



# Installing the Myrtec Agent

The Myrtec Agent allows the service team to provide support for a device and can be used to control policies, monitor device health, and install security updates. It will also allow the service desk to provide remote support through screen sharing. For each customer, a unique agent installation file will be provided as a URL to download the installer. The Myrtec Agent is powered by NinjaOne.

This guide includes step by step instructions to:

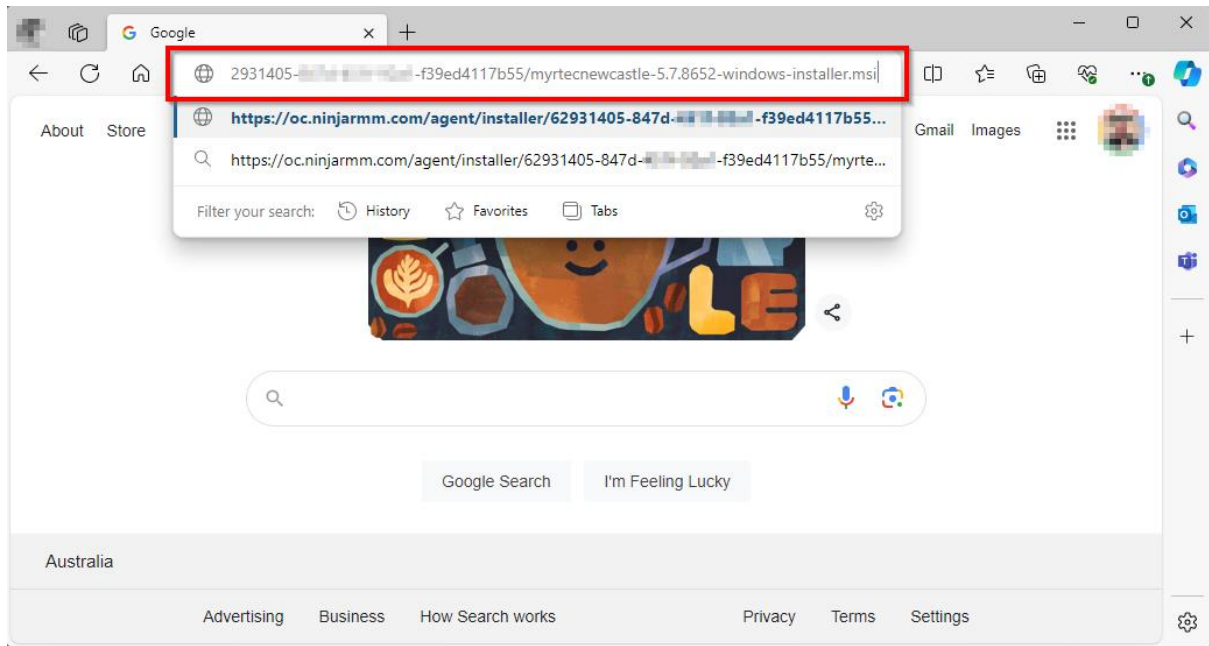
1. Install the Myrtec agent in Windows
2. Install the Myrtec agent in macOS
3. Install the Myrtec agent in Linux

Please follow the steps below to install the agent.

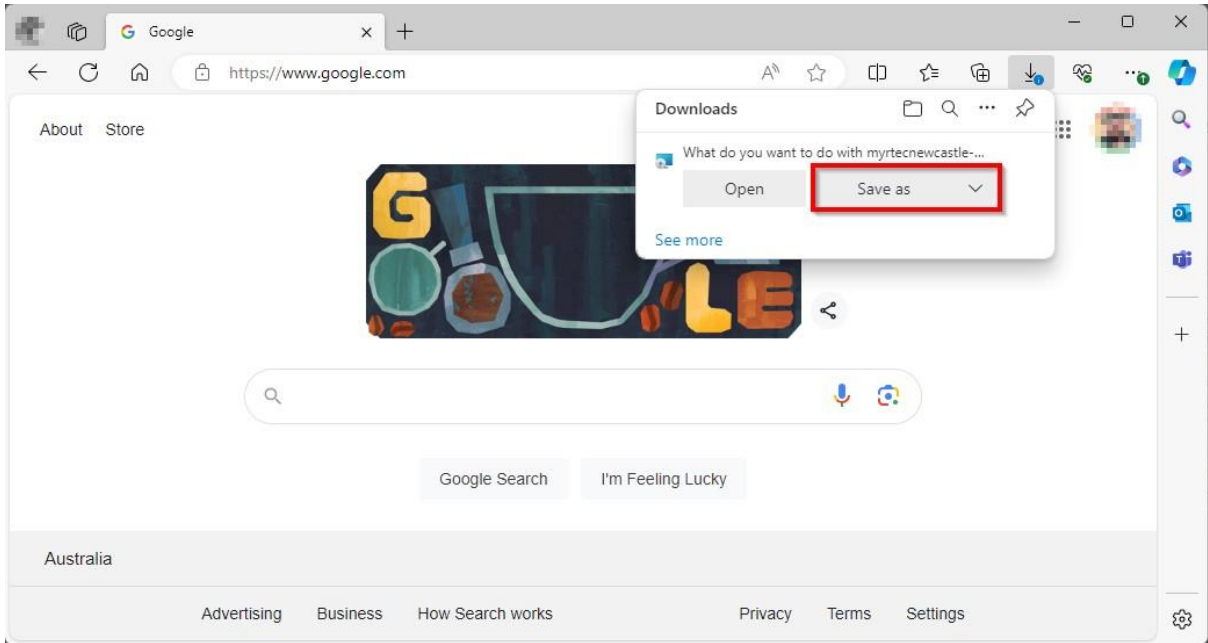
# 1. Install the Myrtec agent in Windows

To install the Myrtec Agent in Windows you need to download the installer file and run this on all company owned computers. The installer is unique to your organisation and the users running the install needs to be an administrator on the computer. Follow the below steps to complete the install:

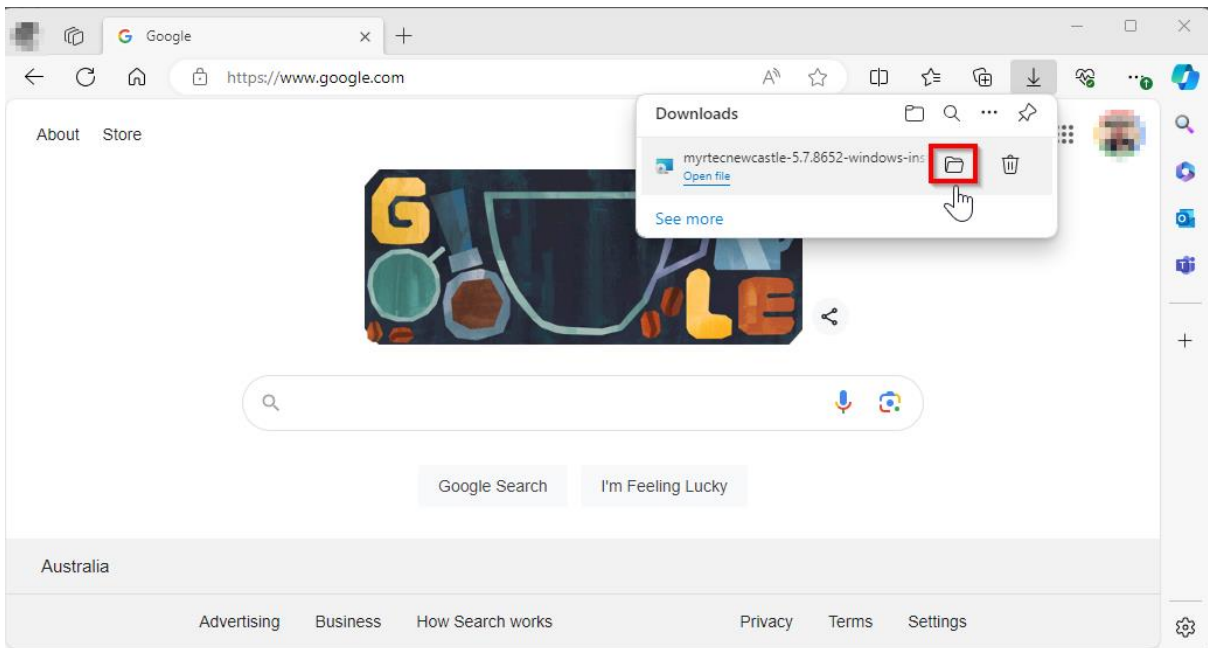
1. Click on the link or paste it into the browser to start the download.



