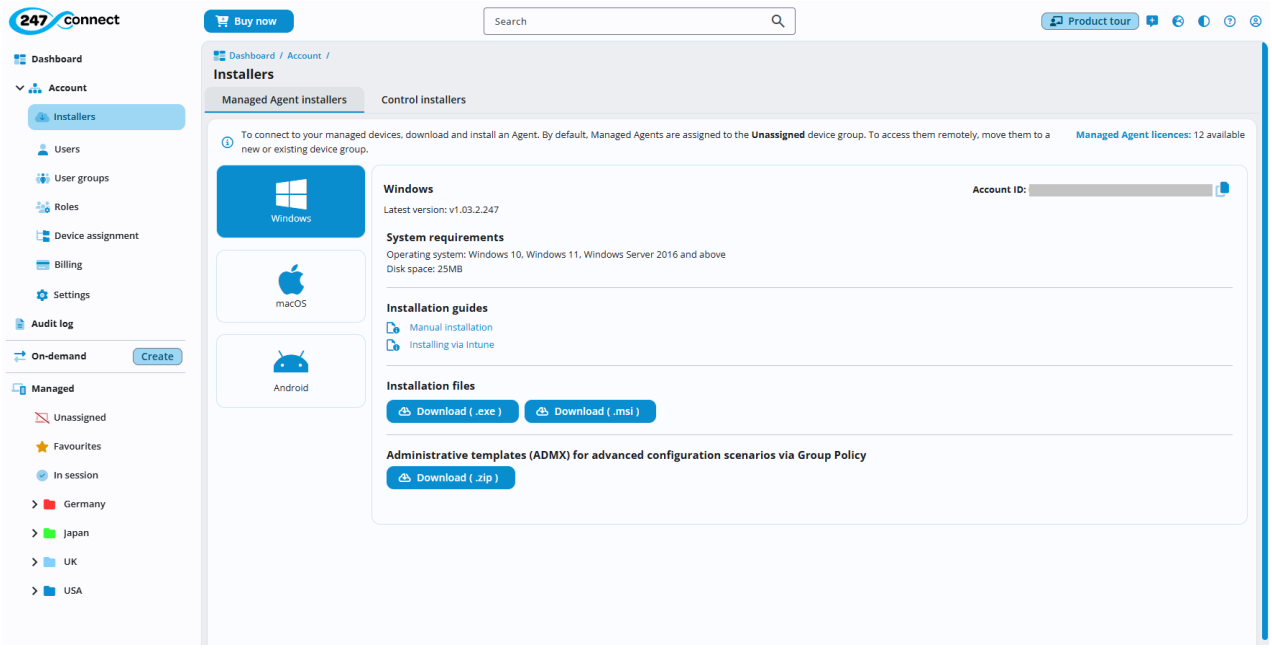
Deploy the Windows Agent using Microsoft Intune

Technical doc

You can deploy the 247connect Windows Managed Agent to your 247connect account using Microsoft Intune. To use this method, you need a Microsoft tenancy and Intune licences. This guide assumes you have already set up your Intune environment.

Download the 247connect Managed Agent installer for Windows

1. In the 247connect Web Portal, go to **Account** > **Installers** in the side menu.
2. Select the Managed Agent installers tab.
3. Click **Windows**.



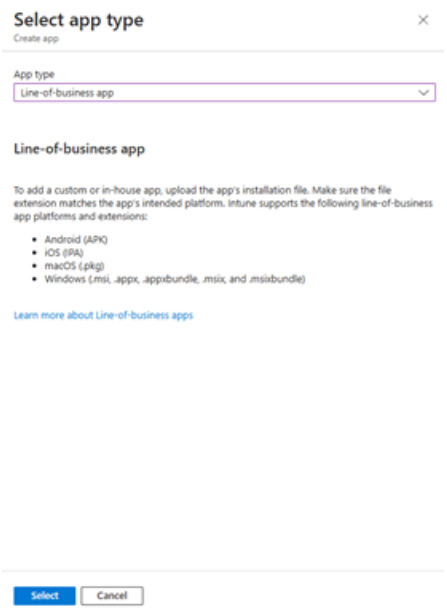
4. Download the .msi file.

