



Connect

October 6th, 2021

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Introduction

Connect for macOS includes a **Guest** and a **Host**.

- **Guest** for macOS can connect to a remote **Host** with the Internet (TCP), LAN (TCP), WebConnect, WebConnect 3 and the **Impero Portal** communication protocols.
- **Host** for macOS enables a remote **Guest** to connect with the Internet (TCP), LAN (TCP), UDP, HTTP, **WebConnect**, **WebConnect 3** and the **Impero Portal** communication protocols.

The following installation guide is intended to explain how to install, uninstall and load the **Connect** on macOS.

Download

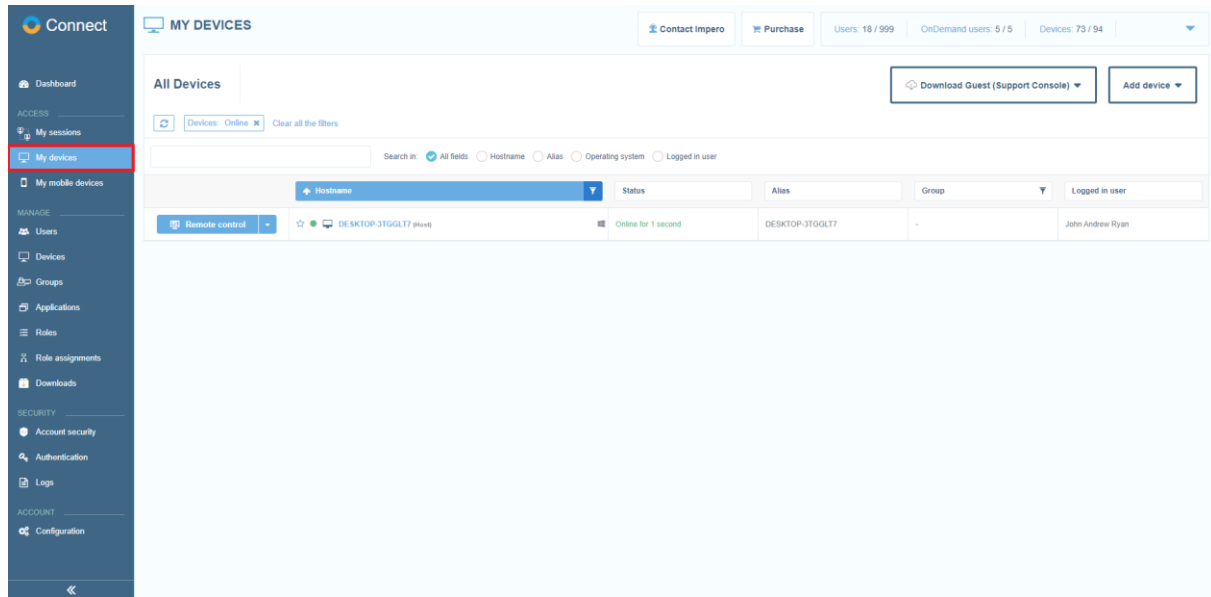
You can download the **Guest** and **Host** from:

- the Portal
- the Impero website, by clicking on the following link for the [Guest](#) and the [Host](#)

