

Mac Update Stuck?

Apple Logo · Preparing · Recovery

What to do when a macOS update freezes, won't finish preparing, or your Mac won't finish restarting.



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I.T.
Happen!™*

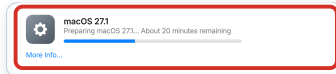
1 Give It Time

The bar can **pause for a long time** and the screen may restart. Keep it **plugged in**.



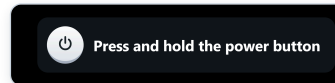
2 Check Software Update

System Settings → General → Software Update. Still moving? Let it run.



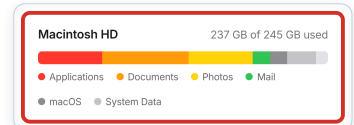
3 Truly Frozen?

No change for a **couple of hours**? **Hold the power button** up to 10 seconds, then start up.



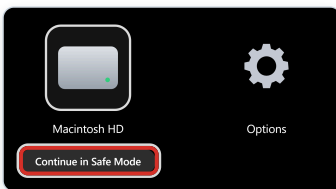
4 Free Up Storage

General → Storage. Empty the Trash, remove what you don't need, **restart**, try again.



5 Safe Mode: Apple Silicon

Hold **power** → select your disk → hold **Shift** → **Continue in Safe Mode**.



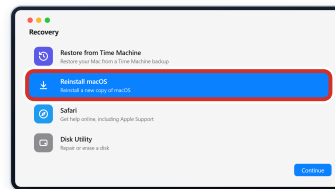
6 Safe Mode: Intel

Hold **Shift** right after it starts, until the login window. Look for **Safe Boot**.



7 Reinstall macOS

Recovery (**Options**, or **Command-R** on Intel) → **Reinstall macOS**. Keeps your files.



8 Back Up First

Back up with **Time Machine** if your Mac can still start up. **Never erase** to fix an update.



Good to Know

- Unplug **printers, drives and hubs** you don't need, and check your **internet connection**.
- Asked to unlock the disk? Enter the **password you use to log in** to your Mac.
- Won't start up, or keeps going back to Recovery? Call **239-513-1960** or click **Join Remote Session** at [naplescomputers.com](https://www.naplescomputers.com).



Need Help?

Contact Naples Computers

239-513-1960

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