

ZENworks Patch Management 11 Lab

ZEN11

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SECTION 1 **Configure ZENworks Configuration Management Patch Management**

ZENworks Configuration Management provides an option to enable integrated patch management. This functionality is similar to that found in the ZENworks Patch Management, but leverages the ZENworks Configuration Management infrastructure and management tools. In this lab you will:

1. [“Configure ZENworks Patch Management” on page 6](#)

Table 1-1 *VMware Virtual Machines to Start*

Virtual Machine	Instructions
DA-ZCM	This server runs the ZENworks 10 Configuration Management with SP2 server software. Because of the size of the DA-ZCM virtual machine, it can take 6 minutes or more for the server desktop to appear.
Win7-WS	<ul style="list-style-type: none"> ■ Username: jpark ■ Password: N0v3ll123
XP-WS	<ul style="list-style-type: none"> ■ Username: jpark ■ Password: N0v3ll123
SLED10	<ul style="list-style-type: none"> ■ Username: nuser ■ Password: N0v3ll123

Exercise 1-1 Configure ZENworks Patch Management

- “Task I: Configure Subscription Service” on page 6
- “Task II: View Patches” on page 7
- “Task III: Deploy Remediation to a Windows device” on page 7
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Task I: Configure Subscription Service

The first step in configuring ZENworks Configuration Management is to configure the Subscription Service options. In this section of the lab you will configure the type of patches you want to retrieve from the subscription and change the time that the Patch Management service attempts to synchronize content from the Patchlink subscription.

1. From the *DA-ZCM VM* Open **ZENworks Control Center**.

NOTE: Launch Firefox and browse to <http://da-zcm.digitalairlines.com/zenworks>
Accept and certificates

2. Login as **administrator** with a password of **N0v3ll123**.
3. Click the **Configuration** link in the upper lefthand pane.
4. Expand **Patch Management** under Management Zone Settings.
5. Click **Subscription Service Information**
6. **Verify** the Subscription Information

NOTE: In a production environment this is where you would select Server to start the subscription service on and set the communication interval. In a lab environment this has already been setup. In a production environment an administrator could also force an update by clicking the update now button. In this lab environment that would fail since the da-zcm server is not connected to the internet.

7. **Verify** the Subscription Service History

NOTE: In a production environment this is where and administrator would verify that the bundles, patches, and licenses are in sync.

Task II: View Patches

To make things go more quickly, the VMWare snapshot you are using has already completed the retrieval of patches and the creation of system bundles to deploy the patches. In this section of the lab you will review the vulnerabilities information stored in the system.

1. Click the **Path Management** link in the upper lefthand pane.
2. Review the **Patches** listed.
3. Change the **search filters** to show all patches that are patched in your environment.
 - a. In the *Search* pane, check **only** the **Patched** checkbox.
 - b. Click **Search**.
4. Change the search filters to show all Patches stored in the system
 - a. In the *Search* pane, check the **Patches, Not Patched, Not Applicable** and **Include Disabled** checkboxes.
 - b. Click **Search**.
5. Change the search filters to show all the Linux patches stored in the system
 - a. In the Search pane, change the **platform to linux**
 - b. Click **Search**
6. Click on one of the Patch links in the list. The Patch Information is displays in a popup. Close the Popup when finished reviewing.
7. View the Patches for the **Windows XP Workstations** dynamic group.
 - a. Click the **Devices** link at the top left hand pane of the page.
 - b. Click the **Workstations** link.
 - c. Click the **Windows XP Workstations** dynamic group.
 - d. Go to the **Patches** tab.
 - e. Review the list of pathes effective for this group.
 - f. Repeat and review the patches for the **Windows 7 Workstations** dynamic group.
 - g. Repeat and review the patches for the **Suse Linux Enterprise Desktop 10** dynamic group

Now that you know what patches need to be deployed you can configure those patches to be rememediated.

Task III: Deploy Remediation to a Windows device

1. Make the **DA-ZCM** VM the active VM
2. From the *ZCC* click **Devices**
3. Click **Workstations**

4. Click the **XP-WS**
5. Click **Patches**
6. For *Status Check* only **Not Patched**
7. For *Impact Check* **All**
8. Change the Cache status to **Cached**
9. Click **Search**
10. Locate the **MS10-081 and MS11-006** and check them in the list.
11. From the *Action Menu* choose **Deploy Remediation**
12. At *Confirm Devices* click **Next**
13. At the *License Agreement* click **Next**
14. At the *Remediation Schedule* Select **now** for the **Schedule Type**
15. Click **Next**
16. At the *Deployment Order and Behavior* Click **Next**
17. At the *Remediation Options* select **Auto Reboot** and click **Next**
18. At the *Notifications and Reboot Options* click **Next**
19. At the *Deployment Summary* click **Finish**
20. From the **XP-WS** vm right-click on the ZENworks icon and choose **refresh**
21. Once the refresh is complete right-click the ZENworks icon and choose **Show Progress**

NOTE: After the Installation is complete the VM should reboot. After reboot it will run a scan and then report the patch as installed.

Task IV: Deploy Remediation to multiple OS

The next step in the Patch Management process is to deploy the patch(es) that solve the patches identified by the analyze agent. In this section you will configure patches to be deployed.

