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Frequently Asked Questions

for

Panacea Update Manager

I00xx

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Revision History

Revision	Date	Description of Revision	By
0.00		Original release.	VC

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1 Introduction

1.1 Purpose

The purpose of this document is to answer some of the frequently asked questions (FAQ) that a user of Panacea Update Manager may have.

1.2 Scope

This document attempts to answer FAQs but does not cover design questions.

1.3 References

Table 1 identifies the references that were used in the development of this document. The "#" column identifies the row in the table. The "Document Identifier" details the unique document identification for the document. The "Description" column is the name of the document.

Table 1: References		
#	**Document Identifier**	**Description**
1	Product Data Sheet	Automated Patch Management System Data Sheet
2	User Guide	Panacea Update Manager User Guide

1.4 Acronyms and Terms

Table 2 identifies all the acronyms and terms used in this document along with the definition of the acronym or term. The "Term" column identifies the term. The "Definition" column contains the definition for the term.

Table 2: Acronyms and Terms	
Term	**Definition**
MS	Microsoft
WSUS	Windows Server Update Service
.pti file	Proprietary file type of Panacea which contains the list of vendor-qualified MS updates
FAQ	Frequently Asked Question

2 Frequently Asked Questions

2.1 Installation and configuration

2.1.1 What happens during the automated setup?

Panacea Update Manager installs the following:

1. .Net 3.5

2. Report Viewer 2008

3. WSUS

After WSUS installation, Panacea Update Manager initiates the WSUS post-installation tasks which would prepare the updates database. Once the post-installation task is complete, Panacea Update Manager facilitates the database configuration in which the user can set the following:

1. Updates source

2. Whether or not to synchronize automatically.

3. Update products to be downloaded (if updates source is MS).

4. Update classifications to be downloaded (if updates source is MS).

After these settings are configured, Panacea Update Manager starts the initial synchronization with the updates source.

2.1.2 Why are the update products and classifications not configurable if the updates source is not Microsoft?

There is no need to define the products and classifications because if the source is not Microsoft, WSUS will always download whatever is available in its upstream server and whatever is in the offline file. Defining the products and classifications will be of no significance.

2.1.3 How long does it take to synchronize?

The initial synchronization may take hours to complete depending on the internet speed and the configured updates to be downloaded. After the initial synchronization (which happens during first configuration), succeeding synchronizations should be significantly faster assuming that no major changes were done to the database.

2.1.4 What are the WSUS settings configured by Panacea Update Manager?

During configuration or re-configuration of updates database, Panacea Update Manager sets the following by default:

1. If the server is configured to synchronize automatically, this will be set to occur every day at 12 mn.

2. Updates will be stored locally and installer will be downloaded only when the updates are approved.

3. Updates will only be downloaded in the English language.

4. Updates to the WSUS itself will be automatically approved.

5. New revisions of updates that are already approved are automatically approved.

6. Set to false: automatically decline updates when a new revision causes them to expire.

7. Computer deletion threshold: 15 days (minimum allowed).

2.2 Statistical figures

2.2.1 What is the Patch Status?

Represents how updated the client and is computed using the equation:

$$\left(1 - \frac{N + U}{A}\right) x \ 100\%$$

Where:

- *N* is the total number of updates that were **approved and are needed** by the client

- *U* is the number of updates that were **approved but has an unknown status**

- *A* is the total number of updates that were **approved** for the group to which the client is a member of.

2.2.2 What happens during WSUS Synchronization?

WSUS connects with the updates source (either Microsoft or an upstream server) to see if there are available updates. If new updates are available, WSUS downloads the *metadata*. It should be noted that because of how Panacea Update Manager configures WSUS, only the metadata is downloaded. The actual installers are only downloaded once the update is approved. This saves significant storage space because in most cases, only a small portion of the available updates are actually approved.

2.2.3 Why is the Computer Statistics in Panacea Update Manager different from WSUS?

All of the statistical figures, including computer statistics, provided by the Panacea Update Manager is catered specifically for the automation industry. With WSUS, as long as a client needs an update (regardless if the said update has been approved or not), the client will always be reported as one of the "Computers needing updates". In contrast, in patching automation clients, a client should be considered as fully patched if it has installed all of the vendor-qualified patches which will almost always be less than the number of available patches. As such, WSUS will always report clients as being not fully patched.

2.2.4 What does "No Approval" mean for the computers?

This means that no update has been approved for the specific computer. This would always be the case for computers under the Unassigned Computers group. Panacea Update Manager does not approve any update for computers Unassigned Computers group.

2.2.5 What does Approved Updates Applicability mean?

The 2 categories for the approved updates applicability are:

1. Required: update was approved and is applicable to the client

2. Not Required: update was approved but is not applicable or the update is already installed in the client.

   Usually, an update may fall under the "Not required" category if the client does not have the product to which the update is needed. An example of this is if an office update has been approved but the client does not have any office installed.

