IT RCSA - Infrastructure

Entity	Apple Bank
Test Name	IT Infrastructure
Test Date	4/9/2021
Process	IT-IFR-P14 Patch Management
Sub-process	Patch Management
Risk # and Description	**IT-IFR-R14 -** Ineffective management of security patches . Without an effective patch management identification process IT resources could be compromised and business operations could be disrupted.
Control # and Description	**IT-IFR-C22 Patch Management** Required security patches are regularly identified and assessed by regularly reviewing and assessing threats and vulnerabilities Security patches are tested before being installed to the production environment A remediation/validation scan is performed to ensure that the vulnerabilities are eliminated due to the installation of the patch
Level of Risk	High
Control Frequency	As Needed
Process Owner	Debi Gupta
Procedures Performed for Validating Population	Inquiry, Observation, Inspection
SII(s) or Exception(s) Number(s)	Self Reported by Information Security

Test Sample

Control Test Procedures		
Test Step	**Test Procedure**	
A	Determine that security threats and vulnerabilities are regularly identified and assessed to identify and assess the required security patches	Pg. 2, 3, 4
B	Determine that security patches are tested before being installed to the production environment	Pg. 5
C	Determine that a remediation/validation scan is performed to ensure that the vulnerabilities are eliminated after the installation of the patch	Pg. 6

KACE Systems Management App... ×

🔒 kacesvr.applebank.ny.com/adminui/settings_patch.php

Apple Bank | vRealize Operations... | KACE Systems Man... | ManageEngine - A... | SolarWinds Orion | Login | ADP Workfo... | GitHub - csteelatgb... | vSphere | F5 | vmware | Qualys | » | Other bookmarks | Reading list

KACE Systems Management Appliance

KACE Patch Subscription Logics

sapruzzese ▾

Session Timeout: 00:59:50 • 04/29/2021 11:25:47

Security › Patch Management › Subscriptions

Subscriptions

Back to Patch Management Panel | Show All History

- Home
- Inventory
- Monitoring
- Asset Management
- Distribution
- Scripting
- Security
  - Dashboard
  - Patch Management
  - Windows Feature Updates
  - OVAL Scan
  - SCAP Scan
  - Dell Updates
- Service Desk
- Reporting
- Settings

Patch Status

Patch Download Schedule ⓘ	Free Disk Space:	630.00 GB
Run every day at 3:00	Patch Files:	134551
Last Patch Update Status:	Space Used:	15.72 GB
Updated		

← Schedule to automatically download patches

A

KACE maintained a current inventory of software assets by regularly identifying new and retired assets at ABS (see Appendix 1).
.
From the above inventory, subscriptions for patches were made for the specific operating system, application signatures and payloads that are relevant to ABS.
.
Restricting subscriptions to only the operating systems and applications pertaining to ABS ensured the most efficient patching configuration and avoided unneeded disk and network bandwidth utilization

☑ Activate New Patches

Subscription (includes Operating Systems Patches) ⓘ

Windows Operating Systems:
🖉 All Windows in Inventory
Mac Operating Systems:
🖉 Disabled
Locales:
🖉 English

← Patches to be downloaded automatically are subscribed by system types (operating systems)

Application Patches

Publishers:
🖉 Adobe Systems, Inc., Google, Igor Pavlov, Microsoft Corporation, Mozilla, Oracle Corporation, VMWare, Inc.

← Patches to be downloaded automatically only from established publishers

Advanced Options

Classification:
🖉 Definition Updates, Upgrades, Hotfix, Critical Updates, Feature Packs, Security Updates, Service Packs, Tools, Update Rollups, Updates
Severity:
🖉 Critical, Important, Moderate, Low, Recommended
Labels:

← Patches to be downloaded automatically are subscribed by classification types of patch and severity

Save   Cancel

Type here to search | 11:25 AM 4/29/2021

KACE Systems Management Appliance

sapruzzese

Session Timeout: 00:59:54 • 04/29/2021 11:28:25

Security > Patch Management > Patch Schedule Summary

Patch Schedule Summary

KACE Patch Schedule Configuration Summary

Back to Patch Schedules | Show All History

A

Summary that depicted KACE's patching workflow: for identified devices, determine relevant patch then prepare to deploy

Devices Targeted: 82

Configuration

Created:	Modified:	Last Run:
10/02/2018 15:42:52	04/27/2021 12:00:01	04/27/2021 12:00:00
Name:	**Action:**	**Description:**
Workstation Patching 02	Detect and Deploy	

Device Label ⌄

- All DR Workstations
- All Training Workstations
- Back Office Test PCs
- BR116 - All Devices
- BR157 - All Devices

First | Previous | 1 | 2 | Next | Last

Detect Label ⌄

- Adobe Acrobat Patching
- Adobe Flash Player Patching
- Adobe Reader Patching
- Applications
- Google Chrome Patching

First | Previous | 1 | 2 | 3 | Next | Last

Deploy Label ⌄

- Adobe Acrobat Patching
- Adobe Flash Player Patching
- Adobe Reader Patching
- Applications
- Google Chrome Patching

First | Previous | 1 | 2 | 3 | Next | Last

Device Name ⌄

No results found.

