



Upgrade to macOS Monterey
Using Self Service with Jamf Pro



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This guide was created using the following:

- Jamf Pro 10.36
- Jamf Admin (if your Jamf Pro is on-premise and/or you have a file share distribution point instead of a cloud distribution point)
- macOS Catalina

Requirements:

- Current macOS Monterey installer (12.3 is the version used in this guide) placed in your /Applications folder.
- The MegaPKGr.zsh script.
<https://gist.github.com/talkingmoose/e9ed319226c6da30dd633725e48a97b0>
- The macOSUpgrade.sh script.
<https://github.com/kc9www/macOSUpgrade/blob/master/macOSUpgrade.sh>

Overview

The purpose of this document is to supply guidance and best practice solutions to facilitate the successful in-place upgrade of Mac computers to macOS Monterey. This workflow is for organizations that have Jamf Pro and allow users to open Self Service to upgrade with one click. The workflow takes advantage of the “startosinstall” command located in the Install macOS Monterey.app.

What is a silent, in-place upgrade?

A silent, in-place upgrade is a method of upgrading a Mac computer to a newer operating system with minimal user interaction with the installer app. By using the “startosinstall” command we can accomplish this using scripting tools and a solution such as Jamf Pro.

Additional information on the items discussed in this guide:

More information on macOS Monterey:
<https://www.apple.com/macos/Monterey/>

macOS Monterey upgrade requirements:
<https://support.apple.com/en-us/HT201475>

How to install macOS at your organization:
<https://support.apple.com/en-us/HT208020>

More information on the ‘startosinstall’ option
<https://www.jamf.com/blog/streamlining-your-macos-upgrade-process/>



Flags for the startosinstall command:

Open Terminal and run the command below to see all the flags available for the startosinstall command:

```
/Applications/Install\ macOS\ Monterey.app/Contents/Resources/startosinstall --usage
```

The output displays information about the options:

Usage: startosinstall

Arguments (Depending on OS, more or less features)

--license, prints the user license agreement only.

--agreetolicense, agree to the license you printed with --license.

--rebootdelay, how long to delay the reboot at the end of preparing. This delay is in seconds and has a maximum of 300 (5 minutes).

--pidtsignal, Specify a PID to which to send SIGUSR1 upon completion of the prepare phase. To bypass "rebootdelay" send SIGUSR1 back to startosinstall.

--installpackage, the path of a package (built with productbuild(1)) to install after the OS installation is complete; this option can be specified multiple times.

--eraseinstall, (Requires APFS) Erase all volumes and install to a new one. Optionally specify the name of the new volume with --newvolumename.

--newvolumename, the name of the volume to be created with --eraseinstall.

--preservecontainer, preserves other volumes in your APFS container when using --eraseinstall.

--forcequitapps, on restart applications are forcefully quit. This is the default if no users are logged in.

--usage, prints this message.

--user, an admin user to authorize installation.

--passprompt, collect a password for authorization with an interactive prompt.

--stdinpass, collect a password from stdin without interaction.



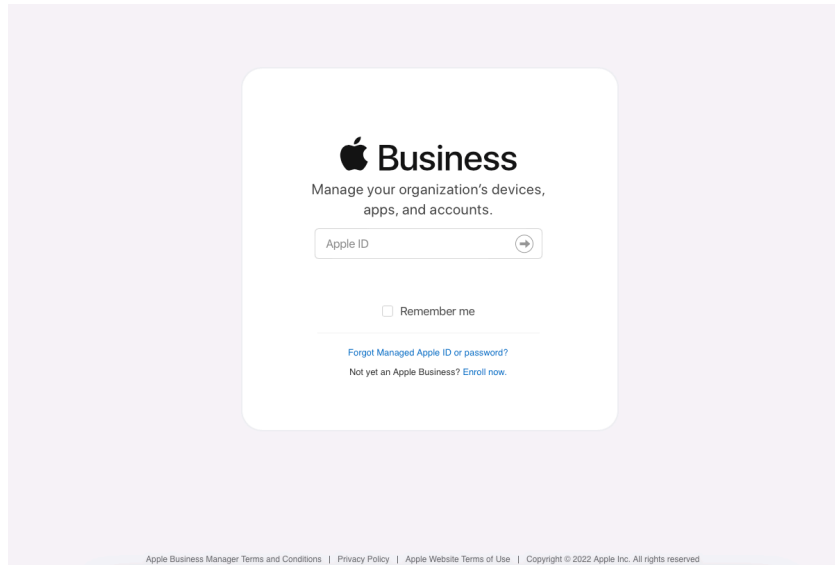
Section 1: Download a version of Install macOS Monterey

This section shows you how to download either the stub installer or the full installer.

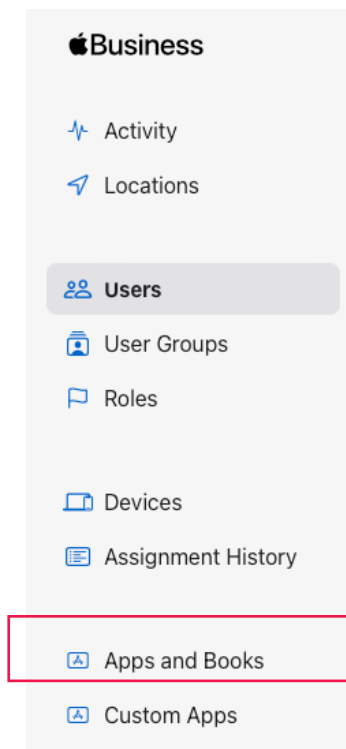
Option A: Download the stub installer.

The Mac you're using to create the package needs to be enrolled with Jamf Pro, so you can use Jamf Pro to install the stub installer on your Mac. Directions to enroll are outside the scope of this guide.

