

# RMM Patch Management Setup

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Admin Guide

## Table of Contents

Overview ..... 3

Procedures ..... 4

- Login..... 4
- Determining Servers that have Patch Management enabled..... 4
- Delete Old Maintenance Windows ..... 5
- Patch Management Setup ..... 5
  - Single Server..... 5
  - Multiple Servers ..... 6
  - Add Patch Detection Maintenance window ..... 8
  - Add Pre-Download Maintenance window..... 9
  - Add Patch Installation Maintenance window ..... 10
  - Add Reboot Maintenance window ..... 11
  - Summary of Maintenance Windows Generated ..... 12
- Setting up Automatic Approvals ..... 12

# Overview

This document guides you through setting up Patch Management on your servers.

## Patch Management

Patch Management is a feature within RMM that allows administrators to automatically apply Windows and third-party software updates to servers and/or PCs during a user-defined Maintenance Window.

## Maintenance Window

A Maintenance Window is a user-defined time-frame during which your servers and/or PCs can be updated via Patch Management. There are four maintenance windows that need to be established.

1. **Add Patch Detection Maintenance Window:** This is where you will define a time-frame for RMM to detect available updates.
2. **Add Pre-Download Maintenance Window:** This is where you will define a time-frame for RMM to download approved updates.
3. **Add Patch Installation Maintenance Window:** This is where you will define a time for approved and downloaded updates to be installed.
4. **Add Reboot Maintenance Window:** This is where you will define a time for the server to reboot after updates have been installed.

## Our Recommendation: Monthly Patches

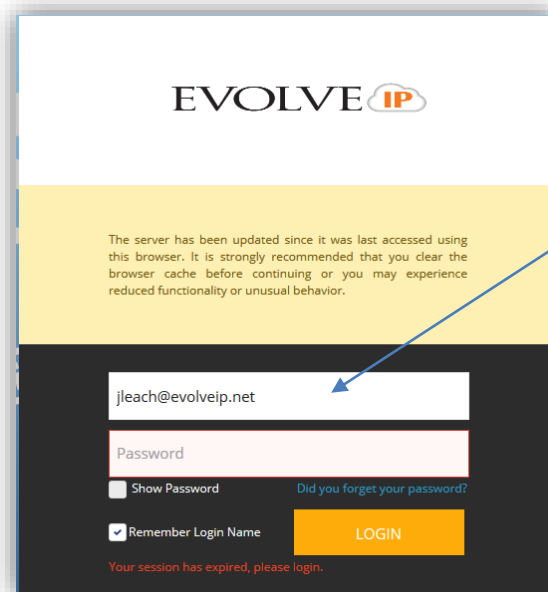
Microsoft releases OS and security updates almost constantly. Security patches are released every Tuesday (also known as “Patch Tuesday”), and minor updates are released throughout the week. There are also daily malware database refreshes for Windows Defender and Microsoft Security Essentials.

**With all this in mind, it’s our recommendation that Patch Management is set to run on a monthly basis.**


# Procedures
















































## Login

1. Open a web browser and navigate to <https://rmm.evolveip.net>
2. You will see username and password fields. Enter your designated email for your username and your password. *These credentials are your email address and pw that were provided to you by your Evolve IP Project Manager. If you're not sure of these credentials, please open a ticket with the ITaaS Help Desk by emailing [help@evolveip.net](mailto:help@evolveip.net). A technician will then contact you to have your password reset.*



## Determining Servers that have Patch Management enabled

1. Upon logging in, the **All Devices** screen will show by default and will list servers (and workstations if applicable) in your environment. Servers that have the  icon highlighted have patch management enabled.

		dc1	172.29.2.40		Servers - Windows	10.2.0.1812	 WEBCOREwill.fran...	PRO				
		FILESERVER1	172.29.2.41		Servers - Windows	10.2.0.1812	 WEBCOREwill.fran...	PRO				
		Email1 (Exchange 2013)	172.29.2.42		Servers - Windows	10.2.0.1812	 WEBCOREwctadm...	PRO				
		ReportManager	172.29.2.45		Servers - Windows	10.2.0.1812	 WEBCOREWCTAd...	PRO				
		CW	172.29.2.51		Servers - Windows	10.2.0.1812	 WEBCOREwill.fran...	PRO				
		wiki.webcoretech.local	172.29.2.54		Linux - Server	10.2.0.1812	--	PRO				

## Delete Old Maintenance Windows

Follow this procedure if you have dormant or old maintenance windows that need to be removed. You will probably not need to perform this action if this a new RMM setup for your company.

