BigFix
Self-Service Application Device Owners Guide

Special notice

Before using this information and the product it supports, read the information in Notices.

Edition notice

This edition applies to version 10.0 of BigFix and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Chapter 1. Managing BigFix Offers on Your Device..... 5

Chapter 2. Self-Service Application main scenarios..... 9

Scenario 1: Managing a software package as a new offer with target restart..... 9

Scenario 2: Managing an action with customized pre-message..... 14

Scenario 3: Managing a post action with customized post message 19

Scenario 4: Managing messages..... 22

Scenario 5: Pre-Message with confirmation message 24

Appendix A. Support..... 26

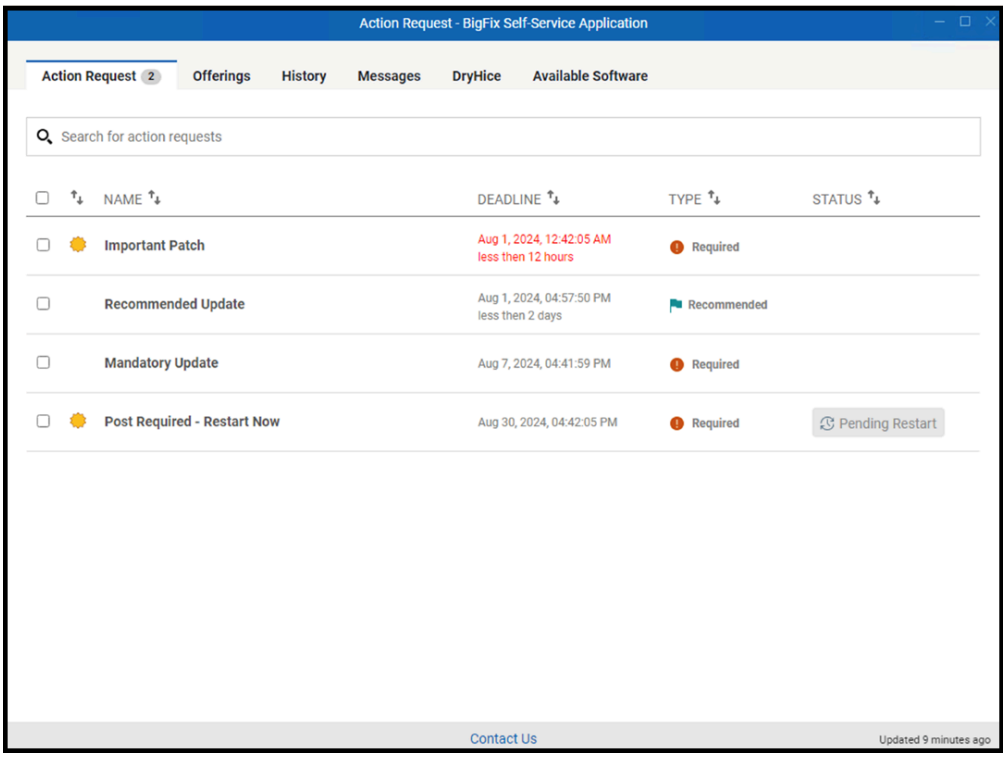
Notices..... xxvii

Chapter 1. Managing BigFix Offers on Your Device

Use the BigFix Self-Service Application to manage software installations and other BigFix actions on your device. Install software, patches, updates, and other actions. Click the Self-Service icon in your system tray or menu bar to open the application. (The application name or icon on your system might be different than the ones displayed here.)

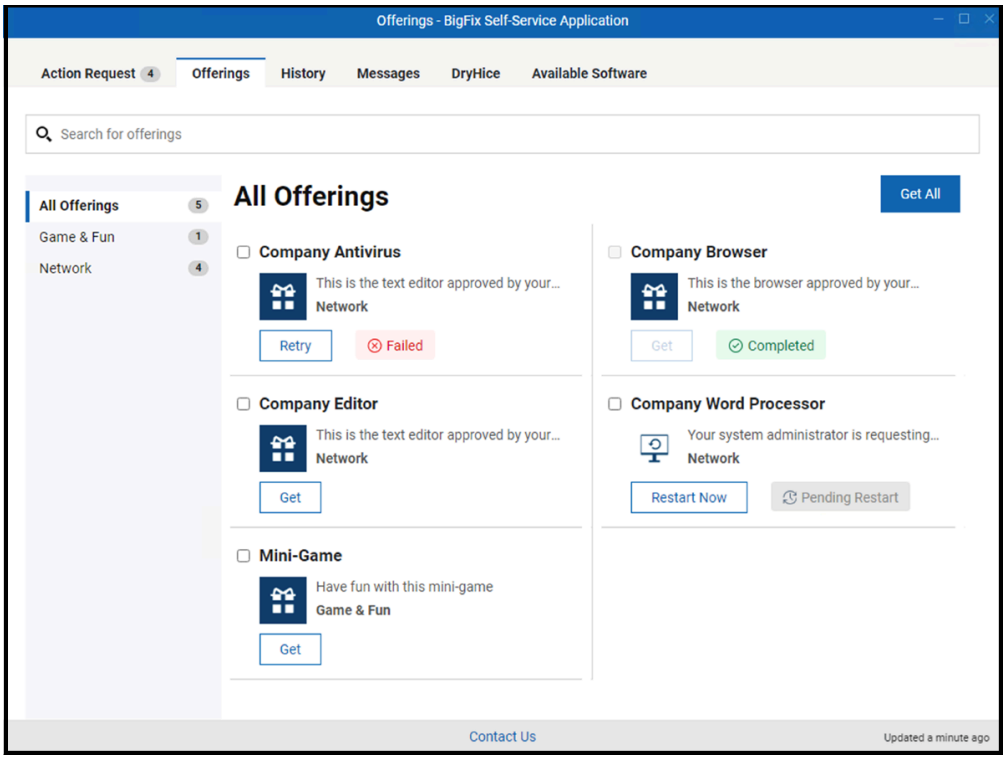
Action Request Tab

The **Action Request** tab displays actions that are pushed by a BigFix operator to a specific endpoint. The end user has to act upon these actions by selecting either the *"accept"*, *"snooze"*, or *"decline"* option. Also, an action has a deadline which turns red when they have less than one day to expire. You need to click an offering to review its details. Click **Run** to execute the action.



Offerings Tab

Offerings are mostly software installations that are available to an end-user for their consumption. The **Offerings** tab displays a list of available offerings. Click an offering to review its details. Click **Get** or **Install** to accept an offering and review its installation progress. A green colored check mark symbol denotes completed installations. While a red colored cross mark symbol denotes failed installations. However, a *"Pending Reboot"* flag indicates that the device requires a restart.

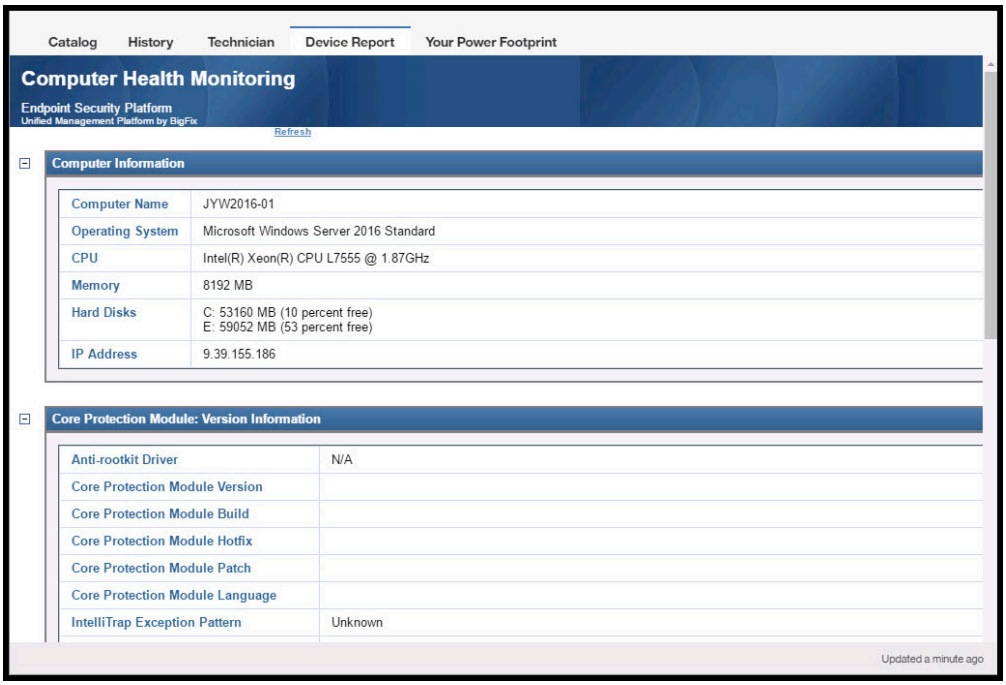


History Tab

Click the **History** tab to see a summary of offers over time, and the status of accepted offers. Filter the list with the **All Status**, **Completed**, and **Failed** buttons.

