Patch on BigFix UI - User's Guide

Special notice

Before using this information and the product it supports, read the information in Notices *(on page xxiii)*.

Edition notice

This edition applies to BigFix version 11 and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Get started with Patch

Patch in the BigFix UI has two entry points: the **Fixlet explorer** under **Explore**, where you find the patches that apply to your devices and deploy them, and the **Patch** dashboard under **Resolve**, which gives you a risk-prioritized overview of what is outstanding.

Patches are delivered to BigFix as Fixlets. Deploying a patch therefore means finding the right Fixlet and deploying it to the devices on which it is applicable. The **Fixlet explorer** is where you do that; the **Patch dashboard** tells you which Fixlets and devices to look at first and links back to the **Fixlet explorer** for the action.

Fixlet explorer

The Fixlet explorer has two views, **Overview** and **List view**, switched with the two buttons in the top-right corner of the page. The **Export** icon next to them downloads the current view.

Find the patches that need attention:

1. Click **Explore > Fixlets**. The Fixlet explorer opens on the **Overview** view.
2. Pick a starting point:
    - **Quick links**: click the number on a card to open a pre-filtered list. Cards include **Fixlets applicable to one or more devices**, **Applicable High Severity Fixlets**, **Applicable Fixlets that address at least one Vulnerability (CVE)**, and **Relevant Fixlets released in the past 7 days** or **past 30 days**.
    - **Charts**: see where applicable patches concentrate by severity, category or source. Click the **Data Table** icon on a chart to view or export its values.
3. To narrow the list further, switch to **List view** and click the **Filter** icon.
4. In the **Filter** panel, set a condition: choose a **Property** (for example **Source Severity**, **Category**, **CVE** or **Name**), an **Operator** and a **Value**.
5. Optional: click **Add Condition** or **Add Block** to combine criteria.
6. Click **Apply Filter**. A **Custom filters** chip appears above the table while the filter is active; click its **×** to clear it.
7. Optional: click **Save filter** to reuse the criteria later from **Saved filters** or **Favorite filters**.

Tip: Use the search box to find a Fixlet by name, and **Column** and **Density** to adjust the table. **Relevant Devices Count** shows how many devices need each patch; **Source Severity**, **CVE** and **Category** help you rank them.

Figure 1. Fixlet explorer – Overview with Quick links and Charts

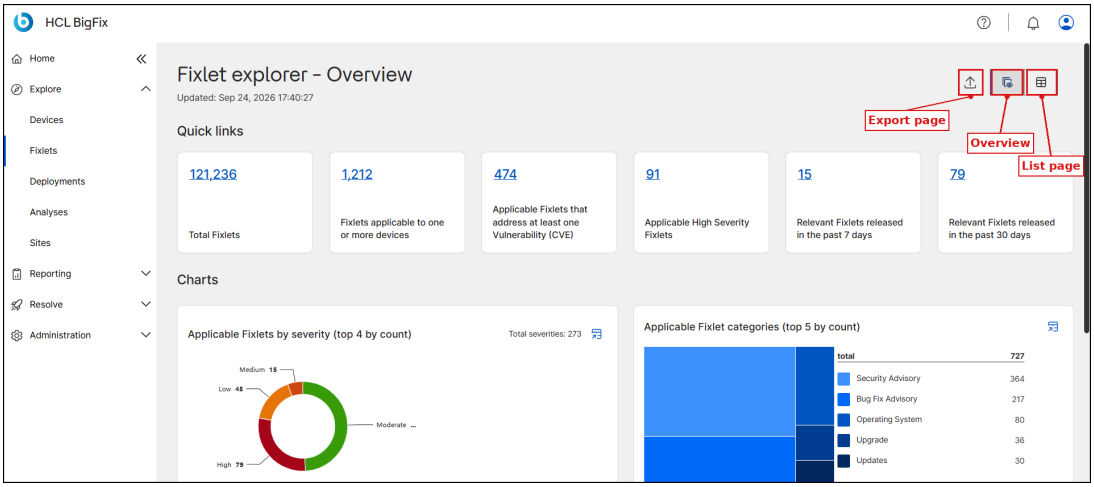
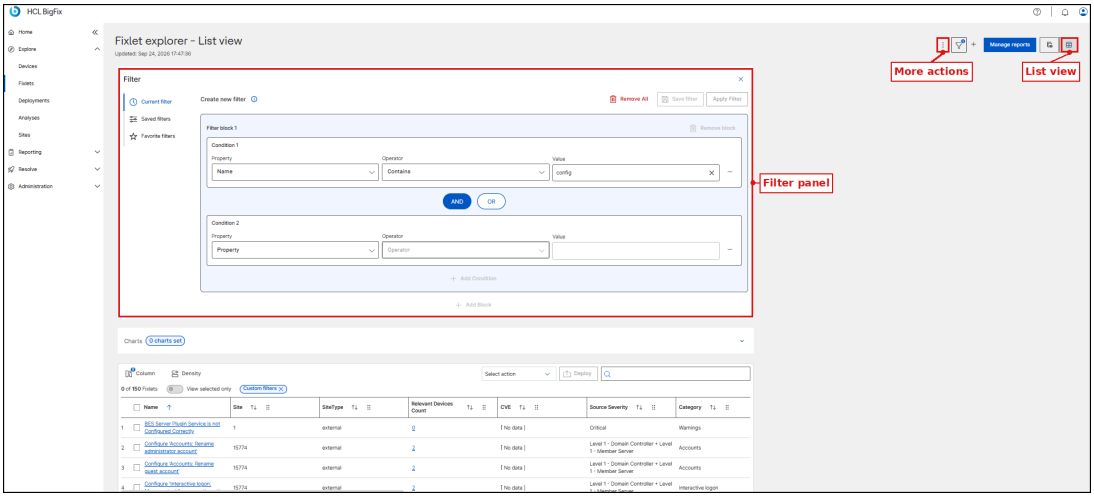