Alerts:

Reboot:
Prompt User

Devices whose patch needs be detected

Patches that have been identified

Patches to be deployed

Schedule:
Run every Tuesday at 12:00

View Task Schedule

Run on Next Connection if Offline:
No

Weekly run schedule

Timezone:
Agent

Delay Run After Reconnect:
Not Applicable

End After:
Not Applicable

Schedule Status ℹ

Edit | Run Now | Duplicate | Delete

Navigation (left sidebar)
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- Security
  - Dashboard
  - Patch Management
  - Windows Feature Updates
  - OVAL Scan
  - SCAP Scan
  - Dell Updates
- Service Desk
- Reporting
- Settings

KACE Systems Management App | KACE Systems Management App | +

kacesvr.applebank.ny.com/adminui/patch_schedule_list.php

Apple Bank | vRealize Operations... | KACE Systems Man... | ManageEngine - A... | SolarWinds Orion | Login | ADP Workflo... | GitHub - csteelatgb... | vSphere | F5 | vmware | Qualys | » | Other bookmarks | Reading list

KACE Systems Management Appliance

KACE Patch Schedules

sapruzzese

Session Timeout: 00:59:06 • 04/29/2021 11:27:20

Security > Patch Management > Patch Schedules

Patching and Reboot options -
"Detect & Deploy": Perform an entire routine to detect and deploy each patch completely before moving on to the next signature/payload. E.g. detect patch1; if detected missing, deploy; if reboot required, reboot; detect successful installation; move on to patch2; and so on

Patch Schedules

A

List Refreshed: 04/29/2021 11:27:17 | Auto Refresh: OFF

Status of patching jobs

Search List

Schedule of 13 (out of 30) patching jobs

Choose Action

	Last Update	Name	Schedule	Action	Reboot Option	All Devices	Pending	Downloading	Executing	Rebooting	Paused	Succeeded	Failed	Offline	Complete
☐	04/25/2021 03:21:06	Channin VM Patching	Run every Saturday at 12:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	8	0	0	100%
☐	04/29/2021 11:24:07	Laptop Patching (Detect Only)	Custom: '0 10,15 * * 1-5'	Detect	Not Applicable	No	165	0	0	0	0	488	3	0	75%
☐	04/29/2021 10:33:07	Workstation Patching 04	Run every Thursday at 12:00	Detect and Deploy	Prompt User	No	0	0	0	4	25	474	12	70	95%
☐	04/29/2021 04:06:56	Workstation Patching 02	Run every Tuesday at 12:00	Detect and Deploy	Prompt User	No	0	0	0	0	0	47	6	29	100%
☐	04/25/2021 03:21:16	Server Patching Sunday	Run every Sunday at 0:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	39	1	2	100%
☐	04/29/2021 11:22:42	Workstation Patching 03	Run every Wednesday at 12:00	Detect and Deploy	Prompt User	No	0	2	0	1	8	383	5	94	98%
☐	04/29/2021 11:19:48	Laptop Patching 01	Run every Wednesday at 12:00	Detect and Deploy	Prompt User	No	1	19	0	0	5	327	132	173	96%
☐	04/26/2021 00:32:52	Server Patching Monday	Run every Monday at 0:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	32	0	0	100%
☐	04/23/2021 00:58:18	Server Patching Friday	Run every Friday at 0:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	31	0	1	100%
☐	04/24/2021 00:05:47	Server Patching Saturday	Run every Saturday at 0:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	28	0	1	100%
☐	04/29/2021 00:02:53	Server Patching Thursday	Run every Thursday at 0:00	Detect and Deploy	Force Reboot	No	0	0	0	0	0	28	1	1	100%
☐	04/29/2021 10:33:08	Workstation Patching (Manual)	Disabled	Detect and Deploy	Force Reboot	No	4	0	0	1	0	24	3	0	84%
☐	04/29/2021 04:05:42	Server Detect Patch	Run every 24 hours	Detect	Not Applicable	No	19	0	0	0	0	200	1	0	91%

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Service Desk
Reporting
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Type here to search

11:27 AM
4/29/2021

B

Patches that were downloaded through KACE had been tested by Lumension Security

Understanding patch verification

Dell KACE partners with Lumension Security, Inc. to provide K1000 Management Appliance customers a robust content development and quality assurance process. The patching feed provided for the K1000 Management Appliance is designed with these objectives:

- Providing safe, quality patch content.
- Improving the timeliness of the patch availability without compromising patch quality and reliability, and
- Enabling the broadest possible set of OS and application patching.

To achieved these goals, Lumension:

- Verifies the patch metadata produced by each content development team.
- Validates the install and uninstall processes.
- Confirms that the patch does not disrupt the targeted operating system's and/or application's immediate stability.

Dell KACE also sanity-checks patch feeds after Lumension has finished with their testing. The Lumension tests are described in the following sections.

