

BigFix Resolve User Guide



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Edition Notice

This edition applies to BigFix Resolve User Guide version 1.1 and to all subsequent releases and modifications until otherwise indicated in new editions.

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1 Welcome Note

Welcome to the **BigFix Self-Service Application**! We're excited to provide you with a convenient and easy-to-use platform to manage your computing devices. With our application, you'll be able to quickly and easily access software installations, updates, and patches without needing IT support.


Our goal is to empower you to take control of your devices and keep them up to date, secure, and running smoothly. The **BigFix Self-Service Application** is designed to make it easy for you to manage your devices, regardless of whether you're in the office or working remotely.

We're committed to providing you with the best possible user experience while constantly working to improve our application. If you have any feedback or suggestions, please don't hesitate to reach out to us.

2 Overview of BigFix Self Service

The **BigFix Self Service Application** provides owners of BigFix-managed devices with tools for managing software offers and other BigFix actions. It provides live updates, tools for tracking and monitoring installation status, and action history over time.

Use the BigFix Self Service Application to manage software installations and other BigFix actions on your device. Install software, patches, updates, and other actions.

1. Click on  in your system tray or menu bar to open **BigFix Self Service Application**.

The application name or icon on your system might be different than the ones displayed here.



Figure 1 – BigFix SSA on menu bar

BigFix Self Service Application contains the following tabs:

- Catalog
- Assistant
- History
- Tickets
- Message

2.1 Catalog

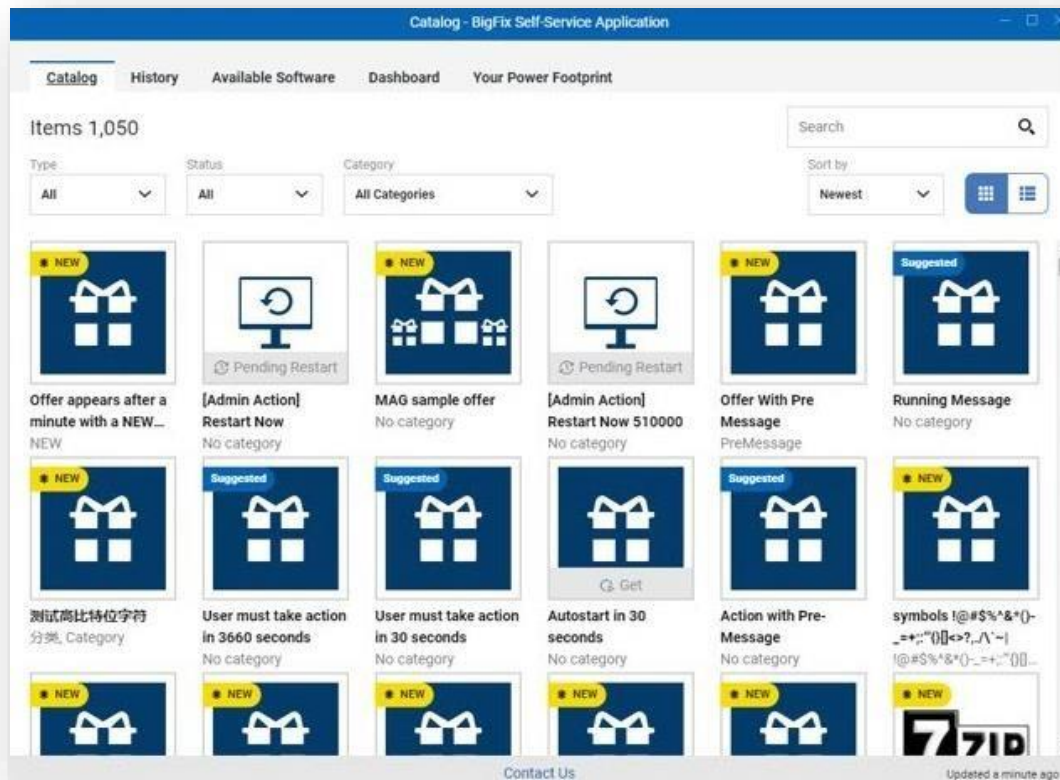


Figure 2 – Catalog Display

BigFix Resolve provides healing fixlets under the catalog section, which user can utilize to remediate issues. The list of healing fixlets available in the catalog is controlled by the BigFix Admin.

