

**BigFix
WebUI User's Guide**



Special notice

Before using this information and the product it supports, read the information in [Notices](#) (on page 133).

Edition notice

This edition applies to version 9.5 of BigFix and to all subsequent releases and modifications until otherwise indicated in new editions.

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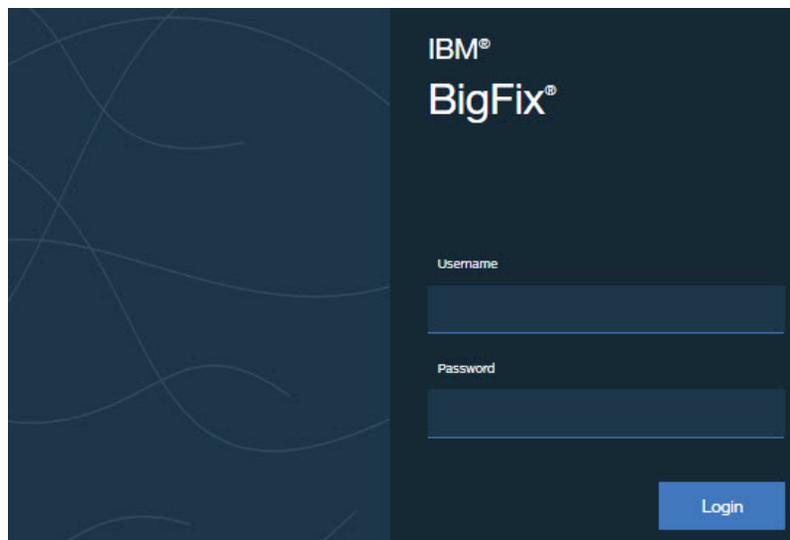
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Chapter 1. Welcome

Welcome to BigFix WebUI. The WebUI delivers a powerful set of functions for BigFix operators. It simplifies BigFix workflow, speeds access to data, and improves flexibility, visibility, and performance.

No prior BigFix experience is needed to learn and use the WebUI. A browser, the WebUI URL, and a BigFix user name and password are all that is required. Supported browsers include the latest versions of Edge, Safari, Firefox, and Chrome.

Administrators and operators familiar with the BigFix console will find a useful introduction to the WebUI in this guide. For information about installing and administering the WebUI, see the *BigFix WebUI Administration Guide*.



To open the WebUI use the URL provided by your administrator and enter your BigFix user name and password. Single Sign On users will bypass the BigFix login screen and authenticate through their service provider. Following a successful login the BigFix Overview displays.



Note: The look of the BigFix interface is changing. We are in the process of updating the graphics in this guide to reflect the new colors and theme. Thank you for your patience as we complete this work.

Chapter 2. Meet the WebUI

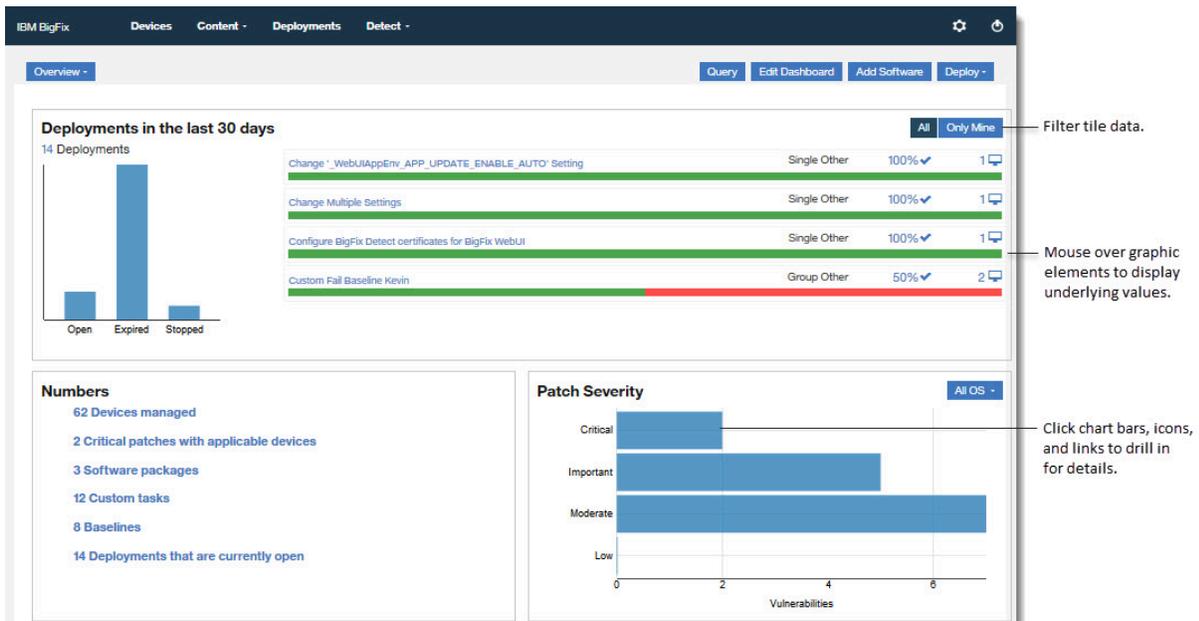
Take a quick tour of the WebUI screens, controls, and workflow.

A detailed description of each of the main WebUI screens, including the Deploy Sequence and its options, begins in [Get Started with Devices \(on page 13\)](#). For an introduction to BigFix terms and concepts, see the [Glossary \(on page 118\)](#).

Overview Page

The WebUI Overview provides a summary of your environment. Its interactive charts and rich set of links make it easy to move quickly to areas that require immediate attention.

Refresh the screen to see the latest data. In WebUI, the Overview page is the default landing page. Display it from any WebUI screen by clicking on the BigFix logo on the WebUI navigation bar.



Operator permissions and site and role assignments govern which page and data elements display on WebUI pages. For example, an operator who does not have access to the

Software Distribution component will not see the **Add Software** button on the **Overview**. For more information, see [Permissions and Their Effects \(on page 11\)](#).



The **Executive Overview** dashboard provides information of particular interest to IT Officers, Security Officers, and Analysts. To display it click the **Overview** button beneath the navigation bar and select **Executive Dashboard**. Use the **Overview** button to move between dashboards. For more information about the Executive Dashboard and its tiles, see the [WebUI Administration Guide](#).

WebUI sessions close automatically after a period of inactivity. If your session expires, you will be returned to the page that you were on the next time you log in.



Note: When a tile on a dashboard takes over 10 seconds to load, load time details appear on the tile. Click **Close** to clear the message. Factors that can influence response times include changes to hardware, to the number of endpoints, and the amount of data you have access to.

Navigation Bar

Use the navigation bar to access the Overview, Device, and Deployment screens as well as to access different applications under Apps. Use the controls in the filter panel to refine list results.

Following is a list of patches – a flexible, searchable index of every patch document.

Use the Navigation bar to view the Device, Content, and Deployment lists, and launch applications like BigFix Detect.

This is a list of patches: a flexible, searchable index of every patch document.

Use the controls in the filter panel to refine list results.

Links throughout the WebUI provide shortcuts between views.

Return to the Overview page.

Launch applications from the Content menu.

Adjust settings.

Log out.

List Views

List views show your BigFix environment in directory form: a flexible, searchable index of devices, deployments, and content.

Click the title on a card to open the corresponding document. (To preview a title too long for its card, hover over it with the mouse.) To take an action, for example, to deploy a patch or target a device, highlight its card and click the **Deploy** button. For more information, see [Take Action: The Deploy Sequence \(on page 89\)](#).

5 Patches

Deploy (4)

Sort by: Vulnerability Count View: 20 1/1

Vulnerable Devices x Severity x

CESA-2017:0063 - Bind Security Update - CentOS 6 x86_64					
ID	17006302	CVE IDs	CVE-2016-9147	30	0
Severity	Important	Category	Security Advisory		
OS	CentOS-6-x64	Released	1/16/17		

MS11-025: Vulnerability in Microsoft Foundation Class (MFC) Library Could Allow Remote Code Execution ...					
ID	1102529	CVE IDs	CVE-2010-3190	1	0
Severity	Important	Category	Security Hotfix		
OS	Visual Studio 2008	Released	6/14/11		

3125869: Vulnerability in Internet Explorer could lead to ASLR bypass - Enable the User32 Exception Hand...					
ID	1512461	CVE IDs	CVE-2015-6161	1	0
Severity	Important	Category	Workaround		
OS	WinVista; Win2008; Win7; Win...	Released	12/15/15		

Document Views

The WebUI's document views present detailed information about a particular device, deployment, or piece of content. Use document navigation links to drill down into the data on associated views. The diagram shows a patch document.

IBM BigFix

Devices Content - Deployments Detect -

Set up Network Share for Office 2016 - Office 2016

Overview Vulnerable Devices Deployments

1 vulnerable device reported

0 open deployments

0 deployments with > 10% failed

0 deployments in the last 24 hours

Use the action below to setup a Network Share for updating Office 2016 applications.

Note: Ensure there is sufficient hard disk space.

Important Note: After the action completes, configure the network share folder privileges to grant Office 2016 machines access to the update files.

Available Action(s)

Click [here](#) to execute this action.

Click [here](#) for a list of available language IDs.

Deploy Patch

Details

ID	365115
Severity	Unspecified
CVE IDs	Unspecified
Category	Unspecified
Site	Patches for Windows (English)
Source	Microsoft
Source ID	Unspecified
Size	0.0 B
Released	3/31/16
Modified	9/13/16

Key details are summarized in the right side panel; the **Deploy** button appears on all device and content documents.

A device document, Properties view. Use the tabs to display additional views.

Deploy content, or issue a query to this device.

IBM BigFix | Devices | Content | Deployments | Detect

BMC-W12R2-VM8

Properties | Patches | Custom | Software | Detect | Deployments

1 Critical Vulnerability | 2 Failed Deployments

Last Reported: 11 minutes ago
3/14/17 1:00 PM

User: Administrator

OS: Win2012R2 6.3.9600

26.2 GB Free Disk Space

CPU: 2300 MHz Xeon

BES Relay Selection Method: Automatic

BES Relay Service Installed BES Root Server

Active Directory Path: <None>

IP Address: <Not specified>

ID: 5630264

Total Size of System Drive: 81817 MB

Subnet Address: 9.162.163.0

BES Relay Selection Method: Automatic

DNS Name: bmc-w12r2-vm8.mulvmie.ibm.com

IP Address: 9.162.163.16

Device Type: Server

RAM: 8192 MB

BIOS: 09/21/15

Details

IPs: 9.162.163.16

OS: Win2012R2 6.3.9600

DNS: bmc-w12r2-vm8.mulvmie.ibm.com

Type: Server

Groups: Test Group Auto, Test Group Manual

Locked: No

Last Seen: 11 minutes ago

Last User: Administrator

Deploy -

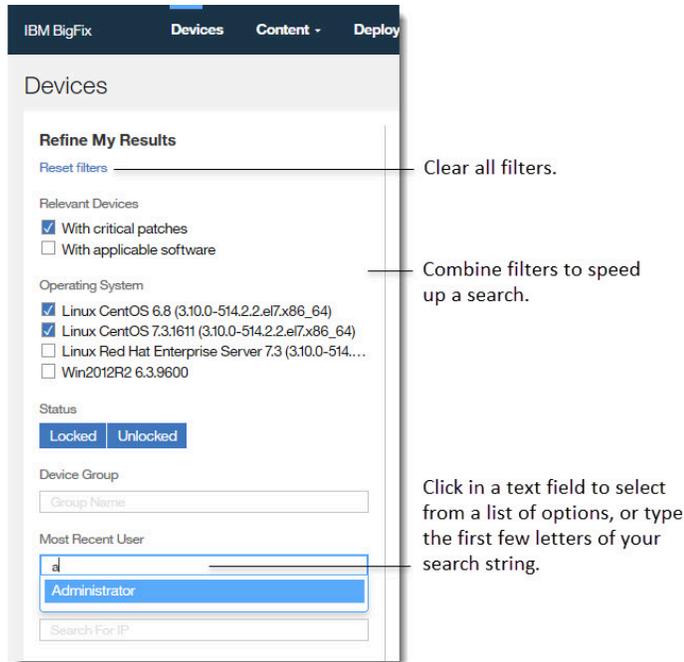
Query

Add/Remove Properties

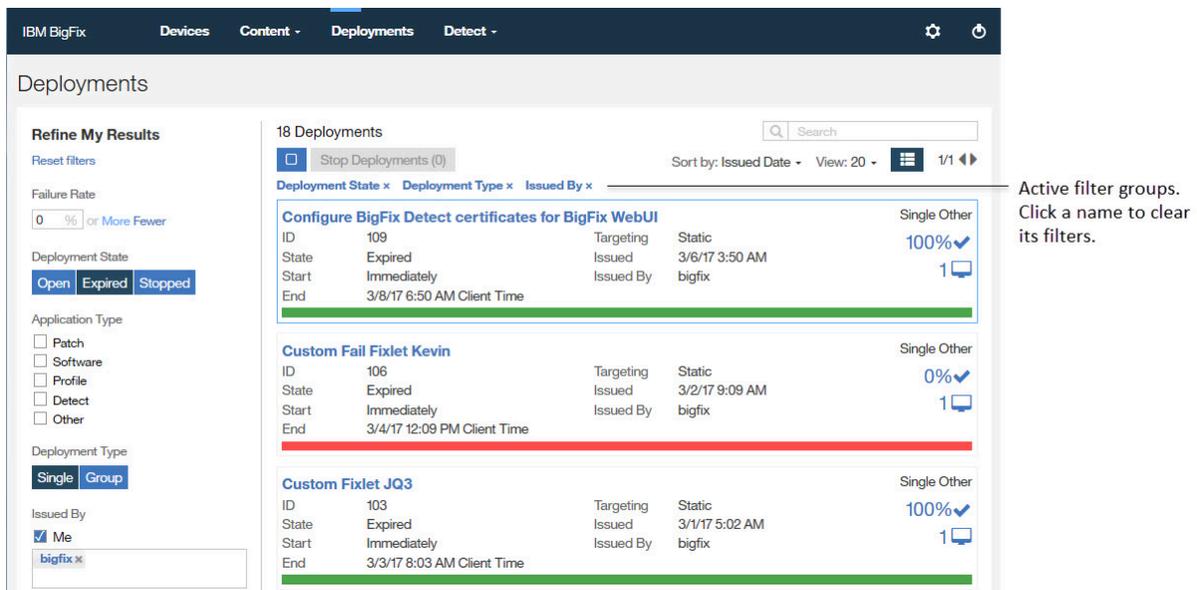
Filters and Search Tools

Use the WebUI filters to reduce a long list to a short list of specific items.

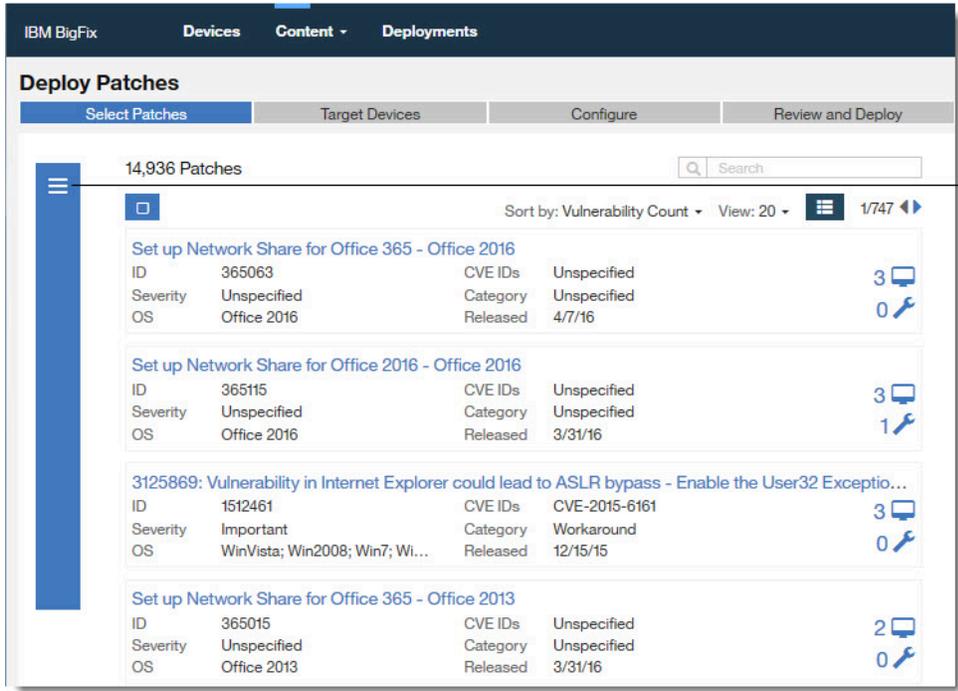
For example, filter the Software list by Operating System to see software for OS X computers. Combine filters, for example, to find expired deployments issued by a specific operator at particular time.



The list of active filter groups are displayed across the top of the list.



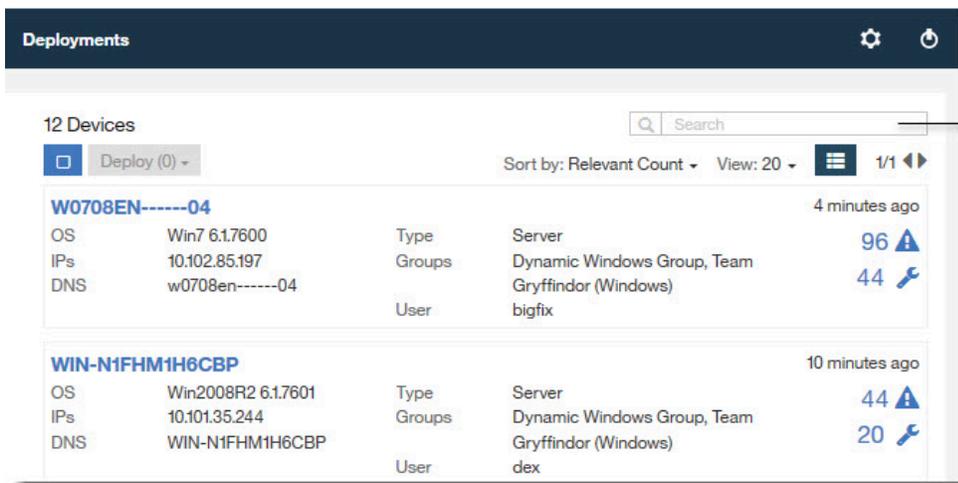
The filter panel appears in a closed state on some screens.



The filter panel in its closed state. Click anywhere on the bar to open it. Click the three bar icon to reclose.

Text Search

Use a text search to find items based on words or characters they contain. For example, search the Device list for "2" to find every device with the character "2" in its name.



Text search.

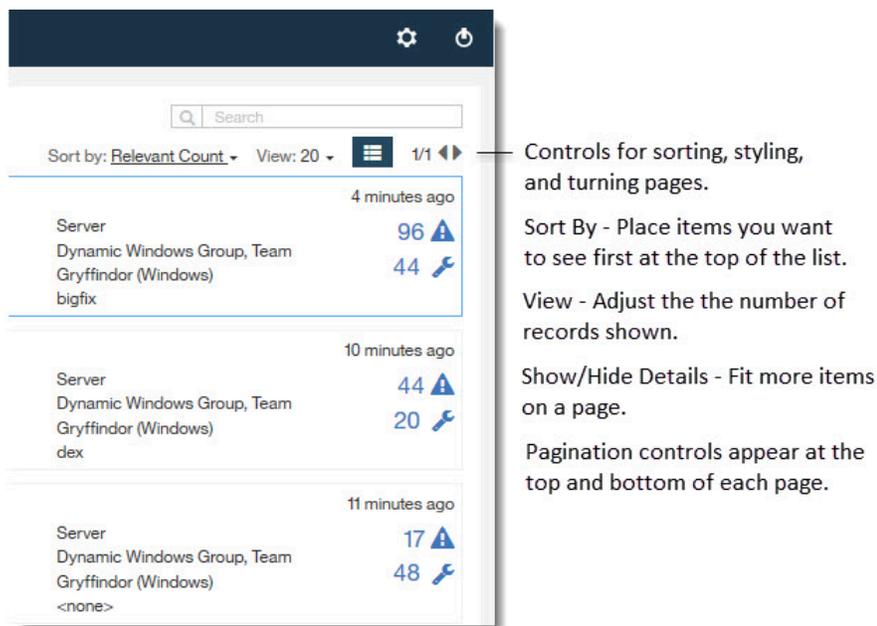
Use a multiple word search to find any items that contain those terms. For example, results for a search for "MS13-035 Vista" would include the patch "MS13-035 MSHTML Security Vulnerability Vista". Searches are not case-sensitive. For example, a patch list search for the word "advisory" returns patches with either "advisory" or "Advisory" in their name.

Wildcard searches, and searches for text within the body of a document, are not currently supported.

List Controls

Sort a list, adjust the number and appearance of list items, and move between pages with the list view controls.

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Select All

The Select All check box selects or clears every item on a page.

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47 Custom Items

Select All

Deploy (2)

Install WebUI Service 2
 Deploy this Fixlet on a device to install the WebUI Service This Fixlet will: Install and start a WebUI...
 12
 0
 Category Setup Modified 9/15/16 9:46 PM
 Site ActionSite Modified By dex

Set "_BESClient_Resource_WorkIdle" to "200" - Universal
 This task will set a client setting This task was automatically generated using the task: "RESTAPI: ...
 12
 0
 Category Configuration: Client Modified 6/10/16 11:26 AM
 Settings Modified By bigfix
 Site bigfix Operator Site

Deploy: search.png
 This task will deploy: search.png Installation Command: run meRun Command As: System UserD...
 12
 0
 Category Software Distribution Modified 8/16/16 4:11 PM
 Site bigfix Operator Site Modified By bigfix

Select (or clear) every item on the page. The Deploy button shows your cross-page total.

Selections remain in effect when you change pages.

The Select All check box does not select every item on a multi-page list.

Permissions and Their Effects

The elements that are shown on a WebUI screen reflect the permission levels of the user, and the device, site, and group assignments set for them by the BigFix administrator.

For example, an operator responsible for patching Windows machines might not see Linux patches in their patch list or Linux machines in their device list. An operator who deploys software but does no patching might not see the Patch content or Custom content options in the Content submenu. For more information about permissions and their influence on WebUI screens and data elements, see the *BigFix WebUI Administrators Guide*.

WebUI Workflow and Deploy Sequence

To deploy means to dispatch content to one or more endpoints for execution. You can start a deployment two ways: by selecting content and targeting one or more devices, or by selecting devices and targeting the content that you want to deploy.

Start a deployment from any device or content screen, or from the Overview page.

Here is an overview of the process. For details, see [Take Action: The Deploy Sequence \(on page 89\)](#).

1. Select devices or content for deployment.
2. Select content or device targets.
3. Configure any deployment options.
4. Review selections and deploy.

The screenshot shows the 'Deploy Patches' interface in IBM BigFix. The top navigation bar includes 'IBM BigFix', 'Devices', 'Content', and 'Deployments'. The main header is 'Deploy Patches' with a progress indicator showing four steps: 'Select Patches', 'Target Devices' (active), 'Configure', and 'Review and Deploy'. Below the header, there are tabs for 'Computers' and 'Group', and a 'Manually Target Devices' link. A search bar and a 'Show non-relevant' checkbox are present. The main area displays a table of three devices:

Device Name	OS	IPs	DNS	Type	Groups	User	Last Seen
DESKTOP-U8EMM0N	Win10 10.0.14393 (1607)	169.254.24.29, 192.168.106.70	DESKTOP-U8EMM0N	Server	Dynamic Windows Group	giovanni	6 months ago
W0708EN-----04	Win7 6.1.7600	10.102.85.197	w0708en-----04	Server	Dynamic Windows Group, Team Gryffindor (Windows)	bigfix	8 minutes ago
WIN-N1FHM1H6CBP	Win2008R2 6.1.7601	10.101.35.244	WIN-N1FHM1H6CBP	Server	Dynamic Windows Group, Team Gryffindor (Windows)	dex	an hour ago

On the right side, a summary panel shows 'Selected Patches: 1' and 'Targeted Devices: 2'. It includes 'Cancel' and 'Next' buttons. Annotations on the right side of the image provide instructions: 'Track your progress through the Deploy sequence.' points to the progress indicator; 'Target specific devices by name, DNS, or IP address.' points to the search bar; 'Review your selections and make changes.' points to the summary panel; and 'Use the search, sort, and filtering tools to locate devices and content.' points to the search and filter area.

