

December 17, 2021

AWS Cloud Multi-Tenant Production Patching

Planned Actions: Trend Micro Deep Security Management (DSM) servers will be upgraded on Friday Evening at 10:00 p.m. EST. This is to remediate vulnerabilities that are present on the servers. During the upgrade no new instances should be created until it is completed. This will NOT impact already created instances that have the Trend Micro agent installed.

Impacted Application Development Organizations (ADOs): All ADO's

Planned Downtime: Friday evening, December 18, 2021, starting at 10:00 p.m. EST and lasting for up to an hour.

What To Expect: Communication will go out prior to the start of the upgrade to the ADO groups. The upgrade process will begin, which will stop the DSM service on the Trend Micro servers. During this time no new instances should be created as it will hinder the completion of those instances.

After the upgrade process has been completed and verified an email will go out stating that the work has been completed to the ADO groups. From that point, normal operations will continue as usual.

During the time of the upgrade the DSM service will be stopped which will hinder the deployment of new instances being created. Creation of new instances will need to be postponed until this upgrade has completed.

For additional information or clarification, please work with your internal ADO team, HIDS Cloud Support Manager (CSM), the HIDS Security Team, or CMS Information System Security Officer (ISSO).

