

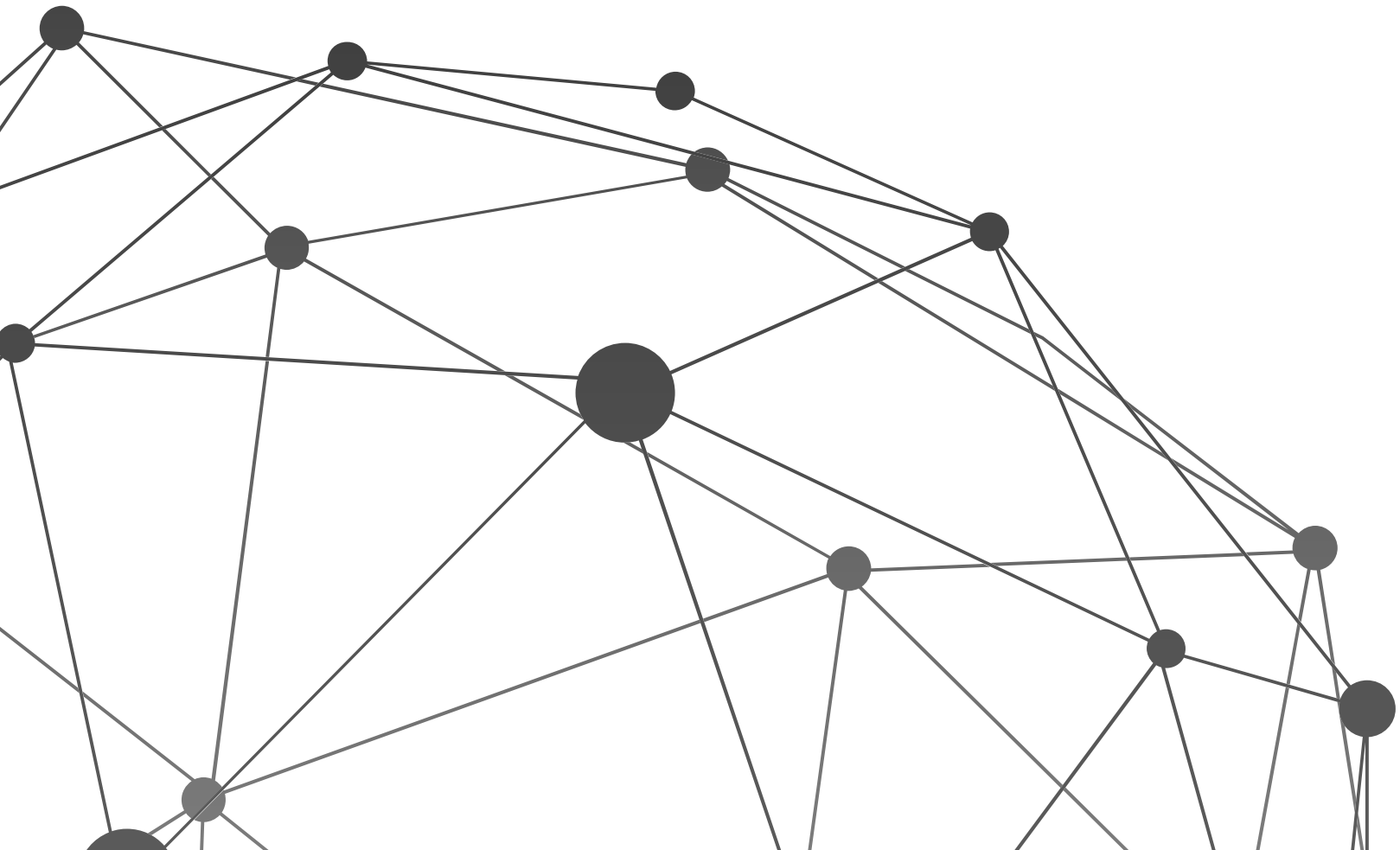
# HEAT EMSS

## Content Quarterly Q1 2017

### Supported Platforms and Applications

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# Notices

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# Introduction

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## About HEAT Software and HEAT PatchLink

HEAT Software is leading the unification of Cloud Service Management (CSM) and Unified Endpoint Management (UEM). We empower IT, HR, Facilities, Customer Service and other enterprise functions to simplify and automate their business processes to improve service quality, while managing and securing endpoints to proactively detect and protect against threats to business continuity. HEAT Software delivers the world's most powerful fusion of truly flexible, scalable, secure CSM and UEM solutions.

HEAT PatchLink and HEAT EMSS provide efficient patch management for third-party applications as well as desktop and server operating systems.

HEAT Software is headquartered in Milpitas, California and can be found at [www.heatsoftware.com](http://www.heatsoftware.com).