Click on an offer to review its details. Click on ‘**Get**’ to accept the offer and review its progress through the installation/fix process. Completed installations are flagged with a green circled check and failed installations are flagged with a red circled cross. A “pending reboot” flag indicates that a device restart is required.

2.2 Assistant

Assistant provides the user with a unified dashboard for device compliance, the organization’s important links, basic information, and the password management section.

This section is visible to the end users only if enabled and configured by the BigFix Administrator who has access to the BigFix Resolve site.

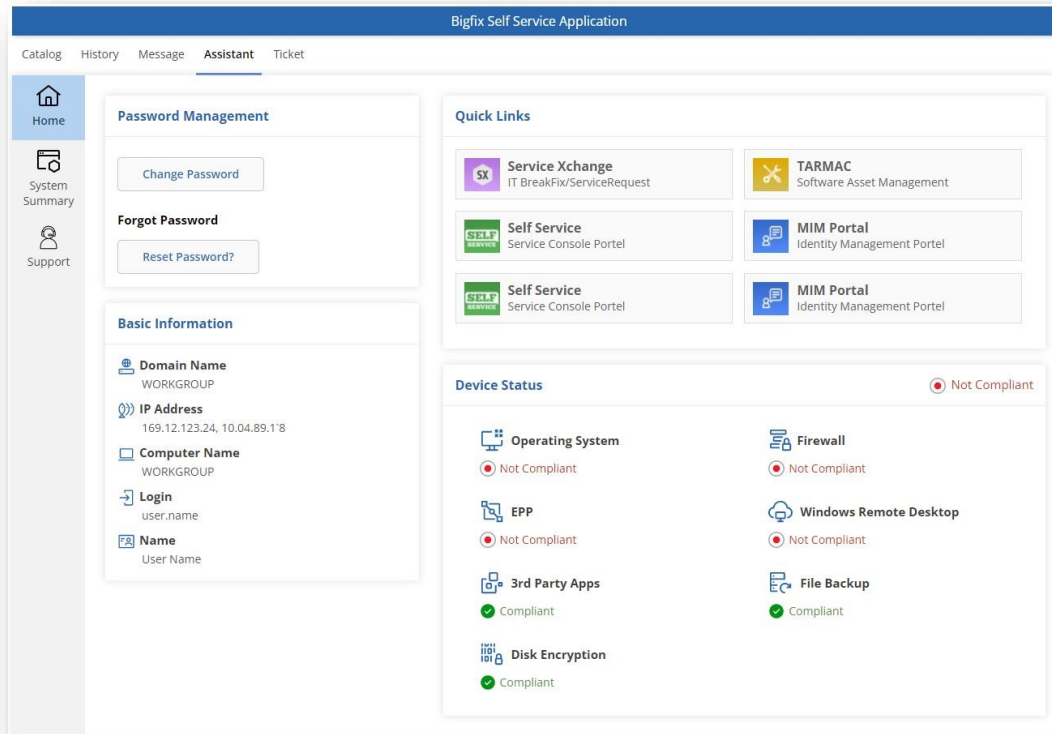


Figure 3 – Assistant Display

2.2.1 Password Management

The Password Management section provides capabilities for changing the user device password.

□ Change Password:

Change Password button gives the device owner with the option to change password.

- a. Click on **Change Password** and the URL to change password will open in the default browser of the machine.

□ Reset Password:

Reset Password button gives the device owner with the option to reset password.

- a. Click on **Reset Password** and the URL to reset password will open in the default browser of the machine.

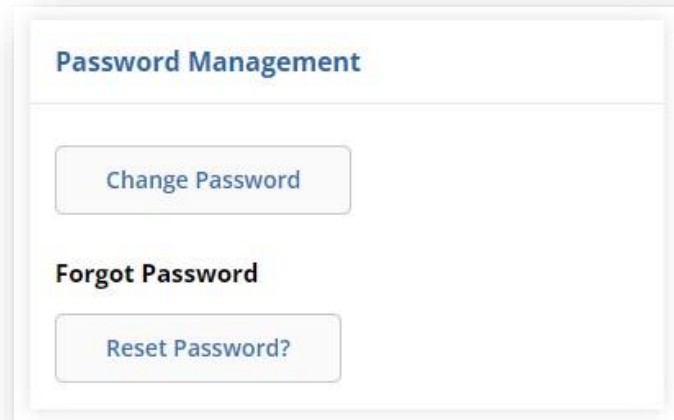


Figure 4 – Change/Reset Password Management

2.2.2 Quick Links

Quick Links provides the user with the option to open important organization links. The list of Quick Links visible to the End User is maintained by the BigFix Administrator.

