Patch Support

K1000 Management Appliance Patch
Support Summary, Q1 2012

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Patch Quality Assurance Summary

The K1000 Management Appliance combines best practices across IT management and security operations to allow organizations to provide protection for their business. The patching functionality allows organizations to define policies to automate discovery and remediation of security vulnerabilities and reduce their exposure to attacks. The K1000 patching updates offer industry leading responsiveness and flexibility to address vulnerabilities across a wide range of operating systems and applications, ensuring the broadest set of avenues of attack are blocked.

Dell KACE partners with Lumension Security to provide K1000 customers maximum value through the patch content development and quality assurance process. The latest patching content feed available with the K1000 series management appliances from v5.1 onwards is designed with two main objectives in mind:

- to improve the timeliness of the patch availability without compromising on the quality and reliability, and
- to enable the broadest possible set of OS and application patching possible.

This is achieved by verifying the patch metadata produced by a content development team, as well as validating the install process and uninstall processes, so that the patch does not disrupt the targeted operating system's and/or application's immediate stability.

Providing quality patch content to our customers is a high priority. To ensure successful delivery of content, Dell KACE checks patch feeds from Lumension once they have executed test cases covering the following test components.

Testing environment

Lumension invests heavily in testing infrastructure. The content development and quality teams have access to a virtual enterprise environment representing more than 1500 nodes of various configurations. Utilizing VMWare ESX and Lab Manager, in addition to custom hardware bench testing, the Lumension testing infrastructure is state of the art.

Application testing

Lumension tests with various applications as necessary to ensure the requirements of the patch are satisfied.

Testing strategy

General testing

- Verify patch-naming convention complies with Lumension policy.
- Verify content supports the replication process. Each patch created by the content team is validated with the GSS distribution and Update Server products.

Assessment testing

- Verify an applicable non-patched system shows applicable and not patched Verify a patched system shows installed and not applicable

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- Verify false positives in the detection of digital fingerprint Verify content is compliant with mandatory baselines
- Verify the vulnerability is correctly displayed in Update Server and all filtering, sorting and other visual functionality works correctly.

Deployment testing

- Verify the package is successfully deployable
- Verify suppress reboot functionality works correctly
- Verify the uninstall functionality works correctly
- Verify on demand package caching works correctly
- Verify automatic deployment scheduling works correctly
- Verify agent package download
- Verify CRC checksum ensuring package integrity
- Verify agent automatically runs assessment after patch deployment
- Verify agent restarts automatically after reboot

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Dell KACE Patch and Remediation Support

Operating systems platform support

The Dell Kace Appliance currently supports content for the operating systems listed in Table 1- support for specific platforms is as follows:

- Update installers (no base installers)
- Core OS Updates (may include patches, service packs, feature packs, cumulative, hot fixes)
- Stated editions (standard, enterprise, deluxe)
- Stated version
- Stated architecture
- Supported locales (see Language Support below)

Table 1 lists the supported versions and editions for enhanced content that is supported in K1000 v5.1 and later. Items shaded in grey are legacy patches that are no longer supported on an ongoing basis. Text in dark green color represents recent information update.

Table 1: Operating Systems Platform/Devices Support

Publisher	Platform/Device	OS Edition	Architecture	Update
Apple	Mac OS X 10.4.1 - 10.5.8		PowerPC	Y
	Mac OS X 10.4.5 - **10.7.2**		x86	Y
Microsoft	Windows 2000 SP4	AS, SVR, PRO	x86	Y
	Windows XP SP1 - SP3	PRO	x86	Y
	Windows XP SP1 - SP2	PRO	x86_64	Y
	Windows 2003	ENT, STD, WEB	x86	Y
	Windows 2003	ENT, STD, WEB	x86_64	Y
	Windows Vista	BUS, ENT, ULT	x86	Y
	Windows Vista	BUS, ENT, ULT	x86_64	Y
	Windows 2008	ENT, STD, WEB	x86	Y
	Windows 2008	ENT, STD, WEB	x86_64	Y
	Windows 7	PRO, ENT, ULT	x86	Y
	Windows 7	PRO, ENT, ULT	x86_64	Y
	Windows 2008 R2	ENT, STD, WEB	x86_64	Y

Note: legacy support are listed in grey

Application support

Dell KACE partners with Lumension to support the application patches listed in Table 2. Products are supported only for applicable, supported operating systems (OS). Items shaded in grey are legacy patches that are no longer supported on an ongoing basis, but are still available in the patch repository. Text in dark green color represents recent information update. Table 3 lists the antivirus applications for which virus definition updates are available in the patch repository.

