

**Tivoli.** *Patch Management  
for Solaris*

*User's Guide*

**IBM**®



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# Introduction

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## Supported platforms

BigFix provides coverage for Oracle updates on the following platforms:

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

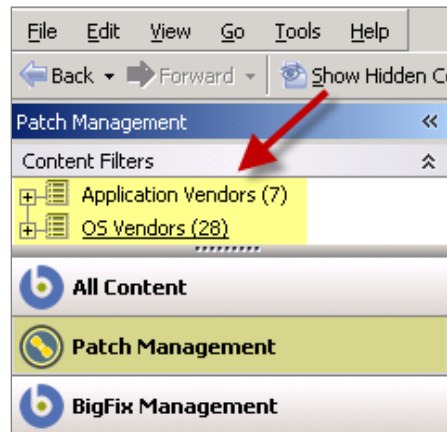
BigFix covers the following Oracle updates on these platforms:

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

## Navigate Patch Management in the BigFix console

The navigation tree in the BigFix Console, which is available for all BigFix products, serves as your central command for all Patch Management functions. The navigation tree gives you easy access to all reports, wizards, Fixlets, 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

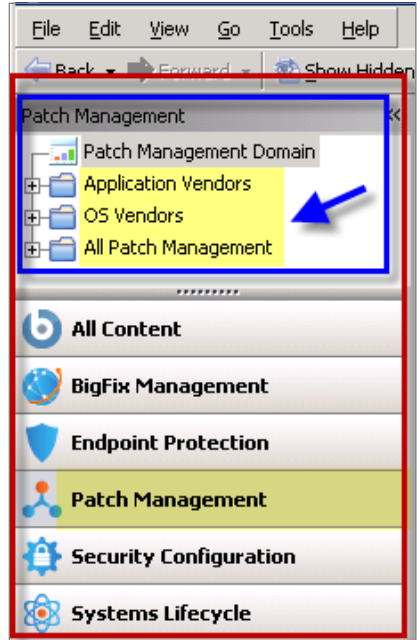
The BigFix Console organizes content into four parts:

- *Domain Panel* – Includes the navigation tree and a list of all domains
- *Navigation Tree* – Includes a list of nodes and subnodes containing site content
- *List Panel* – Contains a list 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.

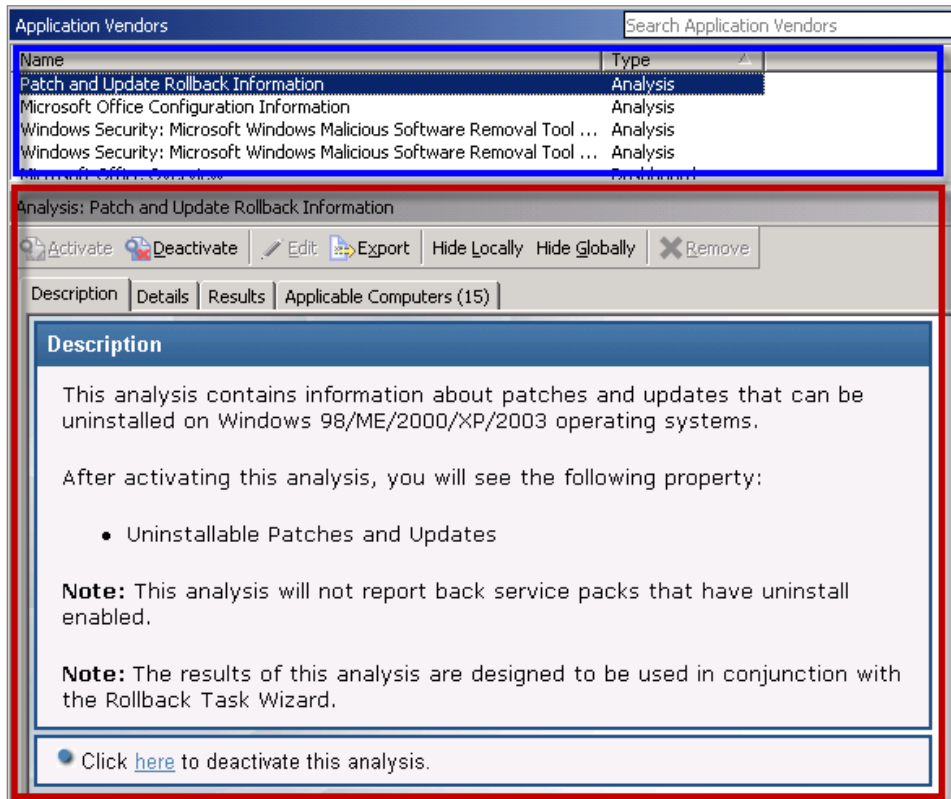
In the image below, the red-outlined area represents the entire Domain Panel, and the blue box contains just the Navigation Tree. The Patch Management domain button is listed at the bottom. Use this domain to access Patch Management content.

