ManageEngine
ADSelfService Plus

ADSelfService Plus login agent installation guide for macOS

Installation through ADSelfService Plus web portal and Manual Installation

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Introduction

ADSelfService Plus is an identity security solution with multi-factor authentication (MFA), single sign-on (SSO), and self-service password management capabilities. Here are the highlights of the solution:

- MFA
- Enterprise SSO
- Self-service reset password and account unlock
- A password policy enforcer
- Password expiry notifications
- Password synchronization
- Self-subscription to email groups
- Self-service directory updates
- Employee search and organization chart

ADSelfService Plus login agent

With an ever-changing technological landscape, attackers are finding new methods to crack user credentials and gain access to users' AD domain accounts. Although good password hygiene practices and advanced password policies can help create strong passwords, depending on a single level of authentication isn't a secure move.

Also, when using web-based self-service software, end users need not rely on help desk personnel for password reset and account unlock operations anymore. But a user who has forgotten their password, and therefore has no access to their machine, either needs a colleague's machine or a dedicated kiosk to carry out the required self-service operations.

ADSelfService Plus addresses the above scenarios through its login agent. The ADSelfService Plus login agent is an extension of the standard macOS login screen. When installed, it enables MFA for macOS logins and adds a button labeled **Reset Password/Unlock Account** to the native macOS login screen, allowing users to reset their passwords and unlock their accounts right from that screen.

This installation guide will provide you with all the information required to install and configure the ADSelfService Plus login agent for macOS machines and troubleshoot any issues that arise.

License prerequisites

1. ADSelfService Plus with Endpoint MFA is required to enable MFA for macOS logins. Visit the store to purchase Endpoint MFA.
2. The ADSelfService Plus Professional Edition is required to enable self-service password reset and account unlock on macOS login screens.

System requirements

- Disk space – minimum 1MB

Supported operating systems

Windows servers

- Windows Server 2025
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008

Windows clients

- Windows 11
- Windows 10
- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista

macOS clients

- macOS 15 Sequoia
- macOS 14 Sonoma
- macOS 13 Ventura
- macOS 12 Monterey
- macOS 11 Big Sur
- macOS 10.15 Catalina
- macOS 10.14 Mojave
- macOS 10.13 High Sierra
- macOS 10.12 Sierra
- OS X 10.11 El Capitan
- OS X 10.10 Yosemite

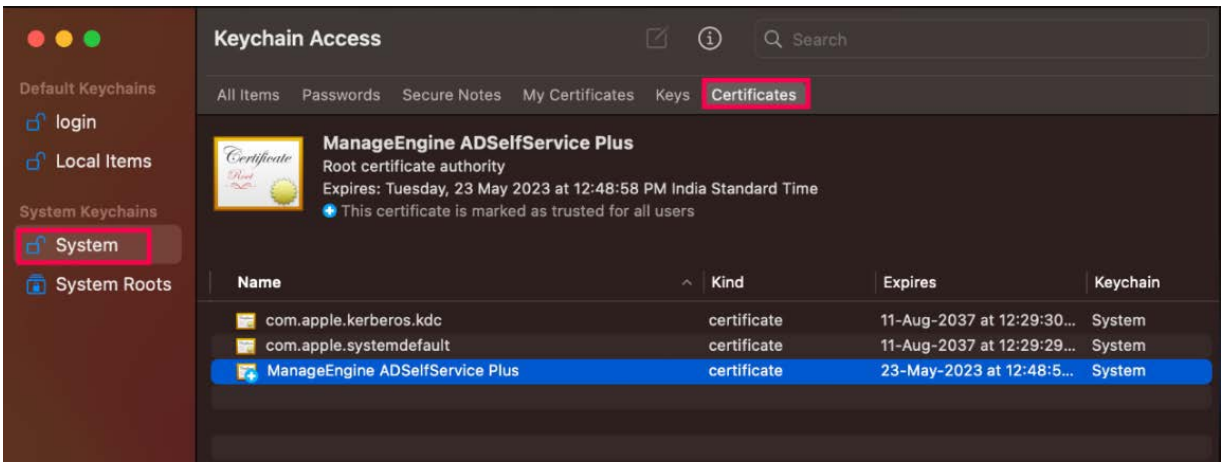
Linux clients

- Ubuntu-16.x-20.04.4
- Fedora - 27.x-31.x
- CentOS - 7.X

Before you begin (mandated for macOS 13 and later)