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Table 2: Application Support

Publisher	Product	Min Version	Latest Version	Non-Security Patches	Security Patches	Supported Platform
Adobe	Acrobat Pro	8.1.3	**10.1.1**	N	Y	Windows
Adobe	Acrobat Standard	8.1.3	**10.1.1**	N	Y	Windows
Adobe	AIR	1.5.3.9130	**3.1.0.4880**	N	Y	Windows
Adobe	Illustrator	CS5 15.0.2	CS5 15.0.2	N	Y	Windows
Adobe	InDesign	CS3 5.0.4	CS5 7.0.3	N	Y	Windows
Adobe	Macromedia Flash Player (Internet Explorer)	6.0.65	**11.1.102.55**	N	Y	Windows
Adobe	Macromedia Flash Player (Other Browsers)	8.0.22	**11.1.102.55**	N	Y	Windows
Adobe	Macromedia Flash Player for Mac OS X	9.0.47	**11.1.102.55**	N	Y	Mac OS X
Adobe	Photoshop	CS3 10.0.1	CS5 12.0.3	N	Y	Windows
Adobe	Reader	5.1	**X 10.1.1**	N	Y	Mac OS X
Adobe	Reader	5.1	**X 10.1.1**	N	Y	Windows
Adobe	Shockwave Player for Mac OS X	11.5.0.600	**11.6.3.633**	N	Y	Mac OS X
Adobe	Shockwave Player for Windows	11.5.0.600	**11.6.3.633**	N	Y	Windows
Apple	GarageBand	2.0.2	5.1	N	Y	Mac OS X
Apple	iDVD	6.0.1	7.0.4	N	Y	Mac OS X
Apple	iLife	iLife 06	iLife 09	N	Y	Mac OS X
Apple	iLife Media Browser	Update	Latest	N	Y	Mac OS X
Apple	iLife Support	8.1	9.03	N	Y	Mac OS X
Apple	iMovie	6.0.1	8.0.3	N	Y	Mac OS X
Apple	iPhoto	5.0.3	8.1.1	N	Y	Mac OS X
Apple	iTunes for Mac	6.0.4	**10.5.1**	N	Y	Mac OS X
Apple	iTunes for Windows	7.6	**10.5.1**	N	Y	Windows
Apple	iWeb	1.0.1	3.0.1	N	Y	Mac OS X
Apple	QuickTime for Windows	6	**7.7.1**	N	Y	Windows
Apple	QuickTime for Mac OS	6.5	**7.7.1**	N	Y	Mac OS X
Apple	Safari	1.3.1	**5.0.5**	N	Y	Mac OS X
Citrix Systems	ICA Win32 Client	6.30	v10.1	N	Y	Windows
Citrix Systems	Citrix Metaframe XP	1.0	1.0	N	Y	Windows
Citrix Systems	Citrix Metaframe Server Client	Latest	Latest	N	Y	Windows
Citrix Systems	Citrix Online plug-in for Windows	12.0	12.1	N	Y	Windows
Citrix Systems	Citrix Presentation Server	10.2	10.2	N	Y	Windows
Lumension	All products	NA	Latest	Y	Y	All
Microsoft	.NET Framework	1.0 SP2	4.0	N	Y	Windows
Microsoft	Access	2000	2010	N	Y	Windows
Microsoft	BizTalk Server	2002	2002	N	Y	Windows
Microsoft	Content Management Server	2001	2002	N	Y	Windows
Microsoft	Data Access Components (MDAC)	2.5	2.8 SP1	N	Y	Windows

