# BigFix Compliance
# Client Manager for Endpoint Protection

# Special notice

Before using this information and the product it supports, read the information in Notices *(on page 42)*.

# Edition notice

This edition applies to version 9.5 of BigFix and to all subsequent releases and modifications until otherwise indicated in new editions.

# Contents

# Chapter 1. Overview

BigFix *Client Manager for Endpoint Protection* (CMEP) encompasses Anti-Virus, spyware tools, and device control capabilities.

This application enables the management of endpoint security clients from vendors such as McAfee, Symantec, IBM, and Trend Micro. More than just a way to put anti-malware defense under a BigFix umbrella, *Client Manager for Endpoint Protection* brings unprecedented scalability, speed, and thoroughness to keep organizations steps ahead of external threats.

The CMEP application includes the following features:

- Real-time visibility into the current health and status of vendor-acquired endpoint security clients
- Management and remediation of unhealthy, vendor-acquired endpoint security clients where possible
- Uninstall tools to enable easy switch-out of incumbent endpoint protection tools
- Web-based reporting to monitor migration progress in real time, with drill-down details
- Closed-loop verification of updates, signature definition files, and more even if endpoints are disconnected from the network
- Unparalleled scalability and speed a single management server can support up to 250,000 endpoints with updates made in minutes

CMEP is intended to supersede the BigFix *Client Manager for Anti-Virus* (CMAV) content site. CMEP contains all of the functions of CMAV, including some additional features:

- New and improved dashboard interface to manage each functional area
- Support for Windows 7 on Symantec, McAfee, and Trend Micro supported products
- Support for Windows 2008 on Symantec, Trend Micro, and Sophos
- Support for Mac on McAfee and Symantec
- Inclusion of device control capability
- Inclusion of the computer filtering feature
- Inclusion of the export to PDF feature
- Inclusion of the Microsoft Forefront Update Wizard

# System requirements

This topic describes the requirements before you install and use the BigFix CMEP in console.

## Supported products matrix

CMEP offers support for a variety of anti-virus products. The current supported anti-virus products and product versions are listed in the following table:

**Important:** CMEP only supports the endpoints with Mac and Windows platforms. See the BigFix CMEP Support Matrix for latest information on the supported AV products and functions at https://bigfix-wiki.hcltechsw.com/wikis/home?lang=en-us#!/wiki/BigFix%20Wiki/page/CMEP%20Support%20Matrix.

**Table 1. Supported products**

***List of supported anti-virus products for CMEP***

| Vendor | Product | Version |
|---|---|---|
| McAfee | Endpoint Security | 10.x |
| | Endpoint Security for Mac | 10.x |
| | VirusScan | 8.x |
| | VirusScan for Mac | 9.x |
| | McAfee Security for Microsoft Exchange | 8.5 |
| Microsoft | Windows Defender | All known versions |
| Symantec | Endpoint Protection | 12.1, 14 |
| | Endpoint Protection for Macintosh | 12, 14 |
| Sophos | Endpoint Security | 9.x, 10.x |

**Table 1. Supported products**

***List of supported anti-virus products for CMEP***

**(continued)**

| Vendor | Product | Version |
|---|---|---|
| | Antivirus for Mac | 7.x, 8.x (Audit only) |
| Trend Micro | OfficeScan | XG |
| | ServerProtect | 5.8 |
| | Trend Micro Security for Mac | 1.5, 2.0 |

**Notes:**

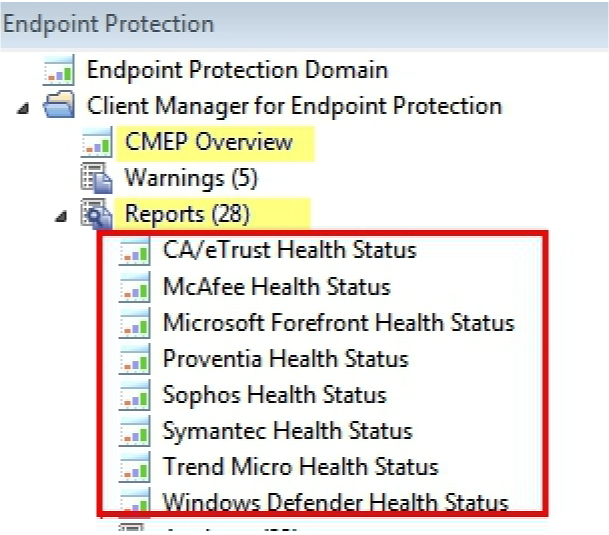
- The vendor defines the supported platform for each anti-virus product. Refer to the vendor website to review the support matrix for a product.
- For each supported anti-virus product, CMEP supports all the platforms that are currently supported by the anti-virus product, as long as the platform is also supported by the BigFix agent. To verify the BigFix support scope, see the reports from BigFix system requirement.

# Dashboards

The Dashboards in CMEP include overview pie chart reports that summarize the anti-malware products within your deployment.

You can view an overview of *all* anti-malware products, or view each pie chart individually.

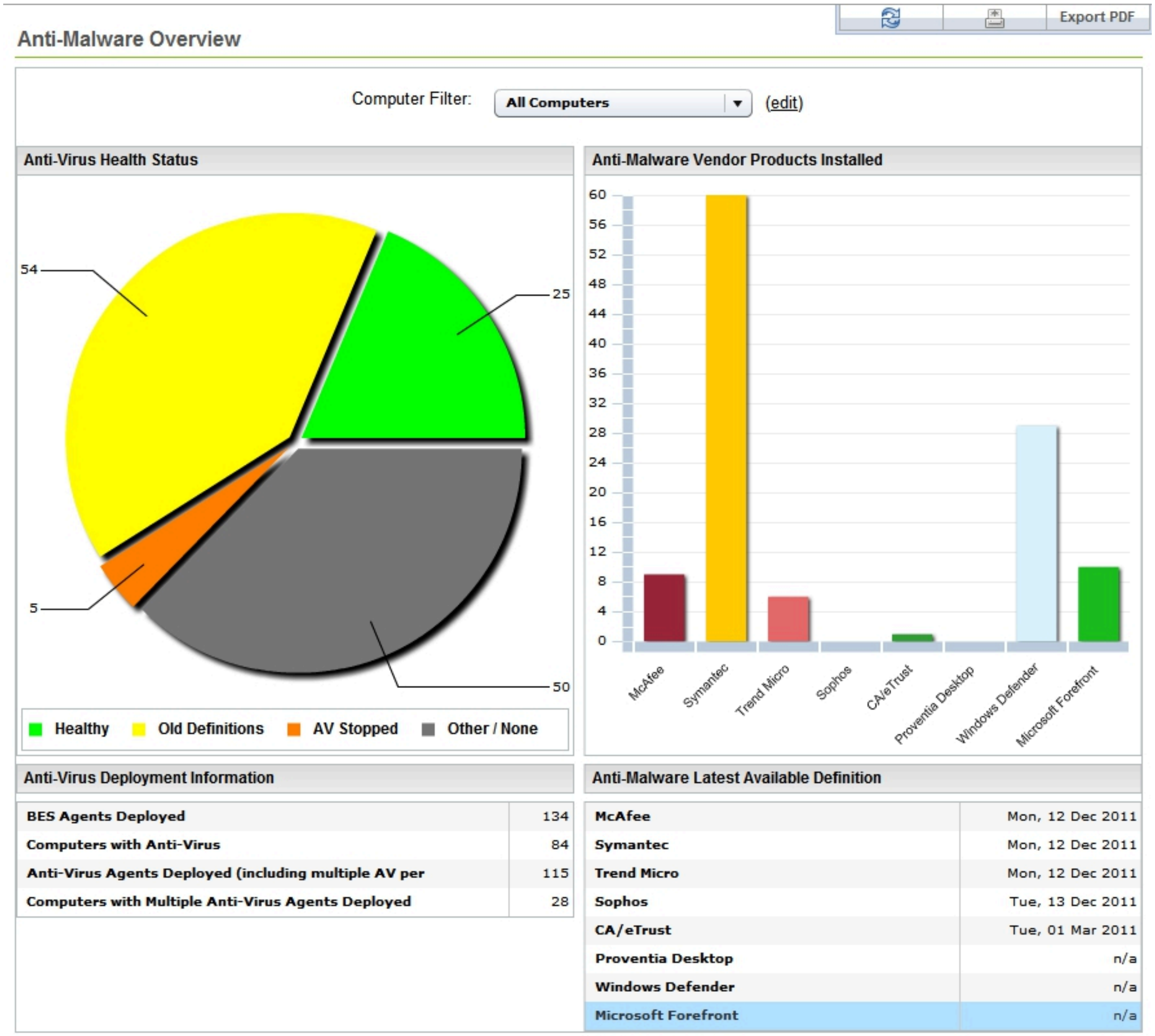
The *CMEP Overview* dashboard is located at the top of the CMEP navigation tree, which is found under the Endpoint Protection Domain. The remaining dashboards are located under the Reports node.



Endpoint Protection

- Endpoint Protection Domain
- Client Manager for Endpoint Protection
  - CMEP Overview
  - Warnings (5)
  - Reports (28)
    - CA/eTrust Health Status
    - McAfee Health Status
    - Microsoft Forefront Health Status
    - Proventia Health Status
    - Sophos Health Status
    - Symantec Health Status
    - Trend Micro Health Status
    - Windows Defender Health Status

The *CMEP Overview* dashboard contains an Anti-Virus Health Status pie chart, and a graph displaying the vendor products installed in your deployment. Each chart contains a corresponding summary table below it.



Anti-Malware Overview

Computer Filter: All Computers (edit)

Anti-Virus Health Status

Anti-Malware Vendor Products Installed

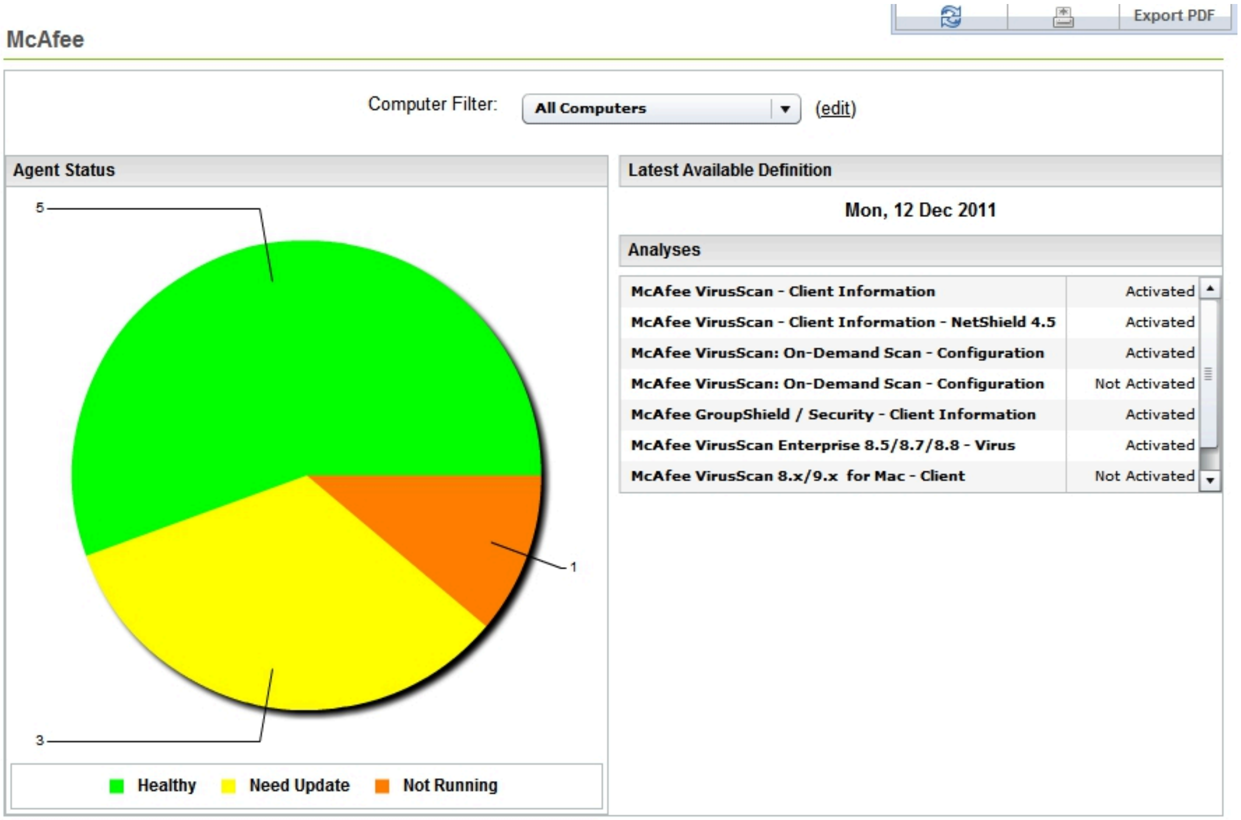
Anti-Virus Deployment Information

| | |
|---|---|
| BES Agents Deployed | 134 |
| Computers with Anti-Virus | 84 |
| Anti-Virus Agents Deployed (including multiple AV per | 115 |
| Computers with Multiple Anti-Virus Agents Deployed | 28 |

Anti-Malware Latest Available Definition

| | |
|---|---|
| McAfee | Mon, 12 Dec 2011 |
| Symantec | Mon, 12 Dec 2011 |
| Trend Micro | Mon, 12 Dec 2011 |
| Sophos | Tue, 13 Dec 2011 |
| CA/eTrust | Tue, 01 Mar 2011 |
| Proventia Desktop | n/a |
| Windows Defender | n/a |
| Microsoft Forefront | n/a |

The following image displays individual dashboards by vendor:



McAfee

Computer Filter: All Computers ▾ (edit)

Agent Status

Latest Available Definition

Mon, 12 Dec 2011

Analyses

| | |
|---|---|
| McAfee VirusScan - Client Information | Activated |
| McAfee VirusScan - Client Information - NetShield 4.5 | Activated |
| McAfee VirusScan: On-Demand Scan - Configuration | Activated |
| McAfee VirusScan: On-Demand Scan - Configuration | Not Activated |
| McAfee GroupShield / Security - Client Information | Activated |
| McAfee VirusScan Enterprise 8.5/8.7/8.8 - Virus | Activated |
| McAfee VirusScan 8.x/9.x for Mac - Client | Not Activated |

# Chapter 2. Installation

Before beginning the installation, log in to the BigFix console and become familiar with its basic operation. If you have questions about how to use the BigFix console, see the *BigFix Console Operator's Guide*(opens in new window) before using this publication.

Installation and setup of CMEP involves two basic steps:

- *Site subscription*
- *Activating tasks and analyses*

## Subscribe to the CMEP site

The CMEP site contains tasks, analyses, wizards and Fixlets for protecting your deployment from malware.

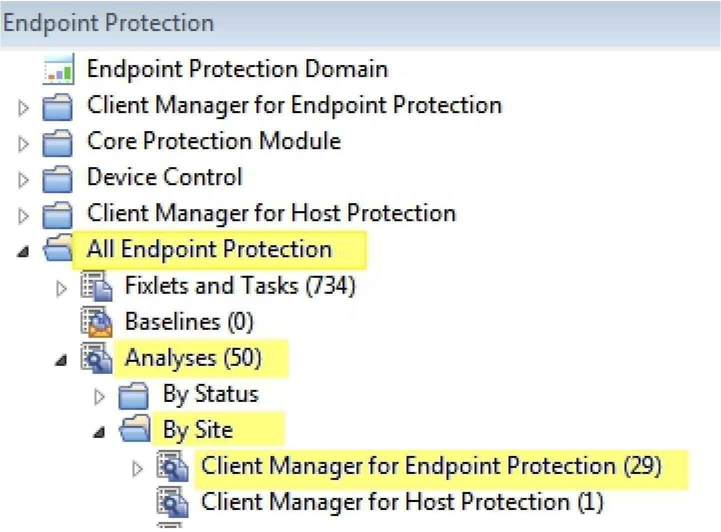
You must be subscribed to the CMEP site to collect data from the BigFix clients. This data is used for reporting and analysis.

The process for site subscription depends on the version of the BigFix console that you have.

## Activate analyses and tasks

After the applicable tasks and analyses have been gathered from the content server, you must deploy those tasks and activate those analyses to make them visible in the BigFix console.

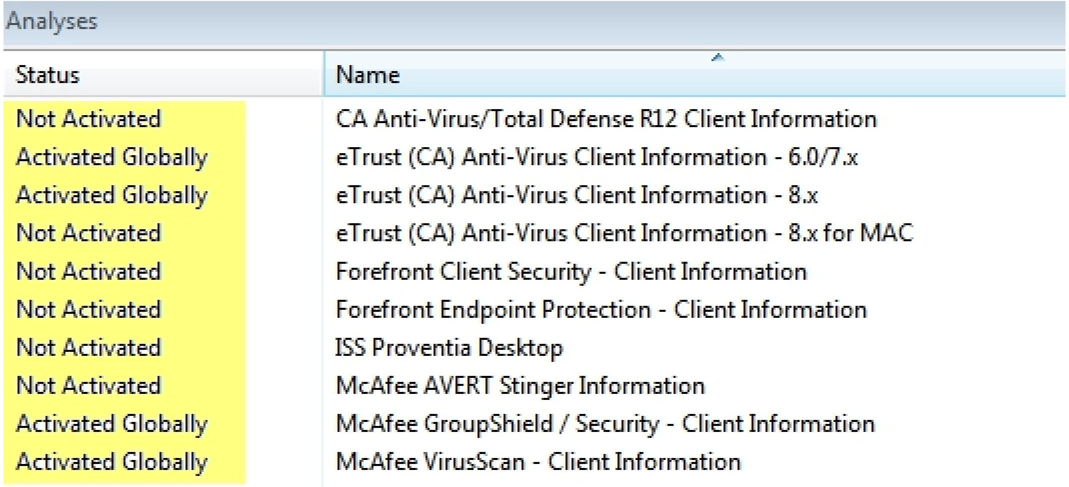
Start by viewing the *All Endpoint Protection* node in the navigation tree. Click *Analyses,* and then click *By Site* and select *Client Manager for Endpoint Protection.* The corresponding number in parentheses indicates how many analyses are available and applicable to the CMEP site.



