

SWD & SSA Updates 2018

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IBM[®]

Latest SWD & SSA features



What's shiny and new?

SWD

- Support multiple tasks for a software pkg
 - Install, Update, Uninstall, etc
- Export/Import software pkgs via WebUI
- Editing custom tasks in WebUI

SSA

- UI Updates!
- SSA configuration/deployment workflow in WebUI
- Branding options
 - Name (e.g. BigFix Self-Service Application --> TechCorp App Store)
 - Icon (changes shortcut, systray, and dock/menu bar)
 - Color (title bar and app view header color)
 - Help text (link to help page in SSA footer)
- Dashboard support
 - SSA will now display ClientUI Dashboards
 - SSA config page adds option to upload/deploy dashboards

Multiple task support

Edit Software

CocoaRestClient-1.3.9.dmg 3.57 MB Change File

Software Name *
CocoaRestClient-1.3.9.dmg

Version *
1.3.9

Publisher *
Open Source

Operating System * Linux OS X Solaris Windows Other

Category Utilities x

Description
This is the **description** I want to see when I *deploy* as an offer.

Task 1 Task 2 (new) + Add Task

Task Name *
Uninstall: CocoaRestClient-1.3.9.dmg

Site * Master Action Site (Default)

Deployment Settings

Command Line* "CocoaRestClient-1.3.9.dmg" /uninstall Use Short Command

Deploy Software

Details

Version	1.3.9
Publisher	Open Source
OS	OS X
Category	Utilities
Size	3.57 MB
Owned By	true_bigfix
Modified	01 May 2018 14:54

unctionality

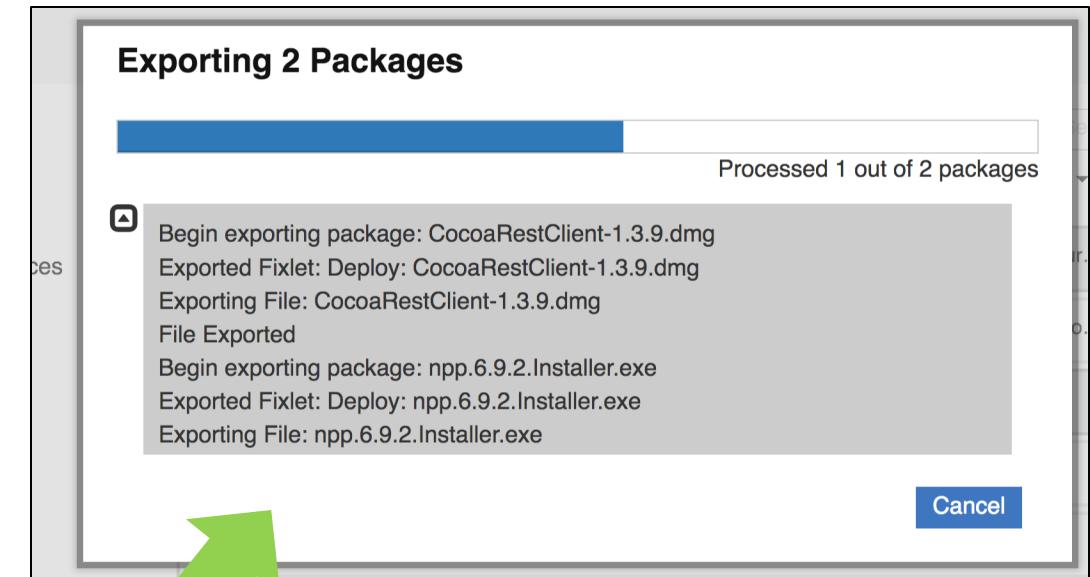


[Edit Software](#) [Export Software](#)

Deployment Tasks

[Edit Deploy: CocoaRestClient-1...](#) [Edit Update: CocoaRestClient-1...](#) [Edit Uninstall: CocoaRestClient...](#)

Export/Import support



Software

Add Software Import

Refine My Results

Reset filters

View Software

With Applicable Devices

Operating System

Linux

OS X

Solaris

Windows

Other

51 Software Packages

Deploy (2) Export (2)

Sort by: Modified Date ▾ View: 20 ▾ 1/3 ◀▶

Icon	Name	Version	Open Sour...	Downloads	Actions
	CocoaRestClient-1.3.9.dmg	1.3.9	Open Sour...	0	
	Node.js	8.9.2	Node.js Fo...	0	
	npp.6.9.2.Installer.exe	69	jy	2	
	test.rpm	321	123	2	

Let's create some Software!

