Microsoft Service Pack and Security Bulletin Support Addendum

to the Avid Security Guidelines and Best Practices document

(Last updated 05/18/17)

What's New?

1. Support announced for April's security bulletins. (04/18/17)
2. Support announced for March's security bulletins. (03/21/17)
3. Support announced for February's security bulletins. (02/28/17)
4. Support announced for January's security bulletins. (01/17/17)

See also http://avid.force.com/pkb/articles/en_US/Troubleshooting/en239659

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Microsoft Security Bulletins

Install Windows Security Patches and Service Packs
To download patches, run Windows Update.

Avid supports by default all Windows Service Packs and security patches (sometimes referred to as "hot fixes) which apply to the environments in which Avid and Avid Broadcast products run. We refer to them as Windows Updates in this document.

Customers can schedule the download and installation of Windows Updates whenever they are available and make sense in their production environment. Avid tests the updates within several days of their availability. But customers do not have to wait for the testing to be complete before installing the updates.

Our current testing methodology is to utilize Windows Update on a representative sample of Avid and Avid Broadcast products upon notification of new Security Bulletin availability by Microsoft. These systems are updated and observed while under test. Once the test period has completed (approx. 5 days), support for the latest release of Security Bulletins is announced.

In order to stay in control of potentially required reboot cycles, Avid recommends that you turn off Automatic Updates and schedule regular maintenance windows when you can update your systems, or alternatively use an automatic updating system, such as WSUS, in a controlled manner. This will avoid problems such as system restarts during main production hours.

NOTE: As mentioned, customers can take the latest Microsoft Updates before Avid's test period is complete.. There may be times when this is necessary. For example, if a threat appears quickly and the site must protect its

production environment. If the Windows Update results in an issue in your production environment Avid will make best efforts to assist you in remedying the problem under current support agreements.

Current Microsoft Security Bulletin Status

The Microsoft security bulletins for April have been qualified with current Avid Video, Shared Storage and Avid Broadcast products under test. No exceptions this month.

Information about previous security bulletin exceptions (if any) is below under "Recent Microsoft Security Bulletin exceptions." Unless explicitly called out below, all previous bulletins have passed qualification.

Enabling Windows Updates on Avid Systems

Avid cannot guarantee the compatibility of automatic Windows Updates, or any updates to system software components. For this reason, you should disable automatic Updates until Avid has approved the current Months Update offerings from Microsoft.

Windows updates are often turned off on Avid servers because an unscheduled update can affect performance in a production environment. Avid recommends that you schedule regular maintenance windows where you can turn Windows Updates on and install the recommended updates. You can simplify this procedure by using a Windows Services Update Services (WSUS) server as described below.

Using a Microsoft WSUS Server for distributing Windows Updates

By utilizing a Windows Services Update Services (WSUS) server, your Avid systems can remain off of the Internet and still get all the required Updates to remain secure. Also, because you are using your own server which you control, you can ensure that the Updates are qualified by Avid before you make them available to the Clients. Refer to the following link for information on WSUS servers.

https://technet.microsoft.com/en-us/library/hh852340(v=ws.11).aspx

Historical List of Microsoft Security Bulletin exceptions

NOTE: **MS12-078** (KB2753842) (from late 2012) In some cases, installation of this bulletin affects the rendering of some OpenType fonts (those in OpenType Compact Font Format). A simple and effective workaround is documented in the following Avid knowledge base article:

http://avid.force.com/pkb/articles/en_US/troubleshooting/Some-installed-Windows-fonts-are-unavailable

A link to the Microsoft Technet article follows for reference:

http://support.microsoft.com/kb/2753842

NOTE: **MS11-004** (KB2489256) (from early 2011) fails to install properly on the ISIS 5000 Engine and also on the ISIS 7000 System Director **on the new AS3000 server only**. Please do not install this update. (The affected service is IIS FTP which is enabled on the ISIS 5000 Engine and on the ISIS 7000 System Director on the AS3000 server.) **The workaround for this issue is now posted on the Avid Knowledge Base at the following location:**

http://avid.custkb.com/avid/app/selfservice/search.jsp?DocId=406411&NewLang=Language

Note also that the ISIS 7000 System Director and ISIS CIFS/FPT Server are not affected by this issue. (They do not require the MS11-004 security bulletin.) This bulletin is rated "Important" by Microsoft and we believe that customers are not exposed to undue risk. Further information about MS11-004 is available on Microsoft's Web site, here: http://www.microsoft.com/technet/security/bulletin/MS11-004.mspx.

NOTE: The patch released with Microsoft Security Advisory Notification [KB971029] was qualified in February. This patch's effect is to restrict the execution of an autorun.inf to CD and DVD media only under the Windows XP, Windows Server 2003 (x86 and x64), Windows Vista (x64) and Windows Storage Server 2008 ("R1") operating systems. (It does not affect Windows Server 2008 R2.) With this patch applied, the autorun functionality will no longer be able to be invoked from a hard drive or from USB media. Further details and downloads are available on the following page: http://support.microsoft.com/kb/971029.