

# BigFix 10 Technology Preview – Agentless Management



## Purpose

- To evaluate customer experience and solicit feedback on the major features of BigFix v10 and to identify possible enhancement areas

## When

- January 28 – February 21

## Approach

- Your Technology Preview contact will provide you with:
  - A link to a video that gives you an overview of the Agentless Management Technology Preview program
  - A slide deck that is used in the video
  - A hosted environment and access credentials
  - A program guide that gives you an overview of all the BigFix 10 Technology Previews
  - A link to the feedback form, to capture and submit your feedback

# Agentless Management

*Hybrid endpoint management for greater visibility and control*

- Extend BigFix capabilities to modern endpoints leveraging MDM.
- Provide visibility to agentless endpoints alongside traditional endpoints within a single tool.
- Centralize control of security and configuration settings via MDM Policies and Actions.
- Simplify device onboarding through remote enrollment.

The screenshot shows the 'MDM Actions' section of the BIG FIX interface. The top navigation bar includes 'BIG FIX', 'Devices', 'Apps', and 'Deployments'. The main title 'MDM Actions' is displayed prominently. Below it, the 'MDM Actions' section lists six actions arranged in two rows of three:

Action	Icon	Description
Lock	iPhone and Windows icons	Selecting the Lock Device option will prompt you to enter a password that will be used to unlock the device.
Wipe	iPhone and Windows icons	The device will immediately erase itself. No warning is given to the user. This command is performed immediately.
Refresh	iPhone and Windows icons	The device will be pinged to check in. Information about the inventory will be sent back for analysis.
Restart/Shutdown	iPhone and Windows icons	Choose to either restart a device or shut it down.
Deploy BES Agent	iPhone and Windows icons	This policy will run an action to deploy and install the Bigfix Agent. If you would like to include full disk action, visit the <a href="#">Deploy BES Agent Policy</a> .
Remove Policy	iPhone and Windows icons	Select a policy to remove from a device or group of devices.

# Technology Preview: Agentless Management



# Use Case Overview

- Devices Inventory
  - BigFix provides a single pane of glass for viewing and administering devices, whether they have native BigFix agents, are manageable through MDM or are Cloud VMs. The Devices Tab in WebUI provides access to information on all endpoints and ability to filter in various ways
- Device Visibility
  - Each device shown in the inventory has an icon to show which type of device it is (native, cloud or MDM). It is possible for the same endpoint to have multiple ways to control, so could have multiple icons. When a device shows to have multiple representations, it is said to be correlated.
- Device Management
  - BigFix MDM provides additional capabilities/policies to help manage modern desktops such as MacOS and Windows 10. These policies and capabilities are captured in new BigFix artifacts called actions and policies which can be applied through the WebUI.
- Policy Management
  - A policy is a collection of attributes that can be managed by BigFix MDM e.g. password policies. BigFix MDM defines a set of common policies types that can be deployed to one or more endpoints. Each endpoint can only have a single applicable policy of each type.
- Management of MDM devices
  - In addition to policies BigFix MDM also supports a limited set of actions that a master operator can target to a device. An example of an action is the lock screen action.
- Personas
  - IT Architects will configure the environment and Agentless capabilities. Operators will be able to perform management operations on devices, dependent on their specific WebUI permissions. The Technology Preview addresses only operator use cases.

# Device Inventory

- In the Technology Preview Environment, devices have already been set up and enrolled/registered with BigFix.
- This includes a mix of different operating systems, and reflects native BESAgents, MDM enrolled devices and Cloud instances.
- This presentation focuses on the MDM, and to some extent native endpoint representations.
- This presentation focuses only on the operator view of BigFix in the WebUI, and does not represent the user experience for BigFix MDM on enrolled devices.
- By default all devices of all device types show on the main "Devices" page within WebUI.

