## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>SUPPORTED PLATFORMS</td>
<td>2</td>
</tr>
<tr>
<td>PATCHING USING FIXLET MESSAGES</td>
<td>3</td>
</tr>
<tr>
<td>USING THE SOFTWARE DISTRIBUTION WIZARD</td>
<td>5</td>
</tr>
<tr>
<td>USING THE DASHBOARD PATCH OVERVIEW</td>
<td>9</td>
</tr>
<tr>
<td>REMOVING PATCHES WITH THE ROLLBACK WIZARD</td>
<td>10</td>
</tr>
<tr>
<td>PATCHING MICROSOFT OFFICE</td>
<td>13</td>
</tr>
<tr>
<td>ADMINISTRATIVE INSTALLATION</td>
<td>13</td>
</tr>
<tr>
<td>NETWORK INSTALLATION</td>
<td>14</td>
</tr>
<tr>
<td>LOCAL INSTALLATION</td>
<td>14</td>
</tr>
<tr>
<td>OTHER LANGUAGES</td>
<td>15</td>
</tr>
</tbody>
</table>
Introduction

Windows Patch Management keeps your Windows Clients current with the latest updates and service packs from Microsoft. Patch management is available through the Enterprise Security Fixlet site from BigFix. For each new patch issued by Microsoft, 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 registry, file versions, the language of the system, and other factors to determine if a patch is necessary. There are two main classes of Fixlet messages for Windows patches:

- **Fixlet messages telling you that the patch has not been installed.** These Fixlet messages generally check the registry to determine whether or not a patch is already installed.

- **Fixlet messages telling you that an installed patch is corrupt.** These Fixlet messages generally check the registry and each file installed by the patch. If any of the files are older than the version installed by the patch, the Console Operator is notified. A Fixlet message explains the nature of the vulnerability and then allows you to re-apply the patch.

This dual approach allows you to differentiate unpatched computers from those that have regressed, typically due to the installation of an older application or service pack.

BigFix tests each Fixlet message in its lab before they are 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. Some examples include:

- Note: The default IE upgrade package will force affected computers to restart.
- Note: An Administrative Logon is required for this IE patch to complete upon reboot.
- Note: Do NOT install MDAC 2.7 on computers which are part of a Windows cluster.
- Note: BigFix has received feedback of a potential issue with this patch. Application of this patch without restarting the patched computer may cause Acrobat 5.0 (but not 6.0) to crash until the computer is restarted. You may wish to consider deploying this patch with a restart command.
Supported Platforms

BigFix provides coverage for Windows updates on the following platforms:

- Windows 95
- Windows 98, 98SE
- Windows ME
- Windows NT Workstation 4.0, Server 4.0, Server 4.0 Enterprise Edition, Server 4.0 Terminal Server Edition
- Windows 2000 Professional, Server, Datacenter Server, Advanced Server
- Windows XP Professional, Home Edition
- Windows Vista Home, Home Premium, Business, Ultimate and Enterprise (x86 and x64).

Several Microsoft applications are supported, including Office, IIS, FrontPage, Internet Explorer, MSDE, SQL Server, Visual Basic, Messenger and more (see below for more information on patching Office and other Windows applications).

In addition to Microsoft application updates, BigFix provides a Fixlet site covering a wide array of third-party Windows applications. The **Updates for Windows Applications** Fixlet site provides updates and patches for applications such as Adobe Acrobat & Reader, iTunes, QuickTime, Flash Player, Java, Mozilla Firefox, RealPlayer, Skype and WinAmp.
Patching Using Fixlet Messages

To deploy patches from the BigFix Console using Fixlet messages, follow these steps:

1. On the Fixlet messages tab, select All Relevant Fixlet Messages, and filter the list by Site. Select the Enterprise Security Site.

2. In the Fixlet message list, double-click on the Fixlet message you want to deploy. In this example, the Fixlet message is 941833: Update for XML Core Services 4.0 SP2 – Windows Vista. The Fixlet window opens:

   ![Fixlet Window](image)

   Click on the Details tab for more in-depth information about this Fixlet, including Properties, and the actual scripts for relevance and Actions. You can also filter the set of computers by clicking on the Applicable Computers tab.

3. Select the appropriate Action link. The Take Action window opens.
   a. Under the Target tab you will see a list of the targeted computers. Accept the targeted set or select any desired subset of computers.
   b. Click on the Execution tab to set constraints on the schedule or to modify the deployment behavior:

   ![Execution Tab](image)

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c. Click on the **Messages** tab to add an informative message to precede the execution of the patch or update. You can also add a message that will be displayed while the Action is running:

![Take Action Dialog Box](image)

d. Click on the **Offer** tab to turn this update Action into an offer that can be selected at the user’s discretion.

e. You can also set **Post-Actions** if needed, or alter the **Applicability** or **Success Criteria** by selecting the appropriate tabs.

f. Click on the **Action Script** tab to see a complete listing of the script that will execute:

![Action Script](image)

For detailed information about setting options using the tabs in the Take Action dialog box, consult the **Console Operators Guide**.

