



BigFix Patch Management *for Solaris*

User's Guide

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Contents

Part 1	4
Getting Started	4
Supported Platforms	4
Navigating Patch Management in the BigFix Console	4
Components	5
Working with Content	7
Composite View	10
All Patch Management	10
Part 2	12
Patch Management	12
Registering a Download Plug-in	12
Patching Using Fixlet Messages	13
Applying Patches in Single User Mode	14
Uninstalling Patches	17
Part 3	19
Support	19
Frequently Asked Questions	19
Global Support	20

Getting Started

Supported Platforms

BigFix provides coverage for Sun updates on the following platforms:

- Solaris 9 (SPARC)
- Solaris 10 (SPARC, x86)
- Solaris 7 (SPARC)
- Solaris 8 (SPARC)

BigFix covers the following Sun updates on these platforms:

- Sun Security Patches
- Sun Recommended Patches
- Sun Maintenance Patches
- Sun Device Drivers
- Sun Recommended Patch Clusters

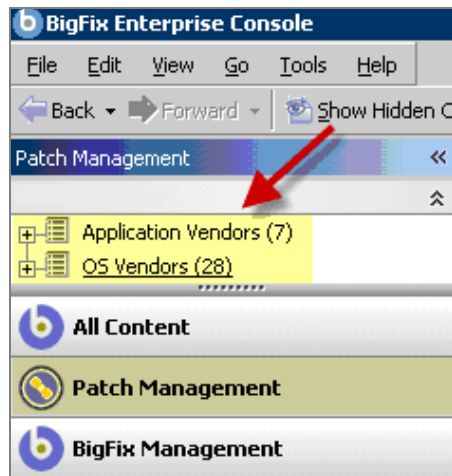
BigFix does NOT provide coverage for the following patches:

- Unbundled patches
- Patches released under Solaris vintage support

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*.



Components

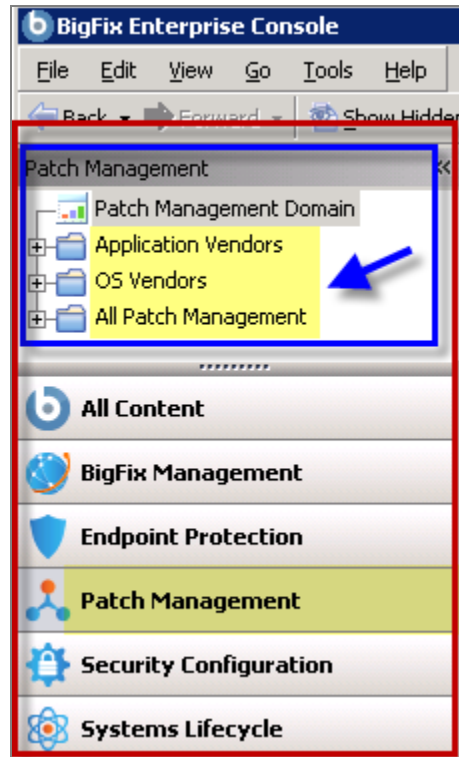
The BigFix Console organizes content into four parts:

- *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.

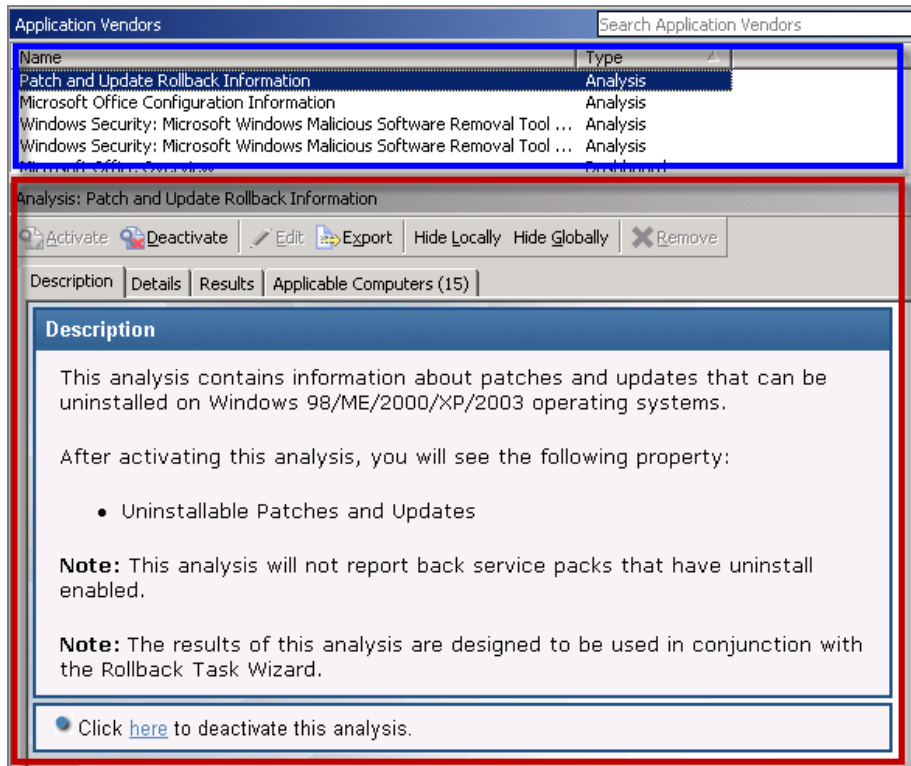
In the image below, the red-outlined area represents the entire Domain Panel, and the blue box contains just the Navigation Tree. You will note that the Patch Management domain button is listed at the bottom – you will use this domain to access Patch Management content.

