

## OS X Install shows Installed, but it's not

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.

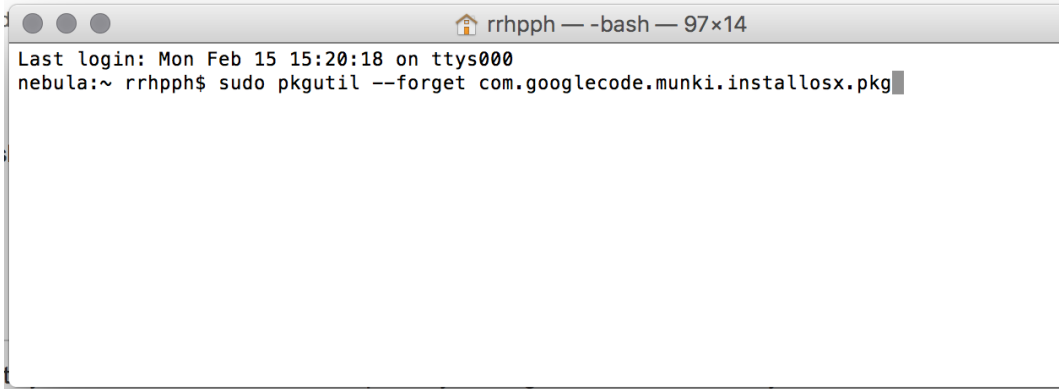
### Solution

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.



```
rrhpph — -bash — 97x14
Last login: Mon Feb 15 15:20:18 on ttys000
nebula:~ rrhpph$ sudo pkgutil --forget com.googlecode.munki.installosx.pkg
```

A small red square icon with a white 'x' is located at the bottom left of the terminal window.