

**BigFix Compliance
Client Manager for Endpoint
Protection App in WebUI User Guide**



Special notice

Before using this information and the product it supports, read the information in [Notices](#) (on page 28).

Edition notice

This edition applies to BigFix version 10 and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Welcome to CMEP App in WebUI

This topic gives an introduction about CMEP App in WebUI and its features.

The CMEP App is an effective tool to monitor the deployment and health status of various Endpoint Protection products and provide quick remediation actions to recover needed endpoint protection. It is now available as a new App in WebUI with enhanced functionality and better user experiences.

The CMEP App in WebUI includes the following functionalities:

- **Consolidated Summary:** Overall deployment and health status across all devices and for each endpoint protection product in various summary graphs.
- **Easy Filtering:** Filtering of all devices based on Operation System, Device Type or Device Group.
- **Quick Action:** A single click to fix frequent deployments issues such as stopped AV agent or outdated virus definition.
- **Report Export:** Exporting reports in PDF including various status summary graphs.
- **Integration with Content App:** Leveraging Content and Take Action app to deploy the antivirus definitions on selected devices.
- **Device list:** See the devices applicable for various reports like health status, deployment stats, and other status. You can check the individual device properties from the device list.
- **Multiple Product Support:** Supporting major antivirus products from vendors such as McAfee, Symantec, Trend Micro, Microsoft (Defender), and Sophos.

Chapter 2. System requirements

This topic describes the requirements before you install and use CMEP App in WebUI.

You must meet the following requirements to use CMEP App in WebUI:

- Any one of the BigFix Compliance Endpoint protection license for using the CMEP App:
 - Security and Compliance
 - Security and Compliance POC
 - Starter Kit for Security and Compliance
 - Starter Kit for Security and Compliance POC
- Ensure that the CMEP site is enabled from the License Overview dashboard in Console and subscribed to the devices from Console CMEP site.
- The process for site subscription depends on the version of the BigFix console that you have. The CMEP site contains tasks, analyses, and Fixlets for protecting your deployment from malware. You must be subscribed to the CMEP site to collect data from the BigFix clients. This data is used for reporting and analysis.
- CMEP App in WebUI must be installed in BigFix Version 9.5.5 and above.

Supported Antivirus products

CMEP offers support for a variety of antivirus products. The following table lists the currently supported antivirus products and product versions:



Important: CMEP only supports the devices with Mac and Windows platforms. See the BigFix CMEP Support Matrix for latest information on the supported AV products and functions at <https://bigfix-wiki.hcltechsw.com/wikis/home?lang=en-us#!/wiki/BigFix%20Wiki/page/CMEP%20Support%20Matrix>.

Table 1. Supported products**List of supported anti-virus products for CMEP**

Vendor	Product	Version
McAfee	Endpoint Security	10.x
	Endpoint Security for Mac	10.x
	VirusScan	8.x
	VirusScan for Mac	9.x
	McAfee Security for Microsoft Exchange	8.5
Microsoft	Windows Defender	All known versions
Symantec	Endpoint Protection	12.1, 14
	Endpoint Protection for Macintosh	12, 14
Sophos	Endpoint Security	9.x, 10.x
	Antivirus for Mac	7.x, 8.x (Audit only)
Trend Micro	OfficeScan	XG
	ServerProtect	5.8
	Trend Micro Security for Mac	1.5, 2.0



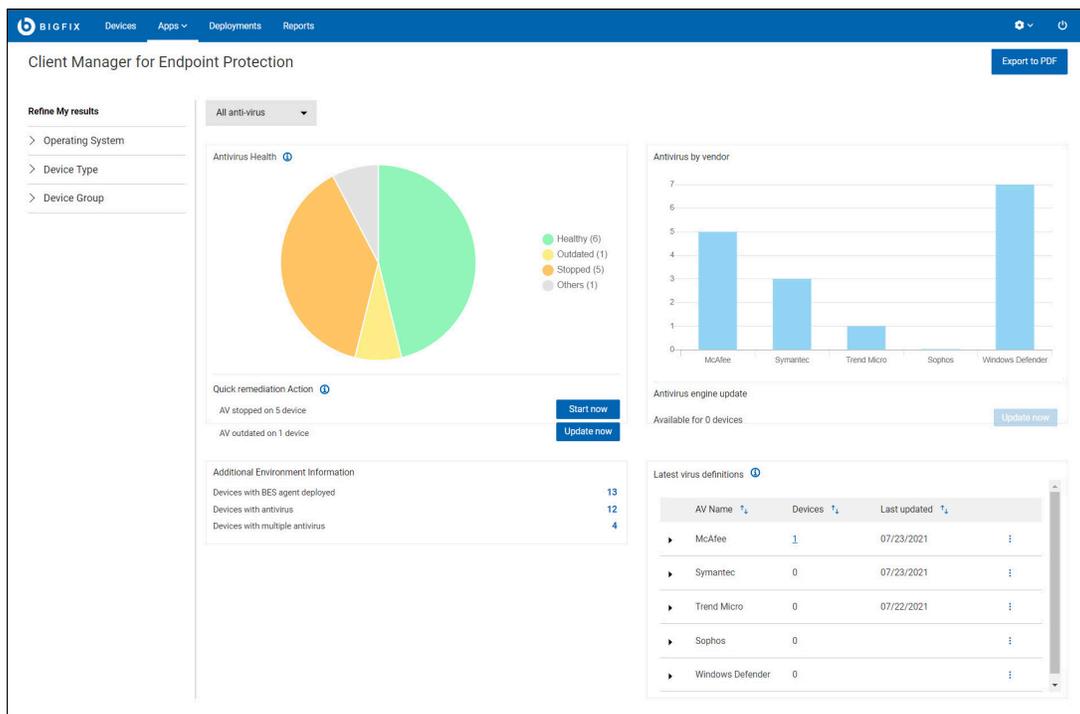
Note: For each supported antivirus product, the CMEP supports all the platforms that are currently supported by the antivirus product, if the platform is also supported by the BigFix agent. To verify the BigFix support scope, see the BigFix system requirement reports at https://help.hcltechsw.com/bigfix/10.0/platform/Platform/Installation/c_spcr_platform.html.

Chapter 3. CMEP App in WebUI - Overview

The CMEP App overview provides a quick status summary of antivirus products deployed on all the devices managed by BigFix.

To navigate to the CMEP App, log in to **WebUI** and select CMEP from the Apps menu.

Figure 1. CMEP App in WebUI - Overview



The overview page contains four tiles:

- **Antivirus Health:** The pie chart in the Antivirus Health window represents the status of the antivirus product installed on the devices. These are the possible statuses:

Healthy

Devices with at least one antivirus product installed, updated and running.

Outdated

The antivirus definition is out of date and needs to be updated on the device.

Stopped

The installed antivirus application is not running.

Others

This device has an antivirus product that is not supported by CMEP, or no antivirus product is installed.

- A status summary with quick remediation action buttons (**Start now** and **Update now**).

Start now

Allows you to restart an antivirus product.

Update now

Allows you to update an outdated antivirus definition.