   Note: The screen displays the account ID used by the .msi file to associate deployed devices with the correct account. The downloaded file name includes this account ID.

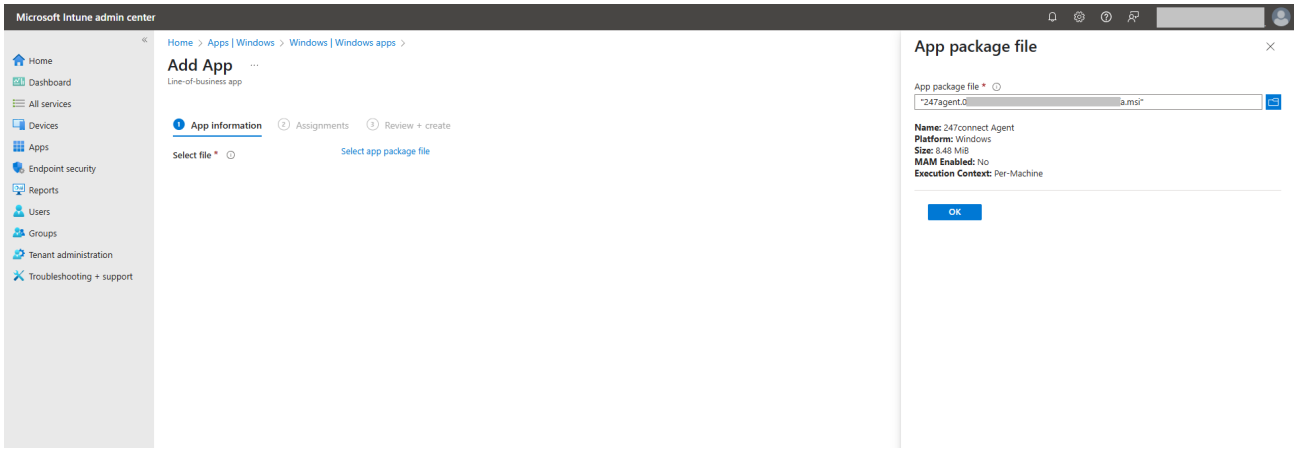
You're now ready to configure and deploy the .msi file in Intune.

Add the 247connect Managed Agent installer to Intune

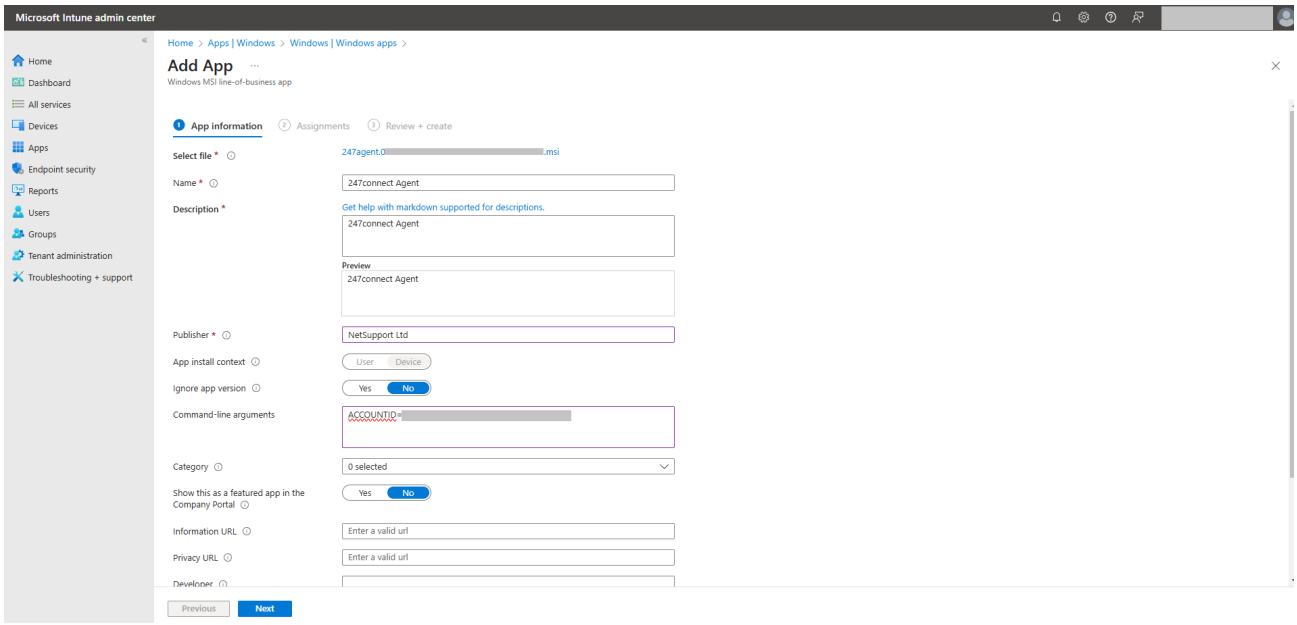
1. Sign in to the Microsoft Intune admin centre and select **Apps** from the menu.
2. Select **Windows** > **Windows apps**.
3. Click **Create**.
4. In the Select app type pane, choose **Line-of-business app** from the **App type** drop-down list.



