



Technical Insight Series

The Next Generation of ZENworks Patch Management

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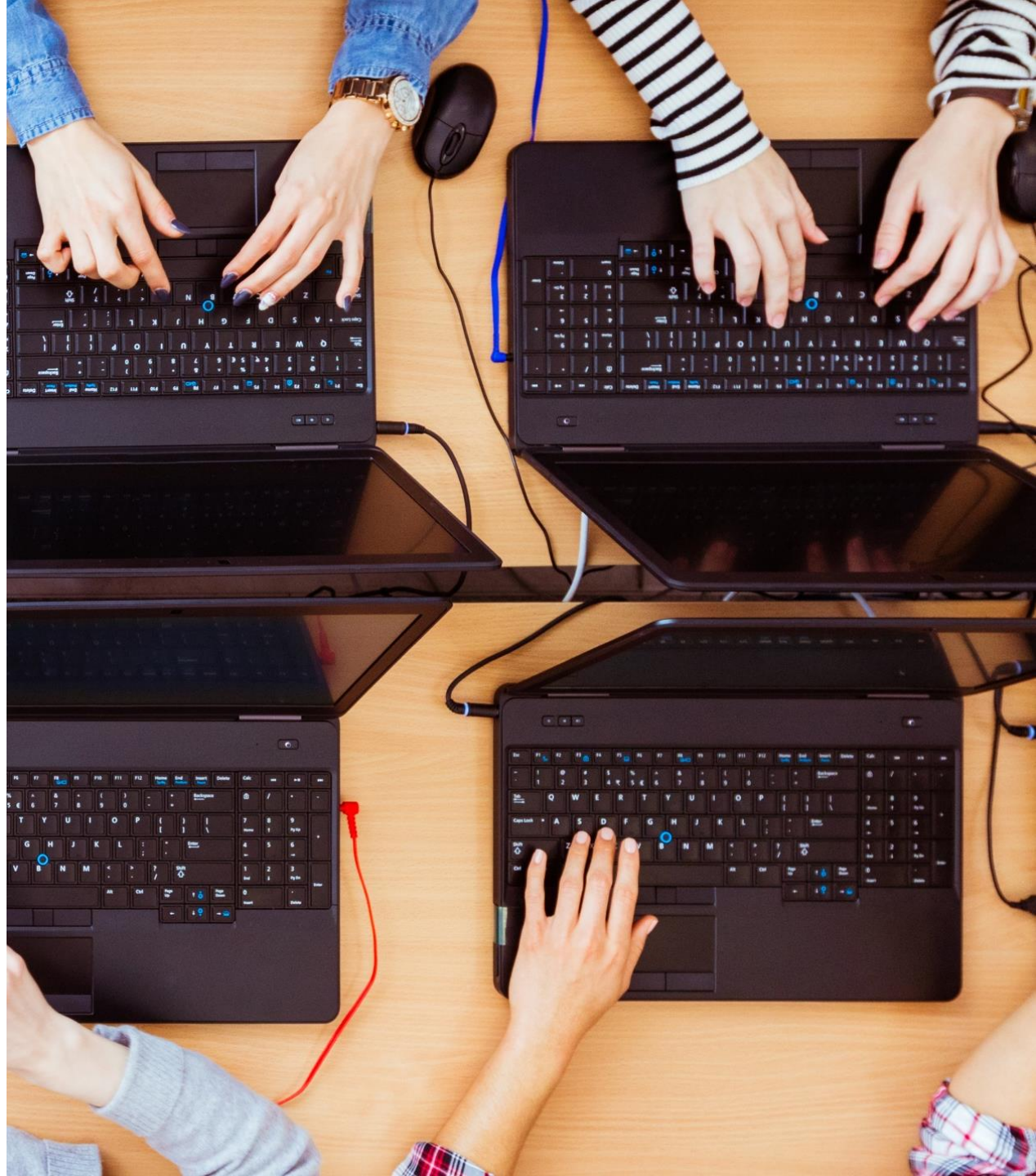
Today's Agenda

What does “Next Generation” mean?

Next Generation changes

Migrating to the Next Generation solution

Migration Timing





**What does “Next Generation”
mean?**

What does “Next Generation” mean?

In ZENworks 2020 Update 3, we are introducing a new patch solution that provides:

- Improved endpoint, database, and server performance
- Enhanced patching functionality
- Greater supportability

While maintaining the existing administration workflows you use to patch devices:

- Patch policies
- Remediation deployments
- ZENworks Control Center views
 - Zone and device Patches list
 - Patch object
 - Patch and CVE dashlets



Next Generation changes

What's Changing

Improved endpoint performance

Faster patch scanning on endpoints

- **Old Behavior:** The Patch Agent could take 10 or more minutes to perform a scan (analysis) of the managed device to determine which patches the device needs.
- **New Behavior:** The Patch Agent takes less than a minute (in most cases) to analyze the device's patch requirements.
- **Benefits:** Faster results, less impact on device resources.

