ZENworks®

Patch Management

User Guide

Content Update Tool 6.3

Novell®

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Preface

The Content Update Tool v6.2 enables users of Novell ZENworks Patch Management to associate vendor supplied patches with Novell provided fingerprints and signatures. Associating these patches with the downloaded fingerprints and signatures allows the administrator to use subscription (fee-based) patches, such as Anti-Virus definitions, with Novell ZENworks Patch Management.

About This Guide

This document is for all users of the Content Update Tool. This guide contains the following chapters and appendices.

- Chapter 1, “Installing The Content Update Tool”
- Chapter 2, “Using the Content Update Tool”

Tip: This document is updated on a regular basis. To acquire the latest version of this document please refer to the Novell Support Web site (www.novell.com/support)

Document Conventions

The following conventions are used throughout this document to help you identify various information types:

Table 0.1 Document Conventions

Convention	Usage
bold	Command names, database names, options, wizard names, window and screen objects (i.e. Click the **OK** button)
italics	New terms, variables, and window and page names
UPPERCASE	SQL commands and keyboard keys
`monospace`	File names, path names, programs, executables, command syntax, and property names

The icons used throughout this document identify the following types of information:

Table 0.2 Icons Used

Icon	Alert Label	Description
	Note:	Identifies paragraphs that contain notes or recommendations.
	Tip:	Identifies paragraphs that contain tips, shortcuts, or other helpful product information.
	Warning:	Identifies paragraphs that contain vital instructions, cautions or critical information.

1 Installing The Content Update Tool

Content Update Tool System Requirements

Supported Operating Systems

The Content Update Tool is supported on the following Operating Systems:

- Microsoft Windows Server™ 2003 Standard Edition with SP1
- Windows Server 2003 Enterprise Edition with SP1

Hardware Requirements

- 512 MB of RAM *
- Minimum of 50 MB of Disk Space *
- 1 GHz Processor or higher

* The actual RAM and disk space requirements will vary depending upon the size of the imported patches.

Other Requirements

- Novell ZENworks Patch Management Server 6.3
- An active network connection to your Novell ZENworks Patch Management Server
- Microsoft Windows Installer 3.0
- Microsoft .NET Framework 2.0
- Local / Domain Administrator or Administrator equivalent
- Administrator (Admin) rights to Novell ZENworks Patch Management
- An active Internet Connection

Downloading the Installer

The Content Update Tool is available as a download from the *Agent Installers* page of ZENworks Patch Management.

To Download the Content Update Tool Installer

1. Log on to the target computer as the local **`administrator`** (or a member of the **`LOCAL_ADMINS`** group)
2. Launch your web browser
3. Type your ZENworks Patch Management Server URL in your web browser's *Address* field. Press **Enter**
4. Type your **User Name** in the *User name* field. Press **TAB**
5. Type your **password** in the *Password* field
6. Click **OK**
   The *ZENworks Patch Management Server Home* screen opens
7. Select **Devices**
8. Click **Install**
   The *Agent Installers* page opens

