



# Smartsheet Desktop App: IT Administrator Installation Guide

Programmatically install and manage the Smartsheet desktop app on your company's devices

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# Getting Started

## Introduction

Smartsheet is The Enterprise Work Management Platform empowering collaboration and serving as the foundation for managing projects, programs, and processes at scale. The [Smartsheet desktop app](#) helps you plan, execute, and report on work in Smartsheet — without bouncing between different browser tabs.

With the desktop app, you can:

- Access Smartsheet right from your device's taskbar or dock
- Organize your Smartsheet items in easy-to-navigate tabs with multi-window support
- Get alerted about unread notifications or requests
- Declutter your web browsers
- Boost productivity and cognitive performance by reducing context-switching

While individuals can download the desktop app right from the Smartsheet website, IT organizations may choose to control the programmatic installation and management of the desktop app on their employees' devices.

This guide aims to provide IT administrators with the necessary documentation to complete one or all of the following:

- Silently install the Smartsheet desktop app onto a target group of machines. This can be all machines at your company or a specific organization or team within the company.
- Make the Smartsheet desktop app available to targeted employees through an approved app list (e.g., Okta app list)
- Make the Smartsheet desktop app available through a centrally-approved software repository

## Pre-installation considerations

### Mac devices

Mac machines are currently only available to install on a **per-machine basis**, which requires admin permissions to update the desktop app to new versions. These two options are as follows:

1. End users may be granted admin permissions, therefore allowing them to update the app as needed for standard or auto-updates.
2. End users will need to request IT admin permission for each update. This occurs approximately every 2 weeks but is occasionally required sooner due to security patches.

### Windows devices

Windows machines are currently available to install on a **per-user or per-machine basis**. These two options are as follows:

1. The per-user install will allow the end user to update the app for standard or auto-updates without admin permissions.
2. If a per-machine install is done on Windows machines, users may be granted admin permissions to enable updates as needed without admin permissions, or end users will need to request IT admin permission for each update. This occurs approximately every 2 weeks but is occasionally required sooner due to security patches.

## Versions supported

Please keep in mind Smartsheet only supports the **latest version of the desktop app**. The app may be unusable if it is not updated to the latest version. For more information, please review our [end-user license agreement](#).

## Downloading the desktop app

Download the app from one of the following locations.

*Note: The desktop app has an auto-update feature which utilizes the same URLs, listed below, to check and download the latest software updates. We recommend that you download the desktop app using the new primary download links below.*

### Windows

<https://builds.desktopapp.smartsheet.com/public/win32/Smartsheet-setup.exe>

### Mac (Intel and ARM)

<https://builds.desktopapp.smartsheet.com/public/darwin/Smartsheet-setup.dmg>

## Verifying the checksum

The checksum will change for each version released. The latest \*.yml file only matches the build that it was created with.

### Windows

1. Download the YAML file below and view it in a text editor.
  - <https://builds.desktopapp.smartsheet.com/public/win32/latest.yml>
2. Compare the sha512 value with the results of the following:
3. In PowerShell
  - `$hex = (certutil -hashfile .\Smartsheet-setup.exe sha512 | Select -Index 1) -replace '..', '0x$& '`
  - `[Convert]::ToBase64String([byte[]] -split $hex)`

### Mac

1. Download the YAML file below and view it in a text editor.
  - <https://builds.desktopapp.smartsheet.com/public/darwin/latest-mac.yml>
2. Compare the sha512 value with the results of the following:
  - `sha512sum Smartsheet-setup.dmg | cut -f1 -d\ | xxd -r -p | base64`

## Setting up the desktop app

### For Windows devices

The Smartsheet desktop app is supported by [Patch My PC](#) for any of our customers that use the service to manage their third-party apps. If you don't use Patch My PC, you can find the complete documentation to manually install the Smartsheet desktop app below:

### File details

- File name: `Smartsheet-setup.exe`
- File extension: .exe
- File Type: NSIS package
- Preference Domain: com.smartsheet.desktopapp