When enabled by your administrator, the **Admin Action** control allows you to show (or hide) actions taken by a BigFix administrator. Hover the mouse over the status icon to see when an action completed. In a group action, more than one task is performed in a single update. Click the group action name to reveal (or hide) its components.

If your administrator has included BigFix Client UI dashboards in the Self-Service Application, they appear as tabs at the top of the screen, next to **Catalog** and **History**. An example of the **Device Report dashboard** is shown here.



SSA Notifications

For more details about the Self-Service Application notifications on your device, see the following SSA Scenarios:

Scenario 1: Managing a software package as a new offer with target restart *(on page 9)*

Scenario 2: Managing an action with customized pre-message *(on page 14)*

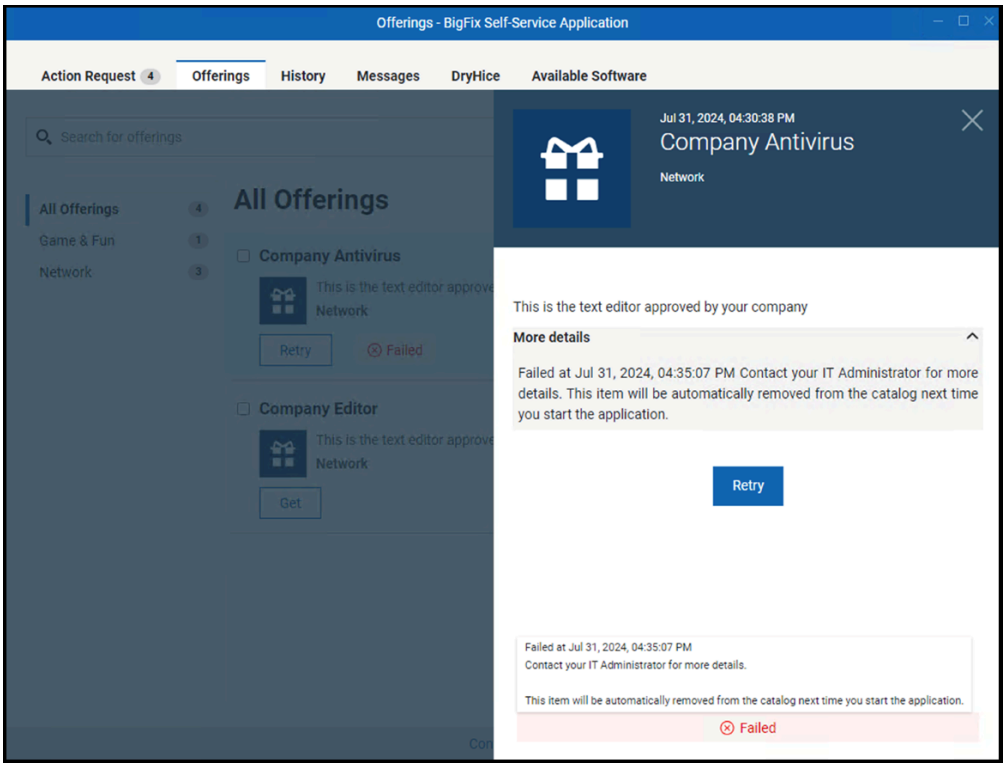
Scenario 3: Managing a post action with customized post message *(on page 19)*

When an Action Fails

If a software package installation which is NOT an offer fails, contact your BigFix administrator, who will be able to help you diagnose the problem.

When an Offer Fails

If a software package installation AS an offer fails, you can view additional information displayed by the SSA panel and you can use the **Retry** function.


Offerings - BigFix Self-Service Application
Action Request 4
Offerings
History
Messages
DryHice
Available Software
Search for offerings
All Offerings
Game & Fun 1
Network 3
All Offerings
Company Antivirus
This is the text editor approve
Network
Retry
Failed
Company Editor
This is the text editor approve
Network
Get
Jul 31, 2024, 04:30:38 PM
Company Antivirus
Network
This is the text editor approved by your company
More details
Failed at Jul 31, 2024, 04:35:07 PM Contact your IT Administrator for more details. This item will be automatically removed from the catalog next time you start the application.
Retry
Failed at Jul 31, 2024, 04:35:07 PM
Contact your IT Administrator for more details.
This item will be automatically removed from the catalog next time you start the application.
Failed

Chapter 2. Self-Service Application main scenarios

Use the BigFix Self-Service Application (SSA) to run the following scenarios enhanced in Version 3.0.0.

As a prerequisite to run entirely these scenarios, ensure that you have installed BigFix Client Version 9.5.11.

Scenario 1: Managing a software package as a new offer with target restart

This scenario describes how you can manage in the BigFix Self-Service Application (SSA) the deployment of a new offer that requires a final restart of your target computer. It will be also described how you can postpone the activity, and within the defined activity deadline be ensured that the required restart action is performed.

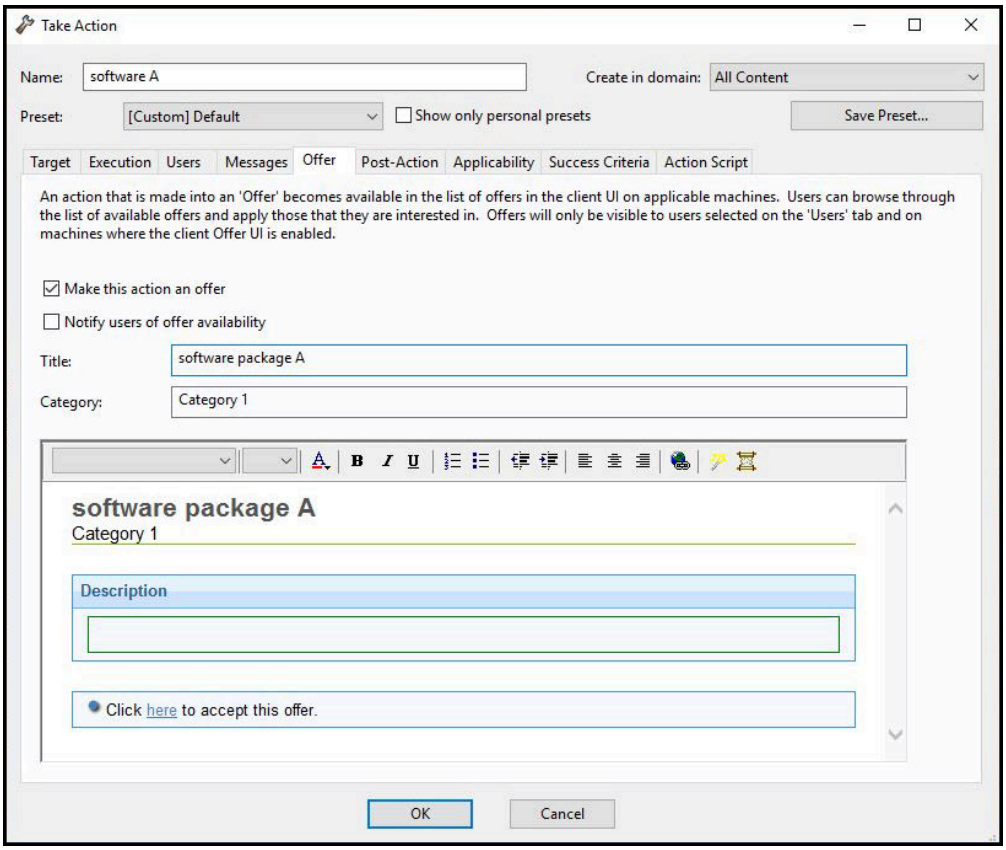
Prerequisites for this scenario:

The software package operator creates a software package either in the BigFix WebUI or in the BigFix console.

Two correlated Fixlets will be created to deploy and to uninstall the software package.