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 operating systems. 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, 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, and so on.

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

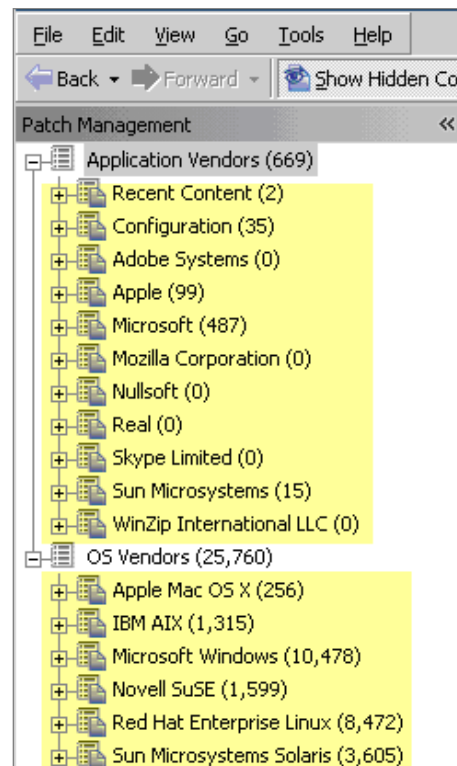
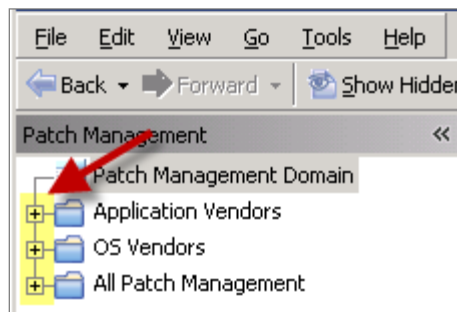


## Working with content

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

When you click the Patch Management domain at the bottom of your screen, you 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.

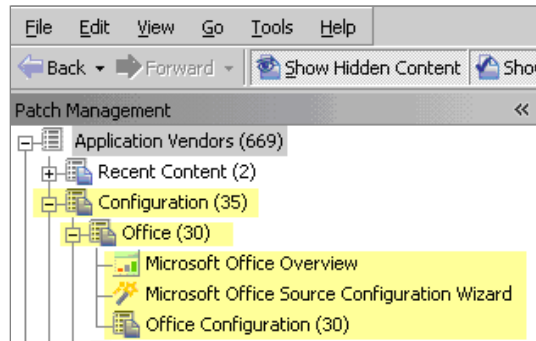
The *All Patch Management* node includes content related to the Patch Management domain as a whole, which collectively includes the sites within this domain.



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, Oracle, and WinZip International LLC.

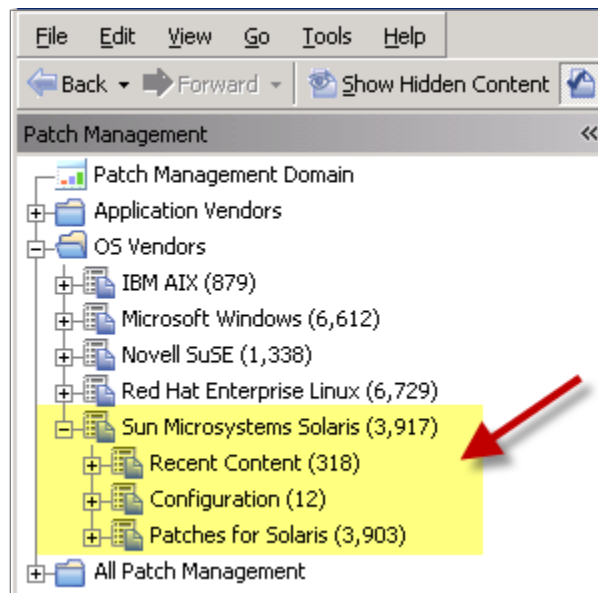


Each node expands into sub-nodes that contain additional content:



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

For Solaris patches, you primarily use the content contained in the *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".