5. Click **Select**.
6. Under App information, click **Select app package file**.
7. In the App package file pane, browse to and upload the 247connect Agent .msi file.



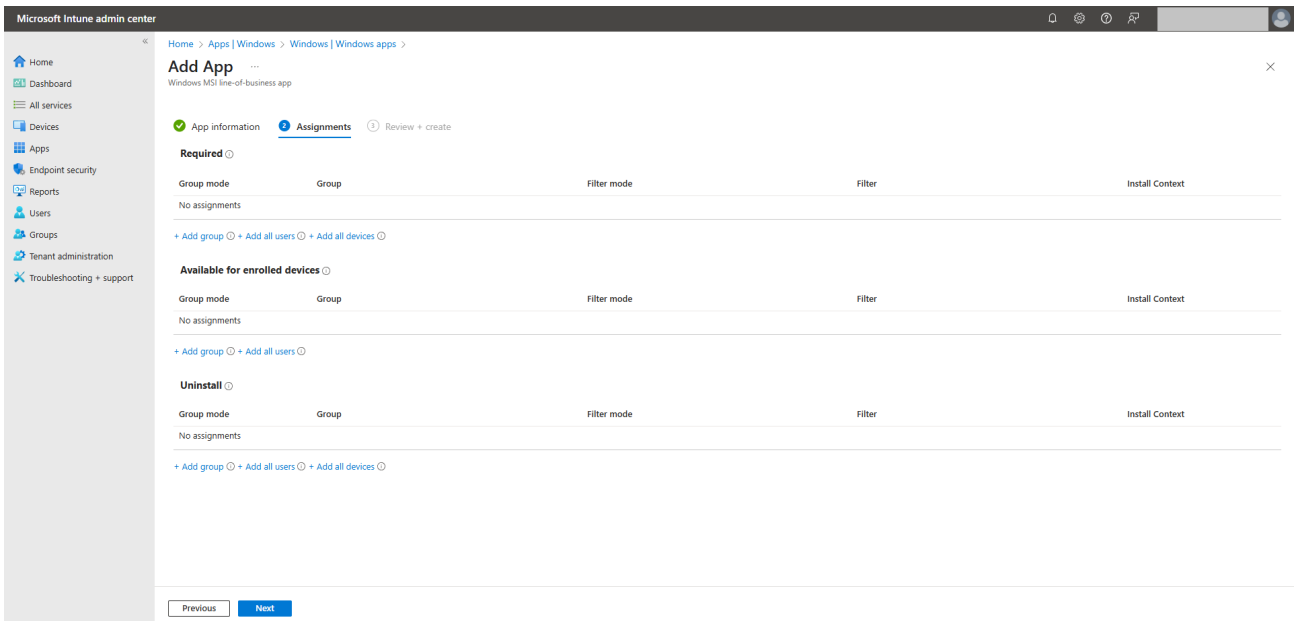
8. Click **OK**.