Figure 2. Fixlet explorer – List view with the Filter panel open



For step-by-step instructions on deploying patches, refer to Deploying Fixlets.

Note: The **Deploy** button stays disabled if no Fixlet is selected or if your operator account does not have deployment rights. Contact your BigFix administrator if you need them.

Overview

For a risk-prioritized picture of your whole environment, use the Patch dashboard: click **Resolve > Patch**.

For details of the dashboard, its filters, exports, and troubleshooting, see Patch Dashboard *(on page 8)*.

For audit-ready deployment progress per patch, see Patch Compliance Report *(on page 17)*.

Related information

Patch Dashboard *(on page 8)*

Patch Compliance Report *(on page 17)*

Fixlets (Fixlet Explorer)

Fixlet Explorer Details page

Deploying Fixlets

Device Details Page

Deployments (Deployment Manager)

Chapter 2. Patch Dashboard

Patch in the BigFix UI provides a fully integrated patch management experience in the Resolve menu, giving IT administrators and patch managers a single, risk-prioritized view of missing patches and vulnerable devices without requiring the BES Console.

Overview

The **Overview** page is read-only: it does not create or modify deployments. To take action, drill down from a card or chart to the Fixlets, Devices, or Deployments page that it links to.

Who uses it

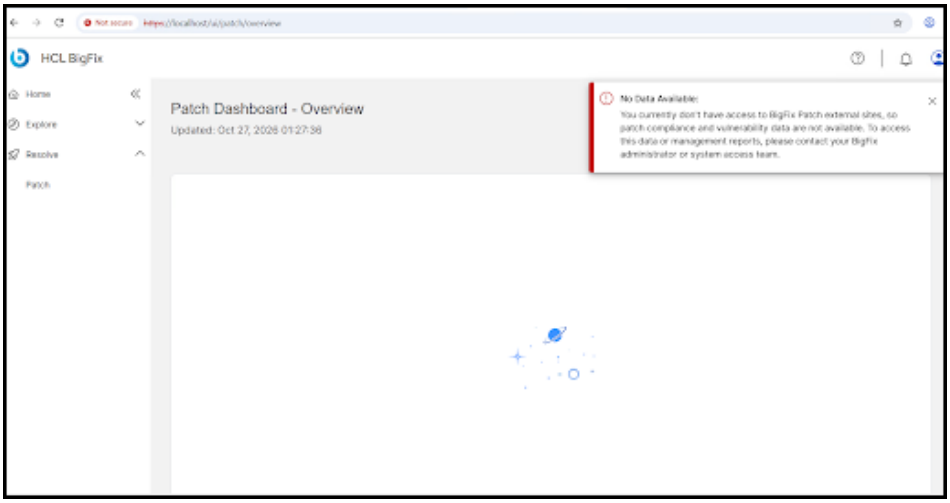
IT administrators who triage and deploy patches, patch or release managers who track patching workload against SLAs, and operations engineers who investigate vulnerable endpoints.

Access

The Patch Dashboard uses your existing BigFix operator permissions. No additional role or license is required to view it. The dashboard shows data only for the patch sites that your operator account has permission to access.

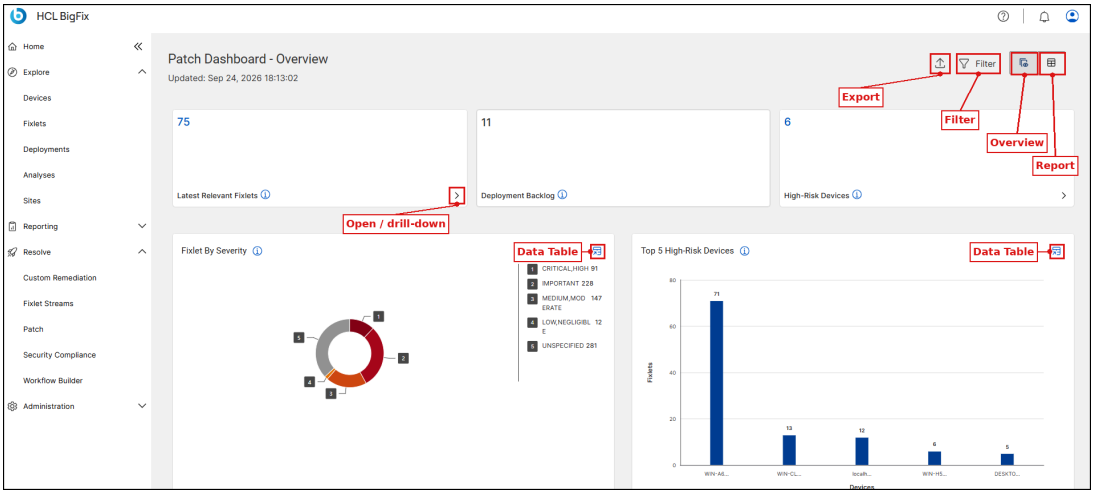
If your operator account does not have permission to any patch content site, the Patch Dashboard does not display patch data. Instead, it shows the screen below along with an error notification. To get access, ask a Master Operator to grant your operator account permission to the relevant patch sites.