### Usage command line arguments

The format is `"Smartsheet-setup.exe" <parameters>`

Please note that the following parameters are case sensitive:

- `/S` - Silent install
- `/allusers` - Install per Machine (requires Admin)
  - a. Installs to `"%PROGRAMFILES%\Smartsheet\DesktopApp"` unless a custom path is provided
- `/currentuser` - Install per User (current user only)(default)
  - a. Installs to `"%LOCALAPPDATA%\Programs\Smartsheet\DesktopApp"` unless a custom path is provided
  - b. Please note that there is a known issue with silent (`/S`) installation to the current user paths, it may install to `"%LOCALAPPDATA%\Programs\Smartsheet"` unless the `/D="path"` parameter is also provided. The Smartsheet desktop app should still work correctly; however, may cause some confusion if the UI installation is used at some point (before or after) since the path may change.

For example, to do a silent install with a per User context, use the command line argument:

```
Smartsheet-setup.exe /S /currentuser  
/D="%LOCALAPPDATA%\Programs\Smartsheet\DesktopApp"
```

### Other command line arguments

Please note that the following parameters are case sensitive:

- `/?` - Pops up a syntax help message box
- `/D` - Use default installation directory
- `/D="x:\dirname"` - Overrides the default directory
- `/bpau` - Turns off the auto-update feature. Please review the sections "*Versions supported*" and "*Using 3rd party services to auto-update*" for more information.

### Uninstall command line arguments

The format is `"Uninstall Smartsheet.exe" <parameters>`

Please note that the following parameters are case sensitive:

- `/S` - Silent uninstall

For example, to do a silent uninstall, use the command line argument: **Uninstall Smartsheet.exe /S**

### Certificate Signing Request (CSR) content

After October 11, 2023:

- Common Name (CN): Smartsheet Inc
- Organization (O): Smartsheet Inc
- Organizational Unit (OU): Desktop App
- Locality (L): Bellevue
- State (ST): Washington
- Country (C): US
- Key Size: 4096
- Subject: C = US,CN = Smartsheet Inc,O = Smartsheet Inc,OU = Desktop App,L = Bellevue,ST = Washington
- Fingerprint (SHA-1): 71:3F:7C:AB:82:74:D4:B0:0E:CD:8A:2A:3F:82:03:1B:85:33:E9:2B
- Fingerprint (MD5): CD:64:60:3C:82:9D:8D:35:04:B2:10:B2:53:43:B9:3E

```

-----BEGIN NEW CERTIFICATE REQUEST-----
MIIFwjCA6oCAQAwTETMBEGA1UECAwKV2FzaGluZ3RvbjERMA8GA1UEBwwlQmVs
bGV2dWUxYXZlbnVBAwMCR0c2t0b3AgQXBwMRcwFQYDVoQKDA5TbWFydHN0ZWV0
IEluYzEXMBUGA1UEAwwOU21hcnRzaGVldCBJbMxMzZAJBgNVBAYTAiVUMiICJAN
BgkqhkiG9w0BAQEFAAOCAg8AMIICCGKCAgEA36JM6LdmpgrL7qMhMjmbi54H30hb
NsKou1IEibYrcbHKIME98MBWMeSvpCg7oVLnq39916mhdSJ1j9qxX6tdVbASXoN
Cg2oITd3EtcouwSRvdHdTMKwP99GmU2V8JTIHoLkZfoDZqUVF03dvvrEOAAVgz6J
Bv3XVfiESxkshYEC/olOjJRLsVq/euSn/uQuj7eHJT0IJsH5Ui/5SQ8Zot1cMpiN
ePx2qauNHSMiwrAKlQrWduhJlqVljl685jair4sd0BAAUIYeIaVXilqK/D2YEYO4
DZTRVvjRRIEumU4klckm47czuzC8sXeIE0C4flcVaP+TWoMv3xWFRgR8ZioyoWG
/50tHfGzbxBum/OPY+S/kW6ejsc8hupkOI9MkcO9rYZJNTUVFf4ZvfQiLLNDOKA3
OvXd5hCEzEE8NfbodGwQk7lgj2lCZJ7rNxxgEnvYprlG5Ezf8ZtiWBUEqj53waVkl
3JNhyE2u3VdxAN6urdM+R9pIC1ezEnAhVq1PVHr33z4JU94qHR1Ggd18fO1LjmMQ
N6bLv4OgswYwJkXV0tbHrdtX1koPv8ussGZTVI+oR05/Z0eSqmdv98VLEGA2sDVD
FsuhfS1YUvX/6ixjEcuSskWfZ7SytAJY1eIzi6zvqkJy4Ch6yjjFRV0sM7NjwTN
JMELrFibZBn8iZMCAwEAAaCB/zAcBgorBgEEAYI3DQIDMQ4WDDewLjAuMjAzNDgu
MjA+BgkqhkiG9w0BCCQ4xMTAvMA4GA1UdDwEB/wQEAwIHgDAdBgNVHQ4EFgQU9r1O
6v2K+G12PVxkjbXD0Yr/q+wwTgYKkwyBBACCNw0CAJFAMD4CAQAeNgBDAGEAdgBp
AHUAbQAgAEsAZQB5ACAUAUwB0AG8AcbhAgcAZQAgAFAAcbBvAHYAaQBKAGUAcbMB
ADBPBgkrBgEEAYI3FRQxQjBAAGeJDA9FQzJBTUFAuLUVPRktHVDAMHUVDmKFNQVot
RU9GS0dUMFxBZG1pbmlzdHJhdG9yDATjZXJ0cmVxLmV4ZTANBgkqhkiG9w0BAQsF
AAOCAgEAHYUcslVBq2lrSWBfMnyJgA9L1NexDKXHXNF557frNJ6IhhAQCSSKvgY
aReT287RUDjWm/yMotS5ZnhwyojITbrWalZwgoEv9GTKueWRUcrdmOoM4PVglEr8
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9SDR1c3h63Q+Zf8lvoyaQ5fgSiXuG/MFgJtHPGvA/hkSL4djniQBxGsfL0IhNX9
F3uqbtIrc33+ed7/W5Zj6yS1L+9prlAsEOagUal7mMGwi2u5GC7mmsa8f14K8eS
J55fm71xfr/VD5Mnw/oa3SSxXJ0CeTlojRkXa1MFMsBIQITa3Xe2Gmz2hMAixlTR
OXUbWiiXPwbTdkLjLUg3lhXAqUpmZlq+/WTo/cacvk+wFyaOt871e247fAlcawq
FlkLZbjzBf0EBd3WDJNiz3E0AxwthYJ2Hax9IRQ1kdVe/ju4le15+NXMUdCo78f1
53khRUAKcHX67zJv7iabQ26dJzC6J3ZnkiAO6K1rc0AKk44utQwykRXdrD5tMn+
6F1u0PdyzBefOH9kmHGf8FscxdJi80CO3ojSoWuaQ3yjVCqIiOTcx1eJGwsoYjku
hE7eEXFm0x4RbLJynff4tgLOG3T3gS4t5GlgL8V3iFrXoomjajo=
-----END NEW CERTIFICATE REQUEST-----

