Software Center

Self-Installing Windows Software Guide

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UNT | COLLEGE OF ENGINEERING

Contents

Preamble

This document shows how to use the Software Center service that is managed by the UNT College of Engineering IT Services. This tool allows for regular users to install a variety of software on your computer without requiring administrative permissions or approval from CENG IT Services.

Please note, this service is only available to computers that CENG IT Services manages. This is also limited to Windows OS machines only.

For Computers that are off campus, or over university WIFI. You will need to also use the University Cisco AnyConnect VPN service. Please see the VPN access guide on our website https://itservices.engineering.unt.edu/faq

If you have any questions or problems installing software please contact CENG IT Services via ticket or email. Software available on this service is ever expanding, and commonly used applications are added often. If a particular software package is not available please let us know. https://itservices.engineering.unt.edu/requesting-service

Part 1 – Opening Software Center

- **Note: Cisco AnyConnect is <u>only</u> needed if using from <u>off</u> campus or over UNT WiFi.**

<u>Step 1:</u>

Click / open the ⊞ Start Menu (use one of the following methods)

- Select Software Center from the Windows Live Tiles
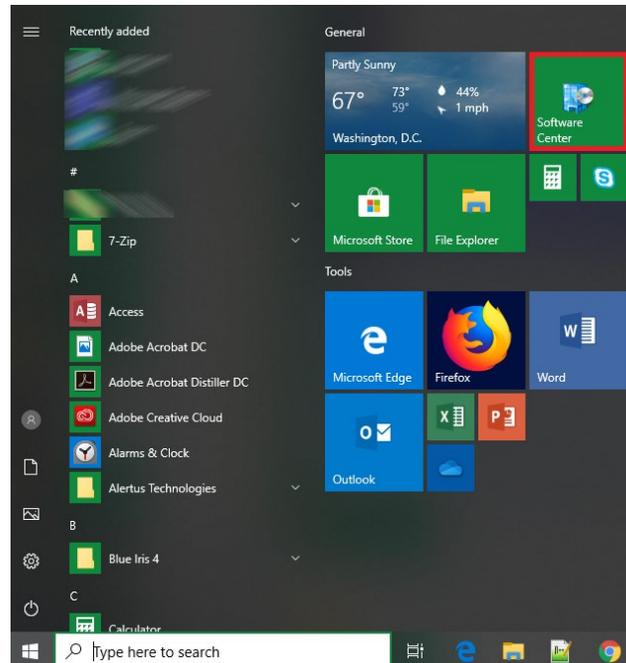
- Start typing Software Center and select the application
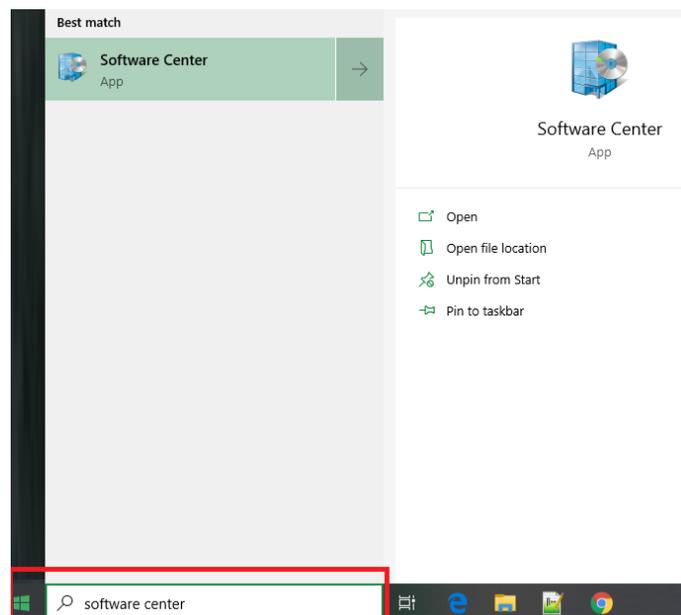
Part 2 – Installing Software

