How Concordia's IT Department Manages Windows Updates on Your Computer

Summary

This document describes the process of deploying Windows Updates via Software Center (SCCM) and the behavior of client computers receiving these updates.

Overview

Windows Updates should be downloaded and installed on a regular basis to ensure your computer's operating system is up to date with the latest security patches and updates from Microsoft.

Windows Updates are deployed from Software Center to all IITS-managed computers on the third week of every month.

Windows Update Deployment via Software Center centralizes the deployment and installation of Windows Updates for the following reasons:

a. To ensure that all client devices are receiving the correct and latest updates for their OS.
b. To reduce external network traffic by providing an internal download source for Windows Updates.
c. To ensure that all client devices are downloading and installing Windows Updates on a regular basis.

Occasionally, Microsoft will release an emergency Out-of-Band update to address a critical security vulnerability. When this occurs, the IT department may deploy the update via Software Center outside of the scheduled maintenance period (the third week of every month). A notification will be posted in the News and Alerts section of the IT Service Catalog to inform you of any required reboot to your computer.

You may still perform a manual check for updates with the Microsoft Windows Update Service if you wish.

Please Note: If you would like more information or have any questions about this process, contact the **Service Desk** at **514-848-2424 ext: 7613** for assistance.

Please continue reading for a step-by-step explanation of the Windows Update deployment process via Software Center.

Windows Update Deployment Process

Windows Updates are deployed to all IITS-managed devices on the third week of every month. These updates are automatically downloaded and installed by the receiving computer. When the computer detects that updates are available, it will display a notification in the Taskbar.

