

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.

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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.)

6 🦪 🖻 🏮	🌙 52°F Clear \land	〕
	Open Self-Service]

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.

	Action Request - BigFix Self-Service Application - 🗆 🗙											
	Acti	ion R	equest 2	Offerings	History	Messages	DryHice	Available Softwa	are			
(0, 8	Searc	h for action r	equests								
0		†,	NAME 🗘				DEADL	.INE [†] ↓	TYPE [†] ↓	STATUS 🗘		
(🗆 🌞 Important Patch				Aug 1, 2 less the	2024, 12:42:05 AM en 12 hours	Required					
(Recommended Update				Aug 1,2 less the	2024, 04:57:50 PM en 2 days	Recommended					
(Mandatory	Update			Aug 7, 2	2024, 04:41:59 PM	Required			
(٠	Post Requi	red - Restart No	DW		Aug 30,	2024, 04:42:05 PM	Required	🕄 Pending Restart		
							Contact	US		Updated 9 minutes ago		

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.

	Offerings - BigFix Self-Service Application -												
Action Request 4	Offerings History Messages DryHice Availabl	e Software											
Q Search for offerings	ŝ												
All Offerings	s All Offerings	Get All											
Game & Fun Network	Image: Second state of the second	 Company Browser This is the browser approved by your Network Get Completed Company Word Processor Your system administrator is requesting Network Restart Now C Pending Restart 											
	Contact Us	Updated a minute ago											

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.

Catalog History	Technician	Device Beport	Your Power Footorint
Computer Healt	h Monitoring		
Onlined wanagement mattorm by t	Refr	esh	
Computer Information	on		
Computer Name	JYW2016-01		
Operating System	n Microsoft Windo	ws Server 2016 Star	ndard
CPU	Intel(R) Xeon(R)	CPU L7555 @ 1.870	GHz
Memory	8192 MB		
Hard Disks	C: 53160 MB (1) E: 59052 MB (5)	0 percent free) 3 percent free)	
IP Address	9.39.155.186		
Core Protection Mod Apti rootkit Drive	lule: Version Informa	ation N/A	
Core Protection	Module Version	IVA	
Core Protection I	Module Build		
Core Protection	Module Hotfix		
Core Protection	Module Patch		
Core Protection	Module Language		
IntelliTrap Except	tion Pattern	Unknown	
			Updated a minute ago

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.



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.

ame									1400.00		
inica	software A	i					Create in d				
eset:	[Cus	tom] De	fault		✓ Sho	w only persona	l presets			Save P	reset
arget	Execution	Users	Messages	Offer	Post-Action	Applicability	Success Criteria	Action	Script		
An ac the lis mach M N Title: Categ	tion that is n t of available ines where th lake this actio otify users of lory:	ade into offers a ne client on an off offer av softw Cated	> an 'Offer' b nd apply tho Offer UI is en er ailability vare package gory 1	A	B J U	list of offers in ted in. Offers v	the client UI on ap ill only be visible t 望 三 章 重	plicable o users s	Pachines. Us selected on the	ers can brow: 'Users' tab aı	e throug nd on
4	Softwar Category 1	re pa	ckage	A							^
	Descriptio	n									

- **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.

 \circ 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.

	software A					Create in d	omain:	All Content		
reset:	[Custom] Default v Save F									
Target	Execution L	Isers Messages	Offer	Post-Action	Applicability	Success Criteria	Action	Script		
ODe	o nothing after	action completes								
• Re	estart compute	r after action comp	letes							
	utdown comp	uter after action co	mpletes							
Mes	sage									
Be	fore restarting	show the followin	g messag	je to active use	rs:					
М	essage Title:	Restart Now								7
М	essage Text:	Your system ad	ministrat	or is requesting	that you resta	rt your computer.	Please s	ave any uns	aved work and	
		then take this a	ction to r	estart your con	nputer.					
	Allow user to	cancel restart								
		- 1/2	~	from time	action comple	tes				
Se	t deadline:	1 day								
Se	t deadline:	1 day								
Se At	t deadline: : deadline:	1 day (e) Restart autor	matically							
Se At	et deadline: : deadline:	1 day Restart autor	natically erface to	pmost until us	er accepts rest	art				
Se At	t deadline: t deadline:	1 day ● Restart autor ○ Keep user int	natically erface to	pmost until us	er accepts rest	art				
Se At	t deadline: : deadline:	 1 day Restart autor Keep user int 	natically rerface to	pmost until use	er accepts rest	art				
Se At	tt deadline: : deadline:	1 day (a) Restart autor (b) Keep user int	natically erface to	pmost until us	er accepts rest	art				
Se	tt deadline: : deadline:	1 day (a) Restart autor (b) Keep user int	natically erface to	pmost until us	er accepts rest	art				

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.

