

Communication with macOS Device Lost After Upgrade to macOS Device Manager 2023.4

<https://campus.barracuda.com/doc/101713268/>

In rare cases, communication with macOS devices may be lost after upgrading to macOS Device Manager 2023.4.

If this occurs, log on the macOS device, then stop and restart MWExpertSystem.

1. In macOS, navigate to **Applications > ManagedWorkplace > OnsiteManager > Tools**.
2. Then run **StopMWExpertSystem**.
3. Once MWExpertSystem has stopped, run **StartMWExpertSystem**.

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