

Handling STEP Updates

The logo for SiiboSystems, featuring the word "SiiboSystems" in a white, sans-serif font. The "i" in "Siibo" has a small crown-like symbol above it. The logo is positioned on a large orange triangle that points to the right.

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Handling STEP updates

1 Scope of Document

The scope of this document is to provide an overview on how to handle the STEP updates, more specifically feature releases, maintenance patches and hotfixes. This consists of an operational part, i.e. how do I manage this process wise, but also the boundaries in terms of what a given hotfix or maintenance patch is applicable for. This document is applicable for STEP Trailblazer. Please contact Stibo Support if you are still running legacy versions of STEP.

2 Update Services

STEP Update Services means the following services:

- Secured and dedicated access to the Stibo update server.
- Full access to all supported updates to the software available for the customer or partner to pull on demand.
- Guidance to the customer or partner for the installation of the updates.
- Any installed updates shall become part of the software and are governed by the Support Contract.
- Delivery of documentation related to the updates.

3 Updating STEP: First Steps

The process is different depending on the involvement of the customer or partner. Update in the following means feature release and/or maintenance patch.

3.1 Self-managed

Upon confirmation from Stibo that an update recipe is available, the customer or partner deploys the update via the update server. Regarding performing the patch process please see the ["How to Patch" section of this document](#).

3.2 Partly self-managed but Stibo delivers customer add-ons or components

The customer or partner submits an issue via the service portal. Depending on what type of update is to be deployed, Stibo needs to check for the customer add-on and make it compatible with the feature release or maintenance patch in question. Finally, Stibo will deliver the recipe for the customer or partner to deploy.

3.3 Stibo deploys the update

The customer or partner submits an issue via the service portal then Stibo will check the customer add-on and make it compatible with the feature release or maintenance patch. Stibo Support and the customer or partner will agree on a schedule for patching the STEP environment. In the case where it is requested that Stibo support conduct the patching outside support hours, it will be considered as chargeable support.

3.4 Hotfixes

Deploying a hotfix may be necessary if a given customer- or partner-specific C1 or C2 issue requires a software fix. Once the hotfix has been released Stibo Support shall inform the customer or partner involved in that issue and provide the takeout URL. In the case where Stibo is deploying the hotfix, a schedule must be planned and agreed upon.

4 Release, Patch and Hotfix Policies

4.1 STEP feature release

- The content of a STEP feature release shall be new features, enhancements and bugfixes.
- The schedule is bi-annually and the communication consists both of a release preview and the final release notes description published below the release information in the left panel of the service portal.
- Deploying a STEP feature release technically resembles a maintenance patch, however, more downtime may be needed if changes to the Oracle database are required.

4.2 Maintenance Patch

- The content of a **MP (Maintenance Patch)** is restricted to C3 - Minor bugfixes, hotfixes between previous and latest released **MP** and critical security updates.
- The maintenance patch notes are published below the Release Information” in the left panel of the Service Portal.
- The schedule for a **MP** differs throughout the Year, but in between the new releases, it is typically monthly.
- The **MP** is only published for the latest feature release. Thereby, the **MP** is not published for any previous feature releases.
- Only hotfixes can be backported to these feature releases.

4.3 Hotfix

- The content of a hotfix is restricted to critical bugfixes (C1 & C2) and must not affect module to module dependencies.
- The communication is directly with the customer or partner receiving the hotfix.
- Running with a supported version of STEP, the hotfix can be applied to your current version, however, the following backport policy shall be enforced:
 - A hotfix can be backported to the latest released Maintenance patch of the supported feature releases. For example, running STEP 8.2, the hotfix can be backported to STEP 8.2 MP3. Running STEP 8.1 the hotfix can be backported to STEP 8.1 MP5. This implies that backporting to any of the older MP's e.g. STEP 8.1 MP3 is not feasible. In some cases you will need to deploy the latest released MP to obtain the given hotfix.
- The cumulative **MP's** are safe and no new or changed functionality is included.

5 Considerations around Testing and Training Efforts

The following gives an idea of what effort you as a customer or partner should put into testing and training when applying below.

5.1 STEP Feature release

- Applying a feature release will require regression testing.
- Applying a feature release will require testing of any customized components.
- Applying a feature release may require some end-user retraining.

5.2 Maintenance Patch

- Applying a maintenance patch will require testing of the C3 – Minor issue that you requested to be fixed (i.e. is the problem resolved in your environment).
- Applying a maintenance patch will not require regression testing of unaffected modules and functional areas.
- Applying a maintenance patch will not require end-user retraining or new feature/process documentation.

5.3 Hotfix

- Applying a hotfix will require testing of the issue that was fixed (i.e. is the problem resolved in your environment)
- Applying a hotfix will not require regression testing of unaffected modules and functional areas
- Applying a hotfix will not require end-user retraining or new feature/process documentation

6 How to patch a STEP system using SPOT

You can find more details about how to patch STEP Trailblazer [here](#).