

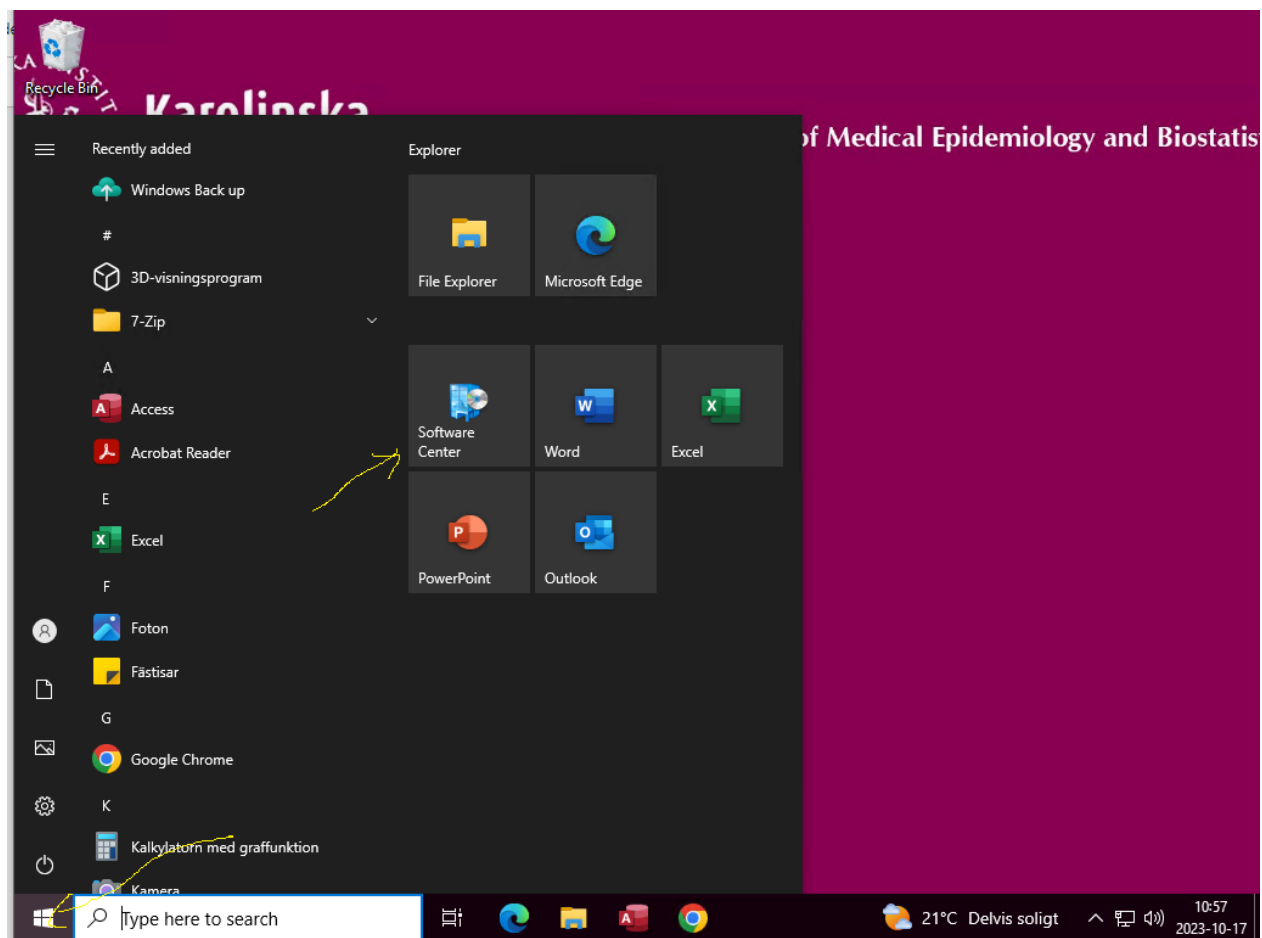
# Software Center

## How to install additional applications for Windows10.

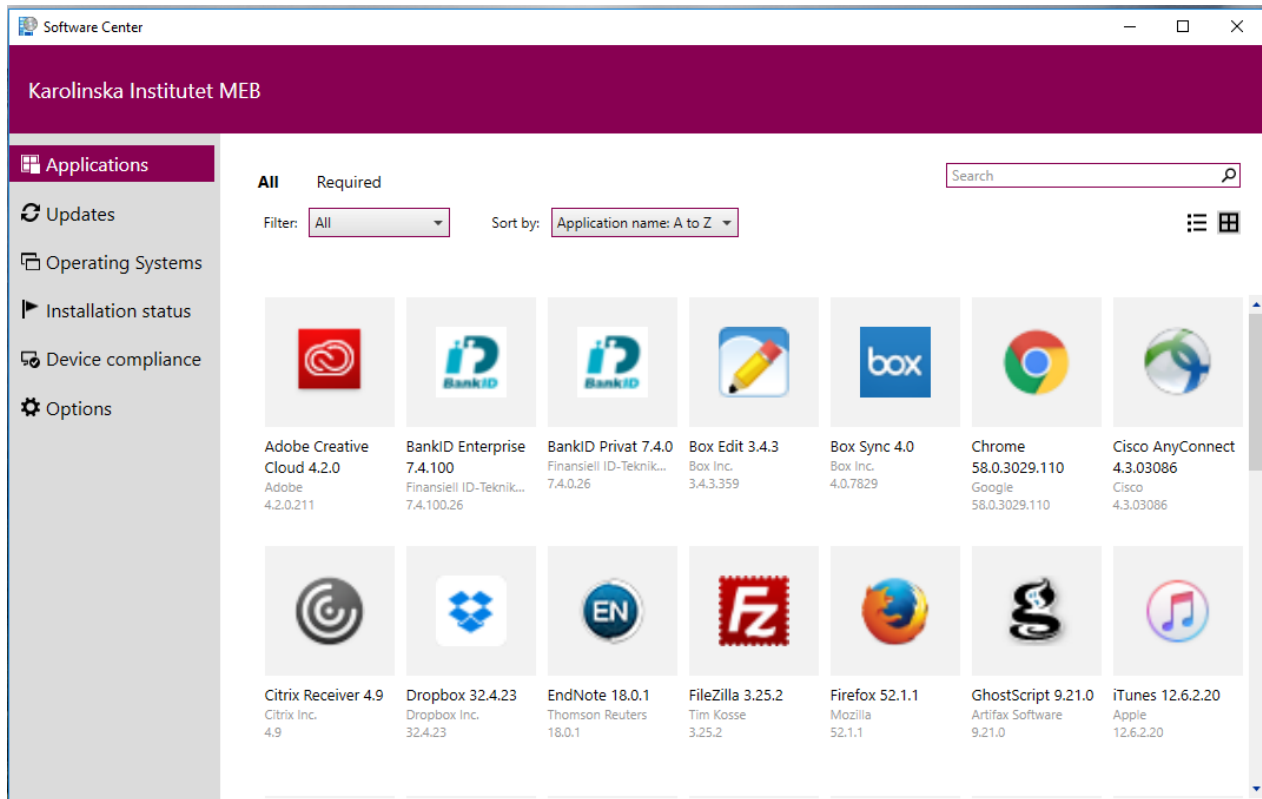
Your computer has been freshly installed with Windows 10. This installation contains a basic set of standard applications already installed, such as Microsoft Office 365, Skype for business and Adobe Reader and VMWare Horizon Client (VDI).

Your other applications, along with a selection of several additional applications are available for you to install on your computer through “Software Center”. This guide covers installation as well as a few other features in “Software center”. Before you begin installation, save all your work.

