

Endpoint Management - Remote Support Tools

Q: What remote support tools are available within Jamf Pro and MECM?

Answer

The following applications are already available in Self-Service (Jamf) or the Software Center (MECM). Unless you've opted your computers out of the standard application deployments, you will see these apps available to install.

Application	Automatic Patching via Ninite	Automatic Patching via euc-patch	Available in Self-Service by Default
Cisco Webex Meetings Desktop App	No	No	Yes
Slack	No	Yes	Yes
Zoom	No	Yes	Yes

- Automatic Patching via Ninite means that running the [Ninite update command](#) will automatically install the latest version of that app.
- Automatic Patching via euc-patch means the application can be updated to the latest version via [EUC Patching](#)
- Available in Self-Service means these applications are available in the Self-Service app (Jamf) or Software Center (MECM) by default. Unless you've opted out of standard software deployments. If so, you'll want to manually deploy your applications via [Jamf](#) or [MECM](#).

If you have questions or requests for additional software please email euc-help@mit.edu