**MacSat App**

Similar to the Five9 WinSat app the MacSat is a software (Mac OS) based application designed to run connectivity tests at an end-user level.

Advantages:

Downloadable and does not need installation.

Does not require java or any applet installation.

Can be deployed on large variety of customers.

The App is currently on a generic format and is digitally signed by Apple Inc.

A screenshot of a cell phone

Description automatically generated

**Steps on using the MacSat App**

1. Unzip the file \*attached on this email\*

A screenshot of a social media post

Description automatically generated

*\*After unzipping the file you may need to allow the application on Systems Preference > Security & Policy, details at the end of this guide\**

1. Enter the following details

A screenshot of a cell phone

Description automatically generated

Test server domain: **mcsadm001.scl.five9.com**

Test report alias name: (enter the Client Name or Customer Name)

Manage tests at the server: (leave it unchecked)

Test name to run: **CAT\_US** for testing US based customers (SCL and ATL DC)

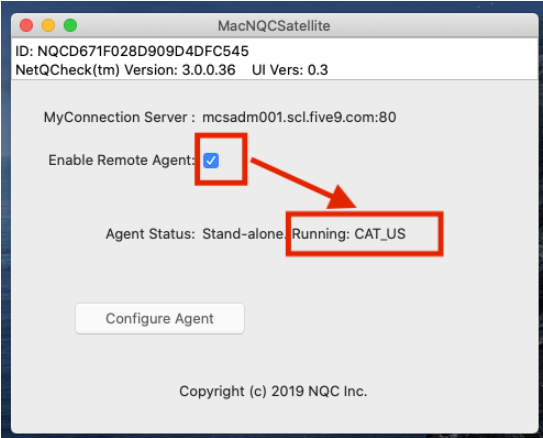
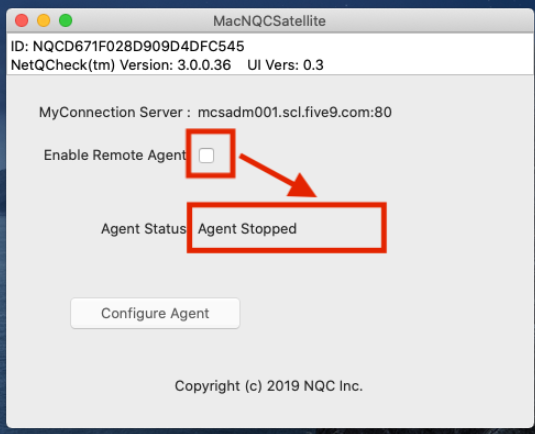
**CAT\_UK** for testing UK based customers (LDN DC)

1. The test will run once the information has been set.

A screenshot of a cell phone

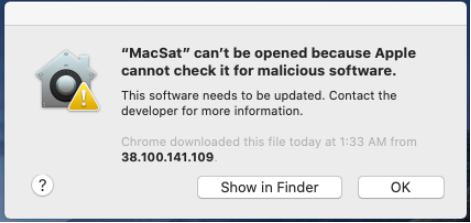
Description automatically generated

1. To stop the test, untick the “Enable Remote Agent” box:



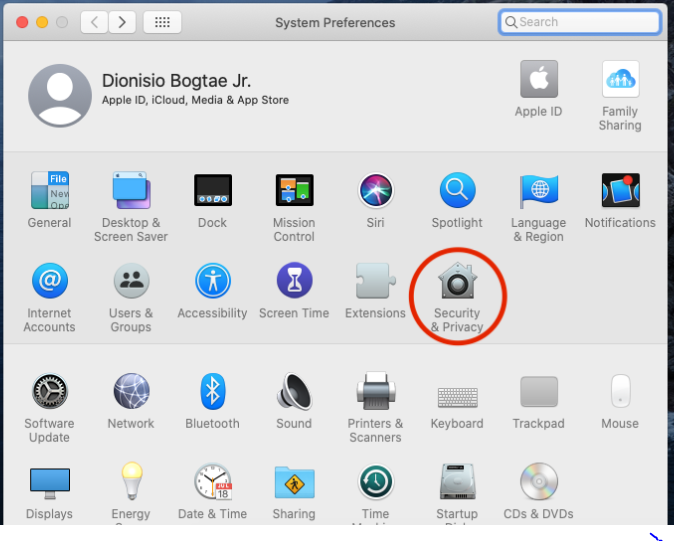
**Allowing MacSat App:**

Error/Issue:



Solution:

* Navigate to Systems and Preferences > Security & Privacy



* And allow the “MacSat” app

