

Desktop Connect

Jamf Pro macOS Deployment Guide

Step-by-step instructions for deploying Desktop Connect to macOS endpoints using Jamf Pro.

Overview

This guide walks you through deploying the Prodoscore Desktop Connect agent to macOS endpoints using Jamf Pro. The deployment has four steps:

Step	What You Do	Why
1	Deploy two configuration profiles	Pre-approves permissions so the install is silent
2	Download and upload the PKG installer	Installs the Desktop Connect agent
3	Add a pre-install script	Writes the license configuration before installation
4	Create a Jamf Policy combining the script and PKG	Automates deployment to target Macs

Prerequisites

- **Jamf Pro** with administrator privileges.
- The two .mobileconfig files provided by Prodoscore.
- The PKG installer file downloaded from your Desktop Connect Admin Portal.

CRITICAL: Do not rename the installer file. The filename contains a unique security token tied to your account. If you rename, shorten, or modify the filename in any way, the installation will fail. Upload the file exactly as downloaded.

Step 1: Deploy Configuration Profiles

Before installing the agent, deploy two configuration profiles to your target Macs. These profiles pre-approve Desktop Connect's permissions so end users see no security prompts or notifications during installation.

Profile	Purpose	Download
Permissions	Grants Accessibility access and suppresses Screen Recording prompts so the agent can operate silently.	Download
Notifications	Silences the macOS "Background Items Added" system alert that would otherwise appear when the agent installs its background service.	Download

Note: The Notifications profile silences "Background Items Added" alerts for all applications, not just Desktop Connect.

To upload each profile:

1. In Jamf Pro, navigate to **Computers > Configuration Profiles**.
2. Click **Upload**.
3. Select the profile (.mobileconfig file) and upload it.
4. Verify the Scope is set to **All Computers** or your target device group.
5. Click **Save**.
6. Repeat for the second profile.

Deploy both profiles before (or at the same time as) the PKG to ensure a seamless user experience.

Step 2: Download and Upload the Installer

Download

1. Log in to the **Prodoscore Desktop Connect Admin Portal**.
2. Click the **Download** button.
3. Download the installer for your Mac architecture:
 - **Apple Silicon (M-Series):** For Macs with M1, M2, M3, or M4 chips.
 - **Intel:** For older Intel-based Macs.

If your fleet includes both architectures, download both files. You will create separate Jamf Smart Groups to scope the correct installer to the correct Macs using the "Architecture Type" criteria.

Upload to Jamf Pro

1. Navigate to **Settings > Computer Management > Packages**.

2. Click **New**.
 3. Upload the .pkg file.
 4. **Confirm the filename** in Jamf matches the original download exactly.
 5. Click **Save**.
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Step 3: Add the Pre-Install Script

This script writes the Desktop Connect license configuration to your Mac before the installer runs. It ensures the agent registers with your Prodoscore account immediately after installation.

Before creating the script, you need to extract the PKG filename:

1. Locate the .pkg file you downloaded from the Admin Portal. The full filename will be a long string of characters, for example: `eyJza2V5IjoiYWJjMTIzIn0=.pkg`
2. Copy the filename and **remove the .pkg extension**. Using the example above, you would copy just: `eyJza2V5IjoiYWJjMTIzIn0=`
3. Keep this value ready. You will paste it into the script below.

Now create the script in Jamf Pro:

4. Navigate to **Settings > Computer Management > Scripts**.
5. Click **New**.
6. On the General tab, name the script: **Pre-Install - Desktop Connect Config**
7. On the Script tab, copy and paste the script below. Replace `<YOUR_PKG_FILENAME>` with the value you copied above (the full filename without the .pkg extension).

```
#!/bin/sh

PKG_BASENAME="<YOUR_PKG_FILENAME>"

echo "$PKG_BASENAME" | base64 --decode | tee /Library/Preferences/zs.json

exit 0
```

Important: Update the PKG_BASENAME value in this script each time you receive a new installer file from Prodoscore. Each installer has a unique filename that contains your license key.

8. Click **Save**.

Step 4: Create the Deployment Policy

This policy ties together the pre-install script and the PKG installer into a single automated deployment.

7. Navigate to **Computers > Policies**. Click **New**.
8. **General Payload:**
 - Display Name: **Install Prodoscore Desktop Connect**
 - Trigger: Check **Enrollment Complete** and **Recurring Check-in**
 - Execution Frequency: **Once per computer**
9. **Scripts Payload:**
 - Click **Configure** and add **Pre-Install - Desktop Connect Config**.
 - Priority: **Before** (the configuration must be written before the PKG installs)
10. **Packages Payload:**
 - Click **Configure** and select your uploaded .pkg file.
 - Action: **Install**
11. **Scope Tab:** Assign to your target computers or device group.
12. Click **Save**.

No restart required. The agent starts automatically after installation. No reboot or user logout is needed.

Mixed fleet tip: If deploying to both Intel and Apple Silicon Macs, create two policies (one per architecture) and scope each to the correct Smart Group.

Verification

To confirm the deployment was successful:

13. Log in to the Prodoscore Desktop Connect Admin Console.
14. Navigate to the Devices or Users list.
15. The newly deployed Mac should appear within a few minutes of the policy executing.

If the device does not appear within 15 minutes, verify that the installer filename was not modified, the pre-install script contains the correct PKG filename, and both configuration profiles were deployed before the PKG. Contact your Prodoscore account representative for further assistance.

Quick Reference

Item	Details
Supported MDM	Jamf Pro
Supported architectures	Apple Silicon (M1/M2/M3/M4) and Intel
Configuration profiles required	2 (Permissions and Notifications)
Installer format	.pkg
Pre-install script required?	Yes (included in this guide)
Restart required?	No
Time to appear in Admin Console	Typically under 5 minutes

For questions or support, contact your Prodoscore account representative or email support@prodoscore.com.