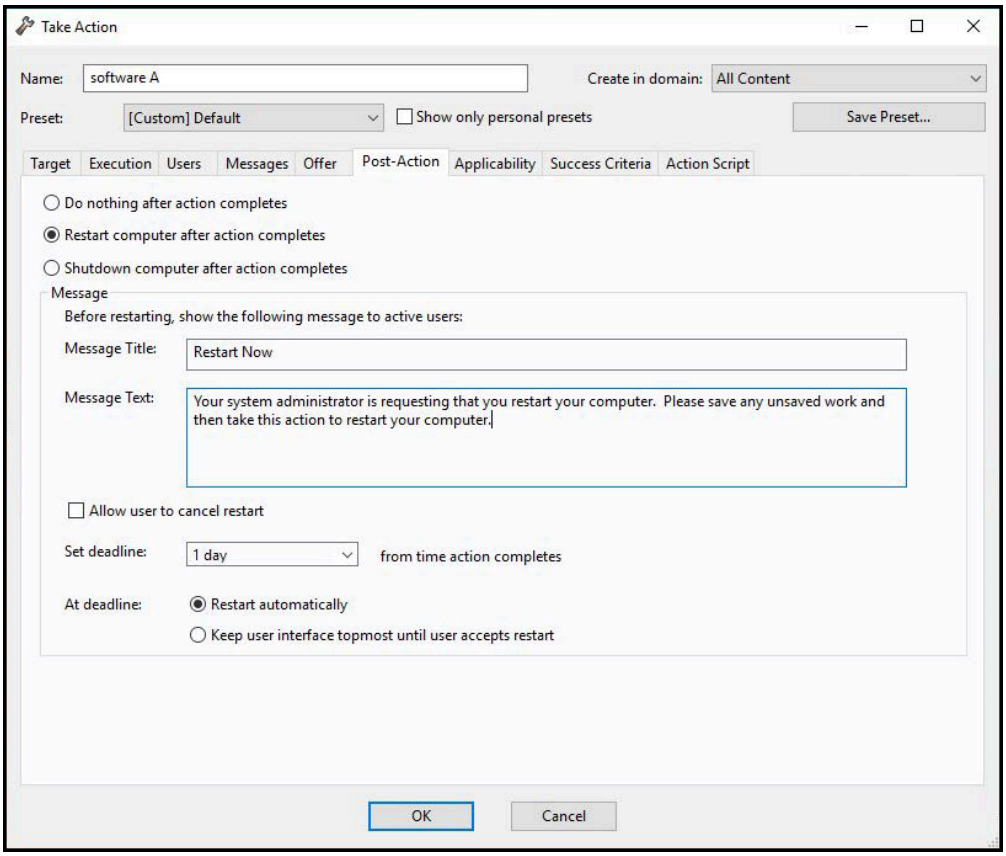
Part 1: The BigFix Console operator selects the Fixlet to deploy the software package to the target computer. In the **Take action** panel of the Fixlet, the Console operator defines the following information:

- **Target tab**: Which target computer will receive the offer.
- **Messages tab**: Enable the message which is displayed on the target computer while running the action and the completed message.
- **Offer tab**: Selecting the check box named **Make this action an offer**, the software package will be sent as an offer to the SSA Catalog.

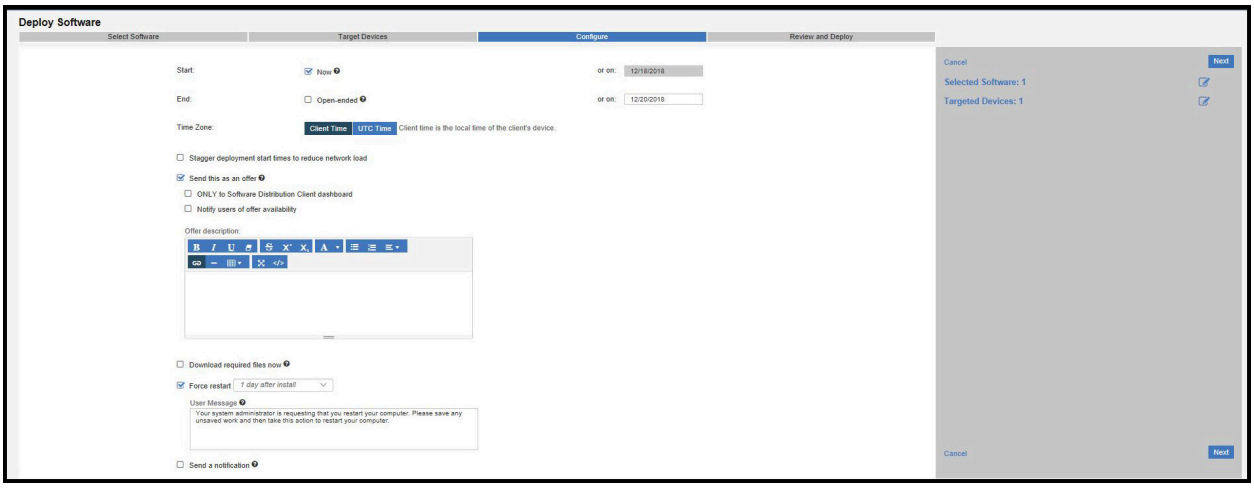


- **Post-action tab**: Which action is required by the end user after the software package installation completes and which message is displayed on the target computer before the post action occurs. In this example:
    - The end user must perform a restart of the target computer after the action completes (software package installation).
    - After completing the action, the deadline for the target computer restart will be 1 day.

◦ When the deadline is reached (1 day after the software package installation), the target computer is automatically restarted, if not previously restarted by the end user.

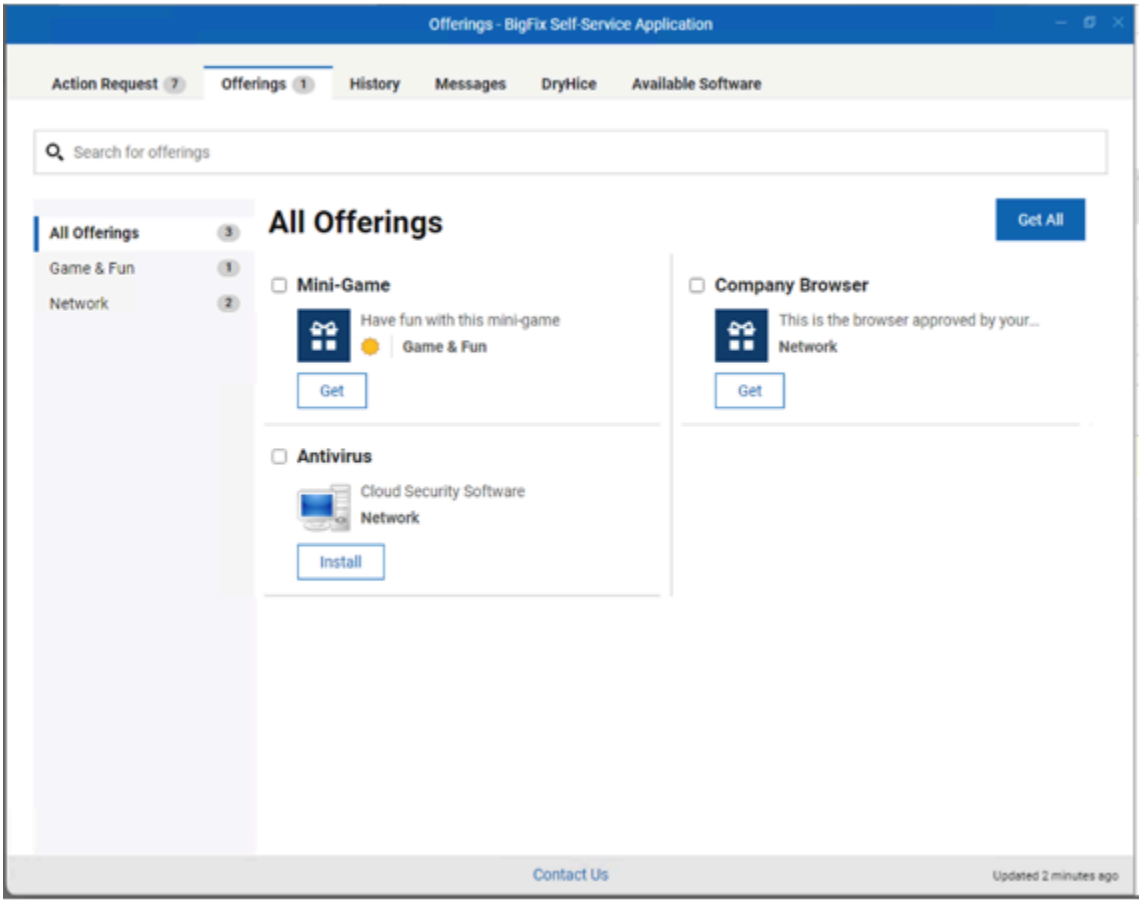


Note: The same information can be defined also using the BigFix WebUI. When using the WebUI, at deadline, only the **Restart automatically** option is available, not the **Keep user interface topmost until user accepts restart** option.



