

BigFix Application Control Version 1.0 Readme



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Chapter 1. About this Release

This readme file provides important information about BigFix Application Control Version 1.0.0.

What is new in this release

A summary of new features, changes, and enhancements included in BigFix Application Control V1.0.0.

BigFix® Application Control V1.0.0

Features that are introduced in Application Control V1.0.0

BigFix® Application Control is a lightweight, native enforcement system designed for comprehensive management of application execution across enterprise endpoints. The solution addresses the critical need for native, policy-driven application control within BigFix environments, enabling IT administrators to enforce application usage policies with real-time monitoring and exception management capabilities.

What's New in Application Control V1.0.0

This release focuses on providing a robust, stable, and secure foundation for application control.

Centralized Policy and Rule Management

Configure and deploy the solution from the BigFix console. Create powerful Allow Rules (for default-deny policies) or Block Rules (for default-allow policies) to control application execution. Rules can also include time constraints to grant temporary access.

Bulk Ruleset Management

Easily upload a CSV file containing a set of rules to apply a baseline policy across all subscribed computers.

Endpoint Visibility

See the effective control policy (the complete set of rules) for any endpoint directly from the BigFix Console. Approved exceptions can be viewed using BigFix® Web Reports.

Real-time Block Notifications

When a process is blocked, a notification utility instantly appears, informing the user that the application is not permitted to run.

Application Control Policy

The collection of individual rules and CSV rulesets that are applied to an endpoint to restrict or allow application execution.

Seamless Exception Request Work-flow

The notification utility allows users to request a temporary exception. They can provide a business justification and a desired expiration date, which is then sent directly to ServiceNow to create an exception request ticket.

For Security and Performance

Endpoint Policy Encryption Ensures Secure Monitoring and Immutable Rules

The effective policy on the endpoint is encrypted, ensuring that a user, even one with administrative privileges cannot modify the rules.

Lightweight Endpoint Service

A compiled C# *watcher service* enforces policies in real-time with minimal CPU and memory overhead, ensuring no impact on user productivity.

Log Retention

Endpoint logs are stored for 10 days to provide an audit trail of local activity.

This release contains the following key features:

Table 1. Key Features Application Control Release V1.0.0

Features	Description
Compliance Enforcement	Block unauthorized applications to meet corporate and regulatory requirements.
Policy Deployment	Administrators can add rules to block or allow apps using file paths or registry rules.
Process Monitoring	The Process Monitoring service on endpoints polls for policies and enforces them in real-time. When a blocked app is accessed, it is terminated, a notification is shown, and a log entry is created.
Exception Request Handling	Allow temporary, audited access to blocked applications with proper approval through your ITSM system.

ServiceNow Integration Workflow

Application Control integrates with ServiceNow to manage the exception Lifecycle:

1. **Setup:** A BigFix operator installs the Application Control UpdateSet XML in ServiceNow.
2. **Request:** The endpoint utility calls a ServiceNow REST API to create an exception request when a user submits one. Distributed Denial-of-Service (DDoS) protection is active, rate-limiting requests to 60 per hour.
3. **Approval:** The exception manager approves or denies the request within ServiceNow.
4. **Fulfillment:** Upon approval, ServiceNow calls the BigFix Action API to create and deploy a temporary allow rule to the specific endpoint. The ServiceNow ticket is then updated with a "fulfilled" status.

Additional information about this release

Published Site Versions:

Site Name	Site Version
Application Control	1.0.0

BigFix Application Control Documentation links:

- https://help.hcl-software.com/bigfix/11.0/lifecycle/lifecycle_application_control.html
- https://help.hcl-software.com/bigfix/10.0/lifecycle/lifecycle_application_control.html

Chapter 2. Installation information

You can perform the installation of BigFix Application Control in two steps by executing the specific Fixlet and tasks on the desired endpoints. First identify the endpoints that do not yet have Application Control on them. Second, run the installer Fixlet for BigFix Application Control on the desired endpoints to install Application Control on them.

