

SOFTWARE UPDATES

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Systems Used for Software Updates

FileWave

The article below explains some of the features of FileWave and what it is used for at Bayside Christian College to manage computers and mobile devices.

What is FileWave?

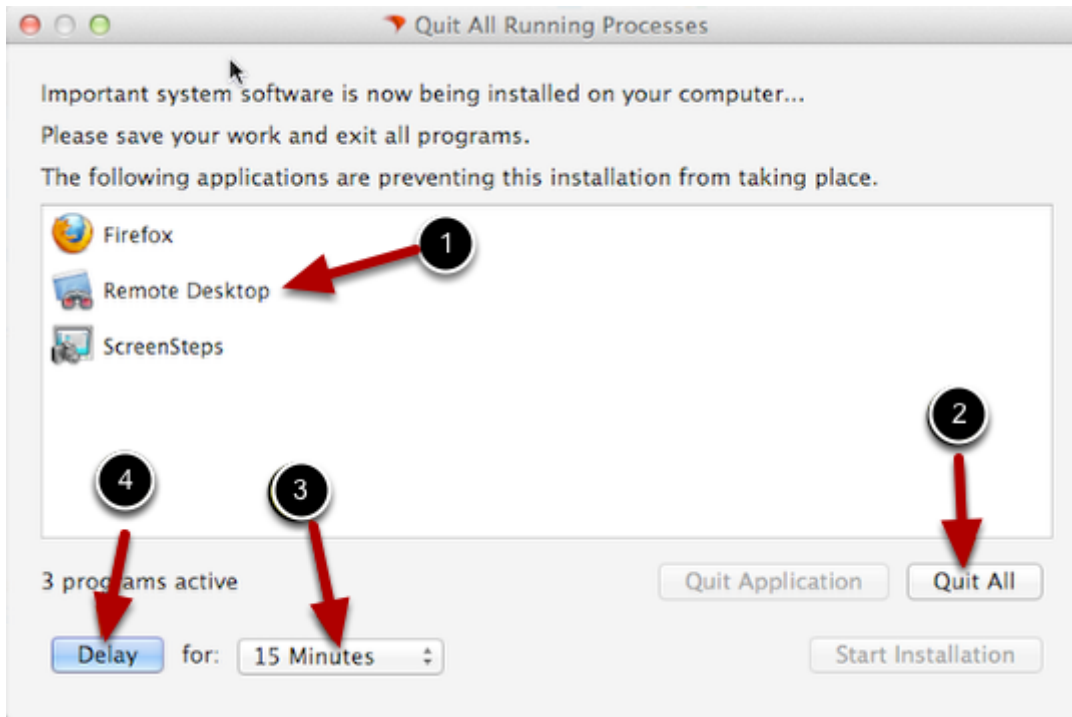


Bayside Christian College uses a management system called FileWave to configure and manage all of the Mac, iOS, and Android devices on our network. FileWave performs the following services for computers and mobile devices at Bayside:

- **Imaging** - The installation of the Mac Operating System and basic configurations is done using FileWave Imaging.
- **Configuration Management** - FileWave allows us to configure the Macs and mobile devices (e.g. setup printers; set a standard Desktop and Dock; remove or install software, apps, and eBooks).
- **Software updates** - OSX Software Updates are pushed out automatically to computers as required.
- **Kiosk (optional updates)** - The Kiosk allows provides a mechanism for users to install some updates or configuration profiles when needed (e.g. upgrading from Mavericks to El Capitan).

Anytime you see a popup, application, or menubar item with the FileWave logo pictured above, this is part of the management system used at Bayside to help ensure your computer or mobile device is configured with software and settings that are needed; and, that it remains up-to-date and secure.