Part 2 (on the BigFix Self-Service Application): The end user, which is the user logged on to the target computer, receives the new offer in the SSA Catalog even if SSA was not opened by the user.

The end user sees the offer icon marked by a **New** badge (a yellow star) until he opens the offer for the first time.



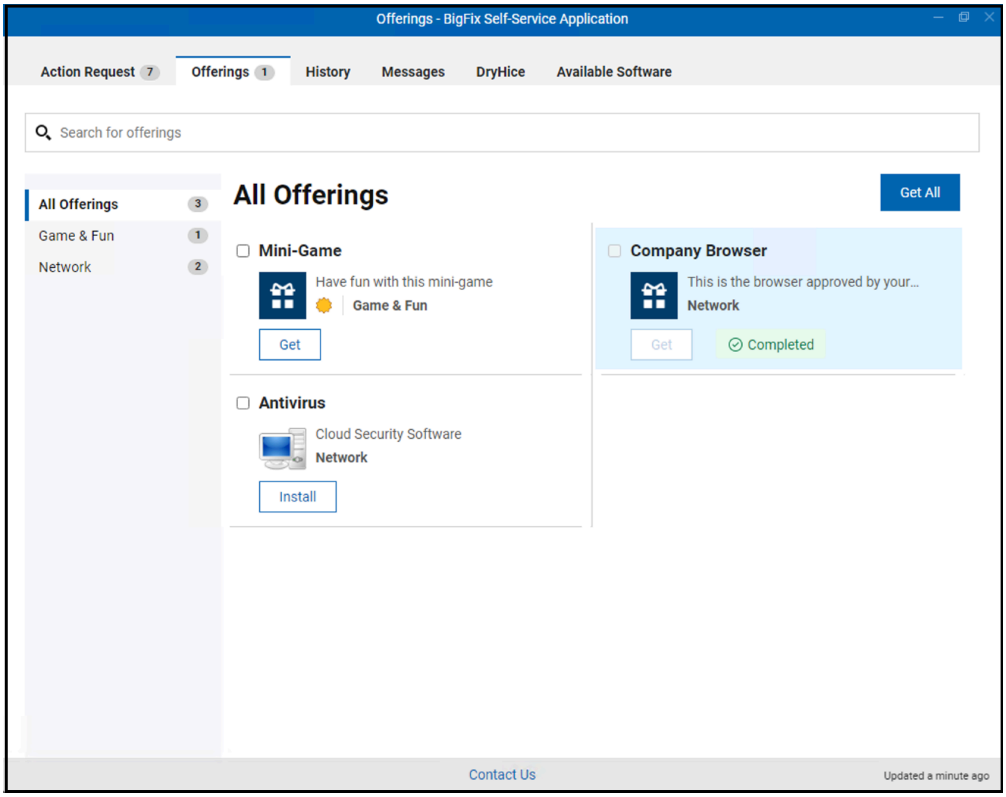
The new offer icon is displayed on the catalog. The end user clicks the icon to open the offer details and description. The offer details panel shows if there is a target pending restart.

After opening the offer, the end user can decide to:

- Install the new software immediately by clicking **Install**.
- During the installation, a Running message is displayed, later on a Completed message will be displayed to keep informed the end user.
- The offer icon is marked by a Pending restart badge. In the lower right corner of the screen, the end user will see the BigFix notifications **Restart Now** or **Later** to snooze the action. The end user restarts immediately or snoozes the action.

After restarting the target computer, the end user:

- Sees in the SSA catalog the completion of the installation (marked by a green check).

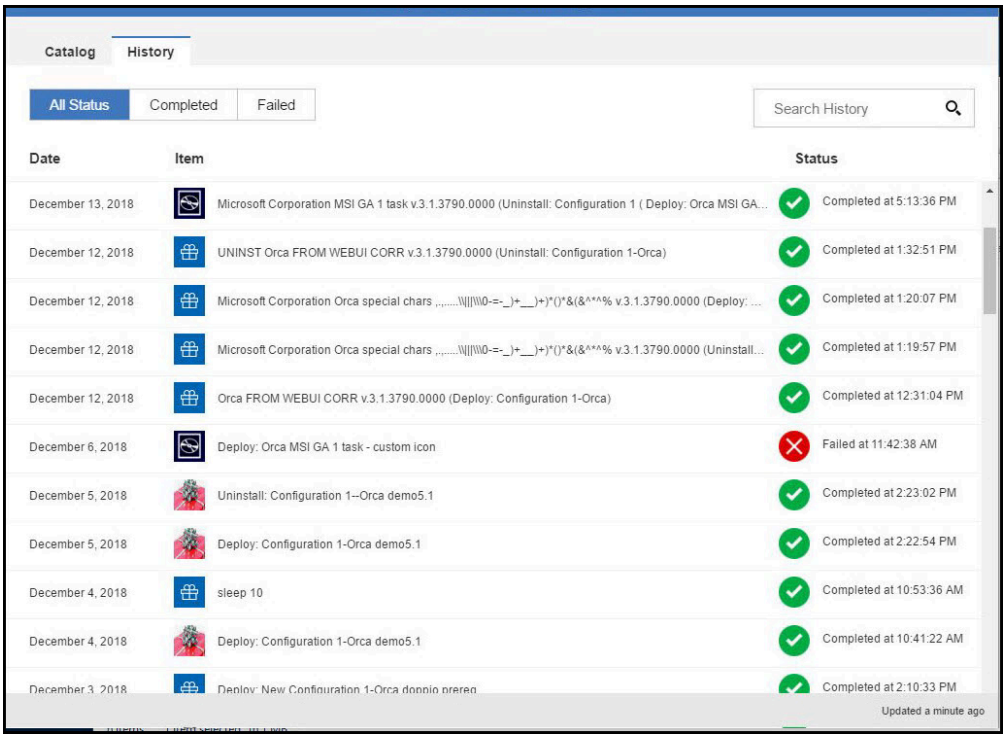


- When clicking the offer entry in the SSA catalog, he gets another option to uninstall the software package using **Remove**.

If the end user decides to close the offer without taking any action:

- The offer icon will remain in the Catalog (persistent). The icon will be displayed until the action expires.

The end user can check in the SSA History tab the status of this activity and of all his prior activities.



Scenario 2: Managing an action with customized pre-message

This scenario describes how you can manage an action in BigFix Self-Service Application (SSA) for which a pre-message is customized during the deployment. The action can be a required action or a recommended action.

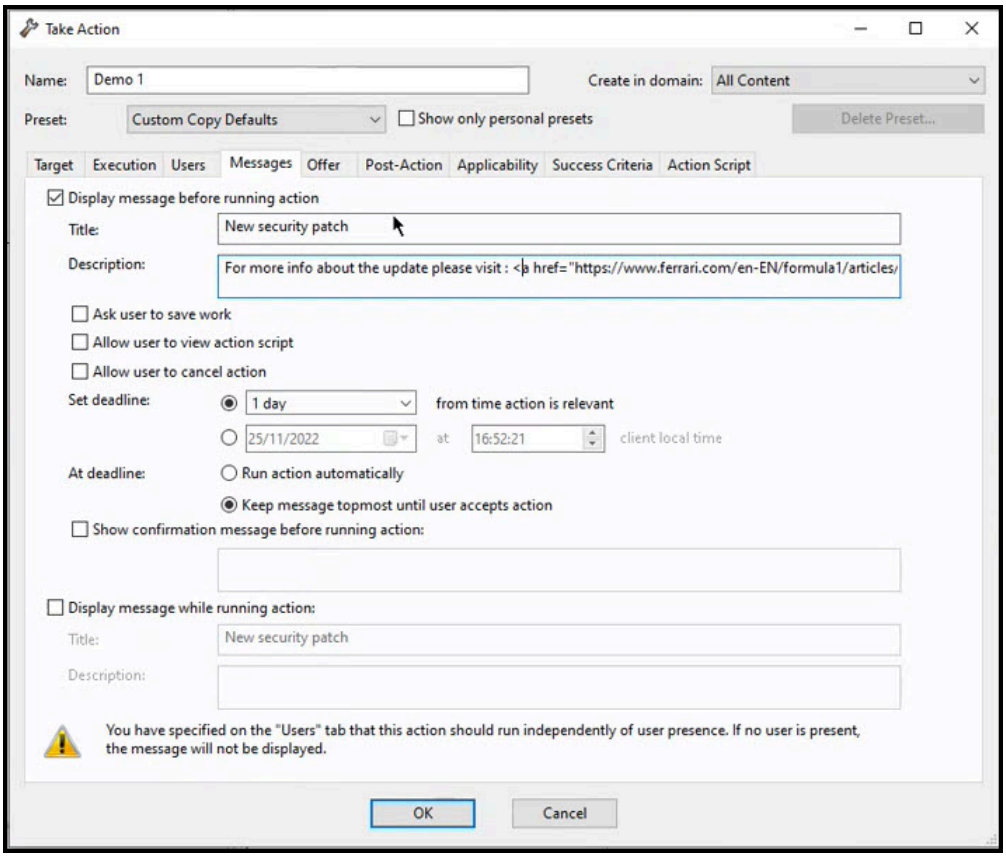
Prerequisites for this scenario:

None.

