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Get to Know the Software Panacea Update Manager

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Revision History

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1 Introduction

1.1 Purpose

The purpose of this document is to introduce the Panacea Update Manager in the form of answering frequently asked questions (FAQ) to prospective users.

1.2 Scope

This document attempts to answer FAQs but does not cover design questions.

1.3 References

Table 1 identifies the references that were used in the development of this document. The “#” column identifies the row in the table. The “Document Identifier” details the unique document identification for the document. The “Description” column is the name of the document.

Table 1: References		
#	Document Identifier	Description
1	Product Data Sheet	Automated Patch Management System Data Sheet
2	User Guide	Panacea Update Manager User Guide

1.4 Acronyms and Terms

Table 2 identifies all the acronyms and terms used in this document along with the definition of the acronym or term. The “Term” column identifies the term. The “Definition” column contains the definition for the term.

Table 2: Acronyms and Terms	
Term	Definition
MS	Microsoft
.pti file	Proprietary file type of Panacea which contains the list of vendor-qualified MS updates
FAQ	Frequently Asked Question

2 Frequently Asked Questions

2.1 General Questions

2.1.1 *What is the Panacea Update Manager?*

Panacea Update Manager is a tool that automates the process of gathering and approving vendor-qualified patches and providing them to the connected clients. Panacea Update Manager ensures that only the vendor-qualified Microsoft updates are available to the designated clients on a pre-determined schedule.

2.1.2 *How does Panacea Update Manager automate Patch Management?*

Patch Management is automated by the Panacea Update Manager by the following means:

1. Panacea Update Manager obtains the list of vendor-qualified MS patches from the different vendors automatically.
2. Panacea Update Manager automatically processes the vendor-qualified MS patches in order to ensure that the clients would only receive these vendor-qualified patches.

2.1.3 *What if the system is disconnected from the internet*

Panacea Update Manager is available for systems connected to the Internet or those that are on their own air gapped network. For online Panacea Update Manager installations, the server connects to both the Microsoft website via a secure connection to download the Microsoft patches and the Panacea Secure Update Server to download the latest list of patches qualified by the various vendors. For offline Panacea Update Manager installations, the server is not connected to the internet and Microsoft patches and the updated list of vendor-qualified patches are provided by Panacea on a regular basis through an encrypted physical storage device.

2.1.4 *What makes Panacea Update Manager different?*

Panacea Update Manager was designed to remain automation vendor agnostic and can handle Microsoft updates for multiple vendors. Panacea Update Manager can be configured for a wide variety of systems that use different combinations of automation software on the same node or across multiple nodes and will work across multiple automation networks.

Currently, Panacea Update Manager can automate Microsoft patch deployment for the systems listed below. Future releases will expand upon the supported vendors list based on market research and client feedback.

1. Rockwell
2. Siemens PCS7/WinCC
3. Wonderware
4. OSISoft Pi
 - a. Pi Asset Framework
 - b. Pi Data Archive
5. GE

- a. iFIX 5.8 & Proficy Pulse
- b. iFIX 5.5 & Proficy Pulse
- c. iFIX 5.1 & Proficy Pulse
- d. Cimplicity PE 9.5
- e. Cimplicity PE 9.0
- f. Cimplicity PE 8.2
- g. Tracker 9.0
- h. Tracker 8.2
- i. Plant Applications 6.2
- j. Plant Applications 6.1
- k. Historian 5.5, 5.0
- l. Portal 3.5 SP1 & 3.0 SP1
- m. Change Management 6.5
- n. Batch Execution 5.6 & 5.5
- o. Shop Floor SPC 5.5
- p. Shop Floor SPC 5.0
- q. Open Process 7.3
- r. Proficy Workflow 2.1 & 2.2
- s. Open Enterprise 1.5
- t. Proficy Advanced Analytics 5.0
- u. Virtual Campus

2.1.5 Does Panacea Update Manager have a User Interface where the user can monitor/manage the system?

Yes. Panacea Update Manager has a complete and user-friendly user interface in which the user can monitor their systems or execute administrative tasks.

