
1 Release Notes

June 2005

This document provides an overview of the changes made to HP OpenView Patch Manager Using Radia Version 2.1. It contains important information not included in the manuals or in online help.

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In This Version

- Support has been added for HP-UX Operating System versions 11.00 and 11.11 (11.i) for HP-UX Security Bulletin acquisition and deployment.
- The Patch Administrator Interface has been updated to support HP-UX Security Bulletin Acquisition, and HP-UX Patch agent update capabilities.
- At minimum HP OpenView using Radia Application Manager client version of 4.1 is recommended. This is to make sure that the application of a security bulletin that mandates a reboot can allow the client connect to resume Patch Manager processing after reboot. Use of this feature requires you have the Radia Scheduler (radsched) installed as a system service, on the client computer. For more information on reboot behaviors, please refer to the User's Guide.
- This release of Radia Patch Manager has added support for patching Microsoft Office products. The currently supported products include:

Office 2003

Office XP

Office 2000 *(Limited Support)

Access 2003

Access 2002

Access 2000

Excel 2003

Excel 2002

Excel 2000

FrontPage 2003

FrontPage 2002

FrontPage 2000

Outlook 2003

Outlook 2002

Outlook 2000

PowerPoint2003

PowerPoint 2002

PowerPoint 2000

Project 2003

Project 2002

Project 2000

Publisher 2003

Publisher 2002

Publisher 2000

- Patch Manager will distribute full-file office patches, which contain the entire file replacement, instead of the binary updates found in client patches. When using Windows

Installer 3.0 or higher, in conjunction with full-file office patches, the likelihood of requiring the original installation media during patch installation is greatly reduced.

- Microsoft's Windows Installer 3.0 and higher has been enhanced to efficiently distribute and manage patch updates. To learn more please review the following article:
<http://support.microsoft.com/?id=893803>
- Office Service Pack detection and distribution capabilities have also been added with this release. In cases where an Office product must meet a minimum product version for the patch to be applied, the recommended Service Pack will be depicted in the Patch reports, and the patch will not be downloaded or installed until such pre-requisites are met, on the client computer. By default, all Office Service Packs can be acquired during patch acquisition, so administrators can efficiently utilize Radia Patch Manager to satisfy devices reporting office service pack dependencies. Microsoft Office Service Packs can be acquired when the acquisition bulletin selection contains a value of MSSP*.
- Radia Patch Manager will detect and report Office vulnerabilities for all devices; however it will *not* deploy patches to devices where Office applications are installed from an Administrative Installation Point, or managed via the Radia Software Manager. Administrators are urged to utilize the existing best practices for patching such Office implementations.
- * Limited patch support is being provided for Office 2000 products, due to the following Microsoft requirements:
 - Full-file office patching is supported beginning with Office 2000 Service Pack 3. See <http://office.microsoft.com/en-us/assistance/HA011525651033.aspx>
 - Service Pack 3 has a pre-requisite for Service Release 1a to be installed. Service Release 1a must access original installation media, hence not support unattended installs via Radia Patch Manager. See <http://support.microsoft.com/kb/245025>
- As of Version 2.0.1, support was added for SUSE Linux Enterprise Server Versions 8 and 9. This is reflected in the OS Filter options in the SUSE Settings for acquisition, and the `vendor_os_filter` option in `patch.cfg`. You must establish a User ID and Password through your SUSE Linux vendor to access SUSE internet resources. (Please see User's Guide for more information)
- As of Version 2.0.1, support was added for RedHat 4 security advisories for Advanced Server (AS), 4 Enterprise Server (ES), and 4 Workstation (WS). This is reflected in the OS Filter options in the RedHat Settings for acquisition, and the `vendor_os_filter` option in `patch.cfg`. Acquisition of Red Hat Security Advisories requires a Red Hat Network account with at least one license for each of the Red Hat Enterprise Server OS versions for which you want to acquire and manage Security patches.
- As of Version 2.0.1, Compliance, Research, and Acquisition reports will be available only through the Radia Reporting Server Version 4.1.1. New Patch Manager reports are now available, through the Radia Reporting Server Version 4.1.1 including:
 - Compliance Exception Report
 - Research Exception Report
 - Filtering by Compliance Status for any compliance top level report
 - Drill down for graphical patch reports
 - Filter Lookup for Compliance Status
- As of version 2.0.1, a new parameter was added to the Radia Patch Manager Administrator's DSN settings to specify the database type. This is the same as the `db_type` parameter in `patch.cfg`. The two possible values are `mssql` for Microsoft SQL Server and `oracle` for Oracle. `Mssql` is the default value.

Note: If you are using Oracle, be sure to change this value to oracle before doing a patch acquisition or database synchronization.

Installation Notes

Installation requirements, as well as instructions for installing HP OpenView Patch Manager Using Radia version 2.1, are documented in the *HP OpenView Patch Manager Using Radia Guide* provided on this media. The minimum build of nvdkit is build 155 for Server components.

