Frequently Asked Questions: Critical maintenance on Stibo Systems SaaS platform

1. **Is this considered a significant STEP version upgrade, such as transitioning from 2023.3 to 2023.4?**

   No, the updated version of STEP (same release) will come with all hotfixes in between your current version and the updated version to be applied during the maintenance window. To get a full list of fixes that will get applied, go to the Upgrade Environment section of your **Self-Service UI,** and inspect the Release Notes of the newest build of your current MDM Software STEP release.

2. **Will the existing IPs continue to be active post-maintenance, or is their removal required following the update?**

   No, existing IPs will continue to be active and should not be removed until communicated by Stibo Systems.

3. **Is it possible to segregate the inbound and outbound IPs from the provided IP list?**

   The provided IP list includes both inbound and outbound IP's and it should be whitelisted for both inbound and outbound firewall rules.

4. **Are both SFTP and STEP URL IPs undergoing changes, or is it specific to one of them?**

   No, only STEP URL IP's will be updated post maintenance.

5. **Is there an option to reschedule the maintenance if needed?**

   This is a platform level maintenance and cannot be excluded for specific customers, rescheduling is not an option for individual customers.

6. **What is the rationale behind scheduling the maintenance on weekdays during business hours, as opposed to outside of regular hours or during the weekend?**

   This time, the maintenance will be conducted on a regional basis instead of rolling out world-wide on the same time. The regional approach allows for placing the work outside of normal working hours in most regions. Previously, we have had clients of Stibo Systems suggest maintenance work to be placed on regular weekdays in order to stay clear of large batch processing over the weekend.

7. **Would it be possible to upgrade our system the day before to latest release. Or does the maintenance run require to do the patch update exactly scheduled window?**

   Critical fixes that are important for stability can be applied anytime from now using the Self-Service UI. To get a full list of fixes that will get applied, go to the Upgrade Environment section of your Self-Service UI, and inspect the Release Notes of the newest build of your current MDM Software STEP release. – **p.s during the maintenance window your system will still be restarted, and Stibo Systems will apply the newest version of your current STEP software release.**

8. **Why is this maintenance labeled "Critical"? Isn't this part of the normal half-yearly maintenance window?**

   It is labeled as critical maintenance due to the urgency of the fixes that need to be applied, which cannot wait until the regular maintenance window.

9. **SaaS Self-Service UI – Ongoing STEP release upgrades / Approved Images**

   All environments will be upgraded to the newest version of your current STEP software release, including environments that have been upgraded recently to a new release as part of an upgrade initiative. In case you have been using the SaaS Self-Service UI functionality to Approve Images, so that these can be applied on other environments afterwards, you will have to perform this approval again.