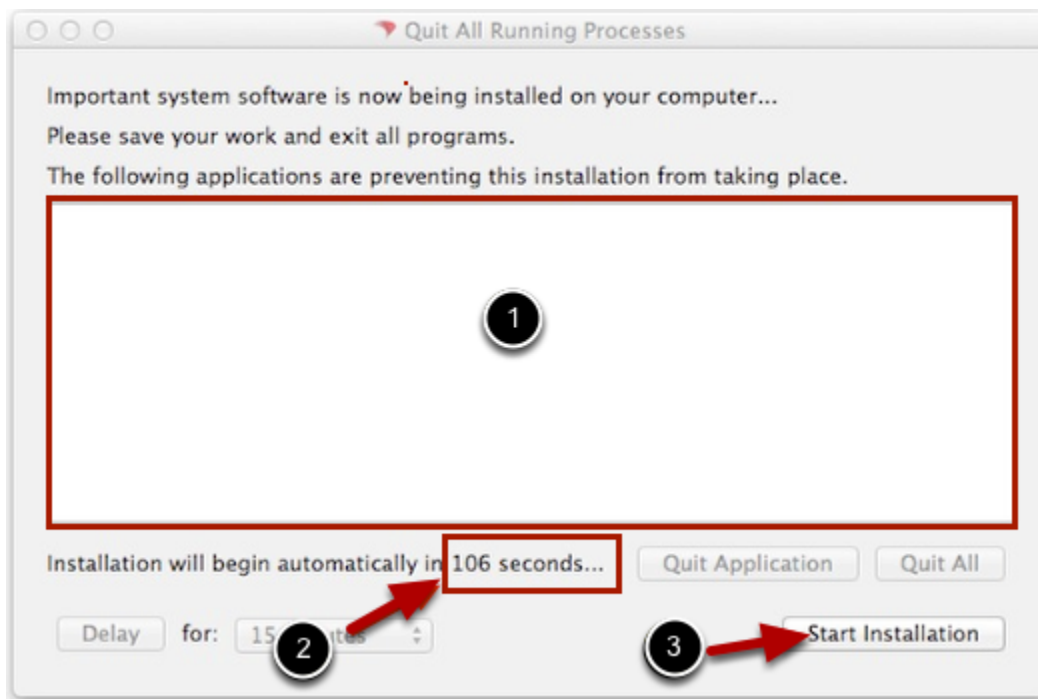
Mac Security Updates with FileWave



Most of the time, FileWave works silently in the background to keep everything working as it should. However, if FileWave needs to update and restart your computer while you are logged in, it will inform you. In these instances, you **do** have the option of delaying the update (not recommended) if necessary.

1. This window shows the open applications on your computer that will need to be closed before FileWave updates the computer.
2. If you want to quit the applications and proceed with the update, click the "Quit All" button and FileWave will close the apps for you.
3. If you would like to delay the update for a more convenient time, you can select any time between 15 minutes and 2 hours to delay the update.
4. Once you have set a delay time, click the "Delay" button and the update will be postponed.

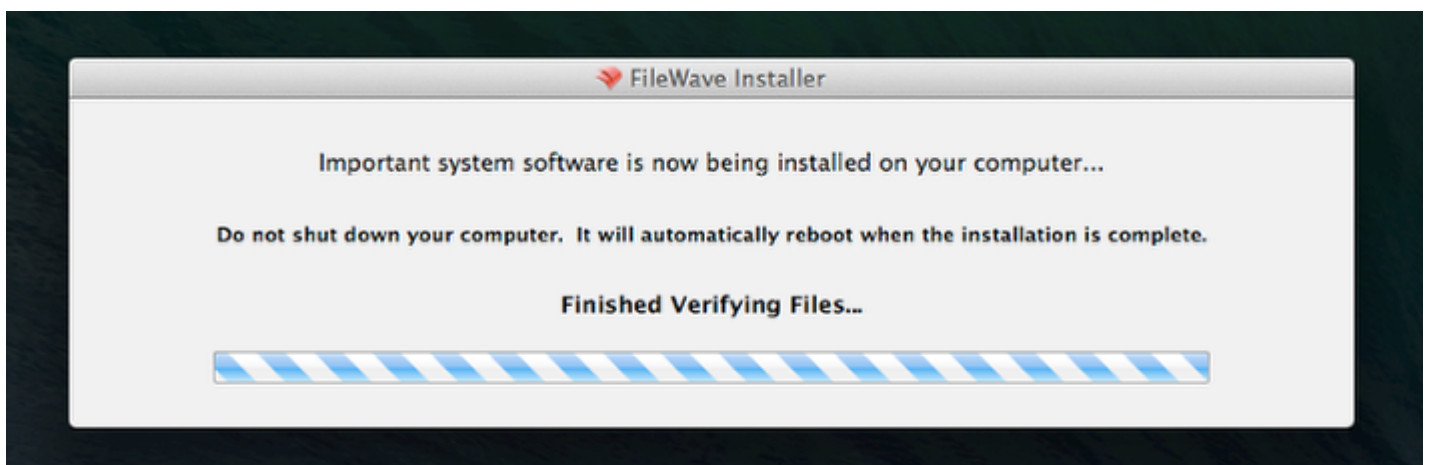
install Updates using FileWave



If you decided to Quit any open applications and install the updates prompted by FileWave, you will be presented with the screen above showing no open applications (1) and a new menu option.