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.



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.

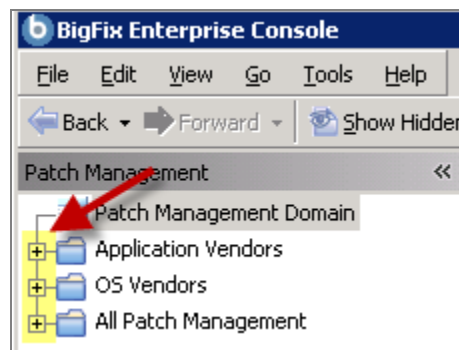


Working with Content

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.

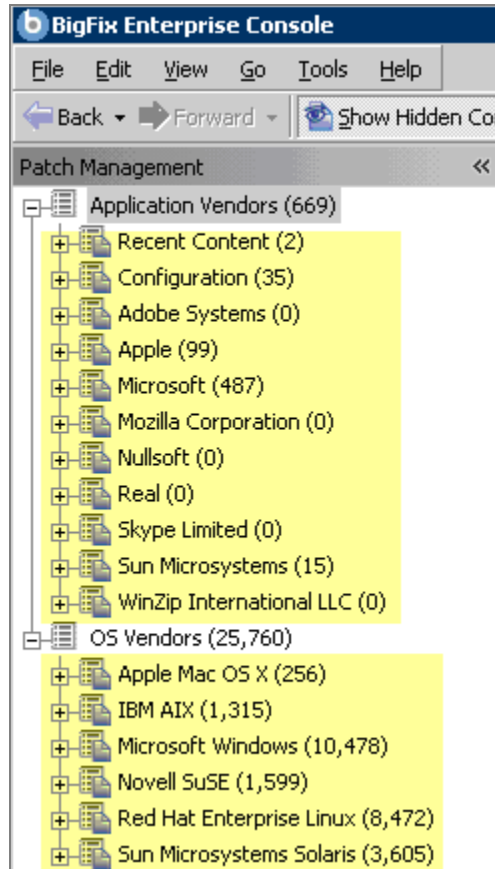
When you click on the Patch Management “domain” at the bottom of your screen, you will see the accompanying Patch Management “sites” organized into expandable nodes – Application Vendors and OS Vendors. Click the “+” to display the content related to either application or OS vendors within Patch Management.

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.



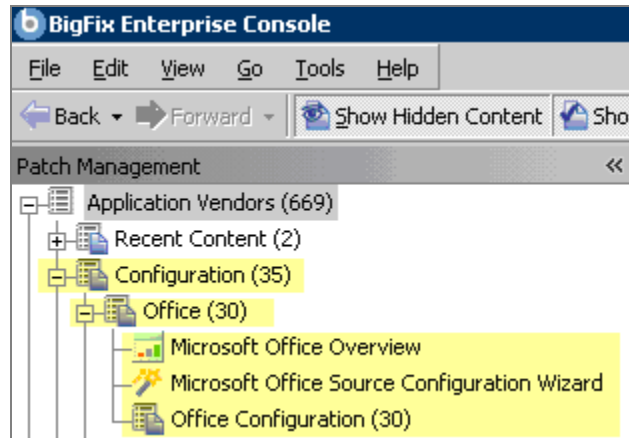
Note: Depending on your operating system, your system may display the “+” and “-“ buttons in the navigation tree as triangles. Specifically, the “+” and “-“ icons will display on Windows XP/2003/2008/2008R2 machines, and triangles will display on Windows Vista/7. This feature was designed so that the 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.



