



HP OpenView Configuration Management Products

Customer communications brief concerning
enhancements to HP Patch Management Products
due to changes with Microsoft's patch repository

Effects on Patch Acquisition, Vulnerability Assessment,
Deployment, and Reporting



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1 Summary

1.1 What is changing?

HP OpenView Configuration Management products (also known as “Radia”) that provide patch management on Microsoft platforms are changing the way they acquire and deploy patches for Microsoft products due to a change in Microsoft’s patch repository hosting mechanism.

1.2 Why is this change taking place?

Microsoft has historically hosted its patches in a patch repository commonly referred to as MSSECURE. To ensure consistency of information from different Microsoft security products using this repository, Microsoft recently introduced Microsoft Update Catalog, a centralized repository for all of their currently supported patches. Patches for new products introduced by Microsoft will only be available through this new repository. Due to this change, HP OpenView Configuration Management products have adopted this new repository as a source for patches provided by Microsoft.

1.3 When is this change taking place?

Per information provided by Microsoft, the support for continued updates to MSSECURE will terminate on March 31, 2006 (*for more information, refer to the link <http://www.microsoft.com/technet/security/tools/mbsahome.msp>*). On the date when Microsoft stops updating the MSSECURE patch repository, patches hosted by Microsoft Update Catalog will be updated and maintained on an ongoing basis. In preparation for this change, HP OpenView Configuration Management products will be updated prior to this date to support this new environment.

1.4 What is not changing?

The customer experience to acquire new patches using HP OpenView Configuration Management products is not changing. The changes mentioned above have been integrated into the new product releases and will occur in the background. There will only be minor changes from a customer usage point of view.

1.5 What is the impact for HP customers?

Customers moving to newer versions of Microsoft operating systems and commercial products will need to upgrade to the latest version of the HP OpenView Patch Management products prior to the date Microsoft converts to its Microsoft Update Catalog in order to continue to be able to automatically assess vulnerabilities and apply the latest Microsoft



patches. This upgrade should be performed like any other upgrade process for HP OpenView Configuration Management products and once it is completed, customers will continue to use their normal process for acquiring new patches.

2 Overview

HP OpenView Configuration Management products currently support a growing base of heterogeneous OS platforms, covering Windows®, UNIX, and Linux.

Since Microsoft has enhanced its processes in providing patches to its customers by moving from MSSECURE-based technologies to Microsoft Update technologies, on-going patch management support for Microsoft's operating systems and application product lines is predicated on embracing these new Microsoft patch management initiatives which address security and other patching requirements for Microsoft's enterprise and home users. For more information visit Microsoft's web site and search on *Microsoft Update*.

HP Configuration Management products embrace, enhance, and leverage Microsoft Update technologies to help enable best practice approaches to patch management for enterprise customers. The following HP OpenView Configuration Management products are affected by these enhanced features:

- HP OpenView Patch Manager using Radia (HP OV RPM)
- HP OpenView Client Configuration Manager (HP OV CCM)

This document describes how these HP solutions have been enhanced in support of this new Microsoft technology.

3 Microsoft Update's Approach to Patch Management

Microsoft Update is an umbrella suite of tools and technologies whose purpose according to Microsoft is to provide " ... *a comprehensive listing of updates that can be distributed over a corporate network. It is a one-stop location for Windows updates, fixes, and enhancements...* "

3.1 Overview

Microsoft Update's approach provides consistent vulnerability analysis information to different products for a given device. Providing a single



patch repository, called the Microsoft Update Catalog, and vulnerability assessment and patch deployment technologies for all products also simplifies the update process by providing Microsoft customers with a centralized location for obtaining updates.

For Microsoft's Windows operating systems this patch repository has historically been hosted in technologies we'll refer to as MSSECURE. For enterprise customers, Microsoft Update Catalog in conjunction with new or upgraded technologies is replacing MSSECURE for newer OS versions and their prerequisite service packs. This affects HP OpenView Configuration Management products as well as Microsoft technologies like Windows Server Update Services (WSUS), Microsoft Security Baseline Analyzer (MBSA), and Windows Update Agent (WUA).

Microsoft-provided information at the time this document was written stated that support for continued updates to MSSECURE components will terminate in March 31, 2006. After this date patches hosted by Microsoft Update Catalog will be updated and maintained on an ongoing basis by Microsoft. For more information refer to the following knowledge base article on Microsoft's web site: <http://support.microsoft.com/?scid=kb;en-us;895660>

Microsoft customers must assess the impact of remaining on older operating systems against upgrading to the latest supported operating systems and service pack levels.

