

## **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)

Screen Recording		
	"PremiumRemoteAgent" would like to record this computer's screen and audio.	
	Grant access to this application in Privacy & Security settings, located in System Settings.	
?	Open System Settings Deny	

- 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"

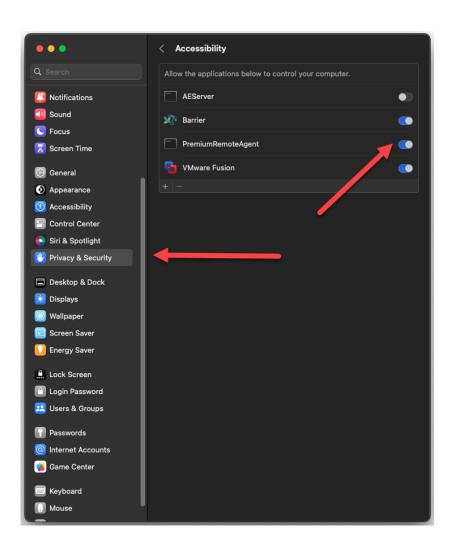
# MSP Knowledge Base



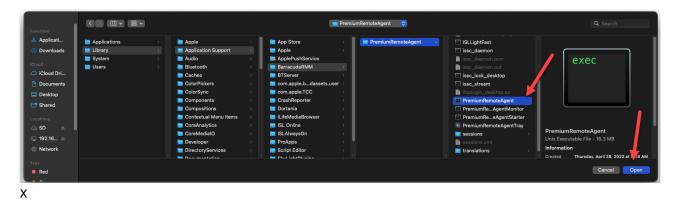
•••	< Screen Recording
Q Search	Allow the applications below to record the content of your screen and audio, even while using other applications.
Notifications	PremiumRemoteAgent C
🚺 Sound	
C Focus	
🔀 Screen Time	
🕟 General	<ul> <li>//</li> </ul>
Appearance	
🔞 Accessibility	
😑 Control Center	
💽 Siri & Spotlight	
🕑 Privacy & Security 🛛 🗧	
Desktop & Dock	
🔅 Displays	
👸 Wallpaper	
Screen Saver	
🚺 Energy Saver	
🚊 Lock Screen	
Login Password	
😕 Users & Groups	
Passwords	
Internet Accounts	
🥦 Game Center	
🔲 Keyboard	
🕠 Mouse	

 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/Barrcuda RMM* applet manually from the mounted folder



#### **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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