

PATCHING STANDARD

Marco will perform patching on supported Windows servers and workstations covered under a Marco Managed IT Agreement that includes patching services, running on hardware that meets the Minimum Specifications as defined in that agreement. Systems in scope are confirmed during onboarding. Any configurations not supported by the manufacturer will be patched on a best effort basis.

Maintenance Windows

All supported systems will have a defined, recurring maintenance window. All supported and approved patches will be installed during the maintenance window. Clients must keep systems powered on and connected to the internet during maintenance windows to receive patches.

Marco maintains a set of standard maintenance windows. Clients select one window for servers and one for workstations during onboarding and may request a change afterward.

Servers

- Day: client selects any day of the week
- Frequency: weekly, on the selected day
- Time: 01:00–04:00, 03:00–06:00, or 20:00–23:00, local time based on the device's current location

Workstations

- Day: any day of the week, or every day (recommended)
- Time: 01:00–04:00, 03:00–06:00, or 20:00–23:00, local time based on the device's current location

Every day is the recommended workstation schedule because workstations are not reliably online. A machine that is powered off, disconnected, or traveling during one night's window is caught the next night. On a weekly schedule the same machine waits a full week for another attempt, and a laptop that is routinely off on that one night may go months without patching.

Maintenance windows are limited to the options above. Custom schedules are not offered under the patching service.

Restarts and User Notification

Servers restart automatically during the defined maintenance window when an installed patch requires a restart. No user action is required. Hyper-V hosts are addressed in the Microsoft Hyper-V Servers section.

Workstations do not restart automatically at the time of patching. When an installed update requires a restart, the user receives a Marco-branded notification with the option to restart immediately or postpone:

- If no action is taken, the workstation restarts automatically two hours after the notification appears.
- Users can postpone up to four times, each postponement deferring the restart three hours.
- After the fourth postponement, the restart is enforced and cannot be deferred further, giving the user at least twelve hours from the initial notification to pick a convenient time.

If this process is disrupted for any reason, a 45-day enforced reboot still covers the workstation, including ones that fall out of connection or run longer than expected.

Supported Patches

Supported Microsoft Update Classifications	Unsupported Microsoft Update Classifications	Supported Third Party Patches
• Critical updates • Security updates • Definition updates • Security updates for Exchange • Security updates for SQL	• Service packs • Tools • Upgrades • Update rollups • Updates • Drivers and firmware	• Adobe Reader DC • Google Chrome • Mozilla Firefox • Microsoft Edge • Notepad++ • Zoom

The third-party application list is current as of the revision date of this document and is subject to change.

NOTE: Marco may approve some unsupported patches on an ad-hoc basis if deemed necessary to continue support of client systems. Drivers and firmware are excluded from this provision and are not deployed by Marco under any circumstances. Where an ad-hoc approval is made, Marco will deploy these patches at our discretion and will notify clients if patch deployment is reasonably expected to have significant impact.

Not Covered by This Standard

This standard governs Windows operating system and the listed third-party application patching only. The following are not patched under this standard:

- Device drivers and firmware, including system BIOS and UEFI, on any device
- Operating systems other than Windows, including macOS, Linux, and mobile devices
- Network equipment, including firewalls, switches, routers, and wireless access points
- Printers and multifunction devices
- Hypervisor, storage array, and other appliance firmware (Windows patching of Hyper-V hosts is addressed in the Microsoft Hyper-V Servers section)
- Third party applications not listed in the table above
- Line of business, database, and custom applications

Systems and devices excluded here may be covered under a separate Marco service or agreement. Coverage is confirmed during onboarding. This standard does not restrict manual installation of excluded items. Marco's help desk or the client may install these patches directly on a system as needed.

Patch Deployment and Support

Marco deploys approved patches and reports on deployment status through the Marco Portal. Patch installations run under the system account, not a signed-in user account. Checking update status while logged in as a standard user may show updates as outstanding that have already been installed; the Marco Portal reflects actual patch status. Troubleshooting a device that fails to patch, or repairing a system affected by a patch, is handled as a support request under the applicable Agreement rather than as part of the patching service.

Approval Process

1. All patches are reviewed and if approved, enter a review window within 7 days of release.
2. Patches that show widescale adverse effects during the review window are deferred from deployment and documented.
3. Approved patches are made available to all Marco customers within 7-14 days after release and will install during the next scheduled maintenance window.

Feature Updates and Supported Builds

Windows feature updates fall under the Upgrades classification and are not included in routine patch deployment. Under the ad-hoc approval provision above, Marco will deploy feature updates when necessary to keep a system on a build that remains supported by Microsoft.

Microsoft Hyper-V Servers

Hyper-V hosts are Windows servers and are in scope for patching under this standard, with the differences described below. Patching of Hyper-V hosts by Marco is opt-in and is reviewed before it is enabled.

Hosts managed by Cluster-Aware Updating (CAU): Marco does not patch these hosts. CAU handles patching and restarts for the cluster on its own schedule, and the Marco maintenance window does not apply. Setting up and maintaining CAU is outside the patching service. Troubleshooting a CAU-managed host that is not updating is handled as a support request under the applicable Agreement.

Hosts not managed by CAU, including standalone hosts: Marco patches these hosts during the client's selected server maintenance window. Virtual machines on the host are paused when the host restarts and are unavailable until it comes back online. Clients should plan for this downtime as part of the maintenance window.

Virtual machines running Windows are patched as separate servers under their own maintenance window.

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