



ScriptLogic[®]
Patch Authority Ultimate[®] 7.8
Virtual Machine
Quick Start Guide



A QUEST SOFTWARE COMPANY

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DOCUMENTATION CONVENTIONS

Typeface Conventions

Bold

Indicates a button, menu selection, tab, dialog box title, text to type, selections from drop-down lists, or prompts on a dialog box.

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- Locate product information and technical details.
- Find out about Product Pricing.
- Search the Knowledge Base for Technical Notes containing an extensive collection of technical articles, troubleshooting tips and white papers.
- Search Frequently Asked Questions, for the answers to the most common non-technical issues.
- Participate in Discussion Forums to discuss problems or ideas with other users and ScriptLogic representatives.

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VIRTUAL MACHINE OVERVIEW

A virtual machine is not actually a physical machine but rather a software environment (usually an operating system) designed to emulate a physical machine. A virtual machine can run programs just like a physical machine. The physical machine used to host the virtual machine can often support multiple virtual machines.


ScriptLogic Patch Authority Ultimate can scan for and deploy patches to the virtual machines on your network regardless of whether they are online or offline. It can also perform a software asset scan of your online and offline virtual machines.

Online Virtual Machines

A virtual machine that is online and running is treated by Patch Authority Ultimate the same as a physical machine. Patch scans and asset scans will be performed in the same manner as on a physical machine. Any patches that may be missing can also be deployed in the same manner to both your physical machines and your online virtual machines. This means your online virtual machines are protected by the latest software patches just like your physical machines.

Offline Virtual Machines

Patch Authority Ultimate also enables you to scan and patch offline virtual machines. Offline virtual machines are those that aren't powered on when a patch scan or an asset scan is performed. These virtual machines may be powered on for only a few hours or days a month and then powered off until they are needed again the next month. It's important to ensure that these systems are patched so that when they are brought online they don't place your network at risk.

Patch Authority Ultimate makes it easy to scan these offline virtual machines. When you initiate a scan of a machine group that contains offline virtual machines, Patch Authority Ultimate will perform a full assessment of the offline virtual machines and display the scan results alongside the results for running systems. Offline virtual machines will be differentiated in the patch scan results by a unique icon (). The scan results may even identify offline virtual machines that you don't even know about. When viewing machines in Machine View the **Offline Scan** column in the top pane will indicate if a virtual machine was offline at the time of the scan.

Patching offline virtual machines is similarly simple. You simply highlight the machines and patches you'd like to install and then select **Deploy** from the Patch Authority Ultimate menu. For offline virtual machines that are hosted on a server, the machines will be powered on, the patches installed, and the machines powered back down. For offline virtual machines that reside on workstations, the patches will be copied to the offline virtual machines and will be installed the moment that the virtual machine is started (or according to the scheduled patch deployment time).

Virtual Machine Templates

Virtual servers and virtual workstations are often created using a template. Templates enable you to quickly create new virtual machines that conform to your particular configuration requirements. A template that is offline poses no danger to your organization. A template that is brought online, however, is no different than an online virtual machine. It can perform tasks just like any other virtual machine, and it can also contain the same viruses, spyware, and other types of malware that target improperly patched machines. For this reason it is critical that your virtual machine templates receive the same patch management care as your physical and virtual machines.

Patch Authority Ultimate enables you to patch your virtual machine templates. You simply add your templates to a machine group and Patch Authority Ultimate will take of the rest. For complete details on the virtual machine template scan and deployment process, see *Notes About Virtual Machine Templates*.




SYSTEM REQUIREMENTS

ScriptLogic Patch Authority Ultimate supports offline virtual machines created by any of the following:

- VMware ESX Server 3.0 or later
- VMware ESXi 3.0 or later
- VMware vCenter (formally VMware VirtualCenter) 2.0 or later
- VMware Workstation 4.0 or later
- VMware Player

NOTES ABOUT VIRTUAL MACHINES

Before using ScriptLogic Patch Authority Ultimate to scan virtual machines, please review the following notes:

- Only the current state of the virtual machine will be scanned and patched. Snapshots of virtual machines are not scanned or patched.
- A virtual machine is counted only once against the total number of license seats available, even if it is scanned both in online (powered on) mode and offline (powered off) mode.
- In machine groups and in scan results, special icons will distinguish an offline virtual machine () from a physical machine or an online virtual machine () and from a virtual machine template () .
- Avoid using network drive letters when defining offline virtual machines in a machine group. The recommended practice is to instead specify the Uniform Naming Convention (UNC) path. This comes into play when performing a scheduled scan on an offline virtual machine. Network drive mappings are session-specific, so it is very possible that a specified mapping will no longer exist when the scheduled scan process is run.

- Within a machine group, the **Scan only** filters do not apply to offline virtual machines or to virtual machine templates.

