



How to Install
TeamViewer Host with Jamf Pro



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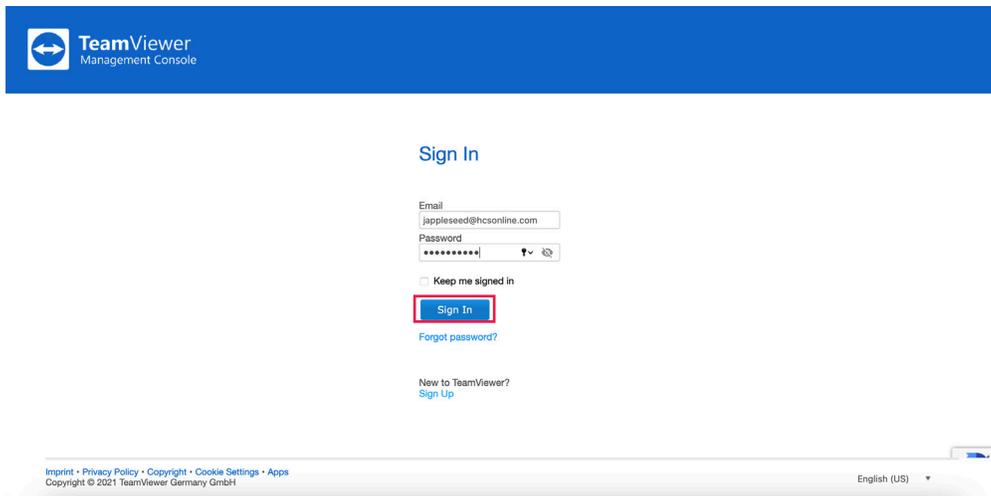


Section 1: Configuring a TeamViewer Host Package

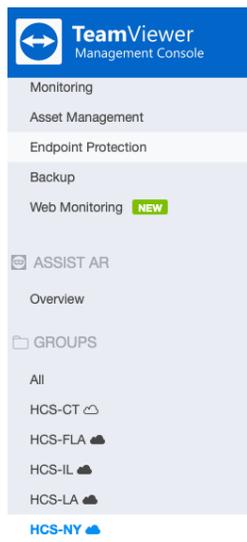
In this section we will configure a custom TeamViewer Host Package that will automatically add a computer to a group in TeamViewer. To follow along with this section you will need administrative access to your TeamViewer management console.

NOTE: Be sure to sign in with an account that owns the group you want to add your computers to. If you sign into the TeamViewer Management Console and you don't see any groups in the Groups section, you are not using the correct account.

1. In a web browser, go to <https://login.teamviewer.com>.
2. Enter your TeamViewer Administration account.
3. Click Sign In.



4. In the groups section, notice there are several groups that show up for HCS. If you don't see any groups in the list then you are not using the correct TeamViewer account.



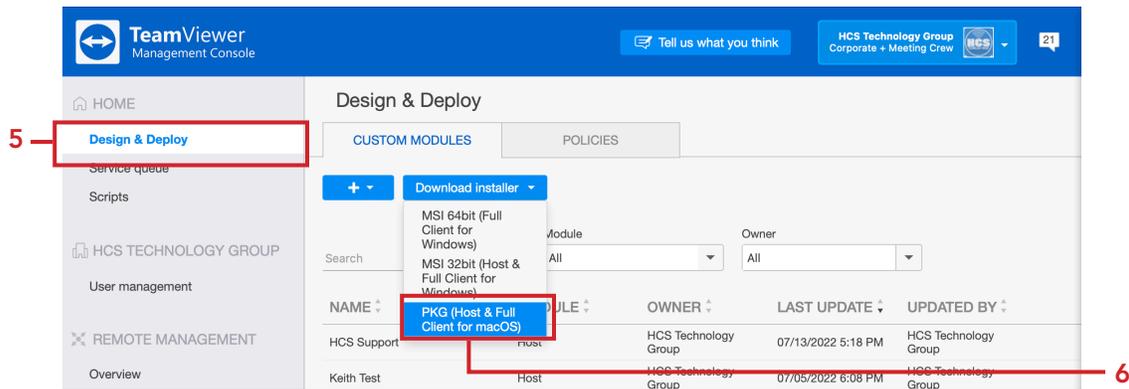
Account with Groups



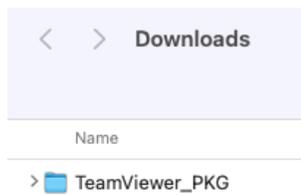
Account with no Groups



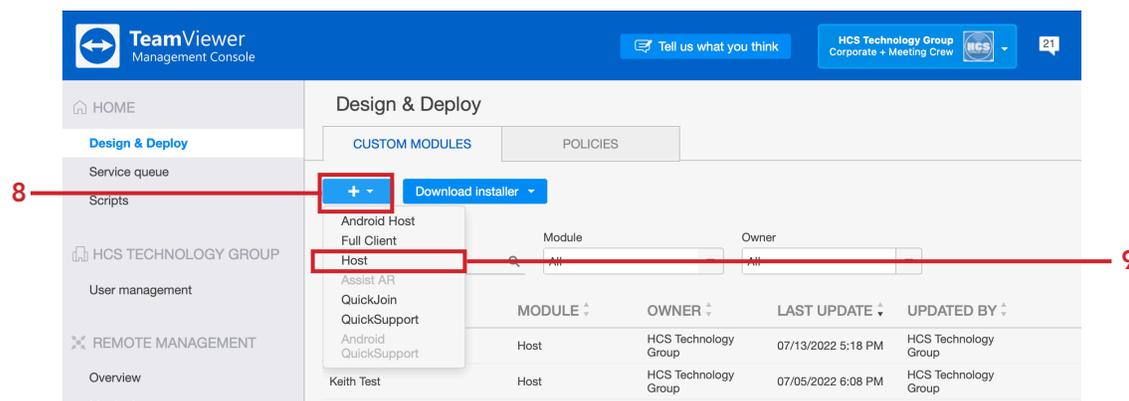
- In the Home section, click Design & Deploy.
- Select the Custom Modules tab, then select PKG (Host & Full client for macOS) from the Download Installer Menu.



- Confirm a folder named TeamViewer_PKG in your downloads folder. We will use this in a later step.



- Click Add (+)
- Select Host.

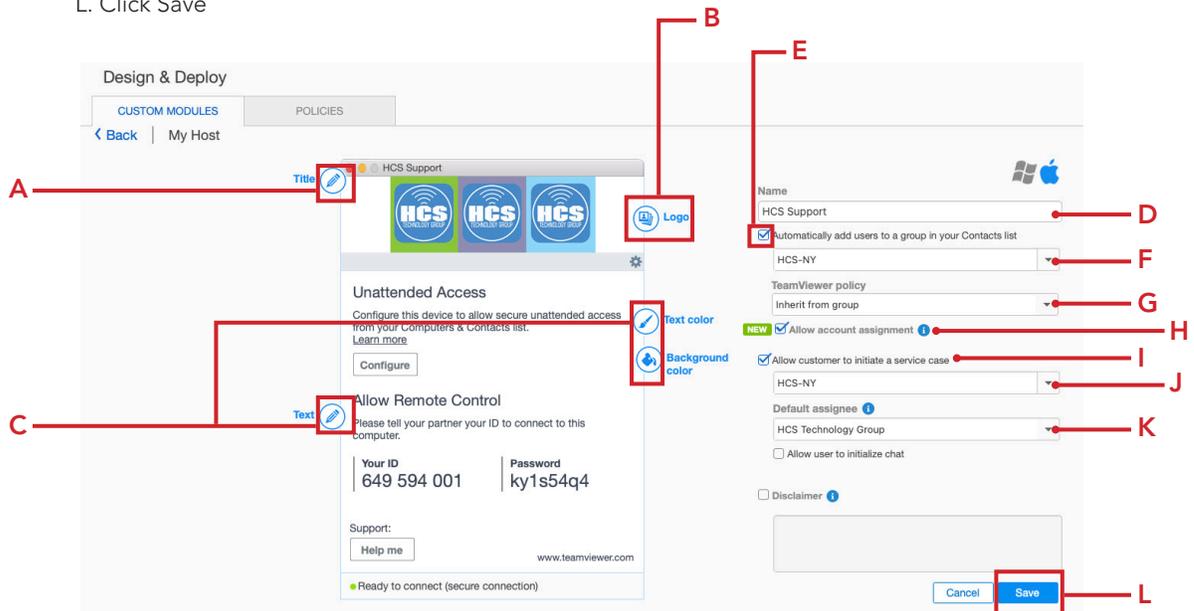




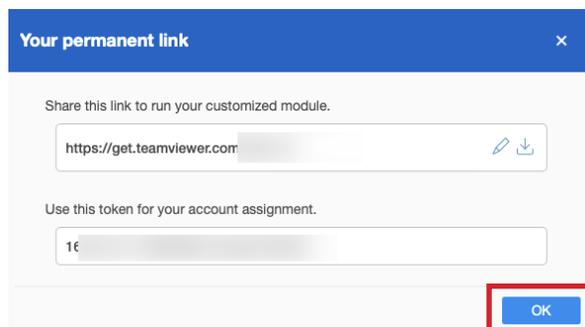
10. You can customize the host package to your needs. This guide will customize the Title and Logo as shown on the left side of the picture below.

