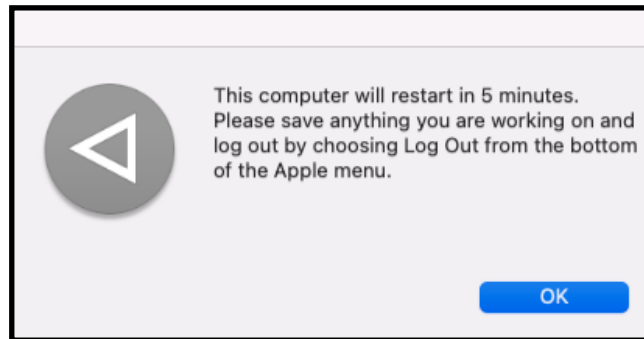


## macOS Updates at NEIU

Apple releases operating system updates multiple times throughout the year. **Updates** are small patches or fixes that are released by the software company to fix issues and need to be installed in a timely manner to fix software bugs and security vulnerabilities. In order to facilitate this, NEIU automates the installation of macOS updates. If an update requires the computer to restart, a dialog box will appear. Please follow the directions to save your work and log out.



## macOS Upgrades at NEIU

**macOS upgrades** are much larger than updates. They often introduce new features to the operating system and are generally only released once per year.

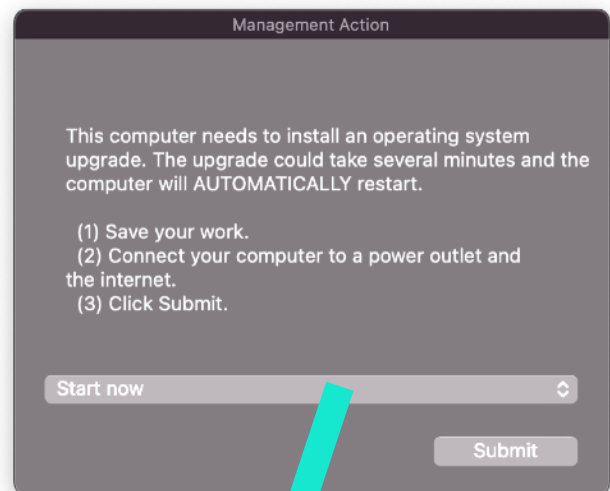
Users are able to defer an upgrade until a more convenient time by clicking on the **Start now** menu and choosing a delay. Users will only be able to defer a limited number of times before the upgrade becomes mandatory.

When you update:

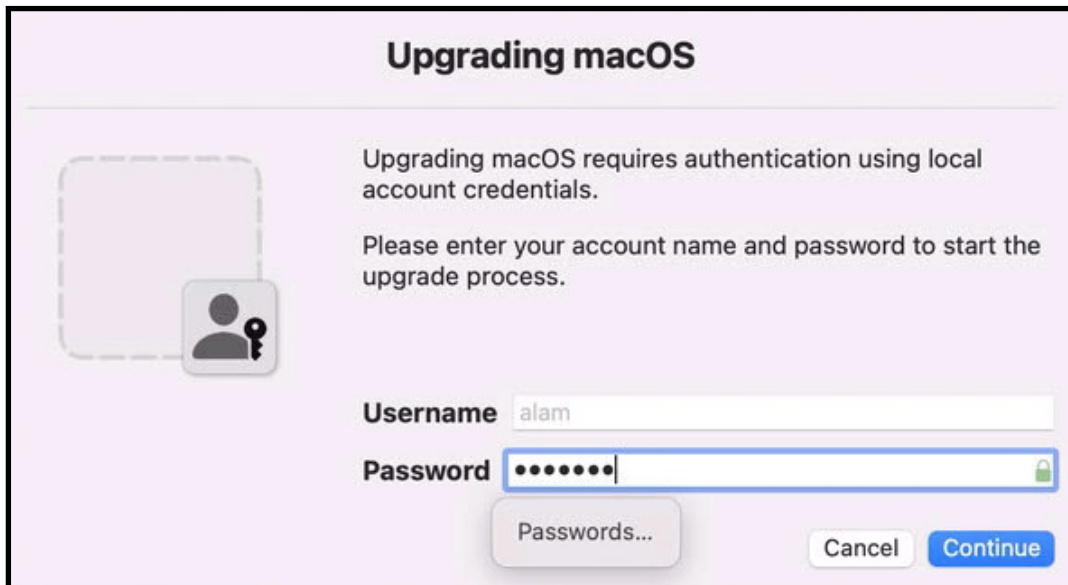
1. Save your work.
2. Select **Start now**.
3. Click on **Submit**.

The upgrade will be delayed until deferred time is up.