1. Click on the relevant **Quick Links** button and the URL to the organizational link will open.

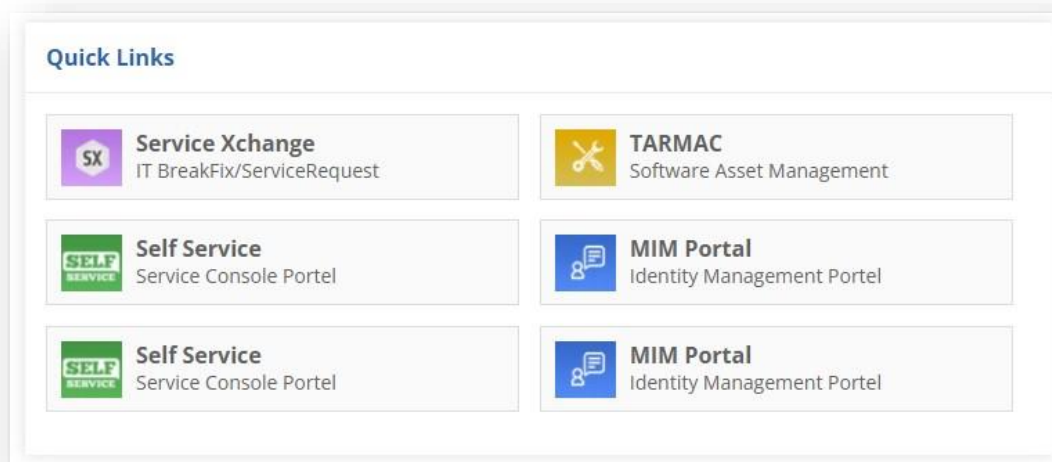


Figure 5 – Quick Links

2.2.3 Device Status

Device Status gives the end-user with the option to monitor device compliance status by themselves.

- ❑ **Operating System:** If there are any outstanding patches available on the machine, this indicator will show as *Not Compliant*. Otherwise, if the device is updated with the latest available updates, this indicator will show as *Compliant*.
- ❑ **Firewall:** If any of the Private, Public, or Domain Firewall policies are applied to the device, it will show as *Compliant*. If any of the above mentioned policies are not applied to the device, it will show as *Non Compliant*.
- ❑ **EPP:** If the antivirus is not installed or if the antivirus services are running, this will show as *Not Compliant*. Otherwise, if the antivirus is installed and running, it will show as *Compliant*.
- ❑ **Windows Remote Desktop:** If Remote Desktop connection is enabled on the device, this will show as *Not Compliant*. Otherwise, if the Remote Desktop connection is not allowed, this will show as *Compliant*.
- ❑ **3rd party Apps:** If an update is available for any of the BigFix supported 3rd-party apps installed on the device, It show as *Not Compliant*. *Otherwise*, if the 3rd-party apps installed on the device are updated with the latest patch level, this indicator will show *Compliant*.
- ❑ **File Backup:** If One Drive Backup is NOT enabled, this will show as *Not Compliant*. Otherwise, if One Drive Backup is enabled on the device, it will show as *Compliant*.
- ❑ **Disk Encryption:** If the C-drive of the device is not encrypted with Bitlocker, this indicator will show as *Not Compliant*. Otherwise, if the C-drive is encrypted with BitLocker, it will show as *Compliant*.

