



# Frequently Asked Questions

## Blocking Windows and Apple Updates during school hours

Why are Windows and Apple updates being blocked during school hours?

Over the past 18 months, there has been a rapid increase in the introduction of unmanaged or loosely-managed Windows and Apple devices in schools, particularly through school discretionary purchases and BYOD programs.

In recent months, these unmanaged devices have been independently pulling updates from their respective host sites, which in total have been estimated to be 2 Terabytes per school day. This consistent level of traffic has been flooding both individual school and department gateways, negatively affecting the educational and administrative use of the internet and corporate applications. Blocking these sites during school hours will free up bandwidth for more important and useful traffic.

How will this affect eT4L managed Windows computers?

All Windows desktops, laptops and tablets built via the F12 function in eT4L schools get their updates from the eT4L server. The eT4L server receives those updates out of school hours from the core Windows Update servers hosted centrally. None of these computers are affected by these blocks.

What about Windows PCs in non-eT4L schools?

All non-eT4L schools should have managed WSUS services in place to deliver Windows and Anti-malware updates to their fleet of computers on their local domain.

To better manage internet bandwidth in all schools and offices, access to Windows and Apple updates is blocked during school hours: 9:00am – 3:00pm.

Non-eT4L schools that do not currently have a WSUS server on-site will need to establish this service to ensure their computers receive important updates. Alternatively, if updates are only delivered directly from Microsoft to each computer, it will need to be scheduled to occur outside school hours, with computers left on to allow it to occur.

What about system updates on BYOD Windows computers?

While it is important that all important security updates are applied to any Windows computer that is connected in a school or DoE office, it is the owner's responsibility to ensure those updates are applied. During school hours, no updates are applied to BYOD Windows computers. If the owner wishes to apply updates using DoE bandwidth, it will need to be done outside school hours.

We have Apple Macs at our school. How are OSX updates affected?

It's possible to set your Macs to [download and install its updates automatically](#). If you have done so, the process will only be able to download the updates outside of the blocked hours, therefore, it will be necessary to leave your Macs turned on after hours, say one evening a month to allow updates to be delivered and installed.

We have unmanaged Apple iPads. How are iOS updates affected?

Leaving an unmanaged iPad turned on after school hours does not guarantee that iOS updates will be delivered as the iPads are designed to sleep to preserve battery life. It's best to manually request and install iOS updates on each iPad outside of school hours. Also, do this after 3pm, rather than before 9am to avoid the block coming into force mid-way through the download.

We have managed Apple iPads through Configurator. How are iOS updates affected?

With Configurator, iOS updates are automatically downloaded to the host Mac computer for each model of iPad being managed. It will be necessary however to get these iOS updates outside school hours. Applying the updates and syncing apps on managed iPads should be possible at any time.

What about system updates on BYOD Apple iPads?

iOS updates on BYOD iPads are the responsibility of the owner. If the owner wishes to apply updates using DoE bandwidth, it will need to be done outside school hours.

How are iPad App updates affected by the blocks?

iPad App updates are not blocked at this stage.