After the delay period is over, the dialog box will re-appear. The upgrade can only be deferred a limited number of times.



When you begin the upgrade, the computer will prompt you to enter your password and to confirm the upgrade.



**Upgrading macOS**

Upgrading macOS requires authentication using local account credentials.

Please enter your account name and password to start the upgrade process.

**Username**

**Password**

This screenshot shows the first step of the macOS upgrade process. It features a light purple background with a title bar. On the left, there is a dashed box containing a user icon with a key. The main text area explains that authentication is required and prompts the user to enter their account name and password. Below this, there are input fields for 'Username' (containing 'alam') and 'Password' (containing seven dots). At the bottom, there are three buttons: 'Passwords...' (disabled), 'Cancel', and 'Continue'.



**Upgrading macOS**

Please confirm that you want to upgrade macOS on this system now

This screenshot shows the second step of the macOS upgrade process. It has the same light purple background and title bar. On the left, the dashed box now contains a user icon with a red checkmark. The main text area prompts the user to confirm the upgrade. At the bottom right, there are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with a red circle, and a mouse cursor is pointing at it.

After a preparation time of up to 30 minutes, the computer will restart.

The restart length will take longer than usual because the upgrade is in progress.

After the computer reboots, you may be prompted to log into the network and to synchronize your network (NEIUpport) password and Mac passwords after the upgrade.



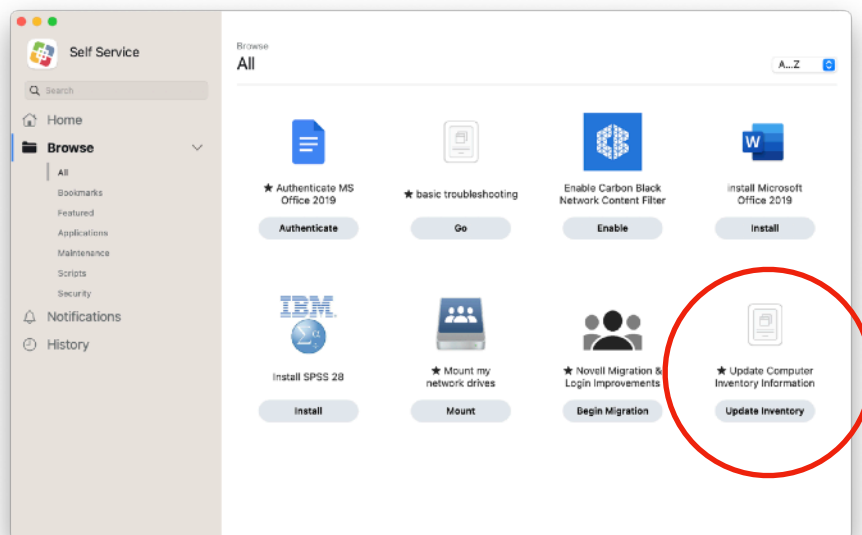
### Final Step: Update your Computer Information

To prevent the **Upgrade to macOS 13** message from appearing again, click on the **Self Service** application. It can be found in the **Applications** folder and may also be in the **Dock**.



Locate **Update Computer Inventory Information** in **Self Service** and click on the **Update Inventory** button. This will update our computer records and lets us know which operating system version you are running. The process will take several seconds to complete.

