

## Monthly Maintenance for Your Computer(s)

### I. Why should I run Microsoft Update?


Microsoft Update is a tool to help keep computers up-to-date on security. As a new security patch is released by Microsoft, running Microsoft Update will ensure that the computer will be protected from vulnerabilities.

Microsoft Update will also improve the computer's performance. Microsoft Update checks for updated drivers for the computer. Additionally, Microsoft Update will help fix Windows components and other Microsoft related programs with flaws that might slow the computer down and prevent it from working as effectively.

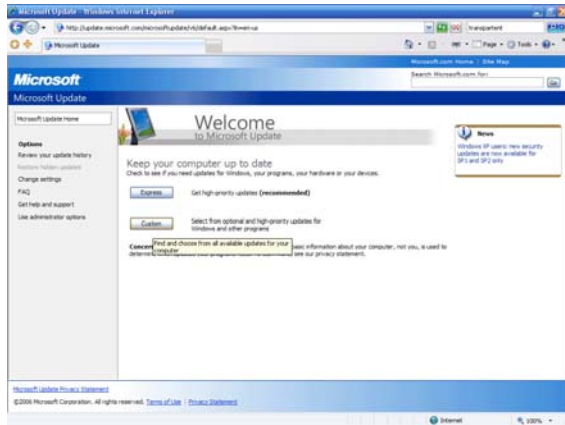
### II. How often should I run Microsoft Update?

Microsoft Update should be run at least once a month to insure that your computer has the latest updates.

### III. How do I go about installing updates?

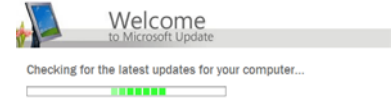
1. Open Internet Explorer – Internet Explorer (IE) can be found on either your desktop  or can be found in your start menu underneath “All Programs” for Windows XP Users or “Programs” for Windows 2000 users.
2. Click tools on the menu bar (above the Address Bar where the webpage's address is displayed)
3. Click Windows Update in the drop down box.
4. Install Microsoft Update (If already completed skip to step 5) – When clicking on the Windows Update, the update page will load. If you see the page to the left you need to install “Microsoft Update” before continuing.
  - a. To begin installing Microsoft Update click on “Start Now”
  - b. Click the “Start Now” Button on the next page.
  - c. Click “Continue”
  - d. Click “I Agree” Button on the security window that pops up.
  - e. Finally click “Check for Updates”



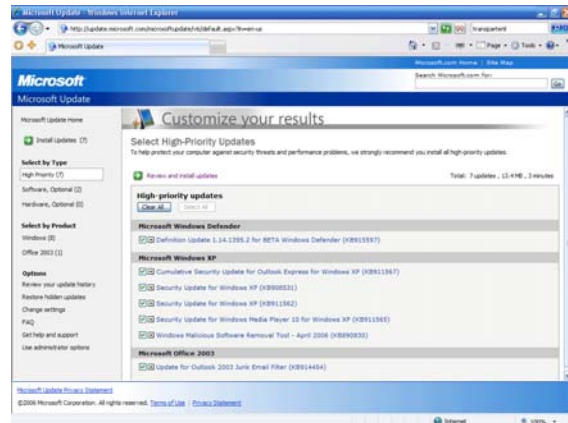


5. Microsoft Update (MU) is an updated version of Windows Update that will check for updates for additional Microsoft programs including *Microsoft Office* and *Microsoft Windows Defender*. On the Microsoft Update Page click the Custom button to check for all available Updates.

6. Wait while MU searches for updates.
7. Once MU has finished searching for updates, you should see a page like the one on the right.



- a. Make sure that all of the boxes are checked.
- b. Once checked, click on the *Software, Optional* link on the left and check all the boxes in that window.
- c. Click on the *Hardware, Optional* link and check any boxes in there.
- d. Finally click on the *Review and install updates* link on the top of the page.



- e. Click the *Install Updates* button and agree to any security boxes.
- f. Work can continue as usual once the updates have begun. Once updates have downloaded and finished, reboot if necessary.

#### IV. What should I do if I receive errors?

1. I receive an error that my date is wrong – Microsoft Update needs the time on the computer to be correctly set. Check to make sure that the computer is on the correct time and time zone.
  - a. Double left click the clock in the lower right corner of the screen.
  - b. Make sure that the Month, Date, and Year are correctly chosen and choose the correct Month, Day, or year if they are not.
  - c. Check to make sure that the time is correct.
  - d. Click on the Time Zone tab.
  - e. Make sure time zone reads: “(GMT-06:00) Central Time (US & Canada)” and make sure that Daylight savings box is checked. (If all was correct, skip to point g)
  - f. If time zone was off or clock was off and time zone was correct click on the Date & Time Tab and adjust the time if necessary.
  - g. Click the *Apply* button if possible then the *OK* button.

- h. Re-run Microsoft Update.
- 2. I am receiving Visio errors that are asking for the Visio 2000/XP disk.
  - a. Call the HelpDesk (H-E-L-P) or send an email to [computersupport@cuw.edu](mailto:computersupport@cuw.edu) for further assistance.

**V. Are there any other programs I should check for updates?**

- 1. Symantec Antivirus – Although Symantec is set up to get updates automatically, you can verify that you have current virus protection by doing the following:
  - a. Click on the yellow shield down by the clock
  - b. Once Symantec has opened click the *Live Update...* button
  - c. Click the *Next >* button
  - d. Live Update will scan and install and updates
  - e. Click *Finish* button
  - f. If errors occurred repeat process.
  - g. If still receiving errors go to the Symantec website and manually download updates.
  - h. Call the HelpDesk (H-E-L-P) or send an email to [computersupport@cuw.edu](mailto:computersupport@cuw.edu) if you still receive errors.
- 2. Sbybot Search and Destroy (Spybot)
  - a. Open Spybot which can be found in the Start>Program>Spybot – Search and destroy
  - b. On the main window click *Search for Updates* button
  - c. Right click on any updates and click *Select All*
  - d. Next to *Search for Updates* button will be a server dropdown box click and select one of the “Safer Networking” servers as these seem to run better.
  - e. Click the *Download Updates*
  - f. Wait for updates to download.
  - g. If updates have a red circle with a line through them select a different server and try to download them again.
  - h. Click the Immunize shield in the left column. The program will check if any additional “protections” are possible. If there are, click the dialogue box’s OK. Then complete the immunization process by clicking the Immunize button at the top of the window.
  - i. Restart Spybot and Run a scan. This is done by clicking the Search & Destroy button in the left column. Then click Check for problems.
  - j. When the scan completes, remove any problems that have been identified by clicking on Fix Selected Problems.

**VI. What should I do to help me remember to run updates every month?**

- 1. Set an Outlook calendar appointment for once a month with a reminder.