The patch testing environment

Lumension invests heavily in testing infrastructure. The content development and quality teams have access to a virtual enterprise environment representing more than 1500 nodes of various configurations. Utilizing VMWare ESX and Lab Manager, in addition to custom hardware bench testing, the Lumension testing infrastructure is state of the art.

Application testing

Lumension tests with various applications as necessary to ensure the requirements of the patch are satisfied.

Testing methodology

Lumension puts each patch through the following tests:

General testing verifies that the:

- Patch-naming convention complies with Lumension policy.
- Patch content supports the replication process. Each patch created by the content team is validated with the Symantec Ghost Solution™ Suite distribution and Update Server products.

Assessment testing verifies that:

- An applicable non-patched system shows applicable and not patched.
- A patched system shows installed and not applicable.
- No false positives exist in the detection of the digital fingerprint.
- Patch content is compliant with mandatory baselines.

Patching and Security Guide, Version 5.3

- Vulnerability is correctly displayed in Update Server and all Smart Label, filtering, sorting, and other visual functionality works correctly.

Deployment testing verifies that:

- The package is successfully deployable.
- Suppress reboot functionality works correctly.
- The uninstall functionality works correctly.
- On-demand package caching works correctly.
- Automatic deployment scheduling works correctly.
- Agent package download works correctly.
- CRC checksum ensures package integrity.
- The agent automatically runs assessment after patch deployment.
- The agent restarts automatically after reboot.

Extracted from " Dell KACE K1000 Management Appliance - Patching and Security Guide"

KACE Systems Management Appliance
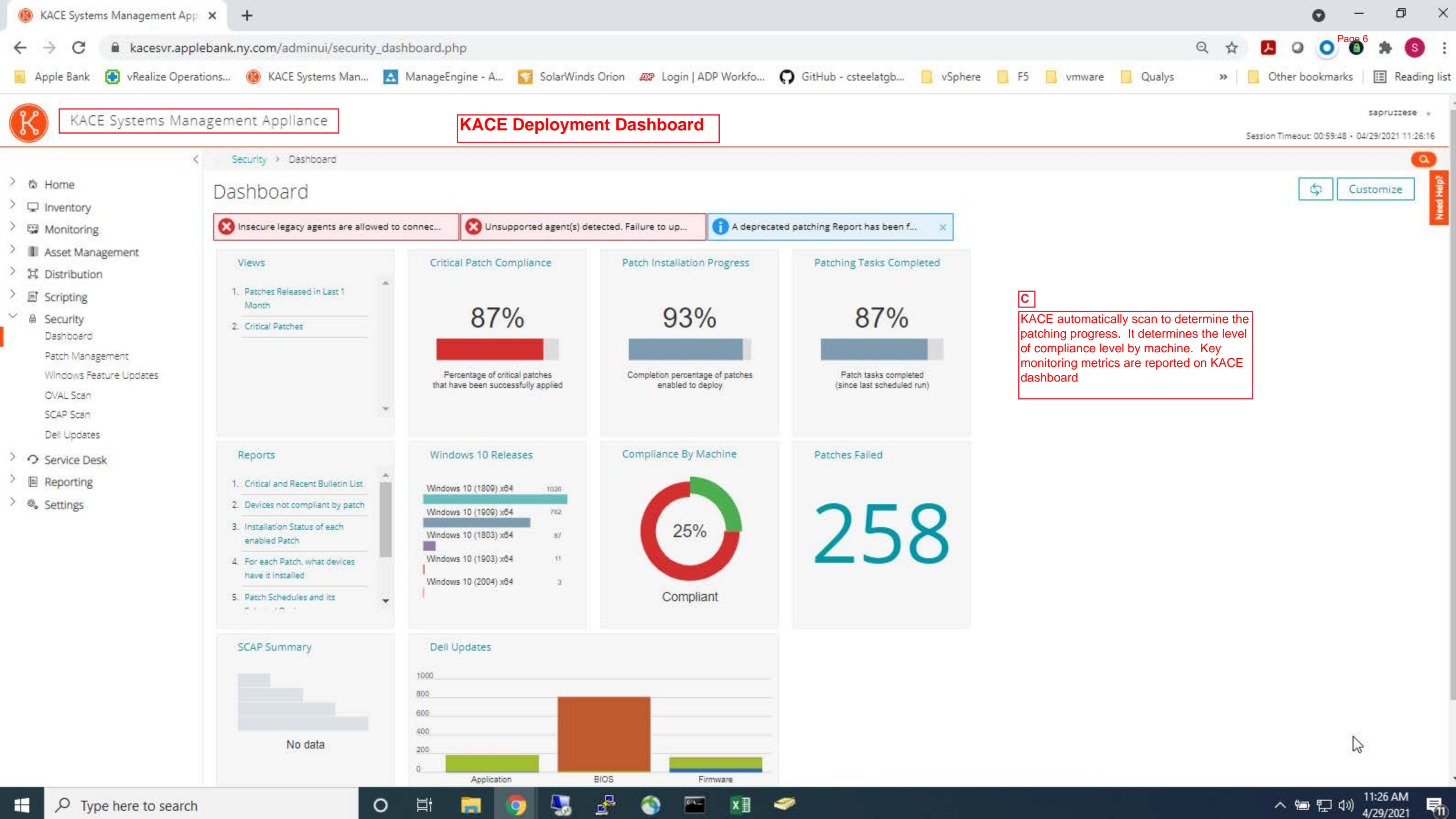
KACE Deployment Dashboard

