

HEAT[®] PatchLink[®] DeskTop: The Patch Content Advantage

Enriched Patch Content Delivered Natively in Microsoft[®] System Center

Patching third-party applications using SCCM is complex, timeconsuming, and prone to error. Free content for SCCM offered by vendors is inconsistent across vendors, lacks key metadata, and often uses only very basic validations for applicability and patch success. This means IT teams must spend many man-hours downloading and preparing content prior to deployment – and even then first-time success rates of deployments are low. Uniform audit reporting and risk assessment are also difficult due to insufficient or missing metadata from free content.

HEAT Software is the world's leader in patch management. We have more experience than any other patching management provider and use that experience to provide you the most in-depth patching content available. All supported third-party content is delivered in a ready-to-deploy format, eliminating what may be hundreds of man-hours each month for patch processing.

Provides More Robust Detection and Validation

Proper detection results in higher deployment success rates. Our patented Patch Fingerprinting technology ensures proper detection of applicability. And our patentpending Patch-Smart[™] technology ensures first time success of your patching process.

Free vendor content often assumes only 32-bit patches are deployed to 32-bit machines, and likewise for 64-bit content – therefore no architecture check is made within the patch. This can result in failed deployments and corrupted endpoints. Our content performs architecture checks before applying the patch, ensuring incorrectly deployed content doesn't execute.

Additionally, free vendor content usually relies on only a registry key check to determine the applicability of a patch. Outdated, inaccurate, missing, or corrupt registry keys cause inappropriate application of patches. Our content checks both registry keys and the files on the system to be updated to confirm the applicability of a patch before it is applied. This results in more accurate application of patches.

Free vendor content also relies exclusively on the registry key to validate the installation of the patch. This is susceptible to the same errors as using only the registry key for detection. Our content validates both the registry keys and the files actually installed to validate the successful application of the content.

Our patent-pending Patch-Smart[™] technology overcomes the most common causes of failure for 3rd party content. Our content is tested and preconfigured for the highest first-time deployment success rate. Patch-Smart extends the functionality of vendor content to perform tasks such as stop the application before applying the update, or execute in re-install mode instead of upgrade mode.

Key Features

- Patented Patch Fingerprint technology and enhanced validation
- CVE, vendor, and supersedence metadata
- Patent-pending Patch-Smart[™] technology and enhanced deployment
- Broader and deeper 3rd party application content support

Key Benefits

- Allows Administrators to maintain the versions of applications in their environment
- Better and more complete vulnerability assessments and audit reporting
- Improved success rates and more accurate assessments for patch deployments

About HEAT Software

HEAT Software is the worldwide leader in patch management, and is a Microsoft Gold Partner and System Center Alliance partner.

Eases Security Assessment and Compliance Reporting

Free vendor content doesn't include references to the Common Vulnerabilities and Exposures (CVE) Identifier which it addresses. SCAP and other NVD-based risk assessments and reporting rely on CVE Identifiers. By including CVE Identifiers in addition to the vendor security identifier information as metadata with content, you get better reporting for standards and regulations such as PCI and FISMA.

Additionally, our content includes information about superseded content. When a vendor releases a patch which supersedes previous versions, that information is included as metadata in the content. This eliminates confusion when trying to identify older content which is not patched, but is actually remediated by newer content.

Simplifies Distribution of Broad Content Catalog

Using our content, you can patch all of your common applications from one catalog, simplifying your patch process. No more hitting vendor sites looking for the latest content. No more bundling each update separately and hoping it deploys correctly. And no more confusion over deployment applicability and success.

We provide more content for applications commonly found in organizations than any other catalog. While some vendors provide free content for SCCM for some of their applications, many applications are missing from their catalog. We also provide content in up to 22 languages, where available from the vendor. This means, for example, you can deploy French content to France and Montreal, and US English to the US without additional effort. More importantly, perhaps, is that you can deploy FR content onto an EN operating system if that is required. Bottom line, we will correctly identify the required content and deploy appropriately, automatically.

As a single provider of a broader and deeper content catalog, we simplify your entire patching process for 3rd party applications – all the content you need is at your fingertips, ready to be automatically deployed using your existing SCCM tools. Not only does this improve your compliance metrics and overall security, but saves you time and effort.

Delivers Extensive Version Support

Free vendor content typically only includes support for the most recent version. This means extra time spent ensuring content is not deployed which will upgrade applications to unapproved versions (e.g., Java 7 vs. 8); and yet sometimes unintentional version upgrades will still occur.

Our content supports not only the most recent version, but prior versions as well. The actual binary version number is included in the update title for easy identification, and the vendor release date is included in the metadata. This allows you to accurately control and maintain approved versions within your environment. By not expiring content for older versions, you retain the ability to view, assess, and remediate vulnerabilities for those versions.

Our content also includes support for versions often not offered by vendors in their free SCCM catalog, such as Extended Service Releases (ESRs). We also support both Enterprise and Consumer versions of applications, more realistically matching what's found in your environment.

Try It and Compare

Our SCCM content is tested, enhanced with critical metadata, and bundled for deployment upon delivery. All this – the broader and deeper application support, the patented Patch Fingerprinting technology and the patentpending Patch-Smart™ technology – means you can more successfully patch the applications and versions in your environment. And the robust validation and CVE information eases your assessment and reporting requirements.

Compare our SCCM content to free vendor content for yourself using HEAT® PatchLink® DeskTop. Start your [free trial](#) today.

System Requirements

Visit HEATSoftware.com for the latest product details and information.

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