



Changing Maintenance Update Procedure

Version 1.1

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CONFIDENTIALITY LEVEL:

Public

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Revision Controls

Version	Date	Author	Comment
1.0	26-Sept-2024	Sian Potter & Michael Skødt	Initial document creation.
1.1	30-Oct-2024	Sian Potter	Adding in the impact for SaaS V2 and a Q&A about the difference between issue-xxxx and hotfix-xxxx.

1 Scope and Audience

We are introducing the changed maintenance update procedure designed to improve your experience and the overall quality of our software. This update focuses specifically on maintenance updates, which include bundled hotfixes within the same functional update. Unlike functional updates, which involve moving between minor versions (e.g., 2024.2 to 2024.3), **maintenance updates** aim to improve stability and fix issues without changing core functionality.

This document outlines how these maintenance updates will affect your experience, streamline the delivery of fixes, and ensure smoother support interactions. Our goal is to make the update process simpler and more efficient for you while ensuring your systems remain up to date with the latest fixes.

If you need additional details about the functional update process, further documentation is available to provide more context. We are committed to supporting you through this transition, and our teams are aligned to help answer any questions or guide you through this changed maintenance update procedure. If in doubt, please reach out to Stibo support and create a support ticket.

2 Overview

We are changing our maintenance update procedure to improve software quality for our on-premise customers. This change will impact not only on-premise customers but also SaaS MSP and SaaS V1 customers, and to a much lesser extent SaaS V2 customers. In the following using the term on-premise will include SaaS MSP and SaaS V1 consequently.

2.1 Key Changes to the Maintenance Update Procedure:

- For all supported STEP versions, we will no longer deliver individual hotfixes. Instead, we will deliver maintenance updates on top of the regular functional update, which include hotfixes. This aligns with our current handling of individual components.
- Regular maintenance updates will now include all available hotfixes. These will replace the older "maintenance patch" (MP) system and the updates will follow a versioning format like "2024.2" with a timestamp marking the creation time at the end.

2.2 Benefits of the Updated Procedure:

Improved Testing & Stability:

- All hotfixes will be tested against the upcoming maintenance update to ensure they are fully verified. You'll now receive the same package that has passed the internal testing of the update.

Reduced Update Complexity:

- In the past, some customers faced issues during updates because applicable hotfixes were not deployed as part of the update. This led to delays and concerns as they had to apply multiple hotfixes and retest. With the updated procedure, these challenges should be minimised as all fixes will be pre-packaged in regular maintenance updates.

Consistent Approach Across SaaS V2 and On-Premise:

- This maintenance update model mirrors the process used for our SaaS V2 customers, where the SaaS images are regularly updated with all hotfixes made so far.

2.3 Impact on You:

Update Process:

- When updating to a version like (2024.2-2024-09-16-10-19-00) you'll test it on your lower-end systems. Once the testing is successful, you must deploy the same version to production.
- We recommend staying up to date with maintenance updates by periodically deploying the latest version to ensure new fixes are incorporated.

Bug Reporting & Fixes:

- If you encounter a critical issue, you will submit a ticket as you always do. Once the hotfix is available, you will be asked to patch your system with the latest maintenance update latest possible date stamp. This process will take the same time as previously when deploying a maintenance patch.

2.4 Tracking Fixes:

You can easily track which fixes are included via the Jira dashboard called "Update Information" already available to all customers, partners & Stibo employees. If you have a ticket for which a fix has been made, you will need to search for it within the changelog using the title of the ticket.

For example, the change log for version 2024.2 can be found here

<https://service.stibosystems.com/documentation/changelogs/step/changelog-step-2024.2.html>.

2.5 SaaS V2 Customer

The only impact for SaaS V2 customers is that your image will now contain date-stamped versions.

3 FAQ

What is the difference between this change procedure and how it works for SaaS V2?

As mentioned in the summary it mimics the SaaS and the outcome is the same, i.e. you'll get all hotfixes included, but the platform, deployment of fixes and other mechanics are obviously different.

Why are some fixes labelled as only ISSUE-XXXX and others as both HOTFIX-XXXX and ISSUE-XXXX?

Fixes included in the most recent version (e.g., 2024.3) are labelled as "ISSUE-XXXX." However, when applied to a previous version, it will be labelled as "HOTFIX-XXXX, ISSUE-XXXX." This goes for SaaS V2 as well.

In the unlikely event that the maintenance update with the hotfixes does not work, what are my options?

If the maintenance update does not work as expected, you have the option to revert to the previous version. You can redeploy the prior maintenance update, if necessary, as this has been done successfully in similar situations. However, please keep in mind that this option is only available if there have been no changes to the database as part of the update. You can roll back to the previous maintenance update, but we recommend reaching out to Stibo Support for assistance. Simply create a ticket, and our team will guide you through the process.

Is a maintenance patch the same as a maintenance update?

First of all, Stibo will not publish Maintenance patches anymore. However, going back to the question it's the same in the sense that it assembles all hotfixes at a given point in time, but previously you could have hotfixes applicable to the Maintenance patch even. This will never happen with maintenance updates.

What about component hotfixes, will they be included in the maintenance update?

As mentioned in the summary, if a hotfix is needed for a given component, there will be a new version of the component. However, there may be cases where a new component version is not compatible with the functional update you may be running, which means that the hotfix shall be applicable to the compatible component version. This incidentally is exactly as we have been doing this for quite a long time.

Is SPOT fully functional with the maintenance update procedure?

Yes, it is compatible, and existing commands are fully functional. For more details, reach out to Stibo support.

Is the maintenance update still cumulative like with the maintenance patches?

Yes, the latest version will still include all hotfixes, even though there may be more maintenance updates available since the initial functional update. In other words, it is only necessary to update the latest maintenance update.

What if I'm using an older, unsupported version of the software? Will I be forced to update?

For unsupported versions, we do not provide updates, hotfixes, or maintenance updates. To continue receiving software support and access to the latest fixes and security patches, we will encourage you to update to the latest supported version. This ensures you're using the most stable and secure software available.

How often should I update?

We recommend updating as frequently as possible to stay aligned with the latest hotfixes. However, we understand that every customer's environment is different, so the update frequency may vary depending on your specific needs and system constraints.

Where do I find the documentation for the available hotfixes?

As stated in Section 2.4 you can easily track all available hotfixes here within the change log <https://service.stibosystems.com/documentation/changelogs/step/changelog-step-2024.2.html>. This is available for all customers, partners and Stibo employees and covers all hotfixes created for supported versions of STEP. If you are in doubt, please reach out to Stibo support.

I have a specific update journey in mind, but I am in doubt about how to go about it. What should I do?

If this document does not provide answers to your questions, please reach out to Stibo support by creating a ticket.



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