

# WWCC Software Installation

Until recently, Information Technology (IT) allowed college employees to install any program they wished without restrictions or oversight. This caused a large percentage of college owned computers to be infected with viruses or spyware and opened the college network to invasion by unscrupulous hackers. The safety measures we have put in place to protect individual users as well as our network have caused us to look for alternate methods for the installation of software onto individual computers.

The first measure, restricting users from any installations, was necessary because of the lack of flexibility of Microsoft Server 2003. With the purchase of Microsoft Server 2008 we are able to have software packages available for users to install without Administrator approval. We have already prepared the standard software: WinZip, QuickTime, iTunes, and Java. More software can be added simply by filling out a request form with information concerning your software and sending the form to [helpdesk@wwcc.wy.edu](mailto:helpdesk@wwcc.wy.edu), or by contacting the Help Desk directly.

IT does not use an “approval” process where we judge the validity of your software but, rather, we examine the software for its compatibility with our computers and network and assure that we have licenses in place.

Our new method of making software available for installation is not a return to “install anything you want” but is less restrictive than our current “send a work order request to the Help Desk”. True, you will not have the ability to download and install on the spur of the moment, but once you fill out the Software Installation Request form IT will make it a priority to set up an installation package for you and others.

Some software requires certain options or configurations beyond the default installation options to ensure it will work properly in our college environment. By automating the installation process for each software package, IT is able to test and maintain a consistency with software installs on all computers.

We ask that users plan ahead and request software for this process several days before it is needed. This will minimize the “emergency” situations.

## **How can I get my software added to the accepted list?**

Fill out an online Installation Request Form: [http://www.wwcc.wy.edu/info\\_tech/softwareform.htm](http://www.wwcc.wy.edu/info_tech/softwareform.htm)  
Call the Help Desk @ ext. 1676 or send an email to [helpdesk@wwcc.wy.edu](mailto:helpdesk@wwcc.wy.edu). Provide detailed information about the software, including:

1. Software name, version number, and manufacturer.
2. Purchasing information, including vendor, date purchased, PO # and quantity (if applicable). If the software is free, please indicate.
3. Does this software need an Installation key?. (an installation key is a “code” that unlocks the software, allowing it to be installed and used)
4. Where the install disk or install download is located (web address).
5. What computer(s) this software needs to be installed on. Will this software be available to a group or division or available for anyone?

## **How long until the software will be available for me to install?**

A software request work order will receive a high priority and should be addressed within one business day, depending on the number of priority work orders that day and IT staff availability. After the software is accepted, the time to prepare the install package for users depends entirely on the software installation requirements. Most packages should only take one or two hours, but more complicated packages can take several hours.

The assigned IT technician will communicate with the requestor when the software is accepted, approximately how long before the install package will be available to the user(s), and again when it has been added to the Accepted Software List.

As a general rule, software install packages can be made available to groups, or areas, of computers. If one license is purchased for software to be installed on one computer, an IT technician will directly assist the user in performing the install.

## **Why can't I delete some icons on the desktop?**

Windows XP and Windows Vista create a profile for every user. In addition, there is an **All Users** profile where objects can be made available to all users on a computer. A normal user has the ability to make changes only to his or her profile, including adding and deleting icons from the user's desktop area.

If an icon is added to the desktop in the **All Users** profile (which some software installations will do), a normal user cannot delete these icons from the desktop. If you try unsuccessfully to delete an icon from the desktop, it is because the icon was created in the **All Users** profile and not the user's profile.

## **What about software updates?**

Where possible, installation packages will be created with automatic updates disabled. When a new update is released, a new installation package will be created and will be disseminated depending on the circumstance. For example, most updates will be automatically "pushed" to computers so users don't have to initiate the update, such as Adobe Reader. Some updates may not be desired on select computers, such as a newer version of Java. The user will manually initiate the installation of these updates.

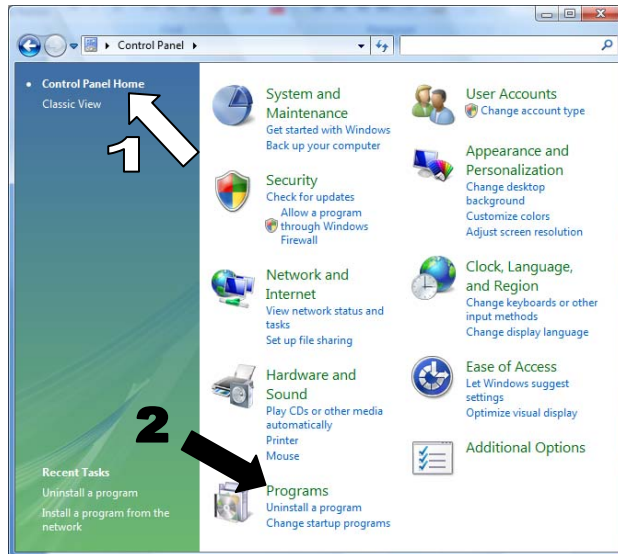
Updates for currently installed software (Quicktime and Java) can be reset by reinstalling the software from the Accepted Software List (no uninstallation is necessary).

# Installing Accepted Software

Open **Start Menu**



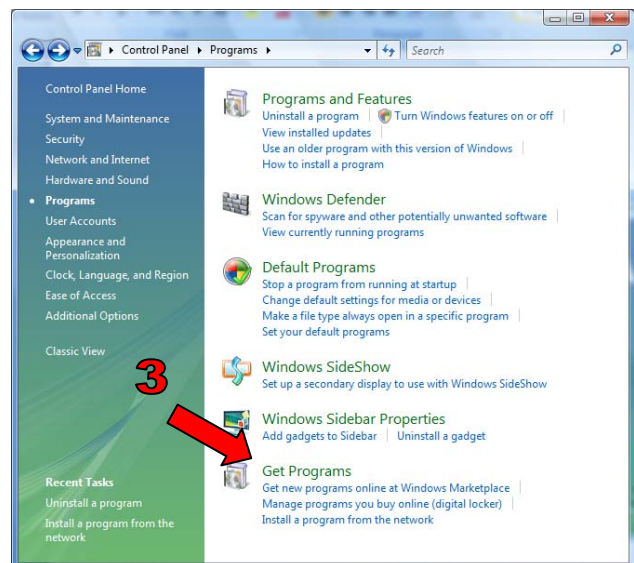
Select **Control Panel**



Make sure you are in **Control Panel Home (1)** view.

Click the **Programs (2)** link.

Click **Get Programs (3)**.



You will see the list of programs available to install.