- **Antivirus by vendor:** A bar graph, which displays the number of antivirus product installed by an individual vendor.
- **Additional Environment Information:** This tile provides information about the number of devices with BES agent deployed, devices with antivirus, and devices with multiple antivirus (antivirus product installed by vendor and Windows Defender).
- **Latest virus definitions:** This component contains the vendor's product name with the number of installed device and the last updated date. You can also **Deploy** an antivirus definition package by clicking the vertical ellipsis. For more information about uploading a package and deploying it, see [Deploying Latest antivirus definitions \(on page 14\)](#).

The left panel of the homepage has **Device Filter** that you use to set the criteria of what is shown in the Overview Report.

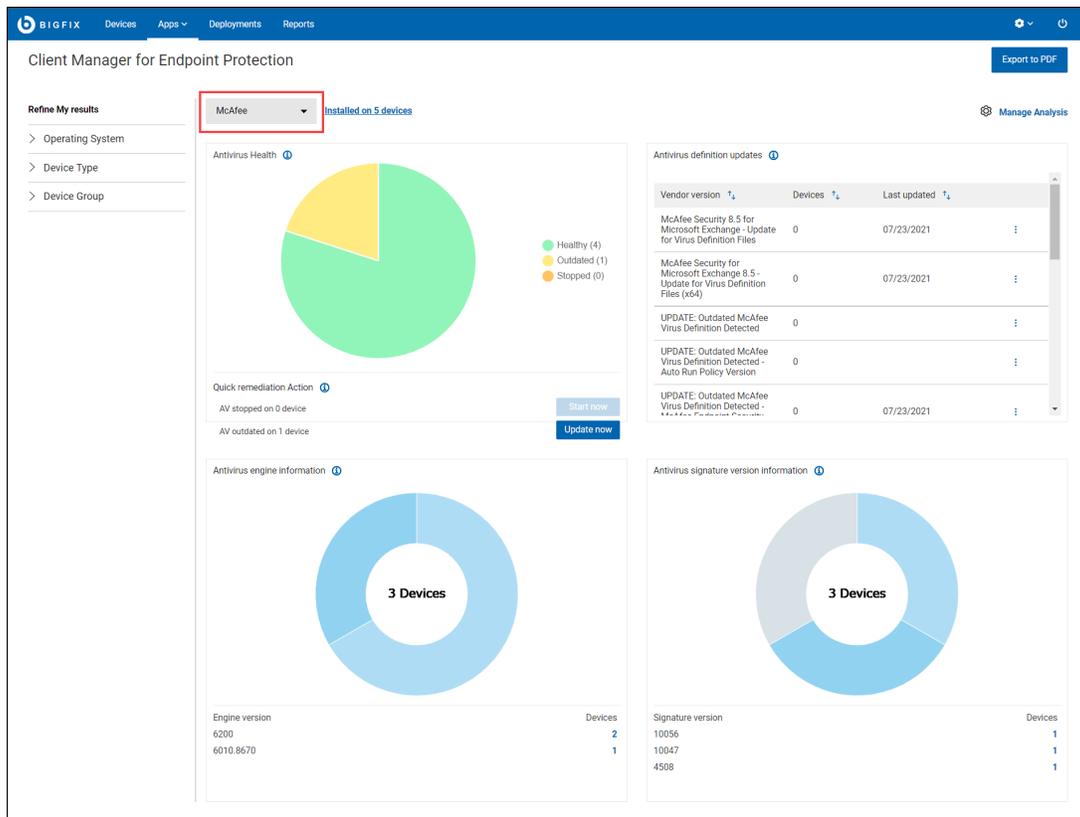
The upper-right corner includes the **Export to PDF** button.

Individual vendor dashboard - Overview

CMEP provides a consistent dashboard for each supported antivirus product.

To view the individual vendor dashboard, click **All anti-Virus** dropdown menu in the CMEP App overview page and select the antivirus vendor.

Figure 2. McAfee dashboard



The individual vendor dashboard overview page contains four tiles:

- **Antivirus Health:** The pie chart in the Antivirus Health represents the status of the antivirus product installed on the devices. These are the possible statuses:

Healthy

Devices with at least one antivirus product installed, updated and running.

Outdated

The antivirus definition is out of date and needs to be updated on the device.

Stopped

The installed antivirus application is not running.

- A status summary with quick remediation action buttons (**Start now** and **Update now**).

Start now

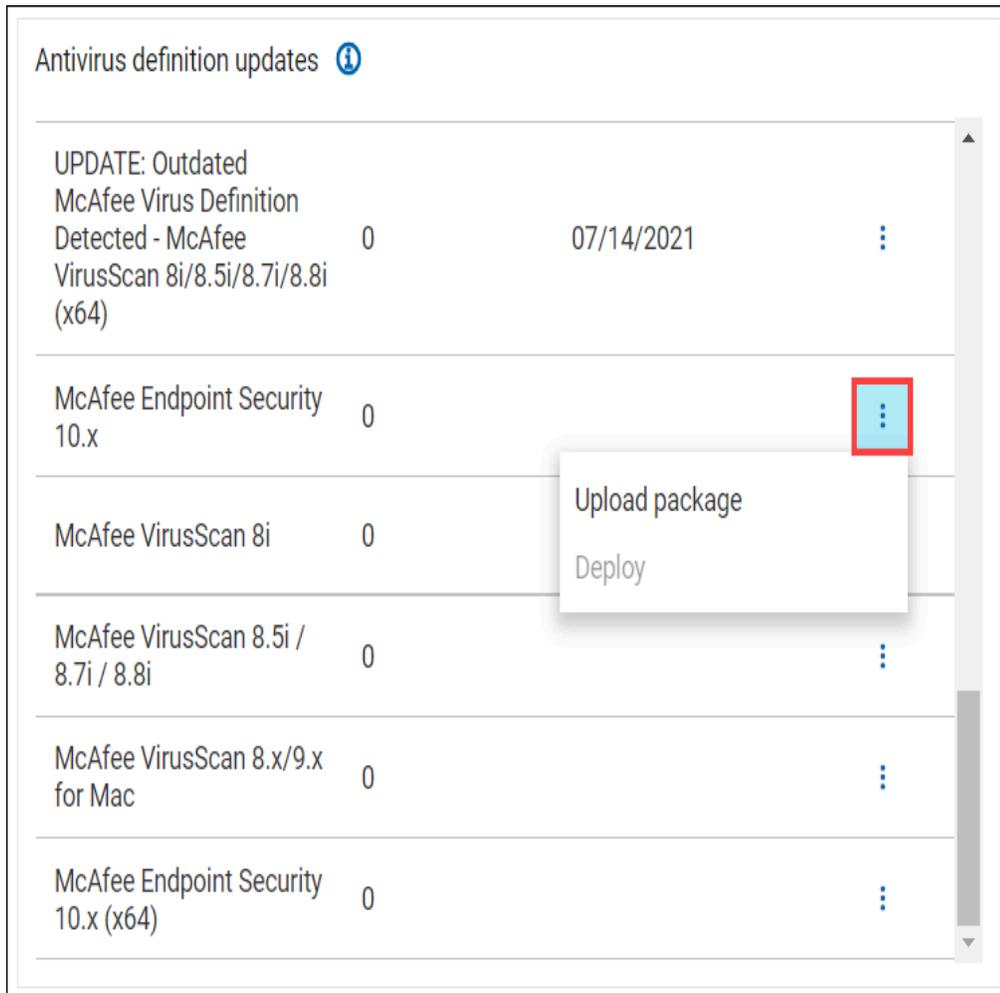
Allows you to restart an antivirus product.