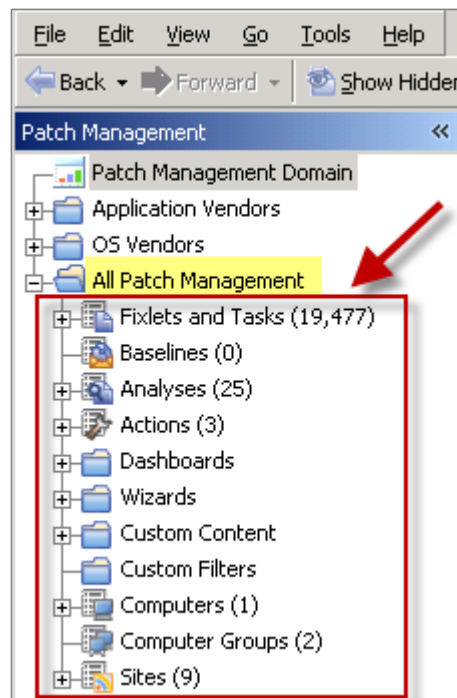
- Analyses
- Dashboards (includes Overview reports and Tasks)
- Fixlets
- Wizards



This content represents actions that must be addressed to have Patch Management *for Solaris* display the most accurate 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 Fixlets and tasks, analyses, baselines, computer groups and sites related to those BigFix products. This content is visible through expandable and collapsible menus.



Part Two

# Patch Management for Solaris

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Patches must 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, run the Fixlets to download, cache, and deploy patches.

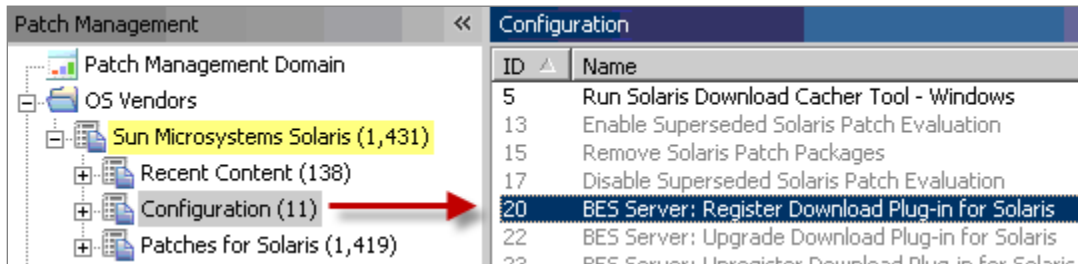
To deploy patches from the BigFix Console, register a download plug-in and then run the appropriate patch Fixlets. This process is detailed in the sections below.

## Register a Download Plugin

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

### Run the Register Download Plugin Task

In the navigation tree of the Patch Management domain, expand the *OS Vendors* node. Next, expand the *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 Plugin* in the Actions box. You are prompted with the following action parameters:

## Required Parameters

### Oracle Username

Your Oracle account username  
(used to log into [http://sunsolve.sun.com/private-cgi/show.pl?target=home\\_con](http://sunsolve.sun.com/private-cgi/show.pl?target=home_con))

### Oracle Password

Your Oracle account password  
(used to log into [http://sunsolve.sun.com/private-cgi/show.pl?target=home\\_con](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.

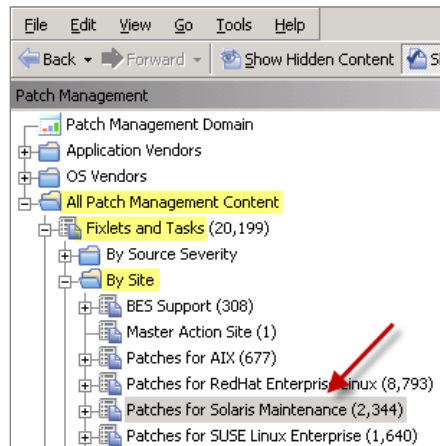
Proxy URL is the URL of your proxy server. This is usually the IP address or DNS name of your proxy server, and its port, separated by a colon (for example: <http://192.168.100.10:8080>).

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.

