

# **Start first Premium Remote Control on macOS**

#### https://campus.barracuda.com/doc/98216932/

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"



•••	< Screen Recording
Q Search	Allow the applications below to record the content of your screen and audio, even while using other applications.
Notifications	PremiumRemoteAgent
🔟 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"



•••	< Accessibility
Q Search	Allow the applications below to control your computer.
Notifications	AEServer
🚺 Sound	🔊 Barrier 💽
C Focus	PremiumRemoteAgent
	VMware Fusion
🕞 General	
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	

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

Favorites										
A Applicati Downloads  Coud Coud Documents Documents Documents Shared Locations SD SD Network Tors Rd Rd Rd	Applications Library System Users		Apple     Apple     Appleation Support     Addio     Bluetooth     Caches     ColorSync     Components     Compositions     Contextual Menu Items     CoreAnalytics     CoreAnalytics     CoreAnalytics     Developer     DirectoryServices		App Store Apple ApplePushService BarracudaRMM BTServer com.apple.b.dassets.user com.apple.b.dassets.user com.apple.tCC CrashReporter Dortania it.ifeMediaBrowser ISLAWaysOn ProApps Script Editor		PremiumRemoteAgent >	i ISLLightFast issc_daemon issc_daemon issc_daemon issc_daemon issc_destop issc_atream issc_bign_desktop.so issc_atream PremiumRecAgentMonitor PremiumRecAgentMonitor PremiumRecAgentGaentTray isscions isscions isscions	PremiumRemoteAgent Unit Executable File - 16.3 M Information Created Thursday, April 28 Created Created Cancer	2022 at 208 AM



### 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

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.