

Requesting_Additional_Software

In an effort to provide a more secure and stable environment, your computer has been preconfigured with the latest versions of Internet browsers, e-mail programs, multimedia plug-ins, and Microsoft Office. Additionally, the latest Windows security updates and Symantec anti-virus utilities have been installed and set to automatically update to help protect your privacy and the privacy of other network users.

If at any time you require additional software, please refer to the following procedures:

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Warnings

- Please note that most software must be installed by someone with [Administrative Privileges](#).
- Even if done properly, newly installed software **could** interfere with the functionality of existing software. Newly installed software could also expose new vulnerabilities that could be exploited by hackers and/or viruses.
 - ◆ This is why all software installations should be done by a technician from Technology Support Services.

Software Purchased/Licensed by your Department or the College/District

- [Contact Technology Support Services](#) to request that a work order be created. Please provide the following:
 - ◆ MCCCDC Property Control tag number of the computer needing the software installed
 - ◆ Location of computer
 - ◆ Name of the software needed
 - ◆ Location of the installation media, if we don't already have it.

Software not Purchased/Licensed by your Department or the College/District

- [Contact Technology Support Services](#) so that we can have a technician perform the following tasks:
 - ◆ Verify that acceptable licensing is available
 - ◆ Check for known compatibility issues
 - ◆ Obtain a supervisor/dept. chair's approval, if needed

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- **IMPORTANT NOTE:** For programs other than those licensed by the college/district, please have the installation disks and a copy of the license agreement on hand at the time your work order is created. In many cases, software installations can be done by a TSS analyst right when you contact them.

Other software

At this time Technology Support Services does not install peer-to-peer file sharing software, redundant security programs, personally owned software, or software that is deemed unsafe or inappropriate for MCC's computer network. Software which is not used for work-related purposes can be requested but will require a supervisor or department chair's approval in writing by email. If such software is installed it is with the understanding that TSS is not responsible for data stored by such programs and does not offer any support if a problem occurs. Furthermore, TSS will remove such software if changes in the licensing prohibit its use or it begins to interfere with normal system functionality. If you have any questions, please **Contact TSS**.