

Apple Device Health Checks & Upgrade Assessments

Why Device Health Checks Matter

Apple devices include built in diagnostics and support tools to help assess performance, security, and update readiness. These checks ensure devices remain reliable, secure, and aligned with modern OS requirements.

Device Health Check & Upgrade Assessment

Confirm Device Coverage & Eligibility

- Check AppleCare & Warranty status on the device (Settings > General > AppleCare & Warranty)
- If remote, verify coverage via checkcoverage.apple.com using the serial number
- Confirm eligibility for repairs, battery service, or supported OS versions

Review Software Update Status

- Confirm the device is on the latest minor update (security patches & enhancements)
- Check if a major OS upgrade is available and supported by the device
- Check for Background Security Improvements availability
- Assess whether older hardware is nearing end-of-support

Evaluate Device Management Compliance (for managed fleets)

- Confirm devices meet minimum OS requirements enforced by MDM
- Review update deferral policies (1-90 days)
- Verify update enforcement for supervised devices before production deployment

Assess Device Performance & Suitability

- Confirm device performance aligns with user needs (battery health, stability, compatibility)
Supported through Apple's emphasis on up-to-date software ensuring optimal functionality.
- Check for app compatibility concerns related to older OS versions
- Identify whether users experience slowdowns tied to aging hardware or outdated OS versions

Determine Upgrade or Refresh Needs

- Confirm if the device is approaching end of OS support
- Recommend proactive replacement before support expires to maintain security
- Identify devices unable to meet minimum OS requirements enforced by your SMB customer's policies
- Plan a refresh cycle based on performance, OS eligibility, and risk exposure

Provide Recommendations to the Customer

- Document findings: coverage, OS status, performance concerns
- Recommend immediate actions (update, repair, battery service)
- Recommend future actions (upgrade plan, refresh timing)
- Review fleet-wide refresh cycle opportunities



Answering all your Device Health Check Questions

What is an Apple Device Health Check?

A device health check reviews:

- Software update & upgrade status
- Security posture & patching
- Warranty & support coverage
- Eligibility for OS updates

Using Apples diagnostics and support workflows helps identify issues early and maintain optimal device health.



Who Performs the Health Check?

- End users via Apple's diagnostic tools and coverage checks
- IT administrators, using Apples device management framework to assess update compliance
- Apple Authorised Service Providers, for deeper issue investigation if required

Upgrade Assessments for Device Refresh Cycles

Upgrade assessments help determine when devices should be replaced based on support, performance, and security.

Key Factors

- OS Support Timeline: Devices must remain within Apple's supported OS versions to receive security updates
- Compliance & Compatibility: Managed devices must meet minimum OS versions to ensure access to new features and security patches
- Proactive Refreshing: SMBs should refresh devices before OS support ends to avoid security and productivity risks.

How Often Should Health Checks Be Done?

Regular software updates are essential to keep devices secure, compatible, and performing well. SMBs should aim for 6-12 month health checks, aligned with Apple's update cadence.



How to Carry Out a Device Health Check

1. Check Warranty and Support Coverage

- Go to Settings > General > AppleCare & Warranty
- Or visit checkcoverage.apple.com

2. Review Software Update Status

Apple categorises updates into:

- Minor updates (security patches, enhancements)
- Major upgrades (new OS versions with new features)
- Background Security Improvements (rapid security fixes)

3. Validate Compliance with Apple Device Management

Businesses can:

- Enforce minimum OS versions
- Apply update deferrals
- Ensure devices meet security standards before entering production