

An Introduction to Patch Tuesdays

We'd like to introduce Patch Tuesdays (now Thursdays), a new way to receive regular, scheduled updates for your Scholantis Portal or Website. Inspired by Microsoft's Patch Tuesday (monthly security patches) we'd like to provide a predictable schedule for maintenance, fixes and enhancements. The updates are not any different than modifications you're already receiving, they'll simply be applied on a regular schedule with more transparency.

Our overriding goal is ensuring a great experience for system administrators and end users. Being able to quickly and transparently fix issues, or add new and improved features, is hugely important in achieving that goal.

How will this work? (the how, when and what)

Typically on the second Thursday of every other month you'll receive an update notice summarizing available fixes, enhancements and new features. The update is then normally scheduled for the third Tuesday of the month.

Occasionally 'out of band' hotfix updates are required to resolve critical or important issues such as a security exploit, a significant bug or other major experience problem.

What will it cost me?

Nothing. Deploying scheduled updates will be included in your support agreement (outside of your regular support hours). If you just can't wait, unscheduled (out of band) updates for specific hotfixes, features or projects will continue as normal.

What will happen to my site?

Deployments are normally scheduled for 5pm local time. Let us know if you have another preferred start time.

- Typically you will receive advance email notice a week before any scheduled update. [Sign-up for email notices now and see a sample notice.](#)
- On the day of the update at 12pm (PST) a maintenance notice will be display to all logged in users.
- Updates typically involve SharePoint solution updates so require approximately 10 minutes of downtime. We'd ask you to plan for a 20-30 minute service interruption.
- An offline page is displayed during the update. Users will automatically be redirected to the site once it's available.
- Monitoring and post deployment tests check the status of the farm and site availability.

What happens when something goes wrong?

If you experience any issues post deployment [contact our support team](#) immediately for assistance.

We do our best to test changes but accept SharePoint is a complex system. If a regression issue is discovered during deployment (or subsequently) it will generally be possible to do an immediate rollback of the updates. On occasions where script or other code changes are involved, we plan for rollback as appropriate. Patches primarily involve updating SharePoint solution packages (WSPs) so don't typically affect your content databases, only files on the SharePoint server, therefore it's not critical to backup databases outside of your regular SQL backup schedule.

Allowing us access to your environment to deploy updates puts a burden of trust on us; we will do our utmost to prevent issues, be transparent and extremely responsive in the event of a problem.

We're involved in a wide spectrum of SharePoint environments so we've tried to develop a process that meets everyone's needs. If you have feedback or any questions please [get in touch](#). *We spend a lot of time making updates as smooth and transparent as possible.*

Sounds fantastic, what now?

There's nothing you need to do, simply enjoy our updates rolled out automatically on a bi-monthly basis. If you would like to opt out of this process or would like a narrowing update windows please get in touch. This is a new process for us so please provide your feedback, thoughts and funny cat stories. While updates are not the sexiest topic in the world we're weirdly excited about it and think it will deliver a better experience for you and end-users.