



How to Integrate
TeamViewer into Jamf Pro



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TeamViewer is a quick and secure way for getting access to computers and networks remotely. By Integrating Jamf Pro with TeamViewer, It will allow you to establish a friendly remote session with the end user.

Requirements:

To configure Teamviewer integration with Jamf Pro, you need the following:

- TeamViewer account with administrative privileges
- A Jamf Pro user account with Remote Administration privileges
- A script token for Jamf Pro configured in TeamViewer
- To send Self Service notifications, you must configure them in the Interaction section of the Self Service settings in Jamf Pro.

Teamviewer uses the following Ports:

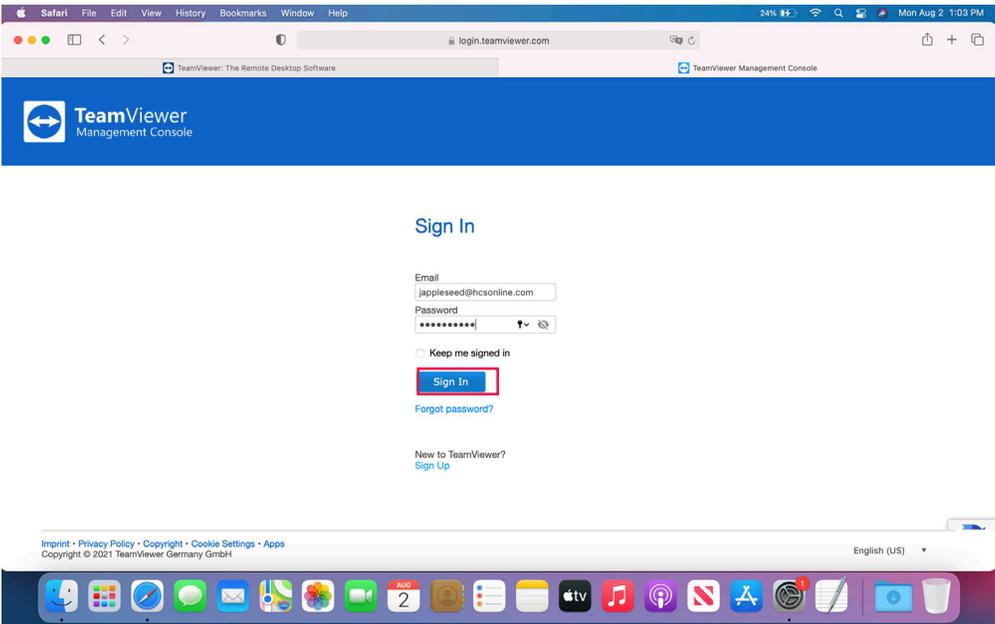
- 5938—This is the primary port. Your firewall settings should allow this at a minimum.
- 443—This is used if TeamViewer cannot connect over port 5938. Selected TeamViewer processes (e.g., update checks) and custom modules created in the TeamViewer Management Console also use port 443.
- 80—This is used if TeamViewer cannot connect over port 5938 or 443.



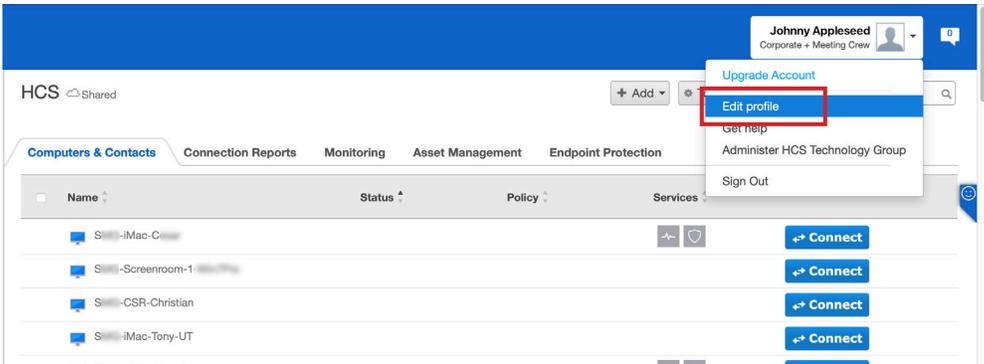
Section 1: Create a token in your TeamViewer Account

NOTE: To avoid potential issues with an inaccessible account, it is recommended to create the script token using a general TeamViewer account (e.g., support@yourcompany.com). Do not link the script token to a specific administrator.

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

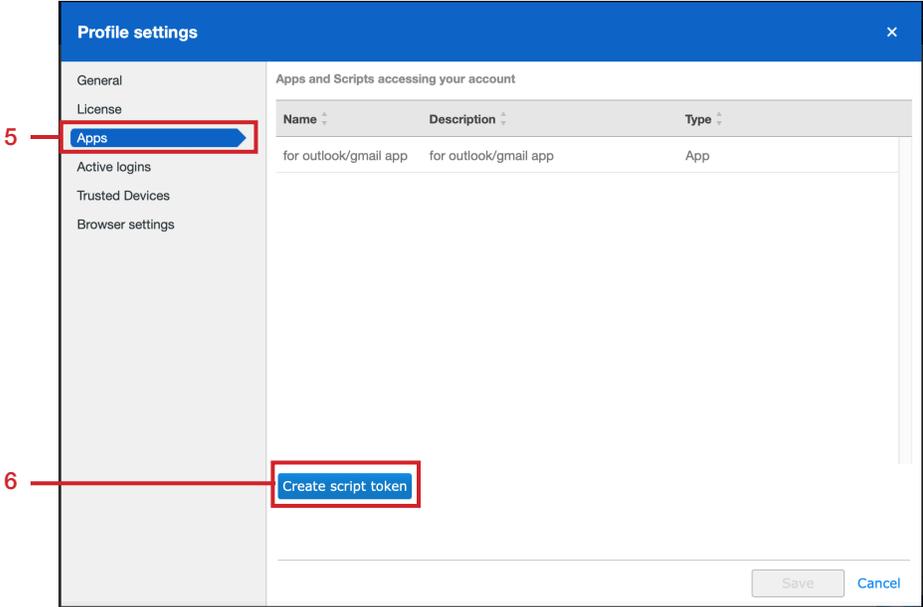


4. Click on the account menu and select Edit profile.

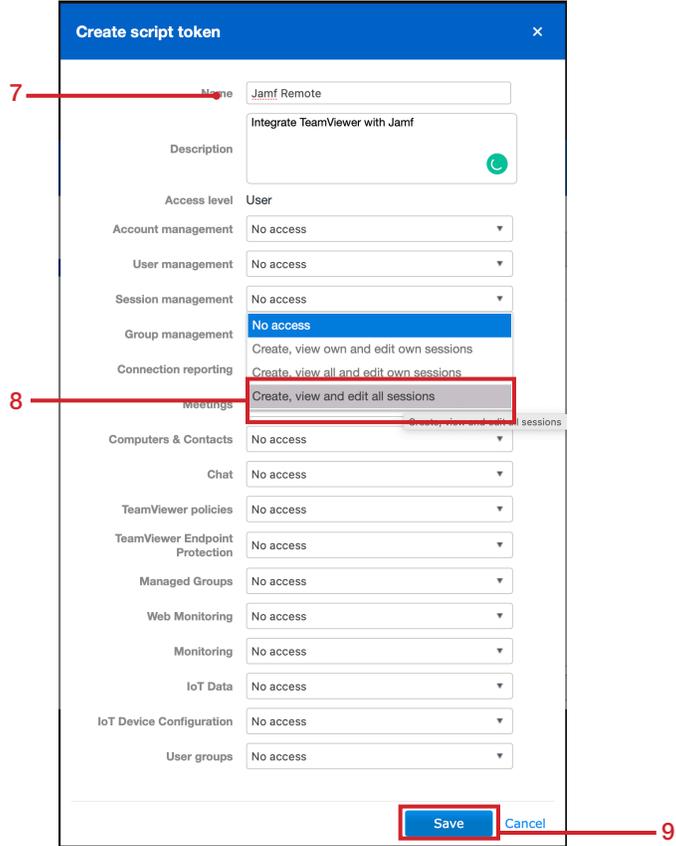




- 5. Click Apps.
- 6. Click Create script token.

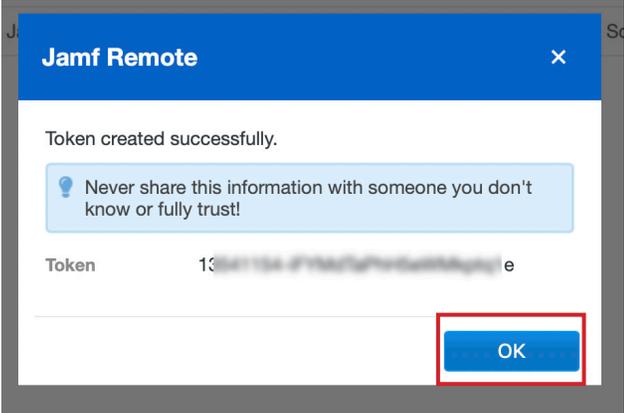


- 7. In the Name field, enter Jamf Remote.
- 8. Click the Session management menu and select Create, view and edit all sessions.
- 9. Click Save.

