

### **Automatic upgrade of Partner Sandboxes**

Starting from September, all Partner Sandboxes are upgraded automatically 3 months after a new STEP release becomes available.

This means that all Partner Sandboxes that are still on STEP release 11.2 will be upgraded to STEP release 2023.3 on Thursday January 4th between 03:30-6:30am CET (09:30pm-12:30am EST) and might not be available for about 30-60 minutes during that time. To prevent any upgrade compatibility issues, all Custom Extension configuration (in the STEP Remote System Administration API) will be removed, and if still required, will have to be added back manually by the owners of the sandbox, after the upgrade is completed. If any other issues occur during the upgrade process that might result in a longer unavailability of the sandbox, the owner of the sandbox will be informed and kept up to date through a Stibo Systems support ticket.

Future automatic upgrades will not be specifically communicated, Partners are recommended to perform the upgrade to the latest STEP release themselves using their SaaS Self-Service UI within 3 months after it becomes available, to prevent possible undesired unavailability that can be the result of an automatic upgrade.

### **Activation of pause & resume functionality on Partner Sandboxes**

Starting from September, all Partner Sandboxes have the pause & resume functionality activated to eliminate unnecessary running and resource consumption. If the STEP application on a Partner Sandbox is idle for 24h, the Partner Sandbox will automatically be put in “pause” state. If the STEP application is accessed again when in the sandbox is in “pause” state, a message will be shown to the user and the sandbox will automatically resume, but it can take up to 15 minutes to be fully available again.

For questions, concerns or more information about the above, please contact your Stibo Systems Partner manager.