9. Enter a name and description for the app.
10. Set **Ignore app version** to **No**.
11. In the **Command-line arguments** field, enter your account ID in the format:

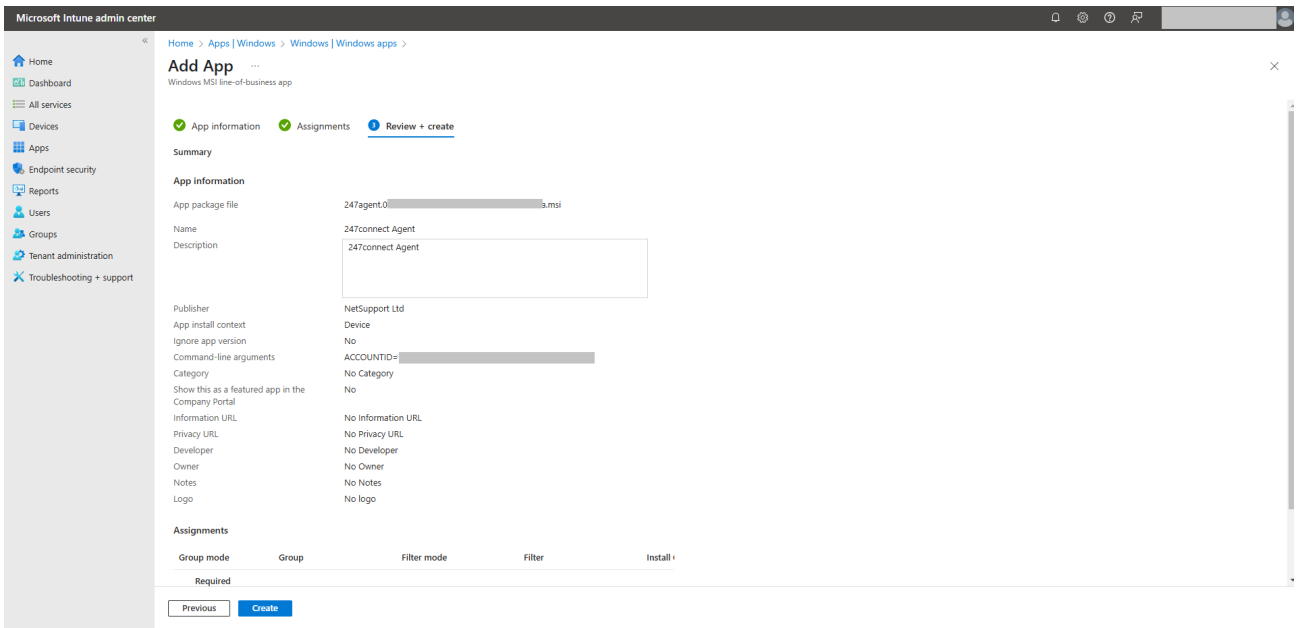
    ACCOUNTID=**xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx**

    Replace x with the correct values.
12. Enter NetSupport Ltd in the **Publisher** field.
13. Click **Next**.



14. On the Assignments screen, choose how the app should be assigned to your devices:
    - **Required:** Automatically installs on assigned devices.
    - **Available for enrolled devices:** Users can install the app from the Company Portal.
    - **Uninstall:** Removes the app from selected devices.

    Note: The uninstall option only works if the app was originally deployed via Intune using **Required** or **Available assignment**.
15. Click **Add Group** to assign user or device groups.
16. Select the appropriate groups and click **Select**.
17. Click **Next**.



18. On the Review + create screen, check all the app settings.
19. If everything is correct, click **Create** to add the app to Intune.

Once created, the 247connect Agent app appears in the list of Windows apps and will deploy based on your assignment settings.

Monitor the deployment

To check the deployment status:

1. In the Intune portal, go to **Apps** > **All Apps** and select the 247connect Agent.
2. Click **Device install status** to view the deployment progress.

The 247connect Managed Agent also appears in the system tray of each device.