

macOS - Reimaging and Resetting

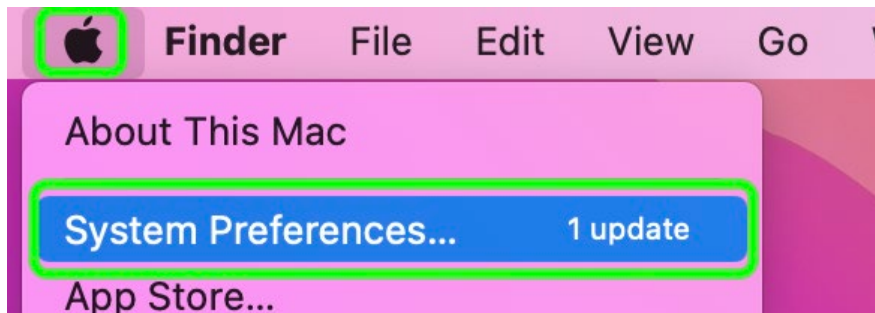
Reimaging a Mac can often be the quickest and easiest way to troubleshoot a computer problem. There are several methods the ITSC and BuffTechs can utilize to assist a user in resetting their OS. These can vary from a quick 10-minute reset to a full wipe and reinstall of the hard drive.

Resetting macOS to the Out-of-Box Experience

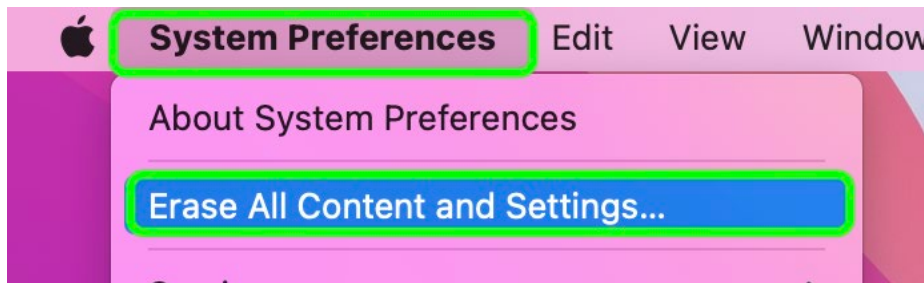
Resetting macOS is the quickest and easiest way to reimage an Apple device. This method is most recommended if the OS is still working, and/or the machine is being repurposed or transferred to another user. If the OS is corrupted, then resetting the device may not be able to fix the problem. This feature requires macOS Monterey (12) or later and a Mac with Apple Silicon or the Apple T2 Security Chip (Intel machines post 2017). If the machine is older or running an older version of macOS you must either reimage from the recovery partition or an external drive.