Scan only:

- Servers Domain Controllers IIS Servers Print Servers
 Workstations Dial-in Servers SQL Servers

- Dual boot systems (for example, a virtual machine with two partitions, each containing a different operating system) are not supported.
- It is possible for two offline virtual machines to have the same domain and computer name. This will be the case if you clone a virtual machine and do not change the computer name or domain name on one or both machines. In this situation, of the two duplicate virtual machines, only the last one scanned will be visible in Machine View. The machines displayed in Machine View are keyed on domain and computer name and duplicates are not allowed.
- Virtual machines that are offline (powered off) will be mounted before they are scanned. Virtual machines that are online (powered on) do not need to be mounted as they are treated no differently than a regular machine.
- When performing a patch or an asset scan, a virtual machine that was added to a machine group as an offline virtual machine but that is online at the time of a scan will be scanned if it is hosted on an ESX server and if the proper credentials are available in order to access that machine. (See *Supplying Credentials for Virtual Machines* for details.) Online virtual machines that are hosted on workstations will fail to mount and will not be scanned.
- In order to mount a VMware ESX Server through a virtual infrastructure server, you must be running VMware Infrastructure 2.5 or later.
- When scanning virtual machines that are supported by VMware, please keep in mind the following:
 - You cannot mount encrypted virtual disks.
 - You cannot mount a virtual machine if any of its .vmdk files are compressed or have read-only permissions.
 - You cannot mount a virtual machine that is currently being used by a running or suspended virtual machine.
 - Linked clones and compressed images are not supported.
- When scanning multiple virtual machines that are hosted on one workstation, it is possible to reach the connection limit for that workstation. If the connection limit is reached an error will occur and the scans will fail. The maximum number of simultaneous connections supported varies for each Windows OS. For example, Windows XP only allows a maximum of 10 simultaneous connections while servers allow many more. See <http://support.microsoft.com/kb/314882> for more information.
- When deploying patches to an offline virtual machine that is hosted on a server, the virtual machine will be powered on, the patches installed, and the virtual machine powered down. See *Deploying Patches to Virtual Machines* for more details.

- When deploying patches to an offline virtual machine that is hosted on a server, VMware tools must be installed on the virtual machine.
- When deploying patches to an offline virtual machine that is hosted on a server, the following VMware server permissions are required in order to manage snapshots and to change the power state of the machine during the deployment process:
 - VirtualMachine.State.CreateSnapshot
 - VirtualMachine.State.RemoveSnapshot
 - VirtualMachine.Interact.PowerOn
 - VirtualMachine.Interact.PowerOff
 - VirtualMachine.Interact.DeviceConnection (to disable/enable the network card)
- When deploying patches to an offline virtual machine that resides on a workstation, the new deployment job will overwrite any older deployment jobs that have not yet been performed. For this reason you should deploy all desired patches in a single deployment.

Example: You deploy Patch A to a workstation-based offline virtual machine. The virtual machine is still offline a month later when you deploy Patches B and C. Because the first deployment job was never executed it gets overwritten and only Patches B and C are now scheduled for deployment. To avoid this you simply include Patch A along with Patches B and C in the second deployment job.


One way to manage this is to use a patch group to define the patches you want deployed to your workstation-based virtual machines. When new patches are identified you simply add them to the list of patches in the patch group. This is particularly useful when specifying a patch group and enabling the **Deploy missing patches using** check box on a patch scan template. See *Creating a New Patch Scan Template* in the Help file for more details about these options.

- ScriptLogic Patch Authority Ultimate Agent operations are not supported on offline virtual machines.

If you install ScriptLogic Patch Authority Ultimate Agent on an online virtual machine and then later scan the virtual machine while it is in an offline state, ScriptLogic Patch Authority Ultimate may report the wrong agent status for that image. For example, it may show that the agent is not installed, or it may let you attempt to uninstall the agent. This occurs because ScriptLogic Patch Authority Ultimate Agent operations are not supported on offline virtual machines. The correct status will be reported once the virtual machine is brought back online and rescanned by ScriptLogic Patch Authority Ultimate.

NOTES ABOUT VIRTUAL MACHINE TEMPLATES

Before using Patch Authority Ultimate to scan and patch virtual machine templates, please review the following notes:

- For information on using virtual machine templates in patch scans, asset scans, and patch deployments, see *Roadmap of Tasks*.
- The type of virtual machine template (server template, workstation template, etc.) does not matter, they are all supported by Patch Authority Ultimate.
- Only virtual machine templates that are hosted on a VMware server are supported by Patch Authority Ultimate. The templates are added to a machine group using the **Hosted Virtual Machines** tab. Virtual machine templates that reside on individual workstations are not supported.
- A unique icon () is used to identify virtual machine templates. You will see this icon when adding a template to a machine group and when viewing scan results in Scan View and in Machine View.
- As with anything that involves components on a network, errors can occur if connections go bad, if servers are shut down, if a template is modified while being accessed by Patch Authority Ultimate, etc. In general, the templates should not be touched at any time during the scanning or patch deployment process.
- When you initiate a patch or an asset scan of a virtual machine template, Patch Authority Ultimate will scan the template in its current state and will report the results in the same way it does for virtual machines and physical machines.
- During a scan, a template will be accessed using the VMware server credentials. Any individual credentials supplied for the template are ignored.
- You should supply online credentials for any virtual machine template that will be included in a patch deployment process. During the patch deployment process the template is converted to a virtual machine and powered on—Patch Authority Ultimate will need the supplied credentials in order to access the online version of the machine.
- When deploying patches to a virtual machine template, the following VMware server permissions are required in order to manage snapshots and to perform the deployment:
 - VirtualMachine.State.CreateSnapshot
 - VirtualMachine.State.RemoveSnapshot
 - VirtualMachine.Provisioning.MarkAsTemplate
 - VirtualMachine.Provisioning.MarkAsVM
- The patch deployment template you use must not specify the use of a distribution server. The virtual machine will be disconnected from the network and unable to download the patches from the distribution server.