Configure the host settings:

- A. Click the Title icon and enter a title for your host.
- B. Click the Logo icon and select your logo.
- C. Text, Text Color, and Background Color are optional.
- D. Name: Enter a name, this guide will use HCS Support.
- E. Automatically add users to a group in your contacts List: Enabled
- F. Select a group from the menu. This guide will use HCS-NY
- G. TeamViewer Policy: Select Inherit from group
- H. Allow account assignment: Enabled
- I. Allow customer to initiate a service case: Enabled
- J. Select a group from the dropdown menu. This guide will use HCS-NY
- K. Default Assignee: Select an account that owns the group that you want the computer to go into. This guide will use HCS Technology Group.
- L. Click Save



11. Copy the token listed below to a text document. Click OK when done.





12. Paste the token into a text document and save it. Name the file API Token. We will need this later.



13. If all went well, you should see your new host created below. Sign out of the TeamViewer management console.

Design & Deploy

CUSTOM MODULES POLICIES

+ - Download installer -

Search Module: All Owner: All

NAME	MODULE	OWNER	LAST UPDATE	UPDATED BY
HCS Support	Host	HCS Technology Group	07/06/2022 10:56 AM	HCS Technology Group

This completes this section.



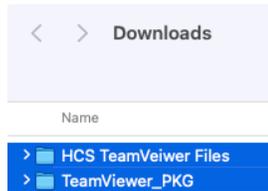
Section 2: Creating a Custom TeamViewer Host Package

In this section we will configure a custom TeamViewer Host package that will automatically add a computer to a group in TeamViewer. To follow along with this section, you will need the following:

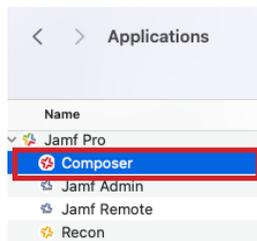
- Jamf Composer
- A choices.xml file to silently install the TeamViewer Host package. You can download a pre-configured choices.xml file from: <https://github.com/HCS Tech/Files/blob/main/HCS%20TeamVeiwier%20Files.zip>

1. Confirm you have the following items in your Downloads folder:

- HCS TeamViewer Files
- TeamViewer_PKG

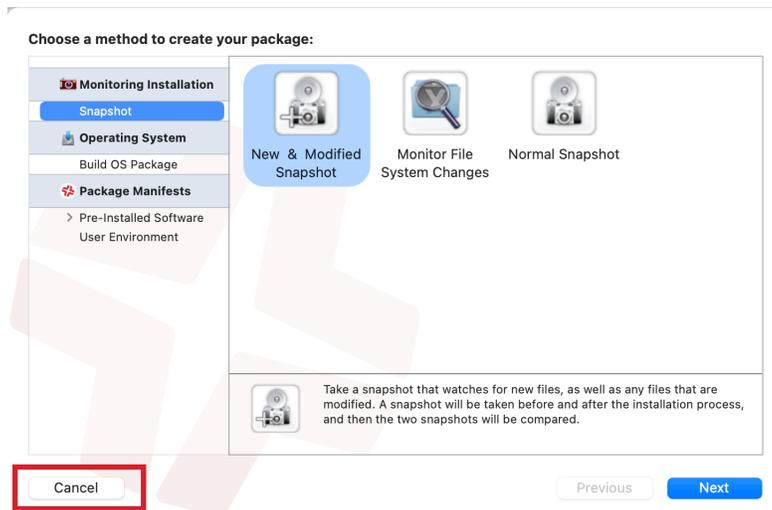


2. In the Applications folder, Open Composer located in the Jamf Pro folder.



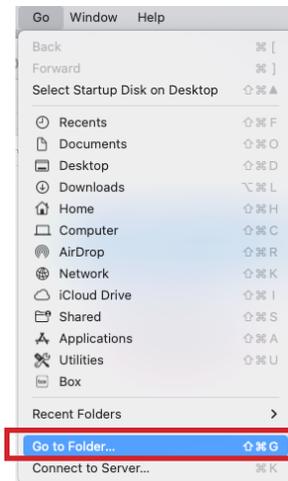
3. Confirm Composer opens and you're presented with the screen below.

4. Click Cancel.





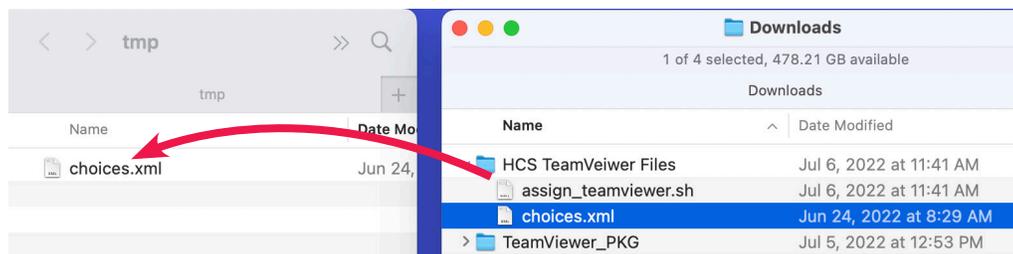
5. From the Finder select the Go menu then select Go To Folder.



6. Enter tmp, then select private>tmp and press the return key. When the tmp folder opens, leave it open and move it to the left side of your screen.

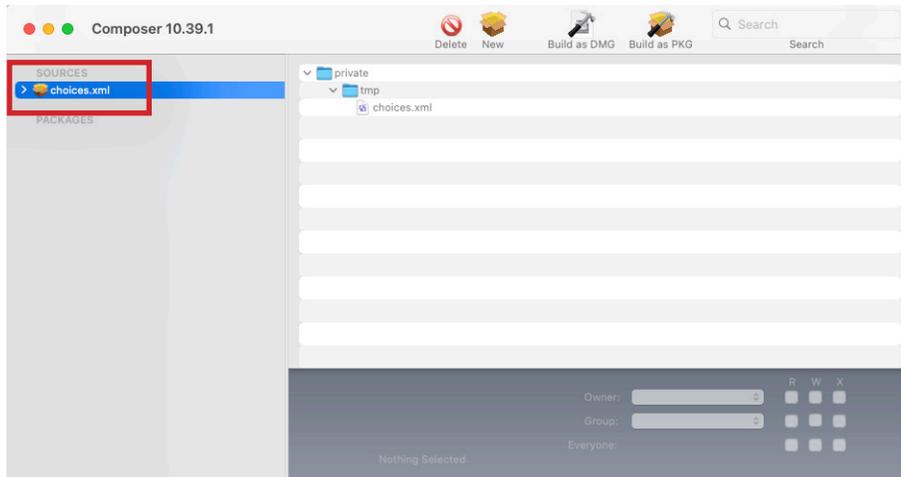


7. Open your Downloads folder and move it to the right of the tmp folder so the two folders are side by side. Open the HCS TeamViewer Files folder and select the choices.xml file. Hold the option key and drag the choices.xml file to the tmp folder on the left. This makes a copy of the file in the tmp folder.