Endpoint Protection

- Endpoint Protection Domain
- Client Manager for Endpoint Protection
- Core Protection Module
- Device Control
- Client Manager for Host Protection
- All Endpoint Protection
  - Fixlets and Tasks (734)
  - Baselines (0)
  - Analyses (50)
    - By Status
    - By Site
      - Client Manager for Endpoint Protection (29)
      - Client Manager for Host Protection (1)

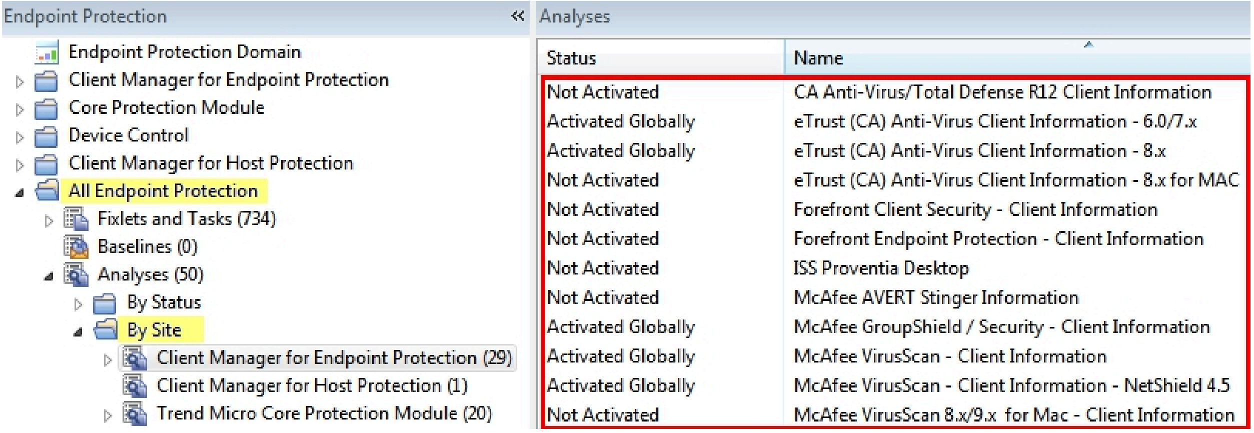
Click *Client Manager for Endpoint Protection* to display the list of related Analyses in the window.



Analyses

| Status | Name |
|---|---|
| Not Activated | CA Anti-Virus/Total Defense R12 Client Information |
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 6.0/7.x |
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 8.x |
| Not Activated | eTrust (CA) Anti-Virus Client Information - 8.x for MAC |
| Not Activated | Forefront Client Security - Client Information |
| Not Activated | Forefront Endpoint Protection - Client Information |
| Not Activated | ISS Proventia Desktop |
| Not Activated | McAfee AVERT Stinger Information |
| Activated Globally | McAfee GroupShield / Security - Client Information |
| Activated Globally | McAfee VirusScan - Client Information |

This is a composite view:

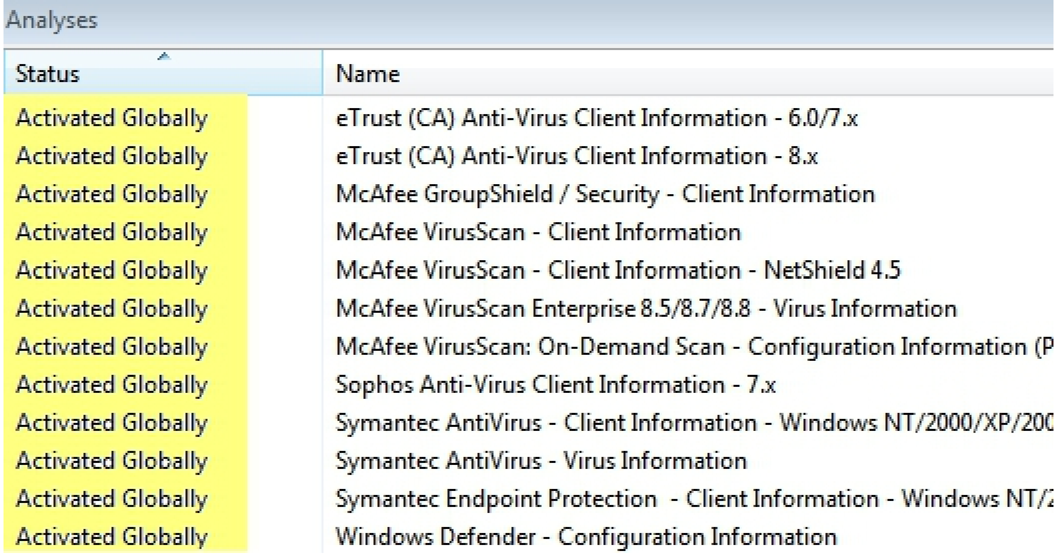


Endpoint Protection
Endpoint Protection Domain
Client Manager for Endpoint Protection
Core Protection Module
Device Control
Client Manager for Host Protection
All Endpoint Protection
Fixlets and Tasks (734)
Baselines (0)
Analyses (50)
By Status
By Site
Client Manager for Endpoint Protection (29)
Client Manager for Host Protection (1)
Trend Micro Core Protection Module (20)
Analyses

| Status | Name |
|---|---|
| Not Activated | CA Anti-Virus/Total Defense R12 Client Information |
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 6.0/7.x |
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 8.x |
| Not Activated | eTrust (CA) Anti-Virus Client Information - 8.x for MAC |
| Not Activated | Forefront Client Security - Client Information |
| Not Activated | Forefront Endpoint Protection - Client Information |
| Not Activated | ISS Proventia Desktop |
| Not Activated | McAfee AVERT Stinger Information |
| Activated Globally | McAfee GroupShield / Security - Client Information |
| Activated Globally | McAfee VirusScan - Client Information |
| Activated Globally | McAfee VirusScan - Client Information - NetShield 4.5 |
| Not Activated | McAfee VirusScan 8.x/9.x for Mac - Client Information |

To activate a number of analyses at the same time, highlight the list of analyses and select *Activate* from the right-click menu. Enter your Private Key Password.

After all analyses have been activated, they display with an *Activated* status in the window:



| Status | Name |
|---|---|
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 6.0/7.x |
| Activated Globally | eTrust (CA) Anti-Virus Client Information - 8.x |
| Activated Globally | McAfee GroupShield / Security - Client Information |
| Activated Globally | McAfee VirusScan - Client Information |
| Activated Globally | McAfee VirusScan - Client Information - NetShield 4.5 |
| Activated Globally | McAfee VirusScan Enterprise 8.5/8.7/8.8 - Virus Information |
| Activated Globally | McAfee VirusScan: On-Demand Scan - Configuration Information (P |
| Activated Globally | Sophos Anti-Virus Client Information - 7.x |
| Activated Globally | Symantec AntiVirus - Client Information - Windows NT/2000/XP/200 |
| Activated Globally | Symantec AntiVirus - Virus Information |
| Activated Globally | Symantec Endpoint Protection - Client Information - Windows NT/ |
| Activated Globally | Windows Defender - Configuration Information |

For more detailed information about deploying tasks and activating analyses, see the BigFix Console Operator's Guide.

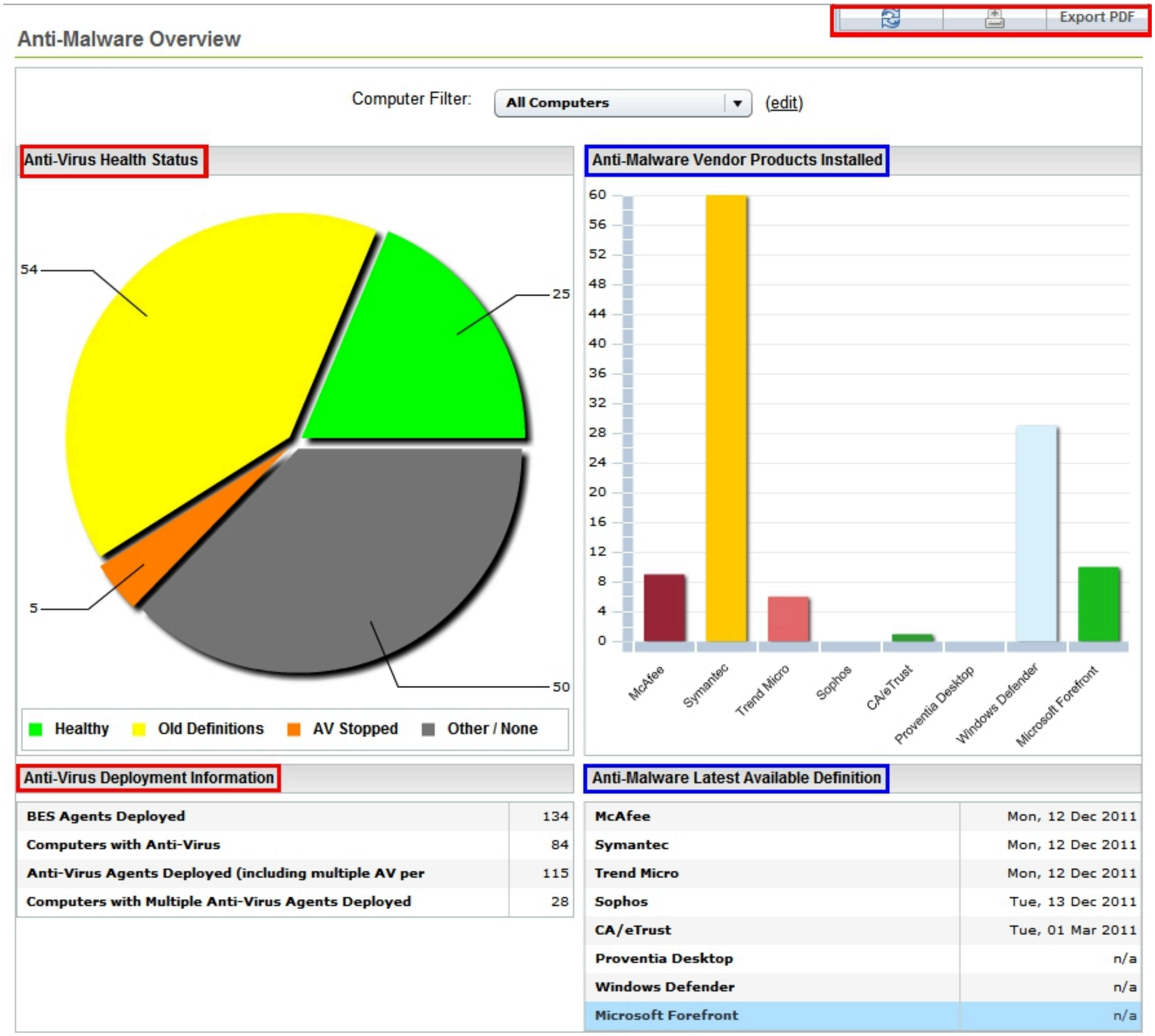
# Chapter 3. Using CMEP

## Reports

### Overview

The Anti-Virus Overview Report provides a summary of Anti-Virus health and Anti-Malware products in your deployment. The left side of the Overview window contains an Anti-Virus Health Status pie chart and Anti-Virus Deployment Information statistics. The right side contains an Anti-Malware Vendor Products bar graph with dates of the latest available Anti-Malware definitions.

The top of the report shows the Computer Filter, which sets the criteria of what is shown in the Overview Report. The upper-right corner includes the Refresh, Printer, and the Export PDF buttons.



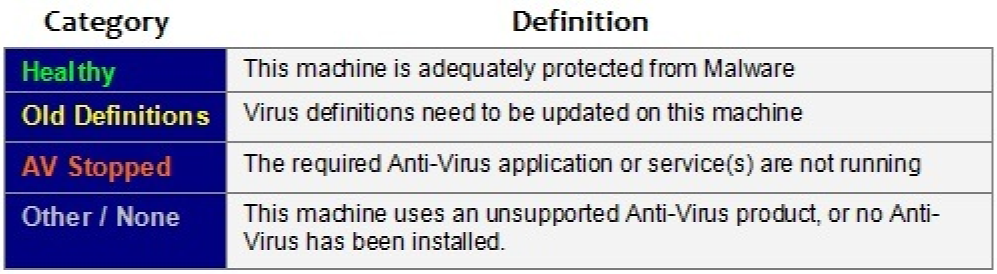
Anti-Virus Deployment Information

| | |
|---|---|
| BES Agents Deployed | 134 |
| Computers with Anti-Virus | 84 |
| Anti-Virus Agents Deployed (including multiple AV per | 115 |
| Computers with Multiple Anti-Virus Agents Deployed | 28 |

Anti-Malware Latest Available Definition

| | |
|---|---|
| McAfee | Mon, 12 Dec 2011 |
| Symantec | Mon, 12 Dec 2011 |
| Trend Micro | Mon, 12 Dec 2011 |
| Sophos | Tue, 13 Dec 2011 |
| CA/eTrust | Tue, 01 Mar 2011 |
| Proventia Desktop | n/a |
| Windows Defender | n/a |
| Microsoft Forefront | n/a |

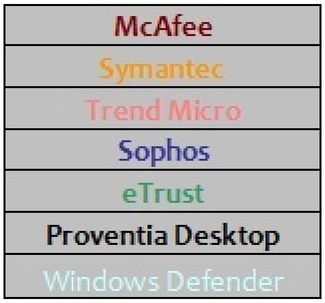
The following table illustrates the color-coding used for the Anti-Virus Health Status pie chart, as well as a brief description of each category:



| Category | Definition |
|---|---|
| Healthy | This machine is adequately protected from Malware |
| Old Definitions | Virus definitions need to be updated on this machine |
| AV Stopped | The required Anti-Virus application or service(s) are not running |
| Other / None | This machine uses an unsupported Anti-Virus product, or no Anti-Virus has been installed. |

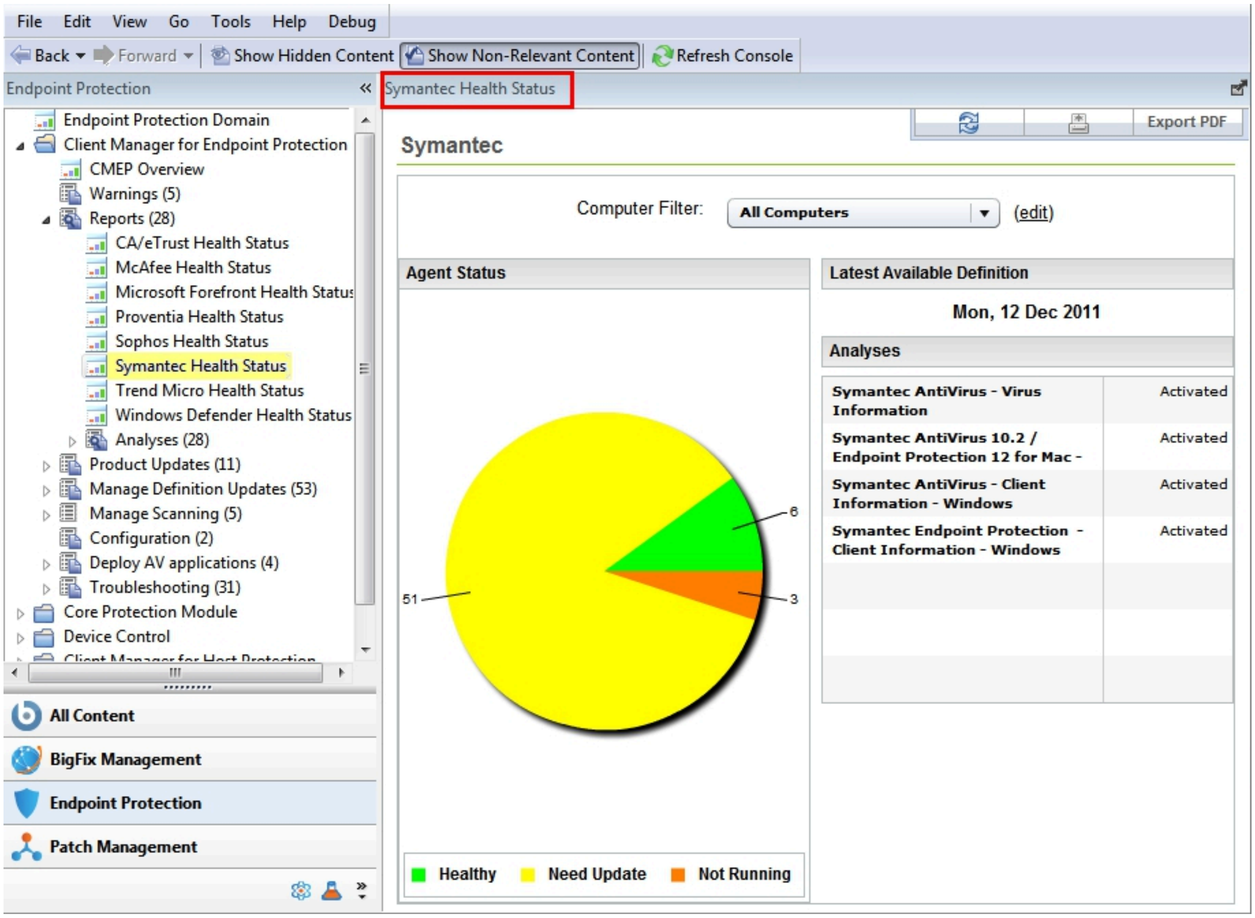
**Note:** For detailed information about how CMEP defines healthy in the Health Status pie chart, see the related article on the BigFix support website.

