

MacOS Agent Reinstallation Guide

A step-by-step guide to remove an older agent and installing and managing the Cerulean Agent on your Mac operating systems.

Overview

The Cerulean Agent provides automated data collection and configuration services for your endpoints and lays the framework for Securus360's autonomous response capabilities. The Cerulean Agent includes several enhancements not included in previous Securus360 Management Agent versions.

Removing Existing Agent

First you must open the Terminal Prompt and browse in Finder to locate your Agent's installation folder. Then click and drag the folder onto the Terminal window to copy the path and hit Enter.

To uninstall the agent and its associated files, you will need to run the installer with the "**-uninstall**" (**Legacy**) or "**uninstall**" command-line switch. Below are the commands to uninstall the Securus360 Agent on MacOS.

Mac OSX:

```
sudo ./mac_installer -uninstall
```

or

```
sudo ./mac_installer uninstall
```

Relevant Agent Versions

This guide covers the installation process for the Cerulean Agent, starting with version 2304.3.2.

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Supported Operating Systems

The Cerulean Agent supports the following Mac operating systems:

- Mac OS 11 64bit and newer

Minimum System Requirements

The agent is specially designed to use minimal system resources; the requirements for the agent are simply those of the operating system installed. Special consideration should be made to virtual machine infrastructure such that the actual allocation of resources meets the operating system / user load requirements. Specifically, shared computing environments such as VDI desktops or Terminal Server / Services should have adequate resources to handle the user load. (E.g. enough physical resources that each user has sufficient resources allocated to their session.) Securus360 cannot guarantee the complete functionality of the agent if resources do not meet recommended levels.

Networking Requirements

The Cerulean Agent, and its associated data collection services, securely sends data over the internet to the Securus360 Cloud. To allow this, the following ports should be configured for outbound traffic on all devices and environment firewalls, routers, etc.

- TCP Outbound Port 443
- TCP Outbound Port 9243

Anti-Virus Configuration

The Cerulean Agent performs administrative actions on your devices that some anti-virus systems may identify as malicious. To prevent anti-virus systems from quarantining or otherwise impeding the agent from performing its responsibilities, please be sure to whitelist the related files and services.

- /usr/local/cerulean/*
- /Library/Elastic/*

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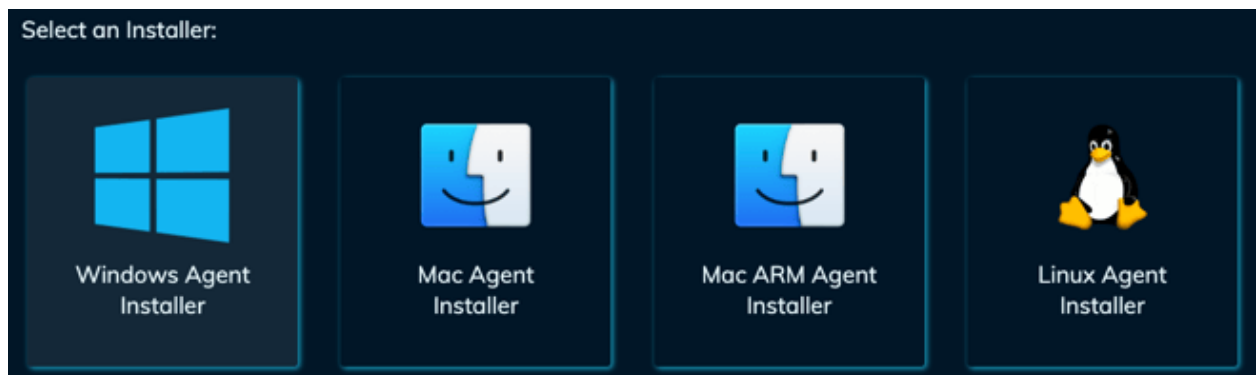
Download the Installer

When downloading the Cerulean Agent installer, you will receive a ZIP file containing two files: mac_installer3 OR mac_arm_installer3 AND config.json. Both items will be important for the installation process.

