

Reporting and successfully patching a management group for a single KB - tutorial

Summary

A worked example of using Patch Success.

In this tutorial

In this tutorial an emergency patch has been deployed using Configuration Manager, but the Security team have concerns that some devices have not received that patch and could become vulnerable to an exploit.

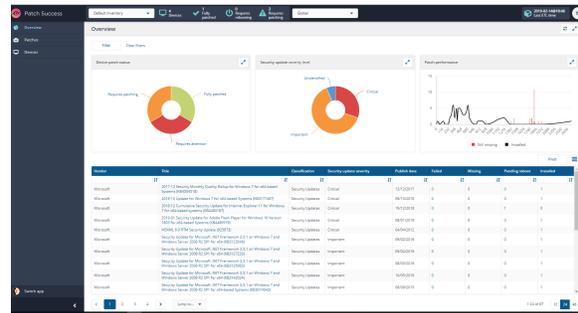
In this tutorial we will demonstrate:

- Checking the performance of the specific KB against a management group
- Patching immediately any device or devices in the management group which haven't received it

Checking the performance of the specific KB against a management group

1. Navigate to **Patch Success Overview**
2. In the title bar, click on the management group drop-down list. By default this will show **Global**. If you change the selection, notice the name of the selected management group is added to the filter bar. You can select only one management group using this method. In our example we will select the **Global** management group.

 **Global** is the name that Patch Success uses for the **All Devices** management group.

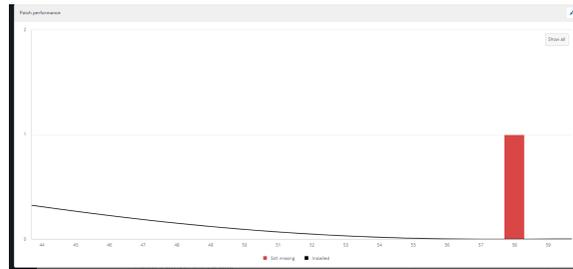


3. Click on the **Filter** button and the **Filter** popup appears.
4. Select the **KB** filter and enter a value for the KB and a drop-down auto-fills a list of KBs, select the chosen KB, and click **Add**.
5. Select the **Management group** filter and select a management group from the value drop-down list, and click **Add**. You can select more than one Management group using this method. Remove all selected groups, because we are using **Global** in this tutorial.

6. In the **Filter** popup, click the **Apply** button.

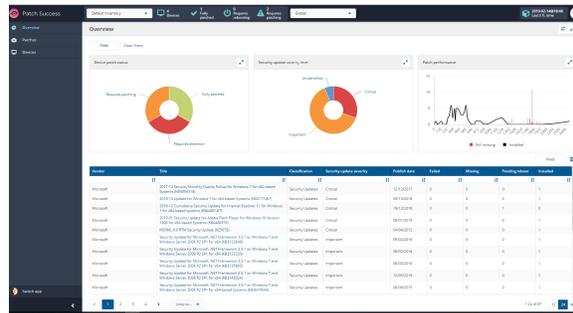
7. In the **Overview** page, expand the **Patch performance** chart which has been filtered based on the selected KB.

- This chart displays the Performance in the last 30 Days by default, but you scroll across to the period where the patch is missing.
- The black line shows the Installed trend over time for that patch in the management group
- The red column indicates the number of patches missing patches and when the patches should have been installed.
- The diagram shows that the patch is still missing on 1 device in the management group in the last 58 days.

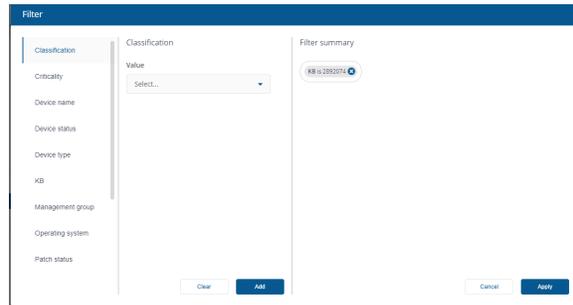


Patching immediately any device or devices in the management group which haven't received it

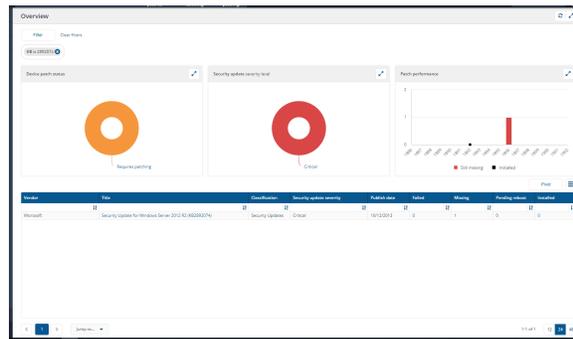
1. Navigate to **Patch SuccessOverview**



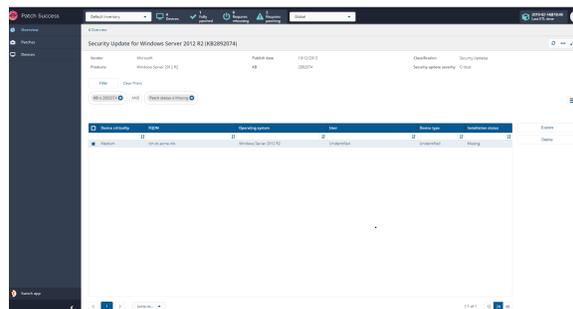
2. Click on the **Filter** button and the **Filter** popup appears.
3. Select the **KB** filter and enter a value for the KB and a dropdown auto-fills a list of KBs, click **Add**.
4. In the **Filter** popup, click the **Apply** button.



5. In the **Overview** page, the filter has been applied to the all the charts, showing the overall status of the KB.
6. Click on the number in the **Missing** column. This opens a page for the specific device.



6. On the displays patch with filter of the KB and Missing , and the List of devices shows a full list of devices where selected patch is applicable. Where:
 - **Device criticality** - is criticality of a device
 - **FQDN** - is the fully qualified domain name of a device
 - **Operating system** - is the operating system of a device
 - **User** - is primary device user
 - **Device type** - is type of device
 - **Installation status** - is the status of the currently selected patch per device
7. Click the **Deploy** button. This will start an instruction to deploy the currently selected patch on the selected devices and switch to the **Explorer** application to show the progress of the **deploy** instruction.



8. In **ExplorerInstructionHistory** page. This shows the summary of the responses which have been offloaded to Patch Success with following details;
 - **Statistics** - data on the response(sent count,dispatch sequence, running time, Response count etc)
 - **Responses** - shows if response are successful ,error etc from the devices
 - **Performance** - time/bytes it took to respond
 - **Percent Sent Count** - tiles displays percentage of responses count
 - **Responses Status** - tile displays success or errors from responses
 - **Response Received** - graph of responses received
9. Once the response is completed, navigate back to **Patch SuccessOverview**. If you have remained in session then your previous filter will still be current. The missing patch will no longer display and will now show as installed. Furthermore, when you look at the **Device Patch Status** chart the device no longer reports as requiring attention, but rather as **Fully patched**.