1. From the **All Devices** screen click on each **Server** and select **Settings** followed by **Maintenance Windows**



2. Delete any Maintenance Windows as appropriate
3. Select the **Delete** button to the right and click **Save**

### MAINTENANCE WINDOWS

The N-central Agent can be configured to automatically complete tasks for various N-central features according to a defined schedule.

ADD ▾

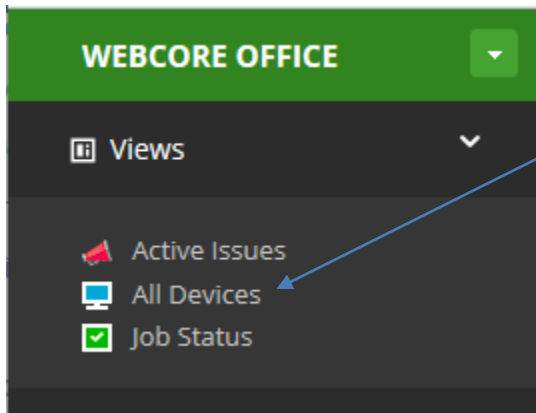
Name	Associating Rule	Last Modified By	Last Modified Time	Type	Schedule	Action
Patch - Recurring Detection		Jordan Bean	January 15, 2016 22:52	Patch Detection	12:00 AM every day of every month.	✓ Enabled ✗ Delete
Patch - Recurring Installation Window		Jordan Bean	January 15, 2016 22:52	Patch Installation	1:00 AM every Wednesday of every month.	✓ Enabled ✗ Delete
Patch - Recurring Pre-Download		Jordan Bean	January 15, 2016 22:52	Patch Pre-Download	Immediately	✓ Enabled ✗ Delete

## Patch Management Setup

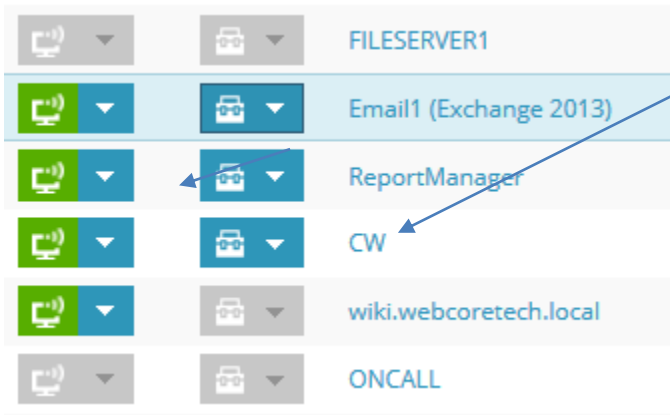
This section covers setting up patch management. You can perform patch management on a single or on multiple servers. You will find instructions for both scenarios below.

### Single Server

1. From the **Client** screen select **All Devices**



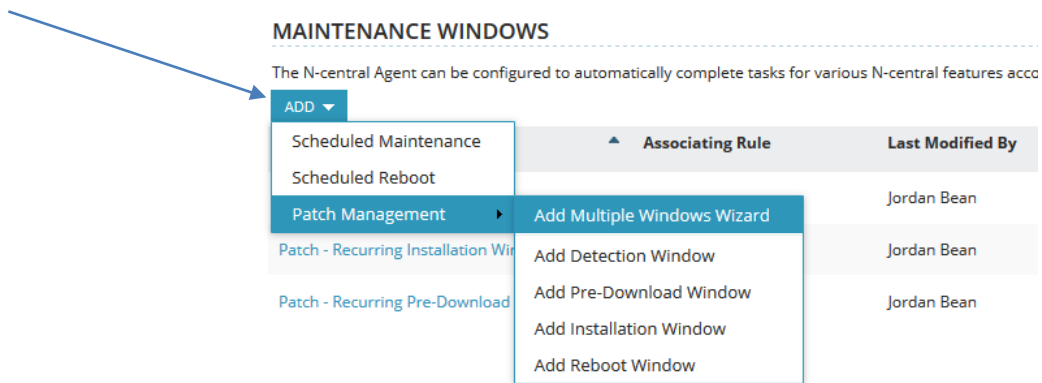
2. Select (left-click) the server you want to patch



