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How to Fix a Frozen Mac Update

David Raco - 2025-05-21 - <u>Comments (0)</u> - <u>Mac</u>

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 <u>Safe Mode</u>. There are several ways to do this, but the simplest is by holding the Shift key as it's booting.



The Apple logo should appear on your screen with a loading bar, and after that you should boot into Safe Mode. From here, run the macOS update as you normally would to install the update – hopefully without a hitch.

2. Check the Apple Systems Status Page

System Status

		Available
App Store	iCloud Account & Sign In	 iWork for iCloud
Apple ID	 iCloud Backup 	 Mac App Store
Apple Music	 iCloud Bookmarks & Tabs 	 macOS Software Update
Apple Music Subscriptions	 iCloud Calendar 	 Mail Drop
Apple Online Store	 iCloud Contacts 	Maps Display
Apple Pay	 iCloud Drive 	 Maps Routing & Navigation
Apple School Manager	 iCloud Keychain 	 Maps Search
Apple TV	 iCloud Mail 	 Maps Traffic
Back to My Mac	 iCloud Notes 	News
Beats 1	 iCloud Reminders 	Photo Print Products
Device Enrollment Program	 iCloud Storage Upgrades 	Photos
Dictation	 iCloud Web Apps (iCloud.com) 	Radio
Documents in the Cloud	 iMessage 	Schoolwork
FaceTime	 iOS Device Activation 	Screen Time
Find My Friends	 iTunes in the Cloud 	Siri
Find My iPhone	 ITunes Match 	Spotlight suggestions
Game Center	 ITunes Store 	Volume Purchase Program
 iBooks Store 	🔵 iTunes U	

If you are experiencing an issue not listed here, contact support. Looking for developer system status? Find it here.

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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 <u>official Systems Status page</u>. 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



As painful as it sounds, you may just want to let the Mac sit for a couple of hours and see if it is indeed frozen. Sometimes, the update could be stuck in a lull but not completely frozen. Some update processes will take much longer than others, resulting in a seemingly stuck progress bar.

We can verify that the system is still updating by pressing Command + L to bring up the estimated install time. If this doesn't appear, still let the update sit for a while.

Some users have reported their update taking upwards of ten hours. Grab a coffee, do some other work, run some errands, do whatever you need to do to burn some time and let your Mac do its thing. Big system updates (sometimes) take a whole lot of time!

4. Refresh the Update



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.

- $1. \ \mbox{Hold}$ 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



NVRAM, <u>as Apple describes it</u>, is "a small amount of your computer's memory that stores certain settings in a *location that macOS can access quickly*." It also happens to hold kernel panic information, which is what we're tapping into and especially trying to reset here.

- 1. Press and hold the power button on your Mac to completely shut it off. Hard discs and fans need to stop spinning, and the screen needs to go dark.
- 2. Power on your Mac.
- 3. Immediately after you hear the startup sound, press and hold the Command + Option + P + R keys.
- 4. Keep holding them down until you hear the start up sound again.
- 5. Release the keys, and the NVRAM will have reset. The update should resume.