

## Microsoft Update service

**Microsoft Update** is an online service to keep your PC's Windows system secure and up to date. It includes what was originally called **Windows Update** but you can also use it to keep other Microsoft software products up to date — such as Microsoft Office.

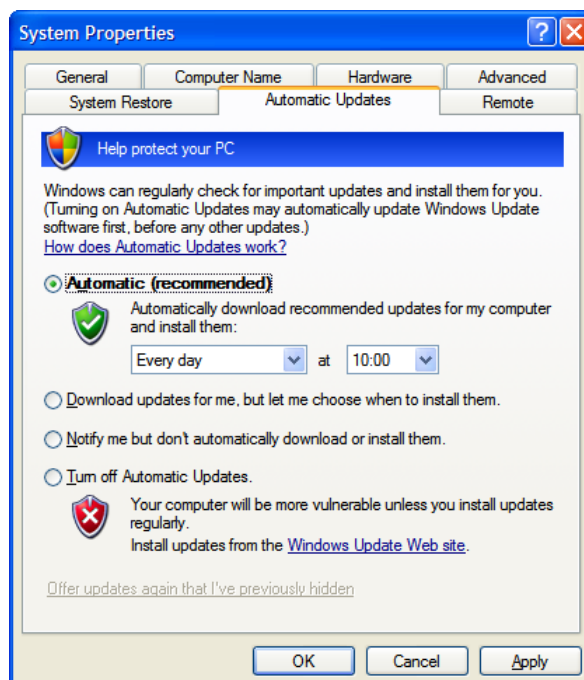
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### 1 Switching on the automatic service

#### 1.1 Initial set-up — do this once only

This procedure will set up Windows XP to check for updates every day, and install the important ones, automatically.

- Right click **My Computer** on your Windows desktop and select **Properties** from the pop-up menu.
- Select the **Automatic Updates** tab. If this tab is not there, you probably do not have Administrator rights to your PC. See section 3.
- Select **Automatic (recommended)**. Select **Every day** from its first box and a suitable time. This should be a time each day when your PC is usually live for at least 1 hour.
- Click **OK** to save this set up.



#### 1.2 When updates arrive

Each day, at the time you set in section 1.1, Windows connects to the Microsoft website and downloads any *high priority* updates that are not already installed on your PC. After downloading, it installs the updates automatically. If you switch off your PC during a download, the process resumes when you next switch on.

You can continue working while an update is installing but your PC may run slower than usual. Windows may request action from you after installing an update:

- Occasionally, it asks you to accept a new End User Licence Agreement (EULA).

- Sometimes it asks you to restart your computer so that an update can take immediate effect.

The automatic service will install only *high priority* updates. Microsoft designs these to fix weaknesses in Windows that *could* allow your PC to be messed up.

## 2 Using the Microsoft Update website

The Microsoft Update website offers all types of update for Windows and for other Microsoft software products, such as Word 2003. Even if you are using the automatic set up in section 1, this website can be useful to keep your Microsoft Office software up to date and to get Windows updates that are not marked as *high priority*.

### 2.1 Installing optional Updates

- On your Windows desktop, right click the **My Computer** icon and select **Properties**.
- Select the **Automatic Updates** tab.
- Click [Windows Update Web site](#) near the bottom of the window. This will display the *Microsoft Update* home page in Internet Explorer, even if you have nominated another web browser as your preferred one.
- Click  to get a list of relevant updates not already installed on your PC.



- Initially, the list only shows *High Priority* updates but you can select other categories using the navigation panel at the left side of the page.
- Select  all the updates you want, then click the arrow  to install them.
- Before deciding about an update, you can use its [Details](#) link to find further information about it. If you decide not to accept an update, you have the option of asking to hide it from future lists of updates.
- Click **Microsoft Update Home** at the top of the navigation bar if you have further tasks in mind. Otherwise, just close Internet Explorer in the usual way.

### 2.2 Review your update history

This is at the left side of the Microsoft Update home page. It gives you a list of all the updates that have been attempted, with dates, and an indication of which failed and which succeeded. For example, Service Pack 3 for Windows XP is a very large update and occasionally fails to install. You can use the update history to check this, and then the method described in section 2.1 to try again to install it.

## 3 Further help

### 3.1 Common problems

The Windows Update service is robust and reliable. The most likely problem you will find is that you are not **administrator** for the PC you are working on.

- If you are a member of staff using an office PC, your local technical support staff may be the administrators of your PC.
- If your local technical support staff cannot advise or help, contact ILS Service Desk (0161 29 52444, or [ils-servicedesk@salford.ac.uk](mailto:ils-servicedesk@salford.ac.uk)) for advice.
- Windows Update will not complete unless your PC has an authentic installation of Windows. It will use the *Windows Genuine Advantage Notification tool* to verify this. Staff at this University can purchase some Microsoft software at low cost, and a separate arrangement allows students to obtain the software at low cost. There is more information at [www.ils.salford.ac.uk/governance/licensing/mscampfaq](http://www.ils.salford.ac.uk/governance/licensing/mscampfaq)

### 3.2 Keep your own PC up to date


It is important that you use Windows Update to help keep your own PC up to date and secure, especially if you connect it to the University's network. If you live in a Salford Student Residence running the *Clean Access* internet service, your connection will not succeed unless your PC runs the Windows Update service.

### 3.3 Service Packs

A Service Pack is a 'big deal'. It includes all relevant updates issued so far, redefines your Windows version number, and may be required to support new hardware or software that you add to your PC.

For example, if your Windows XP has Service Pack 3 installed, your Windows version will look similar to the one shown here. To get this display:



- Click **Start** in your screen's bottom left corner.
- Click **Run**  **Run...** at the right side of the pop-up window.
- Type **winver** into the **Open** box that appears, and click **OK**

### 3.4 Windows Vista

If you bought your PC with Windows Vista installed, it will already be set up to use Windows Update automatically. If you need to change options, the procedure is very similar to the description in section 1.1, although some of the wording and layout will differ. Start with a right-click on the **Computer** icon on the Windows Vista desktop, and select **Properties** → **Security Center** → **Windows Update**.

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Please note: The information contained in this guide was correct at the time of publication. A more recent version may be available on the ILS website at [www.ils.salford.ac.uk/help/userguide/](http://www.ils.salford.ac.uk/help/userguide/)