- From the **Device Details** screen select **Settings** followed by **Maintenance Windows**



- Select **Add**, then **Patch Management** and then **Add Multiple Windows Wizard**



- Continue with the **Add Patch Detection Management Setup** procedure in this document.

## Multiple Servers

- From the **All Devices** screen populate the checkboxes next to the servers you want to patch.



- Select **Add Task**, followed by **Patch Management**, then **Add Multiple Windows Wizard**

The screenshot shows a network management dashboard with a table of devices. The 'ADD TASK' button is highlighted, and its dropdown menu is open, showing various actions. A blue arrow points to the 'ADD TASK' button.

Site	Remote Control	Tools	Name	Network Address	Status	Age	Vers
<input type="checkbox"/>			Jumppoint - internal	10.10.10.20			10.2
<input type="checkbox"/>			172.29.1.100				--
<input type="checkbox"/>			172.29.1.101				--
<input type="checkbox"/>			KONICA MINOLTA bizhub C...				--
<input type="checkbox"/>			dc1				10.2
<input checked="" type="checkbox"/>			FILESERVER1				10.2
<input checked="" type="checkbox"/>			Email1 (Exchange 2013)	172.29.2.42			10.2
<input type="checkbox"/>			ReportManager	172.29.2.45			10.2
<input checked="" type="checkbox"/>			CW	172.29.2.51			10.2

3. Continue with the **Add Patch Detection Management Setup** procedure in this document

*Note: The following procedures use an example of a single server being patched on 8pm on Tuesday, during the first week of the month.*

## Add Patch Detection Maintenance window

Typical time to completion (single server): 2 hours

This Maintenance Window will prompt your devices to check for new available updates.

1. Replace the default name and name it something unique, such as the server's name and the name of maintenance process that you're applying. In this example the server name is "CW" so we've set the name to "CW Patch Detection." If you are doing multiple servers you can give both server names, e.g. "CW and DC Patch Detection"
2. Set **Maintenance Window Should last for:** to **120 Minutes**
3. In the **Schedule** dropdown select when you would like it to be scheduled  
Select: **Monthly**
4. Select **Clear All** under **Start Time** to clear out all default start times
5. Select the **Start Time** (It is in Military Time) e.g. 20:00 = 8:00pm. Select **20:00**
6. In **Days of the Week:** select the day you wish to run the patch detection. In this case it will be Tuesday evening.
7. In **Week of the Month:** select the week of the month you wish to run the patch detection.
8. Click **Next**

ADD MULTIPLE WINDOWS WIZARD

1 DETECTION 2 PRE-DOWNLOAD 3 INSTALLATION 4 REBOOT 5 SUMMARY

### ADD DETECTION MAINTENANCE WINDOW

Configure a patch detection window. This maintenance window will prompt your devices to check for new available updates and communicate that information back to N-central. Use the SKIP option if you do not wish to configure a detection window.

Enable This Maintenance Window:

#### MAINTENANCE OPTIONS

Name: CW Patch Detection

#### DETECTION SCHEDULE

Maintenance Window Should Last For: 120 minutes

Schedule: Monthly

Start Time: 20:00

Days of the Week: Sun Mon **Tue** Wed Thu Fri Sat

Week of the month: 1 2 3 4 5 Last

PREVIOUS NEXT SKIP THIS STEP FINISH CANCEL



## Add Pre-Download Maintenance window

Typical time to completion (single server): 2 hours

This Maintenance Window will pre-download and store approved patches on your devices prior to their installation.

