



Desktop Connect

Microsoft Intune Deployment Guide

For Windows and macOS Endpoints

Prepared by Prodoscore

prodoscore.com

Overview

This guide provides the steps to deploy the Prodoscore Desktop Connect agent using Microsoft Intune. It covers both Windows and macOS deployments, including silent installation, configuration profiles, pre-install scripts, and post-install verification.

Use these instructions with the installer files provided by Prodoscore. Do not rename the provided file(s) during installation. The full filename must be maintained.

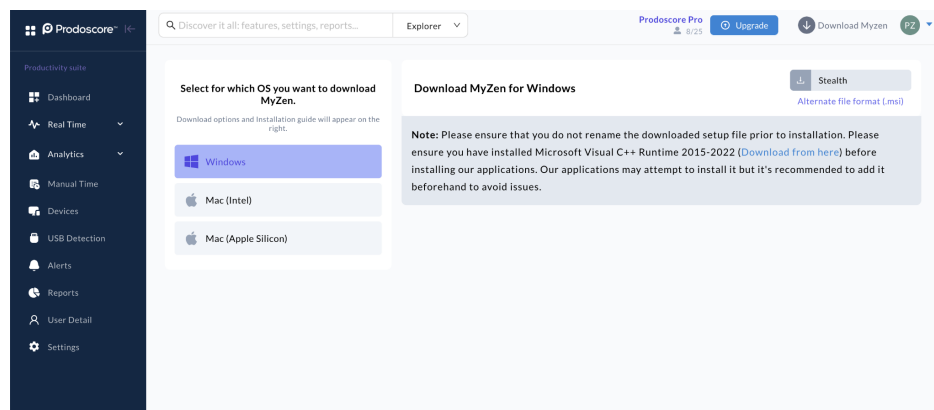
CRITICAL: Do not rename the installer file. The filename contains a unique security token (e.g., eyJza2xxxx...msi or eyJza2xxxx...pkg). Renaming, shortening, or modifying the filename in any way will cause the installation to fail and the license key to be lost. Upload the file exactly as downloaded.

Prerequisites

- **Microsoft Intune Access:** Administrator privileges in the Intune admin center.
- **Installer File(s):** Downloaded from the Prodoscore Desktop Connect Admin Portal.
- **Configuration Profiles (macOS only):** Two .mobileconfig files provided by Prodoscore.
- **Pre-install Script (macOS only):** A pre-install script (.sh file) that writes the tenant configuration. See Phase 2 for how to create this.

Download the Installer

1. Log in to the Prodoscore Desktop Connect Admin Portal.
2. Locate the Download button in the top-right corner of the page.
3. Select the appropriate platform (Windows, Mac Intel, or Mac Apple Silicon).
4. **Click to download. Do not rename the file.**



The Prodoscore Admin Portal. Select your platform and click Download.

Mixed Fleet: If you manage both Windows and Mac endpoints, create separate app deployments in Intune for each platform, scoped to the appropriate device groups.

Windows Deployment

Windows deployment involves two steps: uploading the MSI with silent install flags and suppressing Intune toast notifications.

Step 1: Add the App

1. Upload your .msi file to Intune as a Line-of-business app (or Win32 app).
2. In the App Information settings, locate the Command-line arguments field.
3. Enter the following command, replacing the example filename with your actual file:

```
msiexec /i "eyJza2xxxxx_YourActualFile.msi" /qn
```

- The /qn switch is critical. It tells the installer to run silently with no user interface.
- Set Install behavior to System (if available).

Note: Your filename will be longer than "MyZenV2.msi" (e.g., eyJza2xxxxxx_[SecurityToken].msi). This is expected. The filename contains your account-specific license key.

Step 2: Suppress Installation Notifications

By default, Windows displays a banner when Intune installs software. To prevent this:

1. Go to the Assignments tab for the app.
2. Assign the app to your target group as Required.
3. In the End user notifications column, change the setting to Hide all toast notifications.
4. Click OK and Save.

macOS Deployment

macOS deployment has two phases: deploy configuration profiles first, then create a pre-install script and upload the PKG installer.

