How to Fix a Frozen Mac Update

David Raco - 2019-07-25 - Comments (0) - Mac

The below is taken from
https://www.maketecheasier.com/fix-frozen-mac-when-updating-macos.

1. Install the Update in Safe Mode

If it's clear that your Mac update isn't going anywhere, then hold down the power button to turn off your Mac. Once you've done this, boot your Mac into Safe Mode. There are several ways to do this, but the simplest is by holding the Shift key as it's booting.

A very quick and easy thing to do that could save you a lot of hassle with stuck updates (or other malfunctioning Apple services) is to go to the official Systems Status page. Here you'll see the status of just about every Apple service you can think of. Look over at the status of "macOS Software Update" to see whether the update servers are working as they should. If the bubble is green, then they're fine and the issue lies elsewhere. If it's red or yellow, then you're just going to have to sit out the problem until servers are back to normal.

Speaking of sitting it out…

3. Sit it Out

If you are positive that the install is indeed frozen, you will want to take the following steps, and the following steps consecutively after this step, until the issue is resolved.

Let's try to give the install a little kick by refreshing it.

1. Hold down the power button and wait for about 30 seconds.
2. When the Mac is completely off, press and hold the power button again. Now, the update should resume.
3. Press Command + L again to see if macOS is still installing.

If there is no avail, continue onto the next solution below.

5. Reset Your NVRAM