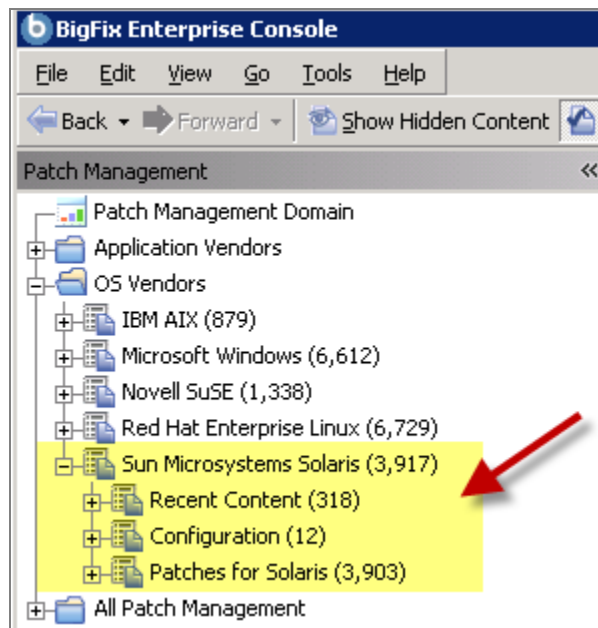
You can see that the *Application Vendors* site is organized into 11 primary “nodes” – Recent Content, Configuration, Adobe Systems, Apple, Microsoft, Mozilla Corporation, Nullsoft, Real, Skype Limited, Sun Microsystems, and WinZip International LLC.

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



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

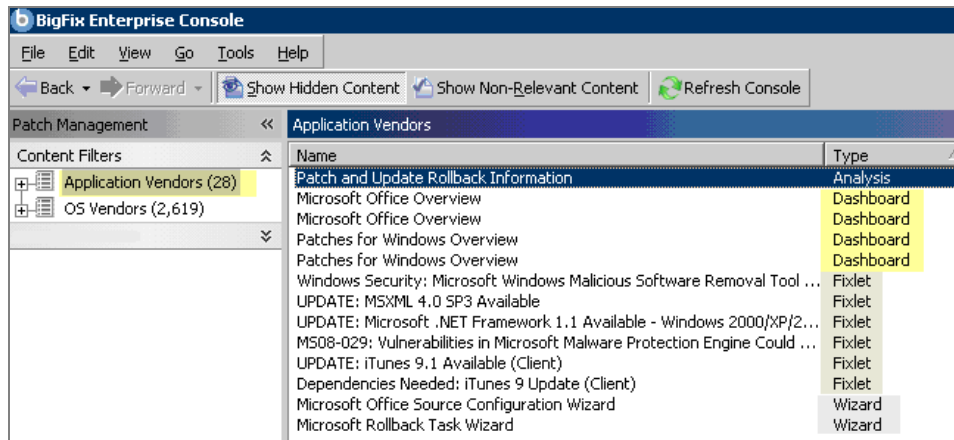
For Solaris patches, you will primarily be using the content contained in the *Sun Microsystems Solaris* node under the OS Vendors site in the navigation tree.



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”.

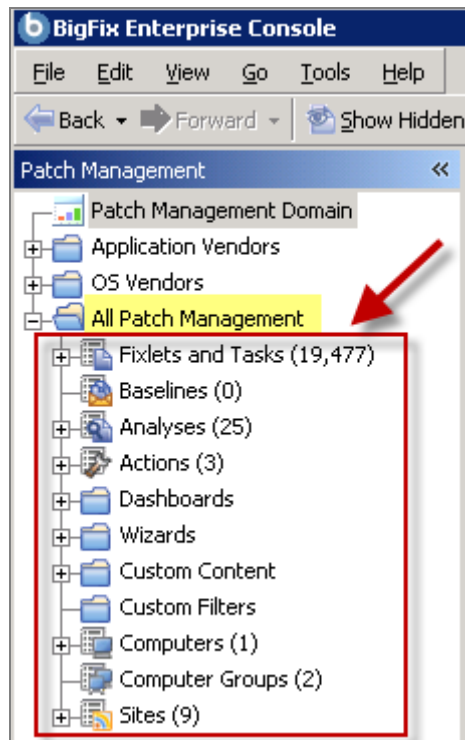
- Analyses
- Dashboards (includes Overview reports and Tasks)
- Fixlets
- Wizards



This content represents actions that need to be addressed so that Patch Management *for Solaris* 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.