The screenshot shows the BigFix WebUI interface for managing devices. The top navigation bar includes 'Devices', 'Apps', and 'Deployments'. The main content area is titled 'Devices' and displays a list of 59 devices. Each device entry includes a small icon, the device name, the last seen time, and the current agent status (e.g., 120△, 0△). The interface features various filters on the left side, such as 'Relevant Devices', 'Device Type' (Desktop, Mobile, Server, Virtual), 'Operating System' (CentOS, macOS, Red Hat Enterprise Linux, Ubuntu, Windows), 'Status' (Locked, Unlocked), 'Device Group' (Group Name), 'Most Recent User' (User Name), 'IP Address' (Search For IP), and 'BES Agent Status' (Installed, Not Installed). The 'Agent Type' section shows categories like Cloud, AWS, Azure, and Macos. The bottom of the page includes navigation links for 'First', 'Previous', '1', '2', 'Next', and 'Last'.

Device Name	Last Seen	Agent Status
abba	2 minutes ago	120△
acdc	9 minutes ago	0△
AEROSMITH	3 minutes ago	21△
anamanaguchi	14 minutes ago	0△
az-brasilient-1	26 minutes ago	0△
az-instance-1	26 minutes ago	0△
az-instance-2	26 minutes ago	0△
az-instance-3	26 minutes ago	0△
az-instance-4	26 minutes ago	0△
az-instance-5	26 minutes ago	0△
beatle	4 minutes ago	0△
BILLYIDOL	3 minutes ago	21△
bonjovi	12 minutes ago	236△
danielesilvestri	12 minutes ago	119△
davidbowie	4 minutes ago	236△
DEPECHEMODE	10 minutes ago	18△
devo	20 minutes ago	65△
DIRESTRAITS	5 minutes ago	16△
DURDURAN	10 minutes ago	19△
elvis	4 minutes ago	0△
GABRIELLAFERRI	14 minutes ago	13△
INXS	4 minutes ago	16△
ip-192-168-177-11	26 minutes ago	0△
ip-192-168-177-14	26 minutes ago	0△
ip-192-168-177-16	26 minutes ago	0△
ip-192-168-177-2	26 minutes ago	0△
ip-192-168-177-23	26 minutes ago	0△
ip-192-168-177-25	26 minutes ago	0△
ip-192-168-177-29	26 minutes ago	0△
ip-192-168-177-7	26 minutes ago	0△
ip-192-168-177-8	26 minutes ago	0△
joanjett	11 minutes ago	232△
johncoogar	20 minutes ago	65△
journey	14 minutes ago	0△
iedzepl	43 minutes ago	0△
madonna	4 minutes ago	0△
MĀNESKIN	7 minutes ago	19△
menatwork	8 minutes ago	119△
METALLICA	4 minutes ago	21△
MICHAELJACKSON	31 minutes ago	19△
motleycrue	11 minutes ago	0△
nirvana	3 minutes ago	0△
PETERGABRIEL	5 minutes ago	19△
philcollins	10 minutes ago	221△
prince	12 minutes ago	221△
REM	20 minutes ago	19△
rush	10 minutes ago	0△
scorpions	16 minutes ago	14△
sinatra	3 minutes ago	0△
styx	14 minutes ago	121△

# Device Inventory

In the WebUI, you will now see icons that indicate what device type:

- Represents Cloud endpoints
- Represents MDM endpoints
- Represents devices that have the BigFix Agent installed

From WebUI you can find MDM devices via the Agent Type Filter. These filters work like other filters so you can mix and match to find devices you care about quickly.

## Objective:

- How many MDM devices are registered?
- How do you identify correlated devices vs an MDM-only device?
- How would you determine the list of MacOS 10.15 MDM-only devices?

The image displays two screenshots of the BIGFIX WebUI interface, specifically the 'Devices' section. Both screenshots show a list of devices with their names, last seen times, and agent status (0 up, 0 down).

