

Application Control User's 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. Overview

The BigFix Application Control solution is a native, policy-driven enforcement system designed for comprehensive endpoint management. It provides IT administrators with the capability to enforce application usage policies with real-time visibility and integrated exception control. For the endpoint user, the system acts as a protective layer, instantly blocking unauthorized or non-compliant applications while offering a clear, automated process for submitting exception requests when legitimate access is required.

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.



Note:

- BigFix Application Control currently supports application enforcement for both physical and virtual Windows™ (environment) devices only.
- Non-windows environment (macOS™ & UNIX™/Linux™) support is planned in the future.

Audience

This guide is intended for desktop users or end-users (non-admins) who utilize an endpoint with the Application Control solution installed. It outlines how to effectively use the features of the application, including notifications for blocklisted applications, exception request processes, and managing allowlisted and blocklisted applications in a self-service environment.

This guide is for desktop users or end-users (non-admin users) who want to use an endpoint which has BigFix® Application Control installed on it.

It provides details on how-to use the features of Application Control by a desktop or end user when using a managed endpoint in a BigFix® environment. For example: when are the end users notified by the solution when they try to use any blocklisted application, how to raise an exception request for a blocklisted application.

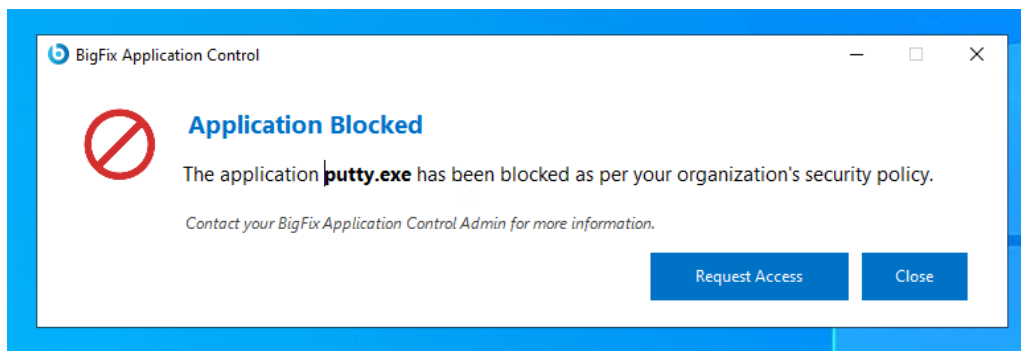
Let us explore the user guide in detail.

Chapter 2. Getting Notified when using Blocklisted Applications

This topic explains how users are notified when attempting to run blocklisted applications on a managed device with BigFix Application Control. If users attempt to open blocked applications then they will see a notification indicating that the application is blocked, and they can choose to either close the notification and contact their admin, or request an application exception.

In a managed device with BigFix® Application Control installed, if any end-user attempts to run a blocklisted application or process, he will get a notification informing him that the application is blocked on the endpoint. The notification message looks like this:

Figure 1. Application Blocked Notification



In such a scenario, a user can take either of the following steps:

- close the notification and contact his organization's BigFix Application Control admin for more information or
- raise an application exception request using the **Request Access** button.

Chapter 3. Raising an Application Exception Request

This task outlines the process for raising an application exception request for blocklisted applications, which requires approval from the organization's exception manager. Users must specify the valid start and end dates for the request.

Learn how desktop users or end users can raise an application exception request of blocklisted applications.

As a user, you can raise requests for blocklisted applications which need to be approved by your organization's exception manager. While raising the exception request, you also need to define the start and end dates for the time the request will be valid. After the end date, the application will automatically be blocklisted again.



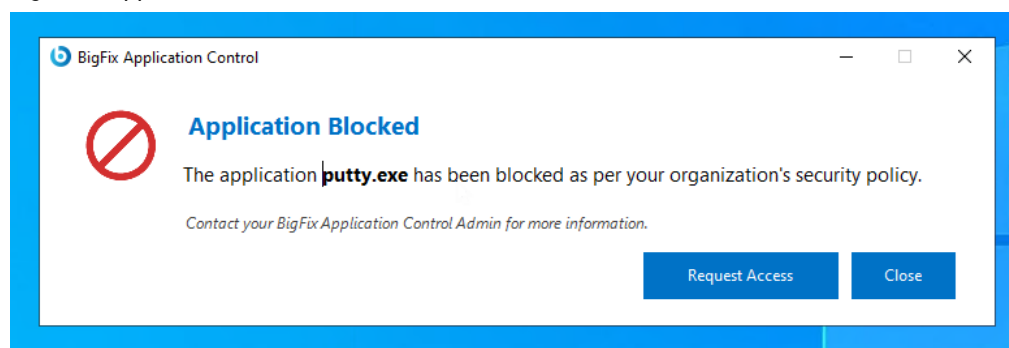
Note: An end-user can raise a maximum of 60 exception access requests for an endpoint.