Launching Reset Tool - macOS 12

1. From the Apple menu in the top left corner of your screen, choose System Preferences.

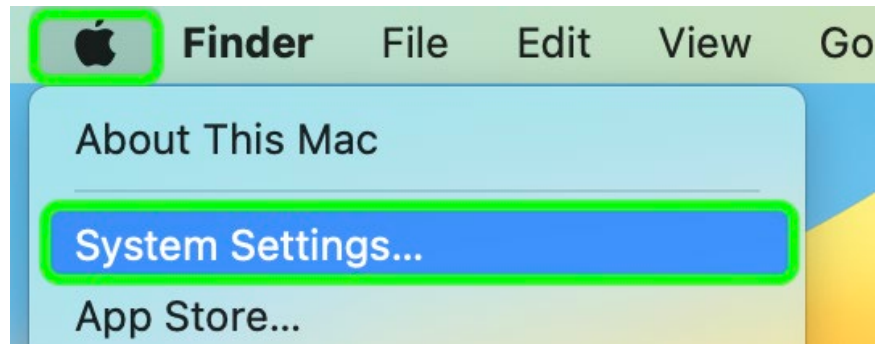


2. From the System Preferences menu in the menu bar in the top left, choose Erase All Content and Settings.

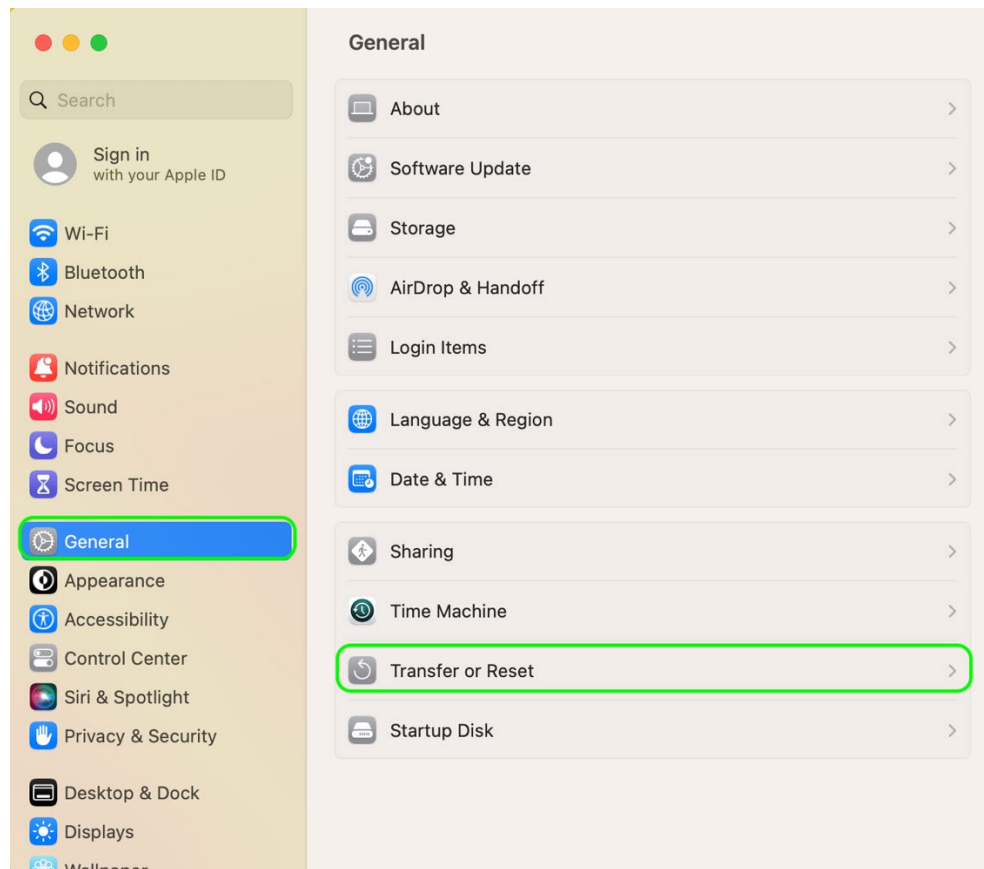


Launching Reset Tool - macOS 13+

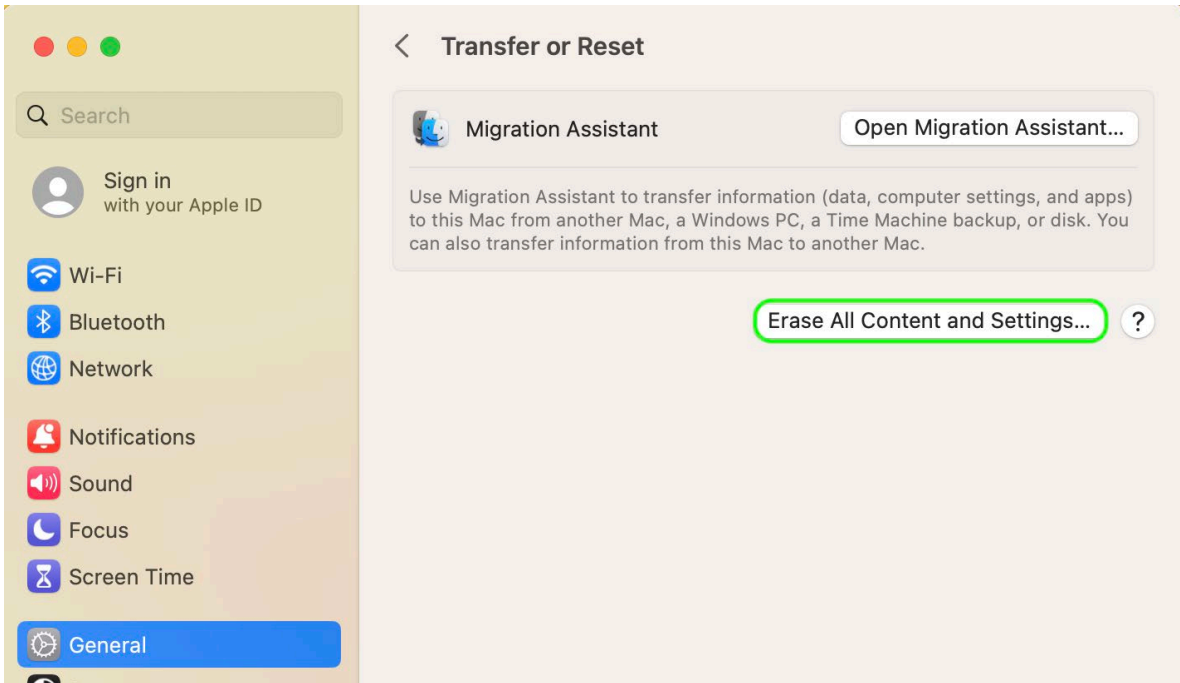
1. From the Apple menu in the corner of your screen, choose System Settings.



