

## Operating System Patches, Hot-fixes, and Security Updates

This document provides information regarding Microsoft® operating system patches, hot-fixes, and security patches. The information and recommendation herein apply to Concentrix Voice Portal and related Concentrix product platforms.

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### **General Information:**

The RealCare® Support Website previously published a listing of the various Microsoft® patches. The listing identified the patches that had been applied to our Engineering Test systems. The information was provided for clients as a reference to identify which patches had been applied to the general system build. However, many times the information was viewed as a validation or authorization to apply a patch to their system. This unintended use of the information, as a validation step, could create unnecessary delays for clients in applying critical patches to their system.

Therefore, we want to clearly state our recommendation as aligned with our practice. Our practice is to apply updates when they become available and according to the internal testing and deployment schedules.

### **RealCare Recommendation:**

RealCare encourages clients to monitor the Microsoft® support web sites for information and updates to the operating system and other components. When patches become available, we recommend reviewing the information to insure the applicability of the patch to your system. If you determine the patch should be applied, please follow the installation instructions Microsoft® provides with the patch. Before making any changes to production systems, we recommend utilizing test or development systems to confirm your installation process. We also recommend having a clear fallback procedure in place, before any problems are encountered.

If problems are encountered, as a first step, we advise using the uninstall option incorporated into most patches. If the uninstall does not work, the fallback procedure should include a backup and restore procedure, as well as, alternate copies of unique system and application information.

Finally, coordinating patches and update tasks with your corporate Network or IT security group can significantly aid in the management of the updates.