



Forcepoint Dynamic User Protection

21.11

**(POC/Demo Environments Only) Neo
macOS Installation Guide: Manual
Install**

Contents

- [Install Neo manually on macOS](#) on page 2
- [Troubleshooting manual installation](#) on page 12
- [Uninstall Neo manually](#) on page 14

Install Neo manually on macOS

Install Neo on macOS endpoints to get started analyzing your users with Dynamic User Protection. Neo is a cloud-managed endpoint that runs on both Windows and macOS (as of version 21.02).



Note

These manual installation instructions should only be used for POC and Demo environments.

These instructions detail how to install Neo manually. Preferably, Neo should be deployed using a distribution server, such as Jamf.

Requirements for Neo installation:

- macOS Big Sur 11 or Monterey 12 with System Integrity Protection (SIP) enabled.
- Administrator credentials on the endpoint machine

Steps

- 1) Sign into the Dynamic User Protection management portal and download the macOS installation package, **fpneoinstaller_mac.zip**.

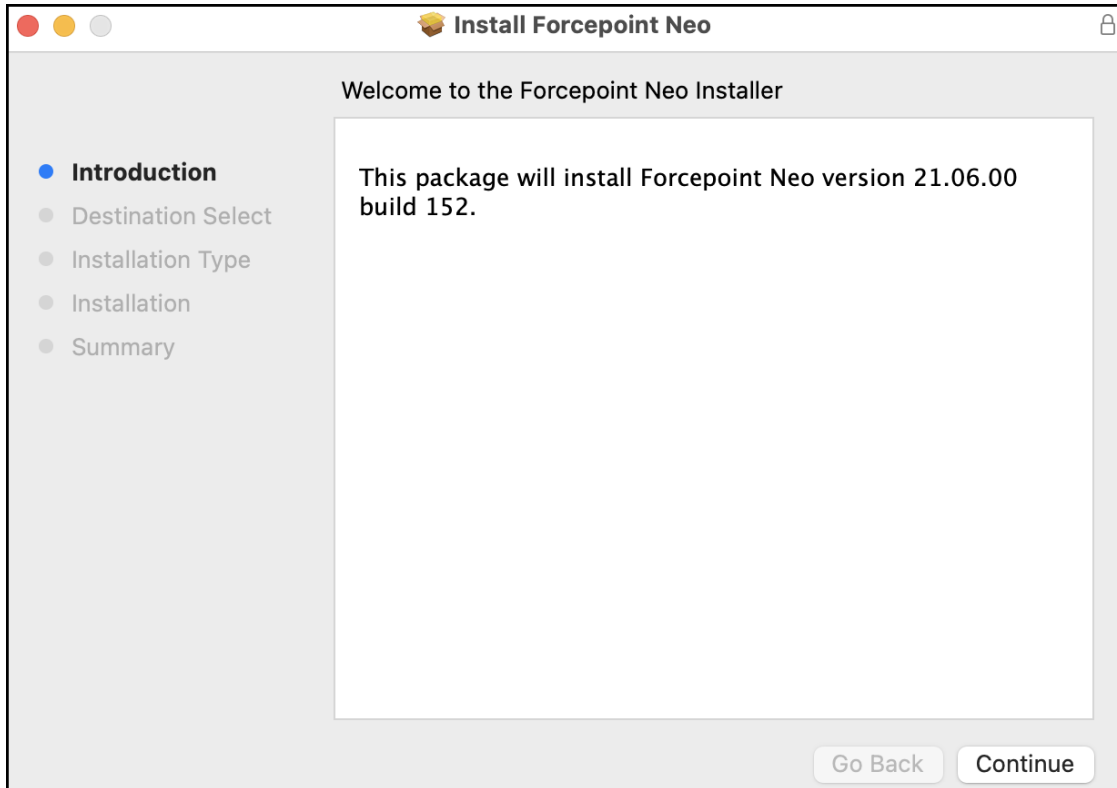
If you are a Forcepoint Cloud Security Gateway customer who wants to install Neo Web (proxy connect and direct connect modes), then download Neo from the Cloud Security Gateway Portal (**Web > Settings > Endpoint > General > Endpoint Client Download**).

The ZIP file contains the following files:

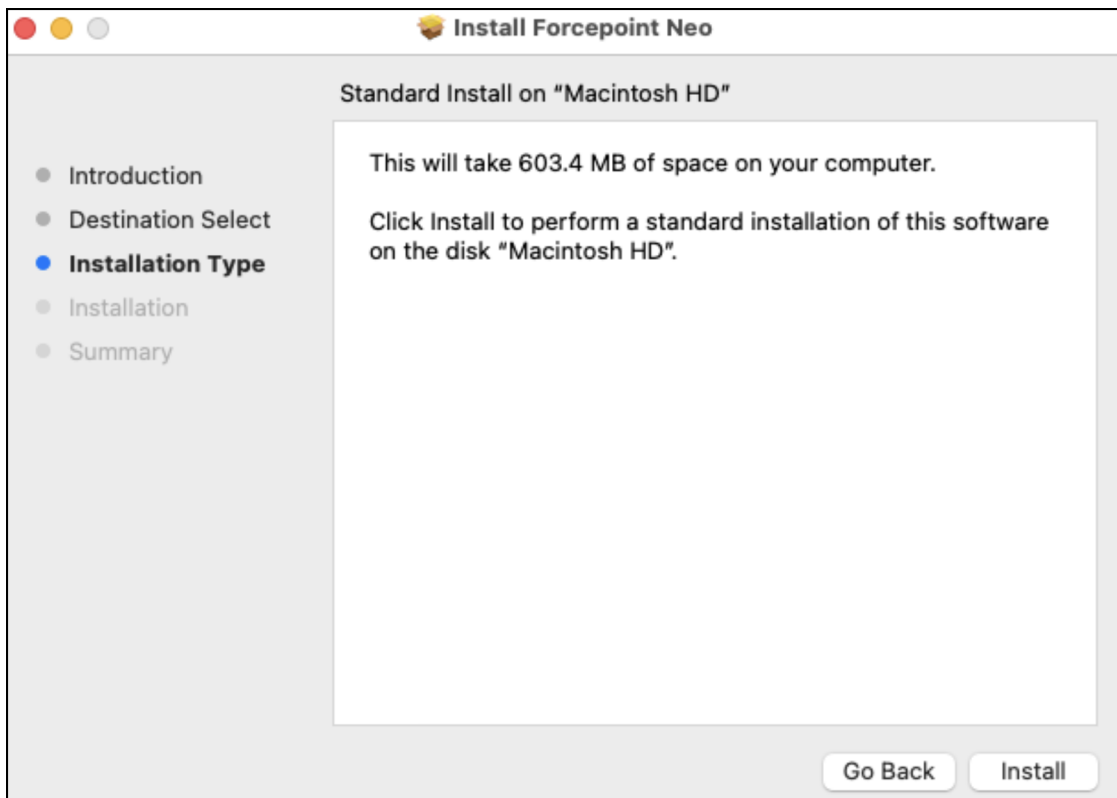
- The installation package
- The manifest JSON file
- Folder for installing Neo with Jamf
 - Instructions for installing Neo with Jamf
 - Forcepoint Neo profile file
 - Forcepoint Neo NC Root CA profile file
 - Forcepoint Cloud CA certificate file
 - Forcepoint Neo NC Root CA certificate file
- Folder for installing Neo manually
 - Instructions for installing Neo manually

- 2) Unzip the installation package.

- 3) Double-click **neo_installer.pkg**, then click **Continue**.