1. Create a software pkg (include icon, description, category, etc)

Advanced

Sample pkgs on <\\share\\sw>

2. Install command

- 2b. Add uninstall task w/ valid relevance & actionscript

3. After saving, edit deployment task to add/modify relevance/actionscript/etc

- 3b. Add pre-requisite check within actionscript to alert user and skip install when not satisfied (but still complete)

4. Repeat 1-3 for some additional pkgs

Configure one pkg to Fail when installing

UI Updates

Catalog History ITCS300 Compliance Security Dashboard (WST)

All Status Completed Failed Admin Action x

Search History 🔍

May 1, 2018 ✓

Adobe Reader

April 4, 2018 ✗

Open Word 2013

Catalog - IBM BigFix Self-Service Application

Catalog History ITCS300 Compliance Security Dashboard (WST)

6 Items Show All In Progress View by Newest Name All Categories Search Catalog 🔍

 Adobe Reader Other	 Complete Windo... Security, Business	 CrashPlan PROe IBM Essential	 Microsoft Office 3... IBM Essential NEW	 Notepad++ Utilities NEW
 Slack IBM Essential				

Updated a minute ago

Rebranding

Configure Self-Service Application

Task Name *

Site *

Application Name on Devices *

Operating System * Windows OS X

Supported Formats: .png
Maximum Size: 150KB
Recommended Dimensions: 128x128

[Change Icon](#) [Use default icon](#)

Brand Color * #9553ad

Preview

Help Message

This message will appear on the footer of the Self-Service Application.

B **I** **U**

Visit [Helper Guru](#) for assistance. Provide feedback [here](#).

Catalog - PC@IBM App Store

View by [Newest](#) [Name](#) [All Categories](#)

Security Compliance

Icon	Name	Type
	CrashPlan PROe	IBM Essential
	IBM Notes	IBM Essential
	IBM WiFi	IBM Essential
	Ayudame Target	Other
	Cisco Jabber	Other
	Intranet Labor Cl...	Other

Visit [Help@IBM](#) for assistance

Updated a minute ago

Client Dashboard support

Security Dashboard (WST) - PC@IBM App Store

Catalog History Dashboard Security Dashboard (WST)

IBM English Français Refresh Dashboard v1.0.2

Hostname: PaddingtonStation
Device ID: 14179143
Exempt Count: 0
Unknown Count: 0
Non-Compliant Count: 10

Workstation Details Hide Compliant Items

Compliant - No Action Necessary Non-compliant - Corrective Action Required

Request an exemption

Technician Tab

Enable Technician tab [i](#)

Tab name: Technician

Upload (archive) file [i](#)

Archive file must be compressed using the BFArchive tool.

Custom Tabs

Tab name: Security Center

Delete tab: dashboard.bfa

Upload (archive) file [i](#)

Add new tab

Account Password Configuration
2 Compliant, 4 Non-Compliant

Antivirus
3 Compliant

Desktop Screensaver Configuration
2 Compliant

Visit [Help@IBM](#) for assistance Updated 3 minutes ago

9 IBM Security

IBM

Let's deploy it!

1. Create an SSA configuration task
(include customized branding)

Sample icons at <\\share\\icons>

2. Deploy it!
3. What has to happen before SSA appears?

Configure Self-Service Application

Task Name * Configure Unicorn App Store

Site * Master Action Site (Default)

Application Name on Devices * Unicorn App Store

Operating System * Windows OS X Windows OS X

Supported Formats: .png
Maximum Size: 150KB
Recommended Dimensions: 128x128


Brand Color * #9553ad Preview  Unicorn App Store

Help Message
This message will appear on the footer of the Self-Service Application.
B I U

Visit [Helper Guru](#) for assistance. Provide feedback [here](#).

Let's put it together!

1. Deploy some software to the SSA

Advanced

1b. Deploy install & uninstall tasks, make sure they can run multiple times

2. Try them out in the SSA

2b. Verify pre-requisite check action works and can be retried

3. How was your experience? What did you notice?

Under the hood...