## About this Document

This document provides a detailed list of all supported platforms and applications that HEAT PatchLink provides in the Patch Content Repository. Sections in this document are as follows:

- Operating System (Platform) Support, which includes Windows and non-Windows platforms
- Application Support, which includes the minimum and latest versions of supported applications, grouped by vendor
- Language Support, which details all supported locales for Windows applications
- Patch Content Impact Mapping, which details vulnerability criticality by vendor and patch type
- Patch Content End-of-Life Policy, which explains when content is removed from the repository

# Patch Quality Assurance Summary

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HEAT PatchLink provides Patch Management customers more value through the content development and quality assurance processes. The quality assurance teams verify the patch install and uninstall processes as well as the patch metadata produced by the content development team. Providing quality content to our customers is a high priority. To ensure successful delivery of content, HEAT PatchLink executes test cases covering the following test components.

## Testing Environment

HEAT PatchLink invests heavily in testing infrastructure. The content development and quality assurance teams have access to a virtual enterprise environment representing more than 1500 nodes of various configurations. HEAT PatchLink uses a mix of virtual desktops and servers in addition to custom physical bench testing to ensure that our testing infrastructure is state of the art.

## Application Testing

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

## Testing Strategy

### General Testing

- Verify patch-naming convention complies with HEAT PatchLink policy.
- Verify content supports the replication process: each patch created by the content team is validated with the Global Subscription Service (GSS) distribution and Patch Server products.

## Assessment Testing

- Verify an applicable non-patched system shows applicable and not patched
- Verify a patched system shows installed and not applicable
- Verify false positives in the detection of digital fingerprint
- Verify content is compliant with mandatory baselines
- Verify the patch is correctly displayed in Patch Server, including all filtering, sorting and other visual functionality

## Deployment Testing

- Verify the package is successfully deployable
- Verify suppress reboot functionality works correctly
- Verify the uninstall functionality works correctly
- Verify on demand package caching works correctly
- Verify automatic deployment scheduling works correctly
- Verify agent package download
- Verify package hash ensuring package integrity
- Verify agent automatically runs assessment after patch deployment
- Verify agent restarts automatically after reboot

# Trusted Delivery and Flexibility

The HEAT Software GSS is designed and implemented to maximize global availability through a secure content distribution network. All communications with the HEAT Software GSS are conducted via encrypted, secure channels to ensure the integrity of security content.

Using a best practice approach, critical security patches are automatically downloaded to customer locations, based on their subscription options. Additional security patches may be downloaded, as necessary, to create a customized version of the HEAT PatchLink Content Repository within the customer's own secure enterprise environment.

# HEAT PatchLink Patch Content Support

## Operating System (Platform) Support

HEAT PatchLink currently supports security content for the operating systems listed in Table 1. Support for specific platforms is as follows:

- Update installers (no base installers)
- Core OS Updates (may include patches, service packs, feature packs, cumulative, hotfixes)
- Stated editions (standard, enterprise, deluxe)
- Stated version
- Stated architecture

Items shaded in blue are legacy patches that are no longer supported from the original vendor on an ongoing basis, but may still be available in the HEAT PatchLink Content Repository. Text in red represents updated information.

Table 1: HEAT PatchLink Content Operating System (Platform) Support

Publisher	Platform/Device	OS Edition	Architecture
Apple	Mac OSX 10.7.4 - 10.11		Intel (x86_64)
	macOS 10.12		Intel (x86_64)
Canonical	Ubuntu Linux 14.04 LTS	Server, Desktop	x86_64
	Ubuntu Linux 16.04 LTS	Server, Desktop	x86_64
CentOS	CentOS 5	Server	x86
	CentOS 5	Server	x86_64
	CentOS 6	Server	x86
	CentOS 6	Server	x86_64
	CentOS 7	Server	x86_64
HP	HP-UX 11.11		PARISC
	HP-UX 11.23		PARISC
	HP-UX 11.31		PARISC
	HP-UX 11.31		Itanium
IBM	AIX 6.1		PowerPC
	AIX 7.1		PowerPC
Microsoft	Windows XP SP1 - SP3	PRO	x86
	Windows XP SP1 - SP2	PRO	x86_64
	Windows 2003	ENT, STD, WEB	x86