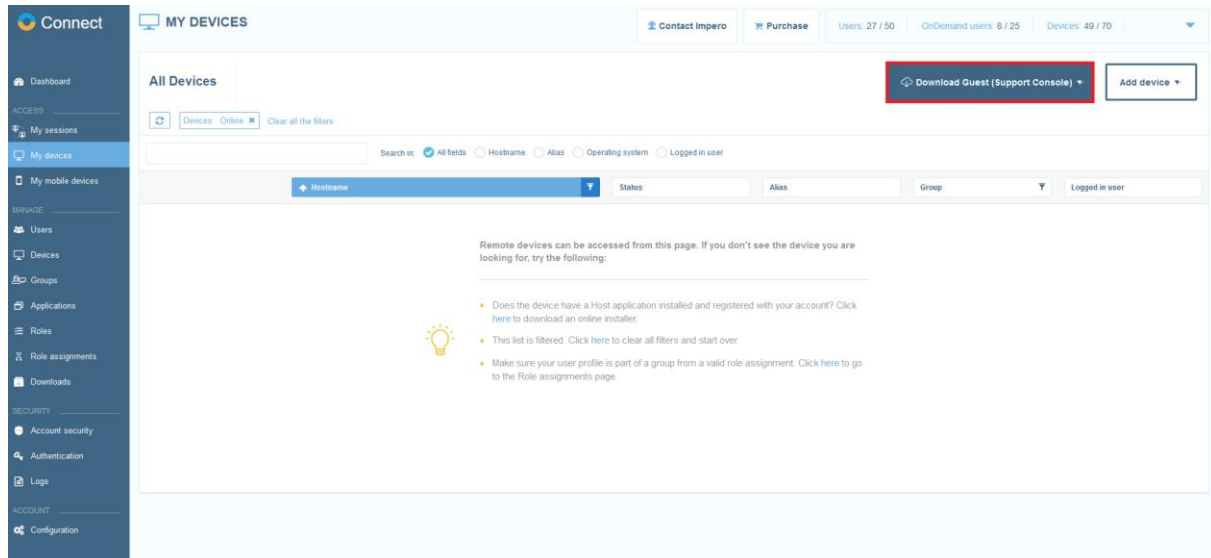
To download the **Guest (Support Console)** application from the **Portal**, proceed as follows:

1. Log in the **Portal**.

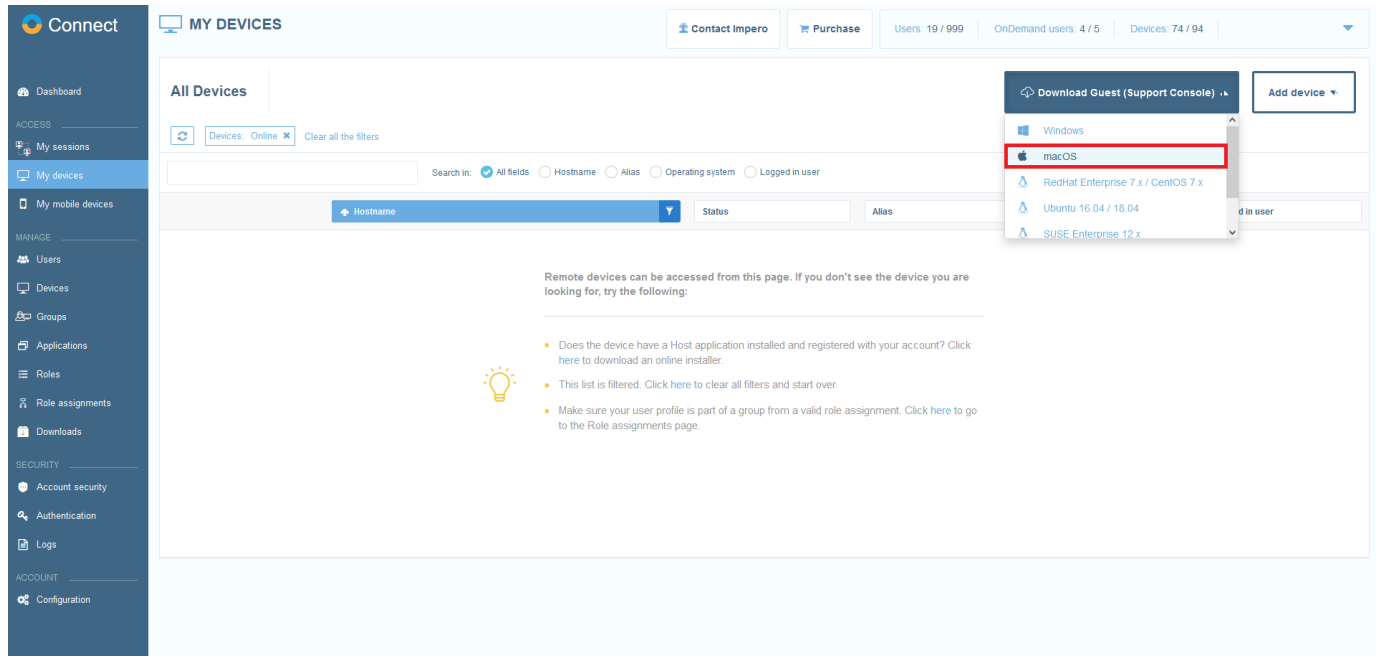
2. Go to the **My Devices** page.