Identifying Endpoints Not Configured for Application Control

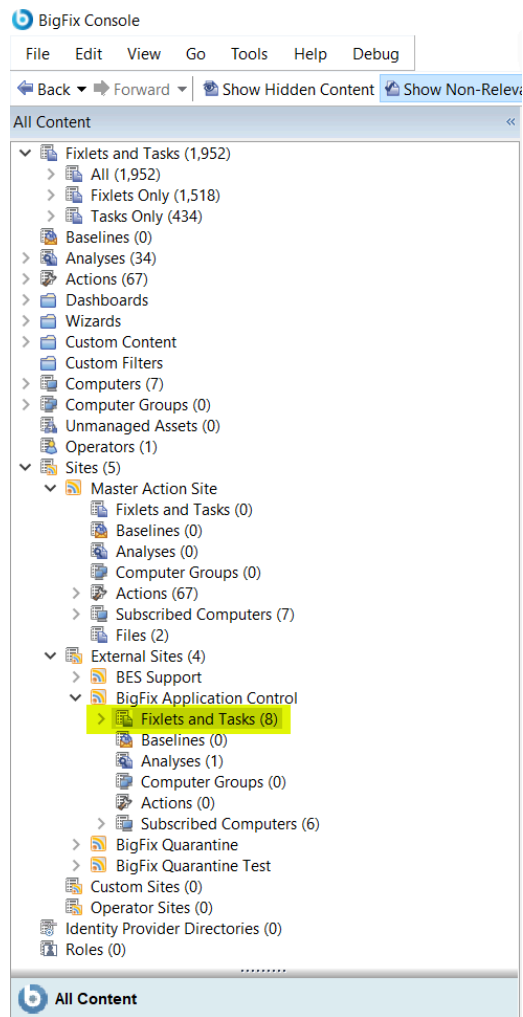
Use this Fixlet to identify endpoints that are not configured for Application Control, serving as a prerequisite for installation. This Fixlet lists devices that are not protected by the application but are subscribed to the external site, allowing administrators to assess endpoint readiness.

Use this Fixlet to identify endpoints that are not yet configured for BigFix Application Control.

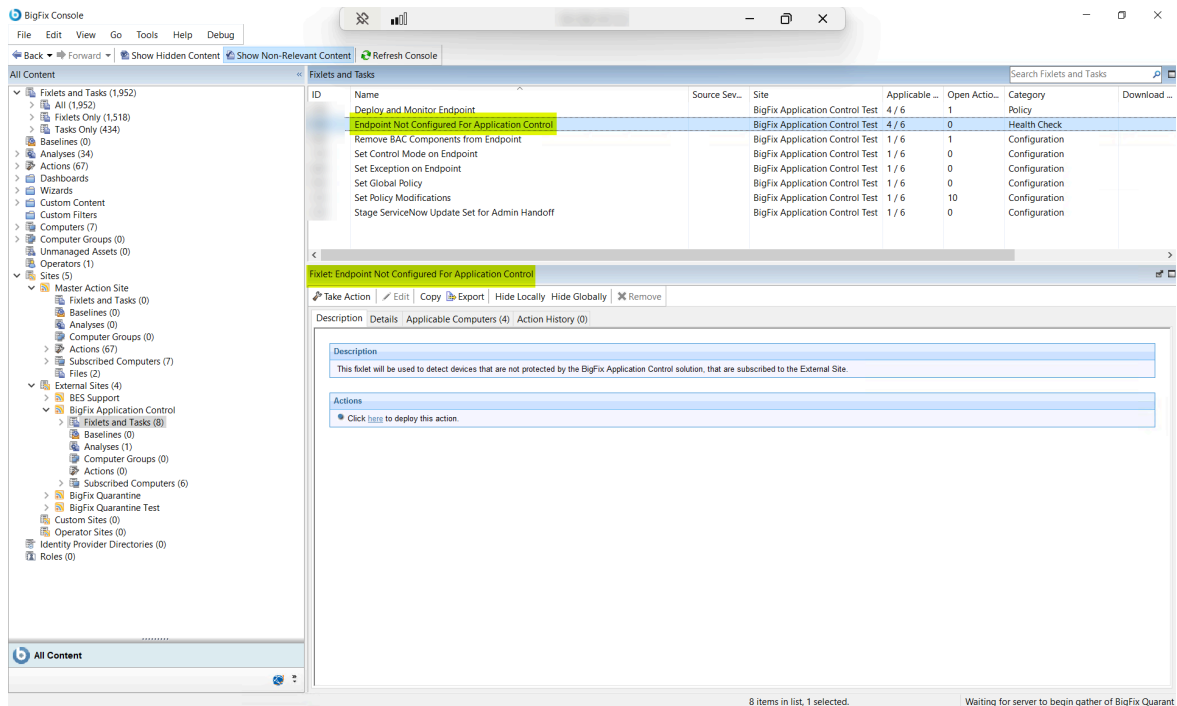
This identification step can be considered as a prerequisite for installing Application Control on an endpoint. You need to use **Fixlet: Endpoint Not Configured For Application Control** to identify the endpoints or devices that are not protected by BigFix Application Control but are subscribed to the external site. This Fixlet will list the devices on which you can configure Application Control.