The *Anti-Malware Vendor Products* bar graph is color-coded according to vendor, as shown in the previous image.



| |
|---|
| McAfee |
| Symantec |
| Trend Micro |
| Sophos |
| eTrust |
| Proventia Desktop |
| Windows Defender |

You can select individual vendors to display a customized pie chart and summary. For example, by selecting to view the Symantec Health Status report, the dashboard displays the Symantec health status pie chart, the date of the latest definition release, and a list of related analyses with either *Activated* or *Not Activated* status.



Computer Filter: All Computers (edit)

Latest Available Definition

Mon, 12 Dec 2011

Analyses

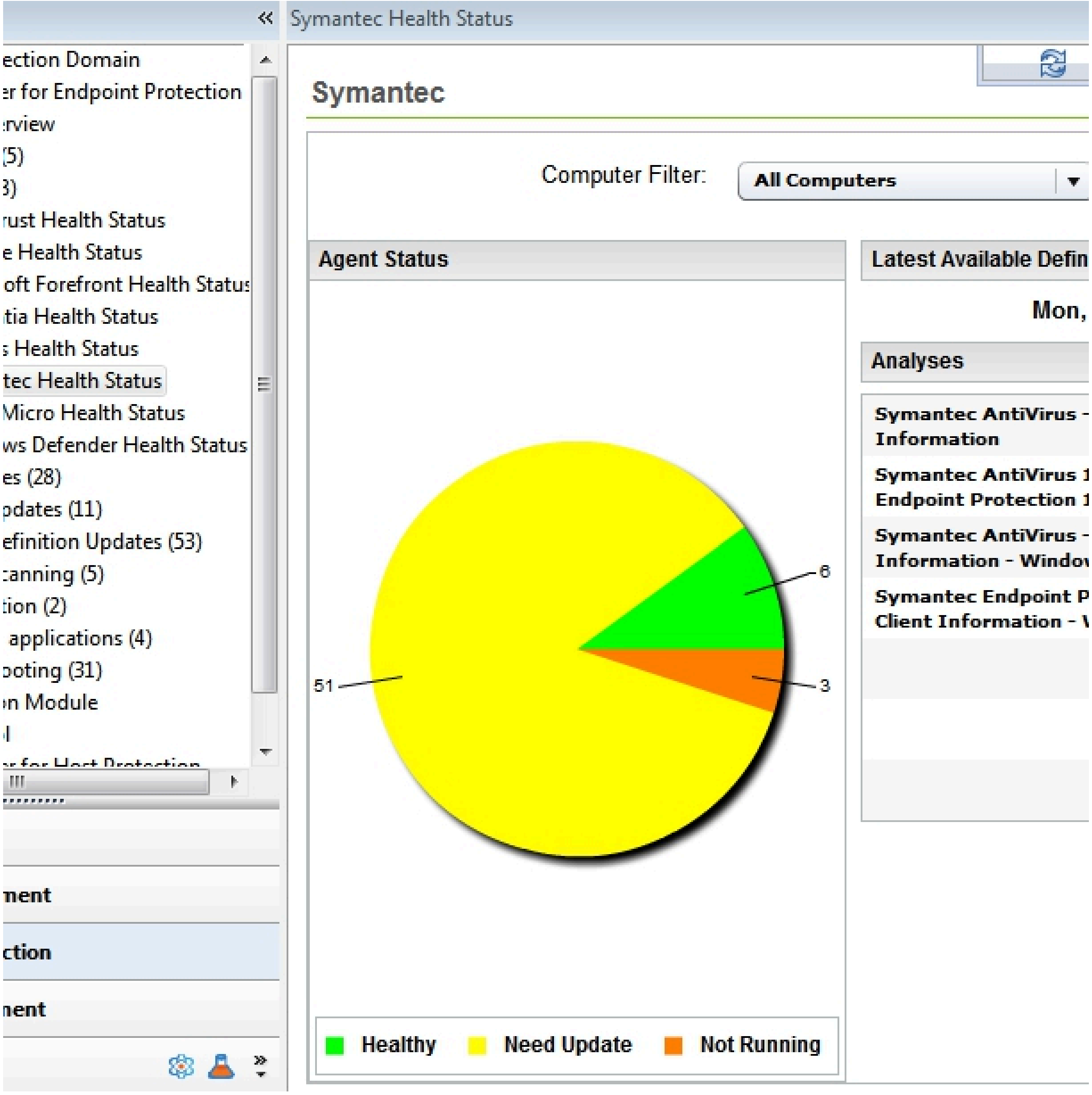
| | |
|---|---|
| Symantec AntiVirus - Virus Information | Activated |
| Symantec AntiVirus 10.2 / Endpoint Protection 12 for Mac - | Activated |
| Symantec AntiVirus - Client Information - Windows | Activated |
| Symantec Endpoint Protection - Client Information - Windows | Activated |

The ***Agent Status*** section displays pie charts representing the health and status of your Anti-Virus according to each vendor. Status is measured by the following criteria:

**Healthy**Anti-Virus applications are running correctly on this machine.

**Need Update**Virus definitions need to be updated on this machine.

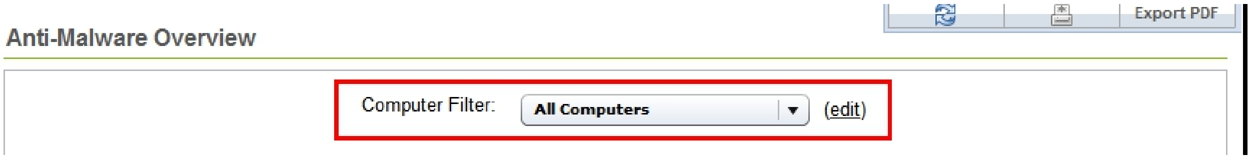
**Not Running** The required Anti-Virus application or service is not running.



Computer Filter: All Computers

## Using the computer filter

Use the computer filter feature to set the criteria of what to include in the Overview report. The *Computer Filter* section can be found above the *Agent Status* section. From this section, you can select, apply, create, and update filters.



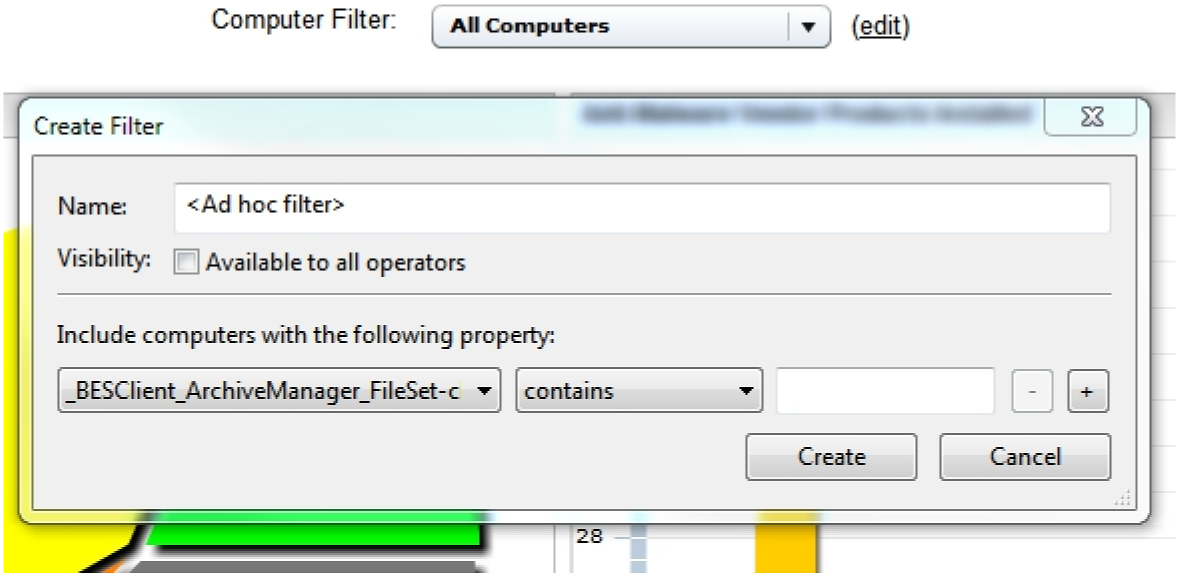
Computer Filter: All Computers

By default, the computer filter is set to *All Computers*.

## Creating new computer filters

To create a new computer filter, click *(edit)*, next to the *Computer Filter* pull-down list. The **Create Filter** window opens.

Enter a name for the filter criteria in the **Name** field. Select the **Visibility** checkbox to make the filter criteria available to all operators.



Computer Filter: All Computers

Name: <Ad hoc filter>

Visibility: □ Available to all operators

Include computers with the following property:

_BESClient_ArchiveManager_FileSet-c | contains

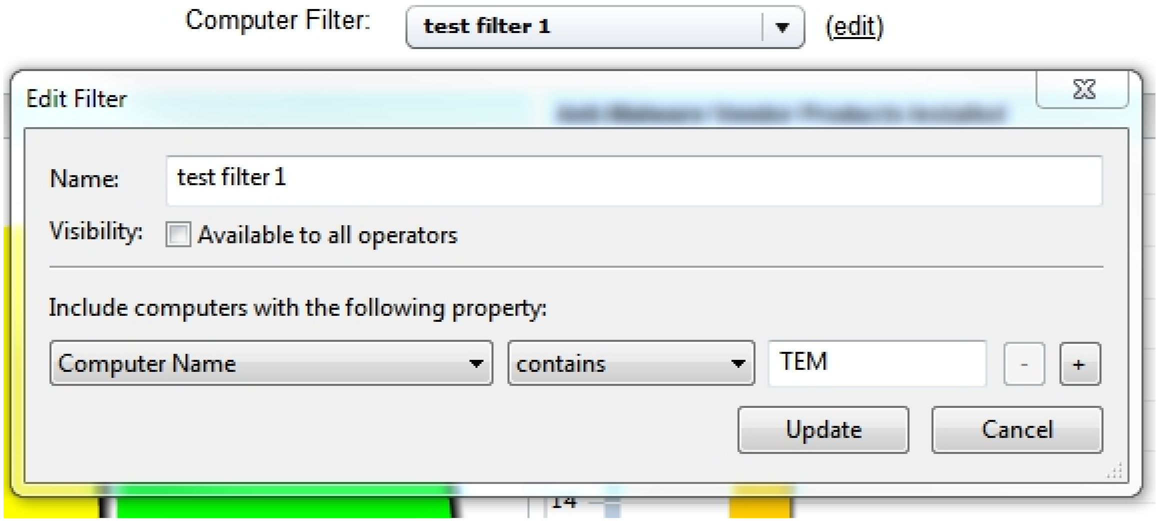
From the first pull-down list in the **Include computers with the following property** section, select the computer properties that will apply the filter criteria you are creating.

From the next pull-down list, select either *contains* or *does not contain*. Enter the string in the next field. To add more filtering criteria, select **Available to all operators** check box. A new row is added. Follow the same steps to create a new filter criteria.

Click **Create**. The Overview report updates to show the set computer filter settings.

## Updating existing filters

To make changes to existing filters, select the filter from the *Computer Filter:* pull-down list, then click **(edit)**. The **Edit Filter** window opens. Edit the filter criteria settings, and click **Update**.



Computer Filter: test filter 1 (edit)

Edit Filter

Name: test filter 1

Visibility: □ Available to all operators

Include computers with the following property:

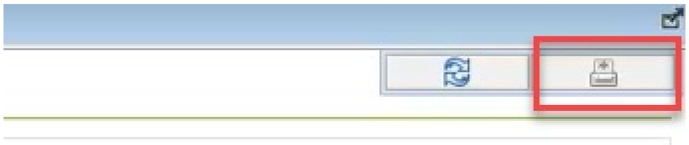
Computer Name | contains | TEM

## Print to PDF

You can export the Overview reports to PDF format.

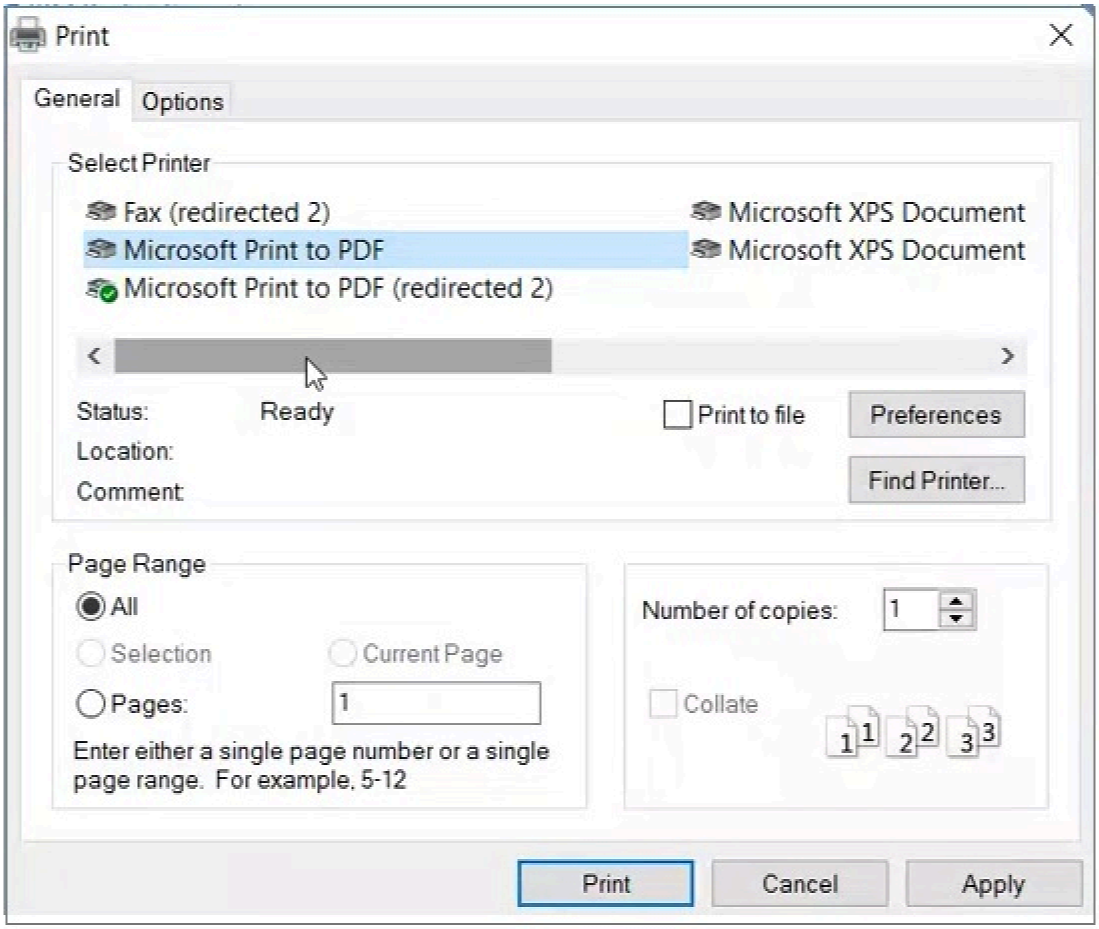
To print a report, perform the following steps:

1. At the upper-right corner of the **Overview** window, click **Print** button.



2. The **Print** window opens. Select the **Print to PDF** option and then click **Print**.

**Note:** All latest operating systems support *Print to PDF* functionality.



Print

Select Printer: Microsoft Print to PDF

Status: Ready

Location:

Comment:

□ Print to file

Page Range: ● All

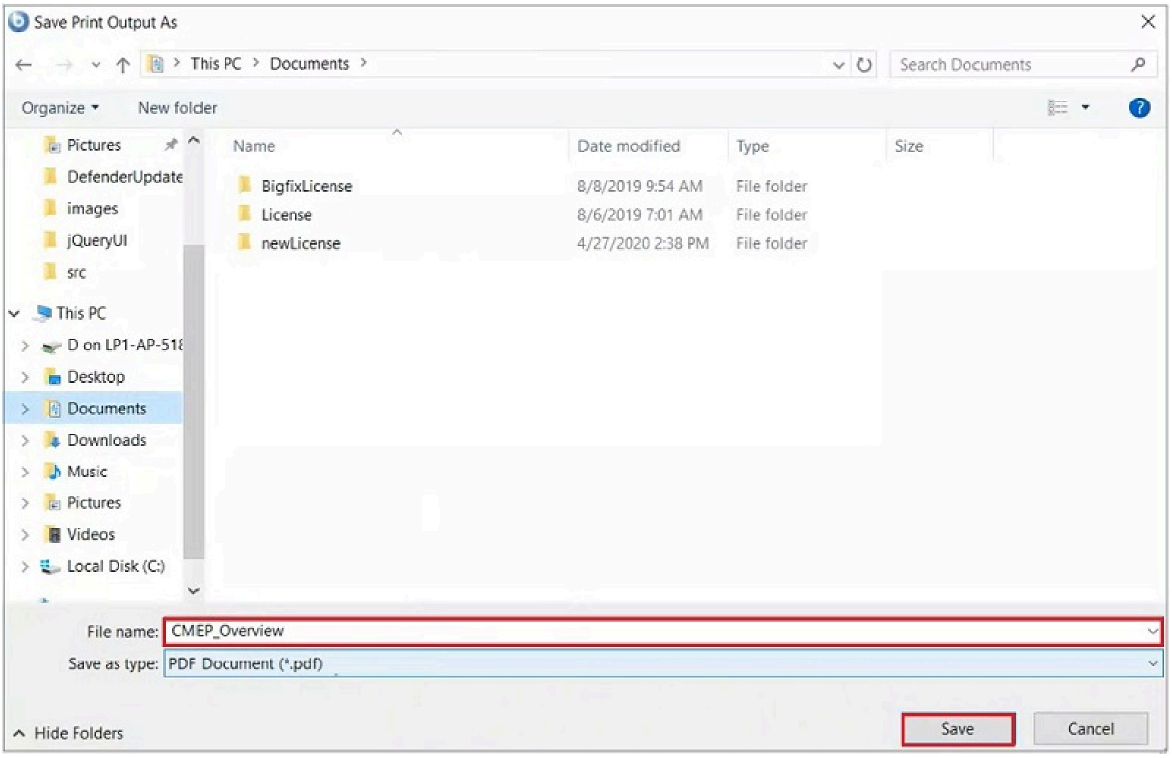
Pages: 1

Enter either a single page number or a single page range.  For example, 5-12

Number of copies: 1

□ Collate

3. The ***Save Print Output As*** window appears.



| Name | Date modified | Type | Size |
|---|---|---|---|
| BigfixLicense | 8/8/2019 9:54 AM | File folder | |
| License | 8/6/2019 7:01 AM | File folder | |
| newLicense | 4/27/2020 2:38 PM | File folder | |

