

First FileWave Client 15.1.0+ Upgrade Requires Reboot on macOS 14+

What

This article explains why, on macOS 14.0 or higher, a FileWave Client upgrade from a version prior to 15.1.0 to 15.1.0 or higher does not appear to complete until after the next system reboot. This is due to new Apple privacy restrictions (TCC) that block the script responsible for restarting the FileWave Client as part of the upgrade process.

When/Why

This scenario occurs on the first upgrade to FileWave Client 15.1.0 or higher on any Mac running macOS 14.0 or later, if the device is upgrading from a version lower than 15.1.0.

- After the upgrade process runs, the previous FileWave Client version continues to operate and check in normally.
- The upgraded client is present on disk but will not run until the next reboot.
- Once the device is restarted, the new FileWave Client version launches, and—if the device is MDM-enrolled—the necessary TCC profile is deployed automatically. This resolves the restart issue for all future upgrades.

How

Recommended steps for best results:

- Upgrade the FileWave Client to 15.1.0 or newer before updating to macOS 14, if possible. This ensures full compatibility and a seamless upgrade experience.
- MDM-enroll your macOS devices. FileWave 15.1.0+ will automatically deploy the needed TCC profile through MDM, which allows future upgrades to restart and activate the new client version immediately, even on macOS 14 or higher.
- If you have already upgraded to macOS 14 before installing FileWave Client 15.1.0 or newer, no action is needed:
 - The older client will continue to run until the next system reboot.
 - After a reboot, the new client will be active, and upgrades going forward will complete as expected.

Related Content

- [FileWave Release History](#)

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