If you do nothing, the updates will begin automatically after a set countdown (2). If you would like to kick off the updates immediately, click the "Start Installation" button (3).

FileWave Installer

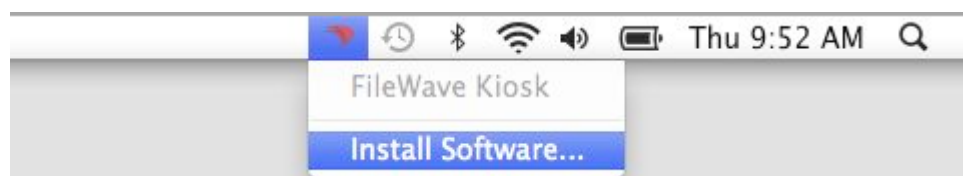


Once an update is started manually or automatically, the screen above will appear. Please let the update run until it has completed and the computer has rebooted. If multiple updates

require a restart, you may see this screen a second time and the computer will reboot again. This would occur only rarely.

NOTE: Please do not logout, restart, or shutdown any computer that is showing this screen, unless asked to do so by the ICT Department.

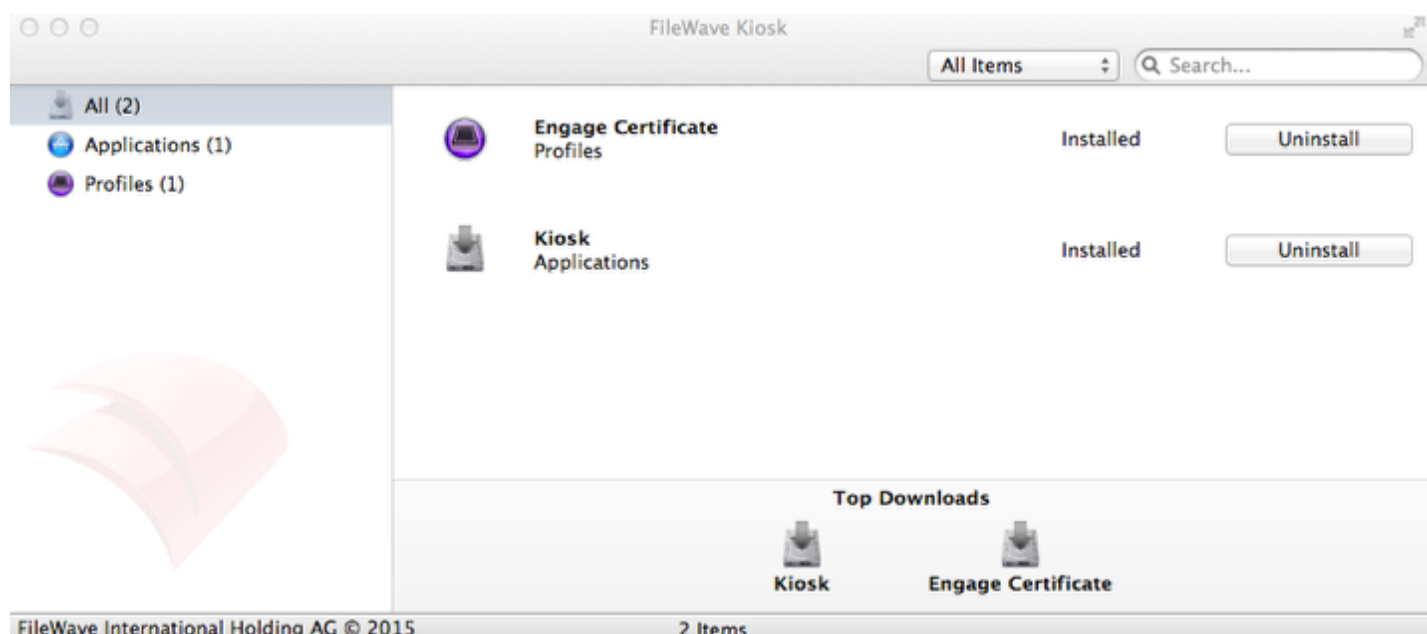
FileWave Kiosk (Menubar item)



The FileWave Kiosk provides a self-service portal for staff and students. The Kiosk is the mechanism we will be using to enable staff to update their own laptops to new versions of OSX in the future (e.g. updating from Mavericks to El Capitan).