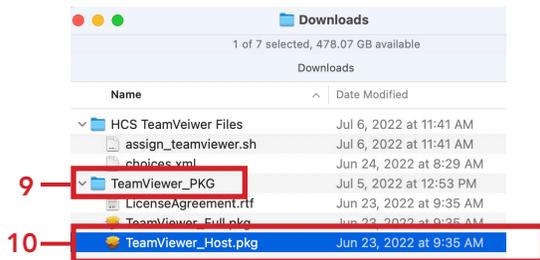


8. Drag the choices.xml file from the tmp folder to the Sources section of Jamf Composer.

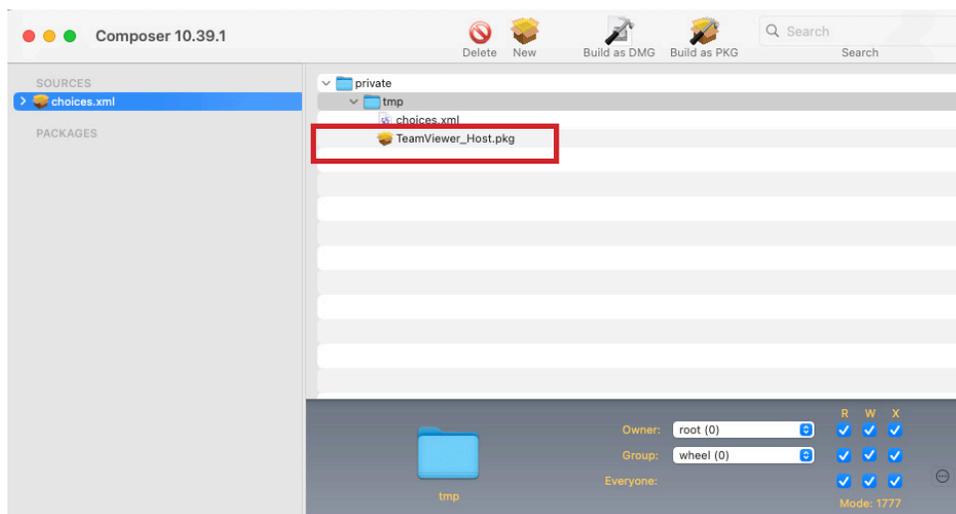


9. Go to your Downloads folder and open the TeamViewer_PKG folder.

10. Select the TeamViewer_Host.pkg.



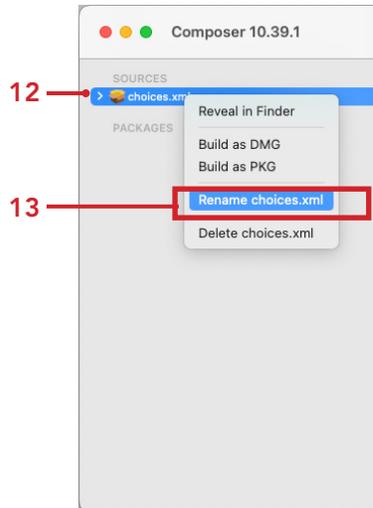
11. Drag the TeamViewer_Host.pkg from your Downloads folder into the tmp folder in Composer.





12. In the Sources section of Composer, select choices.xml then Control-click on choices.xml.

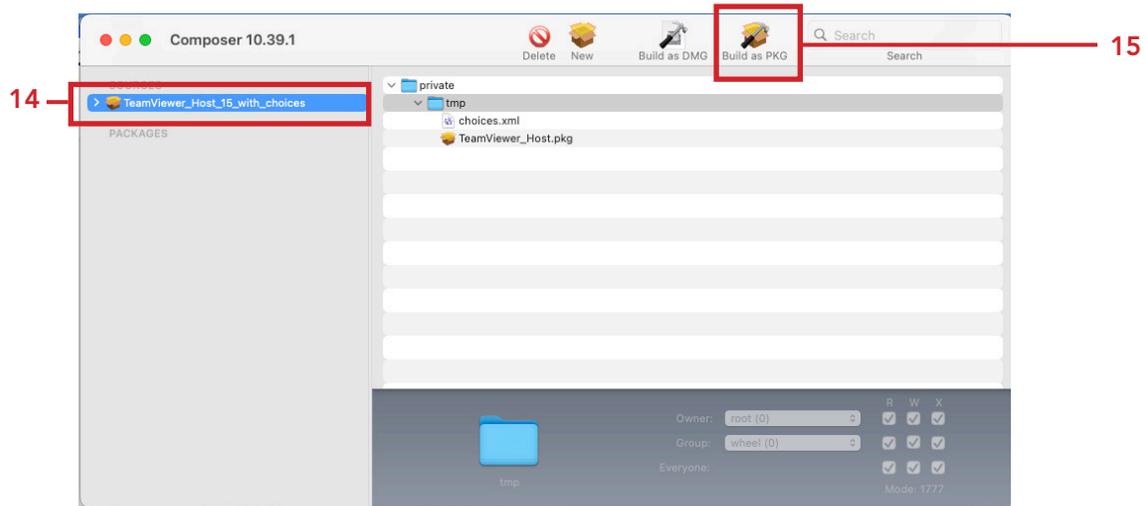
13. Select Rename choices.xml from the menu.



14. Rename the package to "TeamViewer_Host_15_with_choices".

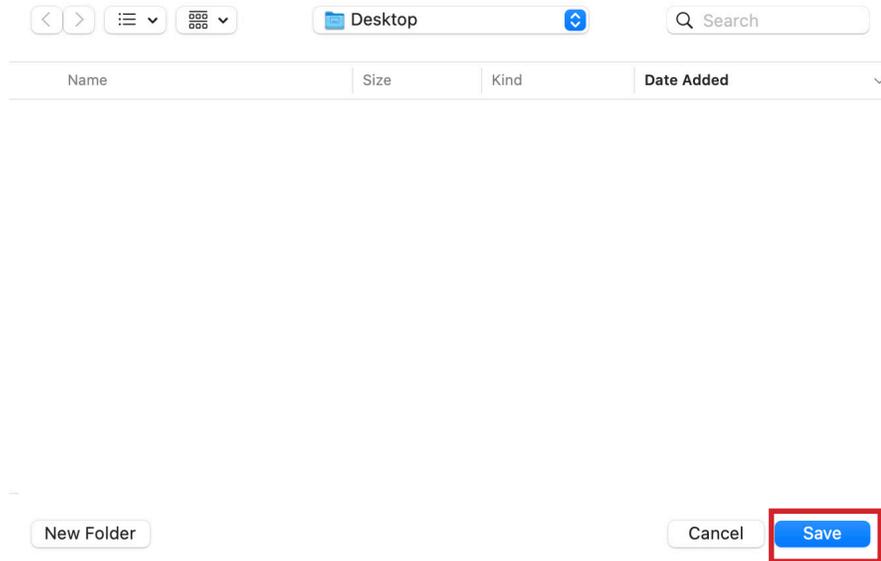
15. Build as PKG from the Composer menu bar.

NOTE: Version 15 was the latest version of TeamViewer Host at the time of this writing. Adjust the version to your needs.

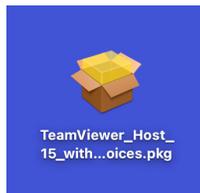




15. Save the package to your Desktop.



14. If all went well, the package was created and is located on your Desktop. Leave the package on your Desktop. We will need it in a later section of this guide.



This completes this section.



Section 3: Deploying TeamViewer Host with Jamf Pro

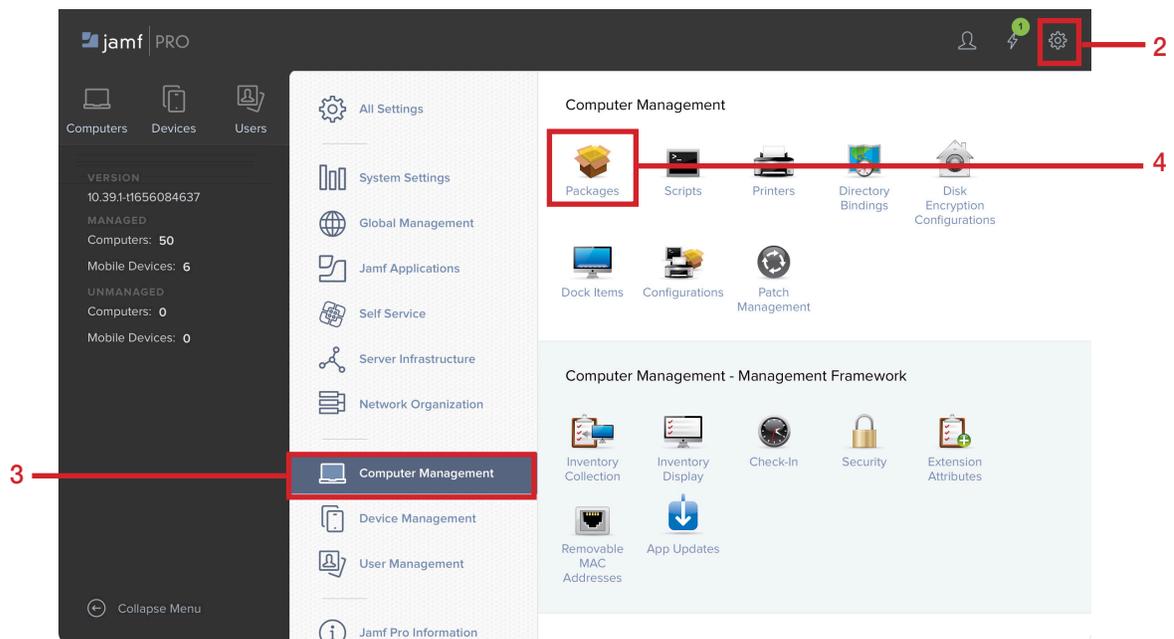
This section will guide you through uploading the TeamViewer Host package to your Jamf Pro server and creating a policy and script for installing TeamViewer Host. To follow along with this section, you will need the following:

- Administrative access to your Jamf Pro server.
- The TeamViewer Host package created in section 2 of this guide. This file should be on your Desktop.
- The assign_teamviewer.sh script that was downloaded in section 2 of this guide. This file should be located in your Downloads folder in a folder named HCS TeamViewer Files.