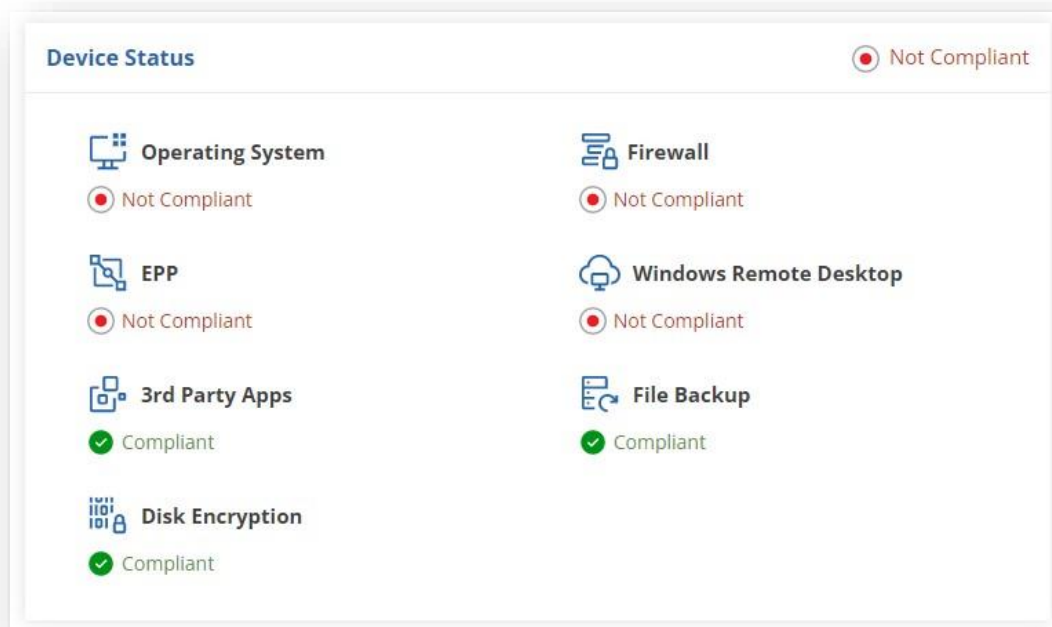


Figure 6 - Device Status

2.2.4 Basic Information

Basic Information enables the end user to check the device snapshot. (Domain name, IP address, computer name, login and name)

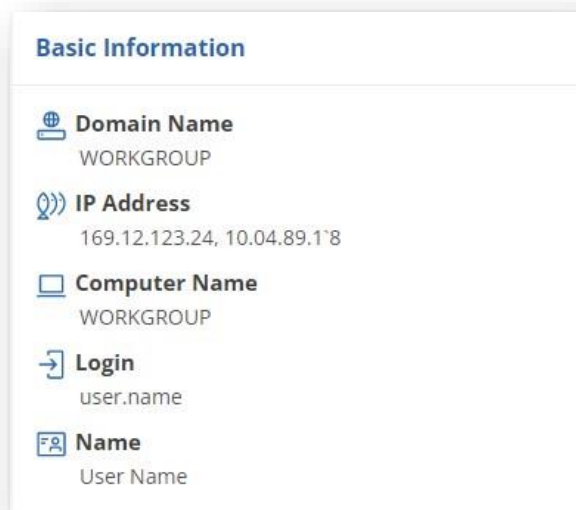


Figure 7 – Basic Information

2.2.5 System Summary

The **System Summary** dashboard provides a comprehensive overview of the key components and processes running on a computer system. The dashboard includes sections for Network, Operating System, Hardware, and Services Running.

- **Hardware:** This section provides an overview of the system's hardware components, including the processor, RAM, hard drive, and graphics card. This information can be useful for identifying hardware-related issues and ensuring that the system meets the minimum requirements for running specific software applications.
- **Operating System:** This section provides details on the installed operating system, including the version number, build number, and any available updates. It also includes information on system resources such as CPU usage, memory usage, and disk space.
- **Network:** This section provides information on the current network configuration, including the IP address, subnet mask, default gateway, and DNS servers. This information is useful for troubleshooting network issues and ensuring that the system is properly connected to the network.

- **Services Running:** This section displays a list of all the currently running processes on the system, including the process name, PID, and memory usage. This information can be useful for identifying resource-intensive processes and terminating any unnecessary processes that may be impacting system performance.



Figure 8 – System Summary

2.2.6 Support

Support gives users the facility to connect with support.

- **Service Desk Email:** Enables the user to open a new mail on the default email client (eg. Outlook) with the Service Desk mail ID.
- **Service Desk Chat:** Enables the user to chat on the default chat service (eg. Skype and Teams) with the Service Desk.
- **Phone Icon:** Provides the user with the service desk helpline number.

