

Software Deployments and Updates

Through Deep Freeze, NLLS has the ability to remotely deploy new software - and update existing software - on computers at Member Libraries.

Software Deployments

Under no circumstances will NLLS deploy new software to a public access or staff computer at a Member Library without the permission of the Library Manager. The only exception to this is the deployment of software that is deemed critical to maintaining the security of the network, or related to system-wide initiatives. In these situations, ample notice will be given to Library Managers and their staff.

Software Updates

All software updates are conducted during a time window from 10:00PM to 6:00AM each evening and require that computers be left on during this time in order to receive the deployment/update. As software updates are not common - and Deep Freeze holds all available updates in a queue until it is notified that a computer is powered on overnight - it is not necessary to leave computers powered on overnight more than once every one or two weeks, unless otherwise requested by NLLS.

Updates to Public Access Computers

Software installed on public access computers is automatically updated through Deep Freeze during the overnight time window when new updates are available, assuming that the computer is powered on.

Updates to Staff Computers

Staff computers are not yet eligible to have software updates applied automatically through Deep Freeze. NLLS looks forward to changing this in 2024.

Why does NLLS commonly ask for computers to be left on for multiple evenings when deploying new software or updates?

Due to the large number of computers in the system, deployments and updates commonly take longer than one evening to reach each computer. For this reason, we request that Member Libraries leave their computers on for multiple nights during system-wide software deployments and updates to ensure the process reaches all computers.



Questions?

If you have any questions, contact the TSI Department at ask@nlls.ab.ca.