**Left Screenshot (10 Devices):**

- Agent Type x: 10 Devices
- Device Names: anamanaguchi, beatles, elvis, journey, ledzep, madonna, nirvana, sinatra, TheWho, tokyo\_philharmonic
- Last Seen: 17 minutes ago, 2 minutes ago, 2 minutes ago, 2 minutes ago, 7 minutes ago, 2 minutes ago, 2 minutes ago, 7 minutes ago, 2 minutes ago
- Status: 0 up, 0 down

**Right Screenshot (1 Device):**

- Operating System x: 1 Device
- Device Name: ledzep
- Last Seen: 10 minutes ago
- Status: 0 up, 0 down

Both screenshots include filter panels on the left for Refine My Results, showing options for Device Type (Desktop, Mobile, Server, Virtual), Operating System (CentOS, macOS, Red Hat Enterprise Linux, Ubuntu, Windows), Status (Status, Device Group, Most Recent User, IP Address, BES Agent Status), and Agent Type (Cloud, MDM, BigFix Agent). The 'BES Agent Status' and 'Agent Type' filters are specifically highlighted in the right screenshot.

# Device Visibility – MDM Only

The Device doc has been reworked in the WebUI to provide additional details about MDM Devices.

In device docs, MDM endpoints will now report on brand new device properties, including:

- Installed Applications
- Information on MDM profile payloads like name, and identifier
- Installed certificates

A whole host of device properties will be available for users to create analyses that interrogate MDM devices on launch.

The screenshot displays the BIGFIX WebUI interface for a device named 'ledzep'. The top navigation bar includes 'BIGFIX', 'Devices', 'Apps', and 'Deployments'. The main content area shows the following details:

**Properties Tab:**

- 0 Critical Vulnerabilities
- 0 Failed Deployments
- Last Reported: 4 minutes ago (26 Jan 2020 21:03)
- OS: Mac OS X 10.15.2 (19C57)
- User: (empty)
- 0 B Free Disk Space
- CPU: <Not specified>
- Active Directory Path: <Not specified>
- IPv6 Address: <Not specified>
- ID: 543367617
- Total Size of System Drive: <Not specified>
- DNS Name: <Not specified>
- IP Address: <Not specified>
- Device Type: Mobile
- RAM: <Not specified>
- BIOS: <Not specified>
- Subnet Address: <Not specified>

**Add/Remove Properties:**

**BES Component Versions:**

BES API Version	Not Installed
BES Client Deploy Tool Version	Not Installed
BES Client Version	99.99.0.1412
BES Console Version	Not Installed
BES Relay Version	Not Installed
BES Server Version	Not Installed
BES Web Reports Version	Not Installed
BES WebUI Version	<Not specified>

