



Customer Service Alert

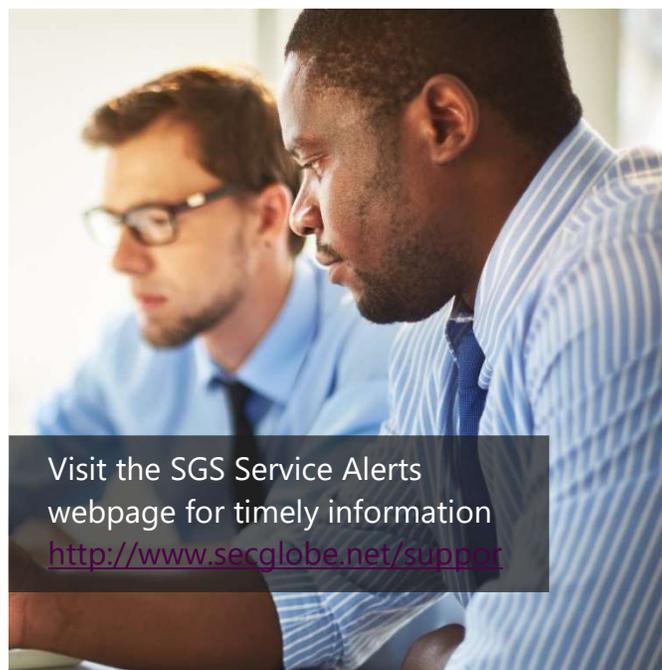
CSA-2018-04-03-A: Web Browser Updates and stages functionality

How Web Browser Updates can affect your stages environment

SGS has identified several issues with web browser compatibility and stages functionality. This support alert outlines some potential issues that may affect the operational capabilities of your stages ecosystem that you should be aware of. Please review this alert carefully.

What issues are raised by these application updates?

The stages application may be affected by these updates because the browser updates may change stages functionality within the web browser. Because of the significant operational importance of stages, you should consider some of the options available to mitigate the potential risks.



Visit the SGS Service Alerts webpage for timely information
<http://www.secglobe.net/support>

How often do web browsers get updated?

Web browsers are updated fairly often to address security vulnerabilities, user interface changes, and new application features. Most web browsers now do automatic updates within their own application.

What Should I Do?



What else is SGS doing?

Web browser companies are constantly refining their applications to reflect new capabilities and deprecating older features. While SGS strives to maintain feature compatibility, some capabilities are security related and may require a small development effort. In order to minimize the impact to your operations, SGS has provided a series of recommendations with this product alert.

What are My Options?

1 Turn OFF the Automatic Update feature
SGS recommends that you suspend web browser application updates until the update can be validated against your development stages environment.

2 Establish a Test Plan for Updates
A standard workstation should be established for the testing of stages and web browser updates. New versions of web browsers should be tested in a testing (or lab) environment prior to be introduced into the production environment.

3 Plan and Schedule the Web Browser Updates (just like for stages)
After testing and validation, web browser updates should be released to your production environment systematically.

4 Visit Our SGS Support Alerts Link
Visit www.secglobe.net/supportalerts for the latest product alerts and bulletins regarding any product in the SGS family.

What if I do Nothing?

Web Browser Functionality May Change

Some features of the Web Services for stages may be affected due to unforeseen changes within these web browser updates and your operations may be affected

What about the Future?

SGS Commitment to Excellence

SGS will provide a future product update to the native stages application that provide a browser testing page. This page will provide a validation check of basic stages features. Stay tuned!

Important Links for Web Browser Support

Firefox: <https://support.mozilla.org/en-US/products/firefox/install-and-update-firefox>

Safari: <https://support.apple.com/downloads/safari>

Google Chrome: <https://support.google.com/chrome/answer/95414>

MS Edge: <https://support.microsoft.com/en-us/products/microsoft-edge>

Need An Issue Resolved?

SGS is here around the clock to help you resolve any problems that may arise.

Network Operations:

Phone (Toll-Free US): +1.877.240.1019 - Option 2

International Phone: +1.262.240.1019 – Option 2

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