Figure 3.
Patch Dashboard with no access to patch sites



The page header shows the page title, an **Updated** timestamp that indicates when the dashboard data was last refreshed, and the **Export** and **Filter** icons. Every KPI card and chart also has an information (**i**) icon; hover over it to read a short definition of that metric.

Figure 4. Patch Dashboard - Overview page



Key features

How to access Patch Dashboard *(on page 9)*	Steps to open the Patch Dashboard from the Resolve menu in the BigFix UI.
KPI cards *(on page 10)*	Summary metric tiles shown at the top of the Overview page, covering deployment b Fixlets, and high-risk devices.
Charts and widgets *(on page 11)*	Charts and ranked-list widgets that visualize patch risk and impact across your envi
Filters *(on page 13)*	Narrow the data shown across the dashboard by OS family, Fixlet severity, or securit
Drill-down navigation *(on page 14)*	Drill down from any widget into its filtered, detailed view.
Viewing and exporting dashboard data *(on page 15)*	View any widget's underlying data as a table, and export the dashboard or an individ

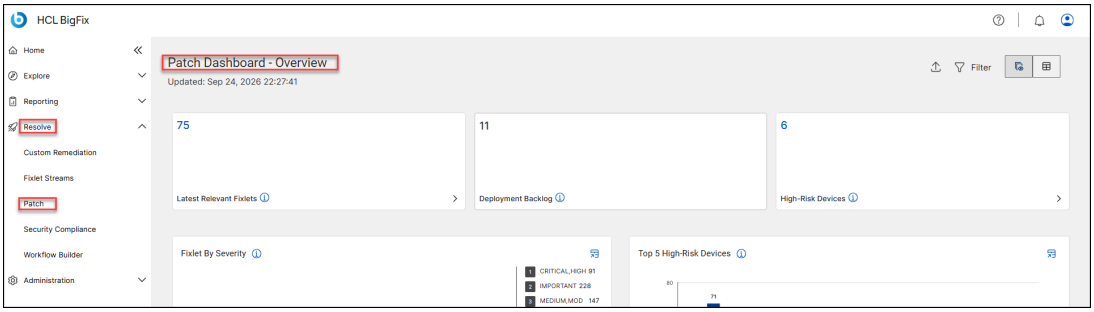
How to access Patch Dashboard

Open the Patch dashboard from the Resolve menu in the BigFix UI.

1. Log in to the BigFix UI.
2. In the left navigation pane, expand **Resolve**.
3. Click **Patch**.

The **Patch Dashboard - Overview** opens. The header shows when the data was last refreshed in the **Updated** timestamp. It also includes an **Export** icon and a **Filter** icon.

Figure 5. How to access Patch Dashboard

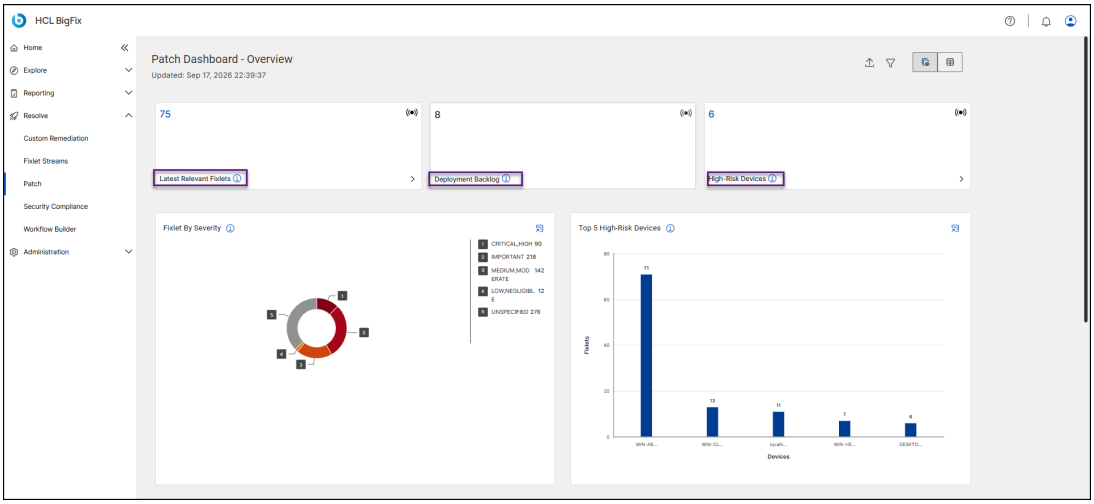


KPI cards

KPI cards are summary metric tiles shown at the top of the Patch Dashboard Overview page.

