

SOLUTION BRIEF

PATCH MANAGEMENT



Use the CapaInstaller Patch Management solution to implement a scalable and dynamic Change Management process for Windows update deployment.

Overview

CapaInstaller Patch Management makes it easy to deploy Windows updates to every managed computer. Although Microsoft Windows is able to update via the Internet or from the local Windows Server Update Services (WSUS) server, it typically leaves too much responsibility in the hands of end-users, it bypasses the Change Management process and produces untested configurations which can cause incidents.

Staged Deployment

Staged deployment in CapaInstaller Unified Endpoint Management describes the process, that a change has to follow before it is released. A typical flow contains test and production. Using the solution it is possible to define the stages needed to support the desired Change process.

Patch Management Point

CapaInstaller Patch Management solution uses “Patch Management Points” to describe groups of managed computers with common properties e.g. standard computer, IIS servers and file servers. For each Patch Management Point it is possible to:

- define the required Windows stages before it is released to the managed computers production environment (e.g. test/production)
- define how managed computers are assigned to a specific stage in the process (e.g. test/production)
- define Windows update categories and classifications that should be approved for the point (e.g. Microsoft Office, Windows 7 etc.)
- define Windows update approval rules

Computer Assignment

Managed computers can be assigned to different stages for the Patch Management Points. E.g. all Windows 7 computers can per default be assigned automatically to the stage production for the Patch Management Point Windows 7, while 5 computers manually can be assigned to the stage 'Test'. All IIS server can automatically be assigned to the stage 'Production' for the Patch Management Point IIS servers etc.

Approval Rules

Windows updates can be approved manually, scheduled or automatically for a Patch Management Point. Various configurations are available making the solution highly dynamic.

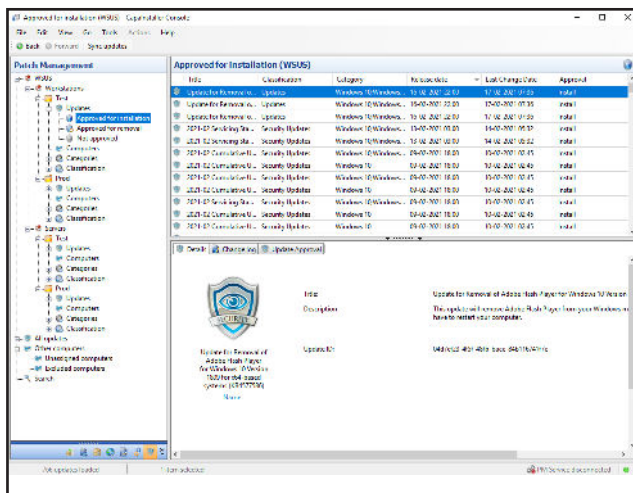


Fig. A CapaInstaller User Interface - easy and intuitive.

Deployment

The CapaInstaller Patch Management solution makes it possible to schedule the actual deployment to take place in a predefined service window. If reboot is requested during deployment, actions can be taken. The delivery is made in the background without any user interaction which gives an optimal end-user experience. Various control structures handle Microsoft update related errors, which occur from time to time.

Intuitive User Interface

The user interface has been designed to deliver a smooth user experience. Daily operations and various maintenance tasks are easy to do making the solution the primary interface to the WSUS server.

Hotfix Checking, Inventory & Reports

CapaInstaller Patch Management includes a Hotfix Inventory module, which provides a full overview of all patches applied to each client. The solution furthermore shows when a client is lacking a recommended patch. Reports are available either on screen or web based via the SQL Server Reporting Services integration