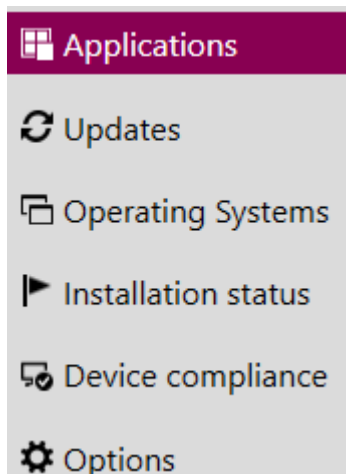
Getting your applications is easy; click your start menu and select “Software Center”:



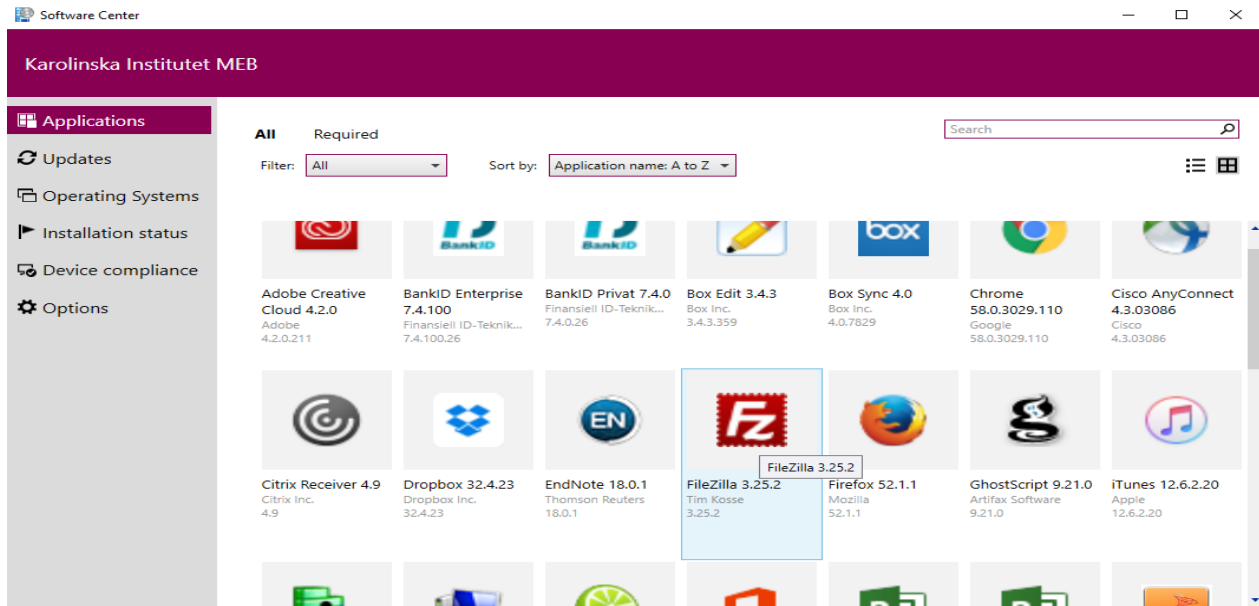
(If you haven't got “Software Center” as in the picture above you can always find it by starting to type “Software Center” after opening the start menu)