Table 1. Patch Dashboard KPI cards

Card	What it shows	Where it takes you
Latest Relevant Fixlets	Patches released in the last 30 days, with the count of those patches that are applicable to devices in your environment.	**Explore > Fixlets** (Fixlet Explorer list view with a custom filter applied).
Deployment Backlog	Total number of patch deployments that are Open, Expired or Stopped. *Dashboard filters do not apply to this card.*	**Explore > Deployments**
High-Risk Devices	Unique devices that have at least one applicable patch that has not yet been deployed. By default, only Critical, High and Mandatory severities are counted; use the dashboard filter to change this.	**Explore > Devices**



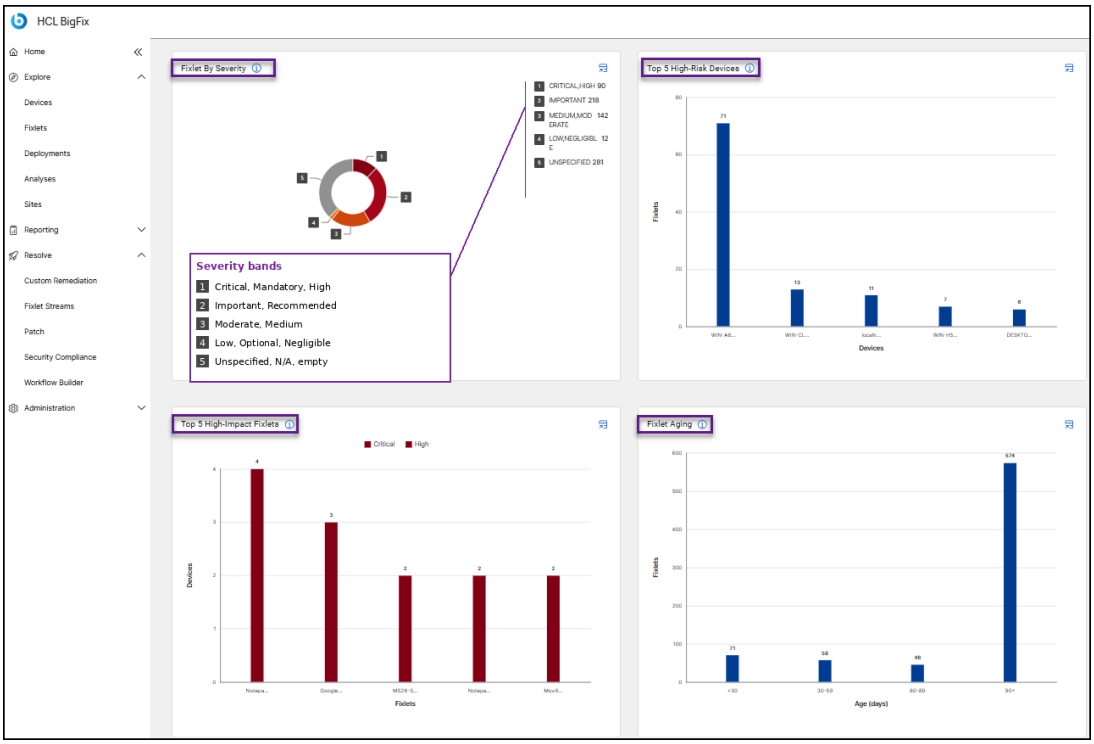
Note: If a Fixlet is deleted on the BigFix server, deployments that reference it are no longer counted, so the Deployment Backlog number can change. This is expected BigFix behavior and not a defect of the dashboard.

Charts and widgets

Charts and ranked-list widgets visualize patch risk and impact across your environment.

Table 2. Patch Dashboard charts and widgets

Widget	What it shows	Where it takes you
Fixlets by Severity (donut chart)	Total applicable Fixlets distributed across severity levels. Severities are grouped into five bands; see Severity bands used by the Fixlets by Severity chart *(on page 12)* for the full severity-to-band mapping. **Note:** The chart groups multiple severities into 5 core color slices due to UI color palette constraints. Select the **Data Table** icon on the widget to see exact, ungrouped counts for every severity level.	Fixlets (under Explore), filtered by the selected severity
Top 5 High-Risk Devices (bar chart)	Lists the top 5 devices with the maximum number of Critical, High, or Mandatory severity patches applicable but not yet deployed. The x-axis shows the device names, and the y-axis shows the count of applicable Fixlets.	Device details page for the selected device, opened on the **Relevant Fixlets** tab.
Top 5 High-Impact Fixlets (bar chart)	Lists the top 5 patches with the maximum number of applicable devices. Defaults to Critical, High, and Mandatory severities, adjustable using the dashboard filters. Bars are colored by severity.	Fixlet details page for the selected Fixlet.
Fixlet Aging (bar chart)	Groups unapplied patches into age buckets: **<30**, **30-59**, **60-89**, and **90+** days. Age is calculated from the day the patch was released by the OEM, not from the date the Fixlet became relevant on a device.	Fixlets (under Explore), filtered by the selected age range.



Select the **Data Table** icon on the top-right of a widget to open a table listing the individual, ungrouped counts behind that widget. For steps, see Viewing and exporting dashboard data *(on page 15)*.