The following figures demonstrate the user interface and some of the core functionality.

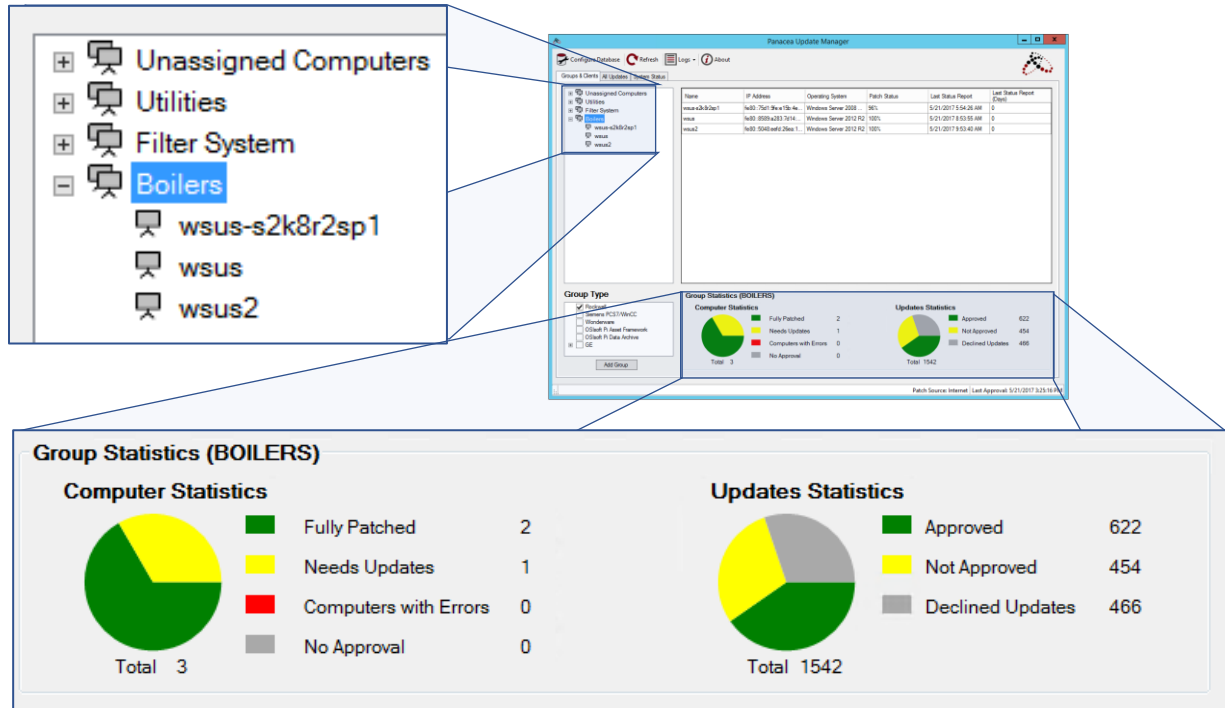


Figure 1: Individual clients can be assigned to groups based on the area of the plant or their function. Status of all the clients in the selected group is provided