What's Changing

Improved server performance

Populating of Patch signatures in database

- **Old Behavior:** The Patch Server downloads signatures for OSes in the zone and for applications that are potentially applicable to those OSes. You have to specify for which OS platforms and third-party vendors you want patches.
- **New Behavior:** Endpoint devices download the Patch catalog, determine which patches are applicable, and report the applicable patch signatures back to a Primary Server. Each Primary Server has a patch service running on it that adds device patch information to the database.
- **Benefits:** Only applicable patch signatures are added to the database and appear in ZCC. The Patch catalog is retrieved ondemand to endpoint which eliminates patch signatures being processed into DAUs daily. No more Patch Content Download configuration settings.

What's Changing

Improved endpoint and server performance

Patch content handling

- **Old Behavior:** The Patch Server downloads patch content which then must be replicated to other Content Servers (Primary Servers or Content Satellites) before the patch can be installed by devices. If a device tries to install a patch whose content is not already replicated to one of its Content Servers, the installation fails.
- **New Behavior:** Downloading and replicating of patch content is still supported. However, if a Content Server does not have the patch content that needs to be installed, it requests it “ondemand” from an upstream Content Server. If an upstream Content Server cannot fulfill the request, the request is routed to a Primary Server (Ondemand Content Master or OCM) that is configured to retrieve patch content from external sources. One or more Primary Servers can be configured as an OCM.
- **Benefits:** Reduced storage requirements on Content Servers. More reliable availability of content.

What's Changing

Improved database performance

Patch bundle management

- **Old Behavior:** When content for a patch is downloaded, a patch bundle is created in the database. These bundles are then included in Patch policies and Remediation deployments as needed.
- **New Behavior:** No patch bundles are created. Patch policies and Remediation deployments reference patch content directly rather than through patch bundles.
- **Benefits:** Decreased load on database due to fewer bundles and content relationships.

What's Changing

Customer Requested and General Enhancements

- **More flexible Patch policy rebuild schedule:** Used to be an interval of 1 to 30 days. Now can use Days of Week, Monthly, or Fixed Interval schedule.
- **Test device success threshold:** Used to require 100% success on test devices to publish Patch policy. Can now set own percentage threshold.
- **Remediation Deployment wizard:** Simplified by removing obsolete options (License Agreement, Advanced Flags).
- **License activation:** On new install, ZPM is no longer in active state with evaluation being initiated by starting Patch Server. Evaluation is initiated by activating license with “Use Evaluation” selected. Basically, is now consistent with other ZENworks product activations.

What's Changing

Customer Requested and General Enhancements

- **Patch installation:** New zac command to install one or more patches.
- **Email notification:** HTML-based emails for better readability of patch notification emails.
- **Reboot status:** Last reboot time and pending reboot status displayed in ZCC.
- **System reset:** Improved cleanup of all patch data in case a patch system reset is needed.