File name: CMEP_Overview

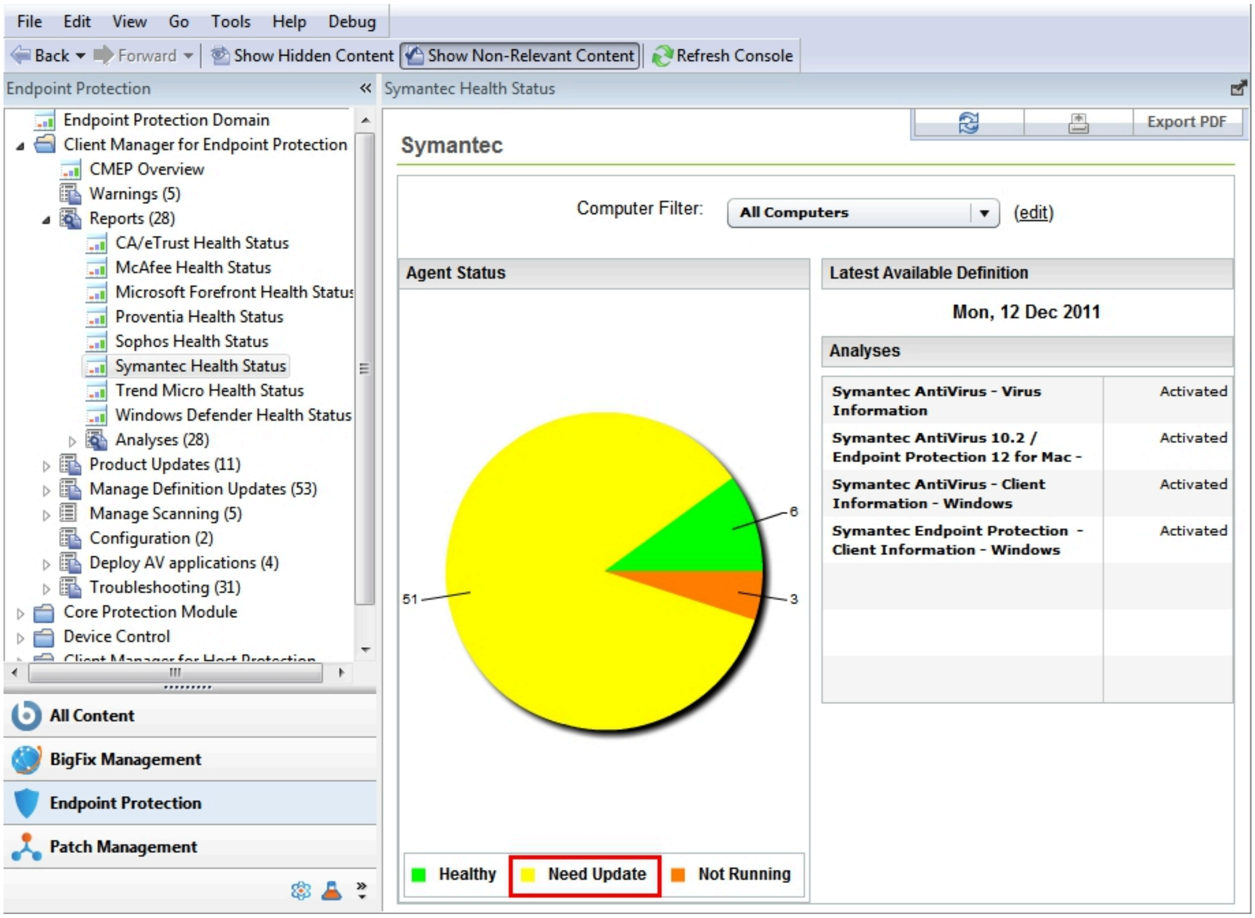
Save as type: PDF Document (*.pdf)

4. Navigate to the location where you want to save the PDF file. In the **File name** field, provide the file name and click **Save**.

The report is saved in PDF format in the desired location.

# How to update

If one of your Anti-Malware vendors displays a yellow Need Update status in the Agent Status pie chart, you must update your virus definitions to ensure that all applicable computers are adequately protected.



Symantec

Computer Filter: All Computers (edit)

Agent Status

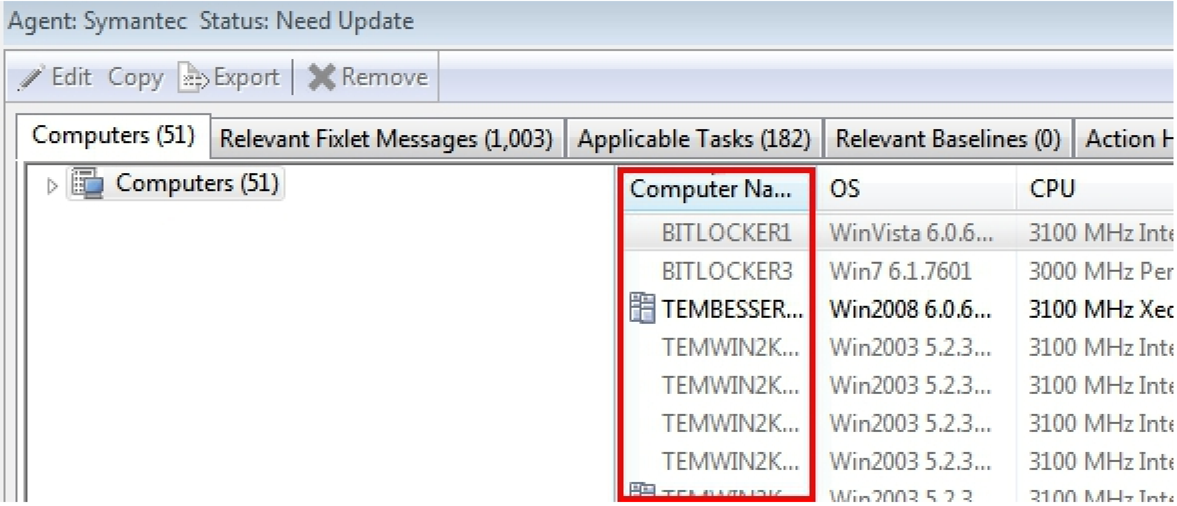
Latest Available Definition

Mon, 12 Dec 2011

Analyses

| | |
|---|---|
| Symantec AntiVirus - Virus Information | Activated |
| Symantec AntiVirus 10.2 / Endpoint Protection 12 for Mac - | Activated |
| Symantec AntiVirus - Client Information - Windows | Activated |
| Symantec Endpoint Protection - Client Information - Windows | Activated |

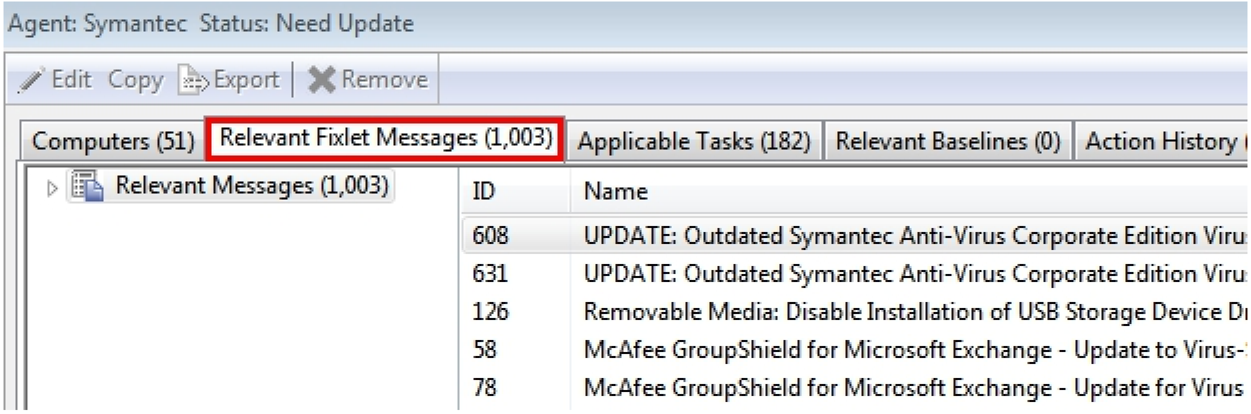
Start by clicking directly on the pie chart to open a new window where you can update the related Fixlets. Click the applicable computer listed under the *Computer Name* column on the right side of the window.



Agent: Symantec Status: Need Update

| Computer Na... | OS | CPU |
|---|---|---|
| BITLOCKER1 | WinVista 6.0.6... | 3100 MHz Inte |
| BITLOCKER3 | Win7 6.1.7601 | 3000 MHz Per |
| TEMBESSER... | Win2008 6.0.6... | 3100 MHz Xec |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte |

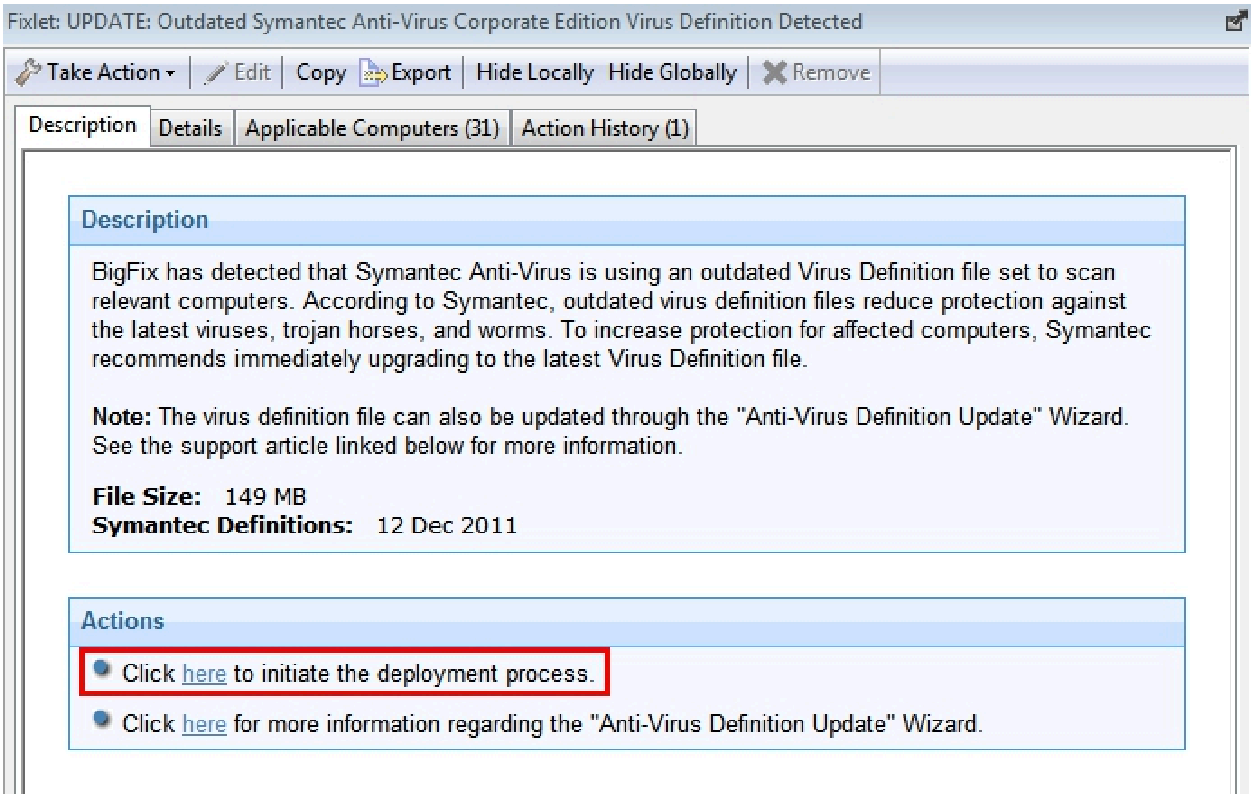
Next, click the **Relevant Fixlet Messages** tab to display a list of all applicable Fixlets associated with this computer. Scan the list to find the relevant *update* Fixlet.



Agent: Symantec Status: Need Update

| ID | Name |
|---|---|
| 608 | UPDATE: Outdated Symantec Anti-Virus Corporate Edition Viru |
| 631 | UPDATE: Outdated Symantec Anti-Virus Corporate Edition Viru |
| 126 | Removable Media: Disable Installation of USB Storage Device Di |
| 58 | McAfee GroupShield for Microsoft Exchange - Update to Virus- |
| 78 | McAfee GroupShield for Microsoft Exchange - Update for Virus |

Double-click the Fixlet name in the displayed list to open the Fixlet window. Review the description, and click where indicated in the Actions box to start the deployment process.


Fixlet: UPDATE: Outdated Symantec Anti-Virus Corporate Edition Virus Definition Detected
Take Action
Edit
Copy
Export
Hide Locally
Hide Globally
Remove
Description
Details
Applicable Computers (31)
Action History (1)

Description

BigFix has detected that Symantec Anti-Virus is using an outdated Virus Definition file set to scan relevant computers. According to Symantec, outdated virus definition files reduce protection against the latest viruses, trojan horses, and worms. To increase protection for affected computers, Symantec recommends immediately upgrading to the latest Virus Definition file.

**Note:** The virus definition file can also be updated through the "Anti-Virus Definition Update" Wizard. See the support article linked below for more information.

**File Size:** 149 MB
**Symantec Definitions:** 12 Dec 2011

Actions

- Click here to initiate the deployment process.
- Click here for more information regarding the "Anti-Virus Definition Update" Wizard.

The Take Action dialog opens, where you can set specific parameters for this action. As an alternative, you can also click the *Take Action* pull-down in the top-left corner of the panel. For detailed information about the Take Action dialog, see the *BigFix Console Operator's Guide* (opens in new window).

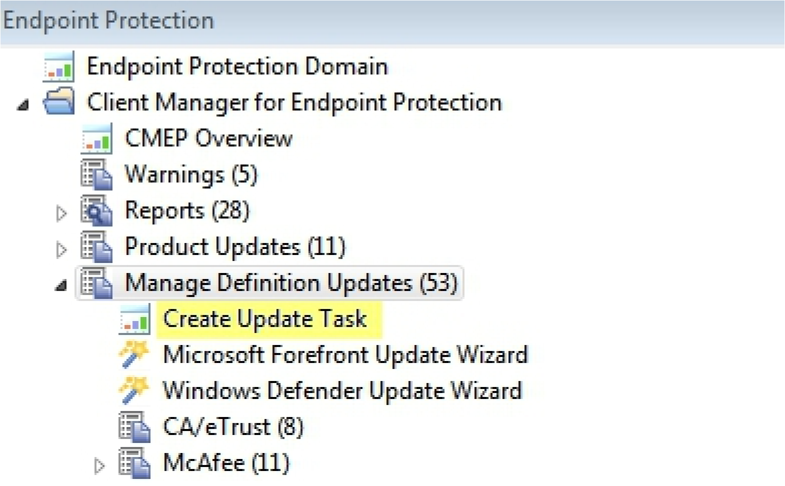
# Wizards

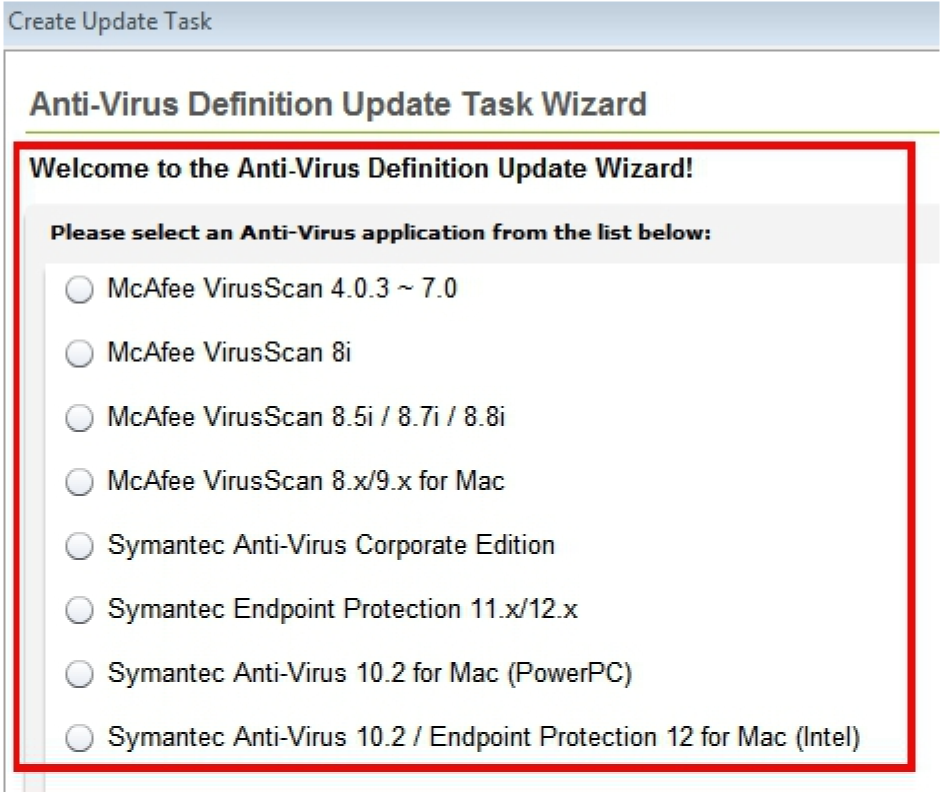
CMEP Anti-Malware wizards offer an easy, step-by-step guided process for updating virus definitions and setting up on-demand virus scans on your endpoints.

