

## Start first Premium Remote Control on macOS

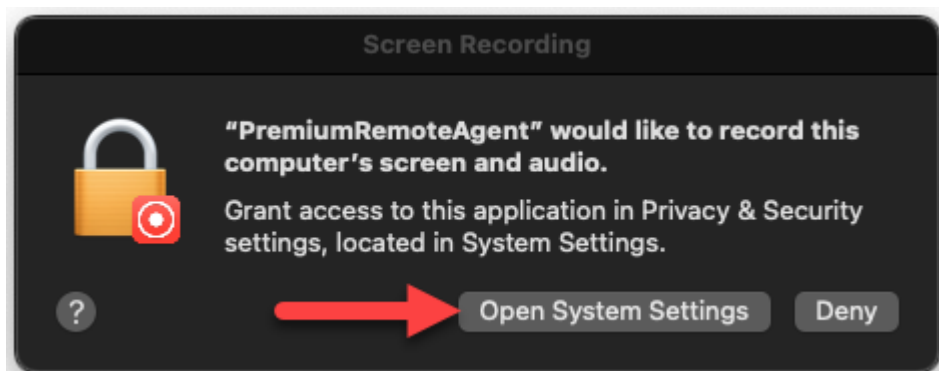
<https://campus.barracuda.com/doc/98216932/>

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

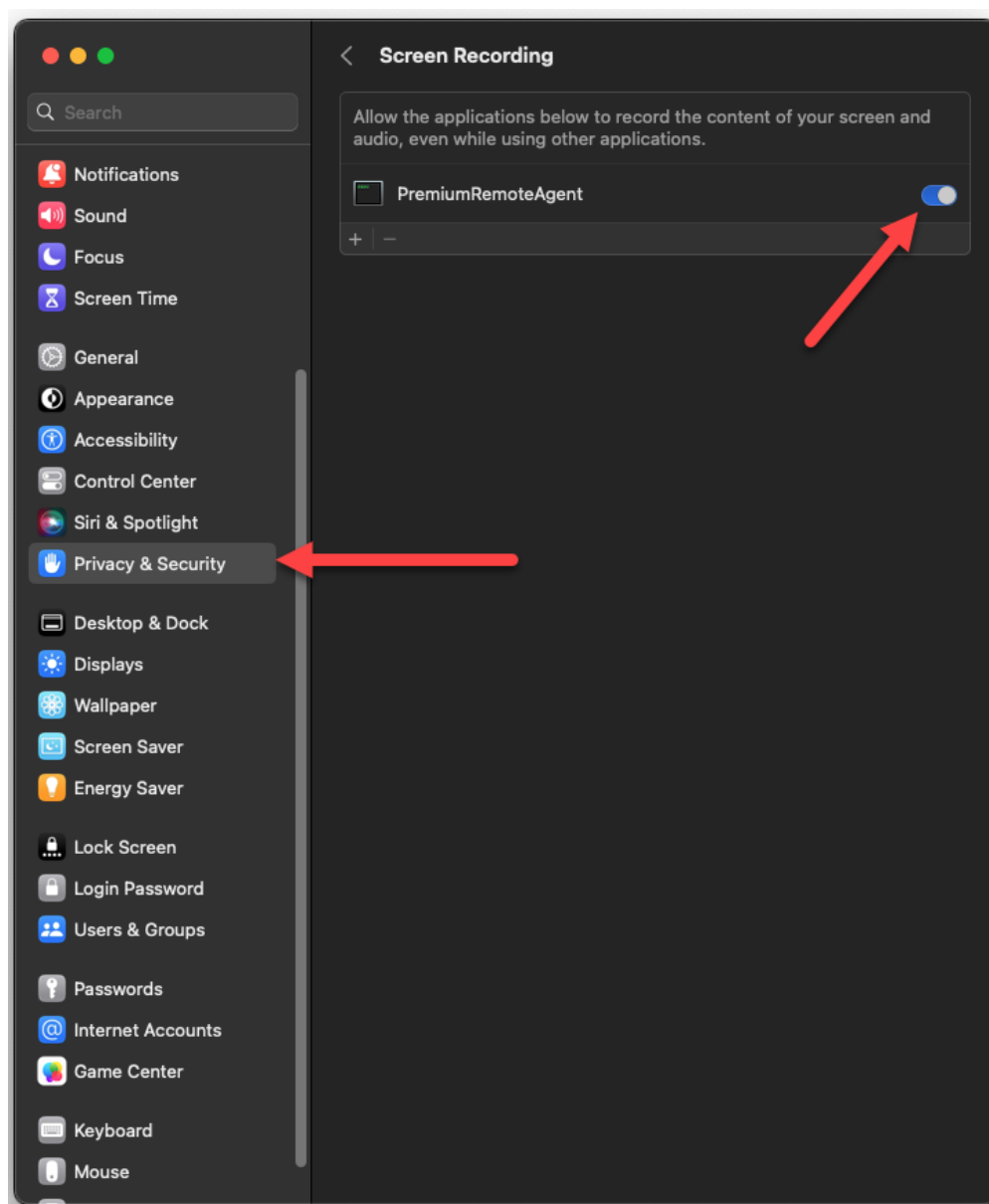
- Run the Prep Utility for Mac. See To run the OS X Prep Utility in the Deploying Onsite Manager within a Domain topic in the latest version of the Barracuda RMM help.
- Install the Premium Remote Control application. See Installing Premium Remote Control in the latest version of the Barracuda RMM help.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