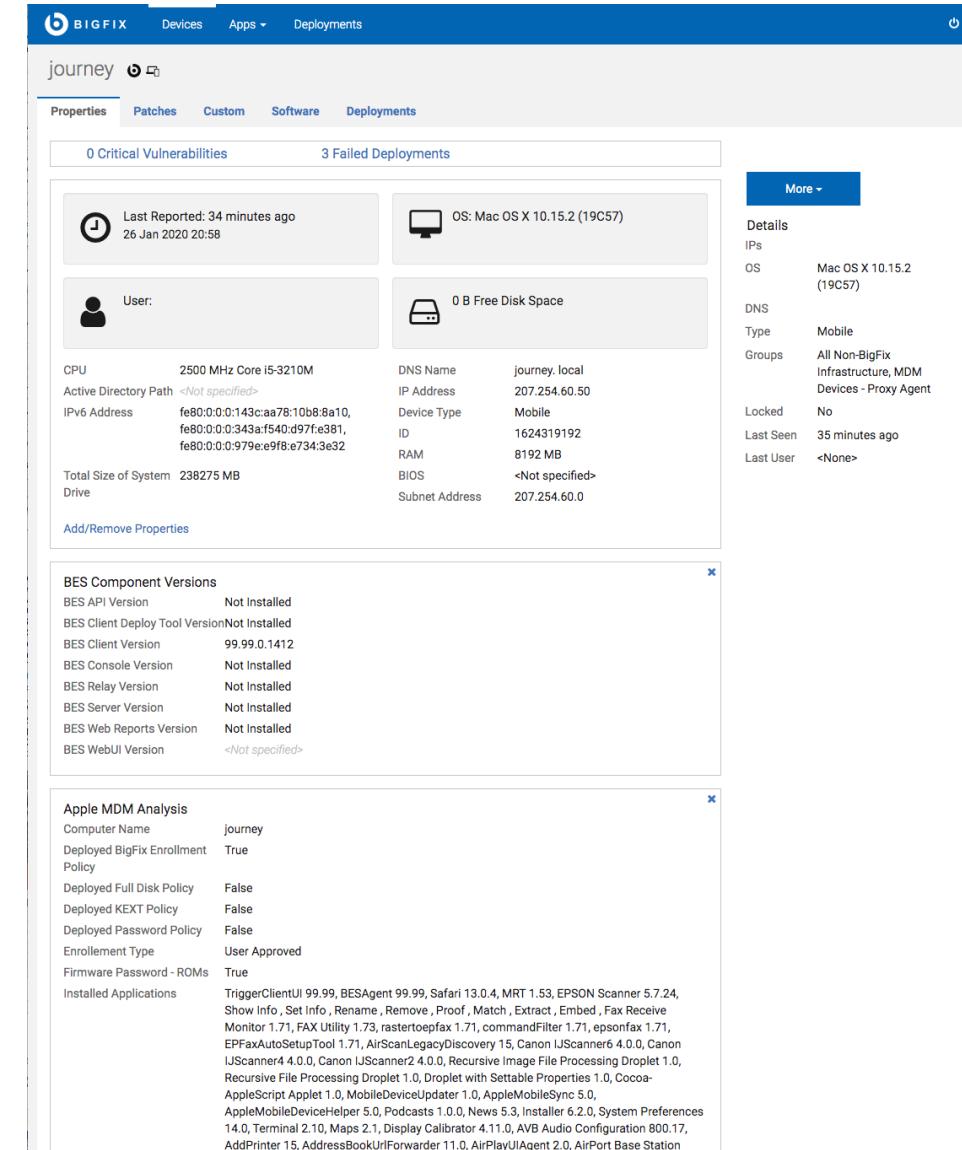
**Apple MDM Analysis:**

Computer Name	ledzep
Deployed BigFix Enrollment Policy	False
Deployed Full Disk Policy	False
Deployed KEXT Policy	False
Deployed Password Policy	False
Enrollement Type	User Approved
Firmware Password - ROMs	True
Installed Applications	Terminal 2.10, System Preferences 14.0, Display Calibrator 4.11.0, AVB Audio Configuration 800.17, AddPrinter 15, AddressBookUIForwarder 11.0, AirPort Base Station Agent 2.2.1, AppleScript Utility 1.1.2, Automator Installer 2.10, Bluetooth Setup Assistant 7.0.2, BluetoothUIServer 7.0.2, CalendarFileHandler 8.0, Certificate Assistant 5.0, ControlStrip 1.0, CoreServicesUIAgent 340, Dock 1.8, Expansion Slot Utility 2.0, Install Command Line Developer Tools 2373, Installer 6.2.0, Jar Launcher 15.0.1, Java Web Start 15.0.1, KeyboardAccessAgent 1.0, KeyboardSetupAssistant 10.7, Keychain Circle Notification 1.0, LocationMenu 1.0, ManagedClient 12.1, NetAuthAgent 6.2, Notification Center 1.0.

# Device Visibility – Correlated Device

For devices that have more than one representation (there's a BigFix agent and the device has enrolled via MDM) the WebUI presents a device doc that's 'correlated':

- Device properties can come from both representations, but BigFix will prioritize information coming from the BigFix agent first if there are two ways to represent the same property name
- Correlated devices will have multiple icons next to the device name  



BES Component Versions	
BES API Version	Not Installed
BES Client Deploy Tool Version	Not Installed
BES Client Version	99.99.0.1412
BES Console Version	Not Installed
BES Relay Version	Not Installed
BES Server Version	Not Installed
BES Web Reports Version	Not Installed
BES WebUI Version	<Not specified>

