

Reported Issues with macOS Software Updates

Summary

Many of our customers have reported issues related to Software Updates on macOS recently. And, we have seen issues here first-hand as well. We believe Apple are working on a number of issues related to software updates over MDM at the moment, but in the meantime, here is some information on the issues and suggested workarounds.

Software Update via MDM Overview

Software Updates for macOS since Big Sur/FileWave 14.1 have been delivered via MDM commands solely. Specifically the MDM commands AvailableOSUpdates tell us what updates are valid for a device, and once we assign an update via fileset, the download of the update is scheduled using the ScheduleOSUpdate command and DownloadOnly action. Periodically, the download progress is checked via the OSUpdateStatus command and once the device reports the update to be 100% completed, another ScheduleOSUpdate with InstallASAP action schedules the installation itself.

Experienced Issues

All in all, the above is quite simple. A standard MDM command is sent to the device to “do stuff”, and the device should do it, and we report results. But, we have seen several issues in the field such as:

- The actual macOS MDM client process stops, with an error similar to “Client crashed processing: OSUpdateStatus MDMClientError:94”
 - Behaviour: If this happens the system channel of the MDM client will no longer function, and it must be restarted
 - Workaround: See KB article [here](#) for instructions on restarting the MDM client process
- The MDM client receives a command to install a smaller update, such as XProtect or Safari, but the OSUpdateStatus command sticks at “Downloading 0%” and will not proceed
 - Behaviour: Patch does not download, nor apply
 - Workaround: Remove association for update via MDM. Use alternate method for deployment (softwareupdate -i)

Mac MDM OS Update - XProtectPayloads 89	31377	<default> (l...	31377	Downloading: 00%
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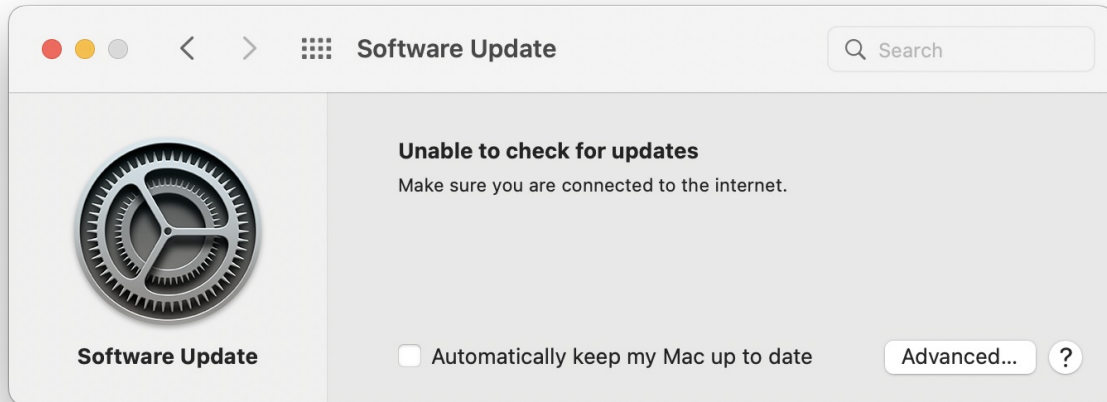
- A larger update, such as Monterey 12.6.3 is assigned, and starts to download, but fails with “Failed to personalize the software update. Please try again.”
 - Behaviour: Download begins, never progresses. Patch remains unapplied
 - Workaround: Use alternate method for deployment (softwareupdate -i)
 - Suggestion: A custom field leveraging the results of softwareupdate -l can be very useful for comparison sake
- If software update via MDM fails, and a patch is applied locally for the same, the status of the update from MDM still shows an error:
 - Behaviour: Patch is actually applied, but status is not reflected in admin UI
 - Workaround: No known workaround at moment

Name	Update ID	Size	Critical	Status
macOS Monterey 12.6.3	MSU_UPDATE_21G419_patch_12.6.3	1.62 GB	No	Error
macOS Ventura	_MACOS_13.0.1	11.3 GB	No	Unassigned
macOS Ventura	_MACOS_13.1	11.4 GB	No	Unassigned
macOS Ventura	_MACOS_13.2	11.7 GB	No	Unassigned
macOS Ventura	_MACOS_13.2.1	11.7 GB	No	Unassigned
MRTConfigData	012-04872	4.49 MB	No	Unassigned
Safari	032-38754	128 MB	No	Error
XProtectPayloads	032-38740	10.4 MB	No	Remaining
XProtectPlistConfigData	012-92414	953 kB	No	Unassigned
XProtectPlistConfigData	032-10409	954 kB	No	Unassigned

- A major upgrade such as macOS Ventura is applied to a device, but the assignment never completes:
 - Behaviour: Error message such as “Unsupported InstallAction for majorOS update” is seen in command history. This is an issue on FileWave’s part.
 - Workaround: Deploy major OS upgrade as a standard fileset using [this](#) article. We highly recommend this method regardless, as it will leverage boosters.
- You may also experience the following if checking for updates locally on the device. Despite the device being on a network and manual access to the download pages are accessible:
 - Behaviour: Unable to check for updates. Make sure you are connected to the internet.
 - Workaround: No known workaround.
 - Suggestion: The command line tool will show the following in this instance.

```
# softwareupdate -l
Software Update Tool
```

Finding available software
The operation couldn't be completed. (NSURLErrorDomain error -1012.)



Workarounds

Please take a look at [Address Stalled MDM Commands](#) for the best workaround we've found. Please also consider opening an Apple Enterprise Support ticket as well as a FileWave Support ticket and letting us know the Apple ticket number.

You can also look at solutions like [macOS Software Updates with Nudge](#) using the JSON file method to avoid the dependency on MDM commands working.

Related Content

- [Address Stalled MDM Commands](#)
- [macOS Software Updates with Nudge](#)
- <https://eclecticlight.co/2023/02/05/last-week-on-my-mac-why-are-security-updates-still-so-unreliable/>
- <https://eclecticlight.co/2022/08/23/has-apple-broken-content-caching-server-updates-again/>
- [Software Update: Where We're Going, Where We've Been – Cannonball \(tombridge.com\)](#)
- [Addigy's New MDM Watchdog Utility: How to Resolve MDM Issues with macOS | Addigy](#)

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