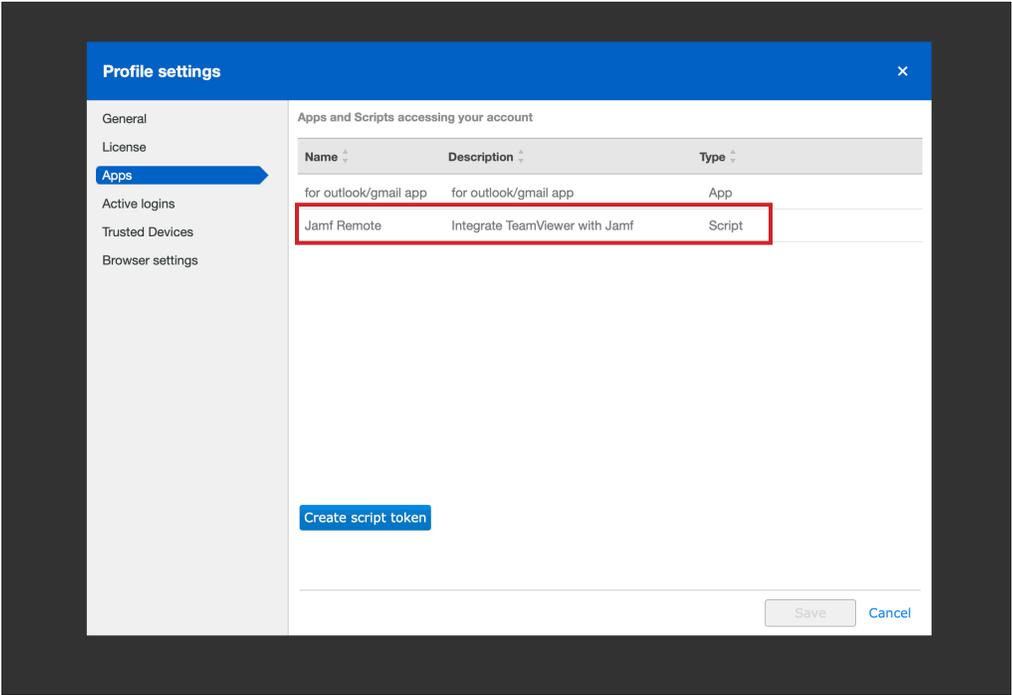




10. Confirm the token has been created. Click OK



11. Confirm the token is listed.



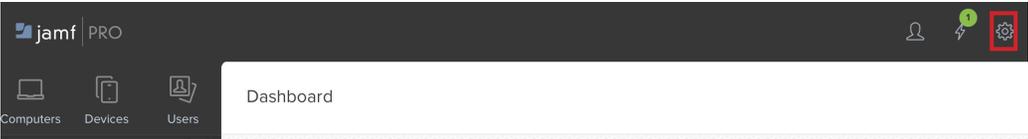


Section 2: Adding the Token to Jamf Pro

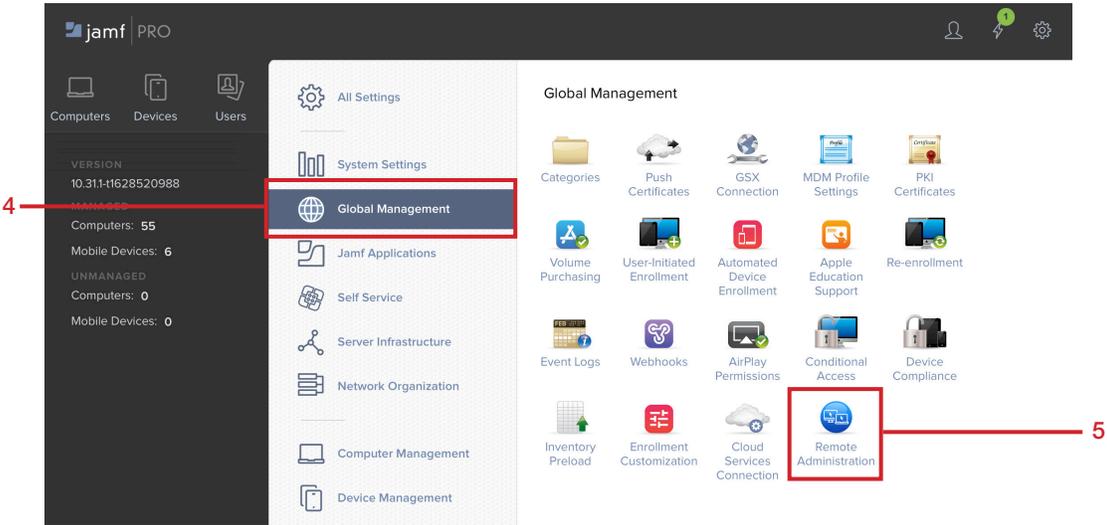
- 1. In a new browser window or tab, navigate to your cloud hosted Jamf Pro.
- 2. Log into Jamf.



- 3. In the top-right corner of the page, click Settings

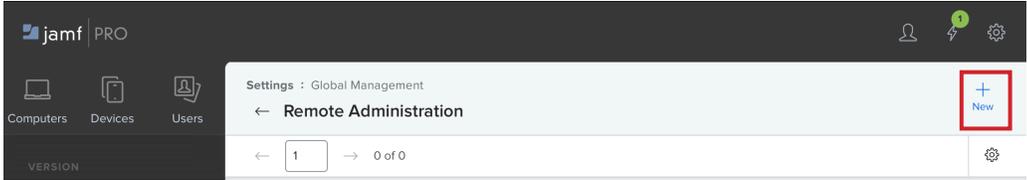


- 4. Click Global Management.
- 5. Click Remote Administration.

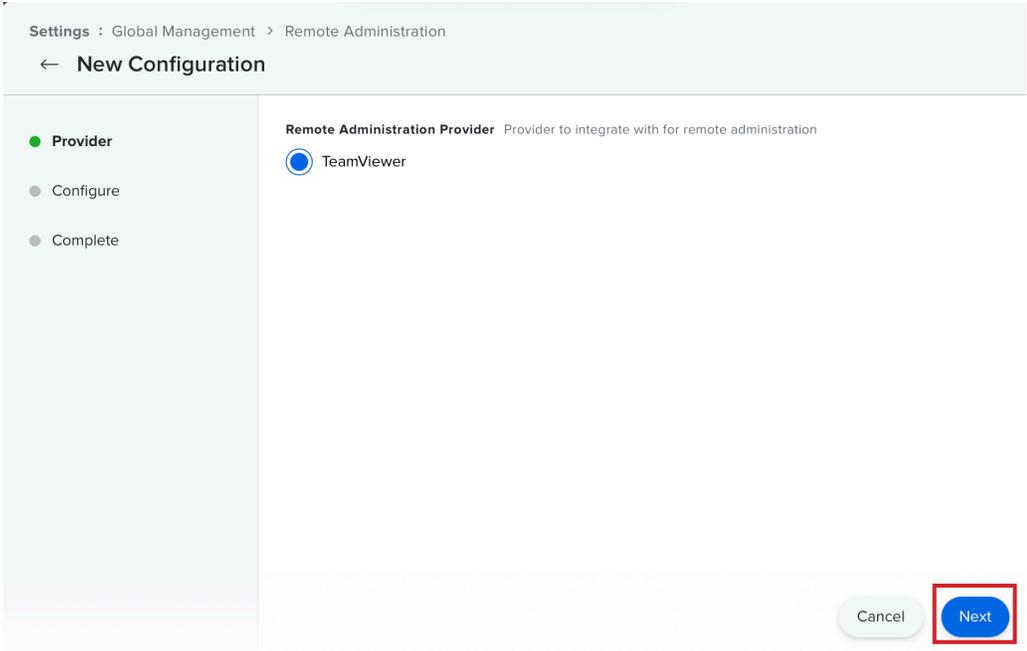




6. Click New.



7. Click Next.





- 8. Do the Following:
 - A. Enter a Display Name: **TeamViewer-HCS**
 - B. Enter the Token created from Section 1, Step 10.
 - C. Click Next

NOTE:

- The configuration is site specific. If your environment includes sites and you are logged in as a Jamf Pro Site full administrator, you must select a site for your configuration or add a configuration in the full context of your Jamf Pro instance. For site administrators, the site is automatically assigned.
- The Maximum Session Time setting allows you to control the session duration. It defaults to 15 minutes with a minimum value of 1 minute and a maximum value of 1440 minutes. It is recommended to use the minimum value greater than 5 minutes. Meetings started during a session are not terminated when the session times out.

Settings : Global Management > Remote Administration

← New Configuration

- Provider
- **Configure**
- Complete

Display Name Display name for the remote administration configuration

TeamViewer-HCS A

Required

Script Token Script token from TeamViewer

..... B

Required

Maximum Session Time
Time in minutes before the session expires. New meetings cannot take place during expired sessions.

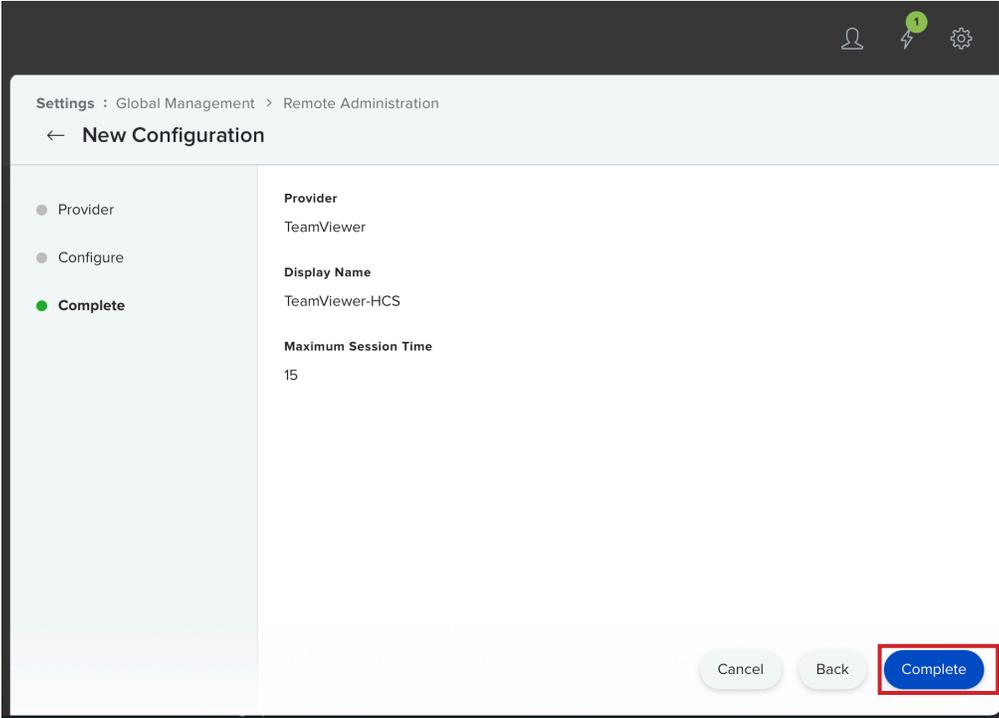
15 +
-

Required

Cancel Next C



9. Click Complete.



Saving the configuration triggers automatic connection verification. The verification process must succeed before you can use the configuration.