Publisher	Platform/Device	OS Edition	Architecture
	Windows 2003	ENT, STD, WEB	x86_64
	Windows Vista	BUS, ENT, ULT	x86
	Windows Vista	BUS, ENT, ULT	x86_64
	Windows 2008	ENT, STD, WEB	x86
	Windows 2008	ENT, STD, WEB	x86_64
	Windows 7	PRO, ENT, ULT	x86
	Windows 7	PRO, ENT, ULT	x86_64
	Windows 2008 R2	ENT, STD, WEB	x86_64
	Windows 8 <sup>1</sup>	CORE, PRO, ENT	x86
	Windows 8 <sup>1</sup>	CORE, PRO, ENT	x86_64
	Windows 2012	STD, Data, FND, ESS	x86_64
	Windows 8.1	Basic, PRO, ENT, Embedded <sup>3</sup>	x86_64
	Windows 2012 R2	STD, Data, FND, ESS	x86_64
	Windows 10	PRO, ENT, EDU, LTSB	x86
	Windows 10	PRO, ENT, EDU, LTSB	x86_64
	Windows 2016	STD, Data, ESS	x86_64
Novell	SUSE Linux Enterprise 11.x <sup>2</sup>	Server, Desktop	x86
	SUSE Linux Enterprise 11.x <sup>2</sup>	Server, Desktop	x86_64
	SUSE Linux Enterprise 12	Server, Desktop	x86_64
Oracle	Oracle Linux 5	Server	x86
	Oracle Linux 5	Server	x86_64
	Oracle Linux 6	Server	x86
	Oracle Linux 6	Server	x86_64
	Oracle Linux 7	Server	x86_64
	Solaris 10		SPARC
	Solaris 10		x86
	Solaris 10		x86_64
	Solaris 11.x		SPARC
	Solaris 11.x		x86_64
Red Hat	Enterprise Linux 5	Server, Desktop	x86
	Enterprise Linux 5	Server, Desktop	x86_64
	Enterprise Linux 6	Server, Desktop	x86
	Enterprise Linux 6	Server, Desktop	x86_64
	Enterprise Linux 7	Server, Desktop, Client	x86_64
Note: Legacy support is listed in blue			
1. The N editions of this family are supported. However, the RT edition of this family is not supported			
2. Service Pack 3 supported			
3. Supported in EMSS v8.3 and later			

## Application Support

HEAT PatchLink currently supports security updates for the applications listed in Table 2. Applications are supported only for applicable, supported operating systems (see Operating System (Platform) Support). Current application support for UNIX and Linux is restricted to OS vendor-provided patches and may not be fully described in Table 2. Security patches are supported by default and non-security patches are supported by request.

Items shaded in blue are legacy patches that are no longer supported on an ongoing basis, but may still be available in the HEAT PatchLink Content Repository. Text in red represents updated information.

Table 2: HEAT PatchLink Content Application Support

Publisher	Product	Min Version	Latest Version	Supported Platform
Adobe Systems, Inc	Acrobat	8.1.7	11.0.18	Windows
Adobe Systems, Inc	Acrobat	11.0.10	11.0.18	Mac OS X
Adobe Systems, Inc	Acrobat DC (Classic)	2015.006.30060	2015.006.30244	Windows
Adobe Systems, Inc	Acrobat DC (Classic)	2015.006.30094	2015.006.30243	Mac OS X
Adobe Systems, Inc	Acrobat DC (Continuous)	2015.008.20082	2015.020.20042	Windows
Adobe Systems, Inc	Acrobat DC (Continuous)	2015.009.20069	2015.020.20039	Mac OS X
Adobe Systems, Inc	Acrobat Reader DC (Classic)	2015.006.30094	2015.006.30243	Mac OS X
Adobe Systems, Inc	Acrobat Reader DC (Continuous)	2015.007.20033	2015.020.20042	Windows
Adobe Systems, Inc	Acrobat Reader DC (Continuous)	2015.008.20082	2015.020.20039	Mac OS X
Adobe Systems, Inc	Acrobat Reader DC MUI (Classic)	2015.006.30094	2015.006.30244	Windows
Adobe Systems, Inc	Acrobat Reader DC MUI (Continuous)	2015.007.20033	2015.020.20042	Windows
Adobe Systems, Inc	AIR	1.5.3.9130	24.0.0.180	Windows
Adobe Systems, Inc	AIR	16.0.0.245	23.0.0.257	Mac OS X
Adobe Systems, Inc	Bridge	CC 6.2	CC 6.2	Windows
Adobe Systems, Inc	Flash Player (ESR)	13.0.0.244	18.0.0.382	Windows
Adobe Systems, Inc	Flash Player (ESR)	13.0.0.252	18.0.0.382	Mac OS X
Adobe Systems, Inc	Flash Player NPAPI	23.0.0.207	23.0.0.207	Windows
Adobe Systems, Inc	Flash Player NPAPI	23.0.0.207	24.0.0.186	Mac OS X
Adobe Systems, Inc	Flash Player PPAPI	23.0.0.207	23.0.0.207	Windows
Adobe Systems, Inc	Flash Player PPAPI	23.0.0.207	24.0.0.186	Mac OS X
Adobe Systems, Inc	Illustrator	CS5 15.0.2	CS6 16.2.2	Windows
Adobe Systems, Inc	InDesign	CS3 5.0.4	CS6 8.0.2	Windows
Adobe Systems, Inc	Photoshop	CS3 10.0.1	CC 2015 16.1.2	Windows
Adobe Systems, Inc	Reader	8.1.1	11.0.18	Windows
Adobe Systems, Inc	Reader	8.1.2	11.0.18	Mac OS X
Adobe Systems, Inc	Reader Multilingual User Interface (MUI)	10.1.12	11.0.18	Windows