The FileWave Kiosk is accessed from the Menubar on the Mac. To open the application and Install optional items, click "install Software".

FileWave Kiosk Application



The image above shows the FileWave Kiosk application window. Optional software, certificates, or other content will be displayed in this application window and users can Install or Uninstall content without needing Admin access on the computer.

Munki (Managed Software Center)

Bayside Christian College uses an open-source Mac software management system called "Munki", developed by Walt Disney Animation Studios, to install and update software applications on Mac OSX. This article explains how the system works from the standpoint of the end-user (staff and students).

What is Munki?



Munki was created and provided (free) to the world by Walt Disney Animation Studios, and is used on a large scale by companies including Google, Facebook, and Walt Disney to manage large fleets of Mac computers. Munki assists with keeping computers up to date with the **very frequent** software updates released by software companies.

Munki or "Managed Software Update" as it appears to the end-user, provides a way to efficiently install and update software applications on Mac computers in a timely manner. Updates can be installed in a self-service fashion without needing an Admin password. If no one is logged into a computer managed by Munki and an update is required, the update will be installed automatically in the background.

p.s. "Munki" is pronounced like "Monkey". Why a Mac management system was named after a simian is anyone's guess. Other than the fact it was created by the same people that brought us Bucky the Squirrel and Fix-It Felix, Jr. - it was probably just so thousands of computer nerds around the world had a good reason to say "Monkey" all of the time.

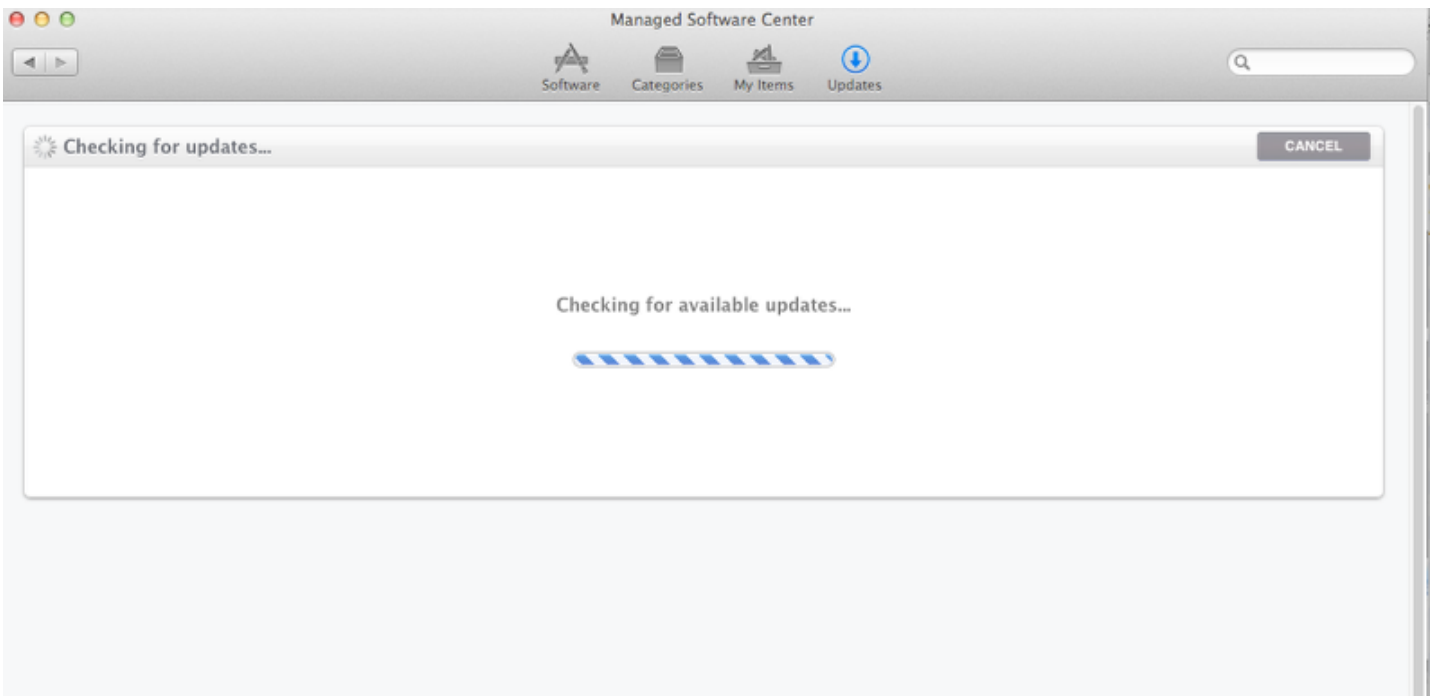
Managed Software Update



The "Managed Software Update" application is installed on every computer being managed by Munki. This application runs periodically in the background and checks to see if there is new software or updates to be installed.