Deploy Software		and the second second second				
Select Softwar	e	Target Devices	Configure	Review and Deploy		
	Start:	𝐨 Now Θ	or on: 12/18/2018		Cancel Selected Software: 1	Next
	End:	Open-ended •	or on: 12/20/2018		Targeted Devices: 1	ß
	Time Zone:	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	0				
	ONLY to Software	Distribution Client dashboard				
	Notify users of ofference	er availability				
	Offer description: B / U Ø co – III •	<mark>8 x*x, A *</mark> ⊞ ⊠ ≣* X ≪⊅				
	Download required fi	les now O				
	Force restart 1 day User Message 0	rafter install 🗸 🗸				
	Your system adminis unsaved work and b	strator is requesting that you restart your computer. Please save any ren take this action to restart your computer.				
	Send a notification 6				Cancel	Next

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.

		Offerings - BigFix Self-Service Application - 0	
Action Request (7	Offe	rings 1 History Messages DryHice Available Software	
Q. Search for offer	rings		
All Offerings	3	All Offerings Get All	
Game & Fun Network	0	 Mini-Game Have fun with this mini-game Game & Fun Get Antivirus Cloud Security Software Network Install 	
		Contact Us Updated 2 minutes ag	10

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).

			Offerings - Bi	gFix Self-Servi	ce Applio	cation		-	o ×
Action Request 7	Offerings 1	History	Messages	DryHice	Availa	ble Software			
Q Search for offerings	5								
All Offerings	3 All C	Offering	js				G	et All	
Game & Fun Network	1 O Mir	hi-Game Have fun Get Cloud Se Network	with this mini- ime & Fun	game e		Get	Iny Browser This is the browser approved by your. Network O Completed		
				Contact Us			Updat	ed a min	ute ago

• 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 premessage 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:

lame:	Demo	1						Crea	ate in domain:	All Content			~
reset:		Sustom Coj	by Defaults		~	Show	only persor	al presets			Delete P	reset	
Target	Execut	ion Users	Messages	Offer	Post-Ac	tion	Applicabilit	y Success C	riteria Action	n Script			
Di	isplay me	ssage befo	re running act	tion									
Tr	itle:		New securi	ty patch	*								
D	escriptio	10	For more in	nfo about	the updat	e plea	se visit : <a< td=""><td>href="https:</td><td>//www.ferrari.o</td><td>com/en-EN/form</td><td>ula1/articles</td><td>5/</td><td></td></a<>	href="https:	//www.ferrari.o	com/en-EN/form	ula1/articles	5/	
	Ask us	er to save w	ork	_		-	_					_	
C	Allow	iser to view	action script										
C	Allow	iser to cano	el action										
Se	et deadlin	e:	I day		~	from	m time acti	on is relevant					
			O 25/11/2	022		at	16:52:21	*	client local tir	me			
A	t deadlin	8	O Run acti	on autom	atically								
			Keep me	essage top	most unt	il user	accepts ac	tion					
C	Show	onfirmatio	n message be	fore runni	ing action								
Di	isplay me	ssage while	running acti	on:									
Ti	itle:		New securi	ty patch									
D	escriptio	11											
Â	You the r	nave specifi nessage wil	ed on the "Us I not be displa	ers" tab ti ayed.	hat this ac	tion s	hould run i	ndependently	of user preser	nce. If no user is p	present,		

- 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 deatils.

• 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:

0	Mandatory Update For more info visit this link	Required
	Action required by 7/26/2024, 0 Snooze for 15 min V)5:48 PM More

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.



