



Upgrade to macOS Big Sur  
using Self Service  
with Jamf Pro



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This guide was created using the following:

- Jamf Pro 10.27
- 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 Big Sur installer (11.2 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/kc9wwh/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 Big Sur. 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 Big Sur.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 Big Sur:  
<https://www.apple.com/macos/Big-Sur/>

macOS Big Sur 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\ Big\ Sur.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).**

**--pidtosignal, 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.**



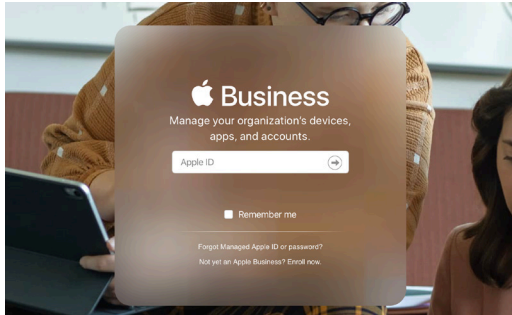
## Section 1: Download a version of Install macOS Big Sur

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

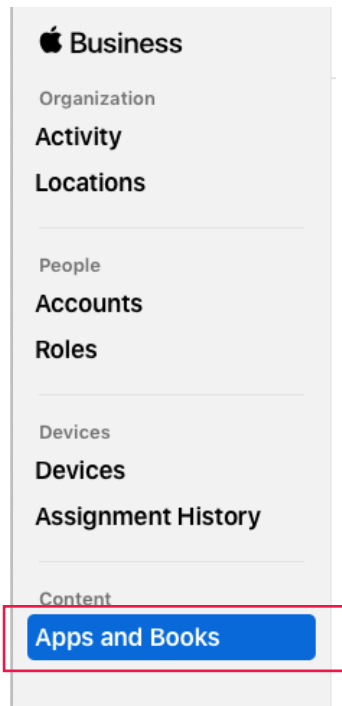
### *Option A: Download the stub installer.*

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.

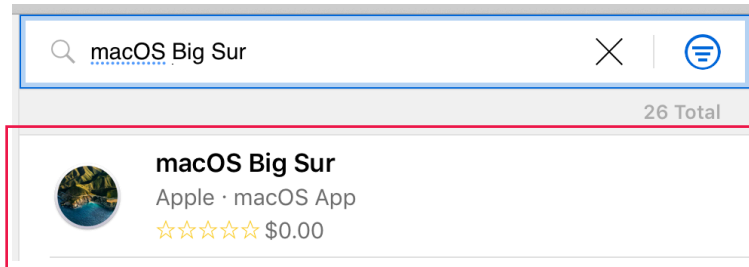


2. In the sidebar, select Apps & Books from the sidebar.



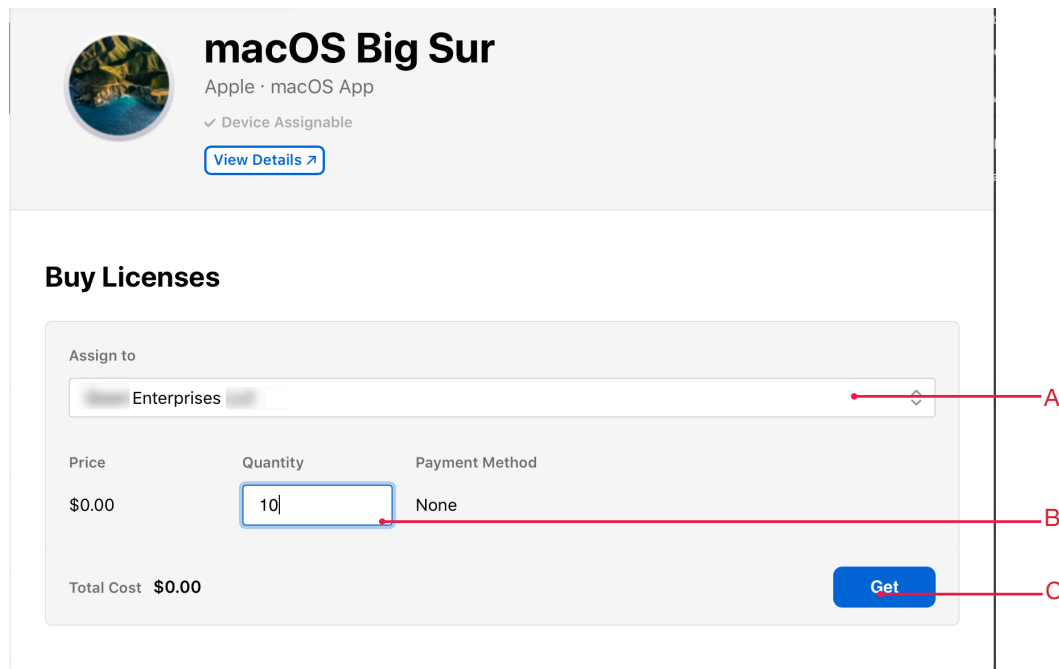


3. In the search field, enter **macOS Big Sur**. macOS Big Sur will appear. Select it.



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.