After Opening Software Center you will see a variety of software available. Please note not all College of Engineering software is available on this service so you may need to contact CENG IT Services. Also, your screen may show different available applications as some may be restricted.
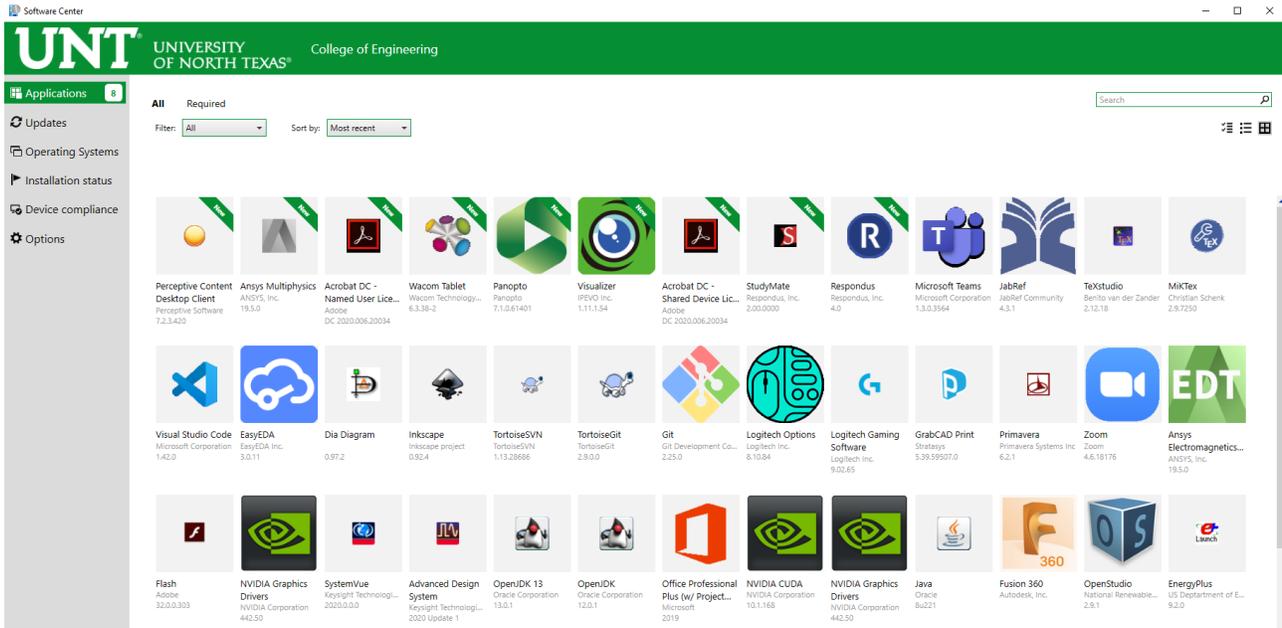
Step 1:

- Select the program you would like to install.

Step 2:

- Click the **Install** button
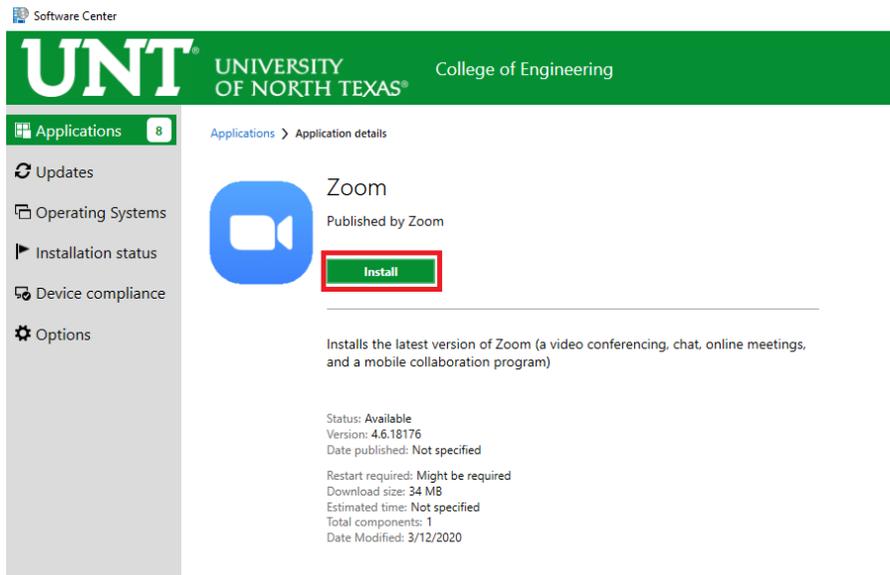
- Note: Application packages may have a popup window that shows progress during installation. Occasionally user interaction may be needed.
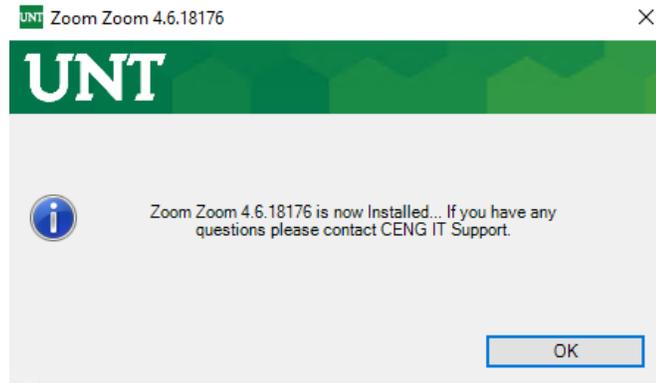
- Note: In most cases when installing software. The package automatically searches for any existing installation, and removes any older versions before installing the latest on Software Center.
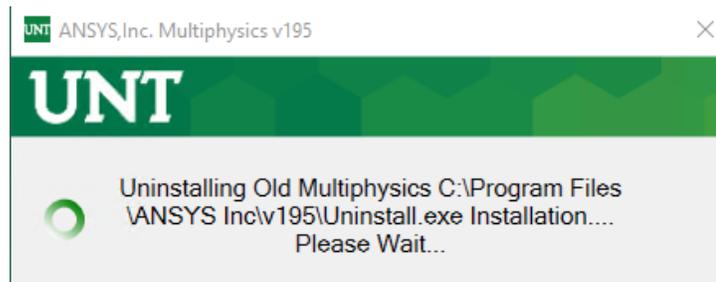
- **Warning: Some application packages may have visible windows during the installation process. In most cases the installation popup window will provide instructions.**
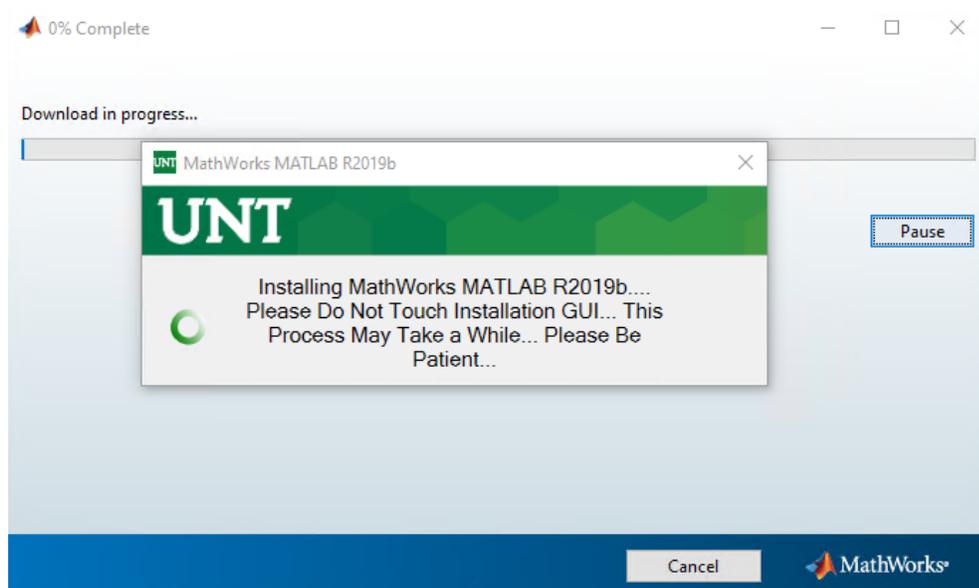
Part 3 – Uninstalling Software

In addition to installing application packages. Most applications allow for user uninstallation. Please note not every software package supports uninstallation so you may need to contact CENG IT Services.

