

Altiris™ Patch Management Solution from Symantec™

Comprehensive, holistic patch management for Windows®, Mac®, and Linux®

Data Sheet: Endpoint Management

Overview

An effective and comprehensive patch management strategy is an essential part of a solid security defense. The vast majority of vulnerabilities exploited by malicious code are ones for which a fix is available from the software vendor. A recent Gartner report stated that “90% of successful attacks occurred against previously known vulnerabilities where a patch or secure configuration standard was already available.”¹

The Altiris™ Patch Management Solution from Symantec™ is a key component of the Altiris™ Client Management Suite from Symantec™ for PC life cycle management. The Patch Management Solution can assist organizations in meeting their security needs by automating the detection and facilitating the remediation of security vulnerabilities for multiple operating systems (Windows®, Mac®, Linux®, SUSE) and third party Windows applications (Microsoft® updates, Adobe® applications, Java Runtime, common browsers and plug-ins, etc.). The Patch Management Solution capabilities provide visibility into newly released software updates and the means to identify computers susceptible to the vulnerabilities addressed by such updates. It also automates the download of software update packages from vendor sites and the distribution of those packages to computers which require such patches.

Minimizing risk—saving invaluable time and resources

Not that long ago, patch management was barely a blip on the radar screens of most security and IT shops. The ‘set and forget’ days of past, where a software patch was deployed—then forgotten or infrequently or never updated again—are gone. Today’s IT world consists of widespread worms and malicious code targeting and exploiting known vulnerabilities on unpatched and/or under-patched systems, resulting in costly, unproductive downtime and expense for IT staff and desktop technicians.

Further fueling the need for effective, timely management of patch updates, fixes, and remediation is an increasing concern around governance and regulatory compliance (for example, HIPPA, Sarbanes-Oxley) has forced enterprises to implement better control and oversight of their informational assets. Factor in interconnected partner and customer relationships and the rise of broadband connections and remote, telecommuting workers, and patch management suddenly becomes a key, must-have security priority for many organizations.

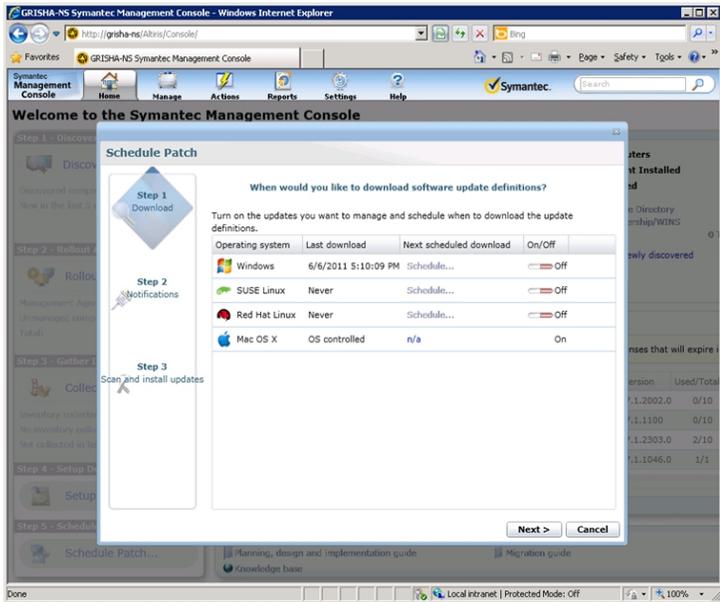
Key features

- **Broad, holistic patch management support:** Use one single product to ensure that Windows, Mac, Red Hat® and SUSE computers are properly patched or updated.
- **Support for security and non-security related updates, including service packs:** Maintain visibility into newly released security updates and automate the detection and facilitate the remediation of vulnerabilities. Ensure that Microsoft operating systems and applications are kept up-to-date with non-security related updates and service packs.

1. "Managing the Next Generation of Client Computing," Terrance Cosgrove, Gartner, February 8, 2011

Measurable savings

According to a Forrester® Consulting commissioned study on the benefits of deploying Altiris technology, Symantec customers realized labor savings of \$1,050,000 in patch management by more effectively distributing and enforcing patch levels.²



A First-Time Setup Wizard makes set-up and configuration easier

Real-world patch management

The Patch Management Solution is specifically designed to minimize the time investment that an IT Operations team needs to allocate to patch updates, fixes and remediation activities, and possible unintended consequences to the users. Patch Management does this by:

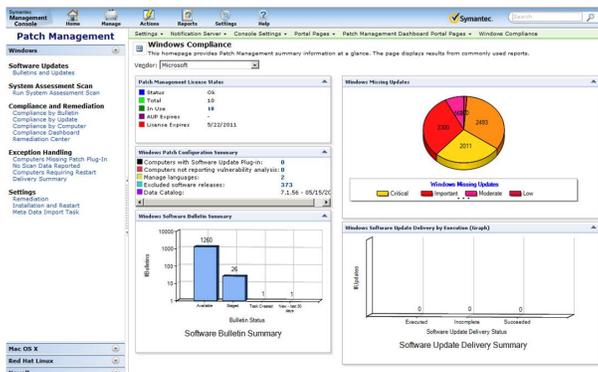
- **Offering broad coverage across Windows, Mac, Linux, and third party applications** to effectively respond to today's threats. Our approach is based on extensive work with our customers to effectively model the patch management process with detailed analytics to help determine overall risk and provide visibility into key performance parameters to gauge effectiveness.
- **Helping to ensure the appropriate priority of any given update is not set higher than is absolutely necessary.** Higher priority updates are subject to more stringent service level agreements (SLAs) which are costly and time consuming for the IT staff to support and more likely to cause disruption to end users due to compressed schedules and increased numbers of updates with needlessly high priorities.
- **Automating and optimizing the patch process** which often involves multiple different hardware and application owners who must study and weigh-in on the impact of applying an update to the resources for which they are responsible.
- **Reducing service interruptions and unintended consequences.** The Patch Management Solution can help in this area by targeting computers or groups of computers directly to the patch policy to perform testing to determine the likelihood of system or application problems before rolling out the patch system wide.

². "The Total Economic Impact of Altiris™ IT Management Suite 7 From Symantec Multicompany Analysis," Forrester Consulting. January 2011

Key features

- **Support for third party Windows applications:** Mitigate the threat posed by the most vulnerable Windows applications by automating the detection and facilitating the remediation of vulnerabilities in the most commonly used applications from non-Microsoft vendors.
- **Pre-defined reports and IT analytics:** Use real-time compliance and exception reports to make smarter, faster decisions to determine overall risk status. Analyze trends and track progress against key performance indicators.

- **Reducing the time required to perform patch-related updates with the software.** This includes reducing the number of clicks required to create policies and exclusions, improving the overall effectiveness of reports, especially those used for highlighting and troubleshooting exceptions, and enabling the whole process to proceed as quickly as the participants can push it.



At-a-glance reports and IT analytics

Third-party application support

Patch Management Supported Software	
7-Zip	Google Chrome™
Adobe Acrobat®	Google Earth™
Adobe Flash®	Google Talk™
Adobe Reader®	HP System Management™ Homepage
Adobe AIR®	Mozilla Firefox®
Adobe Shockwave® Player	Mozilla SeaMonkey®
Apple iTunes®	Mozilla Thunderbird®
Apple QuickTime®	Opera™
Apple Safari®	Oracle® OpenOffice.Org
Citrix MetaFrame® XP® for Microsoft Windows	RealPlayer®
Citrix Password Manager™ Console	RealVNC®
Citrix Presentation Server™ for Microsoft Windows	Skype™
Citrix XenApp™	Sun Java Runtime® Environment
Foxit Reader®	WinZip®

Key value propositions

- **Covers the most pertinent updates:** Adobe, Java, Web-browsers, Plug-ins.
- **Supports key platforms:** Windows, Mac, Red Hat, SUSE.
- **Consolidates** multiple vendor patches in a single view.
- **Intuitive** patch management process is modeled after customer best practices and real-world phases of patch management.

System Requirements	
Management Server	<ul style="list-style-type: none">• Microsoft® .NET Framework 3.5 SP1 or above• Windows® Internet Explorer® 7.0 or above• Windows SQL Server® 2005 SP2 or above• Windows Server® 2008 R2 x64, Windows Server 2008 R2 SP1 x64
Windows Agent	<ul style="list-style-type: none">• Windows® XP SP2 or later x64/x86• Windows Vista® SP1 or later x64/x86• Windows® 7 x64/x86
Mac Agent	<ul style="list-style-type: none">• Mac OS® X 10.4.x (Universal binary), 10.5.x (Universal binary), 10.6.x (Universal binary), 10.7.x
Linux Agent	<ul style="list-style-type: none">• Red Hat® Enterprise Linux WS 4 x64/x86, 5 x64/x86• SUSE Linux® Enterprise Desktop 10 x64/x86, 11 x64/x86
Altiris Patch Management Solution requires the Symantec Management Console, Database, and Notification Server.	

More Information

Visit our website

<http://www.symantec.com/business/patch-management-solution>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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