2. Click 'General' in the left sidebar, then click 'Transfer or Reset' on the right.

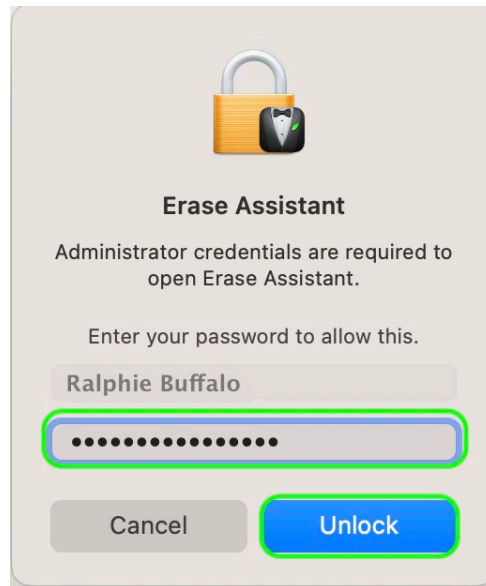


3. Click the 'Erase All Content and Settings' button.

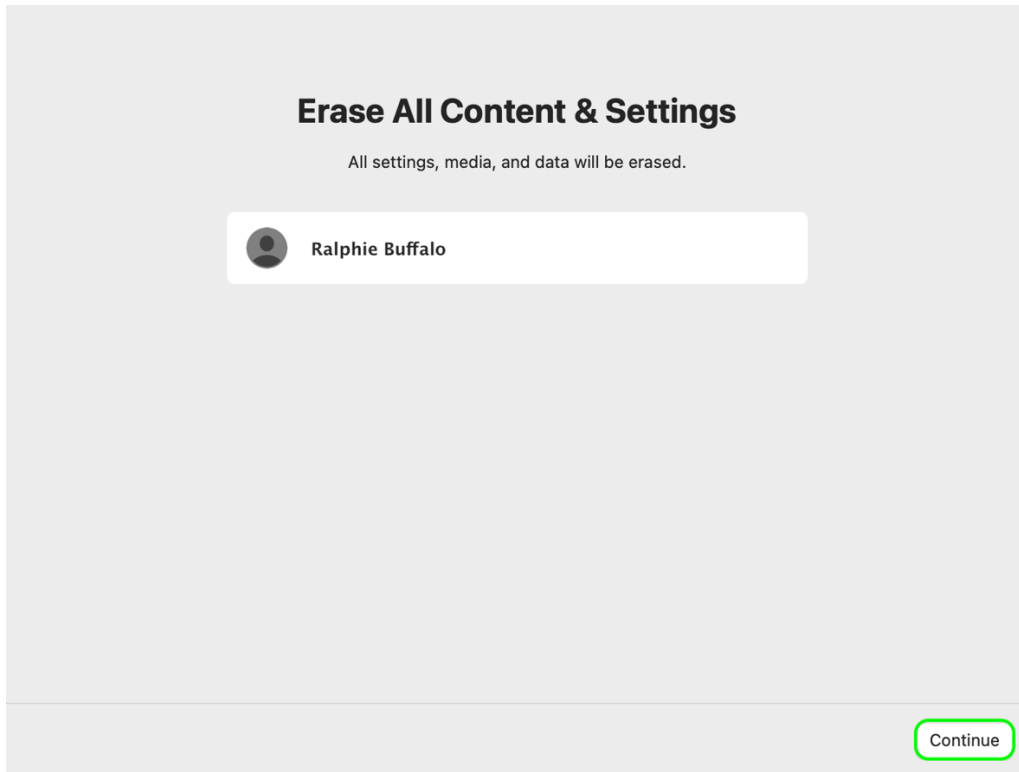


Using Reset Tool – Erase All Content and Settings

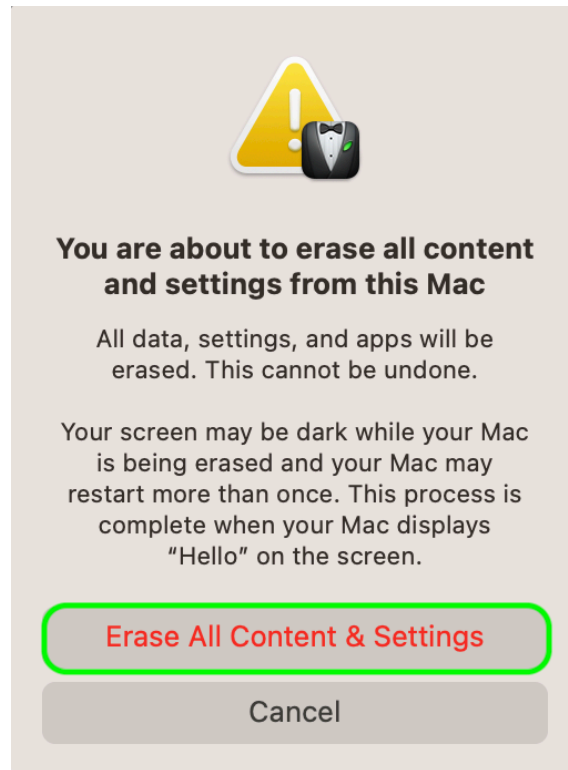
1. An erase assistant asks you to sign in with your administrator credentials. Enter the password that you use to log in to your Mac, then click OK.



2. Click Continue to allow your settings, media, and data to be removed.



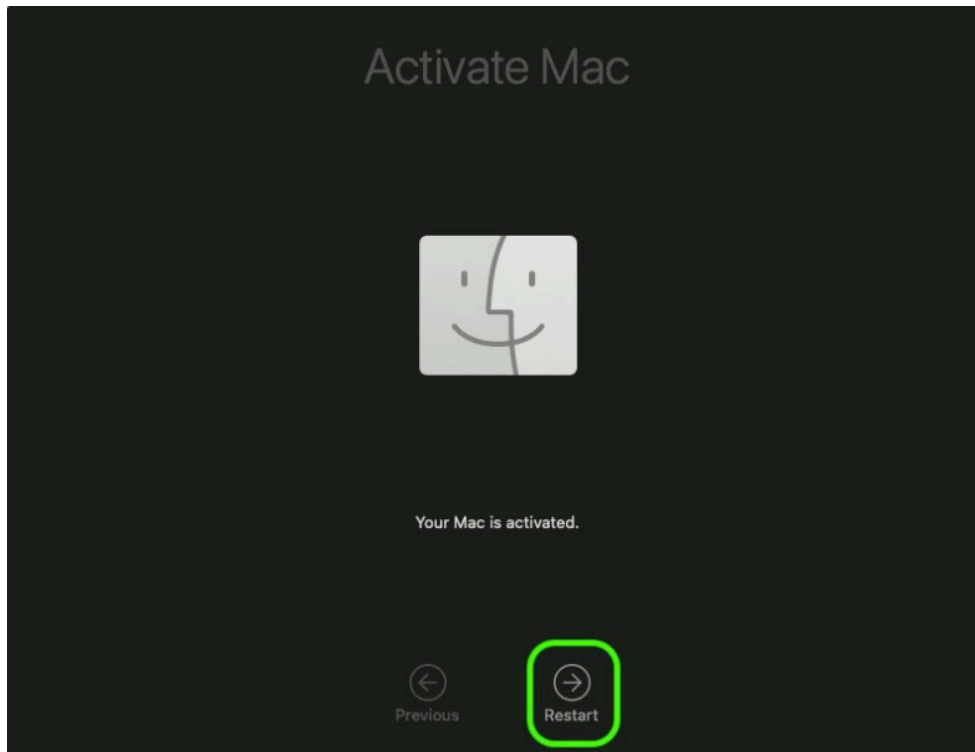
3. Click 'Erase All Content & Settings' to confirm that you want to proceed.



4. Your Mac will restart and show a black screen or progress bar.
5. You might be asked to select a Wi-Fi network or attach a network cable. To select a Wi-Fi network, use the Wi-Fi menu in the upper-right corner of the screen.



6. After joining a network, your Mac will automatically activate. Click the 'Restart' button.



7. After a restart, Setup Assistant will guide you through setting up your computer, as if you're setting up your Mac for the first time. Follow [the Remote Setup Guide on OIT's website](#).

Reinstalling macOS from a Recovery Partition

Reinstalling macOS from the recovery partition can be used to fix major OS issues but is not always guaranteed to work. However, this method does not require any additional IT tools and can be performed by the end user with remote assistance.

Booting into Recovery Mode - Intel

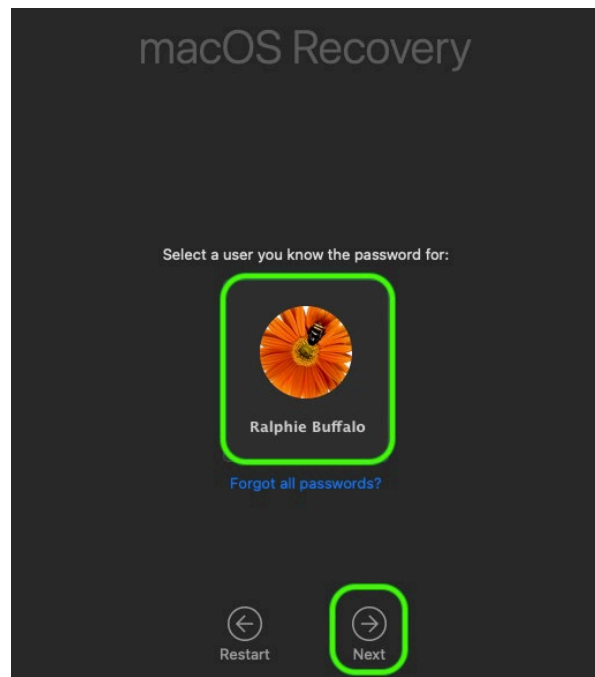
1. Fully shut down the machine.
2. Press the power button. Immediately hold down the 'Command' + 'R' buttons on the Mac keyboard until you see a loading bar below the Apple logo.

Booting into Recovery Mode - Apple Silicon

1. Fully shut down the machine.
2. Press and hold the power button. Continue holding down the power button until 'Loading Startup Options' appears below the Apple logo.
3. Select the gear icon labeled 'Options' and it will automatically boot into recovery.