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 plug-in is registered, simply running the Fixlets will download, cache, and deploy the patches.

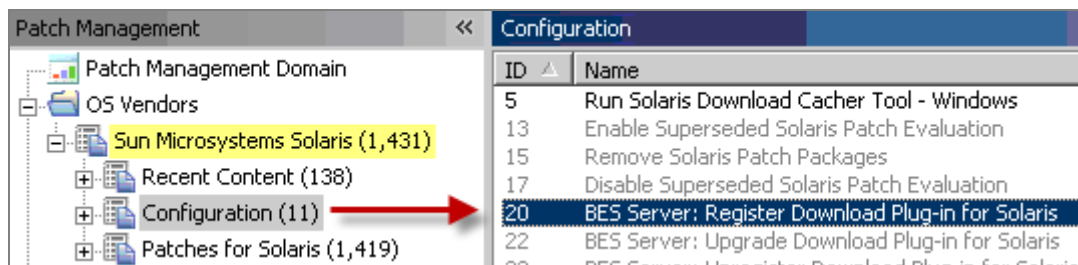
To deploy patches from the BigFix Console, register a download plug-in and then run the appropriate patch Fixlets. This process is detailed in the sections below.

Registering a Download Plug-in

To register a download plug-in for Solaris, you will run the task *Register Download Plug-in for Solaris*.

Running the *Register Download Plug-in* Task

In the navigation tree of the Patch Management domain, expand the *OS Vendors* node. Next, expand the *Sun Microsystems Solaris* node, and select the *Configuration* sub-node. In the List Panel, select the task *BES Server: Register Download Plug-in for Solaris*.



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

Sun Username

Your Sun account username
(used to log into http://sunsolve.sun.com/private-cgi/show.pl?target=home_con)

Sun Password

Your Sun account password
(used to log into http://sunsolve.sun.com/private-cgi/show.pl?target=home_con)

Optional Parameters

PROXY Proxy URL Proxy Username Proxy Password

Enter proxy parameters if your 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: <http://192.168.100.10:8080>).

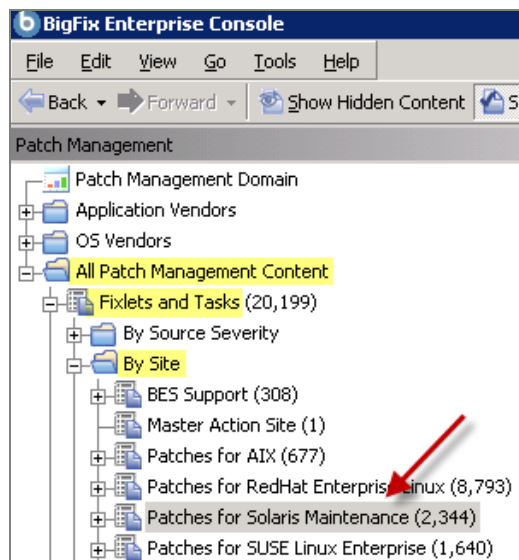
If your proxy server requires authentication, you must specify your **Proxy Username** and **Proxy Password**. Your Proxy Username is usually in the form of domain\username.

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

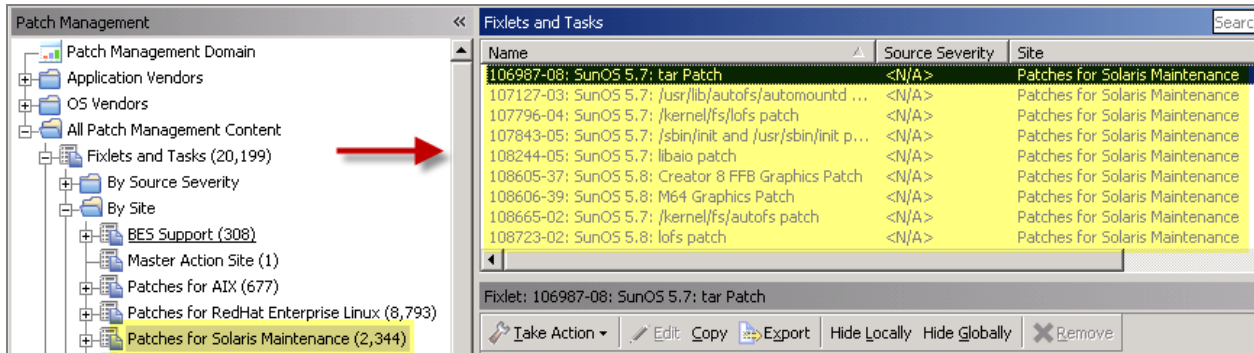
Patching Using Fixlet Messages

To deploy patches from the BigFix Console:

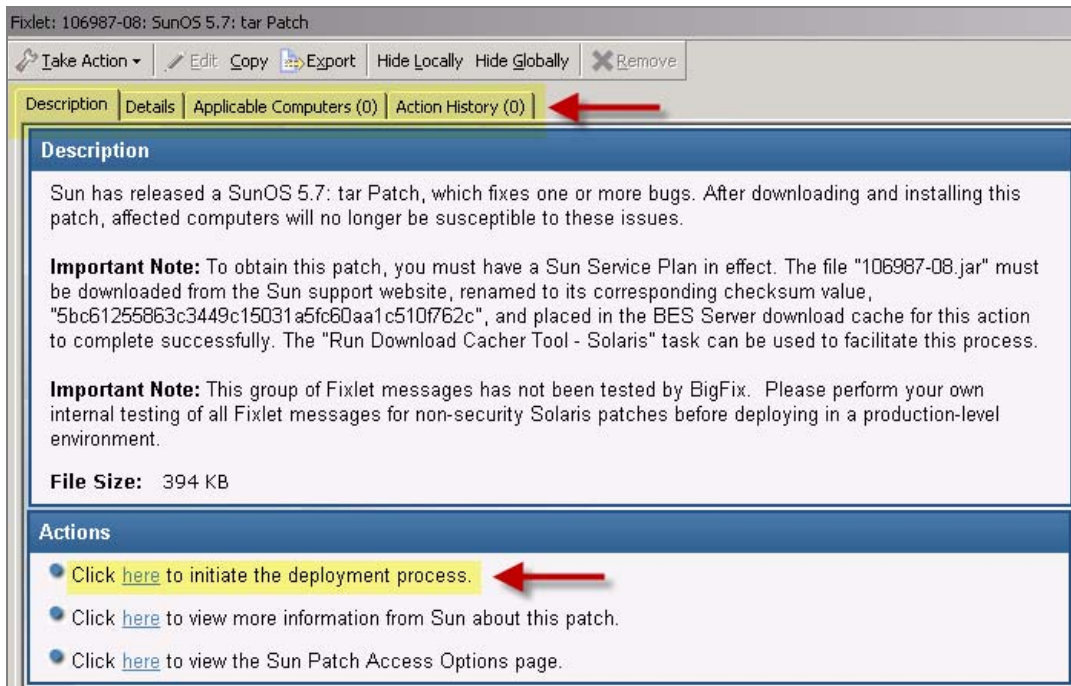
In the All Patch Management Content node of the Navigation Tree, click *Fixlets and Tasks, By Site*, and click *Patches for Solaris Maintenance*.



View the available content in the list panel on the right and double-click 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.



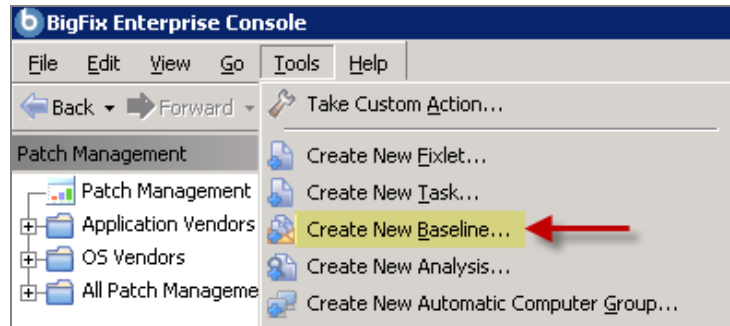
Applying Patches in Single User Mode

Sun Microsystems recommends that some patches, including cluster and kernel patches, be applied with the computer in Single User Mode. By default, the BigFix Solaris Patch solution applies Solaris patches in the current Run Level of the computer. Typically, Solaris computers use Run Level 3 or Multi-User Mode. In some cases, you may want or need to use Single User Mode to successfully apply the Solaris patch. The procedure below outlines how to modify a Solaris patch Fixlet message so that it is applied in Single User Mode.