4. Click **OK**, and enter your **Private Key Password** when asked. The Action will propagate across your network, installing the designated patch to the machines you specified and on the schedule you selected. You can monitor and graph the results of this action to see exactly which computers have been remediated to ensure compliance.

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Using the Software Distribution Wizard

Although the Enterprise Security Site will test and package a wide variety of the most common patches for you, there may be Windows applications and updates not covered by the content of the site. For these updates and patches, you can use the Software Distribution Wizard:

1. From the Wizards menu, select the Windows Software Distribution Wizard.

2. Enter the name of the patch or update and click Next.

3. The second page of the Wizard is displayed. Select the appropriate source of the download, enter the name of the package and click Next.
4. From the next screen, select the appropriate versions of Windows for the specified package and click **Next**.

The next page of the Wizard allows you to fine-tune the targeting. Typically, you will simply target the version of the OS, but you can also target the Task based on the specific registered application, the service, pathname or a registry entry. For a registry, you can also supply an option key value to target the deployment. When finished, click **Next**.
6. Enter the command line that will be used to run the installer and click **Next**.

![Command Line Entry](image)

**Enter the full command line to use to execute the installer** (e.g., `setup.exe /s`).

**Notes**:
- For Windows Installer files, enter the entire command line beginning with `msiexec.exe` (e.g., `msiexec /i Install.exe`).
- If the installation source is a folder containing subfolders, you must specify all file paths relative to the top-level folder. For example, if the full path to the executable is `C:/Folder/SubFolder/install.exe`, enter the relative path `SubFolder/install.exe` below.
- Use quotes for filenames which contain spaces (e.g., `"software install.exe"`).

![Command Line Example](image)

7. Customize the title and the message for your deployment Task.

![Title and Message Customization](image)

**Customize the textfields for this task.**

**Notes**:
- If you choose to edit this page, the default title and task messages will not be regenerated by the Wizard, even in the event you go back and modify previous input.

**Edit the title for this task.**

**Deploy my app**

**Edit the task message that will appear in the 'Description' tab of the BES Console.**

**This task will deploy my app**

8. Finally, approve the construction of the Task, and click **Create**. To see a preview of the Task, check the box at the bottom of the page.

![Windows Software Distribution Wizard](image)

The parameters below will be used to create a Software Deployment Task in BES.

Please ensure the accuracy of this information before clicking the 'Create' button to create this Task in BES. Select the 'Back' button to return to the Wizard and continue editing your entries. Click 'Cancel' to exit this Wizard entirely.

- **Application Name:** ie7
- **Source:** http://www.microsoft.com/downloads/details.aspx?familyid=9a691be0-3885-447c
- **Target Platforms:** Win95, Win98, WinME, WinNT, Win2000, WinXP, Win2003, and WinVista
- **Successful Installation Check:** No Detection
- **Command Line:** \mynamespace\installer.exe

9. Enter your private key password to complete the creation of the Task. Now you can deploy the patch or update by executing this custom Task.
Using the Dashboard Patch Overview

BigFix provides a dashboard to provide a useful overview of your patches and updates:

1. From the Dashboard menu, select **Overviews > Patches for Windows Overview**.

    ![Patches for Windows Overview](image)

    **Microsoft Patch Information**
    - **Total Patches Needed**: 86
    - **Total Critical Patches Needed**: 32
    - **Computers Needing at least one Critical Patch**: 2 (6.7%)
    - **Number of Relevant Patches (#/total)**
      - **All Patches**: 82 / 3,114
      - **Critical Patches**: 32 / 1,489
    - **Average Relevant Patches per Computer**
      - **All Patches**: 28.67
      - **Critical Patches**: 10.67

    **Deployment Information**
    - **BES Agents Deployed**: 763
    - **Total Number of Windows Agents Deployed**: 483
    - **Latest Microsoft Patches**: Tue, 13 Nov 2007
    - **Microsoft Patch Sites Subscribed**: Patches for Windows (Enterprise Security)

2. This screen gives you a quick overview of your Windows remediation, including the number of existing patches, broken down by severity and relevance. It also includes per-computer information, such as average number of patches and critical patches. Click on the link to computers needing at least one critical patch to see the computer listings for this subset.

3. Click on the link labeled **Patches for Windows** to bring up the Fixlet list for this site.

4. Click the double-arrow icon at the top of the window to refresh the dashboard, and click the printer icon to get a hard-copy of the screen.