Severity bands used by the Fixlets by Severity chart

BigFix content uses several severity vocabularies. The donut chart merges them into 5 bands so that the chart stays readable.

Band	Severity values included
1	Critical, Mandatory, High
2	Important, Recommended
3	Moderate, Medium
4	Low, Optional, Negligible
5	Unspecified, N/A, and empty values

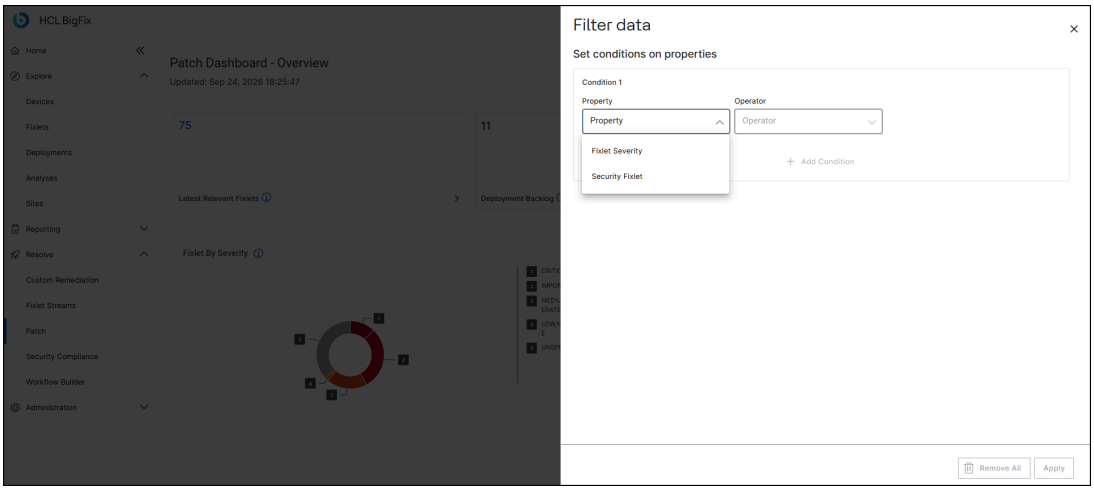
Note: Fixlets whose severity field is blank cannot be selected in the dashboard filter and might not appear in the chart. This is a limitation of the underlying data.

Filters

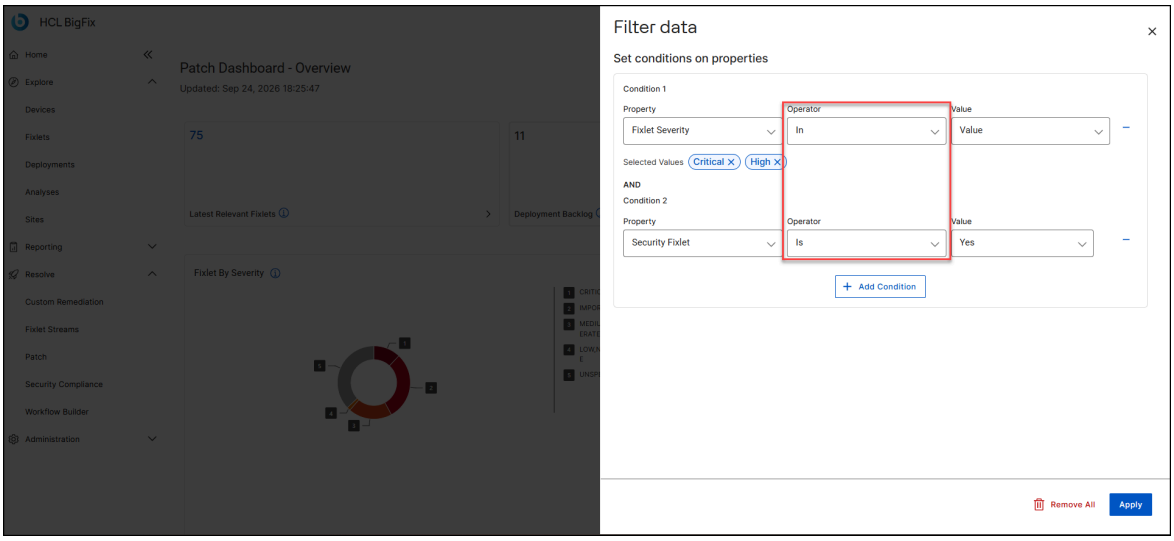
Narrow the whole Patch Dashboard Overview page to a subset of Fixlets. Filters are applied to all KPI cards and charts simultaneously, except the **Deployment Backlog** card.

Applying a filter

1. Select the **Filter** icon on the top-right of the Overview page. The **Filter data** panel opens on the right.
2. Under **Condition 1**, select a **Property**:
    - **Fixlet Severity** - One or more severity values, for example **Critical**, **Important**, or **Medium**.
    - **Security Fixlet** - **Yes** or **No**, to show only security patches (Fixlets associated with a CVE ID) or only non-security content. By default, the dashboard shows both.



3. Select an **Operator** (**In** for multi-value properties, **Is** for **Security Fixlet**), and then select the **Value** or values. Selected values appear as removable chips under the condition.
4. Optional: To combine conditions, select **Add Condition**. Conditions are joined with AND.
5. Select **Apply**. The cards and charts refresh, and the counts and drill-down links reflect the filtered data set.



