

Security Implementation Notice

The security threats facing small and mid-sized businesses have increased significantly, and unpatched workstations remain one of the most common entry points for attackers.

Effective July 1, all workstations not already covered under a patch management plan will be enrolled in Sandbox Technologies' automated patch management service.

What automated patch management covers:

The service keeps a broad range of installed third-party applications current, the software that does not update on its own and is frequently targeted precisely because it goes unpatched. The current list of managed applications is available here:

https://sis.n-able.com/3rdPartySw/ThirdPartySoftware.html and is updated from time to time. (Microsoft and Windows security updates are covered as well.)

How it works:

- Patching runs Tuesday and Thursday evenings, beginning at 11:30 PM and continuing until complete.
- Workstations need to be powered on and not asleep during those windows.
- If a workstation is off or offline when patching runs, the missed patches will be applied automatically the next time it starts up. This is the default and requires no action.
- The startup catch-up involves a reboot, which can land at an inconvenient time. A workstation can instead be set to hold missed patches until the next scheduled patching date. To set this, reply to this email.

Cost and enrollment:

The cost is $4 per workstation, per month, and applies to workstations only.

Enrollment is not mandatory, however Sandbox Technologies recommends it without reservation. Workstations left unpatched are an avoidable point of exposure, which is the reason for this rollout.

Clients who wish to opt out may do so by simply replying to this email, but the security risk of opting out is significant and strongly discouraged. This is also the reason the service is being applied proactively across all accounts rather than handled client by client, the threat does not wait for individual scheduling, and we do not believe leaving workstations unprotected for an extended interim period to be in the best interests of our clients.

What do you need to do?

- To enroll requires no action on your part, clients will be enrolled automatically for service effective July 1st, 2026.
- When service has resumed, leave workstations powered on during the patch windows above wherever possible.

• Review the deployment detail list included with your monthly services invoice. The detail list will show every machine being patched. If a workstation in your environment is not on that list, notify us right away so it can be brought under coverage. Sandbox Technologies does not always have full visibility into every machine in use across a client environment, so this confirmation is important.

Please feel to direct any questions to me or your designated support contact.

Sincerely,

Chris Harper,

CSO

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