Part 1: The BigFix Console operator selects a Fixlet or task or package to deploy onto the target computer and customizes a pre-message to notify the target computer user, if it is a required action or a recommended action.

The Console operator defines the following information:

- **Target tab**: The target computer that needs to receive the action.
- **Messages tab**: The notification message that needs to be displayed on the target computer before running the action. This notification or pre-message is customized as follows:



- Allow user to cancel action:
  - If this flag is not set, a notification is displayed on the target computer denoting that this action is a *Required* action, which is mandatory and the user cannot cancel.
  - If this flag is set, a notification is displayed on the target computer denoting that this action is a *Recommended* action, which the user can cancel if desired.

    Important: This flag is supported in SSA version 3.1.3 or later.

- The deadline for the required action is 3 days. The time starts since the action becomes relevant on the target computer.
- When the deadline is elapsed, until the end user accepts the required action, the message is kept topmost on the target computer.
- Rich text is now supported in the description field. This allows you to format the text in the field with the following HTML tags:
  - span
  - img
  - font
  - u

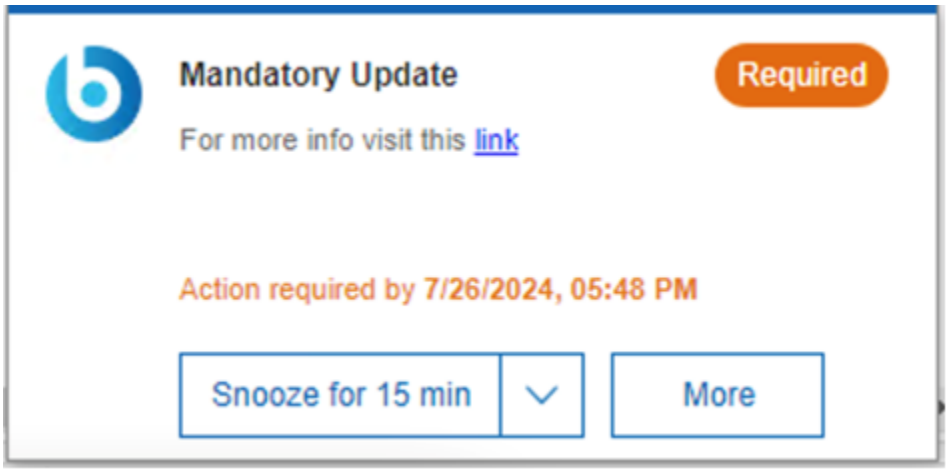
- b
- a

Note: This feature is supported in SSA version 3.2.3 or later.

Important: This information can be defined in BigFix Console only. It cannot be defined using BigFix WebUI.

Part 2 (on BigFix SSA): The user logged on to the target computer sees a notification at the lower right corner of the screen, even without opening SSA. The notification contains information such as if it is a required or a recommended action, the action deadline, and what occurs when the deadline is reached. The date and time of the action deadline are displayed in red. When the user clicks the notification, the correct SSA catalog entry opens and shows the action details.

- If the Console user has not set the *Allow user to cancel action* flag, the target computer user sees a BigFix notification showing the **Required** badge in red as shown in the following image:



In this case, the target computer user can decide to:

- Perform the required action immediately by clicking **Get**.
- Postpone the required action by clicking **Snooze for 15 min** button or select a snooze option from the drop-down. The end user can snooze the operation and choose to be reminded from the following options:
  - 5 minutes before deadline
  - 15 minutes before deadline
  - 5 minutes
  - 15 minutes
  - 30 minutes
  - 1 hour
  - 3 hour
  - 6 hour

- 12 hour
- 1 day
- Custom value

Note:

- Custom value allows the user to postpone the action to the desired time and date using the date and time widget. The action cannot be postponed past the defined deadline.

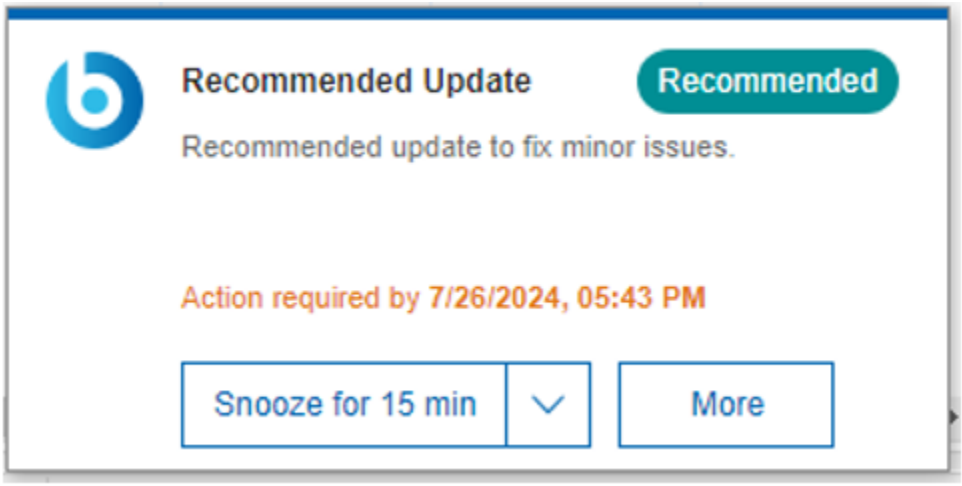
  Note:

  - This option is only available in the action detail view.
  - Custom snooze is supported in BigFix SSA Version 3.2.3 or later.

- **Examples**:
  - If the deadline for the required action defined during the deployment is less than five minutes, the **Snooze for <value>** button is not displayed.
  - If the deadline for the required action defined during the deployment is less than one hour, the following snooze options are displayed:
    - 5 minutes before deadline
    - 15 minutes before deadline
    - 5 minutes
    - 15 minutes
    - 30 minutes

When the deadline is elapsed, the end user can no longer close or minimize the SSA panel on the target computer. The user is forced to click **Get** to perform the required action.

- If the Console user has set the *Allow user to cancel action* flag, the target computer user sees a BigFix notification with the **Recommended** badge in blue as shown in the following image:



In this case, the target computer user can decide to:

- Perform the recommended action immediately by clicking **Get**.
- Decline the recommended action immediately by clicking **Decline**.
- Postpone the recommended action by clicking **Snooze for 15 min** button or select a snooze option from the drop-down. The end user can snooze the operation and choose to be reminded from the following options:
  - 5 minutes before deadline
  - 15 minutes before deadline
  - 5 minutes
  - 15 minutes
  - 30 minutes
  - 1 hour
  - 3 hour
  - 6 hour
  - 12 hour
  - 1 day
  - Custom value

Note:

- Custom value allows the user to postpone the action to the desired time and date using the date and time widget. The action cannot be postponed past the defined deadline.

  Note:

  - This option is only available in the action detail view.
  - Custom snooze is supported in BigFix SSA Version 3.2.3 or later.

- **Examples**:
  - If the deadline for the required action defined during the deployment is less than five minutes, the **Snooze for <value>** button is not displayed.
  - If the deadline for the required action defined during the deployment is less than one hour, the following snooze options are displayed:
    - 5 minutes before deadline
    - 15 minutes before deadline
    - 5 minutes
    - 15 minutes
    - 30 minutes

Note: Setting *Allow user to cancel action* flag is supported in BigFix SSA version 3.1.3 or later.

On the lower-right corner of the screen, the status message (such as running or completed) of the current action is displayed.

In the SSA History tab, users can see the status of the current action and all other previous actions.