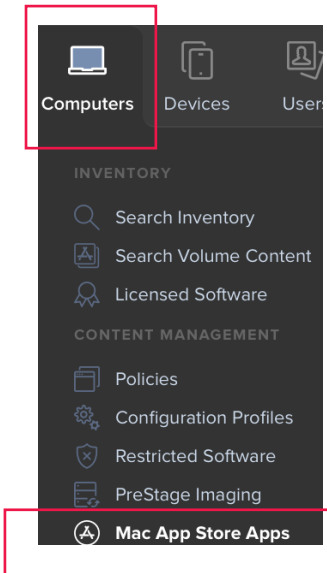




5. If necessary, log in to Jamf Pro.

A screenshot of the Jamf Pro login interface. At the top, the 'jamf PRO' logo is displayed. Below it, there 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 Big Sur.

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

macOS Big Sur



8. Click Edit
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"

The screenshot displays the Jamf Pro interface for configuring a macOS Big Sur app. The sidebar on the left contains navigation menus for Computers, Devices, and Users, as well as sections for Inventory, Content Management, Groups, Enrollment, and Settings. The main panel shows the configuration for 'macOS Big Sur' under 'Mac App Store Apps'. The 'General' tab is selected, and the following settings are visible:

- Display Name:** macOS Big Sur
- Enabled:** Checked
- Category:** Operating Systems
- Version:** 11.2
- Bundle Identifier:** com.apple.InstallAssistant.macOSBigSur
- Free:** Checked (App is free)
- Schedule Jamf Pro to automatically check the App Store for app updates:** Checked
- App Store Country Or Region:** United States
- App Store Sync Time:** 12 : 00 a.m.
- Automatically Force App Updates:** Unchecked
- Force App Update:** Force Update button
- App URL:** https://apps.apple.com/us/app/macOS-Big-Sur/id1526878132?mt=12
- Distribution Method:** Make Available in Self Service





10. Select the Scope tab
11. Click 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.

15. Confirm that the Selected Deployment Targets section lists your Mac and your Mac only.
16. Select the Managed Distribution tab.



18. Click Save.

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.

Computers : Mac App Store Apps  
← macOS Big Sur

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  
HCS Technology Group

TOTAL CONTENT	IN USE
500	0

Cancel Save

19. After the download is complete, Install macOS Big Sur automatically opens. Press Command-Q to quit Install macOS Big Sur.



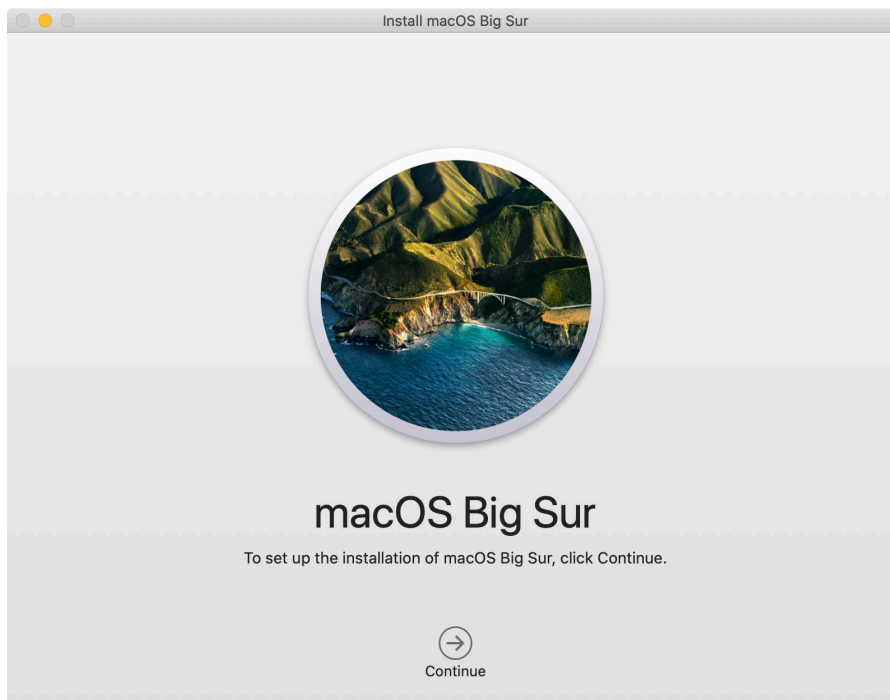
*Option B: Download the full installer.*

1. Download the Install macOS Big Sur.app from the App Store or the direct link below:

<https://itunes.apple.com/us/app/macOS-big-sur/id1526878132?ls=1&mt=12>



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





## Section 2: Download the MegaPKGr.zsh script and create a package of the macOS Big Sur 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.

GitHub Gist Search... All gists Back to GitHub Sign in Sign up

Instantly share code, notes, and snippets.

talkingmoose / MegaPKGr.zsh  
Last active yesterday

☆ Star 20 🍴 Fork 2

<> Code ↶ Revisions 4 ☆ Stars 20 🍴 Forks 2 Embed <script src="https:// Download ZIP 2

The pkgbuild binary and Jamf Composer don't support adding single files of 8 GB or more to a package. Some apps like Install macOS Big Sur.app include files larger than 8 GB in their bundles. This script will create a deployable PKG file from apps whose bundles include those large files.

