

SharePoint Online Dedicated Cumulative Updates FAQ

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How often does Microsoft release SharePoint Cumulative Updates?

Microsoft releases Public Updates, which include SharePoint Cumulative Updates (CUs) every second Tuesday of the month.

Does SharePoint Online apply every Public Update?

SharePoint Online Dedicated customers are organized into 2 patching waves, which means each customer's environment will get patched every second published Cumulative Update.

After a Cumulative Update is released, when can I expect it to be deployed to my environment?

Unless unexpected issues are discovered, such as regressions, Microsoft starts deploying the Cumulative Update to SharePoint Online Dedicated customers beginning 3 weeks after the public release. The customer may receive the CU at later dates depending on the patching queue.

How will I be notified of upcoming Cumulative Update deployments?

Notification of all CU deployments will be provided at least 5 working days in advance by the Forward Schedule of Change (FSC) on your Customer Portal, which can be accessed via the Service Administration portal.

How does Microsoft test Cumulative Updates before deployment?

All Cumulative Updates are tested extensively before each public release. Additional testing, specifically focused on Office 365 Dedicated scenarios, is also conducted before Microsoft begins deployment of each CU. If an issue, such as a regression, is discovered on a CU that could potentially impact multiple Dedicated customers, the CU will be cancelled and the entitled customers will be rescheduled to a later CU. When this occurs, notification of the issue and the postponement will be sent to impacted customers through their Service Delivery Manager (SDM).

What if Microsoft postpones my scheduled Cumulative Update deployment?

Sometimes, the deployment team encounters environmental issues that will prevent a scheduled deployment from completing within the agreed dates. When this occurs, you and your Service Delivery Manager (SDM) will be notified of the postponement through the Forward Schedule of Change (FSC) on your Customer Portal at least 5 working days prior to the cancelled event. The Cumulative Update will

either be rescheduled for a later maintenance window, or skipped in favor of a newer CU, depending on the circumstances and timing.

Are Cumulative Updates always deployed into the pre-production environment prior to the production deployment?

Yes, Cumulative Updates are always deployed first to PPE between 4-5 days prior to the production deployment. PPE deployment is not constrained to maintenance windows. The specific timing of the PPE deployment is explicitly published in the Forward Schedule of Change (FSC).

You may request the CU to be deployed at earlier dates on your PPE environment if needed.

Why doesn't the Service Administration portal reflect my actual Cumulative Update version?

The Service Administration portal currently shows the version of the SharePoint production farm. This number can be incremented by patches outside of Cumulative Update deployments, such as security patches. When a security patch is deployed, it is built off of the most recent branch of code. As a result, the Service Administration portal version might indicate that the most recent CU has been deployed after a security patch when in fact, that is not the case. Microsoft is currently working on a project to accurately reflect the current CU and Service Pack versions deployed into both production and the PPE on the Service Administration portal.

How can I request to be early or late in the deployment schedule?

If you want to be included early or late in the Cumulative Update deployment schedule, you can submit a new feature Configuration Request (CR) with business justification. These requests are reviewed and considered on a case-by-case basis.

If I find an issue in testing, how can I request that a Cumulative Update not be deployed?

If you discover a bug in a newly released Cumulative Update and would like to delay having it deployed to your environment, you can file a standard Service Request (SR) indicating that you believe a CU installation is responsible for a new bug. Microsoft will review the request to address any bugs



discovered in a CU. However, if the CU addresses known security or availability issues, Microsoft may choose to prioritize the deployment of the CU over waiting for a bug fix.

Can you roll back a Cumulative Update if issues are found?

A Cumulative Update cannot be rolled back. In the event that an issue is identified after a CU is deployed, Microsoft will work with the development team for a workaround or private hotfix as a top priority.

 **Note:** For information about the Service Administration portal, see [Using the SharePoint Online Service Administration Portal \(2013\)](#).