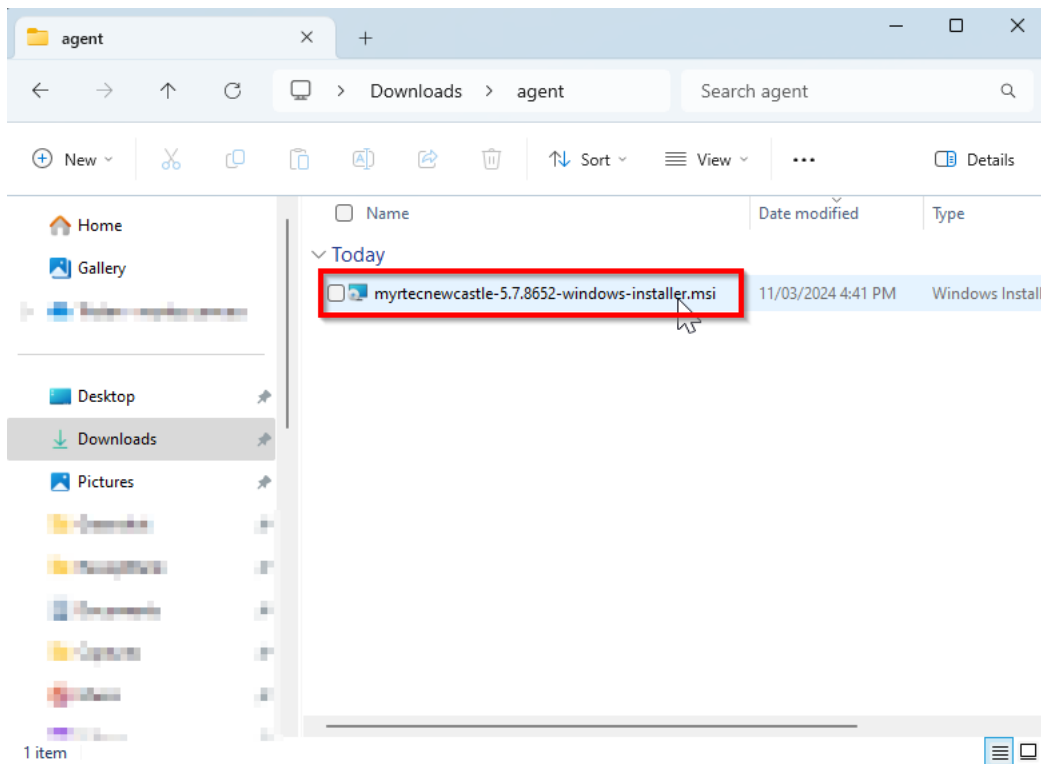
2. Save the file to your computer.



3. Then go to the location of the file. You can browser to where you saved the files or click on the folder icon in the browser to go directly to the file.

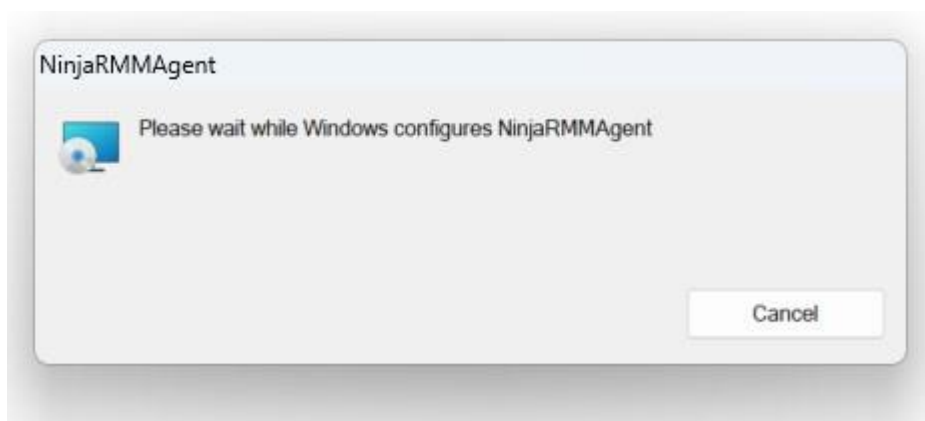


4. Double click on the file to start the install

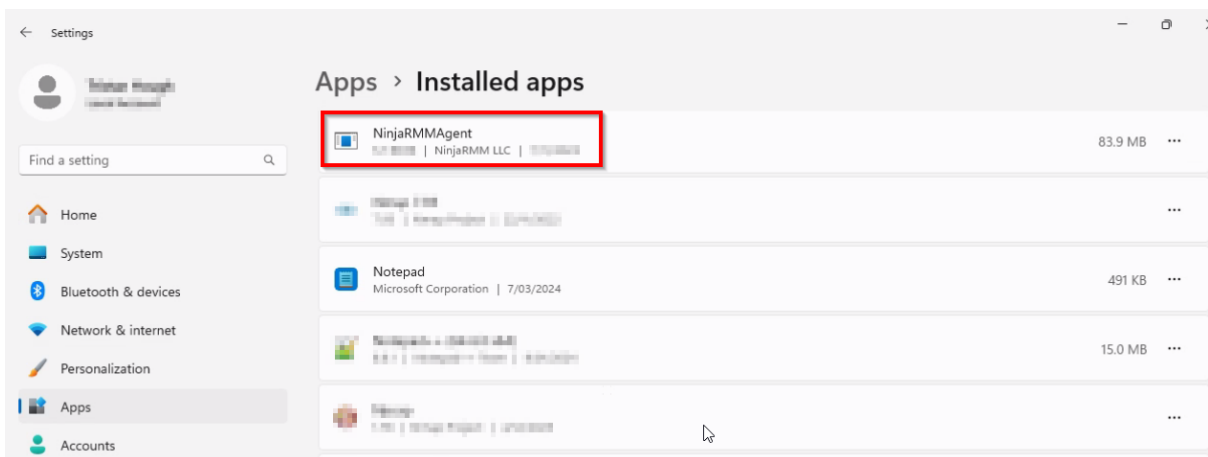
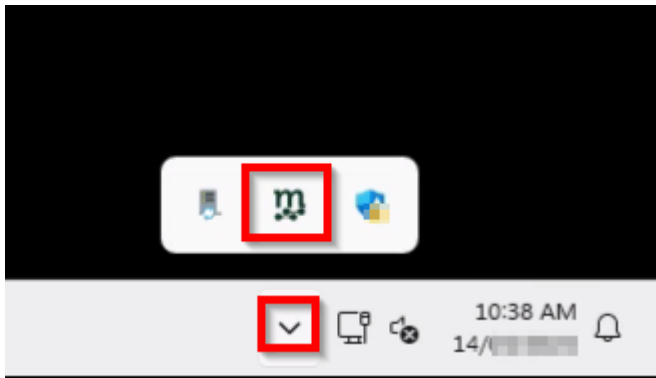


5. The installation will then begin. If you receive an error that the user does not have permissions or a prompt to enter administrator credentials, then the user that is running the install is not an administrator on the computer and you can either enter the credentials when prompted or log that user out and log in with an administrator account and run the install again.