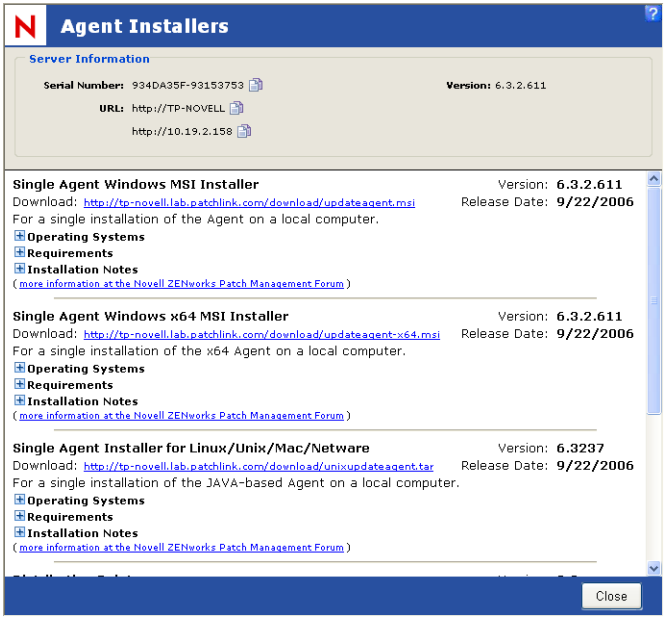

Figure 1.1 Agent Installers

9. Select the **Installer** download link you need to start the download
   The *Agent download* dialog box opens
10. Click **Save**
    The Agent downloads to the location you specify on your computer
11. In the *Agent Installers* screen, click **Close**
    The *Agent Installers* screen closes

Installing The Content Update Tool

Complete the following steps to install the Content Update Tool.

Installing the Content Update Tool

1. Download the Content Update Tool 6.3 Installer file as defined in "Downloading the Installer" on page 2
2. From the downloaded location, select the `contentupdatetool.msi` to extract the *Content Update Tool Installation Wizard*
   The *Content Update Tool Welcome* page opens

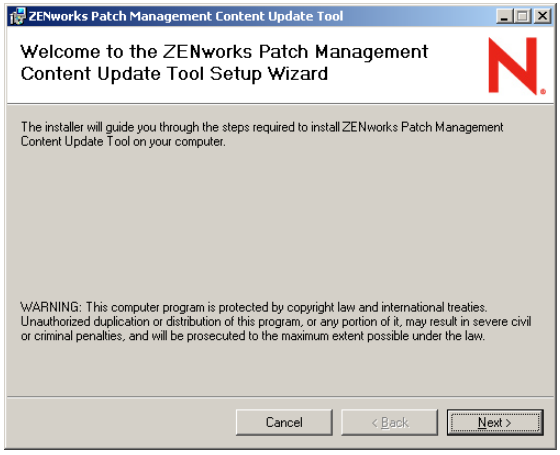

Figure 1.2 Installation Wizard - Welcome

3. Click **Next**
   The License Agreement page opens

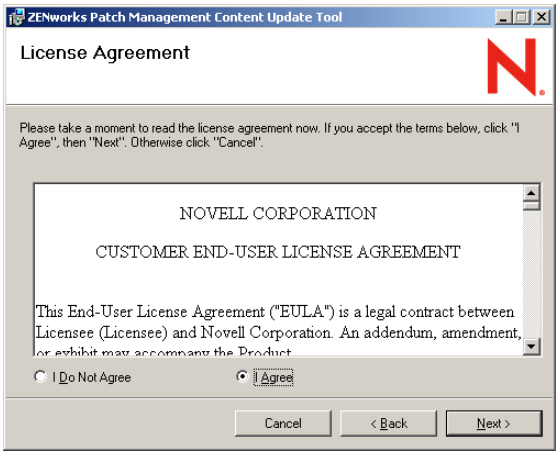

Figure 1.3 Installation Wizard - License Agreement

4. If you agree with the license agreement select **I Agree**
5. Click **Next**
   The *Select Installation Folder* page opens

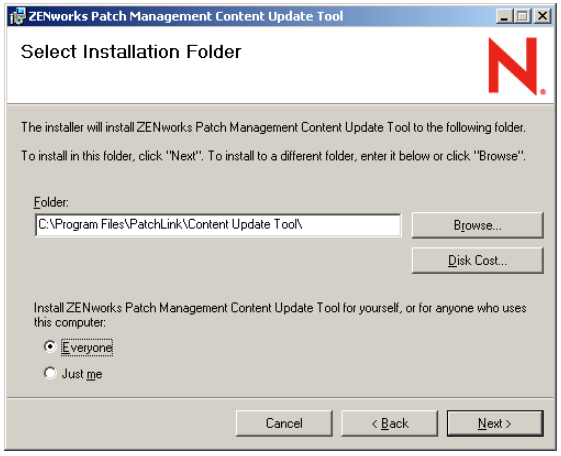

Figure 1.4 Installation Wizard - Select Installation Address

6. If desired modify the default **Installation Folder** by clicking **Browse...** to browse to the desired folder, or typing the path in the **Folder** field
   - Clicking **Disk Cost...** will display your available installation drives and each drives name (***Volume***), ***Disk Size***, ***Available*** space, space ***Required*** for installation, and the space remaining after the installation (***Difference***)