1. Log into in to Apple Business Manager or Apple School Manager.

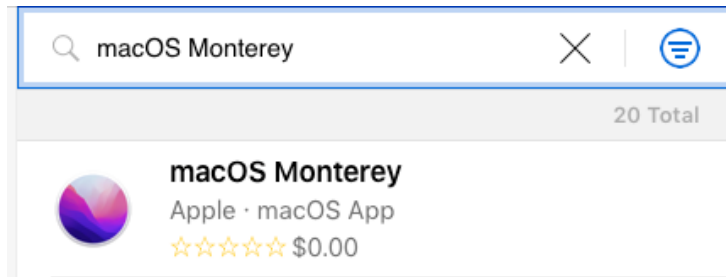


2. In the sidebar, select Apps & Books from the sidebar.



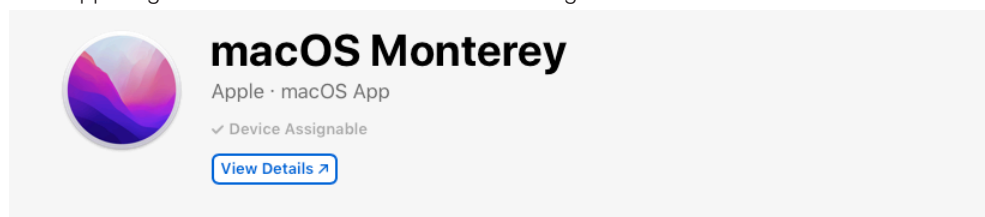


3. In the search field, enter **macOS**. macOS Monterey will appear. Select it.



4. On the right side of the screen do the following:

- A. Assign to: Select your location.
- B. Quantity: Enter a quantity. If you're only going to use it on your Mac to download once, you can just enter 1.
- C. Click Get.
- D. After you click Get, the Get button changes to display the word "Processing." When the button displays the word Get again, but "Get" is unavailable to click, click your name in the upper-right corner of the browser and choose Sign Out.



Buy Licenses

Assign to		
<input type="text" value="InstructUs Training Group LLC"/>		
Price	Quantity	Payment Method
\$0.00	<input type="text" value="10"/>	None
Total Cost \$0.00		<input type="button" value="Get"/>

Diagram illustrating the 'Buy Licenses' form with annotations:

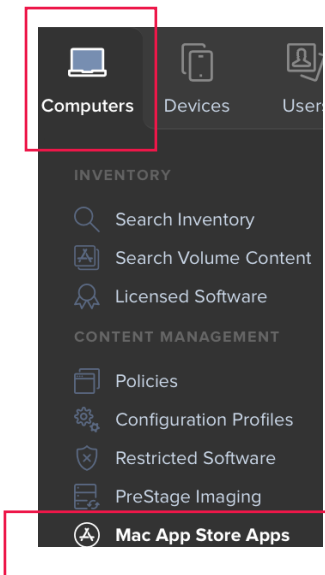
- A: Points to the 'Assign to' dropdown menu.
- B: Points to the 'Quantity' input field.
- C: Points to the 'Get' button.



5. If necessary, log in to Jamf Pro.

The image shows the Jamf Pro login interface. At the top is the 'jamf PRO' logo. Below it are two input fields: 'USERNAME' with the placeholder text 'ex. admin' and 'PASSWORD' with a masked password '*****'. A circular arrow icon is located to the right of the password field.

6. Select Computers, then select Mac App Store Apps.



7. Select macOS Monterey.

NOTE: If you just purchased macOS Monterey it may take a few minutes for Jamf Pro to display it.

The image shows the 'Computers - Mac App Store Apps' page in Jamf Pro. It features a table with columns: NAME, VERSION, SOURCE, VPP TYPE, TOTAL PURCHASED, IN USE, REMAINING, SCOPE, and SITE. A red box highlights the first row of the table, which represents macOS Monterey.

NAME	VERSION	SOURCE	VPP TYPE	TOTAL PURCHASED	IN USE	REMAINING	SCOPE	SITE
macOS Monterey	12.3.1	App Store					No scope defined	None



8. On the bottom right-hand, click Edit.

Distribution Method Method to use for distributing the app

Make Available in Self Service

History

Delete



9. Do the following:

A. Select the General tab.

B. Click the Category menu and choose a category.

C. Click the Distribution Method menu and choose "Make available in Self Service"

Computers : Mac App Store Apps

← macOS Monterey

A → General Scope Self Service Managed Distribution

Display Name Display name for the app

macOS Monterey

☒ Enabled

Site Site to add the app to

None

Category Category to add the app to

Operating Systems → B

Version Version of the app

12.3.1

Bundle Identifier Bundle identifier for the app

com.apple.InstallAssistant.macOSMonterey

☒ Free
App is free

☒ Schedule Jamf Pro to automatically check the App Store for app updates
Automatically update app description, icon, and version in Jamf Pro

App Store Country Or Region Country or region to use when syncing app with the App Store

United States

App Store Sync Time
Time to sync with the App Store each day to automatically update app description, icon, and version in Jamf Pro

12 : 00 a.m.

☐ Automatically Force App Updates
Automatically force updates for this app on computers (Managed Distribution)

Force App Update Force update for this app on computers (Managed Distribution)

Force Update

App URL URL of the app's App Store Preview page (e.g. "https://apps.apple.com/us/app/name-of-app/id123456789?mt=8")

https://apps.apple.com/us/app/macOS-monterey/id1576738294?mt=12

Distribution Method Method to use for distributing the app

Make Available in Self Service → C

Cancel Save



10. Select the Scope tab

11. Click Add.

Computers : Mac App Store Apps
← macOS Monterey

General **Scope** Self Service Managed Distribution

Targets Limitations Exclusions

Target Computers
Computers to distribute the app to
Specific Computers

Target Users
Users to distribute the app to
Specific Users

Selected Deployment Targets

+ Add

12. With the Computers tab selected, find the Mac you're working on now. If necessary, enter your Mac computer's name in the Filter Results tab.