sapruzzese

Session Timeout: 00:59:48 • 04/29/2021 11:26:16

Security > Dashboard

Dashboard

Customize

Insecure legacy agents are allowed to connec... | Unsupported agent(s) detected. Failure to up... | A deprecated patching Report has been f...

Views

1. Patches Released in Last 1 Month
2. Critical Patches

Critical Patch Compliance

87%

Percentage of critical patches that have been successfully applied

Patch Installation Progress

93%

Completion percentage of patches enabled to deploy

Patching Tasks Completed

87%

Patch tasks completed (since last scheduled run)

C

KACE automatically scan to determine the patching progress. It determines the level of compliance level by machine. Key monitoring metrics are reported on KACE dashboard

Reports

1. Critical and Recent Bulletin List
2. Devices not compliant by patch
3. Installation Status of each enabled Patch
4. For each Patch, what devices have it installed
5. Patch Schedules and its

Windows 10 Releases

Windows 10 (1809) x64   1026
Windows 10 (1909) x64   762
Windows 10 (1803) x64   87
Windows 10 (1903) x64   11
Windows 10 (2004) x64   3

Compliance By Machine

25%

Compliant

Patches Failed

258

SCAP Summary

No data

Dell Updates

1000
800
600
400
200
0
Application   BIOS   Firmware

Navigation sidebar:
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APPENDICES

kacesvr.applebank.ny.com/adminui/software_inventory.php?CATEGORY=&SEARCH_SELECTION_TEXT=splunk&SEARCH_SELECTION=splunk

Update

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KACE Systems Management Appliance

Appendix 1. KACE Discovery Capability to automatically build Software Inventory for the bank

sapruzzese

Session Timeout: 00:59:59 · 05/03/2021 09:45:38

Inventory > Software

Software

List Refreshed: 05/03/2021 09:45:38   Auto Refresh: OFF

Software Inventory function

View By: All Items   splunk

Choose Action

Advanced Search   Smart Label

		Name	Publisher	Version	Devices
	✓	UniversalForwarder	Splunk, Inc.	7.3.3.0	2106

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- Home
- Inventory
  - Dashboard
  - Devices
  - Quarantine
  - Software
  - Software Catalog
  - Processes
  - Startup Programs
  - Services
  - Discovery Schedules
  - Discovery Results
  - SNMP Inventory Configurations
- Monitoring
- Asset Management
- Distribution
- Scripting
- Security
- Service Desk
- Reporting
- Settings

Need Help?