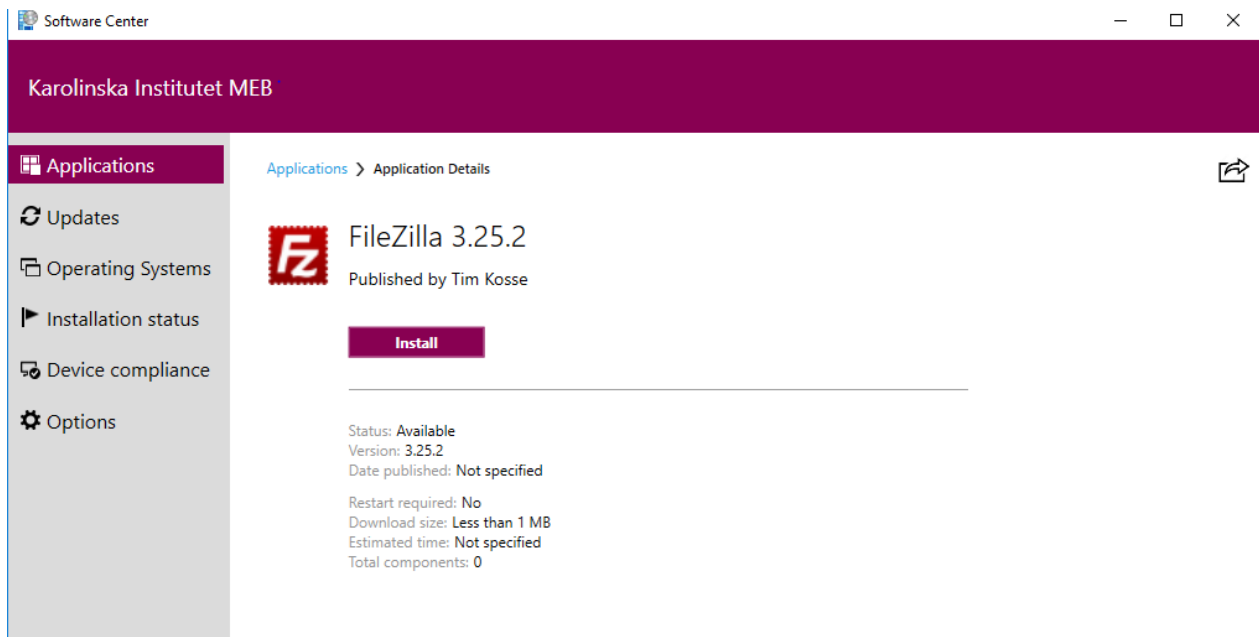
This is the view that opens by default, on the following pages the functions will be explained.



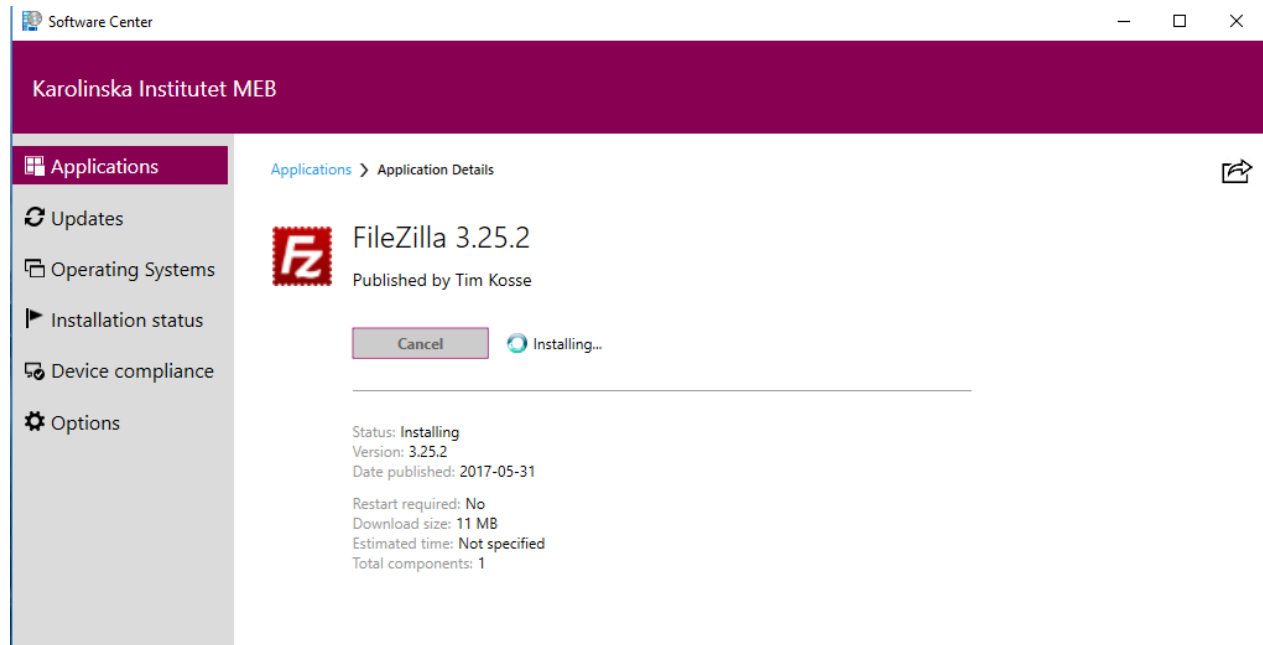
Software center opens to the Applications view by default, there are a few options available from here. In the default view “Applications” you can select and install the applications you need. In this example we will install “File Zilla”. Notice that some Applications needs a Project number for the cost.



