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Subject: Why doesn't this computer update?

At Black Creek we understand that it can be a cause for concern and seem somewhat unconventional to realize that the workstations on your Black Creek detention, access control and CCTV systems do not receive Windows updates. Within a traditional "run-of-the-mill" office network Windows and anti-virus software updates are an important aspect of protecting your investment and operations from harm but in this case these systems are doing exactly what they were engineered and built to do. These systems exist on a secure, closed network behind a robust firewall that only allows a connection directly from the Black Creek home office for both support and delivery of software updates. Due to this secure environment these workstations intentionally lack the open access to the internet necessary to download updates. In fact, not only are Windows updates not necessary, they can actually cause issues with your system as it currently operates. The custom software was designed and written for exactly the environment as it existed when deployed. Changes to the supporting operating systems can cause unexpected problems to the delicate relationship between all the software, firmware and hardware that exists within your system. Anti-virus software should not be used either as it can block communications between systems or components assuming it's saving the day but in our case it's definitely ruining it.

The Takeaway - When it comes to safety it can be difficult to forgo conventional wisdom but systems that operate in an "industrial controls environment" are anything but conventional. To keep your Black Creek system operating as designed it must exist on the platform it was designed for.