You can observe the progress of these updates in the Software Center (**Start > All Programs > Microsoft System Center 2012 R2 > Application Manager > Software Center**).
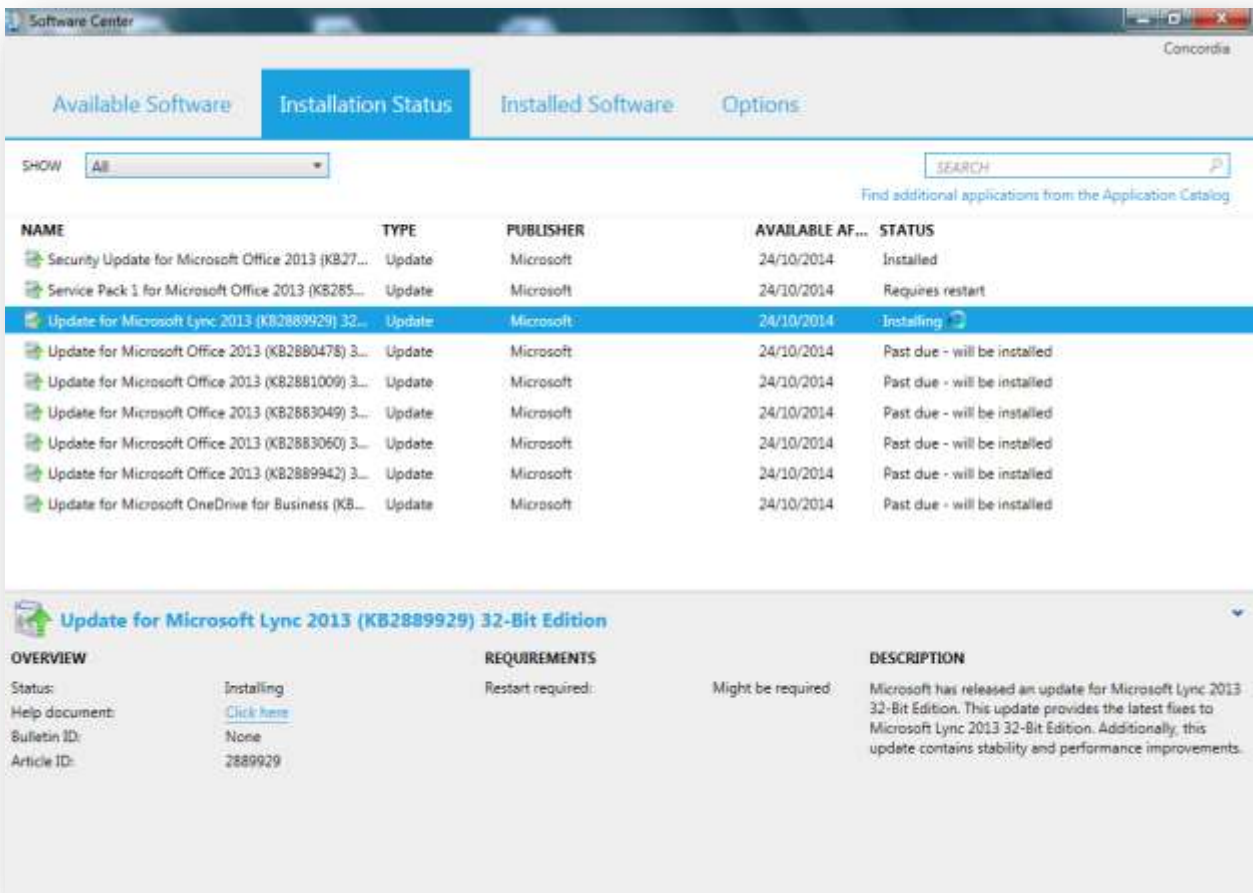
Once the computer has finished downloading and installing the updates, it will then notify you that a reboot is necessary to complete the installation.
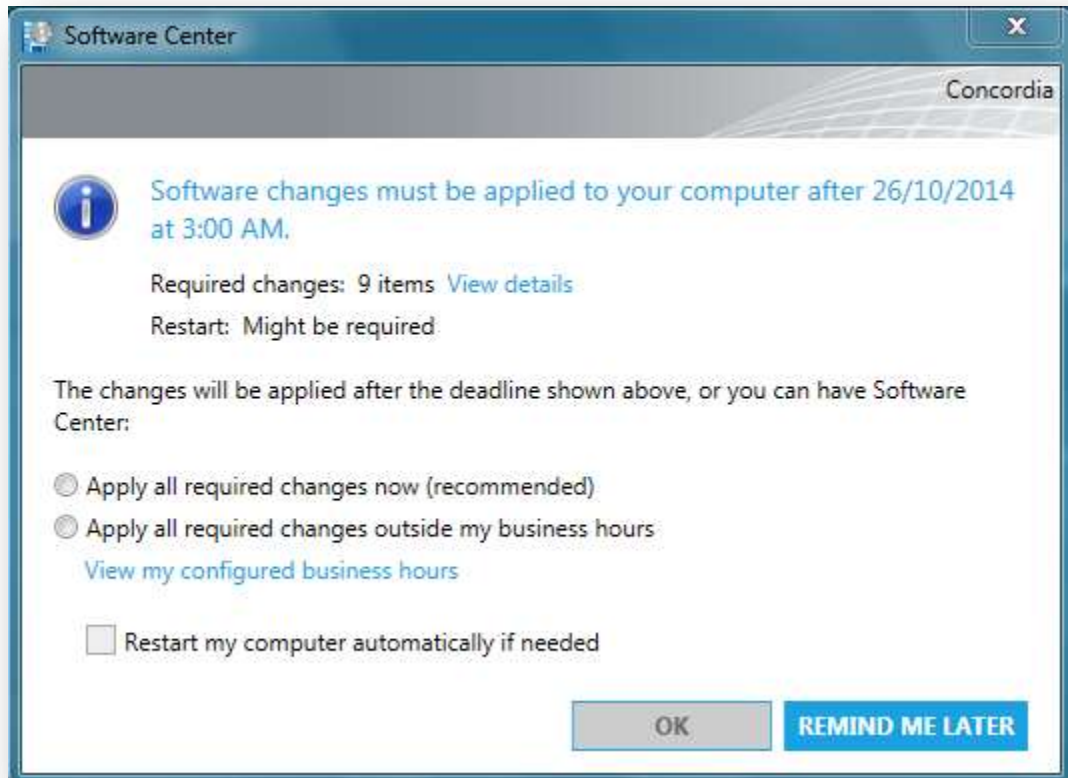
You can opt to perform the reboot immediately or postpone the reboot for a given period of time. SCCM will continue to send you periodic reboot notifications however you can continue to postpone the reboot indefinitely.

