
From: Weber, Lon on behalf of CNRHelpDesk
Sent: Thursday, April 01, 2010 2:24 PM
To: CNRHelpDesk
Subject: Security Alert: Highly Critical Updates for Apple QuickTime and iTunes

Importance: High

Hello once again CNR,

Apple has announced some “Highly Critical” vulnerabilities in both their QuickTime and iTunes programs on both platforms (Mac & PC). If you just have QuickTime installed or both QuickTime and iTunes installed please update ASAP using the steps below. If you are using a Mac then you do have both QuickTime and iTunes installed. If you are using a PC then look for a QuickTime folder in the Start, Programs menu structure and if it’s there then you have QuickTime installed. Also look for an iTunes folder in the Start, Programs menu structure to determine if you have iTunes installed as well. Thanks and as always please do not hesitate to [contact us](#) for questions or problems. Lon.

Macintosh Update Procedure: (May require a restart depending on your OS version)

1. Perform a “Software Update...” from the Apple menu.
2. Install all software listed.
3. Done.

Windows Update Procedure: (Does not require a restart)

1. There are multiple methods of updating QuickTime and iTunes but the easiest is to go to <http://www.apple.com/quicktime/download/>.
2. Be sure to choose “QuickTime 7.6.6 with iTunes” if you have iTunes already installed and uncheck the “Sign-Up” option unless you want more email.
3. Click on the “Free Download Now” button.
4. Click on the “Run” button that should appear after a few moments and then click on the “Run” button once the actual download finishes. Note that Firefox users will probably have to save the download and manually double click on it to start the installation process.
5. Once the “QuickTime for Windows” installer window appears click on the “Next >” button.
6. Accept the license agreement and click on the “Next>” button.
7. Click on the “Install” button.
8. Click on the “Finish” button once the install completes.
9. Be careful not to click on the “Go Pro Now” button since it pops up directly beneath the “Finish” button and click on the “No Thanks” button off to the right instead.
10. Done.

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