13. For the Mac you're using, click Add.

14. Click Done.

Add Deployment Targets

Computers Computer Groups Users User Groups Buildings Departments

Q MacBook Air 1 - 13 of 13

NAME
MacBook Air

Add

Done

15. Confirm that the Selected Deployment Targets section lists your Mac and your Mac only.

16. Select the Managed Distribution tab.

Computers : Mac App Store Apps
← macOS Monterey

General Scope Self Service **Managed Distribution**

Targets Limitations Exclusions

Target Computers
Computers to distribute the app to
Specific Computers

Target Users
Users to distribute the app to
Specific Users

Selected Deployment Targets

TARGET	TYPE
MacBook Air	Computer

+ Add

Remove



17. Do the following:

- A. Select the checkbox for "Assign Content purchased in Volume".
- B. In the Location menu, confirm that the appropriate location for Apps & Books is selected.
- C. Click Save.

← macOS Monterey

General Scope Self Service Managed Distribution

Device Assignments VPP Codes

Volume Content

☒ Assign Content Purchased in Volume
Assign content purchased in volume to computers with macOS 10.11 or later

Location Volume purchasing location to use to assign content

Apple VPP - Deployment

TOTAL CONTENT	IN USE
1000	0

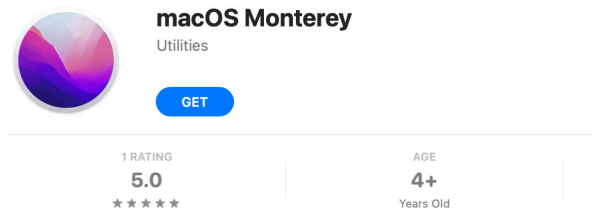
Cancel Save

18. After the download is complete, Install macOS Monterey automatically opens. Press Command-Q to quit Install macOS Monterey.

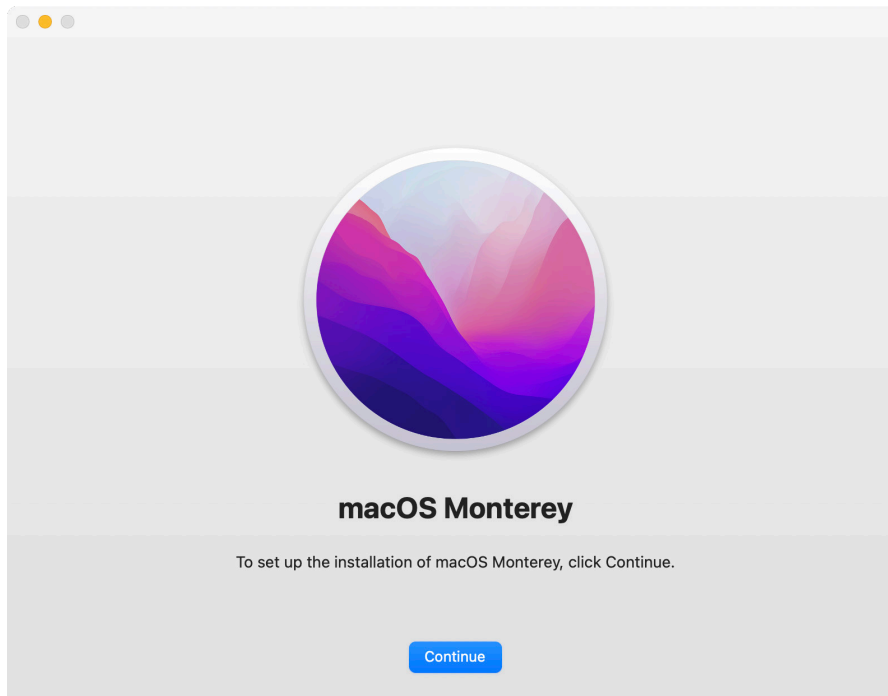


Option B: Download the full installer.

1. Download the Install macOS Monterey.app from the App Store or the direct link below:
macappstores://apps.apple.com/app/macOS-monterey/id1576738294?mt=12



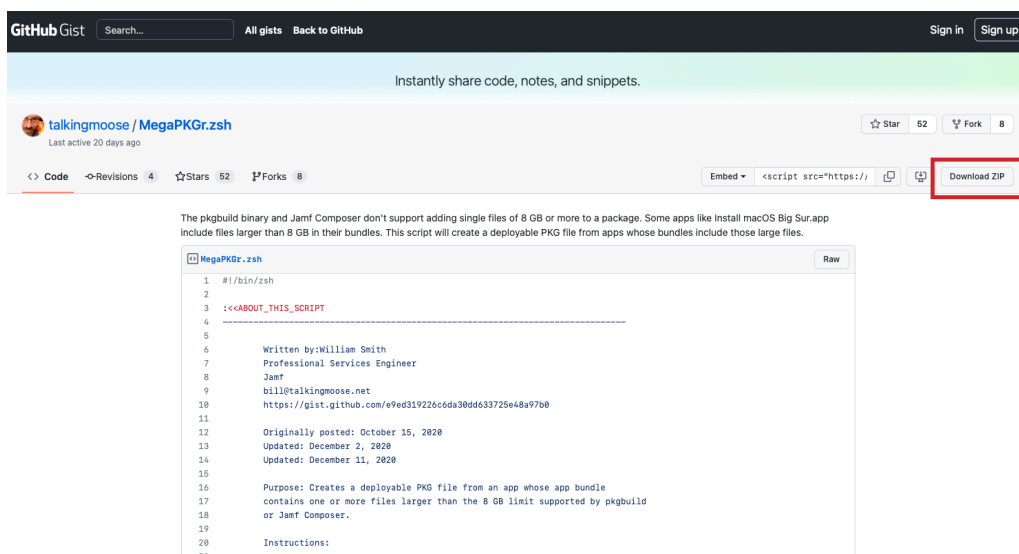
2. After the download is complete, Install macOS Monterey automatically opens. Press Command-Q to quit Install macOS Monterey.





Section 2: Download the MegaPKGr.zsh script and create a package of the macOS Monterey installer

1. In your browser, open
<https://gist.github.com/talkingmoose/e9ed319226c6da30dd633725e48a97b0>
2. Click Download Zip, then expand the .zip file to reveal the MegaPKGr.zsh script. Place the MegaPKGr.zsh script on your desktop.