After you raise the request, it goes to your organization's exception manager for approval.

To raise an application exception request, follow the below steps:

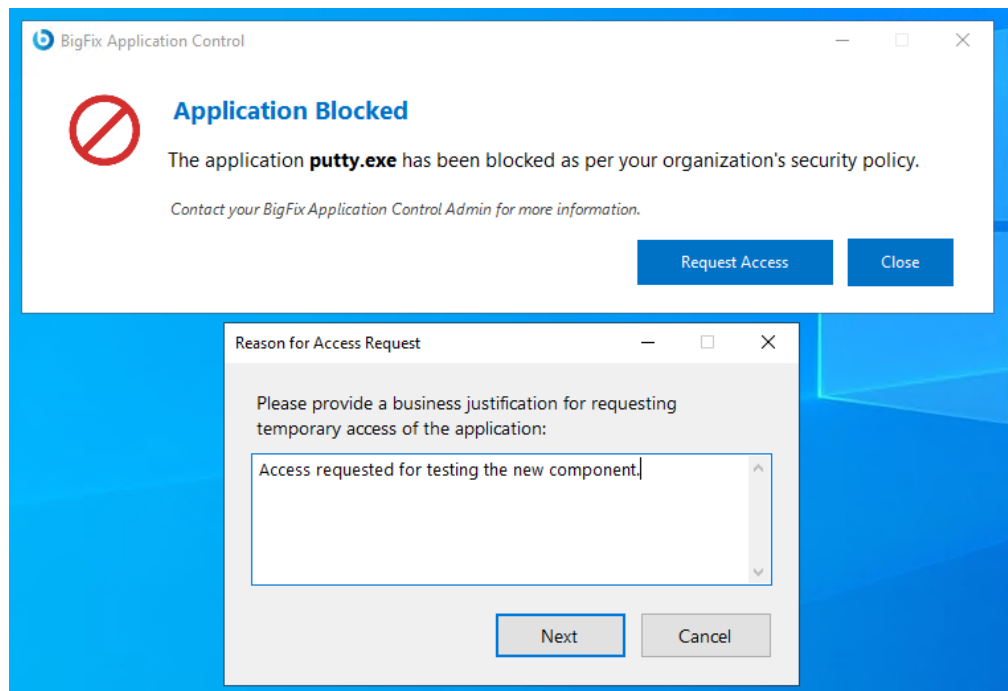
1. Run the blocklisted application on your endpoint.
2. A BigFix® Application Control notification message is displayed stating that the application is blocked as per your organization's security policy.

Figure 2. Application Blocked Notification



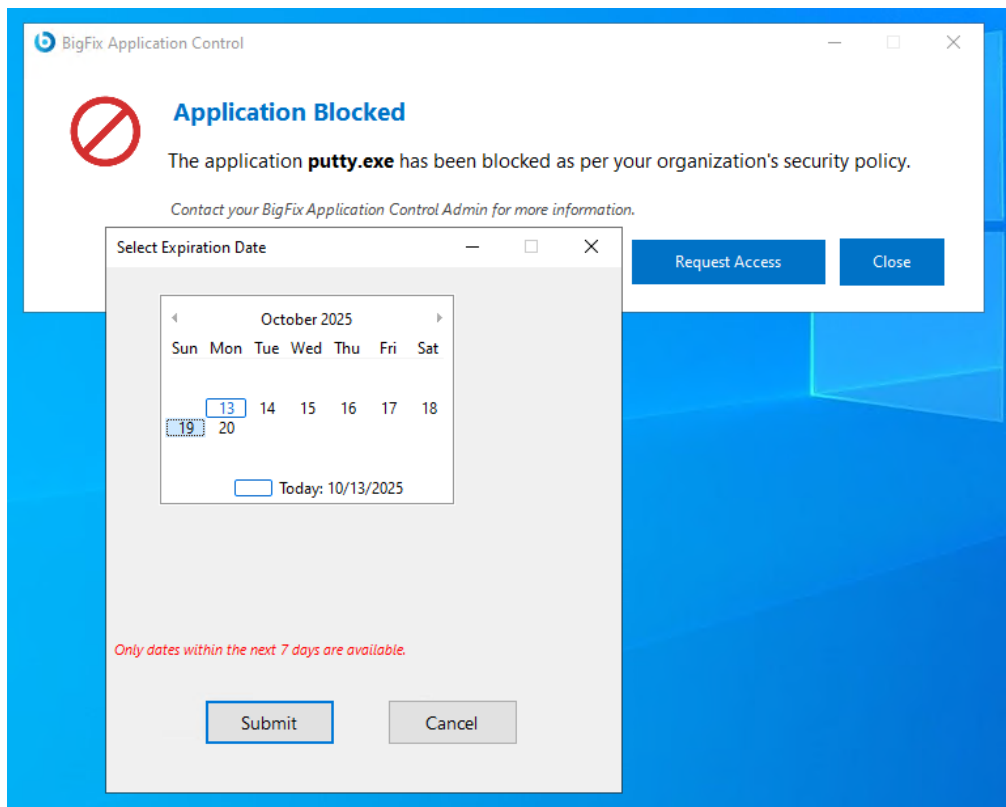
3. From the notification message box, click the **Request Access** button.
4. A **Reason for Access Request** dialog box appears. In this dialog box, type-in the business justification for requesting temporary access to the application in the available text field.