Chapter 3. Get Started with Devices

Use the Device screens to view and manage all the devices in your environment as determined by your permission levels. You can find specific devices, access device documents, select devices for deployment, generate and export device reports and do much more.

The Device List

View a list of BigFix managed devices, create customized device reports, and review the detailed information about each device to effectively and proactively monitor the health and activity of endpoints.

The screenshot shows the BigFix web interface for the 'Devices' section. The top navigation bar includes 'BIGFIX', 'DEVICES', 'CONTENT', and 'DEPLOYMENTS'. The main content area is titled 'Devices' and features a search bar and a 'Deploy (0)' button. On the left, there are filter sections: 'Refine My Results' with a 'Reset filters' link, 'Relevant Devices' with a 'With critical patches' checkbox, 'Operating System' with checkboxes for Win2003 5.2.3790, Win2008R2 6.1.7601, Win2012 6.2.9200, Win7 6.1.7600, and WinVista 6.0.6002, and 'Status' with 'Locked' and 'Unlocked' buttons. Below these are input fields for 'Device Group', 'Most Recent User', and 'IP Address'. The main list displays 7 devices, each with a header, a table of details, and summary statistics. The devices are: WVI28EN-----02 (Laptop, 207 users, 16 documents), WUXBOX (Server, 202 users, 12 documents), W0326E-----001 (Server, 173 users, 6 documents), WXP26E-----09 (Laptop, 151 users, 4 documents), and W1206EN-----01 (Server, 141 users, 9 documents). The table columns are OS, IPs, DNS, Type, Groups, and User.

Device ID	OS	IPs	DNS	Type	Groups	User	Documents
WVI28EN-----02	WinVista 6.0.6002	9.39.151.143	wvi28en-----02	Laptop	Windows Group	<none>	207
WUXBOX	Win2003 5.2.3790	9.39.150.217	wuxbox	Server	Windows Group, Windows Legacy Group	<none>	12
W0326E-----001	Win2003 5.2.3790	9.39.150.206	w0326e-----001	Server	Windows Group, Windows Legacy Group	<none>	6
WXP26E-----09	WinXP-2003 5.2.3790	9.39.150.238	wxp26e-----09	Laptop	Windows Group, Windows Legacy Group	<none>	4
W1206EN-----01	Win2012 6.2.9200	9.39.148.99	W1206en-----01	Server	Windows Group	<none>	9

- **Operator permission settings**, device, and site assignments govern list contents.
- **See a list of devices eligible for software** in your catalog using the **Relevant Devices with applicable software** filter.

- **BigFix Lock** – A machine with a BigFix lock on it does not run BigFix actions until it is unlocked.
- **See a list of devices used by a specific person** with the **Most Recent User** filter. If a device has one user account, the device holder is listed. If a device has multiple user accounts the last person to log on is listed.

If Inline Reporting feature is enabled, you can visualize summary report of the real-time data and export the data to .csv or .xlsx files. For more information, see [The Device List](#) in BigFix 10 Help Center.



Note: Inline Reporting feature is not extensively tested in WebUI running on versions earlier than BigFix 10 Platform.

Device Document

Click a device name to get the information related to that device including its properties, status, relevant content, deployment status, history, and much more. Drill further into device details by using the associated views.

As a BigFix Operator, you can view the Device document. Device document provides information gathered from various sources.

The following image shows the device document page of a device.

The screenshot displays the 'Device properties' page for a device named 'centosstrazz'. The page is organized into several sections:

- Core properties:**
 - Computer Name: centosstrazz
 - ID: 1625738902
 - Last Report Time: Jan 18, 2022, 11:47 AM
 - OS: Linux CentOS 7.8.2003 (3.10.0-...)
 - Agent Type: Native
 - Device Type: Server
 - DNS Name: centosstrazz
 - IP Address: 10.14.75.134, 192.168.122.1
 - IPv6 Address: fe80:0:0:0:7a9e:9de3:34aa:dd57
 - CPU: 2300 MHz Xeon Gold 6140
 - Active Directory...: <none>
- Other properties:**
 - Client Settings: _BESClient_EMsg_File=/var/opt/B...
 - Subscribed Sites: http://sync.bigfix.com/cgi-...
 - RAM: 7808 MB
 - BIOS: <rv/a>
 - Subnet Address: 10.14.75.0, 192.168.122.0
 - Free Space on ...: 17241 MB
- Activities:**
 - 1 Critical Vulnerability
 - 50 Failed Deployments
- Device Summary:**
 - ID: 1625738902
 - OS: Linux CentOS 7.8.2003 (3.10.0-...)
 - Device properties: >

Document views

The tabs in the device document page displays different views as follows:

- **Device Information** – Displays general information of the device.
- **Custom** – Displays custom content relevant to this device.
- **Deployments** – Deployment history for this device.
- **Patches** – Patches relevant to this device.



Note: The tab shows only patches coming from the sites managed in the [Patch List \(on page 27\)](#); other patches can be reached from the Content menu.

- **Software** – Software relevant to this device.



Important: An operator's permission settings govern the views that are displayed. For example, an operator without access to custom content cannot see the **Custom** view.

Customize the layout of the device document page

The default view displays property groups under Property Index and the set of properties in the Device properties box.

Device properties Restore default properties		Add/Remove Properties
Core properties		
Computer Name lattanas-rhel7	ID 1081765023	Last Report Time Fri, 12 Nov 2021 13:56:31 +0000
OS Show More Linux Red Hat Enterprise Server 7.9...	Agent Type Native	Device Type Server
DNS Name lattanas-...	IP Address 10.14.83.34	IPv6 Address fe80:0:0:0:250:56ff:fea8:b4fa
CPU 2300 MHz Xeon Gold 6140	Active Directory P... <none>	
Other properties		
Client Settings Show More _BESClient_EMsg_File=/var/opt/BESCL...	Subscribed Sites Show More http://sync.bigfix.com/cgi-...	Total Size of Syst... 58822 MB
RAM 1856 MB	Last User Name root, root, root	BIOS <n/a>
Subnet Address 10.14.83.0	Free Space on Sy... 41473 MB	

In the device document, you can customize the display of Property Index and Device properties through **Manage property group** or **Add/Remove properties**.

The screenshot shows the BIGFIX web interface for a device named 'centosstrazz'. The left sidebar contains a 'Property Index' menu with 'Manage Properties Group' highlighted. The main content area displays 'Device properties' for the device, including core properties like Computer Name, OS, DNS Name, and CPU. A red box highlights the 'Add/Remove Properties' button in the top right of the main content area.

Manage properties group

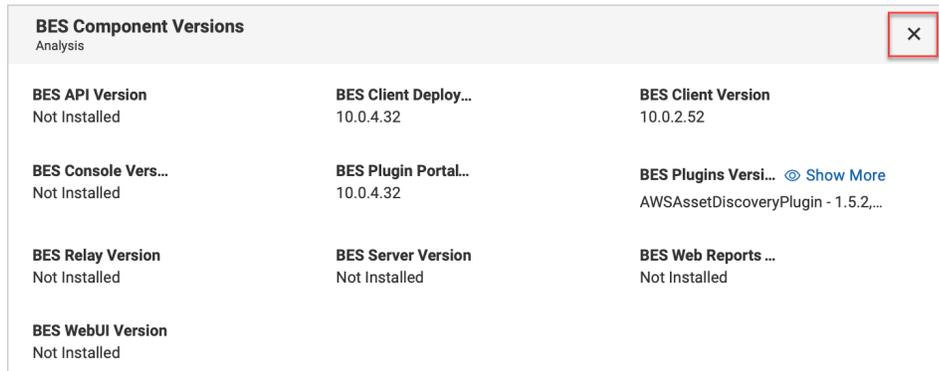
Click this link to modify the default properties groups displayed under Property Index. You can add as many property groups as you wish. The added property groups are appended to the **Property Index** box. You can expand or collapse Property Index to view the side navigation. If you click on a property group, it automatically scrolls to bring up that property group in focus.

- Add a property group: To add a property group, click the **Manage property group** link, select the checkbox next to a property group, and click OK.

The screenshot shows a modal dialog titled 'Add properties group to the device document'. The dialog displays a table of 30 property groups. The 'Amazon Web Services Plugin Settings' group is selected. The table has columns for 'Property group name' and 'Source'. The 'Source' column lists 'BES Support' and 'BES Support Test'.

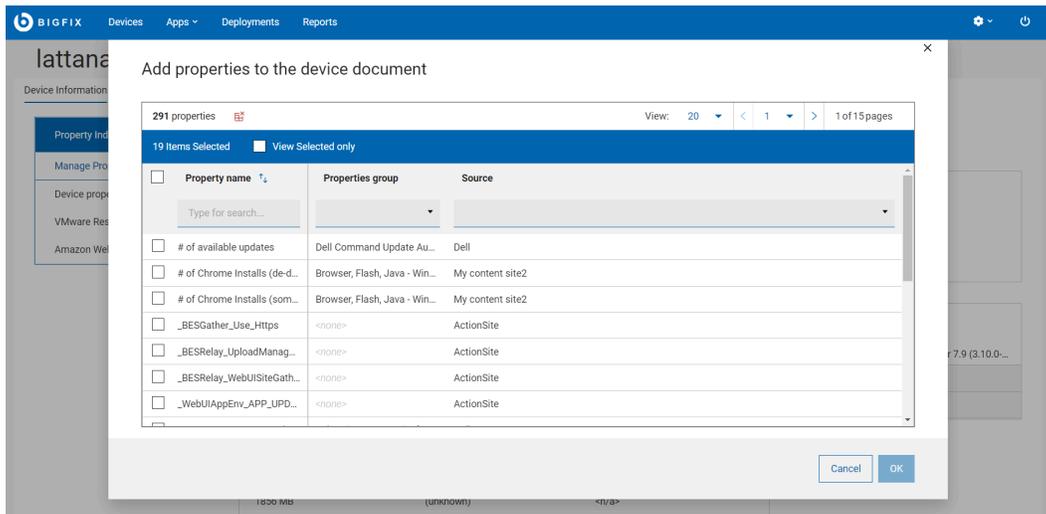
Property group name	Source
<input checked="" type="checkbox"/> Amazon Web Services Plugin Settings	BES Support
<input type="checkbox"/> Amazon Web Services Plugin Settings	BES Support Test
<input type="checkbox"/> Amazon Web Services Resources	BES Support Test
<input type="checkbox"/> Amazon Web Services Resources	BES Support
<input type="checkbox"/> BES Component Versions	BES Support
<input type="checkbox"/> BES Component Versions	BES Support Test
<input type="checkbox"/> BES Relay Status	BES Support Test

- Remove a property group: To remove a property group, click on the X at the top right of that box and click OK for confirmation.



Add/Remove Properties

Click this link to display the list of available properties and select or deselect the ones that you want to add or remove in the device properties view. From here, you can also add or remove custom properties. If you want to go back to default display, click **Restore default properties**. Upon confirmation, the default view is reset.



Trigger actions

From the device document page, you can trigger actions that are relevant to the device. When you click the action buttons, they display the options based on the type of the device and the permissions of the user.

- Deploy: Click the  button to deploy custom content, patch, profile, software.
- Administration: Click the  button to send refresh or install the agent.
- Configuration: Click the  button to issue a query, send a file, or send a message to this device.

Activities

The Activities section of the device document page provides the links for critical vulnerabilities and failed deployments applicable for the device. Clicking on the links takes you to the pre-filtered list of relevant patches or deployments.

- **Critical Vulnerabilities** – Brings you to the Patches tab pre-filtered by critical and applicable to this device.
- **Failed Deployments** – Brings you to the Deployments tab pre-filtered by deployment status.

Device Summary

The Device Summary section of the device documents provides a recap of the most relevant properties related to the device.

Send a File

You can upload, list, delete your files and send a file to multiple devices from your file system.

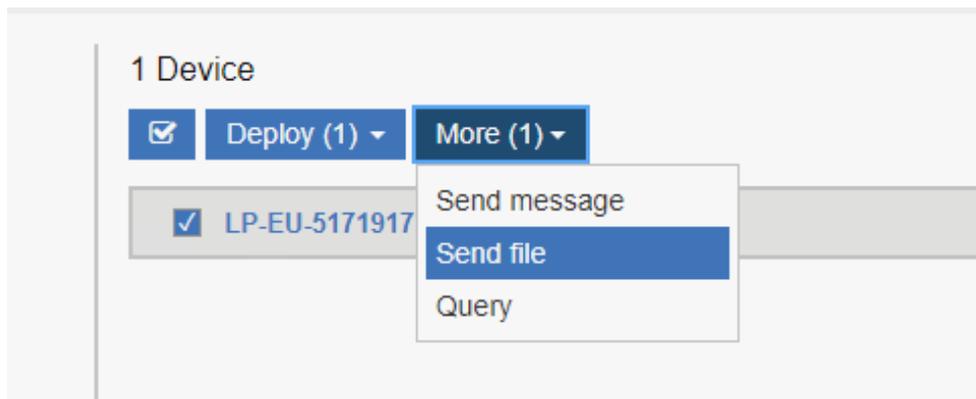
- The operator must have the following permissions:
 - Can Create Actions
 - Custom Content
- SWD must be running and the operator must have access to it.

This section explains you on how to upload a file, send a file to target devices, and delete a file from the list.

Upload files

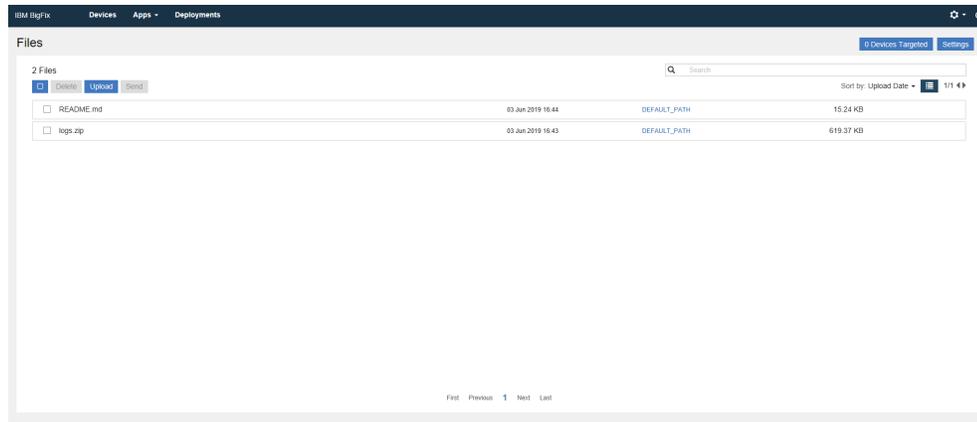
To upload a new file into the server:

1. From the **Devices** page, click **More** and select **Send file**.



The **Files** page is displayed that lists all the files that are already uploaded by the user.

2. Click **Upload**, navigate to and select the file you want to upload, and click **Open**.



- The file upload starts and you can see the status of the upload in the progress bar.
- If you want to cancel the upload, click the red x icon next to the progress bar.

Once the file is uploaded, the file list is updated and the uploaded file becomes available to be sent on target devices.



Note: If you are using Microsoft Edge browser to upload a file, ensure you are using the MS Edge version 18.18218 or later. With earlier versions of Microsoft Edge, the progress bar does not show the file upload status; however, the file list gets updated with the uploaded file.

When the file is uploaded, it is saved in the default path. To change the default path:

- Click the link **DEFAULT_PATH** against the file for which you want to change the default path.
- In the **Destination file path** window:



- i. Enter the desired path
- ii. Select the option **Overwrite if the file already exists on target** if necessary.
- c. Click **Ok**.

The specified path is set as the destination path.

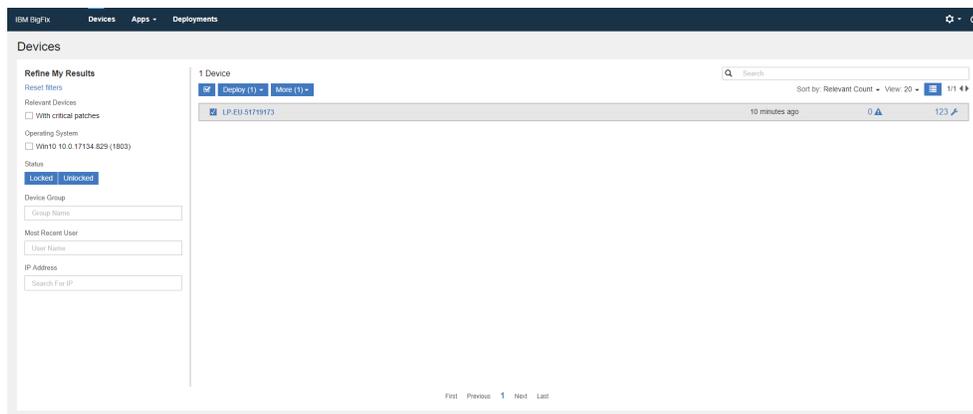
Send a file

You can select a file and send it to one or more selected devices.

Prerequisites: The user permission required to send a file are Create Action and Custom Create

To send a file to one or more destination devices:

1. In the **Devices** page, from the list of devices, select one or more destination devices to which you want to send a file.



**Important:**

- Select at least one destination device.
- If you want to select more than one device, then select devices that belong to the same operating system.

2. Click **More** and select **Send file**.
3. From the list of files, select a file to transfer.



Important: You can send only one file at a time.



Note: You can search and find a file; sort by upload date, file name, or file size.

- a. **Devices Targeted** – This displays the number of devices selected. Click this button if you want to modify your device selection.
- b. **Settings** – Click this button to define file transfer settings:

File transfer settings

Request expires in:

Stagger deployment start times to reduce network load

Default destination path:

- **Request expires in** – Select a time period from the drop-down list within which the file can be transferred to the destination devices. After this time period, the file transfer request expires and the file cannot be transferred.

- **Stagger deployment start times to reduce network load** – Select this option if you want to reduce network load.
- **Default destination path** – Specify the default destination path where you want to transfer the file in all selected devices.

4. Click **Send**.

After successful transfer, the file becomes available in the destination devices at the default path set.

Delete

To delete files from the server, from the list of files, select one or more files and click **Delete**.



Note: When a file is removed, only the reference of the file is removed.

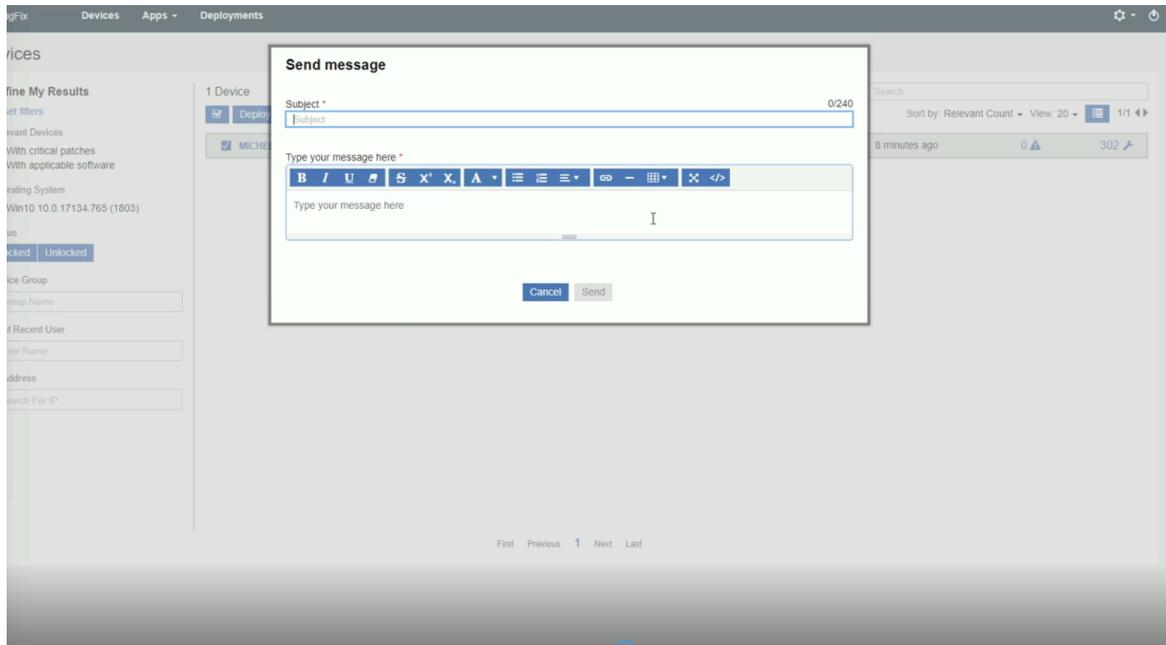
Send Messages to Devices

Using Send Messages feature, you can send a short message notification to multiple selected devices. You can determine if the message is read by the end user and also configure to automatically delete messages from the target devices after a specified number of days.

- The operator must have the following permissions:
 - Can Create Actions
 - Custom Content
- SWD must be running and the operator must have access to it.
- Target devices must have SSA 3.1.0 or later installed with Messages tab setting enabled.

This section explains you about how to send message notifications to selected target devices.

1. Open the **Devices** tab.
2. In the **Devices** page, from the list of devices, select one or more devices to which you want to send the message.
3. Click **More** and select **Send message** from the drop-down.
4. In the **Send message** window, enter your subject and message in the relevant sections.



Note:

- You can enter up to 240 characters including the title.
- You can format your content using the formatting options in the toolbar.
- You can copy/paste HTML code into the editor and/or save your message as HTML code.

5. Click **Send**.
 - When the message is sent, a success message is displayed and the relevant action is created for the message sent. If the target device is not installed with SSA 3.1.0 or later, then the message cannot be delivered and the status of this action becomes not relevant.

- When the user reads the message, the status of the action becomes completed. With this, the operator can determine if the message is read by the end user.
- To automatically delete messages from the target device user's SSA Message tab after a specified number of days, message expiration days can be set through the WebUI Server setting `_WebUIAppEnv_NOTIFICATION_EXPIRATION_DAYS`.

Chapter 4. Get Started with Patch

Use the Patch screens to list patches, find specific patches, and view detailed patch information including known issues, vulnerable devices, and deployments.

The Patch List

View a list of all patches, create customized patch reports to obtain patching intelligence, make smart patch decisions, report patch compliance, and communicate risks. You can also download and install missing patches using the links in the report.

The screenshot shows the BIGFIX Patches interface. On the left, there is a 'Refine My Results' sidebar with filters for Severity (Critical, Important, Moderate, Low, Unknown), Vulnerable Devices (1), Operating System (OS X, Linux, Windows, Other), Release Date (earliest to today), Category (Security, Service Pack, Enhancement, Bug Fix, Configuration, Other), and Show Hidden Patches (Audit Patches, Corrupt Patches, Superseded Patches). The main area displays '1,961 Patches' with a search bar and a 'Deploy (0)' button. Below this is a table of patches with columns for ID, Severity, OS, CVE IDs, Category, and Released date. The table lists several patches, including CVE-2010-2719, CVE-2012-2734, CVE-2011-570, CVE-2013-2775, CVE-2012-2637, and CVE-2013-2862. Each patch entry includes a title, a table of details, and a count of vulnerable devices.

ID	Severity	OS	CVE IDs	Category	Released	Vulnerable Devices
2719662	Unspecified	Win7; WinVista	Unspecified	Hotfix	7/10/12	5575
2734642	Unspecified	Win2008R2; Win7	Unspecified	Hotfix	8/23/12	5357
570	Unspecified	Win2008R2; Win7; WinVista; Win2008	Unspecified	Setting	3/15/11	5306
2775511	Unspecified	Win7	Unspecified	Update	3/11/13	5285
2637518	Unspecified	Win2008R2; Win7	Unspecified	Hotfix	2/15/12	5085
2862973	Unspecified	Win7	Unspecified	Security Advisory	8/12/13	5053

- **Operator permission settings**, device, and site assignments govern list contents.
- **Search bar** to search patches by name and CVE IDs.