1. Open a web browser of your choosing and log in to your Jamf Pro server with administrative credentials.

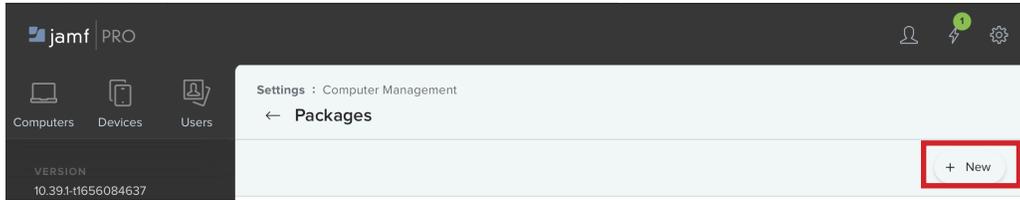


2. Click Settings (⚙️) in top right corner.
3. Click on Computer Management.
4. Click Packages.





5. Click New.



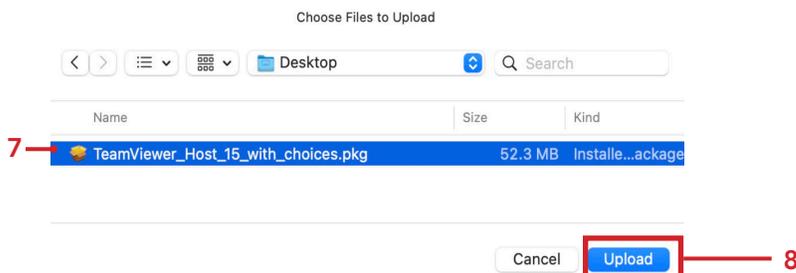
6. Enter the following:

- A. Display Name: TeamViewer_Host_15_with_choices.pkg
- B. Category: Select a category. This guide will use Remote Support
- C. Filename: Click Choose File.

NOTE: Version 15 was the latest version of TeamViewer Host at the time of this writing. Adjust the version to your needs.

7. Navigate to your Desktop and select TeamViewer_Host_15_with_choices.pkg.

8. Click Upload.



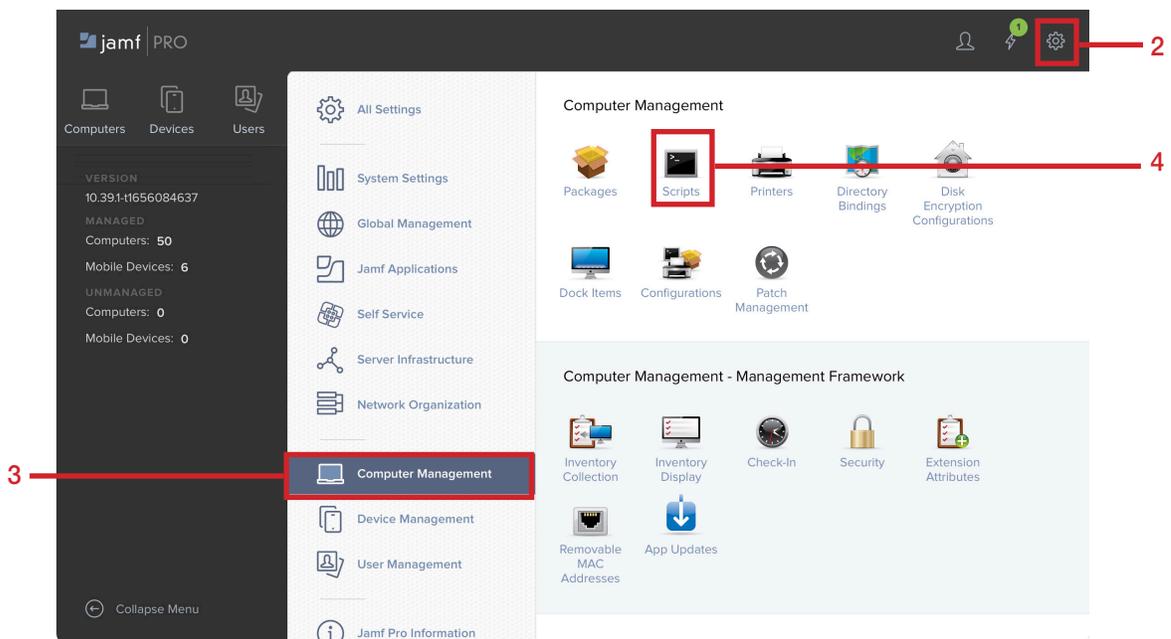


9. Click Save.

10. Click Settings (⚙️) in top right corner.

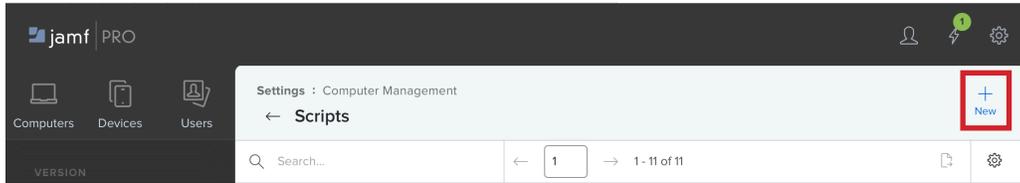
11. Click on Computer Management.

12. Click Scripts.



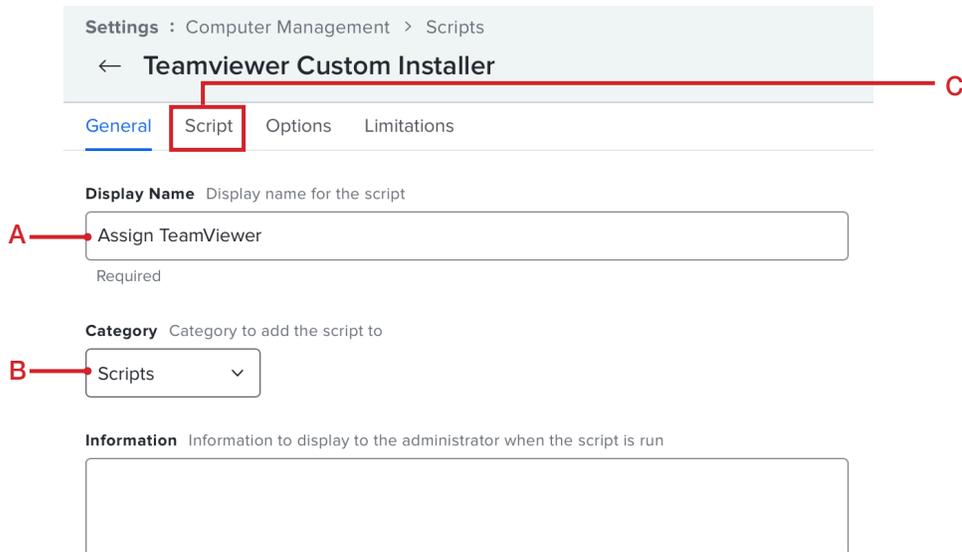


13. Click New.

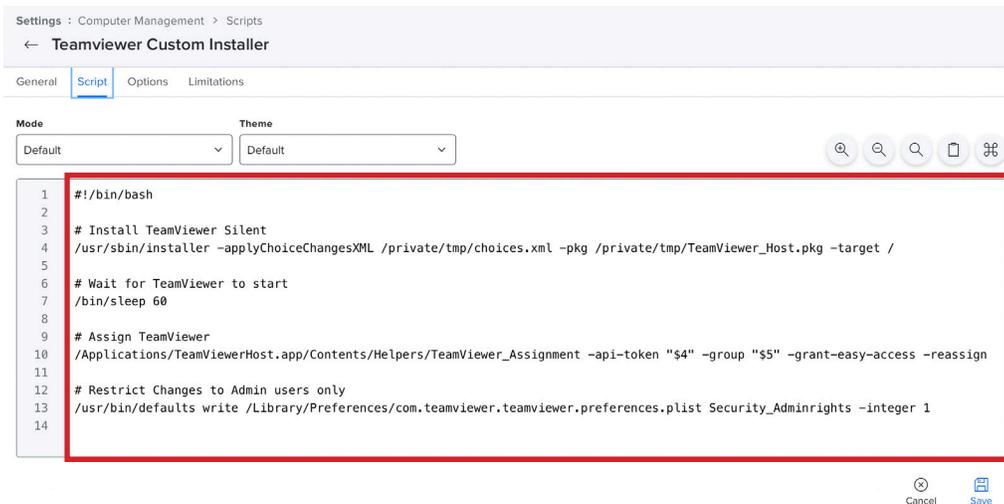


14. Enter the following:

- A. Display Name: Assign TeamViewer
- B. Category: Select a category of your choosing. This guide will use Scripts.
- C. Click Script.