Figure 3. Reason for Access Request Dialog



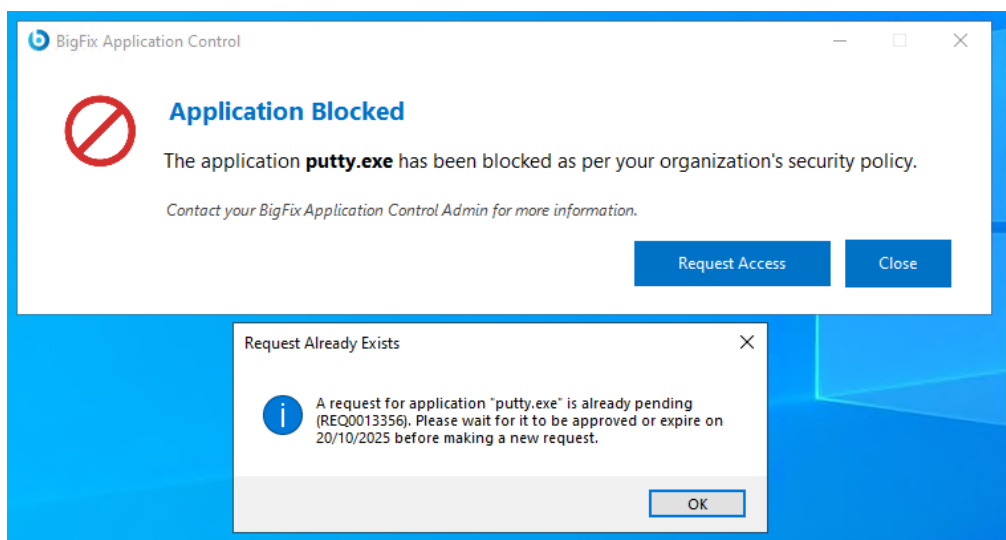
5. A date picker dialog box named **Select Expiration Date** is displayed. Select the start and end date and click **OK**.

Figure 4. Set Expiration Date Dialog box



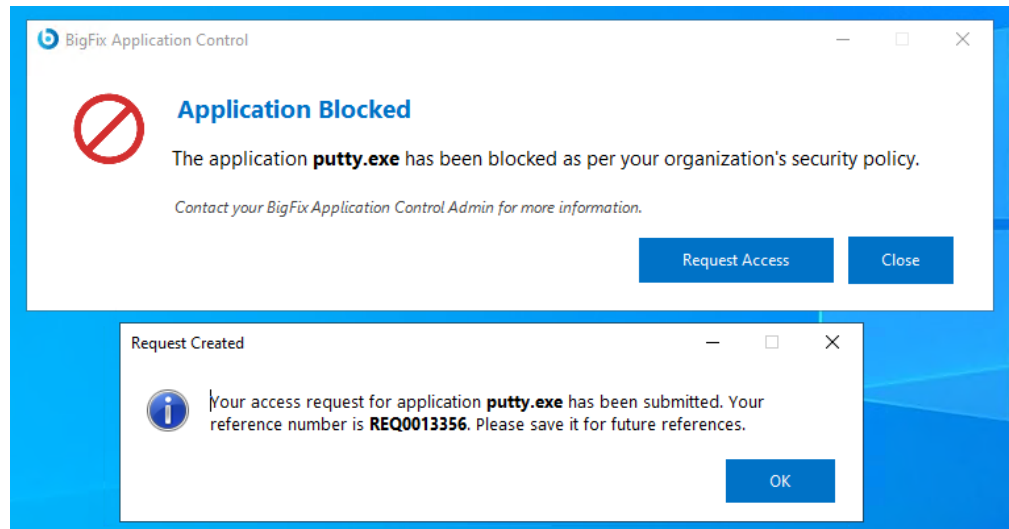
Note: A **Pending Request Exists** message is displayed, if previously you have raised a request for the application. You cannot raise another request if a previous request is raised and in a pending approval state.

Figure 5. Pending Request Exists Message



6. A ServiceNow™ ticket is raised and the request is visible to the exception manager.

Figure 6. Request Created



An exception request ticket for a blocklisted application is successfully raised.

