

Simplified macOS Upgrade Workflow

This guide walks you through the workflow process for deciding how to upgrade your Mac fleet to macOS High Sierra 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 High Sierra installer app from running.



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 these options, using the Caching Service within macOS will help reduce network traffic. Consider using this service on your network.



Macs enrolled via the Device Enrollment Program (DEP) and running 10.11.4 or later can be upgraded by sending a mobile device management (MDM) command to download and install macOS High Sierra. No user interaction or admin rights required for this option.



Download the “Install macOS High Sierra” 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 High Sierra” app from the Mac App Store. Users will need to sign-in with an Apple ID. Admin rights are required for this option.



ERASE DATA

Since you have decided to erase any data on the existing Macs, you can utilize some imaging techniques to speed up the process. macOS High Sierra now requires an internet connection to upgrade macOS:



Starting with macOS High Sierra, NetInstall is the only way to upgrade Macs via imaging remotely over a network. Imaging tools can create a separate partition and run the Install macOS High Sierra app automatically. Trigger the install by putting a Mac into NetBoot mode.



www.jamf.com

© copyright 2002-2017 Jamf. All rights reserved.

To learn more about how Jamf Pro can streamline your macOS, iOS and tvOS upgrades, visit jamf.com.