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Microsoft	DirectX	7.0	10.0	N	Y	Windows
Microsoft	**Dynamics CRM 2011 Update Rollups**	**1**	**5**	**N**	**Y**	**Windows**
Microsoft	Entourage	2004	2011	N	Y	Mac OS X
Microsoft	Excel	2000	2010	N	Y	Windows
Microsoft	Excel	2004	2011	N	Y	Mac OS X
Microsoft	Excel Viewer	2003	**2007 SP3**	N	Y	Windows
Microsoft	Exchange Server	5.5	2010 SP1	N	Y	Windows
Microsoft	Exchange Server 2007 SP3 Update Rollups	1	**5**	NA	NA	Windows
Microsoft	Exchange Server 2010 SP1 Update Rollups	1	**6**	NA	NA	Windows
Microsoft	Expression Media	V1 SP1	2 SP1	N	Y	Windows
Microsoft	Expression Web	3	**4 SP2**	N	Y	Windows
Microsoft	Forefront Client Security	Latest	Latest	N	Y	Windows
Microsoft	Forefront Threat Management Gateway	2010	**2010 SP2**	N	Y	Windows
Microsoft	FrontPage	2000	2010	N	Y	Windows
Microsoft	FrontPage Server Extension (FPSE).	2000	2002	N	Y	Windows
Microsoft	Groove	2007	2010	N	Y	Windows
Microsoft	Host Integration Server	2000	**2010**	N	Y	Windows
Microsoft	InfoPath	2003	2010	N	Y	Windows
Microsoft	Internet Explorer	5.01	9.0	N	Y	Windows
Microsoft	Internet Information Service (IIS)	4.0	7.5	N	Y	Windows
Microsoft	Internet Security and Acceleration Server (ISA)	2000	2006 SP1	N	Y	Windows
Microsoft	Jet	4.0	4.0	N	Y	Windows
Microsoft	Lync Server	2010	2010	N	Y	Windows
Microsoft	MSDE	2000	2000	N	Y	Windows
Microsoft	MSN Messenger	5	7.6	N	Y	Windows
Microsoft	MSXML	1	6.0 SP1	N	Y	Windows
Microsoft	Office	Office 2000	Office 2010	N	Y	Windows
Microsoft	Office for Mac	Office 2004	Office 2011	N	Y	Mac OS X
Microsoft	Office Viewer	2003	2010	N	Y	Windows
Microsoft	Office Communications Server	2007	**2007 R2**	N	Y	Windows
Microsoft	OneNote	2003	2010	N	Y	Windows
Microsoft	Outlook	2000	2010	N	Y	Windows
Microsoft	Outlook Express	5.5 SP2	7	N	Y	Windows
Microsoft	PowerPoint	2000	2010	N	Y	Windows
Microsoft	PowerPoint	2004	2011	N	Y	Mac OS X
Microsoft	PowerPoint Viewer	2003	2010	N	Y	Windows
Microsoft	Project	2002	**2010 SP1**	N	Y	Windows
Microsoft	Publisher	2002	2010	N	Y	Windows
Microsoft	Remote Desktop Connection Software	5.1.2600	7.0	N	N	Windows
Microsoft	SharePoint Services	2.0	**3.0 SP3**	N	Y	Windows
Microsoft	SharePoint Server	2005	**2010**	N	Y	Windows

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Microsoft	SharePoint Team Services	Office XP	Office XP	N	Y	Windows
Microsoft	Silverlight	4	4	N	Y	Windows
Microsoft	SQL Server	7	2008 SP2	N	Y	Windows
Microsoft	Virtual PC	2004 SP1	2007 SP1	N	Y	Windows
Microsoft	Virtual Server	2005 R2 SP1	2005 R2 SP1	N	Y	Windows
Microsoft	Visio	2002	2010	N	Y	Windows
Microsoft	Visio Viewer	2007	**2007 SP3**	N	Y	Windows
Microsoft	Visual C++	2005	2010	N	Y	Windows
Microsoft	Visual Studio .NET	2003	2003	N	Y	Windows
Microsoft	Visual Studio	2005	**2010 SP1**	N	Y	Windows
Microsoft	**Visual Studio TFS**	**2010 SP1**	**2010 SP1**	**N**	**Y**	**Windows**
Microsoft	Windows Defender	1.1	1.1	N	Y	Windows
Microsoft	Windows Installer	2.0	4.5	N	Y	Windows
Microsoft	Windows Media Player	6.4	11	N	Y	Windows
Microsoft	Windows Live Messenger	8.1	Version 2009	N	Y	Windows
Microsoft	Windows Messenger	4.7	5.1	N	Y	Windows
Microsoft	Windows Update	NA	Latest	N	Y	Windows
Microsoft	Windows Update Agent	3.0	3.0	N	Y	Windows
Microsoft	Word	2000	2010	N	Y	Windows
Microsoft	Word	2004	2011	N	Y	Mac OS X
Microsoft	Word Viewer	2003	2003	N	Y	Windows
Mozilla	Firefox	1.0.4	**9.0**	N	Y	Windows
Mozilla	Firefox	2.0.0.7	**9.0**	N	Y	Mac OS X
Novell	Netware Windows Client	4.83	6.5 Support Pack 7	N	Y	Windows
Oracle	Java for Mac OS X	1.3	**1.6.0_29**	N	Y	Mac OS X
Oracle	Java Runtime Environment (JRE)	1.4.2_03	**1.7.0_01**	N	Y	Windows
Real Networks	RealPlayer SP	8 (6.0.9.584)	**15 (15.0.1.13)**	N	Y	Windows
Skype	Skype	3.8	**5.5.32.124**	N	Y	Windows
VMware	Fusion	2.0.1	**3.1.3**	N	Y	Mac OS X
VMware	Player	2.5.1	**3.1.5**	N	Y	Windows
VMware	Server	2.0	2.0	N	Y	Windows
VMware	Workstation	6.5.1	**7.1.5**	N	Y	Windows
WinZip	WinZip	9.0	14.5	N	Y	Windows