Please note that there is no confirmation when the install completed, the install window will just close automatically.



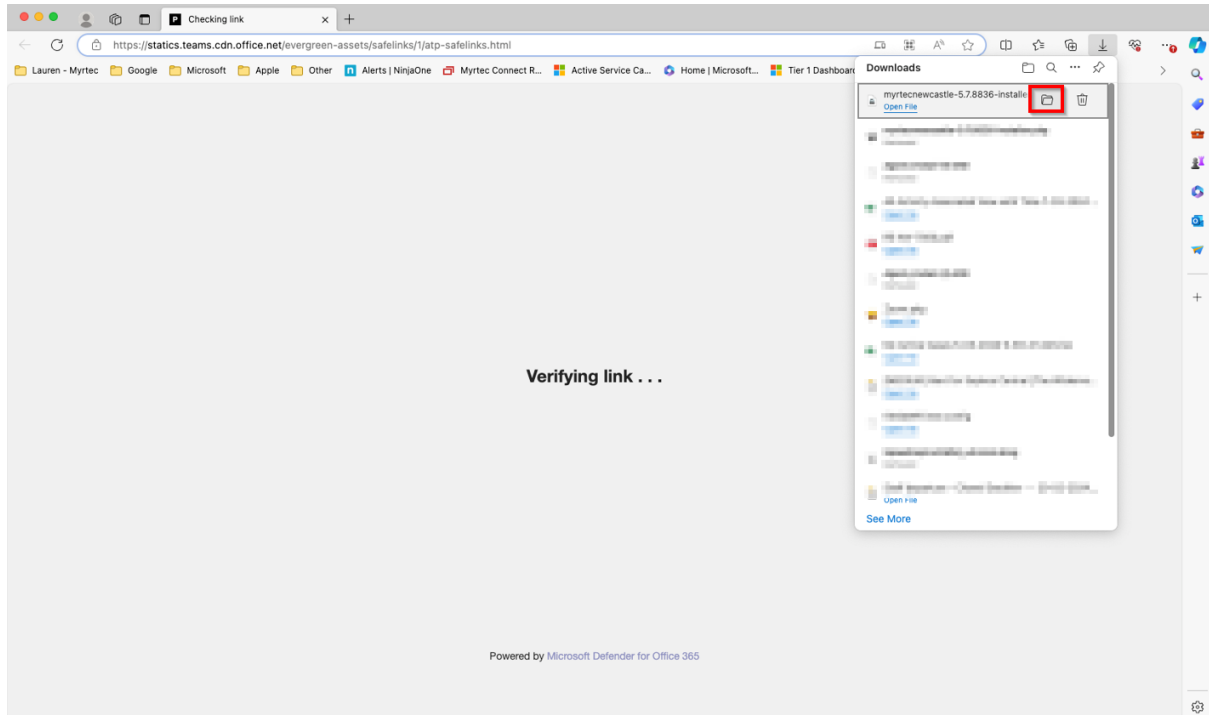
6. If you would like to confirm that the Myrtec agent has been installed you can look for the Myrtec agent in the system tray or for the NinjaOne



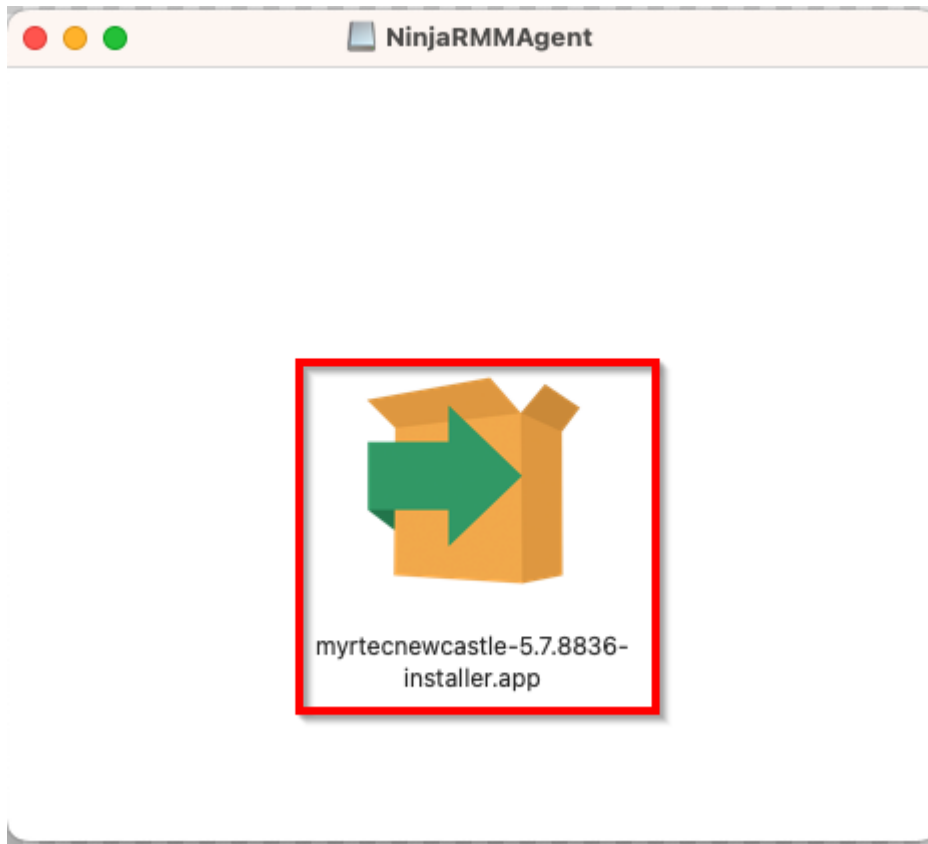
## 2. Install the Myrtec Agent in macOS

To install the Myrtec Agent in macOS you need to download the installer file and run this on all company owned macOS devices. The installer is unique to your organisation and the users running the install needs to be an administrator on the computer. Follow the below steps to complete the install:

