

Start first Premium Remote Control on macOS

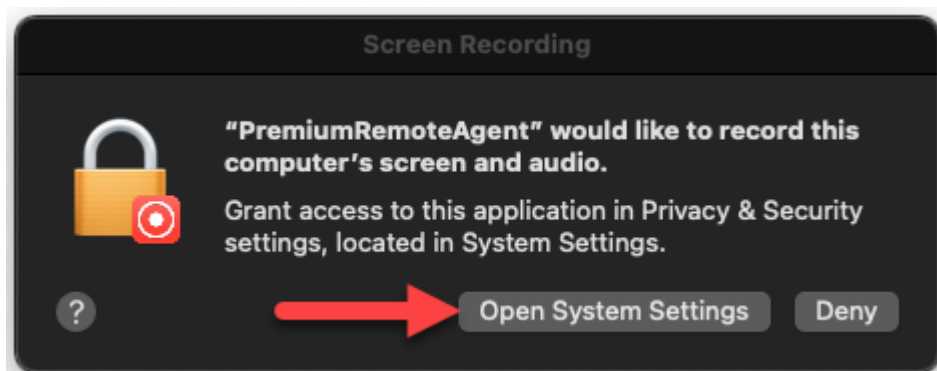
<https://campus.barracuda.com/doc/96771850/>

Before you can run a macOS Premium Remote Control session, you must do the following

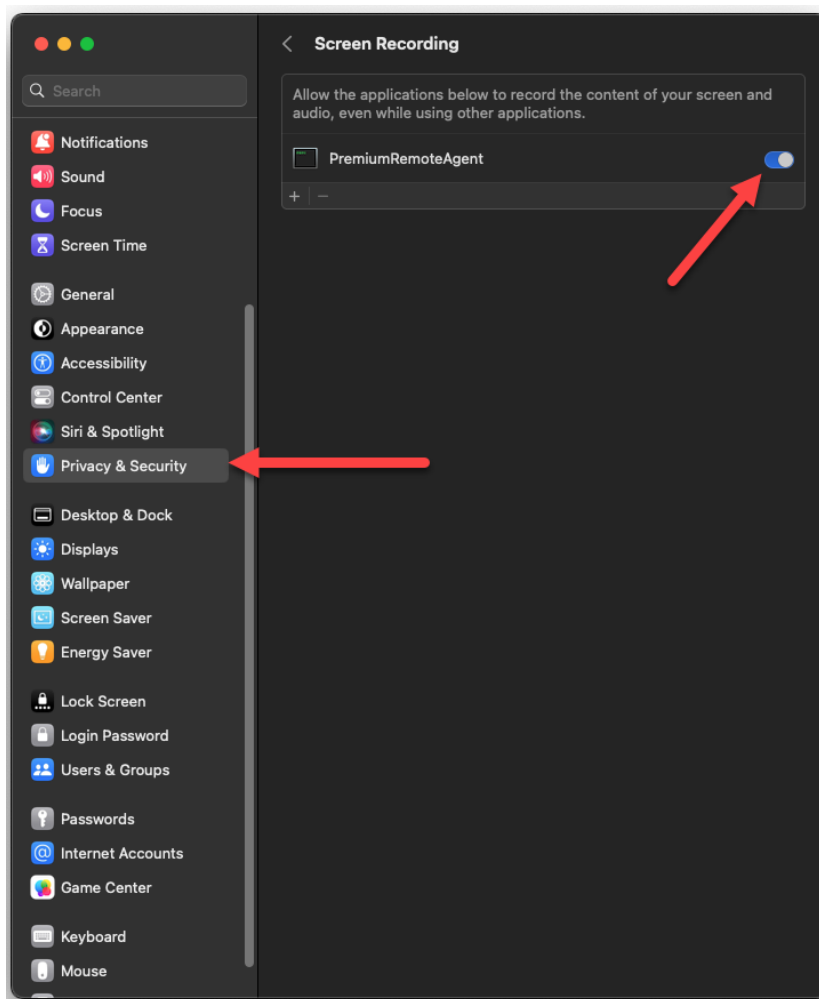
- Run the Prep Utility for Mac. See To run the OS X Prep Utility in the Deploying Onsite Manager within a Domain topic in the latest version of the Barracuda RMM help.
- Install the Premium Remote Control application. See Installing Premium Remote Control in the latest version of the Barracuda RMM help.
- Set the permissions below.