- **See patches for the most critical threats** or a specific threat level using the Severity filters. Patch Severity is assigned by the patch vendor (for example, Microsoft), not BigFix.
 - Critical
 - Important
 - Moderate
 - Low
 - Unknown - patch has no vendor-assigned rating.
- **See patches required by many devices** by entering a value in the Vulnerable Devices field.
- **See the latest patches** using the **Release Date** field. Specify a date range to see patches that were issued during a specific time period.
- **See patches associated with a specific task** using the Category filters:
 - Security – Apply a software change to address a vulnerability.
 - Service Pack – Apply patches to installed software. A collection of updates, fixes, or enhancements delivered in a single installable package. Typically used to update existing files, but can also be used to fix bugs, close security holes, or add new features.
 - Audit – Type of BigFix patch that is used to detect conditions that cannot be remediated and require the attention of an administrator.
 - Enhancement – Apply a change that provides new features.
 - Bug Fix – Apply a change that fixes one or more bugs.
 - Configuration – Apply a change that addresses a configuration issue.
- **Show Hidden Patches** – Control the display of audit, corrupt, and superseded patches in the patch list.
- **Supported Patch Sites** - Only patches from these sites appear in the WebUI; future releases will include more patch sites.
 - Windows
 - Red Hat Linux
 - Mac OS X
 - CentOS

- Windows Applications (Adobe Acrobat, Adobe Flash Player, Adobe Reader, Adobe Shockwave, Google Chrome, ImgBurn, Mozilla Firefox, Notepad++, Nullsoft, Oracle, Real Networks, Skype, Winamp, Winzip)
- Debian
- Oracle Linux
- SUSE
- Ubuntu

If Inline Reporting feature is enabled, you can visualize summary report of the real-time data and export the data to .csv or .xlsx files. For more information, see [The Patch List](#) in BigFix 10 Help Center.



Note: Inline Reporting feature is not extensively tested in WebUI running on versions earlier than BigFix 10 Platform.

Patch Document

Click a patch name to see its description, vulnerable devices, and deployment history. Drill further into patch details using the links to associated views. Pay particular attention to the Notes and Important Notes in a content document: they contain valuable information, including known issues associated with the content.

BIGFIX DEVICES CONTENT DEPLOYMENTS bigfix

UPDATE: Windows XP Service Pack 3 Available

Overview Vulnerable Devices Deployments

49 vulnerable devices reported
1 open deployment
3 deployments with > 10% failed
0 deployments in the last 24 hours

Deploy Patch

Details

ID	13501
Severity	Unspecified
CVE IDs	Unspecified
Category	Service Pack
Site	Patches for Windows (English)
Source	Microsoft
Source ID	KB936929
Size	316.4 MB
Released	5/6/08
Modified	11/4/15

Microsoft has released a service pack for Windows XP. Windows XP Service Pack 3 (SP3) includes all previously released Windows XP updates, including security updates and hotfixes. It also includes select out-of-band releases, and a small number of new enhancements, which do not significantly change customers' experience with the operating system.

Important Note: There are known issues associated with the installation of this update. See the "Steps before you install Windows XP SP3" section of the release notes for more information.

Important Note: This service pack includes several changes that may impair functionality of existing applications. BigFix **strongly** recommends that you fully test the deployment of this update prior to rolling out the update in your production environment.

Note: There is no default action for this Fixlet message due to known issues associated with the installation of this patch. Please review the Known Issues section of the security bulletin prior to deploying this patch. For more information on default actions, see BigFix KB #474.

Available Action(s)

Click [here](#) to initiate the deployment process.

Click [here](#) to see the release notes for Windows XP SP3.

The Patch Document views:

- Overview – Detailed description of the patch, including metadata, available actions, and vendor links.
- Vulnerable Devices – List of relevant devices for targeting.
- Deployments – Patch deployment history.

The material in the Available Actions section is pulled directly from the BigFix database, so options and formatting can vary. A link to the vendor's release notes is often included. For example, "Click here to see the release notes for Windows XP SP3."

Chapter 5. Get Started with Patch Policy

Use the Patch Policy application to establish continuous patching across your enterprise. A patch policy is a set of criteria that defines a patch list; that is, a collection of Fixlets that meet the patching criteria of a specific set of endpoints. Create patching schedules for different groups of machines and assign different deployment behaviors to each. Set patch timing, frequency and duration, pre-caching and retry behavior. Stagger start times, bypass errors, and notify device owners when a restart is pending.

Implement a patching strategy that meets your organization's patching cycles and security guidelines. Use patch policies to establish and maintain a process of continuous security and compliance for your organization. Patch Policies currently supports Windows and Red Hat Enterprise Linux (RHEL) patching.

Requirements

- BigFix Platform version 9.5.5, or above.
- BigFix WebUI installed and running.
- Subscriptions to all applicable BigFix patch sites.

Patch Policies supports the Windows and Red Hat Enterprise Linux (RHEL) patch sites. From the BigFix Console, enable any patch sites that are relevant to your deployment, and subscribe all computers to those sites.

Patch Policy Overview

To open the Patch Policy application, from the WebUI **Apps** menu, select **Patch Policy**.

Creating a patch policy is straight forward.

1. Enter a name for the policy, and select the types of patches it should include. For example, create a policy that includes important service packs for operating system updates.
2. Create a roll out schedule for the policy, including deployment timing, frequency, and behavior.

3. Select policy targets: the devices to be patched.
4. Activate the policy.

The process is described in detail in [Create a Patch Policy \(on page 34\)](#).

Keeping Policies Current

The Patch Policy app notifies you when new patches that meet policy criteria become available. The delta icon next to a policy name on the Policy List tells you patch content has been added or changed. Refresh a policy to include the new material. Refresh policies manually, or use the Auto-refresh option to keep policies up-to-date.

Exclusions

You can exclude patches from a policy that otherwise meet its inclusion criteria. For example, manually exclude a patch you know causes problems in a custom application. Or set a dynamic exclusion to automatically exclude Microsoft Office updates from a policy that updates Windows. Once set exclusions remain in effect until you remove them. Patch policies never include patches used for auditing, corrupt patches, or patches without a default action.

Use the WebUI Deployment views to monitor policy-based patching results. See [\[link\]: Get Started with Deployments](#), for more information.

Permissions and Patch Policy

BigFix Master Operators (MOs) have full access to all Patch Policy functions. MOs can create, edit, delete, activate, and suspend policies, manage patch rollouts and schedules, and refresh policies when new patches are released. Non Master Operators (NMOs) can add, edit or delete a policy and they can add targets to an existing schedule, and remove targets from a schedule if they have relevant permissions.

The Patch Policy List



Important: Non-Master operators need relevant permissions to perform different actions in the Patch Policies app. For more information on permissions, see The WebUI Permissions Service.

Policies are listed alphabetically. Use the Sort, Search, View, and filter controls to find policies quickly. Click a policy name to open its document. Click the **Add Policy** button to create a new policy.

The screenshot displays the IBM BigFix WebUI interface for the 'Policies' section. At the top, there are navigation tabs for 'Devices', 'Apps', and 'Deployments'. The main header includes 'Policies' and an 'Add Policy' button. Below the header, there are search and filter controls. The search bar shows '31 Policies' and a search input field. The filter section on the left is titled 'Refine My Results' and includes options for OS Family, OS Version, Status, and Patch Type. The main content area shows a list of 31 policies, with the first few visible being 'Windows Critical 4Q17', 'Windows Critical and Important 4Q17 Patches', 'Windows Critical Patches', 'Windows Important Patch Policy', 'Windows Important Security OS patches', 'Windows Patch Policy', 'Windows Patches', 'Windows Security Updates 2017', and 'Windows Unspecified'. Some policies have a warning icon (a triangle with an exclamation mark) next to them, indicating they are out of date.

Out of Date Policies

The Delta icon indicates that new patches that meet the patch inclusion criteria have become available since the policy was created or updated. Policies can also fall out of date when their patches have been modified or replaced.

Refresh a policy to include the new content. Active out of date policies continue to run, though they are not particularly effective. For example, say you create a new policy that runs daily at 3pm. On the first day it runs, patches are deployed to its designated targets. On the second day new patches become available and the policy falls out of date. On the third and

subsequent days the policy runs but does nothing, since the patches it knows about have already been deployed. As soon as you refresh the policy it will deploy the new patches.

Patches that have been superseded by the new content are no longer be deployed.

Use the **Show/Hide Details** control to toggle between the Detail and List views.

▲ Autopatch Preflight 1539756952466			
test description			
Patches	172	Status	suspended
Devices	0 (0 Groups)	Patch Updates	101 since 10/17/2018, 11:52:39 AM
OS	Windows	Next Refresh	Refresh not enabled
Type	OS Application Updates	Site	Master Action Site
▲ Critical Windows OS updates - All Category			
First policy			
Patches	1298	Status	suspended
Devices	1 (1 Group)	Patch Updates	938 since 10/6/2018, 6:14:10 AM
OS	Windows	Next Refresh	Refresh not enabled
Type	OS Updates	Site	Master Action Site

- Patches: number of patches in the policy.
- Devices: number of targeted computers and computer groups.
- OS: Operating system of patches in the policy.
- Patch Type: OS update, Application update, or 3rd Party application update.
- Policy Status: Active or Suspended.
- Patch Updates: number of Fixlets changed since date and time of creation, or last refresh.
- Next Refresh: date of next scheduled Auto-refresh, if enabled.
- Site: associated site with a patch policy.

Policy Status: Active or Suspended

Patch policies have two states: Active or Suspended. Suspend an Active policy to refresh it, add a new schedule, or make other changes. You do not have to suspend a policy to add or remove targets. New policies remain suspended until you active them.

Create a Patch Policy

In this page, steps for creating a patch policy, selecting patches to include, setting deployment options, and designating targets are provided in detail.

To open the application, select **Patch Policy** from the WebUI **App** menu. For a summary of Patch Policy tasks, see [Patch Policy Operations \(on page 48\)](#).

1. On the **Policies** page, click **Add Policy**.

The **Add Policy** page is displayed.



Note: A Non-Master operator needs Create/Edit Policy and Delete Policy permissions to add, edit or delete policy. For more information on permissions, see The WebUI Permissions Service. Non-Master operators cannot edit definition of the policy stored in the Master Action Site despite having the permission to Create/Edit Policy. Currently, non-master operators are not allowed to access the Master Action Site and they can access only their custom site.

Patch List Criteria

Policy Name *

Enter a policy name

Site *

Enter Site Name

Description (optional)

Purpose of policy, useful details

Include Content *

Custom content

External content

Exclude Content

Exclude from this policy any patch whose title contains one of these keywords:

Enter keywords

Auto-refresh **Enable**

This policy refreshes: Monthly

Day after the: 2nd Tuesday

At: 05:00 PM

Timezone: (GMT+05:00) Islamabad, Karachi, Tashkent

2. Provide the following information under Patch List Criteria:

Policy Name

Enter the new policy name.

Site

Select the **Master Action Site** from the drop-down to store the policy and its schedules.

Description

Enter the description.

3. You can include two types of content: Custom content and/or External content

Include Content *

Custom content

External content

Include Custom Content

Categories *

Sources *

Sites *

Released Date *

-

Include External Content

<p>Operating System *</p> <p><input type="radio"/> CentOS</p> <p><input type="radio"/> Oracle Linux</p> <p><input type="radio"/> Red Hat Enterprise Linux</p> <p><input type="radio"/> SUSE Linux Enterprise</p> <p><input type="radio"/> Ubuntu</p> <p><input checked="" type="radio"/> Windows</p> <p>Severity *</p> <p><input type="checkbox"/> Critical</p> <p><input type="checkbox"/> Important</p> <p><input type="checkbox"/> Moderate</p> <p><input type="checkbox"/> Low</p> <p><input type="checkbox"/> Unspecified</p>	<p>Category *</p> <p><input type="checkbox"/> Bug Fix</p> <p><input type="checkbox"/> Enhancement</p> <p><input type="checkbox"/> Mandatory</p> <p><input type="checkbox"/> Optional</p> <p><input type="checkbox"/> Recommended</p> <p><input type="checkbox"/> Security</p> <p><input type="checkbox"/> Service Pack</p> <p>Type *</p> <p><input type="checkbox"/> OS Updates</p> <p><input type="checkbox"/> OS Application Updates</p> <p><input type="checkbox"/> 3rd Party Updates</p>
--	--

Custom content

- Check this option to include fixlets from a custom site.
- Under **Include Custom Content**, select the **Categories, Sources, Sites,** and **Release Dates** from the drop-down that the new policy must include.



Note: Custom fixlets must include the above fields in order to be included in the policy.

External content

- Check this option to include fixlets from an external site.
- Under **Include External Content**, select one or more items from each column.
 - Operating System (choose one): CentOS, Oracle Linux, Red Hat Enterprise Linux, SUSE Linux Enterprise, Ubuntu, Windows.
 - Category: Bug Fix, Enhancement, Security, Service Pack.

- Severity: Critical, Important, Moderate, Low, Unspecified.
- Type: OS Updates, OS Application Updates, 3rd Party Updates.



Note: While creating the patch policy, ensure the following:

- Fixlets must have a default action. If not, the Fixlets will not be included in the patch policy.
 - Patch policies will only detect Fixlets that has a default action.
 - Tasks will not be detected.
- Specify any patch exclusions. Type a keyword or phrase from the patch title in the **Exclude Content** field, and press **Enter** to add more. The Exclude Content field is not case-sensitive, so capitalization can be ignored.
 - Click **Add** on the top right corner, a new page is created with list of patches that are included and excluded as highlighted below.
 - Specify any patch exclusions. Type a keyword or phrase from the patch title in the **Exclude Content** field, and press **Enter** to add more. The Exclude Content field is not case-sensitive, so capitalization can be ignored.
 - Specify Auto-refresh behavior. Use the optional Auto-refresh feature to automatically include new patch content in your policy. To control update timing and frequency, set a refresh interval. Auto-refresh is disabled by default.

Auto-refresh Enable

This policy refreshes Monthly ▼

1 ↕ Day after the 2nd ▼ Tuesday ▼

At 05 : 00 PM

Time Zone: (GMT+05:00) Islamabad, Karachi, Tashkent ▼

- Frequency (daily, weekly, monthly), on a specific day (of week/month) at (hour).
- Day After: use the optional Day After controls to schedule Auto-refresh updates relative to a monthly event, such as patch Tuesday. The second Tuesday of the month often falls in the second week—but not always. (For example, in

August of 2018, Patch Tuesday fell on the 14th.) Use the Day After options to coordinate refreshes with events whose dates change month to month.

- Time Zone: defaults to time zone of logged in user. The default time zone is the one the operator is in.

8. Click **Add** to save policy settings and display the policy document.

Autopatch Preflight 1539718841434

Schedules Patches Refresh Now Activate

test description

Add Schedule

Name	Repeat	Targets
A simple schedule	Monthly 1 day after the 2nd Tuesday	2 Devices

Policy ID: 2
 Severity: Unspecified, Low, Moderate, Important, Critical
 Category: Bug Fix, Enhancement, Service Pack, Security
 Site: Master Action Site
 OS: Windows
 Type: OS Updates, OS Application Updates, 3rd Party Updates
 Keyword Exclusions: <Not specified>
 Modified: 6 months ago
 Created by: bigfix

Manage Patch Policy
 Edit Policy

The **Schedules** and **Patches** tabs appear at the upper left, beneath the policy name. A policy summary appears on the right. Once established, policy schedules will display on the left. The **Edit Policy** and **Delete Policy** controls appear at the lower right.

9. Click the **Add Schedule** button to set policy deployment timing, behavior, and targets.

A policy can have multiple schedules, each with its own deployment options and targets. A policy without a schedule does not deploy.

Scheduling adds predictability to patching and can help minimize errors. It also ensures that your environment meets company security policies in time for compliance audits. Some vendors follow a regular patch release schedule, which can tailor your policy schedule to meet. You may want to roll out a policy in a test environment prior to deploying to production. Consider defining separate patch rollouts for Test, QA, and production stages, each with their own timing and duration.



Note: Non-Master operators need Create/Edit Schedule and Delete Schedule permissions to add or edit or delete a schedule. For more information on permissions, see The WebUI Permissions Service. Non-Master operators also



need write access to the site where the policy is stored to add or edit or delete a schedule.

a. Enter a name for the schedule and set the deployment interval.

The screenshot shows the 'Add Policy Schedule' form in the BigFix WebUI. The form is titled 'Add Policy Schedule' and has 'Cancel' and 'OK' buttons. The 'Patch Schedule Name' field is empty. The 'This event repeats' dropdown is set to 'Monthly'. The 'Day after the' dropdown is set to '2nd' and the 'Tuesday' dropdown is set to 'Tuesday'. The 'At' field is set to '05:00 PM'. The 'Time' dropdown is set to 'Client Time'. The 'Patching duration' is set to '7 Days'. There is a checkbox for 'Run within the Maintenance Window' which is unchecked. A light blue banner states 'Actual deployment time is in UTC+14 to accommodate endpoints in all time zones.' The 'Configuration' section includes several options: 'Download required files' (12 Hours before patching starts), 'Stagger patching start time to reduce network load by' (1 hours 0 minutes), 'Skip errors and continue patching' (checked), 'Retry up to' (3 times when a patch fails to install), 'Wait' (1 hour between attempts), and 'Force Restart' (unchecked).

- i. This event repeats (daily, weekly, monthly), on (day of week/month).
- ii. Day after - Use the optional Day after controls to schedule patching relative to a monthly event, such as Patch Tuesday. The second Tuesday of the month often falls in the second week—but not always. (For example, in August of 2018, Patch Tuesday fell on the 14th.) Use the Day after options to coordinate patching with events whose dates change month to month.
- iii. At (Start time).
- iv. Time Zone. Use Client time to initiate a process relative to its time zone, for example, to initiate patching in the overnight maintenance window where each endpoint resides. Use UTC time when you want all endpoints to act simultaneously across all time zones.
 - Client Time - the local time on each endpoint; the time on the device where the BigFix agent is installed.
 - Universal Time - Coordinated Universal Time (UTC) is the global standard used to regulate clocks and time worldwide.



Note: If you specify Client Time, the policy Start time will begin at the specified time in UTC+14 time zone. For more information. See [Deployment Time \(on page 42\)](#).

- v. Patching Duration (minutes, hours, or days, up to 30 days). The amount of time the policy will attempt to install patches on a target device that is not responding.
- vi. Run within the Maintenance Window - This option allows you to run patch policies during maintenance activities. You can use the [Maintenance Windows Dashboard](#) to schedule maintenance activities run by BigFix.



Note: To use this feature, a global In Maintenance Window property must exist.

To create the global In Maintenance Window property:

1. From the BigFix console, goto **Tools > Manage Properties**.
2. Select **In Maintenance Window** property from the BES support site, click **Make Custom Copy**, and then click **OK**.

10. Set deployment and post-deployment behavior.

- Pre-caching: To download required files before patching starts, set the in minutes, hours, or days up to 5 days.
- Stagger patching start time, for example, to reduce network load. Set an unlimited number of minutes or hours.
- Bypass patch errors and continue patching. Patch policies are Multiple Action Groups (MAGs). MAGs run sequentially and stop on the first action that fails. Use the Bypass patch errors option to ignore failures and proceed to the next action. Use this option when the actions in a MAG do not depend on the actions that precede them. For more information about policies and Multiple Action Group (MAG) processing, see [Monitoring Deployed Policies \(on page 47\)](#).
- Retry up to n times (unlimited). If a patch fails to install on a device, for example, due to lack of space on the hard drive, set a retry value and the wait period between attempts.

- Wait n (minutes, hours, up to 30 days) between attempts to install.
 - Wait until device has rebooted to install.
 - Force a Restart - Force a restart on completion. Notify device owners when a restart is required and provide options for restarting at a convenient time. (1, 7, 15 days). Use the default message or type in your own.
11. Click **OK** to save the schedule and return to the policy document.
 12. The new schedule appears at the top of the list. Click **Add Targets**.

The screenshot shows a web interface for managing devices. At the top, there is a checkbox labeled "Skip locked constraints during patching" which is checked and highlighted with a red box. Below this, there are two tabs: "Target By Device" and "Target By Group". The "Target By Device" tab is active. On the left, there is a "Refine My Results" section with "Collapse All" and "Expand All" buttons, and a "Reset filters" section with a list of expandable filters: "Only show selected", "Device Type", "Operating System", "Lock Status", "Device Group", "Most Recent User", and "IP Address". The main area displays a list of 16 devices, each with a checkbox, a device ID, and a timestamp. The devices are sorted by "Last Seen" and the view is set to "20" items per page. At the bottom right, there are "Cancel" and "OK" buttons.

Device ID	Last Seen
<input type="checkbox"/> 4907b3ea1fd9	4 minutes ago
<input type="checkbox"/> W0828EN-----03	9 minutes ago
<input type="checkbox"/> RHEL6Client2	9 minutes ago
<input type="checkbox"/> R6x86WS-STD	10 minutes ago
<input type="checkbox"/> W0708EN-----04	6 months ago
<input type="checkbox"/> 8913d8af816d	10 months ago
<input type="checkbox"/> 71a7b84ab74e	10 months ago
<input type="checkbox"/> cafbab9e45d0	10 months ago
<input type="checkbox"/> 2f2607b776f9	10 months ago
<input type="checkbox"/> WIN-N1FHM1H6CBP	10 months ago
<input type="checkbox"/> de35d78ec1a2	2 years ago
<input type="checkbox"/> 52dda16181c2	2 years ago

Skip locked constraints during patching: Use this feature to deploy patches to locked devices without having to unlock the device. This option is only available to an operator with console lock or unlock permissions, and only applies to targets added by that operator. For information on lock permission, see [Can Lock - Adding Local Operators](#).



Note: Non-Master operators need Add/Remove Your Own Targets permission to add or remove the self created targets. Non-master operators need Remove Other Operator's Targets permission to delete the targets that are created by



other operators. Non-Master operators can target only the permitted number of devices and cannot exceed the limit. In case of violation, WebUI app will display an error message and the non-master operators cannot proceed further. For more information on permissions, see The WebUI Permissions Service. Non-Master operators need read access to the site where the policy is stored to add/remove the targets.

13. Select devices or computer groups from the **Target By Device** or **Target By Group** tabs. Note that you cannot target both devices and groups in a single schedule. A schedule without targets does not deploy. Use the **Sort, Search, View**, and filter controls to find targets quickly. Click anywhere in a card to select or deselect it. Click a device or group name to open its document. Use your browser's **Back** button to return to the Patch Policy app.
14. Click **OK** to save targets and return to the Policy document.
15. To set a manual exclusion, click the **Patches** tab.
 - a. Check the **Exclude** box next to patches you want to exclude. The **Exclude** button tallies your selections.
 - b. Click the **Exclude** button.
16. When you are ready, click **Activate** to activate the policy and commence patching. Activating a policy activates each of its schedules. Suspend an active policy at any time to halt patch deployment.

To monitor policy-based patching activity, use the WebUI's [Deployment views \(on page 97\)](#)



Note:

If you have specified Client Time in your policy schedule, the policy start time will be the specified client time in UTC+14 time zone after activating the policy. This is to ensure that clients in all time zones will be receiving the policy at the specified time.

In WebUI, the start time will be displayed in browser time, after the policy is activated.



- Client time = The time on the endpoint receiving the policy.
- Browser time = The time on the machine on which the browser resides.

The following calculation can be used to convert from UTC+14 time to your browser's time:

- Start_time (in browser time) = <specified_client_time> - 14 hrs + <utc_hour_offset_for_browser_timezone> hrs

Example

You have specified a Client Time of 5 AM, because you want the policy to be executed at 5 AM in each endpoint's timezone, that is 5 AM PST, 5 AM EST, 5 AM IST, etc. This means the policy action will be issued at 5 AM in the UTC+14 time zone but the policy will not execute on a client endpoint until it is 5 AM in the client's local time.

Consider your browser is in Pacific Daylight Time (PDT). PDT is UTC-7, therefore the UTC offset here is -7.

Start time in PDT = 5 AM - 14 hours + (-7 hours) = 5 AM - 21 hours = 8 AM PDT.

Now let us consider that your browser is in Indian Standard Time (IST). IST is UTC +5:30 so the UTC offset here is +5:30.

Start time in IST = 5 AM - 14 hours + (5:30 hours) = 5 AM - 8:30 hours = 20:30 IST or 8:30 PM IST.

Patch Policy Document

Use the Patch Policy Document to view and manage policy settings. Policy information appears on the right.

- Status – Active or Suspended.
- Updates – Number of patch updates available.
- Policy ID – unique identifier for this policy.
- Severity, Category, OS, Type – inclusion criteria.
- Site - name of the site where the policy is stored.
- Next Refresh (Active policies) – Time of next Auto-refresh, if enabled.

- Modified – time policy was last changed.
- Created by: operator name.

Schedules Tab

The Schedules tab displays a list of policy schedules in order of creation. Click a schedule name to display its Summary page.

The screenshot shows the Schedules tab interface. At the top, there are tabs for 'Schedules' and 'Patches', along with 'Refresh Now' and 'Activate' buttons. An 'Add Schedule' button is visible on the left. The main table has columns for Name, Repeat, and Targets. The 'Cool Schedule' row shows a repeat interval of 'Monthly 2nd Friday' and a link to 'Add Targets'. On the right, a summary panel for a 'Suspended' policy (ID 19) is displayed, showing details such as Severity (Important), Category (Security), Site (Custom Site 2), OS (Windows), Type (OS Updates), Keyword (</Not specified>), Modified (3 minutes ago), and Created by (bigfix). Below the summary panel are links for 'Manage Patch Policy' and 'Edit Policy'.