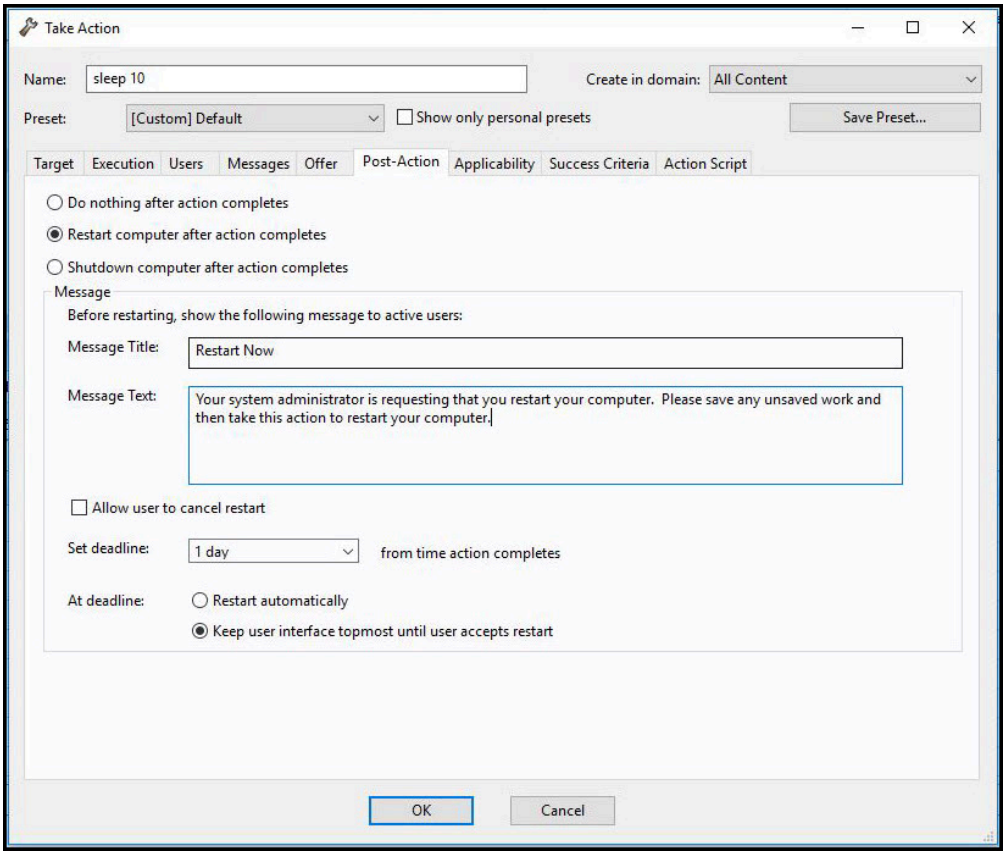
Scenario 3: Managing a post action with customized post message

This scenario describes how you can manage in the BigFix Self-Service Application (SSA) a post action showing a customized post message.

Prerequisites for this scenario:

None.

Part 1: The BigFix Console operator selects a Fixlet or task or package to deploy the post action to the target computer. In the **Take action** screen, the Console operator customizes the post message as follows:



- Post-action tab:
  - Post action - The target computer user must perform a restart after the action completes (software package installation).
  - Message title and message text that needs to be displayed on the target computer for the post action

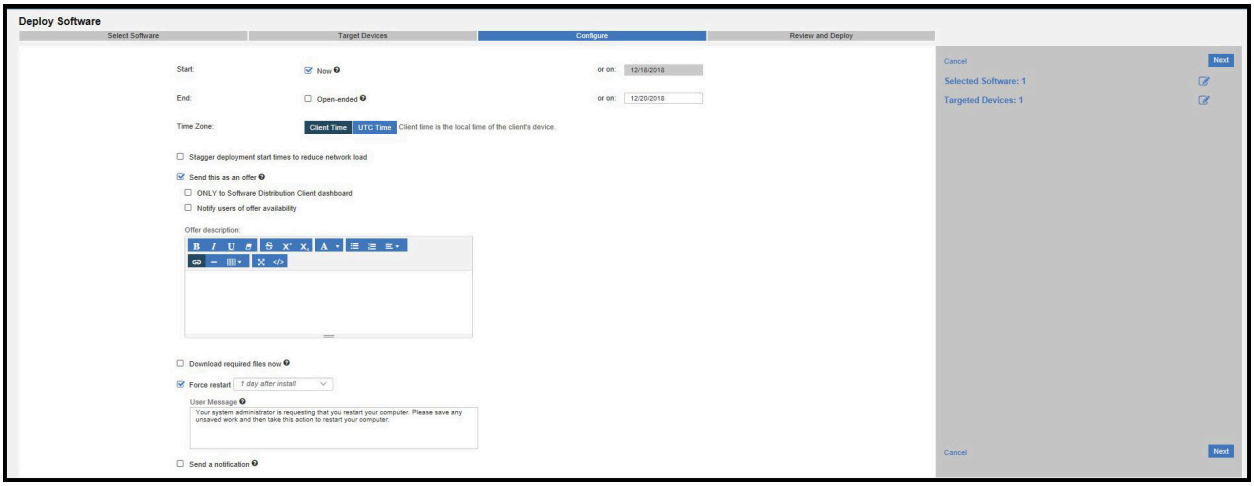
- Allow user to cancel restart - If this flag is set, a notification is displayed on the target computer denoting that this action is a *Recommended* action, which the user can cancel if desired.

  Important: This flag is supported in SSA version 3.1.3 or later.

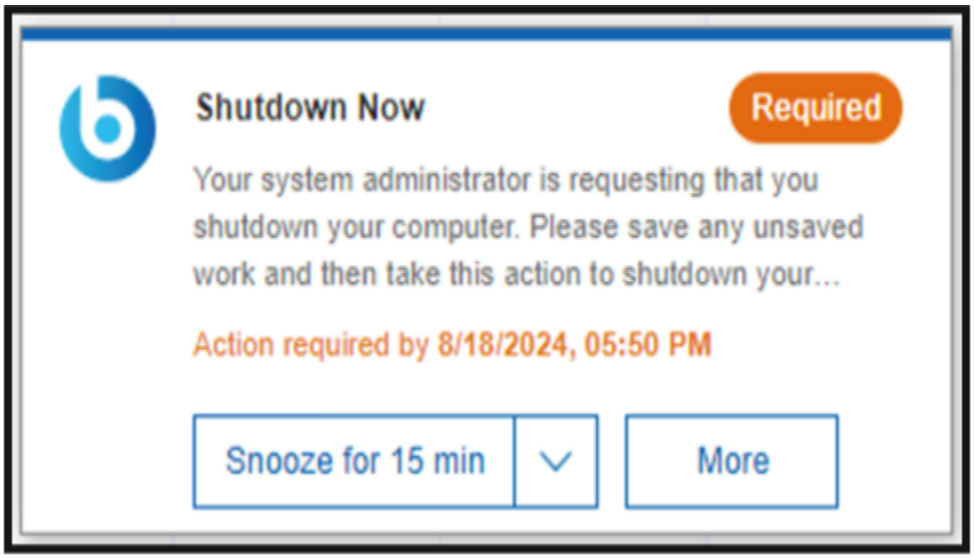
- After completing the action, the deadline for the target computer restart is 1 day.
- When the deadline is elapsed, the message is kept topmost on the target computer.
- Rich text is now supported in the description field. This allows you to format the text in the field with the following HTML tags:
  - span
  - img
  - font
  - u
  - b
  - a

  Note: This feature is supported in SSA version 3.2.3 or later.

Note: The same information can be defined also using the BigFix WebUI. When using WebUI, at deadline, only the **Restart automatically** option is available. The **Keep user interface topmost until user accepts restart** option is not available.



Part 2 (on BigFix SSA): The user logs on to the target computer and does not receive any offer, any required action, or any recommended action. This means that the action is already performed (for example, the software package was already installed) when the user receives a **Restart Now** or **Later** BigFix notification.



- If the user clicks **Snooze for...**, the user can decide to postpone the target computer restart. The user can snooze the operation and choose to be reminded from the following options:
  - 5 minutes before deadline
  - 15 minutes before deadline
  - 5 minutes
  - 15 minutes
  - 30 minutes
  - 1 hour
  - 3 hour
  - 6 hour
  - 12 hour
  - 1 day
  - Custom value

Note:

- Custom value allows the user to postpone the action to the desired time and date using the date and time widget. The action cannot be postponed past the defined deadline.

  Note:

  - This option is only available in the action detail view.
  - Custom snooze is supported in BigFix SSA Version 3.2.3 or later.

- **Examples**:
  - If the deadline for the required action defined during the deployment is less than five minutes, the **Snooze for <value>** button is not displayed.
  - If the deadline for the required action defined during the deployment is less than one hour, the following snooze options are displayed:

- 5 minutes before deadline
- 15 minutes before deadline
- 5 minutes
- 15 minutes
- 30 minutes

- If the user clicks the BigFix notification, the following options are available within BigFix SSA:
  - Decline - Available only for recommended actions
  - Later - The user can decide to postpone the target computer restart. The user can snooze the operation and choose to be reminded in an hour or on the following day

Note:

- If the deadline for the required action or the recommended action defined during the deployment is less than an hour, the **Later** button is not displayed.
- If the deadline for the required action or the recommended action defined during the deployment is less than one day (24 hours), the **Later** option displays only **In an hour**.

