

# BigFix Patch Management

for Red Hat Enterprise Linux

User's Guide

July, 2010

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Part 1

# Getting Started

# Introduction

BigFix Patch Management for Red Hat Enterprise Linux keeps your Linux Clients current with the latest updates and service packs from Red Hat and other third party suppliers. Patch management is available through the *Patches for Red Hat Enterprise Linux* Fixlet site from BigFix. For each new patch or update that becomes available, BigFix releases a Fixlet message that can identify and remediate all the computers in your enterprise that need it. With a few keystrokes, the BigFix Console Operator can apply the patch to all the relevant computers and visualize its progress as it deploys throughout the network.

The BigFix Agent checks the OS version, file versions, the language of the system and other relevant factors to determine when and if a patch is necessary.

BigFix tests each Fixlet message in its lab before it is released. This often turns up issues that are dealt with by attaching extra notes to the Fixlet message. These notes typically allow the Console Operator to work around the problem, adding extra value to the patching process. BigFix also incorporates user feedback into notes, ensuring that you are in receipt of the latest information.

Fixlet messages allow you to manage large numbers of updates and patches with comparative ease, enabling automated, highly targeted deployment on any schedule you desire. Large downloads can be phased to optimize network bandwidth and the entire deployment process can be monitored, graphed and recorded for inventory or audit control.

# Supported Platforms

BigFix provides Red Hat Security Advisories, Fix Advisories, and Enhancement Advisories on the following platforms:

- Red Hat Enterprise Linux 5
- Red Hat Enterprise Linux 4
- Red Hat Enterprise Linux 3

# Navigating Patch Management in the BigFix Console

The navigation tree in the BigFix Console, which is available for all BigFix products, will serve as your central command for all Patch Management functionality. The navigation tree gives you easy access to all reports, wizards, Fixlet messages, analyses and tasks related to the available updates and service packs for the computers in your network.

The content in the Patch Management "domain" is organized into two separate "sites" – *Application Vendors* and OS Vendors.

| 🖢 Big       | jFix En      | terpris         | е Соп      | sole          |              |      |
|-------------|--------------|-----------------|------------|---------------|--------------|------|
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| Patch       | Manage       | ement           |            | 1             |              | ~    |
| Conte       | nt Filte     | rs              |            |               |              | \$   |
| <b>₽-</b> ≣ | Applic       | ation Ve        | ndors      | (7)           |              |      |
| ₫-          | <u>OS Ve</u> | <u>ndors (2</u> | <u>28)</u> |               |              |      |
| 0           | All Cor      | ntent           |            |               |              |      |
| $\bigcirc$  | Patch        | Manag           | emer       | nt            |              |      |
| 6           | BigFix       | Manag           | jemer      | nt            |              |      |

#### Components

The BigFix Console organizes content into four parts:

- Domain Panel Includes navigation tree and list of all domains
- Navigation Tree Includes list of nodes and sub-nodes containing site content
- List Panel Contains listing of tasks and Fixlets
- Work Area Work window where Fixlet and dialogs display

In the context of the BigFix Console, products or *sites* are grouped by categories or *domains*. The domain panel is the area on the left side of the Console that includes a navigation tree and a list of all domains. The navigation tree includes a list of nodes and sub-nodes containing site content.

In the image below, the red-outlined area represents the entire Domain Panel, and the blue box contains just the Navigation Tree. You will note that the Patch Management domain button is listed at the bottom – you will use this domain to access Patch Management content.

The Patch Management navigation tree includes three primary "nodes" that each expand to reveal additional content. The top two nodes – *Application Vendors* and *OS Vendors*, expand to include Fixlets, tasks and other content related specifically to either applications or OSs. The third node – *All Patch Management*, expands to include content that is collectively related to the entire Patch Management domain.