- SSA replaces UI duties of ClientUI, but not the interaction with the Client
- ClientUI is a passthrough for message exchange between the Client and SSA
- Client uses ~25% CPU when SSA is open (UI is visible)
 - _BESClient_Resource_WorkUI (default 20)
 - _BESClient_Resource_SleepUI (default 60)
- Has its own configuration file (ssa.config) and logs (YYYYMMDD.log)
 - Windows
 - C:\Program Files (x86)\BigFix Enterprise\BigFix Self-Service Application\resources
 - %LOCALAPPDATA%\BigFix\BigFixSSA\logs
 - Mac
 - /Library/Application Support/BigFix/BigFixSSA
 - \$HOME/BigFix/BigFixSSA/logs

Future SSA enhancements



Coming Enhancements

- Minor UI Updates
- Installed/Uninstall Application workflow
 - Installed apps remain in SSA
 - Uninstall option becomes available, if offer is deployed
- Pre-requisite checking support
 - Ability to fail and retry offers due to pre-req failures within actionscript
- User-driven retry on failure
- Messaging support
 - All ClientUI messages handled by SSA
- Required updates support
 - Actions with deadlines

Catalog View - IBM Essential Apps

Catalog - Self-Service

— □ ×

Catalog History

Show

7 Items

All Required In progress

Newest Name

View by

IBM Essential Applications

Search catalog

Icon	Name	Description
	Box for Office	IBM Essential Application
	CrashPlan PRO	IBM Essential Application
	IBM Notes	IBM Essential Application
	IBM Sametime Standalone	IBM Essential Application
	IBM WiFi	IBM Essential Application
	Microsoft Office 365	IBM Essential Application
	Slack	IBM Essential Application

Contact [Heldesk Support](#) for questions / comments

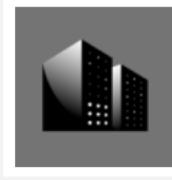
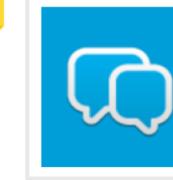
Updating...

Catalog View – All Apps with Required Updates

Catalog - Self-Service

Catalog History Show All Required In progress View by Newest Name All Categories Search catalog

7 Items

 NEW		 NEW	 ✓		 Microsoft Office 365 IBM Essential Applic...
Adobe Acrobat Prof... Other IBM Applicati...	CrashPlan PROe IBM Essential Applic...	IBM Data Migration Other IBM Applicati...	IBM Sametime Stand- alone	IBM WiFi IBM Essential Applic...	IBM Essential Applic...
 REQUIRED	 REQUIRED	 NEW			
Mozilla Firefox Updates	Symantec Endpoint Protection (SEP) Updates	XL-Kanban TAP Applications (U...)			

Contact [Heldesk Support](#) for questions / comments

Updating...

Catalog View – In progress Filter

Catalog - Self-Service

— □ ×

Catalog History

Show

All Required In progress

View by

Newest Name

All Categories

Search catalog

3 Items

Pending Start...	Downloading...	Running...
Adobe Acrobat Prof...	Mozilla Firefox	XL-Kanban
Other IBM Applicati...	Updates	TAP Applications (U...)

Contact [Heldesk Support](#) for questions / comments

Updating...

App View – Updated

Catalog - Self-Service

Catalog History

 IBM Sametime Stand-alone

Version: ST 9.0.1 20170113-0318
Productivity
Size: 201 MB 12/12/2012 12:12 PM

Sametime integrates real-time social communications, providing a unified user experience through instant messaging, online meetings, voice, video, and data.

Options

This package will install Sametime Connect 9.0.1 on your workstation. JAWS screen reader users or users who rely on the keyboard instead of the mouse may select an installation option that will customize SameTime to better suit their needs.

Standard configuration
 JAWS user configuration
 Keyboard Only User Configuration

[GET](#) 

Contact [Heldesk Support](#)

History View – Updated

Catalog - Self-Service

– □ ×

Catalog History

All status Completed Failed

Search history 

Date	Item	Status
January 1, 2016	 IBM Sametime Stand-alone	 Completed at 4:23:02 PM
January 1, 2016	 Microsoft Office 365	 Completed at 11:23:02 AM
December 25, 2015	 Slack	 Failed on 3:18:11 PM

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Updating...

THANK YOU

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