Publisher	Product	Min Version	Latest Version	Supported Platform
Adobe Systems, Inc	RoboHelp	8	<b>2015.0.4.1 (12.0.4.460)</b>	Windows
Adobe Systems, Inc	Shockwave Player	11.5.0.600	<b>12.2.5.195</b>	Windows
Adobe Systems, Inc	Shockwave Player	11.5.0.600	12.2.1.171	Mac OS X
Apache Software	OpenOffice	4.1.1	<b>4.1.3</b>	Windows
Apple Inc	Bonjour	3.0	3.1.0.1	Windows
Apple Inc	GarageBand	2.0.2	5.1	Mac OS X
Apple Inc	iCloud	3.1	<b>6.1</b>	Windows
Apple Inc	iDVD	6.0.1	7.1.2	Mac OS X
Apple Inc	iLife Media Browser	Update	Latest	Mac OS X
Apple Inc	iLife Support	8.1	9.03	Mac OS X
Apple Inc	iMovie	3.0.3	9.0.9	Mac OS X
Apple Inc	iPhoto	5.0.3	9.4.3	Mac OS X
Apple Inc	iTunes	7.6	<b>12.5.4</b>	Windows
Apple Inc	iTunes	6.0.4	<b>12.5.1</b>	Mac OS X
Apple Inc	iWeb	1.0.1	3.0.4	Mac OS X
Apple Inc	iWork	9.1	9.3	Mac OS X
Apple Inc	Mobile Device Support	8.2.1.3	8.2.1.3	Windows
Apple Inc	QuickTime	6.1	7.7.9	Windows
Apple Inc	QuickTime	6.5.1	7.7	Mac OS X
Apple Inc	Safari	5.1.7	5.1.7	Windows
Apple Inc	Safari	1.3.1	10.11.6	Mac OS X
Audacity Team, The	Audacity	2.0.5	2.1.2	Windows
Autodesk, Inc	AutoCAD	2016 SP1	2017 SP1	Windows
Box, Inc.	Box Sync	4.0.7702	<b>4.0.7724</b>	Windows
<b>Canneverbe Limited</b>	<b>CDBurnerXP</b>	<b>4.5.7</b>	<b>4.5.7</b>	<b>Windows</b>
Cisco Systems, Inc.	WebEx Productivity Tools	2.40.1000.10038	<b>31.8.2.37</b>	Windows
<b>Citrix Systems, Inc</b>	<b>GoToMeeting</b>	<b>7.22.1</b>	<b>7.28.0</b>	<b>Windows</b>
Citrix Systems, Inc	ICA Win32 Client	6.30	10.1	Windows
Citrix Systems, Inc	MetaFrame Presentation Server Client	Latest	Latest	Windows
Citrix Systems, Inc	Online Plug-in (Web)	12.0	12.3	Windows
Citrix Systems, Inc	Online Plug-in	12.0	12.3	Windows
Citrix Systems, Inc	Presentation Server Client	9.1	10.200	Windows
Citrix Systems, Inc	Receiver (Enterprise)	3.4	3.4	Windows
Citrix Systems, Inc	Receiver	3.3	<b>4.6</b>	Windows
Citrix Systems, Inc	XenApp	11.0	11.1.1	Windows
Document Foundation, The	LibreOffice	4.3.3	<b>5.2.4</b>	Windows
<b>Dominik Reichl</b>	<b>KeePass Classic</b>	<b>1.31</b>	<b>1.31</b>	<b>Windows</b>
Dominik Reichl	KeePass Professional	2.34	2.34	Windows