| 🕒 Big             | jFix En         | terpris         | e Con  | sole          |              |    |
|-------------------|-----------------|-----------------|--------|---------------|--------------|----|
| Eile              | <u>E</u> dit    | ⊻iew            | Go     | <u>T</u> ools | <u>H</u> elp |    |
| <del>(</del> ∎ R= | ck e            | Eorw            | ard =  | :<br>한 도바     | ow Hidd      | en |
|                   | Manage          | ement<br>Manage | ment ( | Domain        | *            | <  |
|                   | Applic<br>OS Ve | ation Ve        | ndors  |               |              |    |
| 0                 | All Con         | itent           |        |               |              |    |
|                   | BigFix          | Manag           | emen   | it            |              | I  |
|                   | Endpoi          | int Prol        | ectio  | n             |              |    |
|                   | Patch           | Manag           | emen   | t             |              | l  |
| ₽                 | 5ecuri          | ty Conl         | ìgura  | tion          |              |    |
|                   |                 |                 |        |               |              | 10 |

Patch Management tasks are sorted through upper and lower task windows, which are located on the right side of the Console. The upper panel, called the *List Panel* (blue), contains columns that sort data according to type, such as Name, Source Severity, Site, Applicable Computer Count, etc.

The lower panel or *Work Area* (red) presents the Fixlet message, task screen or Wizard from which you will be directed to take specific actions to customize the content in your deployment.

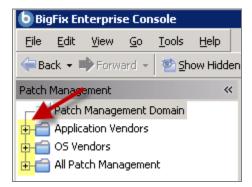
| Application Vendors Search Application Vendors   |  |  |  |  |
|--|--|--|--|--|
| Name         Type           Patch and Update Rollback Information         Analysis           Microsoft Office Configuration Information         Analysis           Windows Security: Microsoft Windows Malicious Software Removal Tool         Analysis           Windows Security: Microsoft Windows Malicious Software Removal Tool         Analysis |  |  |  |  |
| Analysis: Patch and Update Rollback Information  |  |  |  |  |
| 🐏 Activate 🐏 Deactivate 🖉 Edit 🕞 Export 🛛 Hide Locally Hide Globally 🔍 Remove  |  |  |  |  |
| Description Details Results Applicable Computers (15)  |  |  |  |  |
| Description  |  |  |  |  |
| This analysis contains information about patches and updates that can be uninstalled on Windows 98/ME/2000/XP/2003 operating systems.  |  |  |  |  |
| After activating this analysis, you will see the following property:   |  |  |  |  |
| Uninstallable Patches and Updates  |  |  |  |  |
| Note: This analysis will not report back service packs that have uninstall enabled.  |  |  |  |  |
| <b>Note:</b> The results of this analysis are designed to be used in conjunction with the Rollback Task Wizard.  |  |  |  |  |
| Click <u>here</u> to deactivate this analysis.   |  |  |  |  |

#### Working with Content

The navigation tree organizes Patch Management content into expandable and collapsible folders that enable you to easily navigate and manage relevant components in your deployment.

When you click on the Patch Management "domain" at the bottom of your screen, you will see the accompanying Patch Management "sites" organized into expandable nodes – Application Vendors and OS Vendors. Click the "+" to display the content related to either application or OS vendors within Patch Management.

The *All Patch Management* node includes content related to the entire Patch Management "domain" as a whole, which collectively includes of the sites within this domain.



Note: Depending on your operating system, your system may display the "+" and "-" buttons in the navigation tree as triangles. Specifically, the "+" and "-" icons will display on Windows XP/2003/2008/2008R2 machines, and triangles will display on Windows Vista/7. This feature was designed so that the Console matches the standards and conventions of your specific operating system. Regardless of the particular icon, the functionality of these buttons works the same way to either expand or collapse content.

You will use this same expand/collapse method to move through the entire navigation tree. Click each "+" to display each piece of related application or OS Patch Management content.