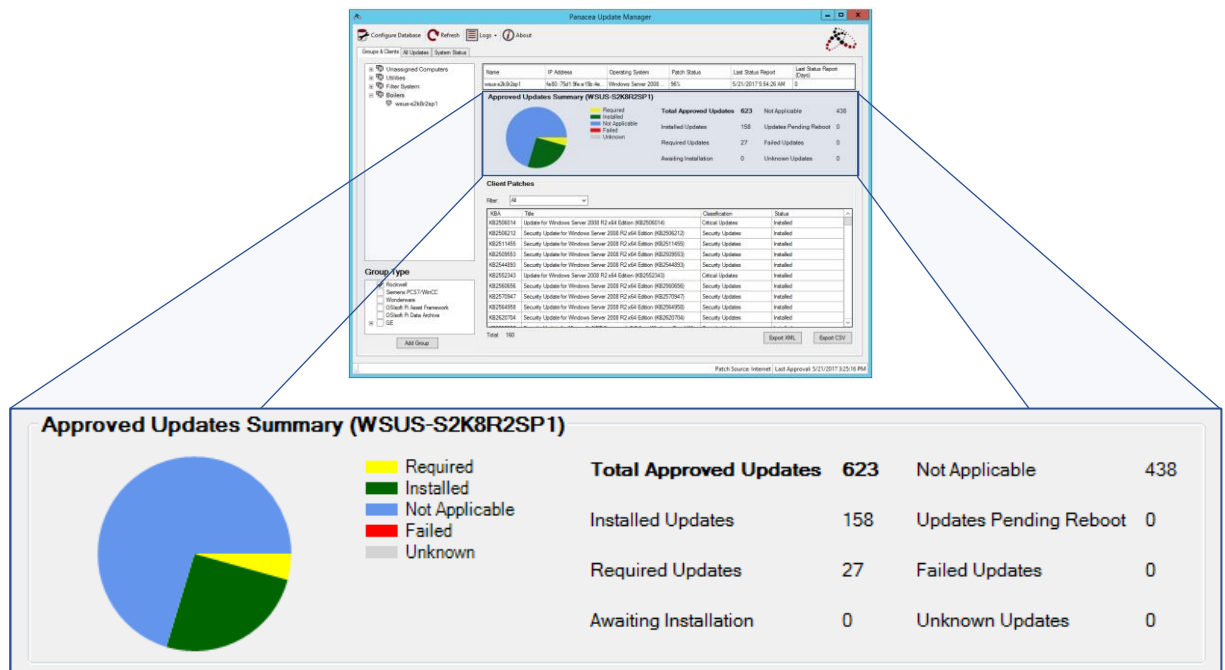


Figure 2: Selecting a client shows its update status

The screenshot shows the Panacea Update Manager interface. At the top, there are tabs for 'Groups & Clients', 'All Updates', and 'System Status'. Below the tabs, there is a filter section: 'Filter by Approval to Groups: All Updates' and 'Approved Updates for Custom Groups: 683'. The main area displays a table of updates with columns for KBA, Title, Classification, Approval, and Approved for Groups. A detailed view of the 'Approved for Groups' column is shown in a callout box, listing various groups like '<Boilers>', '<Filter System, Boilers>', and '<Filter System>'.

KBA	Title	Classification	Approval	Approved for Groups
KB958690	Security Update for Windows Server 2008 R2 Beta x64 Edition (KB958690)	Security Updates	Declined	<Filter System>
KB958690	Security Update for Windows Server 2008 R2 Beta for Itanium-based Systems (KB958690)	Security Updates	Install (1/3)	<Boilers>
KB975467	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB975467)	Security Updates	Mixed	<Filter System, Boilers>
KB975467	Security Update for Windows Server 2008 R2 x64 Edition (KB975467)	Security Updates	Install (2/3), Remove (1/3)	<Filter System, Boilers>
KB974571	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB974571)	Security Updates	Not Approved	<Filter System, Boilers>
KB974571	Security Update for Windows Server 2008 R2 x64 Edition (KB974571)	Security Updates	Install (2/3)	<Filter System, Boilers>
KB972270	Security Update for Windows Server 2008 R2 x64 Edition (KB972270)	Security Updates	Install (2/3)	<Filter System, Boilers>
KB972270	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB972270)	Security Updates	Install (2/3)	<Filter System, Boilers>
KB977894	Security Update for Windows Server 2008 R2 x64 Edition (KB977894)	Security Updates	Not Approved	<Boilers>
KB975560	Security Update for Windows Server 2008 R2 x64 Edition (KB975560)	Security Updates	Install (1/3)	<Boilers>
KB975560	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB975560)	Security Updates	Install (1/3)	<Boilers>
KB979309	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB979309)	Security Updates	Install (1/3)	<Boilers>
KB978601	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB978601)	Security Updates	Install (1/3)	<Boilers>
KB978601	Security Update for Windows Server 2008 R2 x64 Edition (KB978601)	Security Updates	Install (1/3)	<Boilers>
KB979309	Security Update for Windows Server 2008 R2 x64 Edition (KB979309)	Security Updates	Install (1/3)	<Boilers>
KB978542	Security Update for Windows Server 2008 R2 x64 Edition (KB978542)	Security Updates	Install (2/3)	<Filter System, Boilers>
KB978542	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB978542)	Security Updates	Declined	<Boilers>
KB979482	Security Update for Windows Server 2008 R2 x64 Edition (KB979482)	Security Updates	Install (1/3)	<Boilers>
KB982666	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB982666)	Security Updates	Install (2/3), Remove (1/3)	<Filter System, Boilers>
KB979482	Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB979482)	Security Updates	Install (1/3)	<Boilers>
KB982666	Security Update for Windows Server 2008 R2 x64 Edition (KB982666)	Security Updates	Mixed	<Filter System>
KB983444	Security Update for Windows SharePoint Services 3.0 (KB983444)	Security Updates	Not Approved	<Filter System>
KB983444	Security Update for Windows SharePoint Services 3.0 x64 (KB983444)	Security Updates	Not Approved	<Filter System>