2.3   Administrative Tasks

2.3.1 What does Database Cleanup mean and why is it needed?

IMPORTANT: It is not recommended to do a database cleanup if the patch source is not Internet. This is because if some required updates were accidentally set by the user as declined or if all of the updates were set as declined, all of these updates will be removed and will only be restored in the database after a full synchronization. If the Patch Source is Manual, this would only happen after the offline files are re-processed once again. If the Patch Source is Upstream, full synchronization happens every 7 days by default.

Database cleanup consists of 2 parts:

a. Decline of all updates

   The user will be asked if it is desired to decline all updates present in the database. If the user responds "Yes" to the prompt, all updates will be set to declined regardless of its current approval status.

b. Removal of all declined updates in the database

   All declined updates will be removed from the database. It should be noted that only the metadata is deleted during this part. The actual installer files should be manually deleted by the user, if desired. All of the installers are in the D:\WSUS\WSUSContent folder. If there is no D:\ drive, the installers will be in C:\WSUS\WSUSContent.

   Once the metadata is removed from the database, the update will no longer show up in either the Panacea Update Manager or the WSUS console. Usually, database cleanup is useful if the WSUS has downloaded multiple unnecessary updates. The actual removal of the declined updates is a feature that is unique to the Panacea Update Manager.

   because

2.3.2 What happens when the Force Approval Cycle button is clicked?

A complete approval cycle consists of 2 parts:

a. Acquisition of *.pti* files

   Depending on the updates source, Panacea Update Manager may get the latest *.pti* files from Panacea, an upstream server, or from an offline file.

   If the updates source is set to manual, this process may take hours to complete because this involves copying all of the installers to the WSUSContent folder and import of updates metadata. Both of these tasks may individually take hours to complete. Import of updates metadata is similar to doing the initial synchronization.

b. Actual patch approval

Panacea Update Manager goes through all of the updates then decides whether or not the update should be approved. Refer to the user guide for more details about the update approval.

2.3.3 How to force Panacea Update Manager to not approve an update?

If the user declines the update, Panacea Update Manager will no longer change the approval status. In addition, once the update is set for removal for a certain group, Panacea Update Manager will no longer change the approval status of the update for the group.

Setting the approval status manually is discouraged since some of the updates that were actually qualified by the vendors will not be approved for the client/s. this should only be done in cases where it has been determined by the user that the update should really be not approved.

2.3.4 Why are the updates tables empty?

All of the updates tables (client patches table, *.pti* view table, etc.) are shown relative to the database. That is, the tables/views will only list the updates found in the database. For example, if the database is empty, even if the *.pti* contains a list of updates, the *.pti* view will show up as empty because the database is empty.

2.3.5 What to do in case an update negatively affected the system?

All of the updates that are approved by Panacea Update Manager have already been tested by the individual vendors. In the rare case that an update still negatively affected system, the update should be uninstalled from the system. If the update supports removal, the update can be uninstalled from the Panacea Update Manager via the all updates tab; otherwise, the update would have to be uninstalled from the client.

After the update has been set for removal, once the client reports to the server, the update can be uninstalled in the client using the same windows update that is used to install updates. In the windows update, the number of updates that are set for removal will be displayed as shown in Figure 1.
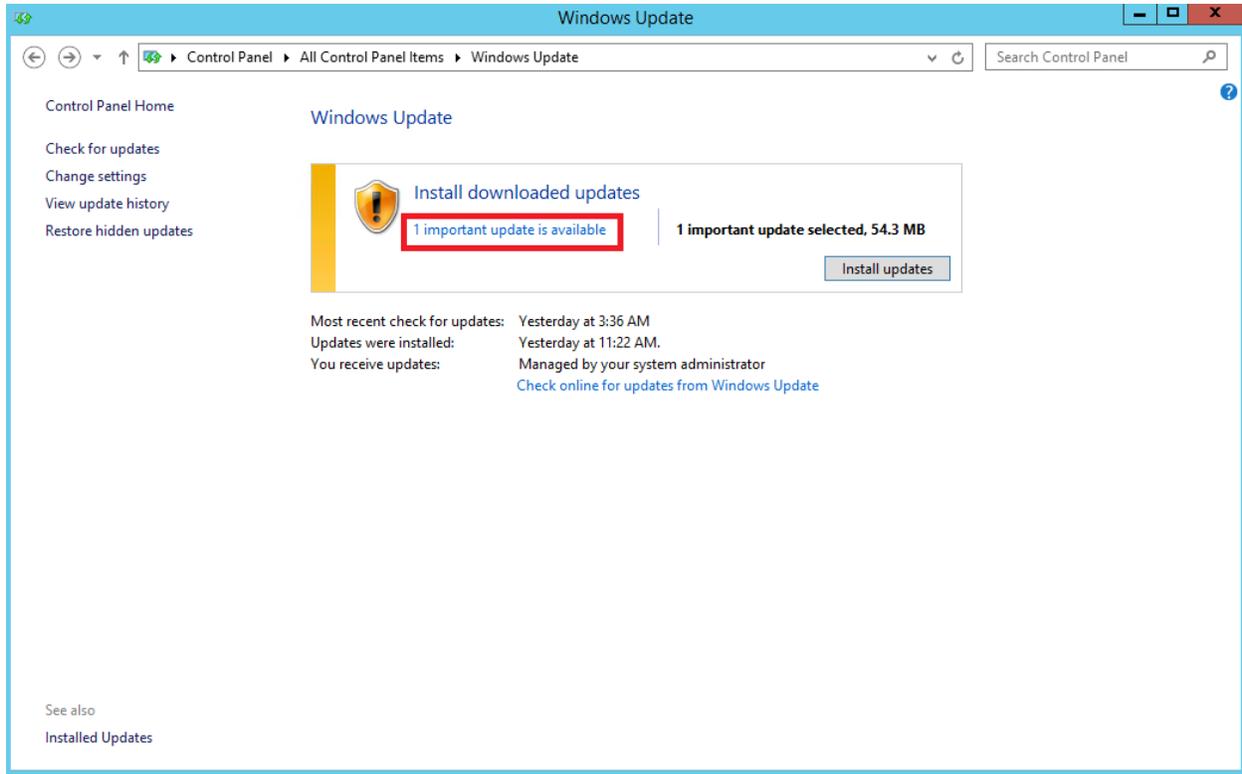
Figure 1: Update to be uninstalled