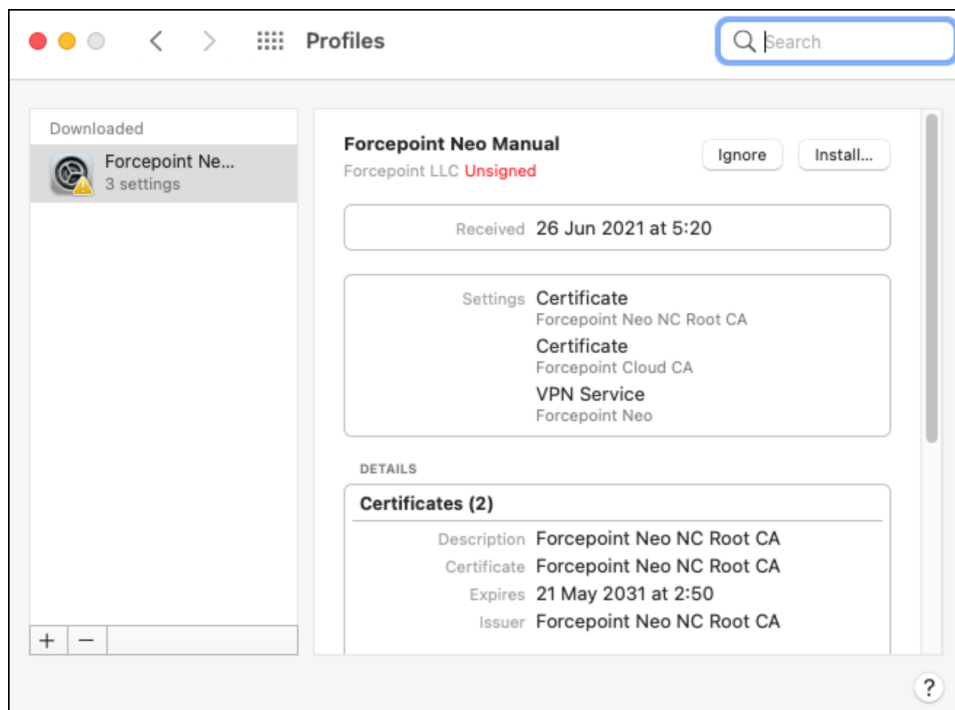
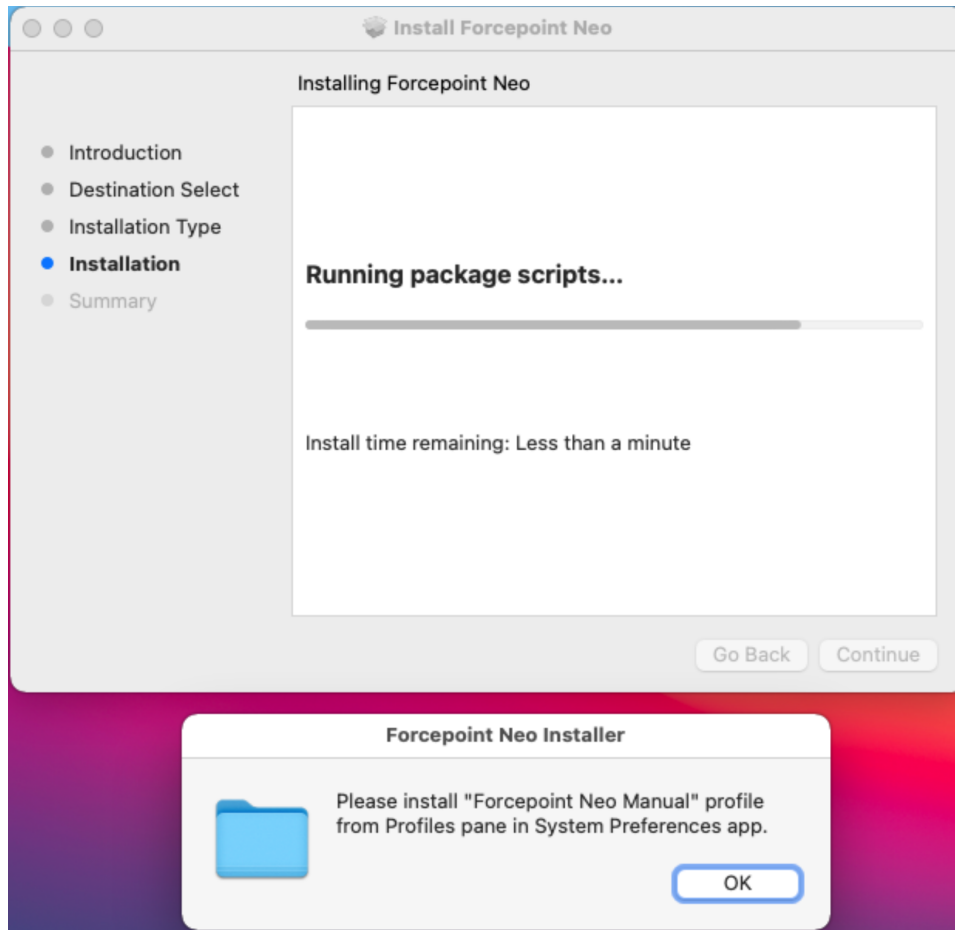


- 4) Click **Install**.



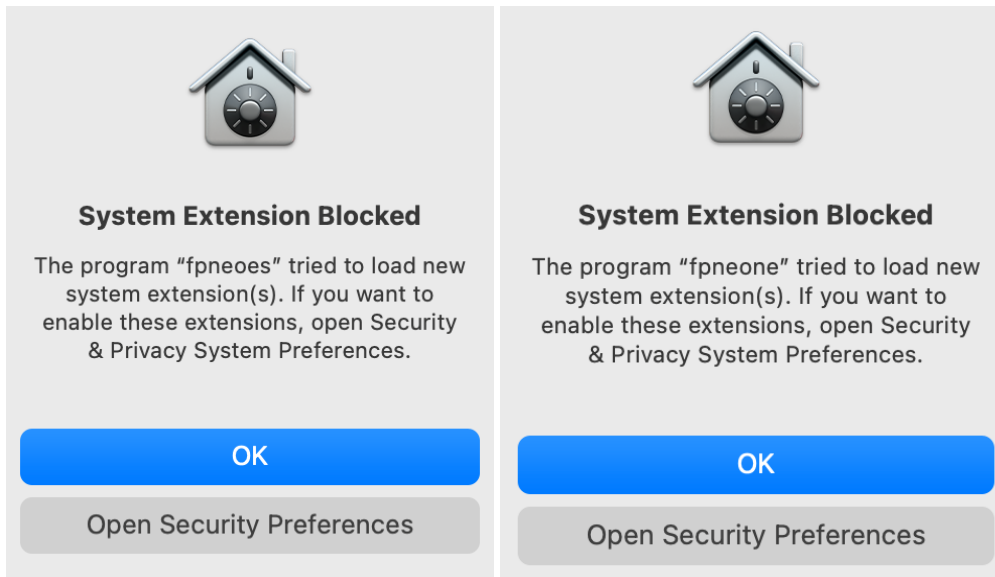
- 5) Confirm installation and approve Installer access, if required.

- 6) Open **System Preferences**, select **Profiles**, then install the **Forcepoint Neo Manual** profile.