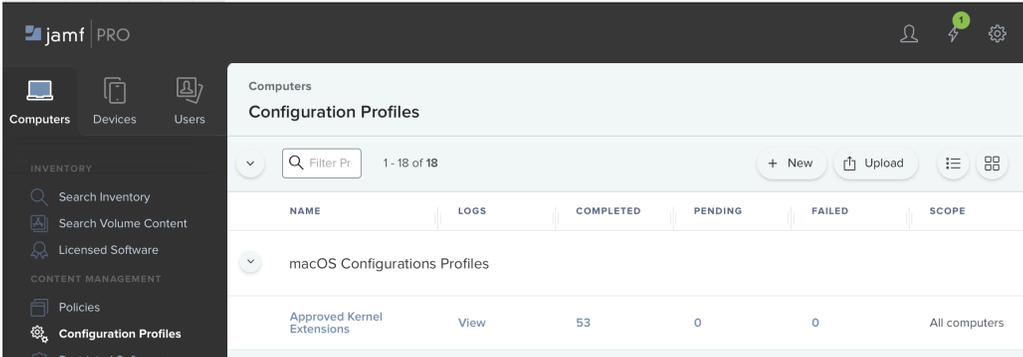
Section 3: Grant Privacy Permissions

In order for TeamViewer to perform a session, the application requires the following Privacy permissions on a remote computer:

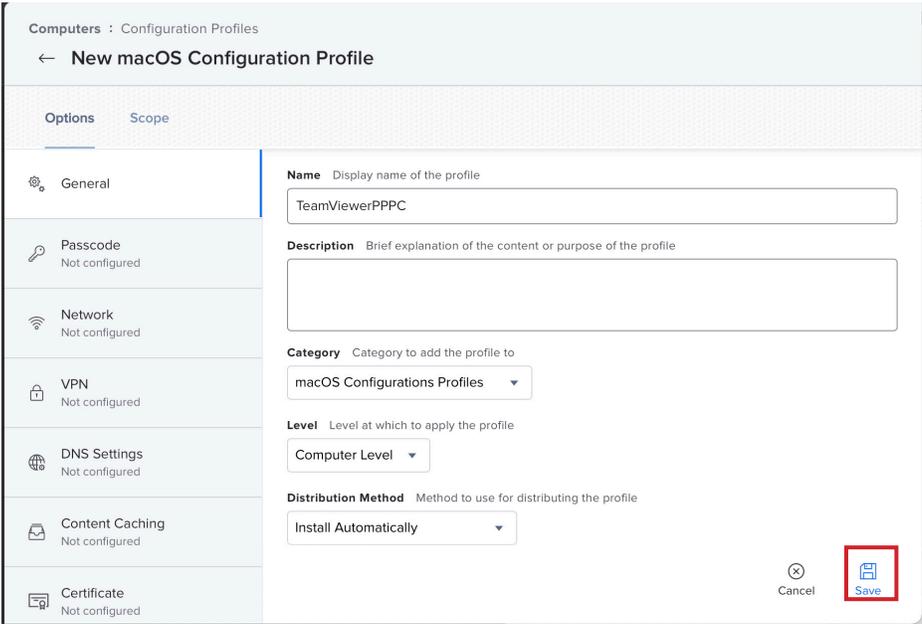
- Accessibility—This is required to run scripts and system commands.
- Full Disk Access—This is required for File Transfer and certain administrative settings for all users on a computer.
- Screen Recording—This allows the session supporter to see the end user's screen.

To do this, a Configuration Profile needs to be created.

1. Login to Jamf Pro if necessary.
2. Click Computers.
3. Click Configuration Profiles.
4. Click New.

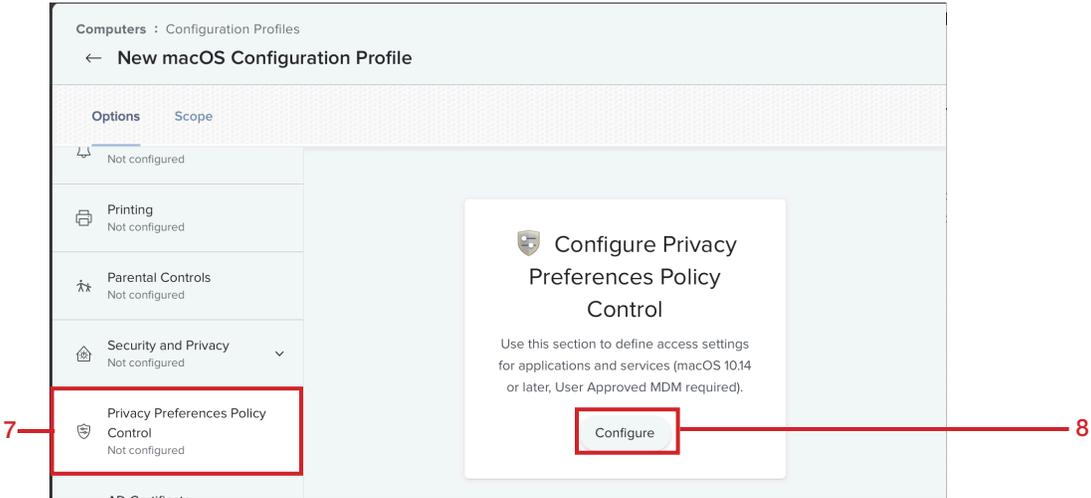


5. In the General Section, Do the following:
 - A. In the Name field, enter **TeamviwerPPPC**
 - B. Select a Category. This exercise uses macOS Configuration Profile

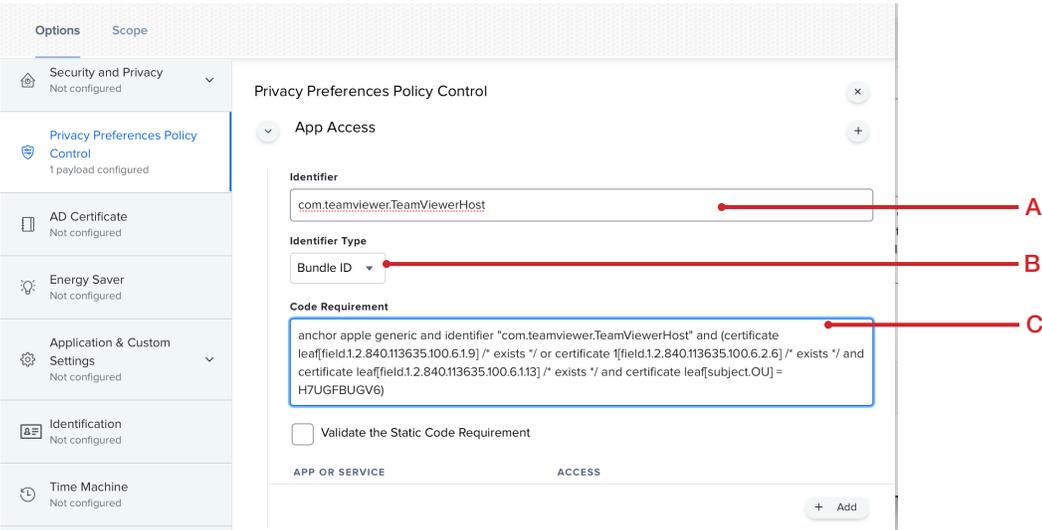




- 6. In the middle column, scroll down until You see Privacy Preferences Policy Control.
- 7. Click Privacy Preferences Policy Control to select it.
- 8. Click Configure.



- 9. Enter 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)





NOTE: The chart below shows the different identifiers and code requirements for the respective TeamViewer applications.

Application	Identifier	Code Requirement
TeamViewer - Full Version	com.teamviewer.TeamViewer	anchor apple generic and identifier "com.teamviewer.TeamViewer" 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[fiel d.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = H7UGFBUGV6)
TeamViewer Host	com.teamviewer.TeamViewerHost	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[fiel d.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = H7UGFBUGV6)
TeamViewer QuickSupport	com.teamviewer.TeamViewerQS	anchor apple generic and identifier "com.teamviewer.TeamViewerQS" 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[fiel d.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = H7UGFBUGV6)

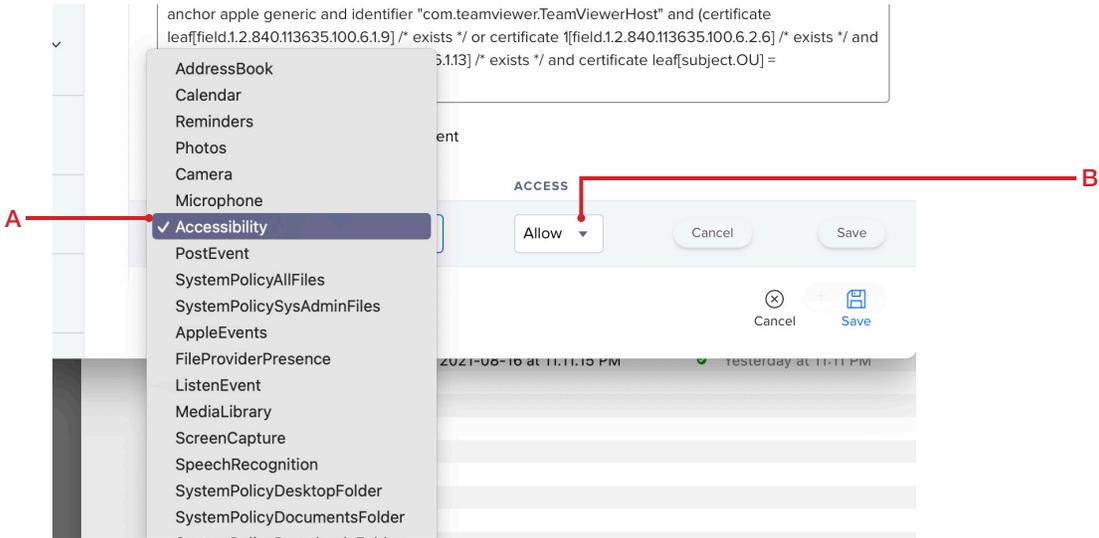
10. Scroll down to App or Service.

