

## HCL BigFix Operator Fundamentals + Inventory v10

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### Course Summary

#### Description

BigFix combines endpoint and security management into a single solution that enables users to see and manage fixed, mobile, physical and virtual endpoints on more than 90 different operating system versions. In addition to ensuring that all of a company's systems are patched and secure, BigFix automates time-intensive tasks across complex networks, queries endpoints in real-time for the presence of malicious files, allows for quick software installations, performs advanced automation, and allows for simple remote control with just a few clicks. This course will present knowledge to help BigFix administrators and operators develop the foundation knowledge they need to successfully leverage BigFix in their managed environments.

BigFix Inventory provides valuable insight into what software your organization owns—and what software has installed but does not own—along with how often the software is being used. It supports better planning, budgeting and hardware and software license compliance, while mitigating security risk. In this course, you will learn to interact and operate the BigFix Inventory solution. You will gain a solid understanding of the various components of the solution and will be able to configure, operate, develop reports, perform maintenance tasks, and troubleshoot BigFix Inventory.

#### Objectives

After taking this course, students will be able to:

- Gain a basic understanding of the BigFix portfolio and architecture
- Learn to use and configure the operator Console
- Explore and learn to use the BigFix Web User Interface
- Learn about Fixlets, Tasks, and Baselines and when to use them
- Learn about Roles and Users
- Explore Patch Content
- Create and deploy patches manually and through automation by using policies
- Explore and create Web Reports
- Gain insight into the BigFix portfolio and BigFix Inventory's major offerings
- Understand Software ID / Discovery, Signature ID / Creation, software usage, and license metrics
- Learn to operate BigFix Inventory including the software catalog and custom software signatures; deploy scanners, and classify software
- Create and schedule reports (audit, RVU, PVU, custom) for both applications and infrastructure
- Learn techniques to maintain and optimize BigFix Inventory
- Perform basic troubleshooting techniques for application and platform issues

#### Topics

- Discuss architecture and component configuration
- Perform daily operations to support managed environment
- Find and Deploy Patches for managed endpoints
- Report on managed environment
- Perform basic troubleshooting
- Overview including key concepts, features and functions of BigFix Inventory
- Configure and Operate BigFix Inventory including optimization
- Create a wide variety of reports for different stakeholders in the organization
- Deployment tasks and technologies
- Maintain BigFix Inventory
- Troubleshoot BigFix Inventory

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### Course Summary (cont'd)

#### Audience

This course is designed for BigFix administrators and operators.

#### Prerequisites

Before taking this course, students should have basic Microsoft Windows experience.

#### Duration

Four days

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### Course Outline

#### I. Introduction

- A. Welcome to the BigFix Family!
- B. What can BigFix do for you?
- C. Identifying the BigFix suite components.
- D. A modular approach to meeting your operational requirements.
- E. Let's take a look at the latest and greatest features of BigFix.

#### II. Architecture

- A. How BigFix works under the covers.
- B. Message flow - Discovering the flow of how action directives make it to endpoints and back to the BigFix server.

#### III. Console Operation

- A. Let's discover the console!
- B. Workflow – Get your work done with the BigFix Console
- C. Optimizing your BigFix Console experience

#### IV. Web User Interface

- A. What is the Web UI?
- B. Navigating the Web UI
- C. Discovering the Apps menu
- D. How do I find patches in the Web UI?
- E. Let's deploy some patches!
- F. Looking for something? Let's learn about Query
- G. Headaches keeping up with patches? Let's automate with policies!

#### V. Content and Sites

- A. What is content?
- B. What are Fixlets, Tasks and Baselines and when should I use them?
- C. Take Action!
- D. Discovering Analyses and Properties
- E. How to use custom computer properties to unleash the power of BigFix
- F. Get organized with Content Sites!
- G. Learn how to secure your BigFix Environment using Roles and Users
- H. Minimize administrative overhead using Computer Groups!

#### VI. Patches

- A. Structure of a Patch in BigFix
- B. Patch-specific Features and how to use them
- C. Where do patches come from?
- D. Are patches for all operating systems created equal?
- E. Patch Process: Is there a method to the madness?
- F. How are patches deployed?
- G. Customizing deployments to fit any situation

#### VII. Advanced Patch Management

- A. To Deploy or not to deploy: Superseded Fixlets
- B. Blacklisting: Hiding undesirable content
- C. Whitelisting: Showing only what you want them to see
- D. Automating deployments using execution parameters
- E. Configuring and deploying non-Windows patches
- F. Set and Forget: WebUI Patch Policies
- G. Patch Sequencing across multiple endpoints
- H. Troubleshooting

#### VIII. Everything you need to know about Web Reports

- A. Configure and use web reporting
- B. How to access the Web Reports Interface
- C. List and generate existing reports
- D. Explore and Filter Data
- E. Create Custom Reports
- F. Export Report Data
- G. Schedule Reports to be automatically generated and mailed

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### Course Outline (cont'd)

#### IX. Overview

- A. Introduction, covering benefits, risks, and advantages; the BigFix portfolio and adjacent products; and roles and responsibilities
- B. Key Concepts, including contracts; discovery; Fixlets, tasks, and analyses; high-water mark; background activities; and Bundling
- C. Features and Functions of BigFix Inventory (BFI) / License Metric Tool (LMT), including: software discovery and identification; signature discovery and creation; software usage counting; reports; license compliance; and usage monitoring

#### X. Plan

- A. Architecture of BFI/LMT, including scalability (BigFix architecture, scan groups, data import); network design; Firewalls, proxy servers, and ports; network planning; air-gapped networks; reporting groups; and migration
- B. BigFix Platform and BFI/LMT Infrastructure, covering server and database requirements; disk space; permissions; multiple Inventory/LMT servers; Licensing & masthead; Installing BigFix Server, relays, and clients; security and access

#### XI. Deploy

- A. Endpoints and Scanners, including distributed OS scanners; and shared file systems
- B. Deployment Tasks, such as upgrading the BFI Server; using BESAdmin; managing the BFI/LMT content site in BigFix; client categorization; backup and restore; roles in BFI/LMT; and permissions in BigFix

#### XII. Configure and Operate

- A. BFI/LMT Components, including the software catalog; PVU Table; Part Numbers; capacity data collection; public clouds; advanced scanning; supported virtualization technologies; disconnected scans; and custom software signatures
- B. Optimization, including activating analyses; authentication options; customize login page; advanced HTTP connectivity options; and data retention
- C. Reporting, which includes automated bundling; software classification; RVUs, PVUs and other metrics; scheduling reports; tagging; advanced server settings; thresholds; enterprise software; audit snapshots; and contracts

#### XIII. Maintain

- A. BFI/LMT Application management, covering software catalog upload and distribution to endpoints; deployment health; data imports; PVU tables; and database management
- B. BigFix Platform management, including Fixlet site version; VM Manager updates; Security and encryption; infrastructure health

#### XIV. Troubleshoot

- A. BFI/LMT Application issues, such as scanner diagnostic data; VM Manager statuses and actions; Debugging the import; database performance and connectivity; UI performance; client scans
- B. Support resources, including log locations; VM Manager command line options; manual catalog updates; support; Forums and self-help