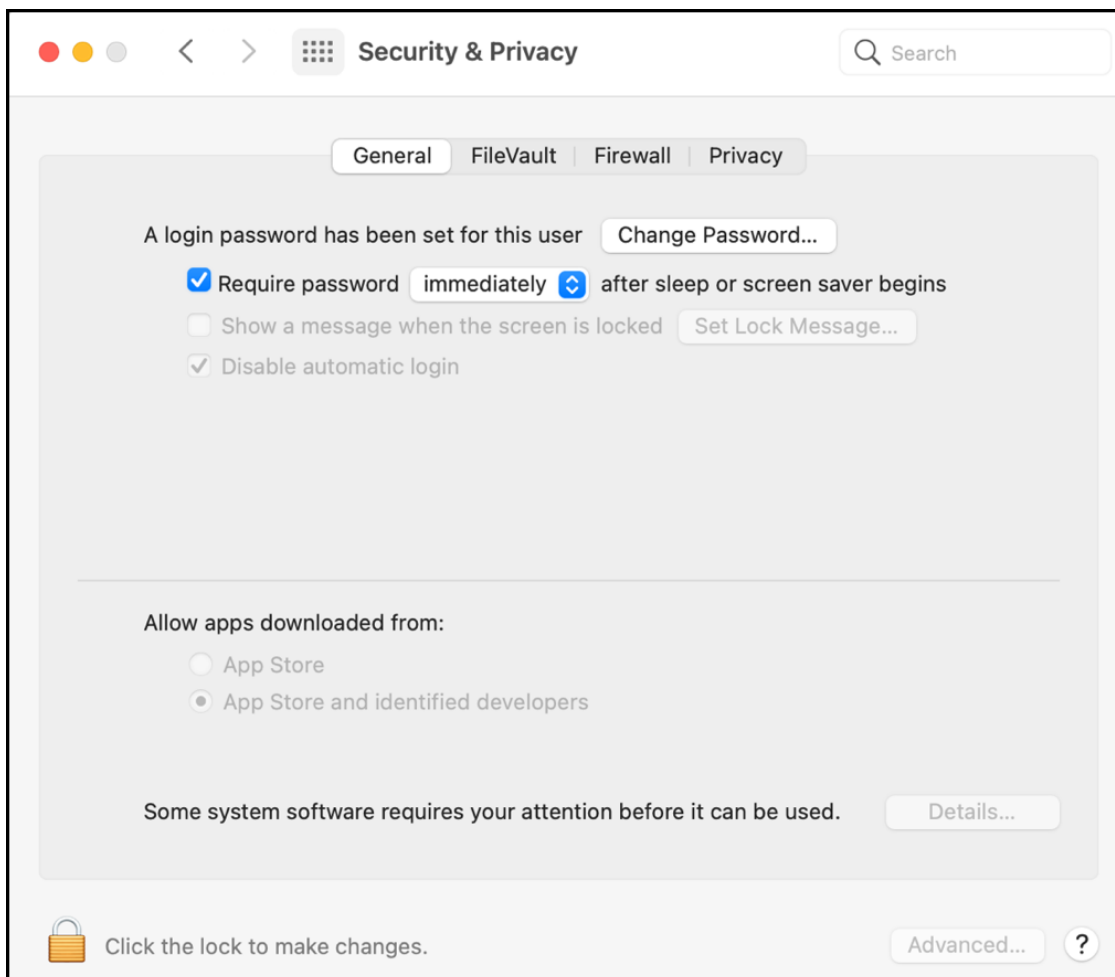


- 7) On the **System Extension Blocked** dialog boxes, click **Open Security Preferences** to open the System Preferences box.

If you click **OK**, the dialog box closes and you need to manually open **Security Preferences**.

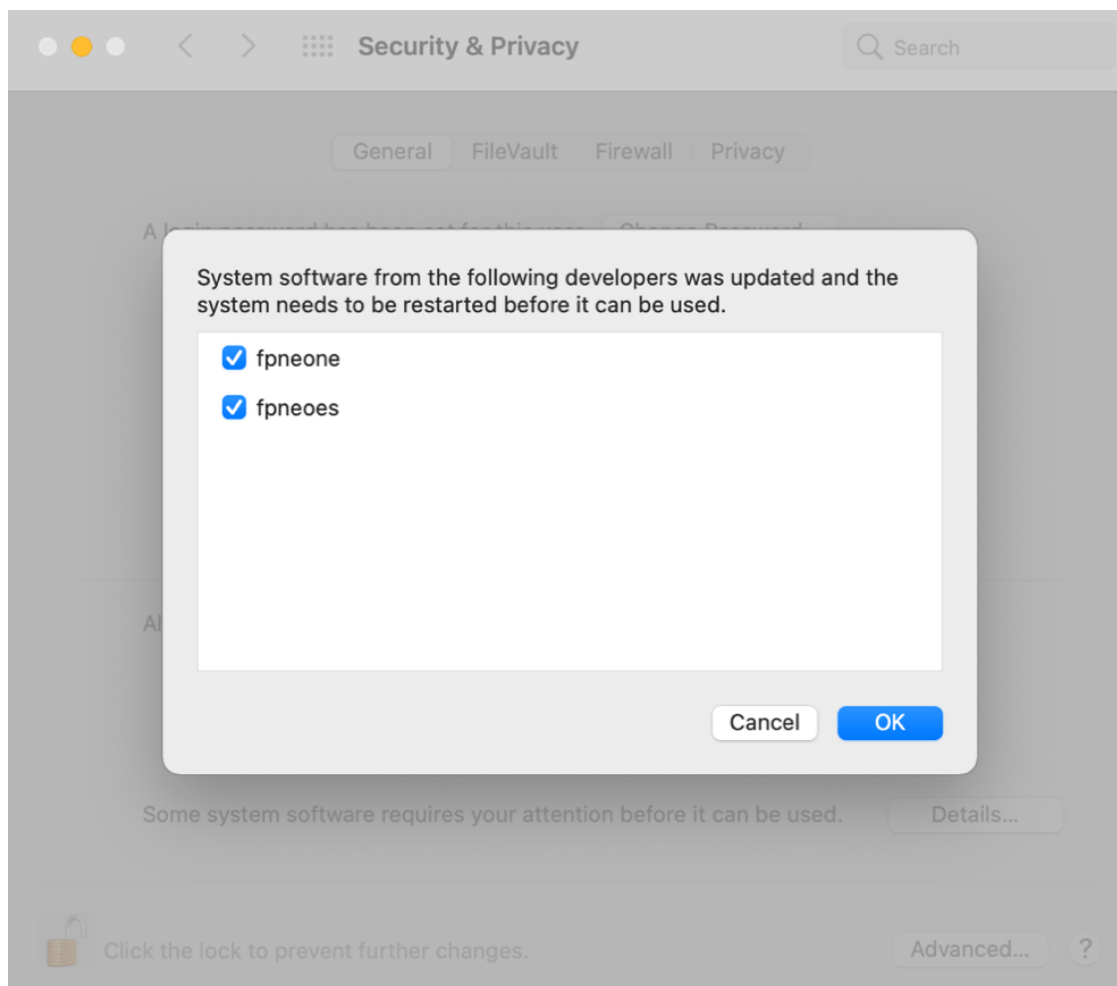


- 8) In **Security Preferences**, click **Security & Privacy**. On the **General** tab, click the lock.

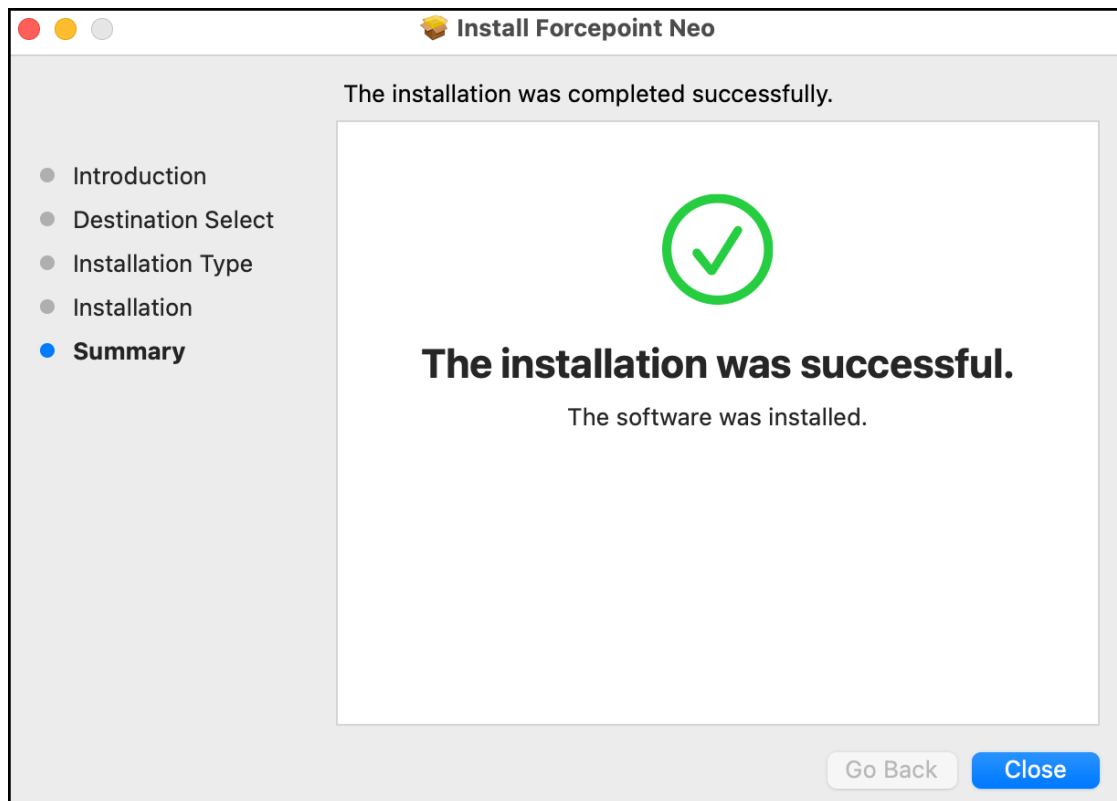


9) Click **Details**.

