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Why Coro is Stable When Others Falter

Jul 19, 2024 • 3 MINUTE READ • Topics, Threats and Trends

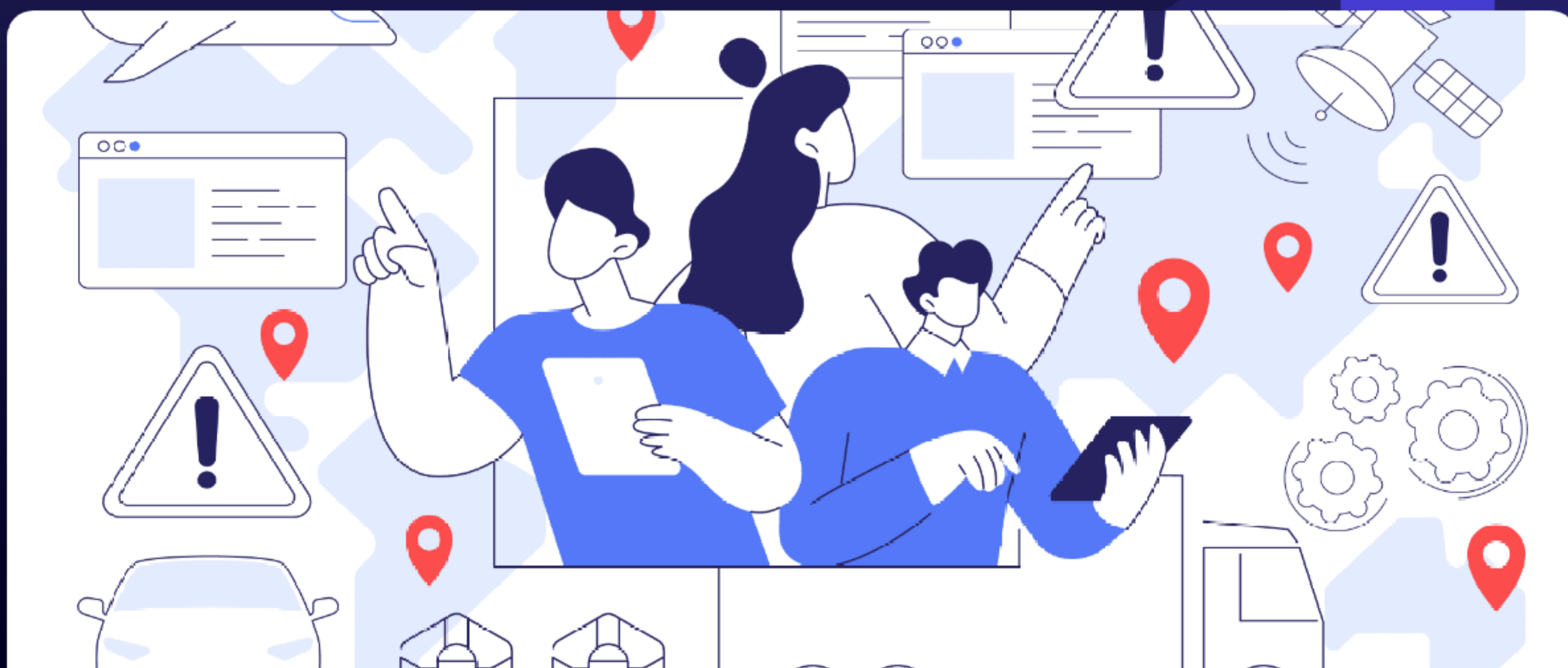


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As businesses across the globe are dealing with the BSoDing (blue screen of death) of their Windows machines due to issues with the CrowdStrike Endpoint Agent, and exact details surrounding the IT outage are still unclear (although a malicious act has been ruled out at this time), advice for unbricking affected devices is changing by the minute.