| 🖢 Big     | gFix En      | terpris    | e Cor      | sole          |        |          |
|-----------|--------------|------------|------------|---------------|--------|----------|
| Eile      | <u>E</u> dit | ⊻iew       | <u>G</u> o | <u>T</u> ools | Help   |          |
| 🔶 Ba      | ack 🕶 🗏      | Forw       | ard 👻      | 💁 <u>S</u> h  | ow Hic | iden Cor |
| Patch     | Manage       | ement      |            |               |        | ~        |
| p-II      | Applic       | ation Ve   | ndors      | (669)         |        |          |
| Ð         | 🚯 Red        | ent Cor    | ntent (    | 2)            |        |          |
| Þ         | 🖺 Cor        | nfigurati  | ion (35    | )             |        |          |
| Þ         | 🖺 Ade        | obe Sys    | tems (I    | ))            |        |          |
| Þ         | 🖺 App        | ole (99)   |            |               |        |          |
| Þ         | 🖺 Mic        | rosoft (·  | 487)       |               |        |          |
| <b>+</b>  | 🚯 Mo:        | zilla Corj | poratio    | n (0)         |        |          |
| Þ         | 🖺 Nul        | lsoft (0)  | l -        |               |        |          |
| Þ         | 🚯 Rea        | al (0) le  |            |               |        |          |
| Þ         | 🖺 Sky        | 'pe Limit  | ed (0)     |               |        |          |
| Þ         | 🖺 Sur        | n Micros   | ystems     | ; (15)        |        |          |
| ±-        | 🐴 Wir        | nZip Inte  | ernatio    | nal LLC (     | (0)    |          |
| <u>6-</u> | OS Ve        | ndors (2   | 25,760     | )             |        |          |
| ¢.        | 🚯 App        | ole Mac    | os x (     | 256)          |        |          |
| <b>•</b>  | 🚯 IBM        | 1 AIX (1   | ,315)      |               |        |          |
| <b>•</b>  | 🖺 Mic        | rosoft V   | Vindow     | is (10,47     | 78)    |          |
| <b>•</b>  | 🖺 Nov        | vell SuSE  | E (1,59    | 99)           |        |          |
| Þ         | 🖺 Red        | d Hat Er   | terpris    | e Linux I     | (8,472 | 2)       |
| ±-        | 🖺 Sur        | n Micros   | ystems     | ; Solaris     | (3,605 | 5)       |

You can see that the *Application Vendors* site is organized into 11 primary "nodes" – Recent Content, Configuration, Adobe Systems, Apple, Microsoft, Mozilla Corporation, Nullsoft, Real, Skype Limited, Sun Microsystems, and WinZip International LLC.

Each of these nodes expands into sub-nodes that contain additional content:

| 🖢 Big                  | gFix En                | terpris   | e Con      | sole          |              |              |        |
|------------------------|------------------------|---|------------|---------------|--------------|--------------|--------|
| <u>F</u> ile           | <u>E</u> dit           | ⊻iew  | <u>G</u> o | <u>T</u> ools | <u>H</u> elp |              |        |
| 🔶 Ba                   | ack 🕶 🛛                | Forw  | ard 👻      | <u> 1</u>     | ow Hidd      | en Content   | Chov 🟠 |
| Patch                  | Manag                  | ement   |            |               |              |              | ~      |
| p-II                   | Applic                 | ation Ve  | ndors      | (669)         |              |              |        |
| 🕂 🚮 Recent Content (2) |                        |   |            |               |              |              |        |
| Þ                      | E-E Configuration (35) |   |            |               |              |              |        |
|                        | ф-Пъ                   | Office (3   | 30)        |               |              |              |        |
|                        |                        | 🚮 Micro   | soft O     | ffice Ov      | erview       |              |        |
|                        |                        | 🎽 Micro   | soft O     | ffice So      | urce Con     | figuration V | Vizard |
|                        |                        | Contract of the second | e Conf     | iguratio      | n (30)       |              |        |

Use the same approach of clicking the "+" and "-" to open and close each node and sub-node.

For Red Hat patches, you will primarily be using the content contained in the *Red Hat Enterprise Linux* node under the OS Vendors site in the navigation tree.