10) Select **fpneone** and **fpneoes**, then click **OK**.

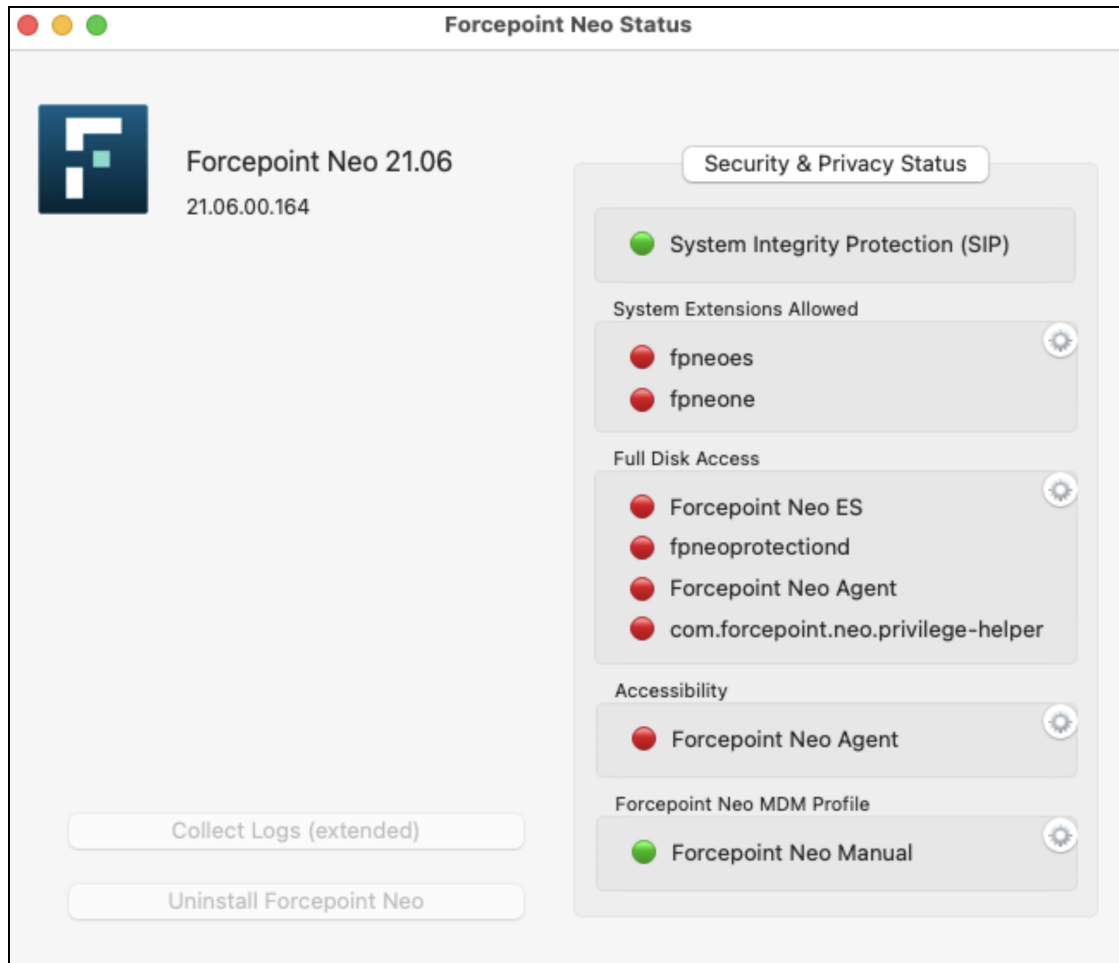


11) Click **Close**.



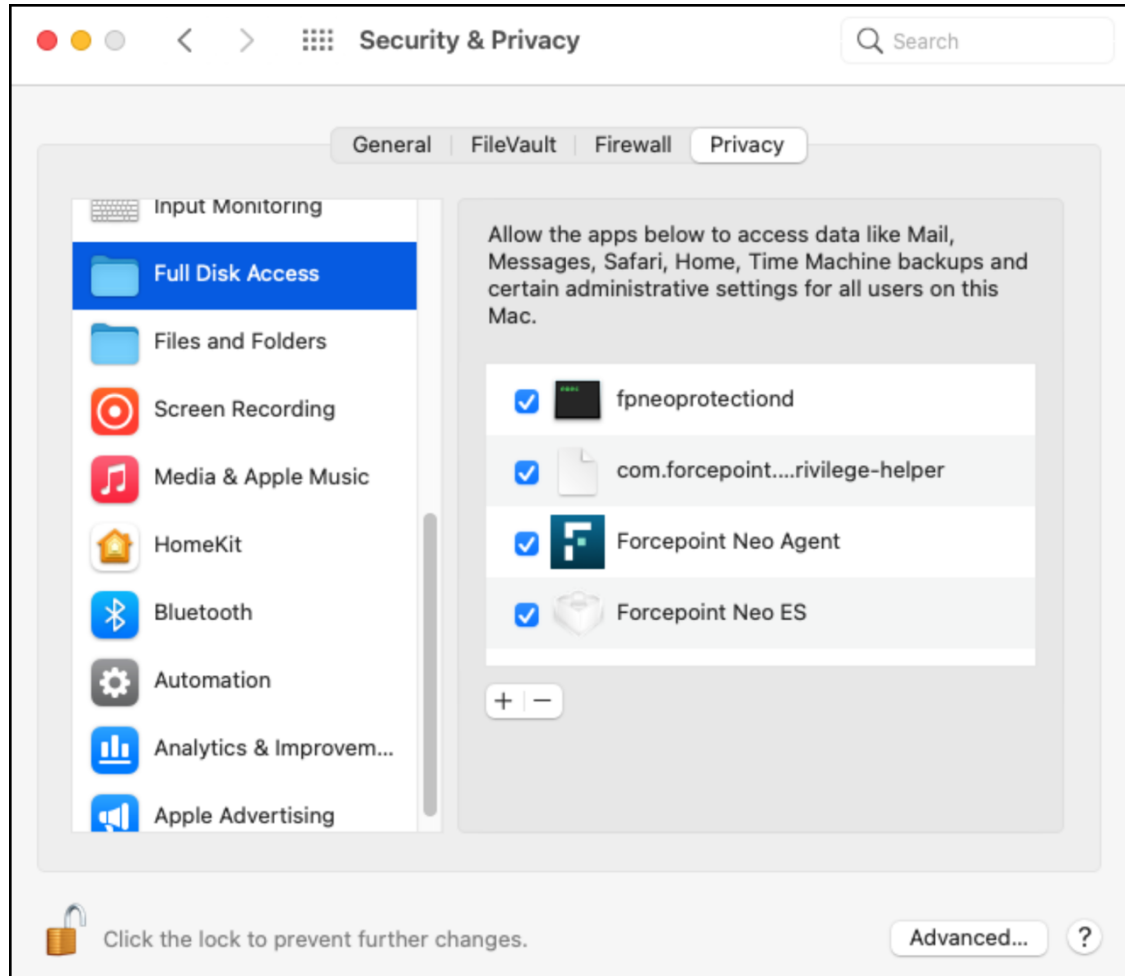
12) Close **System Preferences**.