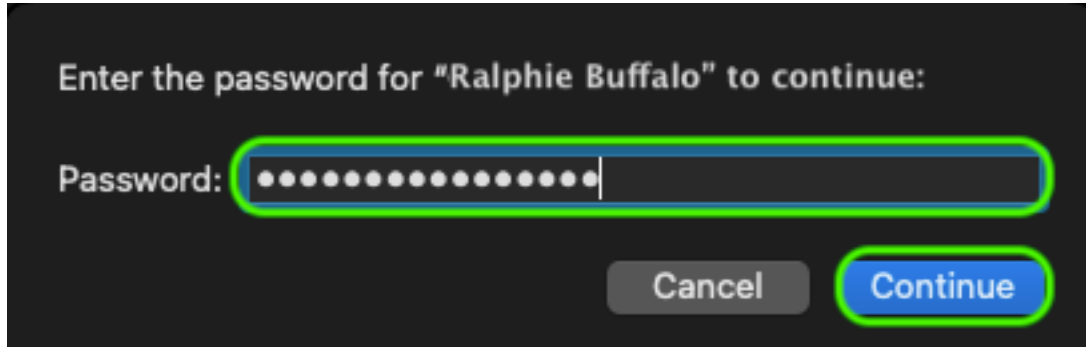
Reinstalling via Recovery Mode

1. Once booted into Recovery, select the users account logo and hit the 'Next' button.





2. Have the user enter their password and hit the 'Continue' button. If they cannot login you can unlock the disk with the Recovery Key retrieved from Jamf Pro. If you are ever in need of your FileVault Recovery Key, you may reach out to the ITSC or your department IT professional for assistance.



3. From the Recovery menu, select the 'Reinstall macOS xxx' option and hit the 'Continue' button.



Restore from Time Machine

If you have backup of your system that you want to restore.



Reinstall macOS Ventura

Install a new copy of macOS Ventura onto your Mac.



Safari

Browse Apple Support to get help with your Mac.



Disk Utility

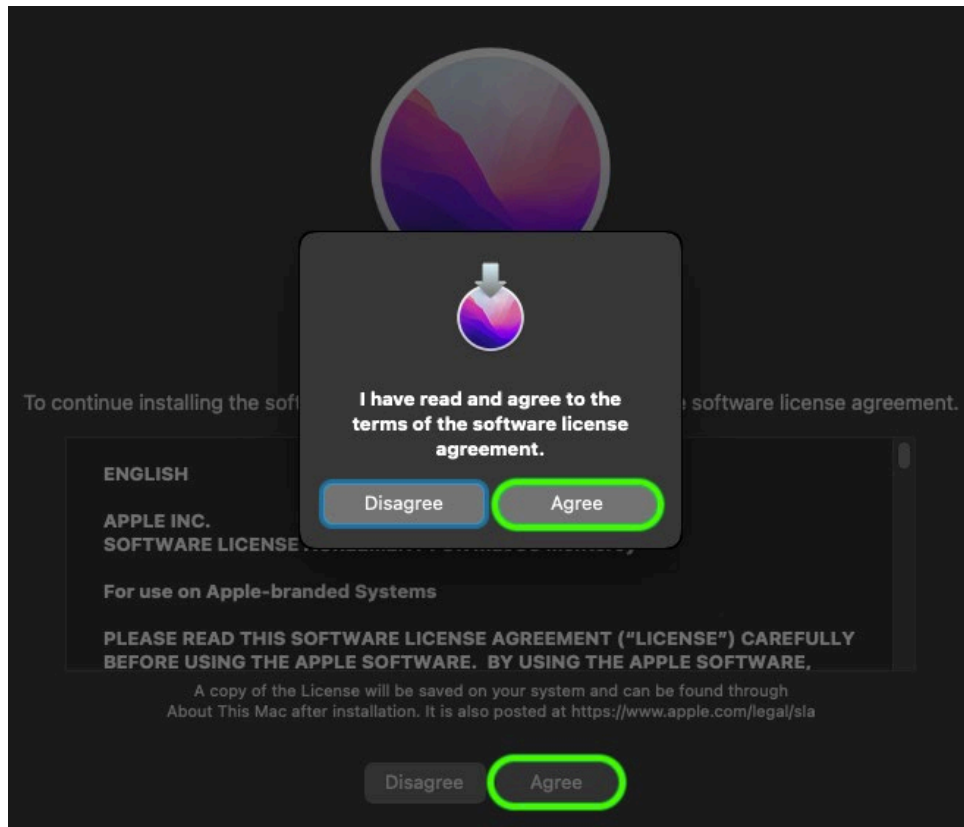
Repair or erase a disk using Disk Utility.

Continue

4. Click 'Continue' to begin reinstalling macOS.



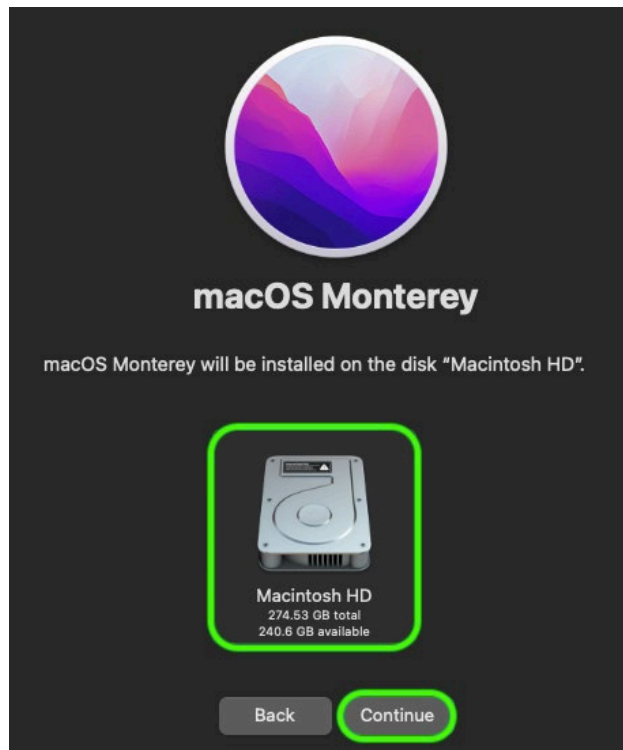
5. Click 'Agree' then 'Agree' again.



6. Select the 'Macintosh HD' disk and then hit 'Unlock.' Then have the user enter their login password and hit 'Unlock' again.



7. Hit continue to finish selecting the Macintosh HD disk to install to.





8. You will now see a loading bar estimating the time remaining to reinstall macOS. After installation is complete, your Mac will restart to Setup Assistant. Follow [the Remote Setup Guide on OIT's website](#) to finish setting up your device.



Wiping the disk and fully reinstalling macOS

Wiping the device hard drive and reinstalling a fresh copy of macOS is the best and quickest way to deal with any major OS issues a customer may be experiencing. However, due to the technical involvement of the process it best recommended to be performed by BuffTechs or a dedicated ITP.

Creating a Bootable Flash Drive

To create a bootable macOS flash drive you will need a separate Apple device with at least 20 GB of free space and a flash drive with at least 16 GB of space (Note: the flash drive will be fully **erased**).