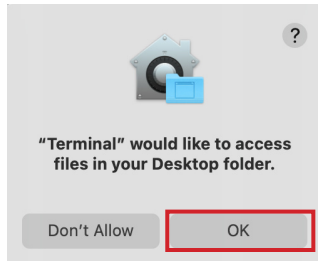


3. Close the browser window.
4. As per the prerequisites of the guide, obtain the full (~12 GB) Install macOS Monterey.app from the App Store.
5. Open Terminal
6. Execute
`~/Desktop/MegaPKGr.zsh /Applications/Install\ macOS\ Monterey.app/`

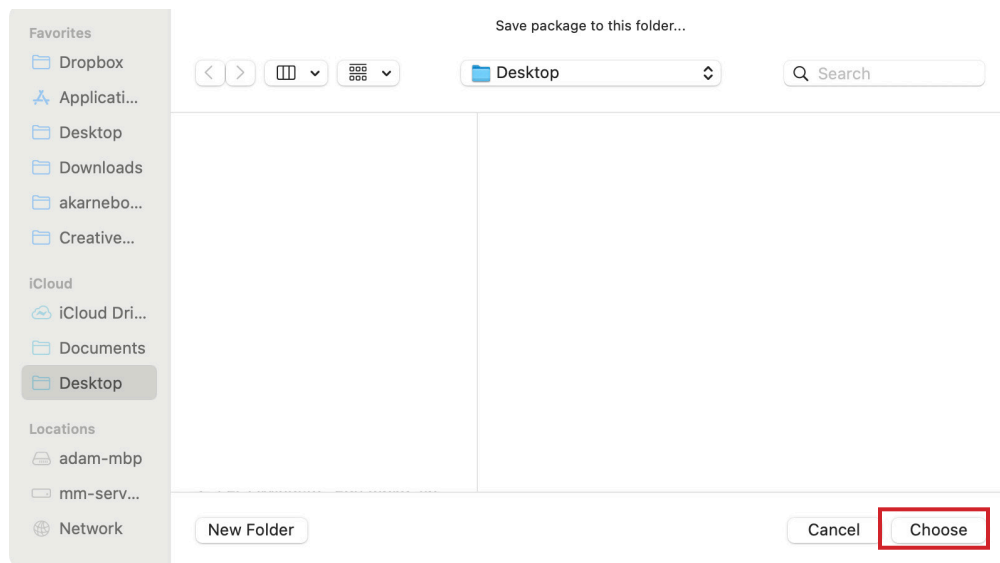




7. A dialog box may appear asking you to allow Terminal to access the Desktop Folder, Click OK



8. Another dialog box will appear Asking where to save the package, select the Desktop on the Sidebar and Choose.



9. Wait until it is finished creating the package for you. This can take up to 10-20 minutes depending on hardware to finish.

```
[Johns-MBP:~ johnfilardo$ sudo zsh ~/Desktop/MegaPKGr.zsh /Applications/Install\ ]
macOS\ Monterey.app

Chosen folder is writable.
Disk has enough free space to build "Install macOS Monterey.app.pkg"
Log file is located in /Library/Logs/MegaPKGr.log

Succeeded creating temporary working directory
```



10. Confirm the packaging is finished and you see the package on the Desktop.

```
[Johns-MBP:~ johnfilardo$ sudo zsh ~/Desktop/MegaPKGr.zsh /Applications/Install\ ]  
macOS\ Monterey.app
```

Chosen folder is writable.

Disk has enough free space to build "Install macOS Monterey.app.pkg"

Log file is located in /Library/Logs/MegaPKGr.log

Succeeded creating temporary working directory

Succeeded creating DMG archive of Install macOS Monterey.app.app"...

Succeeded creating pkgbuild ROOT directory

Succeeded creating pkgbuild Scripts directory

Succeeded creating 500 MB file chunks from archive file

Succeeded creating pkgbuild postinstall script

Succeeded creating package "Install macOS Monterey.app.pkg" in /private/var/root
/Desktop/