- 13) To verify successful installation, open **System Preferences**, then click **Forcepoint Neo**.



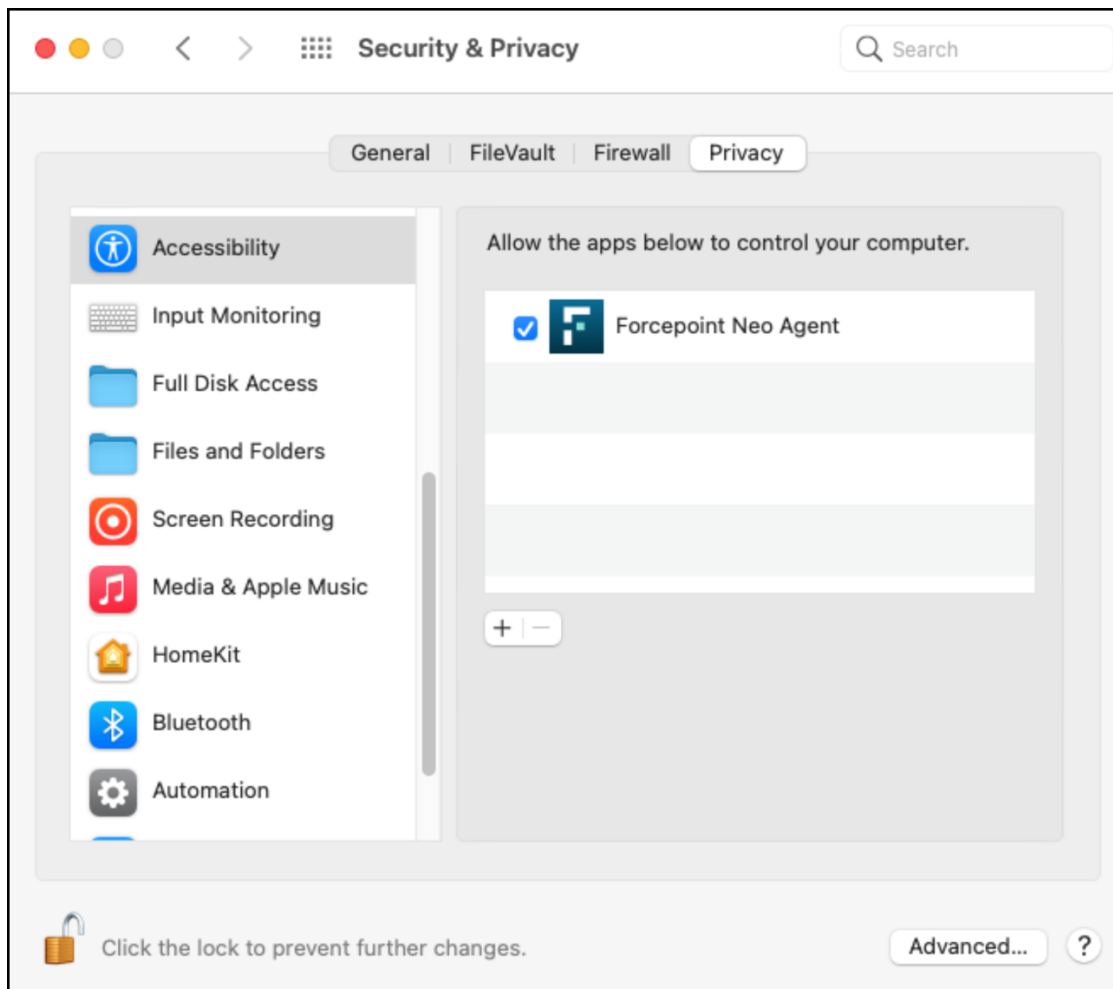
- 14) Add privacy permissions for Neo components.
- a) In **System Preferences**, click **Security and Privacy**.
 - b) On the **Privacy** tab, open **Full Disk Access**.

- c) Select the following check boxes:
- **fpneoprotectiond**
 - **com.forcepoint.neo.privilege-helper**
 - **Forcepoint Neo ES**
 - **Forcepoint Neo Agent**



- d) Click **Quit & Reopen**.
- e) On the **Privacy** tab, click **Accessibility**.

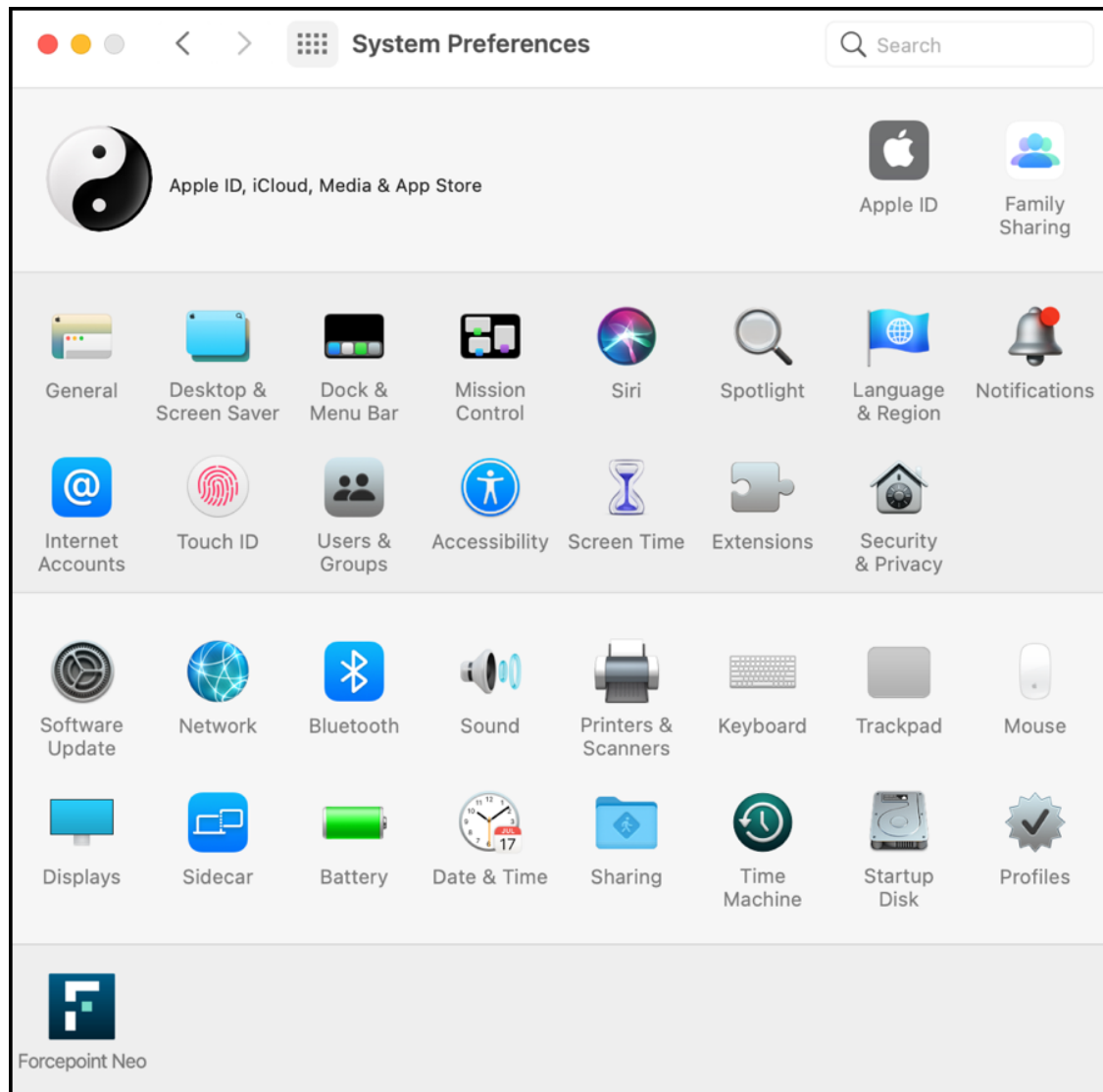
- f) Select the check box for **Forcepoint Neo Agent**.



