



Automatic iOS/iPadOS Updates for Techs

This document will answer frequently asked questions about automatic iOS/iPadOS updates.

1. What is the difference between automatic updates with Intune and updates available in settings?

- Automatic iOS/iPadOS updates are pushed out to Apple devices to patch a security issue, resolve an operating system issue, if a device falls too far behind on updates or for technical staff to test.
 - This type of update happens in the background in steps with each check-in into Intune. Automatic check-ins (device sync) happen every 8 hours.
 - The user will only be notified if needed. They do not need to go to settings for automatic updates with Intune.
 - Going to settings can interrupt the background process. It will restart on its own at next check in.
- Software updates under device settings are delayed to reduce impacts to user's devices and allows technical staff time to test or identify issues.
 - When available in Intune, iOS major and minor version will have different deferments timeframes.
 - Users can update their own device any time there is one available in settings.
 - Settings > General > Software Update.
 - The user can also turn on device automatic updates:
 - Go to Settings > General > Software Update.
 - Tap Automatic Updates, then turn on Download iOS Updates.
 - Turn on Install iOS Updates.

2. What do users need to do?

- Be patient - it may take several days as it completes the updates in steps.
- Plug it in overnight – it needs at least 50% battery life to install updates.
- Connect to a trusted Wi-Fi overnight.
- If prompted, they may need to enter their passcode, and select install now.
 - If they are in the middle of something on their device, they can choose to install later. Please encouraged them to install now when possible or next time they are prompted.

3. How to tell if the devices is installing the update:

- The device is actively installing an update when you see a dark screen with the Apple logo and a progress bar. Please note it may reboot more than once.
- It is not recommended the user unplug, power off or disconnect from Wi-Fi during install as it may interrupt the update and require reinstall of operating system or replacement.
- If the device is stuck on the dark screen with Apple logo and the progress bar has stopped moving for several hours than you can attempt to do the following. Note this is a rare

occurrence and you should be sure it is stuck before proceeding:

- Force restart the device – may have to try more than once
 - <https://support.apple.com/guide/iphone/force-restart-iphone-iph8903c3ee6/ios>
- If it is still not responding you can try plugging it into a Mac or iTunes.
 - Attempt to reinstall software
 - Occasionally letting the battery run out is an option.
 - Device may need to be replaced if all else fails.

4. How do I check on the status in Intune?

- Login to Intune > Devices > Monitor > Installation failures for iOS devices
 - https://endpoint.microsoft.com/#blade/Microsoft_Intune_DeviceSettings/DevicesMonitorMenu/iosInstallationFailures
- Per Microsoft - this report is updated automatically when the device reports a status change. You may need to Shift + F5 the page to refresh.
- You can see what the error codes mean here:
 - [iosUpdatesInstallStatus enum type - Microsoft Graph v1.0 | Microsoft Docs](#)
- We are still working on troubleshooting some error codes so please try all the recommended solutions:
 - Close running apps
 - Reboot
 - Enter passcode when prompted
 - Connect to a trusted Wi-Fi
 - Make sure the device is plugged in and connected to a power source (needs at least 50%)
 - Sync the device in the Company Portal app or in the Intune portal
 - Try Apple's recommendations:
 - <https://support.apple.com/en-us/HT201435>