Total: 1542
Last Refresh: 5/21/2017 4:30:33 PM
Patch Source: Internet | Last Approval: 5/21/2017 3:25:16 PM

Figure 3: All Updates tab shows all of the updates in the database as well as its approval status, and to which groups the update has been approved for

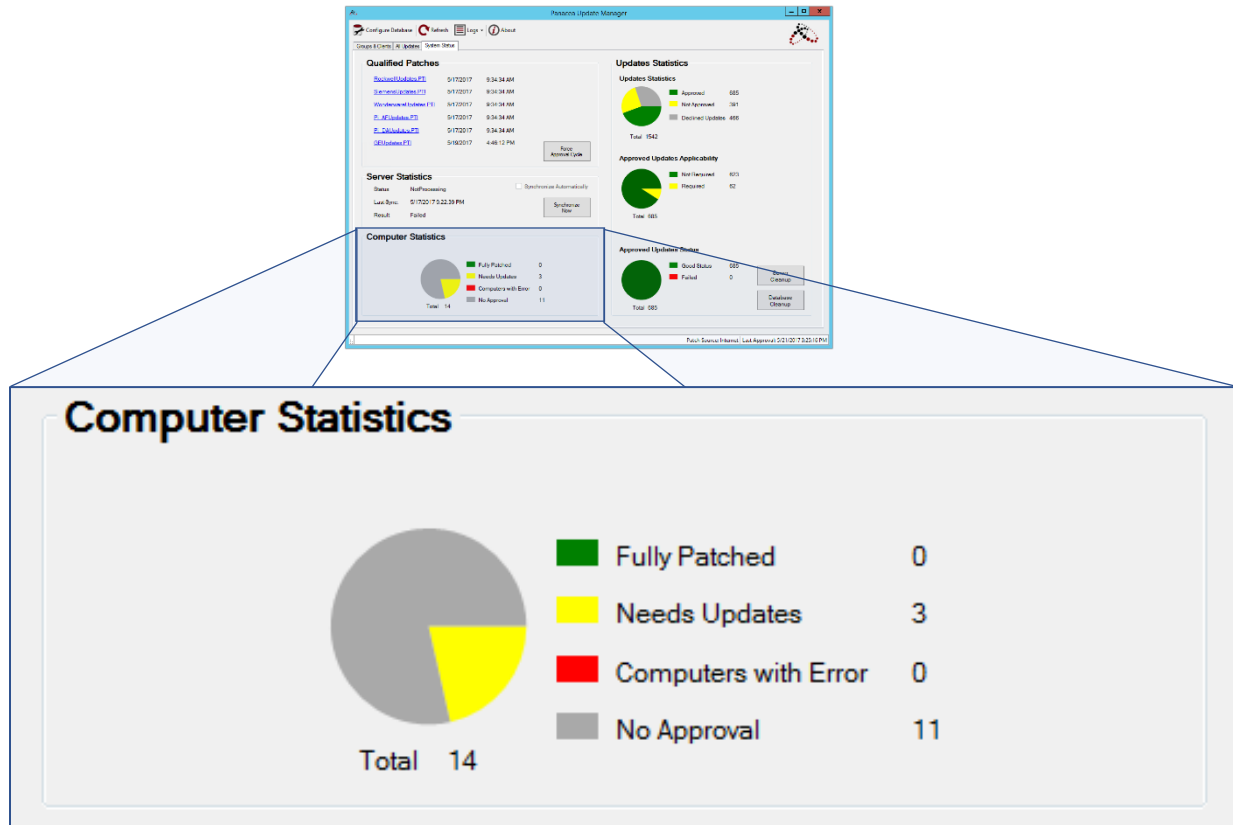


Figure 4: Status of all computers in the system can be observed on the System Status screen.

The following are some of the tasks that can be done via the Panacea Update Manager console:

1. View all updates in the database
2. Configure the updates database
3. View details about the updates
4. Manually set the approval status of the updates to the following:
 - a. Approved for installation
 - b. Not Approved
 - c. Declined
 - d. For removal
5. Process the latest vendor-qualified patches on demand

This happens automatically and regularly but the user can initiate this any time on demand
6. Force the approval cycle to run on demand

This happens automatically and regularly but the user can initiate this any time on demand
7. Create groups and define which automation software platforms are installed in the clients

8. Cleanup the database of unwanted updates.
9. Automate server cleanup to remove unwanted objects in the database.

2.1.6 What happens if a vendor or Microsoft revokes an update?

In the rare case that the vendor or Microsoft revokes an MS update, the update should be uninstalled. If the update supports removal, the update can be set to be uninstalled from the Panacea Update Manager via the all updates tab; otherwise, the update would have to be uninstalled from the client locally.

If the update has not yet been installed and the vendor has released the updated qualified patches list, once the approval cycle runs, the approval status of the update will be set to “Not Approved” and the client will no longer receive any notification to install the affected update. However, if the vendor has yet to release the latest/corrected patches list, the user can manually set the status of the update to “Declined”. Once the status is declined, Panacea Update Manager will no longer change the approval status of the update.