To clear all conditions, open the panel again, select **Remove All**, and then select **Apply**.

Tip: The Top 5 charts and the **High-Risk Devices** card default to Critical, High, and Mandatory severities. To include lower severities in those widgets, add a **Fixlet Severity** condition that lists the severities you want.

Drill-down navigation

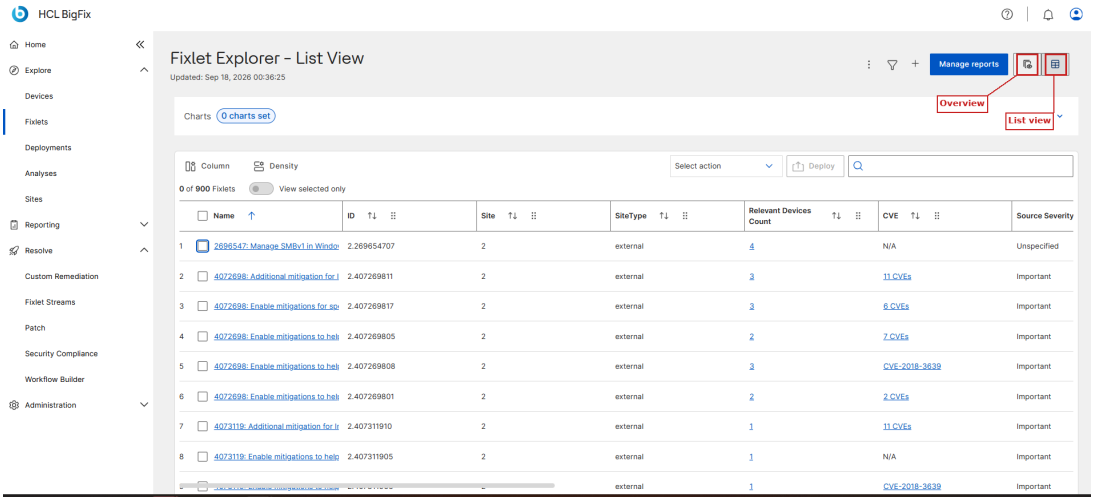
The Patch Dashboard does not deploy patches itself. Use the click-through links on each card and chart to reach the page where you take action.

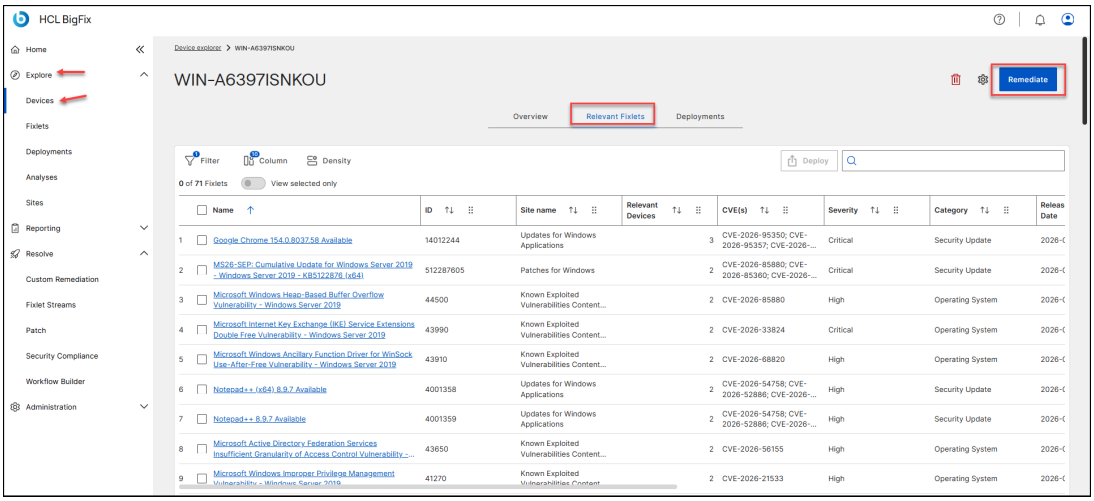
Select a card, segment, column, bar, or list item to drill down into the filtered, detailed view of the corresponding screen.

Table 3. Drill-down targets

From	You land on
Latest relevant Fixlets card, **Fixlets by Severity** segment, **Fixlet Aging** column	**Explore > Fixlets**: Fixlet Explorer list view with a **Custom filters** chip applied.
Top 5 High-Impact Fixlets bar	**Explore > Fixlets**. From here you can select Fixlets and click **Deploy**.
High-Risk Devices card	**Explore > Devices**, filtered to the devices counted on the card.
Top 5 High-Risk Devices bar	**Explore > Devices**. The device details page for that device, on the **Relevant Fixlets** tab, where you can select Fixlets and deploy them to the device.
Deployment Backlog card	NA

Figure 6. Drilling down to the Fixlet Explorer list view





Viewing and exporting dashboard data

Display any widget's underlying data as a table, and export the whole dashboard or an individual widget.

Exporting the dashboard

Select the **Export** icon on the main header to download a snapshot of the whole Overview page as **PDF**, **PNG**, or **JPEG**. The export contains the KPI cards and charts as displayed, including any filters currently applied, together with the **Updated** timestamp.