Succeeded removing temporary items

Packaging time: 14 minutes and 49 seconds

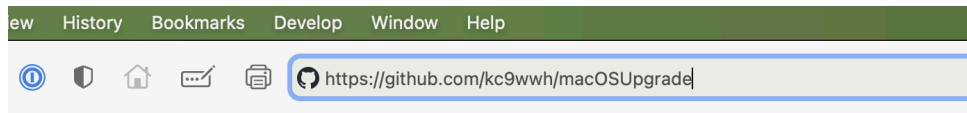
```
Johns-MBP:~ johnfilardo$ █
```



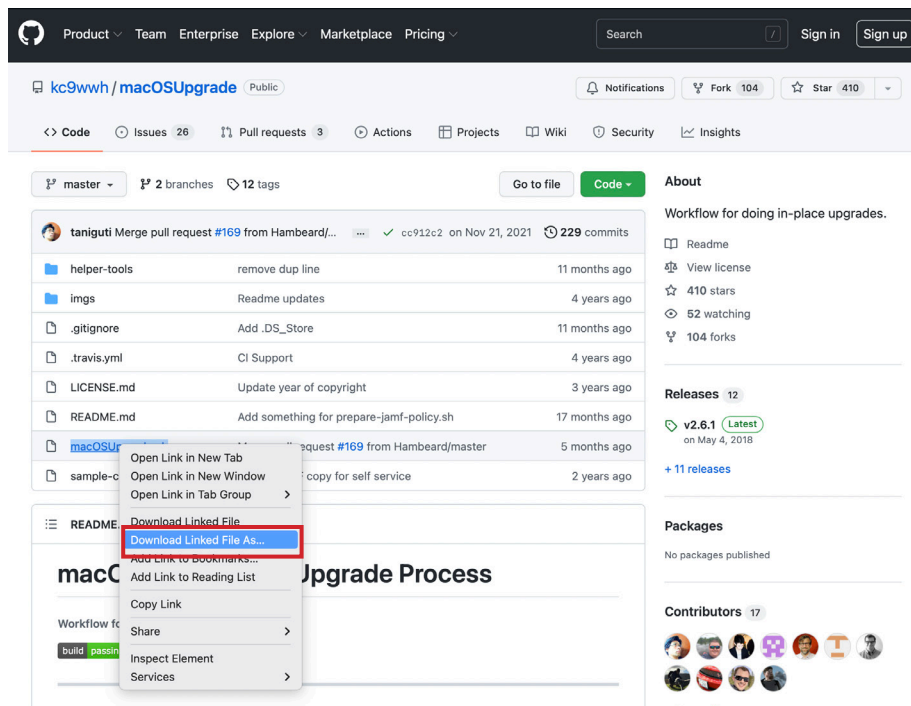


Section 3: Download the macOSUpgrade script

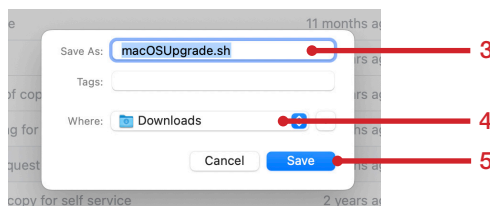
1. In your browser open
<https://github.com/kc9wwh/macOSUpgrade>



2. Control-click (or right-click) the macOSUpgrade.sh file then choose Download Linked File As



3. In the browser dialog leave the Save As file with its default value of macOSUpgrade.sh.
4. Set the location to save to a convenient location. This guide uses the Downloads folder as an example.
5. Click Save.



6. You may close the browser window.

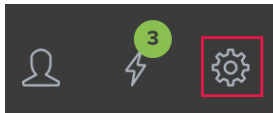


Section 4: Upload the macOS Installer package and upgrade script to your Jamf Pro Distribution Point

1. If necessary, Log in to Jamf Pro.

The Jamf Pro login interface. It features the 'jamf PRO' logo at the top. Below the logo are two input fields: 'USERNAME' with a placeholder 'ex. admin' and 'PASSWORD' with a masked password '*****'. A circular arrow icon is positioned to the right of the password field.

2. Click the Gear icon in the upper-right corner.



3. Click Computer Management



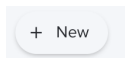
4. Click Packages.

Computer Management





5. Click New.



6. Do the following:

A. Select the General tab.

B. Select a Category (This guide will use Operating System)

C. Click the Choose File button.

NOTE: Do not provide a Display Name. It will be auto populated once the package is chosen.

A **General** Options Limitations

Display Name Display name for the package
[Required]

Category Category to add the package to
Operating System

Filename Filename of the package on the distribution point (e.g. "MyPackage.pkg")
Choose File

7. Select Install macOS Monterey.app.pkg then select Choose.

Install mac...terey.app.pkg
MegaPKGr.zsh

Install macOS Monterey.app.pkg
Installer package - 12.24 GB
Information
Created Today, 9:56 AM

Cancel Upload



8. Notice the Display Name of the package is auto populated once the package was selected.

General Options Limitations

Display Name Display name for the package
Install macOS Monterey.app.pkg

Category Category to add the package to
Operating System

Filename Filename of the package on the distribution point (e.g. "MyPackage.pkg")
Choose File Install macOS Monterey.app.pkg

9. Click Save.

Cancel Save

10. The upload process will begin. This can take up to an hour to upload due to it's large size of over 12 Gigabytes. Please be patient.

Uploading 38.1 MB of 12222.6 MB (0%)

11. Click the Back button (arrow next to Install macOS Monterey.app.pkg).

Settings : Computer Management > Packages
← Install macOS Monterey.app.pkg



12. Select Scripts.

Computer Management

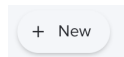


Packages



Scripts

13. Click the New button.



14. Do the following:

- A. Select the General Tab.
- B. Display Name: macOSUpgrade
- C. Choose a Category (We will use Scripts for this guide)
- D. Select the Script tab.

The screenshot shows the 'New Script' configuration window. At the top, there are four tabs: 'General', 'Script', 'Options', and 'Limitations'. A red line labeled 'A' points to the 'General' tab, and another red line labeled 'D' points to the 'Script' tab, which is currently selected and highlighted with a red border. Below the tabs, there are two main sections. The first section is labeled 'Display Name' with the subtitle 'Display name for the script'. It contains a text input field with the value 'macOSUpgrade', and a red line labeled 'B' points to this field. The second section is labeled 'Category' with the subtitle 'Category to add the script to'. It contains a dropdown menu with 'Scripts' selected, and a red line labeled 'C' points to this dropdown.

15. Open the macOSUpgrade.sh script that you saved in section 3 of this guide.





16. Press the Command and A key on the keyboard to copy the contents of the script, then press the Command and C key on your keyboard to copy the contents of the script to the clipboard. Close the file when done.

```
macOSUpgrade.sh
#!/bin/bash

#####
#
# Copyright (c) 2020 Jamf. All rights reserved.
#
# Redistribution and use in source and binary forms, with or without
# modification, are permitted provided that the following conditions are met:
#
# * Redistributions of source code must retain the above copyright
#   notice, this list of conditions and the following disclaimer.
#
# * Redistributions in binary form must reproduce the above copyright
#   notice, this list of conditions and the following disclaimer in the
#   documentation and/or other materials provided with the distribution.
#
# * Neither the name of the Jamf nor the names of its contributors may be
#   used to endorse or promote products derived from this software without
#   specific prior written permission.
#
# THIS SOFTWARE IS PROVIDED BY JAMF SOFTWARE, LLC "AS IS" AND ANY
# EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED
# WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE
# DISCLAIMED. IN NO EVENT SHALL JAMF SOFTWARE, LLC BE LIABLE FOR ANY
# DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES
# (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES;
# LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND
# ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT
# (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS
# SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.
#####

#####
#
# This script was designed to be used in a Self Service policy to ensure specific
# requirements have been met before proceeding with an inplace upgrade of the macOS,
# as well as to address changes Apple has made to the ability to complete macOS upgrades
# silently.
#
# REQUIREMENTS:
#   - Jamf Pro
#   - macOS Clients running version 10.10.5 or later
#   - macOS Installer 10.12.4 or later
#   - eraseInstall option is ONLY supported with macOS Installer 10.13.4+ and client-
#   - Look over the USER VARIABLES and configure as needed.
#
# For more information, visit https://github.com/kc9wwh/macOSUpgrade
#
# Written by: Joshua Roskos | Jamf
```



17. Switch back to the Jamf Pro server, Press the Command and V key on your keyboard to paste the contents of the clipboard into the script contents section.