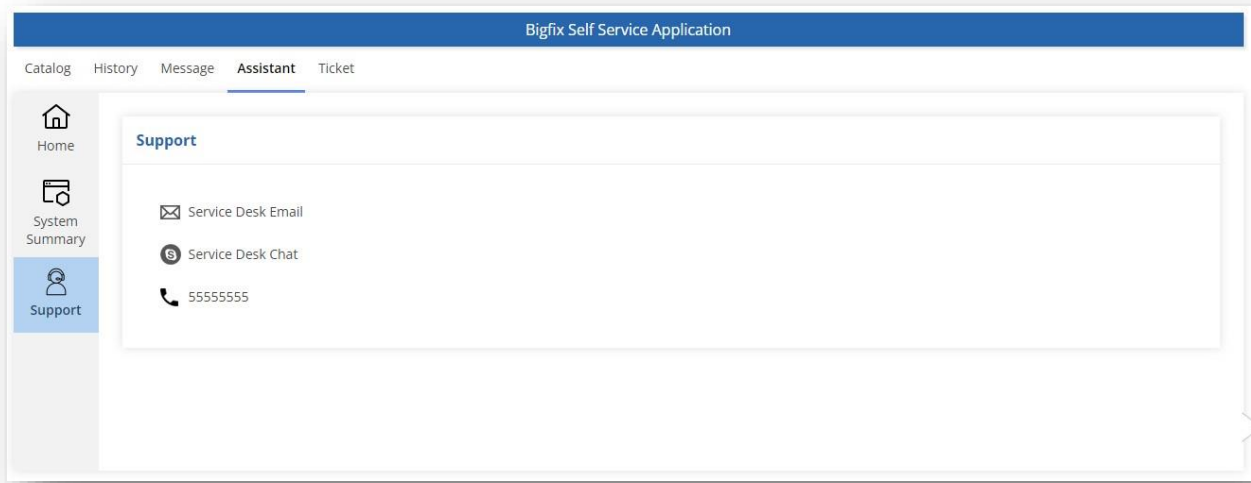


Figure 9 – Support

2.3 History Tab

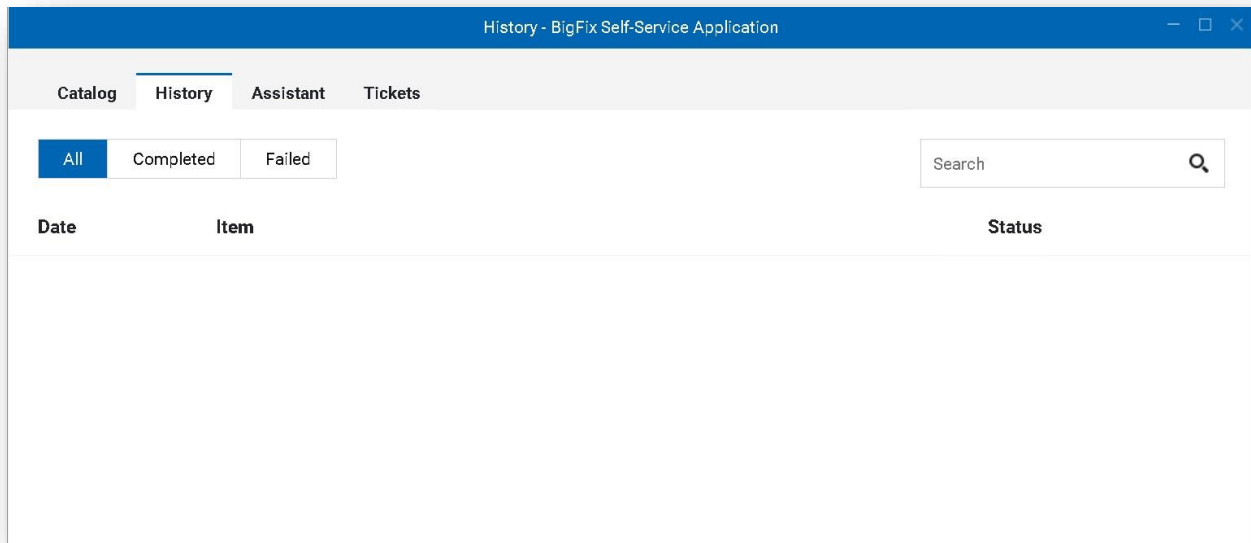


Figure 10 – History Tab

1. Click on the **History Tab** to see a summary of offers over time, and the status of the accepted offers.

2. Filter the list with the "All Status," "Completed," and "Failed" buttons.

When enabled by your administrator, the **Admin Action** control allows you to show (or hide) actions taken by a BigFix Administrator.

