



## macOS Upgrade Strategy



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When Apple releases a new macOS (operating system), the tops Software programming team spends weeks carefully evaluating it to ensure compatibility with topsOrtho. We send an “all-clear” email to let you know it’s OK to upgrade your topsOrtho workstations.

If you prefer to update sooner, use this strategy to minimize office downtime.

## **topsOrtho Workstation Update Verification**

Before you begin upgrading the macOS on your workstations, it is important to verify the workstation has the minimum requirements necessary for the upgrade.

For the optimal topsOrtho experience, each workstation should have at least 8GB of RAM. You can find the amount of RAM installed on each workstation under the Apple Menu/About this Mac. Some versions of the macOS require you to click on the “System Report” button.

## **topsOrtho Workstation Upgrades**

**STEP 1:** Upgrade One (1) non-critical workstation first.

Use the **App Store** under the **Apple** menu to upgrade the macOS on one (1), non-critical workstation\* and use normally for one (1) week.

**\*Non-critical means, if there were any unexpected reactions to the new macOS, the office could still function without this machine (temporarily, of course).**

If there **are** glitches after updating macOS, call tops Support with the specific details.

If there are **no** glitches during the first week, move to next step.

*AFTER WEEK 1*

**STEP 2:** Upgrade Two (2) topsOrtho Workstations

Use the **App Store** under the **Apple** menu to upgrade the macOS on two (2) additional workstations and use normally for one (1) month.

If all is well with the macOS upgrade during the month of usage, move to the next step

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AFTER MONTH 1

## **STEP 3:** Upgrade Remaining topsOrtho Workstations

Use the **App Store** under the **Apple** menu to upgrade the macOS on your remaining workstations.

### **Do Not Want to Upgrade?**

If you would rather wait for our compatibility announcement, then simply don't upgrade any computers until you receive the thumbs-up from us.

### **DO NOT Upgrade the macOS on your topsServer**

**Do not** update the macOS on the topsServer until we announce that it is okay to do so. *Always. No exceptions.*

Once you get the go ahead from us to upgrade the OS on your tops Server, follow these instructions for a smooth upgrade.

**STEP 1:** Run a backup just in case!

**STEP 2:** Make sure you received an announcement from us giving the go ahead for the OS Upgrade. Not sure? Just give us a call, we'll be happy to double check for you.

All set? Then let's get started...

**STEP 3:** Log out of all the workstations and check-in machines. You can't use these computers during the upgrade, so plan accordingly.

**STEP 4:** Use the **App Store** under the **Apple** menu to upgrade the macOS. To install the upgrade you must restart your computer. Just follow the Apple prompts.

**STEP 5:** Once the upgrade has completed, check the software updates to see if other updates, particularly Security Updates, are available. Some updates are prerequisites for others; you may need to repeat several times to complete the sequence.



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For sales or customer support, please call +1 770.627.2527.

**tops Software**  
**3101 Towercreek Parkway SE**  
**Suite 680**  
**Atlanta, GA 30339-3206 USA**

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