Continuous Updates FAQ

November 2025, Version 1.0

How many of your customers are currently enrolled in the Continuous Update program?
Currently more than 225 of our SaaS customers are part of our "Continuous Update" program and it is growing month by month. Each quarter more existing customers will be enrolled and all new to Stibo customers are automatically enrolled.

What is the process if a bug is identified in the newly updated release?
The customer should open a Jira ticket reporting the bug. For faster assistance, the customer should mention that the issue is affecting their update. The tickets are treated with high priority.

Is there a deadline for entering the Continuous Update program?
The goal is to have all customers enrolled or an planned enrollment date by June 2026 to ensure the customer portfolio are up-to-date security and compliancy wise. This will mean customers will update to 2026.2 by September of 2026. Once on Continuous Updates, customers will automatically receive all new enhancements and new features on a quarterly basis from Stibo Systems.

Which Releases are Minor vs Major?
We no longer have the concept of Major and Minor releases. Our quarterly releases are incremental and designed as continuous delivery (small and frequent). There are no "major" changes each quarter and therefore testing time should be lessened.

What if we need to skip a release due to a bug or important business blackout dates? Are we then able to jump to the latest release next quarter?
First, if you need an exception, please open a Jira ticket to request the exception along with a business reason/justification. Also, all of our releases are designed so that you can jump to any release from any release.

What if we don't have resources to execute the test plan?
We encourage you to go ahead and test our incremental releases now on your lower environments. Many customers find that once they get into the norm of Continuous Updates, testing is smooth and non-complex. Stibo also has a testing service offering through our Professional Services Team. Please talk to your Account Manager or CSM for more details.

How can we acquire a better view on what each release contains to secure an efficient testing on our side?
 The release notes are now available by component as part of the online help:
https://doc.stibosystems.com/

We are currently on-premise with the Perpetual license model, if we move to SaaS when will we be expected to adhere to Continuous Updates?
Customers undergoing an on-premises to SaaSv2 migration will be enrolled at Go Live.

We are currently implementing STEP on SaaS, will we be expected to adhere to Continuous Updates during the project implementation?
Generally no exceptions are expected for Continuous Updates, whether it is a Stibo-related or internal project. If the customer is undergoing a STEP implementation project and they are not live on their production system, the update should be incorporated in the project plan and all other live systems should be updated. The same conditions apply to any other projects the customer might be involved in at Stibo.

How can we better identify what requires testing and the risks when upgrading to a new STEP version?

We encourage customers to review the Release Information that Stibo makes available on Jir and our customer community. This will guide you to new and changed features and help direct your testing strategy.

Why is the frequency of the Continuous Updates once every three months and not once every four months or twice a year which would be easier to manage for me ?

After much careful research by our Product Team, Stibo has determined that 4 releases per year is the correct cadence to offer our customers the most secure and robust Product experience.

Is it possible to test the Continuous Updates before enrolling into the program ?

Absolutely – we very much encourage customers to test this out by updating through the Self Service UI. It may help to do a dry-run before being official enrolled.

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We are on an old version of STEP, what is the best path to follow with regards to being enrolled into Continuous Updates ?

Work on upgrading to the latest release as soon as possible. It may take some extra time to upgrade from an older version, so extra time will be beneficial. Our Professional Services team is available to assist if needed.

How often can customers opt out of / request an extension for their update?

There is no "limit" to how often, but an exception is an exception and not a regular practice, and the exceptions will only be accepted if there is an impact on the business explained as a reason for needing the exception.