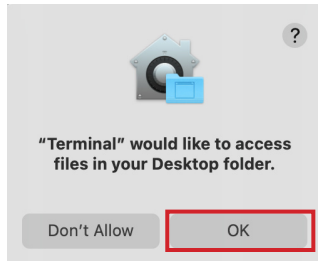
```
MegaPKGr.zsh Raw
1 #!/bin/zsh
2
3 :<<ABOUT_THIS_SCRIPT
4 -----
5
6 Written by:William Smith
7 Professional Services Engineer
8 Jamf
9 bill@talkingmoose.net
10 https://gist.github.com/e9ed319226c6da30dd633725e48a97b0
11
12 Originally posted: October 15, 2020
13 Updated: December 2, 2020
14 Updated: December 11, 2020
15
16 Purpose: Creates a deployable PKG file from an app bundle
17 contains one or more files larger than the 8 GB limit supported by pkgbuild
18 or Jamf Composer.
19
20 Instructions:
21
```

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

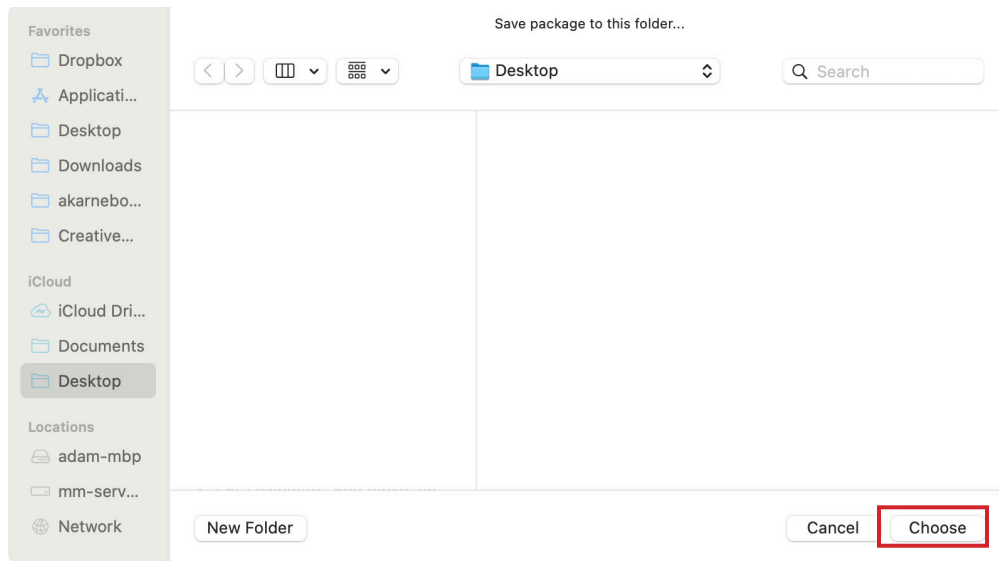
```
akarneboge --zsh -- 80x24
Last login: Fri Feb 5 12:17:31 on ttys001
akarneboge@vpn62 ~ % sudo zsh ~/Desktop/MegaPKGr.zsh /Applications/Install\ macO
S\ Big\ Sur.app
```



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.





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

```

akarneboge — -zsh — 80x24
Last login: Fri Feb  5 12:14:56 on ttys000
[akarneboge@vpn62 ~ % sudo zsh ~/Desktop/MegaPKGr.zsh /Applications/Install\ macOS\ Big\ Sur.app
Password:

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

Succeeded creating temporary working directory
Succeeded creating DMG archive of Install macOS Big Sur.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 Big Sur.app.pkg" in /Users/akarneboge/Desktop/
Succeeded removing temporary items

Packaging time: 14 minutes and 52 seconds

akarneboge@vpn62 ~ %

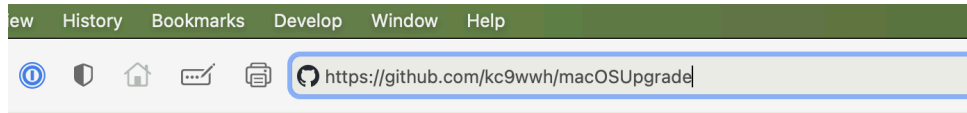
```



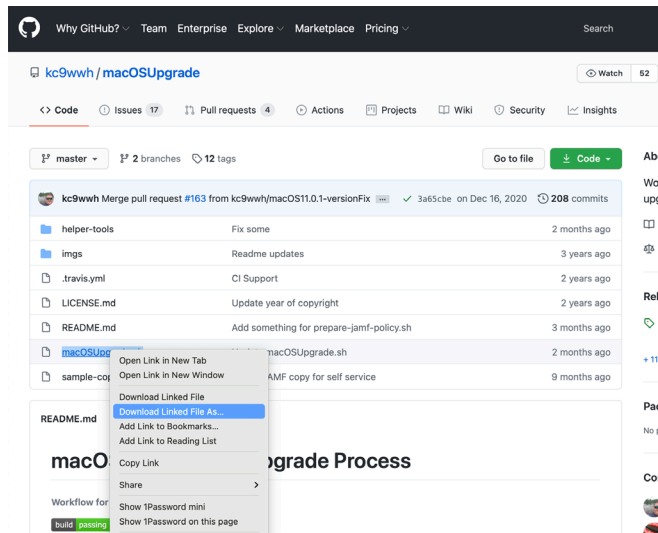


### Section 3: Download the macOSUpgrade script

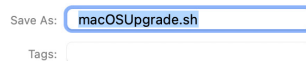
1. In your browser open <https://github.com/kc9wwh/macOSUpgrade>.



