What data source patches are

OnCommand Insight

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What data source patches are

Data source patches fix issues with existing patches and also enable you to easily add new data source types (vendors and models). For each data source type in your network, you can upload data source patches. You can also install, test, and manage the patching process. However, only one patch can be active for a data source type at a time.

For each patch, you can perform these tasks:

- Check the before and after comparison of each data source receiving the patch.
- Write comments to explain decisions or summarize research.
- Make changes to a data source that is not responding well to the patch.
- Approve the patch to be committed to your Insight server.
- Roll back a patch that is not operating as you intended.
- Replace a failing patch with a different one.

Applying a data source patch

Data source patches are periodically available and enable you to fix issues with an existing data source, add a data source for a new vendor, or add a new model for a vendor.

Before you begin

You must have obtained the `.zip` file that contains the latest data source `.patch` files from technical support.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Patches**.
3. From the Actions button, select **Apply patch**.
4. In the **Apply data source patch** dialog box, click **Browse** to locate the `.patch` file.
5. Inspect the **Patch name**, **Description**, and **Impacted data source types**.
6. If the selected patch is correct, click **Apply Patch**.

   If you are applying a patch that fixes issues with a data source, all data sources of the same type are updated with the patch and you must approve the patch. Patches that do not affect any configured data sources are automatically approved.

After you finish

If you are applying a patch that adds a data source for a new vendor or a new model, you must add the data source after applying the patch.

Installing a patch on one type of data source

After uploading a data source patch, you can install it on all of the data sources of the same type.

Before you begin

You must have uploaded a patch file that you want to install on one type of data source.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Patches**.
3. From the Actions button, select **Apply patch**.
4. In the **Apply data source patch** dialog box, click **Browse** to locate the uploaded patch file.
5. Check the **Patch name**, **Description**, and **Impacted data source types**.
6. If the selected patch is correct, click **Apply Patch**.

   All data sources of the same type are updated with this patch.

Managing patches

You can review the current status of all of the data source patches being applied to your network. If you want to perform an action on a patch, you can click the linked name in the Patches currently under review table.

Before you begin

You must have already uploaded and be installing at least one patch.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Patches**.

   If no patches are being installed, the table of Patches currently under review is empty.

3. In **Patches currently under review**, check the status of the data source patches currently being applied.
4. To examine the details associated with a specific patch, click the linked name of the patch.
5. For the selected patch, you might click any of these options to perform the next action on the patch:
   - **Approve patch** commits the patch to the data sources.
   - **Rollback** removes the patch.
   - **Replace patch** enables you to select a different patch for those data sources.

Committing a data source patch

You use the information in the Patches summary to decide if the patch is performing as expected and then commit the patch to your network.

Before you begin

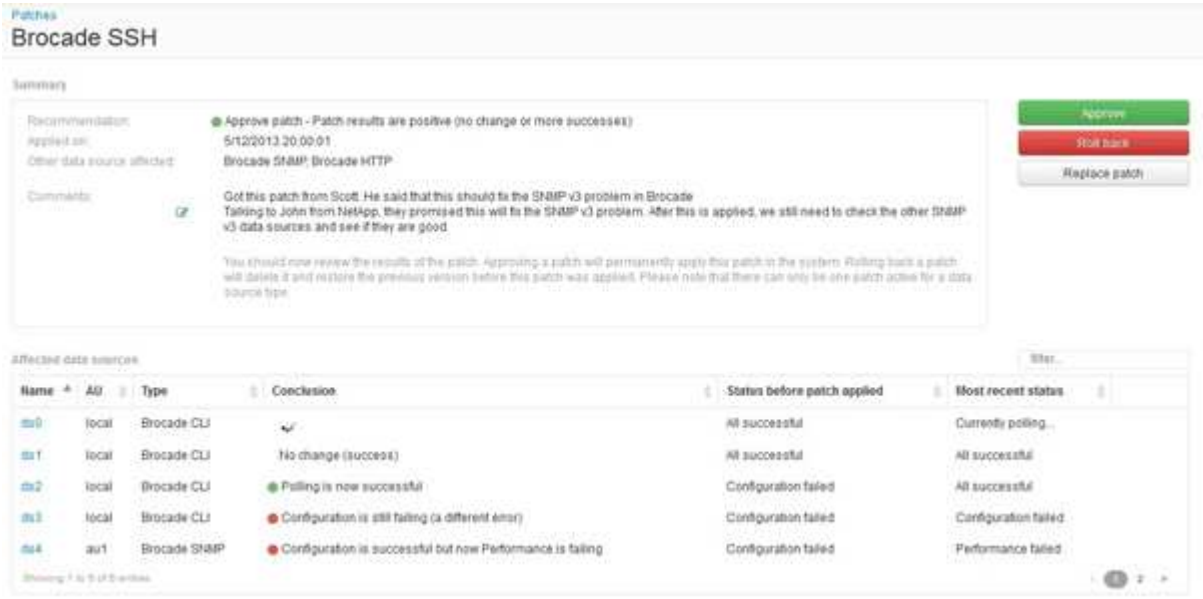
You have installed a patch and need to decide if the patch is successful and should be approved.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Patches**.

   If no patches are being installed, the Patches currently under review is empty.

3. In **Patches currently under review**, check the status of the data source patches currently being applied.
4. To examine the details associated with a specific patch, click the linked name of the patch.
5. In the Patches summary information, shown in this example, check the **Recommendation** and **Comments** to assess the progress on the patch.



6. Check the **Data sources affected** table to see the status of each affected data source before and after the patch.

   If you are concerned that there is a problem with one of the data sources being patched, click the linked Name in the Data sources affected table.

7. If you conclude that the patch should be applied to that type of data source, click **Approve**.

   The data sources are changed and the patch is removed from Patches currently under review.

Rolling back a data source patch

If a data source patch is not working in the manner you expected, you can roll it back. Rolling back a patch deletes it, and restores the previous version as it was before this patch was applied.

Steps

1. On the Insight toolbar, click **Admin**.
2. Click **Patches**.
3. In **Patches currently under review**, click the linked name of the patch that appears to be unsuccessful.
4. On the Patches page for the data source, examine this information:
   - **Summary** describes when the patch was applied, the affected data sources, and comments about the patch from you or other members of your team.
   - **Affected data sources** lists all of the data sources being patched and includes a comparison of the before and after patching status.
5. To display the details for a data source that is not successfully processing the patch, click the linked **Name**.
   a. Check the summary information.
   b. Check the **Event timeline** to see any configuration or performance data that might be affecting this data source.
6. If you conclude that the patch is not going to be successful, click the browser back arrow to return to the Patches summary page.
7. Click **Roll back** to remove that patch.

   If you know of a different patch that is more likely to be successful, click **Replace patch** and upload the new patch.

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