Update now

Allows you to update an outdated antivirus definition.

- **Antivirus definition updates:** This component contains the vendor's product name and version number with the number of installed device and the last updated date. You can also **Upload** or **Deploy** an antivirus definition package by clicking the vertical ellipsis as shown in the following screenshot. For more information about uploading a package and deploying it, see [Deploying Latest antivirus definitions \(on page 14\)](#).

Figure 3. Antivirus definition updates



Antivirus definition updates ⓘ			
UPDATE: Outdated McAfee Virus Definition Detected - McAfee VirusScan 8i/8.5i/8.7i/8.8i (x64)	0	07/14/2021	⋮
McAfee Endpoint Security 10.x	0		⋮
McAfee VirusScan 8i	0		
McAfee VirusScan 8.5i / 8.7i / 8.8i	0		⋮
McAfee VirusScan 8.x/9.x for Mac	0		⋮
McAfee Endpoint Security 10.x (x64)	0		⋮

- **Antivirus engine information:** An antivirus product may have multiple antivirus engine versions. Information about the engine that various antivirus product use (installed on the subscribed device) with the number devices having that engine installed.



Note: All engine versions are currently supported in CMEP App and hence the total number of devices listed here may or may not match the total applicable device count of the vendor.

- **Antivirus signature version information:** An antivirus signature version may not be same for different device. The number of devices that have the signature version or definition version of the antivirus signatures of the antivirus product.

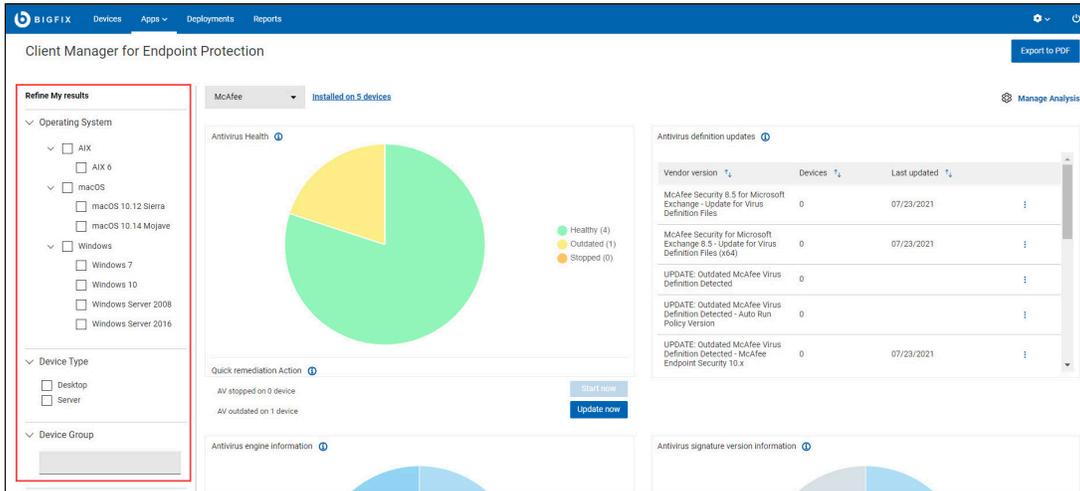
Using Refine My results

This topic gives an overview of Refine My results feature in CMEP App.

Refine My results is located on the left side of the CMEP App overview page. By using **Refine My results**, you can refine the search results based on the following filters:

- **Operating System:** You can filter the information for device health status, deployment stats, vendor installed stats, and so on based on the operating systems that is installed on the devices. If you want to see data only for a particular operating system such as Windows 10, select the same from filters and the reports will show only information about devices have Windows 10 installed.
- **Device Type:** You can filter the information for devices health status, deployment stats, vendor installed stats, and so on.
- **Device Group:** You can group together devices based on their properties in the console. Those groups are available in the WebUI as filters for devices information. You can select group from the **Device Group** filter to view information related only to that device group.