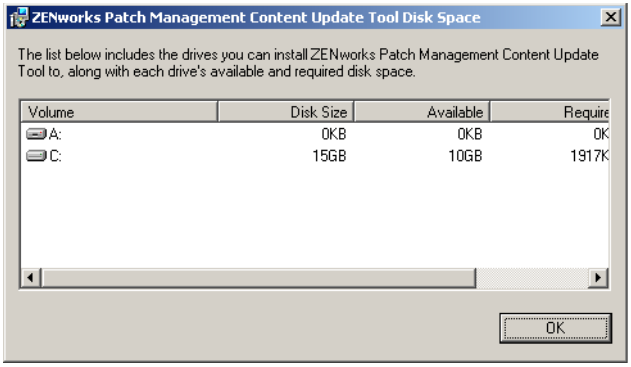

Figure 1.5 Disk Cost

7. If you want all users of this computer to have access to the Content Update Tool select **Everyone**
8. Click **Next**
   The *Confirm Installation* page opens

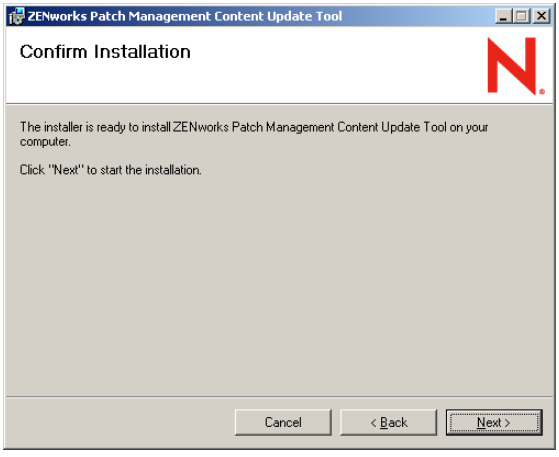

Figure 1.6 Installation Wizard - Confirm Installation

9. Click **Next** to install

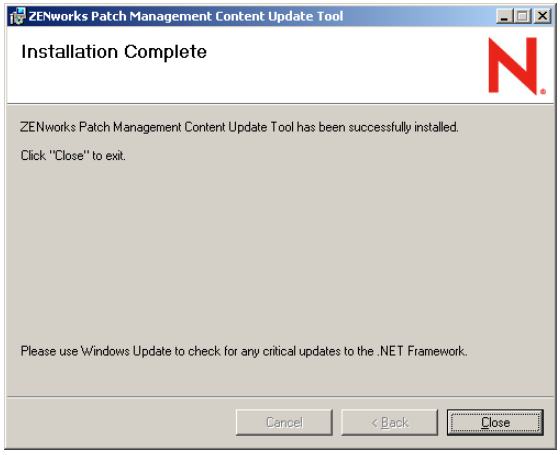

Figure 1.7 Installation Wizard - Installation Complete

10. Click **Close** to exit the wizard

2 Using the Content Update Tool

With the advent of subscription support, some software manufacturers require a subscription to download software patches and updates. Due to this subscription model some vulnerabilities retrieved from the Global Subscription Service cannot include the vendor's patch. It is the Content Update Tool that will allow you to associate these vulnerabilities with patches you download. By associating these patches with the vulnerability details retrieved from the Global Subscription Service, you can continue to use the power and convenience of Novell ZENworks Patch Management when maintaining your network.

Using the Content Update Tool Wizard

The Content Update Tool is a wizard-based utility that will guide you through the process of associating your vulnerability definitions with vendor supplied patches.