Note: Before installing this release, make sure that you are using the Radia Version 4.1 Infrastructure Products including HP OpenView Messaging Server using Radia and HP OpenView Reporting Server Using Radia Version 4.1.1.

Prerequisites

- HP OpenView Messaging Server using Radia Version 3.0, when this product was installed, ensure the Data Delivery Agent for Patch was installed. Note: The media for this infrastructure component is supplied separately and is part of the Radia 4.1 media set.
- HP OpenView Reporting Server using Radia version 4.1.1. The media for this infrastructure component is supplied separately and is part of the Radia 4.1 media set.

Post Installation Notes

- Access to the Radia Patch Manager update Web site (<http://update.novadigm.com/patch/data>) will be discontinued on or about August 1, 2005. A new location is accessible at: http://managementsoftware.hp.com/Radia/patch_management/data. In the Radia Patch Manager Administrator Configuration Settings page, make sure the address in the Patch Manager URL field is http://managementsoftware.hp.com/Radia/patch_management/data. If it is not, correct it.

Updated information concerning the installation of the Patch Manager Agent for Version 2.1

To install the Patch agent for Windows operating systems

The files contained in the media\Patch Agent Maintenance\win32\maint directory need to be applied to the Windows Client to enable the Radia Patch Manager Agent. The supplied windows maintenance files may be placed in the win32\maint folder found under the Radia Management Portal's media folder to enable the automatic application of the Radia Patch Manager agent when installing the Radia Windows client.

To install the Patch agent for RedHat and SUSE Linux

The minimum Radia client version supported is 3.1.2. This version of the Radia client includes the minimum nvdkit build version 145. The Patch Manager client Agent for Linux supports Red Hat Enterprise Server 2.1, 3 and 4, and SUSE 8 and 9 for patch deployment.

- HP Patch Manager media provides a file called maint31.tar located in the Patch Agent Maintenance\linux\ram folder on the CD-ROM. The content of this file must be applied to a Radia client to enable Radia Patch Manager.

For agent installations using a Radia Management Portal running on a Unix based OS.

Examine the contents of the Radia Management Portal's subdirectory
IntegrationServer/media/client/linux/ram.

- If the Management Portal's IntegrationServer/media/client/linux/ram folder contains a client31.tar file, copy the maint31.tar file from the Patch Agent Maintenance\linux\ram folder on this CD-ROM to the Management Portal's IntegrationServer/media/client/linux/ram directory.
- If the Management Portal's IntegrationServer/media/client/linux/ram folder contains a client41.tar file, copy the maint31.tar file from the Patch Agent Maintenance\linux\ram folder on this CD-ROM to the Management Portal's IntegrationServer/media/client/linux/ram directory, then rename the maint31.tar to maint41.tar

To install the Patch agent for HP-UX

The minimum Radia client version supported is 3.1.2. This version includes nvdkit build version 145. The Patch Manager client Agent for HP-UX supports HP-UX OS releases 11.00 and 11.11 (11i) for patch deployment.

- HP Patch Manager media provides a file called maint31.tar located in the Patch Agent Maintenance\hpux\ram folder on the CD-ROM. The content of this file must be applied to a Radia client to enable Radia Patch Manager.

For installations using a Radia Management Portal running on a Unix based OS.

Examine the contents of the Radia Management Portal's subdirectory
IntegrationServer/media/client/hpux/ram.

- If the Management Portal's IntegrationServer/media/client/hpux/ram folder contains a client31.tar file, copy the maint31.tar file from the Patch Agent Maintenance\hpux\ram folder on this CD-ROM to the Management Portal's IntegrationServer/media/client/hpux/ram directory.
- If the Management Portal's IntegrationServer/media/client/hpux/ram folder contains a client41.tar file, copy the maint31.tar file from the Patch Agent Maintenance\hpux\ram folder on this CD-ROM to the Management Portal's IntegrationServer/media/client/hpux/ram directory, then rename the file maint41.tar

For pre-existing HP OpenView Patch Manager using Radia customers, the publication in the migration folder, supplied in this media kit, supplies information concerning the supported migration path to the current release of this product.

Enhancements and Fixes

The following items are fixed or enhanced in the current software release. The following problems have been addressed since the HP OpenView Patch Manager using Radia version 2.0.0

PROBLEM: Compliance by Device Report is taking too long to render results

FIX: New split device status information previously stored in the table `nvd_zobjstat` into several new tables. Reporting queries shall exploit these new tables to improve report rendering results.

PROBLEM: Certain Queries are taking a long time to complete.

FIX: New split device status information previously stored in the table `nvd_zobjstat` into additional SQL tables. Reports shall exploit these new tables to improve report rendering results.

