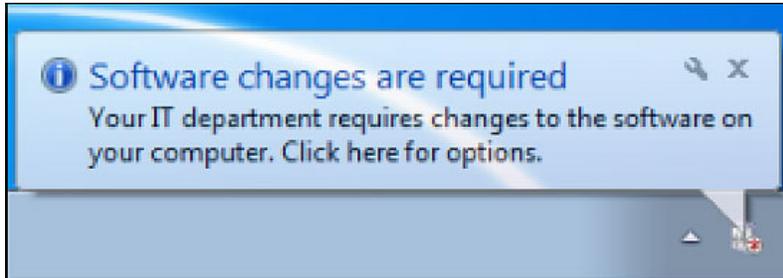


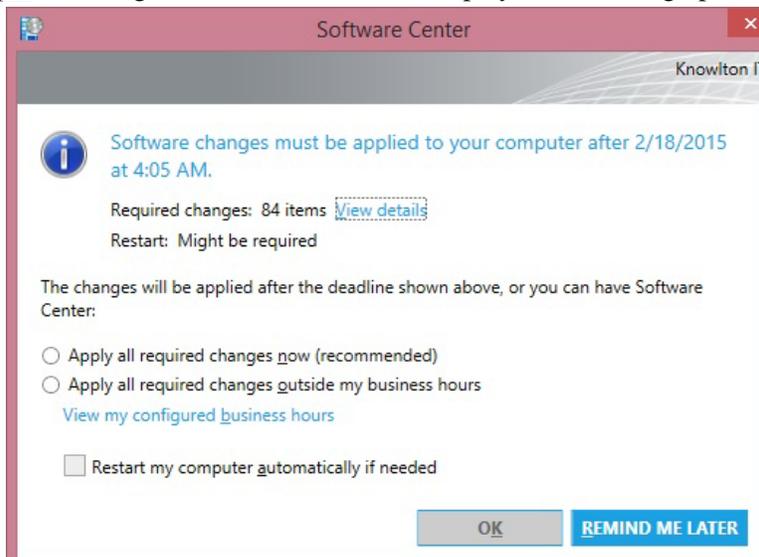
Memo on SCCM Software Updates:

Purpose: Knowlton IT is implementing a new update management system (SCCM) to patch windows systems in order to maintain compliance with OCIO and university security standards. This system will display messages that users can interact with, and should be aware of.

Step 1: A notification will appear indicating software changes are required on your system.



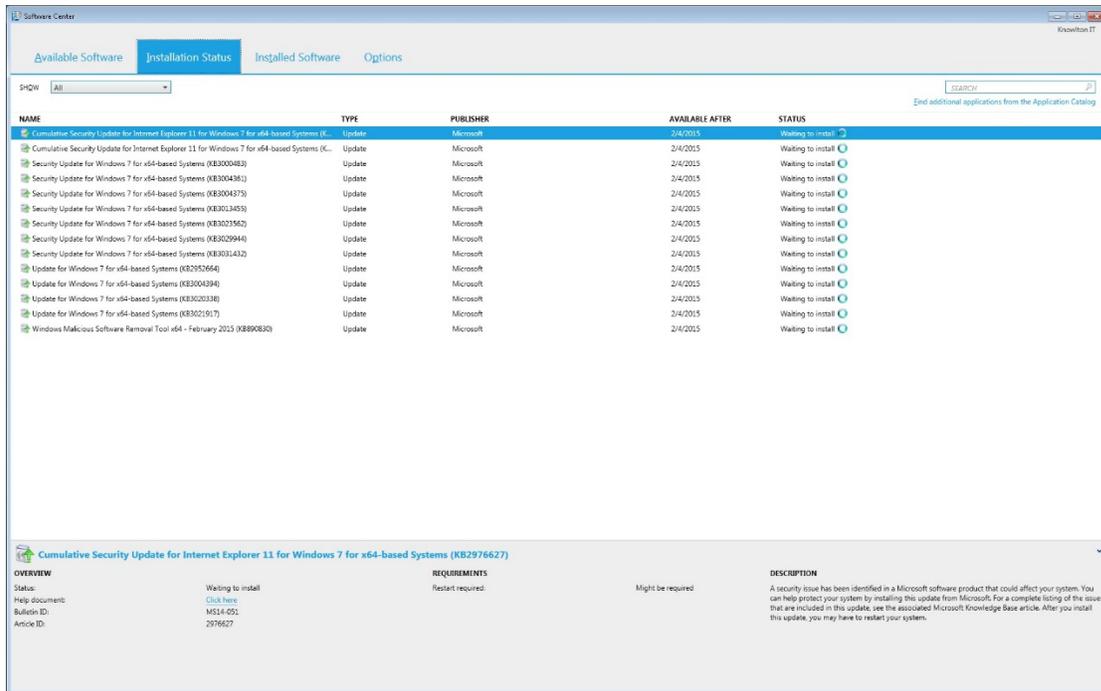
Step 2: Clicking on the notification will display the following option box:



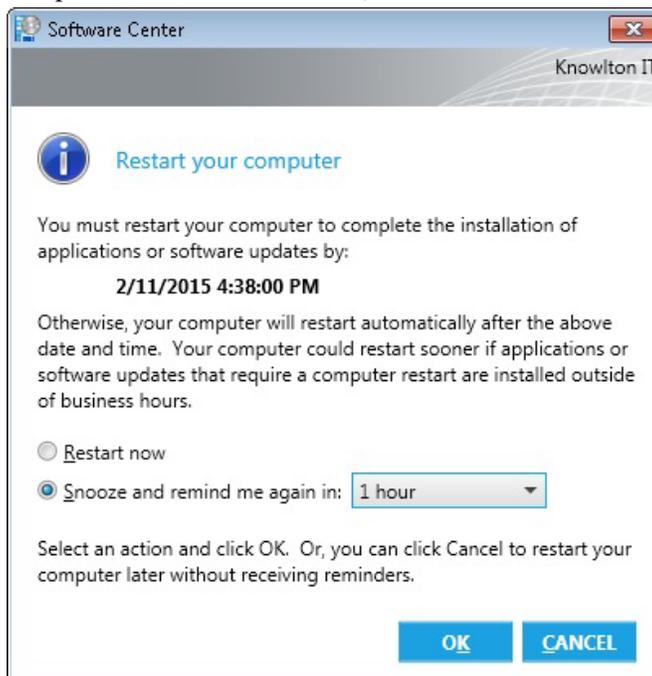
Step 3: Selecting “Apply all required changes now (recommended)” button will download and install the software updates. This should have a minimal impact on your PC’s performance. If a reboot is required for the updates your machine will prompt you prior to rebooting.

Alternate Step 3: Selecting “Apply all changes outside my business hours” will have the updates install after business hours (you can define your business hours by selecting “view my configured business hours” – by default this is set from 5:00am to 10:00pm). Note that some updates cannot be postponed until after business hours and must be installed by a specific time determined by the system (this is for security reasons and cannot be changed).

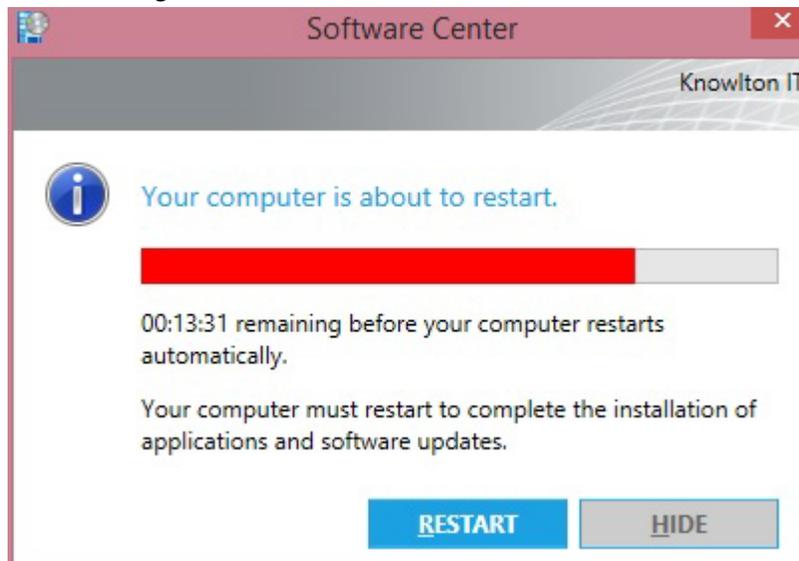
Step 4: Once you have selected to install updates you can see the status of the update installation in the Software Center (Software Center can be found in all programs under “Microsoft Configuration Manger 2012r2”).



Step 5: When the updates have finished installing, if a reboot is required SCCM will display the following message allowing you to decide when you would like to restart your PC (note you can only delay the reboot up until the deadline shown).



Step 6: At the deadline, if you have not yet rebooted your PC, system center will display a notification that it is forcing your PC to reboot. It will also display a countdown timer that will show the amount of time remaining before reboot.



As always, if you have any questions or concerns about this process please feel free to contact the Knowlton IT staff.

Frequently Asked Questions:

Q: Having to install updates and reboot my PC is super annoying – Can we not do this?

A: No, OCIO and university security policy require that our machines be patched to avoid data loss and protect against malicious software. We’ve tried to implement this system in a manner which is least intrusive to your work.

Q: Is this a virus?

A: No, Microsoft System Center is a security solution suite that is being utilized by Knowlton IT to implement certain policies and apply software updates. You can notice that status windows all contain “Knowlton IT” in the top right corner of the window to identify the message as having been initiated by us.

Q: What if I leave my PC unattended, will it still reboot?

A: Yes, if you leave your machine on with a reboot pending it will forcibly reboot your machine, even if you are not there. It is always a good idea to save your work before getting up from your machine. Best practice to avoid having to reboot your machine while you are using it is to reboot your machine each night before you leave your work area.