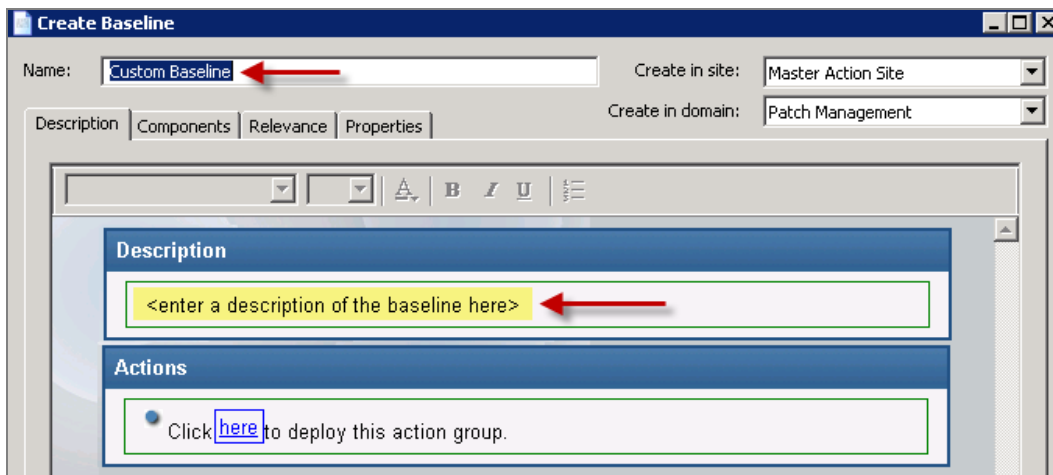
Note: Your BigFix deployment must include a subscription to the “Patches for Solaris” site in order to perform the following tasks.

Creating a Baseline

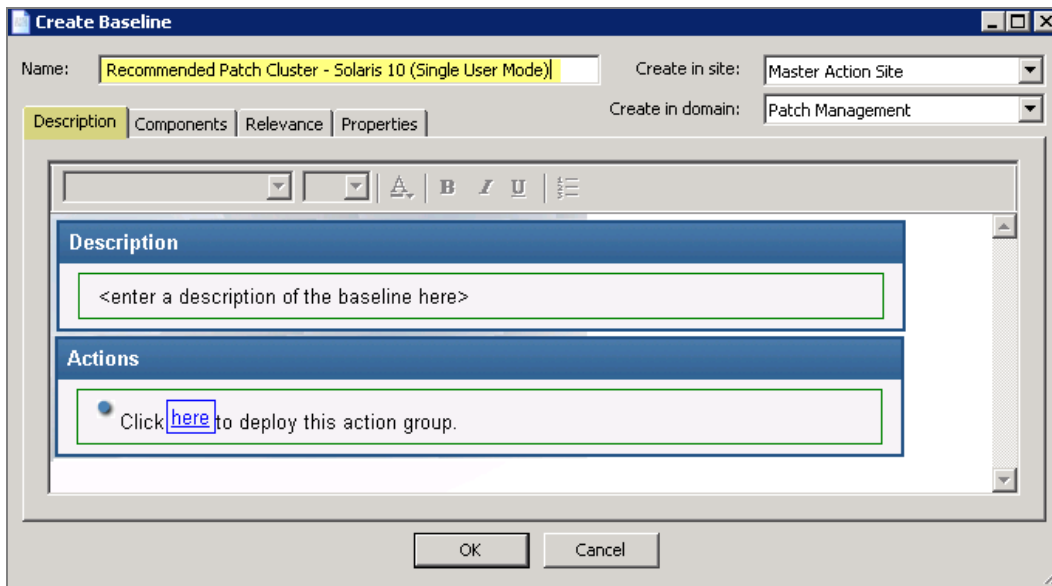
Perform the following steps for each Solaris patch Fixlet messages you would like to apply in Single User Mode. Click the *Tools* pull-down menu at the top of the BigFix Console, and select *Create New Baseline*.



