# Monthly Console Site Security Software Patching

**To All Dispatch Supervisors:**

As part of our cybersecurity preventive maintenance initiatives, technicians have remotely installed the latest security software patches on all wire line console operator positions across the AWIN system. In order to complete the installation of these monthly security patches, the operator positions must be rebooted as soon as possible. At your earliest convenience, please follow the steps below:

- Exit the Elite Dispatch Application by clicking the "X" in the upper-right corner of the console radio screen.
- Wait approximately ten (10) seconds. A warning prompt will appear stating, "This will shut down the application, are you sure?"
- Click "Yes."
- After the Elite Dispatch Application closes, click the WINDOWS icon in the bottom-left corner of your desktop screen.
- Select "Power."
- Select "Restart."
- At this point, the operator position will finalize installation of the security updates and the workstation will reboot.
- Once the operator position has rebooted, log back into WINDOWS using your console username and password.
- Re-launch the Elite Dispatch Application on the desktop (Red Lightning Bolt).
- This completes the monthly console site security software patching procedure and returns the operator position to service.

**Note:** Only one console reboot is required per month. If you have already rebooted your operator positions for the month, you may disregard this notice.

If your dispatch center would like to create a monthly standard operating procedure for rebooting your positions, it is recommended that you schedule it during the last half of each month.