3.2 Microsoft Update Catalog and prerequisites

Microsoft Update Catalog maintains a repository of all available patches and updates ranging from:

- Critical security updates
- Optional functionality updates
- Security rollups
- Service packs for products such as Windows, Office, and Exchange Server

Microsoft Update technologies have more restrictive coverage of operating systems and minimum Service Pack prerequisites than its predecessors. Below is an example for Windows 2000 support:

Windows 2000	
Service Pack 3 and 4	Currently supported



Service Pack 2 and below	Not supported
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4 Current HP OpenView Patch Management Product Processing

4.1 Patch Acquisition

HP OpenView Configuration Management products (HP OV RPM Version 2.2 and prior and CCM Version 1.0) currently use MSSECURE technologies and download and parse the MSSECURE.XML file to generate and publish the data needed to manage security patches. Historically, HP has provided augmented vendor supplied metadata to enable vulnerability assessment and silent management of select security bulletins for use with HP OpenView Configuration Management products.

4.2 Vulnerability Assessment

HP OpenView Configuration Management products were initially architected at the time when Microsoft implemented patch management through MSSECURE, which maintained a patch to product-release-service pack relationship. HP OpenView Configuration Management products determine the set of vulnerabilities and applicable patches for a given device as follows:

- An agent scans a device for all installed products which fall within the scope of security patches identified by MSSECURE. During discovery, both release and service pack information is collected for each of the installed products.
- Discovery information is sent from the agent to a Configuration Server where it is analyzed and the Configuration Server returns a list of vulnerabilities for the device. This essentially is a catalog of patches, all of which are eligible for installation on that device at the time of the scan. This process is called Patch Resolution.

4.3 Deployment

Administrator-defined policy assignments determine which patches are deployed to targeted devices based on vulnerabilities. Devices and the patches assigned to them are monitored for compliance to policies.

4.4 Reporting

Vulnerability and compliance information is sent to a centralized SQL-compliant database, enabling enterprise-wide and device-centric reporting. Informative, out-of-the-box graphical and line item reports support several primary views into the data. Federation with other HP OpenView solutions, like Configuration Management service deployments and asset management, provides a holistic view of the enterprise.



Detailed product and release level reporting based on MSSECURE provided data is typically available at the application level (e.g. Internet Explorer)

5 Embracing Microsoft Update technologies

HP OpenView Configuration Management products (HP OV RPM Version 3.0 and CCM Version 1.0 with required upgrade) embrace, leverage, and extend Microsoft Update technologies in support of best practices for managing patches for the Windows operating system and patching of Microsoft applications supported by Microsoft Update. To help ensure a reliable and stable environment, HP recommends that operating system levels and patches are kept up-to-date.

HP OpenView Configuration Management products eliminate the need to install, maintain, or administer Windows Server Update Services (WSUS) infrastructure.

5.1 Patch Acquisition

HP OpenView Configuration Management products support co-existence of both MSSECURE and Microsoft Update technologies to download, analyze, process, and publish the data needed to manage patches. These solutions support the transition between MSSECURE to Microsoft Update Catalog as both patch repositories may be used for the management of patches for an interim period.

HP will continue to support patching for operating systems supported by the MSSECURE technologies until the time this patch repository is no longer updated by Microsoft for public use. After this time, HP will no longer provide data correction services for the MSSECURE repository and reserves the right to terminate support for MSSECURE technologies.

HP expects that the patch repository hosted by Microsoft Update technologies will provide accurate information required by HP's patch management products. HP OpenView Configuration Management products have been modified to process data provided by the Microsoft Update Catalog in its original format. Since HP cannot account for data quality in this vendor provided data and editing this data prior to deployment may have undesirable effects, no data correction will be performed by HP on this data.

If the same bulletin and its respective patches are present in both MSSECURE and Microsoft Update repositories, the MSSECURE data will be



used for patch management functions since it contains more granular product-release level information for reporting purposes.

Microsoft technologies providing patch vulnerability assessment and deployment support are downloaded from Microsoft web site locations, published to an OpenView Configuration Server and synchronized with their respective components to ensure the patch assessment software and the patch information is compatible when downloaded to client devices. This is done automatically.

In addition, the Patch Acquisition Server can now detect if a newer version of the Patch Acquisition Server is available from HP and can automatically upgrade itself during the acquisition process. This automated upgrade will be employed only when critical Patch Acquisition Server updates are required. Non-critical maintenance affecting the Patch Server will be distributed through normal HP procedures.

5.2 Vulnerability Assessment

HP OpenView Configuration Management products will continue to determine the set of vulnerabilities and applicable patches for a given device. This is done as follows:

- Agents scan a device for installed products which fall within the scope identified by both MSSECURE and Microsoft Update technologies. During this discovery process, vulnerability information is collected for each installed product affected by an available patch. For MSSECURE, HP technologies are used; for Microsoft Update, native Microsoft technologies are leveraged to provide the vulnerability assessment information and perform patch management activities.
- Discovery information is sent from the agent to a Configuration Server where it is analyzed and the Configuration Server returns a list of vulnerabilities for the device. This a composite catalog of patches eligible for installation on that device at the time of the scan. This process supports both MSSECURE and Microsoft Update discovery technologies concurrently.