NOTE: Saving the script here, it will store the script in the Jamf Pro database. You can also upload the script which would store it on the Jamf cloud distribution point.

Script Contents

Default Mode ▾ Default Theme ▾ -T T+ ▾ Commands

```
1 #!/bin/bash
2
3 #####
4
5 # Copyright (c) 2020 Jamf. All rights reserved.
6
7 #
8 # Redistribution and use in source and binary forms, with or without
9 # modification, are permitted provided that the following conditions are met:
10 # * Redistributions of source code must retain the above copyright
11 # notice, this list of conditions and the following disclaimer.
12 # * Redistributions in binary form must reproduce the above copyright
13 # notice, this list of conditions and the following disclaimer in the
14 # documentation and/or other materials provided with the distribution.
15 # * Neither the name of the Jamf nor the names of its contributors may be
16 # used to endorse or promote products derived from this software without
17 # specific prior written permission.
18
19 THIS SOFTWARE IS PROVIDED BY JAMF SOFTWARE, LLC "AS IS" AND ANY
20 EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED
21 WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE
22 DISCLAIMED. IN NO EVENT SHALL JAMF SOFTWARE, LLC BE LIABLE FOR ANY
23 DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES
24 (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES;
25 LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND
26 ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT
```

Cancel Save

18. Do the following:

- A. Select the Options tab.
- B. Set the Priority dropdown menu to Before.
- C. Enter this in Parameter 4: The path to the Install macOS Monterey app
- D. Enter this in Parameter 5: Version of the Install macOS Monterey app you wish to use
- E. Enter this in Parameter 6: Custom policy trigger to download macOS
- F. Click Save.

A — General — **Options** — Limitations

B — Priority Priority to use for running the script in relation to other actions
Before ▾

Parameter Labels Labels to use for script parameters. Parameters 1 through 3 are predefined as mount point, computer name, and username

C — Parameter 4
The path to the Install macOS Monterey app

D — Parameter 5
Version of the Install macOS Monterey app you wish to use

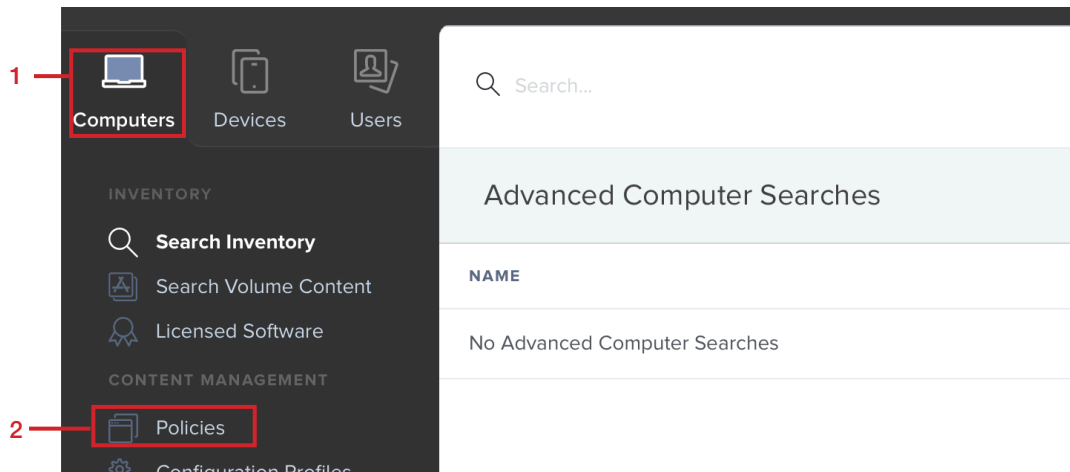
E — Parameter 6
Custom policy trigger to download macOS

Cancel Save — F



Section 5: Create a Jamf Pro policy to download the macOS installer

1. Click the Computers Icon,
2. Click Policies in the side bar.



3. Do the following:
 - A. Create a new policy.
 - B. In the Display Name field enter a descriptive name such as “Download macOS Monterey”.
 - C. In the Trigger section, select the checkbox Custom.
 - D. In the Custom event field, enter a custom trigger name (without any whitespace). This guide uses Download-monterey as an example.
 - E. Click the Execution Frequency pop-up menu and choose Ongoing.

Display Name Display name for the policy
Download macOS Monterey B

☒ **Enabled**

Category Category to add the policy to
Operating System

Trigger Event(s) to use to initiate the policy

☐ **Startup**
When a computer starts up. A startup script that checks for policies must be configured in Jamf Pro for this to work

☐ **Login**
When a user logs in to a computer. A login event that checks for policies must be configured in Jamf Pro for this to work

☐ **Network State Change**
When a computer's network state changes (e.g., when the network connection changes, when the computer name changes, when the IP address changes)

☐ **Enrollment Complete**
Immediately after a computer completes the enrollment process

☐ **Recurring Check-in**
At the recurring check-in frequency configured in Jamf Pro

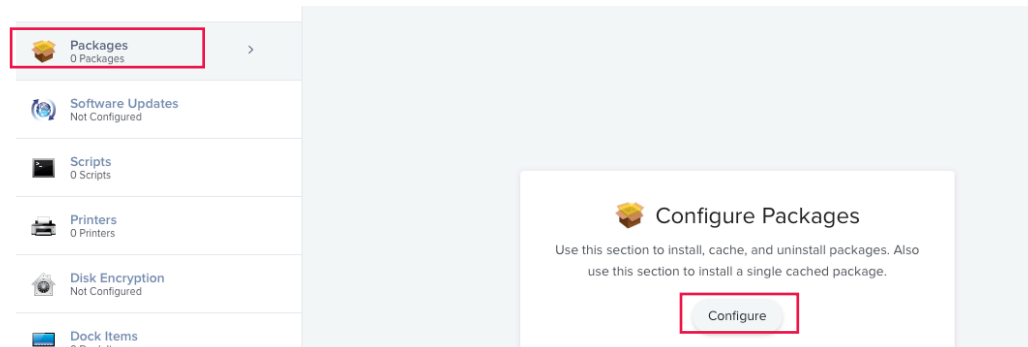
☒ **Custom** C
At a custom event

Custom Event Custom event to use to initiate the policy. For an iBeacon region change event, use "beaconStateChange"
Download-monterey D