Figure 7. Export dialog with JPEG, PNG, and PDF format options



Viewing and exporting a widget's data

1. Select the **Data Table** icon in the top-right corner of a widget. A side panel opens with the widget title and a table of the underlying, ungrouped values.
2. To sort the table, select a column heading.

3. To copy the table to the clipboard, select **Copy**.
4. To download the table, open the **Export as** list, and then select **CSV**, **PDF**, or **XLS**.

Figure 8. Data Table icon on a widget



Chapter 3. Patch Compliance Report

The Patch Compliance Report shows the update health of your environment by tracking, for every applicable patch, how many of the targeted devices have been successfully remediated. Use it to isolate outstanding vulnerabilities and to produce audit-ready evidence of patch compliance.

Where the Patch dashboard tells you *what* needs patching, the Patch Compliance Report tells you *how far* patching has progressed. Each row of the report is a patch (Fixlet); the report compares the devices on which the patch has been remediated with the devices on which it is still applicable, calculates a compliance percentage for the patch, and rolls the results up into an overall compliance score for the environment.

The report is designed for two audiences:

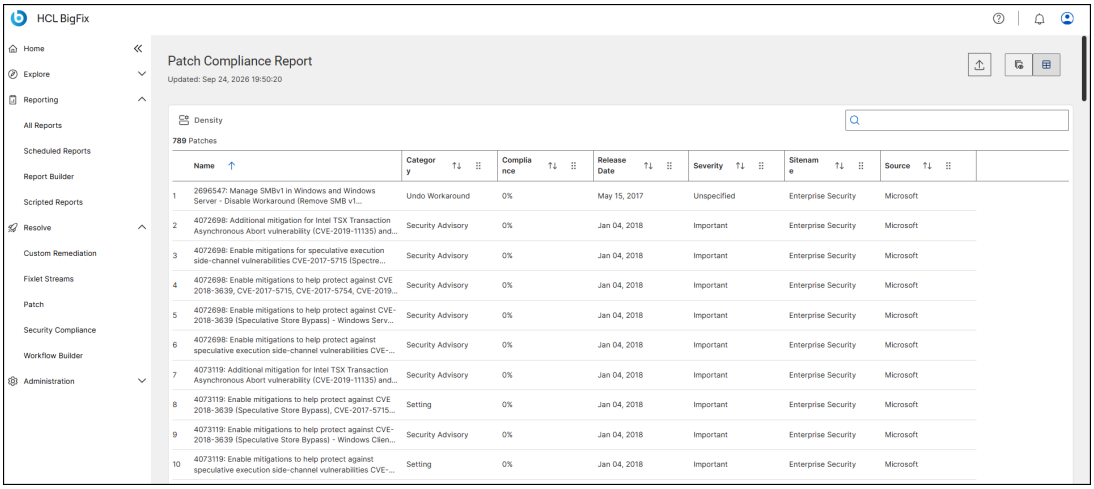
- Patch and release managers, who track deployment progress against SLAs and need a compliance figure they can report to security leadership.
- Auditors and compliance teams, who need an exportable, timestamped record that documents patch status at a point in time.

Opening the report

In the BigFix UI, click **Resolve > Patch > Reports** and you will see **Patch Compliance Report**.

The report header shows the date and time at which the report was generated. These values are also included in exported copies, so that a saved report is self-describing. The header also contains the **Export** icon and two view-toggle icons for switching the report's layout.

Figure 9. Patch Compliance Report – Report page



Report toolbar and controls

Below the page header, the report provides the following controls:

Control	Description
Density	Click the **Density** icon to switch the table between a compact and a comfortable row height. This does not change the data shown, only how much of it is visible without scrolling.
Search	Use the search box on the right of the toolbar to filter the table to rows matching your search text.
Patch count	The report displays a running total of patches above the table, for example `789 Patches`. This count reflects any search filtering currently applied.

Table columns

The table lists one row per patch. Each column header can be sorted in ascending or descending order, and columns can be reordered using the drag handle next to the sort arrows.

Column	Description
Name	The Fixlet ID and title, for example `4072698: Enable mitigations to help protect against CVE-2018-3639`. Sorted ascending by default.
Category	The Fixlet category, such as **Security Advisory**, **Setting**, or **Undo Workaround**.
Compliance	The compliance percentage for the patch. See How compliance is calculated *(on page 18)*.
Release Date	The date the patch was released.
Severity	The patch severity, such as **Important** or **Unspecified**.
Sitename	The BigFix site that provides the patch, for example **Enterprise Security**.
Source	The vendor the patch originates from, for example **Microsoft**.

How compliance is calculated

For each patch, compliance is the share of devices that needed the patch and have received it:

Compliance % = Remediated / (Remediated + Applicable) × 100

Term	Meaning
Remediated	Devices on which the patch was applicable and has been successfully deployed, so the patch is no longer relevant.
Applicable	Devices on which the patch is still relevant and has not yet been successfully deployed.

Because the denominator is the total population of devices that ever needed the patch, a patch that has been deployed to every relevant device shows 100% compliance, and a patch that has not yet been deployed anywhere shows 0%.