## Create Update Task Wizard

The Create Update Task wizard allows you to create anti-virus definition updates for a number of McAfee and Symantec applications.

Access the wizard by expanding the *Manage Definition Updates* sub-node in the navigation tree. Click *Create Update Task*. This action opens the wizard.


Endpoint Protection
Endpoint Protection Domain
Client Manager for Endpoint Protection
CMEP Overview
Warnings (5)
Reports (28)
Product Updates (11)
Manage Definition Updates (53)
Create Update Task
Microsoft Forefront Update Wizard
Windows Defender Update Wizard
CA/eTrust (8)
McAfee (11)



Anti-Virus Definition Update Task Wizard

**Welcome to the Anti-Virus Definition Update Wizard!**

**Please select an Anti-Virus application from the list below:**

○ McAfee VirusScan 4.0.3 ~ 7.0

○ McAfee VirusScan 8i

○ McAfee VirusScan 8.5i / 8.7i / 8.8i

○ McAfee VirusScan 8.x/9.x for Mac

○ Symantec Anti-Virus Corporate Edition

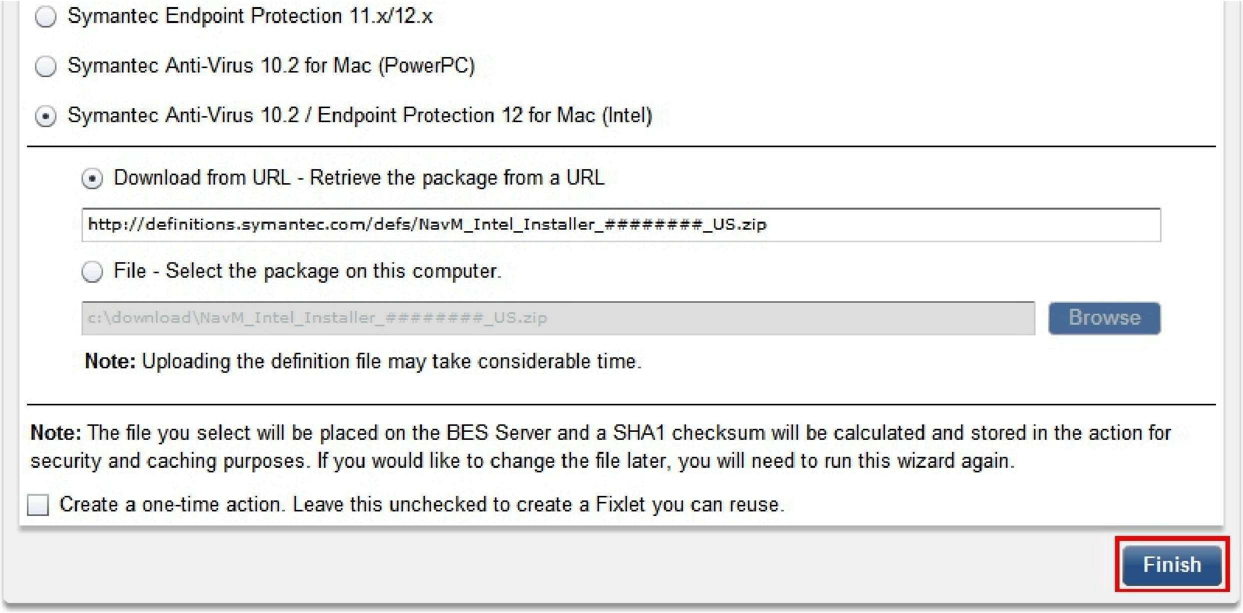
○ Symantec Endpoint Protection 11.x/12.x

○ Symantec Anti-Virus 10.2 for Mac (PowerPC)

○ Symantec Anti-Virus 10.2 / Endpoint Protection 12 for Mac (Intel)

Selecting any anti-virus product from the list displays more information at the bottom section of the panel. You can either retrieve the package from a URL or browse to locate the package from your computer.

The box in the lower-left corner of the window allows you to either create a reusable Fixlet or a one-time action. Click *Finish*.



○ Symantec Endpoint Protection 11.x/12.x

○ Symantec Anti-Virus 10.2 for Mac (PowerPC)

● Symantec Anti-Virus 10.2 / Endpoint Protection 12 for Mac (Intel)

● Download from URL - Retrieve the package from a URL

http://definitions.symantec.com/defs/NavM_Intel_Installer_########_US.zip

○ File - Select the package on this computer.

c:\download\NavM_Intel_Installer_########_US.zip

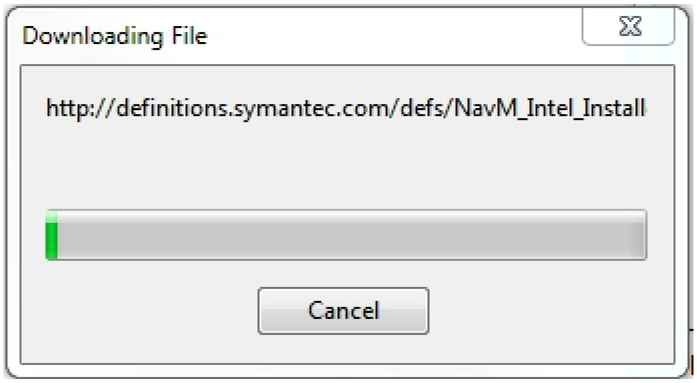
**Note:** Uploading the definition file may take considerable time.

**Note:** The file you select will be placed on the BES Server and a SHA1 checksum will be calculated and stored in the action for security and caching purposes. If you would like to change the file later, you will need to run this wizard again.

□ Create a one-time action. Leave this unchecked to create a Fixlet you can reuse.

**Note:** To enter the correct URL, go to the virus definitions page on the McAfee or Symantec website and paste the link into the dialog field. You can also download the virus definition to your computer and browse to its location by selecting the second button.

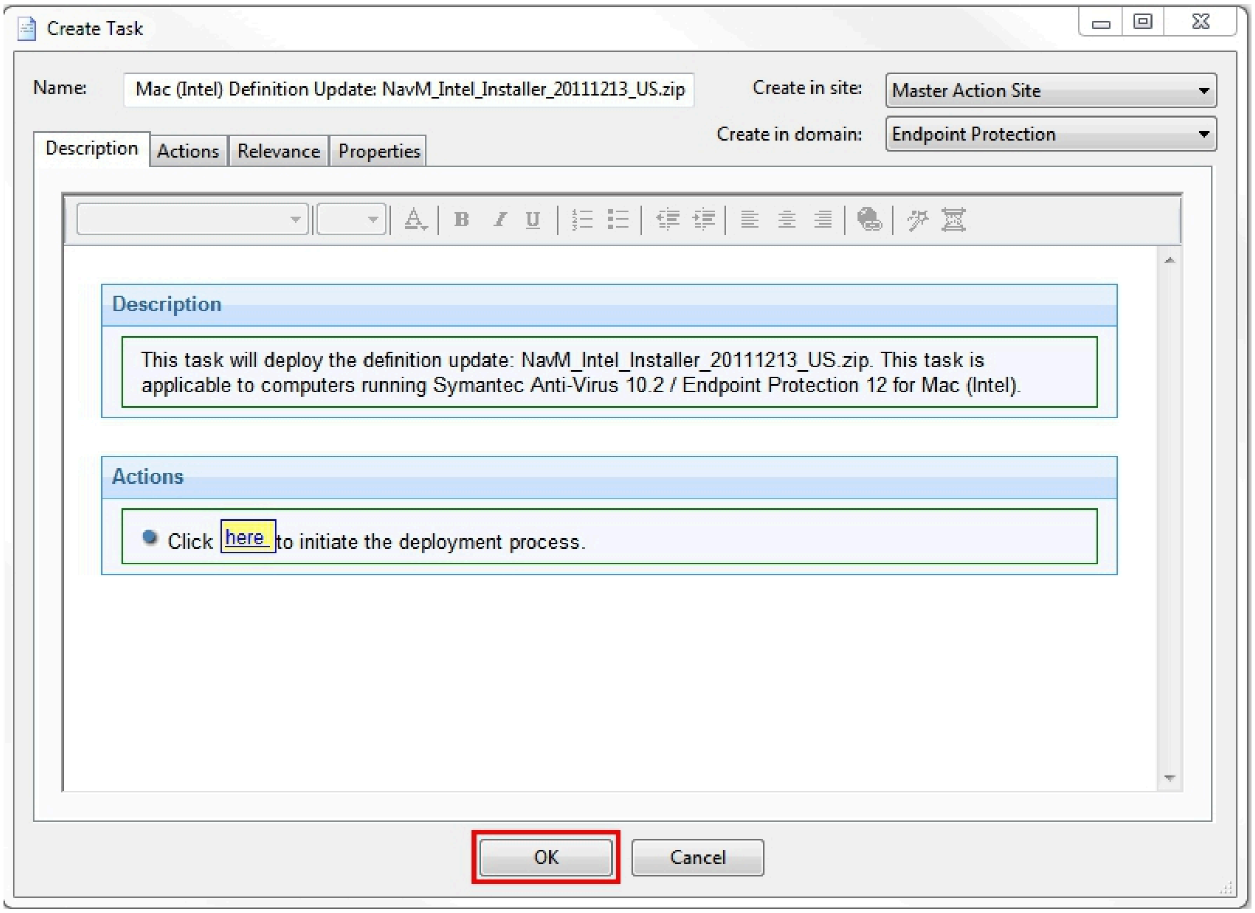
You see the following screen as the virus definitions are downloaded to your system:



Downloading File

http://definitions.symantec.com/defs/NavM_Intel_Install

The Create Task window opens. Review the content in the Description, Actions, Relevance, and Properties tabs, click *OK*, and enter your Private Key Password.



Name: Mac (Intel) Definition Update: NavM_Intel_Installer_20111213_US.zip

Create in site: Master Action Site

Create in domain: Endpoint Protection

**Description**

This task will deploy the definition update: NavM_Intel_Installer_20111213_US.zip. This task is applicable to computers running Symantec Anti-Virus 10.2 / Endpoint Protection 12 for Mac (Intel).

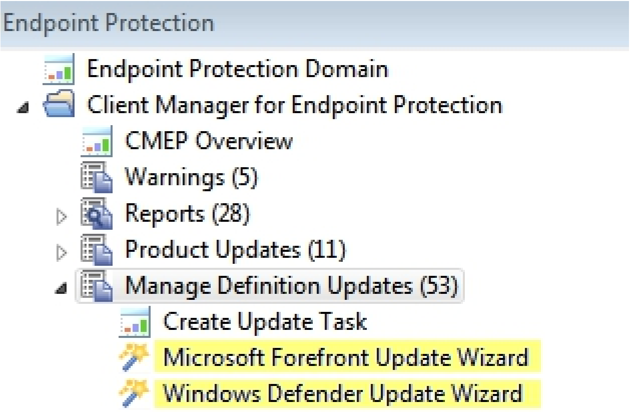
**Actions**

- Click here to initiate the deployment process.

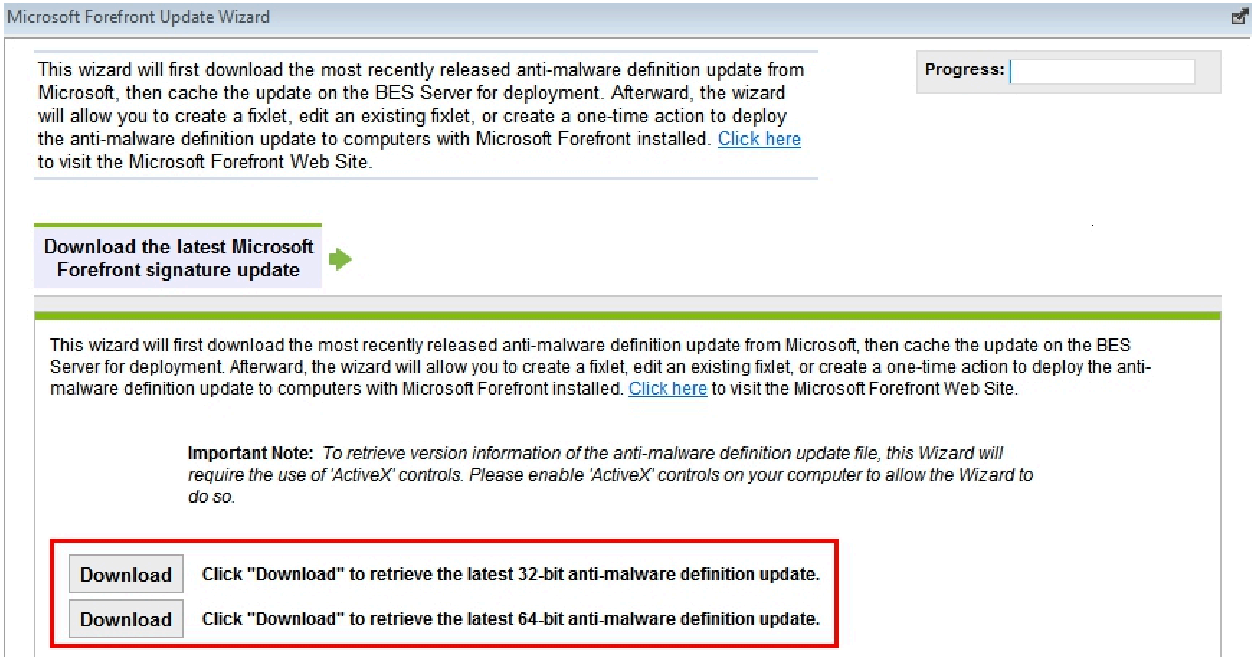
In the next task window, click in the Actions box to initiate deployment to open the Take Action dialog.

## Windows Defender and Microsoft Forefront Update Wizards

To access the Windows Defender Update Wizard or the Microsoft Forefront Update Wizard, click the Wizard from the *Manage Definition Updates* subnode in the navigation tree. In this example, we are using Microsoft Forefront Update Wizard.


Endpoint Protection
Endpoint Protection Domain
Client Manager for Endpoint Protection
CMEP Overview
Warnings (5)
Reports (28)
Product Updates (11)
Manage Definition Updates (53)
Create Update Task
Microsoft Forefront Update Wizard
Windows Defender Update Wizard

The Wizard opens in the Work Panel. In this example, the Microsoft Forefront Update Wizard opens.


Microsoft Forefront Update Wizard
Progress:
Download the latest Microsoft Forefront signature update
Download
Download

This wizard will first download the most recently released anti-malware definition update from Microsoft, then cache the update on the BES Server for deployment. Afterward, the wizard will allow you to create a fixlet, edit an existing fixlet, or create a one-time action to deploy the anti-malware definition update to computers with Microsoft Forefront installed. Click here to visit the Microsoft Forefront Web Site.

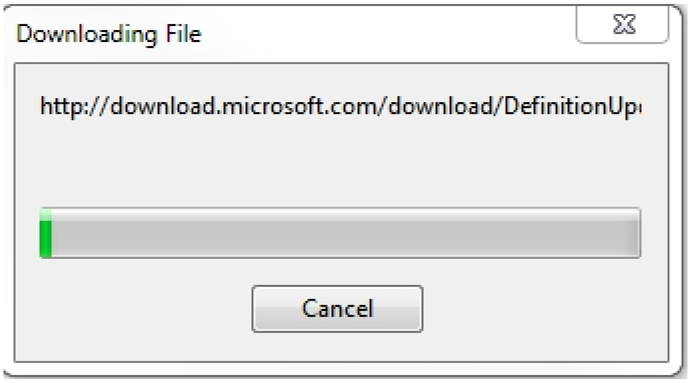
This wizard will first download the most recently released anti-malware definition update from Microsoft, then cache the update on the BES Server for deployment. Afterward, the wizard will allow you to create a fixlet, edit an existing fixlet, or create a one-time action to deploy the anti-malware definition update to computers with Microsoft Forefront installed. Click here to visit the Microsoft Forefront Web Site.