**How to Determine if a Machine is Receiving Updates from Software Center**
When Windows updates are managed by Software Center, the Windows Update Agent will display: **You receive updates: Managed by your system administrator,** as in the image below.

If you would like to prompt the computer to check with Software Center for any recent updates, you can click on **Check for Updates** on the left panel.
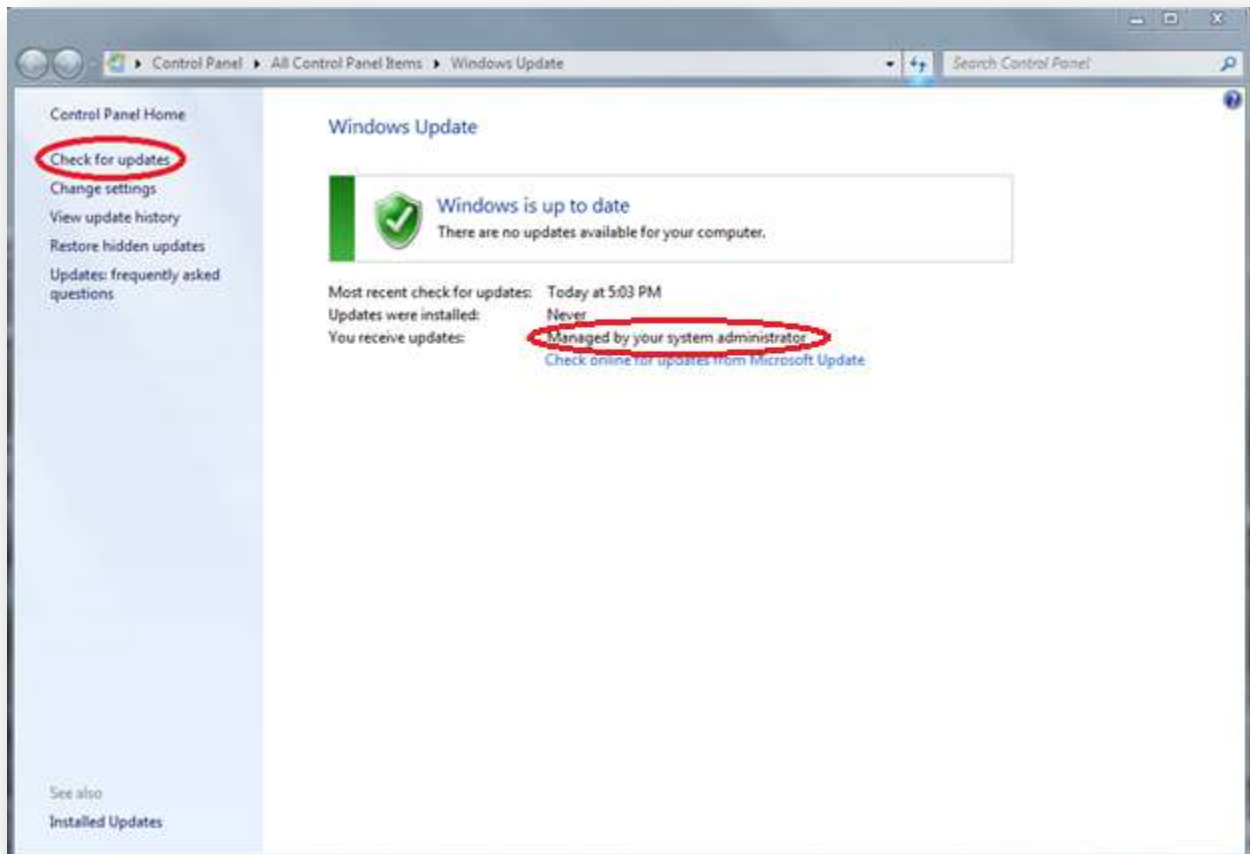
How to Check for Windows Updates from the Microsoft Update Service
You can also check for new updates directly from the Microsoft Update Service by clicking on **Check Online for Updates from Microsoft Update**.
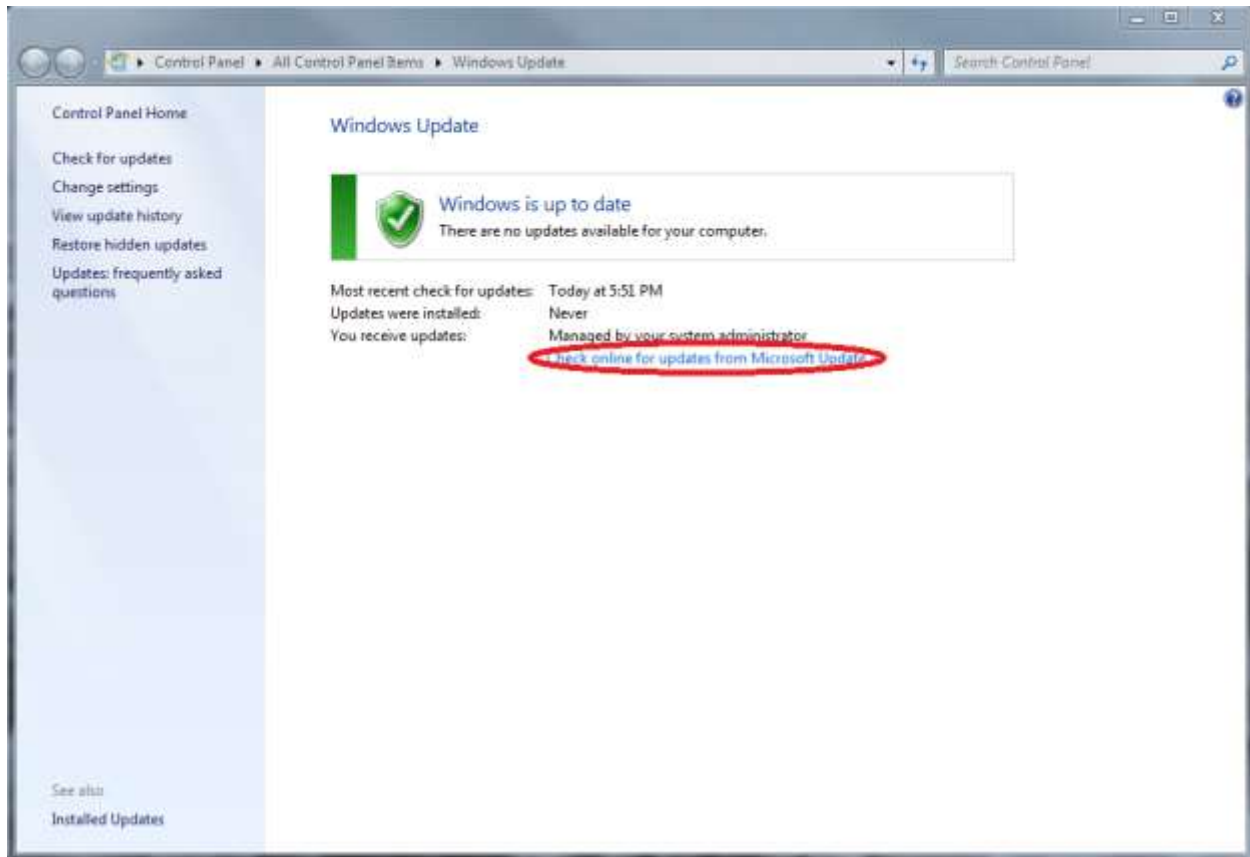
Updates Released Outside of the Regular Maintenance Schedule (Out-of-Band)
Occasionally, Microsoft will release an emergency Windows Update outside of its normal update period to address a critical security vulnerability. When that occurs, IITS may deploy this out-of-band update via Software Center outside of the scheduled maintenance period (the third week of every month).

This deployment will be identical in behavior to the steps mentioned above concerning regularly-scheduled deployments.

A notification will be posted in the News and Alerts section of the IITS Service Catalog website about any out-of-band patch deployment to inform users of any required reboots to their computers. Required reboots will usually occur within 24hrs of an Out-of-Band deployment.

Monthly Windows Updates	Out-of-Band Updates
Deployed every 3rd week of the month.	Deployed as required.
Computer will download/install updates as soon as possible.	Computer will download/install updates as soon as possible.
Computer will prompt for reboot but will not perform one without user intervention.	Computer will prompt for reboot. User can temporarily postpone reboot however it will be required to occur within 24hrs of deployment.