11. Click Add

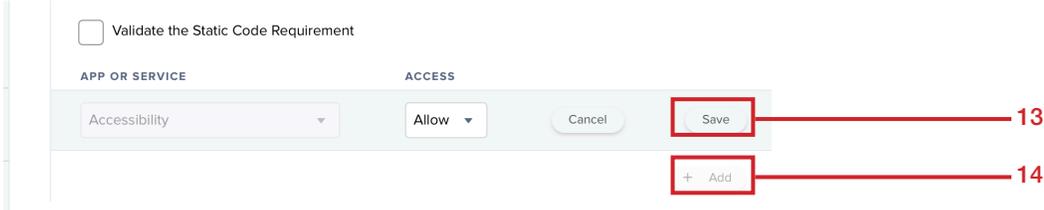
The screenshot shows the Jamf Pro configuration interface. On the left is a sidebar with categories: AD Certificate (Not configured), Energy Saver (Not configured), Application & Custom Settings (Not configured), Identification (Not configured), and Time Machine (Not configured). The main area is titled 'Identifier' and contains a text field with the value 'com.teamviewer.TeamViewerHost'. Below this is a dropdown menu for 'Identifier Type' set to 'Bundle ID'. A 'Code Requirement' field is highlighted with a blue border, containing the text: '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[fiel d.1.2.840.113635.100.6.1.13] /* exists */ and certificate leaf[subject.OU] = H7UGFBUGV6)'. Below the code requirement is a checkbox for 'Validate the Static Code Requirement' which is unchecked. At the bottom, there are two columns: 'APP OR SERVICE' and 'ACCESS'. A red box highlights the '+ Add' button in the bottom right corner.



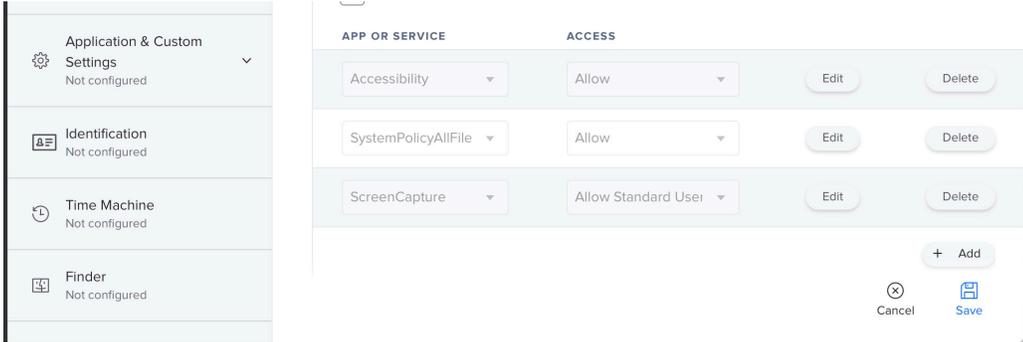
- 12. Perform the following:
 - A. From the Menu, select Accessibility
 - B. Under Access, select Allow



- 13. Confirm the settings Below. Click Save.
- 14. Click Add.



- 15. Repeat Step 12 with the following settings:
 - SystemPolicyAllFiles with the value Allow
 - ScreenCapture with the value Allow Standard Users to Allow Access
- 16. Confirm the settings below.





17. Click Scope.

Options **Scope**

com.teamviewer.TeamViewerHost

Identifier Type
Bundle ID

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 [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)

Validate the Static Code Requirement

APP OR SERVICE	ACCESS	Edit	Delete
Accessibility	Allow	Edit	Delete
SystemPolicyAllFile	Allow	Edit	Delete
ScreenCapture	Allow Standard User	Edit	Delete

+ Add

Cancel Save

18. Scope the Configuration Profile.

19. Click Save.

Computers : Configuration Profiles

← New macOS Configuration Profile

Options **Scope**

Targets Limitations Exclusions

Target Computers
Computers to assign the profile to
Specific Computers

Target Users
Users to distribute the profile to
Specific Users

Selected Deployment Targets + Add

TARGET	TYPE	Remove
Mac-07	Computer	Remove

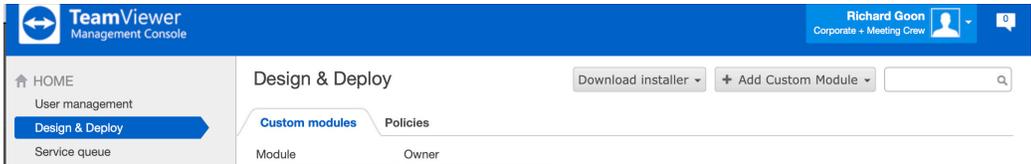
Cancel Save



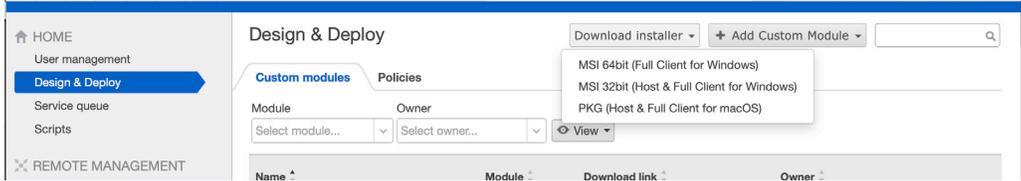
Section 4: Configure TeamViewer files and upload to Jamf

Download the TeamViewer App

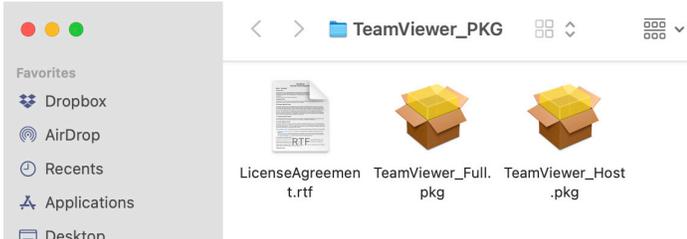
1. Go back to your TeamViewer Management Console.
2. Click Design & Deploy.
3. Click Download Installer.



4. Select PKG (Host & Full Client for macOS)



5. Go to your Downloads folder and confirm the TeamViewer_PKG folder contains the files below. Copy TeamViewer_Host.pkg to /Users/Shared/



Create a XML file

1. On your Mac, Launch Terminal.



Terminal

2. In Terminal, launch a text editor, this guide will use Nano.





3. Copy and paste the copy below into the text editor:

```
<?xml version="1.0" encoding="UTF-8"?> <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST
1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<array>
<dict>
<key>attributeSetting</key>
<integer>1</integer>
<key>choiceAttribute</key>
<string>selected</string>
<key>choiceIdentifier</key>
<string>com.teamviewer.teamviewerSilentInstaller</string>
</dict>
</array>
</plist>
```

4. Save the file as choices.xml. Move the file to /Users/Shared/



choices.xml



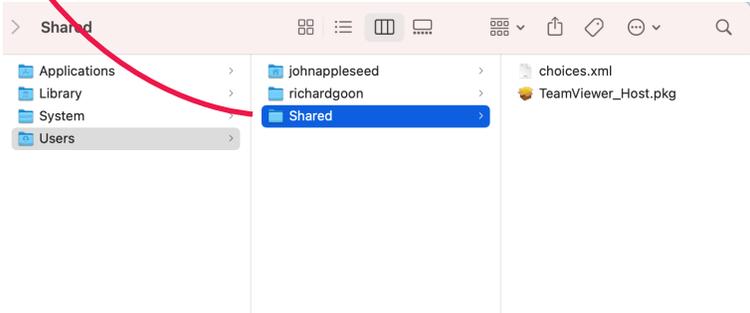
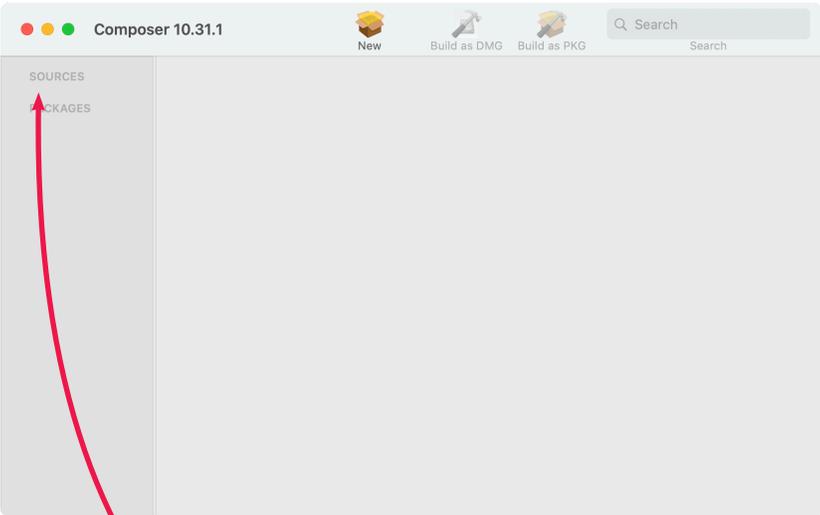
Package the installer and file into a DMG file

- 1. Launch Composer.



