



Advanced Patch Management Workshop

COURSE DESCRIPTION

The Symantec Advanced Patch Management Workshop course is designed for the professional tasked with maintaining and managing Patch Management Solution™. This 3-day, instructor-led, hands-on class covers how to maintain, tune, and troubleshoot Patch Management Solution. Students will also learn about Patch Management Solution components and process flow, PMImport, the inventory Web service, and the inventory rule cache file. Additionally, students will learn about Patch Management database tables, SQL queries, and how to troubleshoot Patch Management Solution. NOTE: Because this is an advanced course, students must have prior experience with Altiris Patch Management Solution.

Delivery Method

Instructor-led

Duration

3 days

Course Objectives

By the end of this course, you should be able to

- Understand Patch Management 6.2 processes and operations.
- Configure Patch Management.
- Create packages, tasks, and reports.
- Identify when and how to use the Inventory Rule Cache file.
- Apply data classes and inventory rules.
- Become familiar with Patch Management database tables and write database queries.
- Perform advance tuning for Patch Management operations.
- Use Patch Management Solution troubleshooting methodologies and tools.
- Solve advanced troubleshooting scenarios.

Who Should Attend

This course is for anyone with three months or more experience maintaining and managing Patch Management Solution.

Prerequisites

You should have a strong understanding and working knowledge of Microsoft® Windows; have familiarity with networking concepts, including LANs, network adapter cards, drivers, and network operating systems; have familiarity with computer hardware components such as hubs, switches, and routers; and (optional, but recommended) have familiarity using VMware®.

Optionally, you should have attended the Notification System Foundation instructor-led training course or Notification System Foundation online training course.

Hands-On

This course includes practical exercises and labs that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Introduction

- Course logistics and objectives

Patch Management Overview

- Patch Management terminology
- Patch Management for Windows
- PMImport
- Inventory rules
- Software Update agent

Patch Management Server Side Processing

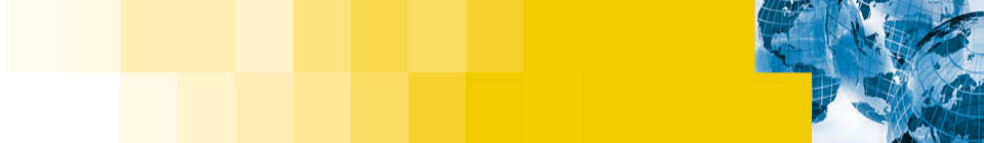
- Patch Management components and configuration
- Patch Management core
- Patch Management components
- Process flow
- PMImport task flow
- Server side configuration settings
- Licensing
- Item attributes
- Hidden collections

Patch Management Agents

- Software Update agent
- Inventory Rule agent
- Package agent
- Software Inventory agent

Agent Policies

- Software Update agent configuration policy
- Software Update agent vendor configuration policy
- Software update policy
- The client config.xml file
- Software delivery policy
- Client folders, schedules, and notifications
- Agent states
- AexPatchUtil.exe
- Patch Agent user interface
- AexAgentDiagnostics.dll
- Error logging



Using the Altiris Knowledge Base for Patch Management

- Finding and resolving your patch issues
- Submitting enhancement requests

Scenarios

- Troubleshooting scenarios and labs
- Solve issues using information and tools from this course

SQL Introduction

- Overview of SQL query commands

Patch Management Tables

- Common Notification Server and Patch Management tables
- How Patch Management data is stored in SQL database tables
- Writing database queries