- Name – Schedule name.
- Repeat – Deployment interval.
- Targets – Number of targeted devices or computer groups. Click the link to display the target list. The **Add Targets** control appears when a schedule has no targets; click the link to add them.
- Next Deployment: The time the schedule's Multiple Action Groups will be issued to the BigFix root server. It is subsequently adjusted to accommodate endpoints in all time zones, ensuring the policy executes at the correct time in each location.

Click the **Suspend** button to refresh or edit an Active policy. Some Schedules tab controls are inactive until the policy is Suspended.

Schedules Tab controls:

- **Add Schedule**
- **Activate/Suspend**

- **Refresh Now**
- **Edit Policy**
- **Delete Policy**



Note: Non-master operators need Activate/Suspend Policy permission to activate or suspend the policy and they need Refresh Policy permission to refresh the policy. For more information on permissions, see The WebUI Permissions Service. Non-master operators also need write access to the site where the policy is stored to activate/suspend or refresh the policy.

Schedule Summary Page

Click a schedule to display the Schedule summary and its controls. To make changes to a schedule you must suspend its policy. This is not required when adding or removing targets.

The screenshot shows the IBM BigFix WebUI interface. The main content area is titled 'Windows 2017 Critical Security Patches' and includes a table of schedules. A modal window is open on the right, showing the details for the 'Monthly Maintenance - Windows Production Servers' schedule.

Name	Repeat
Monthly Maintenance - Windows Production Servers	Monthly 1st Saturday
Liz's Test	Monthly 2nd Friday

Repeat	Monthly 1st Saturday
Time	09:00 Client Time (2 days)
Targets	1 Group
Pre-cache Downloads	Not Required
Stagger Start Time	1 hour 0 minutes
Bypass Errors	Yes
Retry On Failure	3 times, wait 1 hour
Force Restart	No

Manage Policy Schedule & Targets

- [Edit Targets](#)
- [Edit Schedule](#)
- [Remove Schedule](#)

- Pre-cache Downloads – The time when policy patches are pre-cached.
- Stagger Start Time – Amount of time to stagger patching time to reduce network load.

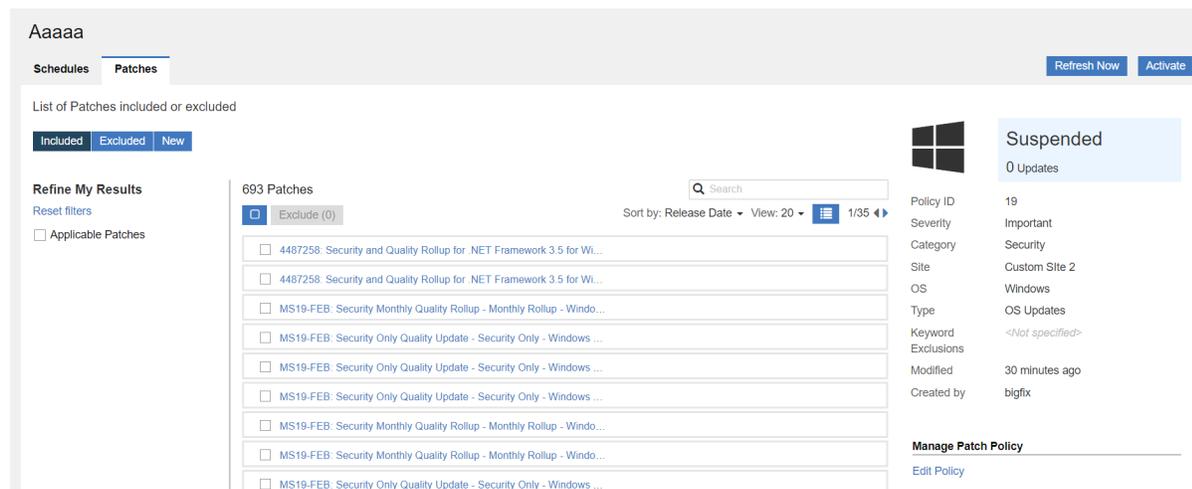
- Bypass errors – Ignore Multiple Action Group (MAG) failures and proceed to the next action. For more information about patch policies and MAG processing, see [Monitoring Deployed Policies \(on page 47\)](#).
- Retry on Failure – number of times to retry if a patch fails to install, and the retry interval.
- Force Restart – Force a restart on completion, and the interval to wait before restarting.

Schedule Summary controls:

- **Edit Targets**
- **Edit Schedule**
- **Remove Schedule**

Patches Tab

Displays patches for the selected policy. Patches used for auditing, corrupt patches, and patches with no default action are not included in patch policies. Superseded patches are flagged but not deployed; they will be removed from the patches list once the policy has been refreshed.



To exclude individual patches from the policy check the **Exclude** box to the left of the title. A device that has been targeted using a computer group (either a manual or dynamic group), cannot be individually excluded.

Filters:

- Included – displays included patches.
- Excluded – displays excluded patches, including both dynamic and manual exclusions.
- New – displays patches that will be added to the policy once it is refreshed.
- Applicable Patches – lists patches associated with the devices the logged in user has permission to operate on. For example, suppose a Non-Master Operator (NMO) is authorized to patch Windows machines, but not Linux machines. When viewing a policy that includes both Windows and Linux patches:
 - When the Applicable patches box is checked the NMO will see only Windows patches.
 - When the Applicable box is clear the NMO will see both Windows and Linux patches.
 - Master Operators, with unlimited permissions, will see the same patches whether the **Applicable Patches** filter is selected or not.

Patches Tab controls:

- **Activate/Suspend**
- **Refresh Policy**
- **Edit Policy**
- **Delete Policy**



Note: Buttons in the policy document appears only when the respective permissions are granted to the non-master operators.

Monitoring Deployed Policies

Monitoring Results

Use the WebUI's [Deployment \(on page 97\)](#) views to monitor policy-based patching activity.

Working with Multiple Action Groups

A policy is a package of Fixlets and schedules. At the time indicated by the schedule, all patches meeting policy criteria are collected to create a BigFix Multiple Action Group (MAG). If a patch is not relevant on a particular device, no individual action will be taken.

A single policy may contain hundreds of patches, and its MAG may contain hundreds of components. To improve performance, when the number of patches in a policy exceeds 200 it is divided into Multiple Action Groups.

Default behavior of a Multiple Action Group (MAG)

- Staggers deployment start time over the course of an hour to reduce network load.
- Retries three times with a one hour interval on each try.
- Uses default action.
- Expires in 2 days (48 hours).
- The targeting method depends on the target type, whether it is: a) a static endpoint, b) a manual computer group, or c) an automatic computer group.

Patch Policy Operations: Task Reference

The Patch Policy operations are summarized in this page. If you suspend an Active policy to make changes, re-activate it when you are done to resume patching.

[Add a Policy \(on page 49\)](#)

[Activate a Policy \(on page 49\)](#)

[Suspend a Policy \(on page 49\)](#)

[Refresh a Policy \(on page 50\)](#)

[Edit a Policy \(on page 50\)](#)

[Add a Schedule to a Policy \(on page 50\)](#)

[Edit a Policy Schedule \(on page 50\)](#)

[Add Targets to a Schedule \(on page 51\)](#)

[Remove Targets from a Schedule \(on page 51\)](#)

[Delete a Policy Schedule \(on page 51\)](#)

[Exclude Individual Patches from a Policy \(Manual Exclusions\) \(on page 51\)](#)

[Exclude Patch Types from a Policy \(Dynamic Exclusions\) \(on page 52\)](#)

[Enable Auto-refresh \(on page 52\)](#)

[Adjust Auto-refresh Schedule \(on page 52\)](#)

[Disable Auto-refresh \(on page 52\)](#)

Add a Policy

1. On the Policy List, click **Add Policy**.
2. Enter a policy name and description.
3. Select policy inclusion criteria: Severity, Category, OS, and Type.
4. Add dynamic exclusions and set Auto-refresh options, as required. Click **Add**.
5. On the policy document, click **Add Schedule**.
6. Enter a schedule name. Select options for deployment frequency, and behavior. Click **OK**.
7. On the policy document, click the **Add Targets** link for the new schedule.
8. Select patching targets from the **Target By Device** or **Target By Group** tab. Click **OK**.
9. On the policy document, click **Activate**.

Activate a Policy

1. From the Policy List, open the policy document.
2. Click the **Activate** button

Suspend a Policy

1. From the Policy List, open the policy document.
2. Click the **Suspend** button.

Refresh a Policy

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click the **Refresh Now** button.

Edit a Policy

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click the **Edit Policy** link.
4. Make required changes, and **Save**.

Delete a Policy

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click the **Delete Policy** link.

Add a Schedule to a Policy

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click **Add Schedule**.
4. Enter a schedule name, and set scheduling and execution options. Click **OK**.
5. Click the schedule's **Add Targets** link.
6. On the **Target By Device** or **Target By Group** tab, select devices or groups to add. Click **OK**.

Edit a Policy Schedule

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click the schedule name.

4. Click **Edit Schedule**.
5. Make changes and click **OK**

Add Targets to a Schedule

1. From the Policy List, open the policy document.
2. Click the schedule's Targets link.
3. On the **Target By Device** or **Target By Group** tab, select devices or groups to add. Click **OK**.

Remove Targets from a Schedule

1. From the Policy List, open the policy document.
2. Click the schedule's Targets link.
3. On the **Target By Device** or **Target By Group** tab, select devices or groups to remove. Click **OK**.

Delete a Policy Schedule

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Remove all target devices or groups.
 - a. Click the schedule's Targets link.
 - b. On the **Target By Device** or **Target By Group** tab, click **Deselect All**. Click **OK**.
4. On the **Schedules** tab, click the schedule name.
5. Click **Remove Schedule**. Click **OK**.

Exclude Individual Patches from a Policy (Manual Exclusions)

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click the **Patches** tab.
4. Check the **Exclude** box next to the patches you want to exclude.
5. Click the **Exclude** button.

Exclude Patch Types from a Policy (Dynamic Exclusions)

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click **Edit Policy**.
4. Type a keyword or phrase in the **Exclude** field and press **Enter**; repeat as required.
Exclusions keywords are not case-sensitive.
5. Click **Save**.

Enable Auto-refresh

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click **Edit Policy**.
4. Click Auto-refresh **Enable**, and set refresh timing and frequency.
5. Click **Save**.

Adjust Auto-refresh Schedule

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click **Edit Policy**.
4. Adjust Auto-refresh timing and frequency.
5. Click **Save**.

Disable Auto-refresh

1. From the Policy List, open the policy document.
2. If the policy is active, click the **Suspend** button.
3. Click **Edit Policy**.
4. Click Auto-refresh **Disable**.
5. Click **Save**.

Chapter 6. Get Started with Software

Use the Software-related screens to list software packages, find specific software, and view detailed package information. A BigFix software package is the collection of Fixlets used to install software on a device. The package includes the installation files, the Fixlets that install them, and information about the package itself.

Use the Software app screens to add, edit, and remove packages from your organization's software catalog. Use the multiple task feature to create packages with more than one action. For example, create a single package that can both install and uninstall a piece of software, or install it multiple ways, using different options.

The Software Package List

The screenshot shows the IBM BigFix Software Package List interface. The top navigation bar includes 'IBM BigFix', 'Devices', 'Apps', and 'Deployments'. The main header is 'Software' with 'Add Software' and 'Import' buttons. On the left, there is a 'Refine My Results' sidebar with filters for 'View Software' (With Applicable Devices), 'Operating System' (Linux, OS X, Solaris, Windows, Other), 'Publisher', 'Owned By' (Me), and 'Modified Date' (Earliest to Today). The main content area displays '114 Software Packages' with a search bar and sorting options. The table below shows a list of software packages with columns for selection, name, version, publisher, and actions.

<input type="checkbox"/>	Name	Version	Publisher	Count	Actions
<input type="checkbox"/>	console50532	9	console50532	6	0
<input type="checkbox"/>	BESRelay-9.5.4.38.x86_sol10.pkg	9	j	0	0
<input type="checkbox"/>	Uninstall 7-Zip 18.01.00.0 (x64 edition)	18.01.00.0	Igor Pavlov	2	0
<input type="checkbox"/>	tc50710	11	tc50710	6	0
<input type="checkbox"/>	tc50710	11	tc50710	6	0
<input type="checkbox"/>	tc50710	11	tc50710	6	0
<input type="checkbox"/>	TwoFilesOneFixletShared	2.1.0	TwoFilesOn...	8	0
<input type="checkbox"/>	TwoFilesOneFixletPrivate	2.1.1	TwoFilesOn...	8	0
<input type="checkbox"/>	MONoFile1FixletShared	0.1.0	MONoFile1...	8	0
<input type="checkbox"/>	MONoFile1FixletShared	0.1.1	MONoFile1...	8	0
<input type="checkbox"/>	MO1File1FixletPrivate	1.1.1	MO1File1Fix...	8	0

- **List contents reflect the operator's device and site assignments**, and whether a particular package was shared, or marked private by the owner.
- **Add Software to your catalog** with the **Add Software** link. The link does not display if the operator does not have permission to add software.

Use the **Export** and **Import** functions to transfer software packages from one BES server to another. These tools are useful if you are running multiple BigFix deployments, or want to make a backup.

- **Export** - Click to export software packages on the BES server as a zip file. The browser will prompt you to specify a directory. Multiple packages selected for export are placed in a single zip file.
- **Import** - Click to import packages created with the **Export** function. Operators who do not have permission to import packages do not see this button.



Note: Importing software packages that include text-based files may sometimes fail. The import process can change the file's SHA value and when the SHA validation check fails, the import fails. This is a known BigFix Platform bug.

Software Documents

Click a software package name to see its description, applicable devices, and deployment history. Drill further into package details using the links provided in the sidebar, and associated views. The Software Document views:

- Overview – Detailed description of software package.
- Applicable Devices – Machines eligible for this software.
- Deployments – Software deployment history.

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ActiveState-ActivePerl 5.10.1 Build 1007

Overview Applicable Devices Deployments

7 applicable devices reported ⚠️

0 open deployments

0 deployments with >10% failed

0 deployments in the last 24 hours

Deploy Software

Details

Version 5.10.1007

Publisher ActiveState

OS Windows

Size 18.06 MB

Owned By bigfix

Modified 30 Nov 2017 12:03

[Edit Software](#)

[Export Software](#)

Deployment Tasks

[Edit Deploy: ActivePerl 5.10.1 Build...](#)

[Edit Uninstall: ActivePerl 5.10.1 Buil...](#)

Available Action(s)

Deploy: ActivePerl 5.10.1 Build 1007
This task will deploy: ActivePerl 5.10.1 Build 1007

Installation Command: `msiexec.exe /i "ActivePerl-5.10.1.1007-MSWin32-x86-291969.msi" /qn`

Run Command As: System User

Download Size: 18.06 MB

[Deploy this action](#)

Uninstall: ActivePerl 5.10.1 Build 1007
This task uninstalls the ActivePerl 5.10.1 Build 1007 package from the selected endpoints.

Important Note: Uninstallation of packages may have unintentional side effects, especially when associated applications are running. Please take extra caution to qualify this action in a test environment prior to use in a production environment.

Uninstallation Command: `msiexec.exe /x "{F7B9B60F-DBB3-4116-967B-BA93E278331E}" /qn`

Run Command As: System User

[Deploy this action](#)

- Click **Deploy Software** to deploy the package.
- Edit or remove a software package from your catalog using the **Edit Software** link.
- Export the package using the **Export Software** link.
- Click a deployment task link to edit it. To learn more about task editing see, [Editing Custom Content \(on page 70\)](#).

Software Catalog Operations

This section shows how to add software to your catalog, edit software packages, and delete packages from the catalog. Note that the permissions used for adding software to the catalog and the permissions used for editing and deleting software are calculated differently.

A single BigFix console setting determines whether or not an operator has permission to add software. Permission to edit and remove software from the catalog is also affected by who owns the software package, whether it was created using the BigFix console or the WebUI, and whether a package created in the WebUI was later modified using the console. If you run into permission issues attempting to edit a software package, talk with your BigFix administrator.

Add a Software Package

To simplify package creation and editing, installation and uninstallation commands are generated automatically for supported file types. Feel free to edit these defaults, or type your own. For unsupported file types, enter the commands you want to use.

- Supported installation file types: .appv, .appx, .bat, dmg, .exe, .msi, .msp, .msu, .pkg (Mac and Solaris), .rpm.
- Supported uninstallation file types: .appv, .msi, .rpm.

Add a Software Package

1. On the **Software Package List** click **Add Software** to open the **Upload Software Package** dialog.

Where is the Software file?

No file chosen http://www.example.com/application

Download file at Task runtime ⓘ

Optional Username

Optional Password

Cancel Upload

2. Choose a local file or enter a URL to download a package. Upload the file to place it on the BigFix server, where it will remain until the package is deleted. Check the **Download file at Task runtime** box to have the file cached when the package is deployed, a useful alternative if you do not want to permanently store the file.
3. Click **Upload**.

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Add Software

Firefox 62.0.dmg 54.29 MB [Change File](#)

Software Name *
Firefox 62.0.dmg

Version *
Enter version

Publisher *
Enter publisher

Operating System * Linux OS X Solaris Windows Other

Category
+ Category

Description

B I U # Describe the current version of the software. Provide additional instructions that will aid in the deployment process.

Configuration 1 [+ Add the configuration](#)

Name *
Configuration 1

Site *
Master Action Site (Default)

Action

Install ⓘ ▼

Uninstall (Optional) ⓘ ▼

[Cancel](#) [Save](#) Complete all required fields to save software. Please correct all invalid inputs data

[Change Icon](#)

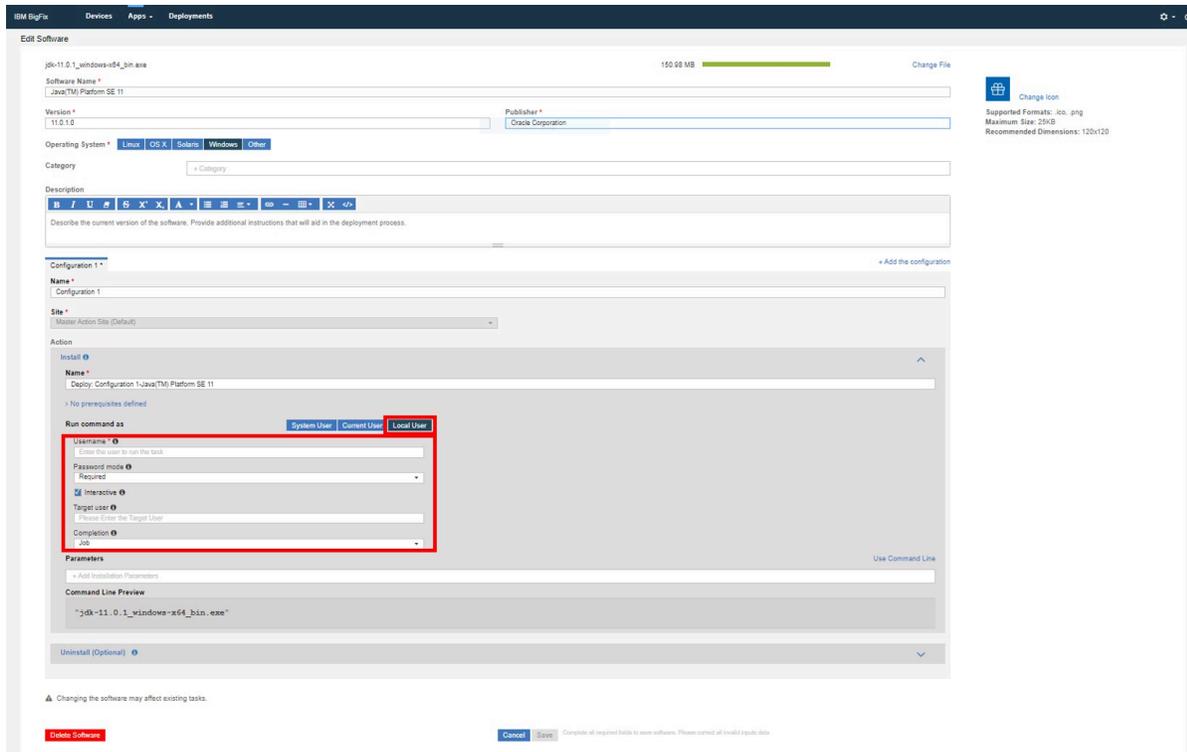
Supported Formats: .ico, .png
Maximum Size: 25KB
Recommended Dimensions: 120x120

4. Complete the catalog record. Verify, enter, or select:
 - Software Name
 - Version number
 - Publisher
 - Package Icon - To replace the default icon for the package click **Change icon**, and upload a .ico or .png file.
 - Operating System - Linux, OS X, Solaris, Windows, or Other.
 - Category - Type of software. Select one or more existing categories or type a new category name to create one.
 - Description - Describe the package and any instructions that will aid others responsible for deploying it.

- Configuration - The configuration in this context includes two operations: Install and Uninstall (optional).
 - To add the configurations:
 - Click **+ Add the configuration**. From the **Site** list, select the BigFix site where the Fixlet is stored.
 - To remove the configuration, select the configuration tab you want to remove and click **Delete**. The **Delete** button will be hidden if there is only one configuration tab.
 - On Windows systems, you can run the commands as a System User, Current User, or as a Local User. Commands that are run by BigFix Clients default to System User (On OS X, UNIX, and Linux computers, the software is installed as root). In some cases, you might want to install by using the credentials and local context of the Current User or a Local User. For details on how to set various parameters associated with Local User, see [Running deployment commands as a Local User \(on page 58\)](#).
 - Select from the list of installation parameters provided, or click **Use Command Line** to edit the installation command. Use the **Command Line Preview** to verify that it is correct and complete.
5. Click **Save** to add the package.

Running deployment commands as a Local User

This section explains the various parameters you can configure when you run a command as a local user that is different than the logged-in user.



- **Username:** Name of a user who is different than the user that is currently logged in, in either of the following formats:
 1. user@domain. Example: "myname@tem.test.com"
 2. domain\user. Example: "TEM\myname"
- **Password mode:** Defines the mode of authentication. The following options are available:
 1. **Required:** The application prompts you to enter a password, and the value you enter is passed on to the agent as a Secure Parameter.
 2. **Impersonate:** The agent searches for a session running for the user specified in **Username** and runs the command in the session of that user.
 3. **System:** The command is run as the local system account. For this option to work, the user specified in **Username** must be logged in to the system when the command is run.
- **Interactive:** Select the checkbox. The command opens the user interface of the user specified in **Username** and runs in that user's session.

- **Target user:** Optional. This option becomes active when you select **Interactive**. The command opens the user interface in the session of the user you specify in this field and runs in that session. The command runs with the primary user privileges, but the target user must be logged in to the system for the command to work.
- **Completion:** specifies whether the command must wait for the process to end.
 1. **None:** The command does not wait for the process to end. The user must be logged in to the system before the command starts running. The `SWD_Download` folder is retained if this option is selected. Deploy the `SWD_Download` folder cleanup fixlet to clean up the client computer, after the process ends.
 2. **Process:** The command waits for the process to end. This option does not require the specified user to be logged in to the system.
 3. **Job:** The command waits for the process to end. This option expects the process to do its own job control management and does not require the specified user to be logged in to the system.

Edit a Software Package

To simplify package creation and editing, installation and uninstallation commands are generated automatically for supported file types. Feel free to edit these defaults, or type your own. For unsupported file types, enter the commands you want to use.

- Supported installation file types: `.appv`, `.appx`, `.bat`, `dmg`, `.exe`, `.msi`, `.msp`, `.msu`, `.pkg` (Mac and Solaris), `.rpm`.
- Supported uninstallation file types: `.appv`, `.msi`, `.rpm`.

Edit a Software Package

1. Open the software package document that you want to update.
2. Click the **Edit Software** link in the right side panel.

3. Make any wanted changes to the package data or deployment options. For more information about each field and its options, see [Add Software Package \(on page 56\)](#).
4. Click **Save**.

IBM BigFix Devices Apps ▾ Deployments ⚙️ 🔄

Edit Software

ActivePerl-5.10.1.1007-MSWin32-x86-291969.msi 18.06 MB Change File

Software Name *
ActivePerl 5.10.1 Build 1007

Version * 5.10.1007 **Publisher *** ActiveState

Operating System * Linux OS X Solaris Windows Other

Category

Description

B I U **S X' X** **A** **≡ ≡ ≡** **🔗 - 📄** **✖ </>**

Describe the current version of the software. Provide additional instructions that will aid in the deployment process.