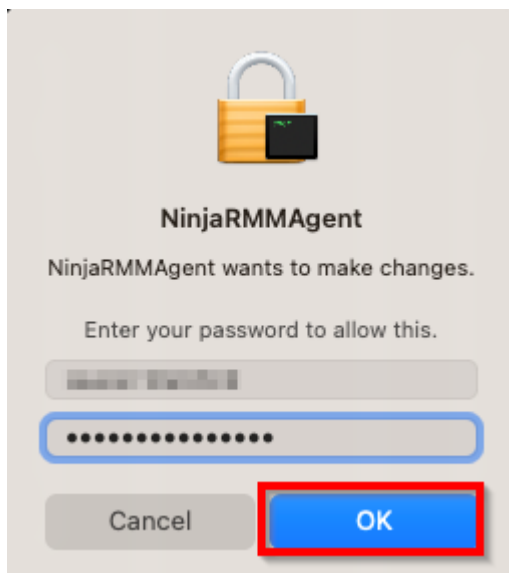
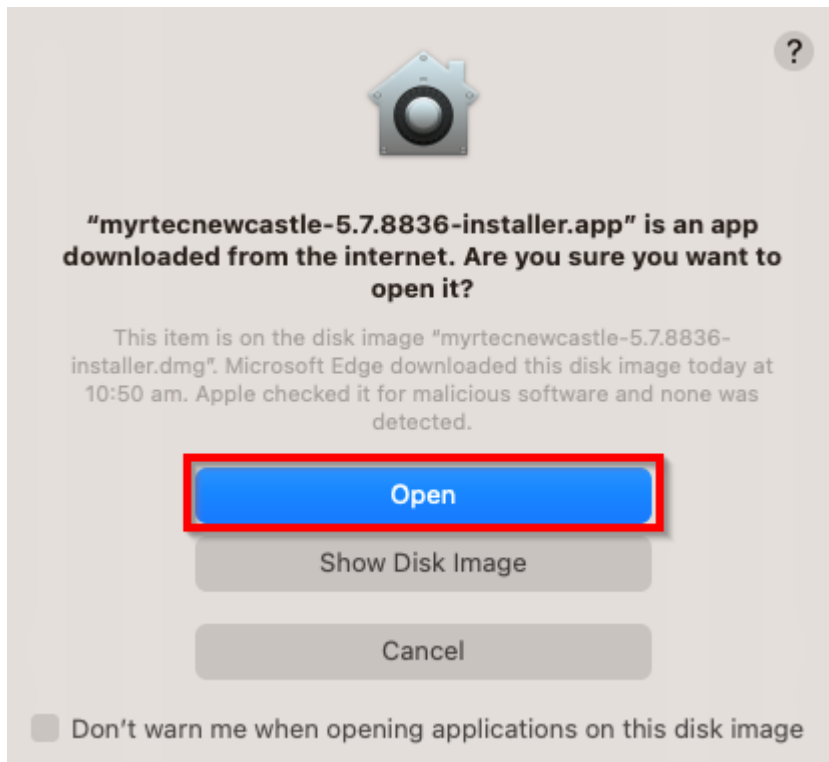
1. Click on the link or paste it into the browser to start the download.



2. Then go to the location of the file. You can browser to where you saved the files or click on the folder icon in the browser to go directly to the file. Open the file and double click on the installer icon.

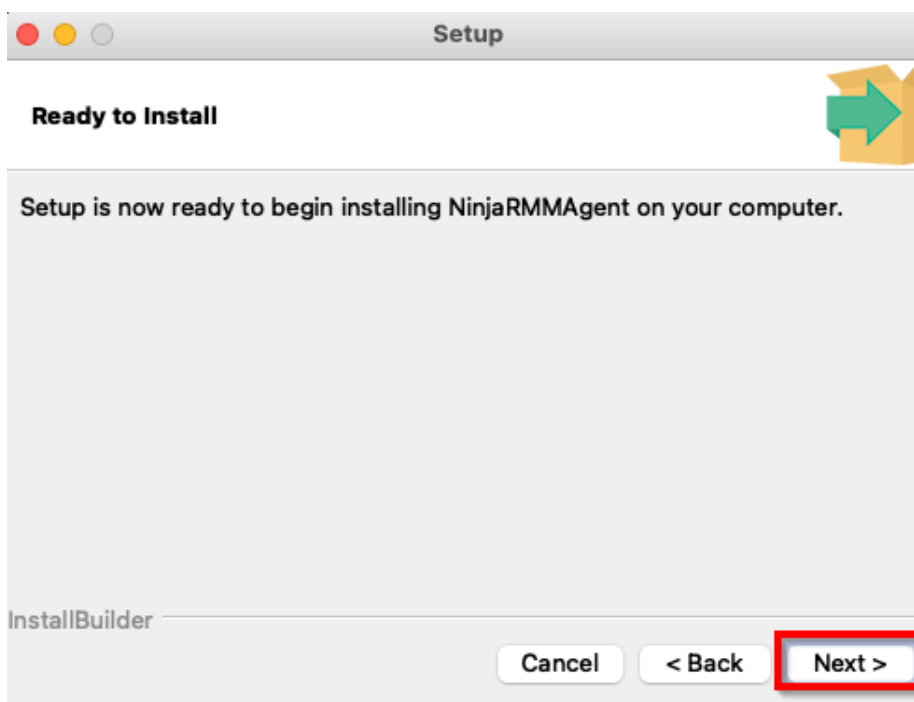
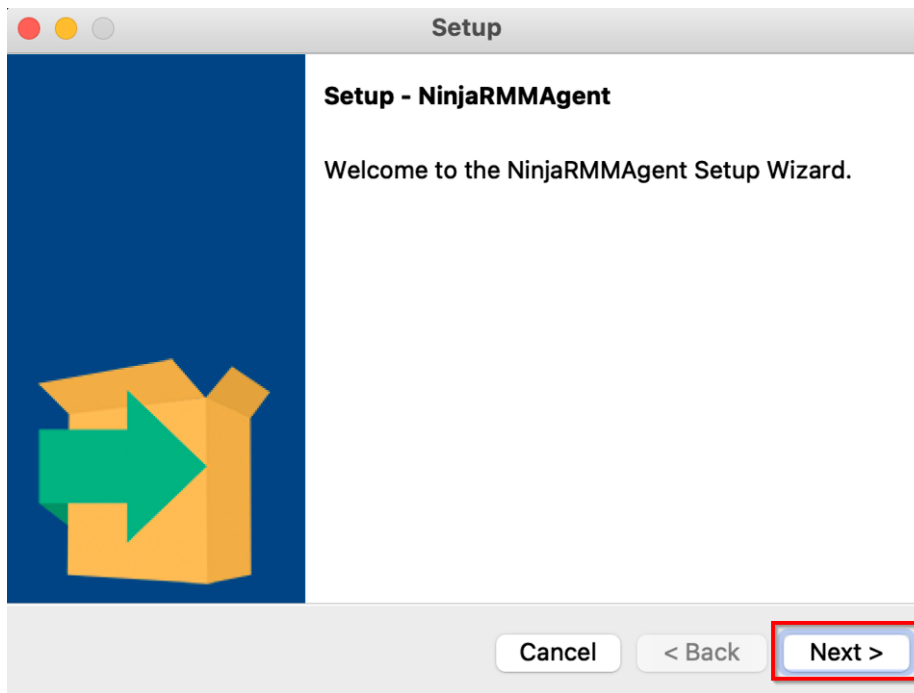