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.

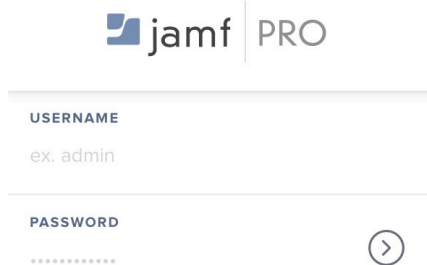


4. Set the location to save to a convenient location. This guide uses the Downloads folder as an example.
5. Click Save to save the file.
6. You can close the browser window.

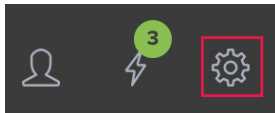


## Section 4: Upload the macOS Installer package and upgrade script to your Jamf Pro Distribution Point

1. If necessary, Log in to Jamf Pro.



2. Select the Gear icon in the upper right corner.



3. Select Computer Management



4. Select Packages.

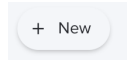
Computer Management







5. Click New.



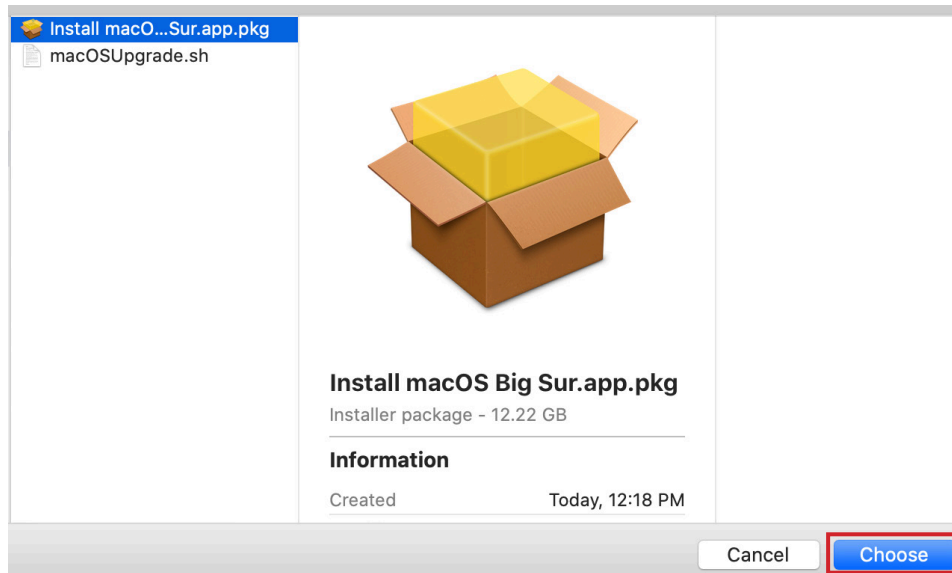
6. Do the following:

- 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 screenshot of the Jamf Pro Self Service package configuration interface. The interface has three tabs: 'General', 'Options', and 'Limitations'. The 'General' tab is selected and highlighted with a red arrow labeled 'A'. Below the tabs, there is a 'Display Name' field with the placeholder text '[Required]'. Below that is a 'Category' dropdown menu with 'Operating System' selected, highlighted with a red arrow labeled 'B'. Below the dropdown is a 'Filename' field with the placeholder text 'Filename of the package on the distribution point (e.g. "MyPackage.pkg")'. Below the filename field is a 'Choose File' button, highlighted with a red arrow labeled 'C'.

7. Select Install macOS Big Sur.app.pkg then select Choose.





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

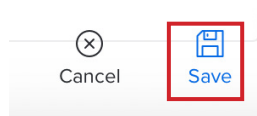
**General** Options Limitations

**Display Name** Display name for the package  
 Install macOS Big Sur.app.pkg

**Category** Category to add the package to  
 Operating System

**Filename** Filename of the package on the distribution point (e.g. "MyPackage.pkg")  
 Change File Install macOS Big Sur.app.pkg

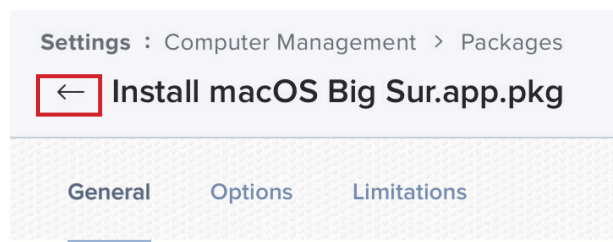
9. Click Save.



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 Big Sur.app.pkg).