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Removing Patches with the Rollback Wizard

You can remove certain patches using the **Microsoft Patch Rollback Task Wizard**. To do so, follow these steps:

1. **Click on the Analyses tab and select Patch and Update Rollback Information.**

2. From the window that opens up below the tab, click on the link to activate the analysis. You will need to enter your private key password.

3. Click on the Results tab and select View as summary from the pull-down menu. This will display a list of Patch and Update Rollback Information. Locate the Microsoft Knowledge Base article associated with the patch you wish to roll back.

4. Highlight the KB number, which will be of the form KB123456 and press Ctrl-C to copy it.

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5. From the Wizards menu, select the **Microsoft Patch Rollback Task Wizard**. When it opens, press Ctrl-V to paste the number into the text box.

6. The next page of the Wizard lets you customize the title and description of the rollback task.
7. From this final page, press **Create** to add this task to the Console.

![Microsoft Patch Rollback Task Wizard]

**The Parameters Below Will be Used to Create a Rollback Task in BES**

Please ensure the accuracy of this information before clicking the 'Create' button to create this task in BES. Select the 'Back' button to return to the Wizard and continue editing your entries. Click 'Cancel' to exit this Wizard entirely.

```
Rollback Patch: KB123456
```

Check the box at the bottom of the page to view the task before it is deployed.

8. This custom Task will be listed under the Tasks tab (select **My Custom Tasks** from the filter panel on the left) with the name **Rollback Patch Task: KB123456** (or whatever name you assigned it). Click on it to view and run the rollback Action.
Patching Microsoft Office

Updates to Microsoft Office may require that installation or source files be present in order for the update to complete successfully. To meet this need, there are three different ways to deploy Microsoft Office updates and patches in BigFix: Administrative, Network, and Local. BigFix clients can be configured to use one of these three methods via the Office Deployment Control Tasks in the BES Support site.

Administrative Installation

The Administrative Installation method utilizes Microsoft Office Administrative Installation Points to provide Office updates. The following caveats apply to this installation method:

• The Office product being patched must be pointing to the correct administrative installation point; this “admin point” must match the product being patched. An Office 2000 Standard installation cannot be pointing to an Office 2000 Professional admin point. (You can reassign your admin point by using the Office Administrative Installation Point Reassignment Task in the BigFix Support site).

• There can only be one Office product present on the computer, however multiple installations of different Office versions will work (for instance, Office 2000 Small Business and Office 2000 Professional is not supported, but Office 2000 Small Business and Office XP Professional is).

• The patch must have been properly applied to the admin point before deploying the action.

• The admin point must be shared, with Read permissions given to ANONYMOUS LOGON, NETWORK, or EVERYONE on a Windows NT, Windows 2000, Windows XP, or Windows 2003 system.

• Null session must be enabled for the share.

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Network Installation

The Network Installation method utilizes a network-shared location containing the Office install media or source files. The following caveats apply to this installation method:

- When deploying the action, you must supply a valid UNC path (\server_name\share_name) to the appropriate Office setup files. The shared setup files must match the product being patched; an Office 2000 Standard installation cannot be patched by providing the Office 2000 Professional setup files.

- For Office 2000, there can only be one Office product present on the computer, however multiple installations of different Office versions will work (for instance, Office 2000 Small Business and Office 2000 Professional is not supported, whereas Office 2000 Small Business and Office XP Professional is – see previous section).

- The Office setup files must be shared with Read permissions given to ANONYMOUS LOGON, NETWORK, or EVERYONE on a Windows NT, Windows 2000, Windows XP, or Windows 2003 system.

- Null session must be enabled for the share.

Local Installation

The Local Installation method utilizes source Office install media or source files that are present locally on every computer to be updated. The following caveats apply to this install method:

- Before executing the Action, the proper Office CD must be placed in the local CD-ROM drive of each computer you wish to update. The CD provided must match the product being patched; the Office 2000 Standard installation cannot be patched by providing the Office 2000 Professional CD.

- The CD-ROM drive must be recognized by the operating system.
Other Languages

In addition to English, there are other international versions of Windows that are supported by Windows Patch Management. Each language is covered by a unique Fixlet site. These languages include:

- Brazilian Portuguese
- Czech
- Dutch
- French
- German
- Hungarian
- Italian
- Polish
- Spanish
- Turkish
- Japanese
- Korean
- Simplified Chinese
- Traditional Chinese

If you have purchased a Production version of BigFix for these languages, you will automatically receive the corresponding version of Patch Management. Otherwise, if you are working with an Evaluation version of the program, you can download the appropriate Masthead for these sites by visiting the BigFix support site at http://support.bigfix.com.