Jamf Pro - epm-thirdparty patching

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> This page is outdated. Please see http://kb.mit.edu/confluence/x/LTqACQ for information on the newer patching system

Select third-party software updates are automatically downloaded, packaged, and added to Casper for easy deployment. These packages are found under the EPM-Apps category and are available for all departments to use.

Supported Software

The following third-party programs are automatically updated in Casper:

- Adobe Flash Player
- Citrix Receiver
- Dropbox
- Firefox
- Google Chrome
- Microsoft Excel
- Microsoft OneNote
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- Oracle Java 8
- Oracle Java 8 JDK
- Skype
- VLC

You can find the latest packages for these program in the JSS under the EPM-Apps group. Version numbers are included in the package name, and at least the last 3 versions (usually more) are kept available in case bugs are discovered in newer versions.

If there is any other third-party software you'd like to include in automatic updates, contact endpointmanagement@mit.edu.

Update Notifications

Every time a software update is added to Casper, an email notification will be sent to the ep-updates group. To receive these notifications, join the ep-updates group at https://groups.mit.edu/webmoira/list/ep-updates.

Deploying updates to existing machines

There are several ways to deploy updated to machines in your site. The simplest way is to call the custom trigger **epm-thirdparty** from a policy of your own. This will trigger a set of policies maintained by the EPM team which will check if a program is installed and outdated, and update it to the latest version approved by the EPM team. If a user already has a newer version installed (for example a beta release or something newer than what the EPM team has approved), it will be left alone. These EPM policies will check to make sure the applications are not currently running before installing updates, so users will not be interrupted.

> Due to frequent compatibility issues, the JDK is excluded from the epm-thirdparty trigger.

Here is an example of how to set up such a policy in your site:

1. Create a new policy. Under the **General** payload, set the trigger to **Recurring Check-in**, and the frequency to "Once every day*.

2. Optional: if you'd like to limit the timeframe for updates, for example to outside of business hours, click on **Client-side limitations** and set the time range to e.g. **8:00 AM to 5:00 PM**.

3. Scroll down to the **Files and Process** payload, click **Configure**, and enter **sudo jamf policy -event epm-thirdparty** in the **Execute Command** field.

4. Under the Scope tab, set the scope to All Computers (or whatever computers you prefer).

Once configured, you never need to update this policy! It will always install the latest versions approved by the EPM team. You can safely scope this to All Computers, because it will only install each update on machines that already have the application installed. So, for example, it won't install Skype on computers that don't already have Skype installed.

> Both Firefox ESR and mainline Firefox are supported. Computers that have mainline installed will get the latest mainline version, while computers that have ESR installed will get the latest ESR
>
> Similarly, both Office 2016 and Office 2019 are supported. Machines with Office 2016 will be updated to the latest versions of the 2016 apps, but will not be upgraded to 2019 automatically.

Installing on new machines

If you want to install the latest version of one of these programs on new machines, you can use custom triggers for individual packages. These will always install the latest version supported by the EPM whether, regardless of whether the software is already installed. The following triggers are available:

epm-thirdparty-dropbox
epm-thirdparty-firefox (note: installs Firefox ESR by default)
epm-thirdparty-office (note: installs Excel 2016, Outlook 2016, OneNote 2016, PowerPoint 2016, and Word 2016 all at once)
epm-thirdparty-office-2019 (same as above, but for Office 2019)
epm-thirdparty-flash
epm-thirdparty-java
epm-thirdparty-skype
epm-thirdparty-vlc

Contact

If you have any questions, please contact endpointmanagement@mit.edu.