15. Open the assign_teamviewer.sh script you downloaded in an earlier step. Copy the contents of the script and paste into the body of the Script tab in Jamf Pro.





16. Click Options and enter the following:
 - A. Priority: After
 - B. Parameter 4: API Token
 - C. Parameter 5: Group Name
 - D. Click Save.

Settings : Computer Management > Scripts

← Teamviewer Custom Installer

General Script **Options** Limitations

Priority Priority to use for running the script in relation to other actions

A After

Parameter Labels Labels to use for script parameters. Parameters 1 through 3 are predefined as mount point, computer name, and username

Parameter 4

B API Token

Parameter 5

C Group

Parameter 6 Cancel Save D

17. Click Computers.
18. Click Policies.
19. Click New.

jamf PRO

Computers Policies

17 Computers 18 Policies 19 + New

INVENTORY

- Search Inventory
- Search Volume Content
- Licensed Software

CONTENT MANAGEMENT

- Configuration Profiles

NAME FREQUENCY TRIGGER SCOPE



20. Select General, then enter the following:

- A. Display Name: Install TeamViewer Host
- B. Category: Select a category of your choosing. This guide will use Remote Support.
- C. Trigger: Set to your needs. This guide will use Recurring Check-in
- D. Execution Frequency: Set to your needs. This guide will use Once per Computer
- E. Select the Packages Payload.

Computers : Policies > Install Custom Teamviewer

← **Install TeamViewer Host**

Options Scope Self Service User Interaction

General >

E Packages 0 Packages

Software Updates Not Configured

Scripts 1 Script

Printers 0 Printers

Disk Encryption Not Configured

Dock Items 0 Dock Items

Local Accounts 0 Accounts

Management Accounts Not Configured

Directory Bindings 0 Bindings

EFI Password Not Configured

General

Display Name Display name for the policy

Install TeamViewer Host **A**

Enabled

Category Category to add the policy to

Remote Support **B**

Trigger Event(s) to use to initiate the policy

Startup When a computer starts up. A startup script that checks for policies must be configured in Jamf Pro for this to work

Login When a user logs in to a computer. A login event that checks for policies must be configured in Jamf Pro for this to work

Network State Change When a computer's network state changes (e.g., when the network connection changes, when the computer name changes, when the IP address changes) **C**

Enrollment Complete Immediately after a computer completes the enrollment process

Recurring Check-in At the recurring check-in frequency configured in Jamf Pro

Custom At a custom event

Execution Frequency Frequency at which to run the policy

Once per computer **D**

Automatically re-run policy on failure

Cancel Save

21. Click Configure.

Options Scope Self Service User Interaction

General

Packages 0 Packages >

Software Updates Not Configured

Scripts 1 Script

Printers 0 Printers

Disk Encryption Not Configured

Dock Items 0 Dock Items

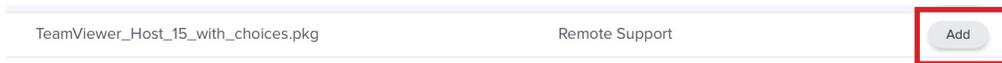
Configure Packages

Use this section to install, cache, and uninstall packages. Also use this section to install a single cached package.

Configure

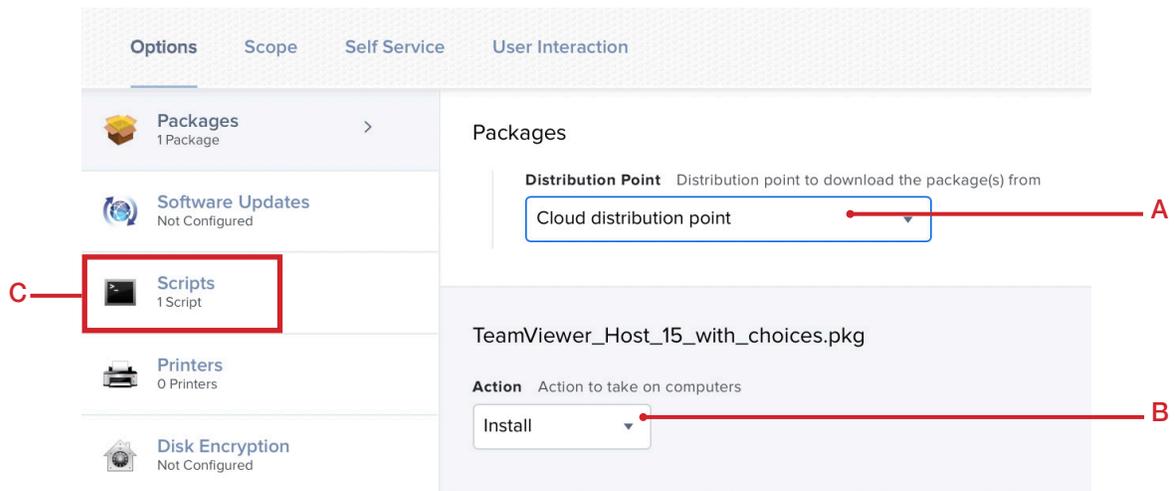


22. Select TeamViewer_Host_15_with_choices.pkg from the list then click Add.

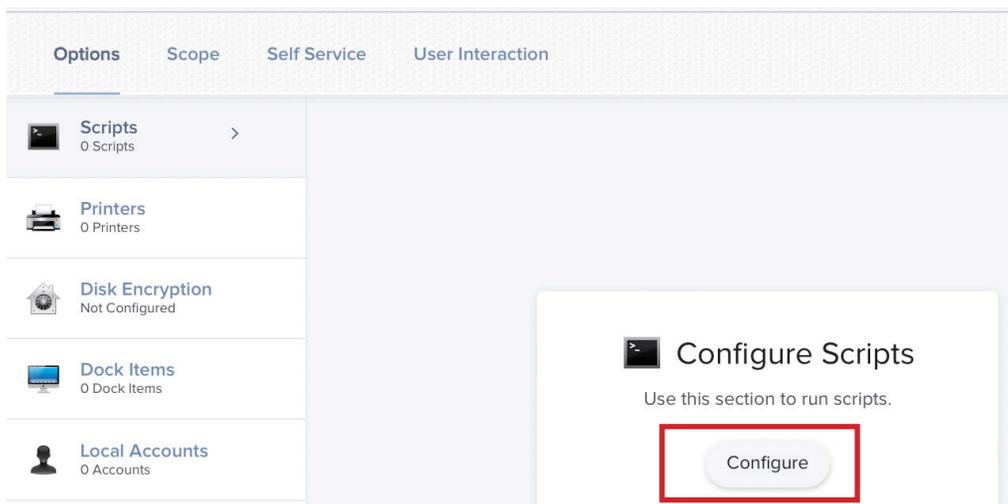


23. Configure the following:

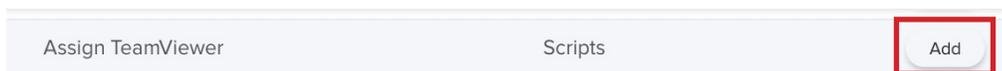
- A. Distribution Point: Set to your needs. This guide will use the Cloud distribution point
- B. Action: Install
- C. Select the Scripts payload.



24. Click Configure.



25. Select TeamViewer_Host_15_with_choices.pkg from the list then click Add.





26. Configure the following:

- A. Priority: After
- B. API Token: Enter the API Token that was created in section 1 of this guide.
- C. Group: Set to your needs. This guide will use HCS-NY
- D. Click Scope.