Publisher	Product	Min Version	Latest Version	Supported Platform
Don Ho	Notepad++	6.6.3	7.2.2	Windows
dotPDN LLC	Paint.NET	4.0	4.0.13	Windows
Dropbox Inc.	Dropbox	11.4.21	16.4.30	Windows
Evernote Corporation	Evernote	5.8.6.7519	6.4.2.3788	Windows
Fetch Softworks LLC	Fetch	5.7.5	5.7.5	Mac OS X
Foxit Corporation	Enterprise Reader	6.1.3.0321	8.1.4	Windows
Foxit Corporation	Reader	6.1.3.0321	8.1.4	Windows
Foxit Corporation	Reader	1.01	1.01	Mac OS X
GIMP Development Team, The	GIMP	2.8.14	2.8.18	Windows
GlavSoft LLC	TightVNC Server	2.7.10	2.8.5	Windows
GlavSoft LLC	TightVNC Viewer	2.7.10	2.8.5	Windows
Google Inc.	Chrome	31.0.1650.57	55.0.2883.87	Windows
Google Inc.	Chrome	41.0.2272.118	55.0.2883.95	Mac OS X
Google Inc.	Drive	1.20.8672.3137	1.32.4066.7445	Windows
Google Inc.	Earth	7.1.2.2041	7.1.7.2606	Windows
Google Inc.	Earth	7.1.5.1557	7.1.5.1557	Mac OS X
Google Inc.	Earth Pro	7.1.5.1557	7.1.7.2606	Windows
Google Inc.	Earth Pro	7.1.5.1557	7.1.5.1557	Mac OS X
Google Inc	Picasa	3.9.141.259	3.9.141.259	Windows
Hewlett-Packard Company	HP System Management Homepage	7.4.2	7.5.4	Windows
Igor Pavlov	7-Zip	15.12	16.04	Windows
Inkscape Team, The	Inkscape	0.48.4	0.91	Windows
Ivo Beltchev	Classic Shell	4.2.1	4.3.0	Windows
Lightning UK!	ImgBurn	2.5.8	2.5.8	Windows
HEAT Software (Lumension)	All products	NA	Latest	All
Martin Prikryl	WinSCP	5.5.6	5.9.3	Windows
Microsoft	.NET Framework	1.0 SP2	4.6.2	Windows
Microsoft	Access	2000	2016	Windows
Microsoft	ActiveX Killbits	Latest	Latest	Windows
Microsoft	Adobe Flash Player in Internet Explorer	Latest	Latest	Windows
Microsoft	Azure Information Protection Client	1.2.4.0	1.2.4.0	Windows
Microsoft	Bing Bar 1	7.0	7.1	Windows
Microsoft	BizTalk Server	2002	2013	Windows
Microsoft	Content Management Server	2002	2002	Windows
Microsoft	Data Access Components (MDAC)	2.6 SP 2	2.8 SP1	Windows
Microsoft	DirectX	7.0	9.0c	Windows
Microsoft	Dynamics CRM 2011 Update	6	Latest	Windows

Publisher	Product	Min Version	Latest Version	Supported Platform
	Rollups			
Microsoft	Dynamics CRM 2013 Update Rollups	1	Latest	Windows
Microsoft	Dynamics CRM 2015	0.1	1.1	Windows
Microsoft	Dynamics CRM 2016	0.1	1	Windows
Microsoft	Excel	2003	2016	Windows
Microsoft	Excel	2016	2016	Mac OS X
Microsoft	Excel Viewer	2003	2007 SP3	Windows
Microsoft	Exchange Server	5.5	2016	Windows
Microsoft	Exchange Server 2007 SP3 Update Rollups	1	21	Windows
Microsoft	Exchange Server 2010 SP3 Update Rollups	1	15	Windows
Microsoft	Expression Design	1	4	Windows
Microsoft	Expression Media	V1 SP1	2 SP2	Windows
Microsoft	Expression Web	3	4 SP2	Windows
Microsoft	Forefront Client Security	Latest	Latest	Windows
Microsoft	Forefront Identity Manager <sup>1</sup>	2010 R2	2010 R2 SP1	Windows
Microsoft	Forefront Threat Management Gateway	2010 SP1	2010 SP2	Windows
Microsoft	FrontPage	2003 SP1	2003 SP2	Windows
Microsoft	FrontPage Server Extension (FPSE).	2000	2002	Windows
Microsoft	Groove	2007	2010	Windows
Microsoft	Host Integration Server	2000	2010	Windows
Microsoft	InfoPath	2003	2013 <sup>1</sup>	Windows
Microsoft	Internet Explorer	5.01	11.0	Windows
Microsoft	Internet Information Service (IIS)	4.0	7.5	Windows
Microsoft	Internet Security and Acceleration (ISA) Server	2004	2006 SP1	Windows
Microsoft	Jet	4.0 SP 7	4.0 SP8	Windows
Microsoft	Lync	2010	2013 <sup>1</sup>	Windows
Microsoft	Lync Server	2010	2013 <sup>1</sup>	Windows
Microsoft	MSDE	2000 SP3	2000 SP4	Windows
Microsoft	MSN Messenger	5	7.5	Windows
Microsoft	MSXML	2.0 SP6	6.0 SP1	Windows
Microsoft	Office	Office 2003	Office 2016	Windows
Microsoft	Office for Mac OS X	Office 2004	Office 2011	Mac OS X
Microsoft	Office Communications Server	2007	2007 R2	Windows
Microsoft	OneNote	2003 SP1	2016 <sup>1</sup>	Windows