Setting the required permissions

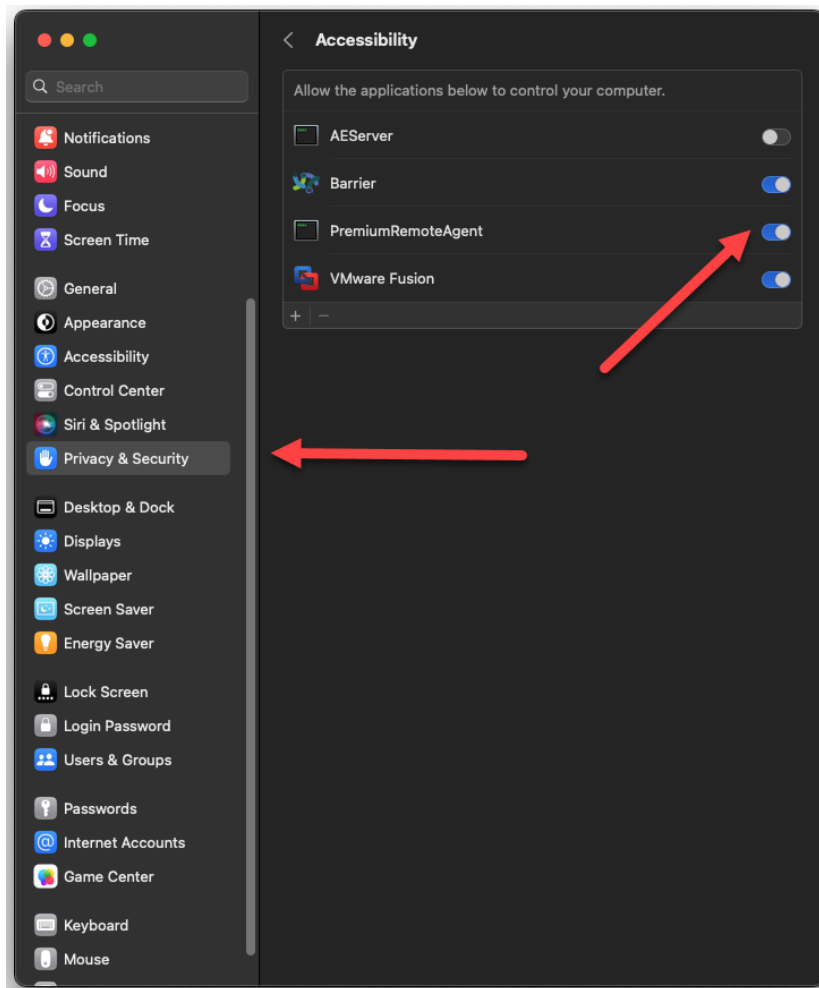
- Click **Open System Setting** when prompted (or open **System Setting** then select Security)



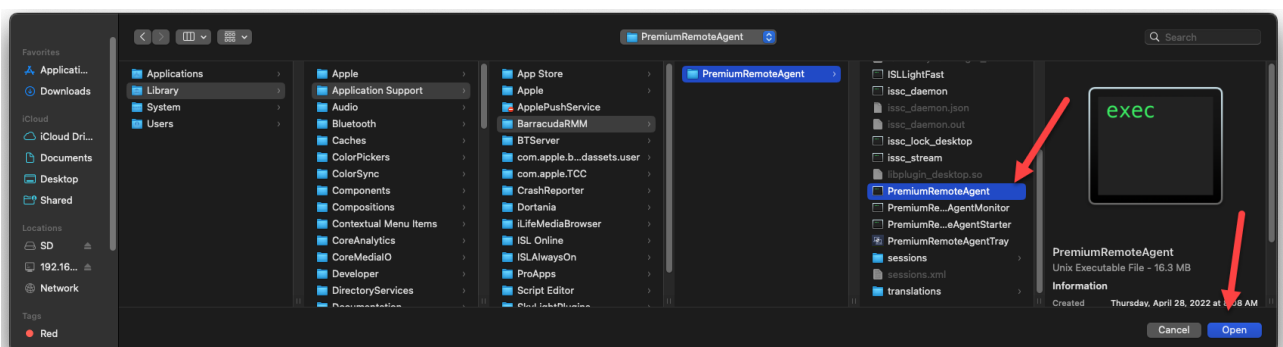
- **Click the lock** on the Security and Privacy Preferences page
- Enter the **user credentials**
- Navigate to the **Screen Recording** page, then check the box for **"PremiumRemoteAgentMonitor"**



- Navigate to the **Accessibility** page, then check the box for **"PremiumRemoteAgentMonitor"**



If these do not appear in the list click the + and add the *Library/Application Support/Barracuda RMM* applet manually from the mounted folder



X

Please note

End the session and start a new one as the permissions will not change on the current session. This is a limitation to permissions on macOS and not the Premium Remote Control Client.

Figures

1. Screenshot 2022-12-07 at 4.02.15 PM.png
2. Screenshot 2022-12-07 at 4.03.13 PM.png
3. Screenshot 2022-12-07 at 4.06.21 PM.png
4. Screenshot 2022-12-07 at 4.06.01 PM.png

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