**Important Note:** *To retrieve version information of the anti-malware definition update file, this Wizard will require the use of 'ActiveX' controls. Please enable 'ActiveX' controls on your computer to allow the Wizard to do so.*

**Click "Download" to retrieve the latest 32-bit anti-malware definition update.**

**Click "Download" to retrieve the latest 64-bit anti-malware definition update.**

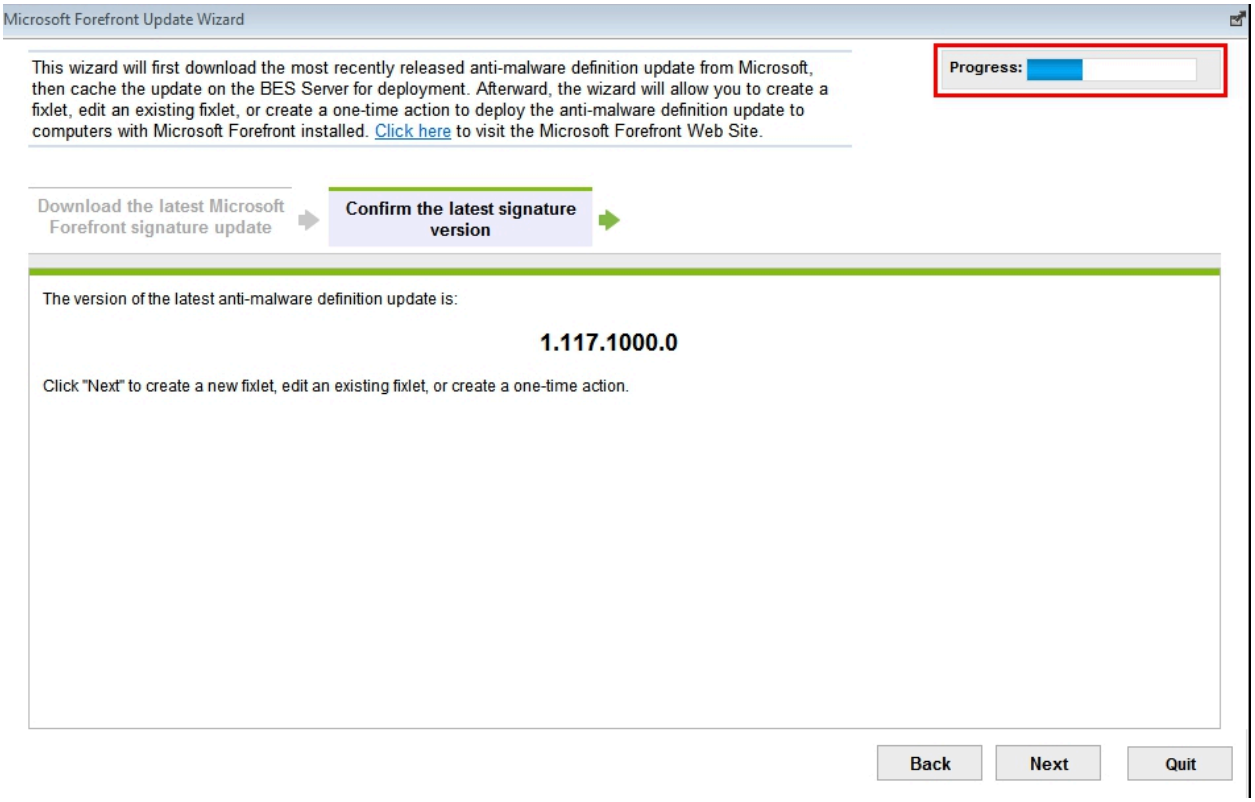
Click *Download* to see a progress window while the wizard retrieves spyware updates.



Downloading File

http://download.microsoft.com/download/DefinitionUp

After spyware signatures have been downloaded, you see a window displaying the version number of the latest update. Click *Next* to take additional actions.



Microsoft Forefront Update Wizard

This wizard will first download the most recently released anti-malware definition update from Microsoft, then cache the update on the BES Server for deployment. Afterward, the wizard will allow you to create a fixlet, edit an existing fixlet, or create a one-time action to deploy the anti-malware definition update to computers with Microsoft Forefront installed. Click here to visit the Microsoft Forefront Web Site.

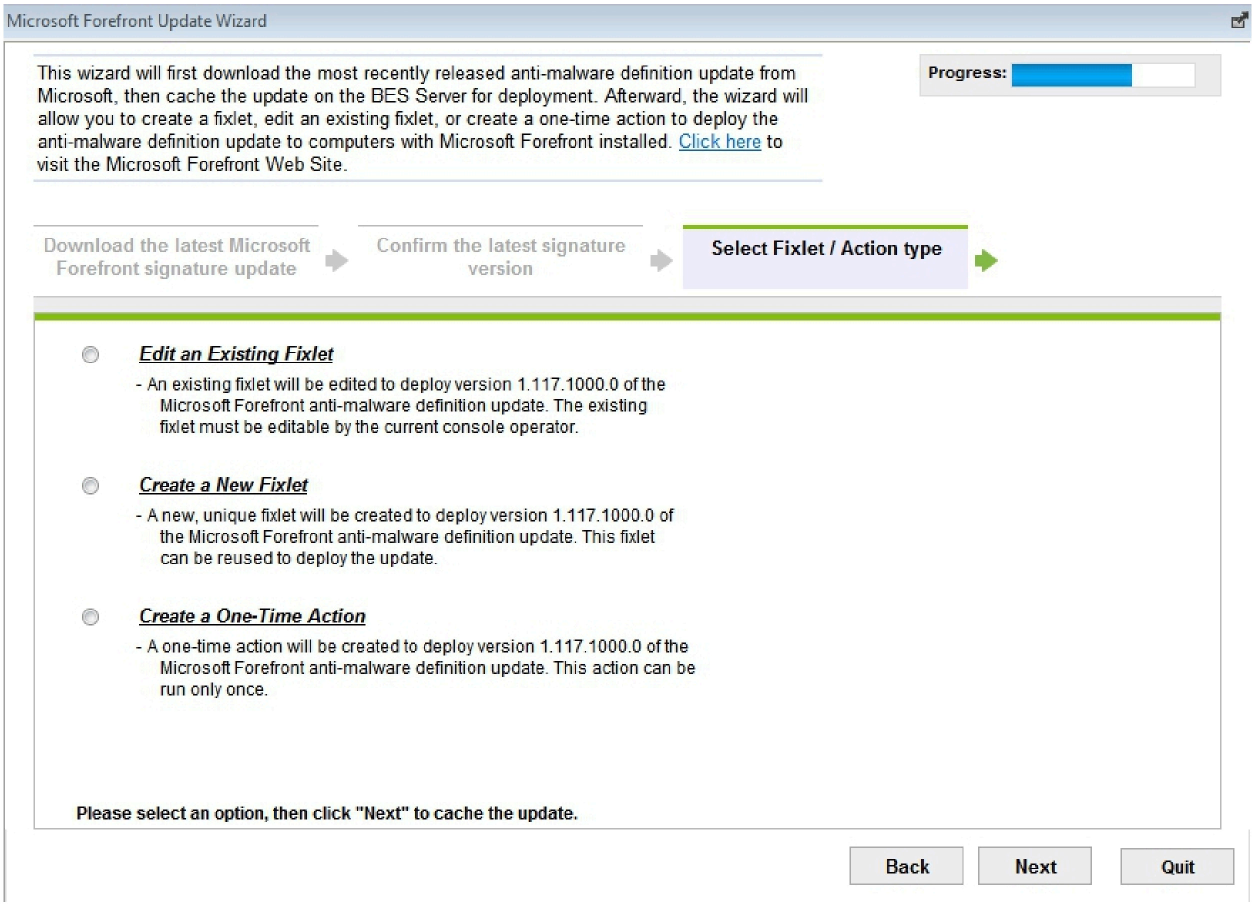
Progress:
Download the latest Microsoft Forefront signature update
Confirm the latest signature version

The version of the latest anti-malware definition update is:

**1.117.1000.0**

Click "Next" to create a new fixlet, edit an existing fixlet, or create a one-time action.

From this window, you can choose to edit or create a Fixlet, or create a one-time action.



Microsoft Forefront Update Wizard

This wizard will first download the most recently released anti-malware definition update from Microsoft, then cache the update on the BES Server for deployment. Afterward, the wizard will allow you to create a fixlet, edit an existing fixlet, or create a one-time action to deploy the anti-malware definition update to computers with Microsoft Forefront installed. Click here to visit the Microsoft Forefront Web Site.

Progress:
Download the latest Microsoft Forefront signature update
Confirm the latest signature version
Select Fixlet / Action type

○ ***Edit an Existing Fixlet***

- An existing fixlet will be edited to deploy version 1.117.1000.0 of the Microsoft Forefront anti-malware definition update. The existing fixlet must be editable by the current console operator.

○ ***Create a New Fixlet***

- A new, unique fixlet will be created to deploy version 1.117.1000.0 of the Microsoft Forefront anti-malware definition update. This fixlet can be reused to deploy the update.

○ ***Create a One-Time Action***

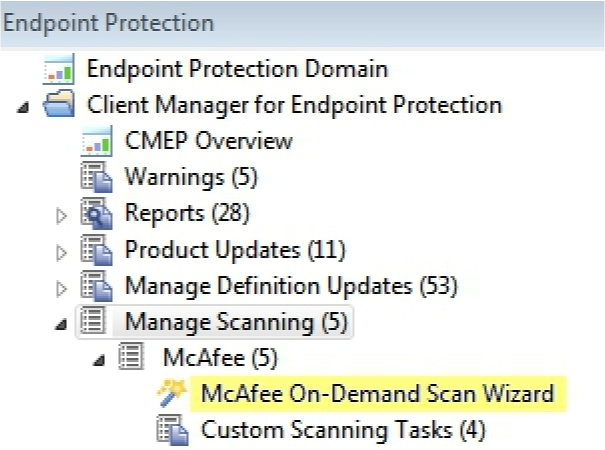
- A one-time action will be created to deploy version 1.117.1000.0 of the Microsoft Forefront anti-malware definition update. This action can be run only once.

**Please select an option, then click "Next" to cache the update.**

Click *Next* to proceed through the Wizard.

## McAfee On-Demand Scan Wizard

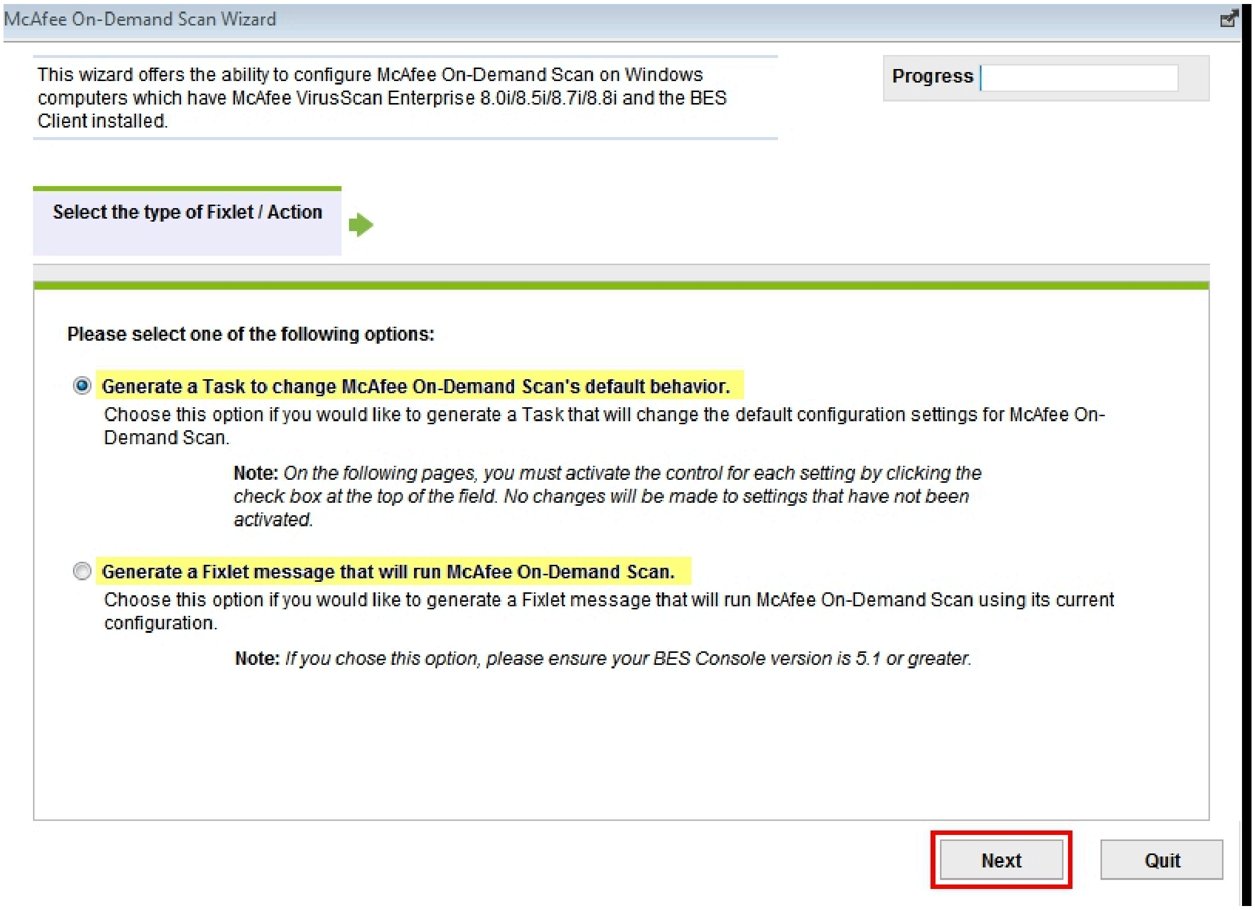
Access the *McAfee On-Demand Scan Wizard* from the *Manage Scanning* node in the navigation tree.



Endpoint Protection
- Endpoint Protection Domain
- Client Manager for Endpoint Protection
  - CMEP Overview
  - Warnings (5)
  - Reports (28)
  - Product Updates (11)
  - Manage Definition Updates (53)
  - Manage Scanning (5)
    - McAfee (5)
      - McAfee On-Demand Scan Wizard
      - Custom Scanning Tasks (4)

The Wizard allows you to configure McAfee On-Demand scan on Windows computers that have McAfee VirusScan Enterprise 8.0i and the BigFix client installed.

When you click to open the Wizard, you can either generate a task to change the default behavior, or generate a Fixlet to run the scan. Make a selection and click *Next*.



McAfee On-Demand Scan Wizard

This wizard offers the ability to configure McAfee On-Demand Scan on Windows computers which have McAfee VirusScan Enterprise 8.0i/8.5i/8.7i/8.8i and the BES Client installed.

Please select one of the following options:

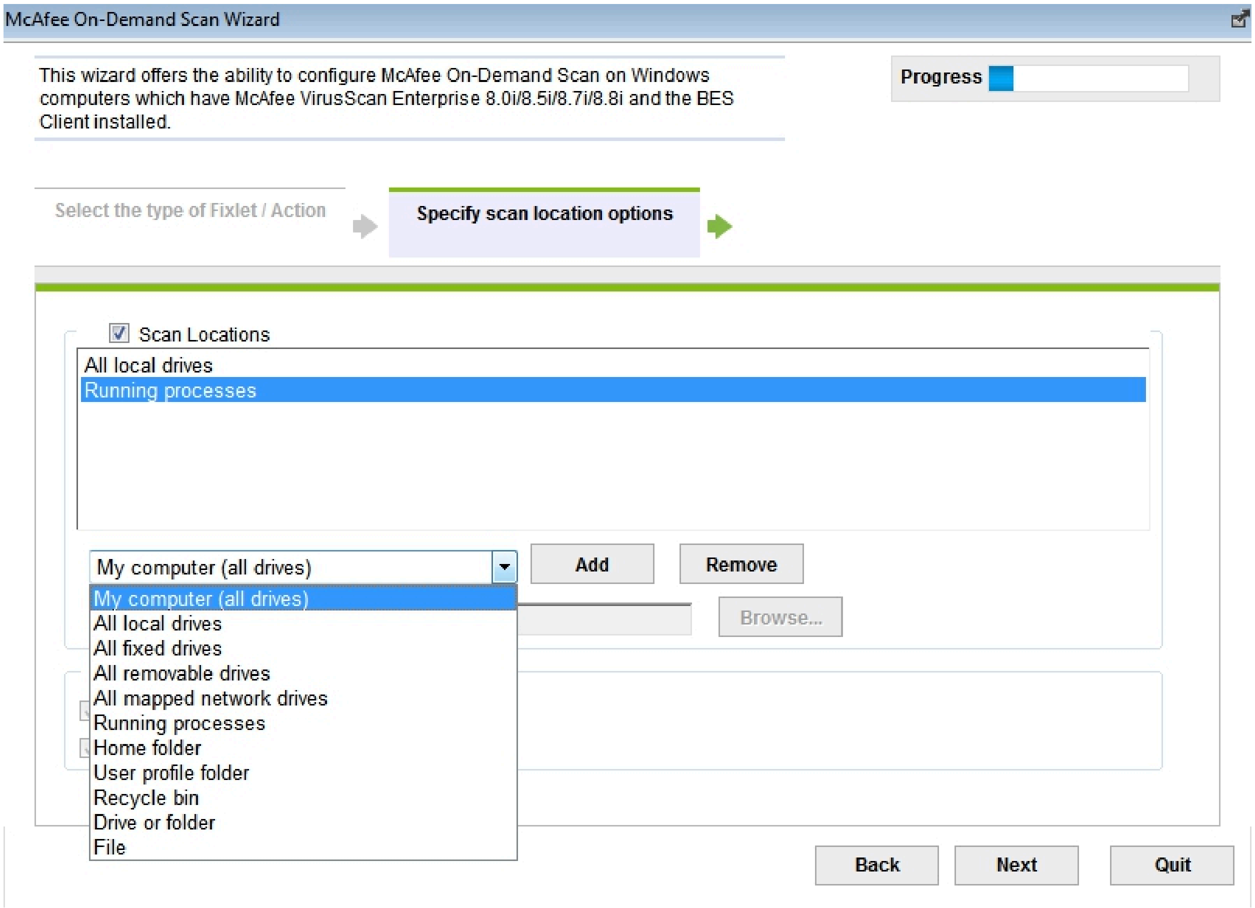
● **Generate a Task to change McAfee On-Demand Scan's default behavior.**
Choose this option if you would like to generate a Task that will change the default configuration settings for McAfee On-Demand Scan.