After the target computer restart takes place, this action is not persistent in SSA. It is not recorded in the SSA History tab.

Scenario 4: Managing messages

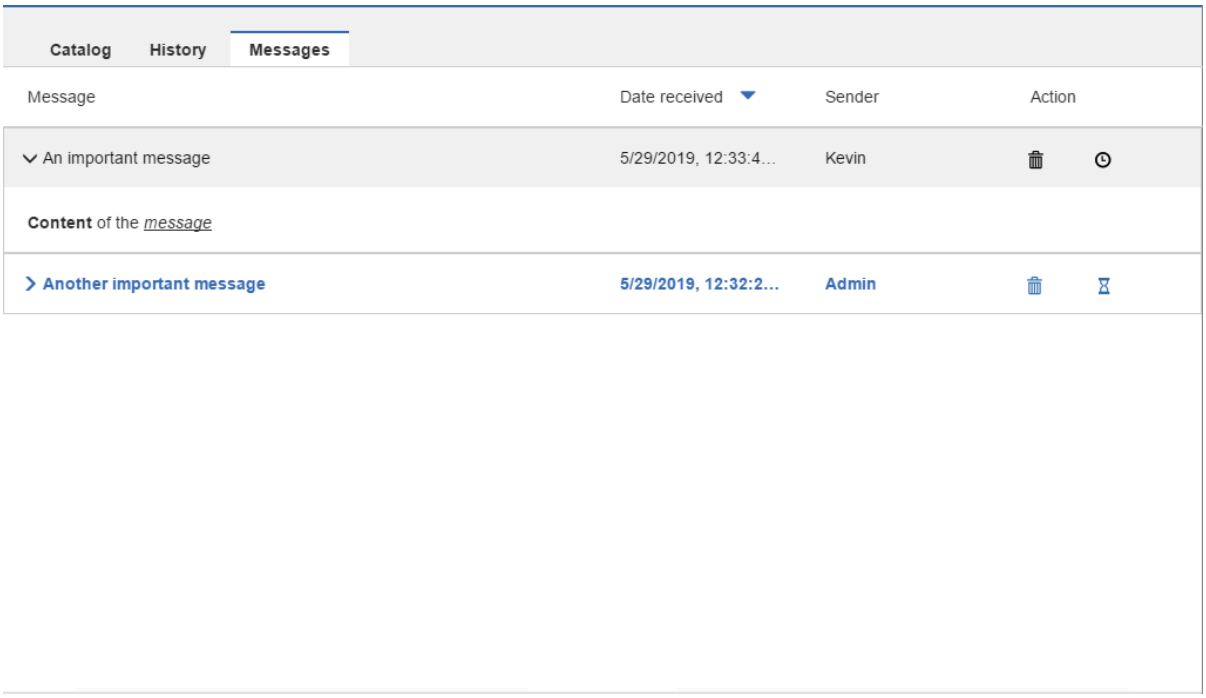
This scenario describes how in the BigFix Self-Service Application (SSA) you can manage the messages sent by the BigFix WebUI Administrator.

Prerequisites for this scenario:

- SSA 3.1.0. must be installed in the target device.
- Messages tab must be enabled through BigFix WebUI Configure Self-Service Application.

Part 1: The BigFix WebUI Administrator sends a notification message to a target device.

Part 2 (on the BigFix Self-Service Application): The end user (the user logged on to the target device) receives the message, views and manages it through the Message tab in the SSA application.



As a device user, you can:

- See a pop-up to indicate you have received a message.
- Differentiate new messages (shown in white background) and already read messages (shown in gray background).
- Sort the list by Message, Date received, or Sender
- View the content of the message by clicking on a message.
- View information about the message such as the date received and the sender against the relevant message.
- Delete a message: To delete:
    1. Select a message.
    2. Click the delete icon.
    3. Click **Yes** to confirm deleting the message.

  You can also **Undo** to restore the deleted message.

  Note: Messages are automatically deleted from the message tab after the expiration days, which is set through WebUI Server Setting.

- Postpone a message to read it at a later point in time: To postpone:
    1. Click the clock icon of a new message
    2. Select an option to be reminded in an hour or on the following day.

  You can see an hourglass icon against the messages that are postponed. You can see a reminder pop-up in an hour or on the following day as per the option you have selected.

Scenario 5: Pre-Message with confirmation message

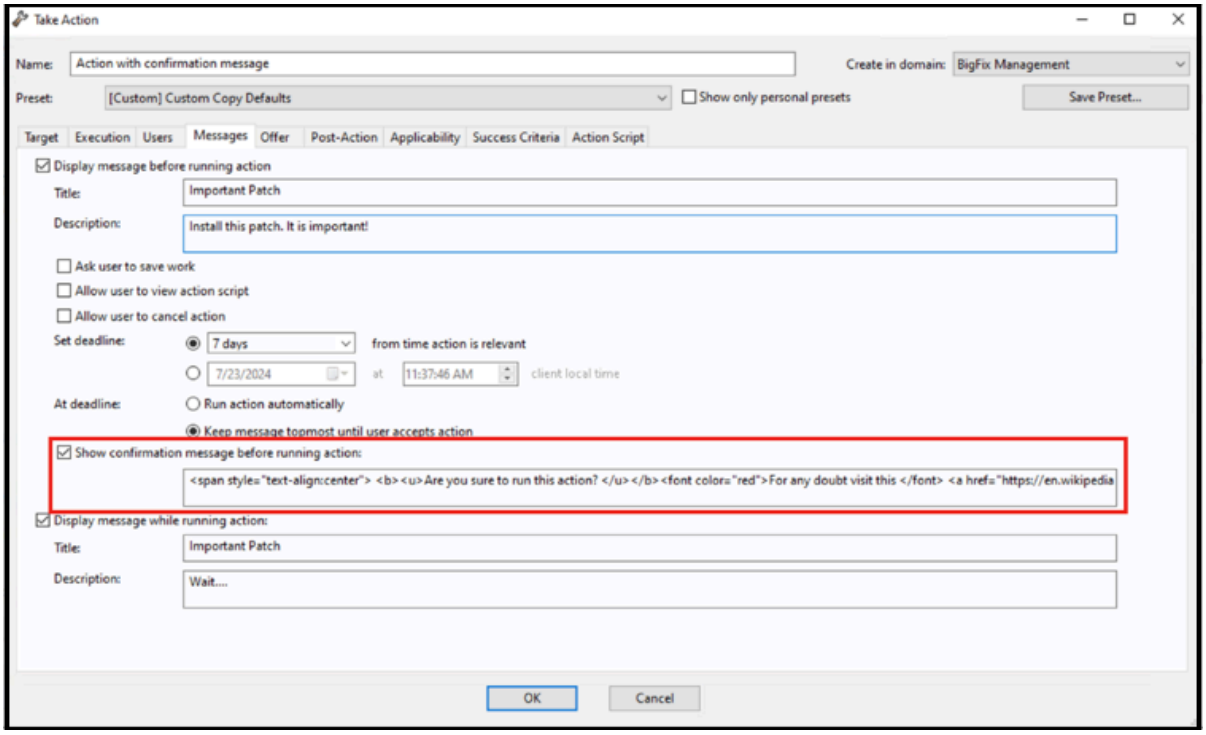
Prerequisites for this scenario:

None.