| b                | BigFix Er      | nterpris  | e Cor   | isole         |              |           |        |
|------------------|----------------|-----------|---------|---------------|--------------|-----------|--------|
| Eile             | e <u>E</u> dit | ⊻iew      | Go      | <u>T</u> ools | <u>H</u> elp |           |        |
| 4                | Back 👻 I       | Forw      | ard 👻   | 🖄 🖄           | ow Hidde     | en Conter | it 🏠 9 |
| Pate             | :h Manag       | jement    |         |               |              |           | ~      |
|                  | 📊 Patch        | i Manage  | ment l  | Domain        |              |           |        |
| ⊕-I              | 🔒 Applic       | ation Ve  | ndors   |               |              |           |        |
| <del> </del>   - | 🗐 OS Ve        | endors    |         |               |              |           |        |
| 0                | 🗄 🚯 IBI        | M AIX (8  | 79)     |               |              |           |        |
| 6                | e-🚯 Mie        | crosoft V | Vindov  | is (6,612     | 2)           |           |        |
| 6                | p-🚯 No         | vell SuSE | E (1,34 | +1)           |              |           |        |
| E                | - 🗗 Re         | ed Hat Er | terpris | se Linux      | (6,729)      |           | -      |
|                  | ∲∰⊾            | Recent    | Conter  | nt (259)      |              | -         |        |
|                  | -7             | RPM Dej   | ployme  | ent Wiza      | rd           |           |        |
|                  | -6             | RPM Dej   | ployme  | ent Wiza      | rd Tasks     | (1)       |        |
|                  | - 6            | Analyse   | s (1)   |               |              |           |        |
|                  |                | Configu   | ration  | (3)           |              |           |        |
|                  | <b>∲</b> -∰_   | Red Hat   | Enter   | prise Lin     | ux 3 (77     | 0)        |        |
|                  | i da ∰a        | Red Hat   | Enter   | prise Lin     | ux 4 (1,1    | 193)      |        |
|                  | i da ∰a        | Red Hat   | Enter   | prise Lin     | ux 5 (1,6    | 509)      |        |
|                  | ±₽.            | Superse   | ded (3  | ),153)        |              |           |        |

#### Composite View

For an overall view of all Patch Management content, click either *Application Vendors* or OS Vendors at the top of the navigation tree. This will display all content organized by "type".

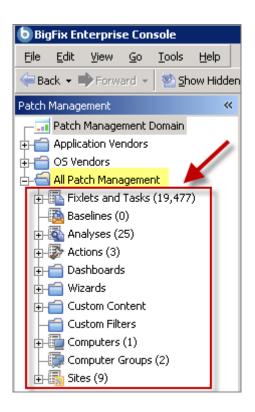
- Analyses
- Dashboards (includes Overview reports and Tasks)
- Fixlets
- Wizards

| BigFix Enterprise Console                               |  |  |
|---|--|--|
| <u>File E</u> dit <u>V</u> iew <u>G</u> o <u>T</u> ools | Help   |  |
| 😓 Back 👻 🗭 Forward 👻 💁 Show                             | v Hidden Content 🕐 Show Non- <u>R</u> elevant Content 🛛 🧞 Refresh Console  |  |
| Patch Management 🛛 🔍                                    | Application Vendors  |  |
| Content Filters 😞                                       | Name   | Туре 🛛 🖂                                   |
|   | Patch and Update Rollback Information  | Analysis                                   |
| 05 Vendors (2,619)                                      | Microsoft Office Overview<br>Microsoft Office Overview   | Dashboard<br>Dashboard                     |
| *   | Patches for Windows Overview<br>Patches for Windows Overview<br>Windows Security: Microsoft Windows Malicious Software Removal Tool<br>UPDATE: MSXML 4.0 SP3 Available<br>UPDATE: Microsoft .NET Framework 1.1 Available - Windows 2000/XP/2<br>MS08-029: Vulnerabilities in Microsoft Malware Protection Engine Could<br>UPDATE: iTunes 9.1 Available (Client)<br>Dependencies Needed: iTunes 9 Update (Client)<br>Microsoft Office Source Configuration Wizard<br>Microsoft Rollback Task Wizard | Dashboard<br>Dashboard<br>Fixlet<br>Fixlet |

This content represents actions that need to be addressed so that Patch Management *for Red Hat Enterprise Linux* can display the most accurate and up to date information about security patches and updates for the systems in your deployment.

#### All Patch Management

The All Patch Management part of the navigation tree contains content relevant to all of the products contained within the Patch Management "domain". From this view, you can see a composite picture of the Fixlet messages and tasks, analyses, baselines, computer groups and sites related to those BigFix products. This content is visible through expandable and collapsible menus.



Part 2

# Patch Management

Patches need to be cached on your BES Server deployment. To ease the process of caching, Fixlets have incorporated a protocol that invokes download plugins. Download plug-ins are executables that, based on the user's configuration, log on to the patch vendor's website and download the specified patch. For the Fixlet to recognize the protocol, the download plug-in for the protocol must be registered. After the plugin is registered, simply running the Fixlets will download, cache, and deploy the patches.