1. In the BigFix Console, navigate to **All Content > BigFix Application Control > Fixlets and Tasks**.

Figure 1. Navigate to Fixlets & Tasks



2. From the **Fixlets and Tasks** pane, select **Fixlet: Endpoint Not Configured For Application Control**.



This Fixlet does not contain any action script and the result set is based on client relevance's to get the details of devices not managed by Application Control.

3. Select the **Applicable Computers** tab and view the list of devices not managed by Application Control.

Fixlet: Endpoint Not Configured For Application Control

Take Action | Edit | Copy | Export | Hide Locally | Hide Globally | Remove

Description | Details | **Applicable Computers (4)** | Action History (0)

Computer Name	IP Address	OS	CPU	Last Report Time	L...	BES Relay Selection Method	Relay
WINSERV		Win2022 10.0.20348.2031 (21H2)	2600 MHz Xeon Gold 6142	10/6/2025 10:03:53 PM	No	Automatic	innovat
WINSERV		Win2019 10.0.17763.557 (1809)	2100 MHz Xeon Gold 6252	10/6/2025 9:51:18 PM	No	Automatic	innovat
WIN10TE		Win10 10.0.19045.6216 (22H2)	2600 MHz Xeon Gold 6142	10/3/2025 7:08:18 AM	No	Manual	innovat
WIN10-		Win10 10.0.19045.6332 (22H2)	2100 MHz Xeon Gold 6252	10/6/2025 9:37:48 AM	No	Manual	innovat

This Fixlet is more of a health-check Fixlet that can be used by administrators before installing the solution on any BigFix® managed endpoint.

Deploying & Monitoring Endpoints Using Application Control

This topic outlines the process for deploying and monitoring endpoints using Application Control through a specific installer task. It details the steps for installation, service configuration, and policy enforcement to ensure application allowlisting and unauthorized process blocking on managed endpoints.

It is recommended to first run the **Fixlet: Endpoint Not Configured For Application Control** to identify non-managed endpoints before running the installer task.

Use this Fixlet to deploy and monitor Application Control to endpoints that are not yet managed by the solution.

You can install BigFix Application Control using **Task: Deploy And Monitor Endpoint**. By running this task on an endpoint, you will deploy and activate a custom BigFix® Application Control (BAC) service on a Windows™ endpoint and a user pop-up service. This service enforces an application allowlisting policy and blocks unauthorized processes from running on the endpoint.

This task performs a multi-step process to install, configure, and enable the BAC service to monitor and control application software. The steps are as follows:

1. Installation & setup

In this step, the task first downloads the three pre-requisite files - **.NET 8 SDK**, **ProcessMonitorService.zip**, and **NotificationUtility.zip**. Post downloading, the task installs the .NET 8 SDK, creates a dedicated folder at **\Program Files (x86)\ BigFix Enterprise\ BES Client\BAC**, and unzips the **ProcessMonitorService.zip** and **NotificationUtility.zip** files in the folder.

