Guide for updating Apple computers running PGP whole disk encryption
(April 2011)

Yale ITS has discovered incompatibility issues with PGP whole disk encryption currently in use. If you are using a Macintosh computer with a fully encrypted disk please avoid updates to Apple operating system version 10 software (OS X) until Yale ITS notifies you that issues have been resolved.

While it is important to avoid operating system upgrades while this problem persists, the Apple software update process will alert you to updates for a variety of software applications installed on your computer to maintain function, stability and security. Unless otherwise alerted by Yale ITS, Apple software updates, other than updates to OS X, should be accepted and installed when they become available.

Follow the steps in this document to de-select OS X updates from the list of available software updates.

Important topics

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What to do if Apple OSX updates were installed on a PGP encrypted Apple computer

If you have installed updates to Apple OS X on your whole disk encrypted computer, the machine will not operate correctly. Please contact your IT support provider or contact the ITS Help Desk at 432-9000, Monday – Friday, 7:00 a.m. – 6:00 p.m. for assistance.
Getting help

If you have problems updating your software or questions or concerns about selecting specific software updates for your computer, contact your IT Support Provider or the ITS Help Desk at 432-9000, Monday – Friday, 7:00 a.m. – 6:00 p.m. for assistance.

Automatic Apple software updates

*A system administrator password is required to install software updates*

Most Apple computers are configured to automatically perform periodic checks for Apple software updates. Users are presented with a list of available updates appropriate for your computer.

Until further notice **DO NOT** update **OS X** for Macintosh computers running **PGP whole disk encryption**.

**Uncheck** the box for the **Mac OS X Update** by clicking the box corresponding to that software name to remove the check mark. See the following steps for selectively installing software updates.
**Steps to select and install specific Apple software updates:**

1. Check boxes to select the update/s you wish to install.
2. Uncheck boxes for software that you do not want to install (i.e., Mac OS X Update).
   To remove check from box – click on it.
3. When appropriate boxes have been checked/unchecked, click Install # Items button to continue.
4. When prompted, enter the system administrator password to perform software updates.
5. When prompted to accept an Apple License Agreement, click Agree.
6. Restart your computer when prompted.

**Steps to manually check for Apple software updates:**

Computers that are not configured to automatically check for software updates require periodic manual checks for available software updates. Follow the steps below to manually check for the availability of updates.

1. Choose Software Update from the Apple menu.
2. Available updates are displayed.
3. Follow the steps in the Steps to select and install specific Apple software updates section above.
   DO NOT install OS X updates.

**Symantec Live Update**

Symantec anti-virus software installed on your computer requires regular updates to maintain up-to-date virus definitions that protect your system. Symantec Live Update is normally configured to prompt you when updates are available for your anti-virus software.

Symantec Live Update is completely separate from Apple Software Update. Unless otherwise alerted by ITS, installation of regular Symantec updates are strongly recommended. Figure 3 shows an example of the Symantec Live Update dialogue box. When presented with the prompt in Figure 3, select Update Everything Now.
**Figure 3 Symantec Live Update**

The Symantec summary in Figure 4 will be presented after software is successfully updated.

**Figure 4 Successful Symantec Live Update Summary**