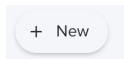


12. Select Scripts.

Computer Management

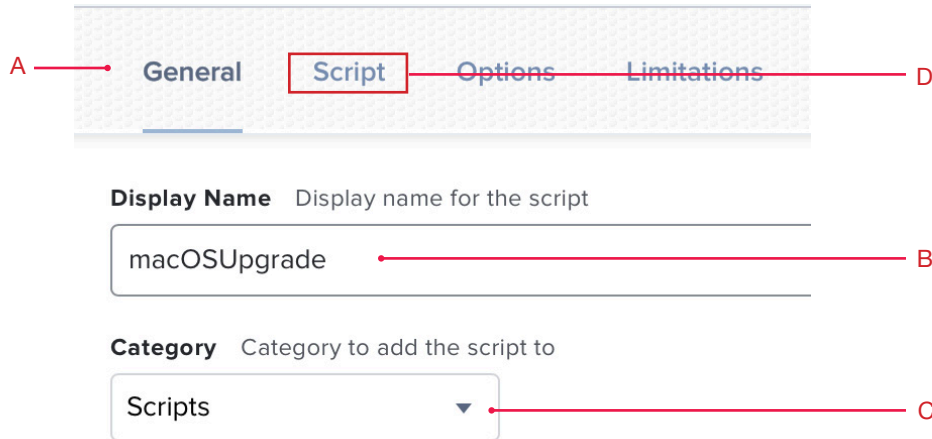


13. Click the New button.



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.



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/kc9whh/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 # Redistribution and use in source and binary forms, with or without
8 # modification, are permitted provided that the following conditions are met:
9 # * Redistributions of source code must retain the above copyright
10 # notice, this list of conditions and the following disclaimer.
11 # * Redistributions in binary form must reproduce the above copyright
12 # notice, this list of conditions and the following disclaimer in the
13 # documentation and/or other materials provided with the distribution.
14 # * Neither the name of the Jamf nor the names of its contributors may be
15 # used to endorse or promote products derived from this software without
16 # specific prior written permission.
17
18 # THIS SOFTWARE IS PROVIDED BY JAMF SOFTWARE, LLC "AS IS" AND ANY
19 # EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED
20 # WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE
21 # DISCLAIMED. IN NO EVENT SHALL JAMF SOFTWARE, LLC BE LIABLE FOR ANY
22 # DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES
23 # (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES;
24 # LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND
25 # 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 Big Sur app
- D. Enter this in Parameter 5: Version of the Install macOS Big Sur app you wish to use
- E. Enter this in Parameter 6: Custom policy trigger to download macOS
- F. Click Save.

A → General Script **Options** Limitations

**Priority** Priority to use for running the script in relation to other actions during imaging

B → Before ▾

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

**Parameter 4**

C → The path to the Install macOS Big Sur app

**Parameter 5**

D → Version of the Install macOS Big Sur app you wish to use

**Parameter 6**

E → Custom policy trigger to download macOS

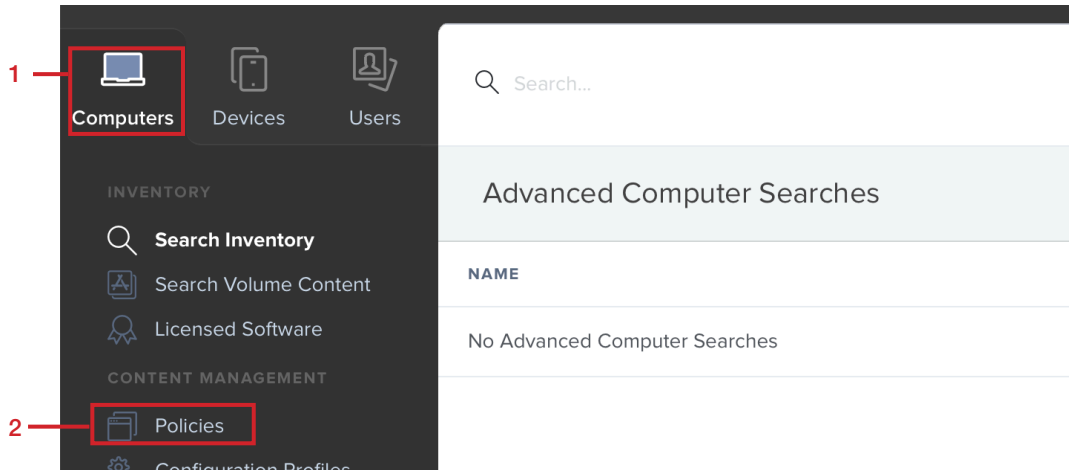
**Parameter 7**

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 Big Sur”.
  - 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-bigsur as an example.
  - E. Click the Execution Frequency pop-up menu and choose Ongoing.