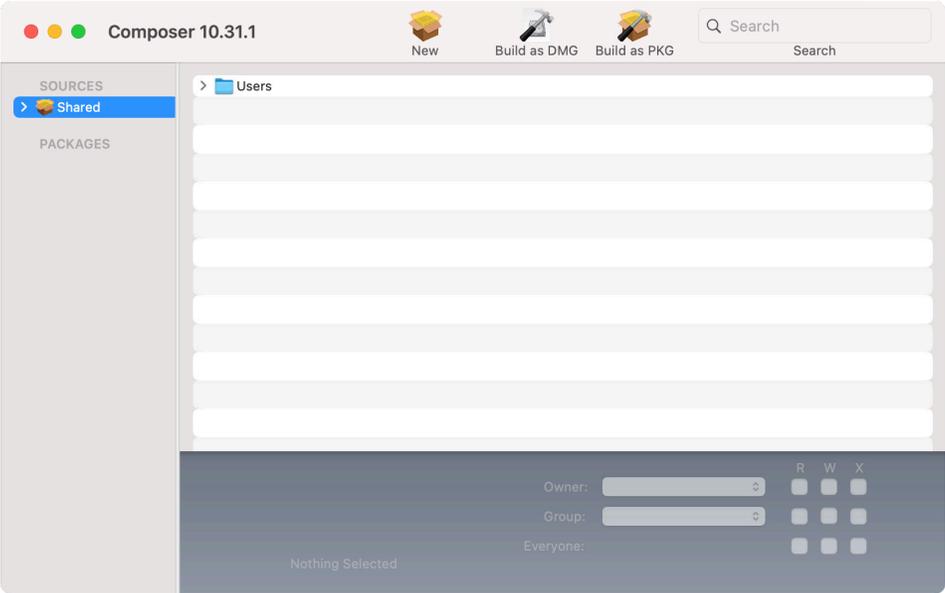
Composer

- 2. Navigate to the User folder. Drag and drop the Shared folder into Composer.

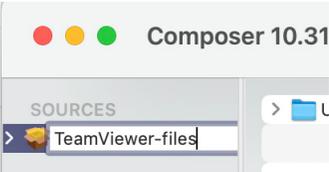




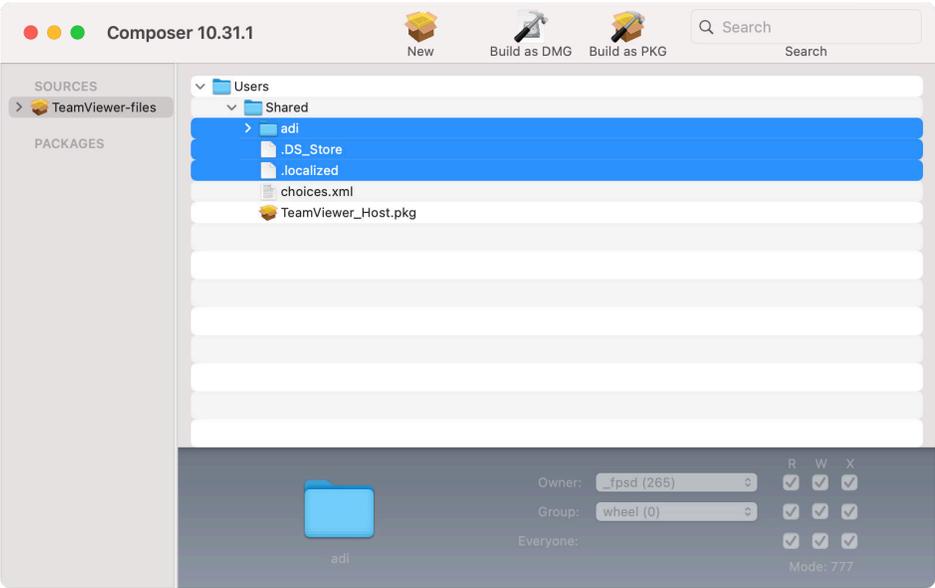
- 3. Confirm Shared has been added under Sources.
- 4. Expand Users > Shared to view all the files in the folder.



- 5. Rename Shared to TeamViewer-files

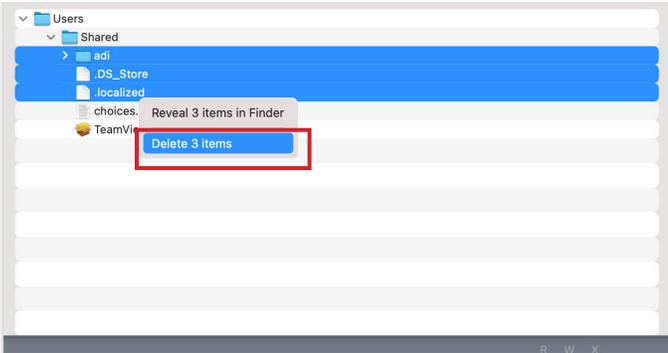


- 6. Select all the unnecessary files and folders except TeamViewer_Host.pkg and choices.xml

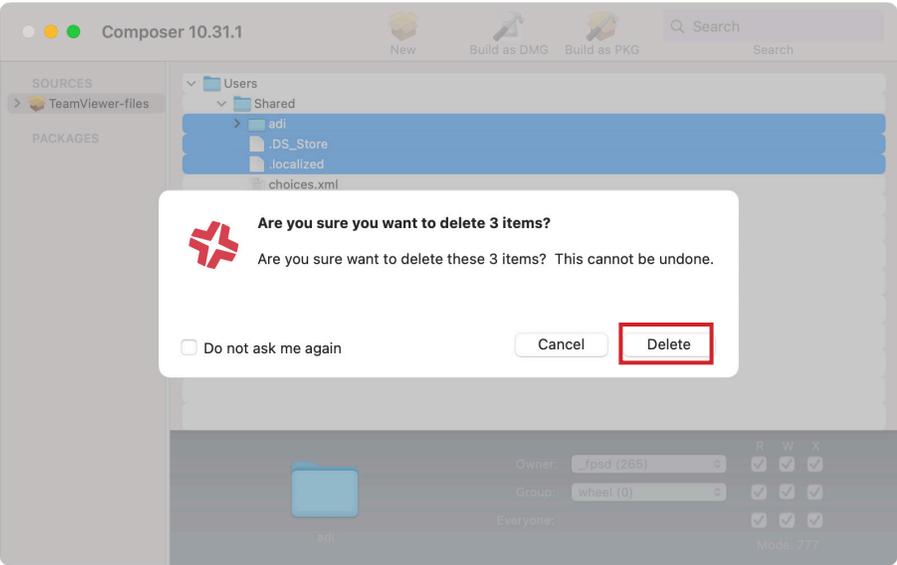




7. Control-click on the selected items and select Delete "x" items.

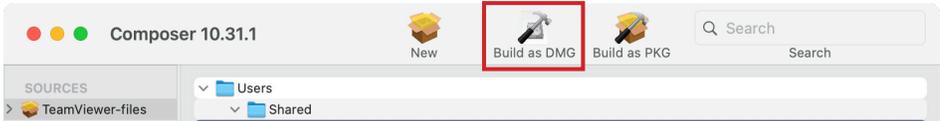


8. Click Delete.





9. Click Build as DMG.

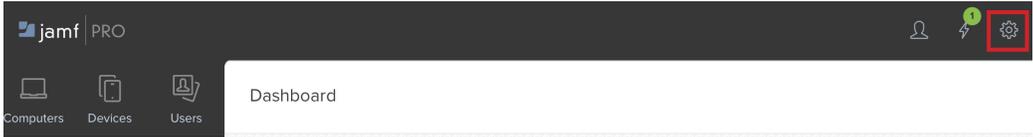


10. Save it to the Desktop.



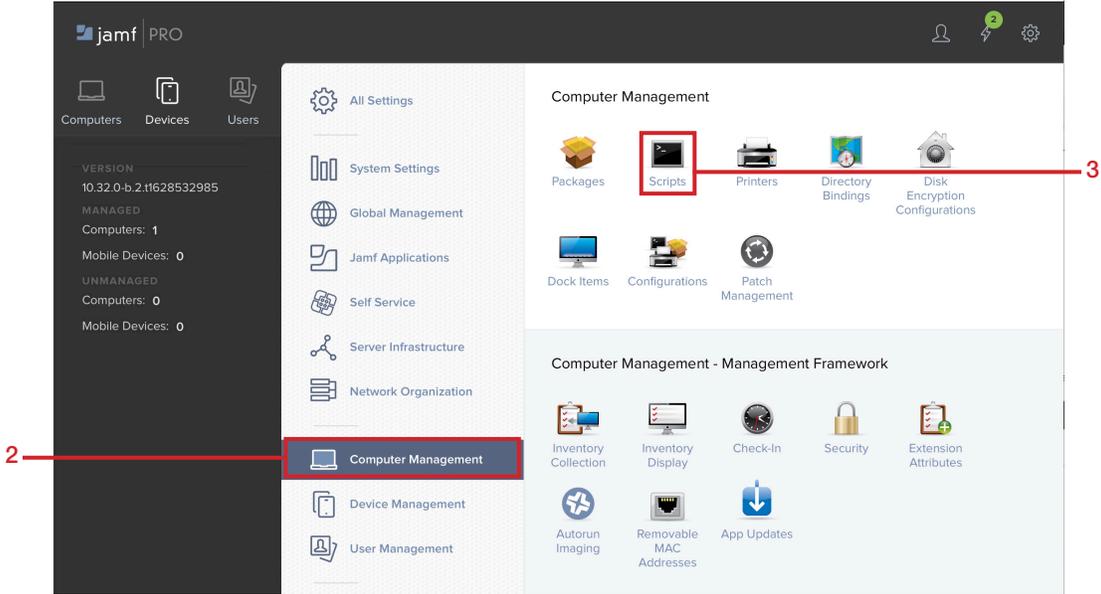
Create a script to install the packages.

1. Go Back to your Jamf Instance. Click on Settings in the top-right (looks like a gear).



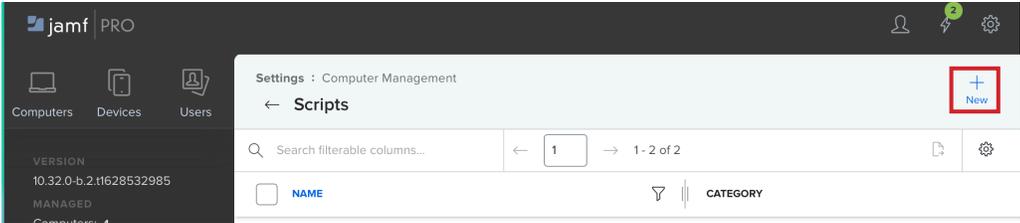
2. Click Computer Management.