2. Service & policy configuration

In this step, the task creates a Windows™ service called **BESBAC**. This service is configured to:

- run the ProcessMonitorService.exe,
- start automatically with the system, and
- automatically attempt to restart if it fails.

Next, the task deploys a security policy by generating a JSON policy file **effective_policy.json**. This policy works in a default-deny mode, which means that all applications are blocked for running except those explicitly allowed. The initial policy is a allowlist for:

- essential Windows™ system processes
- BigFix agent processes
- any other processes running from **C:\Windows directory**

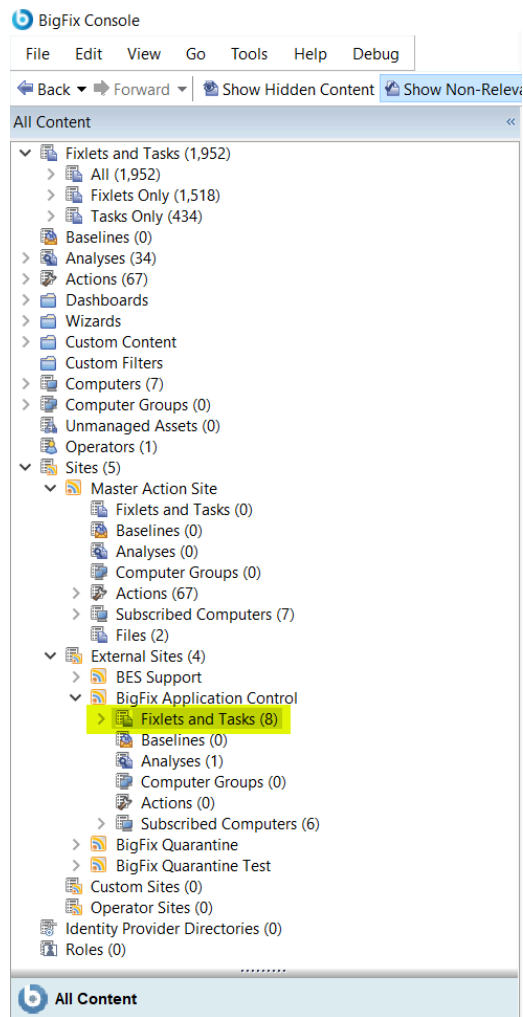
3. Activation & Monitoring

In this step, the task starts the **BESBAC** service and immediately begins enforcing the security policy. Next, it creates a monitoring task named **BAC Monitoring Service** that runs every 5 minutes to check if the **BESClient** and **BESBAC** are running. If either of the services are stopped, the monitoring service restarts it ensuring that the solution is always active.