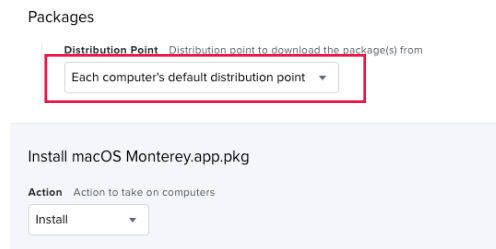
Execution Frequency Frequency at which to run the policy
Ongoing E



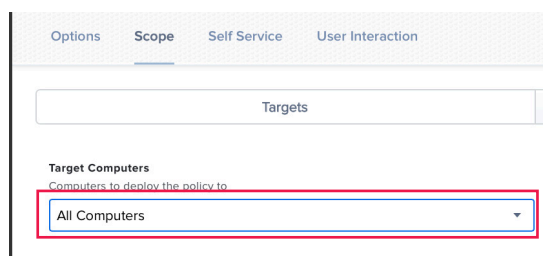
4. Select Packages, then select Configure.



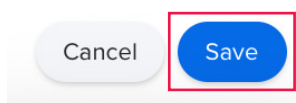
5. Select the Install macOS Monterey.pkg. If necessary, select your desired Distribution point.



6. Select Scope. In general, we recommend that you set the scope to a test group of Mac computers and validate the workflow before you set the scope to All Computers. However, this policy will be run only from a policy that you should initially scope only to a test group (or manually in the command line environment with the Jamf command and -event flag).



7. Click Save.



NOTE: When the policy which you will create next runs the installation script, if the macOS Installer is not already in the Applications folder, then the installation script uses the custom trigger to call this policy. In step 3 of the next section, ensure that you specify the exact trigger name from step 2 above, otherwise the installation script will not trigger the policy that downloads the macOS Installer.



Section 6: Create a Jamf Pro policy to upgrade to macOS Monterey with Self Service

1. Do the following:
 - A. Create a new policy.
 - B. In the Display Name field enter a descriptive name such as "Upgrade to macOS Monterey".
 - C. DO NOT select any triggers. This policy will be triggered by Self Service.
 - D. Click the Execution Frequency menu and choose Ongoing.

The screenshot shows the Jamf Pro policy creation interface. A red line labeled 'A' points to the 'Create a new policy' button. A red line labeled 'B' points to the 'Display Name' field, which contains the text 'Upgrade to macOS Monterey'. A red line labeled 'C' points to the 'Trigger' section, which is currently empty. A red line labeled 'D' points to the 'Execution Frequency' dropdown menu, which is set to 'Ongoing'.

Display Name Display name for the policy

Upgrade to macOS Monterey

☒ Enabled

Category Category to add the policy to

Operating System

Trigger Event(s) to use to initiate the policy

☐ **Startup**
When a computer starts up. A startup script that checks for policies must be configured in Jamf Pro for this to work

☐ **Login**
When a user logs in to a computer. A login event that checks for policies must be configured in Jamf Pro for this to work

☐ **Network State Change**
When a computer's network state changes (e.g., when the network connection changes, when the computer name changes, when the IP address changes)

☐ **Enrollment Complete**
Immediately after a computer completes the enrollment process

☐ **Recurring Check-in**
At the recurring check-in frequency configured in Jamf Pro

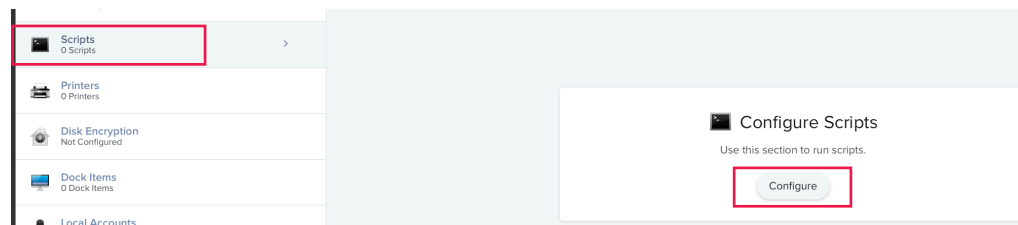
☐ **Custom**
At a custom event

Execution Frequency Frequency at which to run the policy

Ongoing

☐ **Make Available Offline**
Cache this policy to ensure it runs when Jamf Pro is unavailable

2. Select Scripts, then select Configure.





3. Select the macOSUpgrade.sh script.

4. Do the following:

Complete labeled parameters with the appropriate values:

- A. Install macOS Monterey app path: Enter the path the script should use for the installer application; if you have followed this guide enter **/Applications/Install macOS Monterey.app**.
- B. macOS version supported: Enter the minimum version of the “Install macOS Monterey” that the script will check for to determine if a download is needed. As an example, this guide uses **12.3.1**.
- C. Custom Policy trigger to download macOS: Enter the custom policy trigger that you entered in the policy to download the installer app. The script triggers the custom policy only if the Mac does not already have the Install macOS Monterey app downloaded. If you have followed this guide the trigger is **download-monterey**.

User Interaction

Scripts

macOSUpgrade.sh

Priority Priority to use for running the script in relation to other actions

Before

Parameter Values Values for script parameters. Parameters 1-3 are predefined as mount point, computer name, and username

The path to the Install macOS Monterey app

/Applications/Install macOS Monterey.app

Version of the Install macOS Monterey app you wish to use

12.3.1

Custom policy trigger to download macOS

download-monterey

4. Select Scope. We recommend that you set the scope to a test group of Mac computers and validate the workflow before you set the scope to All Computers.