3. Click Scripts.





4. Click New.



5. Enter the following:

- A. Display Name: InstallTeamViewer
- B. Select a category, this guide uses Scripts.
- C. Information: Installer Script
- D. Click Script

Settings : Computer Management > Scripts

← InstallTeamViewer

D **Script** Options Limitations

Display Name Display name for the script

InstallTeamViewer A

Required

Category Category to add the script to

Scripts B

Information Information to display to the administrator when the script is run

installer Script C

Notes Notes to display about the script (e.g., who created it and when it was created)

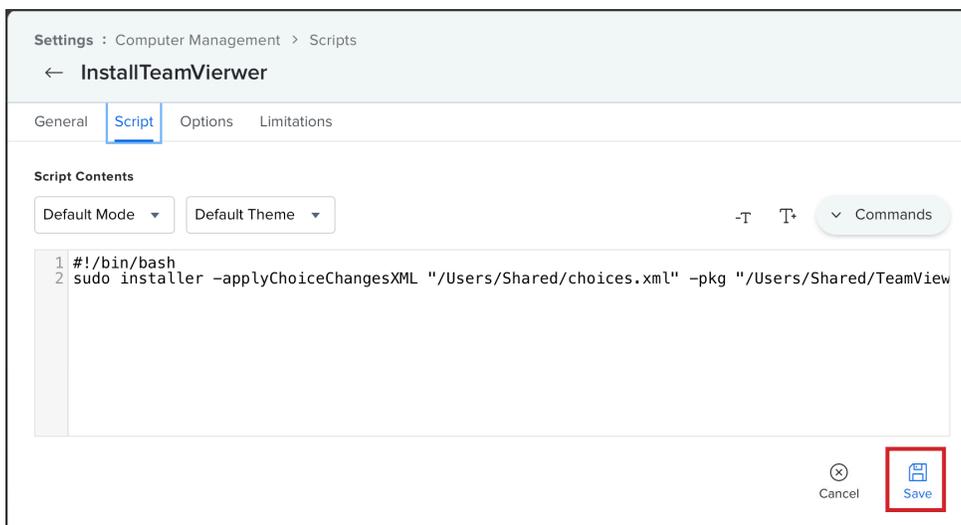
Cancel Save



6. Copy and paste the following:

```
#!/bin/bash
sudo installer -applyChoiceChangesXML "/Users/Shared/choices.xml" -pkg
"/Users/Shared/TeamViewer_Host.pkg" -target /
```

7. Click Save.



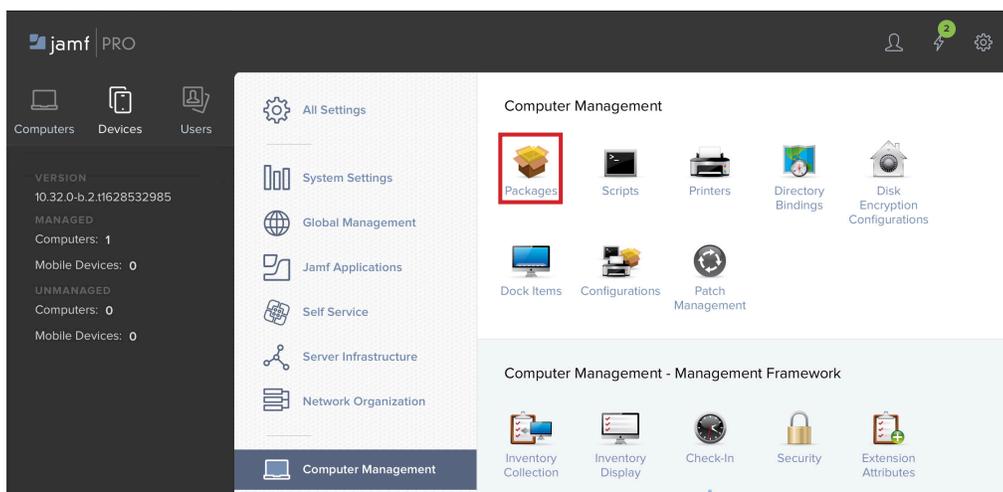
Upload the DMG file to Jamf

1. Go Back to your Jamf Instance. Click on Settings in the top-right (looks like a gear)



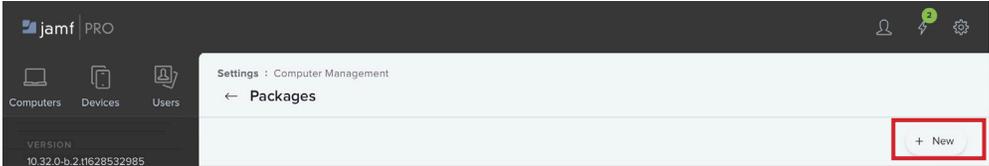
2. Click Computer Management

3. Click Packages





4. Click New.

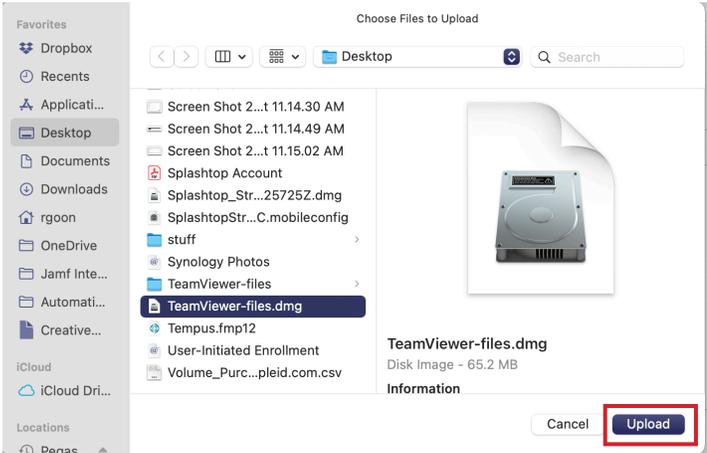


5. Click Choose File



6. Navigate to the Desktop. Select Teamviewer-files.dmg.

7. Click Upload.





- 8. Select a Category, this guide uses Applications.
- 9. Click Save.

Settings : Computer Management > Packages

← New Package

General Options Limitations

Display Name Display name for the package
TeamViewer-files.dmg

Category Category to add the package to
Applications

Filename Filename of the package on the distribution point (e.g. "MyPackage.pkg")
Choose File TeamViewer-files.dmg

Manifest File
Upload Manifest File

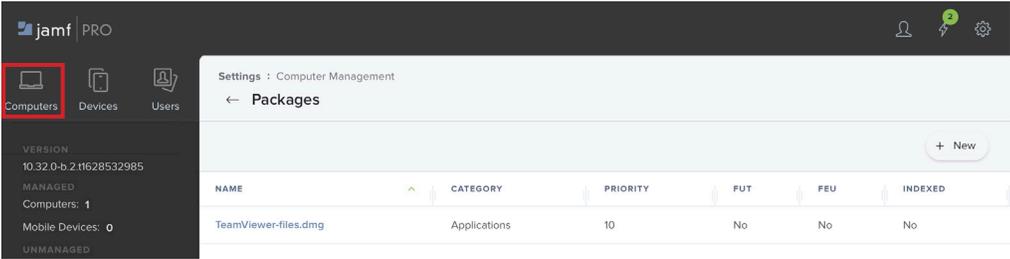
Info Information to display to the administrator when the package is deployed or uninstalled

Notes Notes to display about the package (e.g. who built it and when it was built)

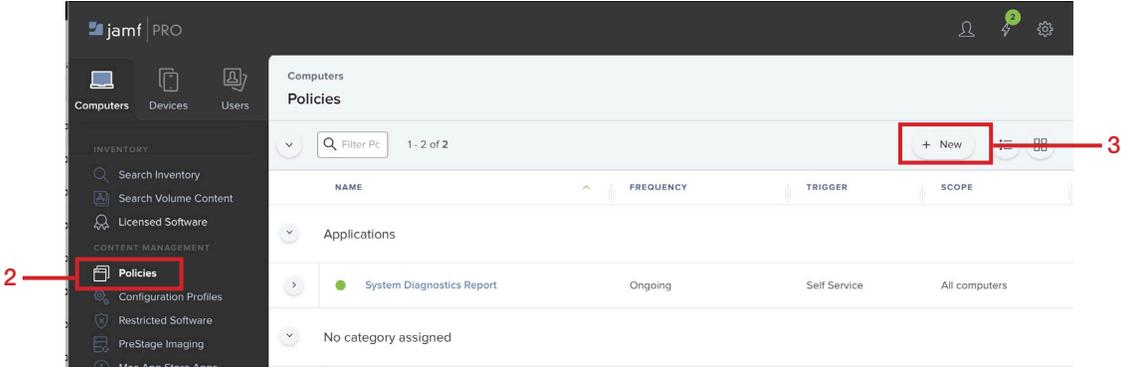
Cancel Save

Create a Policy

- 1. Click Computers



- 2. Click Policies
- 3. Click New.





- 4. Do the following:
 - A. For Display Name, enter **Install TeamViewer Host**
 - B. Select a category. This guide uses Applications.
 - C. Select a Trigger and Frequency. This guide uses Recurring Check-In and Once per computer

Computers : Policies
← **New Policy**

Options Scope Self Service User Interaction

General

General

Display Name Display name for the policy
Install TeamViewer Host **A**

Enabled

Category Category to add the policy to
Applications **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 hook that checks for policies must be configured in Jamf Pro for this to work

Logout
When a user logs out of a computer. A logout hook 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)

Enrollment Complete
Immediately after a computer completes the enrollment process

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

Custom
At a custom event

Execution Frequency Frequency at which to run the policy
Once per computer

Automatically re-run policy on failure

Target Drive The drive on which to run the policy (e.g. "/Volumes/Restore/"). The policy runs on the boot drive by default

- 5. Click Packages
- 6. Click Configure.

5 Packages

Configure Packages

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

6 Configure



7. Locate TeamViewer-files.dmg and click Add.

The screenshot shows the 'New Policy' configuration page in Jamf Pro. The 'Packages' section contains a table with the following data:

NAME	CATEGORY
TeamViewer-files.dmg	Applications

An 'Add' button is highlighted with a red box next to the 'TeamViewer-files.dmg' entry.