**Display Name** Display name for the policy

Download macOS Big Sur B

Enabled

**Category** Category to add the policy to

Operating Systems

**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 hook that checks for policies must be configured in Jamf Pro for this to work

**Logout**  
When a user logs out of a computer. A logout hook 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"

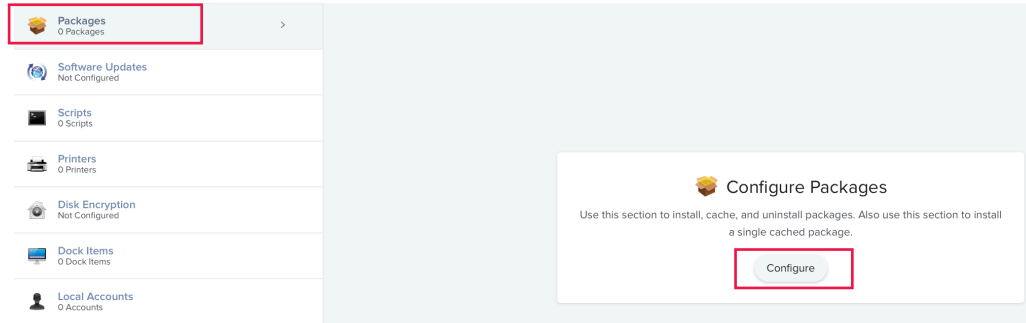
download-bigsur D

**Execution Frequency** Frequency at which to run the policy

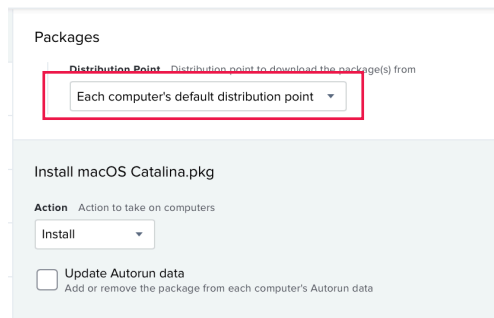
Ongoing E



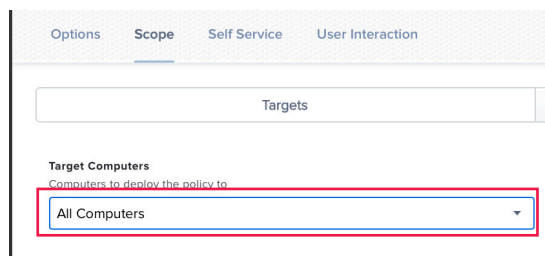
4. Select Packages, then select Configure.



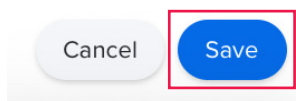
5. Select the Install macOS Big Sur.pkg. If necessary, select your desired Distribution point.



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.

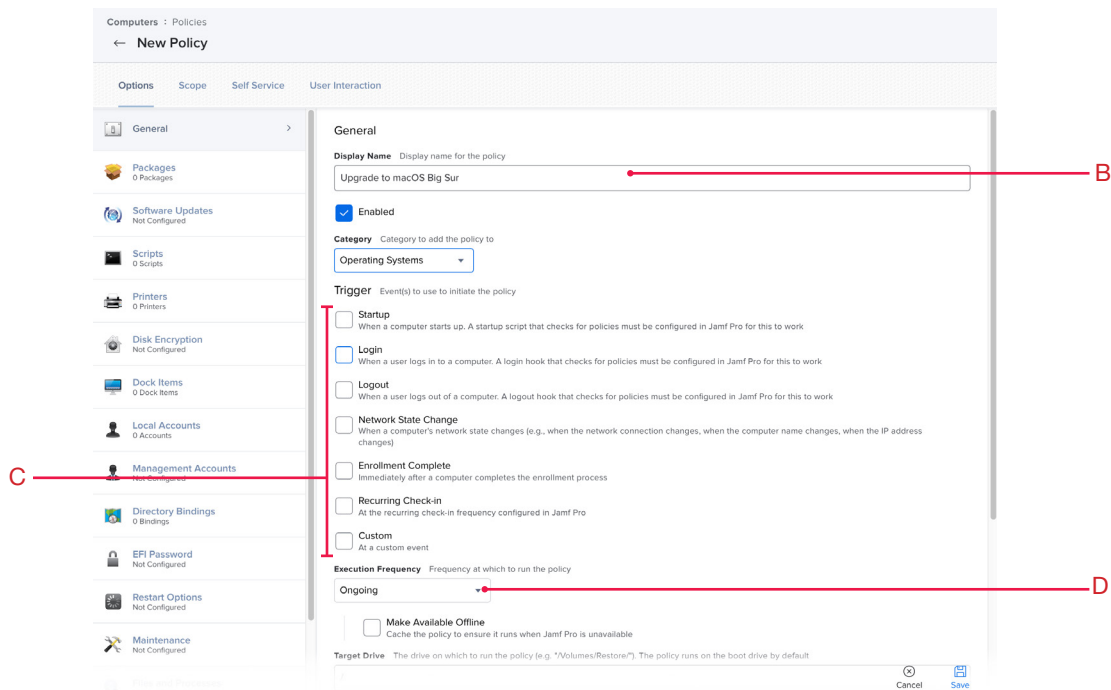


NOTE: When the policy which you will create next runs the installation script, if the macOS Installer is not already in the Applications folder, then the installation script uses the custom trigger to call this policy. In step 3 of the next section, ensure that you specify the exact trigger name from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