1. On the other Mac, open terminal and type the command below to download the most recent full macOS installer. Replace the 'XX.XX' with whatever the most recent version of macOS you are trying to reinstall (if possible, choose the most recent OIT approved version of macOS).
 - a. `softwareupdate --fetch-full-installer --full-installer-version "XX.XX"`

```
[EMS 51$ softwareupdate --fetch-full-installer --full-installer-version "13.3.1"  
Scanning for 13.3.1 installer  
Install finished successfully
```

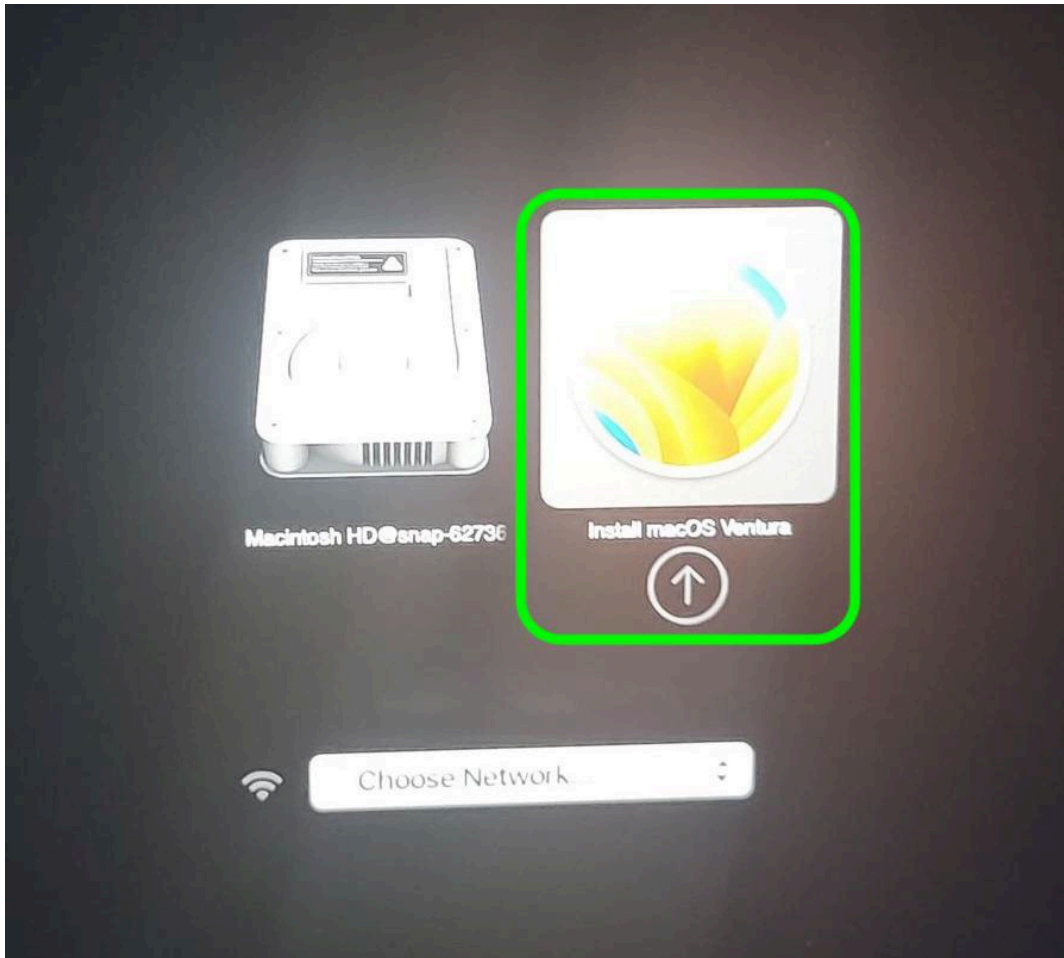


2. Plug in your flash drive and execute the command for the corresponding version of macOS from the [table on Apple's website] (<https://support.apple.com/en-us/HT201372>). Make sure to replace 'MyVolume' with the volume name of the destination flash drive.
 - a. `sudo /Applications/Install\ macOS\ Ventura.app/Contents/Resources/createinstallmedia --volume /Volumes/MyVolume`

```
EMS -----$ sudo /Applications/Install\ macOS\ Ventura.app/Contents/Resources/createinstallmedia --volume /Volumes/MyVolume
Password:
Ready to start.
To continue we need to erase the volume at /Volumes/MyVolume.
If you wish to continue type (Y) then press return: Y
Erasing disk: 0%.. 10%.. 20%.. 30%.. 100%
Copying essential files...
Copying the macOS RecoveryOS...
Making disk bootable...
Copying to disk: 0%.. 10%.. 20%.. 30%.. 40%.. 50%.. 60%.. 70%.. 80%.. 90%.. 100%
Install media now available at "/Volumes/Install macOS Ventura"
```