Publisher	Product	Min Version	Latest Version	Supported Platform
Microsoft	OneNote	2016	2016	Mac OS X
Microsoft	Outlook	2003	2016 <sup>1</sup>	Windows
Microsoft	Outlook	2016	2016	Mac OS X
Microsoft	Outlook Express	5.5 SP2	6 SP1	Windows
Microsoft	PowerPoint	2003	2016 <sup>1</sup>	Windows
Microsoft	PowerPoint	2016	2016	Mac OS X
Microsoft	PowerPoint Viewer	2003	2010	Windows
Microsoft	Project	2002	2016	Windows
Microsoft	Publisher	2002	2016 <sup>1</sup>	Windows
Microsoft	Remote Desktop Connection Software	6.0	7.0	Windows
Microsoft	SharePoint Foundation	2010	2013	Windows
Microsoft	SharePoint Services	2.0	3.0 SP3	Windows
Microsoft	SharePoint Server	2007	2013 <sup>1</sup>	Windows
Microsoft	SharePoint Team Services	Office XP	Office XP	Windows
Microsoft	Silverlight	4	Latest	Windows
Microsoft	Silverlight	4	5	Mac OS X
Microsoft	SkyDrive Pro <sup>1</sup>	NA	Latest	Windows
Microsoft	Skype (Business)	6.18.32.105	<b>7.30.32.105</b>	Windows
Microsoft	Skype	6.11	<b>7.30.0.105</b>	Windows
Microsoft	Skype	7.12	7.28	Mac OS X
Microsoft	Skype for Business	2015	2016	Windows
Microsoft	SQL Server	7 SP3	<b>2016 SP1</b>	Windows
Microsoft	System Center 2012 R2 Update Rollups	1	Latest	Windows
Microsoft	System Center 2012 SP1 Update Rollups	1	Latest	Windows
Microsoft	System Center 2012 Update Rollups	1	Latest	Windows
Microsoft	Virtual PC	2004 SP1	2007 SP1	Windows
Microsoft	Virtual Server	2005 R2 SP1	2005 R2 SP1	Windows
Microsoft	Visio	2002	2016 <sup>1</sup>	Windows
Microsoft	Visio Viewer	2007	2013 <sup>1</sup>	Windows
Microsoft	Visual Basic	6.0 SP6	6.0 SP6	Windows
Microsoft	Visual C++	2005	2015	Windows
Microsoft	Visual Studio .NET	2003	2003 SP1	Windows
Microsoft	Visual Studio	2005	2013 Update 1	Windows
Microsoft	Visual Studio Team Foundation Server (TFS)	2010 SP1	2013	Windows

Publisher	Product	Min Version	Latest Version	Supported Platform
Microsoft	Windows Defender	1.1.1505.0	1.1.1593.0	Windows
Microsoft	Windows Installer	2.0	4.5	Windows
Microsoft	Windows Media Player	6.4	11	Windows
Microsoft	Windows Live Messenger	8.1	Version 2009	Windows
Microsoft	Windows Messenger	4.7	5.1	Windows
Microsoft	Windows Update Agent	3.0	3.0	Windows
Microsoft	Word	2003	2016 <sup>1</sup>	Windows
Microsoft	Word	2016	2016	Mac OS X
Microsoft	Word Viewer	2003	2003	Windows
Mozilla	Firefox (ESR)	10.0.12	<b>45.6.0</b>	Windows
Mozilla	Firefox (ESR)	10.0.12	<b>45.6.0</b>	Mac OS X
Mozilla	Firefox	3.5.19	<b>50.1.0</b>	Windows
Mozilla	Firefox	3.5.19	<b>50.1.0</b>	Mac OS X
Mozilla	Thunderbird	45.3.0	<b>45.6.0</b>	Windows
Mozilla	SeaMonkey	2.40	<b>2.46</b>	Windows
Novell, Inc.	Novell Client 2	5.0.82.8966	5.0.94.3881	Windows
Nullsoft, Inc.	Winamp	5.666	5.666	Windows
Opera Software ASA	Opera Browser	29.0.1795.47	<b>42.0.2393.94</b>	Windows
Oracle Corporation	Java SE Development Kit (JDK)	7 Update 72	<b>8 Update 111</b>	Windows
Oracle Corporation	Java SE Development Kit (JDK)	7 Update 72	8 Update 74	Mac OS X
Oracle Corporation	Java SE Runtime Environment (JRE)	7 Update 67	<b>8 Update 112</b>	Windows
Oracle Corporation	Java SE Runtime Environment (JRE) for Mac OS X	7 Update 71	<b>8 Update 112</b>	Mac OS X
Pidgin Team	Pidgin	2.10.11	2.11.0	Windows
<b>Piriform Ltd</b>	<b>CCleaner Business</b>	<b>5.22</b>	<b>5.25</b>	<b>Windows</b>
PKWARE, Inc	PKZIP	14.40.0028	14.40.0028	Windows
Real Networks, Inc	RealPlayer	10 (6.0.12.1056)	16.0.3.51	Windows
Real Networks, Inc	RealPlayer Cloud	17.0.4.61	17.0.15.10	Windows
Real Networks, Inc	RealTimes (with RealPlayer)	18.0.1.9	<b>18.1.6.161</b>	Windows
RealVNC Ltd.	Server	5.1.0	<b>6.0.1</b>	Windows
RealVNC Ltd.	Viewer	5.1.0	<b>6.0.1</b>	Windows
Riverbed Technology	WinPcap	4.1.3	4.1.3	Windows
Stefan Küng	TortoiseSVN	1.8.12	<b>1.9.5</b>	Windows
TeamViewer	TeamViewer	9.0.28223	<b>12.0.72365</b>	Windows
Tim Kosse	FileZilla Client	3.8.0	<b>3.23.0.2</b>	Windows
Tim Kosse	FileZilla Server	0.9.45	0.9.59	Windows
UltraVNC	Server	1.1.9.6	<b>1.2.1.2</b>	Windows
UltraVNC	Viewer	1.1.9.6	<b>1.2.1.2</b>	Windows
VideoLAN	VLC media player	2.1.2	2.2.4	Windows
VideoLAN	VLC media player	2.2.1	2.2.4	Mac OS X