NOTE: The group must be configured in your TeamViewer Management Console. This will automatically add a computer to the group in TeamViewer.

The screenshot shows the Jamf Pro console interface. At the top, there are tabs for 'Options', 'Scope', 'Self Service', and 'User Interaction'. The 'Scope' tab is selected and highlighted with a red box labeled 'D'. Below the tabs is a sidebar with various categories like 'Scripts', 'Printers', 'Disk Encryption', etc. The main content area shows the configuration for a script named 'Assign TeamViewer'. Under the 'Priority' section, a dropdown menu is set to 'After', with a red line pointing to it labeled 'A'. Under the 'Parameter Values' section, the 'API Token' field contains the value '16', with a red line pointing to it labeled 'B'. The 'Group' field contains the value 'HCS-NY', with a red line pointing to it labeled 'C'. At the bottom right of the configuration area, there are 'Cancel' and 'Save' buttons.

25. Click Scope and scope to your needs. This guide will scope to All Computers.

26. Click Save.

The screenshot shows the 'Scope' configuration page in Jamf Pro. At the top, there are tabs for 'Options', 'Scope', 'Self Service', and 'User Interaction'. The 'Scope' tab is selected and highlighted with a red box labeled '25'. Below the tabs are three main sections: 'Targets', 'Limitations', and 'Exclusions'. Under the 'Targets' section, there are two dropdown menus: 'Target Computers' and 'Target Users'. The 'Target Computers' dropdown is set to 'All Computers', with a red line pointing to it labeled '26'. The 'Target Users' dropdown is set to 'Specific Users'. Below these sections is a 'Selected Deployment Targets' area with an '+ Add' button. At the bottom, there is a table with columns for 'TARGET' and 'TYPE', which is currently empty and shows 'No Targets'.

A close-up of the 'Save' button in the Jamf Pro console. The button is a blue square with a white document icon and the word 'Save' in white text. It is highlighted with a red box and a red line pointing to it labeled '26'. To the left of the 'Save' button is a 'Cancel' button, which is a grey circle with a white 'x' icon and the word 'Cancel' in grey text.



Section 4: Create a Privacy Preferences Policy Control (PPPC) Profile

In this section we will create a PPPC profile for TeamViewer Host. This will allow us to install TeamViewer Host without being prompted to allow access to All Files, Accessibility, and will allow a standard user to allow access for Screen Recordings. To follow along with this section, you will need the following:

- Administrative access to your Jamf Pro server.

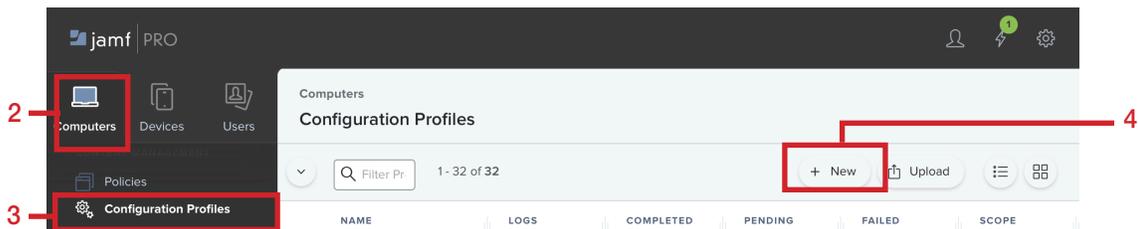
1. If necessary, Log into your Jamf Pro server.



2. Click Computers in the top-left corner.

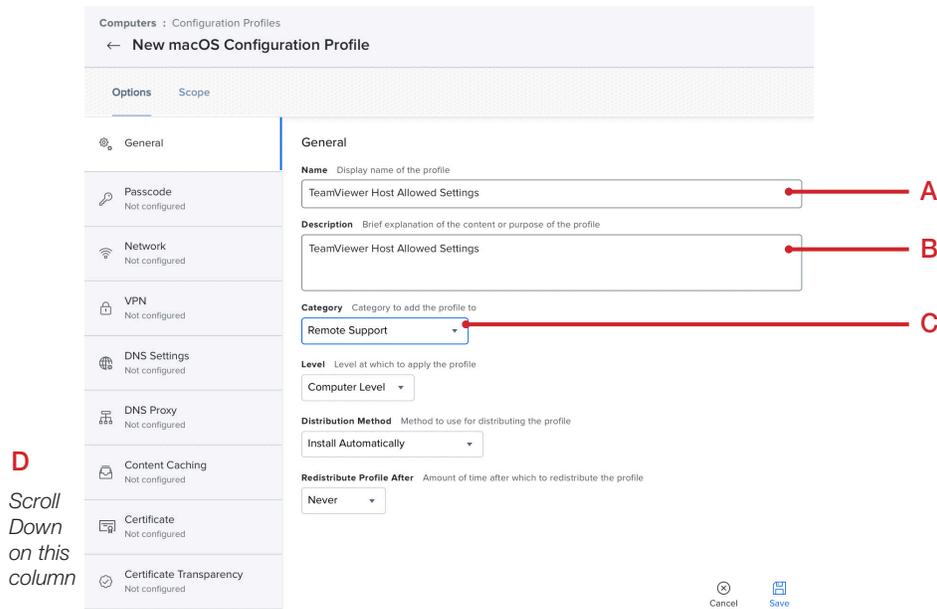
3. Click Configuration Profiles.

4. Click New.



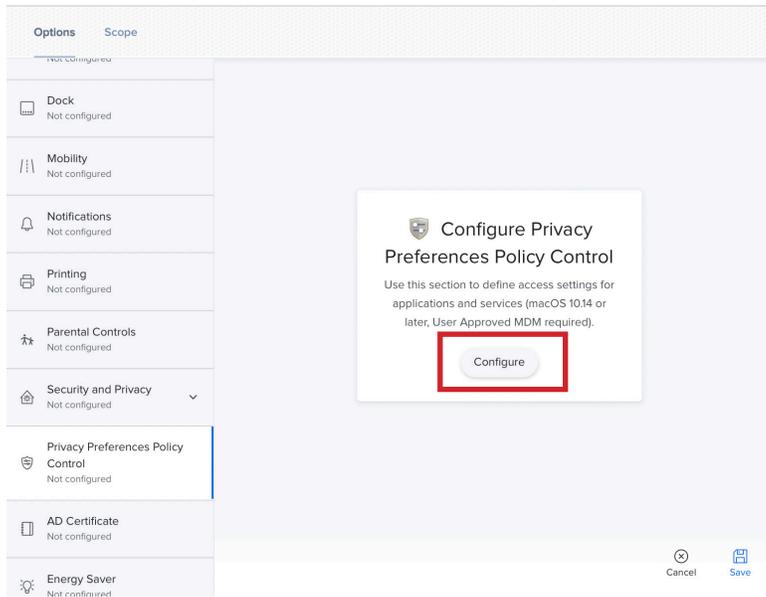
5. In the General section, Configure the following:

- Name: TeamViewer Host Allowed Settings
- Description: TeamViewer Host Allowed Settings
- Category: Select a category of your choosing. This guide will use Remote Support.
- Scroll down the left column and Select the Privacy Preferences Policy Control payload.