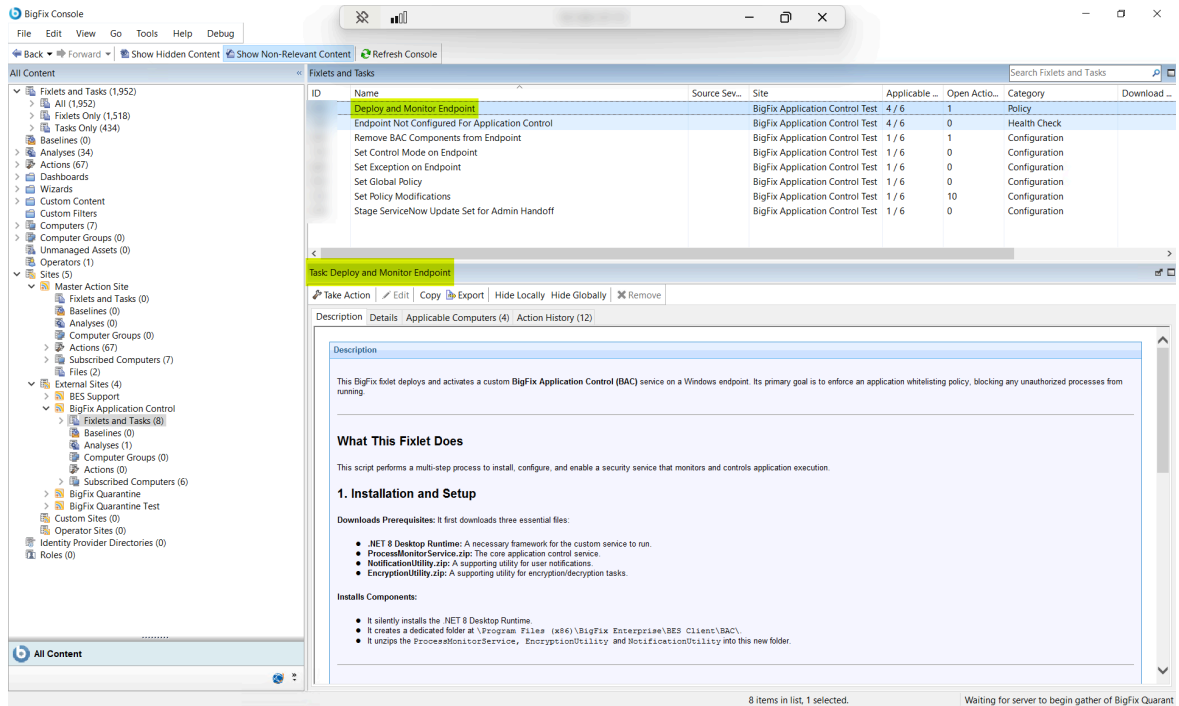
Follow the steps below to deploy the Application Control on the endpoints:

1. In the BigFix Console, navigate to **All Content > BigFix Application Control > Fixlets and Tasks**.

Figure 2. Navigate to Fixlets & Tasks



2. From the **Fixlets and Tasks** pane, select **Task: Deploy And Monitor Endpoint**.



This task does not contain any action script and the result set is based on client relevance to get the details of devices not managed by Application Control.

3. From the **Task: Deploy And Monitor Endpoint** pane, under **Configuration Options** enter the following information:

Configuration Options

Temporary Exception Duration (days)

Footer Message

ServiceNow Instance URL

Table 2. Task: Deploy And Monitor Endpoint Configuration Options

Field Name	Description
Temporary Exception Duration (days)	Number of days for which the block listed applications are to be allowed for usage as per your organization's policies.
Footer Message	Message to be displayed to the endpoint users when they are raising exception requests.
ServiceNow Instance URL	Your organization's ServiceNow™ instance URL where the tickets are created for the exceptions raised by Application Control end-users.

4. From the **Task: Deploy And Monitor Endpoint** pane, click the **Applicable Computers(n)** tab and view the endpoints on which you want to run the task.
5. Select the **Take Actions** tab and select the endpoints on which you want to apply this installer task.
6. Click **OK**.

Chapter 3. Remove BigFix® Application Control from an Endpoint

This topic provides instructions for administrators to remove Application Control from target endpoints using the Task: Remove BAC Components from Endpoints. This process involves stopping the BAC service, deleting associated files, and cleaning user profiles.

Learn how to remove BigFix Application Control from managed endpoints.

As an administrator, you can remove or uninstall BigFix Application Control from target endpoints. This task removes the **BAC** service and all associated files and folders from the target endpoints.

You use the **Task: Remove BAC Components from Endpoints** for uninstalling **Application Control**. This task performs the following actions:

1. Stops and deletes the **BESBAC** service from Windows™ Service Control Manager.
2. Removes the **BAC** directory located in the BigFix Client installation folder.
3. Scans and cleans user profiles by removing the BAC folder from their Roaming AppData directory.
4. Deletes the task that monitors **BESBAC** and **BESClient** services.