Figure 4. Refine My results

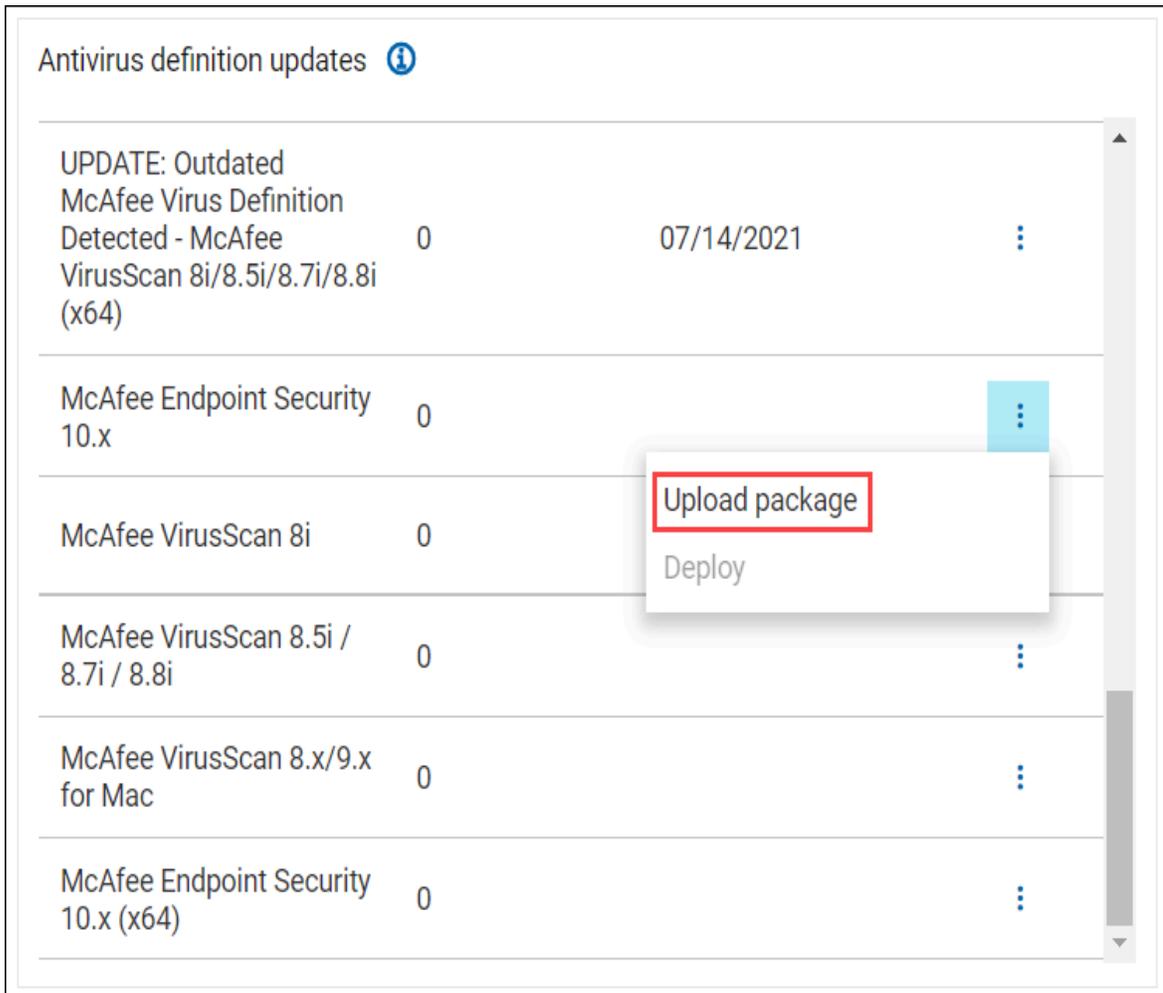


Uploading packages

Use the Upload package function to update the antivirus definition of the antivirus product.

Perform the following steps to upload a package:

1. In the individual vendor dashboard, click the vertical ellipsis in the **Antivirus definition updates** tile and click **Upload package**.



Antivirus definition updates ⓘ

UPDATE: Outdated McAfee Virus Definition Detected - McAfee VirusScan 8i/8.5i/8.7i/8.8i (x64)	0	07/14/2021	⋮
McAfee Endpoint Security 10.x	0		⋮
McAfee VirusScan 8i	0		⋮
McAfee VirusScan 8.5i / 8.7i / 8.8i	0		⋮
McAfee VirusScan 8.x/9.x for Mac	0		⋮
McAfee Endpoint Security 10.x (x64)	0		⋮

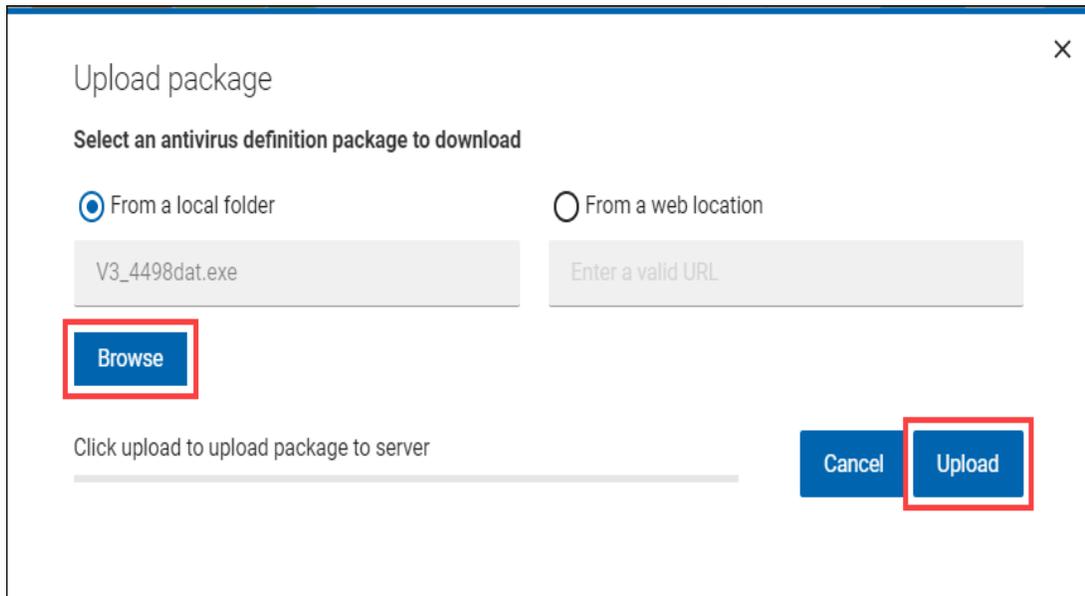
Upload package
Deploy



Note: Upload package is available only for a selected antivirus product that is currently in the CMEP App. Also, you must have permission to create custom content.

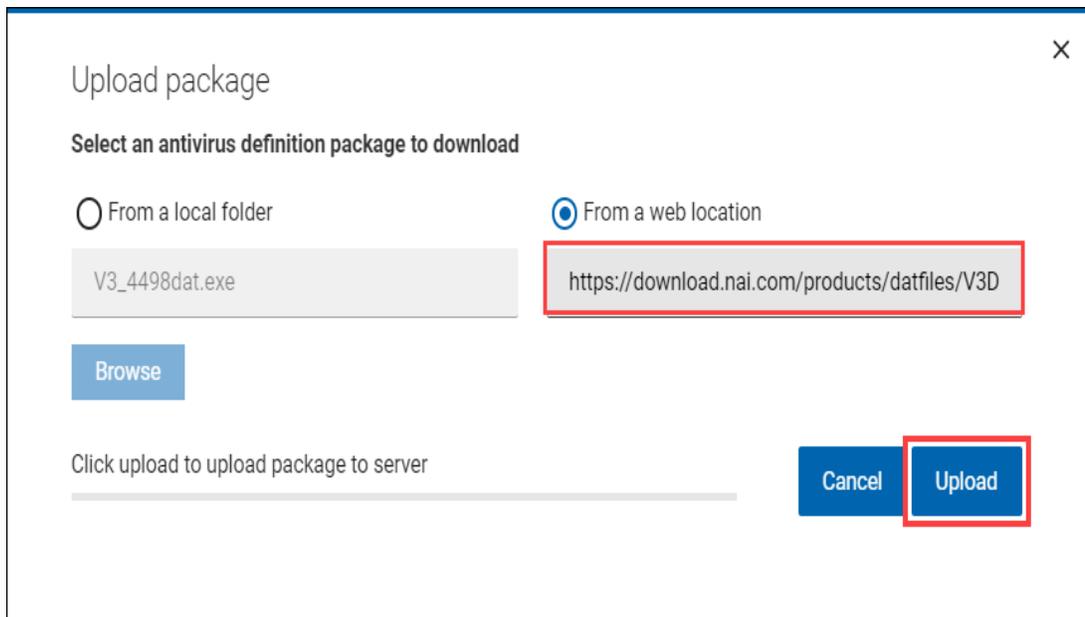
2. Select one of the following options to download an antivirus definition package:

- From a local folder: Check **From a local folder** and then click **Browse** to select an antivirus definition package from a local folder. Click **Upload**.



The screenshot shows a dialog box titled "Upload package" with a close button (X) in the top right corner. Below the title is the instruction "Select an antivirus definition package to download". There are two radio button options: "From a local folder" (which is selected) and "From a web location". Under "From a local folder", there is a text input field containing "V3_4498dat.exe" and a blue "Browse" button highlighted with a red box. Under "From a web location", there is a text input field with the placeholder "Enter a valid URL". At the bottom of the dialog, there is a progress bar and the text "Click upload to upload package to server". To the right of the progress bar are two blue buttons: "Cancel" and "Upload", with the "Upload" button highlighted by a red box.