To deploy patches from the BigFix Console, register a download plug-in and then run the appropriate patch Fixlets. This process is detailed in the sections below.

# Registering a Download Plug-in

To register a download plug-in for Red Hat Enterprise Linux, you will run the task *Register Download Plug-in for Red Hat Enterprise Linux*.

#### Running the Register Download Plug-in Task

In the navigation tree of the Patch Management domain, expand the OS Vendors node. Next, expand the Red Hat Enterprise Linux node, and select the Configuration sub-node. In the List Panel, select the task BES Server: Register Download Plug-in for Red Hat Enterprise Linux.

| Patch Management                     | Conf | iguration |  |
|--------------------------------------|------|-----------|--|
|                                      | ID   | Δ         | Name   |
| 🖃 📹 OS Vendors                       | 7    |           | Run Download Cacher Tool - Linux RPM Patching      |
| Novell SuSE (4)                      | 15   |           | Uninstall Red Hat RPM Packages                     |
|                                      | 20   | -         | BES Server: Register Download Plug-in for Red Hat  |
| 🗄 🔚 Red Hat Enterprise Linux (4,278) | 22   |           | BES Server: Upgrade Download Plug-in for Red Hat   |
| 🕀 🌇 Recent Content (119)             | 23   |           | BES Server: Unregister Download Plug-in for Red Ha |
|                                      |      | -         |  |
|                                      |      |           |  |
| 🛅 Configuration (5)                  |      |           |  |

In the work area, select the link to install the *Red Hat Download Plug-in* in the Actions box. You will be prompted with the following action parameters:

#### **Required Parameters**

#### Red Hat Username

Your Red Hat Network account username (used to log into <u>https://www.redhat.com/wapps/sso/login.html</u>)

#### **Red Hat Network Password**

Your Red Hat Network account password (used to log into <u>https://www.redhat.com/wapps/sso/login.html</u>)

#### **Optional Parameters**

#### PROXY Proxy URL Proxy Username Proxy Password

Enter proxy parameters if the downloads must go through a proxy server. If your network requires a proxy server for Internet access, you must specify the required parameters.

Proxy URL is the URL of your proxy server. This is usually the IP address or DNS name of your proxy server, and its port, separated by a colon (for example: <u>http://192.168.100.10:8080</u>).

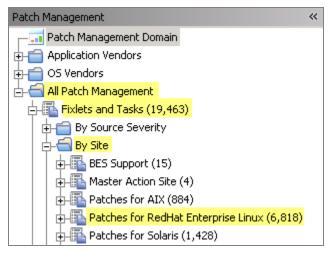
If your proxy server requires authentication, you must specify your **Proxy Username** and **Proxy** Password. Your Proxy Username is usually in the form of domain/username.

After you have entered all parameters, select the server or relay with which you will register the plug-in and click *OK*. Finally, authenticate your action. The plug-in should now be registered.

### Patching Using Fixlet Messages

To deploy patches from the BigFix Console:

In the All Patch Management node in the Navigation Tree, click Fixlets and Tasks, By Site, and click Patches for Red Hat Enterprise Linux.



Double-click on the Fixlet message you want to deploy. Click on the tabs at the top of the Fixlet message window to review additional details, and then click the appropriate link in the Actions box to initiate deployment. Click *OK* and enter your Private Key Password.

| Fixlet: RHSA-2007:0595 - Kernel Security and Bug Fix Update (kernel-headers) - Red Hat Enterprise 5.0 (x86_64) (Superseded)  |
|--|
| Take Action - Edit Copy Export Hide Locally Hide Globally Remove   |
| Description Details Applicable Computers (0) Action History (0)  |
| Description  |
| Note: RHSA-2009:0473 supersedes this errata.   |
| Updated kernel packages that fix a security issue and a bug in the Red Hat Enterprise Linux 5 kernel are now available. Please see errata page for more information. |
| Number of Files: 1<br>Total File Size: 761 KB  |
| Actions  |
| Click here to initiate the deployment process.   |
| Click here to view RHSA-2007:0595.   |