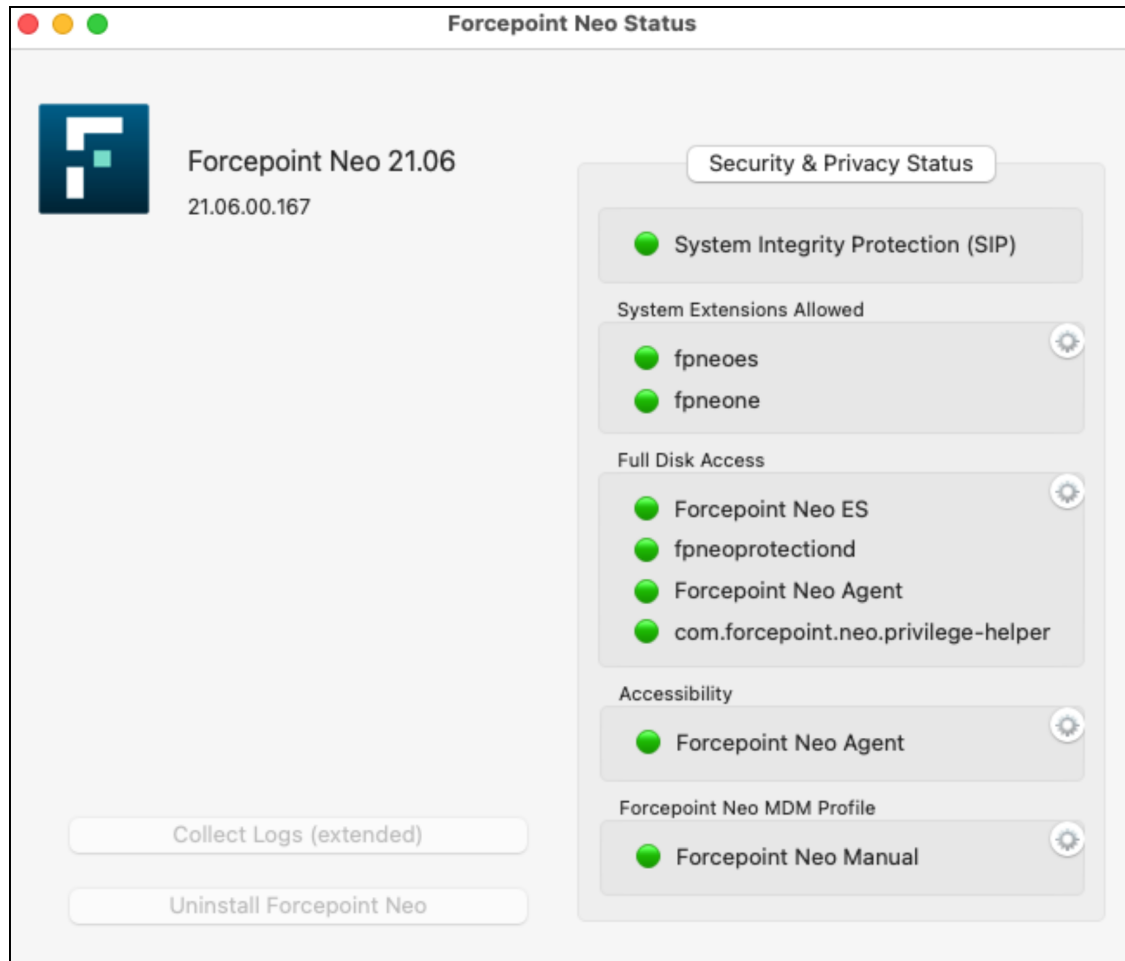
- g) Close **System Preferences**.

15) Verify the privacy permissions.

a) Reopen **System Preferences**, then click **Forcepoint Neo**.



- b) Verify that all indicators are green.



Troubleshooting manual installation

Troubleshooting helps you resolve common problems that you may encounter when manually installing Neo on macOS endpoint machines.

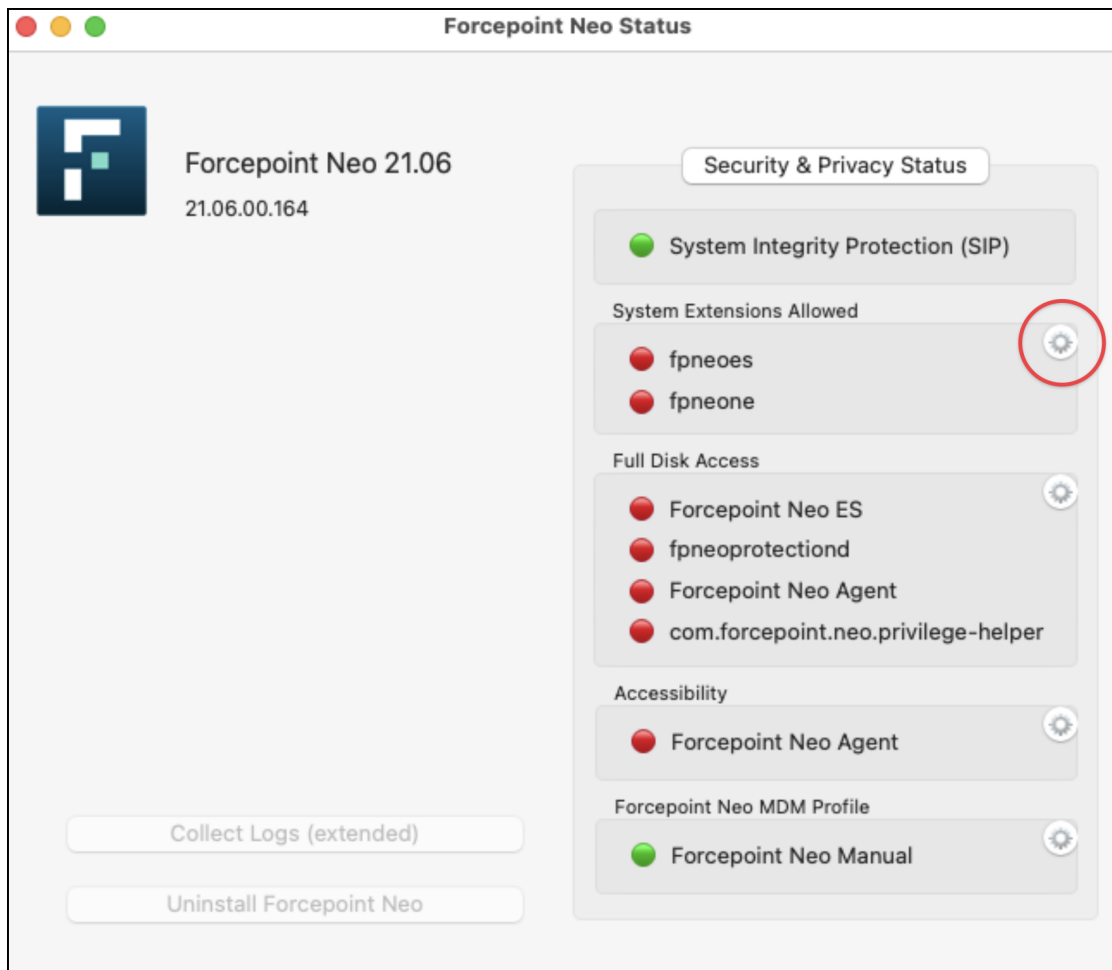
Identify permission errors

If any status indicators on the Forcepoint Neo app are red, there is an error with permissions.