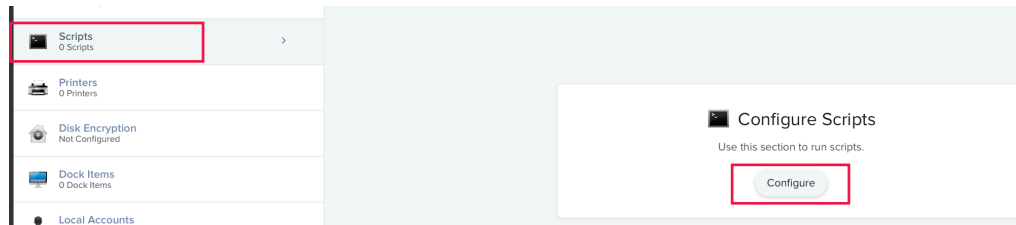


## Section 6: Create a Jamf Pro policy to upgrade to macOS Big Sur with Self Service

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



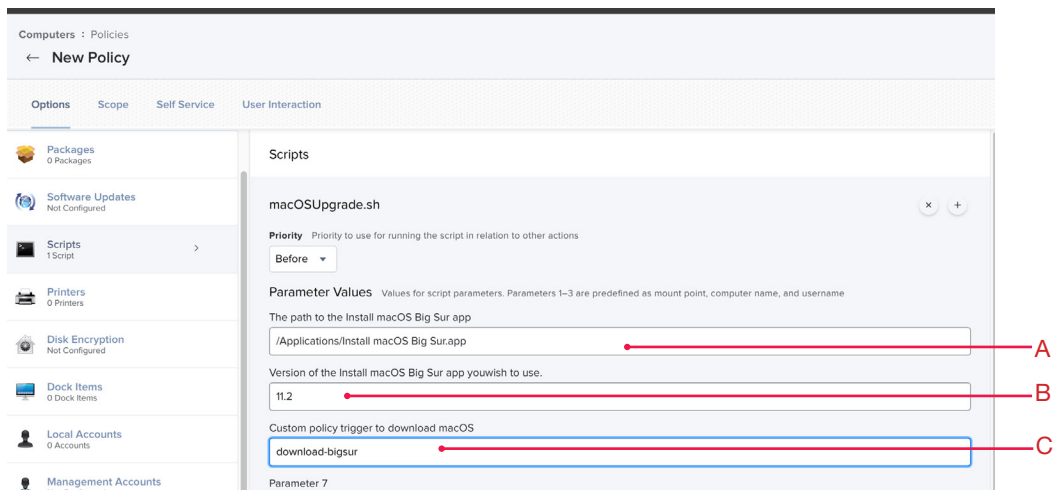
2. Select Scripts, then select Configure.



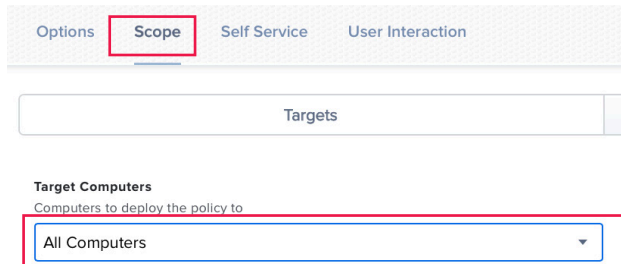




3. Select the macOSUpgrade.sh script.
4. Do the following:
  - Complete labeled parameters with the appropriate values:
  - A. Install macOS Big Sur app path: Enter the path the script should use for the installer application; if you have followed this guide enter **/Applications/Install macOS Big Sur.app**.
  - B. macOS version supported: Enter the minimum version of the “Install macOS Big Sur” that the script will check for to determine if a download is needed. As an example, this guide uses **11.2**.
  - 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 Big Sur app downloaded. If you have followed this guide the trigger is **download-bigsur**.



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.





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 Big Sur**.
  - C. In the Description field, enter a relevant description for your organization. An example follows:  
**macOS Big Sur 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 Big Sur.
  - F. Select a category to display this policy in.
  - G. Click Save.

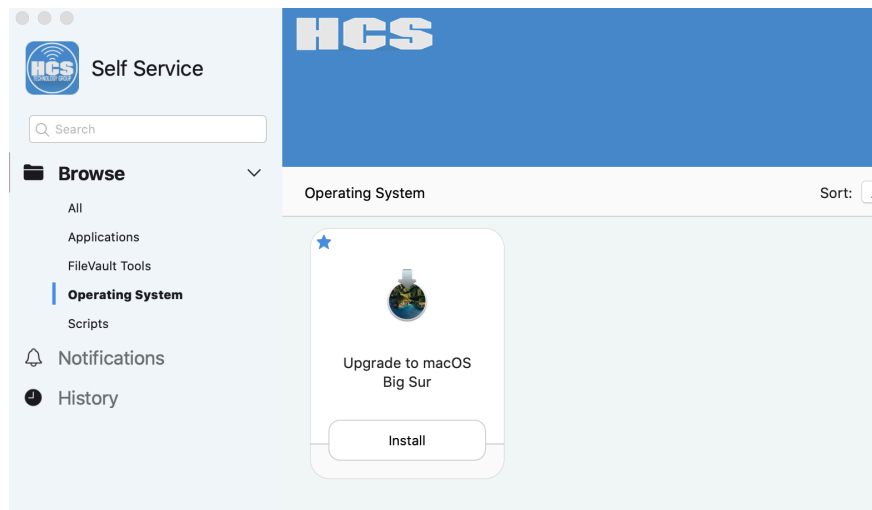
The screenshot shows the configuration page for a Self Service policy in Jamf Pro. The page is divided into several sections:

- Options:** Includes a checkbox for "Make the policy available in Self Service" (checked), labeled with a red line and letter **A**.
- Self Service Display Name:** A text field containing "Upgrade to macOS Big Sur", labeled with a red line and letter **B**.
- Buttons:** Fields for "Button Name Before Initiation" (containing "Install") and "Button Name After Initiation" (containing "Reinstall").
- Description:** A text area containing the example description provided in the instructions, labeled with a red line and letter **C**. Below it is a checkbox for "Ensure that users view the description" (checked), labeled with a red line and letter **D**.
- Notification:** A checkbox for "Display notifications for the policy" (unchecked).
- Icon:** A section with "Upload Icon" and "Select Existing Icon" buttons, labeled with a red line and letter **E**.
- Categories:** A section with a checkbox for "Include the policy in the Featured category" (checked), labeled with a red line and letter **F**. Below this are two columns of checkboxes for "Display in" and "Feature in" categories. "Force Software Updates" is selected in the "Display in" column.
- Bottom:** "Cancel" and "Save" buttons, with "Save" labeled with a red line and letter **G**.



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 Big Sur in. Confirm that it's now available in Self Service for all to use.

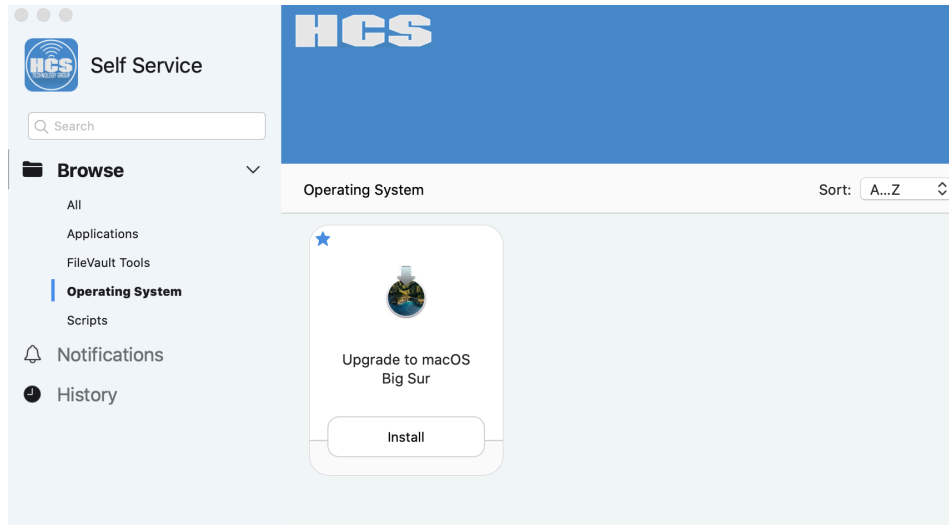
NOTE: Please use a test Mac computer if you want to test things out to make sure all is working in your environment.



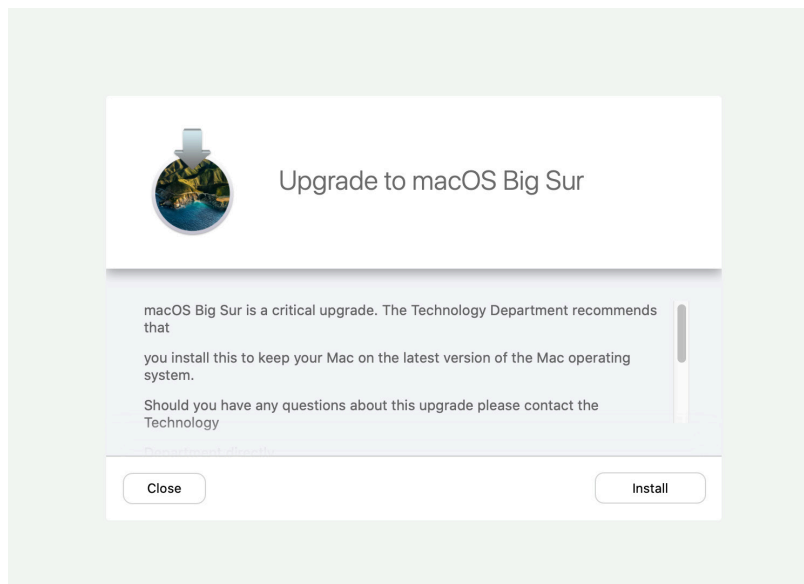


## Section 7: Test the workflow

1. Open Self Service.
2. Select the category that assigned to "Upgrade to macOS Big Sur". 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 Big Sur 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](mailto:info@hcsonline.com) or (866) 518-9672.

If you have corrections please send them to [info@hcsonline.com](mailto:info@hcsonline.com).