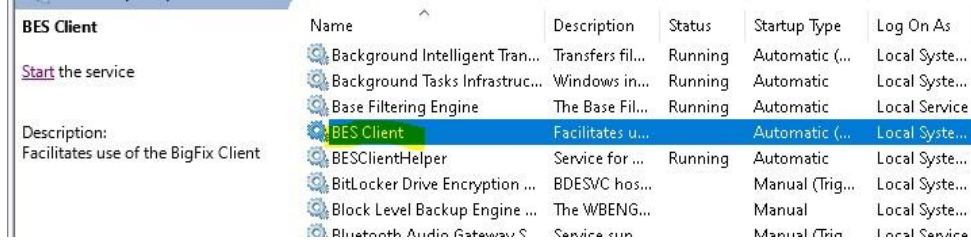


Bigfix Client Manual Installation

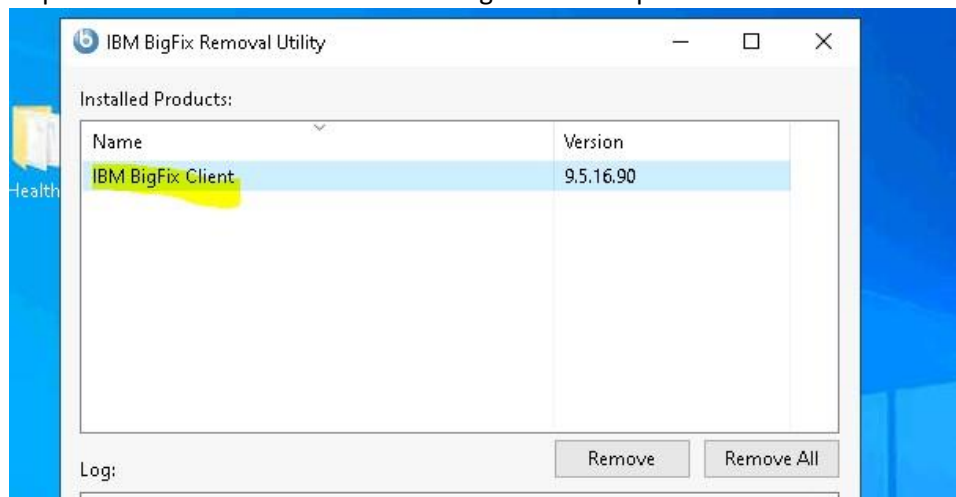
Step 1 - Check if BigFix is installed and BF Client service is in Running State, If its in stopped state try enabling it and check logs if BF Client is able to communicate with Relay.



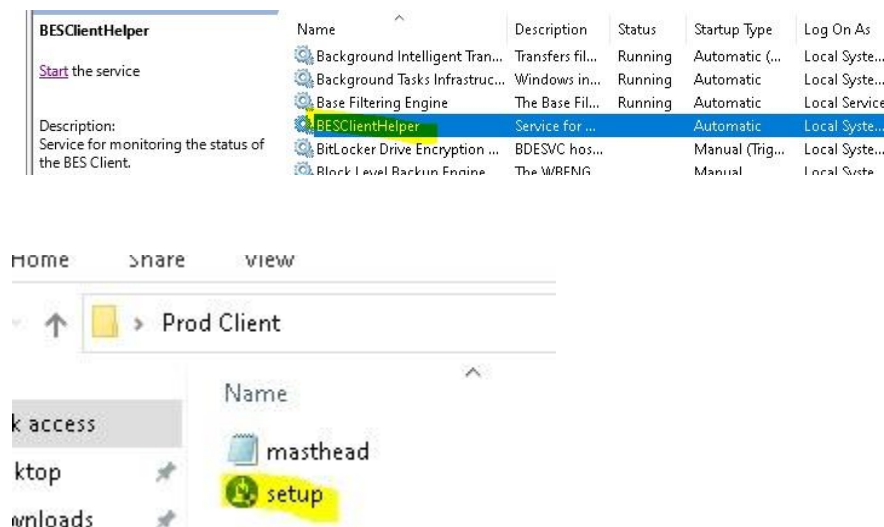
The screenshot shows the Windows Services console. The 'BES Client' service is highlighted in blue. The left pane shows the 'BES Client' service with a 'Start the service' link and a description: 'Facilitates use of the BigFix Client'. The right pane shows a list of services with columns: Name, Description, Status, Startup Type, and Log On As.