1. Open a web browser and navigate to the **Securus360 Portal**
2. Select **Agent** from the management section of the navigation menu

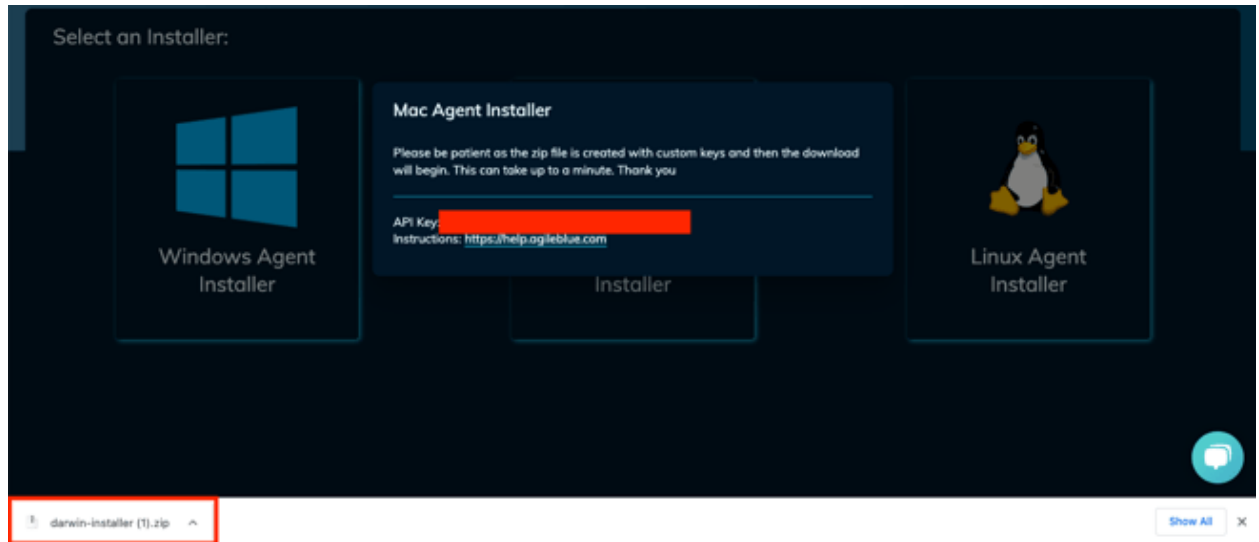


3. Click on the **Mac Agent Installer** (for Intel processors – most Macs older than 2021) or **Mac ARM Agent Installer** (for ARM processors, all Macs 2021 and newer) tile, depending on the processor your machine is running:



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4. Take note of the **API Key** provided on the corresponding pop-up (Note: this is optional and primarily for RMM integration. You do not need the API key if you're installing directly, just download the zip & extract the zip and proceed to the next steps)



Grant Executable Privileges

Before installing the agent, you'll need to convert the installer downloaded in the previous section into an executable.

1. Extract the required files from the .zip downloaded in the previous section.
2. Navigate to the directory containing the files via Terminal and run the command corresponding to the installer version downloaded in the previous step:

```
chmod +x mac_installer3  
chmod +x mac_arm_installer3
```

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Installing the Agent

The Cerulean Agent can be installed locally on your Mac device via Terminal or deployed via your RMM (see note below). This section covers local installations.

1. In the Terminal window, navigate to the directory containing your installer.
2. With the config.json file in the same directory, run the command corresponding to the installer you've selected based on your machine's processor:

```
sudo ./mac_installer3 install  
sudo ./mac_arm_installer3 install
```

Note: If you wish to deploy this via RMM (i.e. InTune, SCCM, etc.) please contact support@securus360.com directly for further instructions.

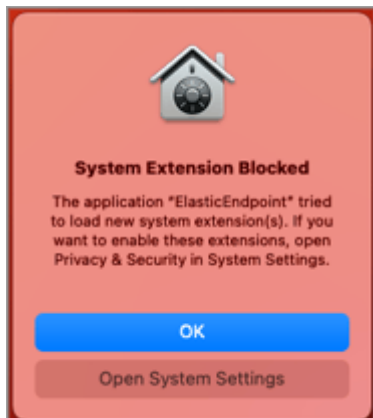
Grant Full Disk Access & Allow System Extensions

For all portions of the agent to function, Mac devices require additional settings to be configured.