Apple MDM Analysis	
Computer Name	journey
Deployed BigFix Enrollment Policy	True
Deployed Full Disk Policy	False
Deployed KEXT Policy	False
Deployed Password Policy	False
Enrollement Type	User Approved
Firmware Password - ROMs	True
Installed Applications	TriggerClientU 99.99, BEAgent 99.99, Safari 13.0.4, MRT 1.53, EPSON Scanner 5.7.24, Show Info , Set Info , Rename , Remove , Proof , Match , Extract , Embed , Fax Receive Monitor 1.71, FAX Utility 1.73, rasteropefax 1.71, commandFilter 1.71, epsonfax 1.71, EPFaxAutoSetupTool 1.71, AirScanLegacyDiscovery 15, Canon IJScanner6 4.0.0, Canon IJScanner4 4.0.0, Canon IJScanner2 4.0.0, Recursive Image File Processing Droplet 1.0, Recursive File Processing Droplet 1.0, Droplet with Settable Properties 1.0, Cocoa-AppleScript Applet 1.0, MobileDeviceUpdater 1.0, AppleMobileSync 5.0, AppleMobileDeviceHelper 5.0, Podcasts 1.0.0, News 5.3, Installer 6.2.0, System Preferences 14.0, Terminal 2.10, Maps 2.1, Display Calibrator 4.11.0, AVB Audio Configuration 800.17, AddPrinter 15, AddressBookUrlForwarder 11.0, AirPlayUIAgent 2.0, AirPort Base Station

## Objective:

- Compare and contrast the properties available for MDM only and correlated devices

# Device Management

As part of v10, users will be able to do a lot more in terms of managing their MDM endpoints in a BigFix deployment.

They'll be able to do the following:

- Deploy MDM Policies (Install Kernel Extensions, allow for Full Disk Access for BigFix, Install Passcode / Inactivity Policies)
- Take MDM specific actions (restart, shutdown, wipe device, lock device, remove policy) and install and configure a BEASAgent through MDM

These additional deployment options are available in the device doc and the device list based off user permissions.

**Note:** This screenshot was taken from a user that has the 'Can Create Actions' permissions. Users of the technical preview do not have this permission.

## Objective:

- From the device view list, what actions can an operator take on a device?

The screenshot shows the BigFix Device Management interface. At the top, there are tabs for BIG FIX, Devices, Apps, and Deployments. Below the tabs, a search bar and filter buttons for 'Export To' and 'Show Summary' are visible. The main area is titled 'Devices' and shows a list of 11 devices. Each device entry includes the device name, an 'Agent' dropdown menu, deployment status, and a timestamp. The 'Agent' menu is open for the first device, showing options like 'Deploy Custom Content', 'Deploy Patch', 'Deploy MDM Policy', etc. On the left, there's a sidebar with 'Refine My Results' filters for 'Relevant Devices' (with critical patches), 'Device Type' (Desktop, Mobile, Server, Virtual), 'Operating System' (CentOS, macOS, Red Hat Enterprise Linux, Ubuntu, Windows), 'Status' (Locked, Unlocked), 'Device Group' (Group Name), 'Most Recent User' (User Name), 'IP Address' (Search for IP), 'BES Agent Status' (Installed, Not Installed), and 'Agent Type' (Cloud). The list of devices includes 'nirvana', 'sinatra', 'ledzep', 'beatles', 'vn-mdm-mac1', 'madonna' (selected), 'TheWho', and 'elvis'. The 'madonna' device was deployed 20 minutes ago.

Device	Agent Action	Timestamp
nirvana	Deploy Custom Content	5 minutes ago
sinatra	Deploy Patch	5 minutes ago
ledzep	Deploy MDM Policy	5 minutes ago
beatles	Deploy MDM Action	5 minutes ago
vn-mdm-mac1	Deploy BES Agent	5 minutes ago
madonna	Deploy Software	20 minutes ago
TheWho	n/a	5 minutes ago
elvis	n/a	15 minutes ago

# Policy Management

As part of v10, WebUI can now manage MDM policies on MDM endpoints. Initially BigFix will support:

- Installing Kernel Extensions
- Configuring Inactivity / Passcode settings, including setting the minimum length of passcodes on an MDM device, the minimum number of complex characters in a password, and more
- Configuring Full Disk Access for BigFix

All of these policies are viewable on the main MDM list page (Apps->MDM) where users can see all available MDM policies they have permissions to see. They'll also be able to deploy these policies.