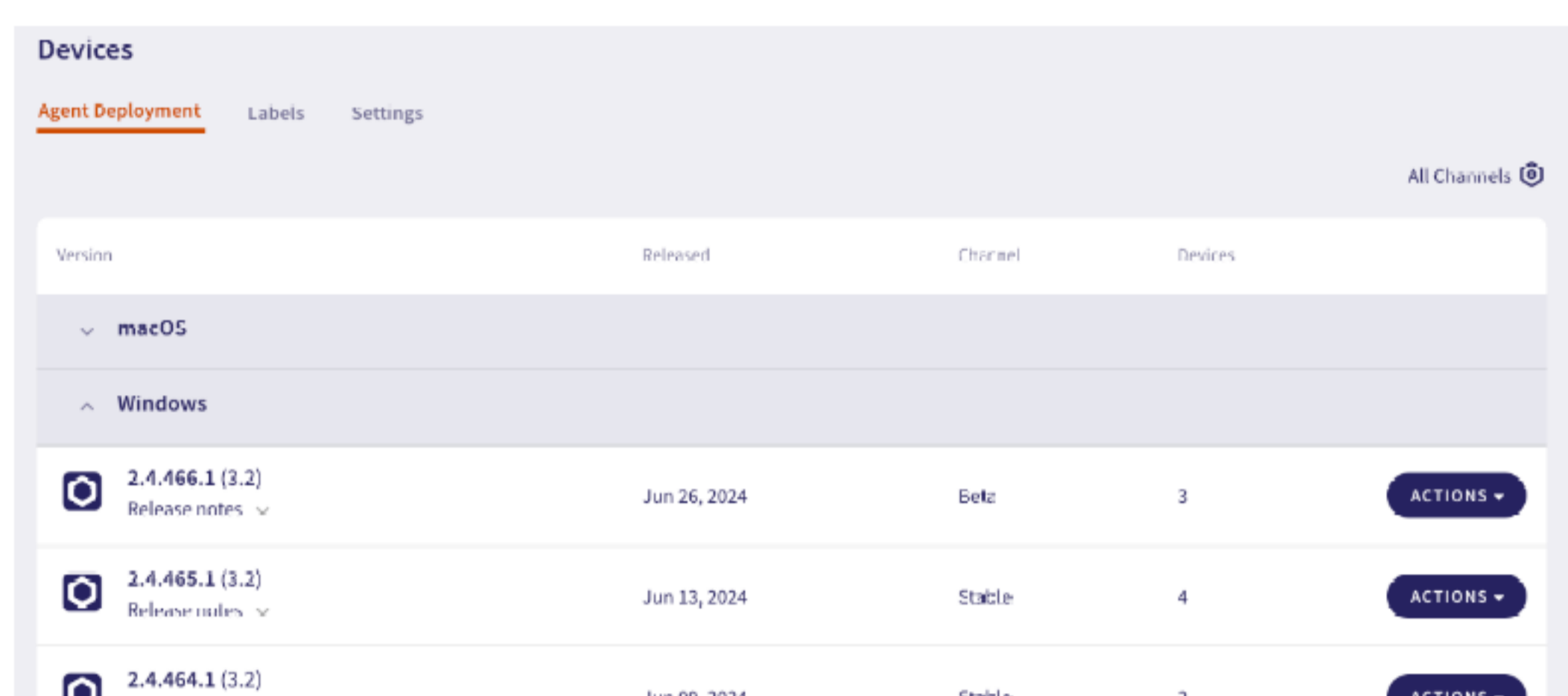
At this time, we would like to assure our partners that we have mobilized our teams to support those who may have been affected in any way that we can.

Our dedication to the highest security standard is steeped in robust CI/CD development, rolling deployment, and feature flagging processes and is coupled with ongoing customer feedback loops.

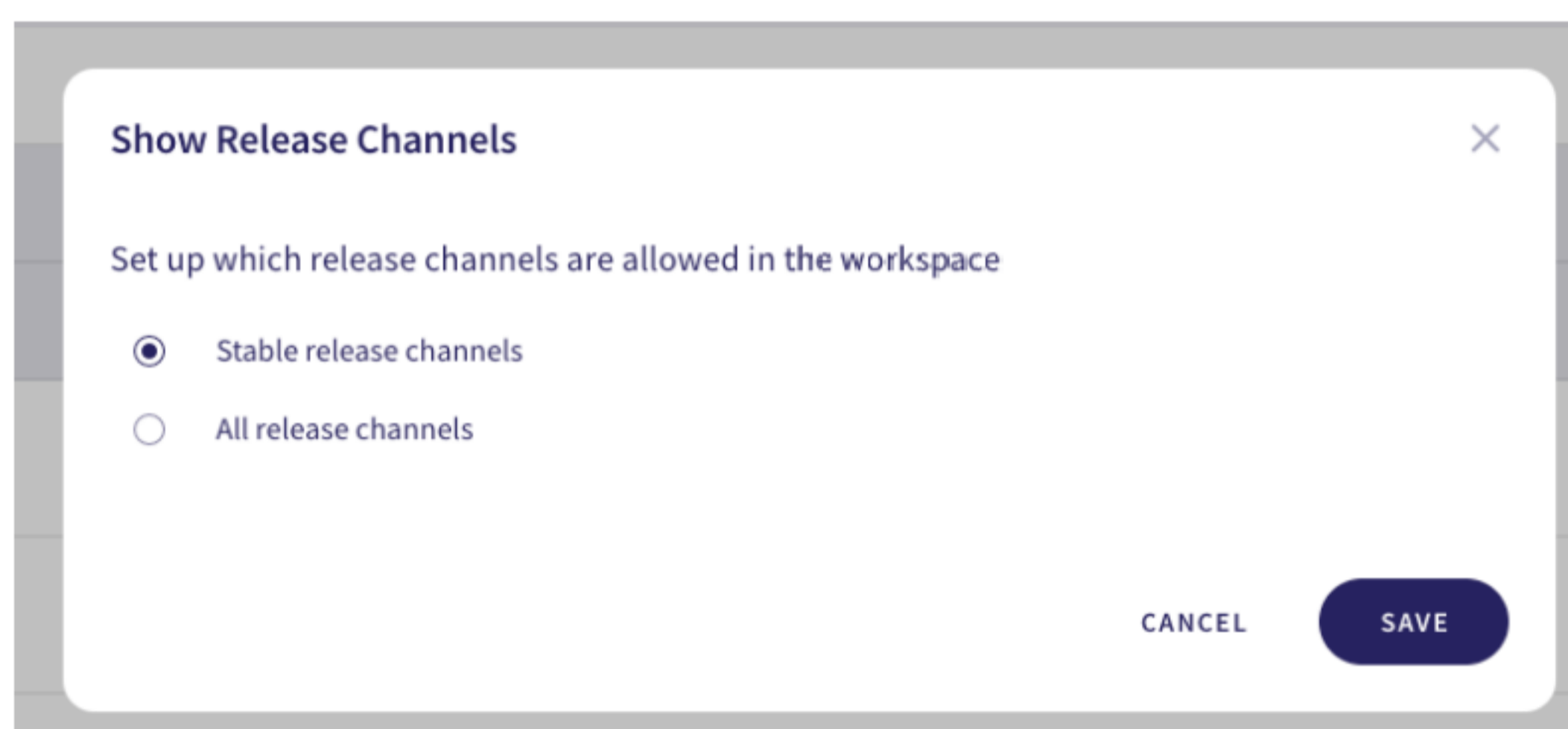
The Coro Agent undergoes a rigorous QA and beta testing process before deployment. Updates to the Agent are held to an uncompromising vetting protocol before they are released, minimizing the risk of service disruptions.

