

Symantec Enterprise Security Manager 6.5.3 (March 2007 release) Mini Update Guide

This document provides information on how to apply the Symantec Enterprise Security Manager (ESM) 6.5.3 mini update package to the ESM 6.5.3 agents that are affected by the denial-of-service security vulnerability.

This update is applicable only to the ESM 6.5.3 (March 2007 release) agents on Windows.

Note: The May 2007 release of ESM 6.5.3 is patched with the mini update and is not affected by the denial-of-service security vulnerability. Do not apply the mini update if you have upgraded to the May 2007 release of ESM 6.5.3.

Downloading the ESM 6.5.3 mini update

Download the following archive to update the Symantec ESM 6.5.3 agents:

- Mini Update Package.zip

The file will be downloaded in your default downloads folder. Unzip the file in a local directory.

Prerequisites

The March 2007 release of Symantec ESM 6.5.3 must be installed to apply the ESM 6.5.3 mini update on the agents.

Updating ESM 6.5.3 agents using ESM 6.5.3 mini update package

To update the ESM 6.5.3 agents using the ESM 6.5.3 mini update package, do the following:

1. On the computer where ESM 6.5.3 manager is installed, change to the <ESM_installation_dir>\Symantec\ESM\update directory.
<ESM_installation_dir> is the directory where ESM is installed.
2. Delete the **agent** folder to remove all old remote upgrade packages.
3. On the computer where ESM 6.5.3 console is installed, download the **Mini Update Package.zip** file.
4. Unzip the **Mini Update Package.zip** file.
5. In the ESM 6.5.3 console, launch the **LiveUpdate Wizard**.
6. On the **LiveUpdate Wizard** dialog box, select **Directory path (CD, local or network)**.
7. Click **Browse**, go to the directory where you unzipped the **Mini Update Package.zip** file, and select the **signed** folder .
8. When the LiveUpdate is complete, upgrade all agents remotely by doing one of the following:
 - Right-click the agent name in the console and click **Remote Upgrade** to remotely upgrade an agent.
 - Right-click the domain name in the console and click **Remote Upgrade** to remotely upgrade all agents in a domain.
9. To verify whether the remote upgrade is successful, do one of the following:

- See the status panel of the Remote Upgrade Wizard, which is displayed by default.
- Right-click the manager name in console, and click **Check remote upgrade status** to see the status.

Verifying the mini update on ESM 6.5.3 agents

Note: The mini update package was created on 2007/05/09, but the agent executable in the package was patched on 2007/05/15. For the agents to display the correct mini update package version on the console, run a policy on the agents after applying the mini update on them.

To verify whether the agents are updated, do the following:

1. On the ESM console, right-click on the agent.
2. Click **Properties**.
3. In the agent's ESM Version, the following information is displayed:
6.5 (2007/05/09 20:23)

Updating the ESM 6.5.3 manager manually

Note: If any agents are registered with the manager that you need to update, apply the mini update on the agents first, and then update the manager manually.

To manually update the manager, do the following:

1. Stop the **ESM Manager** service in the **Windows Service Manager**.
2. Change to the <ESM_installation_dir>\Symantec\ESM\bin\w3s-ix86 directory.
3. To create a backup of the existing **esmmanager.exe** file, rename the existing **esmmanager.exe** file.
4. Change to the directory where you unzipped the mini update package.
5. Copy the new **esmmanager.exe** file.
6. Change to the <ESM_installation_dir>\Symantec\ESM\bin\w3s-ix86 directory.
7. Paste the new **esmmanager.exe** file.
8. Restart the **ESM Manager** service.

Known Issues

The ESM 6.5.3 mini update does not resolve the denial-of-service security vulnerability for the ESM 6.5.3 managers.

To resolve this issue for the ESM 6.5.3 manager, manually update the manager by replacing the existing **esmmanager.exe** file with the new **esmmanager.exe** file extracted from the mini update package.

See **Updating the ESM 6.5.3 manager manually** for detailed information about manually updating the manager.

Technical Support

For queries about ESM 6.5.3 mini update, contact the Symantec Technical Support:

<http://www.symantec.com/enterprise/support/index.jsp>

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