1. Replace the default name and name it something unique, such as the server's name and the name of maintenance process that you're applying. In this case the server name is CW so we've called it "CW Patch Pre-Download"
2. Set **Maintenance Window Should last for: to 120 Minutes**
3. In the **Schedule** dropdown select when you would like it to be scheduled  
Select: **Monthly**
4. Select **Clear All** under **Start Time** to clear out all default start times
5. Select the **Start Time** (It is in Military Time) e.g. 22:00 = 10:00pm. Select **22:00**
6. In **Days of the Week**: select the same day you chose for the patch detection maintenance window
7. In **Week of the Month**: select the same week you chose for the patch detection maintenance window
8. Click **Next**

### ADD MULTIPLE WINDOWS WIZARD

1 DETECTION 2 PRE-DOWNLOAD 3 INSTALLATION 4 REBOOT 5 SUMMARY

#### ADD PRE-DOWNLOAD MAINTENANCE WINDOW

Configure a window to pre-download and store approved patches on your devices prior to their installation. Use the SKIP option if you do not wish to configure a pre-download window.

Enable This Maintenance Window:  ON

#### MAINTENANCE OPTIONS

Name:

#### PRE-DOWNLOAD SCHEDULE

When to Pre-Download:  Pre-download patches as soon as they are approved  
 Pre-download the patches only at a scheduled time

Maintenance Window Should Last For:  minutes

Schedule:

Start Time:  ADD DELETE CLEAR ALL

Days of the Week:  Sun  Mon  Tue  Wed  Thu  Fri  Sat

Week of the month:  1  2  3  4  5  Last

PREVIOUS NEXT SKIP THIS STEP FINISH CANCEL

## Add Patch Installation Maintenance window

Typical time to completion (single server): 4 hours

This Maintenance Window will install the approved patches that the pre-download maintenance window downloaded.

1. Replace the default name and name it something unique, such as the server's name and the name of maintenance process that you're applying. In this case the server name is CW so we've called it "CW Patch Installation"
2. Set the **Maintenance Window Should Last For** field to **240 Minutes**
3. In the **Schedule** dropdown select when you would like it to be scheduled  
Select: **Monthly**
4. Select **Clear All** under **Start Time** to clear out all default start times
5. Select the **Start Time** (It is in Military Time) 00:00 = 12:00am. Select **00:00**
6. In **Day of the Week**: select the next day from the Patch Detection. E.g. if you selected 20:00 on the 2<sup>nd</sup> Tuesday of the Month then the Installation would be for that Wednesday at midnight
7. In **Week of the Month**: select the current week
8. Click **Next**

**ADD MULTIPLE WINDOWS WIZARD**

DETECTION PRE-DOWNLOAD **INSTALLATION** REBOOT SUMMARY

### ADD INSTALLATION MAINTENANCE WINDOW

Configure a window in which to install your patches. Additional install windows can be added once you have completed the wizard and created your Rule. Use the SKIP option if you do not wish to configure an installation window.

Enable This Maintenance Window: **ON**

**MAINTENANCE OPTIONS**

Name: CW Patch Installation

**INSTALLATION SCHEDULE**

When to Install Patches:  Install patches as soon as they are approved  Install patches only at a scheduled time

Maintenance Window Should Last For: 240 minutes

Schedule: Monthly

Start Time: 00:00

Days of the Week: Sun Mon Tue **Wed** Thu Fri Sat

Week of the month: 1 2 3 4 5 Last

PREVIOUS NEXT SKIP THIS STEP FINISH CANCEL

## Add Reboot Maintenance window

Typical time to completion (single server): 2 hours

This will reboot the server once patch installation has been completed.

1. Replace the default name and name it something unique, such as the server's name and the name of maintenance process that you're applying. In this case the server name is CW so we called it "CW Patch Reboot"
2. Under **Reboot Options**, set the **Prompt and Countdown For:** to **10 minutes**. Leave all other fields at Default.
3. Under **Reboot Schedule**, set **Maintenance Window Should Last For:** to **120 Minutes**
4. In the **Schedule** dropdown select when you would like it to be scheduled  
Select: **Monthly**
5. Select the **Start Time** (It is in Military Time) 04:00 = 4:00am. Select **04:00**
6. Set **Day of the Week** to be the same as the Patch Installation
7. Set **Week of the Month** to be the same as the Patch Installation
8. Click **Next**

**ADD MULTIPLE WINDOWS WIZARD**

DETECTION PRE-DOWNLOAD INSTALLATION **4 REBOOT** 5 SUMMARY

### ADD REBOOT MAINTENANCE WINDOW

Configure a window that will allow a reboot after your patch installation has completed. Use the SKIP option if you do not wish to configure a reboot window.

