

MEYERTECH SUPPORT POLICY FOR MICROSOFT OPERATING SYSTEM



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Policy Scope

This document defines Meyertech policy, procedures and recommendations for end user organisations to support Microsoft Windows Operating System (OS) and associated Microsoft products EG SQL Server.

Meyertech Software Applications

Meyertech software applications and services require end user organisations to licence and install the relevant Microsoft Windows OS to operate. This applies (but not limited to) to the following Meyertech applications:

FUSION VMS
FUSION-2 VMS
FUSION-Core VMS
FUSION-Solar VMS
FUSION-Eclipse VMS
FUSION-Eclipse NVS
FUSION-Eclipse NVD
FUSION-Streamcaster

FUSION-Audit
FUSION-Incident
FUSION-Vantage
FUSION-Expert
FUSION-Capture
Nano
Mpower
Magellan

Pre-configured Meyertech IT Hardware

When Meyertech pre-configures IT hardware E.G. Workstations, Servers ETC, for an end user organisations it installs the relevant Microsoft Windows OS and Meyertech software applications. It updates the OS with Microsoft service packs and the latest security updates. As part of the pre-configuration process the automatic Windows updates are deactivated so they can be managed by the end user's organisation IT policies.

Policy & Recommendations

Policy

Microsoft Windows OS is a third party product and therefore it is the end user organisations responsibility to maintain and support it through security updates which are issued by Microsoft on the second Tuesday of each month. This does not apply to Microsoft service packs which generally include major updates and new features.

When Meyertech releases new updates of its software applications they are validated against the latest Windows operating system version including security updates and service packs available at the time.

Meyertech supports end user organisations through its Menu Support service which is provided to a Meyertech Partner organisation. A Meyertech Partner with the appropriate Support Menu can request Meyertech to review Microsoft security updates and implement the patches for end user organisations if deemed necessary after assessing the security exposure to the vulnerability.

Recommendations

End user organisations which rely on Meyertech software applications will generally have their own IT policies to cover Microsoft Windows security updates. All new security updates released by Microsoft should be reviewed and assessed to determine the security exposure to the vulnerability. If it is decided the update is required then Microsoft's guidelines to apply the updates should be implemented as soon as possible.

Meyertech recommends always that where no separate UAT environment exists, to deploy the updates on a single PC initially and test functionality thoroughly before deploying to the whole system.

Organisations which do not have an IT policy should discuss their requirements with the Meyertech Partner responsible for supporting their Meyertech installed software.

When Microsoft service packs become available Meyertech will need to validate them against the end users installed versions of Meyertech applications prior to them being applied. End user organisations can request this service through the Meyertech Partner responsible for supporting their Meyertech installed software.