

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 Intervoice® Voice Portal and related Intervoice product platforms.

RealCare Recommendation:

RealCare® encourages Customer's 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 associated with the patch. We recommend utilizing test or development systems to confirm your installation process before making any changes to production systems. 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.

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 the Engineering Test systems. The information was provided for customers 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 customers in applying critical patches to their system. Therefore, we want to clearly state our recommendation as aligned our practice. Our practice is, and has been, to apply updates when they become available and according to the internal testing and deployment schedules.

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