3. Click on the **Download Guest (Support Console)** button.



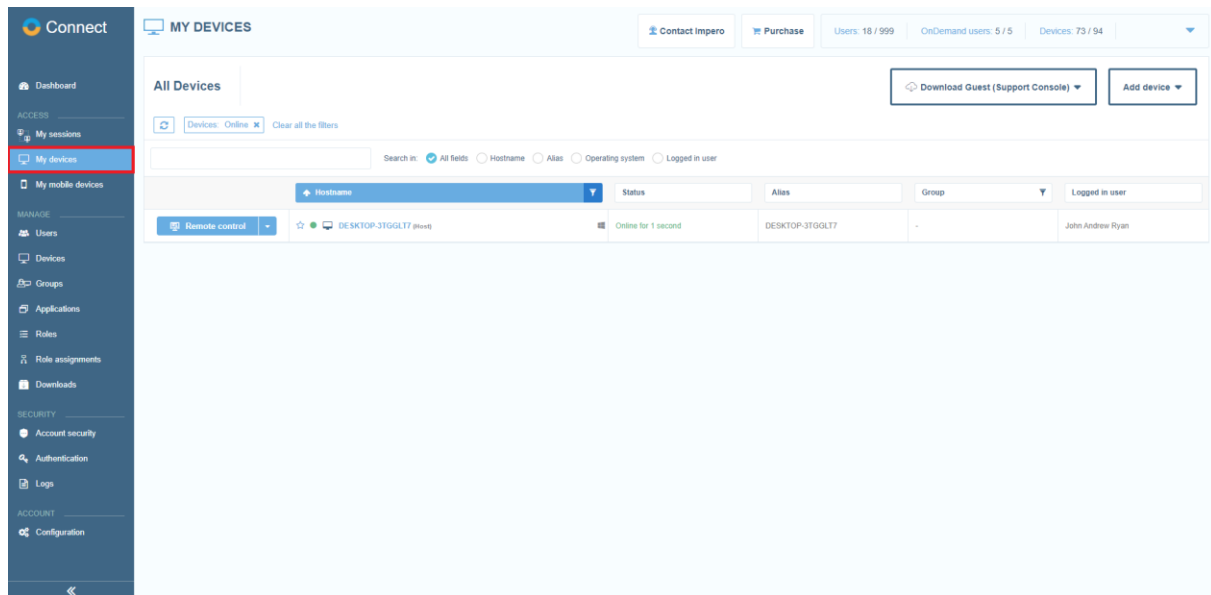
4. Select the macOS option from the dropdown menu.



