

# Patching Considerations/Recommendations

With the increased number of people working from home it is important to understand how patching works since it will require a bit more manual intervention than usual in a remote work (laptop) scenario. This is further exacerbated since most laptops are not regularly used and thus not fully updated which may require multiple rounds of patching to become current. The patching process occurs in 2 phases; the Download and Installation Phase and the Restart Notification Phase. See the below sections for more details and the current policy of both phases and my recommendation at the bottom.

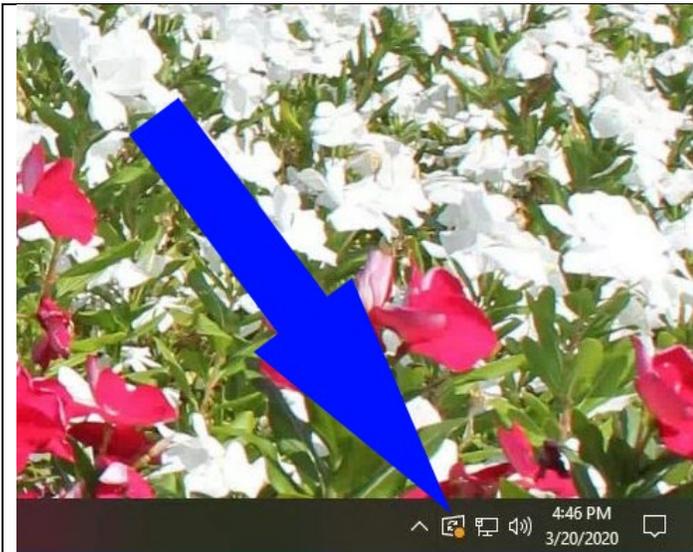
## Downloading and Installation Phase

- Generally, Apple and Microsoft release their patches on the second Tuesday of each month (known as Patch Tuesday)
- OS Patches download and install daily at 3:00am or the next time the computer is online outside of active hours
- Active hours are set from 7am-6pm daily. This means computers will not normally patch during the workday
- Managed 3<sup>rd</sup> party software updates every day from 2-4am but will never require or perform a reboot

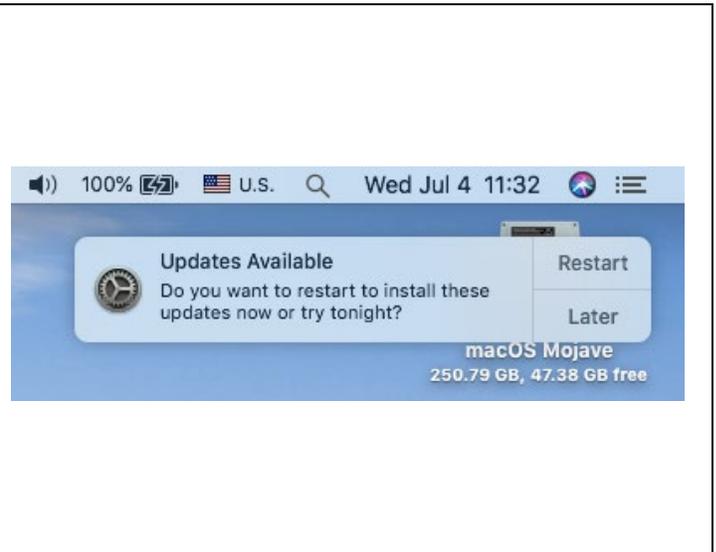
## Restart Notification Phase

- Not all patches require reboots and you will only see the below messages if the patch installed needs a reboot to complete
- Patching will install but NOT reboot by default. This is done to give users more control over when the reboot happens
- The reboot will only happen automatically if all users are fully logged out and the computer is on outside of active hours
  - This will be allowed for 14 days and then the reboot will happen automatically during active hours if necessary
  - If the patch is older than 60 days it will also install automatically and not wait for active hours

There is a notification on both Windows and macOS to notify you when a reboot is needed.



Windows Notification. Clicking it will allow you to perform the reboot immediately or schedule it for a future time



macOS Notification has similar options based on the Restart or Later options

## Recommendation

So, all of this essentially means is to follow one of these two recommendations;

1. Save all your files and LOGOFF (not just lock it) at the end of the day once or twice a week and make sure you do not close the lid or turn it off so the automatic reboot can be completed
2. Be watching for the reboot notifications and complete them on your own within 2 weeks of seeing it