To Open the Content Update Tool Wizard

1. Select **Start > Programs > Novell > Novell ZENworks Patch Management Content Update Tool 6.3** to start the Content Update Tool

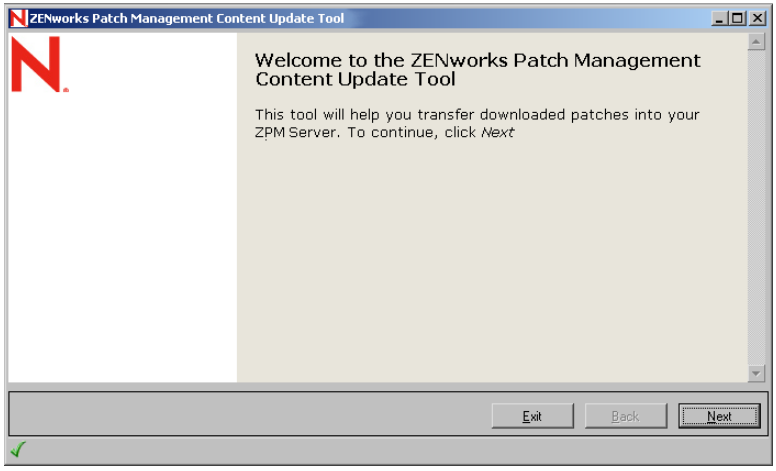

Figure 2.1 Welcome page

2. Click **Next**
   The "Configuration Page" opens

Configuration Page

The Configuration page contains the configuration settings required to communicate with your ZENworks Patch Management Server and the Global Subscription Service. You must provide the following configuration details before you can continue.

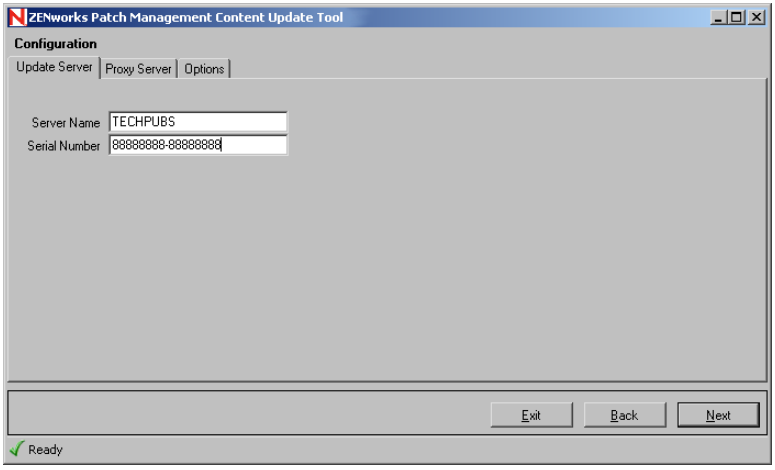

Figure 2.2 Configuration page

Configuring the Content Update Tool

1. Enter the following data:

Note: If the Content Update Tool is installed on your Novell ZENworks Patch Management Server it will attempt to pre-populate the **Server Name** and **Serial Number** fields.

- **ZPM Server Tab**

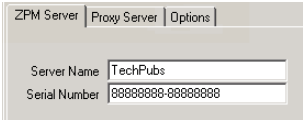

Figure 2.3 Configuration - ZPM Server Tab

- **Server Name** - The name of your ZENworks Patch Management Server

Note: The Windows user you logged in as must also have administrator access to this ZENworks Patch Management Server.