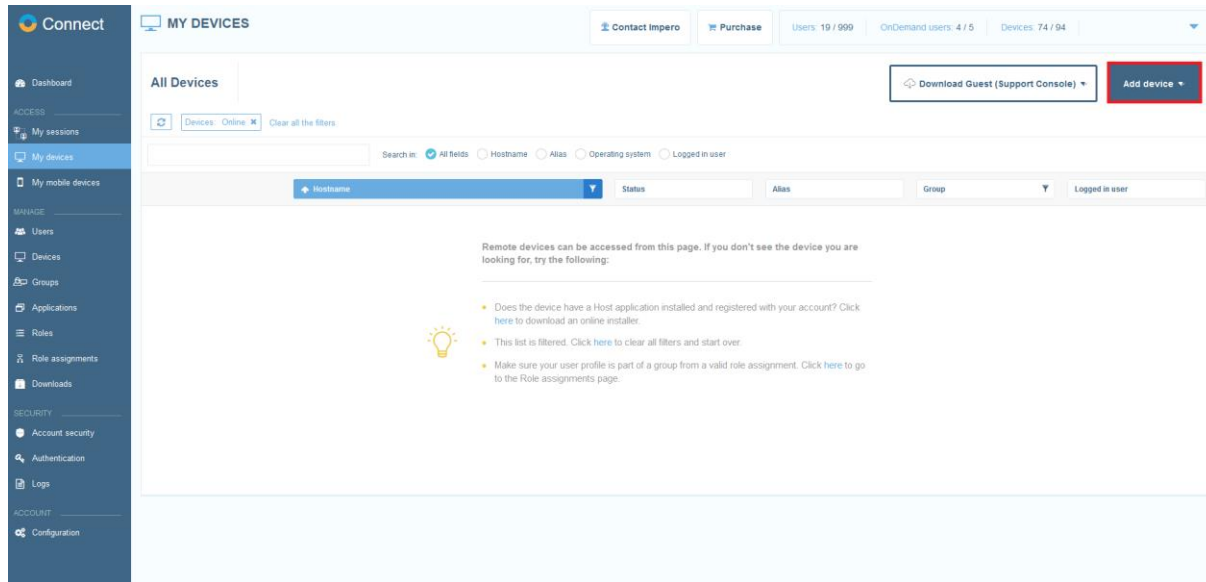
5. Save the archive.

To download the **Host** from the **Portal**, proceed as follows:

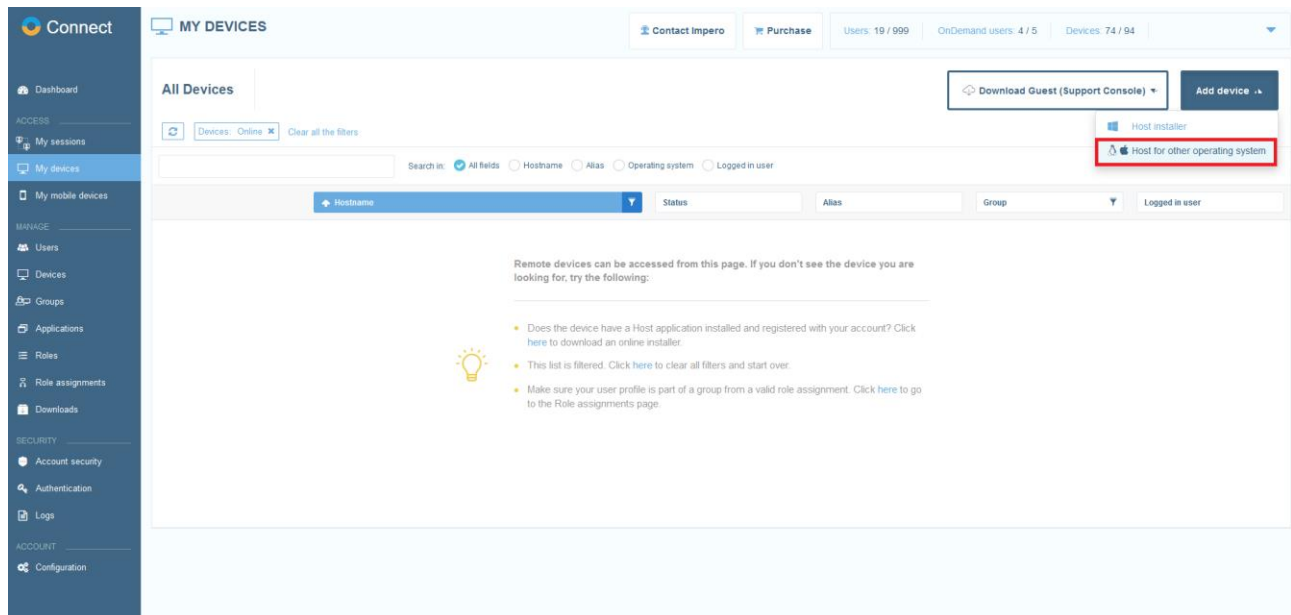
1. Log in the **Portal**.
2. Go to the **My Devices** page.