Step 1:

- Select the program you would like to uninstall.

Step 2:

- Click the **Uninstall** button
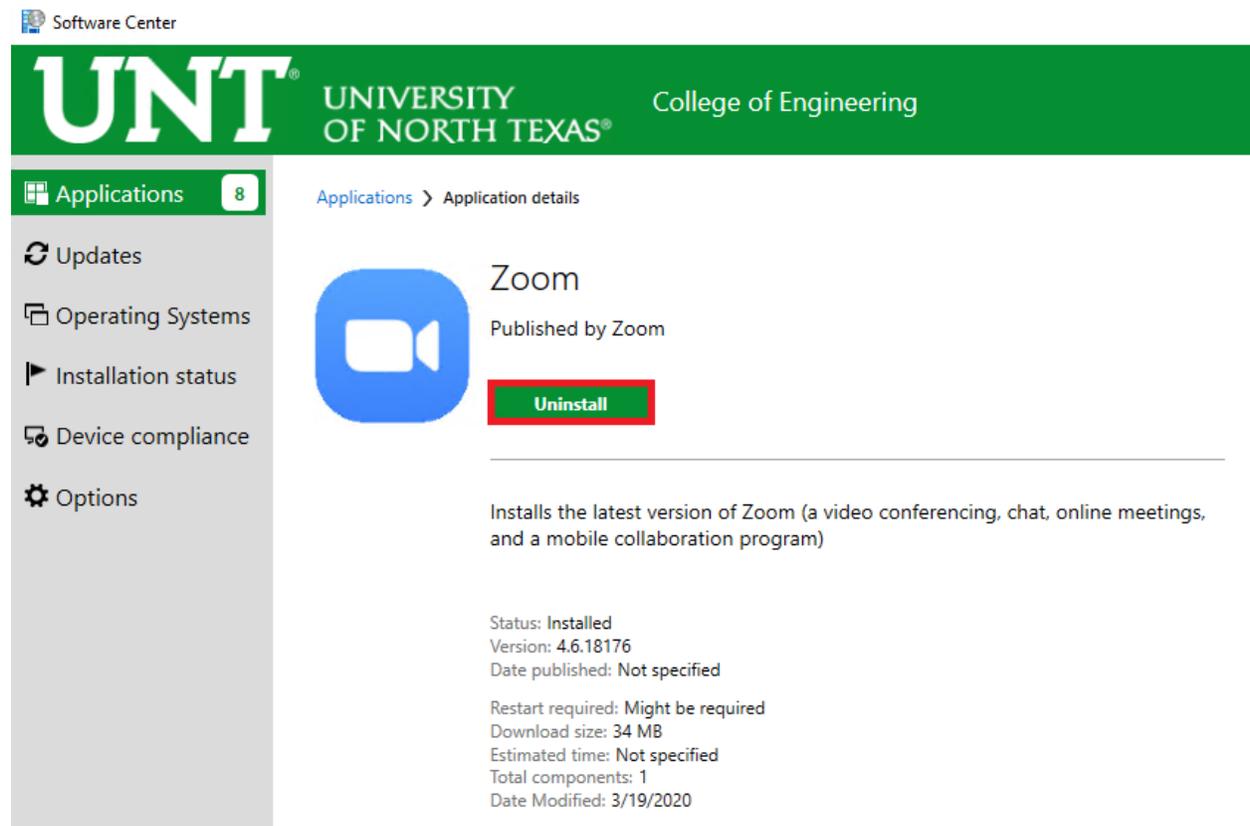
Part 4 – Diagnosing Common Errors

ISSUE: **Missing applications from software list (Off campus machines and laptops)**

Sometimes computers that have been offline or off campus (Laptops) become outdated due to not being regularly connected to the main server. In these cases, users can force Software Center to contact the server and update.