- The patch deployment template you use must not specify the use of a Office media path. The offline virtual machine will be disconnected from the network and unable to access the location of the original Office installation media.
- The patch deployment template you use should not specify a pre-deploy reboot (the program will be unable to initiate the reboot because the machine will be offline) but it should always perform a post-deploy reboot (this is a "best practice" when deploying patches). For deployments to virtual machine templates it is recommended you use the **Virtual Machine Standard** deployment template.
- During a patch deployment, a virtual machine template that may normally be available only to an administrator will become visible to other users. This is because during the patch deployment process the template is temporarily converted to a virtual machine and powered on.

ROADMAP OF TASKS

Patch Tasks

ScriptLogic Patch Authority Ultimate can scan for and deploy patches to online virtual machines, to offline virtual machines, and to virtual machine templates. You do this by performing the following tasks:

1. Create one or more machine groups that contain the virtual machines and virtual machine templates you want to scan and patch.

See *Adding Virtual Machines to a Machine Group* on page 7 for details.




2. Supply credentials for the virtual machines.

When performing scans, the recommended best practice is to always supply credentials for the virtual machines and virtual machine templates. When performing patch deployments, credentials must be set at the machine, group, or default level. See *Supplying Credentials* on page 11 for details.

3. Use the machine group in a scan.

See *How to Scan Virtual Machines* on page 13 for details.

4. Review the scan results. See *Reviewing Scan Results* on page 14 for details.

In the scan results, unique icons will distinguish an offline virtual machine () from a physical machine or an online virtual machine () and from a virtual machine template (). When viewing machines in Machine View the **Offline Scan** column in the top pane will indicate if a virtual machine was online or offline at the time of the scan.

5. (Optional) If you want to take snapshots of your hosted virtual machines and templates immediately before and/or immediately after the deployment process, make sure you specify this on the **Hosted VMs/Templates** tab of the deployment template you plan to use.

6. Deploy the desired patches to the desired virtual machines and virtual machine templates. See *Deploying Patches to Virtual Machines* on page 16 for details.

You may not know if a particular virtual machine is online or offline at the time you perform a deployment, and it typically doesn't matter. The following guidelines apply for patch deployments to virtual machines:

- If a virtual machine is hosted on a server, the deployment can be successful regardless of whether the virtual machine is online or offline at the time of the deployment.
- If a virtual machine is defined in a machine group using the **Workstation Virtual Machines** tab, the deployment can be successful as long as the virtual machine is offline.
- If a virtual machine is defined in a machine group using the **Machine Name, Domain Name, or IP Address/Range** tab, the deployment can be successful as long as the virtual machine is online.

If a virtual machine is online the patch deployment is performed in the same manner as for a physical machine. Patch deployments to offline virtual machines and to virtual machine templates are performed by Patch Authority Ultimate in a slightly different manner. See *Deploying Patches to Virtual Machines* on page 16 for details.

7. Monitor the deployment activities.

See *Monitoring Patch Deployments to Virtual Machines* on page 20 for details.

ADDING VIRTUAL MACHINES TO A MACHINE GROUP

Virtual machines can be added to a machine group. The recommended best practice is to create a machine group consisting of nothing but virtual machines. You can, however, add both physical machines and virtual machines to the same machine group if you wish.

There are four different ways to add virtual machines to a machine group:

- If virtual machines are hosted by a server you can add the server to the machine group. This effectively adds all virtual machines hosted by the server to the machine group. The virtual machines can be in either online or offline mode. See *Adding Servers and Virtual Machines Hosted by a Server* for details.
- If virtual machines are hosted by a server you can add individual virtual machines to the machine group. The virtual machines can be in either online or offline mode. See *Adding Servers and Virtual Machines Hosted by a Server* for details.
- You can also add virtual machine templates that may be hosted on a server. See *Notes About Virtual Machine Templates* for details.

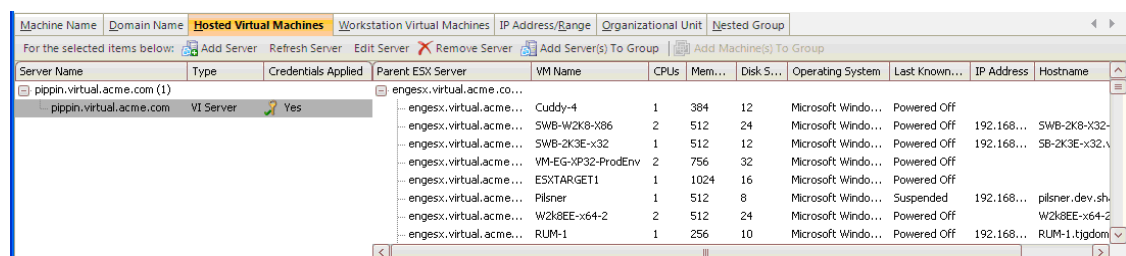
- If virtual machines reside on individual workstations you may consider adding the machines to the group twice to ensure that each virtual machine is successfully scanned regardless of its current power state (online or offline).
 - You can add the full path names or directory names of the offline virtual machines to the machine group using the **Workstation Virtual Machines** tab. The virtual machines defined using this tab are scanned only if they are in offline mode. See *Adding Offline Virtual Machines That Reside on Workstations* on page 8 for details.
 - You can add the virtual machines to the machine group using the **Machine Name** tab, the **Domain Name** tab, or the **IP Address/Range** tab. The virtual machines defined using this tab are scanned only if they are in online mode.