3. Hover the mouse over the status icon to see when an action is complete.

In a group action, more than one task is performed in a single update.

4. Click on the group action name to reveal (or hide) its components.

2.4 Tickets

Ticket tab lets the end user create service now tickets if they are unable to get any desired solution or for any issues.

1. Click on **Login** in the Ticket tab. (LDAP Credentials will work here)

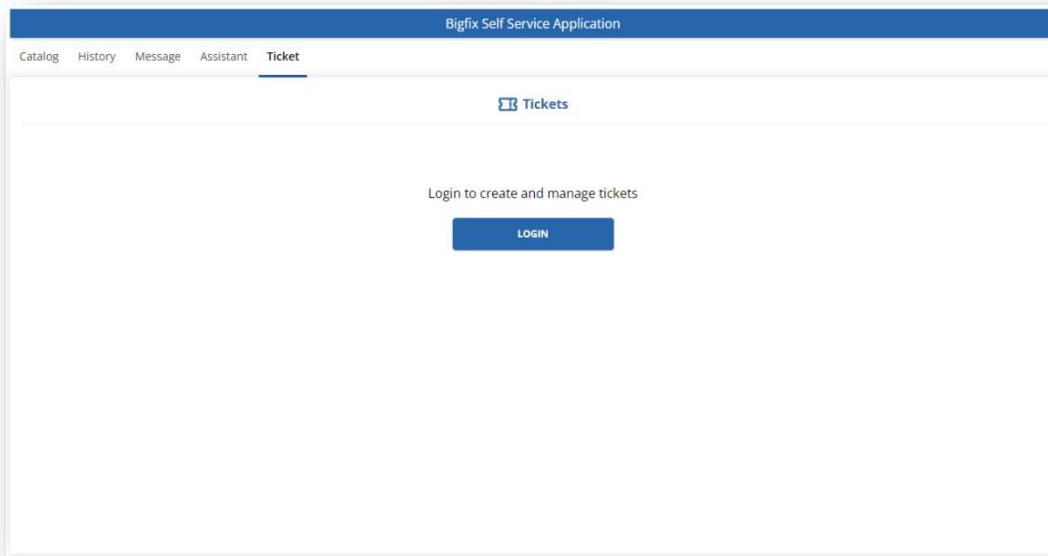
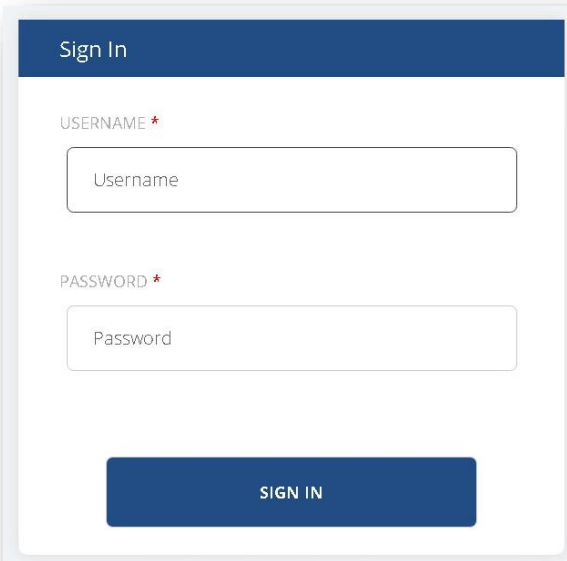