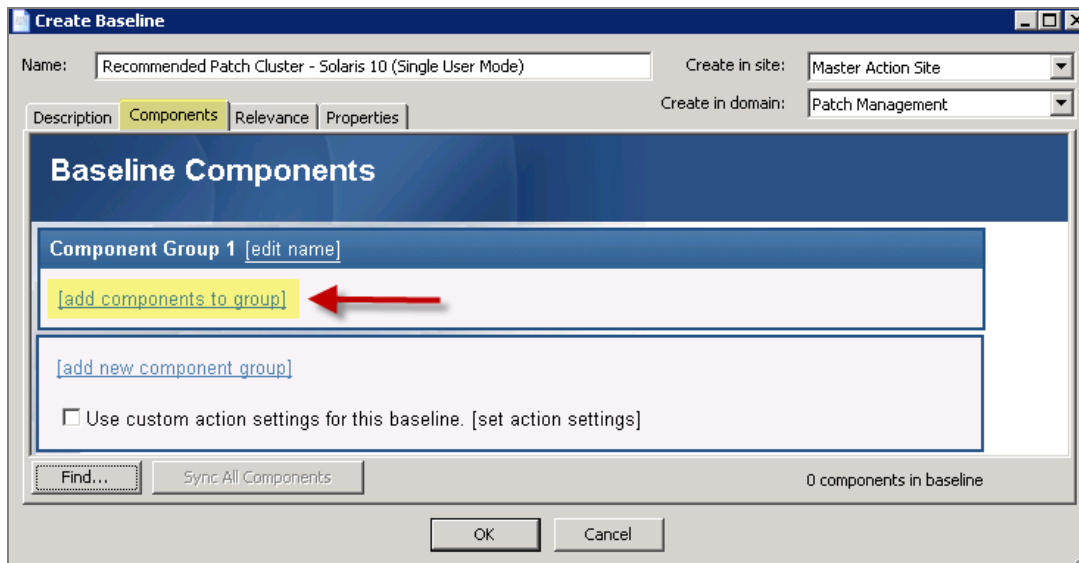
The *Edit Baseline* window opens.



Enter a Name and Description such as "Recommended Patch Cluster - Solaris 10 (Single User Mode)."



Next, click on the *Components* tab on the top of the window.



On the Components tab, add the following items to *Component Group 1* and ensure that they are ordered as listed here:

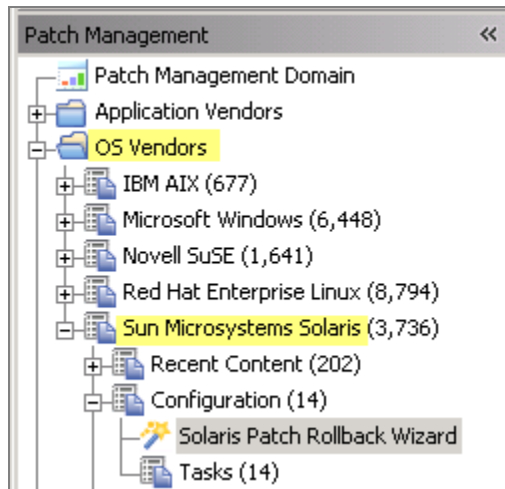
1. The Single-User Mode Task – Solaris (ID #28 in the Patches for Solaris site).
2. One or more Solaris Patch Fixlets available in the Patches for Solaris site.
3. Choose either the Reboot – Solaris task (ID #32) or the Reconfigure Reboot – Solaris task (ID #30) in the Patches for Solaris site) depending on the requirements of the patch in step 3b.

Click *OK* and enter your Private Key Password. The Baseline can now be deployed to apply the Solaris patches you specified in single-user mode.

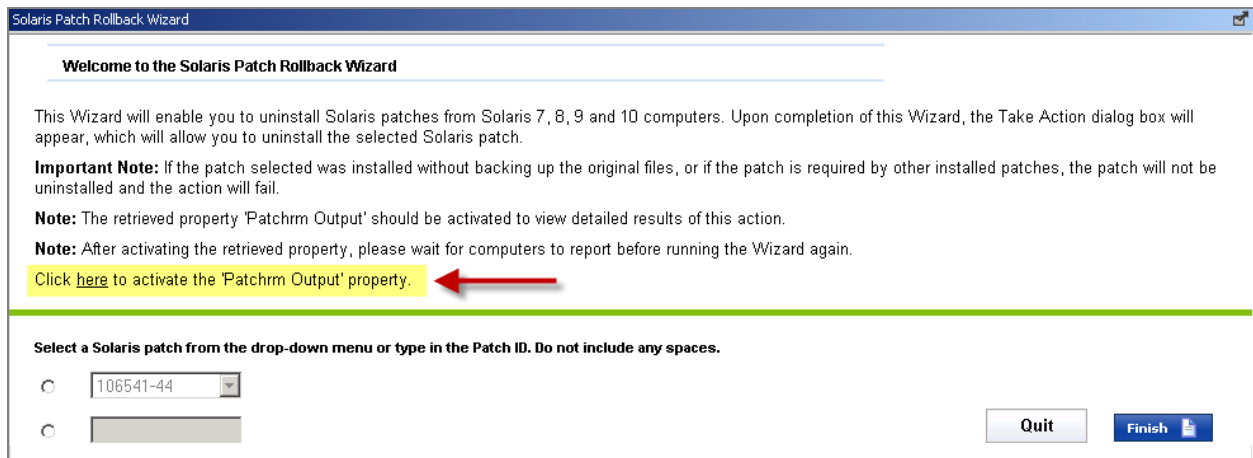
Note: Before deploying patches throughout your organization, BigFix recommends that you perform internal testing using the solution provided here.