This task ensures that users can request temporary access to the necessary applications while adhering to organizational security protocols.

Chapter 4. Viewing Self-raised Exception Tickets In ServiceNow™'s Service Portal

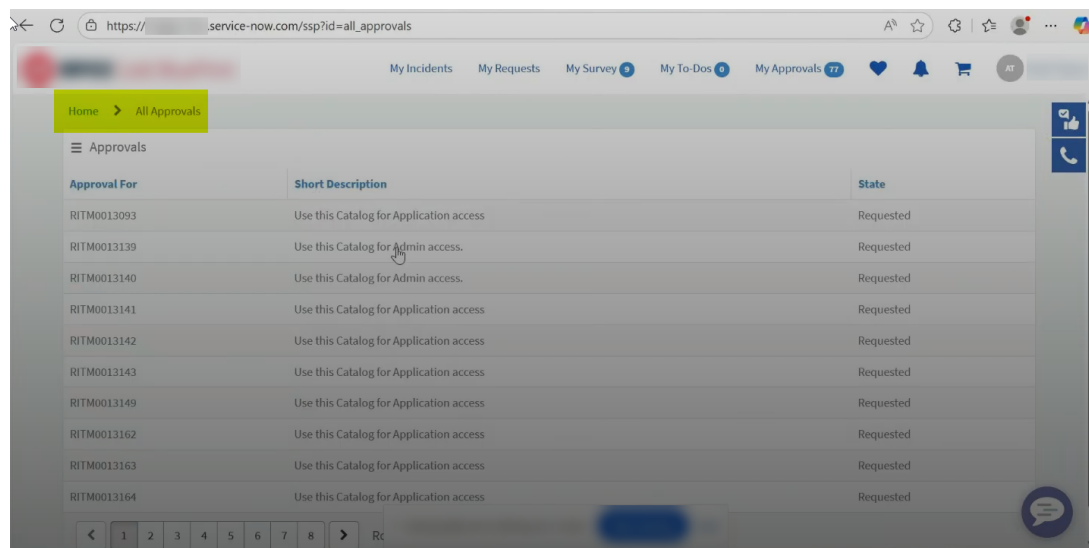
This topic provides information for viewing the various tickets raised by an end-user.

Users can view the list of exception tickets that they have raised for their endpoint in ServiceNow™'s service portal.



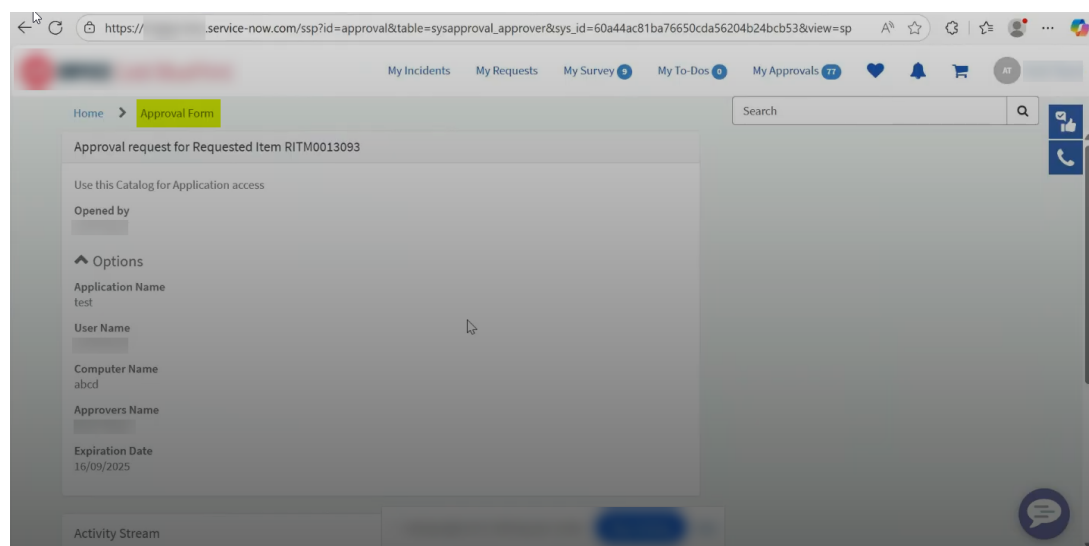
Note: Users can only view their raised exception access tickets from the service portal.

Figure 7. ServiceNow™ Service Portal



All users can access the list of their raised tickets from the **My Approvals** section in the ServiceNow™'s service portal. From the **All Approvals** screen, click the relevant ticket number to view its details.

Figure 8. All Approvals Screen



On the **Approval Form** screen, you can see all the details of the exception ticket.

Chapter 5. 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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