



Using Microsoft Windows Update



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About Windows Updates

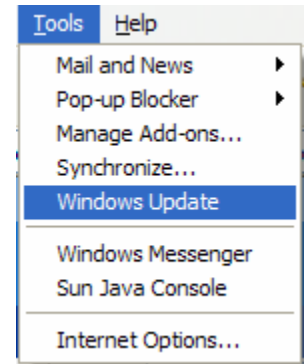
Microsoft provides updates for the Windows Operating Systems on a weekly basis (every Tuesday); the updates address known issues and help protect against security threats. Security threats include hackers who try to access your computer to retrieve personal information and viruses that can download themselves from the web or e-mail attachments (even if you don't open the attachment). Viruses can spread across the network, leaving you and the rest of the University without Internet access. Therefore, it is imperative that you update your copy of Windows to reduce your risk of infection. Cisco Clean Access prevents you from accessing the CCSU network until you are fully updated. *NOTE: There may be times when Windows Update does not display any additional updates but Clean Access Agent claims that there are still more Microsoft Updates to download and install. This is an error on your computer and can be fixed by running "Window Update no longer registered fix.bat" from help.ccsu.edu on your computer.*



Using Microsoft Windows Update

Windows Update Instructions

1. Open Internet Explorer. Click on the Tools menu, then **Windows Update**. Alternatively, you may navigate to <http://www.windowsupdate.com>.



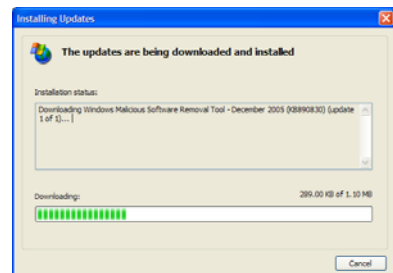
2. On the Welcome screen, click **Express** to search for Critical Updates. Windows Update will then begin to search for available updates.



3. Windows Update will display a list of applicable updates. Click **Install Updates** to begin the process.



4. A window will appear displaying the progress of the updates. This may take a while, depending on the size of the updates and the speed of your computer.



5. Windows Update will then display a summary of the updates that have been installed. Your copy of Windows is now up to date.

Note: You may need to restart your computer and perform Windows Updates again depending on your system configuration.



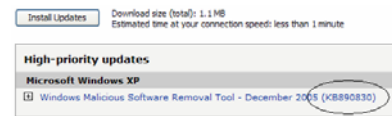


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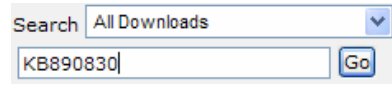
Updating Windows Manually

If you cannot update your computer through Windows Update, you will need to install the updates manually.

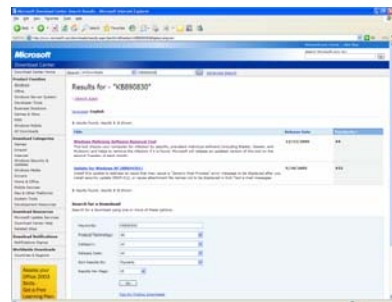
1. From the list of available updates, write down the code of the update that you need to install. The code begins with the letters “KB”, followed by a six-digit number.



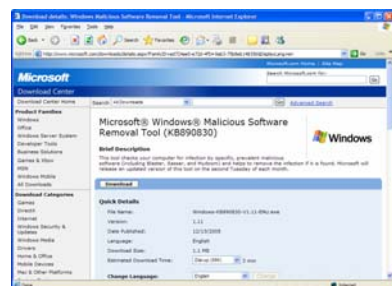
2. Go to Microsoft's download center at www.microsoft.com/downloads/ and search for the update that is required.



3. Select the update from the results that appear.



4. Set the Download Speed to DSL/Cable and click **Download**. Save the file to your desktop.



5. Double click on the file you saved to your Desktop to open the update. A Window will appear to guide you through the Update.



6. Follow the instructions to install the update. Repeat this process for each update that could not be installed automatically.