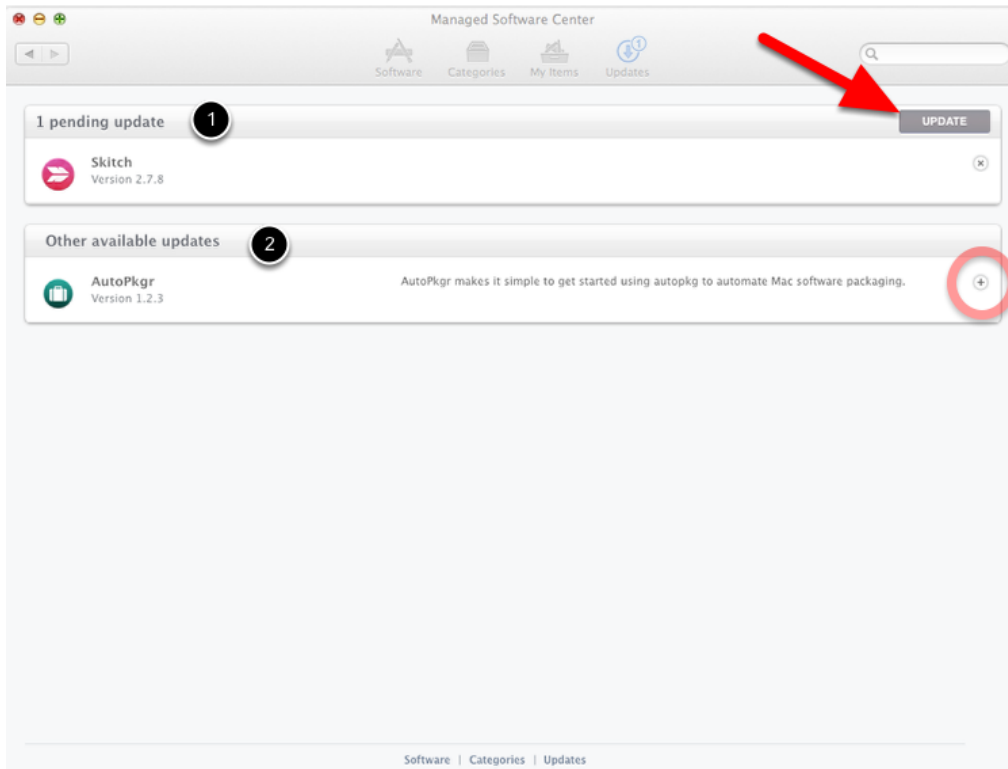
This application can also be manually started on your computer to check for updates or Install optional software applications.

Checking for Software Updates



The Managed Software Update app will run periodically on the Mac (or it can be launched manually by the user). When the application is checking for new updates, the screen above may appear.