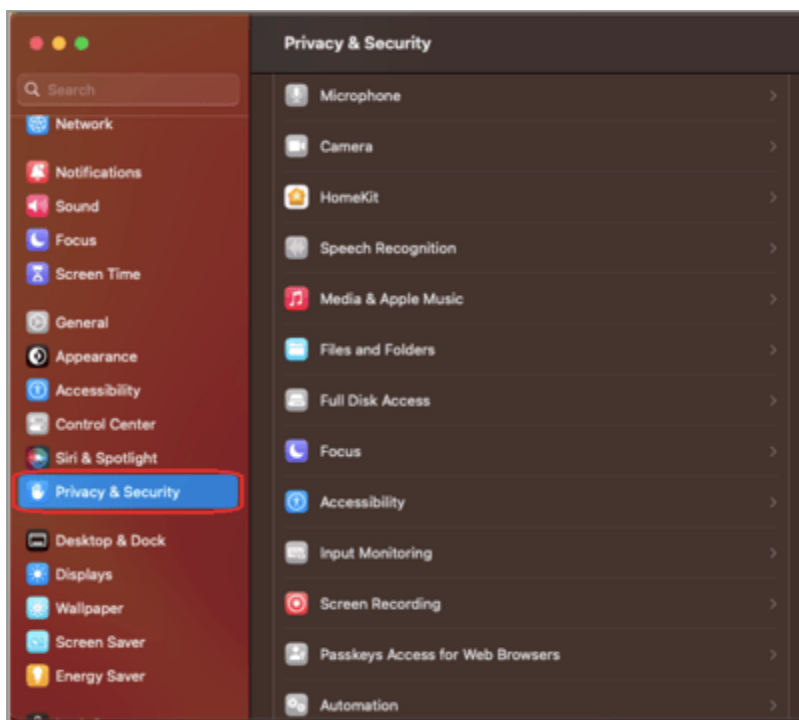
Note: If you are running a macOS older than Ventura, the specific layout of your system settings may appear differently than described in this guide. All steps remain the same.

1. After installing the agent, click **Open System Settings** when the popup below appears:

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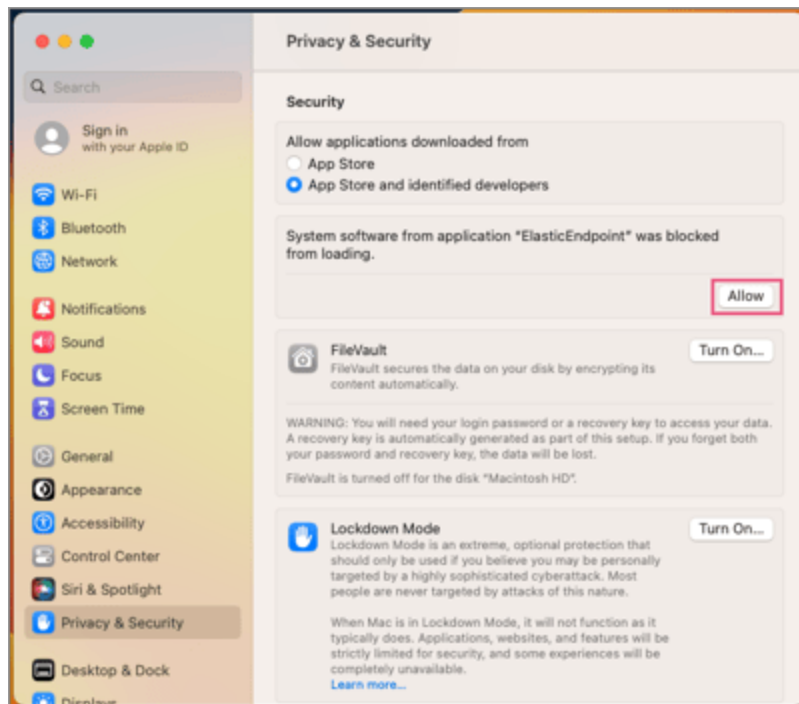


2. Select **Privacy & Security**

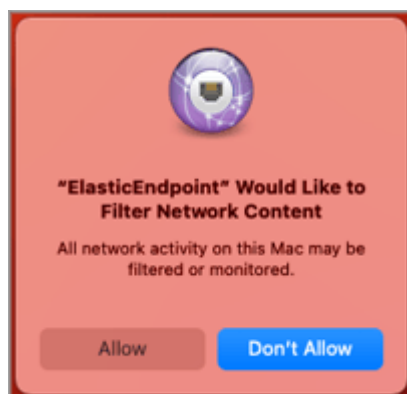


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3. In the right-hand pane, scroll to **Security** and select **Allow** on the message "System software from application "ElasticEndpoint" was blocked from loading"