Publisher	Product	Min Version	Latest Version	Supported Platform
VMware, Inc.	Server	2.0	2.0	Windows
VMware, Inc.	Fusion	2.0.1	8.5.2	Mac OSX
VMware, Inc.	Horizon View Client	3.2.0	4.3	Windows
VMware, Inc.	Player	2.5.1	7.1.4	Windows
VMware, Inc.	VMware Tools	10.0.9	10.1.0	Windows
VMware, Inc.	Workstation	6.5.1	11.1.4	Windows
VMware, Inc.	Workstation Pro	12.0.1	12.5.2	Windows
VMware, Inc.	Workstation Player	12.0.1	12.5.2	Windows
win.rar GmbH	WinRAR	5.21	5.21	Windows
WinZip Computing, S.L.	WinZip	9.0	18.5	Windows
Wireshark Foundation	Wireshark	1.10.8	2.2.3	Windows
Yahoo! Inc.	Messenger	11.5	11.5	Windows
Note: legacy support is listed in blue				
1. Available in EMSS Patch and Remediation v7.2 and later				

## What if HEAT PatchLink Does Not Support the Content I Need?

You have a few options for acquiring content that is not listed in the HEAT PatchLink Content Application Support Table.

- You can create the content yourself using HEAT Content Wizard. We recommend using this method as it allows you to set requirements for your patches. See the [HEAT Content Wizard User Guide](#) for more information.
- You can also use the Patch and Remediation Package Editor. However, the editor does not allow you to set requirements for your patches. See the [Patch and Remediation User Guide](#) for more information.
- You can request [Professional Services](#) to create the content for you at additional cost.
- You can send a request to [Support](#) at HEAT Software to include the content in an upcoming HEAT PatchLink general release. However, we cannot guarantee the priority of these requests.



## Antivirus Definition Support

HEAT PatchLink currently supports antivirus definition files for some of the most popular antivirus applications for distribution through HEAT PatchLink patch management applications. HEAT PatchLink checks for the latest definition files available from the vendor twice a week and updates the associated patch content accordingly. Table 3 lists the antivirus applications for which virus definition updates are available in the HEAT PatchLink Content Repository.

Table 3: HEAT PatchLink Content AntiVirus Definition File Support

Publisher	Product	Min Version	Latest Version	Supported Platform
F-Secure	Anti-Virus for Workstations	10.00	11.50	Windows
F-Secure	Client Security	10.00	11.51	Windows
F-Secure	E-mail and Server Security	10.00	11.00	Windows
F-Secure	Server Security	10.50	11.00	Windows
McAfee	VirusScan DAT files	4.5	8.5	Windows
McAfee	VirusScan Enterprise DAT files	8.7	8.8	Windows
Microsoft	Malicious Software Removal Tool	NA	Latest	Windows
Microsoft	Microsoft Endpoint Protection <sup>1</sup>	NA	Latest	Windows
Microsoft	Microsoft Forefront Client Security <sup>1</sup>	NA	Latest	Windows
Microsoft	Microsoft Security Essentials <sup>1</sup>	NA	Latest	Windows
Microsoft	Outlook 2003 Junk E-mail Filter <sup>1</sup>	NA	Latest	Windows
Microsoft	Outlook 2007 Junk E-mail Filter <sup>1</sup>	NA	Latest	Windows
Microsoft	Outlook 2010 Junk E-mail Filter <sup>1</sup>	NA	Latest	Windows
Microsoft	Windows Defender	1.1.1593	Latest	Windows
Microsoft	Windows Mail Junk E-mail Filter <sup>1</sup>	NA	Latest	Windows
Sophos	Antivirus	5.14	Latest	Windows
Symantec	Symantec Antivirus Corporate Edition Client for 64-bits OS only	10.0	10.2	Windows
Symantec	Symantec Endpoint Protection	11.0	12.0	Windows
Symantec	Symantec/ Norton Antivirus	NA	Latest	Windows
Trend Micro	OfficeScan	5.58	Latest	Windows
Trend Micro	ServerProtect	5.56	Latest	Windows
Note: Legacy support is listed in blue				
1. Available in EMSS Patch and Remediation v7.2 and higher				

# Language Support

For Windows operating systems (OS) applications, HEAT PatchLink supports patch content for the following locales if available from the vendor.