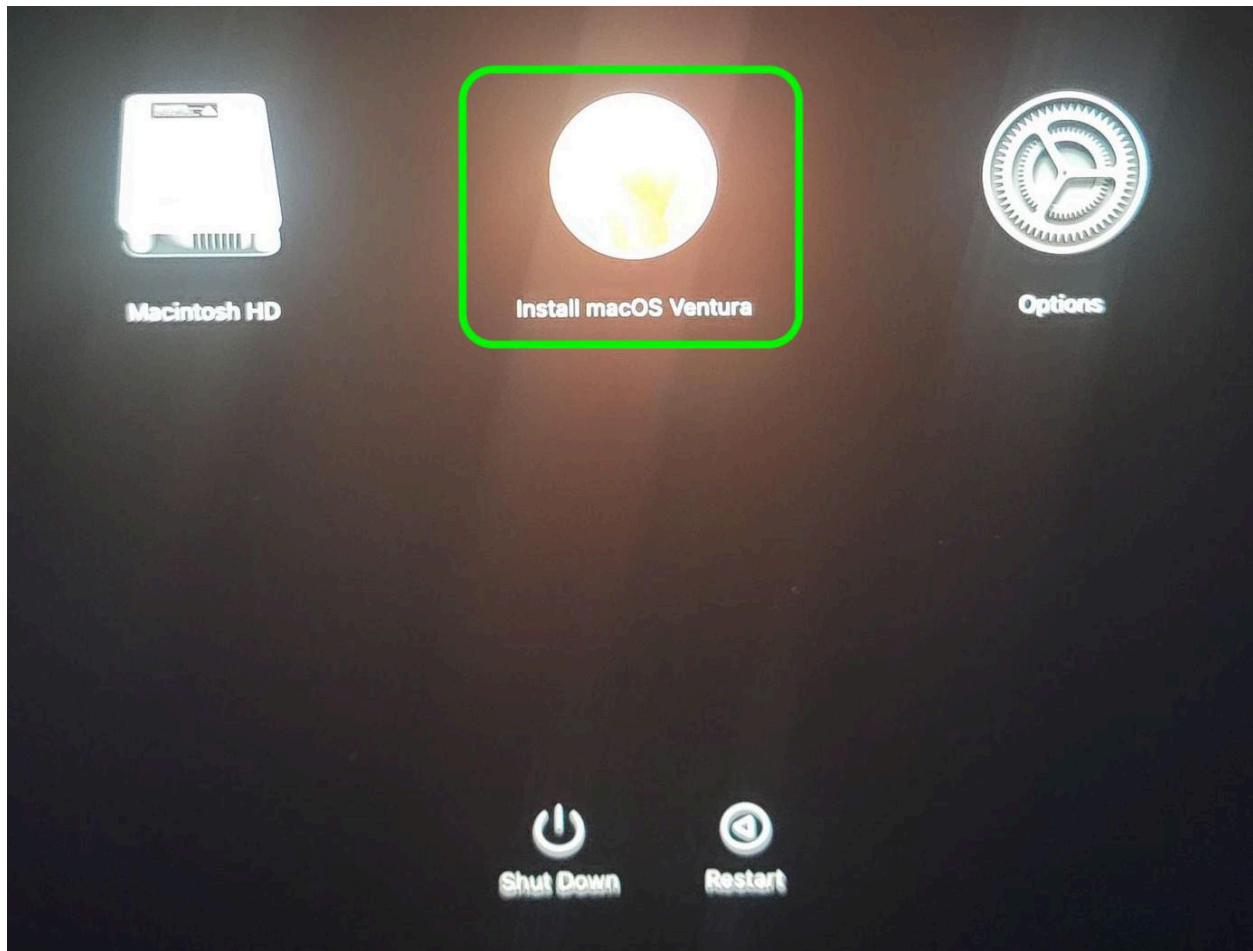
Booting off External Drive - Intel

1. Fully shut down the machine.
2. Press the power button. Immediately hold down the 'Option' button on the Mac keyboard until you see a loading bar below the Apple logo.
3. Select the icon for your external boot device with the same label applied during creation of the boot media.



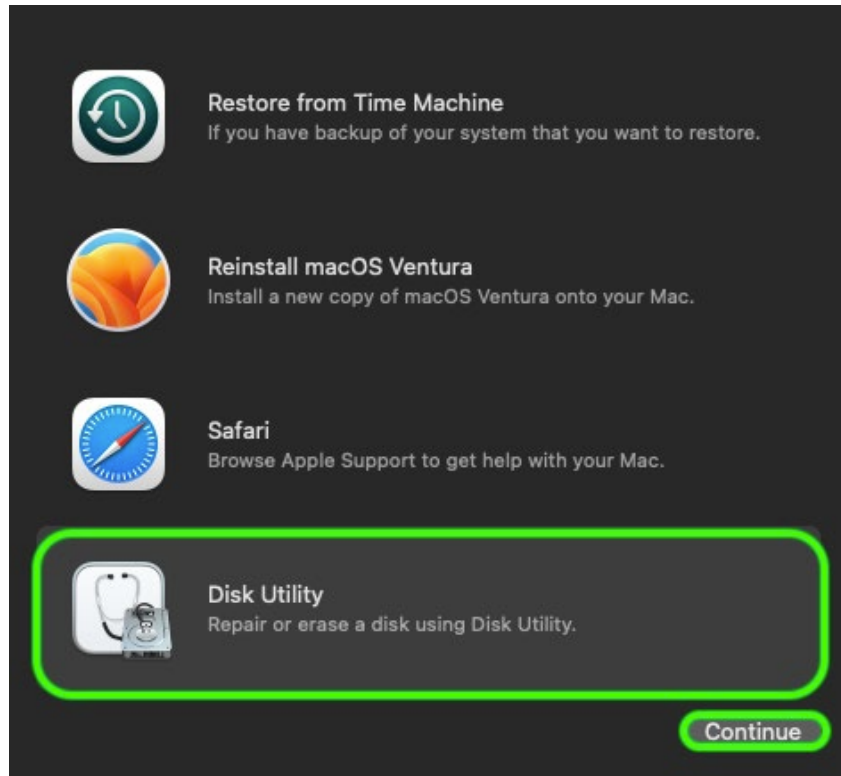
Booting off External Drive – Apple Silicon

1. Fully shut down the machine.
2. Press and hold the power button. Continue holding down the power button until 'Loading Startup Options' appears below the Apple logo.
3. Select the icon for your external boot device with the same label applied during creation of the boot media.