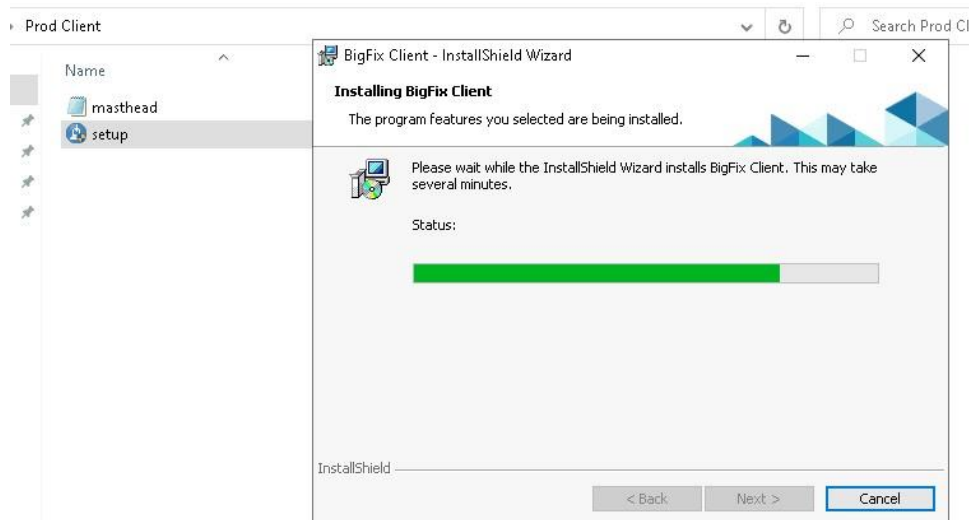
Name	Description	Status	Startup Type	Log On As
Background Intelligent Tran...	Transfers fil...	Running	Automatic (...)	Local Syste...
Background Tasks Infrastruc...	Windows in...	Running	Automatic	Local Syste...
Base Filtering Engine	The Base Fil...	Running	Automatic	Local Service
BES Client	Facilitates u...	Running	Automatic (...)	Local Syste...
BESClientHelper	Service for ...	Running	Automatic	Local Syste...
BitLocker Drive Encryption ...	BDESVC hos...	Manual (Trig...	Manual (Trig...	Local Syste...
Block Level Backup Engine ...	The WBENG...	Manual	Manual	Local Syste...
Bluetooth Audio Gateway S...	Service sup...	Manual (Trig...	Manual (Trig...	Local Service

Step2 - If its not work then remove BF Agent with help of BF Removal tool.



Step3 - Install BF Agent with help of agent setup file and make sure we have masthead file along with setup file and its for BF production. Also before installing agent stop BESClient helper service and after installing client Enable it again.





Step4 - Verify BF Client logs to make sure we BF agent is able to register/communicate with relay.

```
Log text
Beginning Relay Select
At 16:44:26 +0000 -
RegisterOnce: Attempting secure registration with 'https://azl-besalay2.cloud-pg.com:29450/cgi-bin/bfenterprise/clientregister.exe?RequestType=RegisterMe60&ClientVersion=9.5.16.90&Body=1613740340&SequenceNumbers=4&MinRelayVersion=7.1...'
At 16:44:27 +0000 -
Unrestricted mode
Configuring listener without wake-on-lan
Registered with url 'https://azl-besalay2.cloud-pg.com:29450/cgi-bin/bfenterprise/clientregister.exe?RequestType=RegisterMe60&ClientVersion=9.5.16.90&Body=1613740340&SequenceNumbers=4&MinRelayVersion=7.1.1.0&CanHandleMVPing=1&...'
Registration Server version 9.5.16.90 , Relay version 9.5.16.90
Relay does not require authentication.
Client has an AuthenticationCertificate
Relay selected: azl-besalay2.cloud-pg.com, at: 137.182.148.44:29450 on: IPV4 (Using :setting IPV4ThenIPV6)
```

Also we need to check if Client PC is able to ping relay server and telnet relay and root server on 29450 Port