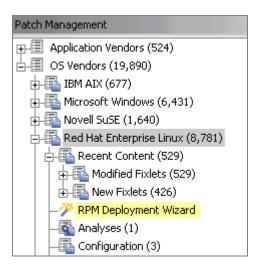
# **Dependency Issues**

For some updates, audit Fixlet messages with the title "Dependencies Needed" or "Dependency Conflicts" will become relevant. In this case, you will need to solve the dependency issue(s) manually or use the RPM Deployment Wizard before applying remediation Fixlet messages. There are three types of dependency issues:

- Missing RPM(s): Users need to install any version of the required package(s), otherwise the update will not install.
- Required RPM(s) out of date: Users need to update the RPM(s) to the required version in order to install the update.
- Conflict between installed RPM(s) and RPM(s) to be installed: Users need either to remove conflicting RPM(s) or upgrade them to certain versions.

# Using the RPM Deployment Wizard

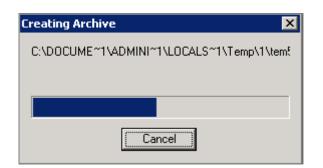
Once you have downloaded an RPM, you can use the Wizard to facilitate deployment. In the Content Filters part of the Navigation Tree, click *OS Vendors, Red Hat Enterprise Linux,* and then *RPM Deployment Wizard.* 



When the Wizard opens, enter the RPM package you wish to deploy.

|         | wizard offers the ability to deploy RPM packages onto Red Hat Linux computers that have the BES<br>t installed.  |
|---------|--|
| •       | r <b>tant Note:</b> In order to verify RPM packages and to inspect folder contents, use of this wizard will<br>re 'ActiveX' controls.                                    |
|         | You must activate the analysis <i>"RPM Deployment - View Results</i> " in order to see the results of<br>ying this task you are now creating.                            |
| Input   | the source of the fix package to be deployed to BES Client computers.  |
|         |  |
| $\odot$ | File - Select the RPM package (or TAR archive of RPM packages) on this computer. 🦛   |
| ©       | File - Select the RPM package (or TAR archive of RPM packages) on this computer.         C:\Documents and Settings\Administrator\Desktop\AdbeRdr9.3.2-1_i         Browse |
| ©<br>0  |  |

Click the checkbox if you'd like to create a one-time action, or leave blank to create a Fixlet you can reuse. When complete, click *Create*. You will see the following progress screen:



When the first Task window appears, click *OK* and enter your Private Key Password. Then click in the Actions box to initiate deployment.

| Task: RPM Deployment: AdbeRdr-9.3.2-1  |
|--|
| Take Action ZEdit Copy BExport Hide Locally Hide Globally XRemove  |
| Description Details Applicable Computers (0) Action History (0)  |
| Description  |
| This task will deploy RPM packages to the targeted computers.<br>Note: If an equal or newer version of any of these packages already exists on the target<br>computer, that package will not be deployed to that computer.<br>Note: You must activate the analysis "RPM Deployment - View Results" in order to see<br>the results of this RPM Deployment Task. |
|  |
| Actions  |
| Clickhereto initiate the deployment process.   |

When the Take Action dialog opens, use the tabs across the top of the window to set parameters for this Action. Then click *OK* and enter your Private Key Password. The Wizard will deploy this action to your clients.

# Uninstalling Red Hat Linux Patches

BigFix provides a Task to uninstall Red Hat RPM packages. Rather than a rollback, this Task specifically removes RPMs.

Note: This Task will not uninstall a package if another installed package depends on the package you are trying to remove.

Click on OS Vendors in the Navigation Tree, and then select Red Hat Enterprise Linux. You should see the Uninstall Red Hat RPM Packages patch in the List Panel on the right.