What's Changing

New Patch Agent and Patch Feed

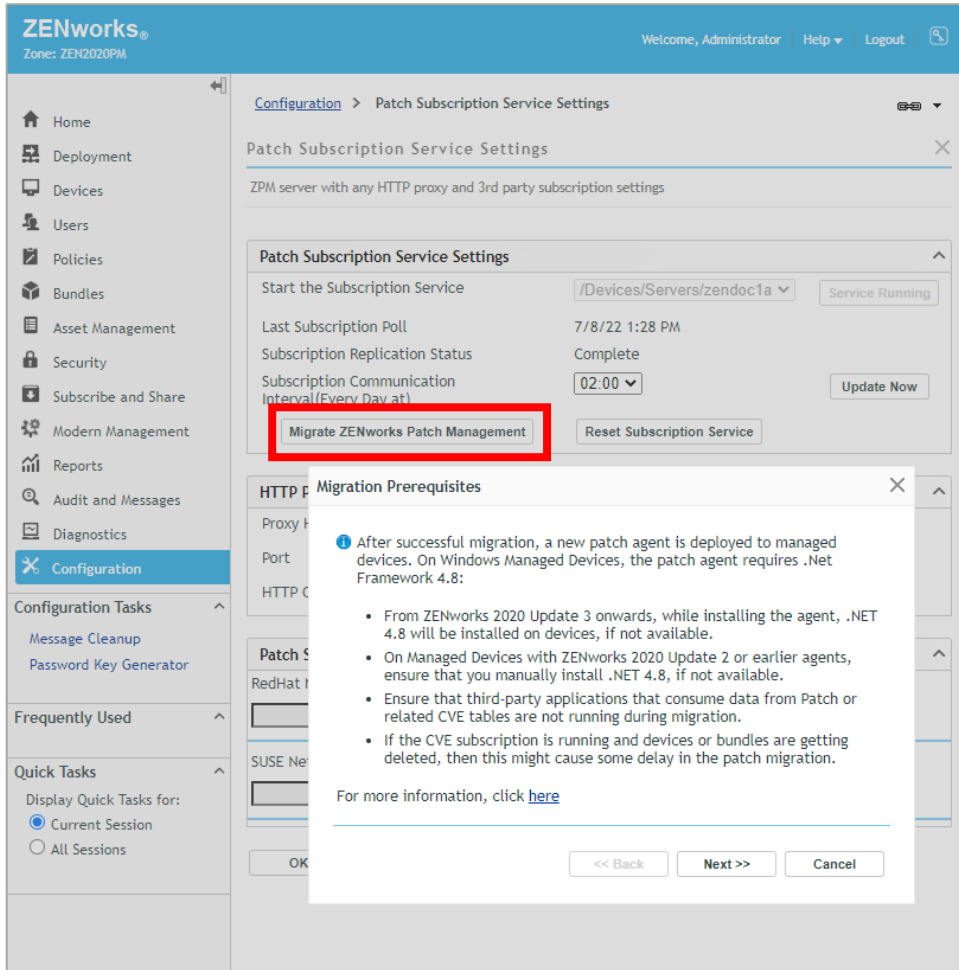
- The Patch Agent and patches (patch feed) are provided by our patch partner.
- These new “Next Generation” components are our partner’s go-forward solution; all new development and new patch content are happening in this solution.



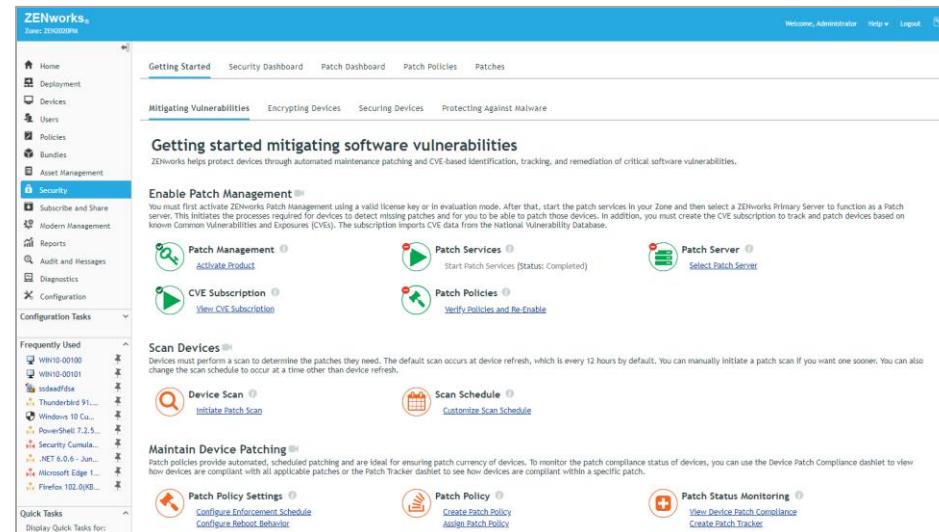
Migrating to the Next Generation solution

Patch System Migration

Performed via migration wizard after installation of Update 3



1. Shuts down Patch subscription service and related services
2. Removes all Patch bundles and content
3. Allows you to keep or remove Patch policies and Patch configuration settings
4. Helps you configure the new Patch system





Migration timing

Migration Timing

- The new patch solution is included in the ZENworks 2020 Update 3 release that will be available in September/October 2022.
- ZENworks releases prior to ZENworks 2020 Update 3 will not include the new patch solution. You must upgrade to ZENworks 2020 Update 3 to use the new patch solution.
- **The new patch solution must be used with any patch subscription (new or renewal) purchased after May 31, 2023.** This means you must be upgraded to ZENworks 2020 Update 3 and using the new patch solution the first time you renew after May 31, 2023.
- Starting with the ZENworks 2020 Update 3 release, new features, enhancements, and operating system support will be added only to the new patch solution. The existing patch solution will not be enhanced, and **support will end on May 31, 2024.**

Over the course of the next several months we will publish additional resources to assist you with your upgrade to ZENworks 2020 Update 3 and move to the new patch solution. Please don't hesitate to contact zen@microfocus.com at any time if you have questions about the new patch solution, the timing for your upgrade, or where to locate additional resources.



Thank You.



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