

Fpweb.net Patch Management

Management

All client servers are managed by Windows Server Update Services (WSUS).

Schedule

All servers are pointed to the WSUS server for Microsoft critical and security patches which are scheduled on Saturday evening 11PM CST through Sunday at 3 AM CST.

Testing

Senior Fpweb.net Engineers test all patches for two weeks in our sample lab environments that most closely mimic our most common environments for multi-tenant, semi-dedicated and dedicated virtual configurations.

This gives Fpweb.net ample amount of time to test the patches and approve patches for production. Once the patch is approved it will get installed on the next cycle.

Due to customer time zones and security restrictions, updates can be set to install at different times requested by the client.

Automatic Updates

Fpweb.net does not automatically push SharePoint, Exchange or SQL updates due to the potential to break customizations on the customers' servers. SharePoint, SQL, and Exchange updates are the responsibility of the customer.

Application patching may be available by Fpweb.net on a billable basis.

Support and Advising

Customers are encouraged to work with Fpweb.net to identify and schedule any backups they may need as well as to ask questions about Fpweb.net's experience with different service packs and cumulative updates.