The ADSelfService Plus SSL certificate should be trusted in the **Keychain Access** app on macOS. This is mandatory for machines running macOS version 13 (Ventura) or later. To do this,

- Open the **Keychain Access** app on the Mac running macOS 13 (Ventura) or later versions.
- Download and include ADSelfService Plus' CA certificate in the System Keychain, under the *Certificates* tab.
- Expand the trust section of the certificate and mark **When using the certificate** to **Always Trust.**



Login agent installation

There are two ways through which the ADSelfService Plus client software can be installed on your macOS systems:

1. ADSelfService Plus admin portal
2. Manual Installation

Through the ADSelfService Plus admin portal

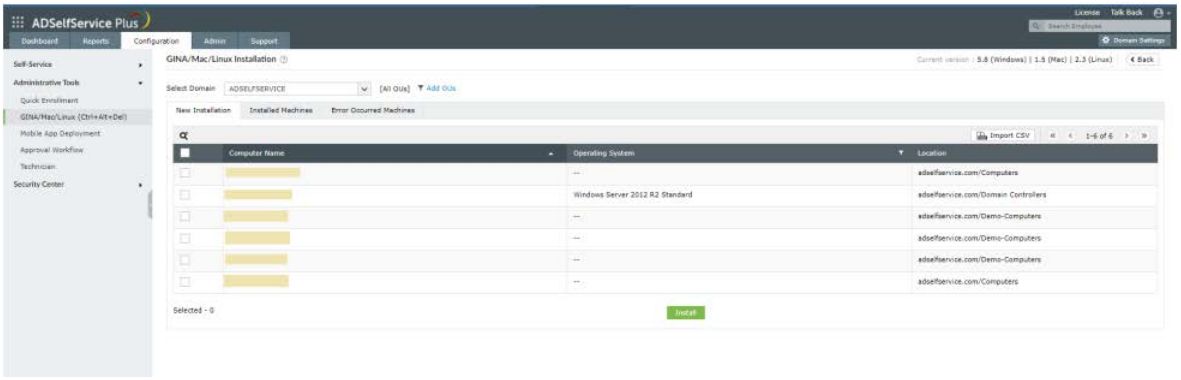
Privileges required

To install the login agent via the ADSelfService Plus admin portal, a user must possess the domain administrator credentials used in configuring a domain with ADSelfService Plus. Additionally, the user must also have the local administrator rights to the machines. By default, members of the Domain Admins group have the local administrator rights for each computer in the domain.

Installation

Follow the steps below for installing the login agent:

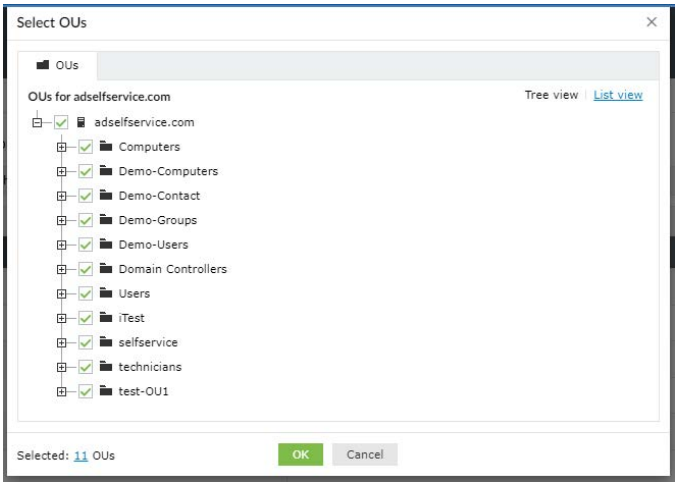
1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del) > GINA/Mac/Linux Installation.**
2. Select a domain, and click **New Installation.**
3. Use the search icon to search for the computers on which you want to install the login agent
4. Select the desired computers
5. Click **Install**