ADDING SERVERS AND VIRTUAL MACHINES HOSTED BY A SERVER

Many organizations will host their virtual machines on one or more VMware servers. Doing so provides the means to manage the virtual machines in an organized fashion. There are two main types of VMware servers:

- **VMware ESX/ESXi Servers:** A server dedicated to hosting and managing multiple virtual machines. VMware ESX servers are typically used in small- and medium-sized organizations that want to control multiple virtual machines from one location. The server often runs on a dedicated blade computer that is using a VMware operating system.
- **VMware vCenter Servers:** A virtual infrastructure server is typically used by large organizations that need to manage multiple VMware ESX servers, each of which may be running multiple VMware images. For example, you can quickly move a highly-utilized virtual machine from a busy ESX server to another less busy ESX server.

You can use the **Hosted Virtual Machines** tab to log on to these servers and select the virtual machines and the virtual machine templates you want to include in your machine group. The virtual machines can be in either offline or online mode.



1. Log on to the desired server by clicking **Add Server** and then specifying the server name and the proper credentials.

The credentials you use to log on to the server are called *browse credentials*. They will be used to connect to the server and to enumerate the machines hosted by the server.

After a connection is made the server is displayed in the left-hand pane. The virtual machines hosted by the server are displayed in the right-hand pane. At this point you can either add the server itself to the group or you can add individual virtual machines and virtual machine templates.

Note: You must have server permission set on the datacenter, the folder, or the individual virtual machines in order for the machine to be displayed. If you don't have permission for a specific virtual machine it will not be displayed in the right-hand pane.

Tip: You can log on to multiple servers at the same time. All virtual machines found on the servers are displayed in the right-hand table.

2. To add all machines hosted by a server, select the server in the left-hand pane and click **Add Server(s) to Group**.
3. To add individual hosted machines, in the right-hand pane select the virtual machines you want to add to the machine group and then click **Add Machine(s) to Group**.

The virtual machines are added to the bottom pane of the machine group.

4. Supply any credentials that may be needed for the individual virtual machines and virtual machine templates.

See *Supplying Credentials for Virtual Machines* for details.

ADDING OFFLINE VIRTUAL MACHINES THAT RESIDE ON WORKSTATIONS

Some virtual machines may reside on individual workstations. Any machine using VMware Workstation software is capable of supporting a virtual machine. The virtual machines may reside almost anywhere, including hard drives, network drives, jump drives, etc. You use the Workstation Virtual Machines tab to add these stand-alone offline virtual machines to a machine group.

Note: This tab is used to specify the offline identity of each virtual machine. If a virtual machine added here is online when a scan is performed, a mounting error will occur and the scan of that machine will fail.

Tip: If you want to be absolutely sure that all your virtual machines are successfully scanned, simply add the same machines to the group a second time using one of the other tabs (**Machine Name**, **Domain Name**, or **IP Address/Range**). This duplication assures that each virtual machine will be successfully scanned regardless of its power state (online or offline).

The screenshot shows a software interface with several tabs at the top: 'Machine Name', 'Domain Name', 'Hosted Virtual Machines', 'Workstation Virtual Machines' (which is selected and highlighted in yellow), 'IP Address/Range', 'Organizational Unit', and 'Nested Group'. Below the tabs, there are three main input sections:


- The first section has a text input field with the placeholder text "Click here to enter the full path to a virtual machine or browse using the button at the right" and an "Add VM" button to its right.
- The second section has a text input field with the placeholder text "Click here to enter the path to a directory of virtual machines or browse using the button at the right" and an "Add Directory" button to its right.
- Below the second section is a checkbox labeled "Include all VMs in all subdirectories".
- At the bottom of the form, there is a label "Import from an external source:" followed by two buttons: "Import From File" and "Link To File".

The virtual machines specified here are the actual images and you must therefore specify the full path name. Once the virtual machine is added to a machine group you should also specify the credentials used to connect to that virtual machine (see *Supplying Credentials* on page 11). This is different from virtual machines hosted by a server. On a server you can simply reference a file that points to the actual virtual machine, letting the server manage the path and credential information.

Adding a Virtual Machine Residing on a Workstation

There are two ways to add an offline virtual machine that is hosted on a workstation:

- In the **Click here to enter the full path to a virtual machine** box, type the full path name of the virtual machine. You must specify the full path name and not just the name of the virtual machine. The name must contain a valid image extension (such as .vmx) and must not contain any illegal characters (such as @, ", etc.). When possible, avoid using network drive letters; the recommended practice is to instead specify the Uniform Naming Convention (UNC) path. For example:
`\\machinename\sharename\directory\machine.vmx.`

- Click the Browse button () and locate the virtual machine by browsing your local machine and your network for the desired file.


Once the virtual machine is defined, click **Add VM** to add it to the machine group list.

Add a Directory of Virtual Machines

There are two ways to add a directory of offline virtual machines:

- In the **Click here to enter the path to a directory of virtual machines** box, type the full path name of the directory. When possible, avoid using network drive letters. The recommended practice is to specify the Uniform Naming Convention (UNC) path. For example:
`\\virtual\directory.`

- OR -

- Click the Browse button () and locate the directory by browsing your local machine and your network for the desired directory.