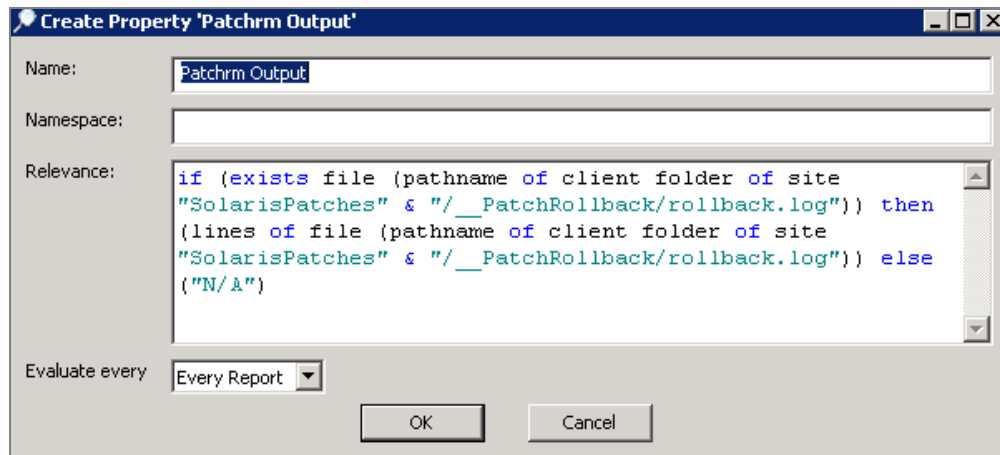
Uninstalling Patches

To uninstall Solaris patches, use the Patch Rollback wizard. Click *OS Vendors* in the navigation tree, *Sun Microsystems Solaris*, and *Solaris Patch Rollback Wizard*.

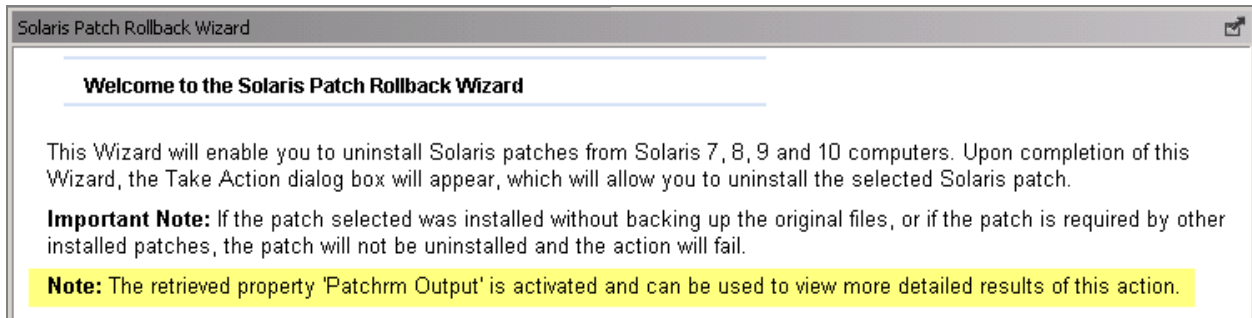


Click the link to activate the “Patchrm Output” property, which enables you to view detailed results.





Enter a namespace, and choose the interval for which you would like to evaluate output. Click *OK*. When you return to the Wizard, you will see the message reflected in a note:



Select a Solaris patch from the drop-down menu, or type the Patch ID you wish to uninstall. Click *Finish*.

Support

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 [Global Support](#) 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 [Documentation](#) page
- Next, search the BigFix [Knowledge Base](#) for applicable articles on your topic
- Then check the [User Forum](#) for discussion threads and community-based support

If you still can't find the answer you need, [contact](#) BigFix's support team for technical assistance:

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