- **Serial Number** - The serial number used when installing your ZENworks Patch Management Server
  (can be found on the Home page of your ZENworks Patch Management Server)

■ **Proxy Server Tab**

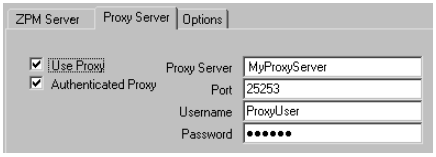

Figure 2.4 Configuration - Proxy Server tab

- **Use Proxy** - Select if a proxy is required during the communication between the Content Update Tool and your ZENworks Patch Management Server
  Selecting this option will enable the Proxy Server and Port fields
  - **Proxy URL** - The proxy server's name. (do **NOT** include the http:// or https:// prefix)
  - **Port** - The proxy server's port
- **Authenticated Proxy** - Select if the defined proxy requires a User Name and Password
  Selecting this option will enable the Username and Password fields
  - **Username** - The user name used when connecting via the defined proxy
  - **Password** - The password associated with the defined user name

■ **Options Tab**

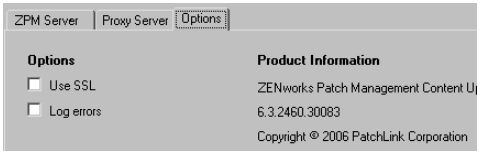

Figure 2.5 Configuration - Options tab

- **Use SSL** - Select to use SSL during communication with your ZENworks Patch Management Server (should be enabled only if your ZENworks Patch Management Server Web site is using SSL)

- **Log Errors** - Select to enable Error Logging
- **Product Information** - Displays Content Update Tool version and copyright information

Note: The configuration details are saved to the **`ContentUpdate.xml`** file, with a default location of `C:\Program Files\Patchlink\Content Update Tool\ContentUpdate.xml`, and will be pre-populated the next time you load the Content Update Tool.

2. Click **Next**
   The "Vulnerability Selection Page" opens

Vulnerability Selection Page

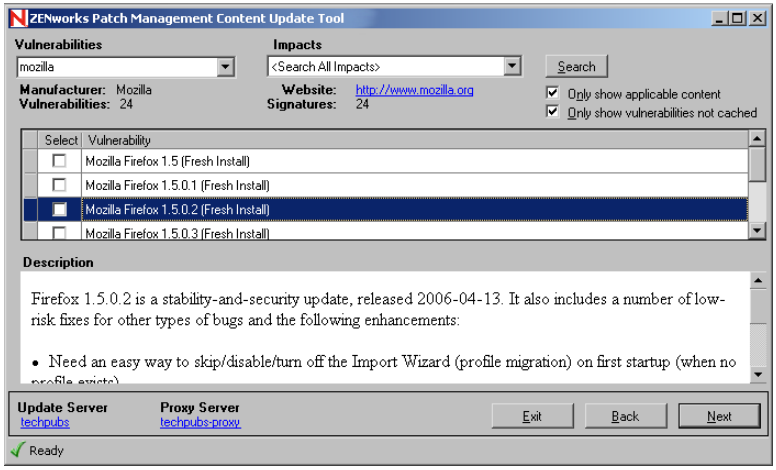

Figure 2.6 Vulnerability Selection page

Selecting Vulnerabilities

1. Type a search string in the **Search** field (or select a vendor using the drop-down arrow)

Note: When selected the **Update Server** and **Proxy Server** links at the bottom of the page will return you to the "Configuration Page".

2. Select a vulnerability impact in the **Impacts** field
3. Select the **Only show applicable content** option to limit the results to only those vulnerabilities applicable to those devices managed by your ZENworks Patch Management Server

4. Select the **Only show vulnerabilities not cached** option to limit the results to only those vulnerabilities which have not already been cached
5. Click **Search**
   The Vulnerabilities grid will display the results of your search
6. Select the desired vulnerabilities by selecting (or de-selecting) the checkboxes in the Selected column
7. When selecting vulnerabilities, the following reference fields are available:
   - **Manufacturer** - The manufacturer of the currently selected vulnerability
   - **Website** - The manufacturer's website
   - **Vulnerabilities** - The total number vulnerabilities from the selected manufacturer
   - **Signatures** - The total number of signatures from the selected manufacturer
   - **Description** - A description of the currently selected vulnerability
8. Click **Next**
   The Vulnerability metadata will be downloaded from the Novell Global Subscription Service and the "Package Selection Page" will open when complete

Package Selection Page

When the Package Selection page first opens, the signatures associated with the vulnerabilities you selected will display. You must associate each signature with a file to continue.