```

**Before October 11, 2023:**

- Common Name (CN): Smartsheet Inc
- Organization (O): Smartsheet Inc
- Locality (L): Bellevue
- State (ST): Washington
- Country (C): US
- Key Size: 4096
- Subject: CN = Smartsheet Inc,O = Smartsheet Inc,L = Bellevue,ST = Washington,C = US
- Fingerprint (SHA-1): 08:85:5B:61:0A:66:DE:0B:83:D9:BE:5C:3F:3C:82:3A:54:0B:B8:36
- Fingerprint (MD5): F5:05:5F:AA:04:B9:2F:63:74:55:3E:9C:42:03:F2:01

```
-----BEGIN NEW CERTIFICATE REQUEST-----
MIIErDCCApQCAQAwZzELMAkGAIUEBhMCVVMxEzARBgNVBAgTCldhc2hpbmdb24xETAPBgNVBACCEJlbgxldnVIMRcwFQYDVQQKEw5TbWVY
dHN0ZWV0IEluYzEXMBUGA1UEAxMOU2lhcncRzaGVldCBJbmMwgglIiMA0GCSCqS1b3DQEBAQUAA4ICDwAwggIKAoICAQC5Upuhq1Vdcegg9FFSTn
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Rh6J31wOSZqZRLrWzZ98zJBND1NcllrOqAdDpS781sVBgomrtmcY2+EkwTNN5Ht8sXO2SFVK91r7E4aDSiiFuJw3GBC4FEXAFY0W1x2TUZaYyZXCJ5y4
LX9f0cHMloz8cl6/fSUKoxqRUG97WwssCaWEgssOcn/oDwSm9U63x95j6KHmhZbGMremINeXH8k7gSLW6A7JTu6IkkykSrlHrMGta9ztG392z9yWScH0
GFaKJqZeocNmomwuINMtCU7+qLQhPjR+aHTALUGmVOu9HO0SgeS0PpKt6AH5iEM7peZCDAZ25SH213jAmr7DZeQtCoUEILSsSxDgo2+oB4McVvr
39ptw4JU3h7a8AYlPjpUJcegyU05coyDw9bNt+xVEDOFNKDK8h5oIHdmqgGC1wWHzb+r0R5422uo/2IEO2WMXSHSHJQIDAQABoAAwDQYJKoZIhvcN
AQEFBQADggIBALjysTMu4P1GmJSWAzIiEWLPxoeTdWd9ko7yZlIwZ30GUvTWyQHZoiDOKIhiUiOIZ0AjlhQ2L8PWBziSkauq3zt6A2yhkjNRXFi5IXr
WTqaN59S0NCP7ISE2N4rUNXDjB+iz6FFCMTfAyuz8nxrh8sls3SnAKcQk/yXXzHyQS5BOf9pUZPkv1Om3OMS7FO/AyOD7mJTTXOatyAIJ5r0hshpC7mq
Af3othCRPiUht001QmEod5gww5LyPQIO36qTq5Kccjflzs+AmQDiPotUqR+594diyFBNTAHpfnTJqsFSDTQTso+UElXnili4JCPtrep0TtRDkfoRyOMND
2THDEs5whHa5vCfyunKlgLmEZx9QSHsCsJ+Irt3cBv+yyiUvH8dBTQq2FDUCqu02vTZGqq2/4GkuUilNopenWMElFGPWOfDpf1ZykAGE4uXefRjOsNg
NelPRB0rALQqxNMvn5+7E6lvfKrYCE5OS1zWG/PfkePPp3BujyVUS4jwmFcBtoVCbZaUsOPV5P+PYvMnZz6xmrlpkCL8OJrLja6SBjzSQgTxoW6IKZKr5
K6pKLZQfIHilsl0xldFEEJvKk1s4I0nTNY2EISGd6ET9NkgouMEfvQQFjsdm3kEGf+OmdWgcYuVKWxm5ut7fj2FYXYTARE3QMj6Mv47NRIOvAI/
-----END NEW CERTIFICATE REQUEST-----
```

## For Mac (Intel and ARM) devices

### File details

- File name: `Smartsheet-setup.dmg`
- File extension: `.dmg`
- File type: Apple Disk Image
- Preference Domain: `com.smartsheet.desktopapp`

### Usage command line arguments

```
hdiutil mount Smartsheet-setup.dmg -mountpoint /Volumes/Smartsheet && productbuild
--component /Volumes/Smartsheet/Smartsheet.app /Applications Smartsheet-setup.pkg &&
hdiutil detach /Volumes/Smartsheet
```

```
sudo installer -pkg Smartsheet-setup.pkg -target /Applications
```

### Uninstall command line arguments

```
rm -Rf /Applications/Smartsheet.app
```

## Auto-update details

### Default installations

Typically, there will be an update every two weeks unless there is an immediate security mitigation that requires an out-of-cadence release. Once installed, the Smartsheet desktop app will check for new updates upon a fresh launch of the app, as well as periodically checking for updates while the app is running.

