

## Software Update processes recommended for Vodafone mobile Connect users.

This short document is to remind Vodafone Mobile Connect customers that from time to time Microsoft Windows users and many other software providers will look to automatically update their user's machines with patches and/or fixes as they try and optimise their software.

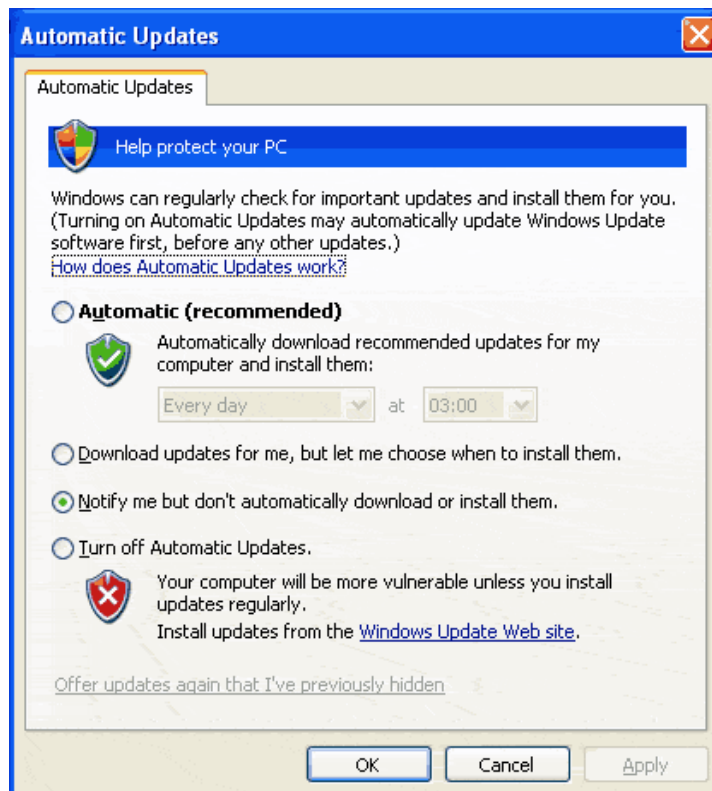
Whilst this practice largely serves our customers well... the below text discusses the best possible scenarios for both protecting users machines and ensuring that downloads are accepted at the right time.

### 1 - Configure Auto-updates on PC via control panel.

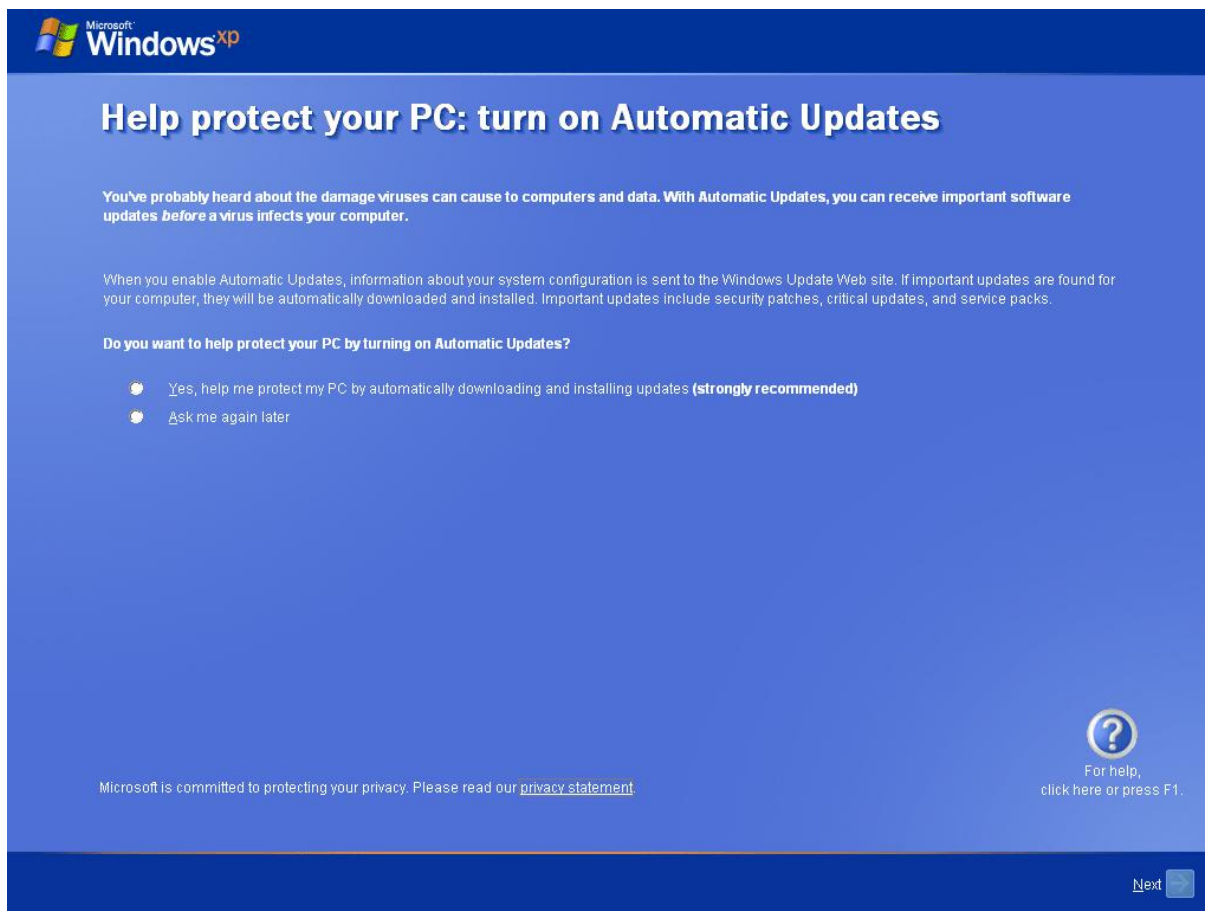
Users have the option via their control panel to decide how updates are handled. Whilst Microsoft recommends that downloads are 'automatically' accepted... we suggest that you take the **Notify** option which enables you to decide when and where you receive the Download.

The most important factor in making this choice means, that users won't automatically accept possibly very large files which could be costly. Clearly these downloads would be better accepted when users are on their corporate LAN or Home Network (Broadband).

NB - Users should contact the vendor of the software or their corporate IT support team, if they have any issues or questions about which updates they should be accepting. Vodafone customer support will not be able to advise you about whether you should download a third party's software and strongly advises you to contact the vendor directly.



When users purchase a PC (OEM windows) or installs XP they are requested to make a choice as per the below screenshot.



- Therefore, Updates will only happen if the automatic updates feature of Windows XP is enabled.

- **Automatic update** is the default XP setting – customers should be aware of this when they first set up their preferences.

- If automatic updates has previously been enabled on the PC:

- A large proportion of the updates will have already been added to the PC. Which means the download traffic to upgrade to SP2 will be less than 250MB as various elements of the updates/patch will already be applied to windows.

- The user is given a choice the first time they start up their PC's upon either installing XP SP1, or using an OEM XP edition (unless the OEM vendor has pre-selected), see attached screenshot.