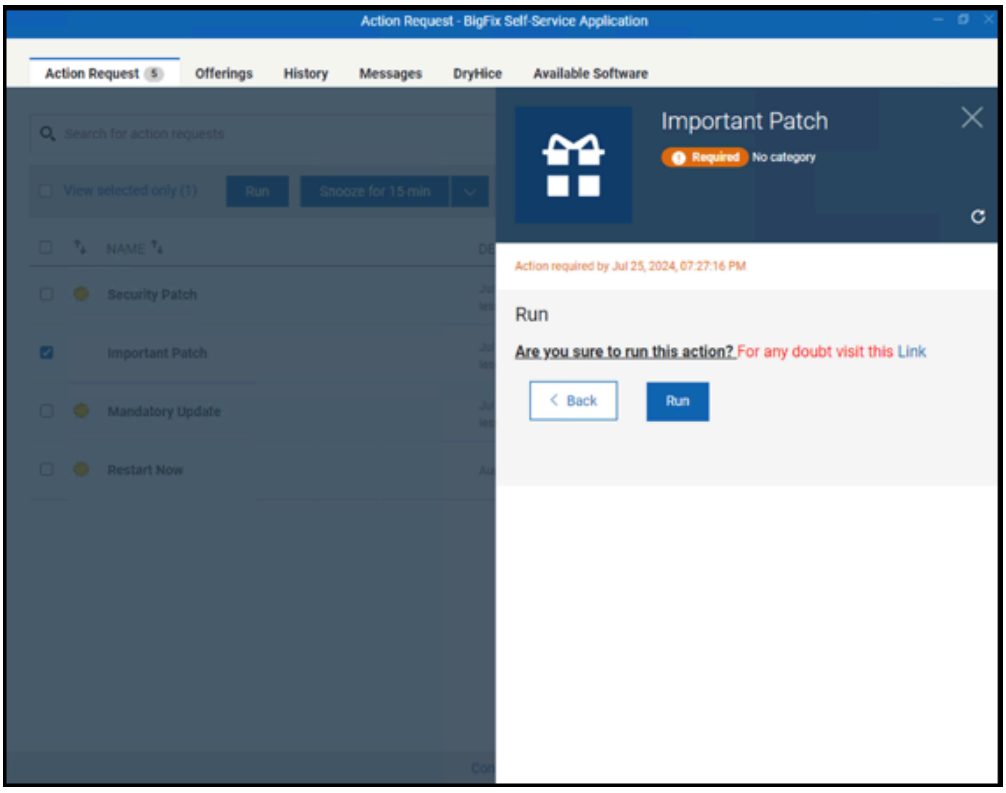
SSA version 3.3.0, makes it possible to define a confirmation message that is displayed after the end-user first clicks **Run** on an action. The confirmation message supports rich text like the message description. This allows you to format the text in the field with the following HTML tags:

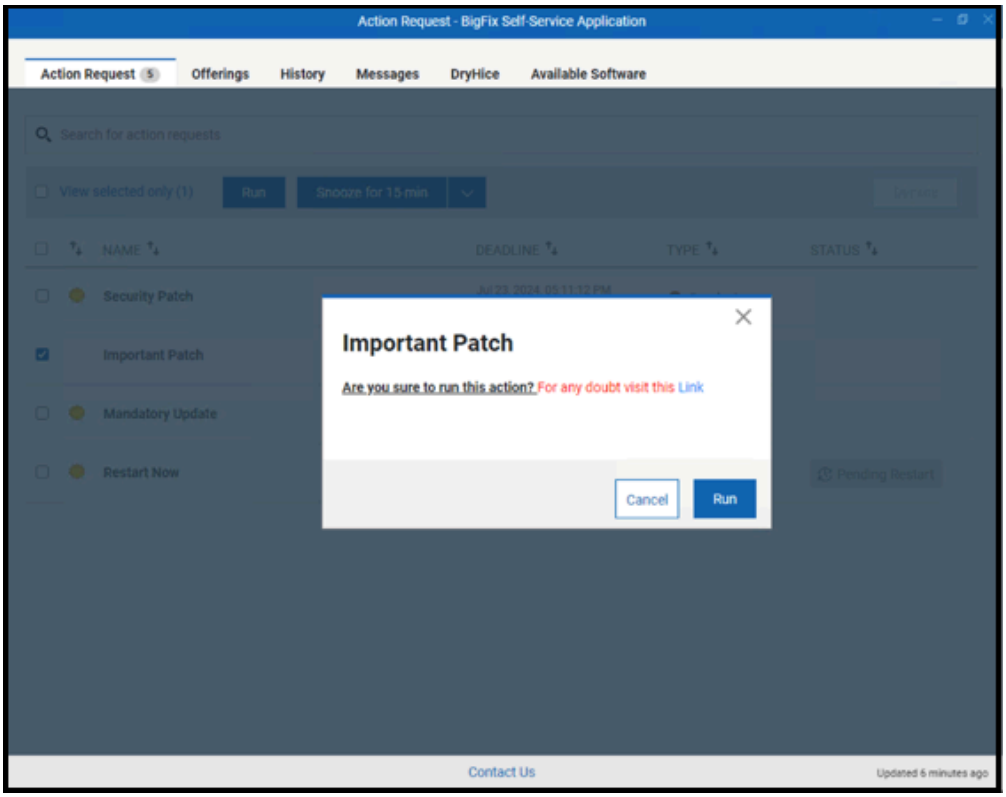
- span
- img
- font
- u
- b
- a

Part 1: On BigFix Console



Part 2 (on the BigFix Self-Service Application): The confirmation message is displayed when the user clicks on **Run** on both Action Detail and Multi-Selection bar as the screenshots below:


Action Request - BigFix Self-Service Application
Action Request 5
Offerings
History
Messages
DryHice
Available Software
Search for action requests
View selected only (1)
Run
Snooze for 15 min
NAME
Security Patch
Important Patch
Mandatory Update
Restart Now
Important Patch
Required
No category
Action required by Jul 25, 2024, 07:27:16 PM
Run
Are you sure to run this action? For any doubt visit this Link
Back
Run


Action Request - BigFix Self-Service Application
Action Request 5
Offerings
History
Messages
DryHice
Available Software
Search for action requests
View selected only (1)
Run
Snooze for 15 min
NAME
DEADLINE
TYPE
STATUS
Security Patch
Important Patch
Mandatory Update
Restart Now
Pending Restart
Important Patch
Are you sure to run this action? For any doubt visit this Link
Cancel
Run
Contact Us
Updated 6 minutes ago

Appendix A. Support

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

- BigFix Support Portal
- BigFix Developer
- BigFix Playlist on YouTube
- BigFix Tech Advisors channel on YouTube
- BigFix Forum

Notices

This information was developed for products and services offered in the US.

HCL may not offer the products, services, or features discussed in this document in other countries. Consult your local HCL representative for information on the products and services currently available in your area. Any reference to an HCL product, program, or service is not intended to state or imply that only that HCL product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any HCL intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-HCL product, program, or service.

HCL may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

HCL
330 Potrero Ave.
Sunnyvale, CA 94085
USA
Attention: Office of the General Counsel

For license inquiries regarding double-byte character set (DBCS) information, contact the HCL Intellectual Property Department in your country or send inquiries, in writing, to:

HCL
330 Potrero Ave.
Sunnyvale, CA 94085
USA
Attention: Office of the General Counsel

HCL TECHNOLOGIES LTD. PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. HCL may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-HCL websites are provided for convenience only and do not in any manner serve as an endorsement of those websites. The materials at those websites are not part of the materials for this HCL product and use of those websites is at your own risk.

HCL may use or distribute any of the information you provide in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

HCL
330 Potrero Ave.
Sunnyvale, CA 94085
USA
Attention: Office of the General Counsel

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by HCL under terms of the HCL Customer Agreement, HCL International Program License Agreement or any equivalent agreement between us.

The performance data discussed herein is presented as derived under specific operating conditions. Actual results may vary.

Information concerning non-HCL products was obtained from the suppliers of those products, their published announcements or other publicly available sources. HCL has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-HCL products. Questions on the capabilities of non-HCL products should be addressed to the suppliers of those products.

Statements regarding HCL's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to actual people or business enterprises is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to HCL, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. HCL, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS," without warranty of any kind. HCL shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work must include a copyright notice as follows:
© (your company name) (year).
Portions of this code are derived from HCL Ltd. Sample Programs.

Trademarks

HCL Technologies Ltd. and HCL Technologies Ltd. logo, and hcl.com are trademarks or registered trademarks of HCL Technologies Ltd., registered in many jurisdictions worldwide.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other product and service names might be trademarks of HCL or other companies.

Terms and conditions for product documentation

Permissions for the use of these publications are granted subject to the following terms and conditions.

Applicability

These terms and conditions are in addition to any terms of use for the HCL website.

Personal use

You may reproduce these publications for your personal, noncommercial use provided that all proprietary notices are preserved. You may not distribute, display or make derivative work of these publications, or any portion thereof, without the express consent of HCL.

Commercial use

You may reproduce, distribute and display these publications solely within your enterprise provided that all proprietary notices are preserved. You may not make derivative works of these publications, or reproduce, distribute or display these publications or any portion thereof outside your enterprise, without the express consent of HCL.

Rights

Except as expressly granted in this permission, no other permissions, licenses or rights are granted, either express or implied, to the publications or any information, data, software or other intellectual property contained therein.

HCL reserves the right to withdraw the permissions granted herein whenever, in its discretion, the use of the publications is detrimental to its interest or, as determined by HCL, the above instructions are not being properly followed.

You may not download, export or re-export this information except in full compliance with all applicable laws and regulations, including all United States export laws and regulations.

HCL MAKES NO GUARANTEE ABOUT THE CONTENT OF THESE PUBLICATIONS. THE PUBLICATIONS ARE PROVIDED "AS-IS" AND WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.