If you want the program to recursively search all subdirectories for virtual machines when performing a scan, enable the **Include all VMs in all subdirectories** check box.

Once the directory is defined, click **Add Directory** to add it to the machine group list.

Note: Adding a large number of virtual machines that are all hosted on the same workstation could cause a connection limit error to occur when scanning the virtual machines. See *Notes About Virtual Machines* on page 2 for more information.

VIEWING SERVERS AND VIRTUAL MACHINES IN A MACHINE GROUP

When servers, virtual machines, and virtual machine templates are added to a machine group, the new entries are displayed within the bottom section of the machine group pane. For example:

Type	Name	Admin Credentials	Browse Credentials	E-mail Options Ap...	When Scanning
Virtual Server (1)					
Virtual Server	pippin.virtual.sample.com	Yes	No	No	Include
Virtual Infrastructure Server (2)					
Virtual Infrastructure Server	W2k8EE-x64-2; pippin.virtual.sample.com	No	Yes - Virtual Server	No	Include
Virtual Infrastructure Server	W2K3EE x64 SP1 Template: pippin.virtual.sample.com	No	Yes - Virtual Server	No	Include
Offline VM (1)					
Offline VM	\\mydevhp\VMImages\QATesting\EN-2000\WinXPPro.vmx	No	No	No	Include

The recommended best practice is to always supply credentials for the VMware servers, the virtual machine templates, and the offline workstation virtual machines. See *Supplying Credentials for Virtual Machines* for details. Be careful if you have multiple console administrators, as different administrators are likely to provide different server credentials.

SUPPLYING CREDENTIALS FOR VIRTUAL MACHINES

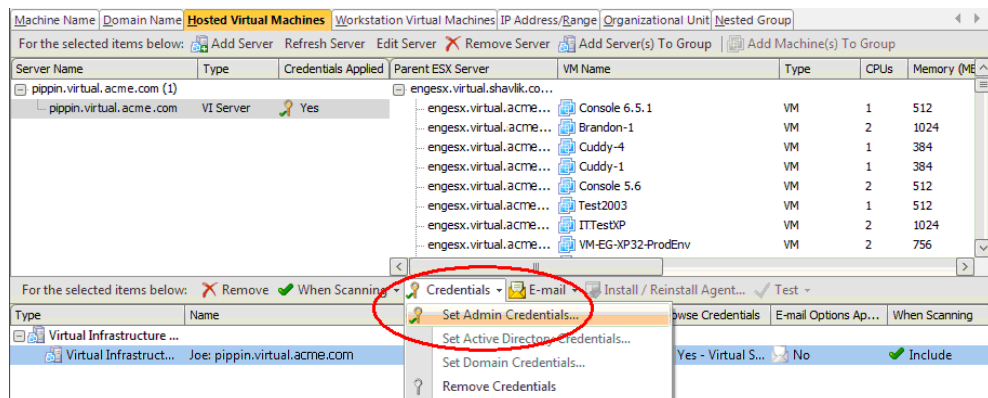
There are several different tabs that can be used to add virtual machines to a machine group. The credentials that will be used to scan and/or deploy patches to these machines depends on how the machines are defined to the group and on the current power state of each machine.

- Hosted Virtual Machines** tab: Used to add virtual machines that are hosted by a server. The credentials used to scan each machine depends on the current power state of the machine.
 - A hosted virtual machine that is **offline** at the time of a scan will be accessed using the server's browse credentials. Any individual credentials supplied for the machine are ignored.

Machine Name	Domain Name	Hosted Virtual Machines	Workstation Virtual Machines	IP Address/Range	Organizational Unit	Nested Group	
For the selected items below: Add Server Refresh Server Edit Server Remove Server Add Server(s) To Group Add Machine(s) To Group							
Server Name	Type	Credentials Applied	Parent ESX Server	VM Name	Type	CPUs	Memory (ME)
pippin.virtual.acme.com (1)	VI Server	Yes	engesx.virtual.acme.co...	Console 6.5.1	VM	1	512
				Brandon-1	VM	2	1024
				Cuddy-4	VM	1	384
				Cuddy-1	VM	1	384
				Console 5.6	VM	2	512
				Test2003	VM	1	512
				ITTestXP	VM	2	1024
				VM-EG-XP32-ProdEnv	VM	2	756

Type	Name	Admin Credentials	Browse Credentials	E-mail Options Ap...	When Scanning
Virtual Infrastruct...	Joe: pippin.virtual.acme.com	Yes	Yes - Virtual S...	No	Include

- A hosted virtual machine that is **online** at the time of a scan will be accessed using authorized credentials for that machine. See *Credential Priorities* (below) for details.



- **Workstation Virtual Machines** tab: Used to add **offline** virtual machines that reside on individual workstations. You must supply individual machine credentials for each virtual machine defined using this tab. The credentials are used during the mounting process and provide permission for Patch Authority Ultimate to access the virtual machine files on the workstation.
- **Machine Name** tab, the **Domain Name** tab, or the **IP Address/Range** tab: Used to add virtual machines that reside on individual workstations and that are **online** at the time of a scan. See *Credential Priorities* for details.