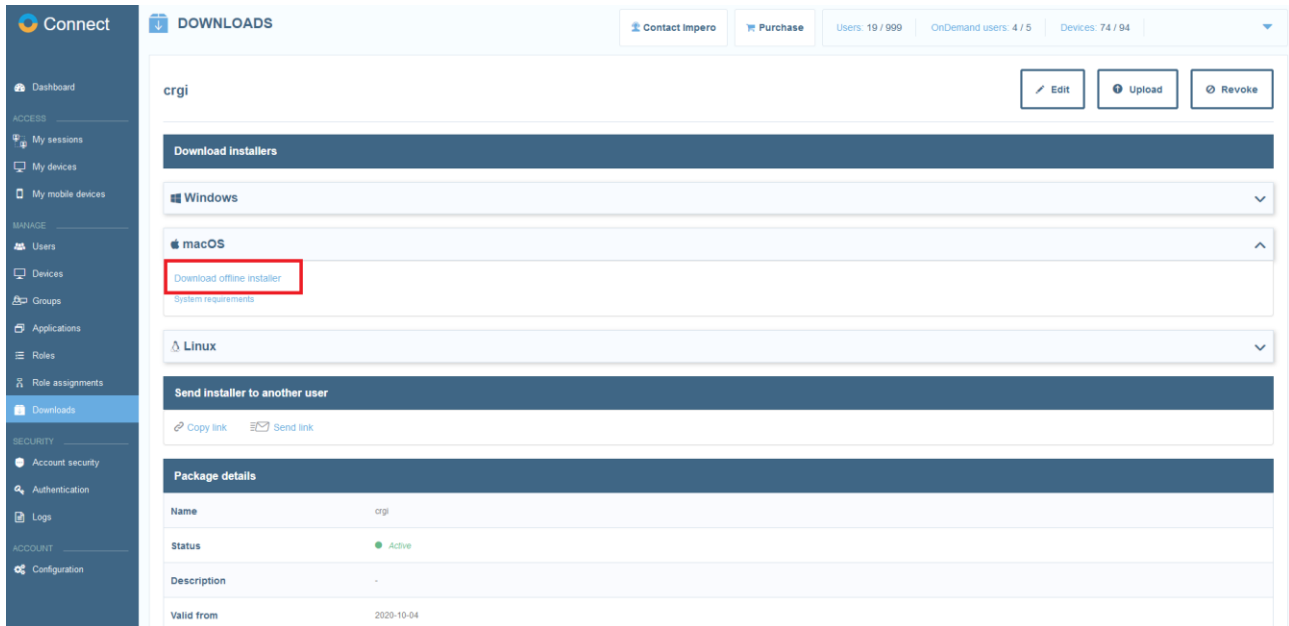
3. Click on the **Add device** button.



4. Click on the **Host for other operating systems** option from the dropdown menu.



5. Click on the **Download offline installer** button from the macOS section.



6. Save the Impero Host.dmg file.

Install

Prior to installation, verify that your computer meets the technical requirements.

Refer to the [Mac system requirements](#).

NOTE: To be able to install, make sure that the user logged on to the computer is a local admin account. Using a Domain account with local admin privileges does not work.

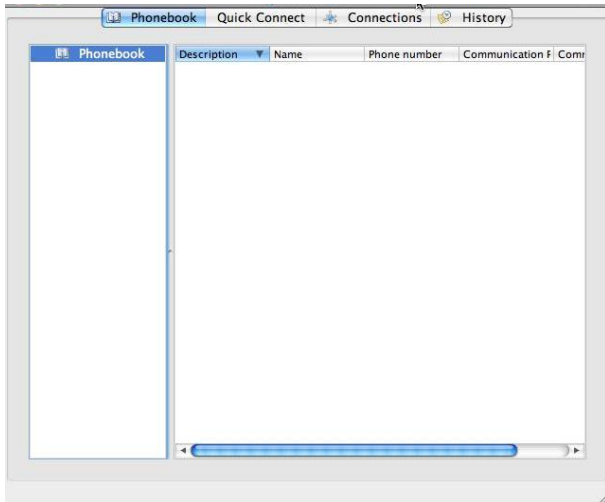
You can install the **Connect** for the supported macOS versions from the files found on the [Impero download page](#).

