

Simplified macOS Upgrade Workflow

This guide walks you through the workflow process for deciding how to upgrade your Mac fleet to macOS Catalina using Jamf Pro.



With the release of a new Apple operating system, it's recommended to first check compatibility with existing software, test the stability of the OS, and make sure it meets the organization's needs prior to upgrading. That's why the first question you need to ask is — **Do you want to upgrade now?**

NO

- ❌ Jamf Pro has the ability to block the install file for any macOS upgrade. If you want to wait on upgrading, simply create a policy that will block the macOS Catalina installer app from running.
- 🔕 Additionally, you can use mobile device management (MDM) to defer users from updating for up to 90 days. This will prevent the upgrade from displaying in the Mac App Store.

YES

- ✅ Once you have decided to move forward with an upgrade, you need to determine what to do with the existing data on your Macs. Are these shared Macs in a lab? Are they assigned to a specific user? The bottom line is — **Do you want to keep the data intact?**

KEEP DATA

There are 4 methods to deploy the new macOS for your users with the data intact. In all of these options, using the Caching Service within macOS will help reduce network traffic. Consider using this service on your network.



Macs enrolled via Apple Business Manager or Apple School Manager can be upgraded by sending an MDM command to download and install macOS Catalina. No user interaction or admin rights required for this option.



Download the "Install macOS Catalina" app from the Mac App Store. Leverage Jamf Pro tools to package and deploy the new operating system in [Jamf Self Service](#) where users can start the upgrade on their own. Caching the install file on users' Macs will reduce your network load.



Similar to the Jamf Self Service option, download and cache the installer on users' Macs. Instead of waiting for users to start the upgrade, create a policy to do it automatically. Users will need to reboot their Mac.



Alternatively, you can simply encourage your users to download and run the "Install macOS Catalina" app from the Mac App Store. Admin rights are required for this option.

ERASE DATA

Since you have decided to erase any data on the existing Macs, you can utilize two methods to complete your upgrades. macOS Catalina requires an internet connection to upgrade macOS.



--eraseinstall option is a command to install macOS and erase the hard drive at the same time. Simply download the macOS Catalina installer from the Mac App Store and upload via your MDM solution. Deploy macOS Catalina via policies: 1) cache the installer on client Macs and 2) run startosinstall with the --eraseinstall flag. Start install automatically or place in Jamf Self Service.



NetInstall lets you deploy macOS images over your network by leveraging NetBoot. This method is still supported but is labor intensive. Plus, you often need specific macOS builds for certain Mac models. NetInstall will not work on Macs with a T2 chip.