8. Select the checkbox next to Fill Existing User Directories (FEU).

The screenshot shows the 'Install TeamViewer Host' configuration page. Under the 'Packages' section, the 'TeamViewer-files.dmg' package is selected. The 'Action' is set to 'Install'. The 'Fill existing user home directories (FEU)' checkbox is checked and highlighted with a red box.

9. Click Scripts

The screenshot shows the configuration page with the 'Scripts' category selected in the left sidebar, highlighted with a red box. The 'TeamViewer-files.dmg' package is still visible in the main area.



10. Click Configure.

Computers : Policies
← New Policy

Options Scope Self Service User Interaction

- Packages 1 Package
- Software Updates Not Configured
- Scripts 0 Scripts
- Printers 0 Printers
- Disk Encryption Not Configured
- Dock Items 0 Dock Items
- Local Accounts

Configure Scripts

Use this section to run scripts.

Configure

11. Locate the script, InstallTeamViewer and click Add.

Computers : Policies
← New Policy

Options Scope Self Service User Interaction

- Packages 1 Package
- Software Updates Not Configured
- Scripts 0 Scripts
- Printers

NAME	CATEGORY	
InstallTeamViewer	Scripts	Add
systemdiagnose Self Service	Scripts	Add

Cancel

12. Confirm Priority is set for After. Click Scope.

Computers : Policies
← New Policy

Options Scope Self Service User Interaction

- Scripts 1 Script
- Printers 0 Printers
- Disk Encryption Not Configured
- Dock Items 0 Dock Items

InstallTeamViewer [x] [+]

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

After [v]

Parameter Values
Values for script parameters. Parameters 1-3 are predefined as mount point, computer name, and username

Parameter 4



- 17. Scope the Policy.
- 18. Click Save.

Computers : Policies
 ← **New Policy**

Options **Scope** Self Service User Interaction

Targets Limitations Exclusions

Add Deployment Targets Done

Computers Computer Groups Users User Groups Buildings Departments

Filter Re 1 - 1 of 1

NAME	
Mac-07	Add

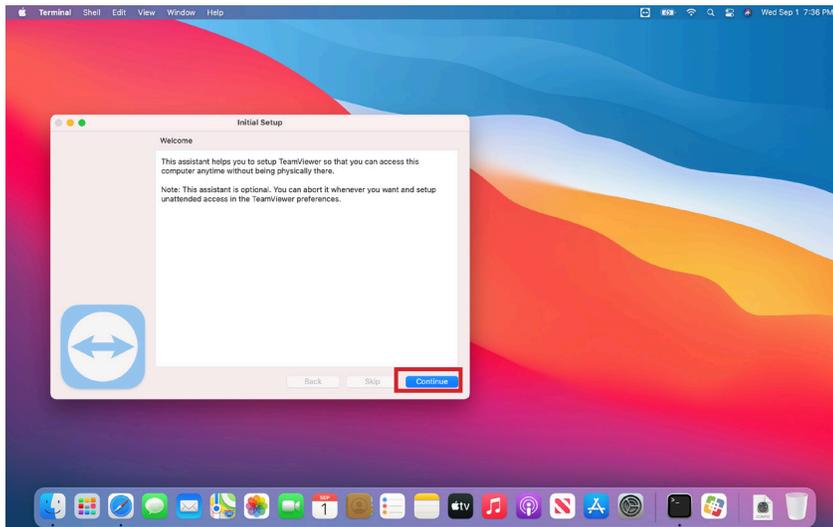
◀ 1 ▶ Show: 100

Cancel Save

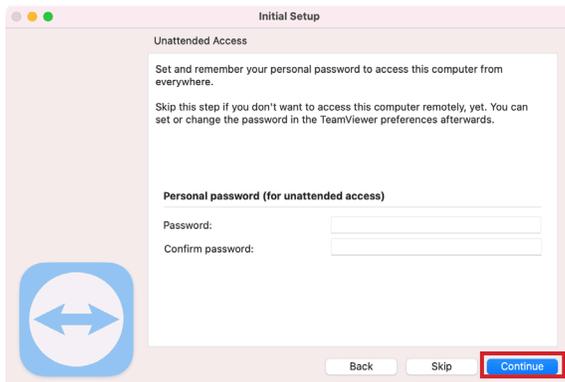


Section 5: Test Remote Administration

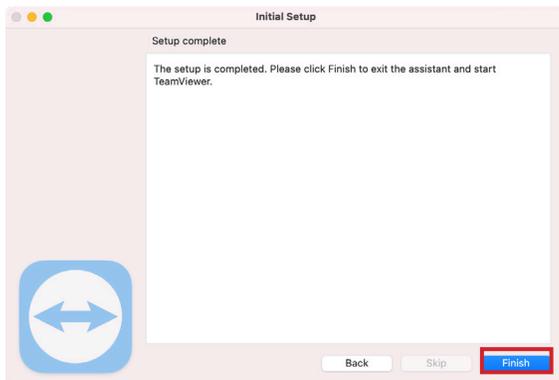
1. On the remote Mac, confirm TeamViewer Host is installed.
2. TeamViewer Host should appear in the Menu bar on the right and TeamViewer Host Setup is open. Click Continue.



3. Click Continue.
NOTE: The Initial Setup for TeamViewer can be skipped, When Jamf Remote Administration is initiated, the end user will give access to the admin to connect.

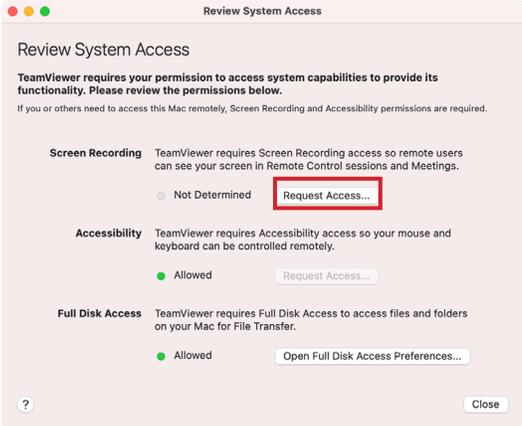


4. Click Finish.

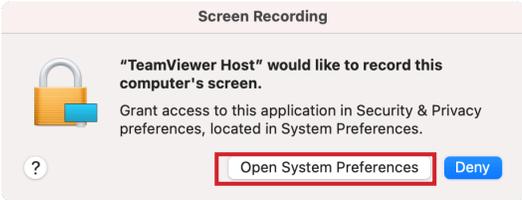




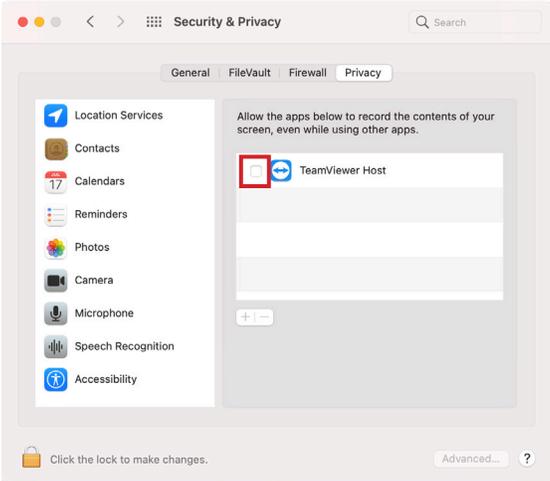
6. Click Request Access.



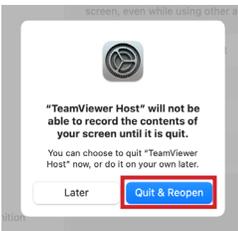
7. Click Open System Preferences.



8. Select the checkbox next to TeamViewer Host.

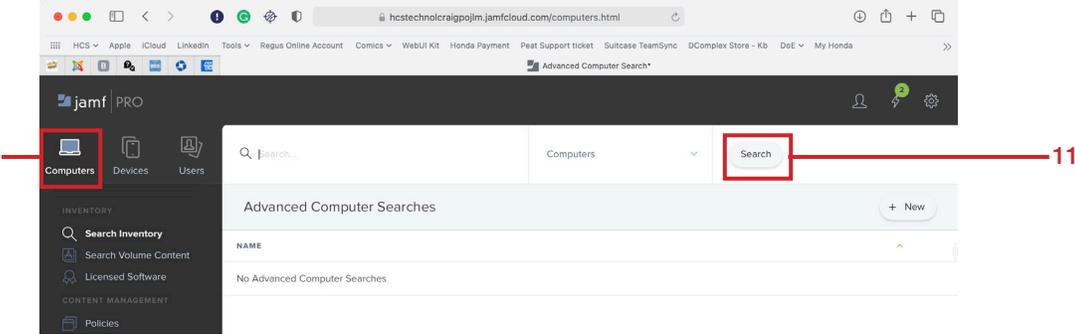


9. Click Quit & Reopen.





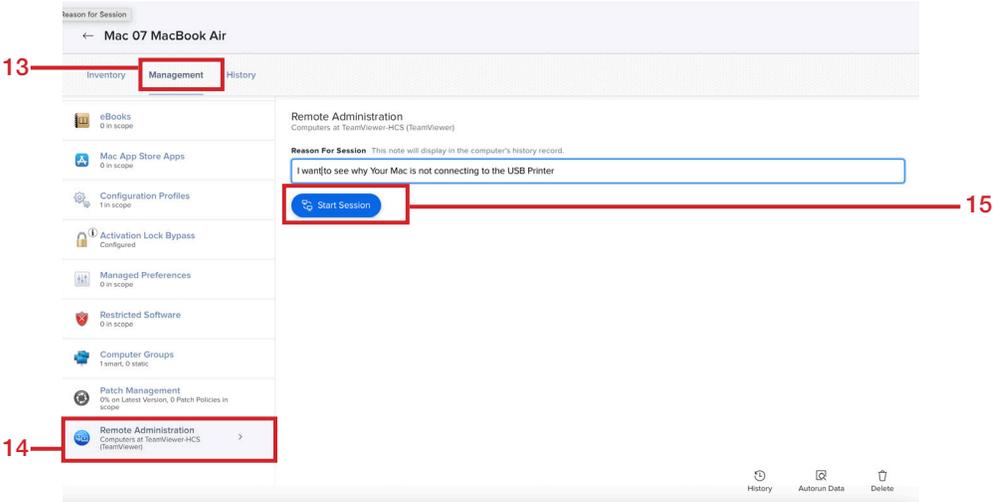
- 10. On your Admin Mac. Click Computers.
- 11. Click Search.