Steps:

- Close an open **Software Center** windows
- Click / open the Start Menu ⊞
- Start typing **Control Panel** and select the application
- Select **System and Security**
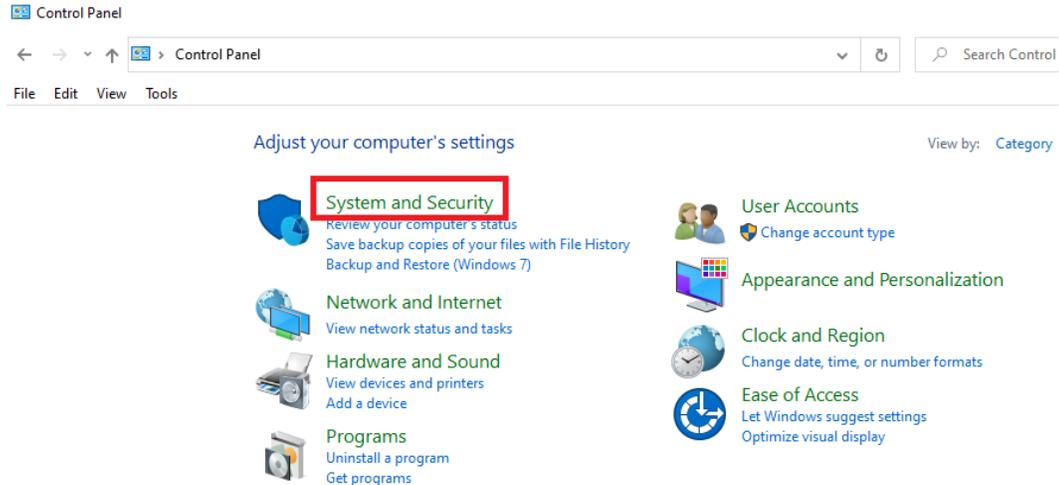
- Select **Configuration Manager**

- Select the **Actions** tab
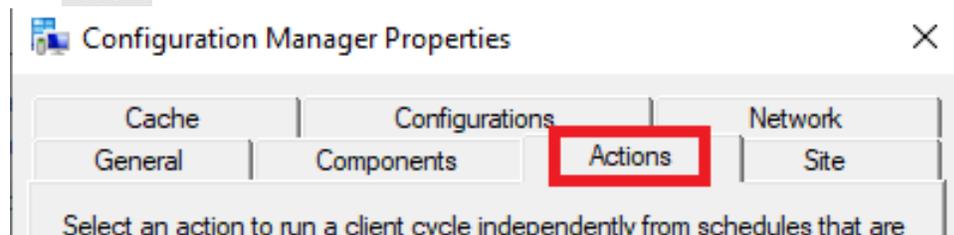
- Select the following actions and click **Run Now** for each one on the list:
    - **Machine Policy Retrieval & Evaluation Cycle**
    - **Software Inventory Cycle**
    - **Application Deployment Evaluation Cycle**
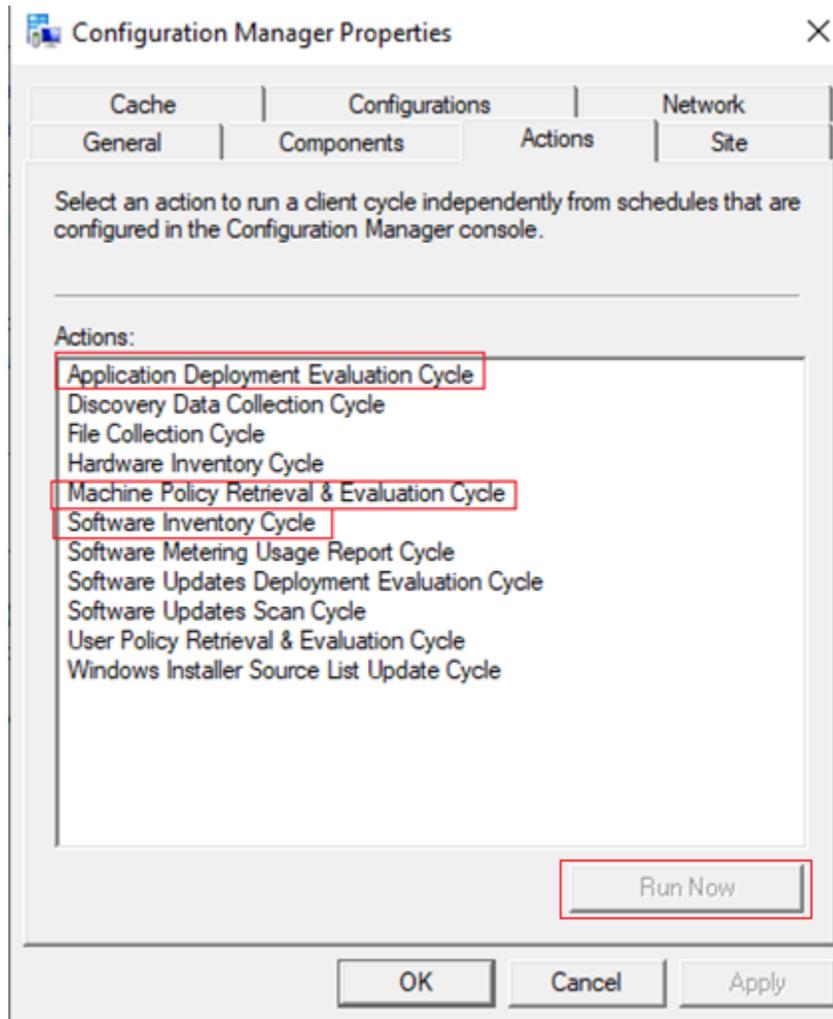
- Wait 5-10 minutes for these tasks to run / update and then check Software Center again.