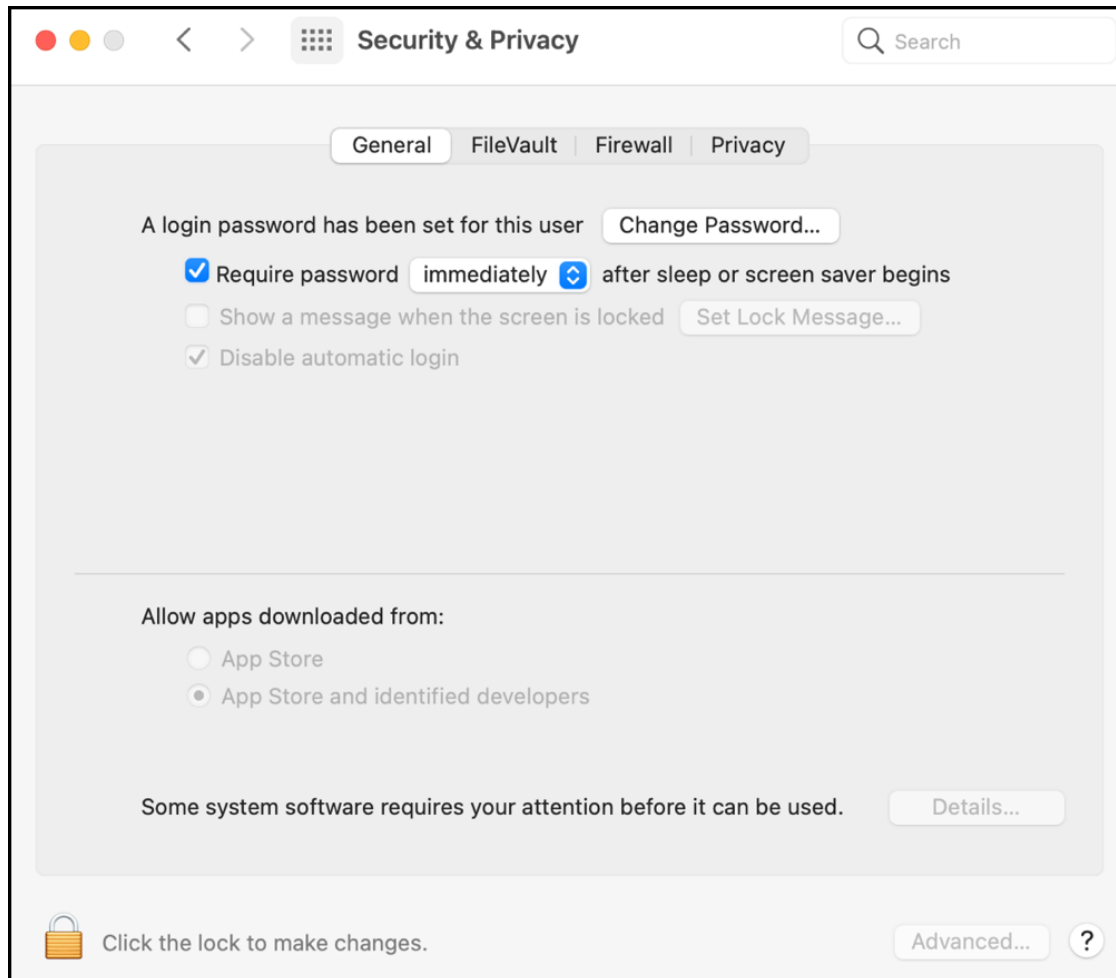
Steps

- 1) Open **System Preferences**, then click **Forcepoint Neo**.

- 2) Click the Settings button (circled in the image below) in the selected section to configure preferences.



Result



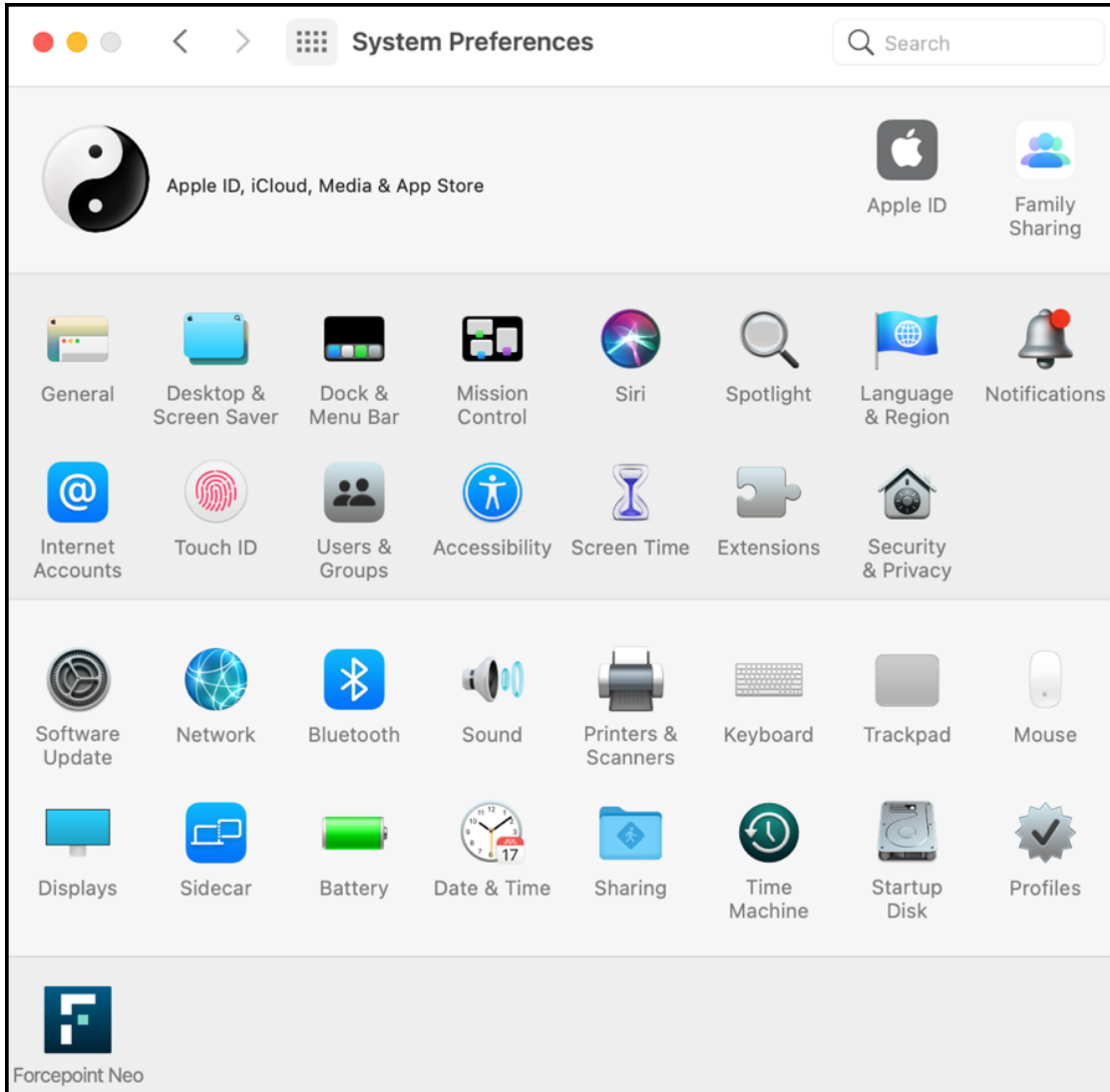
Uninstall Neo manually

Manually uninstall Neo from your macOS endpoints.