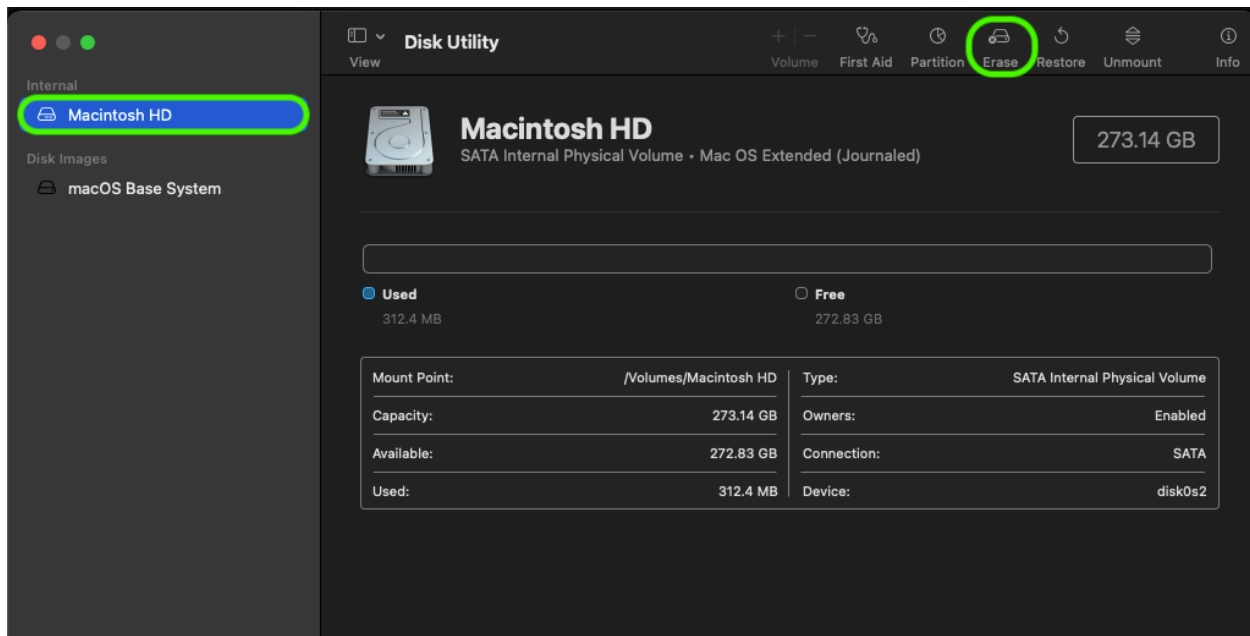


Wiping Hard Drive

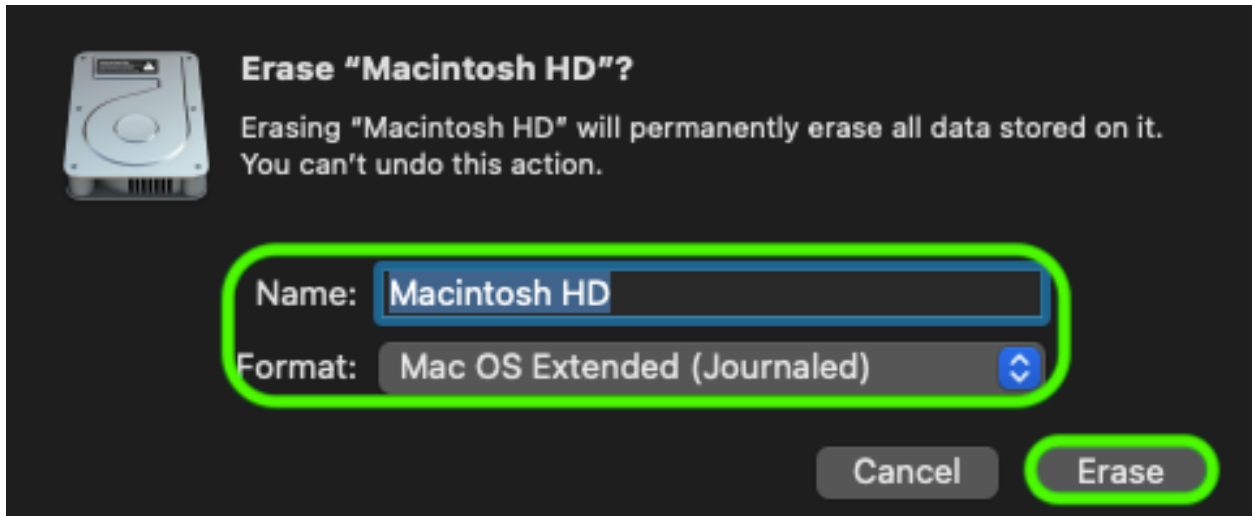
1. From the Recovery menu, select the 'Disk Utility' option and hit the 'Continue' button.



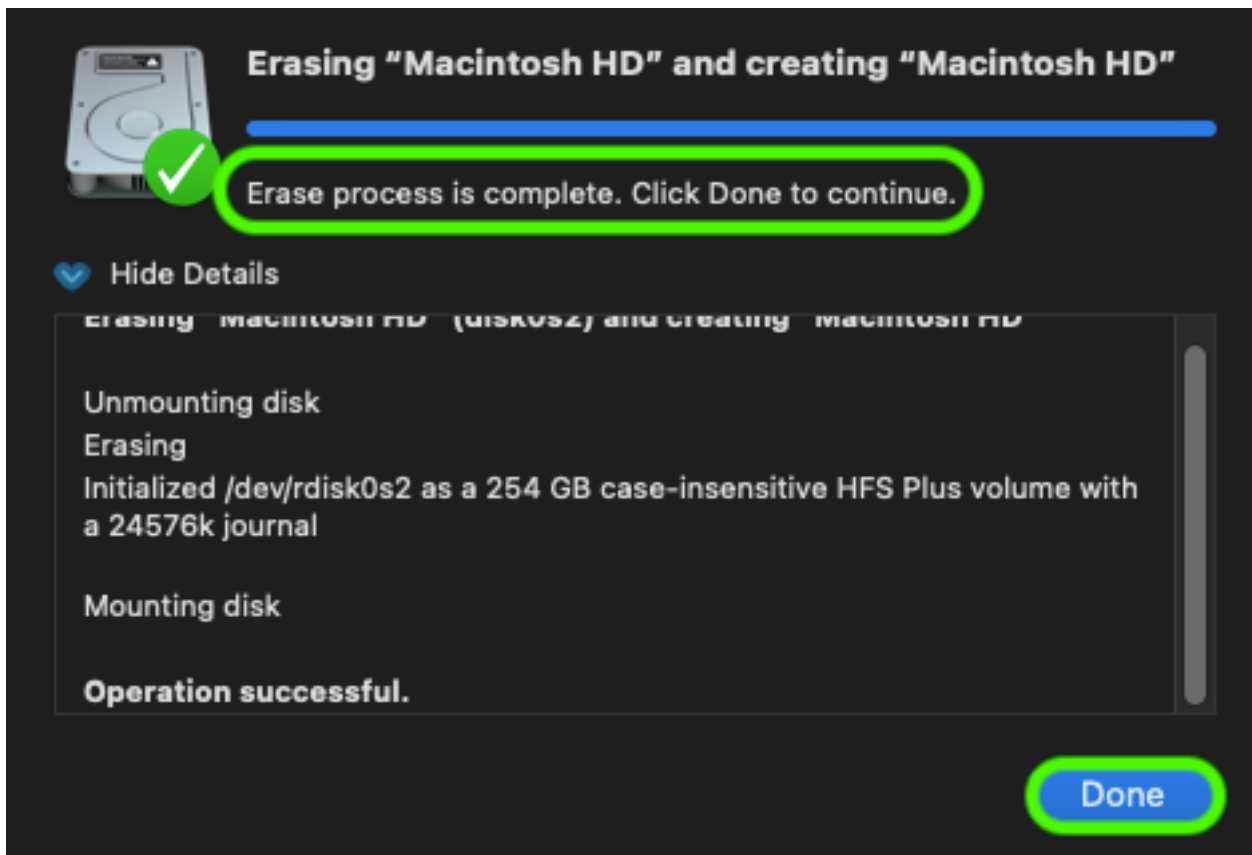
2. Select the 'Macintosh HD' drive from the left menu and then hit 'Erase' in the top right corner.



3. Leave the default 'Macintosh HD' name and the format as 'Mac OS Extended (Journaled)' and hit the 'Erase' button to completely wipe the disk.