Note: If your encounter a failed installation please check the error code against the following common errors. The error code can be pulled by clicking on the Failed button then **More Information** button.
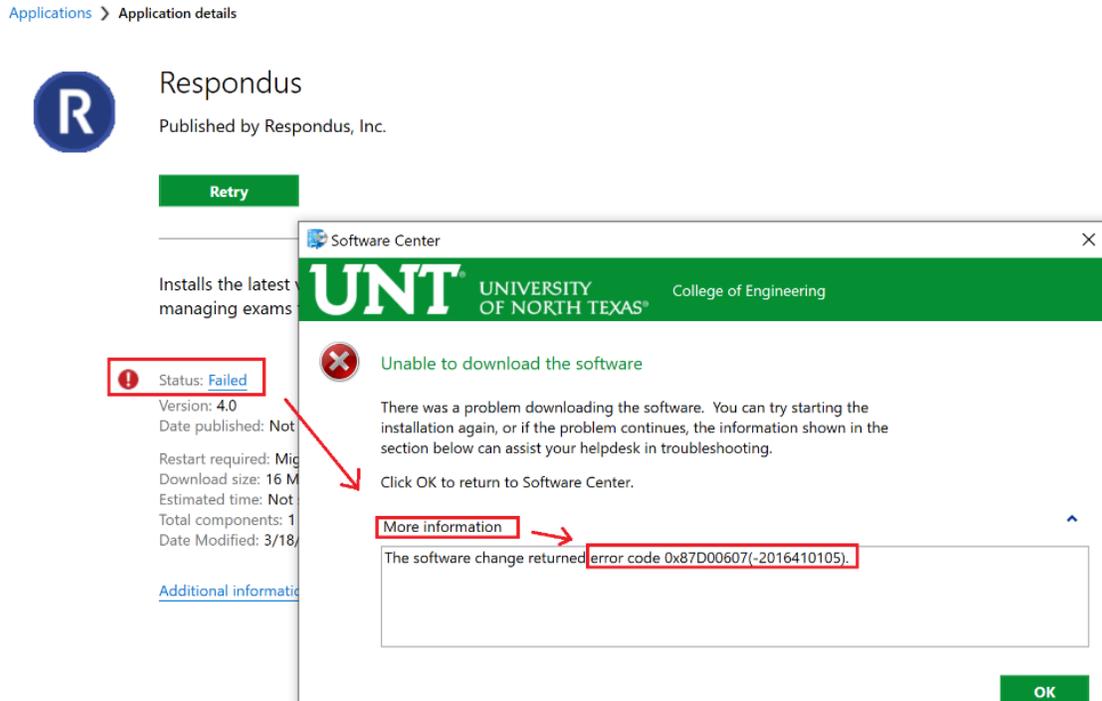
ERROR: Installation Failed (error code 0x87D00607)

This is usually a network issue.