- 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:

0	Recommended Update Recommended Update Recommended update to fix minor issues.										
	Action required by 7/26/2024, 05:43 PM										
	Snooze for 15 min V More										

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:

🌮 Take	Action														7		×
Name:	sleep	0							Crea	ate in d	omain:	All Co	ntent				~
Preset:	l	Custom] De	fault		~ 🗆 S	how	only perso	onal p	oresets					Si	ave Pr	eset	
Target	Execut	ion Users	Messages	Offer	Post-Acti	on	Applicabili	ity :	Success C	riteria	Action	Script					
OD	o nothin	g after actio	n completes														
● Re	estart co	mputer after	action comp	letes													
O Sł	hutdown	computer a	fter action co	mpletes													
Be	ssage efore rest	arting, show	v the followin	g messag	e to active	user	rs:										
м	lessage T	itle: Re	start Now													7	
м	1essage T	ext: Yo th	ur system ad en <mark>t</mark> ake this a	ministrato ction to re	er is reques estart your	ting com	that you re puter.	estart	your con	nputer.	Please	save an	y unsave	ed work	and		
C	Allow	user to canc	el restart												_		
Se	et deadlir	ne: 1 d	lay	~	from ti	me	action com	plete	25								
At	t deadlin	e: ()	Restart autor	natically													
		۲	Keep user int	erface top	omost <mark>un</mark> ti	use	er accepts re	estart									
					0	К		C	ancel]							di

Post-action tab:

- Post action The target computer user must perform a restart after the action completes (software package installation).
- $^{\circ}$ 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.
- \circ 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.

Deploy Software		the state of the second st					
Select Software		Target Devices	Configure		Review and Deploy		- 14
	Start:	Vow O	or on:	12/18/2018		Cancel	Next
						Selected Software: 1	3
	End:	Open-ended	or on:	12/20/2018		Targeted Devices: 1	ß
	Time Zone:	Client Time UTC Time Client time is the local time of	the client's device.				
	Stagger deployment start	t times to reduce network load					
	Send this as an offer O						
	ONLY to Software Dist	tribution Client dashboard					
	Notify users of offer av	railability					
	Offer description:						
	B / U 8 5 ∞ - ⊞• X) x' x, A • ≡ ≥ ≡• ⊘					
		_					
	Download required files r	now O					
	S Force restart 1 day after	er install 🗸 🗸					
	User Message						
	Your system administrati unsaved work and then t	or is requesting that you restart your computer. Please save any ake this action to restart your computer.					
	Send a notification O					Cancel	Next

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:
 - $\circ\,$ 5 minutes before deadline
 - 15 minutes before deadline
 - 5 minutes
 - 15 minutes
 - 30 minutes
 - 1 hour
 - \circ 3 hour
 - 6 hour
 - \circ 12 hour
 - ∘ 1 day
 - Custom value



• 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.



- 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.

Date received 🔻	Sender	Action	
5/29/2019, 12:33:4	Kevin	â	©
5/29/2019, 12:32:2	Admin	ŵ	X
	Date received 5/29/2019, 12:33:4 5/29/2019, 12:32:2	Date received Sender 5/29/2019, 12:33:4 Kevin 5/29/2019, 12:32:2 Admin	Date received Sender Action 5/29/2019, 12:33:4 Kevin m 5/29/2019, 12:32:2 Admin m

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

Take /	Action	- 0	×
Name:	Action with	Tirmation message Create in domain: BigFix Management	~
Preset:	[Cus	Custom Copy Defaults v Save Preset	
Target	Execution	s Messages Offer Post-Action Applicability Success Criteria Action Script	
1 Di	isplay messag	ore running action	
TR	tle:	Important Patch	
D	escription	Install this patch. It is important!	
	Ask user to	work	
	Allow user	w action script	
	Allow user	neel action	
Se	et deadline:	(a) 7 days	
		O 7/23/2024 at 11:37:46 AM Client local time	
At	t deadline:	O Run action automatically	
		Keep message topmost until user accepts action	
⊵	Show conf	on message before running action:	
		<pre> <u>Are you sure to run this action? </u> For any doubt visit this <a href="https://en.wikipedia</pre></pre>	
🗹 Di	isplay messag	ile running action:	
Tr	tle:	Important Patch	
D	escription:	Wait	
		OK Cancel	

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 - Ø									
Action Request 🛞 Offerings History Messages DryHice Available Software									
Q Search for action requests	×								
View selected only (1) Run Shooze for 15 min <	c								
Action required by Jul 25, 2024, 07-27:16 PM									
Security Patch Run									
Are you sure to run this action? For any doubt visit this	Link								
Mandatory Update									
C 🔷 Restart Now 🗛									



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

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