Click on “File Zilla”



The application page for “File Zilla” opens, here you can find some information about the program (if available). This program is open for everyone to install so we can install it by clicking “Install”.



In a few moments it should start to install. Some applications are larger than others and after installation has commenced as above you can close “Software Center”. Installation process can be reviewed under “Installation status”

Some applications require a license, some are licensed for everyone at MEB and just need to be registered while others incurs a cost that must be founded by a project. You will find this information on the respective Application information. As an example, SAS is available to MEB but a license must be assigned and therefore the application must be ordered from IT.

Karolinska Institutet MEB

Applications > Application details

SAS 9.4.6

Published by THIS APPLICATION REQUIRES A PROJECT NUMMBERFOR THE COST TYPE IT IN THE WINDOW

This application requires administrator approval to be installed

**Request**

This application requires a project number for the cost. Please type it in the window above the request button

Status: Approval Required  
Version: 9.4.6  
Date published: Not specified  
Restart required: No  
Download size: Less than 1 MB  
Estimated time: Not specified  
Total components: 0

Here you need to put in a Project number and then click “Request”. When a license has been registered IT will approve this request and you can then install the software.

After requesting the application, you will see a confirmation that you have requested the application and the “Request button” will change to “Install”.

Remember that it is recommended to save any work and exit applications before installing, some applications might reboot your computer and / or close programs running during the installation.