Note: legacy support are listed in grey

Table 3: Antivirus Definition File Support

Publisher	Product	Min Version	Latest Version	Supported Platform
Authentium / Command Software	Command Software Antivirus DEF File	4.75.5	4.93.8	Windows
Authentium / Command Software	Command Software Antivirus Installer	4.75.5	4.92.91	Windows
Computer Associates	eTrust Antivius DAT files (InoculateIT Engine)	6.00		Windows
Computer Associates	eTrust Antivius DAT files (Vet Engine)	6.00	7.10	Windows

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Computer Associates	eTrust Antivirus	6.00	7.10	Windows
Frisk Software	F-Prot Antivirus DEF Files	NA	Latest	Windows
Frisk Software	DEF files for Document / Office / Macro	NA	Latest	Windows
F-Secure	Antivirus	5.x	5.x	Windows
McAfee	Virex	7.20	Latest	Mac OS X
McAfee	VirusScan DAT files	6.x	Latest	Windows
McAfee	VirusScan Engine	4.00	Latest	Windows
McAfee	VirusScan Enterprise Engine	7.00	8.7	Windows
McAfee	VirusScan SuperDAT files	4.x	8.7	Windows
Microsoft	Malicious Software Removal Tool	NA	Latest	Windows
Microsoft	Outlook 2003 Junk E-mail Filter	NA	Latest	Windows
Microsoft	Outlook 2007 Junk E-mail Filter	NA	Latest	Windows
Microsoft	Windows Defender	1.1.1593	Latest	Windows
Microsoft	Windows Mail Junk E-mail Filter	NA	Latest	Windows
Sophos	Antivirus	3.58	v4.10	Windows
Symantec	Symantec Antivirus Corporate Edition Client for 64-bits OS only	10.00	10.20	Windows
Symantec	Symantec/ Norton Antivirus	NA	Latest	Windows
Symantec	Symantec/ Norton Antivirus	9.0.1	Latest	Mac OS X
Trend Micro	OfficeScan	5.58	Latest	Windows
Trend Micro	ServerProtect	5.56	Latest	Windows

Note: legacy support are listed in grey

Language support

Dell KACE supports patches in the locales for Windows operating systems (OS) listed in Table 4.

Table 4: Language Support Locale

Language
Chinese
Czech
Danish
Dutch
English
Finnish
French
German
Italian
Japanese
Norwegian
Polish
Portuguese
Spanish
Swedish

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OS support detail

Dell KACE impact terminology based on the Lumension Update content closely follows the vendor impact terminology for vulnerability criticality. Each operating system has a vendor-specific impact rating and the mapping to Dell KACE Appliance terminology is described in this section.

Dell KACE and Lumension tend to increase or "round-up" the severity of the impact rating. For instance, Microsoft classifications for "Critical," "Important," and "Moderate" patches are all classified as "Critical."

The following tables detail the classification of patches that are supported for each supported OS and the impact level use for each.

Table 5: Lumension Patch Content Impact Mapping

		Lumension Impact Rating			
Vendor	**Patch Type**	**Critical**	**Critical-01**	**Recommended**	**Virus Removal**
Apple	OS Security Updates	•			
	Application Security Updates	•			
	MAC OS Version Updates		•		
Microsoft	Critical Security (English)	•			
	Critical Security (Simplified Chinese)	•			
	Critical Security (Traditional Chinese)	•			
	Critical Security (Intl)	•			
	Important Security (English)	•			
	Important Security (Intl)	•			
	Moderate Security (English)	•			
	Moderate Security (Intl)	•			
	Low Security (English)	•			
	Low Security (Intl)	•			
	None Security (English)	•			
	None Security (Intl)	•			
	OS Service Packs (English)		•		
	OS Service Packs (Intl)		•		
	Application Service Packs (English)		•		
	Application Service Packs (Intl)		•		
	Junk Email Filter Updates			•	
	Malicious Software Removal Tool				•
	Windows Defender definition updates		•		
Others	AntiVirus (AV) Updates		•		

Note: The Antivirus vendor updates are posted twice a week, typically on Wednesdays and Fridays

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Table 6: Microsoft Severity mappings to Dell KACE Appliance Impact ratings

Vendor	Patch Type	Critical	Recommended
Microsoft	Critical	•	
	Important	•	
	Moderate	•	
	Service Packs	•	
	Junk Email Filter Updates		•

Once content is superseded, the superseded content is marked as Critical-05 and this is reflected in the Dell KACE Appliance Impact rating.

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Dell KACE Corporate Background

Dell (NASDAQ: DELL) creates, enhances and integrates technology and services customers count on to provide them reliable, long term value. Dell provides systems management solutions for customers of all sizes and system complexity. The award-winning Dell KACE family of appliances delivers easy-to-use, comprehensive, and affordable systems management capabilities.

Dell KACE is headquartered in Mountain View, California. To learn more about Dell KACE and its product offerings, please visit http://www.kace.com or call 1-877-MGMT-DONE.

Helpful Links:

- KACE Systems Management Appliances
- KACE Systems Deployment Appliances
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