You typically use these three tabs if you want to be absolutely sure that all your workstation-based virtual machines are successfully scanned. Adding the same machines here and on the **Workstation Virtual Machines** tab assures that each virtual machine will be successfully scanned regardless of its power state (online or offline).

CREDENTIAL PRIORITIES

Initiating Actions From a Machine Group or a Favorite

Machine groups and favorites can be used to initiate patch scans and assets scans (on online/offline virtual machines) and power management actions (on online virtual machines). When performing these actions, Patch Authority Ultimate will attempt to authenticate to each virtual machine using a variety of credentials and will do so in the following order:

1. Machine-level credentials (described above in *Supplying Credentials for Virtual Machines*).
2. Group-level credentials (via the **Credentials** button in the top pane of the machine group).
3. Default credentials (via **Tools > Options > Default Credentials**).
4. Credentials of the person currently logged on to the program (will not work for deployments to offline virtual machines).

If none of these credentials work the scans and the power management tasks will fail.

One suggestion is to make your default credentials the same as the account credentials you typically use to log on to the program. This will eliminate problems that may occur if you forget to assign credentials.

Initiating Actions From Machine View or Scan View

When initiating a patch deployment or a power management action from Machine View or Scan View, the program will attempt to authenticate to the target machines using a variety of credentials and will do so in the following order:

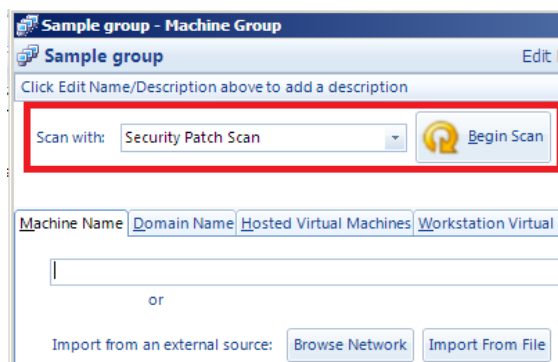
1. The credentials used in the last successful scan of the target machines (when from Machine View) or the credentials used in the corresponding scan (when from Scan View).
2. Default credentials (used if the scan credentials are invalid or missing (for example, if an agent performed the scan rather than the console)).
3. Credentials of the person currently logged on to the program (will not work for deployments to offline virtual machines).

If none of these credentials work then the action will fail.

HOW TO SCAN VIRTUAL MACHINES

After defining your virtual machines in a machine group, you initiate a scan in the exact same manner as any other machine group.

1. In the **Machine Groups** pane select the machine group that contains your virtual machines.
2. Verify the desired virtual machines are contained within the group.
3. In the **Scan with** box select the desired scan template or power template.
4. Click **Begin Scan**.



ScriptLogic Patch Authority Ultimate will perform a full assessment of each virtual machine. In the scan results, special icons will distinguish offline virtual machines (🖥️) and virtual machine templates (📄) from physical machines and online virtual machines (💻).

REVIEWING SCAN RESULTS

Reviewing Patch Scan Results

You can review patch scan results using either Scan View or Machine View. When reviewing your patch scan results, special icons will distinguish an offline virtual machine (🖥️) and a virtual machine template (📄) from a physical machine or an online virtual machine (💻).

ScriptLogic Patch Authority Ultimate will otherwise treat an offline virtual machine or virtual machine template no differently than a physical machine. If an offline machine is brought online and is rescanned, the offline virtual machine icon will be replaced by a regular machine icon.

The **Patches** tab in the middle pane displays general information about the machines selected in the top pane.

The screenshot displays the 'Scan Summary' window. The top pane shows a table of scan results for machine '1' (WORKGROUP, ADMIN-ARD96L498). The table has columns for 'Installed Patch Count', 'Missing Patch Count', and 'Missing Service Pack Count'. The values are 0, 82, and 1 respectively. The 'Patches' tab is selected, showing a table of patch status. The table has columns for 'Original Patch Status', 'Current Patch Status', 'Product', 'Service Pack', 'Affected Machine...', 'Bulletin Rel...', and 'Bulletin ID'. The first row shows 'Patch Missing (82)' for 'Windows XP (x64)' with 'SP2' service pack and '1' affected machine. Below this, there are 'Informational (6)' and 'Service Pack Missing (1)' entries.

Machine Group	Domain	Machine Name	IP Address	Installed Patch Co...	Missing Patch Count	Missing Service Pack C...
1 (1)	WORKGROUP	ADMIN-ARD96L498		0	82	1

Original Patch Status	Current Patch Status	Product	Service Pack	Affected Machine...	Bulletin Rel...	Bulletin ID
Patch Missing (82)		Windows XP (x64)	SP2	1	1/1/0001	Windows XP (x64)
Informational (6)						
Service Pack Missing (1)						

CONFIGURING YOUR DEPLOYMENT TEMPLATE TO TAKE SNAPSHOTS

What is a virtual machine snapshot? A snapshot captures the state, configuration, and disk data of a virtual machine at a given time. Snapshots are useful for storing states that an administrator or user might want to return to at some point in the future.

If you want to take snapshots of your hosted virtual machines and virtual machine templates immediately before and/or immediately after the patch deployment process, make sure you specify this on the **Hosted VMs/Templates** tab of the deployment template you plan to use. This tab does not apply to virtual machines that reside on workstations.

General Office Pre-deploy Reboot Post-deploy Reboot E-mail Custom Actions Distribution Servers **Hosted VMs/Templates** Used by

Configure when to take snapshots, how many to keep, and when to have Patch Authority Ultimate delete them during deployment.