Figure 11 – Login page

2. Provide organization credentials and Login.

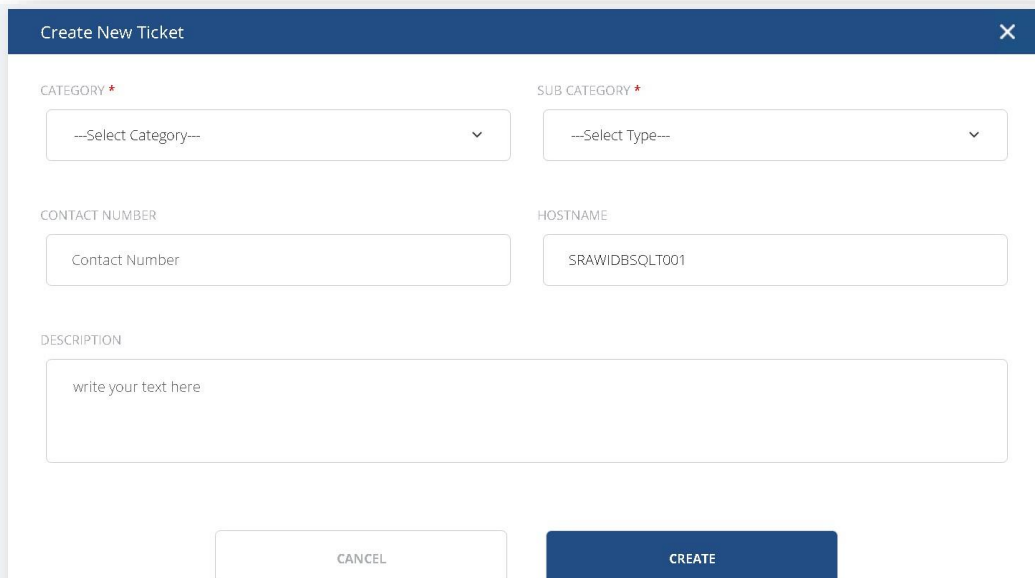
Ticket Tab must be enabled by the BigFix Administrator through BigFix console using Deploy Ticket Widget Fixlet.



The image shows a 'Sign In' modal window. It has a dark blue header with the text 'Sign In'. Below the header, there are two input fields: 'USERNAME *' and 'PASSWORD *'. The 'USERNAME *' field contains the text 'Username'. The 'PASSWORD *' field contains the text 'Password'. At the bottom of the modal, there is a dark blue button with the text 'SIGN IN' in white capital letters.

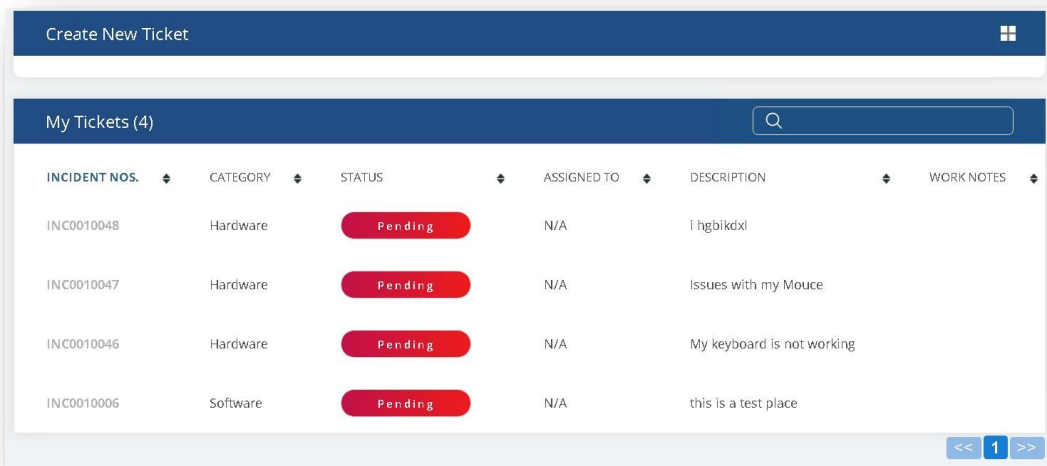
Figure 12 – Login page

After a successful login, user can create tickets and check the status of all tickets created in the past.



The image shows a 'Create New Ticket' modal window. It has a dark blue header with the text 'Create New Ticket' and a close button (X) on the right. Below the header, there are four input fields: 'CATEGORY *' (a dropdown menu with '--Select Category--'), 'SUB CATEGORY *' (a dropdown menu with '--Select Type--'), 'CONTACT NUMBER' (a text input field with 'Contact Number'), and 'HOSTNAME' (a text input field with 'SRAWIDBSQLT001'). Below these fields is a large text area for 'DESCRIPTION' with the placeholder text 'write your text here'. At the bottom of the modal, there are two buttons: a white 'CANCEL' button and a dark blue 'CREATE' button.