### Setting the required permissions

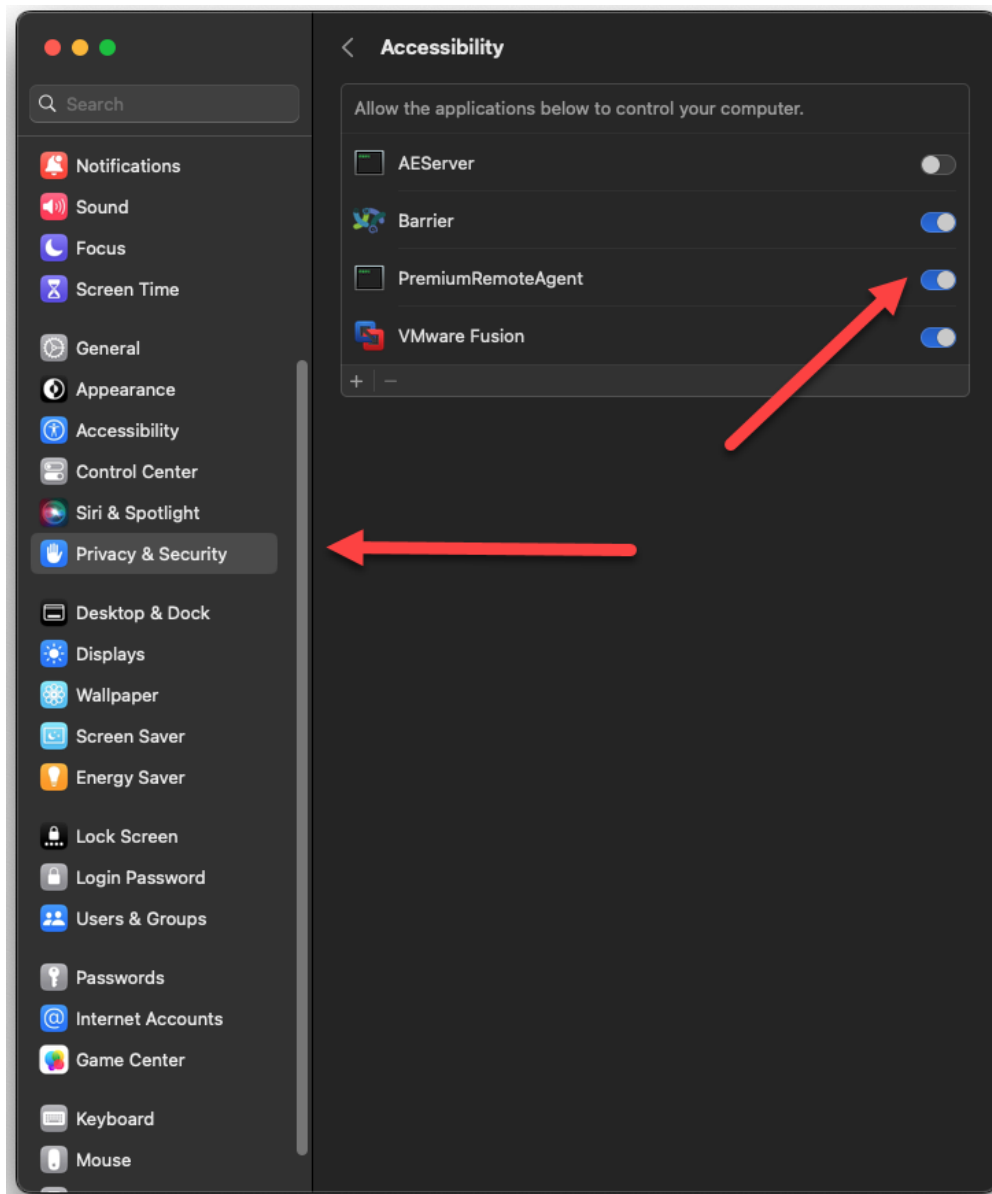
- Click **Open System Setting** when prompted (or open **System Setting** then select Security)



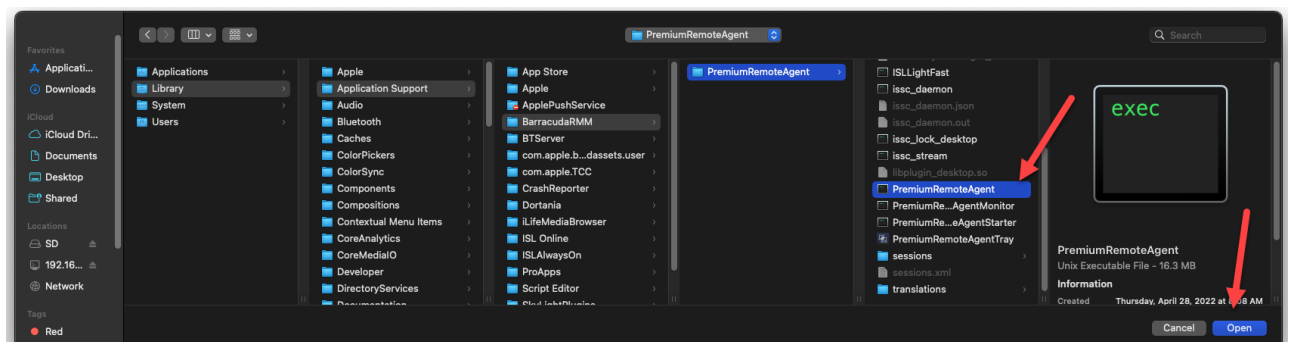
- **Click the lock** on the Security and Privacy Preferences page
- Enter the **user credentials**
- Navigate to the **Screen Recording** page, then check the box for **"PremiumRemoteAgentMonitor"**



- 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



**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.