Applications

**Updates** 24

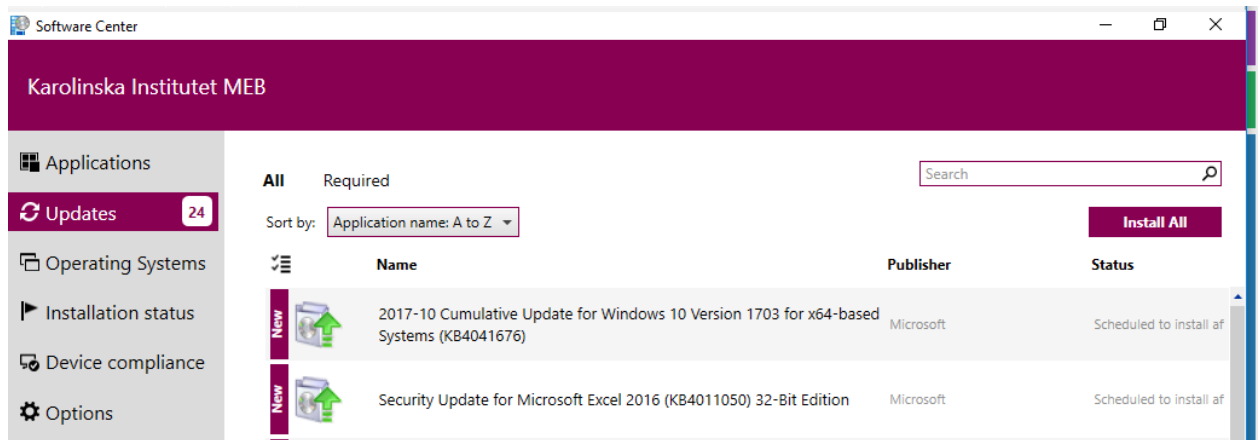
Operating Systems

Installation status

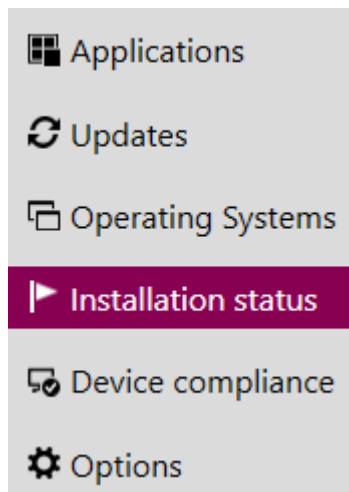
Device compliance

Options

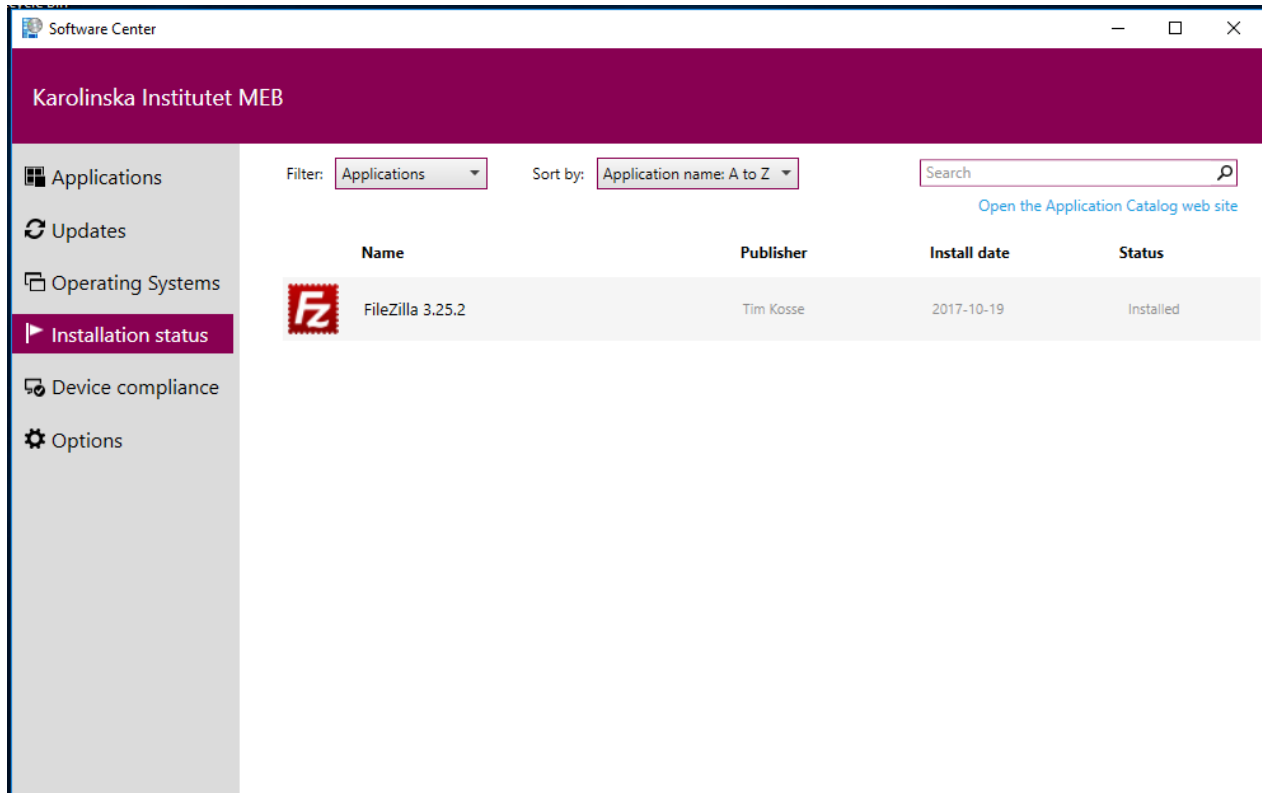
“Updates” shows you if there are any updates available for the operating system on your computer. This is indicated with the number 24 in the example above (there are 24 needed updates for this computer)