Open the relevant **.dmg** file downloaded from the Impero website and double-click on the resulting **.pkg** file to show the installation wizard that guides you through the Impero installation. Accept the license agreement and specify the licensee name and the Impero license number when prompted.

Guest

Load and unload the Guest

Start the **Guest** from the Applications folder:



To stop the **Impero Guest**, click on the close symbol.

Guest Functionality

The **Guest** for macOS can connect to a remote **Impero Host** by using the Internet TCP/IP (TCP), WebConnect, WebConnect 3 and the Impero Portal communication protocols.

NOTE: To connect to another port than the Impero default port 443, add the port number to the Host name or address after a colon (for example, 192.168.100.1:1234).

Host

Host includes the **Impero Host** Program for macOS. The **Impero Host** Program for macOS loads and initializes when the computer operating system starts.

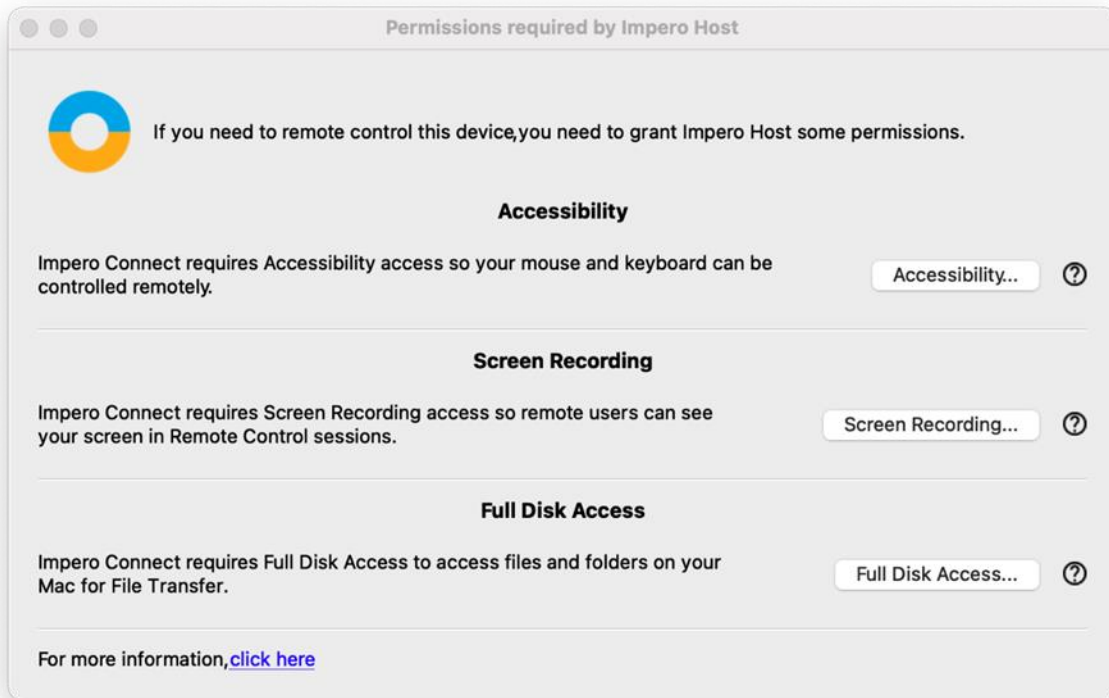
To use the **Host** on macOS 10.14 and above, the **Host** requires the following permissions to be granted manually by the user:

- **Accessibility**

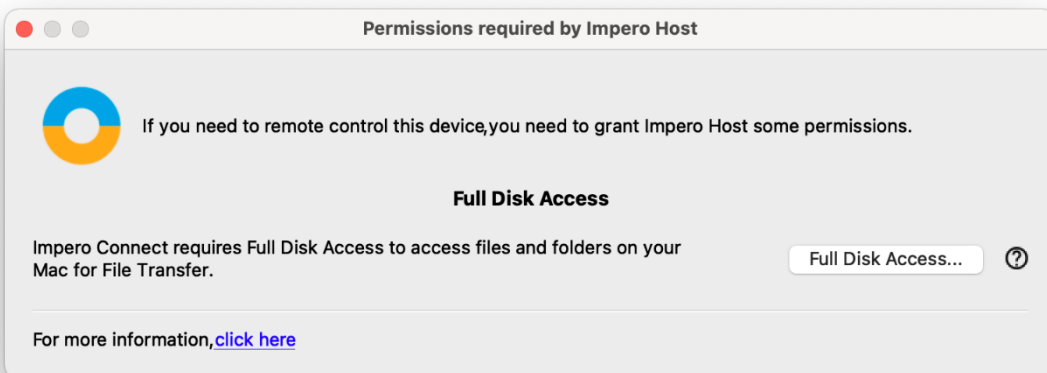
- **Screen recording**

NOTE: The **Screen recording** permission applies to macOS 10.15.

- **Full Disk Access**



NOTE: The **Host** only prompts you for the unset permissions. You are prompted to grant these permissions manually after you successfully install the **Host**, start or restart the **Host**.



To grant the **Screen Recording** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Screen Recording**.
5. Click on the lock to make changes.
6. To enable the **Screen recording** permission for the **ImperoHost**, check the **ImperoHost** checkbox.

NOTE: The **ImperoHost** application is added to the list only after the first attempt to connect from a **Guest** to the **Host**.

To grant the **Full Disk Access** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Full Disk Access**.
5. Click on the lock to make changes.
6. To add the **ImperoHost**, click on the **+** sign.
7. Browse for the **ImperoHost**.
8. Click on **Open**.

To grant the **Accessibility** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Accessibility**.
5. Click the lock to make changes.

6. To enable the **Accessibility** permission for the **ImperoHost**, check the **Imperohost** checkbox.

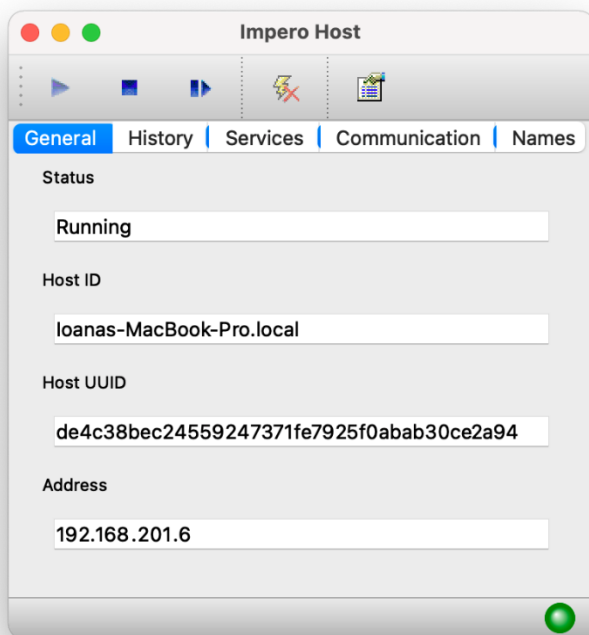
NOTE: You cannot add the **Accessibility** permission manually. If you remove the **Accessibility** permission for the “**Imperohost**”, you cannot set it back again until you reinstall the **Impero Host**.

Refer to the Impero Knowledge Base [article](#) on the macOS permissions.

Display and hide the Host Window

The **Impero Host** GUI for macOS does not start when the **Impero Host** Program for macOS loads.

If the **Impero Host** Program on Mac loaded, select Applications/ImperoHost to start the **Impero Host** GUI for macOS.

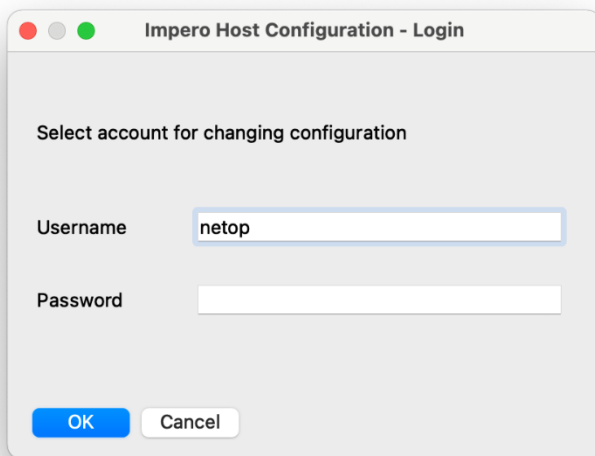


To unload the **Impero Host** GUI for macOS to hide the **Impero Host** on a macOS window, exit the **ImperoHost** application.