**Note:** *On the following pages, you must activate the control for each setting by clicking the check box at the top of the field. No changes will be made to settings that have not been activated.*

○ **Generate a Fixlet message that will run McAfee On-Demand Scan.**
Choose this option if you would like to generate a Fixlet message that will run McAfee On-Demand Scan using its current configuration.

**Note:** *If you chose this option, please ensure your BES Console version is 5.1 or greater.*

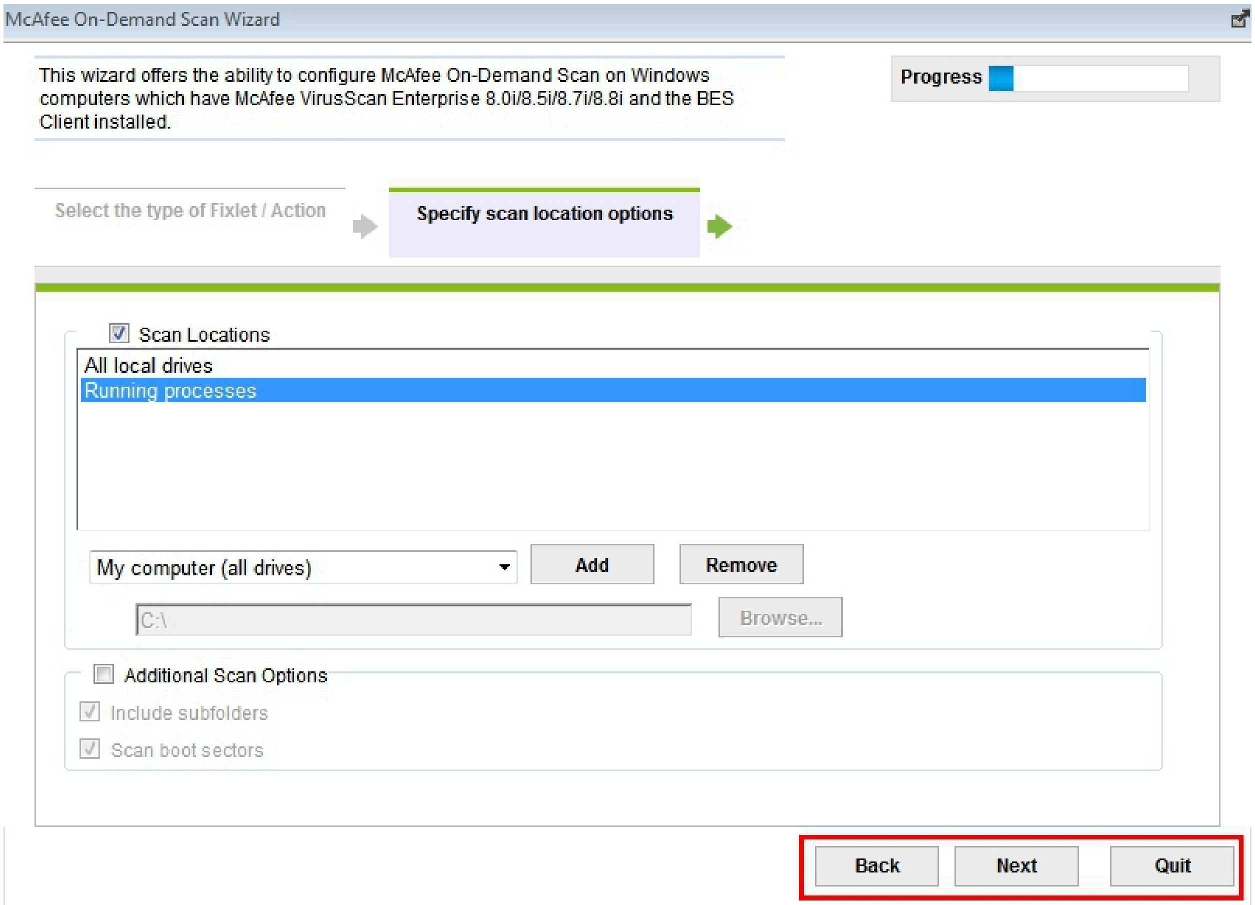
If you click *Generate a Task* to change default behavior, you will see the following screen. Select a scan location, and then make a drive selection from the pull-down list. You can select multiple drives by using the Add and Remove buttons.



McAfee On-Demand Scan Wizard

This wizard offers the ability to configure McAfee On-Demand Scan on Windows computers which have McAfee VirusScan Enterprise 8.0i/8.5i/8.7i/8.8i and the BES Client installed.

You can also choose to select additional scan options, and then click *Next*.



McAfee On-Demand Scan Wizard

This wizard offers the ability to configure McAfee On-Demand Scan on Windows computers which have McAfee VirusScan Enterprise 8.0i/8.5i/8.7i/8.8i and the BES Client installed.

Progress
Select the type of Fixlet / Action
Specify scan location options

☑ Scan Locations

All local drives
Running processes

□ Additional Scan Options

☑ Include subfolders

☑ Scan boot sectors

Use the *Next, Back,* and *Quit* navigation buttons at the bottom of each window to proceed through the Wizard. The remaining windows allow you to select scan inclusions and exclusions, specify advanced scan options, specify virus detection options, specify destination options for unwanted programs, and specify log file options.

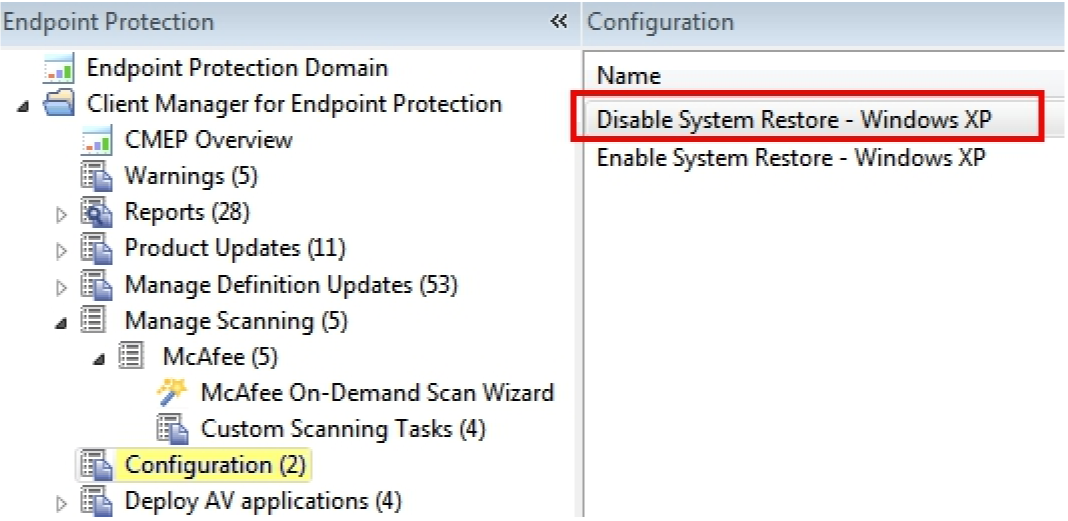
# Configuration tasks

Use Anti-Malware configuration tasks to manage aspects of McAfee AVERT Stinger, Symantec UPX Parsing Engine, and Windows Defender.

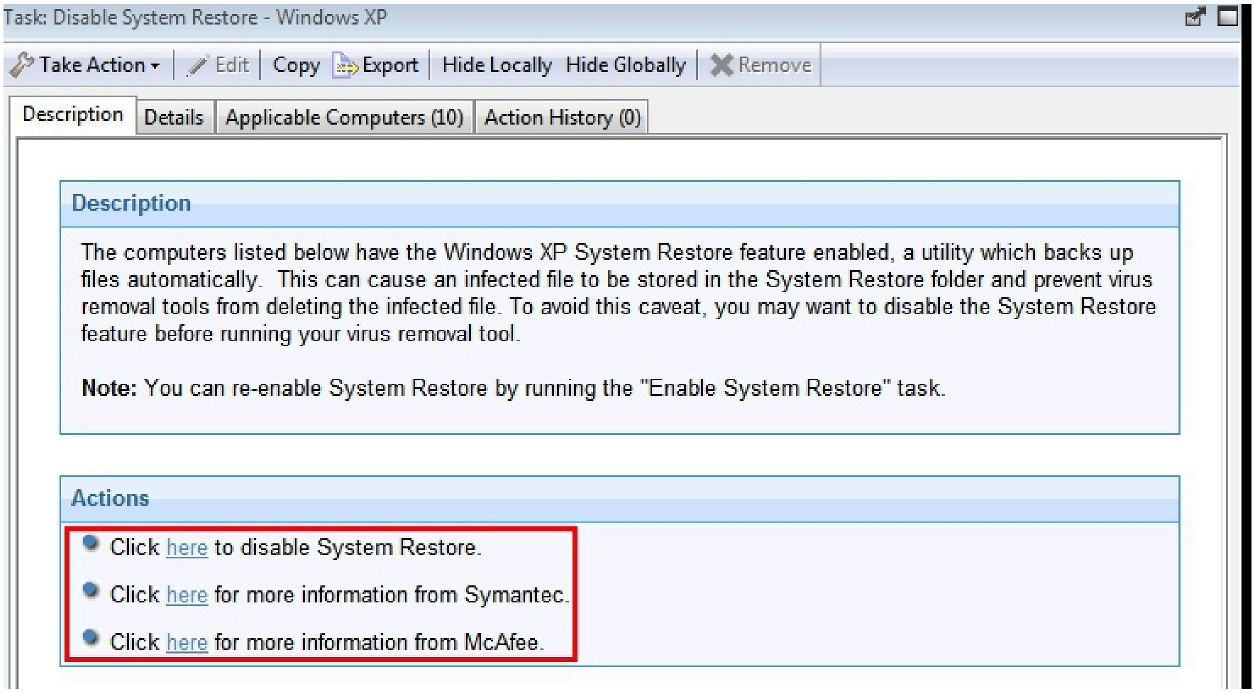
Click any title in the list of Anti-Malware tasks to display the related Fixlet window.

## Disable and enable system restore

Access the Disable or Enable System Restore task from the Configuration node of the navigation tree.


Endpoint Protection
Endpoint Protection Domain
Client Manager for Endpoint Protection
CMEP Overview
Warnings (5)
Reports (28)
Product Updates (11)
Manage Definition Updates (53)
Manage Scanning (5)
McAfee (5)
McAfee On-Demand Scan Wizard
Custom Scanning Tasks (4)
Configuration (2)
Deploy AV applications (4)
Configuration
Name
Disable System Restore - Windows XP
Enable System Restore - Windows XP

Click the task to display the task window in the lower panel. If System Restore is currently enabled, using this task allows you to disable it, and vice versa. Review the text in the Description, and then click the applicable link in the Actions box to disable System Restore. You can also select an Action from the *Take Action* menu at the top of the panel.



Description

The computers listed below have the Windows XP System Restore feature enabled, a utility which backs up files automatically. This can cause an infected file to be stored in the System Restore folder and prevent virus removal tools from deleting the infected file. To avoid this caveat, you may want to disable the System Restore feature before running your virus removal tool.

**Note:** You can re-enable System Restore by running the "Enable System Restore" task.

Actions

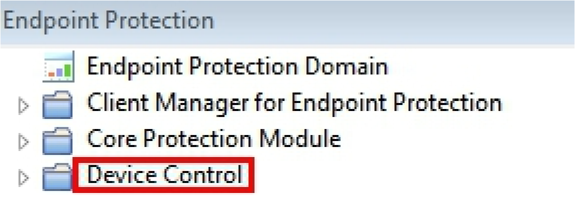
- Click here to disable System Restore.
- Click here for more information from Symantec.
- Click here for more information from McAfee.

You can also click the bottom two links in the Actions box to read about how Microsoft System Restore affects other anti-virus products.

# Chapter 4. Device control

Device Control manages and controls various devices in your deployment, including USB storage devices and CD-ROM drives.

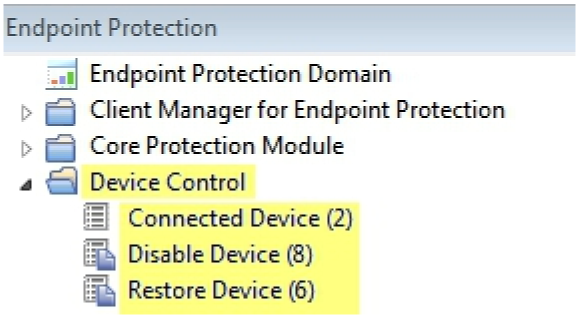
To view applicable tasks related to Device Control, click the *Device Control* site located under the *Client Manager for Endpoint Protection* site within the Endpoint Protection domain.



Endpoint Protection

- Endpoint Protection Domain
- Client Manager for Endpoint Protection
- Core Protection Module
- Device Control

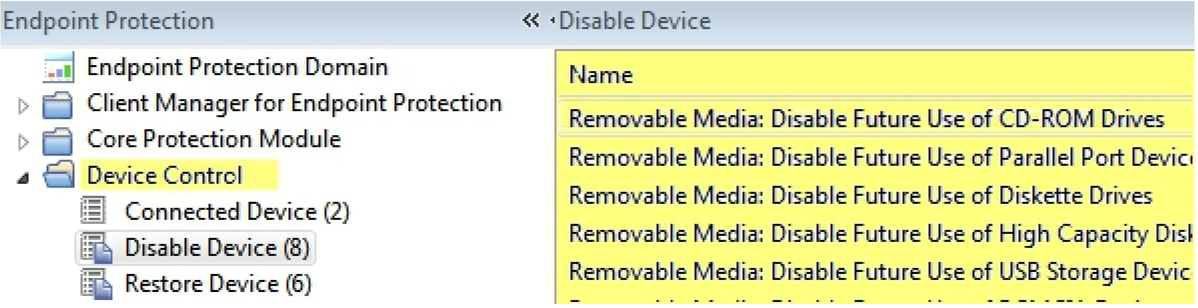
Click **Device Control** to display a list of tasks, analyses, or Fixlets related to Device Control.



Endpoint Protection

- Endpoint Protection Domain
- Client Manager for Endpoint Protection
- Core Protection Module
- Device Control
  - Connected Device (2)
  - Disable Device (8)
  - Restore Device (6)

Click each category to display the related tasks, or use the top-right panel in the console to deploy these actions from a single list. Any tasks beginning with *Removable Media* are related to the Device Control component of CMEP.

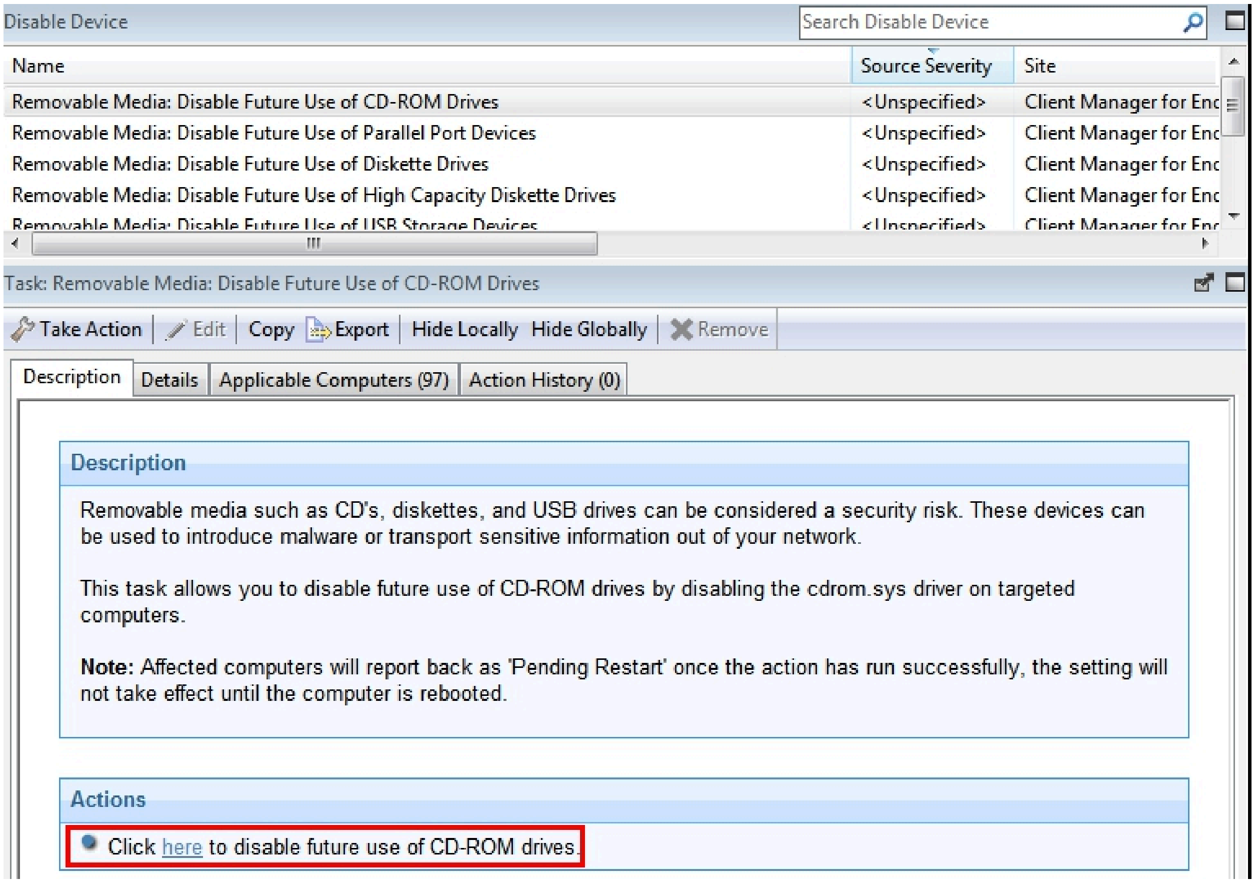


| Name |
|---|
| Removable Media: Disable Future Use of CD-ROM Drives |
| Removable Media: Disable Future Use of Parallel Port Devic |
| Removable Media: Disable Future Use of Diskette Drives |
| Removable Media: Disable Future Use of High Capacity Disl |
| Removable Media: Disable Future Use of USB Storage Devic |

The tasks listed in the Device Control node allow you to control removable media devices by either *disabling* or *restoring* future use of the devices. These devices include:

- USB Storage
- CD-ROMs
- Floppy Disk drives
- High Capacity Floppy Disk Drives
- Parallel Port Devices
- PCMCIA Devices

Click each name in the list to display the related Fixlet in the following window:



| Name | Source Severity | Site |
|---|---|---|
| Removable Media: Disable Future Use of CD-ROM Drives | <Unspecified> | Client Manager for Enc |
| Removable Media: Disable Future Use of Parallel Port Devices | <Unspecified> | Client Manager for Enc |
| Removable Media: Disable Future Use of Diskette Drives | <Unspecified> | Client Manager for Enc |
| Removable Media: Disable Future Use of High Capacity Diskette Drives | <Unspecified> | Client Manager for Enc |
| Removable Media: Disable Future Use of USB Storage Devices | <Unspecified> | Client Manager for Enc |

**Description**

Removable media such as CD's, diskettes, and USB drives can be considered a security risk. These devices can be used to introduce malware or transport sensitive information out of your network.

