Simplified macOS Upgrade Workflow

This guide walks you through the workflow process for deciding how to upgrade your Mac fleet to macOS Monterey 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 Monterey 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 Mac. The bottom line is — **Do you want to keep the data intact?**

Keep data

There are 3 methods to deploy the new macOS for your users with the data intact. Using the caching service within macOS will help reduce network traffic. Consider using this service on your network.

Supervised Macs or those enrolled via Apple Business Manager or Apple School Manager can be upgraded by sending an MDM command to download and install updates. When this command is ran as a Mass Action, IT admins can choose to include updates to major OS versions like macOS Monterey. For computers with Apple silicon, no user interaction is required to authorize the update when Bootstrap Token is escrowed with Jamf Pro.

Download the "Install macOS Monterey.app" directly from Apple for deployment from your preferred distribution points. Once deployed to devices, a policy can be triggered to either run automatically, or users can start the install themselves from Jamf Self Service. These methods can reduce the time to install for end users, as the update is already downloaded.

Alternatively, you can simply encourage your users to download and run the "Install macOS Monterey.app" from the Mac App Store, or allow them to download from System Preferences to install.

Erase data

Since you have decided to erase any data on the existing Mac, you can utilize the following method to complete your upgrades. macOS Monterey 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 Monterey installer and upload via your MDM solution. Deploy macOS Monterey via policies: 1) Stage the installer on client Mac and 2) Run startosinstall with the --eraseinstall flag. Start install automatically or place in Jamf Self Service.

Additional considerations with Apple silicon are:

- User credentials are required to use *startosinstall* and macOS installer apps

- No user interaction is required when a Bootstrap Token is escrowed to Jamf Pro. macOS will request the token to authorize software updates