- From a web location: Check **From a web location** and then enter the URL of the antivirus definition package. Click **Upload**.



The screenshot shows the same "Upload package" dialog box. In this instance, the "From a web location" radio button is selected. The text input field under "From a web location" contains the URL "https://download.nai.com/products/datfiles/V3D" and is highlighted with a red box. The "Browse" button under "From a local folder" is now disabled and has a grey background. The "Upload" button at the bottom right remains highlighted with a red box. All other elements, including the title, instruction, progress bar, and "Cancel" button, are identical to the previous screenshot.

- For Windows Defender x64 and x86 versions, the upload **From a local folder** and **From a web location** feature is disabled. Click **Upload** from the Upload package

4. Select **Source Release Date** and the **Site** where you want to save the custom content. Click **Save**.

The screenshot shows a 'Properties' form with the following fields:

- Category:** Definition Update
- Source:** Internal
- Source Severity:** (empty)
- Source Release Date:** Source Release Date
- CVE IDs:** (empty)
- Download Size:** (empty) MB
- Site:** Enter Site Name

Buttons: Cancel, Save

The Fixlet overview is displayed as shown:

The screenshot shows the Fixlet overview for 'McAfee Endpoint Security 10.x Definition Update: V3_4498dat.exe'. The overview includes:

- 0 applicable devices reported
- 0 open deployments
- 0 deployments with > 10% failed
- 0 deployments in the last 24 hours

A 'Deploy Custom Content' button is present. The details panel on the right shows:

- Category: Definition Update
- Site: ActionSite
- Source: Internal
- Source ID: N/A
- Size: N/A
- Modified: A few seconds ago
- Modified By: admin

Additional text: 'This task will deploy the definition update V3_4498dat.exe. This task is applicable to devices running McAfee Endpoint Security 10.x.'

5. To deploy Custom Content, see [Deploying Latest antivirus definitions \(on page 14\)](#).

Deploying Latest antivirus definitions

This task helps you to deploy latest antivirus definitions to the devices.

Perform the following steps to deploy the latest virus definitions for your antivirus products:

1. In the CMEP App overview page, click on the vertical **ellipsis** in the **Latest virus definitions** tile.

The screenshot displays the 'Client Manager for Endpoint Protection' dashboard. The 'Latest virus definitions' table is highlighted with a red box. The table contains the following data:

AV Name	Devices	Last updated	
McAfee	1	07/23/2021	⋮
Symantec	0	07/23/2021	⋮
Trend Micro	0	07/22/2021	⋮
Sophos	0		⋮
Windows Defender	0		⋮

2. Click **Deploy**.

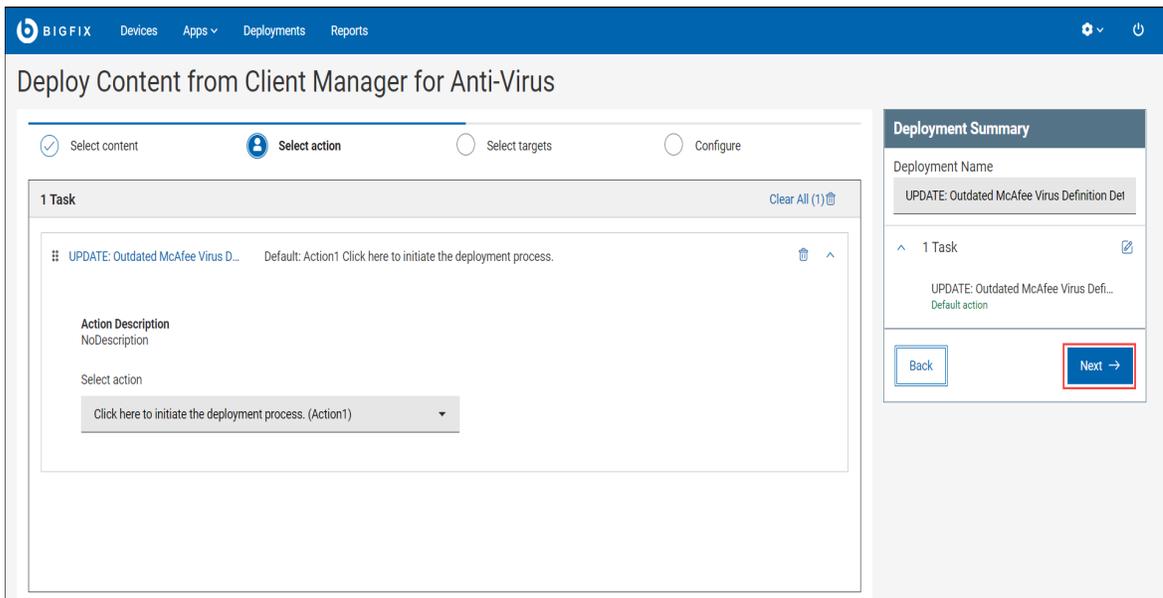


Note: The **Deploy** option is available if for any antivirus or if the version number of outdated devices is greater than 0. The CMEP App has predefined fixlets for certain antivirus versions, which can update the definition package of the product with those devices. With this option, you can deploy those fixlets for those devices and update the definition packages.

Latest virus definitions

	AV Name 	Devices 	Last updated 	
	McAfee	1	04/14/2021	
	Symantec	0	04/13/2021	
	Trend Micro	1	04/13/2021	
	Sophos	0		

3. In the **Select action** tab, click **Next**.



The screenshot shows the BIGFIX web interface for deploying content. The main header includes 'BIGFIX', 'Devices', 'Apps', 'Deployments', and 'Reports'. The page title is 'Deploy Content from Client Manager for Anti-Virus'. Below the title, there are four tabs: 'Select content', 'Select action' (which is selected), 'Select targets', and 'Configure'. The 'Select action' tab displays a task titled 'UPDATE: Outdated McAfee Virus D...' with a default action of 'Click here to initiate the deployment process.'. Below this, there is an 'Action Description' section with 'NoDescription' and a 'Select action' dropdown menu. The dropdown menu is currently set to 'Click here to initiate the deployment process. (Action1)'. On the right side, there is a 'Deployment Summary' panel showing the deployment name and a 'Next' button, which is highlighted with a red box.

4. The **Select targets** tab, select the targets and click **Next**.

The screenshot displays the BIGFIX web interface for deploying content. The main heading is "Deploy Content from Client Manager for Anti-Virus". The workflow consists of four steps: "Select content", "Select action", "Select targets" (which is currently active), and "Configure". Below the steps, there are two tabs: "Target by device" and "Target by group".

The "Select targets" step shows a table with the following columns: "Computer Name", "Critical Patches", "Applicable P...", "Deployments", "Device Type", "OS", and "Groups". The table contains one row for "bigfix's MacBook Pro". The "Next" button in the bottom right corner of the table area is highlighted with a red box.

On the right side, there is a "Deployment Summary" panel. It shows the "Deployment Name" as "UPDATE: Outdated McAfee Virus Definition Det". Below this, it lists "1 Task" and "1 Target" for "bigfix's MacBook Pro". At the bottom of the summary panel, there are "Back" and "Next" buttons, with the "Next" button highlighted in red.

