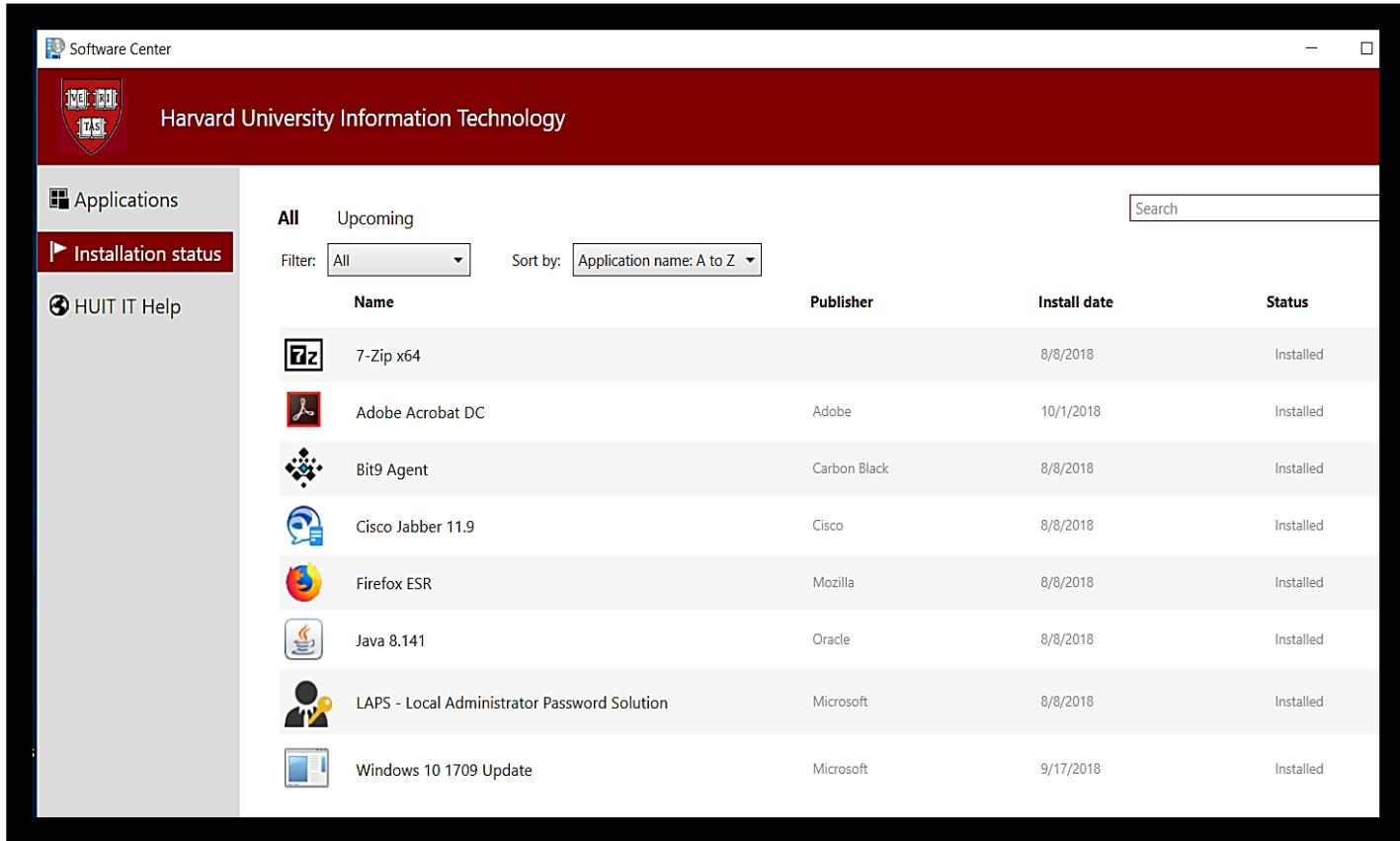


## **Windows Machine: Installing Jabber from the HUIT SCCM Software Center**

**Note:** If you have a previous version of the Jabber client running on your desktop it is recommended that you log out of the Jabber client before installing a new version. Your contacts will be saved in the new version.

### **Launch Software Center application**

1. Click **Start Menu**
2. Type in **Software Center**
3. Click on **Software Center**
4. Here you will see a list of applications that are available for download.
5. Click **Software Center Refresh** to ensure you have the most current list of applications.
  1. This will take a couple of minutes after it finishes running to update the Software Center.
6. Select the most recent Jabber client 12.x or higher
7. Click the **Install** button.
8. The Software Center will display the progress of the download.
9. Once downloaded, the program will begin to install.