PROBLEM: Clicking on Status Icon in Compliance By Devices View does not return details of the status selected. For example a ! indicates a warning, however the details of the warning are not displayed when the '!' is selected.

FIX: Corrected the SQL query within the reports.

PROBLEM: Newly acquired Bulletins and Patches could not be viewed in Acquisition Summary reports.

FIX: Server code updated to appropriately set time stamps during acquisition.

PROBLEM: Patch acquisition command line parameters were not respected unless they appeared in lower case.

FIX: Command line parameters are now case insensitive.

PROBLEM: Use of an a @ sign in a ODBC compliant database password caused database synchronization to fail.

FIX: Corrected DSN password parsing.

PROBLEM: If the Radia Configuration Server Administrative ID called RAD_MAST has been removed from the Radia Configuration Server database and an ODBC database synchronization is attempted, the synchronization process would remove all data contained in the Radia Patch Manager ODBC database

FIX: Corrected authentication processing code.

PROBLEM: Alteration of the http timeout parameter through the Radia Patch Manager Administrator had no affect.

FIX: Administrator processing corrected.

PROBLEM: Patch Acquisition session information is displaying summary information with the numbers reversed, such that 412 of 63 is displayed instead of 63 of 412.

FIX: Corrected display of data counters.

PROBLEM: Using the Radia Patch Manager Administrator to create an acquisition file, on the product selection page, if the user then deselects 'Microsoft' which deselects all MS products, once the acquisition file is created it could not be used/altered.

FIX: Implemented a Product Selection list processing correction

PROBLEM: Patch Acquisition with a bulletin selection list including Microsoft bulletins MS05-004 or MS05-005, MS05-006 shall prematurely abort acquisition with the following error displayed in the patch-acquire.log: 20050208 16:23:50 Error: can't unset "pr_array"•

FIX: Code modified to circumvent the premature ending of acquisition for bulletins with incomplete meta data.

PROBLEM: When displaying/filtering on a bulletin for a specific device a very large number of rows are displayed, including data referring to other bulletins.

FIX: Filters corrected.

PROBLEM: The number of Patch Manager managed devices appears to change unexpectedly on a daily basis.

FIX: Created new Compliance and Research exception reports to display the devices in error.

PROBLEM: Using a pristine Patch Manager ODBC database, without having run acquisition displays a bulletin count of 1, when no bulletins have been acquired.

FIX: `_BASE_INSTANCE_` removed from ODBC database synchronization

PROBLEM: The Compliance by Device Report by device, by bulletin returns excessive rows of data.

FIX: Filters corrected.

PROBLEM: Clicking on Status Icon in Compliance By Devices View does not return expected statuses.

FIX: New device status filters for top level compliance reports.

PROBLEM: Radia Report Server needs to return information faster.

FIX: Split zobjstat table to improve performance

PROBLEM: In the Radia Patch Manager 2.0 Administrator, only two products listed in Step 3 of acquisition setup.

FIX: Problem resolved.

The following items are fixed or enhanced in the current software release. The following problems have been addressed since the HP OpenView Patch Manager using Radia version 2.0.1.

PROBLEM: DB synch using Patch Manager V2.0.1 fails with a Patch Manager ODBC database where no or few existing `nvd_*` tables exist stops prematurely. `patch-sync.log` shows: `Error: can't read "k": no such variable while executing if { $k == "_BASE_INSTANCE_" && [string is true -strict $cfg(-ignore_base)] } { unset R continue }`"

FIX: Problem resolved.

PROBLEM: Attempts to perform Patch acquisition of Microsoft Bulletins on or after June 14, 2005, after Microsoft posted MS05-025 thru MS05-034 fails to acquire Microsoft Security bulletins. The patch-acquire log shows XML parsing errors of products.xml

FIX: Problem resolved.

PROBLEM: Administrative Interface, Acquisition settings, in Step 3 of 3 where you Check the products you want to exclude shows duplicate product versions.

FIX: Problem resolved.

PROBLEM: Administrative Interface, Start an Acquisition Step 2 of 2 the acquisition file description was not displaying properly.

FIX: Problem resolved.

Support

Please visit the HP OpenView web site at: <http://www.managementsoftware.hp.com/>

This web site provides contact information and details about the products, services, and support that HP OpenView offers. You can also go directly to the support web site at:

<http://support.openview.hp.com/>

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and log in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://support.openview.hp.com/access_level.jsp

To register for an HP Passport ID, go to the following URL:

<https://passport.hp.com/hpp2/newuser.do>

To view release notes and other documentation:

- 1 Click using hp software--> product manuals.

The **product manuals search** window opens. It is located at:

http://ovweb.external.hp.com/lpe/doc_serv/

- 2 In the select product list, click [product name].
- 3 In the select version list, click [version number].
- 4 In the **OS** list, click [**OS type**].
- 5 To start the search, click **Open** or **Download**.

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<http://www.adobe.com>

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