5. On the **Configure** tab, click **Deploy**.

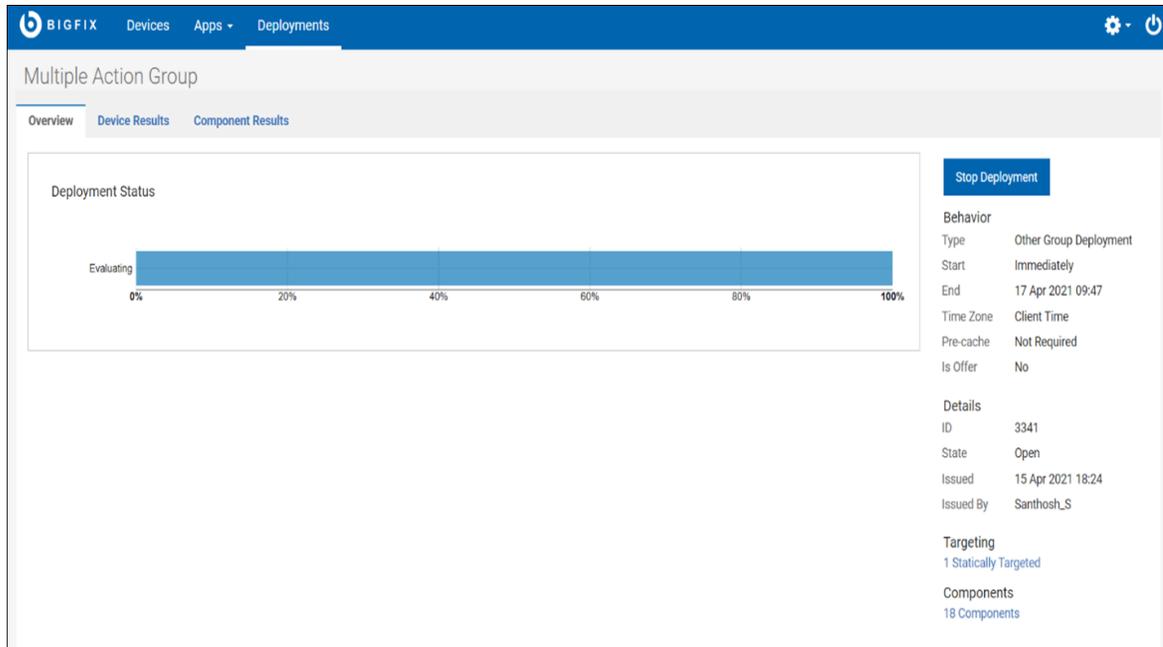
The screenshot displays the BIGFIX web interface for configuring an anti-virus deployment. The main area is titled 'Deploy Content from Client Manager for Anti-Virus' and has four tabs: 'Select targets', 'Select content', 'Select action', and 'Configure'. The 'Configure' tab is selected, showing various settings for the deployment. On the right, a 'Deployment Summary' sidebar provides a high-level overview of the configuration, including the deployment name, target count, task count, and a 'Deploy' button.



Note:

- In the **Deployment Summary**, use the **edit** icon to edit the task, and target.
- You can change the parameters in the **Configure** tab as required, the parameter includes Time Zone, Start and End date, and so on.

The Deployment Status is displayed as shown.



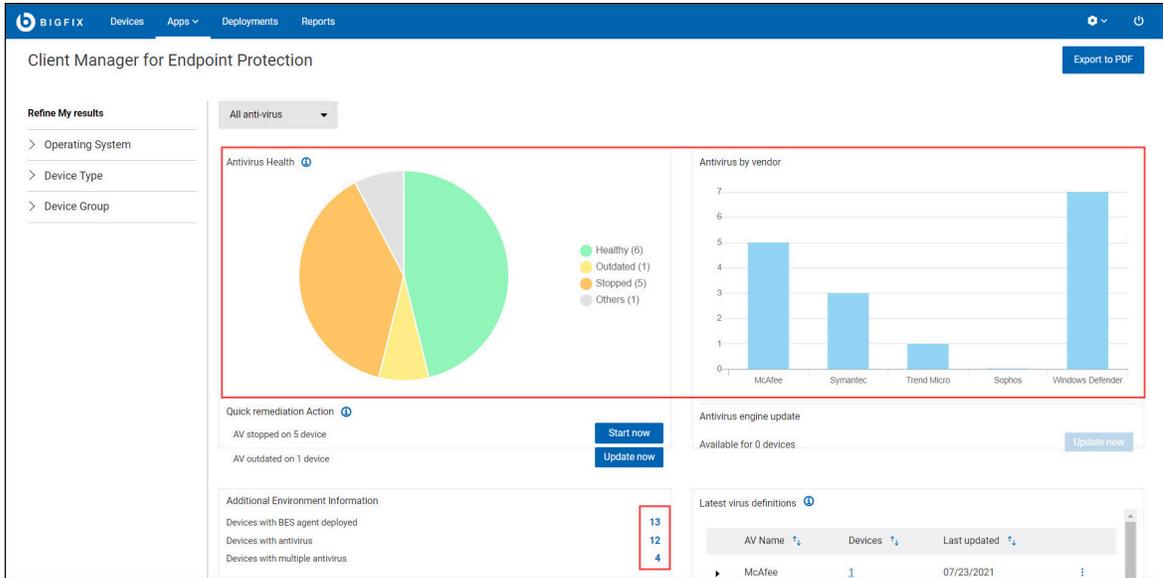
Click **Stop Deployment** to pause the deployment.

Viewing Device Details

This topic helps you to learn more about the device details.

Follow the steps to view the devices details in the Antivirus Health, Antivirus by vendor and Additional Environmental Information tiles. You can view the device details for All anti-virus and individual vendor dashboard.

1. Navigate to CMEP App overview or individual vendor dashboard page.
2. **Click** the piechart, bar graph, or numbers to view the list of available devices for that particular selection.



3. From the list of available devices, **click** the device name.

The screenshot shows the 'Client Manager for Endpoint Protection' dashboard with the 'Devices' tab selected. It displays a table of devices with columns for Name, ID, Last Reported, IP Address, Operating system, and Device type. The first row is highlighted with a red border.

Name	ID	Last Reported	IP Address	Operating system	Device type
WIN7X61—01	1625403765	07/26/2021 16:2	10.134.131.55	Windows:Windows 7::Win7 6.1.7601	Server
DESKTOP-AAMLC1J	1073785049	07/26/2021 16:0	10.134.130.19	Windows:Windows 10::Win10 10.0.10586.0 (1511)	Server
bigfix's Mac (2)	543819886	07/26/2021 15:57	10.134.134.88	macOS::macOS 10.12 Sierra::Mac OS X 10.12 (16A323)	Desktop
WIN-AB0I0BFPQGH	1626299414	07/26/2021 15:53	10.134.130.35	Windows:Windows Server 2008::Win2008 6.0.6001	Server
WIN-CVIO0STPD6S	1088798098	07/26/2021 15:43	10.14.76.10	Windows:Windows Server 2016::Win2016 10.0.14393.2273 (1607)	Server
DESKTOP-40B7BP8	1083160578	07/23/2021 23:41	10.134.131.62	Windows:Windows 10::Win10 10.0.19041.1052 (2009)	Server

You are redirected to the device properties page, which contains Last Reported, OS, User, Disk Space and other details of the device.