Task 1 **Task 2** + Add Task

Task Name *
Uninstall: ActivePerl 5.10.1 Build 1007

Site * Master Action Site (Default)

Deployment Settings

Run Command As System User Current User

Deployment Type Install Uninstall

Uninstallation Parameters Use Command Line

Uninstallation Command Line Preview

```
msiexec.exe /x "{F7B9B60F-DBB3-4116-967B-BA93E278331E}" /qn
```

Delete Task

⚠️ Changing the software may affect existing tasks.

Delete Software Cancel Save

📁 Change Icon

Supported Formats: .ico, .png
Maximum Size: 25KB
Recommended Dimensions: 120x120



Note: Packages edited in the SWD Dashboard such that the package no longer contains a file or Fixlet, cannot be edited in the WebUI.

Delete a Software Package

1. Open the Software Package document you want to delete.
2. Click the **Edit Software** link, located in the right side panel.
3. Click **Delete** in the lower left corner of the dialog, and confirm at the prompt.

IBM BigFix Devices Apps Deployments ⚙️ 🔌

Edit Software

ActivePerl-5.10.1.1007-MSWin32-x86-291969.msi 18.06 MB Change File

Software Name *
ActivePerl 5.10.1 Build 1007

Version * 5.10.1007 **Publisher *** ActiveState

Operating System * Linux OS X Solaris Windows Other

Category + Category

Description

B I U S X X A ≡ ≡ ≡ 🔗 - 📄 ✖ </>

Describe the current version of the software. Provide additional instructions that will aid in the deployment process.

📁 Change Icon

Supported Formats: .ico, .png
Maximum Size: 25KB
Recommended Dimensions: 120x120

Task 1
Task 2
+ Add Task

Task Name *
Uninstall: ActivePerl 5.10.1 Build 1007

Site * Master Action Site (Default)

Deployment Settings

Run Command As System User Current User

Deployment Type Install Uninstall

Uninstallation Parameters Use Command Line

/qn x

Uninstallation Command Line Preview

```
msiexec.exe /x "{F7B9B60F-DBB3-4116-967B-BA93E278331E}" /qn
```

Delete Task

⚠️ Changing the software may affect existing tasks.

Delete Software
Cancel
Save

Chapter 7. Get Started with Custom Content

Use the Custom Content pages to view custom content, edit tasks, and view related information, including applicable devices and deployments.

The Custom Content List

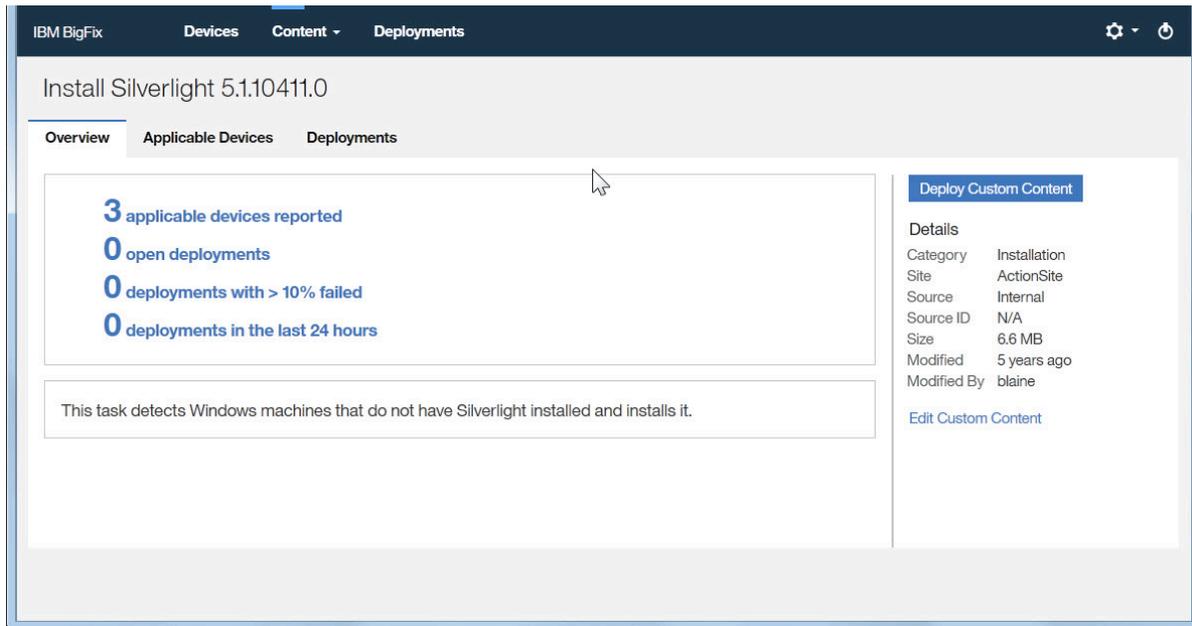
Use the filters to see specific types of content. Click on a title to open a content document.

The screenshot shows the IBM BigFix 'Custom Content' page. The top navigation bar includes 'IBM BigFix', 'Devices', 'Content', and 'Deployments'. The main content area is titled 'Custom Content' and features a 'Refine My Results' sidebar on the left and a list of 12 custom items on the right. The sidebar includes filters for Custom Content Type (Baseline, Single Task), Applicable Devices (1 selected), Category (Anti-Virus, Application Deployment, Application Maintenance, BES Client Setting, Computer Support), Site (ActionSite, af9-lib@win.duke.edu Operator Site, billday@win.duke.edu Operator Site, CDSS, delete), and Created By (Operator Name). The main list shows 12 items with columns for checkboxes, titles, applicable device counts, and deployment counts. The items are: Test Dynamic Downloads (3 devices, 0 deployments), Install Silverlight 5.1.10411.0 (3 devices, 0 deployments), Send Restart Request (2 devices, 0 deployments), Track Application: firefox.exe (2 devices, 0 deployments), Install BES Console Right-Click Options (2 devices, 0 deployments), Deploy: Perforce Visual Components (2 devices, 0 deployments), BES Client Setting: CPU Usage (2 devices, 0 deployments), Custom Windows Task (2 devices, 1 deployment), Failing Custom Fixlet (2 devices, 0 deployments), All-Platforms Custom Task (2 devices, 0 deployments), Deploy: MDS Hash Scanner (2 devices, 0 deployments), and Deploy: Google Chrome (1 device, 1 deployment). The bottom of the list has pagination controls: First, Previous, 1, Next, Last.

Common categories often include installation, configuration, software distribution, security updates, and uninstallation. The site filters display content stored in a particular site.

Custom Content Documents

Click a custom content name to see its description, list of applicable devices, and deployment history. Use the links to see details provided in the associated views.



The Custom Content views:

- Overview - detailed description of custom content.
- Applicable Devices - machines eligible for this content.
- Deployments - list of deployments for this piece of content.

If a piece of custom content involves multiple actions, as for a baseline, for example, the names of its components are listed in the Overview. For information about the differences between Single tasks and Baselines, see the [Glossary \(on page 118\)](#).

Creating Custom Content

Use the Custom Content Wizard screen to create custom content.

The WebUI application allows operators with the appropriate permissions to create new Fixlet content within the WebUI. The operator can create custom content by filling the required fields in the custom content creation wizard. The below listed fields in the custom content creation wizard are mandatory to create custom content:

- Name: Enter a desired name for the custom content.
- Relevance: Enter the required relevance.
- Action: Enter the action script.



Note: Though all the fields are not mandatory, it is recommended to enter the details in non-mandatory fields.

Creating Custom Content

- To get to the custom content creation page in the global navigation, click **Apps** > select **Custom** from the drop-down, and then click **Create Custom Content** button.

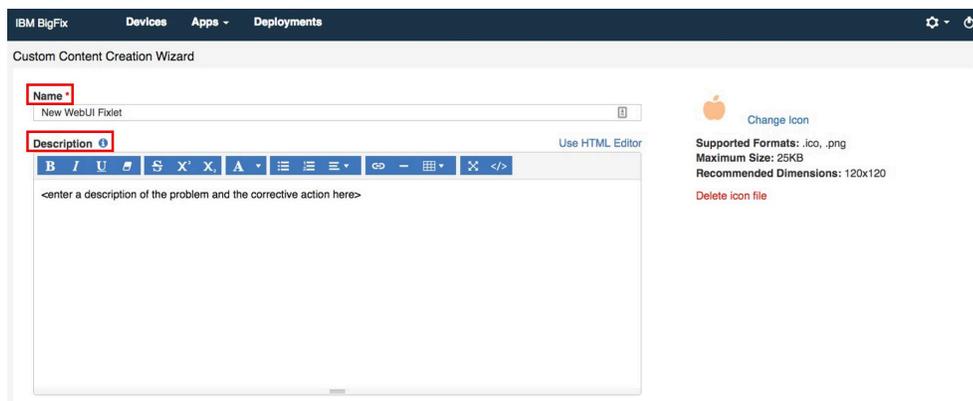
The screenshot shows the IBM BigFix WebUI interface for managing custom content. The top navigation bar includes 'IBM BigFix', 'Devices', 'Apps', and 'Deployments'. Below this, the 'Custom Content' page is displayed. A 'Create Custom Content' button is highlighted with a red box. The main content area shows a list of 29 custom items, each with a checkbox, a name, a device count, and an edit icon. The left sidebar contains various filters for refining the results, such as 'Custom Content Type' (Baseline, Self-Service Application, Single Task), 'Applicable Devices' (1), 'Category' (12, 12.1, 123, CAT, None), 'Site' (ActionSite, COOL 2 COOL, CustomBVT, nmo2 Operator Site), and 'Created By' (Operator Name).

- On the Create Custom Content Wizard screen, enter the name, add the task description, relevance, and actionscript accordingly.

Add Task Descriptions

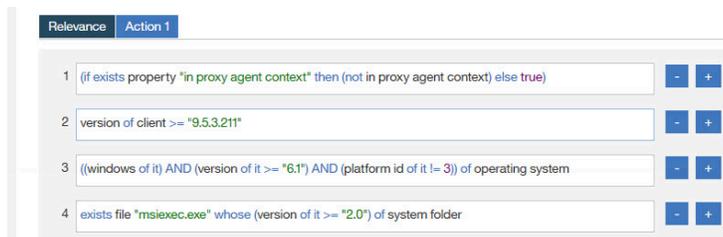
Add task descriptions using the Rich Text Format (RTF) or HTML editors; the **Use HTML Editor/Use Rich Text Editor** link toggles between them. The two editors are not kept in sync. In other words, changes made in one will not be replicated when you switch to the other. Click **Save** to save the contents of the active editor; any changes made in the other editor will be lost.

To protect against cross-site scripting attacks, text entered in the Rich Text editor is checked before it is saved. For example, style and script tags will be removed, and URLs and class/ID values might be modified or removed. Content that is created in the console is rendered accurately in the HTML editor, but might not be rendered accurately by the Rich Text editor.



Add Task Relevance

Click the boxed **+** and **-** controls to insert or remove a clause. An asterisk next to a tab name indicates that a change was made on that tab. Changes made on this page to Relevance created in the BigFix console using the Conditional Relevance option will subsequently appear in the console as Relevance clauses.



For more information about adding Relevance, see the [BigFix Console Operators Guide](#).

Add Task Actions

Use the editor on the **Custom Content Wizard** page to modify an action. A bolded tab name marks the default action. Actions cannot be added or removed using this editor.

Relevance **Action 1**

BigFix Action Script * Default Action

```

1 parameter "tempdir" = "(client folder of current site)\..\SSATemp"
2 parameter "deployssa" = "(((NOT (exists setting "_BESClient_ActionManager_UIEnableMode" whose (value of it as lo
3 parameter "upgradessa" = "(((exists key whose ((it as string = "IBM BigFix Self Service Application" OR it as string = "
4 parameter "shortcutFolder" = "(root folder of drives of system folders) as string & "\ProgramData\Microsoft\Windows
5 parameter "shortcutFile" = "((parameter "shortcutFolder") & "\My AppStore.lnk)"
6 parameter "installdir" = "(pathname of parent folder of parent folder of client)\BigFix Self Service Application"
7 parameter "configdir" = "((parameter "installdir") & "\resources)"
8
9 if (x64 of operating system)
10

```

Action Success Criteria *
Consider this action successful when:

- the applicability relevance evaluates to false.
- all lines of action script have completed successfully.
- the following relevance clause evaluates to false:

```

(((NOT (exists setting "_BESClient_ActionManager_UIEnableMode" whose (value of it as lowercase = "none") of client))

```

Add Task Properties

Use the property fields on the **Custom Content Wizard** page to add or change property information. Add information appropriate to the task, for example, Common Vulnerabilities and Exposures (CVE) ID for patch-related tasks.

Properties	
Category	Source
BigFix Internal Custom Fixlets	WebUI
Source Severity	Source Release Date
Important	2019-03-11 ✕
CVE IDs	Download Size
	53.2 MB
Site *	
Enter Site Name	
kooching is kool	
Custom Site 2	
Administración de programas	
ActionSite	
Save	

- Category - Type of task, for example, patch or software distribution.
- Download size - Used when a file is distributed with the task (as for software, or a patch).
- Source - Source of associated file, for example, a patch from Microsoft.
- Source Release Date - Date a piece of software or patch was released.
- Source Severity - Describes the level of risk associated with the problem fixed by a patch.
- CVE IDs - The CVE ID system number of a patch.
- Site – Custom content is saved to the selected site.

! **Important:** Non-Master Operators can only save to their operator site and to the custom content sites that they have write permission.

! **Important:** Master Operators can only save to custom site and the master action site.

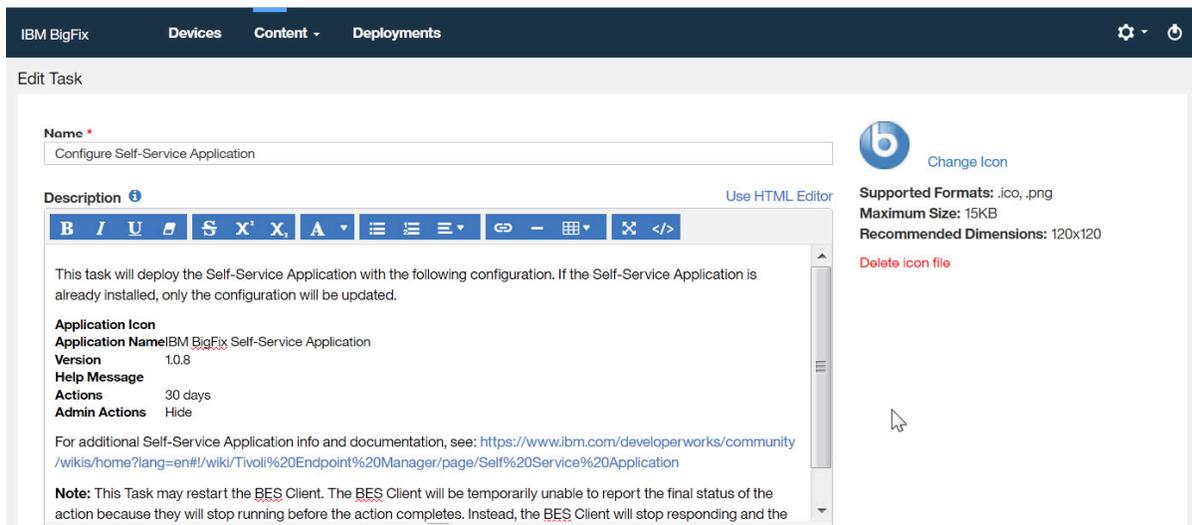
Editing Custom Content

Use the Edit Task screen to edit custom content.

You can also,

- Add or change an icon.
- Edit Relevance - add and remove Relevance clauses.
- Edit Action Script - add or change an action and success criteria.
- Delete a task.

The link to the **Edit Task** page appears on custom content and software package documents when an operator has permission to edit tasks. The **Edit Task** page does not currently provide the full editing capabilities of the BigFix console. For example, it cannot be used to add actions, change script type, or include action setting locks. Use the BigFix console to edit baselines. Tasks that are created in the Profile Management application must be edited by using the Profile Management application.



Edit Task Descriptions

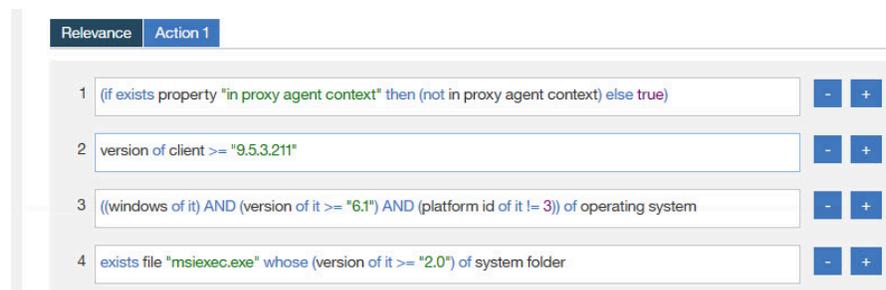
Edit task descriptions using the Rich Text Format (RTF) or HTML editors; the **Use HTML Editor/Use Rich Text Editor** link toggles between them. The two editors are not kept in sync.

In other words, changes made in one will not be replicated when you switch to the other. Click **Save** to save the contents of the active editor; any changes made in the other editor will be lost.

To protect against cross-site scripting attacks, text entered in the Rich Text editor is checked before it is saved. For example, style and script tags will be removed, and URLs and class/ID values might be modified or removed. Content that is created in the console is rendered accurately in the HTML editor, but might not be rendered accurately by the Rich Text editor.

Edit Task Relevance

Use the editor on the **Edit Task** page to edit Relevance. Click the boxed **+** and **-** controls to insert or remove a clause. An asterisk next to a tab name indicates that a change was made on that tab. Changes made on this page to Relevance created in the BigFix console using the Conditional Relevance option will subsequently appear in the console as Relevance clauses.



For more information about editing Relevance, see the [BigFix Console Operators Guide](#).

Edit Task Actions

Use the editor on the **Edit Task** page to modify an action. A bolded tab name marks the default action. Actions cannot be added or removed using this editor.

Relevance
Action 1

BigFix Action Script * Default Action

```

1 parameter "tempdir" = "{client folder of current site}\..\SSATemp"
2 parameter "deployssa" = "(((NOT (exists setting "_BESClient_ActionManager_UIEnableMode" whose (value of it as lo
3 parameter "upgradessa" = "(((exists key whose ((it as string = "IBM BigFix Self Service Application" OR it as string = "
4 parameter "shortcutFolder" = "{(root folder of drives of system folders) as string & "\ProgramData\Microsoft\Windows
5 parameter "shortcutFile" = "{(parameter "shortcutFolder") & "\My AppStore.Ink}"
6 parameter "installdir" = "{pathname of parent folder of parent folder of client}\BigFix Self Service Application"
7 parameter "configdir" = "{(parameter "installdir") & "\resources}"
8
9 if {x64 of operating system}
10 < [ ] >
```

Action Success Criteria *

Consider this action successful when:

- the applicability relevance evaluates to false.
- all lines of action script have completed successfully.
- the following relevance clause evaluates to false:

```
(((NOT (exists setting "_BESClient_ActionManager_UIEnableMode" whose (value of it as lowercase = "none") of client)))
```

Edit Task Properties

Use the property fields on the **Edit Task** page to add or change property information. Add information appropriate to the task, for example, Common Vulnerabilities and Exposures (CVE) ID for patch-related tasks.

Properties	
Category	Source
BigFix Management	Unspecified
Source Severity	Source Release Date
Unspecified	2017-06-12 ✕
CVE IDs	Download Size
	55.22 MB

- Category - Type of task, for example, patch or software distribution.
- Download size - Used when a file is distributed with the task (as for software, or a patch).
- Source - Source of associated file, for example, a patch from Microsoft.
- Source Release Date - Date a piece of software or patch was released.
- Source Severity - Describes the level of risk associated with the problem fixed by a patch.
- CVE IDs - The CVE ID system number of a patch.

Chapter 8. Get Started with BigFix Query

Use the BigFix Query feature to retrieve data from endpoints through a dedicated query channel, where the memory available on each Relay minimizes the impact to normal BigFix processing.

You can use BigFix Query to:

- Query individual computers, manual computer groups and dynamic computer groups
- Test Relevance expressions as you develop the content
- Export query results to a comma-separated value (.csv) file
- Create a library of custom queries and keep the collections private or share them with others

Users and roles

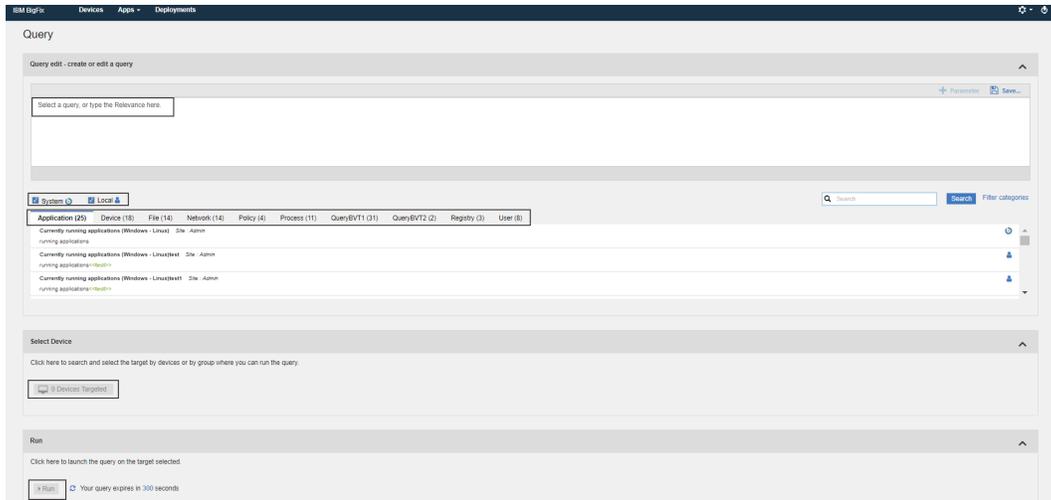
The Master Operator creates custom sites to host queries, and assigns access to BigFix Query Operators and Content Creators. This allows Content Creators to save queries on the custom site, group queries in to categories, and make them available to operators.

Content Creator

As a Content Creator, you can use BigFix Query to do the following tasks:

- Filter queries by selecting or unselecting system and local queries
- Load, hide, delete, or reload sample queries into your operator site
- Customize queries and build your own queries
- Save queries on a new site or with a new name and make them available to the operators to access it
- Select and filter target devices to run the query
- Switch to operator view to enter values for the parameters used in the Relevance expression of a query
- View the results of the query and save them to a .csv file
- Open a device document from query results to investigate or apply a fix

The following graphic shows the main Query editor page for a Content Creator:



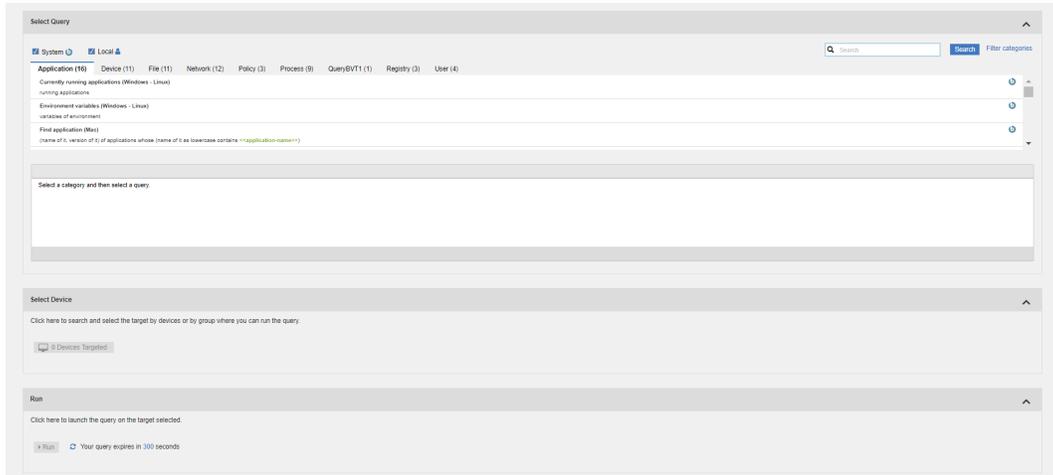
Operator

As an Operator, you can use BigFix Query to do the following tasks:

- View the queries that a Content Creator shared with you
- Filter, search, or select a query
- View query descriptions
- Filter and select target devices
- Run a query
- Enter values for the parameters used in the Relevance expression of a query
- View query results and save them to a .csv file, if you have the required permission
- Open a device document from query results to investigate or apply a fix

Operators cannot create or delete queries and cannot view Relevance expressions.