Table 4: HEAT PatchLink Content Language Support

Language (Locale)
Chinese (Simplified)
Chinese (Traditional)
Danish (Denmark)
Dutch (Netherlands)
English (United States)
Finnish (Finland)
French (France)
German (Germany)
Italian (Italy)
Japanese (Japan)
Korean (Korea)
Norwegian (Norway)
Portuguese (Brazil)
Russian (Russia)
Spanish (Spain)
Swedish (Sweden)

## Patch Content Types and Mapping

Each software vendor has its own way of classifying the level of need for an endpoint to have content deployed and installed. Vendors use labels such as "Critical," "Important," and "Moderate" to help describe how crucial their content is for securing your environment.

But what if each vendor has a different definition of "Critical" or "Important?" It can be challenging to evaluate your environment's security posture accurately if you are relying on labels that vary from vendor to vendor.

To address this confusion, we at HEAT Software replace the vendor classification labels with our own. We call these labels content types and apply them to content from all vendors. Why? Because a standardized classification system helps you quickly identify the most crucial content needed to secure your endpoints, *without* having to look up each vendor's label individually.

### Content Types

Descriptions of our main content types are listed in Table 5.

Table 5: HEAT PatchLink Content Types

Content Type	Description
Critical	These content items are critical and should be installed as soon as possible. Most of the recent security updates fall into this category.
Critical-01	These content items are critical and should be installed as soon as possible. These content items are older than 30 days and have not been superseded.
Recommended	These content items, while not critical or security-related, are useful and should be applied to maintain the health of your endpoints.
Virus Removal	These security content items contain packages which administrators may use to run various virus detections across their network. Anti-virus tools and updates are included in this category.



**Note:** Only the main content types are listed above. View the full list in the [Patch and Remediation User Guide](#).

## Content Type Mapping

Table 6 lists each vendor and the various categories of content they release. Then it lists the HEAT PatchLink content type that we assign for each category. Text in red represents updated information.

Table 6: HEAT PatchLink Content Type Mapping

Vendor	Vendor Content Category	HEAT PatchLink Content Type
Apple	Mac Platform Security Updates	Critical
	Application Security Updates	Critical
	Non-Security Mac Platform Updates	Recommended
	Non-Security Mac Application Updates	Recommended
Canonical Ubuntu	Security Notices	Critical
CentOS	Platform Security (SA)	Critical
	Enhancements (EA)	Recommended
	Platform Bugfix (BA)	Recommended
HP-UX	Critical Security Updates	Critical
	Non-Critical Security Updates	Critical
IBMAIX	Technology Level	Critical-01
	Service Packs	Critical-01
	Concluding Service Packs	Critical-01
Microsoft	Platform Security Updates	Critical
	Platform Monthly Rollups	Critical
	Application Security Updates	Critical
	Application Monthly Rollups	Critical
	Non-Security Platform Updates	Recommended
	Non-Security Application Updates	Recommended
	Platform Hotfix	Recommended
	Application Hotfix	Recommended
	Platform Service Packs	Critical-01
	Application Service Packs	Critical-01
	ActiveX Killbits	Recommended
	Junk Email Filter Updates	Recommended
	Malicious Software Removal Tool	Virus Removal
Windows Defender Definition Updates	Critical-01	
Oracle Linux	Platform Security (OLSA)	Critical
	Enhancements (OLEA)	Recommended
	Platform Bugfix (OLBA)	Recommended
Oracle Solaris	Recommended Security (Bundled)	Critical
	Security Only (Bundled)	Critical-01
	Recommended Only (Bundled)	Critical-01
	Recommended Clusters	Critical-01
	Non-Security Solaris Platform	Recommended

Vendor	Vendor Content Category	HEAT PatchLink Content Type
Red Hat EL	Platform Security (RHSA)	Critical
	Enhancements (RHEA)	Recommended
	Platform Bugfix (RHBA)	Recommended
SUSE Linux	Security Updates	Critical
	Non-Security Updates	Recommended
	Service Packs	Critical-01
Others	AntiVirus (AV) Updates	Critical-01

# Patch Content End-of-Life Policy

We remove content from the HEAT PatchLink Content Repository once it's obsolete. The following policies determine when content is considered obsolete and may be removed.

## Applications

Content for applications is removed:

- One year after a vendor reports end-of-life for the application, or
- If the application has been superseded for more than two years.

## Patches

Content for patches is removed:

- If the patch has been superseded for more than two years, or
- If the patch has been superseded three or more times, regardless of the time span, or
- If the vendor removes the patch.



At the discretion of HEAT Software, some superseded patches that are heavily used or classified as Critical may remain in the Content Repository beyond two years.

## Operating Systems

Patch content for operating systems is removed:

- Two years after the support pack or Long Term Servicing Branch (LTSB) is at end-of-life, or
- Five years after the vendor reports end-of-life for the operating system.

## Contact HEAT Software

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