Note: You can also view the patches, custom, software, and deployments available for the individual device.

Viewing Fixlets

This topic describes how to view the CMEP App's Fixlets.

The Content App allows you to view all the Fixlets available for CMEP App and provides various information about the Fixlet such as overview, applicable devices, and deployment. You can also deploy the Fixlets from the Content App.

Follow the steps to view the Fixlets available for CMEP App in WebUI.

1. Log in to **WebUI** and select **Content** from the Apps menu.
2. Click **Client Manager for Endpoint Protection** in the Fixlet Collections module.

The screenshot shows the BIGFIX WebUI interface. The top navigation bar includes 'Devices', 'Apps', 'Deployments', and 'Reports'. The main content area is titled 'Available Content' and is divided into three sections: 'Featured Content', 'WebUI Apps', and 'Fixlet Collections'. The 'Fixlet Collections' section is highlighted with a red arrow. It contains several tiles, each representing a different collection. The 'Client Manager for Endpoint Protection' tile is highlighted with a red box. The data for this tile is as follows:

Collection Name	Items	Subscribed Devices
BES Support	2.1k	13
Client Manager for Endpoint Protection	101	12
SCM Reporting	27	13
DISA STIG Checklist for Windows	262	0
CIS Checklist for CentOS Linux	196	0
CIS Checklist for Mac OS X 10.14	80	0
CIS Checklist for Apache Server	68	0
DISA STIG Checklist for Mac OS	109	0



Note: Ensure that you have subscribed to CMEP App in WebUI. If not, the **Client Manager for Endpoint Protection** tile will not be listed in Fixlet Collections module.

Figure 5. Fixlets page - Overview

The screenshot displays the 'Client Manager for Endpoint Protection' interface. On the left, the 'Refine My Results' sidebar is visible, featuring 'Collapse All' and 'Expand All' buttons, a 'Reset filters' section, and filter options for 'Category' (Application Deployment, Application Maintenance, Audit, AV Alert, Configuration) and 'Release Date' (Earliest to Today). The main area shows a list of 101 content items, with a search bar and sorting options (Sort by: Release Date, View: 20, 1/6) at the top right. A red arrow points to a specific item labeled 'Individual Fixlet'.

3. You are redirected to the Fixlets overview page. The Fixlets overview page contains the following:

- **Refine My Results** is located on the left side of the Fixlets page. Use **Refine My Results**, to refine the search results based on the following filters:
 - **Category:** You can filter the Fixlets based on Application Deployment, Application Maintenance, Audit, AV Alert and Configuration. Clicking **Show More** opens a dialog box, which contains additional filters and search bar.
 - **Release Date:** Filters the Fixlets based on the release date.



Note:

Use **Collapse All** and **Expand All** button to expand and collapse the filters in Refine My Results.

Use **Reset filters** option to clear the applied filter.

- **Select All:** This feature allows you to select all the Fixlets in a page.
 - **Deploy:** Use this feature to deploy the Fixlets, the number in parentheses indicates the number of Fixlets selected. Deploying Fixlets is similar to deploying latest antivirus. For more information, see [Deploying Latest antivirus definitions \(on page 14\)](#).
 - You can search for Fixlets by using **Search** feature.
 - Use **Sort by** to view Fixlets based on Release Date, Open Deployments, and Content Item Name.
 - Use **Show/Hide Details** icon to toggle between list and detail view. The detailed view gives more information about the Fixlet such as Fixlet name, Description, ID, CVE IDs, and so on. Whereas list view shows only the Fixlet name, Applicable Devices, and Open Deployment.
 - Use **View** feature to increase or decrease the number of Fixlets in a page.
 - You have pagination feature at the top-right corner and bottom of the page, use this feature to toggle between the pages.
4. Click **Fixlet** to view the properties of the individual Fixlet.

The screenshot displays the BigFix web interface for a specific Fixlet. The navigation bar at the top includes 'BIGFIX', 'Devices', 'Apps', 'Deployments', and 'Reports'. The main heading is 'McAfee Security for Microsoft Exchange 8.5 - Update for Virus Definition Files (x64)'. Below this, there are tabs for 'Overview', 'Applicable Devices', and 'Deployments'. The 'Overview' tab is active, showing a summary of applicable devices, open deployments, and failed deployments. A 'Deploy Content' button is located on the right. A detailed description explains that the current virus definition file is outdated and recommends upgrading to the latest version. A table on the right provides metadata such as Category, Site, Source, Size, Released date, and Modified date.

Details	
Category	Definition Update
Site	Client Manager for Anti-Virus
Source	McAfee
Source ID	N/A
Size	143.43 MB
Released	8/11/21
Modified	4 months ago

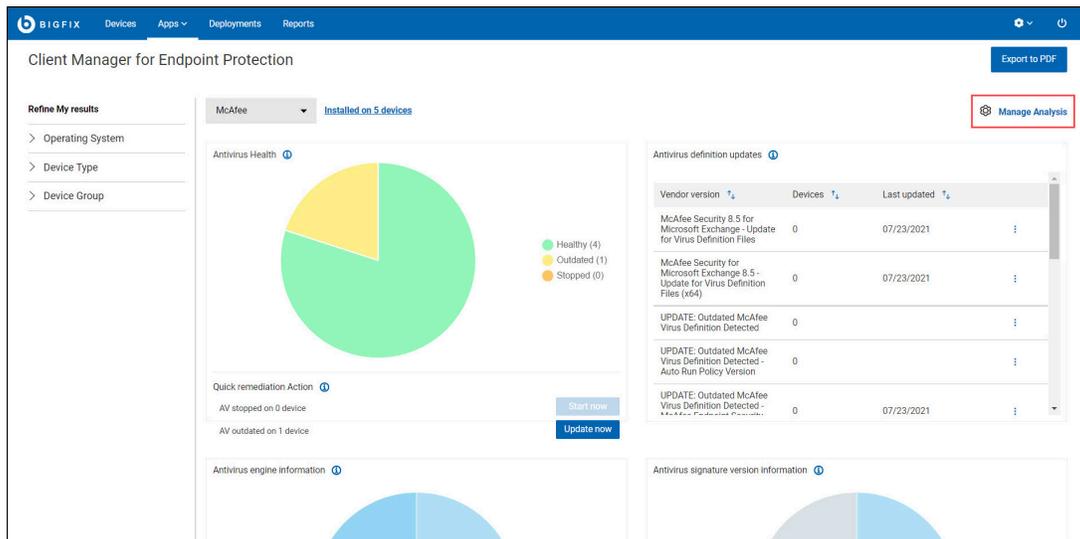
You are redirected to the Fixlet properties page, which contains Overview, Applicable Devices, and Deployments. You can also deploy the Fixlet from the Fixlet properties page.

Managing Analyses

Use Manage Analysis to view the status of the antivirus and their versions and also to generate reports by activating analyses.

