

Provider Alert 10/25/10

How do I keep KCPC running smoothly?

The KCPC runs best when your local PC or Laptop has all the Microsoft Important Security Updates installed. Many issues with KCPC can be linked to a device (PC or Laptop) that has outdated security updates. In fact, a great number of the Citrix issues our providers have, are due to the fact that they have not done their Microsoft security updates. **Failure to take advantage of all security updates, on each and every machine, leaves your entire network open to hackers, allowing them access to your clients' PHI.** Once a hacker has entered your network, they often build portals for re-entry that remain open, even after you become up to date with your security updates. Since issues have been known to arise while doing any update, please be sure to always check with your IT department/contractor and be sure to back up your system before making any changes. Neither ValueOptions of Kansas nor the PERT Team at AAPS are responsible for what happens to your computer system due to you performing these updates, or from not performing the updates, so be sure to check with your I.T. professional.

How do I know if I need a Microsoft security update?

Your PC or Laptop has a setting that allows for all Microsoft security updates to be installed automatically. If you or your IT department has turned off this feature, you will need to manually download and install updates.

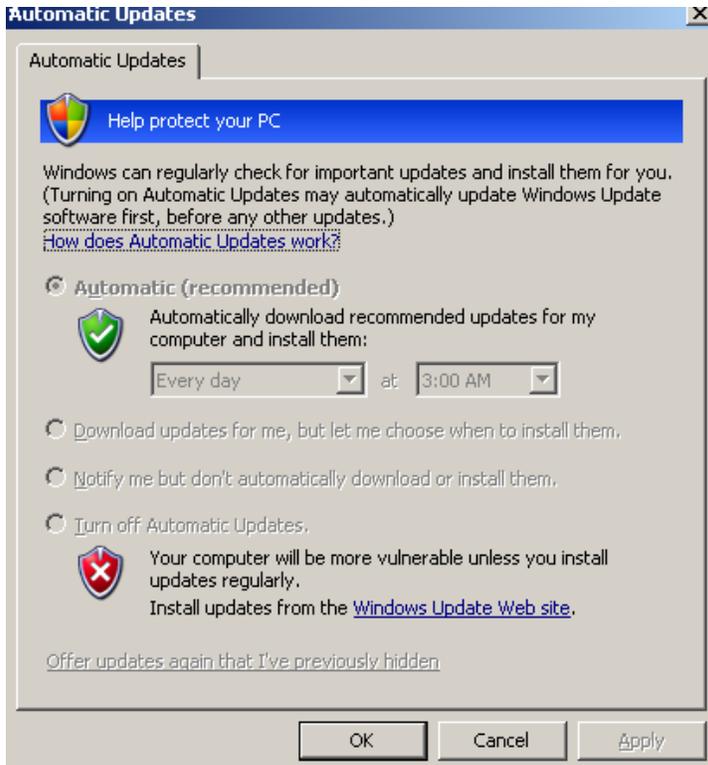
How often does Microsoft send out security updates?

When necessary, Microsoft releases security updates on the second Tuesday of each month. Periodically they will send an off-schedule update if a security risk has been identified as high risk. If it is identified as a high risk, they will send the update and it is in your best interest to accept the update.

How do I know if my PC or Laptop is configured to accept updates automatically?

In Windows XP, go to the Control Panel and select Security Center and click on Automatic Updates.

Provider Alert 10/25/10



Update levels in Windows XP

In Windows XP, there are only two levels of updates: High-priority and Optional.

When you turn on Automatic Updates in Windows XP, Windows will routinely check for High-priority updates that can help protect your PC from the latest viruses and other security threats. These updates can include security updates, critical updates, and service packs.

If you don't have Automatic Updates turned on, you can go to the Microsoft Update site to download them manually.

<http://www.update.microsoft.com/microsoftupdate/v6/default.aspx?In=en-us>

Update levels in Windows Vista

In Windows Vista, these three levels are: Important, Recommended, and Optional. You can choose which option you want.

Provider Alert 10/25/10



Important Updates

Important updates are offered to help you keep your PC more secure and reliable, protecting your PC and privacy. Important updates generally:

- Help to protect your PC from security or privacy threats
- Provide solutions that significantly improve the reliability of your PC
- Help you detect non-genuine Microsoft software that could harm your PC
- Verify your copyright-protected media such as movies or music

Recommended Updates

Recommended updates are offered to help enhance your computing experience and keep your PC running at its best. Recommended updates generally:

- Help to make your PC more reliable or compatible
- Improve the information you see in Help files and similar areas
- Upgrade or add new features to Windows
- Upgrade or add new features to other Microsoft software (Microsoft Update only)

Optional Updates

Windows Update and Microsoft Update offer Optional updates you can review and install if you like. Updates classified as Optional include those that:

- Offer you new or trial Windows software
- Offer you new or trial versions of other Microsoft software (Microsoft Update only)
- Provide you device drivers from Microsoft partners (Note: drivers will be automatically promoted to Recommended by Windows Update if you are either missing a driver or if the one being offered is more fully featured.)