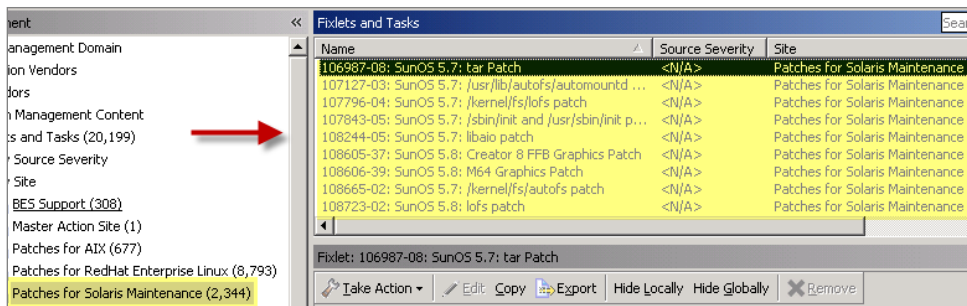
After you have entered all parameters, select the server or relay that you want to register the plug-in with and click *OK*. Finally, authenticate your action. The plug-in is now registered.

## Patch using Fixlets

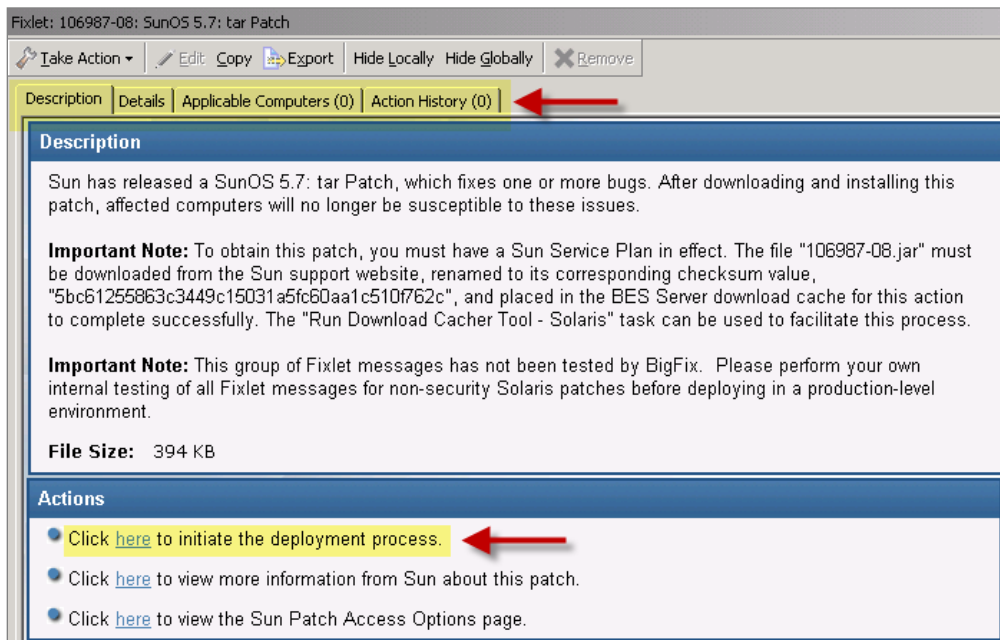
In the All Patch Management Content node of the Navigation Tree, click *Fixlets and Tasks, By Site*, and click *Patches for Solaris Maintenance*.



View the available content in the list panel on the right and double-click the Fixlet you want to deploy.



Click on the tabs at the top of the Fixlet 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.



## Apply patches in Single User mode

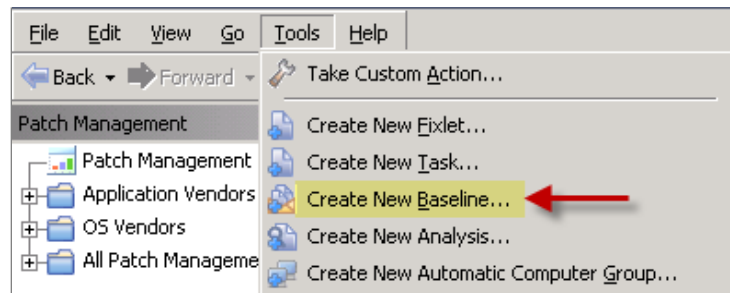
Oracle recommends that some patches, including cluster and kernel patches, be applied with the computer in Single User mode. By default, the BigFix Solaris Patch solution applies Solaris patches in the current run level of the computer. Typically, Solaris computers use Run Level 3 or Multi-User mode. In some cases, you might want to use Single User mode to successfully apply the Solaris patch.