The user will be notified that a new version is ready for installation once the files have been fully downloaded. The user may be presented with an option to either install immediately or postpone the

installation. The update is initiated automatically when the user quits the app or chooses to install the update immediately, which results in the app quitting for them.

Smartsheet recommends updating the app as soon as possible in the event that there is a vulnerability that must be patched and to stay in compliance with our [Downloadable Software End User Agreement](#).

Auto update uses Amazon S3 to store updates. Organizations should allow the following domains:

- [https://\\*.smartsheet.com](https://*.smartsheet.com)
- [https://\\*.s3.amazonaws.com](https://*.s3.amazonaws.com)

## Using 3rd party services to auto-update

### After October 11, 2023:

As described above, default installations have a built-in auto-update feature. However, if your organization uses other third-party patch management services, such as Patch My PC, to automate your software installations and updates, then you may need to disable the default auto update feature in the Smartsheet desktop app. The following auto-update bypass features should only be used when using a software update service.

#### Windows

- Install using a command line flag `/bpau` for example: `./Smartsheet-setup.exe /bpau` *Note: If the desktop app is already installed, the auto-update can be disabled by running the installer again with the `/bpau` flag without uninstalling first.*
- This will install a file named `CustomConfig.json` in the application directory. *Note: The application directory will depend on Per-Machine or the Per-User installation options.*
- The contents of the `CustomConfig.json` will be as follows:

```
{
  "configs": {
    "BPAU": true
  }
}
```

- When `"BPAU"` has the value `true`, auto updates will be disabled
- Note: If the app is already installed, in order to disable auto updates, admins must either:
  - Reinstall the app with the command line flag.
  - Create or update the json config file to the app's directory.

#### Mac

Smartsheet Desktop App uses a plist setting to control auto updates. *Note: The plist domain is `com.smartsheet.desktopapp.plist`*

There are two ways to configure it for users. These options are as follows:

- Run the following terminal command for each user who will be running the Smartsheet Desktop App:
  - `defaults write /Users/$USER/Library/Preferences/com.smartsheet.desktopapp.plist BPAU -bool YES`
- Manage the .plist file in XML format so you can create and convert the `com.smartsheet.desktopapp.plist` by:



- `defaults write /Users/$USER/Library/Preferences/com.smartsheet.desktopapp.plist BPAU -bool YES && plutil -convert xml1 /Users/$USER/Library/Preferences/com.smartsheet.desktopapp.plist`
- The resulting XML may have additional key/values but to enable the bypass, the `<key>BPAU</key>` should be set to `<true/>`.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
    <key>BPAU</key>
    <true/>
</dict>
</plist>
```

# Security

## PEN testing results summary

NCC Group 650 California St, Suite 2950 San Francisco, CA 94108

November 8, 2022

<https://nccgroup.com>

### Introduction

Between the days of September 6 and September 23, 2022, two (2) consultants from NCC Group engaged in a desktop and web application test for a total of twenty-eight (28) person-days of effort reviewing Smartsheet Inc.'s Windows and MacOS Desktop Clients and HTTP Service API.

The purpose of this assessment was to identify application-level security issues that could adversely affect the security of the Smartsheet Inc.'s HTTP Service API and Desktop Clients. This assessment was performed by NCC Group under the guidelines provided in the statement of work for the engagement.

### Detailed letter of engagement overview

NCC Group is a global information assurance firm that, in the US, specializes in application, mobile, network, host, and product security. Security-conscious companies use NCC Group's Detailed Letters of Engagement to verify product attributes in view of current security best practices, standard security functionality, and product protection. More information about the Group's processes and products can be found at <https://nccgroup.com/us>.

It is important to note that this document represents a point-in-time evaluation of security posture. Security threats and attacker techniques evolve rapidly, and the results of this assessment are not intended to represent an endorsement of the adequacy of current security measures against future threats. This Detailed Letter of Engagement contains information in summary form and is therefore

intended for general guidance only; it is not intended as a substitute for detailed research or the exercise of professional judgment. The information presented here should not be construed as professional advice or service.

## Testing methods

Testing was performed using NCC Group's standard methodology for HTTP Service API and Desktop Clients. Smartsheet Inc. provided NCC Group with access to source code and documentation in order to improve the effectiveness of the testing. The following aspects of Smartsheet Inc.'s HTTP Service API and Desktop Clients were reviewed as part of this assessment:

### *Windows and MacOS desktop clients*

- Session management issues which can lead to unauthorized access
- Error-handling features that could expose information or functionality
- Storage of information in an insecure manner
- Environmental issues including file or folder permissions
- Privilege escalation through the use of IPC communications
- DLL/Dylib Hijacking techniques which could lead to unintended code execution by a malicious actor

### *HTTP service API*

- Configuration issues such as incorrect use of TLS when connecting to web servers
- Information leaks through exposed files, APIs, inappropriate error handling, and more
- Common web application vulnerabilities including Cross-Site Scripting, SQL Injection, and Cross-Site Request Forgery
- Authentication and authorization mechanisms
- Ability to obtain inappropriate access to sensitive and private information across users and tenants
- Business logic and ability to make unauthorized changes
- Privilege escalation from a normal user to higher-privileged roles
- Insecure storage of sensitive data

## Summary of findings

During the assessment, NCC Group identified findings affecting both the desktop client applications, as well as the remote HTTP service with which these applications interacted.

Findings affecting the desktop client applications included:

- Three (3) low-severity vulnerabilities

Findings affecting the remote HTTP service included:

- One (1) medium-severity vulnerability
- Four (4) low-severity vulnerabilities
- One (1) informational finding

Upon completion of the assessment, all findings were reported to Smartsheet Inc. along with recommendations.

**Note: all findings stated above have been resolved and are no longer applicable.**

## Additional resources

### FAQs

**What permissions do I need in order to install the Smartsheet desktop app on appropriate company machines or make it available to targeted employees via an approved app list or centralized repository?**

*Windows:*

If you choose to install using a Per-Machine setting, then the user needs to be an administrator to the machine or get temporary elevated permissions to install to the `.\Program Files` folder and subfolders. All users should be able to install Per-User without any elevated permissions to the active user's `\Users\\AppData\Local\Programs` folder.

*Mac:*

Installations are Per-Machine and will require administrator or temporary elevated permissions to install.

### My app is installed. Why is it not running?

Here are some known issues:

- Networks that use Microsoft AAD's Conditional Access Policy will not be able to run Smartsheet desktop app at this time. Users may get an error stating *"...The current browser is not supported, please use Microsoft Edge, Internet Explorer, Chrome or Firefox 91 + to access this application..."*. We will be addressing this issue in future releases.
- Zscaler's Browser Control Policies can block the use of the Smartsheet desktop app due to the Chromium version may be considered too outdated. While the Smartsheet desktop app is continuously updated to the latest versions of Chromium, there can be some time between updates that will result in the Zscaler Browser Control Policies blocking the use of the desktop app. Depending on which policies are enabled, the Chromium minor version or major versions may be blocked, therefore blocking the use of the Smartsheet desktop app. Immediately updating the Smartsheet desktop app each time there is a Chromium update – both major or minor – would not be a desired behavior for Smartsheet or the users of the Smartsheet desktop app due to the frequency of updates required.

### Where can I find more details about the desktop app?

Website: [Work without distractions with the Smartsheet desktop app](#)

Help article: [Use the Smartsheet desktop app](#)

Blog post: [5 tips for getting started with the Smartsheet desktop app](#)

Release notes: [Desktop app release news](#)