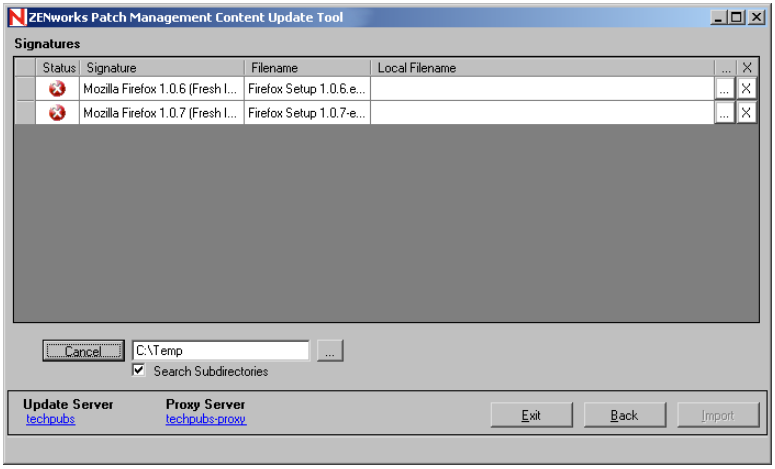

Figure 2.7 Package Selection page

Note: Only signatures which include a package definition will be displayed by the Content Update Tool. If the selected vulnerability does not contain at least one package definition you cannot proceed.

Performing an Automatic Selection of the Package Components

1. Type, or browse to (using the ellipsis button), the target search directory

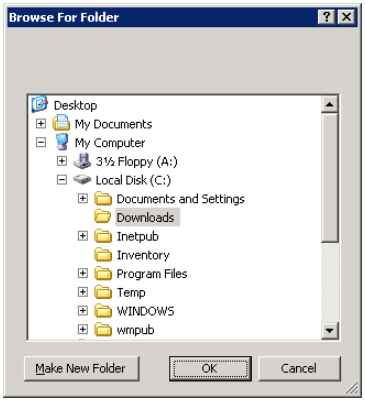

Figure 2.8 Browse for folder

2. If desired, select the **Search Subdirectories** option to include any sub-folders in the search
3. Click **Search**

Note: When you perform an automatic selection the Content Update Tool will attempt to associate the selected vulnerabilities with files found in the defined Search directory. If the automatic selection is unable to find all of the necessary packages, you must either repeat the search using a different directory, or manually select the package components (see “Manually Selecting the Package Components”)

Note: Only files that are an exact match to the vulnerabilities metadata (including the filename, file size, checksum, etc.) will be automatically selected.

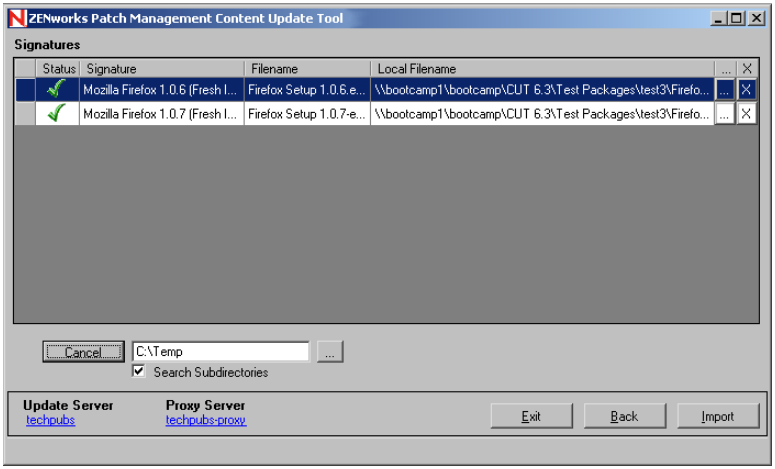

Figure 2.9 Package Selection page - ready for import

4. Click **Import** to begin the package import
   The package components are uploaded to your ZENworks Patch Management Server and the "Summary Report Page" will open when complete

Manually Selecting the Package Components

1. Within the results grid, Select the ellipsis (...) button associated with the signature
2. Browse to the defined file

Note: The name of the file you select must match the filename defined in the vulnerability metadata (as displayed in the *Filename* column).