6. Click Configure.



7. Configure the following:

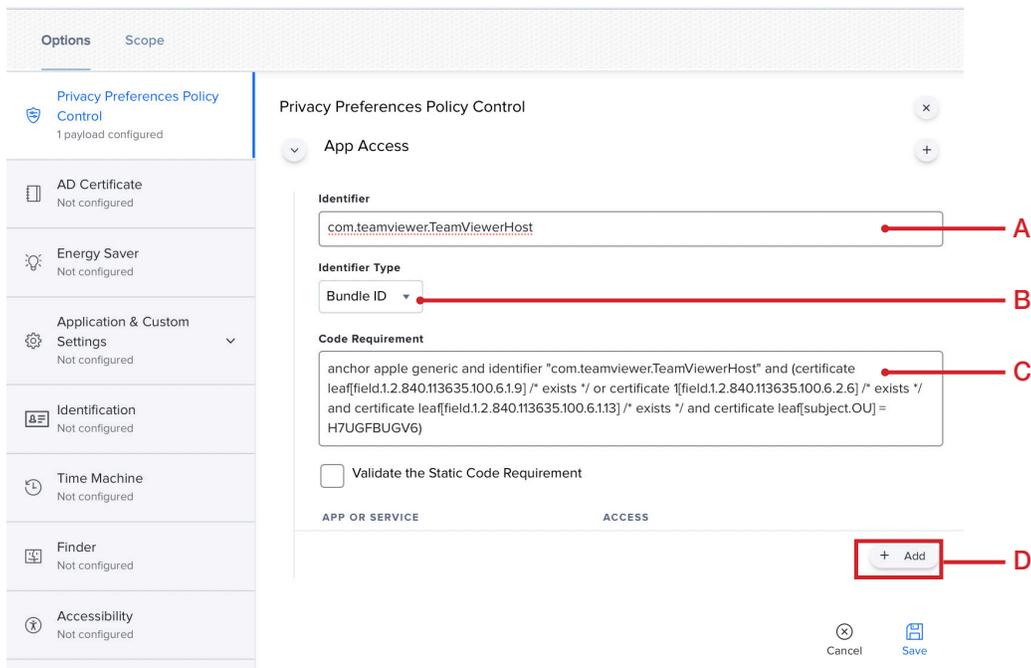
A. Identifier: com.teamviewer.TeamViewerHost

B. Identifier Type: Bundle ID

C. Code Requirement:

anchor apple generic and identifier "com.teamviewer.TeamViewerHost" and (certificate leaf[field.1.2.840.113635.100.6.1.9] /* exists */ or certificate 1[field.1.2.840.113635.100.6.2.6] /* exists */ and certificate leaf[field.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = H7UGFBUGV6)

D. Click Add.





- 8. Add the following items:
 - A. SystemPolicyAllFiles: Allow
 - B. Accessibility: Allow
 - C. ScreenCapture: Allow Standard Users to Allow Access
 - D. Click Scope

- 9. Scope to your needs. This guide will scope to All Computers.
- 10. Click Save.



Section 5: Installing TeamViewer Host on a Mac Computer

This section will test the installation of TeamViewer Host on a Mac Computer that is enrolled in the Jamf Pro server.

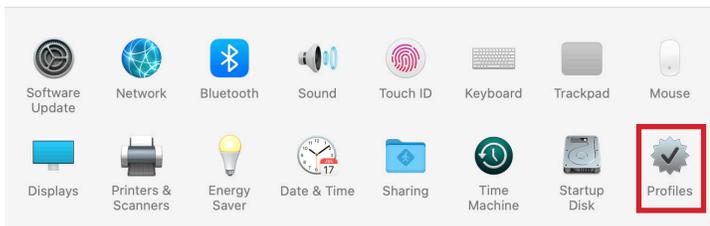
- Administrative access to your Jamf Pro server.
- Administrative access to your TeamViewer management console.
- A Mac Computer used for testing the TeamViewer Host.

The steps below should be performed on a Mac Computer without TeamViewer Host installed and enrolled in your Jamf Pro server.

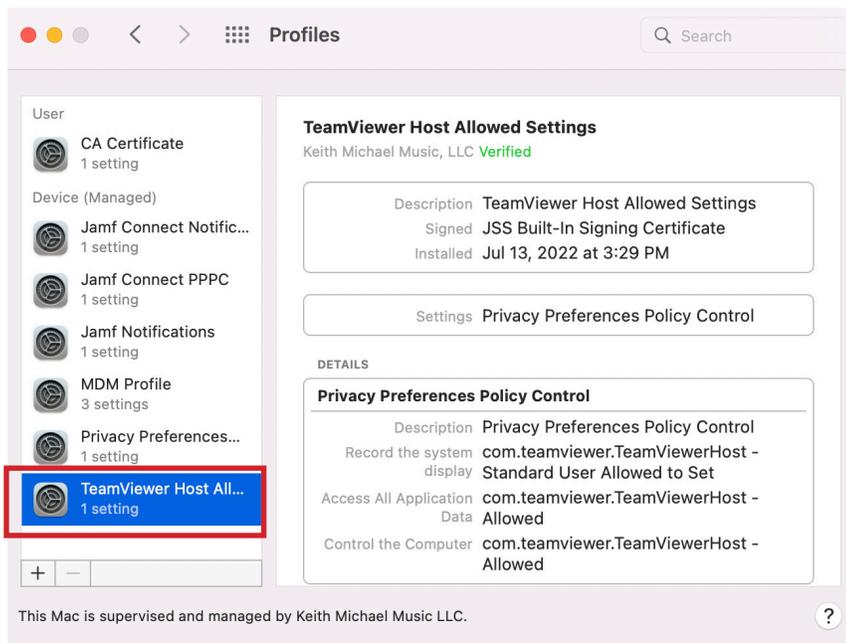
1. Click the Apple Menu, and select System Preferences.



2. Click Profiles.



3. Confirm you have the TeamViewer Host Allowed Settings profile.





4. Open Terminal.app located in /Applications/Utilities.



Terminal

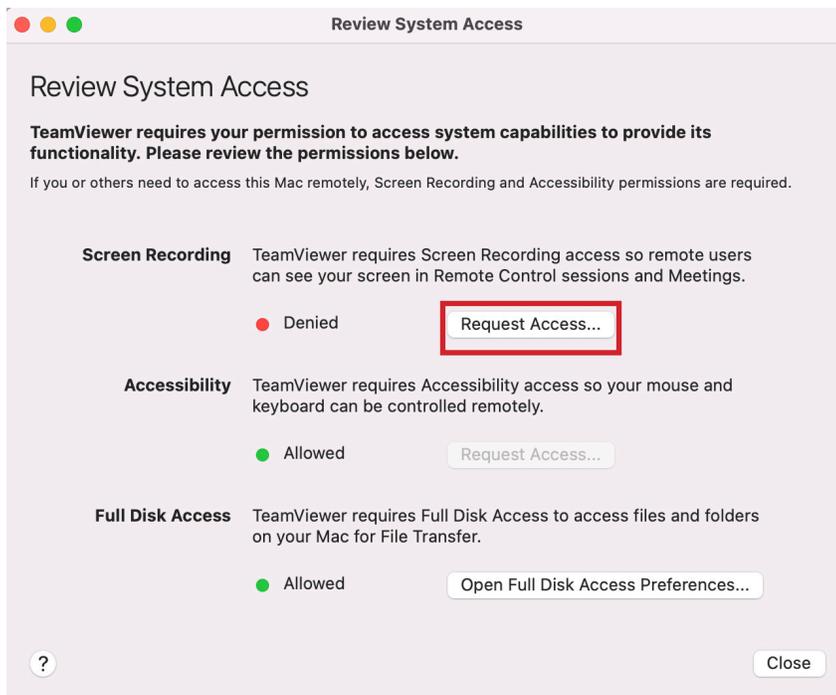
5. Run this command: `sudo jamf policy`

This will install TeamViewer Host.

```

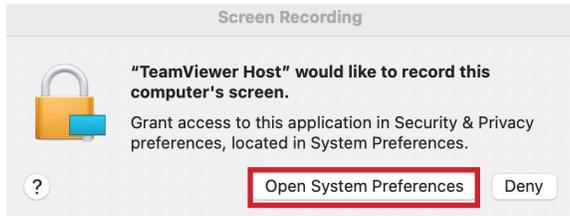
keith — sleep ◀ sudo — 80x24
Last login: Wed Jul 13 15:27:56 on console
[keith@MacBook-Air ~ % sudo jamf policy
>Password:
Checking for policies triggered by "recurring check-in" for user "keith"...
Executing Policy Install TeamViewer Host
Downloading TeamViewer_Host_15_with_choices.pkg...
Downloading https://use1-jcfs.services.jamfcloud.com/download/4d31cf5119844ef69
281760d82c46a16/TeamViewer_Host_15_with_choices.pkg?token=f738a117efa047348504d8
7c747aea27qxrkkk9j2wa5ulmbvddgyv3cp44wyor...
Verifying package integrity...
Installing TeamViewer_Host_15_with_choices.pkg...
Successfully installed TeamViewer_Host_15_with_choices.pkg.
Running script Assign TeamViewer...
█
    
```