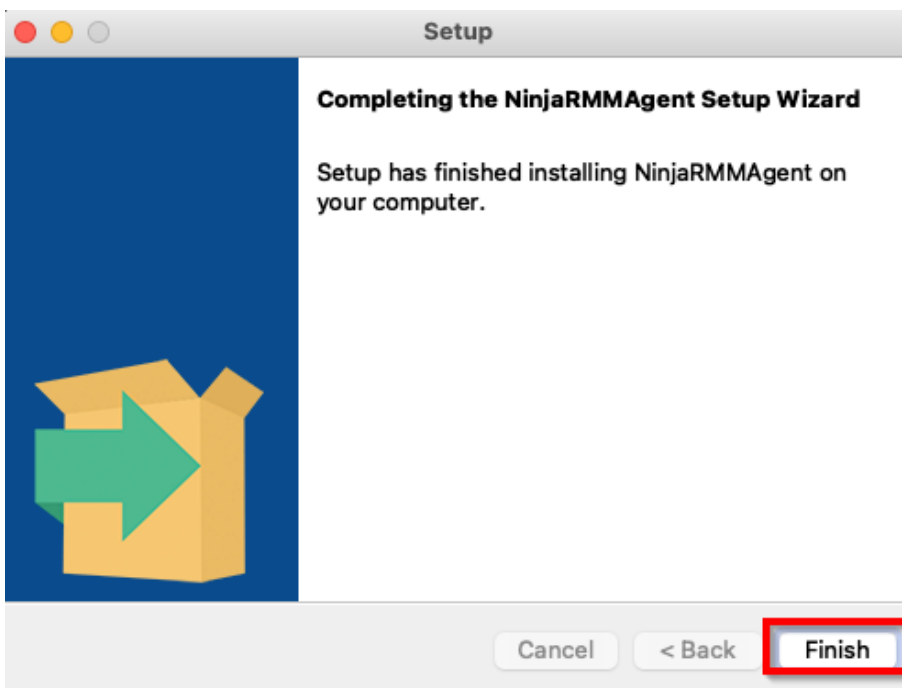
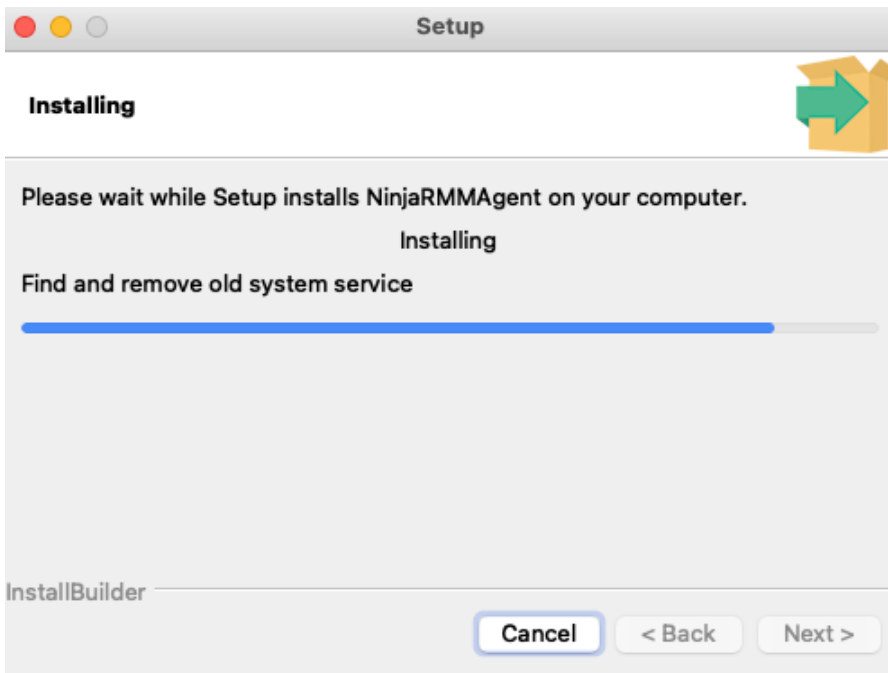
3. Select open to open the application installation package and enter you macOS password when prompted.