The procedure below outlines how to modify a Solaris patch Fixlet so that it is applied in Single User mode.

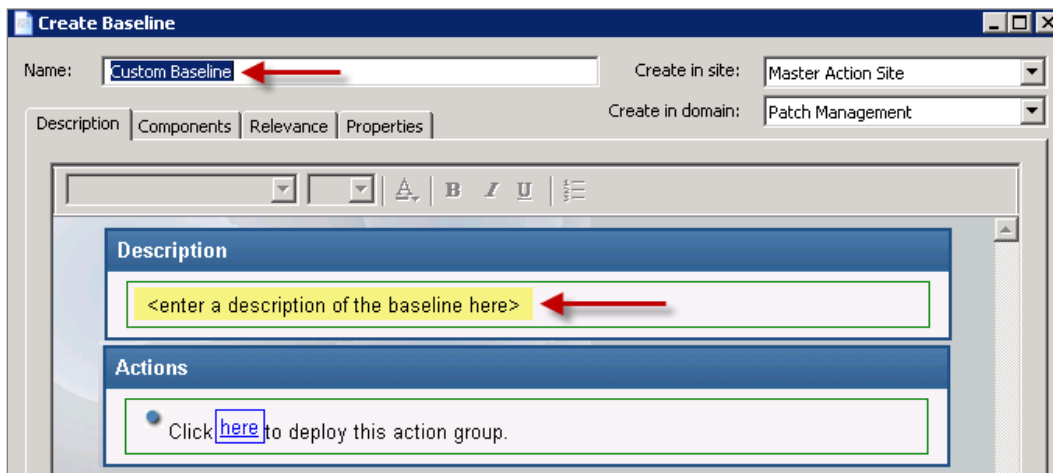
**Note:** *Your BigFix deployment must include a subscription to the Patches for Solaris site to perform the following tasks.*

### Creating a baseline

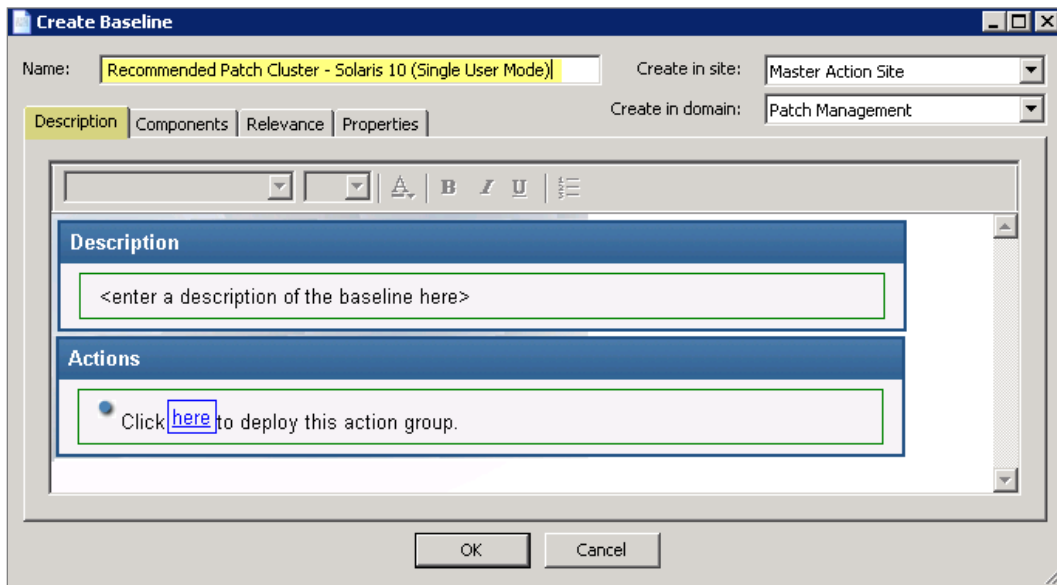
Perform the following steps for each Solaris patch Fixlet that you want to apply in Single User Mode. Click the *Tools* pull-down menu at the top of the BigFix Console, and select *Create New Baseline*.



