Enable Remote Management for Mac Devices

automation policy script

solarwinds
n-able

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Overview

N-able Technologies has developed an automation manager script that allows to enable remote management so you can use the custom remote control option (tested with VNC) in N-central on your Mac devices.

It is important to understand some of the limitations and how to properly use the script.

Requirements

- The tested N-central version are 9.5 and 10.0
- The Automation Policy - MacEnableRemoteManagement.amp
- A Mac OS X device, including Administrator level credentials
- A Windows device with an Agent installed that has Powershell 2.0 or above needs to be local to the Mac device
- Access to N-central and the ability to run Automation Policies

Background

The policy in Automation Manager

1. This is how the policy look like inside automation manager
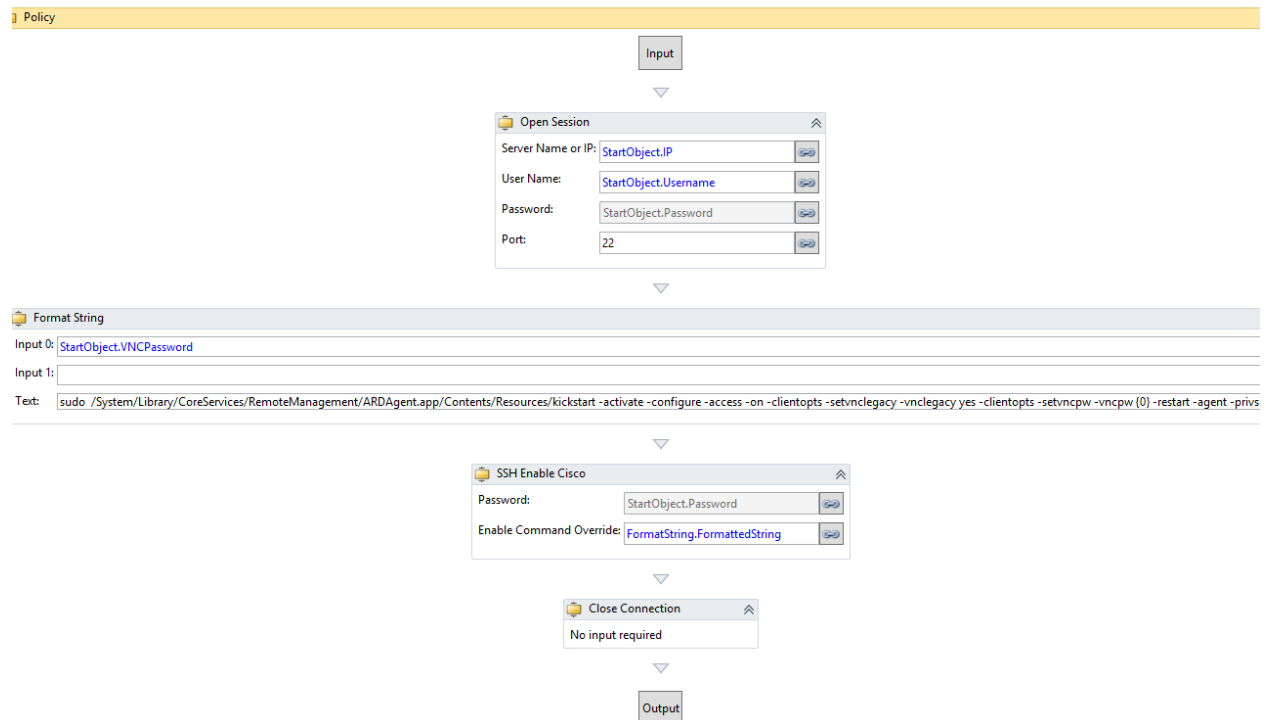
2. All input parameters should be declared by the technician when executing this policy. The automation policy is leveraging the SSH objects and sudo command to piece the information together.
3. The full command can be seen as a sample included below, the format string basically allows you to input a password (variable {0}) to be used as your VNC password and compose that into the command for you.