Note: The compliance figure measures whether a patch is installed, not how quickly it was installed or how reliably deployments succeed. Those aspects are covered by the Mean Time to Patch and Patch Success Rate reports.

Deployment status

The report can also show deployment progress from the point of view of the deployments you have created, rather than the devices that need the patch:

Deployment % = Remediated / Targeted × 100

Here *Targeted* is the number of devices that a deployment of the patch was sent to. If a patch has not been deployed at all (Targeted = 0), the deployment status is shown as N/A. The same red, amber and green thresholds apply.

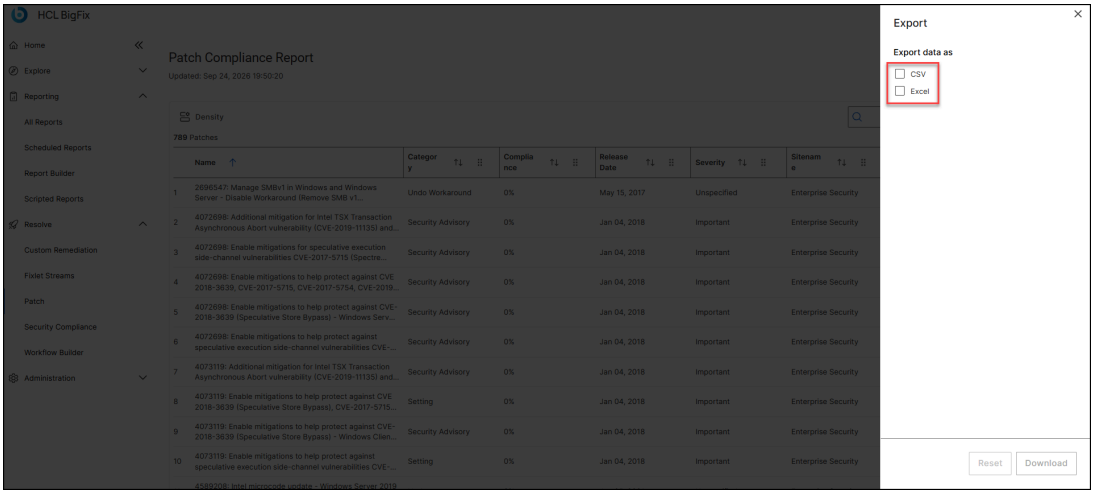
Compare the two figures to distinguish between patches that were never deployed (low compliance, N/A deployment) and patches whose deployments were sent but have not completed on all devices (low compliance, low deployment %).

Exporting the report

To keep a copy for audit purposes, export the report:

1. Click the **Export** icon in the toolbar to open the **Export** panel.
2. In the panel, under **Export data as**, select one or both checkboxes: **CSV** and **Excel**.
3. Click **Download** to generate the file in the selected format or formats, or click **Reset** to clear your selection.
4. Close the panel using the **X** icon in the top-right corner.

Figure 10. Patch Compliance Report – Export panel



Related information

Patch *(on page 8)*

Charts and widgets *(on page 11)*

Appendix A. Tooltip text

The following text is shown when you hover over the information (**i**) icon of each card or chart.

Widget	Tooltip
Latest Relevant Fixlets	Patches released in the last 30 days, along with the count of those patches applicable to your environment.
Deployment Backlog	Tracks all patch deployments: Open, Expired, and Stopped.
High-Risk Devices	Devices with the highest count of undeployed patches. Defaults to Critical, High, and Mandatory severities (adjustable via filters).
Fixlets by Severity	Total applicable Fixlets distributed across severity levels.
Fixlet Aging	Days elapsed since each applicable patch was released by the OEM.
Top 5 High-Impact Fixlets	Top 5 Fixlets impacting the most devices. Defaults to Critical, High, and Mandatory severities (adjustable via filters).
Top 5 High-Risk Devices	Top 5 devices with the highest count of undeployed Fixlets. Defaults to Critical, High, and Mandatory severities (adjustable via filters).

Appendix B. Troubleshooting Patch Dashboard

Understand these common issues and known considerations so that you can effectively troubleshoot the Patch Dashboard Overview page.

Table 4. Common Patch Dashboard issues

Topic	Issue	Causes	Resolutions
Redirect Mismatch / Count Discrepancies	Selecting a KPI card or widget redirects to the corresponding Explorer list, but the count shown there differs slightly from the count shown on the dashboard.	A Fixlet referenced by the dashboard was updated or removed on the backend after the dashboard data was last calculated.	Treat this as expected behavior rather than a defect. Use the Explorer list as the authoritative, real-time count.
Deployment Backlog Count Changes Unexpectedly	The **Deployment Backlog** card's count changes even though no deployments were added or completed.	A Fixlet referenced by one of the counted deployments was deleted on the BigFix server, so deployments that reference it are no longer counted.	Treat this as expected BigFix behavior rather than a defect of the dashboard.
Fixlets by Severity Chart Groups Some Severities Together	The **Fixlets by Severity** donut chart shows only 5 color slices, and severities such as Critical and High appear combined instead of as separate slices.	The chart groups multiple severities into 5 core color slices because of UI color palette constraints.	Select the **Data Table** icon on the widget to view the exact, ungrouped count for every individual severity level.

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