**Enable This Maintenance Window:** ON

#### REBOOT SCHEDULE

**When to Reboot:**

Prompt for reboot immediately when required  
 Prompt for reboot only at a scheduled time

**Maintenance Window Should Last For:** 120 minutes

**Schedule:** Monthly

**Start Time:** 04:00

**Days of the Week:** Sun Mon Tue **Wed** Thu Fri Sat

**Week of the month:** 1 2 3 4 5 Last

**Months of the Year:**

Every month  
 Selected months

PREVIOUS NEXT SKIP THIS STEP FINISH CANCEL

## Summary of Maintenance Windows Generated

Once you have finished setting up all Maintenance Windows, review that the times and dates are correct and select **Finish**.

### ADD MULTIPLE WINDOWS WIZARD

DETECTION PRE-DOWNLOAD INSTALLATION REBOOT SUMMARY

#### SUMMARY OF MAINTENANCE WINDOWS GENERATED

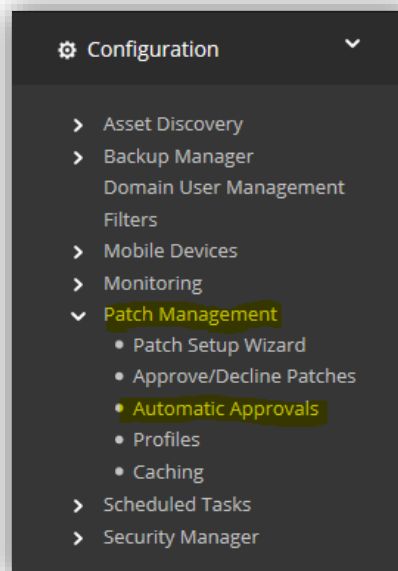
Maintenance Window Name	Type	Schedule
CW Patch Detection	Patch Detection	8:00 PM every 1st Tuesday of every month.
CW Patch Pre-Download	Patch Pre-Download	10:00 PM every 1st Tuesday of every month.
CW Patch Installation	Patch Installation	12:00 AM every 1st Wednesday of every month.
CW Patch Reboot	Patch Reboot	4:00 AM every 1st Wednesday of every month.

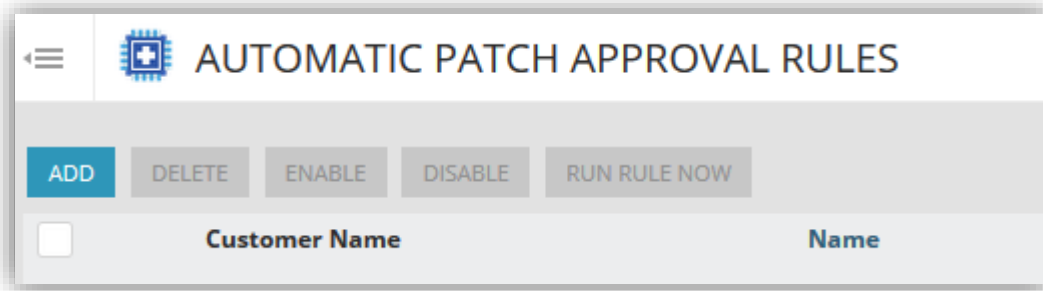
SAVE

It will take you back to the main **Maintenance Windows** screen. Click **Save** at the bottom of the screen.