With Manage Analyses, you can control what antivirus information and deployment status to collect from your managed devices.

Figure 6. McAfee dashboard - Manage Analysis



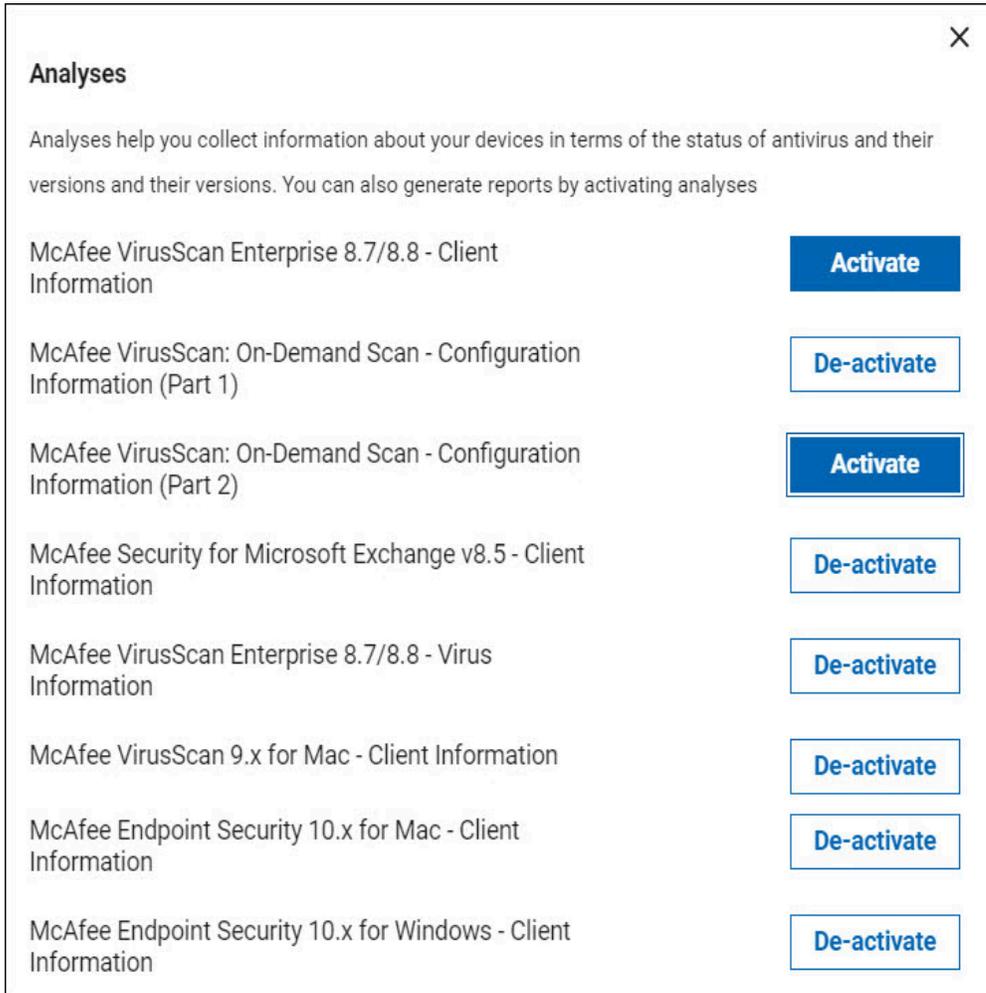
Manage analysis provides a mechanism for activating or deactivating the CMEP App analysis for a particular product.



Note: The total number of installed devices from an antivirus application might not equal the total number of devices with engine information or signature information, because all engine information might not be available through the CMEP App analyses.

- **Activate:** Starts collecting reports for a particular antivirus status and their versions.
- **Deactivate:** Stops collecting reports for a particular antivirus products on the devices.

Figure 7. Analyses slider



Analyses ✕

Analyses help you collect information about your devices in terms of the status of antivirus and their versions and their versions. You can also generate reports by activating analyses

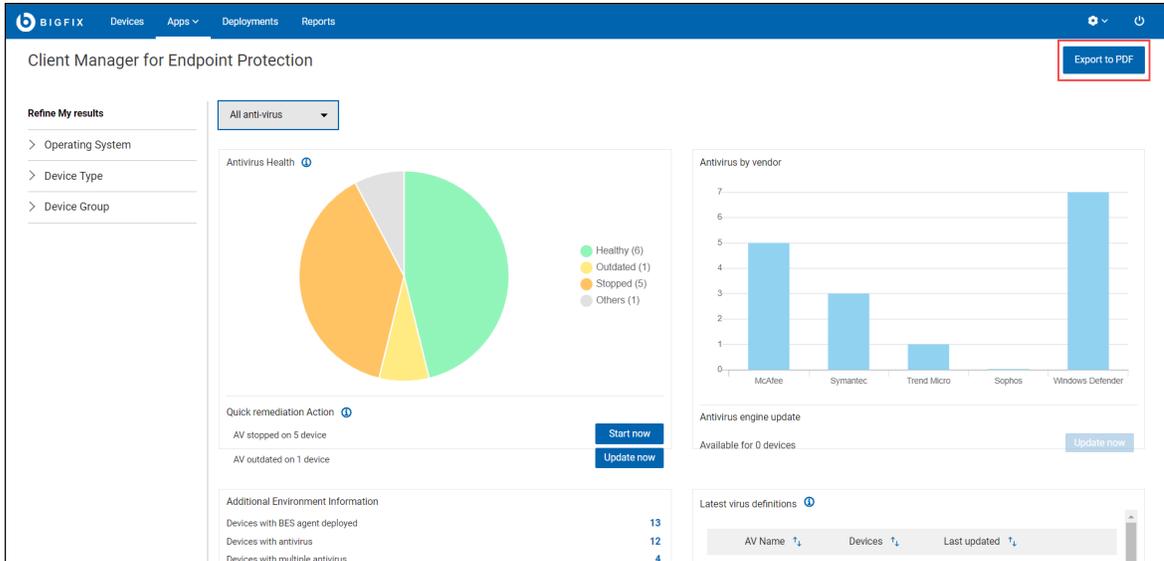
McAfee VirusScan Enterprise 8.7/8.8 - Client Information	Activate
McAfee VirusScan: On-Demand Scan - Configuration Information (Part 1)	De-activate
McAfee VirusScan: On-Demand Scan - Configuration Information (Part 2)	Activate
McAfee Security for Microsoft Exchange v8.5 - Client Information	De-activate
McAfee VirusScan Enterprise 8.7/8.8 - Virus Information	De-activate
McAfee VirusScan 9.x for Mac - Client Information	De-activate
McAfee Endpoint Security 10.x for Mac - Client Information	De-activate
McAfee Endpoint Security 10.x for Windows - Client Information	De-activate

Exporting Report

Use Export to PDF feature to save CMEP App overview or individual vendor dashboard reports.

You can export any dashboard reports to PDF format:

1. In the CMEP App overview or individual vendor dashboard page, click **Export to PDF**.



2. The report is generated in PDF format.



Note: The PDF report will be saved in the default downloads location of the device.

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