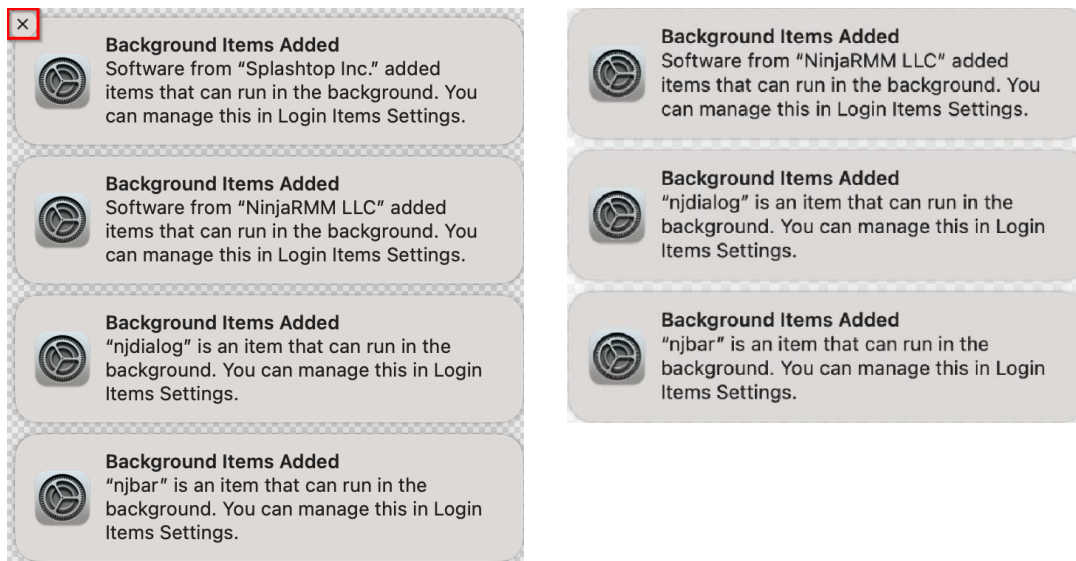


4. Click Next on the installation prompts until the installation completed then click Finish

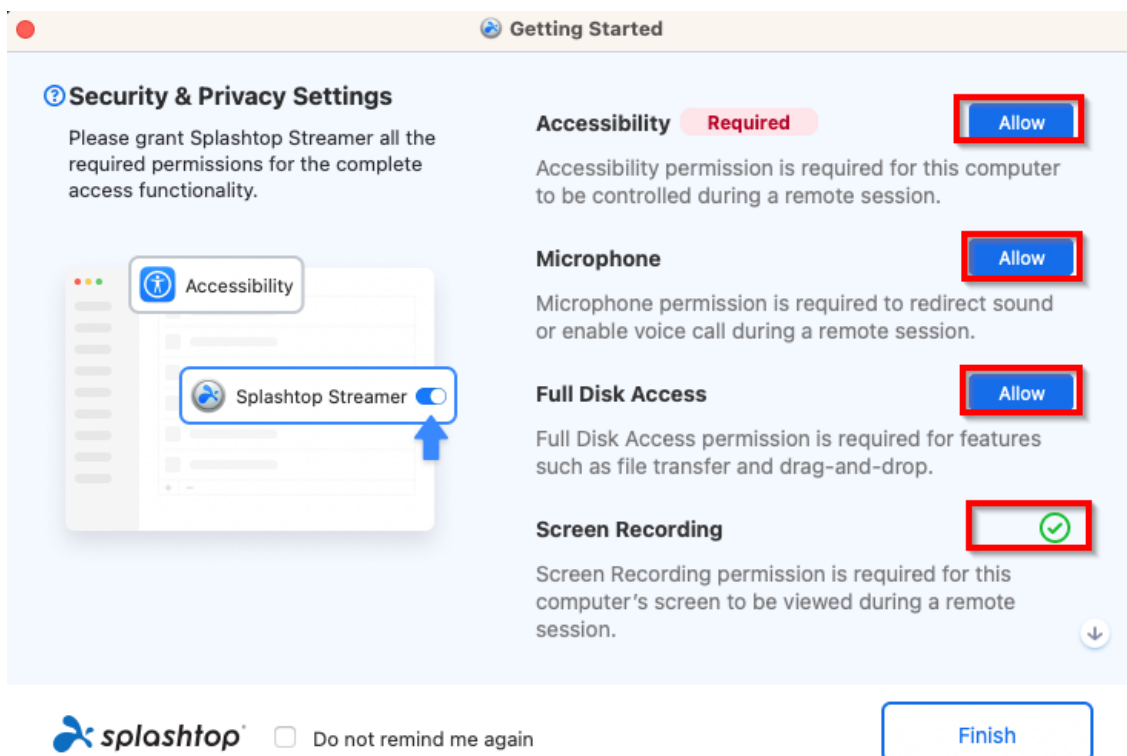


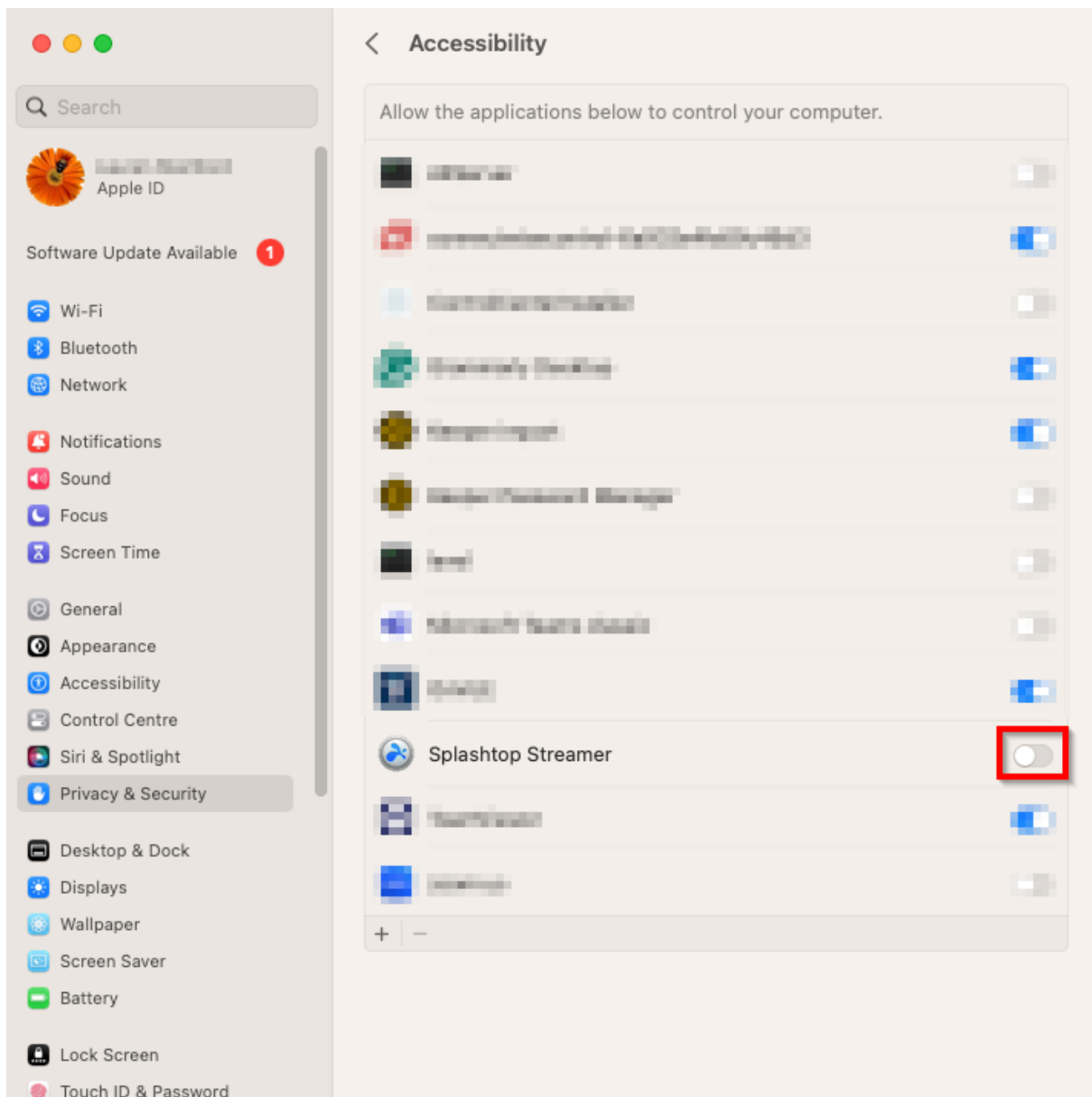


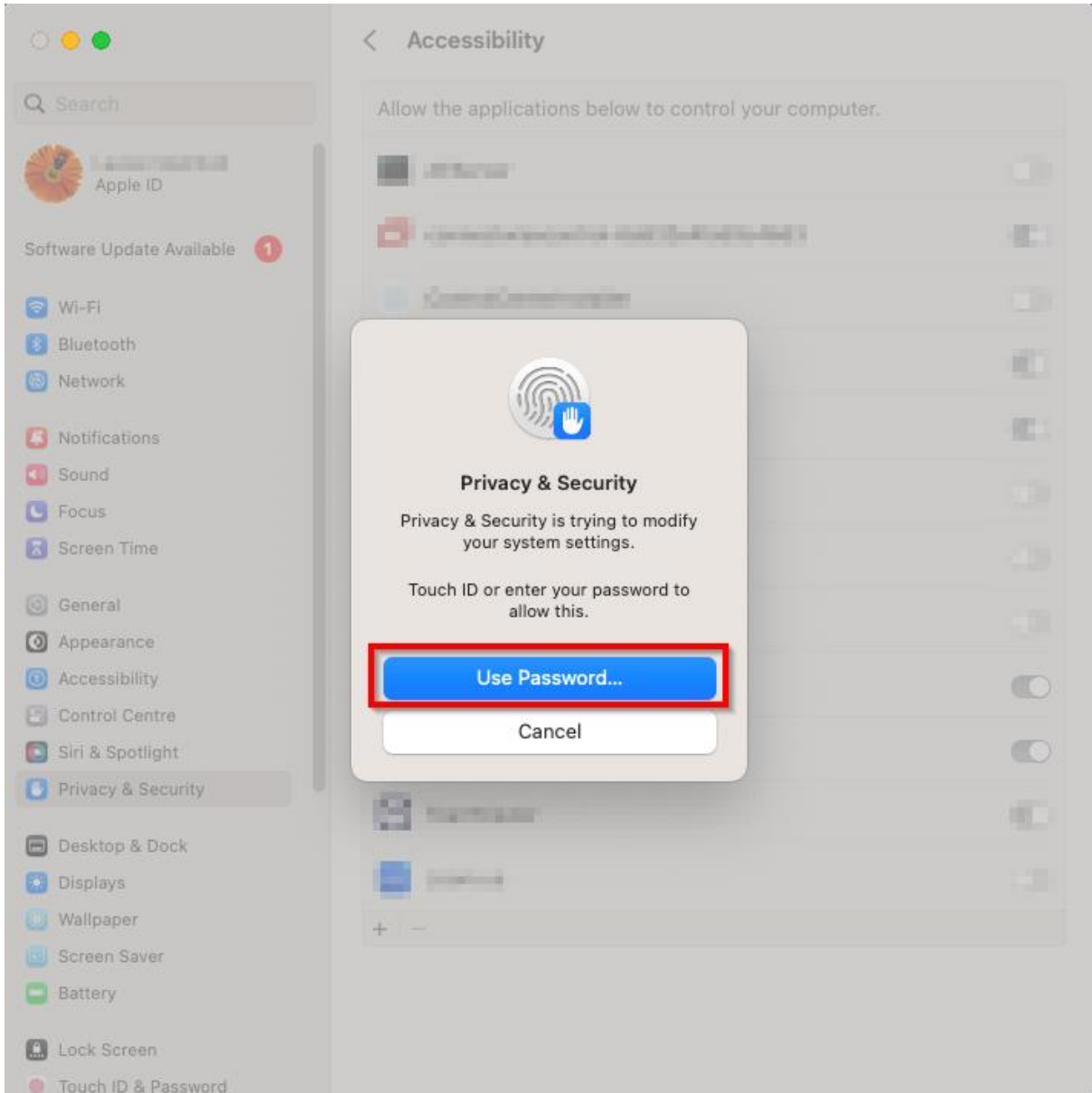
5. The following popups will show on the screen to advise that an application has been installed, these can be closed