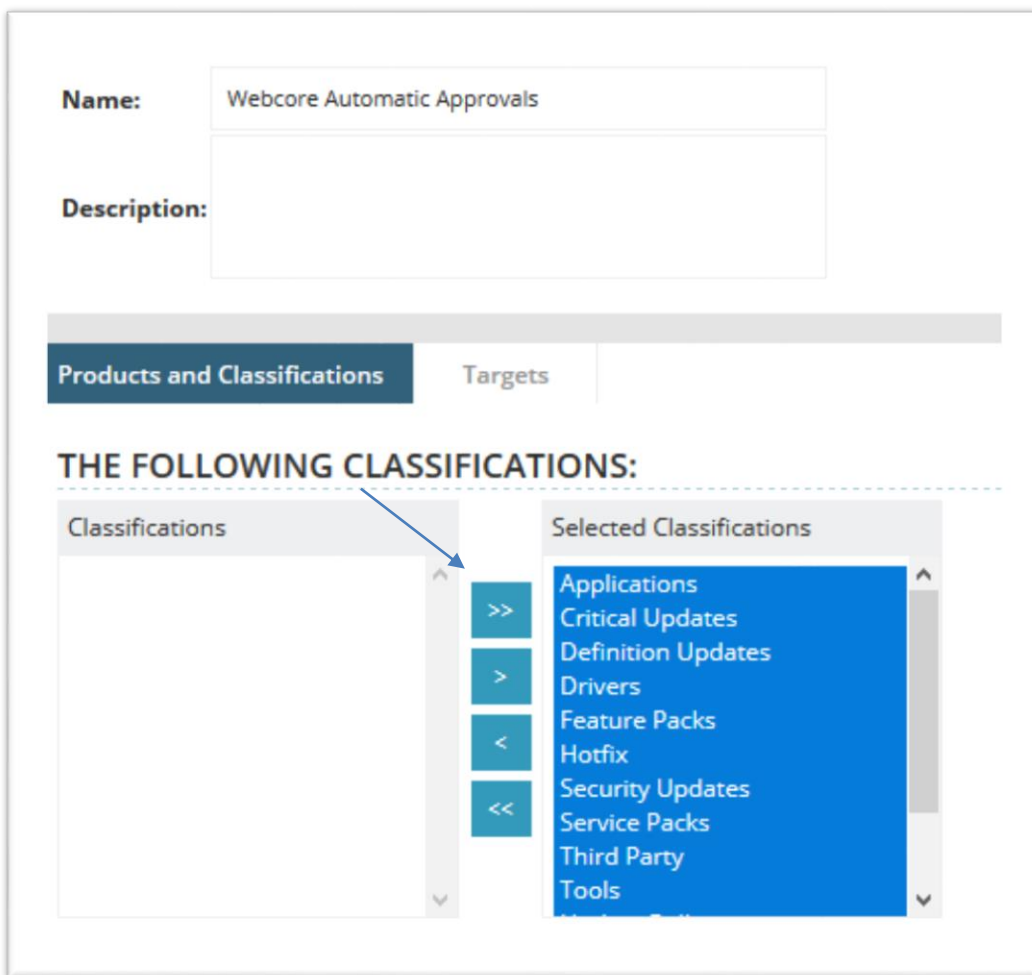
## Setting up Automatic Approvals

1. From the client scroll down to **Configuration/Patch Management/Automatic Approvals**



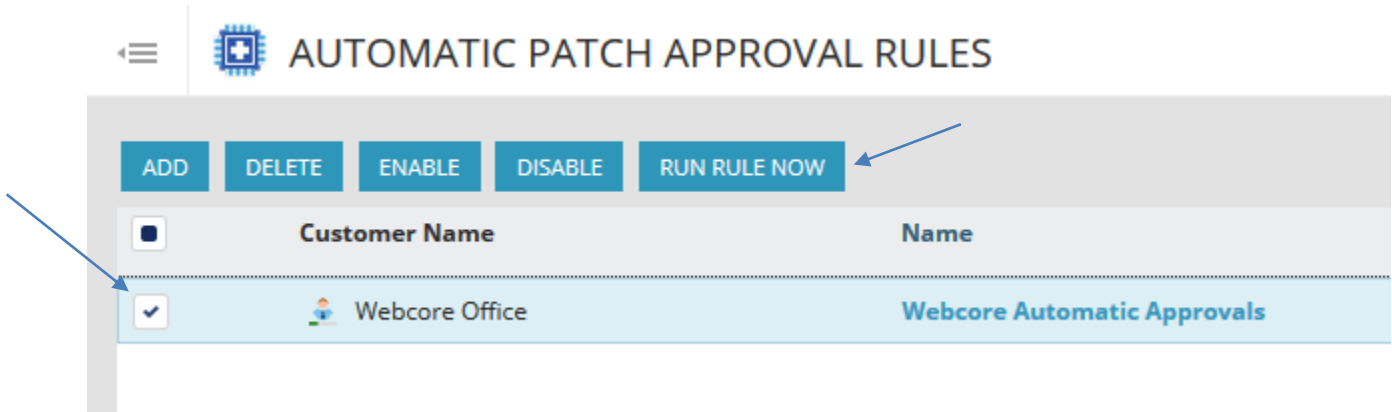


2. Select **Add**
3. Type an appropriate name in the “Name” field.
4. You will see a **Products and Classifications** section. In this section, you will see 2 columns: **Classifications** and **Selected Classifications**. Click the double-arrow as per the below screenshot. This will move all classifications to the Selected Classifications field.

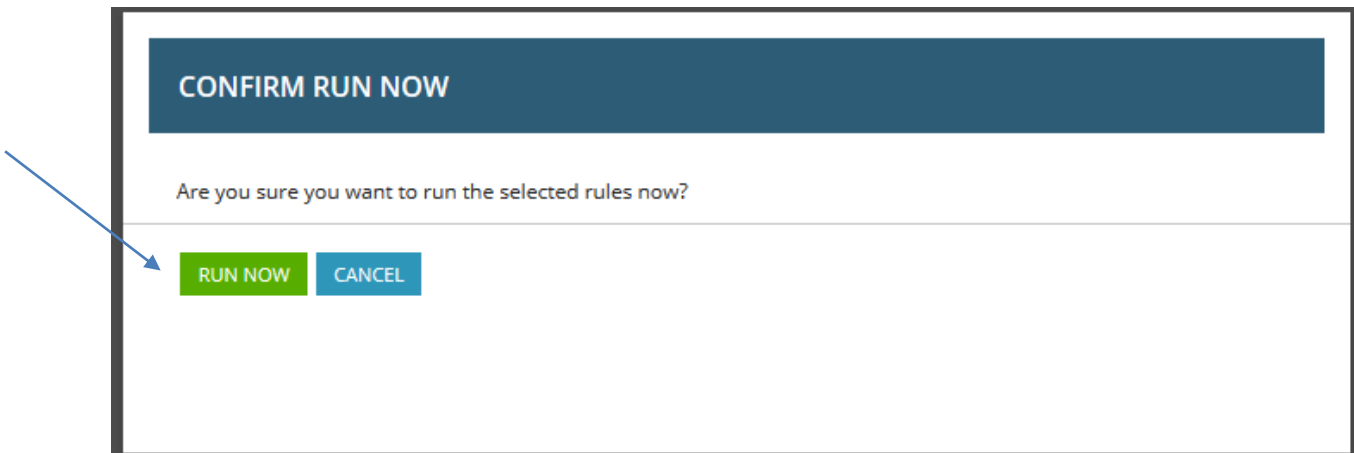


5. Under **The Following Products** section you will see **Products**, and to the far right the words **Not Selected**. Click **Not Selected** and change that to **Select**. It will then change to **Selected**.
6. Click on **Selected** again and choose **Apply to Children**
7. Click **Save**
8. In the first row of the **Targets** Tab you will see three rows, **Name**, **Existing Approval**, and **New Approval**. In the first row click on **No Approval**, select **Approved for Install**, followed by **Save**

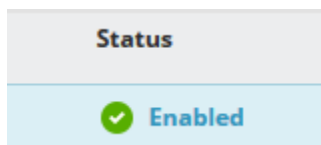
9. You will now be back at **Automatic Patch Approval Rules**. Select the new rule and click the **Run Rule Now** button



10. Click **Run Now**



11. You will then see the Status change to Enabled



After all these steps are complete your server/s should be set to run patches as per the options and schedule you chose.