Follow the steps below to configure the watcher service refresh interval:

1. From the **Fixlets and Tasks** pane, select **Task: Remove BAC Components from Endpoint**.

The screenshot shows the BigFix Console interface. On the left, the 'Fixlets and Tasks' pane is expanded, showing a tree view of various tasks. The task 'Remove BAC Components from Endpoint' is highlighted. On the right, the details for this task are displayed. The task is titled 'Task: Remove BAC Components from Endpoint' and is categorized as 'Configuration'. The description states: 'This Fixlet uninstalls the BigFix Application Control (BAC) component from target endpoints. Use this task to completely remove the BAC service and all associated files and folders. This is useful for decommissioning the feature, troubleshooting issues, or preparing an endpoint for a clean re-installation of the component.' The 'How It Works' section describes the PowerShell script used to perform the cleanup. The 'Important Notes' section includes warnings about the irreversible nature of the action and the lack of parameters required. The 'Actions' section at the bottom shows a 'Take Action' button and a status message: 'Waiting for server to begin gather of BigFix Quarant'.

ID	Name	Source Sev.	Site	Applicable	Open Actio...	Category	Download	Source	Sou
	Endpoint Not Configured For Application Control			4 / 6	0	Health Check		Internal	
	Deploy and Monitor Endpoint			BigFix Application Control Test	4 / 6	1	Policy	Internal	
	Stage ServiceNow Update Set for Admin Handoff			BigFix Application Control Test	1 / 6	0	Configuration	Internal	
	Set Policy Modifications			BigFix Application Control Test	1 / 6	10	Configuration	Internal	
	Set Control Mode on Endpoint			BigFix Application Control Test	1 / 6	0	Configuration	Internal	
	Set Exception on Endpoint			BigFix Application Control Test	1 / 6	0	Configuration	Internal	
	Remove BAC Components from Endpoint			BigFix Application Control Test	1 / 6	1	Configuration	Internal	
	Set Global Policy			BigFix Application Control Test	1 / 6	0	Configuration	Internal	

Task: Remove BAC Components from Endpoint

Take Action | Edit | Copy | Export | Hide Locally | Hide Globally | Remove

Description | Details | Applicable Computers (1) | Action History (6)

Description

This Fixlet uninstalls the BigFix Application Control (BAC) component from target endpoints. Use this task to completely remove the BAC service and all associated files and folders. This is useful for decommissioning the feature, troubleshooting issues, or preparing an endpoint for a clean re-installation of the component.

How It Works

The action script performs a comprehensive cleanup by executing a PowerShell script on the endpoint. The script runs as a 32-bit process and performs the following actions in sequence:

- **Stops and Deletes the Service:** It first stops the BESBAC service if it is running and then deletes it from the Windows Service Control Manager.
- **Removes Core Application Folder:** It deletes the main BAC directory located within the BigFix Client installation folder (typically C:\Program Files (x86)\BigFix Enterprise\BES Client\BAC).
- **Cleans User Profiles:** It scans all user profiles under C:\Users and removes the BAC configuration folder found in their Roaming AppData directory (... \AppData\Roaming\BigFix\BAC).
- **Deletes Monitoring Task from Task Scheduler:** It deletes the scheduled task that monitors the BESBAC and BESClient services, which automatically starts them if they are found stopped.

Important Notes

- **Irreversible Action:** This action is destructive and will permanently remove the Application Control component and its configuration from the endpoint. This cannot be undone.
- **No Parameters Required:** This Fixlet runs without any user-configurable options. Clicking 'Take Action' will immediately begin the uninstallation process on the targeted endpoints.

Click 'Take Action' to deploy the uninstallation script to the selected endpoints.

Actions

Click here to deploy this action

Waiting for server to begin gather of BigFix Quarant

2. Select the **Take Actions** tab and select the endpoints from which you want to remove BigFix Application Control.
3. Click **OK**.

Appendix A. Support

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

- [BigFix V10.0 Lifecycle Documentation](#)
- [HCL Software Support](#)
- [HCL portal for BigFix Support](#)
- [BigFix Developer](#)
- [BigFix Forum](#)

Appendix B. Notices and trademarks

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