The screenshot shows the Harvard University Information Technology Software Center application window. The title bar reads "Software Center". The main interface has a red header bar with the Harvard University IT logo and the text "Harvard University Information Technology". On the left, there's a sidebar with "Applications" and "Installation status" (which is currently selected). Below that is a link to "HUIT IT Help". The main content area displays a table of installed applications. The table has columns for Name, Publisher, Install date, and Status. The applications listed are: 7-Zip x64 (Publisher: 7z, Install date: 8/8/2018, Status: Installed), Adobe Acrobat DC (Publisher: Adobe, Install date: 10/1/2018, Status: Installed), Bit9 Agent (Publisher: Carbon Black, Install date: 8/8/2018, Status: Installed), Cisco Jabber 11.9 (Publisher: Cisco, Install date: 8/8/2018, Status: Installed), Firefox ESR (Publisher: Mozilla, Install date: 8/8/2018, Status: Installed), Java 8.141 (Publisher: Oracle, Install date: 8/8/2018, Status: Installed), LAPS - Local Administrator Password Solution (Publisher: Microsoft, Install date: 8/8/2018, Status: Installed), and Windows 10 1709 Update (Publisher: Microsoft, Install date: 9/17/2018, Status: Installed).

Name	Publisher	Install date	Status
7-Zip x64	7z	8/8/2018	Installed
Adobe Acrobat DC	Adobe	10/1/2018	Installed
Bit9 Agent	Carbon Black	8/8/2018	Installed
Cisco Jabber 11.9	Cisco	8/8/2018	Installed
Firefox ESR	Mozilla	8/8/2018	Installed
Java 8.141	Oracle	8/8/2018	Installed
LAPS - Local Administrator Password Solution	Microsoft	8/8/2018	Installed
Windows 10 1709 Update	Microsoft	9/17/2018	Installed

10. Jabber will install silently in the background. It takes about a minute or two.



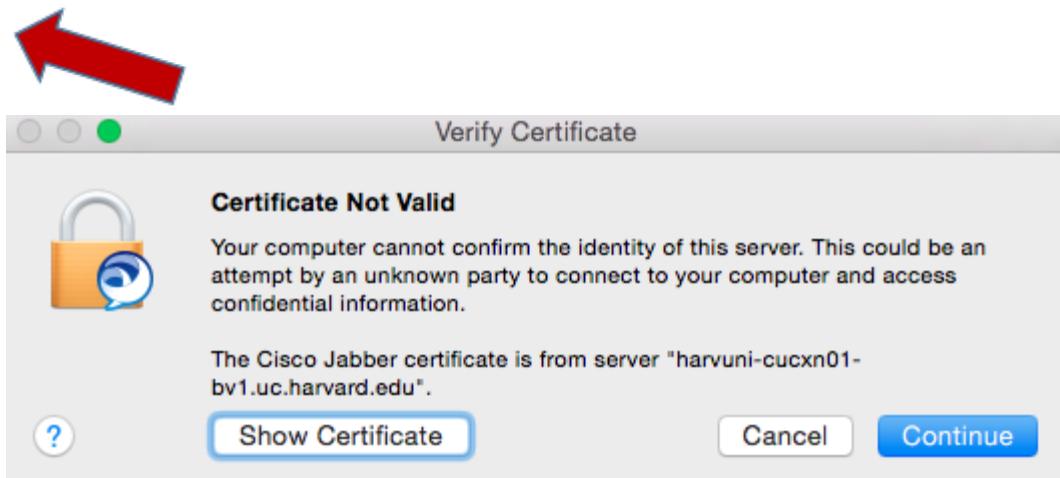
11. When done the Cisco Jabber icon

will be on the desktop.

**Note:** if you have a previous version of the Jabber client installed and logged in, once you install the new version, you will have to log out and log back into the Jabber client for the new version to take effect.

Additional Note:

#### Jabber Certificate Error



Once Jabber is installed, some users may receive this pop up. ***It is OK to click continue.***

If you have the option to check a box that says "***Always Trust***" this application, it is ok to do so.

**Please note:** the alerts/pop-ups vary in look and content by computer, however the general message remains the same. It is OK to click continue and to Always Trust" this application

For help, please contact the HUIT Helpdesk at 5-7777 or [ITHelp@harvard.edu](mailto:ITHelp@harvard.edu).