Options Scope Self Service User Interaction

Targets

Target Computers

Computers to deploy the policy to

All Computers



5. Select Self Service, then do the following:
 - A. Select "Make the policy available in Self Service."
 - B. In the Self Service Display Name field, enter **Upgrade to macOS Monterey**.
 - C. In the Description field, enter a relevant description for your organization. An example follows:
macOS Monterey is a critical upgrade. The Technology Department recommends that you install this to keep your Mac on the latest version of the Mac operating system. Should you have any questions about this upgrade please contact the Technology Department directly.
***** PLEASE CLOSE ALL APPLICATIONS BEFORE UPGRADING *****
important: This process will take ~ 45 minutes, depending on network speed and your Mac needs to be connected to power.
 - D. Select the checkbox for "Ensure that users view the description".
 - E. Upload an icon if you have one for macOS Monterey.
 - F. Select a category to display this policy in.
 - G. Click Save.

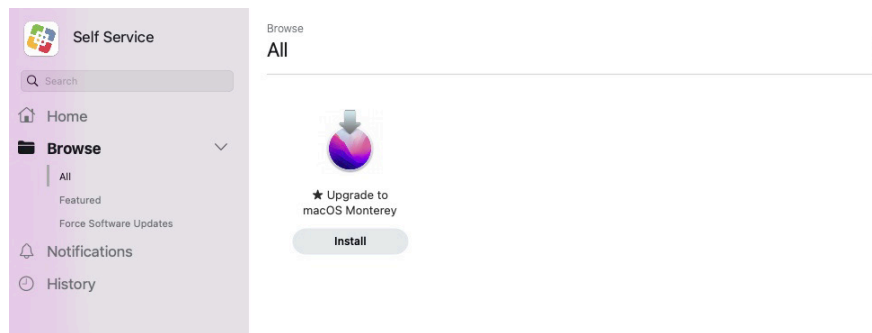
The screenshot shows the 'Self Service' tab of a policy configuration in Jamf Pro. Red arrows labeled A through G point to the following elements:

- A:** The checkbox 'Make the policy available in Self Service'.
- B:** The 'Self Service Display Name' text field containing 'Upgrade to macOS Monterey'.
- C:** The 'Description' text area containing the example text about macOS Monterey.
- D:** The checkbox 'Ensure that users view the description'.
- E:** The 'Upload Icon' button.
- F:** The 'Display In' section, specifically the 'Force Software Updates' checkbox.
- G:** The 'Save' button at the bottom right.



6. On an enrolled Mac, Open Self Service (you can use Spotlight, or find it in /Applications/Jamf Pro). Select the category that you put the Upgrade to macOS Monterey in. Confirm that it's now available in Self Service for all to use.

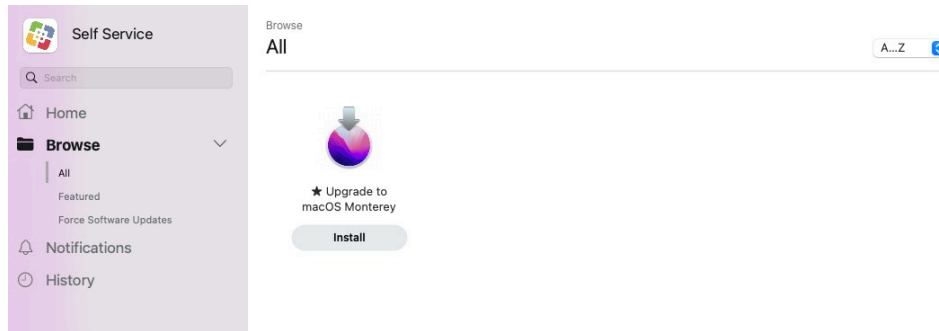
NOTE: Please use a test Mac computer if you want to test things out to make sure all is working in your environment.



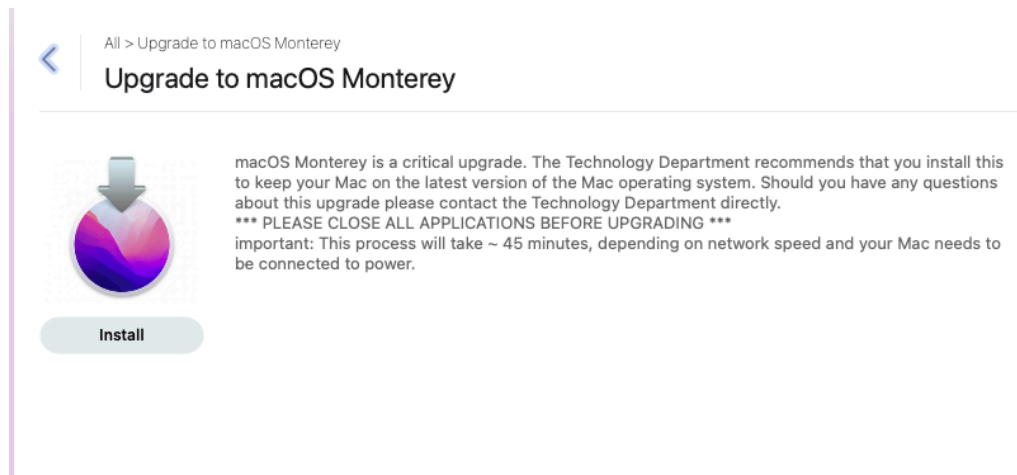


Section 7: Test the workflow

1. Open Self Service.
2. Select the category that assigned to "Upgrade to macOS Monterey". You will see it's now available in Self Service.



3. Click Install, and confirm that the upgrade works as expected. If the process stops for some reason, fix the issue, then in Self Service click Reinstall.





4. macOS Monterey will start to download from the Jamf Pro server. You will see the message below.



This completes the guide.

If you'd like help implementing the solution in this white paper, we are ready to help; contact us at info@hcsonline.com or (866) 518-9672.

If you have corrections please send them to info@hcsonline.com.