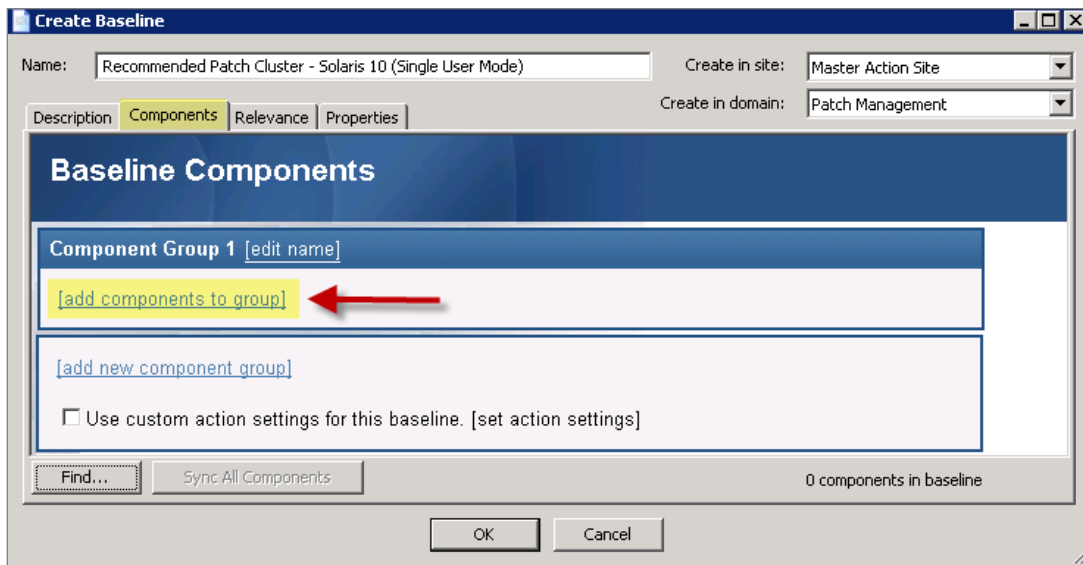
The *Edit Baseline* window opens.



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



Next, click 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:

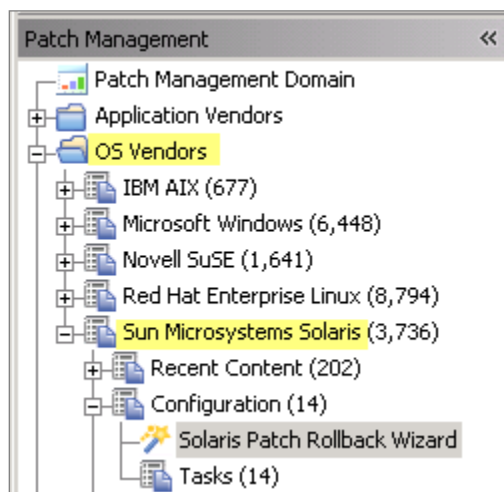
1. The Single-User Mode task – Solaris (ID #28 in the Patches for Solaris site).
2. One or more Solaris Patch Fixlets available in the Patches for Solaris site.
3. Choose either the Reboot – Solaris task (ID #32) or the Reconfigure Reboot – Solaris task (ID #30) in the Patches for Solaris site) depending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

Click *OK* and enter your Private Key Password. You can now apply the baseline to the Solaris patches that you specified in single-user mode.

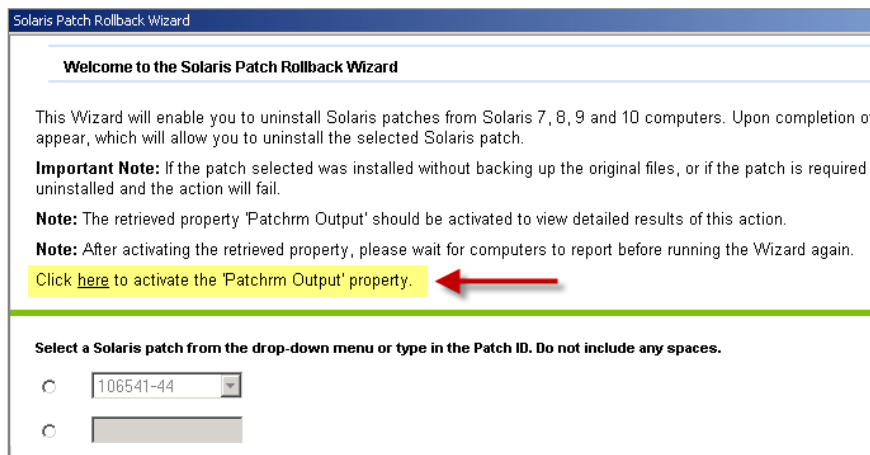
**Note:** *Before deploying patches throughout your organization, perform internal testing using the solution provided here.*