Type here to search

9:45 AM
5/3/2021

Status	Name	IP Address	Description	Last User	Last Inventory	Last Reboot	Agent Version	Operating System	Virtual	Chassis Type	Operating System Release	Assignee Name
Agent-managed device	ABS2NYC	10.122.3.17	empty	APPLEBK\cspiropoulos	2021-04-29 07:57:10	2021-04-18T00:34:21-04:00	11.0.123	Microsoft Windows Server 2012 R2 Standard x64	YES	other		Christos Spiropoulos
Agent-managed device	ABSNETWIN10CHAN	10.122.3.29	empty	APPLEBK\cspiropoulos	2021-04-29 06:51:05	2021-04-16T13:26:14-04:00	11.0.123	Microsoft Windows 10 Pro x64	YES	other	1909	Christos Spiropoulos
Unable to reach this agent-managed device	ABSNETWIN10SCAR	10.0.3.29	empty	APPLEBK\cspiropoulos	2021-03-27 03:25:21	2021-03-26T18:45:08-04:00	10.2.108	Microsoft Windows 10 Pro x64	YES	other	1909	Christos Spiropoulos
Unable to reach this agent-managed device	ALM-TEST-POOL01	10.0.6.123	empty		2021-04-08 03:20:27	2021-04-01T10:52:34-04:00	11.0.123	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALM-TEST-POOL02	10.0.6.117	empty		2021-04-22 02:55:01	2021-04-01T10:52:37-04:00	11.0.123	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Agent-managed device	ALMADIERMSVR	10.122.3.45	ALM ADI ERM Server	ALMADIERMSVR\Administrator	2021-04-29 07:56:01	2021-04-03T01:55:40-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Neil Franklin
Agent-managed device	ALMADIPRODSVR	10.122.3.40	empty	APPLEBK\qheaden	2021-04-29 07:57:26	2021-04-03T01:04:31-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Neil Franklin
Agent-managed device	ALMADITESTSVR	10.0.3.80	ALM ADI Test Server	APPLEBK\cspiropoulos	2021-04-29 07:46:18	2021-03-20T00:58:00-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Christos Spiropoulos
Agent-managed device	ALMCMPERMSVR	10.122.3.46	ALM CMP ERM SVR		2021-04-29 07:40:25	2021-04-03T01:07:56-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Neil Franklin
Agent-managed device	ALMCMPPRODSVR	10.122.3.41	ALM CMP ERM SVR	ALMCMPPRODSVR\abladm	2021-04-29 07:47:19	2021-04-03T01:03:57-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Nick Creer
Agent-managed device	ALMCMPTESTSVR	10.0.3.81	ALM CMP TEST SVR	APPLEBK\cspiropoulos	2021-04-29 07:37:37	2021-03-20T00:53:33-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Christos Spiropoulos
Agent-managed device	ALMDBERMSVR	10.122.3.47	empty	ALMDBERMSVR\Administrator	2021-04-29 08:00:50	2021-04-03T01:10:41-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Neil Franklin
Agent-managed device	ALMDBPRODSVR	10.122.3.42	empty	APPLEBK\pnucumda	2021-04-29 08:03:34	2021-04-03T01:07:09-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Neil Franklin
Agent-managed device	ALMDBTESTSVR	10.0.3.82	empty		2021-04-29 07:52:33	2021-03-20T00:52:15-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Umar Iqbal
Unable to reach this agent-managed device	ALMTEST-01	10.0.6.133	empty		2021-03-31 06:13:01	2021-03-30T16:45:22-04:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALMTEST-02	10.0.6.134	empty		2021-03-31 06:13:01	2021-03-30T16:45:27-04:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALMTEST01	10.0.6.113	empty		2021-03-15 13:17:10	2021-03-01T10:45:34-05:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALMTEST02	10.0.6.117	empty		2021-03-31 06:31:57	2021-03-30T16:16:57-04:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALMTPGPOOL01	10.0.6.117	empty		2021-03-31 11:15:13	2021-03-31T11:13:27-04:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Unable to reach this agent-managed device	ALMTPGPOOL02	10.0.6.118	empty		2021-03-31 11:17:57	2021-03-31T11:13:32-04:00	10.2.108	Microsoft Windows Server 2016 Standard Evaluation x64	YES	other	1607	
Agent-managed device	APPLENET1	10.122.3.61	empty	APPLEBK\cspiropoulosda	2021-04-29 07:42:33	2021-04-16T00:41:11-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Robert Martin
Agent-managed device	APPLENETDEV	10.122.3.37	empty		2021-04-29 07:55:45	2021-04-20T00:40:14-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	
Agent-managed device	Auditdevsvr	10.122.3.10	empty	APPLEBK\cspiropoulos	2021-04-29 07:27:20	2021-04-20T00:43:23-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Christos Spiropoulos
Agent-managed device	AUDITSVR	10.0.3.11	empty	APPLEBK\nfranklin_da	2021-04-29 07:59:22	2021-04-16T04:03:40-04:00	11.0.123	Microsoft Windows Server 2012 R2 Standard x64	YES	other		Umar Iqbal
Agent-managed device	Axmprodsvr01	10.0.3.70	Axiom Cloud Service	APPLEBK\cspiropoulosda	2021-04-29 07:46:13	2021-04-19T00:47:23-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Christos Spiropoulos
Agent-managed device	BKPSVR01	10.0.3.72	Branch backup server 01	APPLEBK\nfranklin	2021-04-29 08:06:43	2021-04-18T00:52:05-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	YES	other	1607	Uliser Bonilla
Agent-managed device	BO_IMAGE	10.220.199.73	empty		2021-04-29 07:35:11	2021-04-16T12:43:25-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1903	Robert Martin
Agent-managed device	BR001SVR3	10.1.1.37	empty		2021-04-29 06:40:36	2021-04-28T17:45:36-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	NO	desktop	1607	
Agent-managed device	BR001WS410	10.1.2.23	empty	APPLEBK\mhaq	2021-04-29 10:53:29	2021-04-16T13:54:17-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR001WS411	10.1.2.21	empty	APPLEBK\srampers	2021-04-29 07:28:45	2021-04-26T07:22:21-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS412	10.1.2.26	empty	APPLEBK\mshamis	2021-04-29 07:38:36	2021-04-21T17:59:23-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS413	10.1.2.29	empty	APPLEBK\ehagan	2021-04-29 07:45:49	2021-04-22T12:03-04-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS414	10.1.2.31	empty	APPLEBK\aquinto	2021-04-29 07:20:18	2021-04-23T12:28:16-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	Robert Martin
Agent-managed device	BR001WS415	10.1.2.33	empty	APPLEBK\cwiggins	2021-04-29 10:25:41	2021-04-22T12:21:12-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS416	10.1.2.20	empty	APPLEBK\spotting	2021-04-29 08:06:18	2021-04-22T12:29:37-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR001WS418	10.1.2.42	empty	APPLEBK\aquinto	2021-04-19 13:39:34	2021-04-19T13:35:20-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS419	10.1.2.28	empty	APPLEBK\mli	2021-04-29 10:27:18	2021-04-22T12:14:11-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS420	10.1.2.32	empty	APPLEBK\sbenjami	2021-04-29 08:15:47	2021-04-22T18:57:07-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Aamir Shah