You can install the updates manually by clicking the “Install All” button, software updates do have a deadline and if you don’t install them by then they will forcefully installed, you can find the deadline under the “status” column.

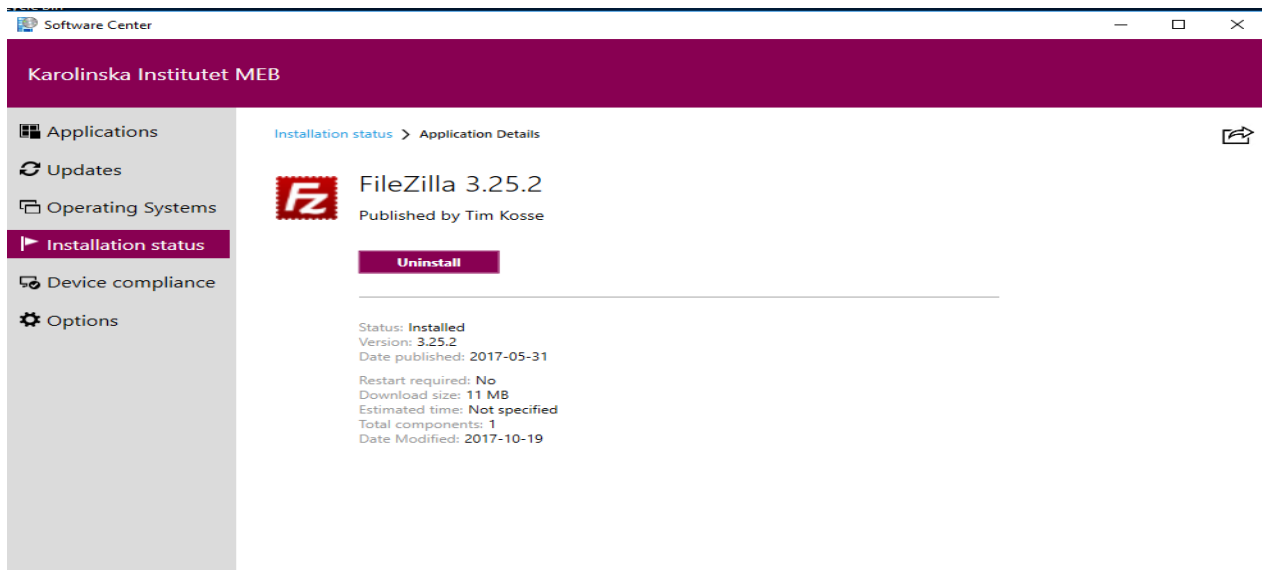


“Installation status” shows you installed programs as well as status of any currently running installations.



Sometimes updates might be shown here when not installed and during installation. After that they will disappear from this view.

Applications you have installed from the portal will be shown here permanently, you can also uninstall an application from this view by selecting the application you wish to remove (do note not all applications support this)



## Troubleshooting

Problem: My application doesn't install and shows "failed" in "installation status.

Solution: Reboot your computer, then start software center and go to "installation status" click the application displaying "failed" and click "retry" if the problem persists please report it to IT.

Problem: One or many updates shows "failed"

Solution: Reboot your computer, no other action is necessary, updates will retry installation automatically, if the errors doesn't resolve themselves and you get an excess of messages about this please contact IT.

Problem: Can't find Skype

Solution: Skype will not be available; instead you can use skype for business to connect to your friends running skype! Information on this is provided on MEB Intranet