Phase 1: Deploy Configuration Profiles

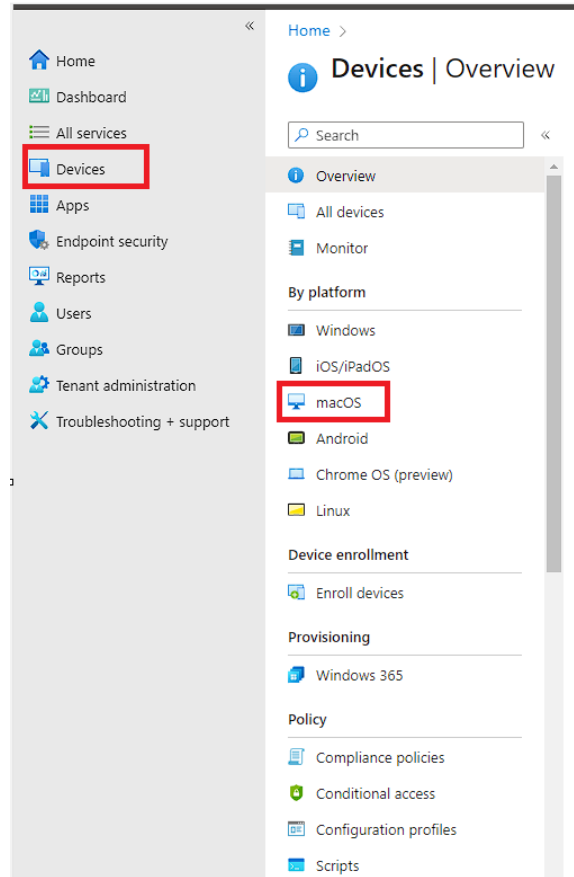
Before installing the app, you must deploy two configuration profiles. These tell macOS to trust Desktop Connect automatically, preventing security prompts and system notifications from appearing to end users.

Profile	Purpose	Download
Permissions (PPPC)	Grants Accessibility access and suppresses Screen Recording prompts.	Download
Notifications	Silences the "Background Items Added" system alert.	Download

Note: The Notifications profile suppresses "Background Items Added" alerts system-wide for all applications, not just Desktop Connect.

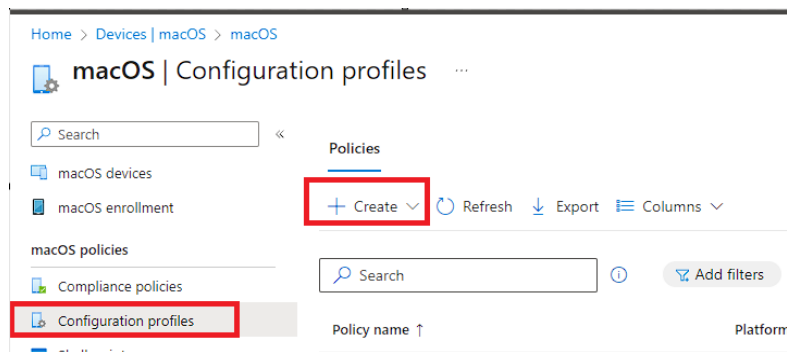
To upload each profile:

1. Sign into the Microsoft Intune admin center.
2. Navigate to Devices > macOS.



Navigate to Devices, then select macOS under "By platform."

3. Select Configuration profiles, then click + Create.



Click + Create to start a new configuration profile.

4. Select macOS as the platform, Templates as the profile type, then Custom.

Create a profile ✕

Platform
macOS

Profile type
Templates

Templates contain groups of settings, organized by functionality. Use a template when you don't want to build policies manually or want to configure devices to access corporate networks, such as configuring WiFi or VPN. [Learn more](#)

Search by profile name

Template name

Custom ⓘ

Device features ⓘ

Device restrictions ⓘ

Endpoint protection ⓘ

Extensions ⓘ

PKCS certificate ⓘ

PKCS imported certificate ⓘ

Preference file ⓘ

SCEP certificate ⓘ

Software updates ⓘ

Select *Templates* as Profile type, then choose *Custom*.

5. Name the profile descriptively (e.g., "Prodoscore Permissions" or "Prodoscore Notifications").
6. On the configuration settings page, set Deployment channel to Device and upload the .mobileconfig file.
7. Click Next and assign the policy to your target device group.

Create profile ... ✕

macOS - Settings catalog

✓ Basics ✓ Configuration settings ✓ Scope tags **4 Assignments** 5 Review + create

Included groups

+ Add groups + Add all users **+ Add all devices**

Groups	Group Members ⓘ	Filter	Filter mode
No groups selected			

Excluded groups

i When excluding groups, you cannot mix user and device groups across include and exclude. [Click here to learn more about excluding groups.](#)

+ Add groups

Groups	Group Members ⓘ	Remove
No groups selected		

On the *Assignments* tab, add your target devices or groups.

8. Review your selections and click Save.

Important: You must repeat this entire process for both profiles. Both profiles must be deployed before installing the PKG.

Phase 2: Create the Pre-install Script and Deploy the PKG

Intune renames files during deployment, which prevents the installer from reading the license key from the filename. A pre-install script must be included that writes the license key to the Mac before the PKG installs.

Step 2a: Create Your Pre-install Script

The pre-install script decodes your organization's license key from the PKG filename and writes it to a configuration file. You will need to create this script using the token from your downloaded PKG filename.

