

Software installation

You work in the Release Management team at *Allotel*, a British telecommunications company located in London. The team co-ordinate the large number of software releases that take place across the entire company.



https://kurzelinks.de/pjn8

You report back to your supervisor on the progress of a software installation.

Task 1: Installing software

The team use a cloud-based release management solution and they have recently purchased a licence for an extension package. You read the installation instructions.



1A) Read the instructions below and fill in the 'word list".

Pre-installation steps

- Make sure you have sufficient privilege to perform the installation. (You must have 'administrative' level access or higher.)
- Under the 'Extensions' menu, choose 'Add new extension'. Enter the URL provided in your licence confirmation email. To check that the URL is valid, look for a green tick that will appear next to the URL. The transfer of the extension package will begin automatically after validation.
- The unpacking will take place on your cloud environment, so you need to ensure that
 you have enough available space to allow for transfer and installation of the temporary
 installation files. To do so, check the 'Available space' option in the environment
 settings and make sure you have at least 600MB available to allow for the
 uncompressed files.

Installation steps

- Click 'View components'. You'll see a list of components in the package as well as a list of connected apps.
- To check that the components and any connected apps shown are acceptable, ensure that no other component and apps appear in the 'Acceptable' list. Then select 'Continue'.
- A dialogue box appears showing all the websites that the package communicates with.
 (We recommend using TLS for transmitting data.)

Post-installation steps

- * Note that these are general steps. You should take additional steps to verify your specific settings.
 - To confirm that the package installed successfully, check that it is visible in the 'Active extensions' menu.
 - To confirm access is correct, verify that a user that you expect to use the additional features can see the extended menu options.
 - Confirm the installation files have been deleted. They should have been automatically removed as part of the installation.



Word list

English	German
sufficient	ausreichend, genügend
validation	Gültigkeitsüberprüfung
uncompressed file	unkomprimierte Datei
■ to verify sth	etwas überprüfen



1B) Read the additional instructions below and decide which heading from the installation instructions each one belongs to.

1. To check that your environment meets the minimum requirements, verify the environment information in the environment settings.

pre

2. Select 'Yes' to grant access to these third-party websites and click 'Continue' or click 'Cancel' to stop the installation of the package.

during

3. To verify that the third-party websites have access, confirm that 'Verified' appears next to each website (they have been pinged in the background).

post

4. To make sure that the download was successful, check that 'Download complete' appears next to the extension name. Then click 'Install'. You'll see a message that describes the progress and a confirmation message after the installation is complete.

during + post

5. Ensure that users not required to use the extension cannot see the extended menu options.

post

6. Confirm that all users are logged out of the environment by ensuring that no users are listed in the 'Logged in users' panel on the bottom-right of the screen.

pre



>// 1C) Complete the word list with words from 1A) and B)

English	German
■ to make sure	etwas sicherstellen
to ensure	
■ to _{appear}	erscheinen
■ to check/verify	etws überprüfen
access, permission	Berechtigung, Zugang
■ to grant access	Zugriff gewähren
■ to ensure	etwas bestätigen
■ to delete, remove, revoke	etwas löschen; entfernen
■ tobe required to do smth	etwas tun müssen
(operating) panel	Bedienfeld



1D) Now explain how to carry out the following tasks using information from the tasks above. How do I...

- 1. make sure that the URL for the extension package is valid?
- 2. check that the environment has sufficient space?
- 3. ensure that the components and any connected apps shown are acceptable?
- 4. verify that the environment meets the minimum requirements?
- 5. verify that a user expected to use the additional features can do so?
- 6. check that the package has been installed successfully?
- 7. confirm that the selected third-party websites have access?
- 8. ensure that all users are logged out of the environment?
- 9. check that the download has been completed successfully?



Task 2: Understanding failure and error messages



You need to give an update to your boss on the progress of critical releases and you use the most recent automated report from the release management system.

https://kurzelinks.de/gk13

Overnight patch deployment report – 19th October

MS Visio patch - Deployed 11.38 p.m.

Deployed to 213 users Deployed successfully to 127 users Failed to install for 86 users

Main reasons for failure

- · 56 did not start because users delayed the
- · 16 did not complete as a result of users not having latest version of MS Office
- 10 did not start as users have not logged in since the patch was released
- · 4 failed as a result of insufficient privileges

Critical security flaw update 5.1.23.2 -Deployed at 2.54 a.m.

Deployed to 15435 users Failed to install on 3456 users

Main reasons for failure

- 2309 installations did not start because users delayed the installation
- 332 did not start due to users having not logged on since the patch was released
- 243 did not complete because users do not have dependent programs installed
- · 188 did not download as a result of connectivity interruptions

source: IT Matters



Answer your boss's questions on the report above.

- 1. What was the failure rate of MS Visio patch?
- 2. What was the success rate of the critical security flaw update?
- 3. How many installations were delayed by users?
- 4. How many failures were caused by software issues?
- 5. What was the main reason for failure of both patches?
- 6. What two software issues caused failures?
- 7. What were the other reasons for failure?



Talking about cause

56 did not start because users delayed the installation.

10 did not start as users have not logged on since the patch was released.

188 failed as a result of download interruptions.

332 did not start due to users having not logged on since the patch was released.

source: IT Matters

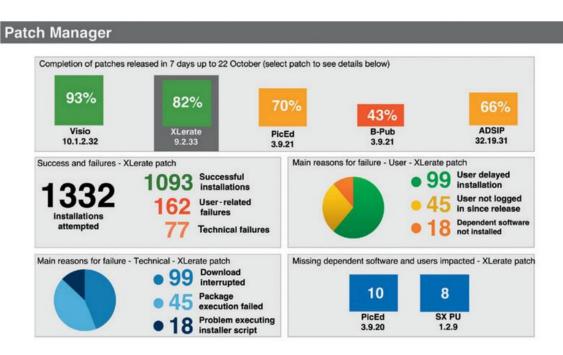


Task 3: Reporting on results – role-play

You are attending a meeting with your manager to provide updates on the software patches that are in progress. The meeting starts in one hour, so you call your colleague to talk about the progress of your respective areas of responsibility.

Partner A

1. Look at the report below. Answer your partner's questions about the patch releases.

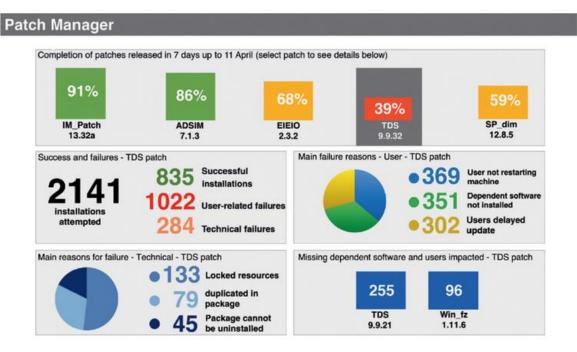


- 2. Ask your partner questions to find out the following information:
- the progress of the patches released in the week up to 11 April
- the success rate of the TDS patch
- the main reasons for failure for the TDS patch
- if there is dependent software that is causing problems



Partner B

- 1. Ask your partner questions to find out the following information:
- the progress of the patches released in the week up to 22 October
- the percentage success rate of the XLerate patch
- the main reasons for failure for the XLerate patch
- if there is dependent software that is causing problems
- 2. Look at the report below. Answer your partner's questions about the patch releases.



source: IT Matters