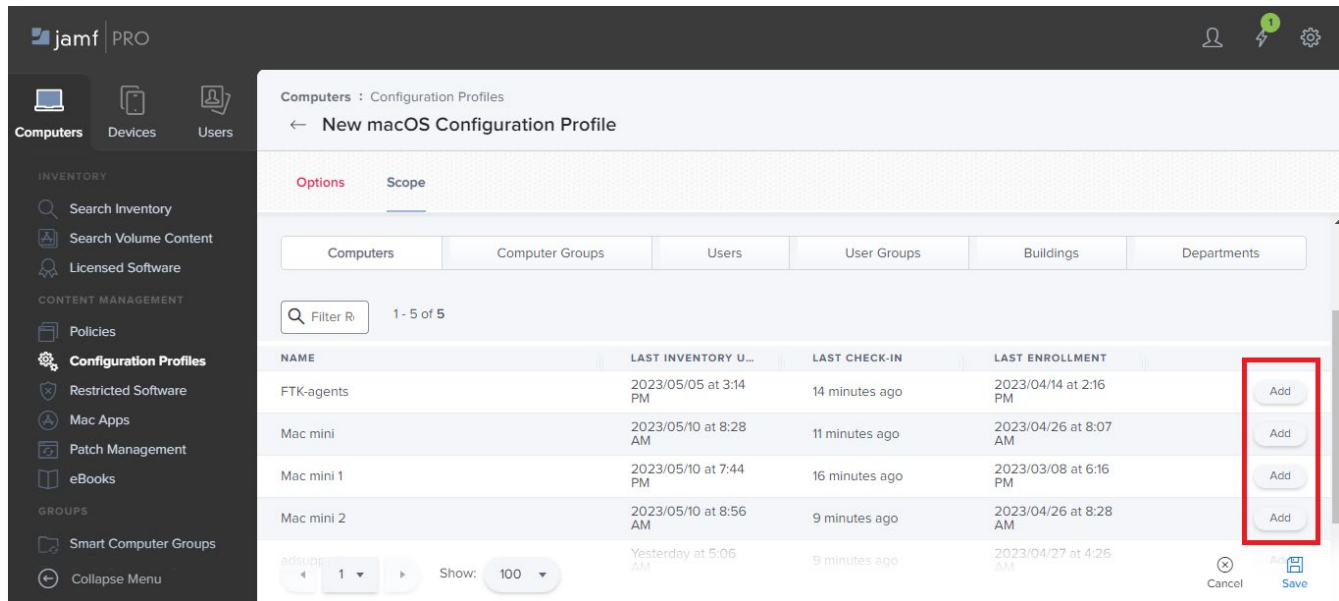
- **App or Service** - SystemPolicyAllFiles
- **Access** – Allow

b. Click **Save**.

15. Click on the **Scope** tab and click on **Add**.



16. Add the scope that includes the required target(s).



17. 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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