

DigiPath Customer Bulletin

Configuration:

Release: 2.1 and above

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Title: New process to deploy Microsoft security patches for DigiPath releases 2.1 and above

ANNOUNCEMENT: DigiPath has rolled out a new process to allow customer or field representatives to utilize Microsoft's inherent Windows Update capability to install critical updates.

Xerox Representatives Please distribute this new process directly to customers.

The details surrounding the process are as follows:

- Only critical individual and cumulative updates are approved for download via Windows Update. This includes updates for the OS, supported DigiPath release versions of Internet Explorer, IIS and VM.
- New Service Packs and applicable non-critical patches will still require formal approval by DigiPath and should only be installed by a Xerox representative.
- When appropriate, special announcement bulletins will be distributed for security issues requiring immediate communication. Critical security information will also be captured on the www.xerox.com/security site per the Carnegie Mellon University CERT/CC advisories.
- On a month basis, a summary of the DigiPath applicable critical Microsoft security patches that should have been installed on DigiPath will be communicated on the www.xerox.com/security URL site under "Other Security News and Advisories".
- Each DigiPath site will determine who will be responsible for routinely running Windows Update. Due to the time criticality of installing many of the Microsoft patches, it is recommended that the customer perform this task. Customer requiring Xerox assistance to install the updates per Windows Update should contact the hotline or make arrangement with their field representative.
- Microsoft Update may need to be run multiple times to install all eligible updates.

The customer is responsible for installing/maintaining anti-virus protection software. The customer is responsible for removing viruses per their anti-virus software manufacturer instructions.

Note: Windows Update is not available on DigiPath 1.2. Please see your field representative for assistance for manually installing Windows NT security updates.

SOLUTION:

Instructions for using Windows Update on DigiPath version 4.0 (Windows XP / 2003 Server)

1. On non-Document Library Server configurations, create a new Microsoft System Restore point. Select "Start" and go to "Programs>Accessories>System Tools>System Restore". Follow the instructions to create a new restore point. System Restore is only available on Windows XP.
2. Ensure that a full TapeWare system backup exists.
3. On a weekly basis, run Windows Update:
Note: Operating System and Internet Explorer Service Packs are not to be installed via this process. When selecting "Review and Install Updates" remove the service pack from the list of downloads. Continue with the rest of the patches by selecting "Install Now".
 - a. Log in to the system as DPAdmin.
 - b. Run the xstopdgp.bat file to cycle down the DigiPath software. Select [Start:Run], then enter **e:\digipath\xstopdgp.bat** in the window.
 - c. Open Internet Explorer and select "Windows Update" from the Tools menu -or- select "Windows Update" from your Windows Start Menu.
 - d. If prompted to install the latest Windows Update software, select [Yes]. Then select [Yes] to reboot

DigiPath Customer Bulletin

- e. Once your system has rebooted, return back to step 'a' to continue.
- f. Select "**Scan for Updates**" in the main center window.
- g. In the left window pane, select "**Critical Updates and Service Packs**".
- h. Select "**Review and Install Updates**". See Notes above regarding de-selection of Service Packs.
- i. Select [**Install Now**] to download all Microsoft critical updates needed for your system.
- j. Select [**Accept**] to accept the Microsoft license agreement. The patches will be downloaded and installed.
- k. If prompted, select [**Yes**] to restart your system.

Instructions for using Windows Update on DigiPath version 3.0 (Windows 2000)

1. Ensure that a full TapeWare system backup exists.
2. On a weekly basis, run Windows Update:
Note: Operating System and Internet Explorer Service Packs are not to be installed via this process. When selecting "Review and Install Updates" remove the service pack from the list of downloads. Continue with the rest of the patches by selecting "Install Now".
 - a. Log in to the system as DPAdmin
 - b. Run the xstopdgp.bat file to cycle down the DigiPath software. Select [Start:Run], then enter **e:\digipath\xstopdgp.bat** in the window.
 - c. Open Internet Explorer and select "**Windows Update**" from the Tools menu -or- select "**Windows Update**" from your Windows Start Menu.
 - d. If prompted to install the latest Windows Update software, select [**Yes**]. Then select [**Yes**] to reboot your machine. If you did not receive this prompt, proceed to step f.
 - e. Once your system has rebooted, return back to step 'a' to continue.
 - f. Select "**Scan for Updates**" in the main center window.
 - g. In the left window pane, select "**Critical Updates and Service Packs**".
 - h. Select "**Review and Install Updates**". See Note above regarding de-selection of Service Packs.
 - i. Select [**Install Now**] to download all the Microsoft critical updates needed for your system.
 - j. Select [**Accept**] to accept the Microsoft license agreement.
 - k. The patches will be downloaded and installed.
 - l. If prompted, select [**Yes**] to restart your system.

Instructions for using Windows Update on DigiPath version 2.1 (Windows NT)

1. Ensure that a full Travan or AIT backup exists.
2. On a weekly basis, run Windows Update:
Note: Operating System and Internet Explorer Service Packs are not to be installed via this process. Only IE 5.5 SP2 is supported in DigiPath 2.1. Upgrading to IE 6.0 is not supported and if installed will require a billable service call for a complete system re-install. Remove the checkmark for any IE 6.0 Update before selecting "Start Download".
 - a. Log in to the system as Administrator.
 - b. Run the xstopdgp.bat file to cycle down the DigiPath software. Select [Start:Run], then enter **e:\digipath\xstopdgp.bat** in the window.
 - c. Open Internet Explorer and select "**Windows Update**" from the Tools menu -or- go to URL: <http://windowsupdate.microsoft.com>.
 - d. Select "Product Updates"
 - e. If prompted to install the latest Windows Update software, select [**Yes**].
 - f. Select the Download button in the top right window pane.
 - g. Select [**Start Download**]
 - h. Select [**Yes**] to accept the license agreement. The patches will be downloaded and installed.
 - i. If prompted, select [**Yes**] to restart your system.

DigiPath Customer Bulletin

Expires: Never.