6. At the window below, select Request Access in the Screen Recording section.

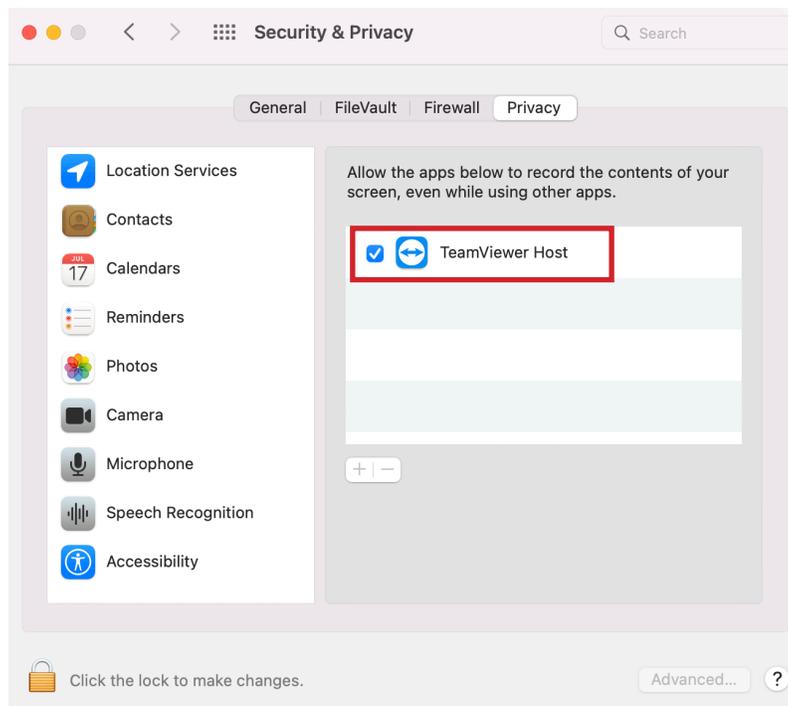




7. Click Open System Preferences.



8. Select the checkbox next to TeamViewer Host.



9. Select Quit & Reopen.



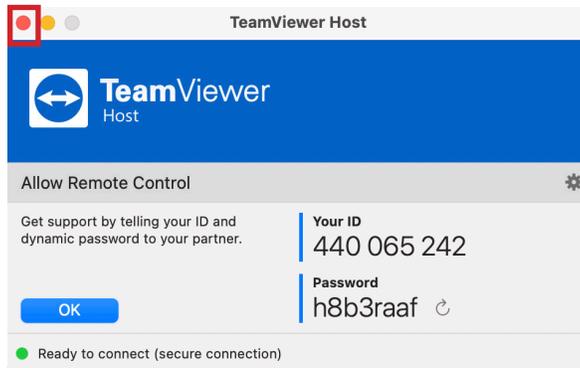
"TeamViewer Host" will not be able to record the contents of your screen until it is quit.

You can choose to quit "TeamViewer Host" now, or do it on your own later.





10. Close the TeamViewer Host Window.



11. Using another computer, open a web browser, go to <https://login.teamviewer.com>.

12. Enter your TeamViewer Administration account.

13. Click Sign In.



Sign In

Email

Password

Keep me signed in

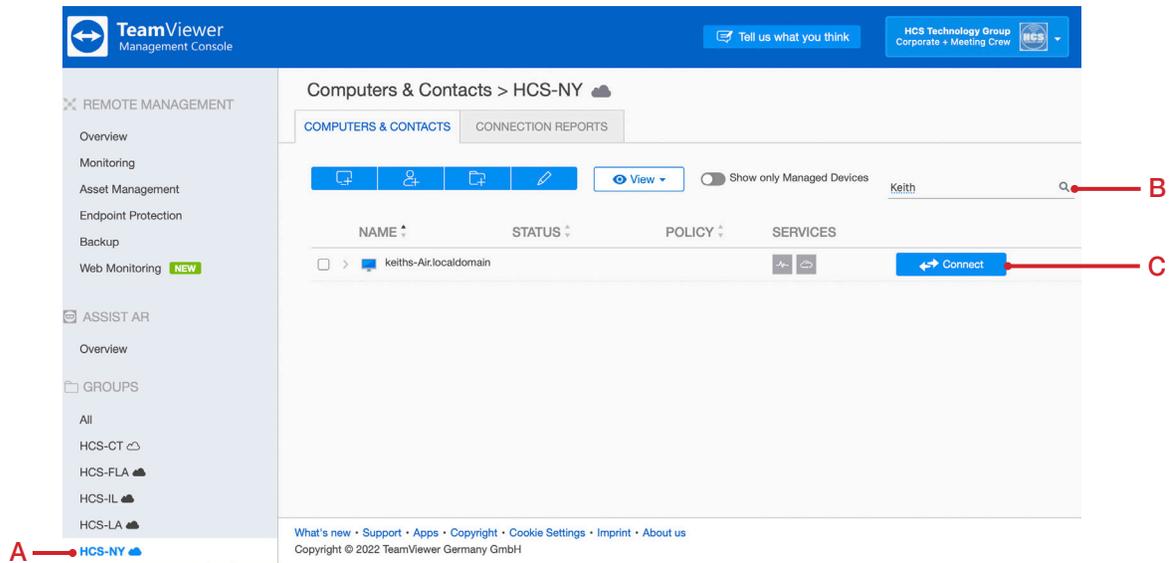
[Forgot password?](#)
[Single Sign-On Login](#)

New to TeamViewer?
[Sign Up](#)

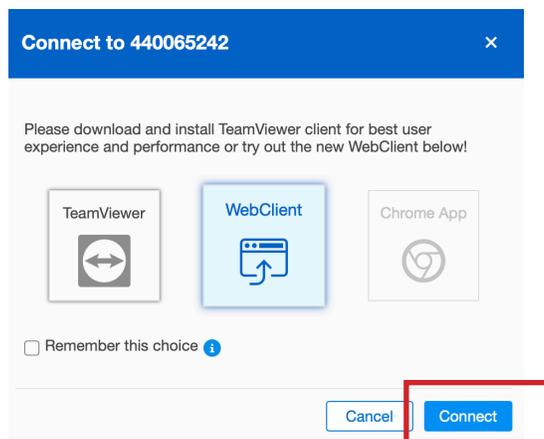


14. Follow these steps:

- A. Go to the Groups section and select the group your Mac was added to. This guide will use HCS-NY as the group.
- B. In the search field, enter the name of the Mac Computer you just installed TeamViewer Host on. This guide will use Keith in the search field.
- C. Click the Connect button.



15. Choose a connection. This guide will use the WebClient. Click Connect.

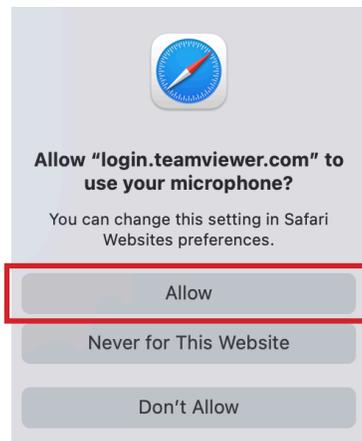




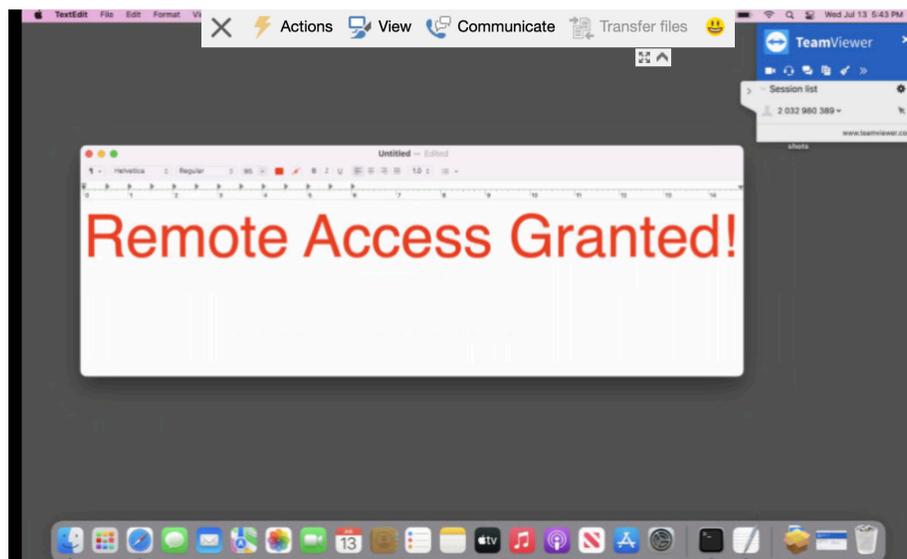
16. Click Connect.



17. At the message below, choose what best works for you. This guide will choose Allow.



18. If everything went well, you will have remote access to your Mac computer without being prompted to enter in any user credentials.



This completes this guide.

If you'd like help implementing the solution in this white paper, we are ready to help; contact us at info@hconline.com or (866) 518-9672.

If you have corrections please send them to info@hconline.com.

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