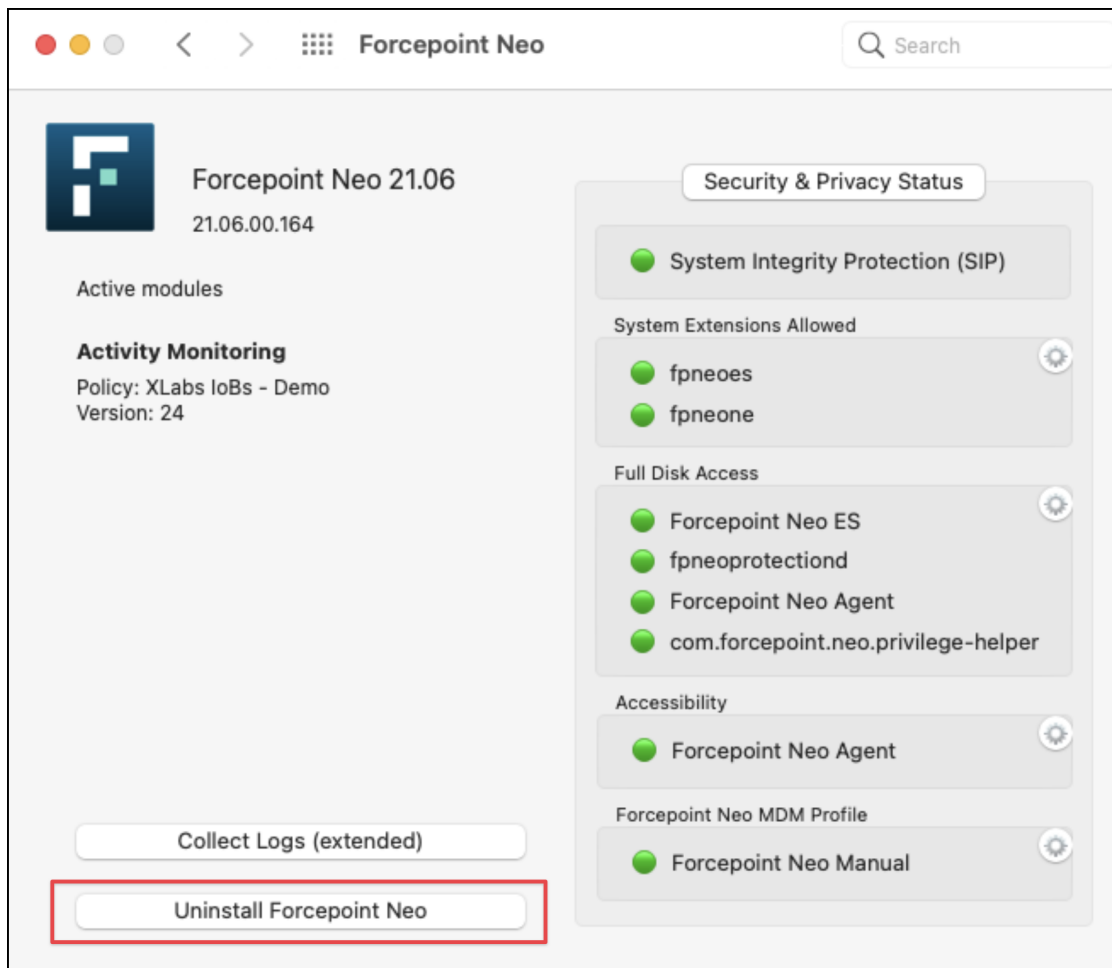
Use the Forcepoint Neo app to uninstall Neo.

Steps

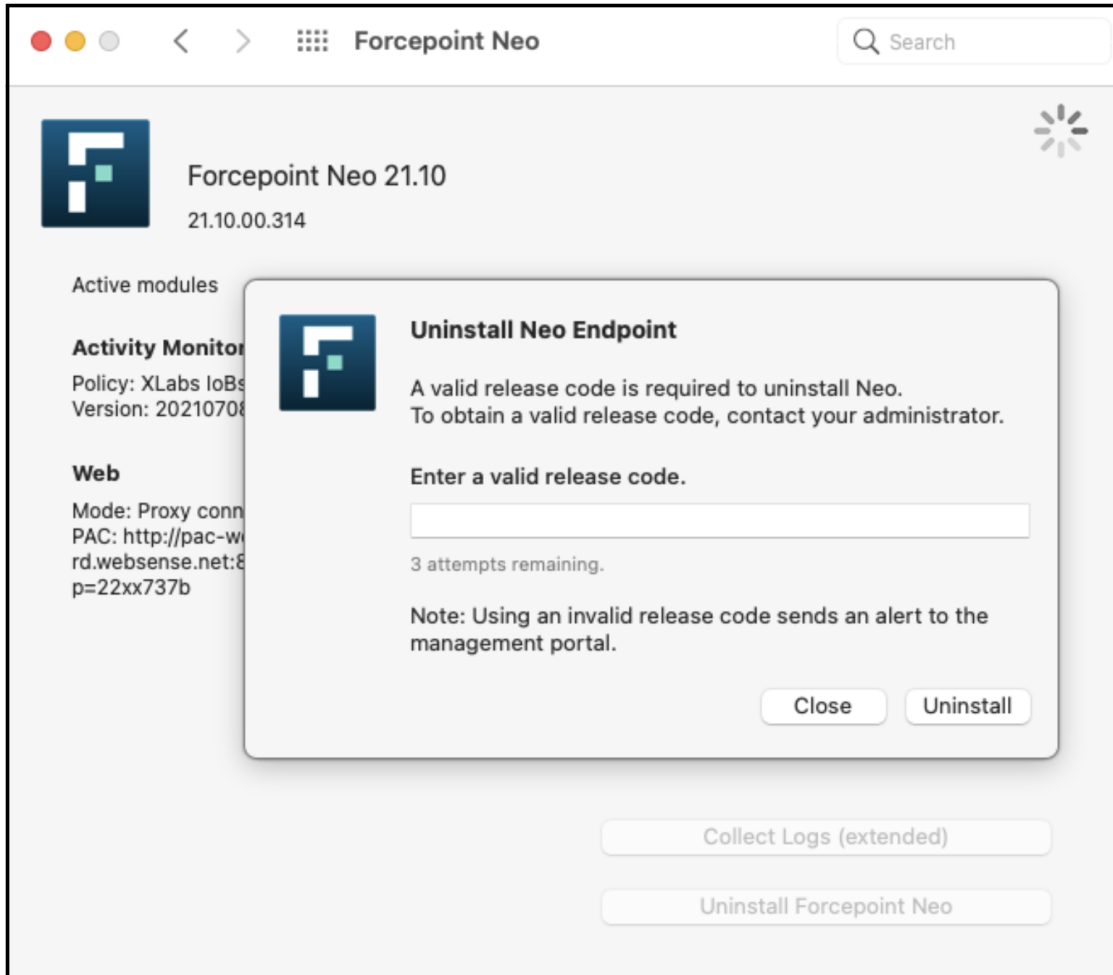
- 1) Open **System Preferences**, then click **Forcepoint Neo**.



2) Click **Uninstall Forcepoint Neo**.

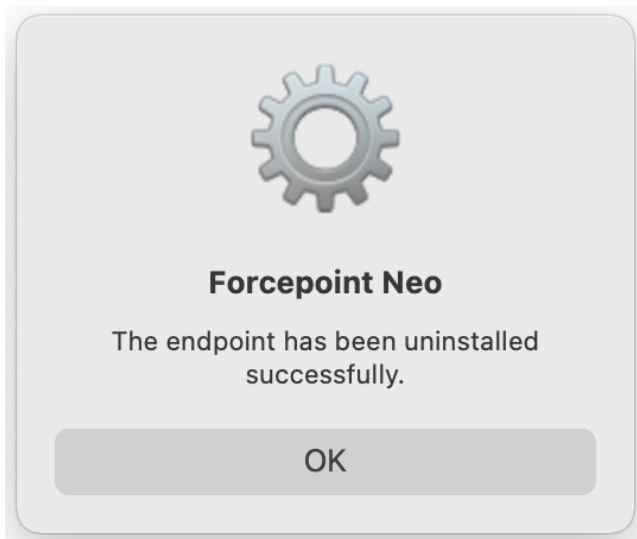


- 3) Enter the Neo release code provided by the Neo administrator, then click **Uninstall** to run the installer. For more information on how to generate a release code, please see the "Neo release code" section of the [Forcepoint Dynamic User Protection Help](#).



- 4) Confirmation messages display for the System Extension and Network Extension. Enter your credentials, then click **OK**.

- 5) A success message displays. Click **OK**.



- 6) To review the uninstallation logs, navigate to `/Library/Logs/Forcepoint/Neo/uninstall/uninstall.log`.

