

Best Practices Before Applying macOS Updates and Updating the exacqVision Client

Introduction

macOS updates (security updates, point releases, and major upgrades) and exacqVision Client updates can change device permissions, network behaviour, and required system components. Use this checklist before updating macOS or the exacqVision Client on Mac to reduce downtime and avoid common login, video display, or connectivity issues.

Problem

Users update macOS or the exacqVision Client and then experience problems such as: client fails to launch, cannot connect to servers, missing video, audio errors, certificate warnings, or lost permissions (for example screen recording, microphone, or network prompts).

Cause

macOS updates can reset or tighten privacy and security permissions, change network/TLS behavior, and require app re-authorization. Client updates can also change required permissions or settings. Without a planned update process and quick validation checks, the workstation may not be able to reliably view or export video.

Solution

Follow the steps below for ALL macOS updates (security/point/major) and exacqVision Client updates on Mac. This is a general best-practice procedure; always follow your organization's change management policy.

Step-by-step (summarized)

- 1) Confirm macOS + exacqVision Client compatibility (Intel/Apple silicon, supported versions).
- 2) Save the current installer and note the current client version for rollback.
- 3) Perform the update during a maintenance window (expect logout/reboot).
- 4) Re-check Privacy & Security permissions after the update.
- 5) Validate: connect, live view, playback, and export.
- 6) If issues: reinstall previous client build and/or roll back macOS per org policy.

Area	Action	Why it matters	When
Plan	Schedule the update outside critical monitoring hours and inform users	macOS updates may require reboot; Client update may require re-launch	Always
Compatibility	Confirm the exacqVision Client build supports your macOS version and CPU (Intel/Apple silicon)	Avoid unsupported combinations and missing features	Recommended
Back up	Record current client version and keep the installer (.dmg/.pkg) for rollback	Enables quick restore if update fails	Recommended
Permissions	After updates, re-check Privacy & Security permissions (Camera/Microphone/Screen Recording/Files & Folders/Network prompts)	macOS may reset permissions causing missing video or audio	Always
Certificates	If using HTTPS/Web Service or SSO, confirm system time and trust prompts; re-accept certificates if needed	TLS/cert changes can block login or video	Recommended
Post-check	Verify: launch client, connect to server, live view, playback search, export test clip	Confirms full user workflow is healthy	Always

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Pre-update (Terminal):
sw_vers
system_profiler SPHardwareDataType | grep -E "Chip|Processor"
(Optional) Record exacqVision Client version from About/Help menu

Post-update quick checks:
1) Launch exacqVision Client
2) Connect to server (hostname/IP)
3) Confirm Live video + Playback search
4) Export a short test clip

Permissions to verify (System Settings → Privacy & Security):
Screen Recording / Microphone / Camera / Files and Folders (as applicable)
    
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