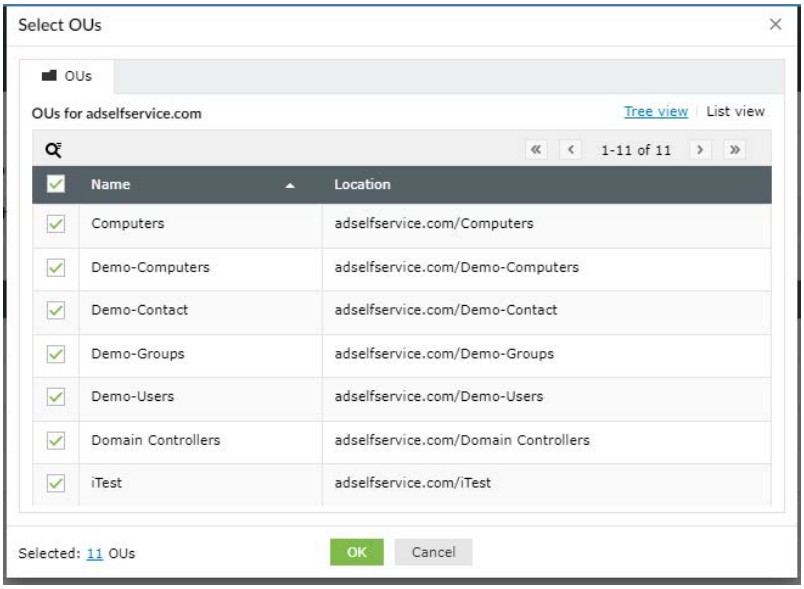
OU Filter

ADSelfService Plus allows you to install the login agent on machines belonging to specific Organizational Units (OUs). Please follow the steps below:

1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del)** > GINA/Mac/Linux Installation
2. Click **OU Filter**
3. Select a domain and the type of view to display the OUs:
   - List View: Displays all the OUs in that domain as list items including child OUs
   - Tree View: Displays the OUs in hierarchical structure. You must expand the parent OUs to view and select the child OUs



OU Tree view



OU List view

Import CSV

You can also install the login agent on computers imported from a 'CSV' file by following the steps below:

1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del) > GINA/Mac/Linux Installation**
2. Click **New Installation > Import CSV > Choose file**
3. Choose the CSV file containing the names (or dnsHostNames) of the computers
   (Click here to view sample CSV content)
4. Select the computers in which you want to install the client software
5. Click **Install**

Sample CSV content

Name

john

Simon

patterson

albert

bob

After the installation of the login agent is complete, a variety of customization options are available to change the way ADSelfService Plus appears. Here are some of such options.

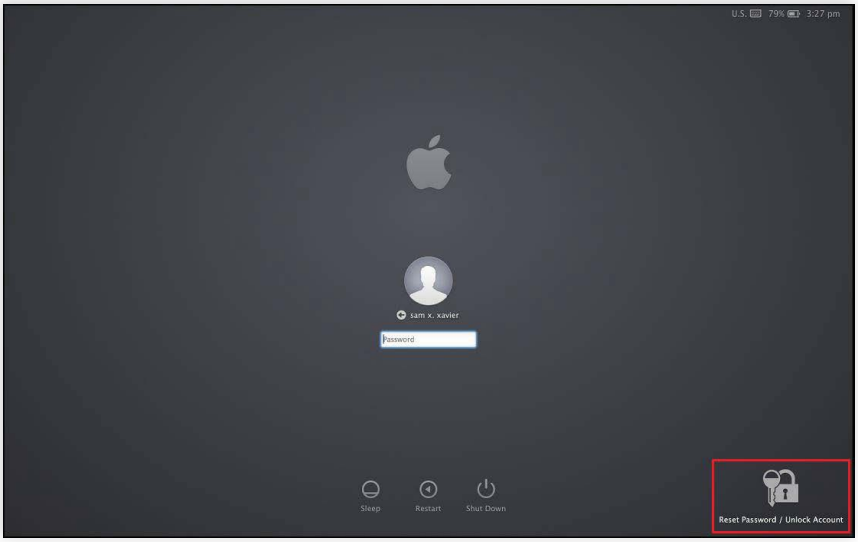
Customization

The ADSelfService Plus login agent can be customized to suit your organization's requirements. The following components of the client software can be customized:

- Button text
- Icon
- Server name
- Port number

Follow the steps given below to customize the button text and icon in the login agent:

1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del) > GINA/Mac/Linux Customization**
2. Enter the desired text in **Button Text** textbox field.
3. To edit the **Icon**, click **Choose file** and select the desired icon file
4. Enter the **Configure Access URL** created for the ADSelfService Plus server.
5. Click **Save**



The changes made to button text and icon will reflect in the area marked in red above.

Note:

Choose only a **BMP** file for the icon image. The image should be of 48x48 pixels.

Advanced

You can enable advanced settings for MFA during macOS logins to improve the functionality and security of the feature. To do this:

- Open the ADSelfService Plus web console. Go to **Configuration > Self-Service > Multi-factor Authentication > Advanced Settings.**
- Here, select the **Endpoint Settings** tab. Under Machine Login MFA, configure the following settings according to organizational preference:
  - **Skip MFA when the ADSelfService Plus server is down or unreachable**
  - **Keep a machine trusted for ___ days.**
  - **Keep the Trust this machine option selected by default**

Automation

You can automate the process of installation and customization of the login agent by using the scheduler option available in the application.

To automate installation and customization of the login agent:

1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del) > GINA/Mac/Linux Schedulers**
2. Enable the desired scheduler from the available options:
   GINA/Mac/Linux Installation Scheduler (for automating the GINA/Mac/Linux installation)
   GINA/Mac/Linux Customization Scheduler (for automating GINA/Mac/Linux customization)
3. In case of re-scheduling, click the edit (✎) icon
4. Select the domains in which the scheduler will be active
5. Set the frequency (daily, weekly or monthly) to run the scheduler
6. Click **Save**

Note:

1. Click Add OUs when selecting a domain, to run the scheduler only on certain OUs of that domain
2. Clicking Save will automatically enable the scheduler. To disable the scheduler, click on the green icon under the Actions column.

Audit trail

ADSelfService Plus, using its audit reports, makes it easier for the admin to keep track of all the machines in which the login agent has been successfully installed, and where the installation has failed. To view this report:

1. In ADSelfService Plus web portal, go to **Configuration > Administrative Tools > GINA/Mac/Linux (Ctrl+Alt+Del) > GINA/Mac/Linux Installation**
2. Click **Installed Machines** to view the machines in which the login agent has been successfully installed
3. Click **Error Occurred Machines** to view the machines in which the login agent installation has failed

Manual installation

Follow these steps to install the login agent on the desired machines manually:

1. Locate the macOS login agent file **ADSelfServicePlusMacLoginAgent.pkg** in the ADSelfService Plus installation folder. It can be found at **<Installation_directory>\bin** (Default location: **C:\ManageEngine\ADSelfService Plus\bin\).**
2. Copy the **ADSelfServicePlusMacLoginAgent.pkg** file to the macOS clients.
3. Double-click the **ADSelfServicePlusMacLoginAgent.pkg** file to begin the installation process.
4. In the Introduction window, click **Continue**
5. In the Installation Type window, click **Install.**
6. After you click **Install** you will be asked to enter your username and password. Please use the account information you used to log on to your macOS.
7. Enter the ADSelfService Plus server name and port number when prompted
8. In the Summary window, click **Close** to complete the installation.
9. If you are using the ADSelfService Plus login agent only to enable MFA for logins, then please run the command below as an administrator:

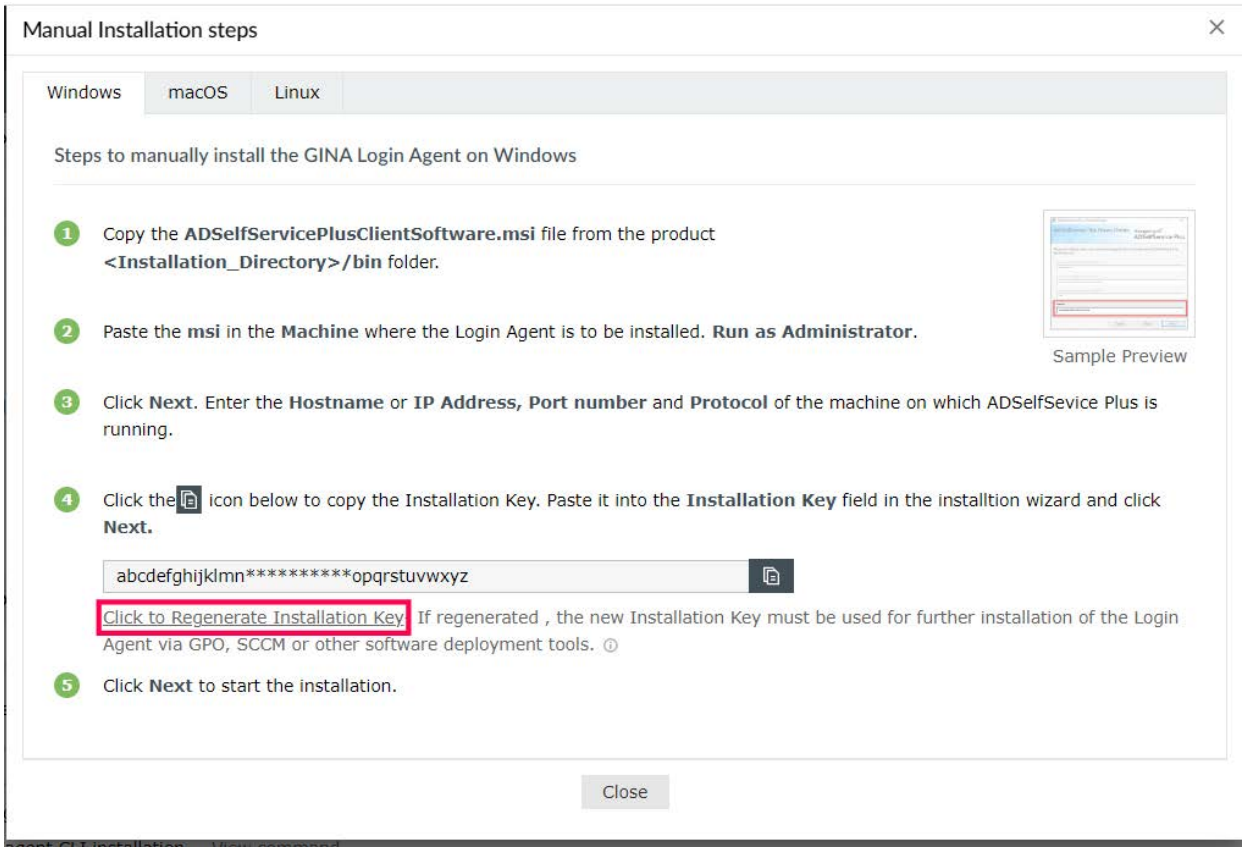
sudo /usr/libexec/PlistBuddy -c 'set :LOGIN_MFA '"true" -c 'set :SHOW_RP_UA_LINK '"false" "/Library/Application Support/ADSSPLoginAgent/config.plist"

FileVault encrypted Macs:

- When a Mac is encrypted with FileVault disk encryption, neither MFA will be prompted nor Reset/Unlock button will be displayed on the login screen during initial Mac login i.e., FileVault pre-boot login.
- For subsequent logins, the login agent will begin to function normally.
- This is because macOS decrypts the encrypted disk (where the login agent files reside) only after the user logs into the FileVault enabled Mac for the first time with their password and hence our agent won't be accessible before FileVault decryption occurs during FileVault pre-boot login.