Users can also click on the policies themselves to look at more details for each individual policy.

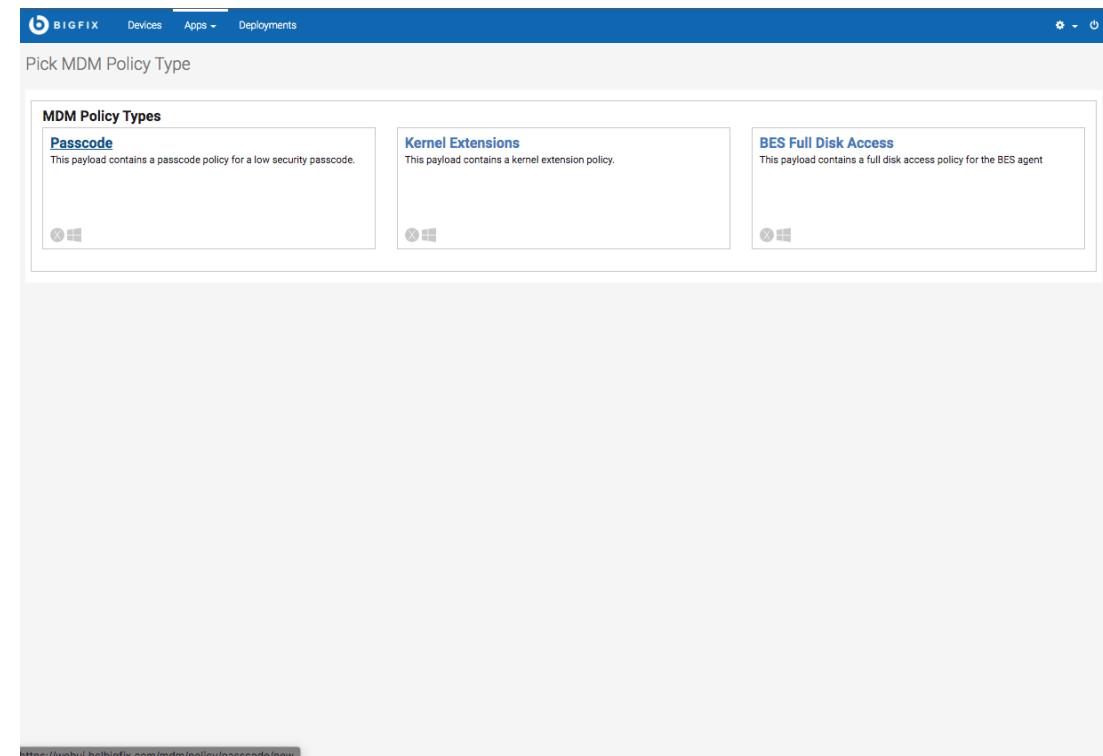
**Note:** At this stage in the tech preview, users do not have the permission to deploy or delete policies, but they can create and edit policies. As a result, some UI elements are disabled.

The image displays two screenshots of the BigFix WebUI interface. The top screenshot shows the 'MDM Actions' section, which includes four buttons: 'Lock Device', 'Wipe', 'Refresh', and 'Remove Policy'. The bottom screenshot shows the 'Edit passcode Policy' dialog, which has several tabs and sections for configuring policy settings. The tabs include 'Settings' (selected), 'Mac Settings (optional)', 'Generic Settings', 'Policy Removal Settings', 'Password Complexity', and 'Password Security'. The 'Generic Settings' section contains fields for Name (Passcode Policy V1), Description (Set Min Length Password = 3), Policy OS, and Assign Policy to Site. The 'Password Complexity' section contains checkboxes for Allow simple passwords, Require Alphanumeric, and Change at Authentication, along with fields for Min Length (3) and Min Password Complexity. The 'Password Security' section contains fields for Max Grace Period (0), Max Inactivity (8), Max Failed Attempts (4), and Time Until Login Reset (6). At the bottom right of the dialog are buttons for 'Cancel', 'Delete Policy', and 'Save'.