- 12. Click on the Mac that has TeamViewer Host installed.



- 13. Click Management.
- 14. Click Remote Administration.
- 15. Click Start Session.

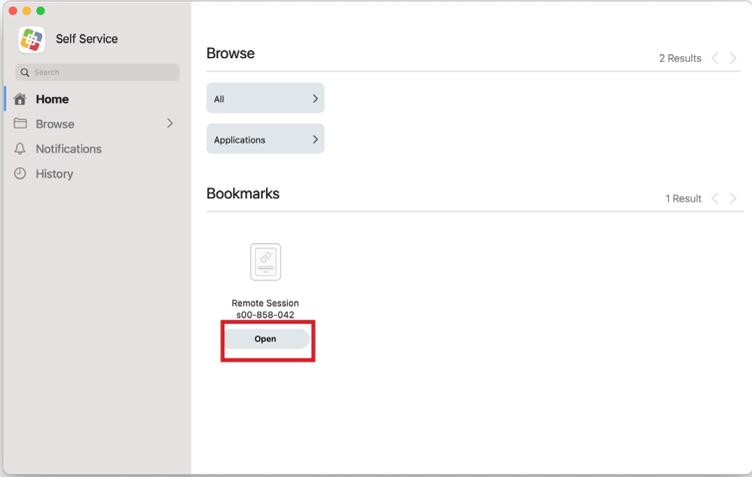




16. On the remote Mac, a notification will appear from Self Service, instructing to go to Bookmarks in Self Service to join a remote session. Click on the notification badge to take you to Self Service > Bookmarks.

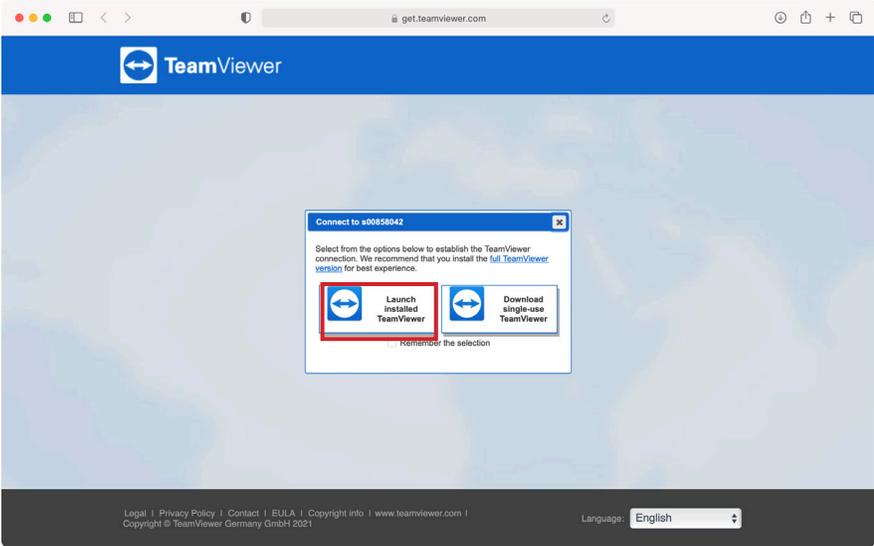


17. Click Open

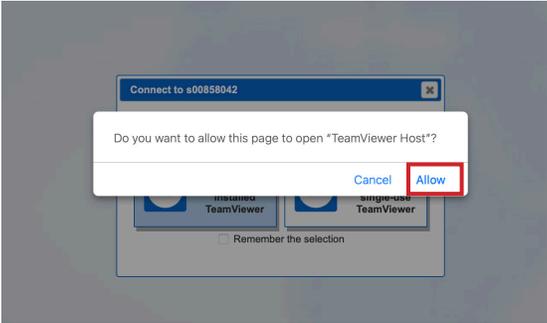




18. Your default web browser will launch and open TeamViewer download page. Click Launch Installed TeamViewer.

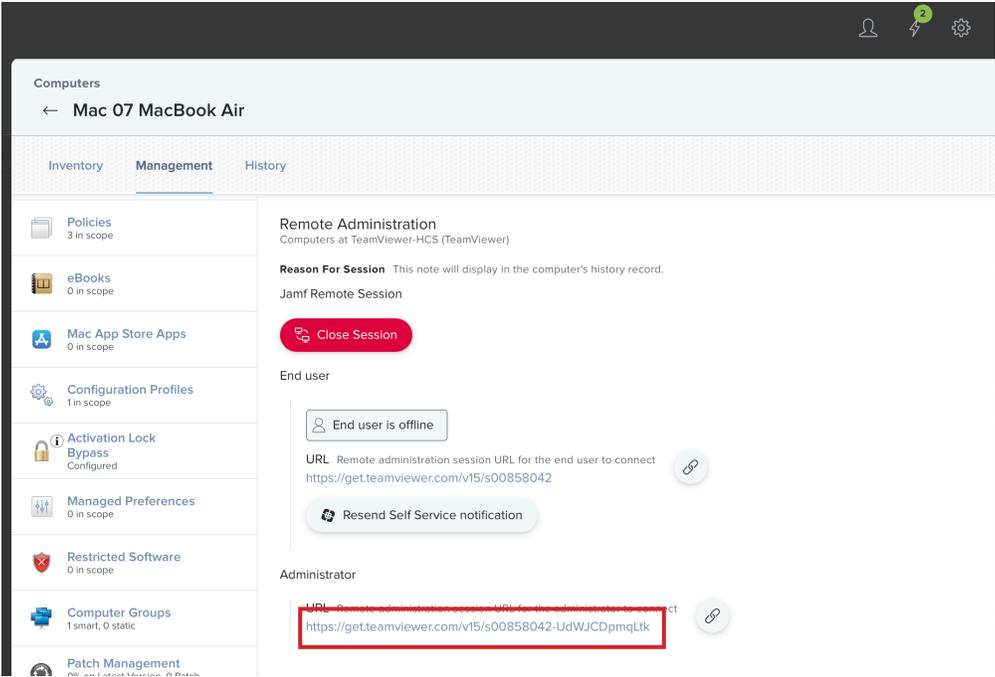


19. Click Allow.





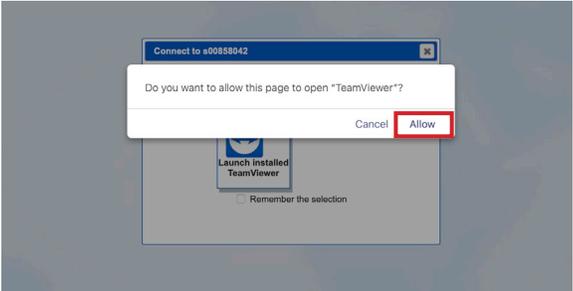
20. On your Admin Mac. Click the link under Administrator.



21. Click Launch Installed TeamViewer

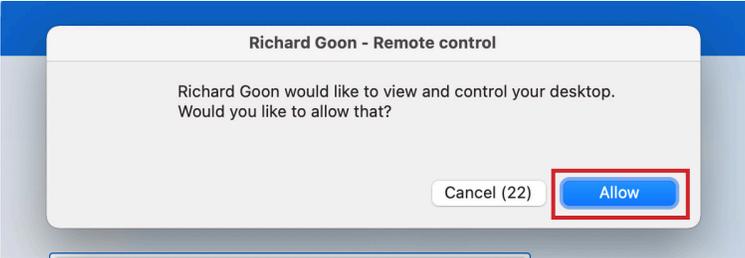


21. If You have TeamViewer installed on the Mac, it will ask you to allow the page to open TeamViewer. Click Allow.

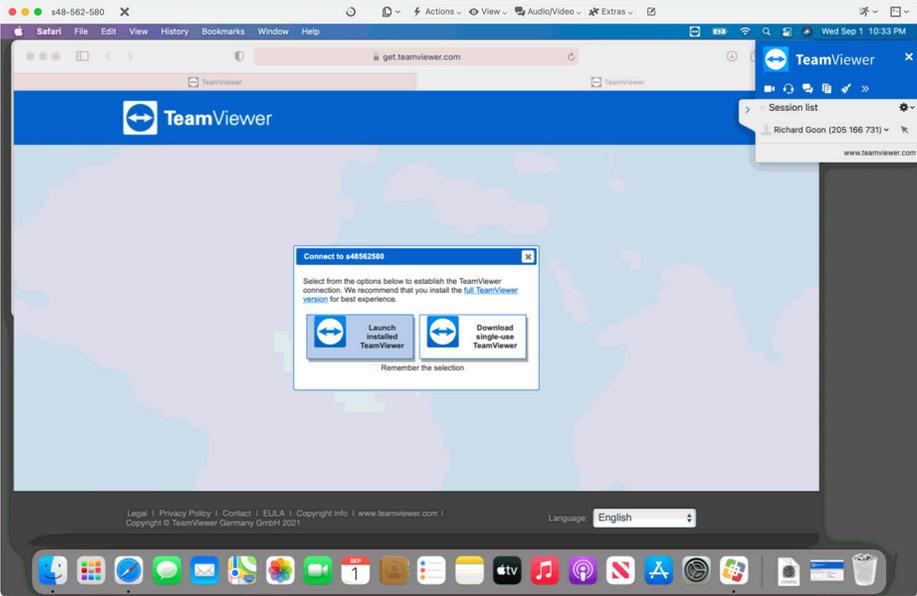




- 22. On the remote Mac, click Allow.
NOTE: The remote mac will have 30 seconds to allow the admin to connect.



- 22. From the admin Mac, TeamViewer is launched and should have remote access to the remote Mac.



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

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

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