- Take pre-deployment snapshots
- Take post-deployment snapshots
- Maximum snapshots Patch Authority Ultimate will manage: 2
- Delete old snapshots created by Patch Authority Ultimate (age in days): 2

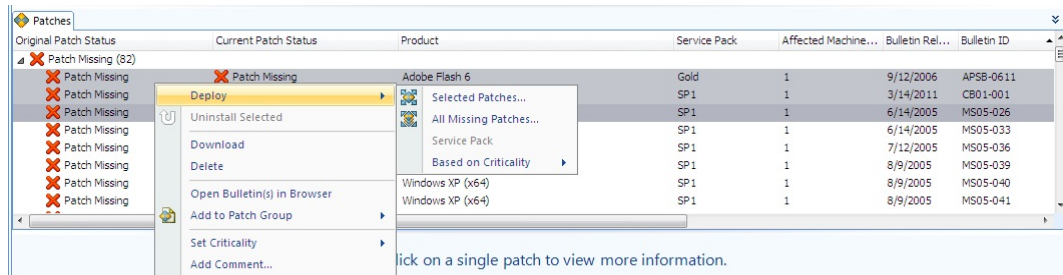
Save Cancel

Complete snapshots are taken of offline virtual machines and of virtual machine templates. If a virtual machine is online at the time of the patch deployment the memory state will not be included in the snapshot—this will quicken the process and reduce the amount of time that the online virtual machine is affected.

There are reasons why you may choose to NOT take a snapshot. You may have a limited amount of disk space, or you may have performance concerns. Taking a snapshot reduces the performance of the virtual machine while the snapshot is created.

DEPLOYING PATCHES TO VIRTUAL MACHINES

The method for initiating a patch deployment is the same regardless of whether you are deploying to a physical machine, to an online virtual machine, to an offline virtual machine, or to a virtual machine template. You simply right-click the desired machines or patches and select **Deploy**.



It's what happens after you initiate the deployment, however, that is slightly different for virtual machines and virtual machine templates.

Note: For deployments to virtual machines that are hosted on a server it is recommended you use the **Virtual Machine Standard** deployment template. Also, in all cases, during deployment the virtual network will need to remain connected.

Immediate Patch Deployments

When you perform an immediate deployment to a physical machine, an online workstation virtual machine, or an offline workstation virtual machine, the files required for the deployment are copied to the target machine immediately and the deployment is scheduled to occur immediately using the scheduler on the target machine. The online/offline status of these machine types is determined at the time you initiate the deployment. The actual patch installation is performed on the target machines and the console is not actively involved in the patch installation.

When you perform an immediate deployment to a virtual machine that is hosted on a server, the entire deployment process occurs on the Patch Authority Ultimate console machine. The console determines the online/offline status of the hosted virtual machines and the console service is actively involved during the patch installation. This allows the console service to modify the state of the hosted virtual machines during the deployment.

The following table summarizes what happens at the time you perform an immediate deployment based on where the virtual machines are defined within the machine group.

Machine Group Tab	Target Machine is Online	Target Machine is Offline
Machine Name, Domain Name, IP Address/Range, Organizational Unit	Push files and initiate deployment immediately.	Fail
Workstation Virtual Machines	Fail	Push files and schedule on target; deployment will occur the next time the virtual machine is brought online.

Machine Group Tab	Target Machine is Online	Target Machine is Offline
Hosted Virtual Machines	Push files and initiate deployment immediately. The process is the same as a physical machines except that snapshots will be taken as directed by the deployment template.	*See steps below. VMware tools must be installed on the virtual machine in order for the deployment to be successful.

*During deployment to an offline hosted virtual machine or an offline virtual machine template, the following steps occur:

1. **[Conditional: Templates Only]** Convert the virtual machine template to an offline virtual machine.
2. **(Optional)** Take a snapshot if the deployment template is configured to take a pre-deployment snapshot.
3. **(Optional)** Delete old snapshots if one of the snapshot thresholds defined on the patch deployment template is exceeded.
4. Copy the patches to the offline virtual machine.
5. Reconfigure the following on the offline virtual machine:
 - Disable the network adaptor's **Connect at power on** option. This is done so that the machine is isolated from the network when the patch process is run.
 - Disable Sysprep so it will not automatically configure the machine's operating system when the machine is first powered on.
6. Power on the virtual machine.
7. Install the patches.
8. Power down the virtual machine.
9. Reset the machine configuration to its original network connection and Sysprep settings.
10. **(Optional)** Take a snapshot if the deployment template is configured to take a post-deployment snapshot.
11. **(Optional)** Delete old snapshots if one of the snapshot thresholds defined on the patch deployment template is exceeded.
12. **[Conditional: Templates Only]** Convert the offline virtual machine back to a virtual machine template.

Scheduled Patch Deployments

When you schedule a deployment to a physical machine, an online workstation virtual machine, or an offline workstation virtual machine, the files required for the deployment are copied to the target machine immediately and the deployment is scheduled using the scheduler on the target machine. The online/offline status of these machine types is determined at the time you schedule the deployment. The actual patch installation is performed on the target machines and the console is not actively involved at the time the patches are installed.