2.1.7 Where does the list of vendor-qualified patches come from?

The list of vendor-qualified patches would always come from the specific vendor but Panacea parses the list and creates a *.pti* file which will be downloaded or processed by Panacea Update Manager.

2.1.8 Can multiple domains/workgroups report to the same server?

Yes. As long as there is a connection between the server and the single or multiple domains/workgroups, Panacea Update Manager can update all of the domains/workgroups.

2.2 Installation and configuration

2.2.1 How to install the Panacea Update Manager?

Installation is automated and the Panacea Update Manager facilitates the installation and configuration of the other required software or database.

2.2.2 Do you need support from Panacea to install Panacea Update Manager?

Since installation is easy and automated, it is not necessary for a Panacea Engineer to do the installation and configuration. However, some customers may still prefer that a qualified Patch Management Panacea Engineer would do the actual installation and configuration. If this is the case, a Panacea Engineer can be on-site to do the installation and configuration.

2.2.3 How do the clients know to which server to connect to?

Panacea Update Manager comes with a client configurator (*ClientConfig*). The *ClientConfig* is a standalone application which can be used to configure clients locally or remotely. If the server is in the same network as the clients, the *ClientConfig* can be run from the server itself to configure all clients. If the server is in a different domain/workgroup from the clients, *ClientConfig* just needs to be run in one of the nodes in the domain/workgroup in order to configure all of the clients in the network.

2.2.4 *What is the update installation behavior of the clients?*

In order to avoid unexpected reboots in the clients, actual installation does not happen automatically—installation would have to be scheduled. This is also helpful for validated systems in order to ensure that updates will only be installed in a pre-determined schedule.