The following graphic shows the main Query editor page for an Operator:



For details on the editor and how to use custom queries, see [Building a query \(on page 83\)](#).

For information about the different types of users that can use BigFix Query, see [Permissions for BigFix Query](#).

About Accordions

The sections in BigFix Query page is organized with accordions to provide a better visibility of the tasks to retrieve data from endpoints.

- Query edit - create/edit query: This section allows you to view, edit, and create a query; search and filter queries
- Select device: This section allows you to select your target/endpoints
- Run: This section allows you to run the selected query on the selected target and fetch results

About Search

You can search for queries by using basic **Search** and **Advanced Search** features.

To perform a basic search, enter a search string and click **Search**. This lists the queries that contain the specified string in the query title.



Note: The application displays entries from your previous searches if they match the current search string. If the number of entries in the search history is more than four, click **More** to view additional search results.

To perform an advanced search and find a string in Relevance expressions along with the query titles:

1. Enter the search string, and click **Advanced Search**.
2. Select the categories from the list to refine the search.



Note: All categories are selected by default. To refine your search, clear check boxes against unwanted categories.

3. Click **Save** to save your selection for future searches.

This lists the queries that contain the specified string in the query titles and/or in the Relevance expressions.

About Filters

Filter the queries based on creation type.

Select the **System** check box to view only the sample queries loaded from the database.

Select the **Local** check box to view only the custom queries.

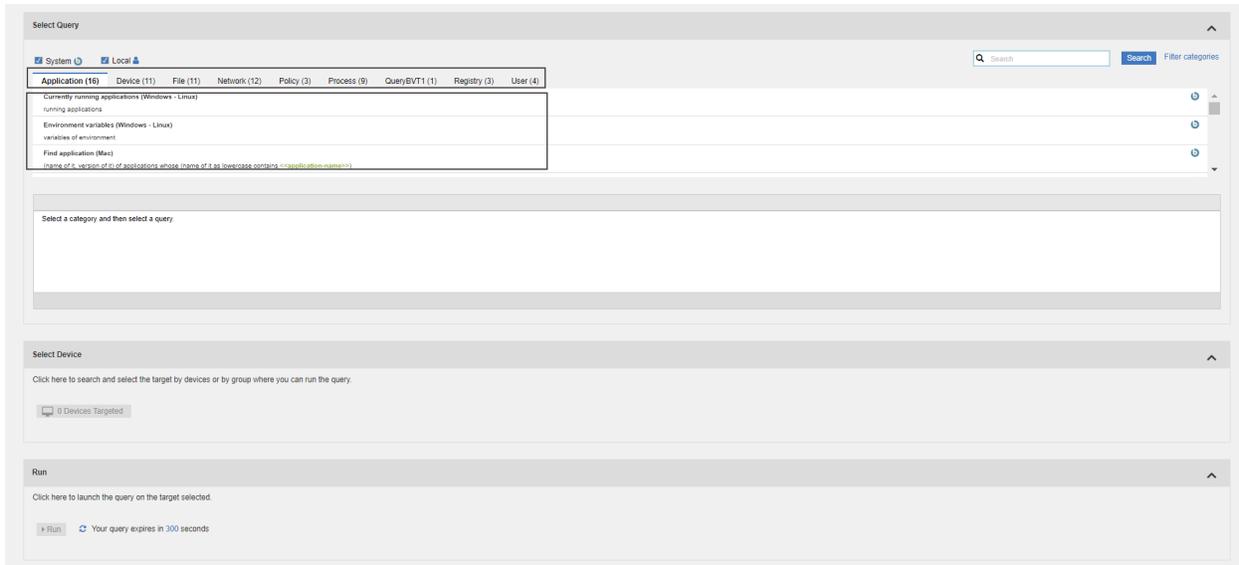


Note:

- To view both sample and custom queries, select both **System** and **Local** check boxes.
- If you clear both **System** and **Local** check boxes, the query app displays both sample and custom queries.

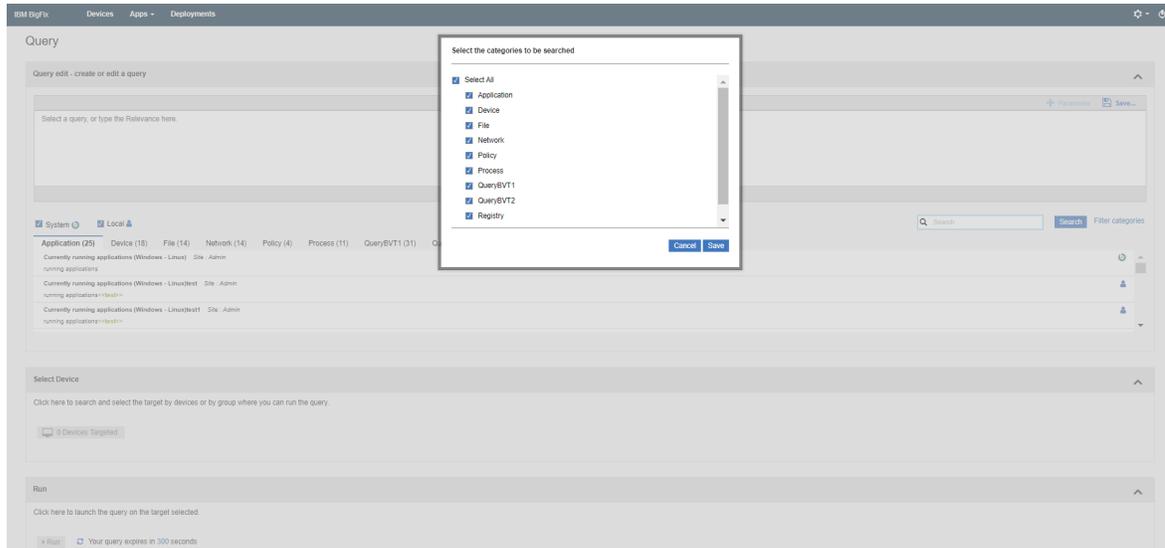
About Categories

With Categories, Content Creators can group queries according to their needs. Content Creators can create, populate, and delete categories, while Operators can only show or hide categories. To add the sample queries to individual categories, click **Load Sample Queries**.



- The category cards display alphabetically from left-to-right, row by row. Query titles are listed alphabetically in each category.
- Each query must be saved in at least one category and each category can contain queries hosted by different sites.
- To delete a category, a Content Creator must delete all queries in the category.

- To create a category, a Content Creator must specify a name for the category name when saving a query.
- To filter queries by category, click Filter categories, select the desired categories, and click Save. Only queries that are relevant to the selected categories are displayed.



About queries and sites

Each query is uniquely identified by the combination of its title and the name of the site that is hosting the query. If you change either of these two values, a copy of the query is automatically created. If you create a copy of a query in a different site, you must apply subsequent updates to each copy individually.

You can save queries only to sites to which you have access as assigned by a Master Operator. These sites can be either of the following:

- Custom sites created by a Master Operator to share it with Operators.
- Operator sites, if the Content Creator is a Non-Master Operator.



Note: Preexisting queries are not automatically imported into the current BigFix Query release. However, they are still available as dashboard variables. You can access them using the REST API dashboard variable resource, as documented on the following page <https://developer.bigfix.com/rest-api/api/dashboardvariable.html>.

To learn more about BigFix Query, visit the following links:

- [Getting client information by using BigFix Query](#)
- [BigFix Query requirements](#)
- [BigFix Query restrictions](#)
- [Who can use BigFix Query](#)
- [How to run BigFix Query from the WebUI](#)
- [How BigFix manages BigFix Query requests](#)

Running a sample query

System queries are sample queries that are marked with the BigFix icon. As Content Creators, you can load, hide, delete, and reload sample queries in operator sites.

BigFix provides sample queries under the categories Applications, Files, Devices, Networks, Processes, Registry, Policies, and Users.



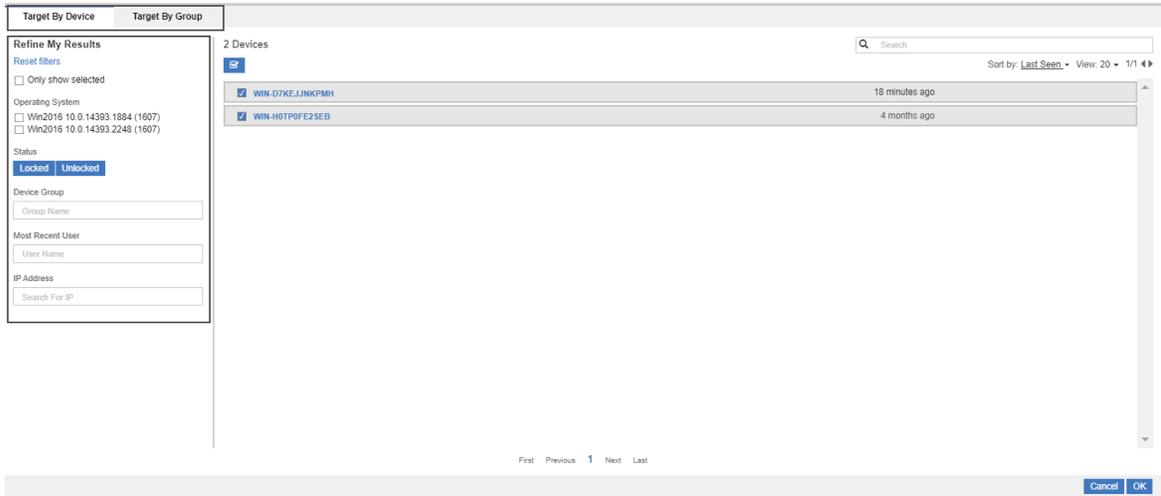
Note: If multiple content creators save a copy of query with the same name and category in different sites, the application creates multiple instances of the query.

To run a sample query, do the following steps:

1. Click on a category tab.

The screenshot displays the 'Select Query' interface in the BigFix WebUI. At the top, there are tabs for 'System', 'Local', and 'Application (18)'. A search bar is located on the right side. Below the tabs, a list of queries is shown, with the 'Application' category selected. The list includes queries such as 'Currently running applications (Windows - Linux)', 'running applications', 'Environment variables (Windows - Linux)', 'variables of environment', and 'Find application (Mac)'. Below the list, there is a 'Select Device' section with a search bar and a '0 Devices Targeted' indicator. At the bottom, there is a 'Run' section with a 'Run' button and a note 'Your query expires in 300 seconds'.

- From the listed queries, select a query to display it in the editor.
- If the query has parameters, enter the parameter values or accept the default values, if provided. You must use the Operator View to specify parameter values at run time. For more information, see [Managing parameters in queries \(on page 87\)](#).
- Click **Devices Targeted** to open the target list. To select the list of targets to display, click either **Target By Device** or **Target By Group**.



- Specify the target where you want to run the query. You can select individual devices, manual computer groups or dynamic computer groups. The targets are listed as per the permissions of the user. Master Operators see all devices and groups. Non-Master Operators might see a subset of the complete list. Use the sort, search, and filtering functions to quickly locate targets. For a detailed description, see [Meet the WebUI \(on page 3\)](#).

- To find a specific device or group, enter its name in the **Search** field.
- Sort a list of devices by device name or the time last seen. Sort a list of groups by group name, or member count.
- Use filters to locate devices with specific properties. Click the funnel icon to open and close the filter panel.

When the device or group selection is complete click **OK** to return to the editor. The **Devices Targeted** button displays the total number of devices selected.



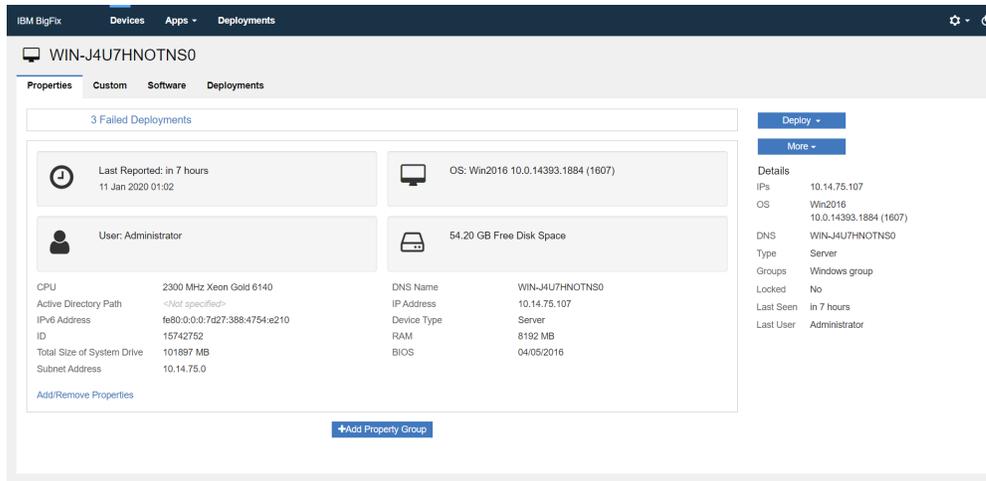
Note: When pairing queries and targets, keep in mind that queries that are concise and limited in scope run most efficiently. Broad queries return larger data sets and use more resources.

6. To run the query, click **Run**. If you want to cancel the query, you can do it while the results are loading.
7. Review your results. Devices report in real time, and new arrivals are appended to the list as clients report in.

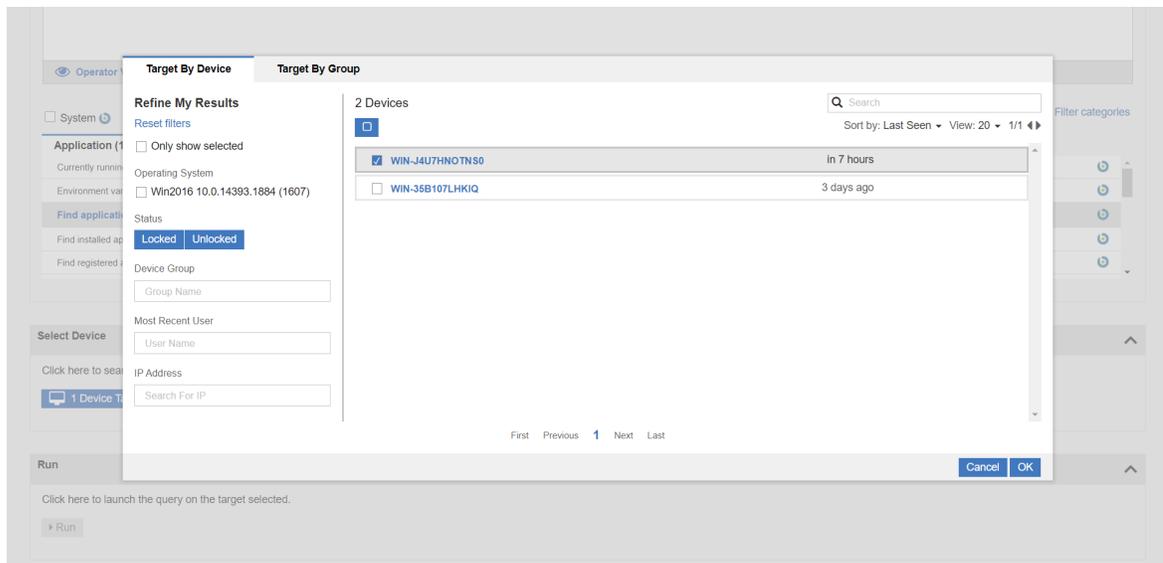
Device	Results
WIN-D7KE.JUNKPMH	winlogon.exe 10.0.14393.2007 Windows Logon Application 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	lsass.exe 10.0.14393.1770 Local Security Authority Process 10.0.14393.1770 (rs1_release.170917-1700) Microsoft Corporation
WIN-D7KE.JUNKPMH	svchost.exe 10.0.14393.0 Host Process for Windows Services 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	LogonUI.exe 10.0.14393.0 Windows Logon User Interface Host 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	dwm.exe 10.0.14393.0 Desktop Window Manager 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	spoolsv.exe 10.0.14393.2097 Spooler SubSystem App 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	dns.exe 10.0.14393.1794 Domain Name System (DNS) Server 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	BESWebReportsServer.exe 9.5.11.164 Server component for IBM BigFix 9.5.11.164 IBM Corp and HCL Technologies Limited
WIN-D7KE.JUNKPMH	BESRootServer.exe 9.5.11.164 Server component of IBM BigFix 9.5.11.164 IBM Corp and HCL Technologies Limited
WIN-D7KE.JUNKPMH	GatherDB.exe 9.5.11.164 GatherDB component of IBM BigFix 9.5.11.164 IBM Corp and HCL Technologies Limited
WIN-D7KE.JUNKPMH	inetinfo.exe 10.0.14393.0 Internet Information Services 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	myService.exe 1.0.10.0 Commons Daemon Service Runner 1.0.10.0 Apache Software Foundation
WIN-D7KE.JUNKPMH	FillDB.exe 9.5.11.164 FillDB component of IBM BigFix 9.5.11.164 IBM Corp and HCL Technologies Limited
WIN-D7KE.JUNKPMH	vmtoolsd.exe 10.2.1.4164 VMware Tools Core Service 10.2.1.4164 VMware, Inc.
WIN-D7KE.JUNKPMH	VGAAuthService.exe 14.0.0.41784 VMware Guest Authentication Service 10.2.0.41784 VMware, Inc.
WIN-D7KE.JUNKPMH	snmp.exe 10.0.14393.351 SNMP Service 10.0.14393.0 (rs1_release.160715-1616) Microsoft Corporation
WIN-D7KE.JUNKPMH	prunsrv.exe 1.1.0.0 Commons Daemon Service Runner 1.1.0.0 Apache Software Foundation
WIN-D7KE.JUNKPMH	sqlwriter.exe 11.0.7001.0 SQL Server VSS Writer - 64 Bit 2011.0110.7001.00 ((SQL11_PCU_Main)170815-1011) Microsoft Corporation
WIN-D7KE.JUNKPMH	sqlbrowserservice.exe 11.0.2100.60 SQL Browser Service EXE 2011.0110.2100.060 ((SQL11_RTM)120210-1846) Microsoft Corporation

[Download](#) 1 - 19 of 51

- To switch to full screen mode and see more results, click the **Expand** icon . Click the icon again, or press the **Escape** key, to exit from full screen mode.
- The icons in the lower right corner of the list show the row totals, and the number of devices that reported so far.
- To save the results to a file in comma-separated values (.csv) format, click the **Download** button. For easy identification of the file, consider including the date and some descriptive information in the file name.
- To open a device's document, click the device name.



- From the device document, click **More** and select **Query** to return to the query editor with that device targeted for a query.
- From the query editor, click **Device Targeted** to view the device list.



Building a query

Working with local/custom queries. The queries created by Content Creators are local/custom queries and are marked with the operator icon. Content Creators can create, load, run, hide, delete, and reload local queries in their operator sites.

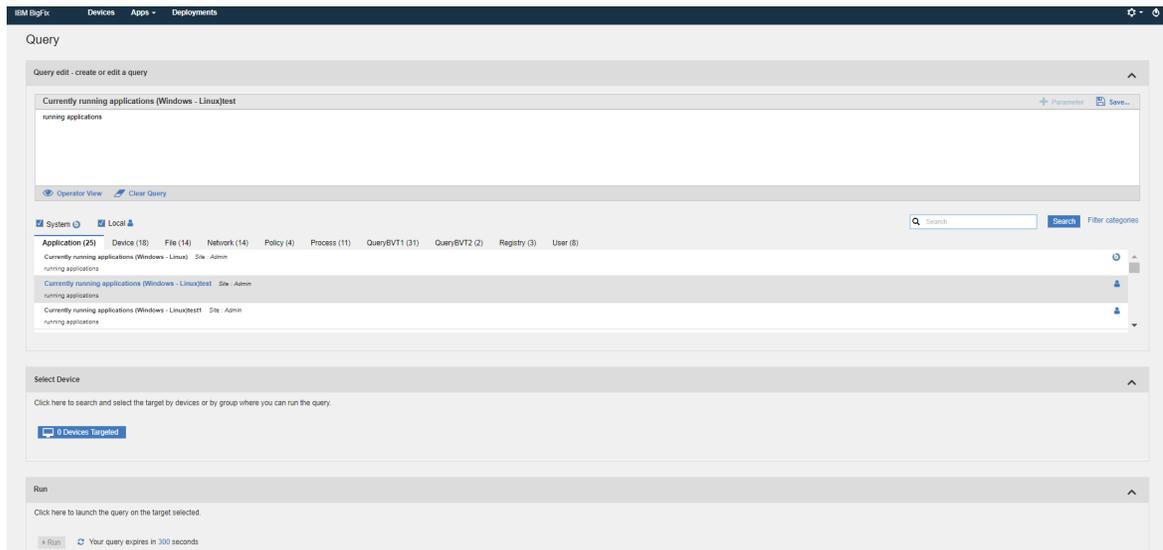
Creating or editing a query

A Content Creator can create a new query in the following ways:

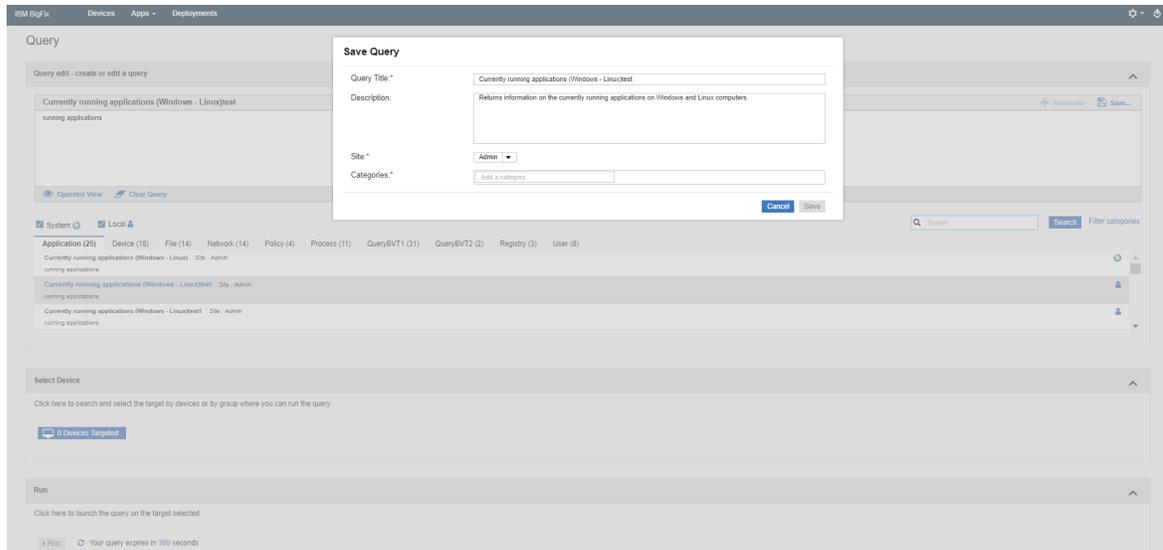
- Enter the Relevance expression in the Query editor and save it
- Create a copy of an existing query and edit as needed

To create or edit a query:

1. In the query editor, ensure you are in Admin View.



2. Enter the Relevance expression in the editor.
 - a. To edit an existing query, select the desired query under a category. This displays the Relevance expression in the editor which you can edit. You can also click **Clear Query** to enter your Relevance expression.
3. Add parameters to the Relevance expression, if required. For details about parameters, see [Managing parameters in queries \(on page 87\)](#)
4. Click **Save**.



- Enter a descriptive title for the query
- Select a site that you are allowed to access and host the query on.
- Specify at least one category for the query. If you enter a new name in the Categories field, a new category is created.
- Click **Save**.



Note:

- It is recommended to be familiar with the Relevance language to build queries. To learn more about the Relevance language, see [BigFix Developer](#).
- Writing Relevance expression in the query editor is similar to writing Fixlets in the BigFix Console using the Relevance language. Concise queries that are limited in scope run most efficiently. Broad, general queries that return large data sets consume more resources. Problems associated with poorly performing Relevance in the Console can also occur in the Query editor.

Create copy of an existing query

A query is uniquely identified by its title and the site on which it is saved. To create a copy of a query, change either the title or the site of the query.



Note: If multiple content creators save a copy of a query with the same name and category in different sites, Master Operators might see multiple instances of the same query under a category.

To see who last edited a query, hover the cursor over the operator icon of the query.

Deleting a query

To delete a query, select the query and click the **Delete Query** icon against it.