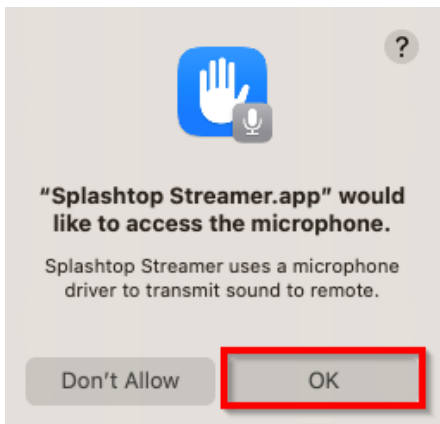
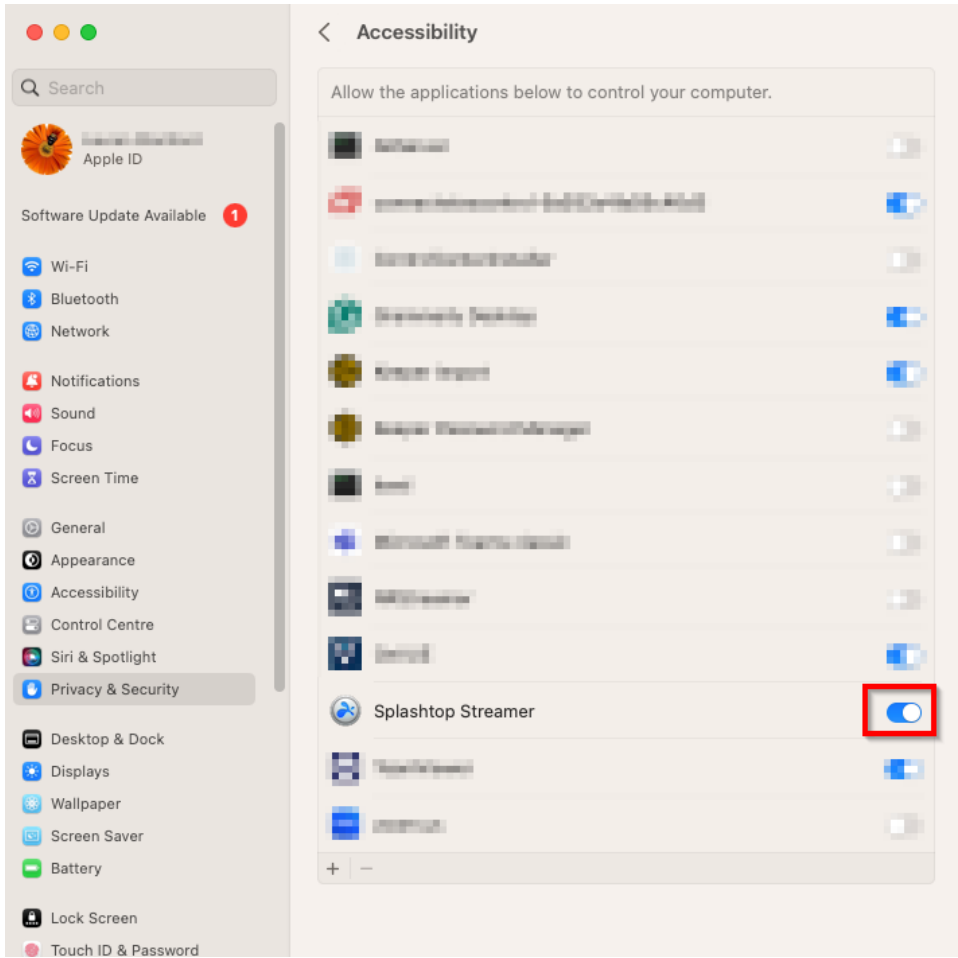