| <b>b</b> BigFix Enterprise Console                                   |   |
|--|---|
| <u>File E</u> dit <u>V</u> iew <u>G</u> o <u>T</u> ools <u>H</u> elp |   |
| 🖨 Back 👻 🖶 Forward 👻 💁 Show Hidden Cor                               | ntent 🏠 Show Non- <u>R</u> elevant Content 🛛 💦 Refresh Console    |
| Patch Management 🛛 🔍   | Red Hat Enterprise Linux  |
|  | Name 🛆 Source Severity Site                                       |
| 🖶 💼 Application Vendors  | Uninstall Red Hat RPM Packages <u href="Unispecified"></u>        |
| E-C Vendors  | 4   |
| 📗 🖶 🛅 IBM AIX (677)  |   |
| 📄 🖶 🛅 Microsoft Windows (6,431)                                      | Task: Uninstall Red Hat RPM Packages                              |
| • 🗗 🌇 Novell SuSE (1,641)  | Take Action - ZEdit Copy Export Hide Locally Hide Globally Remove |
| Red Hat Enterprise Linux (8,790)                                     |   |
| 📄 📄 🖶 Recent Content (537)   | Description Details Applicable Computers (0) Action History (0)   |

Double-click this Task to open the dialog, and then click in the Actions box to initiate the action.

| Task: Uninstall Red Hat RPM Packages  |  |
|---|--|
| Pake Action - PEdit Copy Export Hide Locally Hide Globally Remove   |  |
| Description Details Applicable Computers (0) Action History (0)   |  |
| Description   |  |
| This task allows you to uninstall a Red Hat RPM package. After clicking on the link below, you will be prompted for the<br>package name of the RPM package you would like to uninstall. The action will run "rpm -e" on targeted computers to<br>uninstall the specified package.<br>Note: This task may fail to uninstall the specified RPM package if another installed pacakge depends on the package<br>you are trying to remove. |  |
| Actions   |  |
| Click here to uninstall a Red Hat RPM package.  |  |
| <ul> <li>Click <u>here</u> for more information about RPM.</li> </ul>   |  |

Part 3



# Frequently Asked Questions

The following are a list of Frequently Asked Questions. If you have a question about this product and don't see your question below, see the <u>Global Support</u> section of this document for a list of available resources.

#### Where are my dashboards located in the new version of the BigFix Console?

The updated BigFix Console contains all of the same content as the previous version, though some content may have moved to a different location.

Expand the OS Vendors node in the navigation tree and then click *Microsoft Office* and *Reports* to view the *Microsoft Office Overview* and the *Patches for Windows Overview* dashboards. The *Microsoft Rollback Wizard* is located under the *Configuration* node of the OS Vendors site.

#### Why does a patch fail, but complete successfully?

Sometimes under very specific circumstances, a patch will successfully apply but the relevance conditions will indicate that it is still needed. Check to see if there are any special circumstances associated with the patch, or contact Support.

#### If a patch fails to install, what should I do?

If a patch fails to install, there are several things you can try: Determine if you have applied the patch to the correct computers, try running the patch manually by downloading it from the Microsoft website, review Windows updates, and look at the Microsoft Baseline Security Analyzer (MBSA) to see if that tool believes the patch is applicable.

#### Why is there no default action?

There are a variety of reasons for this. Sometimes a Fixlet message or a patch could have catastrophic consequences. It is recommended that you test on a testbed before applying the Fixlet or patch. There also could be multiple actions with the Fixlet, none of which are clearly recommended over other actions. *It is highly recommended that you read the Description text in the Fixlet message before initiating the action.* 

#### What does "Manual Caching Required" mean?

For whatever reason, a particular vendor may not be providing a download directly to their link. You will then need to click through a EULA and manually download it to your BES server.

#### What are Corrupt Patches and how are they used?

Corrupt patches in Windows are when BigFix detects that a patch looks like it began running but didn't complete. These patches become relevant to indicate that something is wrong with the security patch. To remediate, take the appropriate action that will reapply the patch.

#### What are superseded patches?

Superseded patches are older versions of patches that no longer need to be applied.

#### How do I deal with missing patches?

BigFix does not provide every single patch that Microsoft offers. We provide Microsoft security patches on Patch Tuesdays, as well as some hotfixes associated with Security Packs.

# **Global Support**

BigFix offers a suite of support options to help optimize your user-experience and success with this product. Here's how it works:

- First, check the BigFix website <u>Documentation</u> page
- Next, search the BigFix Knowledge Base for applicable articles on your topic
- Then check the <u>User Forum</u> for discussion threads and community-based support

If you still can't find the answer you need, <u>contact</u> BigFix's support team for technical assistance:

- Phone/US: 866 752-6208 (United States)
- Phone/International: 661 367-2202 (International)
- Email: enterprisesupport@bigfix.com