Clicking on the "…update is available" link will show details of the update that is set for removal and that the update will be uninstalled
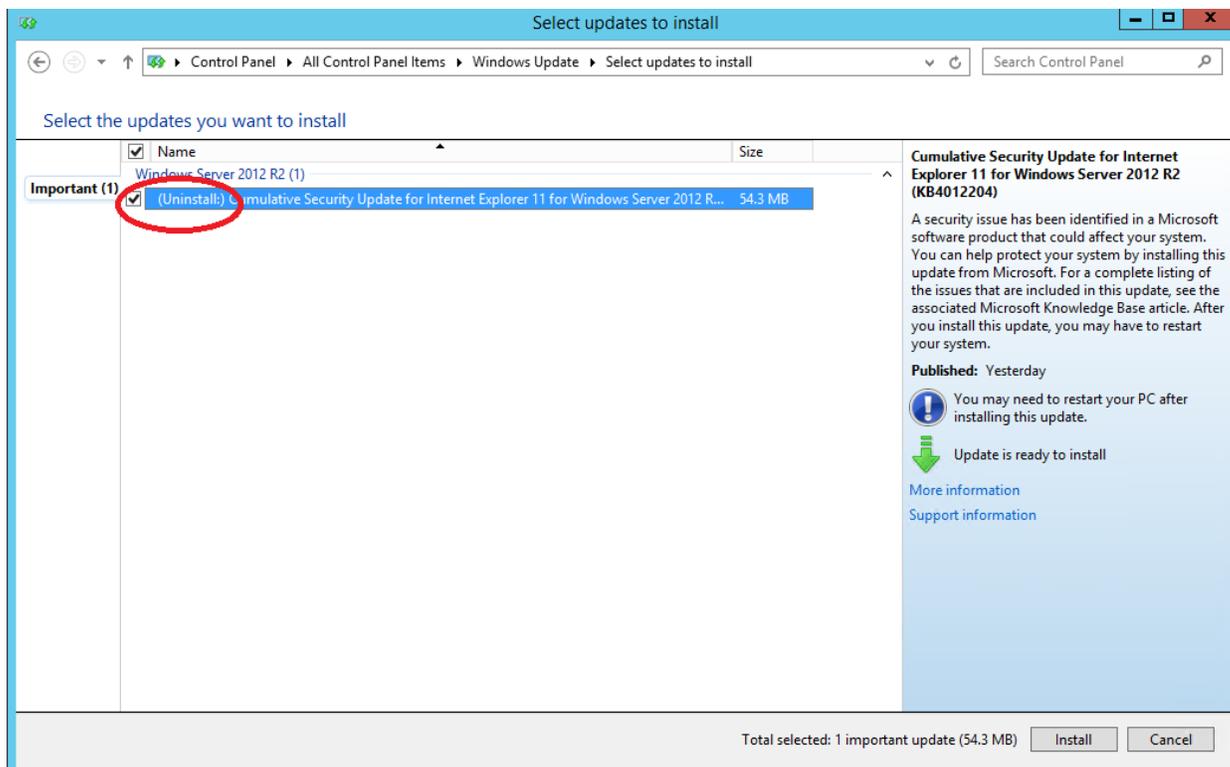
Figure 2: Update that will be uninstalled

Clicking on the "Install update" button in Figure 1 or the "Install" button in Figure 2 will uninstall the update.

2.3.6 How to rename groups?

Groups cannot be renamed. If it is desired to rename the group, it would have to be recreated.

2.3.7 Why can't I create subgroups?

Panacea Update Manager does not support subgroups. If subgroups are already existing in a system, it would appear as a separate group and its group type would have to be set as well. The approval for the subgroup will be treated just the same as how main groups are treated.

2.3.8 Can a client be a member of multiple groups?

Panacea Update Manager does not support multiple group membership. However, if the client was defined to be a member of multiple groups via the WSUS console, the client will get updates that were qualified by *either* of the vendors for both groups instead of getting only the updates were qualified by *both* vendors.