Note:

- Operators cannot delete queries.
- Master operators/Content Creators can delete the custom queries only and not the system queries.

Using Client Context

As a content creator, you can enable the **Evaluation by Agent** flag to save a specific query and use the client context. Enabling the **Evaluation by Agent** flag and running a query helps you to retrieve accurate data from the client.

By default, the Queries are evaluated by Client Debugger. You can change it by using the `_WebUIAppEnv_USE_CLIENT_CONTEXT` client setting . If this setting is set to 1, the **Evaluation by Agent** flag is enabled. The value for each query can be overwritten only by the content creator. You can save the individual query by enabling the **Evaluation by Agent** flag, which allows an operator to use the client context.



Note: **Evaluation by Agent** flag is available only in BigFix Platform version 9.5.13 and later.

Managing parameters in queries

As a Content Creator, you can add parameters to a query to customize it at run time. Operators are prompted to assign values to the parameters when they run the query, but they cannot see the Relevance expression.

- To add a parameter, do the following steps:
 1. In the query editor, ensure you are in Admin view for the **+ Parameter** button to be enabled.
 2. In the Relevance expression, place the cursor at the point where you want to add the parameter and click **+ Parameter**.



3. Enter **Parameter ID**, **Parameter Label**, and **Default Value** and click **Save**.

The parameter is added to the Relevance expression.

Parameters with a default value are displayed in green, and parameters without a default value are displayed in blue.

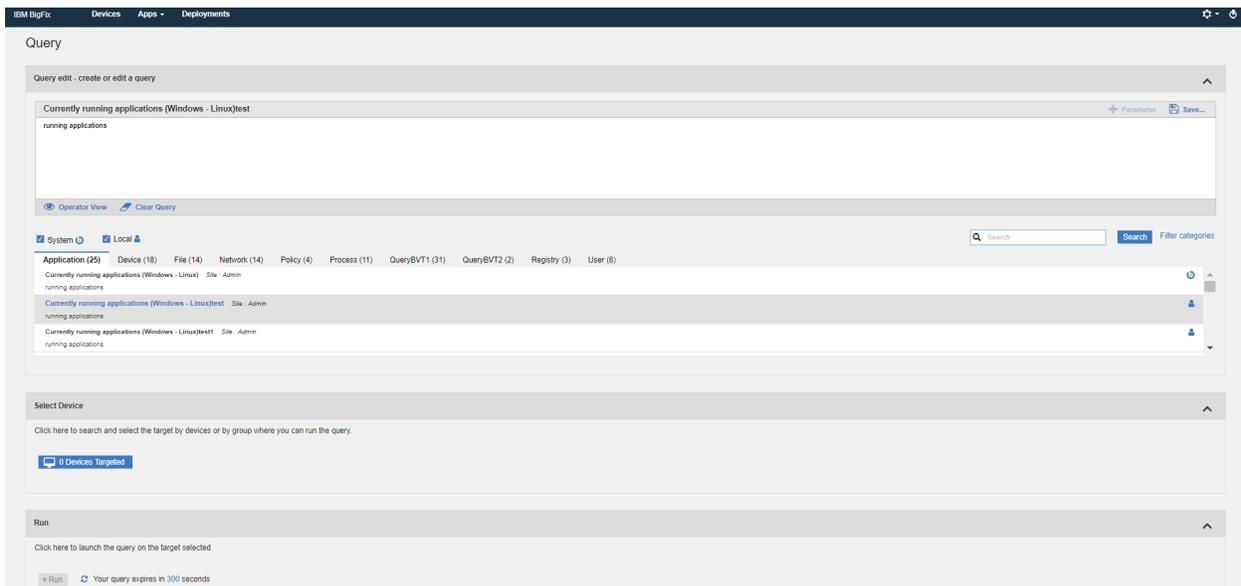


- To reuse a parameter, do the following steps:
 1. Click **+ Parameter** and enter the Parameter ID that you want to reuse; the Parameter Label and Default Value fields are populated automatically.
 2. To insert that parameter into the Relevance expression, click **Save**.
- To see the definition of a parameter, click on the parameter in the query editor.



- To delete a parameter from a query, select the parameter in the query editor, and press the Backspace or Delete key.
- To assign a value to a parameter (that does not have a default value) at run time as a Content Creator, click **Operator View**.

The following graphic shows how a Content Creator sees a query with parameters in the **Admin View**:



To review what Operators see when they select the query, click **Operator View**.

To return to the query editor, click **Admin View**.

Chapter 9. Take Action: The Deploy Sequence

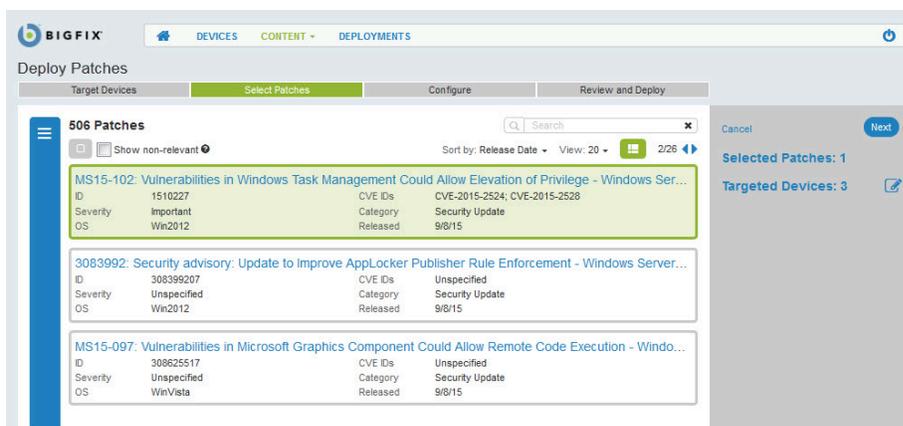
To deploy means to dispatch content to one or more endpoints for execution, for example, to update a patch, install software, or restart a machine. Collectively, the screens that are used to create deployments are collectively called the Deploy Sequence. The workflow is straightforward; you might find it similar to making a purchase online.

Deploy Sequence Summary

In summary:

1. Select devices or content for deployment.
2. Select content or device targets.
3. Configure deployment options.
4. Review and deploy.

Prompts, status information, and selection tallies are shown in the side panel. At the top of the page the status bar reflects your location in the deploy sequence. Embedded help (question mark icon) is available for some options.



The screenshot shows the BIGFIX interface for the 'Deploy Patches' step. The top navigation bar includes 'DEVICES', 'CONTENT', and 'DEPLOYMENTS'. The main area displays a list of patches with columns for ID, Severity, OS, CVE IDs, Category, and Released. Three patches are visible, with the first one highlighted. A side panel on the right contains a 'Next' button and status information: 'Selected Patches: 1' and 'Targeted Devices: 3'. A question mark icon is also present in the side panel.

Proceed to the next screen.

Review or change your selections.

Use the search, sort, and filtering tools to locate devices and content.

- **Target Limits.** An administrator can limit the amount of content that can be deployed at one time, and the number of devices you can deploy to or query at the same time. If you exceed it, a message displays until you reduce your selections to within the acceptable range. The message includes the target limit, for example, *"You have exceeded the maximum of 3 devices per deployment."*



Note: If there is a target limit defined, the Non-Master Operators (NMOs) affected cannot deploy actions using the *Target by Group* option.

- **Not all content can be deployed.** If non-deployable content (such as an audit action) is selected, you will be prompted to remove it from the deployment.
- **No Default Action** – If content without a default action is selected, you will be prompted to choose one.
- **Action Parameters Required** – If content that requires a parameter is selected, you will be prompted to supply one.

Deploy Procedure

1. Select devices or content for deployment; click **Deploy**.
 - Use the List views, filter, and search tools to find the records you want.
 - Review the content documents to ensure that you understand their effects.
2. Select content or device targets, respectively; click **Next**.
 - Use the lists, filters, and search tools, and review device and content documents as needed.
 - Alternatively, you can deploy an action directly from the Software Document as described in [Software Documents \(on page 54\)](#).
3. If the "Require decision" or "Non-deployable" prompts display, one or more actions require input.

DEPLOYMENTS bigfix

Configure Review and Deploy Fix the error below to proceed

Cancel Next

Selected Tasks: 3
 2 require decision
 1 non-deployable

Targeted Devices: 1

Server 2003 SP2 - Add support for stronger AES cipher su...
 CVE IDs Unspecified
 Category Hotfix
 Released 3/24/15

Book Could Allow Remote Code Execution - Windows Server...
 CVE IDs CVE-2010-3147
 Category Security Hotfix
 Released 12/13/10

Previous 1 Next Last

One or more actions require attention.

The Selected actions link will say Tasks, Patches, or Software, depending on the content you are working with.

a. Click the **Selected** actions link (Tasks, Patches, or Software) to open the Decision dialog.

4 Software Packages

Software: Action:

IBM BigFix Client	Deploy: IBM BigFix Client
BESAgent-9.5.0.297.ppc64_aix61.pkg	-Select an action-
To reorder the content, hold and drag it to a new position. Remove	
setup-x86.exe	Deploy: setup-x86.exe
s	Deploy: s

Remove All (4) Cancel Apply

Click and drag to reorder actions.

Hover over an action to display the option to remove it from the cart.

Supply a parameter for this action.

 **Note:** Multiple Action Groups can be reordered by clicking and dragging individual actions. This is a feature of the BigFix® WebUI that cannot be performed in the traditional BigFix® console.

- i. Specify any missing default actions.
 - Fixlets with no default and multiple actions:
 1. Select an action from the drop-down list. For example, a single software package might be used to both install and uninstall an application.
 - Fixlets with no default and a single action:
 1. Review the content document. The Fixlet® author is saying, "Proceed with caution." Pay close attention to any Notes®, Warnings, or Known Issues in the document and make an informed decision.
 2. To remove the action, click the x next to its name. To deploy the action, select "Click here to initiate the deployment process" from the drop-down list.
 - ii. Enter action parameters as required.
 1. Select the action that is presented in the drop-down list to display the **Enter Parameters** link.
 2. Click **Enter Parameters** and type in the required information, such as a path name or service name.
 - iii. Remove any non-deployable actions, such as audits or superseded patches.
- b. Click **Apply** to return to the deploy sequence.
 - c. Click **Next** to open the Configuration page.
4. Select configuration options for the deployment; click **Next**. See [Configuration Options \(on page 93\)](#) for descriptions of each option.

Target Devices **Configure**

Start Time: 11/30/2016 12:44 PM End Time: 12/3/2016 12:44 PM Open-ended deployment ⓘ

Client Time UTC Time Client time is the local time of the client's device.

Stagger deployment start times to reduce network load

Send this as an offer ⓘ

ONLY to Software Distribution Client dashboard

Notify users of offer availability

Offer description:

B *I* U ~~S~~ [List Icons] [Link Icon]

This task will deploy: Google Update

Installation Command: "ChromeStandaloneSetup64.exe"

Run Command As: System User

Download Size: 47.92 MB

Type more information about this offer in this box.

Download required files now ⓘ

Force restart

5. Review your selections. Use the **Edit** icon to make any adjustments.

6. Click **Deploy**.

7. Monitor deployment results with the Deployment views.

Configuration Options

The deployment options are listed below. Some options may not be available on your system, depending on how your BigFix administrator has configured it.

Set Start and End Time

Schedule a deployment to start at a specific time, for example, to reduce network load and device-holder inconvenience. When scheduling across time

zones you can schedule actions to start in the past, relative to your own time zone.

Open-ended deployment

An open-ended deployment has no end date. It runs continuously and checks whether endpoints comply. For more information, see the [Glossary \(on page 118\)](#).

Client time or UTC time

Further refine when a deployment runs. Client Time is the local time on a BigFix client's device. Coordinated Universal Time is the primary standard for regulating clocks and time worldwide.

Stagger deployment times to reduce network load

Enter an interval in hours and minutes.

Send this as an offer

Allow device owners to accept or decline an action, and to control when it runs. For example, whether or not to install an application, or to run an installation at night rather than during the day.



Note: Do not send an offer as an open-ended deployment. Open-ended offers can cause problems for device owners, such as an optional piece of software they cannot permanently remove.

Offer options:

- **ONLY to the Software Distribution Client dashboard** - Display software offers on the Client UI's Software Distribution Client Dashboard when it is enabled on the device, and the Self-Service Application is not enabled. When the Self-Service Application is enabled, all offers display there.

- **Notify users of offer availability** - Include a notification on the endpoint that a new offer is available.
- **Offer Description** - Defaults to the Fixlet description, which can be amended or changed. If the offer contains multiple actions the name of each component is included.

Download required files now

Pre-cache deployment-related files, transferring them from a vendor's server to a BigFix server before deployment. Save time when working with large files or a tight maintenance window by completing this part of the job first.

Send a Notification

Trigger an email alert when a deployment fails or completes. Enter one or more recipients in the **To:** field, separating multiple addresses with a comma.

- **Send on Failure** - enter a threshold value (1 - 250,000) to receive an email if the deployment fails on the specified number of devices.
- **Send on Completion** - check the box to receive an email when the deployment completes on all targets. Note: this notification option is not available when targeting computer groups.

Force restart

Force a restart on an endpoint following a deployment, and offer the device holder a chance to restart the device themselves at convenient time. Set the restart to occur:

- Immediately (following completion of the deployment)
- 1 day later
- 7 days later
- 15 days later

Send a default message or enter your own. For example, *"Your system administrator requests that you restart your computer, please save your work and restart. Your device will restart automatically in 7 days."*

Run all member actions of action group regardless of errors

Multiple Action Groups only. Actions in a multiple action group run sequentially and stop on the first action that fails. Check this box to instruct the MAG to ignore a failure and proceed to the next action. Use this option when the actions in a MAG do not depend on the actions that precede them.

Chapter 10. Get Started with Deployments

Use the Deployment views to monitor and verify completion of BigFix deployments.

The Deployment List

View a list of all deployments, create customized deployment summary reports to review the detailed information about each deployment.

The colored bars on the Deployment list summarize the status of each deployment. Use the filters to find specific deployments by type.

The screenshot shows the BigFix web interface for the 'Deployments' section. On the left, there is a 'Refine My Results' sidebar with various filters. The main area displays a list of 38483 deployments, with the first five shown in detail. Each deployment entry includes a title, ID, state, start/end times, targeting information, and a progress bar indicating 100% completion. The progress bars are green, signifying successful deployments.

Refine My Results

Reset filters

Failure Rate: 0% or More Fewer

Deployment State: Open Expired Stopped

Application Type: Patch Software Other

Deployment Type: Single Group

Issued By: Me

Issued Date: Earliest - Today

Deployment Date Range: Earliest - Today

Additional Behaviors: Has User Messaging Will Restart Open-ended Offer

38483 Deployments

Sort by: Issued Date View: 20 3/1925

Apple iTunes 11.1.3.8 Available - Windows XP/2003/Vista/2008/Win7, ... Single Other
ID: 251396 Targeting: Static 100% ✓
State: Expired Issued: 12/6/13 8:56 AM
Start: 12/6/13 11:56 AM Client Time Issued By: bt28
End: 12/8/13 11:56 AM Client Time

Updated Windows Client - IBM Endpoint Manager version 9.0.787.0 N... Single Other
ID: 251395 Targeting: Static 100% ✓
State: Expired Issued: 12/6/13 8:54 AM
Start: 12/6/13 11:54 AM Client Time Issued By: bt28
End: 12/8/13 11:54 AM Client Time

Block Automatic Delivery of IE 11 - Windows 7 SP1/2008 R2 SP1 (x64) Single Patch
ID: 251394 Targeting: Static 100% ✓
State: Expired Issued: 12/6/13 8:52 AM
Start: 12/6/13 11:52 AM Client Time Issued By: bt28
End: 12/8/13 11:52 AM Client Time

Flash Player 11.9.900.152 Available - Internet Explorer Single Other
ID: 251393 Targeting: Static 100% ✓
State: Expired Issued: 12/6/13 8:51 AM
Start: 12/6/13 11:51 AM Client Time Issued By: bt28
End: 12/8/13 11:51 AM Client Time

Flash Player 11.7.700.252 Available - Internet Explorer Single Other
ID: 251392 Targeting: Static 100% ✓
State: Expired Issued: 12/6/13 8:51 AM
Start: 12/6/13 11:50 AM Client Time Issued By: bt28
End: 12/8/13 11:50 AM Client Time

WebUI deployment screens list every deployment. In this they are different from the other WebUI screens, where permission settings can limit the number of items displayed. While operators can see all deployments, permissions continue to govern the actions they can

take. For example, an operator who cannot access the WebUI patch screens would see all patch deployments, but would not be able to stop one that was running.

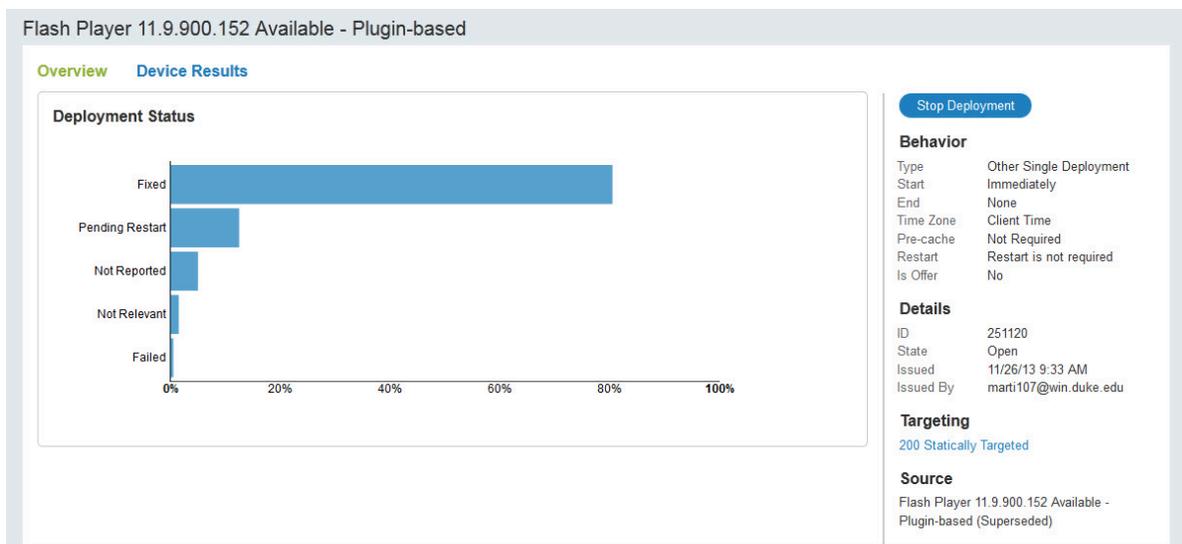
The WebUI displays all actions initiated from The WebUI, the BigFix console, and external sites, including BES Support. For this reason, the Deployment list's Application Type filter is labeled, "Patch Software Other", rather than "Patch Software Custom." In this situation Custom includes any external site, not just Custom sites.

If Inline Reporting feature is enabled, you can visualize summary report of the real-time data and export the data to .csv or .xlsx files. For more information, see [The Deployment List](#) in BigFix 10 Help Center.



Note: Inline Reporting feature is not extensively tested in WebUI running on versions earlier than BigFix 10 Platform.

Deployment Documents



Click a deployment name to see its deployment status, behavior (set at configuration), and targeting information. Drill further into deployment details using the links to associated views.

The Deployment Document views:

- Overview – detailed description of this deployment: status, behavior, targeting, and more.
- Device Results – target status – the state of the deployment on each endpoint.
- Component Results – for content with multiple actions: the deployment status of each component on targeted devices, expressed as a percentage of success.



Note: For performance reasons, the deployment status of each component is not retrieved if the action contains more than 200 items.

Monitoring Deployments: State, Status, and Result

Interpret deployment results correctly by understanding the difference between Device Results, Deployment Status, and Deployment State.

Device Results

Device Results describe the state of a deployment on a particular endpoint. There are many different BigFix Device Result codes. The most common ones seen in the WebUI include:

- Fixed, or Completed – The deployment succeeded (on this device).
- Failed – The deployment failed (on this device).
- Pending Restart – Eventual success is implied.
- Not Relevant – The action is not relevant to this device.
- Running
- Evaluating
- Pending Download

Software deployments might have an associated log file. This log can be viewed in the Device Results screen. The presence of a viewable log file is denoted by an icon. Note that log files are only available for software deployments.

Centos BESAgent-9.2.6.94-rhe5.x86_64.rpm v.CentOS (Deploy: BESAgent-9.2.6.94-rhe5.x86_64.rpm)

Overview **Device Results**

1 Result

Status: All ▾ Sort by: Status ▾ View: 20 ▾ 1/1 ◀▶

Device Name	Last Seen	Status
jyCentOS5x64_st i	11 days ago	Fixed

First Previous **1** Next Last

This icon denotes the presence of a viewable log file associated with this deployment.

Behavior

Type Software Single Deployment

Start Immediately

End 3/24/16 11:24 AM

Time Zone Client Time

Pre-cache Not Required

Is Offer No

Details

ID 508

State Expired

Issued 3/21/16 11:24 AM

Issued By bigfix

Targeting

1 Statically Targeted

Source

[BESAgent-9.2.6.94-rhe5.x86_64.rpm](#)

[Stop Deployment](#)

Click the log icon to display the associated log data. The entire log can be downloaded by clicking the log file name.

Deploy: BESAgent-9.2.6.94-rhe5.x86_64.rpm ✕

Device	jyCentOS5x64_st	Exit Code	1
Status	Fixed	Log File	6144605_508.log

Preview Log File

```
2016_03_21 11:24:59
Action ID: 508
Return code: 1

- End of Log File -
```



Note: Log files can only be viewed for software deployments. In addition, to view log files in the BigFix WebUI, the current user must be subscribed to the Software Distribution Site in the traditional BigFix Console, and Analysis 11 of the Software Distribution Site must be activated.

Deployment Status

Deployment Status is formulated using Device Results.

- For deployments with single actions, Deployment Status is the cumulative deployment status of each targeted device, expressed as a percentage of success.
- For deployments with multiple actions, Deployment Status is the cumulative deployment status of each component on each targeted device, expressed as a percentage of success.

38,476 Deployments

Sort by: Issued Date View: 20 12/19/24

ID	State	Targeting	Issued	Success Rate	Group
2999226: Update for Universal C RunTime in Windows - Windows Vista SP2	Expired	Static	11/25/13 11:50 AM	48%	Group Other
Deploy "Dropbox for Win" Files - Installation Command: "Dropbox 3.0.5.exe"	Open	Static	10/27/15 11:44 AM	0%	Single Software
Multiple Action Group	Expired	Dynamic	7/22/15 9:34 AM	0%	Group Software
2977759: Compatibility update for Windows 7 RTM - Windows 7 Gold/SP...	Expired	Static	11/25/13 12:18 PM	26%	Single Other

Legend:

- Green: Fixed/Complete
- Dark Gray: Other
- Light Gray: Not Yet Reported
- Red: Failed
- No relevant devices

This deployment has no relevant devices, and therefore no status bar.

- Green – Fixed (patches), or Completed (software, custom content).
- Dark gray – Other. The category can include Pending Restart, Running, Evaluating, Pending Download, and more.

- Light gray – Not yet reported, or not relevant.
- Red – Failed.
- No Status Bar – No relevant devices.

Deployment State

Deployment State describes the eligibility of a deployment to run on endpoints. It is not involved in calculating Deployment Status. Deployment State has three values:

- Open – The deployment is eligible to be run by endpoints.
- Expired – The deployment is no longer eligible to run because the end time has passed for all possible endpoints in all time zones. The default expiration time for an action is 2 days.
- Stopped – The deployment is no longer eligible to run because an operator or administrator stopped it.

In summary: Device Result is the result of a particular deployment on a specific device. Deployment State describes the eligibility of a deployment to run. Deployment Status provides the cumulative results of a deployment on targeted endpoints.

Evaluating Deployments With Multiple Actions

To obtain an accurate picture of the state of a deployment with multiple actions, such as those involving a group or baseline, check the status of its individual components. In other words, if a deployment group's status is less than 100%, check to see which of its components has not yet completed.