When you schedule a deployment to a virtual machine that is hosted on a server, the entire deployment process is scheduled to occur on the Patch Authority Ultimate console machine using the scheduler on the console. The online/offline status of the hosted virtual machines is determined at the scheduled time, and the console is actively involved at the time the patches are installed. This allows the console to modify the state of the hosted virtual machines during the deployment.

The following table summarizes what happens at the time you schedule a deployment based on where the virtual machines are defined within the machine group.

Machine Group Tab	Target Machine is Online When Scheduled	Target Machine is Offline When Scheduled
Machine Name, Domain Name, IP Address/Range, Organizational Unit	Push files to the target and schedule the deployment on the target. The deployment will occur the next time both of the following are true: <ul style="list-style-type: none"> ■ The machine is online ■ The scheduled time has passed 	Fail
Workstation Virtual Machines	Fail	Push files to the target and schedule the deployment on the target. The deployment will occur the next time both of the following are true: <ul style="list-style-type: none"> ■ The machine is online ■ The scheduled time has passed
Hosted Virtual Machines	Schedule the deployment on the console. At the scheduled time, treat as an immediate deployment (see <i>Hosted Virtual Machines</i> in the previous table).	

If the scheduled deployment contains a mix of hosted virtual machines and other types of machines, the machines are separated into two groups. The deployment of the hosted virtual machines is scheduled to occur on the console at the scheduled time. For all machines other than hosted virtual machines, the files are copied to the target machines immediately and the deployment is scheduled to occur using the scheduler on the target machine.

Power State and Credential Requirements for a Successful Deployment

Note: Keep in mind that, from Patch Authority Ultimate's point of view, the definition of a successful deployment depends on where the virtual machine is located. A successful deployment to a hosted virtual machine means the machine is fully patched, while a successful deployment to a workstation-based virtual machine means the patches have been pushed to the offline virtual machine.

An offline virtual machine (workstation-based or hosted on a server) is a file or set of files. To scan or deploy to an offline virtual machine requires permissions to the file system where the files reside. An online virtual machine is almost indistinguishable from a physical machine. To deploy patches to an online virtual machine requires credentials for an administrator account on the virtual machine operating system.

Because of these differences between online and offline virtual machines, you may need to provide two sets of credentials – one for when the virtual machine is in the online state and one for when it is in the offline state.

For workstation virtual machines, if you wish to scan and/or deploy to the virtual machine in either its online or offline state, you should add the virtual machine to the machine group twice:

- For its online state, enter the machine identifier and online credentials in the machine group as you would any physical machine – on the **Machine Name, Domain Name, IP Address/Range, or Organizational Unit** tab.
- For its offline state, enter the information and credentials for the virtual machine file locations on the **Workstation Virtual Machines** tab.

For hosted virtual machines, you only need to specify the machine once, on the **Hosted Virtual Machines** tab. Separate credentials, however, are still required to access the machine in either the online or offline state. The browse credentials you enter when connecting to the VMware server are used when the machine is in the offline state. You should enter online credentials for each hosted virtual machine using the **Set Admin Credentials** option in the bottom pane of the machine group editor.

The following table summarizes the credentials used for various machine types.

Machine Type	Machine State	Machine Group Tab	Credentials Required
Physical Machine	Online	Machine Name, Domain Name, IP Address/Range, Organizational Unit	Machine or machine group credentials
Workstation VM	Online	Machine Name, Domain Name, IP Address/Range, Organizational Unit	Machine or machine group credentials
Workstation VM	Offline	Workstation Virtual Machines	Machine or machine group credentials
Hosted VM	Online	Hosted Virtual Machines	Machine or machine group credentials
Hosted VM	Offline	Hosted Virtual Machines	Browse credentials (the creds used to log on to the VM server)

If you specify both online and offline credentials for virtual machines, you will be able to scan and deploy to those virtual machines whether they are online or offline.

MONITORING PATCH DEPLOYMENTS TO VIRTUAL MACHINES

ScriptLogic Patch Authority Ultimate provides a number of ways to monitor patch deployments:

- Scheduled patch deployments can be managed using the **Scheduled Task Manager**.
- Active patch deployments can be monitored using the **Deployment Tracker**. If you notice that a server task has failed for a virtual machine (for example, taking a snapshot or re-enabling the network), you can complete the task using your client software.
- When the deployment has completed, you can review the status of the deployment by selecting the deployment in the **Today's Items** list of the **Patch Results** pane.

In addition to using the tracking tools provided by Patch Authority Ultimate, for virtual machines that are hosted on a server you can also use your client software to monitor the patch deployment progress. For example:

The screenshot displays the ScriptLogic Patch Authority Ultimate interface. The left sidebar shows a tree view of the inventory with 'Joe' selected. The main pane shows the 'Joe' virtual machine details, including a 'Recent Tasks' table. The table lists two tasks: 'Initiated Guest OS Shutdown' and 'Power On Virtual Machine', both with a status of 'Completed'.

Name	Target	Status	Initiated by	Time	Start Time	Complete Time
Initiated Guest OS Shutdown	Joe	Completed	SAMPLE\joe.anderson	10/15/2010 10:33:15 A	10/15/2010 10:33:15 ...	10/15/2010 10:33:15 ...
Power On Virtual Machine	Joe	Completed	SAMPLE\joe.anderson	10/15/2010 10:29:23 A	10/15/2010 10:29:23 ...	10/15/2010 10:29:26 ...