Agent-managed device	BR001WS421	10.1.2.27	empty	APPLEBK\tsamake	2021-04-29 10:43:56	2021-04-22T12:15:04-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS454	10.1.2.22	empty	APPLEBK\srampers	2021-04-29 10:53:05	2021-04-22T12:26:09-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR001WS460	10.1.2.35	empty	APPLEBK\mshamis	2021-04-29 07:35:29	2021-04-28T11:56:34-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002SVR	10.2.1.35	empty	BR002SVR\Administrator	2021-04-29 10:38:28	2021-04-01T01:08:44-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	NO	server	1607	Troy Thomas
Agent-managed device	BR002WS410	10.2.2.26	empty	APPLEBK\lmorgan	2021-04-29 07:14:01	2021-04-28T11:22:44-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS411	10.2.2.25	empty	APPLEBK\lmorgan	2021-04-29 08:32:06	2021-04-27T10:23:37-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS412	10.2.2.22	empty	APPLEBK\jgraulau	2021-04-29 08:28:46	2021-04-28T17:38:23-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS414	10.2.2.30	empty	APPLEBK\lmorgan	2021-04-29 08:36:39	2021-04-28T11:54:12-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS417	10.2.2.21	empty	APPLEBK\jgraulau	2021-04-29 08:18:15	2021-04-27T08:45:24-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR002WS417	10.220.199.79	empty	APPLEBK\osmall	2021-04-23 11:33:28	2021-04-23T11:19:13-04:00	10.143	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	Obinna Small
Agent-managed device	BR002WS418	10.2.2.29	empty	APPLEBK\joriol	2021-04-29 10:25:06	2021-04-28T14:18:35-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR002WS423	10.2.2.23	empty	APPLEBK\arodrigu	2021-04-06 08:59:41	2021-04-05T11:06:00-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Troy Thomas
Agent-managed device	BR002WS425	10.2.2.27	empty	APPLEBK\djackson	2021-04-29 10:30:36	2021-04-27T14:48:54-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Troy Thomas
Agent-managed device	BR002WS426	10.2.2.24	empty	APPLEBK\jyisrael	2021-04-29 10:47:35	2021-04-28T15:31:25-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Troy Thomas
Agent-managed device	BR002WS427	10.2.2.20	empty	APPLEBK\djackson	2021-04-29 08:37:09	2021-04-23T13:11:28-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS428	10.2.2.33	empty	APPLEBK\djackson	2021-04-29 10:50:53	2021-04-22T14:22:25-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR002WS454	10.2.2.28	empty	APPLEBK\djackson	2021-04-29 10:56:44	2021-04-22T20:02:41-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Emani Fillyow
Agent-managed device	BR003SVR	10.3.1.35	empty		2021-04-29 06:40:24	2021-04-28T17:45:35-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	NO	desktop	1607	Robert Martin
Agent-managed device	BR003WS410	10.3.2.28	empty	APPLEBK\yrodrigu	2021-04-29 08:44:06	2021-04-29T08:37:32-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS411	10.3.2.30	empty	APPLEBK\yarroyo	2021-04-29 08:38:36	2021-04-29T08:34:20-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR003WS412	10.3.2.29	empty	APPLEBK\kespinos	2021-04-06 13:03:18	2021-03-25T09:00:32-04:00	10.2.108	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS413	10.3.2.27	empty	APPLEBK\slusena	2021-04-29 08:44:00	2021-04-28T08:36:44-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS416	10.3.2.24	empty	APPLEBK\cpalacio	2021-04-29 10:50:07	2021-04-22T19:53:44-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS418	10.3.2.32	empty	APPLEBK\mcoll	2021-04-29 08:37:54	2021-04-29T08:31:25-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR003WS420	10.3.2.33	empty		2021-04-27 11:17:40	2021-04-27T11:04:22-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR003WS422	10.3.2.36	empty	APPLEBK\bmcpherson	2021-04-29 10:24:32	2021-04-28T16:59:03-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS424	10.3.2.23	empty	APPLEBK\dhernand	2021-04-29 10:47:53	2021-04-22T12:10:36-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS425	10.3.2.31	empty	APPLEBK\lpacheco	2021-04-29 10:49:18	2021-04-28T16:38:40-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR003WS426	10.3.2.21	empty	APPLEBK\sellis	2021-04-29 10:53:31	2021-04-28T09:55:44-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS427	10.3.2.20	empty	APPLEBK\fdepaula	2021-04-29 10:48:20	2021-04-26T14:54:25-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS428	10.3.2.25	empty	APPLEBK\mcoll	2021-04-29 10:50:25	2021-04-27T16:40:39-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR003WS429	10.3.2.34	empty	APPLEBK\mgonzale	2021-04-29 08:20:00	2021-04-22T12:06:56-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1803	
Agent-managed device	BR003WS430	10.3.2.22	empty	APPLEBK\sellis	2021-04-29 08:52:32	2021-04-29T08:49:20-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR003WS454	10.3.2.26	empty	APPLEBK\mcoll	2021-04-29 06:45:53	2021-04-26T16:11:55-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Unable to reach this agent-managed device	BR004LT001	10.254.9.31	empty	APPLEBK\rfernandez	2021-04-28 18:51:34	2021-04-28T18:47:07-04:00	10.123	Microsoft Windows 10 Enterprise x64	NO	laptop	1909	
Agent-managed device	BR004SVR	10.4.1.35	empty		2021-04-29 06:40:24	2021-04-28T17:45:32-04:00	11.0.123	Microsoft Windows Server 2016 Standard x64	NO	desktop	1607	Stephen Apruzzese
Agent-managed device	BR004WS410	10.4.2.44	empty	APPLEBK\zgordon	2021-04-29 08:30:49	2021-04-27T08:44:19-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR004WS412	10.4.2.22	empty	APPLEBK\gestevez	2021-04-29 11:04:17	2021-04-28T12:55:38-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Unable to reach this agent-managed device	BR004WS413	10.4.2.32	empty	APPLEBK\rfernandez	2021-04-01 15:08:12	2021-04-01T14:51:53-04:00	10.2.108	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS414	10.4.2.36	empty	APPLEBK\tsolomon	2021-04-29 08:50:10	2021-04-26T08:45:26-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS415	10.4.2.100	empty	APPLEBK\emachuca	2021-04-29 08:37:46	2021-04-28T08:35:59-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS416	10.4.2.33	empty	APPLEBK\rmiranda	2021-04-29 10:49:43	2021-04-22T14:11:56-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS418	10.4.2.34	empty	APPLEBK\rfernandez	2021-04-29 08:39:10	2021-04-23T14:30:15-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS419	10.4.2.37	empty	APPLEBK\rfernandez	2021-04-29 06:10:33	2021-04-28T11:25:27-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1909	
Agent-managed device	BR004WS421	10.4.2.26	empty	APPLEBK\erosario	2021-04-29 10:41:04	2021-04-28T11:08:10-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	
Agent-managed device	BR004WS423	10.4.2.25	empty	APPLEBK\jpeguero	2021-04-29 09:09:50	2021-04-29T08:58:32-04:00	11.0.123	Microsoft Windows 10 Enterprise x64	NO	desktop	1809	Troy Thomas