# Policy Management

With the right permissions, users can create policies. Clicking the 'Create Policy' link on the MDM list brings users to a view where they can create different policies:

- Passcode Policies: Users can set things like how complex passwords are on the system, the minimum length of passwords, and the maximum time of inactivity until users are prompted with a password login
- Kernel Extensions: User can set up bundles to deploy on to the system. Some applications require kernel extensions to be deployed on Apple OSX Endpoints to work properly.
- Configuring Full Disk Access for BigFix: The BigFix Agent itself needs this policy deployed to enable all inspectors to work



# Management of MDM devices

As part of v10, WebUI can now deploy a set of MDM actions against MDM endpoints:

- Lock Devices
- Wipe Device
- Restart
- Shutdown
- Remove Policy
- Deploy BES Agents

To enter this workflow, users can start from the MDM device list, select MDM devices, then select Deploy MDM Action.

In the tech preview environment, deploying MDM actions is disabled, so some UI elements are disabled.

**Note:** These screens are from a user that has "Can Create Actions" permission from the BigFix Console.

The screenshots illustrate the management of MDM devices and available actions:

- Devices List:** Shows 11 devices (agents) with their last deployment status (e.g., 5 minutes ago, an hour ago). Filter options include Agent, Deploy (1), More (1), Reset filters, Relevant Devices (With critical patches), Device Type (Desktop, Mobile, Server, Virtual), Operating System (CentOS 7, macOS 10.13 High Sierra, macOS 10.14 Mojave, macOS 10.15 Catalina, Red Hat Enterprise Linux 7, Red Hat Enterprise 8, Ubuntu 18, Windows 10, Windows Server 2016), Status (Locked, Unlocked), Device Group, Most Recent User, IP Address, BES Agent Status (Installed, Not Installed), and Agent Type (Cloud, AWS).
- MDM Actions:** A section listing various actions:
  - Lock Device:** Description: Selecting the Lock Device option will prompt you to enter a password that will be used to unlock the device. Buttons: Lock Device (disabled), Wipe (disabled).
  - Wipe:** Description: The device will immediately erase itself. No warning is given to the user. This command is performed immediately. Buttons: Wipe (disabled), Refresh (disabled).
  - Restart:** Description: The device will be restarted. Buttons: Restart (disabled).
  - Shutdown:** Description: The device will be shut down. Buttons: Shutdown (disabled).
  - Deploy BES Agent:** Description: This policy will run an action to deploy and install the bigfix Agent. If you would like to include full disk action, visit the Deploy BES Agent Policy. Buttons: Deploy BES Agent (disabled).

# Survey / Feedback form



# Survey/feedback form

## BigFix 10 Technology Review – Agentless Management survey

Complete this survey and click **Submit** to send your feedback to us.

Thank you for your participation in making BigFix better! Feel free to contact Girisha ([girishabellur.s@hcl.com](mailto:girishabellur.s@hcl.com)) with any comments in regard to this process.

## BigFix 10 Technology Preview - Agentless Management Feedback

\* Required

1. Your contact information (Name, Email, Phone number) \*

Enter your answer

2. Are you already familiar with the WebUI ?

- Yes
- No
- Limited Experience

3. Do the screens which show Native Agents, MDM and Cloud representations in a single view help you to view and manage your endpoints through BigFix using a single pane of glass ?

- Yes
- No

4. Did you see what you expected to see? If not, what/where is the gap (functional)? \*

Enter your answer

5. How did you like the whole experience? (For example, in terms of findability of information, ease of navigation, overall feedback from the system, clarity and usability of UI texts, etc.) \*

Enter your answer