Procedures to Upgrade Your Towson macOS

The Office of Technology Services posts these procedures so that you can perform a macOS upgrade each year when you receive announcements that the upgrade is available at Towson. See Upgrades to Mac Operating System for more information.

PREPARATION

1. **Backup Personal Data**
   It’s always recommended that you back up your important data files on your computer to your H drive, external hard drive, OneDrive, CD or DVD, etc. The macOS upgrade should not disturb your data but it’s often best to exercise caution. Without a backup, you may not be able to recover your files in the event that something unexpected occurs. For details, see Back up your Mac.

2. **Check Hardware Connected to Mac** (printers, scanners, cameras, etc.)
   Physically check hardware devices connected to your Mac, locate a label that lists the specific make, model, and serial number. You will need this for the next step.

   Call or search the hardware manufacturer’s web site, e.g. Hewlett Packard, Canon, etc. for your device make/model, e.g. HP Deskjet D4200n, then search for the device “Specifications” or “Requirements” to see what macOS the printer or other device is compatible with.

3. **Check for Special Software on Your Mac**
   Standard software applications including Microsoft Office, Adobe CC, web browsers, etc. are tested in advance and do run with a new OS when OTS releases it at Towson. You’ll want to perform a compatibility check on special software you installed on the Mac by following the procedures below.

   1. Open the Go menu, select Applications.

   2. Locate any special software that you installed, select the app (don’t run it); then select File menu then Get Info. The app name and version displays. Note the specific application name and version number; you’ll need this for the next step.

   3. Call or go to the software manufacturer's web site and search for the specific software name and version. Under the software “Specifications” or “Requirements”, confirm that the new macOS is compatible with the software.

Compatibility Issues with macOS Upgrade
macOS upgrades are necessary installations. An occasional hardware or software compatibility issue may result from an OS upgrade. If there is a hardware or software compatibility issue, you may have to upgrade your hardware or software to be compatible.

Installing the macOS Upgrade
At Towson, for several weeks each fall, the Mac App Store is disabled by OTS and macOS upgrades can’t be performed until OTS completes testing with university products and services. When testing is complete, OTS enables the Mac App Store and posts email announcements to Mac clients that the upgrade is available and faculty and staff can perform their upgrade.

After completing the preparation steps above, follow the procedures below to install the macOS upgrade.
INSTALLATION REQUIREMENTS
- Mac must be plugged into the campus wired network.
- An Apple ID. If you don’t have an Apple ID, go to the Apple ID site to create one.
- Time: it takes about 10 min. to initiate the installation and about 45 min. for the installation to complete. Time depends on speed of the Mac hard drive and processor.

INSTALLATION PROCEDURES
1. Plug the Mac into campus wired network.
2. Log in to the Mac and quit all running applications.
3. Open Apple Menu (top left of Mac desktop, select the Apple icon).
   In Apple menu, select either Software Update or App Store (whichever appears).
4. Select Updates
5. In the Mac Software App Store, select Updates tab (top of screen).
6. Select “Free Upgrade” button (located in macOS High Sierra photo)
   The OS installation starts to download, blue status bar displays.
7. Select Continue when the macOS High Sierra screen pops up then select Agree and Agree again to license terms.
8. Select Install when prompted, select Restart when countdown starts
   If prompted, select Close Other Applications.
   Allow Mac to restart. When upgrade starts installing an approximate time for completion displays.
9. When the upgrade installation completes and the Mac log in screen appears, log in
10. After a macOS upgrade, the first time you log in, the screens below will prompt you for your preferences.
    - **iCloud**: use your Apple ID to connect to iCloud. If you prefer not to connect the Mac to iCloud, select Don’t sign in, and then Skip.
    - **Analytics**: You may be prompted to Share Mac Analytics with Apple, select the box or select Continue to skip this.
    - **Enable Ask Siri**: Check or uncheck box, then Continue

11. You’ve completed the upgrade. Open and test your apps and printer.

TRAINING
Training on Office 2016 apps, macOS and other software is available at
- OTS Self-Help Learning Resources
- LinkedIn Learning (excellent video tutorials available 24/7 to students, faculty, and staff)

Report issues to the Faculty and Staff Help Center at 410-704-5151 and follow the menu options.