3. Click **Open** to select the file and return to the Package Selection page

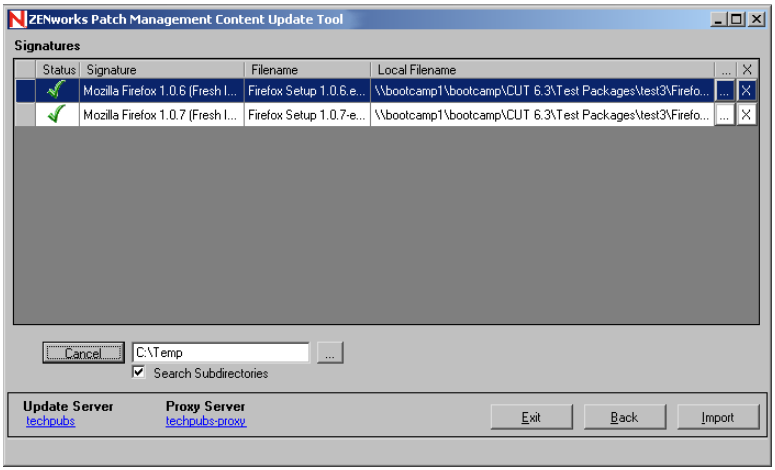

Figure 2.10 Package Selection page - ready for import

The following status icons are displayed in the Status column:

Table 2.1 Package Status Icons

Icon	Definition
	The green check indicates that the package component file has been found and is consistent with the vulnerability definition
	The yellow caution indicates that the package component file has been found but it is NOT consistent with the vulnerability metadata
	The red X indicates the package component file has not been found

Warning: Although the Content Update Tool will allow you to force an import when the package is not an exact match to the vulnerability definition , this practice is discouraged. Possible reasons for the package not matching include file corruption and tampering.

4. Click **Import** to begin the package import
   The package components are uploaded to your ZENworks Patch Management Server and the "Summary Report Page" will open when complete

Note: If you choose to perform the import although the package is not an exact match to the vulnerability definition, the text ***User Modified**** will be added as a prefix to the vulnerability name. Additionally, a listing of what properties failed to match will be added to the beginning of the vulnerability description.

Summary Report Page

The Summary Report page displays the results of the Content Update Tool updates to your ZENworks Patch Management Server.

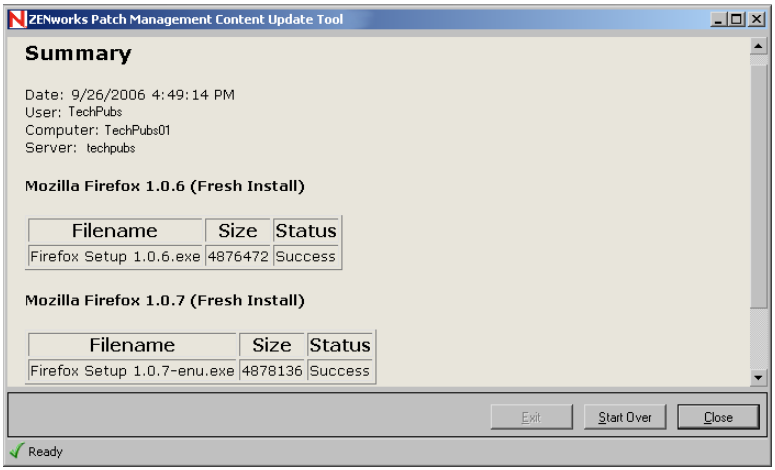

Figure 2.11 Summary Report page

Following the package import you may repeat the import (**Start Over**) or exit (**Close**) the wizard.

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