KACE Systems Management Appliance

sapruzzese

Session Timeout: 00:59:48 • 04/29/2021 11:32:30

Settings > Users

Users

Appendix 2 - KACE Administration Group

List Refreshed: 04/29/2021 11:32:18 | Auto Refresh: OFF

View By: All Items

Search List

Choose Action

Advanced Search

	Name	Manager	Email	Location	Locale	Login	Domain	Role	Mobile Access	Default Queue	Devices
	Aamir Shah	Stephen Apruzzese	aashah@applebank.com	Scarsdale	American English (United States)	aashah		Administrator	Disabled	Disabled	35
	admin		lanadmin@apple-bank.com	Unassigned	American English (United States)	admin		Administrator	Disabled	All Queues	34
	Avery Lopez		alopez@applebank.com	Unassigned	Default	alopez		Administrator	Disabled	All Queues	5
	Austin Muniz	Edward Tsai	amuniz@applebank.com	Chanin	American English (United States)	amuniz		Read Only Administrator	Disabled	Disabled	1
	Alfi Rosario		arosario@applebank.com	Unassigned	Default	arosario		Administrator	Disabled	All Queues	1
	CMDB KACE DEV		cmdbkacedevsvc@applebank.com	Scarsdale	American English (United States)	cmdbkacedevsvc		Read Only Administrator	Disabled	Disabled	0
	CMDB KACE		cmdbkacesvc@applebank.com	Scarsdale	Default	cmdbkacesvc		Read Only Administrator	Disabled	All Queues	0
	Christian Soellner		csoellner@applebank.com	Unassigned	American English (United States)	csoellner		Read Only Administrator	Disabled	All Queues	1
	Christos Spiropoulos		cspiropoulos@applebank.com	Unassigned	Default	cspiropoulos		Administrator	Disabled	All Queues	24
	Christos Spiropoulos	Stephen Apruzzese	CSpiropoulos@applebank.com	Scarsdale	American English (United States)	cspiropoulosda		Administrator	Disabled	Disabled	22
	Corey Windley	Maria Siegel	cwindley@applebank.com	Scarsdale	American English (United States)	cwindley		Administrator	Disabled	All Queues	18
	Eugene Boytsov	Stephen Apruzzese	eboytsov@applebank.com	Scarsdale	American English (United States)	eboytsov		Administrator	Disabled	All Queues	2
	Emani Fillyow	Maria Siegel	efillyow@apple-bank.com	Scarsdale	American English (United States)	efillyow		Administrator	Disabled	Disabled	27
	Erick Leal		eleal@applebank.com	Unassigned	Default	eleal		Administrator	Disabled	All Queues	1
	Emmanuel Oriol	Maria Siegel	eoriol@applebank.com	Chanin	American English (United States)	eoriol		Read Only Administrator	Disabled	Disabled	37
	Edward Tsai		etsai@apple-bank.com	Chanin	American English (United States)	etsai		Read Only Administrator	Disabled	Disabled	2
	George He		ghe@applebank.com	Unassigned	American English (United States)	ghe		Read Only Administrator	Disabled	All Queues	1