## Uninstall patches

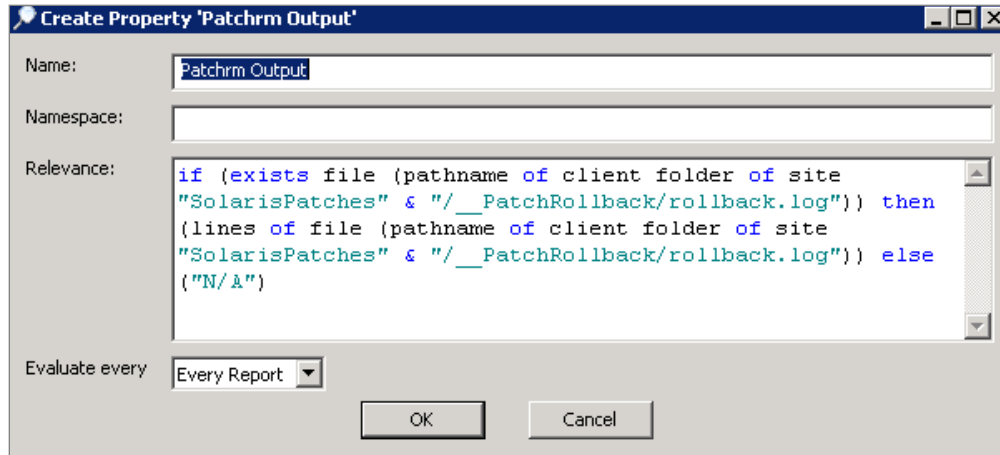
To uninstall Solaris patches, use the Patch Rollback wizard. Click *OS Vendors* in the navigation tree, *Oracle Solaris*, and *Solaris Patch Rollback Wizard*.



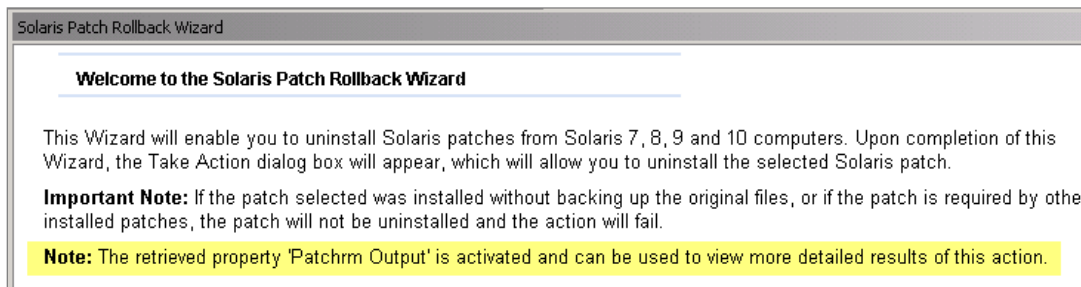
Click the link to activate the Patchrm Output property, which you use to view detailed results.







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



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



## Support

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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 Technical Support section of this document for a list of available resources.

### Frequently asked questions

#### **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, although some content might 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 is successfully applied but the relevance conditions indicate that it is still needed. Check to see if there are any special circumstances associated with the patch, or contact IBM Software 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 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. Read the Description text in the Fixlet before initiating the action.

### What does “Manual Caching Required” mean?

For whatever reason, a particular vendor might not provide a download directly to their link. In this case, click through that vendor’s End User License Agreement 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 did not complete. These patches become relevant to indicate that something is wrong with the security patch. To remediate, take the appropriate action to reapply the patch.

### What are superseded patches?

Supersede 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. It provides Microsoft security patches on Patch Tuesdays, as well as some hotfixes associated with Security Packs.

## Technical support

BigFix technical support site offers a number of specialized support options to help you learn, understand, and optimize your use of this product:

- [BigFix Support Site](#)
- [Documentation](#)
- [Knowledge Base](#)
- [Forums and Communities](#)



Part Four

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