How to find your token:

Your downloaded PKG file has a long Base64-encoded filename, for example:

```
eyJza2V5IjogIjhtRlpycmROOFRjdW5rRjYiLCAidGlkIjogInR0ZG4tZWlxZy1jcXBiIiwgInQiOiAxNzc1MDczODU0fQ==.pkg
```

The token is everything before ".pkg". In this example, the token is:

```
eyJza2V5IjogIjhtRlpycmROOFRjdW5rRjYiLCAidGlkIjogInR0ZG4tZWlxZy1jcXBiIiwgInQiOiAxNzc1MDczODU0fQ==
```

Prepare the script:

Using the token from your PKG filename, the pre-install script contents are as follows. Replace <YOUR_TOKEN> with your token:

```
#!/bin/sh
echo '<YOUR_TOKEN>' | base64 --decode > /Library/Preferences/zs.json
exit 0
```

For the example filename above, the completed script would be:

```
#!/bin/sh
echo
'eyJza2V5IjogIjhtRlpycmROOFRjdW5rRjYiLCAidGlkIjogInR0ZG4tZWlxZy1jcXBiIiwgInQiOiAxNzc1MDczODU0fQ==' | base64 --decode > /Library/Preferences/zs.json
exit 0
```

You will enter this script in Step 2b when configuring the PKG in Intune.

Important: The token is unique to your organization. If you download a new PKG file, the token (specifically the timestamp at the end) may change. Always use the token from your most recently downloaded PKG file.

Step 2b: Upload the PKG to Intune

IMPORTANT: There are two separate PKG files for macOS: one for Intel Macs and one for Apple Silicon (M-series) Macs. The filenames and tokens are different for each. If your organization has a mix of Intel and Apple Silicon Macs, you must create two separate app deployments in Intune, each with its own pre-install script matching the corresponding PKG's token. Create separate device groups for Intel and Apple Silicon Macs and assign the correct deployment to each group.

1. In the Intune admin center, navigate to Apps > macOS > Add.
2. Select macOS app (PKG) as the app type.
3. Upload your .pkg file (the full filename with the embedded security token).
4. **In the Pre-install script field, paste the script you prepared in Step 2a. Intune will execute this script on the Mac before installing the PKG.**
5. Leave the Post-install script field empty.
6. **In the Detection rules / Included apps section, Intune will auto-detect several entries. Remove ALL entries that begin with "org.qt-project". Keep ONLY the entry "ai.zs.zs".**

CRITICAL: You MUST remove all Qt framework entries (org.qt-project.*) from the Included Apps list. These are internal framework libraries that Intune cannot detect. Leaving them causes Intune to hang on "Waiting for install status" indefinitely. Only ai.zs.zs should remain.

7. Set Ignore app version to Yes.
8. Assign the app as Required to your target device group.
9. Click Review + Create and save.

Installation Timeline

The installer can take 4 to 10 minutes to complete. This is normal. The installer waits for the agent to fully start after installation before reporting completion. During this time, Intune may show "Waiting for install status." Do not cancel or re-push during this window. Allow up to 15 minutes.

Deployment Order Summary

For the full rollout to all target Macs, follow this order:

Order	Component	Notes
1	Configuration Profiles	Deploy both .mobileconfig profiles first. These use the Apple MDM channel and deploy immediately.
2	PKG with Pre-install Script	Deploy the PKG app with the pre-install script. Repeat for Intel and Apple Silicon if needed. Allow 5 to 15 minutes.
3	User Action	Users may need to grant Screen Recording permission when prompted, then logout/login.

Quick Reference

Parameter	Detail	Value
Installer File Types	Supported formats	.msi (Windows), .pkg (macOS)
macOS App Type in Intune	Required type	macOS app (PKG)
macOS PKG Variants	Two files for macOS	Intel (.pkg) and Apple Silicon (.pkg). Separate deployments required.
File Naming	Do NOT rename	Full filename must be preserved
Pre-install Script (macOS)	Required for Intune	See Phase 2 instructions
Install Path (Win Standard)	Standard installation	C:\Program Files\Prodoscore\MyZenV2
Install Path (Win Stealth)	Stealth installation	\Program Files\zs\zs
Install Path (Mac)	Application location	/usr/local/zs/zs.app
Config File (Mac)	Tenant configuration	/Library/Preferences/zs.json
macOS Bundle ID	For Intune detection rules	ai.zs.zs
Included Apps in Intune	Detection rules	ONLY ai.zs.zs. Remove all org.qt-project entries.
Ignore App Version	Intune detection setting	Yes
Windows Silent Install	MSI command	msiexec /i "filename.msi" /qn

Verification

To confirm a successful deployment:

1. Log in to the Prodoscore Desktop Connect Admin Console.
2. Navigate to the Devices or Users list.
3. The newly deployed device should appear shortly after installation completes.

If the device does not appear within 15 minutes, verify the installer filename was not modified and that configuration profiles (macOS) were deployed before the PKG.