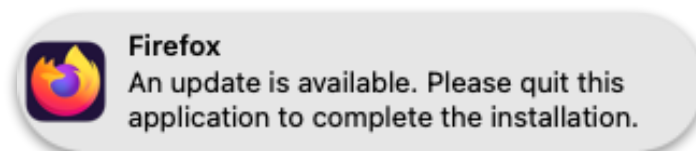
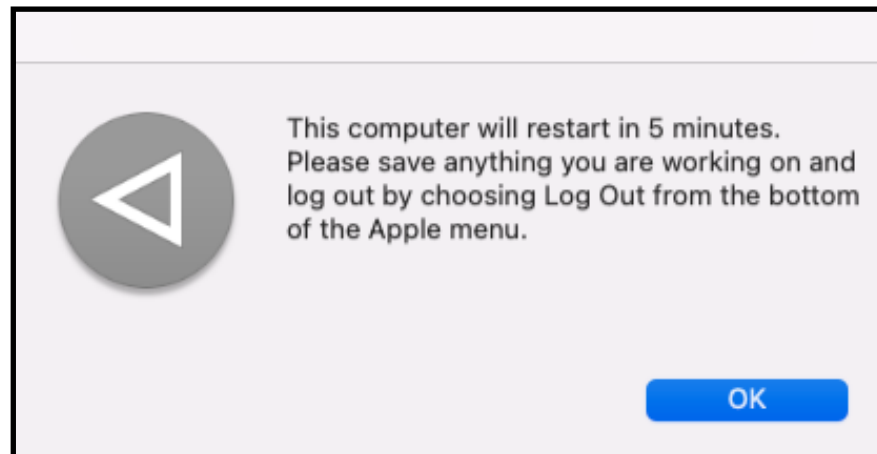
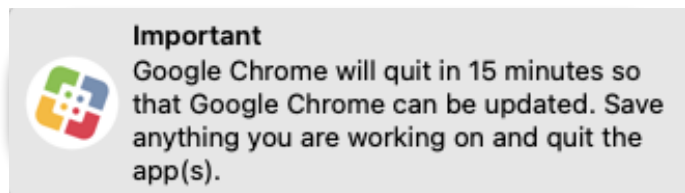
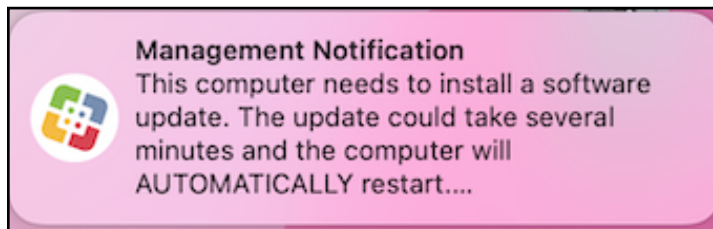
Since your computer has just been upgraded to the current macOS version, the upgrade message will not appear again until the next version has been released.



## Other Software Updates

3rd-party software are also updated and patched on a regular basis. Some software have their own update mechanisms while others may be updated by NEIU. When NEIU identifies an important software update that needs to be applied to your Macintosh computer, every effort will be made to minimize disruption to your work. Before an update is applied which might require the software to quit or the computer to be restarted, a notification will inform users of the impending update. In addition, the computer will wait at least 5 minutes before applying the update to ensure time for users to save their work.

Because update mechanisms can differ, the update notifications will also vary in design. Below are some examples of what update notifications can look like. Notifications will only appear if an app needs to be quit or the computer needs to restart.



## Frequently Asked Questions

Can software updates harm a computer?

Software updates, by design, are meant to fix something that is not working or not working as well as it should be. Software updates fix things such as stability issues, security vulnerabilities, or features that are broken. If a computer issue appears on a computer after an update, it is because the problem was already present on the computer and the update was a catalyst that brought the issue to the forefront. The issue would have occurred sooner or later even if the update had not been applied.

Why are software updates being automated? Can't users just do it themselves?

While some users are diligent about keeping their software updated, not all users are comfortable applying software updates without the assistance of a technician. Automating updates allows the university to keep computers secure and stable for users in a timely manner while minimizing the time and effort needed to continually keep such a large number of computers up-to-date.

I'm not able to upgrade to the newest Macintosh operating system that was just released.

Upgrades are different from updates. Updates are small patches or fixes that are released by the software company to fix issues. Upgrades are much larger and often introduce new features to their software. Because new features have been included, upgrades tend to introduce new flaws as well. The university restricts macOS upgrades until 90 days have passed since their release. This postponement allows Apple time to fix flaws that may have been introduced in their new operating system before it is deployed onto university computers.

I have an old copy of an application that has stopped working after an operating system update. What has happened?

As operating systems are updated, some software titles also need to be updated to remain compatible. University Technology Services (UTS) will keep the standard suite of software provided by the university updated and compatible. If the software was provided by UTS, please submit a ticket and the Service Desk will update the software or otherwise resolve the issue.

If users install their own copy of a software onto the computer, users or their departments will be responsible for acquiring the updated copy. Some applications have the update mechanism built in. Others require downloading the update from the vendor's website.

If assistance is needed to install the update, a request can be made to the Service Desk by [submitting a HelpDesk ticket](#).

I initially chose to delay for 1 hour, but I would like to delay it again. Is it possible?

Yes. The one week delay is the entire length of time the update can be postponed. This means you could postpone the update for another hour, 2 hours, etc... up until the 1 week deferral period has passed.

Besides this PDF, is there any other support available on this topic?

UTS has created a [video demonstration](#) to show how automated macOS updates and upgrades will occur on campus computers. Questions can also be directed to [helpdesk@neu.edu](mailto:helpdesk@neu.edu).

I upgraded my computer but it's prompting me to upgrade again.

Our online records to be updated with the information that your computer has been upgraded.

1. Launch the **Self Service** app. It can be found in the **Applications** folder or it may also be in the **Dock**.
2. Locate **Update Computer Inventory Information** in **Self Service** and click on the **Update Inventory** button.