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CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

Problem

Bob's El Capitan is showing installed in MSU, but his computer is still on Yosemite.

Solution

- 1. First, promote yourself to be admin on the computer by running CIAS APD located in your Utilities Folder
- 2. Once admin, launch the terminal application
- 3. In the terminal window, type the following command
 - 1. sudo pkgutil --forget com.googlecode.munki.installosx.pkg
- 4. Hit enter and then close terminal
- 5. Launch Managed Software Center application again and check for updates
- 6. The OS X update you were trying to install should now be available again

If the update continues failing on installation, please submit a Help Desk ticket stating that.