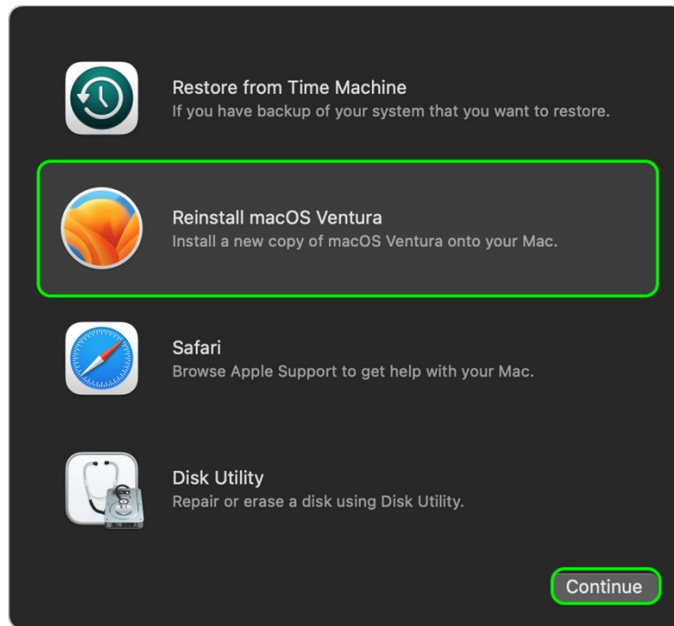


4. Hit 'Done' once the wipe is complete and then click the red circle in the top left corner to close the Disk Utility menu.

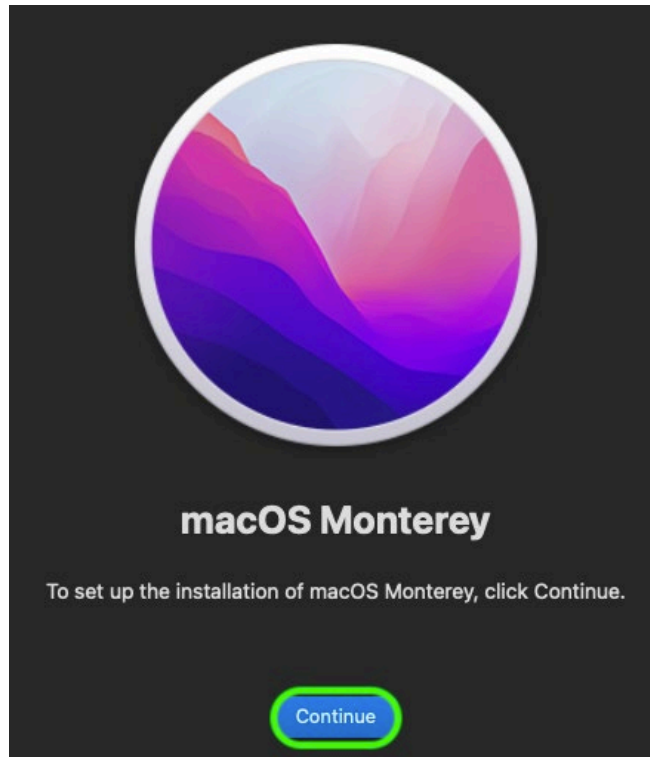


Reinstalling macOS

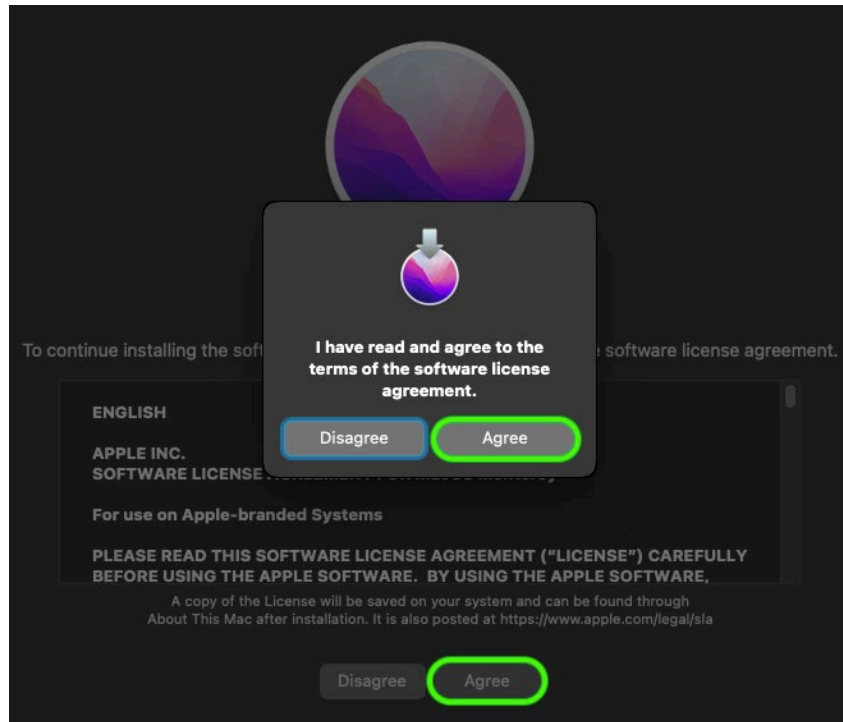
1. From the Recovery menu, select the 'Reinstall macOS xxx' option and hit the 'Continue' button.



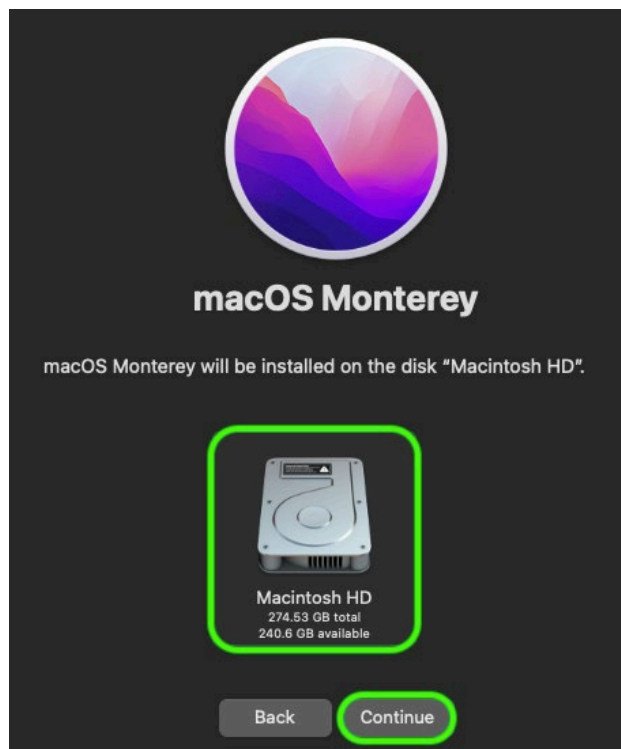
2. Click 'Continue' to begin reinstalling macOS.



3. Click 'Agree' then 'Agree' again.



4. Select the 'Macintosh HD' disk and then hit 'Continue' to start the install.





5. You will now see a loading bar estimating the time remaining to reinstall macOS. After installation is complete, your Mac will restart to Setup Assistant. [Follow the Remote Setup Guide on OIT's website](#) to finish setting up your device.

