

NTRLs IT: Real Stories
Updating Typical 3rd Party Software

Issue / Problem:

3rd party software – Software such as Adobe Reader, Apples Quicktime or Sun's Java being outdated and needing an update/upgrade

Background Information you should know about:

Adobe 3rd party software may need to be updated, which can include titles such as Adobe Reader, Adobe Flash and Adobe Shockwave. Adobe Reader allows you to open .pdf files, Adobe Flash is a browser plugin that lets you view certain animations which can run in websites and Adobe Shockwave is another browser plugin that allows you to play games and other website features. Sun's Java is also a browser plugin let lets you run website features and games. Apple's Quicktime is a browser plugin to play videos and movies.

Resolution / How we solved the problem:

Regardless if you use Microsoft's Internet Explorer or Firefox's Mozilla, you will typically want these FREE pieces of software installed on your computer to allow web site browsing to be a bit more entertaining and more functional. These software titles are typically known as browser plugins and will need to be installed and maintained by staying updated and or upgraded. These titles are typically the following:

1. Adobe Reader: allows viewing of .pdf files, also known as portable document files. Be sure to always run the latest version and keep it updated with the built in update feature
2. Adobe Flash: Allows for a websites to display flash animation correctly. After installing this software, it will typically notify you when it needs an update, but if not then simply navigate to Adobe's website and download and install the latest version.
3. Adobe Shockwave: Allows you to play certain games and entertainment features on websites. This software plugin will typically need to be manually installed, again simply go to Adobe's website to obtain the most current version.
4. Sun's Java: This plugin will notify you when there is a new update and version, and will allow you to download and install the update or upgrade; however, it will not remove the older version. I recommend that when it does let you know that there is another update or version, that instead, you cancel the update and uninstall the version you have, then navigate to Sun's Java download site and get the latest version.
5. Apple's Quicktime: This software plugin will also have an update feature that is optional to install. If the computer is a staff computer, or a non- Deep-Freezed computer, then I would recommend using this feature, as it makes it easier to update/upgrade Quicktime. If the computer you're putting it on is Deep-Freezed then I would recommend not having this option installed, because when the automatic notification pops up letting you know a update/upgrade is available for download or install, patrons will try to install it.

I would recommend you keep these plugins up to date every 6 months or so. If you have any questions or comments, please contact me at abeatty@ntrls.org.