FIX: Make sure you are connected to the internet. If connecting over Wifi (From home or on campus) make sure you are running the Cisco AnyConnect VPN as well.
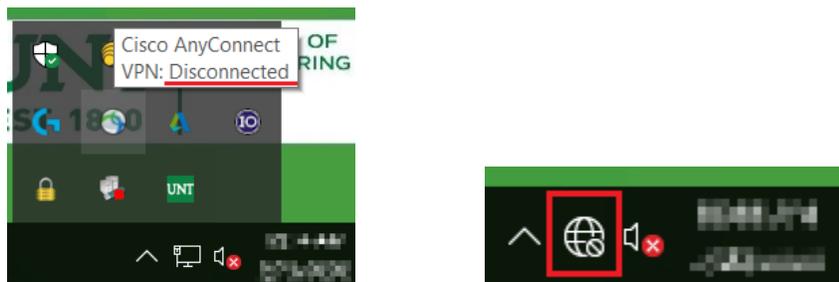
ERROR: Installation Failed (error code 0x87D00325)

This is triggered by an application not uninstalling correctly.

FIX: Try uninstalling again if the option is available. Contact CENG IT Services if you are unable to uninstall or install.

ERROR: Installation Failed (error code 0x87D01201)

This usually means the computers hard drive is full (Note: applications will only install on the main system C:\ drive)

FIX: Check current drive space usage. Try archiving or removing unused data and/or removing unused applications.

ERROR: Installation Failed (error code 0x87D00443)

This usually means there is some kind of application conflict.

FIX: Try closing any conflicting application before continuing, or reboot the machine and try installation before opening other applications.

ERROR: Unable to make changes to your software / Unable to download the software

This is usually a network issue.

FIX: Make sure you are connected to the internet. If connecting over Wifi (From home or on campus) make sure you are running the Cisco AnyConnect VPN as well.

WARINING / ERROR: Application Popup Message

Some application packages my have warnings that require user interaction before continuing. Below are some common examples.
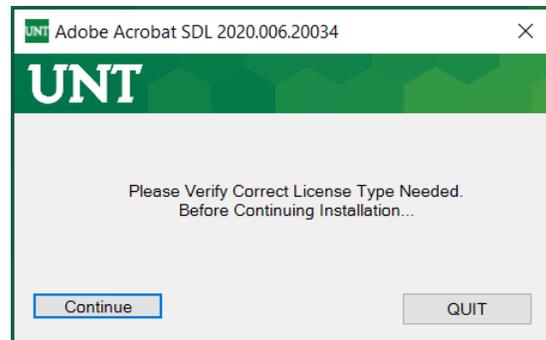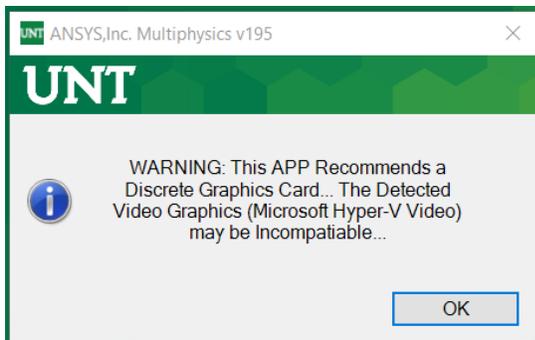
NOTE: Installer GUI warning messages can vary from computer hardware checks, license type checks, disk space checks, Operating System checks. Please read and follow before continuing an install.

If you have any further questions or problems installing software please contact CENG IT Services via ticket or email. https://itservices.engineering.unt.edu/requesting-service