Updating Software

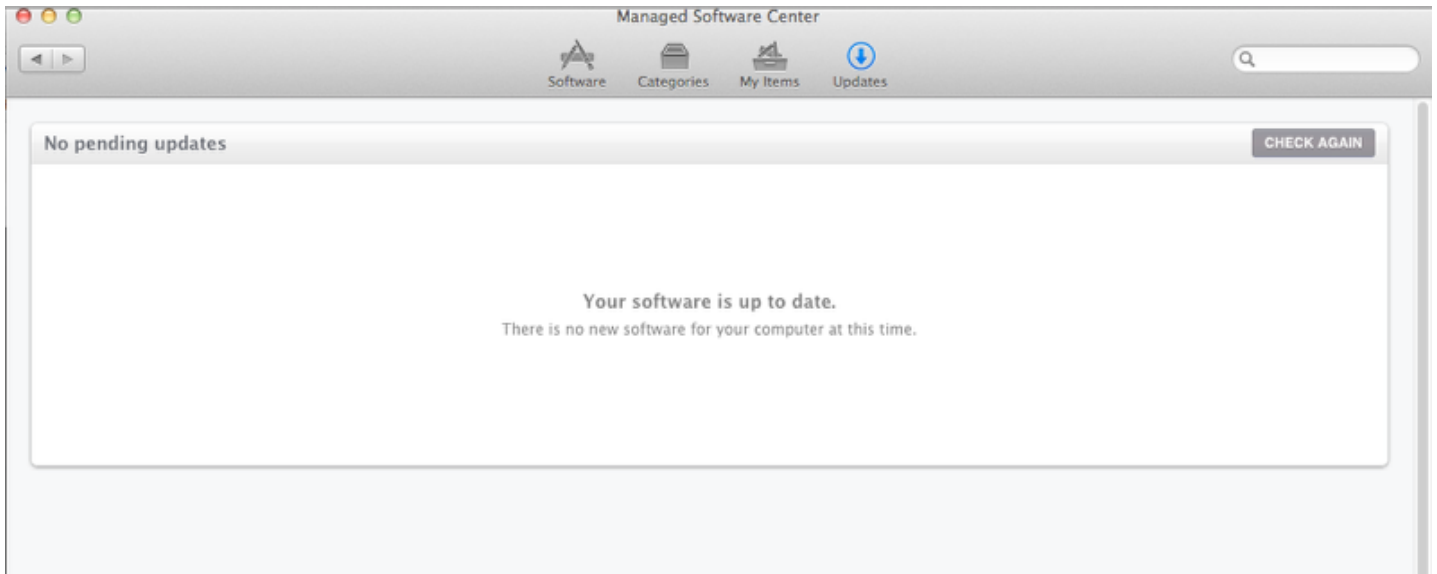


When any new updates are available, they will display in the "pending updates" section (1) and these updates can be applied by clicking the "Update" button. If an update requires the user to logout or for the computer to be restarted, the user will be notified.

Updates for optional software will display in the "Other available updates" section (2) and can be updated by clicking the + symbol to add them to the list of pending updates.

NOTE: *If there are software updates available, it is highly recommended that you install them as soon as it is convenient to do so. Delaying software updates repeatedly may result in potential security risks for your computer, and you will be continually "reminded" of the pending updates until they are installed.*

Your Software is Up to Date



If there are no software updates available for your computer, the screen above will appear after the check for updates is completed.

Optional Updates



In addition to checking for software updates, the Managed Software Update application is also a self-service kiosk that allows users to install or uninstall optional software applications as needed.

Optional software is available from the "Software" tab of the Managed Software Center. Applications can be installed without an Admin password or account in the Managed Software Center.

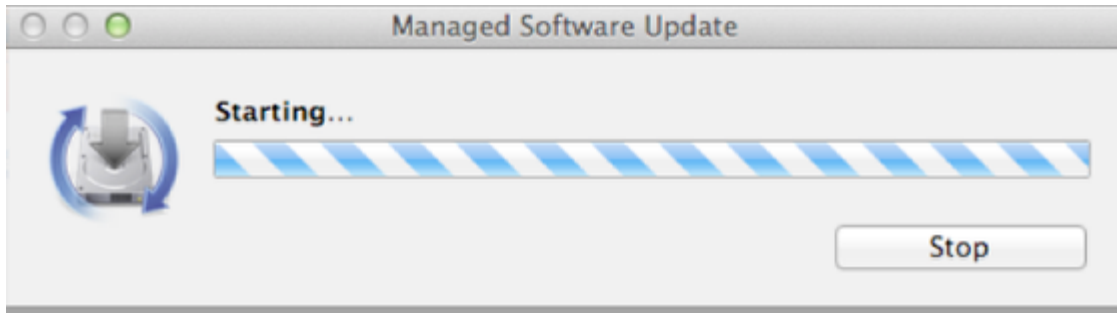
Additional Information about Optional Software



Additional information about optional software can be found by clicking on the application icon or text in the "Software" section of the Managed Software Center. This screen provides a description of the application, the version of the app that is available, and additional details such as the size of the application and the developer.

Individual applications can also be installed or removed from this screen by clicking the "install" or "Remove" buttons below the application icon.

Software Installation Screen



When software is being installed automatically when users are logged out, or when a user has manually ran updates requiring a logout or restart, the screen above will appear. Once the updates are completed, the login screen will display.

NOTE: If the software updates need to be delayed, they can be stopped by clicking the "Stop" button. The updates will continue the next time the computer is logged out, restarted, or the user initiates them again.