USING SCCM

USER’S GUIDE

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CHAPTER 1: ABOUT SCCM

Microsoft System Center Configuration Manager (SCCM) is an application that provides Information Technology specialists and departments with the ability to manage hundreds of workstations simultaneously. What does that mean? Simply put, SCCM allows your IT department to deliver software updates, patches, and security policies to all computers that are connected to the network, simultaneously.

SCCM requires very little interaction from a user perspective. SCCM is installed on your system and delivers the system updates, as needed.

When SCCM completes an action, status messages appear in your system tray. Examples are shown below.

- **New software is available**
  Click to view the available software.

- **Installation complete**
  The software installed successfully. Click to view details.

- **Installation failed**
  The software installation was not successful. Click to view the details.

With each of these messages, no action is required. SCCM will resolve any issues and success messages are a courtesy.
CHAPTER 2: USING SCCM

Using Microsoft's System Center Configuration Manager is simple. This document will explain the different areas and functions of the application. Use this guide to assist you in navigating SCCM.

Navigating the Application
You can open SCCM by locating the item in your Start Menu. An example is shown below.

You can also launch SCCM by double-clicking the desktop icon. An example is shown below.

SCCM contains 4 different areas: Available Software, Installation Status, Installed Software, and Options.
The Available Software tab

The Available Software tab is displayed by default. This tab displays the software that is available for download. The options contained within the Available Software tab will appear differently for each user.

Highlight the name of the application you want to install and then select the Install button, located at the bottom of the screen. The selected application is installed to your workstation.
If you want to install an application but you do not see it listed on the **Available Software** tab, select the **Find additional applications from the Application Catalog** hyperlink, located under the **Search** field at the top of the screen. You will be prompted for your USC NetID and Dornsife password.

![Authentication Required](image1.png)

Enter your USC NetID in the **User Name** field. Your USC NetID is the portion of your e-mail address that appears before the @ symbol. For example, if your USC e-mail address is jdoe@usc.edu, your USC NetID is jdoe. Next, enter your Dornsife password in the **Password** field. This is the password with which you log into your computer. Then, select the **OK** button.

If you are using Firefox or Chrome, you may be prompted to activate Silverlight before you can display the **Application Catalog**. Select **Activate Silverlight**, located in the middle of the screen. A small menu displays, on the left side. Select **Allow Now** or **Allow and Remember**, to permit Silverlight to run.

![Configuration Manager Application](image2.png)

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The *Application Catalog* is displayed. It appears very similar to SCCM but is a separate, web-based catalog of available applications. Select the application you want to install on your workstation and then select the Install button, located at the bottom of the screen. The application will download to SCCM and then install on your workstation.
The Installation Status tab displays the status of software applications. An application can have one of the following three statuses:

1. Installed
2. Installing
3. Failed

If an installation has failed, you can attempt to reinstall the application by selecting the Retry button, located at the bottom of the screen.

If you want to remove an application you have previously installed using SCCM, select the Installation Status tab, highlight the application you want to uninstall and then select the Uninstall button, located at the bottom of the screen.
The Installed Software tab

The Installed Software tab displays all of the software applications you have installed via SCCM. You can uninstall elective applications by highlighting the name of the software and then selecting the Uninstall button, located at the bottom of the screen. Mandatory applications (applications required to be installed on your workstation) are not available to be uninstalled.

The Options tab

The Options tab contains settings for the way in which SCCM functions. These settings should not be changed from the default settings. If you need to adjust the setting for SCCM, contact DTS before making changes.
CHAPTER 3: REFRESHING SCCM

Occasionally, you will need to refresh SCCM in order to display newly available applications or application updates. This topic explains how to refresh SCCM.

1. Select the Start button.

2. Select Control Panel.

The Control Panel displays.
3. Select **Configuration Manager** from the *Control Panel*.

The *Configuration Manager Properties* screen displays.
4. Select the Actions tab.

5. On the Actions tab, highlight Application Deployment Evaluation Cycle and select the Run Now button. Repeat these steps with Machine Policy Retrieval & Evaluation Cycle. It does not matter in which order you select and run these options.

6. Select the OK button to close the Configuration Manager Properties screen.

The two refresh processes will complete in approximately 5 minutes. SCCM does not provide a notification that these processes have finished. New or updated applications will be displayed within SCCM upon completion.
CONTACT DORNSIFE TECHNOLOGY SERVICES

Campus Office:
825 Bloom Walk, ACB 530
Los Angeles, CA 90089-1486

Technical Support: 213-740-2775

E-mail: ts@dornsife.usc.edu

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