1. From the *XP-WS* launch **Firefox**, from the Help Menu choose **About Firefox**
2. **Verify** the Version is 3.6.8
3. **Exit** Firefox
4. From the *Win7-WS* launch **Firefox**, from the Help Menu choose **About Firefox**
5. **Verify** the Version is 3.6.8
6. **Exit** Firefox
7. Switch to the **DA-ZCM** vm
8. Click the **Patch Management** link in the upper left-hand pane of the ZCC

9. In the *Search* pane, check the **Critical, Recommended, Informational** and **Software Installers** checkboxes. Under *Status* click only **Not Patched**.
10. Set the Platform to **Windows**
11. Change the cached status to **cached**
12. Click the **Search** button.
13. Check the box next to **Mozilla Firefox (English) 3.6.13 for Windows (Full/Upgrade) (See Notes)** Patch

IMPORTANT: Make sure you only select the one with the 2 in the not patched column.

NOTE: The XP-WS and Win7-WS both have Firefox 3.6.8 installed on them so this will patch it to 3.6.13

14. Select **Action > Deploy Remediation**.
15. At the *Confirm Devices* click **Next**.
16. At License Agreement click **Next**
17. For the Schedule type select **Now**.
18. Click **Next**.
19. At the *Deployment Order and Behavior* page, click **Next**.
20. At the *Remediation Options* page, next **Next**.
21. At the *Deployment Summary* page, click **Finish**.
22. From the XP-WS VM right-click on the ZENworks icon in the tray and select **Refresh**

NOTE: The refresh updates the Device assigned Bundles, so the workstation can see the ZPM assignment. The bundle will be applied when the User logs in.

23. Once the refresh has processed, right-click the ZENworks icon in the tray and select **Show Progress**

NOTE: You should see the ZPM Assignment start to process. This should take several minutes. The ZENworks Progress menu will close shortly after the install is complete.

24. Launch **Firefox**, from the Help menu choose **About Firefox**
25. **Verify** the Version is now 3.6.13
26. Exit Firefox
27. From the *Win7-WS* right-click on the ZENworks icon tray and select **Refresh**
28. Once the refresh has processed, right-click the ZENworks icon in the tray and select **Show Progress**

NOTE: It is possible that the workstation already picked up the patch deployment and installed it.

29. Launch **Firefox**, from the Help menu choose **About Firefox**
30. **Verify** the Version is now 3.6.13
31. **Exit** Firefox

Task V: Deploy Remediation to Linux Device

In this task deploy remediations to the SLED device.

1. Make the **DA-ZCM** VM the active VM
2. From the *ZCC* click **Devices**
3. Click **Workstations**
4. Click the **SUSE Linux Enterprise Desktop 10** Dynamic Workstation Group link
5. Click **Patches**
6. For Status check only **Not Patched**
7. For Impact click all **Critical, Recommended, Informational, Software Installers**
8. For Cache Status select **cached**
9. Click **Search**
10. Check the **Novell SUSE 2010:7282 flash player...** Patch
11. From the *Action* menu **Select Deploy Remediation**
12. At *Confirm Devices* click **Next**
13. At the *License Agreement* click **Next**
14. At the *Remediation Schedule* change the Schedule type to **Now**
15. Click **Next**
16. At *Deployment Order and Behaviour* click **Next**
17. At *Remediation Options* click **Next**
18. At *Deployment Summary* click **Finish**
19. Make the **SLED10** VM the active VM
20. Right-click the *ZENworks Icon* in the Tray and choose **Refresh**
21. Once the Refresh is complete Right-Click on the ZENworks Icon and choose **show progress**
22. Once the Deployment is complete Right-Click the ZENworks Icon and choose **refresh**

NOTE: The Deployment doesn't require a reboot so refreshing the ZENworks Icon will cause the Discover Applicable updates action to run and report back the patched status.

Task VI: Verify Deployments

Now that the Remediations have deployed in the previous tasks you will verify the status shows as patched.

1. Make the **DA-ZCM** VM the active VM
2. From the ZCC Click **Patch Management**
3. In the Search filters for *Status* check only **Patched**
4. For *Impact* check all **Critical, Recommended, Informational, Software Installers**
5. Set the *Platform* to **Windows**
6. Set the *Cache Status* to **Cached**
7. Click **Search**
8. **Verify** the Patches deployed to windows devices in previous task are now showing as patched
9. In the Search filters Set the *Platform* to **Linux**
10. Click **Search**
11. **Verify** the Patches deployed to the linux device in previous tasks are now showing as patched

Task VII: Configure Mandatory Baselines

Mandatory baselines are used to ensure that specific vulnerabilities do not re-surface after having distributed the patch to address these issues. ZENworks Configuration Management allows you to configure mandatory baselines for both static and dynamic device groups. This allows you to ensure that specific patches are maintained. In this section you will add the vulnerabilities that you just configured for remediation to be part of the mandatory baseline for the devices.

1. From the ZCC, on the DA-ZCM VM, click the **Devices** link in the upper left-hand pane
2. Click on the **Workstations** link.
3. Click the **Windows XP Workstations** group link.
4. Click the **Patches** tab.
5. In the *Search* pane, check the **Critical, Recommended, Informational** and **Software Installers** checkboxes. Under *Status* click **Patched** and **Not Patched**.
6. Set the Cache Status to **cached**.
7. Click the **Search** button.
8. Locate the **MS10-081** and **MS11-006** and check them in the list.

9. Select Action > Assign to Baseline.

NOTE: Notice that the icons for the vulnerabilities change to indicate they are part of the baseline.

10. Under the *Search* pane, under the *Mandatory Baseline* header, select **Baseline Only**.

11. Click **Search**. Notice only baseline vulnerabilities are now displayed.

At this point any time the Analyze bundle is executed and discovers that one of the vulnerabilities in the baseline have re-appeared the patch to remediate that vulnerability will be automatically re-deployed.

(End of Exercise)