MacOS - CoreMac

CoreMac is the centrally-managed, HITS-supported configuration for institutionally purchased Apple macOS devices in the Michigan Medicine environment. It is a service designed to provide access to productivity applications while reducing concerns about data backup, security, and compliance on the workstations that Michigan Medicine employees use every day. CoreMac uses AirWatch to ensure security settings, grant access to a secure wireless network (MFleet), and provide access to institutionally licensed applications (e.g., Adobe CC).

Mac OS High Sierra Upgrade

How to Patch for Meltdown and Spectre:

- **Meltdown**: Apple released 10.13.2 to address Meltdown for macOS High Sierra users. No other version of macOS has a patch for Meltdown.
- **Spectre**: Apple released three patches to address Spectre depending on the version of macOS installed.
  - A supplemental update to 10.13.2 High Sierra
  - Two different patches to the Safari web browser depending on whether the system is running macOS El Capitan (10.11) or Sierra (10.12)

CoreMac is configured to automatically install updates (but not OS version upgrade). However, use the App Store to check for updates to ensure all updates are applied.

MacOS High Sierra Upgrade

To address the Meltdown vulnerability, macOS should be upgraded to High Sierra (10.13.2). Though AirWatch configures macOS to auto-update, those updates are only within an OS version (e.g. 10.12 or 10.13); it will not automatically upgrade a system running Sierra to High Sierra.

IMPORTANT – Before a customer upgrades to High Sierra a few steps need to be taken:

1. Ensure that all software is at the latest release by using one of three methods depending on the application’s installation source:
   1. Update the application using the App Store, if applicable.
   2. Update the application using its internal update/upgrade feature. Investigate any release notes and/or visit the vendor website to ensure Higher Sierra compatibility.
   3. If neither (a) nor (b) are available, go to the developer’s website and retrieve the latest version and note whether its compatible

2. Note any High Sierra (macOS 10.13) compatibility information provided by vendors or developers and make a determination whether the incompatibility of these applications is a sufficient barrier to upgrading to High Sierra.

3. The customer should initiate a CrashPlan backup through CrashPlan’s menu bar icon to ensure an up-to-date backup to guard against data loss in case the upgrade fails.

4. Plug the Mac into power; do not upgrade while on battery. A wired or wireless network connection can be used.

The update will take approximately 20mins to an hour. During the update, the computer may appear to reboot a few times. Please do not touch anything during this time.

Apple has released a supplemental update to High Sierra to address Spectre. After completing the High Sierra upgrade, open the App Store and check for updates. Install any updates that are shown. The patch for Spectre can also take 20mins to an hour.

Submit a help ticket (link is external)
734-936-8000
Help Me Now walk-up locations (link is external)
CoreMac Documentation

- CoreMac - macOS Install Error
- CoreMac - TermID

Related Documentation

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