Figure 13- Create New Ticket



INCIDENT NOS.	CATEGORY	STATUS	ASSIGNED TO	DESCRIPTION	WORK NOTES
INC0010048	Hardware	Pending	N/A	i hgbikdxi	
INC0010047	Hardware	Pending	N/A	Issues with my Mouce	
INC0010046	Hardware	Pending	N/A	My keyboard is not working	
INC0010006	Software	Pending	N/A	this is a test place	

Figure 14 – Status of Open Tickets

2.5 Message

This scenario describes how in the BigFix Self-Service Application (SSA) you can manage the messages sent by the BigFix WebUI Administrator.

This scenario has the following prerequisites:

- SSA 3.1.0. must be installed in the target device.
- Messages tab must be enabled through **BigFix Web UI Configure Self-Service Application**.

Part 1: First the **BigFix WebUI Administrator** sends a notification message to a target device

Part 2 (on the BigFix Self-Service Application): The end user (the user logged on to the target device) receives the message, views and manages it through the Message tab in the Self Service Application.

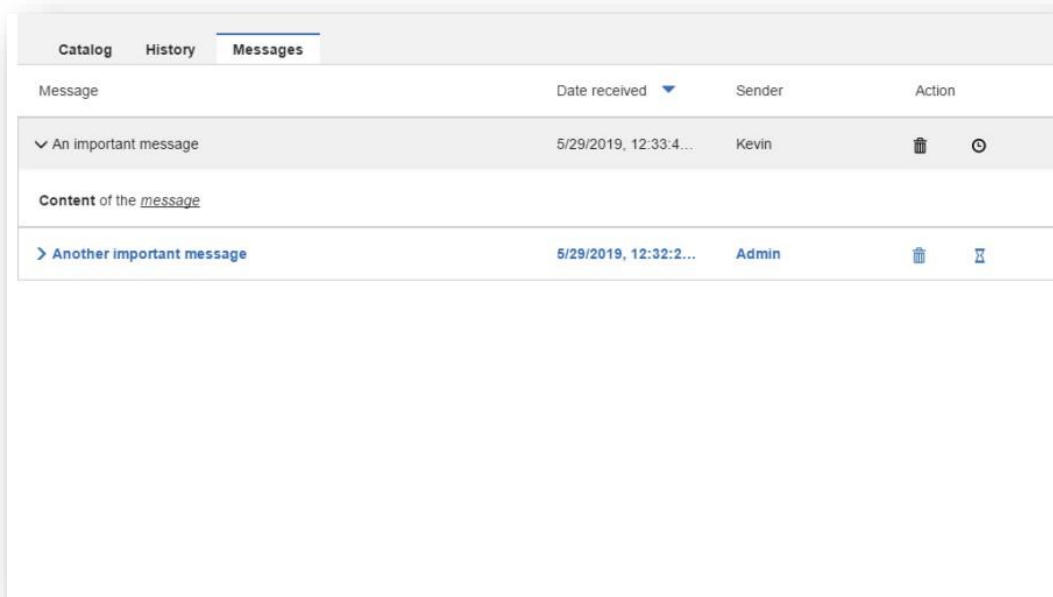



Figure 15 – Message Tab

As a device user, you can:


- See a pop-up to indicate that you have received a message.
- Differentiate between new messages (shown in white background) and already read messages (shown in gray background).
- Sort the list by Message, Date Received, or Sender.
- View the content of the message by clicking on a message.
- View information about the message, such as the date received and the sender along with the relevant message.
- Delete a message. To delete:
 1. Select the message the user wishes to delete.
 2. Click on  icon.


3. Click on **Yes** to confirm.

You can also **Undo** to restore the deleted message.

Messages are automatically deleted from the message tab after the expiration days, which is set through WebUI Server Setting.

- Postpone a message to read it at a later point in time: To postpone:

1. Click on  icon on a new message.
2. Select an option to be reminded in an hour or on the following day.

An hourglass icon () next to the message indicates that the message is postponed. A reminder will pop-up within an hour or on the following day as per the selected option.

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