Our customers and partners have full control of the endpoint agent and the way that it is deployed and managed for all of their devices. Administrators can download the agent and deploy it via their own RMM, they can copy a link to the agent and have their users independently install the agent for different devices, they can choose to experiment with our beta agent, and they can also choose to enable automatic agent updates (with only our stable versions) by Coro for all or only a specified group of devices.

Administrators are given the option to deploy the Beta Agent made available to them if they want to enjoy new features. Those interested in our Beta Agent don't have to worry about added threat exposure to their endpoints caused by automatic mass deployment updates, as automatic updates to endpoint devices are only activated for our Stable Agent releases.

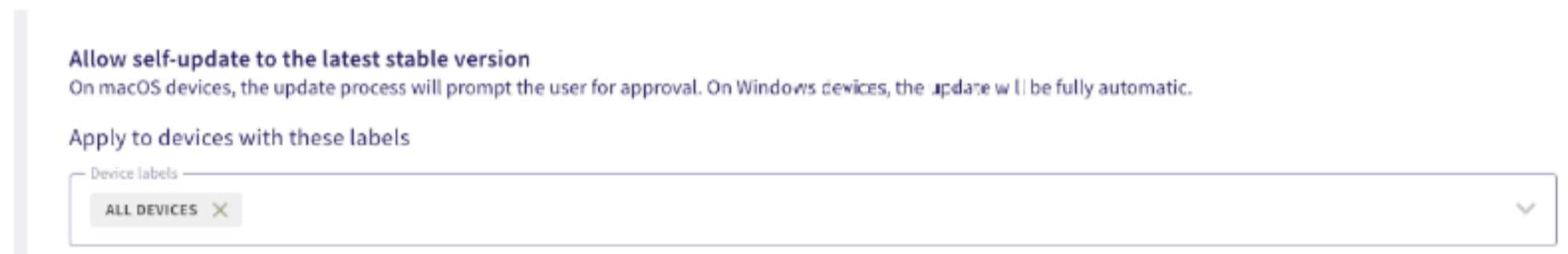


At the same time, customers can ignore this option and stick to only the stable agent when released.



Furthermore, our Stable Agent, which is rolled out only when we have the utmost confidence in it, can be subscribed to for automatic updates. Similarly, our customers also choose to:

- unsubscribe to automatic updates, giving them full control of what endpoints they wish to update and when
- only enable automatic updates for a specified group of devices




To further ensure the safety of our Agent, we deploy in small increments to contain unexpected issues. We use a gradual rollout methodology to monitor updates and quickly remediate any issues, should they occur, while minimizing impact. Our feature flagging protocols streamline our development cycle, allowing us to deliver at a quick pace, fix bugs and make updates without the need for redeployment.

Coro understands how important reliability and stability are in ensuring the security of your endpoints. That is why we have built our Endpoint Agent with business continuity at its core. **In order to ensure stability, the Coro Endpoint Agent undergoes regular and rigorous testing before being pushed to production.**


We embrace open communication with our customers, updating them about upcoming releases and ensuring they are prepared and supported throughout the process. We proactively engage in customer feedback loops, adjusting our product roadmap based on what we hear from our partners to ensure we support their business needs.

We extend our support to our partners as they deal with technical issues arising from this event. For immediate assistance, please contact our support team at support@coro.net or by submitting a request through our [support portal](#). We have dedicated teams on standby to help you resolve any issues. You can also see more information about our Endpoint Agent on our [docs portal](#).


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