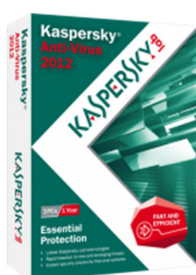
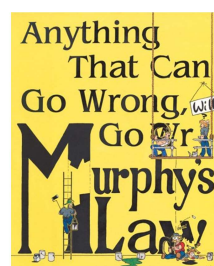


Kaspersky meets Murphy

1. If everything went according to plan, all 663 computers in Pioneer would have upgraded to the latest version of Kaspersky, overnight, without incident AND
2. All subsequent upgrades and even Evergreen client upgrades would have been seamless and speedy. **THIS SHOULD STILL HAPPEN!**



ENTER



AND

- Some Dell computers shipped with dated drivers that needed to be updated
- The Kaspersky removal tool failed to remove all elements and required manual intervention
- The Kaspersky enterprise software had a previously unknown limit of only running updates on 100 machines at a time
- Windows Power Save turned off computers before the upgrade task could run
- Kaspersky scheduling ran task on startup rather than at the scheduled time
- Kaspersky re-ran task on startup even though previously run

Aaron could not have predicted or prevented the problems that arose, but he has done everything he can to resolve every one of them, including

Aaron's New Best Friend



I appreciate your patience and applaud Aaron's efforts, and look forward to the day when he can move on to other things!