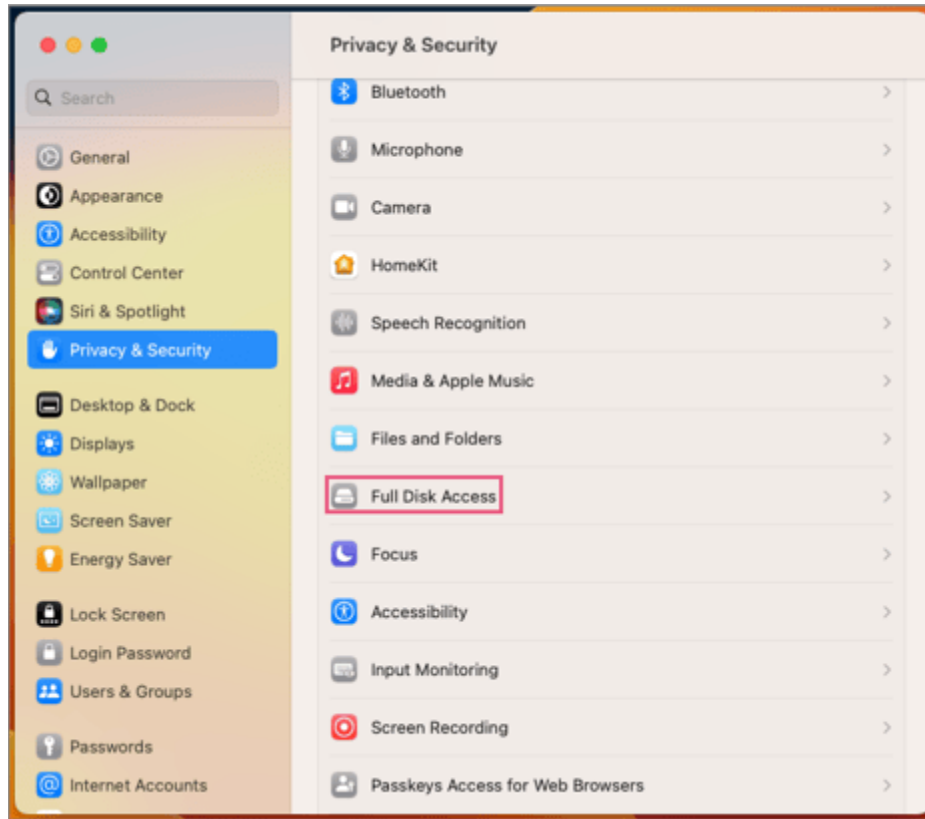


4. Once the system extension has been loaded, click **Allow** when you receive the message below



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- From here, navigate back to **Privacy & Security** in **System Settings** and click on **Full Disk Access**



- Toggle the allow switch to "on" for the following applications:
 - co.elastic*
 - ElasticEndpoint

**If you are running macOS older than Ventura (Catalina through Monterey), this application will instead be named co.elastic.systemextension*

Confirm Installation Success

There are a couple of different methods to confirm the installation of the agent. Once installed, the agent will check-into the Securus360Portal within 3-5 minutes. Most importantly, you will want to verify that the following services are present on the machine:

- Cerulean Agent
- Cerulean Updater
- Elastic Agent
- Elastic Endpoint

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Manage Your Installation

In addition to the installation commands above, the Cerulean Agent has several helpful built-in options available to you as well. When operating with sudo privileges in Terminal, you can utilize the following commands and flags to achieve the listed actions. Additionally, you can add the command **help** to see these commands during the installation, uninstallation, or troubleshooting processes:

```
sudo ./mac_installer3 help
sudo ./mac_arm_installer3 help
```

Available General Commands:

- Help Help about any command
- Install Installs the Cerulean Agent onto the system
- Repair Repair a Cerulean Agent installation
- Uninstall Uninstalls the Cerulean Agent

Available Flags:

- h Help for windows_installer3.exe
- v Verbose output
- I Places agent into image mode, intended for Golden Image usage
- Install -s Places agent into syslog mode

If you have any questions or concerns regarding this procedure, please reach out to either your preferred contact or to [**support@securus360.com**](mailto:support@securus360.com)