5.3 Deployment

Administrator defined policy assignments determine which patches are deployed to targeted devices based on vulnerabilities. Devices and the patches assigned to them are monitored for compliance to policies. Both MSSECURE and Microsoft Update technologies can co-exist and are employed in a coordinated manner to help ensure complete coverage.

5.4 Reporting



Vulnerability and compliance information is sent to a centralized SQL-compliant database, enabling enterprise-wide and device-centric reporting. Informative, out-of-the-box graphical and line item reports support several primary views into the data. Federation with other HP OpenView solutions, like Configuration Management service deployment and asset management, provides a holistic view of the enterprise.

Microsoft Update technologies do not provide comparatively granular product and release level information as did MSSECURE technologies. Therefore the list of supported products is relatively small compared to the product list supported by the MSSECURE technologies; however the Microsoft Update product set is broad in coverage. As new products are supported by the Microsoft Update Catalog repository, HP OpenView Configuration Management products will assess and enable support for products that meet the scope of its solutions. Currently, the products supported by Microsoft Update and HP OpenView Configuration Management products are (note exclusions):

- Exchange 2000 Server
- Exchange Server 2003
- Office 2002/XP
- Office 2003
- SQL Server 2000 (SP4 and above)
- Windows 2000 (SP3 and above)
- Windows Server 2003
- Windows Server 2003, Datacenter Edition
- Windows XP
- Windows XP 64-Bit Edition (not currently supported by HP OpenView Configuration Management products)
- Windows XP x64 Bit Edition Version 2003 (not currently supported by HP OpenView Configuration Management products)

6 Overall, what can I expect when upgrading from a previous release of an HP solution?

HP has made a concerted effort to minimize the systemic impact of upgrading for existing customers in support of Microsoft Update. As a result, customers are expected to perform typical HP OpenView Configuration Management product upgrade tasks. Enhancements to some processes will simplify this process. The integration of Microsoft Update into existing acquisition, vulnerability assessment, deployment, and reporting functions has been made in a fairly seamless and automated manner while adding desirable functionality.

Existing patch management definition models defined in a Configuration Server were originally architected to be extendable. These model



attributes have been updated to support new and extended operating systems and product lines and have been expanded to support of Microsoft Update technologies as well.

Customers currently running HP OpenView Configuration Management products are required to have OpenView Application Manager 3.1.2 and Microsoft Windows Installer 3.1, or above, installed on Windows operating systems.

7 Key features and benefits of HP OpenView Configuration Management products in the Microsoft Update environment

HP OpenView Configuration Management products provide IT administrators with reliable, affordable, easy-to-use and quick-to-deploy patch management solutions. New features embracing Microsoft Update, and legacy support for MSSECURE technologies, provide the following features:

- Centralizes administration using HP product infrastructure and interfaces, eliminating the need for a separate Windows Server Update Services (WSUS) server infrastructure to be installed, maintained, and administered
- Use of native Microsoft Update technologies including patch data definitions and binaries eliminates the need for HP patch data reconciliation for Microsoft Update hosted patches. Reconciliation was often required with patches supported by MSSECURE technologies. This should improve enterprise agility and enable it to better meet service level objectives by more quickly reacting to and initiating patch deployments.
- Automated acquisition leverages both MSSECURE and Microsoft Update Catalog patch repositories
- Automated acquisition, upgrade and synchronization process for client systems including vulnerability assessment and patch deployment required technologies which extends and leverages native Microsoft technologies
- Supports patch downloads based on end user specified criteria utilizing what is currently available from vendor supplied patch repositories
- New built-in automated upgrade process for the HP Patch Acquisition Server for applying critical updates to the Patch Acquisition Server
- Discovery of vulnerabilities identified by both MSSECURE and Microsoft Update patch repositories, allowing support for both new and legacy Microsoft operating systems.
- Compatible with existing HP OpenView Configuration Management product entitlement and approval processes
- Compatible with existing reporting infrastructure
- Coordinated upgrade and transition from MSSECURE to Microsoft Update technology
- Deployment of security patches and continuous verification and enforcement
- Support for Microsoft application patching where supported by Microsoft Update
- Built-in support for uninstall of patches where supported by Microsoft Update
- Built-in support for internationalized patches

HP OpenView Configuration Management Products
Frequently Asked Questions Concerning Microsoft Update Technologies
and HP OpenView Patch Management Products



- Policy-based management of patches for locally and/or remotely connected devices
- Built-in reports for devices, bulletins, patches, and vulnerabilities in a single web-based reporting console spanning heterogeneous operating system platforms

8 When will the updated HP OpenView Configuration Management products be available and what are the prerequisites and cost?

HP OpenView Configuration Management products which support Microsoft Update is scheduled to ship in February 2006. There is no charge for the software for existing customers who have current maintenance agreements in place.