Host Functionality

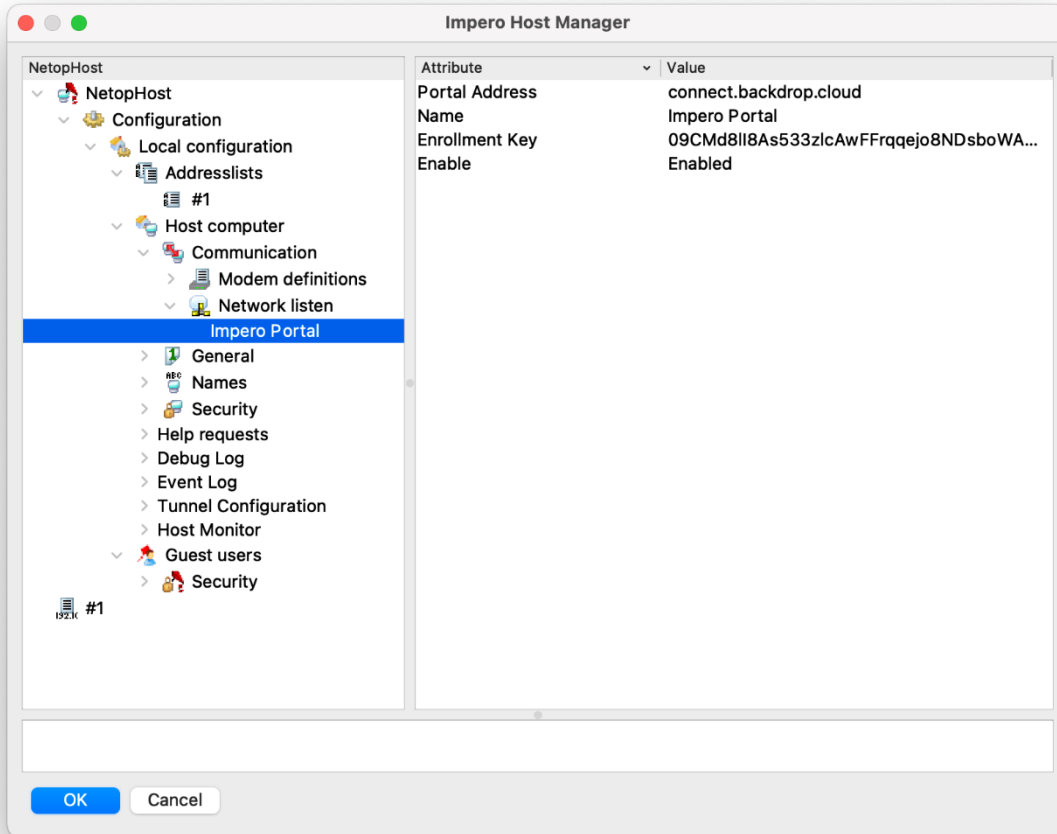
The **Impero Host** for macOS enables a remote **Guest** to connect through the TCP/IP, TCP/IP (TCP), HTTP, WebConnect, WebConnect 3 and the Impero Portal communication protocols to remote control the **Impero Host** for a macOS device, transfer files between the computers, and run a typed text chat session between the computer users.

To change the setup options of the **Host**, click on the **Options** button from the toolbar or on the **Tools** menu.



Specify a valid Mac username. To change the setup options of the **Impero Host**, make sure that the user has the privileges to edit the `/Library/Application/Support/Impero/host/host.xml` file.

Type the corresponding password and click on the **OK** button. The **Impero Host Manager** is displayed.



Uninstall

To uninstall the **Guest** or the **Host**, drag the application to **Trash**.