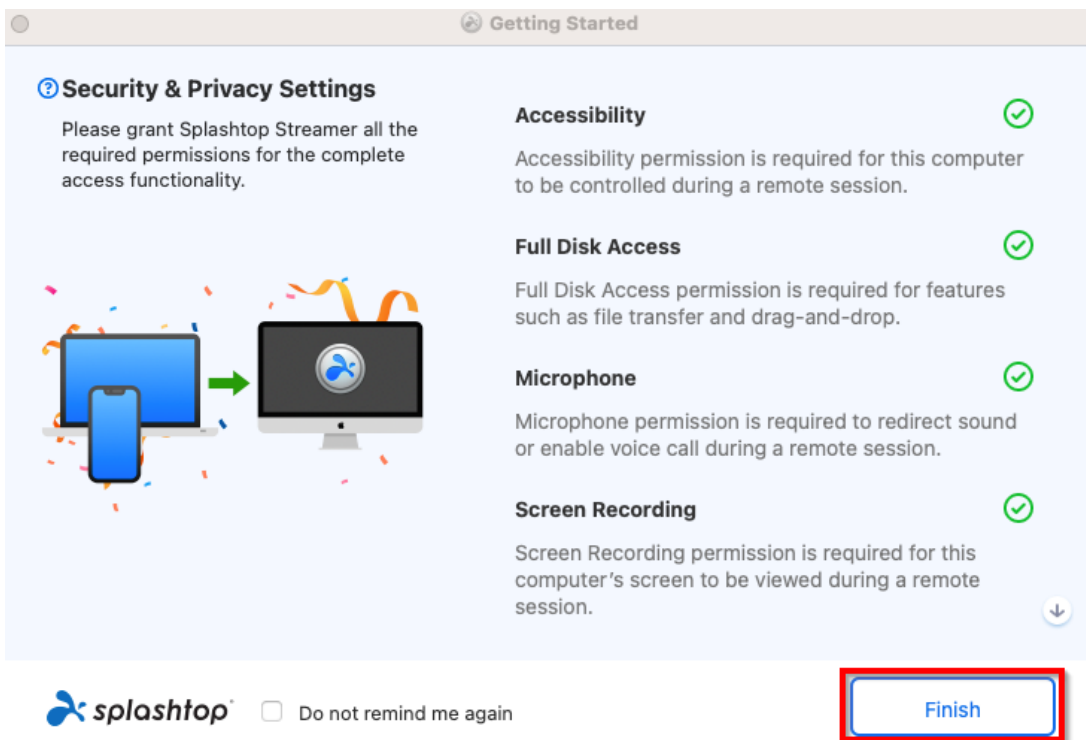
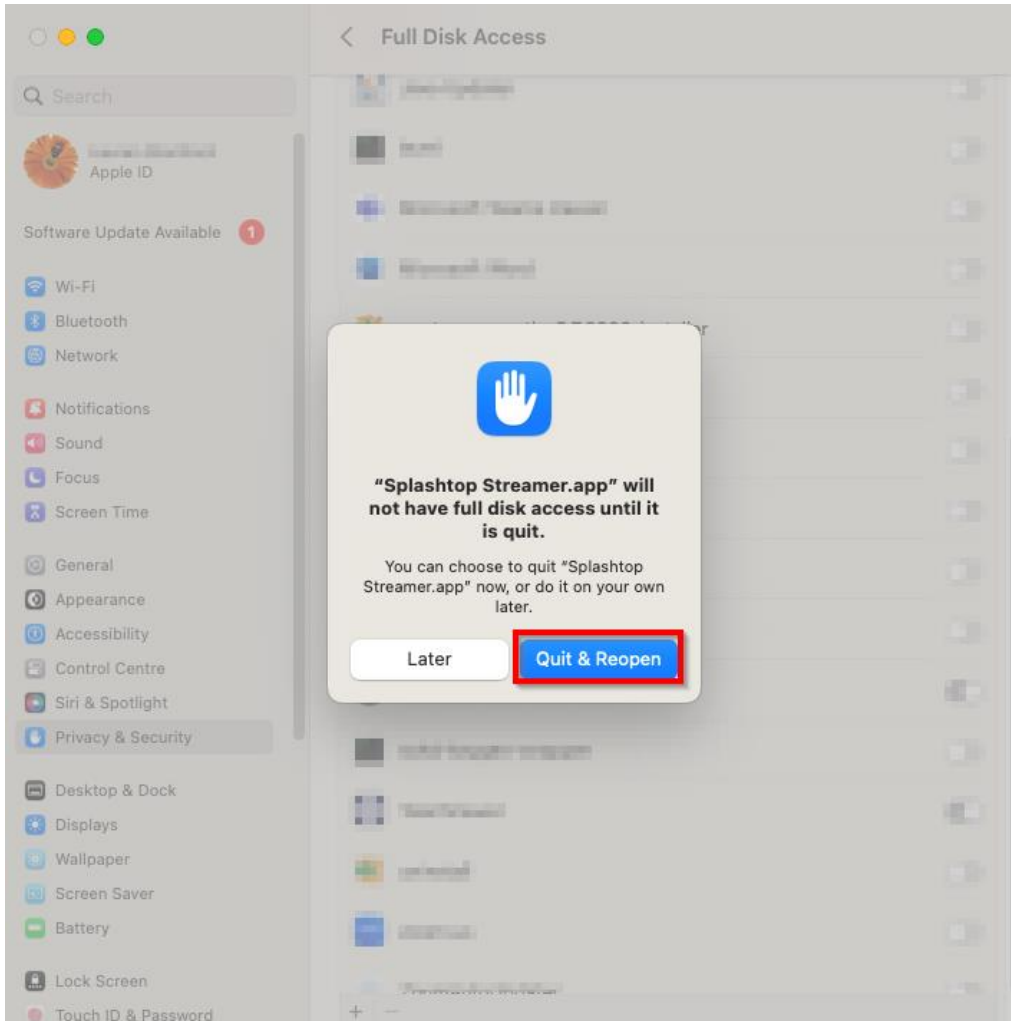
6. The Splashtop getting started application should open automatically. Splashtop allows the service team to perform screen sharing with the end user during a support call. Click allow on each of the permission options. Then tick the permission for Splashtop until each of the options are ticked. For each permission you may need to enter your password. For disk access you may be prompted to restart Splashtop for the changes to take effect. Then click finish on the Splashtop getting started page.



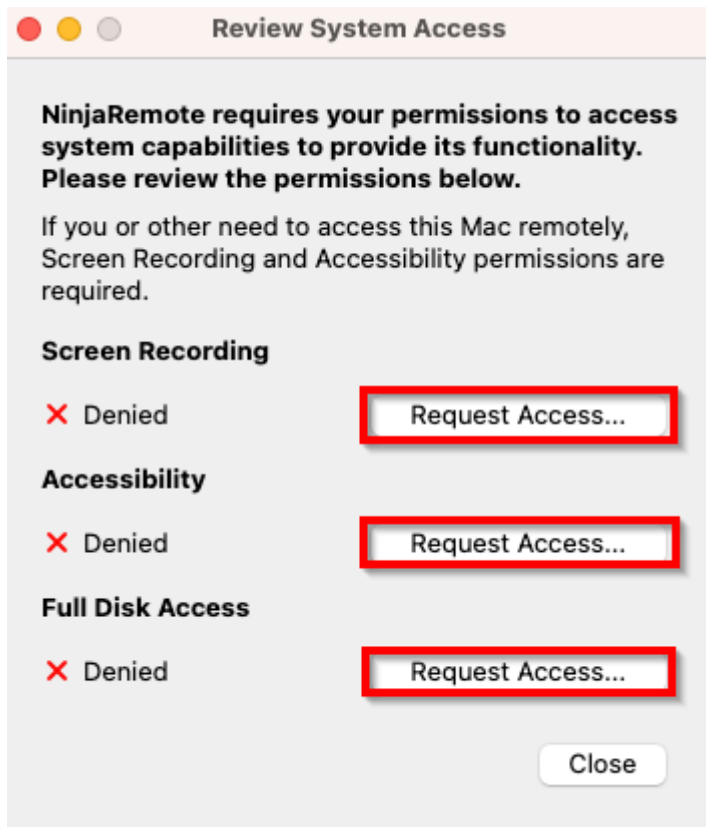








7. You will also get prompted to provide permissions to NinjaRemote. This is an alternative method of the service team to provide remote support to users if there are any issues connecting with Splashtop. Follow the same steps as Splashtop by clicking request access for each of the options to provide the permissions then click close.



8. The Myrtec Agent should now be fully installed and you should see a Myrtec icon on the taskbar.





## 3. Install the Myrtec Agent in Linux

To install the Myrtec Agent in Linux you need to download the installer file and run this on all company owned Linux devices.

1. From the terminal in Linux change directories to /tmp

```
cd /tmp
```

```
root@██████████:~/tmp# cd /tmp
```

2. Use wget to download the installation package from the link that was provided.

```
wget <url that was provided>
```

```
root@██████████:~# wget https://oc.ninjarmm.com/agent/installer/3celceb9-██████████-41c0-a75e-██████████-275ef2ec/developmentmainoffice-5.7.8612-installer-x86-64.deb
```

3. Run the installation package, there are two different installers depending on if the system uses rpm packages or Debian based packages.

Debian: `sudo dpkg -i <installation file name>`

RPM: `sudo rpm -i <installation file name>`

```
root@██████████:~/tmp# sudo dpkg -i myrtecnewcastle-5.7.8612-installer-x86-64.deb
Selecting previously unselected package myrtecnewcastle-5.7.8612-installer-x86-64.
(Reading database ... 38282 files and directories currently installed.)
Preparing to unpack myrtecnewcastle-5.7.8612-installer-x86-64.deb ...
*****START PRE-INST*****
Architecture test
```

4. You can verify installation using the below commands. The service should be active and running.

*sudo systemctl status ninjarmm-agent.service*

```
root@██████████:~# sudo systemctl status ninjarmm-agent.service
● ninjarmm-agent.service
   Loaded: loaded (/lib/systemd/system/ninjarmm-agent.service; enabled; vendor p
   Active: active (running) since Thu ██████████ 03:55:02 AEDT; 1 day 6h ago
 Main PID: 18213 (ninjarmm-linage)
    Tasks: 24 (limit: 4915)
   CGroup: /system.slice/ninjarmm-agent.service
           └─18213 /opt/NinjaRMMAgent/programfiles/ninjarmm-linagent

Warning: Journal has been rotated since unit was started. Log output is incomple
root@██████████:~# █
```