The screenshot shows the BIGFIX web interface. At the top, there are navigation tabs for DEVICES, CONTENT, and DEPLOYMENTS. Below the tabs, the page title is "Multiple Action Group". The main content area is divided into three tabs: Overview, Device Results, and Component Results. The Component Results tab is active, showing a list of 5 components. The list has columns for Component Name, Last Seen, and Status. The components are:

Component Name	Last Seen	Status
Set up Network Share for Office 365...		Open
3102436: UPDATE: Microsoft .NET F...		Open
3125869: Vulnerability in Internet Ex...		Open
MS16-019: Security Update for .NET...		Open
Block Automatic Delivery of IE 10 - ...		Open

Below the list, there is a "20% Fixed" indicator and navigation buttons for First, Previous, 1, Next, and Last. On the right side, there is a "Stop Deployment" button and a "Behavior" section with the following details:

- Type: Patch Group
- Deployment
- Start: Immediately
- End: 4/7/16 3:40 PM
- Time Zone: Client Time
- Pre-cache: Not Required
- Is Offer: No

Below the Behavior section, there is a "Details" section with the following information:

- ID: 1311
- State: Open
- Issued: 4/4/16 3:40 PM
- Issued By: bigfix

At the bottom of the right sidebar, there is a "Targeting" section showing "5 Statically Targeted" and a "Components" section showing "5 Components".

1. Open the Deployments list.
2. Use the Deployment Type filter to display a list of Group deployments.
3. Select the Deployment that you want and open its document.
4. Click **Component Results**.



Note: For performance reasons, the deployment status of each component is not retrieved if the action contains more than 200 items.

Stop A Deployment

Not every deployment completes successfully the first time. Use the **Stop Deployment** button on any Deployment list or document view to terminate a deployment, if needed.

Reasons to stop a deployment include:

- Starting to see failures on many devices.
- Starting to get blue screens on the targeted devices.
- You have updated a baseline (or Fixlet) and need to stop the old one.

Use the Deployment views and the custom tools provided by your BigFix administrator to diagnose and fix deployment problems. Work with them to learn more about why deployments fail and effective methods for resolving issues when they arise. Reasons a deployment can fail include:

- A computer is offline.
- A computer is being rebuilt or reimaged.
- A computer has insufficient disk space.
- A computer is not communicating with the BigFix update server.
- The BigFix agent is not running on the computer.
- The computer is missing some dependent software.

Chapter 11. Get Started with the Content App

Use the Content App to work with Fixlets, tasks, and baselines on the BigFix sites. Search, filter, and deploy content using standard WebUI tools.

The screenshot displays the IBM BigFix Content App interface. At the top, there is a navigation bar with 'Devices', 'Apps', and 'Deployments' tabs. The main content area is titled 'Content' and is divided into three sections:

- Featured Content:** This section contains two tiles. The first tile is for 'Windows Defender', which includes the text 'Identify and remove viruses, spyware, and other malicious software from Windows device.' and a 'Site' label. The second tile is for 'Patch Policies', which includes the text 'Work with patch policies: Fixlet collections that meet defined criteria for patching.' and an 'App' label.
- WebUI Apps:** This section contains five tiles, each with a colored circle and a label: 'Patch Policies' (red), 'Custom' (green), 'Query' (orange), 'Patch' (blue), and 'Software' (yellow).
- Fixlet Collections:** This section contains seven tiles, each with a title, 'Items' count, and 'Subscribed Devices' count. The tiles are: 'BES Support' (1273 items, 2 devices), 'BES Inventory and License' (8 items, 2 devices), 'BES Asset Discovery' (26 items, 2 devices), 'Software Distribution' (28 items, 2 devices), 'OS Deployment' (21 items, 1 device), 'BES Support QA' (1315 items, 1 device), and 'Windows Defender' (3 items, 2 devices).

New sites, new applications, and apps with new features are highlighted in the Featured Content section. Click the tiles in the WebUI Apps section to open WebUI applications. Operators see sites on the Content application's white list of permissible sites. Master operators see all sites that are not part of the WebUI App collection.



Note: Not all Fixlets are deployable. Do not use the Content App to deploy Fixlets that:

- Contain or employ JavaScript, for example, JavaScript that takes action or secure action.
- Use Session Relevance.
- Use specialized Console APIs.



The Fixlets will not run, and you will receive no errors or any other indication that something is wrong until devices start reporting back that there is a problem. If you are not sure whether a Fixlet is deployable or not, run it from the BigFix Console to avoid unpredictable behavior.

Operator Access

The below list associates the activities that an operator can perform with the type of operator.

- Non-master operators cannot access BES support in the WebUI application as it is intended only for the Master Operators.
- Master operators can view all the external sites, except for the two below listed sites in Table 1.
- Non-master operator can only access the external sites that they have visibility. See the accessible Whitelist sites listed in Table 2.

Table 1. List of external sites that cannot be accessed by the Master operator

Site ID	Site Name
8361	OS Deployment and Bare Metal Imaging
8363	OS Deployment and Bare Metal Imaging Beta

Table 2. List of whitelist sites that can be accessed by the Non-master operator

Site ID	Site Name
12249	Advanced Patching
3107	BES Asset Discovery
3073	BigFix Client Compliance (IPSec Framework)



Site ID	Site Name
3043	BigFix Client Compliance Configuration
9287	BigFix Labs
8253	BitLocker Management (Labs)
11316	CIS Checklist for AIX 5.3 and 6.1
11316	CIS Checklist for AIX 5.3 and 6.1
11522	CIS Checklist for AIX 7.1 - RG03
12070	CIS Checklist for Apache HTTP Server 2.2 on Linux
12391	CIS Checklist for CentOS Linux 6
12410	CIS Checklist for CentOS Linux 7
11535	CIS Checklist for DB2 on Linux
11536	CIS Checklist for DB2 on Windows
15106	CIS Checklist for Internet Explorer 10
12337	CIS Checklist for Internet Explorer 11



Site ID	Site Name
12339	CIS Checklist for Mac OS X 10.10
12354	CIS Checklist for Mac OS X 10.11
12425	CIS Checklist for Mac OS X 10.12
11313	CIS Checklist for Mac OS X 10.6
12389	CIS Checklist for Mac OS X 10.8
11566	CIS Checklist for MS IIS 7
12509	CIS Checklist for MS IIS 8
11568	CIS Checklist for MS SQL Server 2005
11570	CIS Checklist for MS SQL Server 2008 R2
11574	CIS Checklist for MS SQL Server 2012 DB Engine
11539	CIS Checklist for Oracle Database 11-11g R2 on Linux
11540	CIS Checklist for Oracle Database 11-11g R2 on Windows
11537	CIS Checklist for Oracle Database 9i-10g on Linux



Site ID	Site Name
11538	CIS Checklist for Oracle Database 9i-10g on Windows
12373	CIS Checklist for Oracle Linux 6
12364	CIS Checklist for Oracle Linux 7
11318	CIS Checklist for RHEL 5
11366	CIS Checklist for RHEL 6
12181	CIS Checklist for RHEL 7
12187	CIS Checklist for SLES 10
12518	CIS Checklist for SLES 11
11317	CIS Checklist for Solaris 10
11526	CIS Checklist for Solaris 11 - RG03
12465	CIS Checklist for SUSE 12
12453	CIS Checklist for Ubuntu 12.04 LTS Server
12439	CIS Checklist for Ubuntu 14.04 LTS Server
12429	CIS Checklist for Ubuntu 16.04 LTS Server
12288	CIS Checklist for Windows 10



Site ID	Site Name
11356	CIS Checklist for Windows 2003 DC
11358	CIS Checklist for Windows 2003 MS
13083	CIS Checklist for Windows 2008 DC - RG03
13085	CIS Checklist for Windows 2008 MS - RG03
13075	CIS Checklist for Windows 2008 R2 DC
13077	CIS Checklist for Windows 2008 R2 MS
12064	CIS Checklist for Windows 2012 DC
12066	CIS Checklist for Windows 2012 MS
12057	CIS Checklist for Windows 2012 R2 DC
12061	CIS Checklist for Windows 2012 R2 MS
12469	CIS Checklist for Windows 2016 DC
12471	CIS Checklist for Windows 2016 MS
11491	CIS Checklist for Windows 7
12093	CIS Checklist for Windows 8



Site ID	Site Name
15107	CIS Checklist for Windows 8.1
11360	CIS Checklist for Windows XP
9342	Client Manager Builder
8151	Client Manager for Application Virtualization
75	Client Manager for Endpoint Protection
9318	Client Manager for TPMf-OSD
11035	DISA STIG Checklist for AIX 5.1
11036	DISA STIG Checklist for AIX 5.2
11434	DISA STIG Checklist for AIX 53 - RG03
11436	DISA STIG Checklist for AIX 61 - RG03
11354	DISA STIG Checklist for AIX 7.1
11040	DISA STIG Checklist for HP-UX 11.11
11460	DISA STIG Checklist for HP-UX 11.23 - RG03



Site ID	Site Name
11462	DISA STIG Checklist for HPUX 11.31 - RG03
11458	DISA STIG Checklist for Internet Explorer 10 - RG03
12068	DISA STIG Checklist for Internet Explorer 11 - RG03
11454	DISA STIG Checklist for Internet Explorer 8 - RG03
11456	DISA STIG Checklist for Internet Explorer 9 - RG03
12309	DISA STIG Checklist for Mac OS X 10.10
12427	DISA STIG Checklist for Mac OS X 10.11
12225	DISA STIG Checklist for Mac OSX 10.8
12346	DISA STIG Checklist for Mac OSX 10.9
12497	DISA STIG Checklist for Oracle Linux 6
11042	DISA STIG Checklist for RHEL 3
11043	DISA STIG Checklist for RHEL 4
11430	DISA STIG Checklist for RHEL 5 - RG03



Site ID	Site Name
11440	DISA STIG Checklist for RHEL 6 RG03, CentOS Linux 6 RG03
12412	DISA STIG Checklist for RHEL 7, CentOS Linux 7
11432	DISA STIG Checklist for Solaris 10 - RG03
12281	DISA STIG Checklist for Solaris 11
11045	DISA STIG Checklist for Solaris 8
11046	DISA STIG Checklist for Solaris 9
11048	DISA STIG Checklist for SUSE 10
11059	DISA STIG Checklist for SUSE 11
11058	DISA STIG Checklist for SUSE 9
12289	DISA STIG Checklist for Windows 10
11141	DISA STIG Checklist for Windows 2003 DC
11142	DISA STIG Checklist for Windows 2003 MS



Site ID	Site Name
11143	DISA STIG Checklist for Windows 2008 DC
11144	DISA STIG Checklist for Windows 2008 MS
11145	DISA STIG Checklist for Windows 2008 R2 DC
11146	DISA STIG Checklist for Windows 2008 R2 MS
11575	DISA STIG Checklist for Windows 2012 DC
11577	DISA STIG Checklist for Windows 2012 MS
12467	DISA STIG Checklist for Windows 2016
11140	DISA STIG Checklist for Windows 7
11564	DISA STIG Checklist for Windows 8
11147	DISA STIG Checklist for Windows Vista
11148	DISA STIG Checklist for Windows XP
11120	FDCC Checklist for Internet Explorer 7
11123	FDCC Checklist for Windows Vista



Site ID	Site Name
11124	FDCC Checklist for Windows Vista Firewall
11121	FDCC Checklist for Windows XP
11122	FDCC Checklist for Windows XP Firewall
13013	IBM License Reporting (ILMT) v9
8506	MaaS360 Mobile Device Management
12380	Managed Vulnerabilities
8150	Patching Support
8102	Power Management
15105	QRadar Vulnerabilities
8110	Remote Control
6113	SCM Reporting
9188	Software Distribution
8032	Tivoli Endpoint Manager for Software Usage Analysis v1.3
9072	Trend Common Firewall
9095	Trend Core Protection Module for Mac
8232	Updates for Mac Applications



Site ID	Site Name
5095	Updates for Windows Applications
11119	USGCB Checklist for Internet Explorer 7
11113	USGCB Checklist for Internet Explorer 8
12106	USGCB Checklist for RHEL 5
11110	USGCB Checklist for Windows 7
11112	USGCB Checklist for Windows 7 Energy
11111	USGCB Checklist for Windows 7 Firewall
11116	USGCB Checklist for Windows Vista
11114	USGCB Checklist for Windows Vista Energy
11115	USGCB Checklist for Windows Vista Firewall
11118	USGCB Checklist for Windows XP
11117	USGCB Checklist for Windows XP Firewall
8346	Virtual Endpoint Manager
5040	Vulnerabilities to Windows Systems



Site ID	Site Name
9112	Windows 7 Migration
9173	Windows Point of Sale

Appendix A. Glossary

This glossary provides terms and definitions for the [product name] software and products.

The following cross-references are used in this glossary:

- See refers you from a nonpreferred term to the preferred term or from an abbreviation to the spelled-out form.
- See *also* refers you to a related or contrasting term.

For other terms and definitions, see the [HCL Terminology website](#) (opens in new window).

[A \(on page 118\)](#) [B \(on page 119\)](#) [C \(on page 119\)](#) [D \(on page 121\)](#) [E \(on page 123\)](#)
[F \(on page 124\)](#) [G \(on page 124\)](#) [L \(on page 124\)](#) [M \(on page 124\)](#) [N \(on page 125\)](#)
[O \(on page 126\)](#) [P \(on page 126\)](#) [R \(on page 126\)](#) [S \(on page 127\)](#) [T \(on page 129\)](#)
[U \(on page 130\)](#) [V \(on page 130\)](#) [W \(on page 130\)](#)

A

action

1. See [Fixlet \(on page 124\)](#).
2. A set of Action Script commands that perform an operation or administrative task, such as installing a patch or rebooting a device.

Action Script

Language used to perform an action on an endpoint.

agent

See [BigFix agent \(on page 119\)](#).

ambiguous software

Software that has an executable that looks like another executable, or that exists in more than one place in a catalog (Microsoft Word as a standalone product or bundled with Microsoft Office).

audit patch

A patch used to detect conditions that cannot be remediated and require the attention of an administrator. Audit patches contain no actions and cannot be deployed.

automatic computer group

A computer group for which membership is determined at run time by comparing the properties of a given device against the criteria set for group membership. The set of devices in an automatic group is dynamic, meaning it can and does change. See also [computer group \(on page 120\)](#).

B**baseline**

A collection of actions that are deployed together. A baseline is typically used to simplify a deployment or to control the order in which a set of actions are applied. See also [deployment group \(on page 122\)](#).

BigFix agent

The BigFix code on an endpoint that enables management and monitoring by BigFix.

BigFix client

See [BigFix agent \(on page 119\)](#).

BigFix console

The primary BigFix administrative interface. The console provides a full set of capabilities to BigFix administrators.

C**client**

A software program or computer that requests services from a server. See also [server \(on page 128\)](#).

client time

The local time on a BigFix client's device.

Common Vulnerabilities and Exposures Identification Number (CVE ID)

A number that identifies a specific entry in the National Vulnerability Database. A vendor's patch document often includes the CVE ID, when it is available. See also [National Vulnerability Database \(on page 125\)](#).

Common Vulnerabilities and Exposures system (CVE)

A reference of publicly known network vulnerabilities which is part of the National Vulnerabilities Database (NVD), maintained by the US National Institute of Standards and Technology (NIST).

component

An individual action within a deployment that has more than one action. See also [deployment group \(on page 122\)](#).

computer group

A group of related computers. An administrator can create computer groups to organize systems into meaningful categories, and to facilitate deployment of content to multiple computers. See also [automatic computer group \(on page 119\)](#), [manual computer group \(on page 124\)](#).

console

See [BigFix console \(on page 119\)](#).

content

Digitally-signed files containing data, rules, queries, criteria, and other instructions, packaged for deployment across a network. BigFix agents use the detection criteria (Relevance statements) and action instructions (Action Script statements) in content to detect vulnerabilities and enforce network policies.

content relevance

A determination of whether a patch or piece of software is eligible for deployment to one or more devices. See also [device relevance \(on page 123\)](#).

Coordinated Universal Time (UTC)

The international standard of time that is kept by atomic clocks around the world.

corrupt patch

A patch that flags an operator when corrections made by an earlier patch have been changed or compromised. This can occur when an earlier service pack or application overwrites later files, resulting in patched files that are no longer current. The corrupt patch flags the situation and can be used to re-apply the later patch.

custom content

BigFix code created by a customer for use on their own network, for example, a custom patch or baseline.

CVE

See [Common Vulnerabilities and Exposures system \(on page 120\)](#).

CVE ID

See [Common Vulnerabilities and Exposures Identification Number \(on page 120\)](#).

D**data stream**

A string of information that serves as a source of package data.

default action

The action designated to execute when a Fixlet is deployed. When no default action is defined, the operator is prompted to choose between several actions or to make an informed decision about a single action.

definitive package

A string of data that serves as the primary method for identifying the presence of software on a computer.

deploy

To dispatch content to one or more endpoints for execution to accomplish an operation or task, for example, to install software or update a patch.

deployment

Information about content dispatched to one or more endpoints, a specific instance of dispatched content.

deployment group

The collection of actions created when an operator selects more than one action for a deployment, or a baseline is deployed. See also [baseline \(on page 119\)](#), [component \(on page 120\)](#), [deployment window \(on page 122\)](#), [multiple action group \(on page 125\)](#).

deployment state

The eligibility of a deployment to run on endpoints; includes any parameters set by the operator, such as 'Start at 1AM, end at 3AM.'

deployment status

Cumulative results of all targeted devices, expressed as a percentage of deployment success.

deployment type

An indication of whether a deployment involved one action or multiple actions.

deployment window

The period during which a deployment's actions are eligible for execution. For example, if a Fixlet has a deployment window of 3 days and an eligible device that has been offline reports in to BigFix within the 3-day window, it gets the Fixlet. If the device comes back online after the 3-day window expires, it does not get the Fixlet. See also [deployment group \(on page 122\)](#).

device

An endpoint, for example, a laptop, desktop, server, or virtual machine managed by BigFix; an endpoint running the BigFix Agent.

device holder

The person using a BigFix-managed computer.

device property

Information about a device collected by BigFix, including details about its hardware, operating system, network status, settings, and BigFix client.

Custom properties can also be assigned to a device.

device relevance

A determination of whether a piece of BigFix content applies to a device, for example, where a patch should be applied, software installed, or a baseline run. See also [content relevance \(on page 120\)](#).

device result

The state of a deployment, including the end result, on a particular endpoint.

Disaster Server Architecture (DSA)

An architecture that links multiple servers to provide full redundancy in case of failure.

DSA

See [Disaster Server Architecture \(on page 123\)](#).

dynamically targeted

Pertaining to using a computer group to target a deployment.

E**endpoint**

A networked device running the BigFix agent.

F

filter

To reduce a list of items to those that share specific attributes.

Fixlet

A piece of BigFix content containing Relevance and Action Script statements bundled together to perform an operation or task. Fixlets are the basic building blocks of BigFix content. A Fixlet provides instructions to the BigFix agent to perform a network management or reporting action.

G

group deployment

A type of deployment where multiple actions were deployed to one or more devices.

L

locked

An endpoint state that prevents the majority of BigFix actions from running until the device is unlocked.

M

MAG

See [multiple action group \(on page 125\)](#).

management rights

The limitation of console operators to a specified group of computers. Only a site administrator or a master operator can assign management rights.

manual computer group

A computer group for which membership is determined through selection by an operator. The set of devices in a manual group is static, meaning they do not change. See also [computer group \(on page 120\)](#).

master operator

A console operator with administrative rights. A master operator can do almost everything a site administrator can do, with the exception of creating new operators.

masthead

A collection of files that contain the parameters of the HCL BigFix process, including URLs to Fixlet content. The HCL BigFix agent brings content into the enterprise based on subscribed mastheads.

mirror server

A BigFix server required if the enterprise does not allow direct web access but instead uses a proxy server that requires password-level authentication.

multiple action group (MAG)

A BigFix object that is created when multiple actions are deployed together, as in a baseline. A MAG contains multiple Fixlets or Tasks. See also [deployment group \(on page 122\)](#).

N

National Vulnerability Database (NVD)

A catalog of publicly-known information security vulnerabilities and exposures maintained by the National Institute of Standards and Technology (NIST). See also [Common Vulnerabilities and Exposures Identification Number \(on page 120\)](#).

NVD

See [National Vulnerability Database \(on page 125\)](#).

O

offer

A deployment option that allows a device holder to accept or decline a BigFix action and to exercise some control over when it runs. For example, whether or not to install a software application, and whether to run the installation at night or during the day.

open-ended deployment

A deployment with no end or expiration date; one that runs continuously, checking whether or not the computers on a network comply.

operator

A person who uses the BigFix WebUI, or portions of the BigFix console.

P

patch

A piece of code added to vendor software in order to fix a problem, as an immediate solution that is provided to users between two releases.

patch category

A description of a patch's type and general area of operation, for example, a bug fix or a service pack.

patch severity

The level of risk imposed by a network threat or vulnerability and, by extension, the importance of applying its patch.

R

relay

A client that is running special server software. Relays spare the server and the network by minimizing direct server-client downloads and by compressing upstream data.

Relevance

BigFix query language used to determine the applicability of a piece of content to a given endpoint. Relevance asks yes or no questions and evaluates the results. The result of a Relevance query determines whether an action can or should be applied. Relevance is paired with Action Script in Fixlets.

S

SCAP

See [Security Content Automation Protocol \(on page 128\)](#).

SCAP check

A specific configuration check within a Security Content Automation Protocol (SCAP) checklist. Checks are written in XCCDF and are required to include SCAP enumerations and mappings per the SCAP template.

SCAP checklist

A configuration checklist that is written in a machine readable language (XCCDF). Security Content Automation Protocol (SCAP) checklists have been submitted to and accepted by the NIST National Checklist Program. They also conform to a SCAP template to ensure compatibility with SCAP products and services.

SCAP content

A repository that consists of security checklist data represented in automated XML formats, vulnerability and product name related enumerations, and mappings between the enumerations.

SCAP enumeration

A list of all known security related software flaws (CVEs), known software configuration issues (CCEs), and standard vendor and product names (CPEs).

SCAP mapping

The interrelationship of enumerations that provides standards-based impact measurements for software flaws and configuration issues.

Security Content Automation Protocol (SCAP)

A set of standards that is used to automate, measure, and manage vulnerability and compliance by the National Institute of Standards and Technology (NIST).

server

A software program or a computer that provides services to other software programs or other computers. See also [client \(on page 119\)](#).

signing password

A password that is used by a console operator to sign an action for deployment.

single deployment

A type of deployment where a single action was deployed to one or more devices.

site

A collection of BigFix content. A site organizes similar content together.

site administrator

The person in charge of installing BigFix, authorizing and creating new console operators.

software package

A collection of Fixlets that install a software product on a device. Software packages are uploaded to BigFix by an operator for distribution. A BigFix software package includes the installation files, Fixlets to install the files, and information about the package (metadata).

SQL Server

A full-scale database engine from Microsoft that can be acquired and installed into the BigFix system to satisfy more than the basic reporting and data storage needs.

standard deployment

A deployment of BigFix that applies to workgroups and to enterprises with a single administrative domain. It is intended for a setting in which all Client computers have direct access to a single internal server.

statistically targeted

Pertaining to the method used to target a deployment to a device or piece of content. Statically targeted devices are selected manually by an operator.

superseded patch

A type of patch that notifies an operator when an earlier version of a patch has been replaced by a later version. This occurs when a later patch updates the same files as an earlier one. Superseded patches flag vulnerabilities that can be remediated by a later patch. A superseded patch cannot be deployed.

system power state

A definition of the overall power consumption of a system. BigFix Power Management tracks four main power states Active, Idle, Standby or Hibernation, and Power Off.

T

target

To match content with devices in a deployment, either by selecting the content for deployment, or selecting the devices to receive content.

targeting

The method used to specify the endpoints in a deployment.

task

A type of Fixlet designed for re-use, for example, to perform an ongoing maintenance task.

U

UTC

See [Coordinated Universal Time \(on page 121\)](#).

V

virtual private network (VPN)

An extension of a company intranet over the existing framework of either a public or private network. A VPN ensures that the data that is sent between the two endpoints of its connection remains secure.

VPN

See [virtual private network \(on page 130\)](#).

vulnerability

A security exposure in an operating system, system software, or application software component.

W

Wake-from-Standby

A mode that allows an application to turn a computer on from standby mode during predefined times, without the need for Wake on LAN.

Wake on LAN

A technology that enables a user to remotely turn on systems for off-hours maintenance. A result of the Intel-HCL Advanced Manageability Alliance and part of the Wired for Management Baseline Specification, users of this technology can remotely turn on a server and control it across the network,

thus saving time on automated software installations, upgrades, disk backups, and virus scans.

WAN

See [wide area network](#) (*on page 131*).

wide area network (WAN)

A network that provides communication services among devices in a geographic area larger than that served by a local area network (LAN) or a metropolitan area network (MAN).

Appendix B. Support

For more information about this product, see the following resources:

- [Knowledge Center](#)
- [BigFix Support Center](#)
- [BigFix Support Portal](#)
- [BigFix Developer](#)
- [BigFix Wiki](#)
- [HCL BigFix Forum](#)

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