1 to 40 of 40

First Previous **1** Next Last

Show 250

export_list.xlsx

Show all

KACE Systems Management Appliance

Session Timeout: 00:58:21 • 04/30/2021 12:18:22

Settings › Control Panel › Authentication Settings

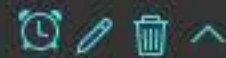## Authentication Settings

Back to Control Panel   Show All History

Modified: 03/27/2017 12:01:04

○ Local Authentication

● LDAP Authentication   New   ← Use LDAP authentication

KACE Server Administrators :   ⏰ ✏ 🗑 ∧

Created:
11/12/2013 03:43:48

Modified:
03/04/2021 15:54:08

Name: (required)

KACE Server Administrators

Hostname or IP Address: (required)

br216dc1

Port: (required)

389

Advanced Search: (required)

(&
(memberOf=CN=KACE_ADMIN,OU=GRO
UPS,DC=APPLEBANK,DC=NY,DC=com)
(samaccountname=KBOX_USER))

Base DN:

DC=APPLEBANK,DC=NY,DC=com

Save   LDAP Browser   Cancel

12:18 PM
4/30/2021

KACE Systems Management Appliance

ncreer
Page 12

Session Timeout: 00:57:52 • 04/30/2021 12:18:51

Appendix 2 - KACE
Authentication Settings
(continued)

Settings › Control Panel › Authentication Settings

Home

Inventory

Monitoring

Asset Management

Distribution

Scripting

Security

Service Desk

Reporting

Settings

Control Panel

Users

Credentials

Roles

Logs

Appliance Updates

Provisioning

~~Resources~~

Port: (required)

389

Advanced Search: (required)

(&
(memberOf=CN=KACE_ADMIN,OU=GRO
UPS,DC=APPLEBANK,DC=NY,DC=com)
(samaccountname=KBOX_USER))

Base DN:

DC=APPLEBANK,DC=NY,DC=com

Login:

applebk\kaceldapauth

Password:

••••••••••••••••••••••••••••••

Role:

Administrator

Read Only Administrator Server :
User Server :

Password for test:

Test

Save   LDAP Browser   Cancel

12:18 PM
4/30/2021

KACE Systems Management Appliance

Session Timeout: 00:57:20 • 04/30/2021 12:19:23

⚙ Settings › Control Panel › Authentication Settings

- Home
- Inventory
- Monitoring
- Asset Management
- Distribution
- Scripting
- Security
- Service Desk
- Reporting
- Settings
  - Control Panel
  - Users
  - Credentials
  - Roles
  - Logs
  - Appliance Updates
  - Provisioning
  - Resources

KACE Server Administrators :
Read Only Administrator Server :

Created:
11/12/2013 03:43:48

Modified:
03/04/2021 15:54:08

Name: (required)
Read Only Administrator Server

Hostname or IP Address: (required)
br216dc1

Port: (required)
389

Advanced Search: (required)
(&
(memberOf=CN=KACE_ADMIN,OU=GRO
UPS,DC=APPLEBANK,DC=NY,DC=com)
(samaccountname=KBOX_USER))

Base DN:
DC=APPLEBANK,DC=NY,DC=com

Login:
applebk\kaceldapauth

Password:
•••••••••••••••••••••••••

Role:
Read Only Administrator

Save   LDAP Browser   Cancel

12:19 PM
4/30/2021

Appendix 2 - KACE Authentication Settings (continued)

Home

Inventory

Monitoring

Asset Management

Distribution

Scripting

Security

Service Desk

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Provisioning

⚙ Settings › Control Panel › Authentication Settings

Created:
11/12/2013 03:43:48

Modified:
03/04/2021 15:54:08

Name: (required)

Read Only Administrator Server

Hostname or IP Address: (required)

br216dc1

Port: (required)

389

Advanced Search: (required)

(&
(memberOf=CN=KACE_ADMIN,OU=GRO
UPS,DC=APPLEBANK,DC=NY,DC=com)
(samaccountname=KBOX_USER))

Base DN:

DC=APPLEBANK,DC=NY,DC=com

Login:

applebk\kaceldapauth

Password:

••••••••••••••••••••••••••

Role:

Read Only Administrator ▾

Save   LDAP Browser   Cancel

Need Help?

12:19 PM
4/30/2021