Login agent installation key

The Installation Key links the ADSelfService Plus Server and Client securely. To generate a new Installation Key, login to ADSelfService Plus' Admin portal, and go to **Configuration > Administrative Tools > GINA /Mac/Linux (Ctrl+Alt+Del).** Under the *Installation Help Guide* section, click on **Manual Installation Steps.** Regenerate the Installation Key using the link in Step 4.



Note:

- Please treat the Installation Key like a password. It is sensitive information and must not be shared. Please regenerate a new Installation Key using the link in the product GUI if the current Installation Key is compromised.

- If a new Installation Key is regenerated, copy the command with the new Installation Key from the product admin portal and update the Installation Command field with the new command for all new installations.

- The generation of a new Installation Key will not affect the existing installations of the Login Agent on installed machines.

Troubleshooting tips

ADSelfService Plus, using its audit reports, makes it easier for the admin to keep track of all the machines in which the login agent has been successfully installed, and where the installation has failed. To view this report:

1. Connection timed out.

Possible cause: The macOS client, in which you are trying to install the login agent, is shut down or not connected to the domain network.

Solution:

- Start the client and ensure that it is connected to the domain network. Check the connection by pinging the macOS client from the ADSelfService Plus server. Once you're sure there is a connection, try installing the login agent again.
- If the connection to the macOS client is fine, then check the client's integration with AD.

2. Connection refused.

Possible cause: Remote Login has not been enabled.

Solution:

- Open the macOS client. Go to **Preferences > Sharing** and check if **Remote Login** is enabled.
- Check if the service account provided in the ADSelfService Plus Domain Settings has **Remote Login** access enabled.

3. The network path was not found.

Possible cause: The target computer could not be contacted.

Solution:

- Ensure that such a computer exists, and is also connected to the network.
- To check for connectivity, ping this computer from the server where ADSelfService Plus has been installed.

4. Logon failure: Unknown user name or bad password

Possible cause: Incorrect username or password for the service account.

Solution:

- Provide the correct credentials for the service account mentioned in the ADSelfService Plus Domain Settings. Also, go to the Directory Editor in the Directory Utility and check if the Active Directory node can be connected using the user credentials provided in the ADSelfService Plus Domain Settings.

5. Permission denied.

Possible cause: The service account mentioned in the ADSelfService Plus Domain Settings does not have the required administrative privileges over the targeted macOS client.

Solution:

Provide admin privilege to the service account mentioned in the ADSelfService Plus Domain Settings by following the steps below:

- In the targeted macOS client, go to **System Preferences > Users & Groups > Login Options > Edit > Open Directory Utility.**
- In the **Service** tab, click the **Administrative** section.
- Select the **Allow Administration by** checkbox, and include the service account used to run the ADSelfService Plus server.
- Click **OK.**
- Verify the macOS client's integration with AD.
  - Go to **Directory Utility > Directory Editor > <Your Active Directory node>**. If the connection is successful, you will be able to see the AD objects.
  - If the connection to the AD node fails, try pinging the DC from the macOS client.
  - If the DC is reachable and the problem persists, unbind it and try re-binding the macOS client with AD.

6. Invalid service account credentials.

Possible cause: Invalid or expired service account credentials mentioned in the ADSelfService Plus Domain Settings.

7. Insufficient privileges to the service account.

Possible cause: The service account configured in the ADSelfService Plus Domain Settings does not have the required root privilege to perform a remote installation of the package over the targeted macOS client.

Solution:

Provide root privilege to the service account by following the steps below:

- Go to the Terminal window.
- Execute the command sudo visudo.
- Navigate to the #User privilege specification section.
- Under the line **%admin ALL=(ALL) ALL** add the following line of text:
  <username> ALL=(ALL) ALL
  Here in place of <username> mention the username of the service account configured in the Domain Settings.

8. Permission denied.

Possible cause: Insufficient privileges for the service account mentioned in the ADSelfService Plus Domain Settings.

Solution: Provide the service account with admin privileges.

If you need any further assistance or have any questions, send us an email at support@adselfserviceplus.com, or give us a call at +1.408.916.9890.
Visit: www.adselfserviceplus.comi

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ManageEngine
ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces.
For more information about ADSelfService Plus, visit https://www.manageengine.com/products/self-service-password.

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