Sudo /System/Library/CoreServices/RemoteManagement/ARDAgent.app/Contents/Resources/kickstart -activate -configure -access -on -clientopts -setvnclegacy -vnclegacy yes -clientopts -setvncpw -vncpw {0} -restart -agent -privs -all

To upload the policy in N-central
1. You can open the file from Automation Manager Wizard and click on upload
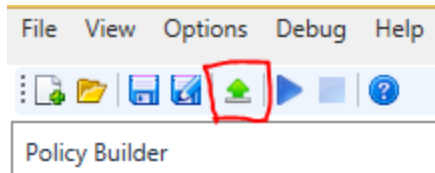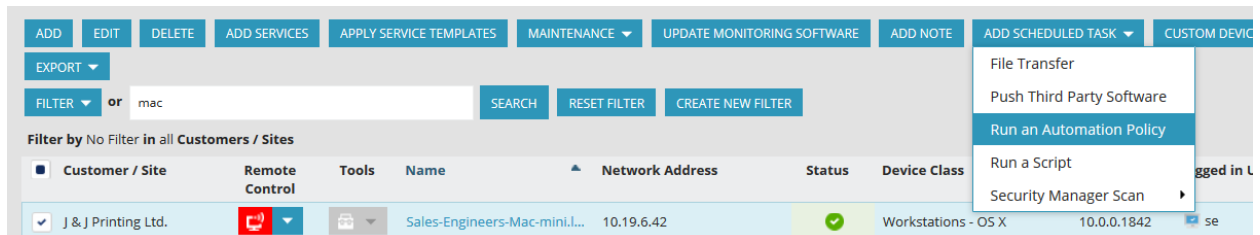
2. Or you can ADD it directly under Script/Software Repository
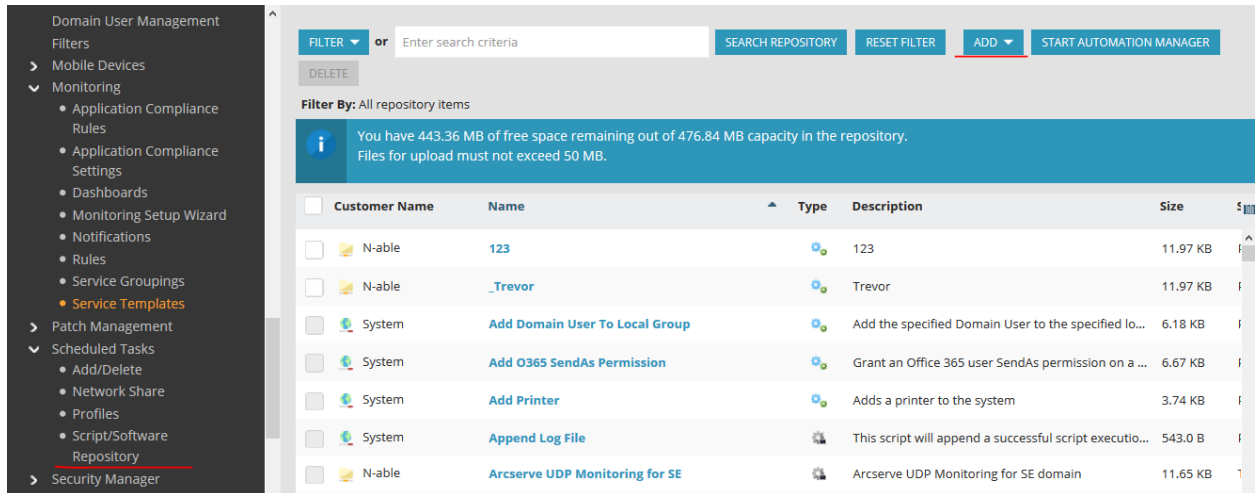
To run the policy in N-central

1. Once uploaded, you can target the devices and execute the scheduled task.

2. Provide the Mac Admin Username and password, then setup a VNC password. You can use the device username and password from Asset Variable drop down which are saved under the device settings tab, or customize the credential as needed.

AUTOMATION POLICY

Repository Item: MacRemoteManagement

Description: **Enable remote management on Mac through SSH**

File Name: **MacRemoteManagement.amp**

IP Address:
- ○ Text input
- ● Asset variable   Network Address

Username:
- ● Text input   se
- ○ Asset variable   Network Address

Password:
- ● Text input   ••••••••
  - ☐ Show Password
- ○ Asset variable   Network Address

Set your VNC password:
- ● Text input   nableremote
- ○ Asset variable   Network Address

3. Make sure you select an Executing Devices that's in the same subnet as your Mac and online at the time when you run the script. Do not leave it as Best Available.

4. Complete the rest of the settings and run the scheduled task.
5. Check the job status to see if the policy worked.

N-central settings to configure VNC as a custom remote control type for a device.

Below is a screenshot of a mac using RealVNC, click on ADD drop down to grab the variables for the command line {IP}:{Port}