This task allows you to disable future use of CD-ROM drives by disabling the cdrom.sys driver on targeted computers.

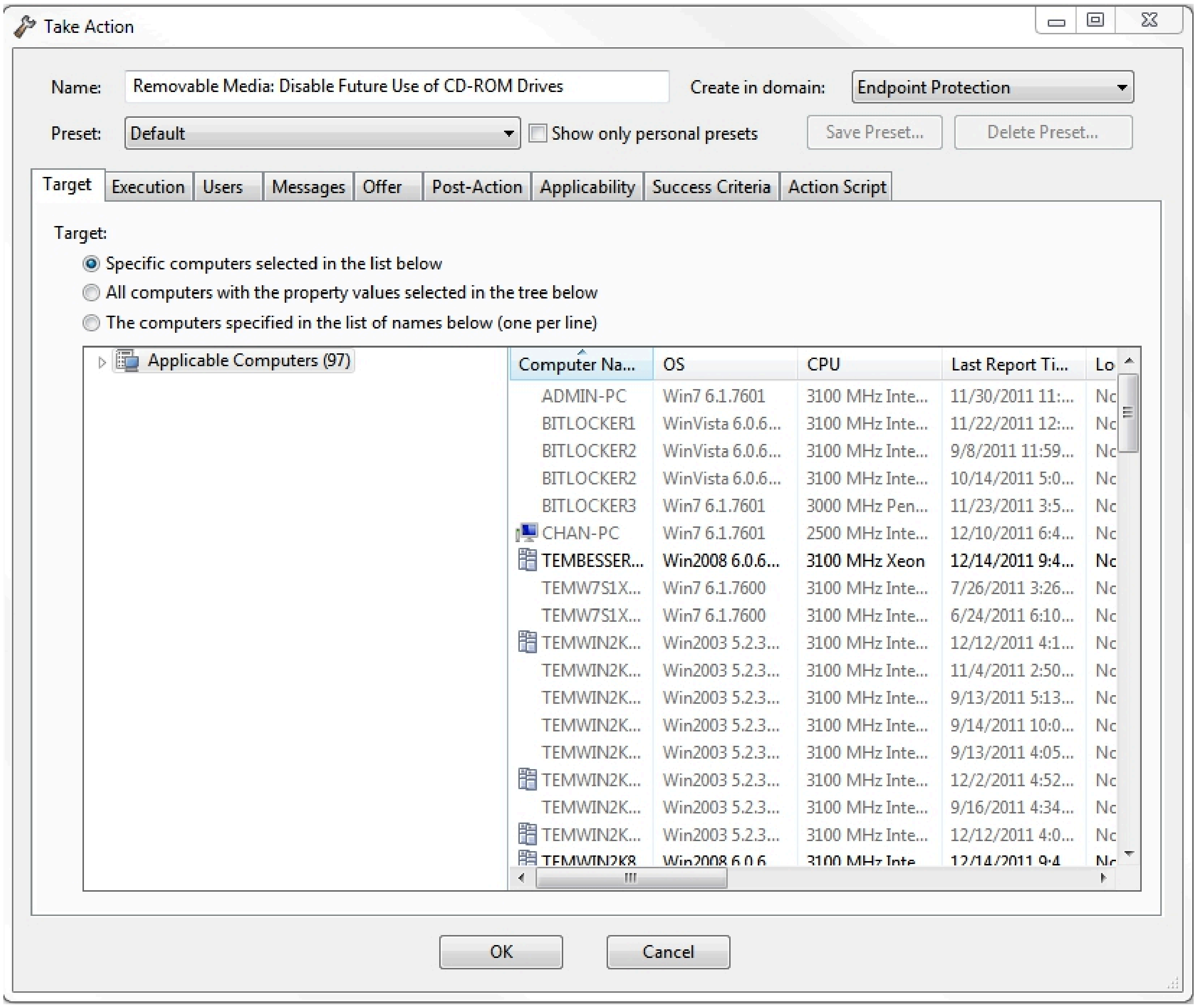
**Note:** Affected computers will report back as 'Pending Restart' once the action has run successfully, the setting will not take effect until the computer is rebooted.

**Actions**

- Click here to disable future use of CD-ROM drives.

After reviewing the information displayed in the Description box, click in the Actions box to deploy the task and enter your Private Key Password.

This link displays the Take Action dialog, where you can set specific parameters of the task. For more information about using the Take Action dialog, see the *BigFix Console Operator's Guide*.



Name: Removable Media: Disable Future Use of CD-ROM Drives

Create in domain: Endpoint Protection

Preset: Default

☐ Show only personal presets

Target:

● Specific computers selected in the list below

○ All computers with the property values selected in the tree below

○ The computers specified in the list of names below (one per line)

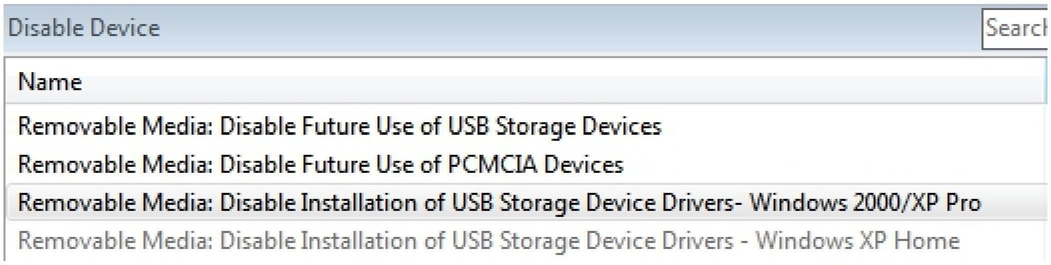
| Computer Na... | OS | CPU | Last Report Ti... | Lo |
|---|---|---|---|---|
| ADMIN-PC | Win7 6.1.7601 | 3100 MHz Inte... | 11/30/2011 11:... | Nc |
| BITLOCKER1 | WinVista 6.0.6... | 3100 MHz Inte... | 11/22/2011 12:... | Nc |
| BITLOCKER2 | WinVista 6.0.6... | 3100 MHz Inte... | 9/8/2011 11:59... | Nc |
| BITLOCKER2 | WinVista 6.0.6... | 3100 MHz Inte... | 10/14/2011 5:0... | Nc |
| BITLOCKER3 | Win7 6.1.7601 | 3000 MHz Pen... | 11/23/2011 3:5... | Nc |
| CHAN-PC | Win7 6.1.7601 | 2500 MHz Inte... | 12/10/2011 6:4... | Nc |
| TEMBESSER... | Win2008 6.0.6... | 3100 MHz Xeon | 12/14/2011 9:4... | Nc |
| TEMW7S1X... | Win7 6.1.7600 | 3100 MHz Inte... | 7/26/2011 3:26... | Nc |
| TEMW7S1X... | Win7 6.1.7600 | 3100 MHz Inte... | 6/24/2011 6:10... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 12/12/2011 4:1... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 11/4/2011 2:50... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 9/13/2011 5:13... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 9/14/2011 10:0... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 9/13/2011 4:05... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 12/2/2011 4:52... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 9/16/2011 4:34... | Nc |
| TEMWIN2K... | Win2003 5.2.3... | 3100 MHz Inte... | 12/12/2011 4:0... | Nc |
| TEMWIN2K8 | Win2008 6.0.6 | 3100 MHz Inte | 12/14/2011 9:4 | Nc |

Use this same method to work with all existing content in Device Control, including analyses, Fixlets, and tasks.

# USB storage

Removable media, such as CDs, USB drives, and memory sticks can be considered a security risk, because they can potentially introduce malware or transport sensitive information out of your network. The Device Control configuration tasks control future use of USB storage devices by disabling the ***usbstor.sys*** driver on targeted computers.

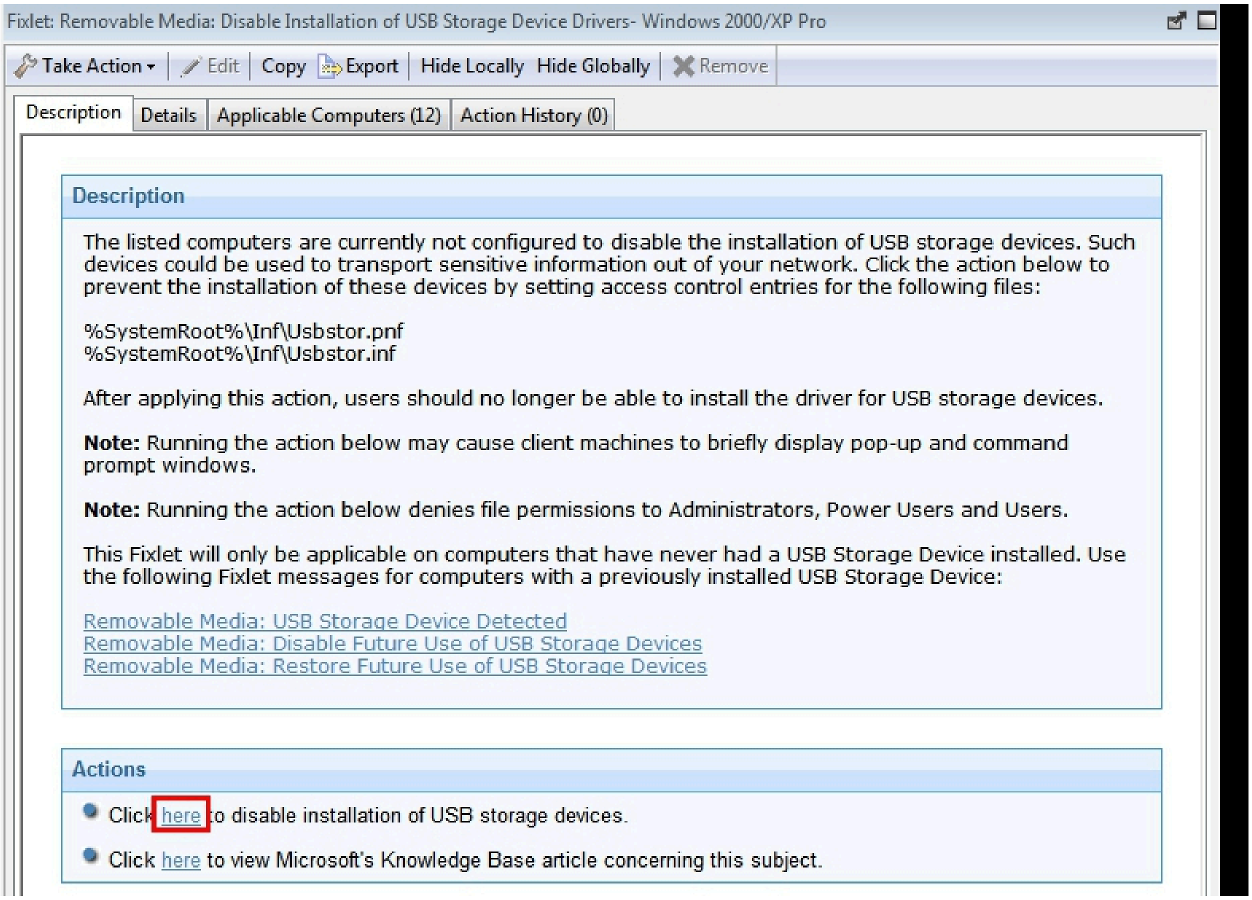
To disable the future use of a USB Storage device, click the applicable task displayed under the Device Control node in the navigation tree.



Disable Device

| Name |
|---|
| Removable Media: Disable Future Use of USB Storage Devices |
| Removable Media: Disable Future Use of PCMCIA Devices |
| Removable Media: Disable Installation of USB Storage Device Drivers- Windows 2000/XP Pro |
| Removable Media: Disable Installation of USB Storage Device Drivers - Windows XP Home |

A Fixlet opens in the following window. Click where indicated in the Actions box to either start this task or to view the related article on the Microsoft website.



Fixlet: Removable Media: Disable Installation of USB Storage Device Drivers- Windows 2000/XP Pro

Description

The listed computers are currently not configured to disable the installation of USB storage devices. Such devices could be used to transport sensitive information out of your network. Click the action below to prevent the installation of these devices by setting access control entries for the following files:

%SystemRoot%\Inf\Usbstor.pnf
%SystemRoot%\Inf\Usbstor.inf

After applying this action, users should no longer be able to install the driver for USB storage devices.

**Note:** Running the action below may cause client machines to briefly display pop-up and command prompt windows.

**Note:** Running the action below denies file permissions to Administrators, Power Users and Users.

This Fixlet will only be applicable on computers that have never had a USB Storage Device installed. Use the following Fixlet messages for computers with a previously installed USB Storage Device:

Removable Media: USB Storage Device Detected
Removable Media: Disable Future Use of USB Storage Devices
Removable Media: Restore Future Use of USB Storage Devices

Actions

- Click here to disable installation of USB storage devices.
- Click here to view Microsoft's Knowledge Base article concerning this subject.

**Note:** Affected computers might report back as Pending Restart after the Action has run successfully. The setting might not take effect until the computer is rebooted.

Use this same method for restoring or disabling CD-ROM drives, Floppy Disk drives, High Capacity Floppy Disk drives, Parallel Port Devices, or PCMCIA Devices.

# Appendix A. Support

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

- Knowledge Center
- BigFix Support Center
- BigFix Support Portal
- BigFix Developer
- BigFix Wiki
- HCL BigFix Forum

# Appendix B. Frequently asked questions

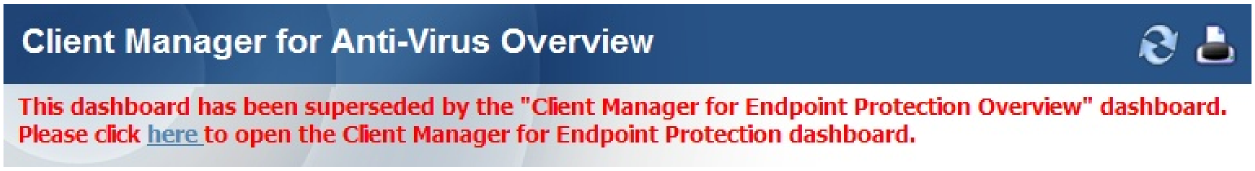
**Why are my Windows 7 and Windows 2008 machines, which have a supported Anti-Virus installed, showing up as *Other/None* in the Health Status overview pie chart?**

If you have BigFix 7.2.4 (or an earlier version) installed, Windows 7 and Windows 2008 are not supported. If you upgrade to BigFix 7.2.5 or later, those operating systems will display as expected in the pie chart.

**If I already have *Client Manager for Anti-Virus*, how do I get the new dashboard for *Client Manager for Endpoint Protection*?**

You can get to the new CMEP dashboard in two ways:

- In the Domain Panel, click the *Endpoint Protection* domain. This will display the *Client Manager for Endpoint Protection* site at the top of the navigation bar.
- The *Client Manager for Anti-Virus* dashboard contains a note with a link to the current CMEP dashboard:



Client Manager for Anti-Virus Overview

This dashboard has been superseded by the "Client Manager for Endpoint Protection Overview" dashboard. Please click here to open the Client Manager for Endpoint Protection dashboard.

**Note:** If your console is open and displaying the old dashboard, you must close and then re-open the old dashboard for the *"This dashboard has been superseded"* message to display.

**How do I get back to the CMEP navigation tree from within the wizards?**

The domain panel, which contains the navigation tree for all BigFix products, is always visible on the left side of your window. When Fixlets or tasks display, they open in a window on the lower-right part of your screen.

# Notices

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