BigFix® Enterprise Suite
Web Reports

User's Guide

Version 7.2

October 27, 2009

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Part One

Background

Introduction

BigFix Web Reports is a web application. It connects to one or more BigFix Enterprise databases, analyzes the data gathered from these databases, and provides a visual display of the data.

Audience

This guide is intended for users of the BigFix Web Reports application. Most users will be interested in generating and printing out reports, but some users will be authorized to generate new custom reports.
This guide encompasses all the features of the Web Reports Interface. Advanced topics in relevance and the low-level report language are beyond the scope of this document. For more information on these topics, see the *BigFix Relevance Language Reference* and the *Inspector Guides*.

Organization of this Manual

This document addresses the reporting features and the configuration settings for the Web Reports program. There are three major areas of discussion:

- **Overview.** This chapter provides details on pre-existing reports that convey a high-level view of the health of the network.
- **Creating, Managing, Scheduling, and Filtering Reports.** These chapters show you how to create, and manage your reports.
- **Configuring Email, Databases, and User Privileges.** These chapters show you how to configure the overall Web Reports environment.

Versions

This document describes functionality available in BigFix Web Reports version 7.2.

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Requirements

Web Reports can run on a stand-alone server or on the same machine that hosts the BigFix database. The requirements for the Web Reports server vary depending on the number of databases, computers, actions, and retrieved properties you wish to track.

The Web Reports primary resource requirements revolve around memory size for fast access and CPU speed for fast report processing. The disk stores a local cache to make load times faster, but the disk speeds have less impact on the Web Reports than memory size and CPU speeds.

BigFix deployments with more than 30,000 agents can benefit by having a separate Web Reports server so that the main BigFix Server does not need to share its resources. You can set up multiple Web Reports servers with minimal performance impact on the main BigFix Server.
Web Reports Server requirements:

Number of BigFix Agents	CPU	Memory
< 10,000	2ghz	1 GB
10,001-30,000	2ghz (dual core)	2 GB
30,000-100,000	2ghz (dual core)	3 GB
100,000-200,000	2ghz (quad core)	4 GB

The client browser requires Internet Explorer v. 6.0 or Mozilla Firefox. In order to view the graphs, you also need Adobe Flash Player version 9 or higher.

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Part Two

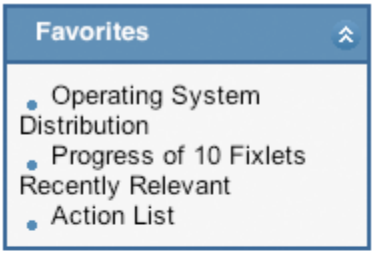
The Big Picture

Viewing Web Reports

BigFix Web Reports is divided into several sections, with two main methods of navigation, the side bar and the top bar.

Side Bar Navigation

The left navigation bar provides links for quick access to reports you designate as Favorites and visited pages.



Top Bar Navigation

The top navigation provides links to view the **Overview**, **Reports**, **Create**, **Schedule**, **Email**, **Users**, or **Database** page:

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- The **Overview** section contains graphs and statistics that convey a general, high-level sense of the health of the network.
- The **Reports** section offers shortcuts to previously generated reports and links to external reports outside of the Web Reports application. It also allows you to select useful reports to be placed in the “Favorites” section for quick access.
- The **Create** section allows you to create basic reports that are capable of analyzing specific parts of the network based on certain criteria. These reports can be stored for viewing at a later date, viewed in a printer-friendly format, or saved in a format that can be imported into Excel or an equivalent spreadsheet application.
- The **Schedule** section allows you to run reports at a given time or when certain conditions are met. The report results can then be emailed to you or archived for later viewing.
- The **Email** section configures the email server settings, and allows you to edit your email addresses.
- The **Users** section handles Web Reports user management: adding, deleting, and editing users.
- The **Database** section takes care of BigFix database management. This includes adding, deleting, and editing database connections and settings.

The following chapter will discuss each of these sections in greater detail.

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The Report Pages

Overview Page

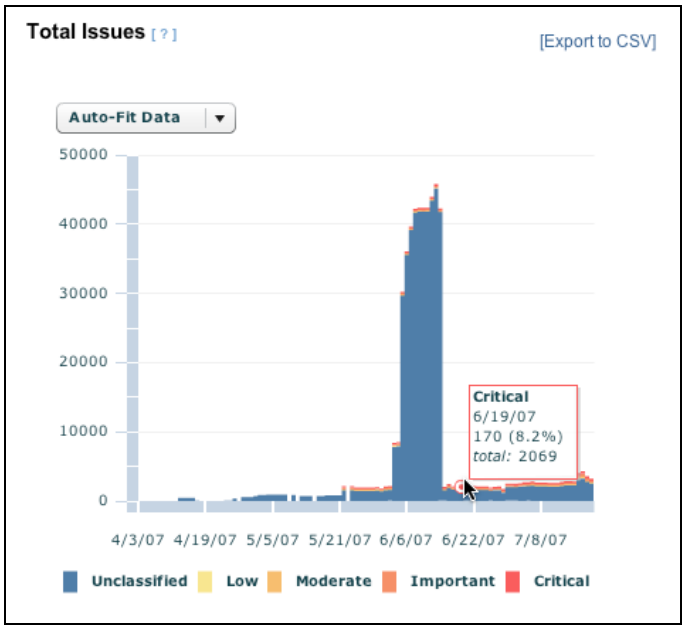
The BigFix Web Reports **Overview** page contains graphs and tables that visually represent the overall state of your network, as well as the effectiveness of your BigFix deployment. Next to the titles of each, there is a bracketed question mark **[?]**, which you can click for additional information.

Note:	Reports will be disabled if a user is logged in without sufficient privileges to view them, or if the report is filtered. Users are not considered to have sufficient privileges unless they have full rights to all the computers on the server.

The following sections describe each of the graphs, charts, and tables presented in the Overview.

Total Issues

The **Total Issues** graph adds the number of relevant Fixlets for each computer and then groups the issues by their severity rating. An issue is a Fixlet message that is relevant on any computer in your network. For example, if you have a computer with 5 relevant Fixlet messages and a second computer with 3 relevant Fixlet messages, the total number of issues is 8, even if some of those messages are the same.
This graph can be set to different time granularities by selecting from the pull-down menu above the graph. The **Auto-Fit Data** option will automatically group the data in the graph for up to the last twelve months of your BigFix installation. **Last 7 Days** will group the data by day and show the last seven days. **Last 30 Days** will group the data by day and show the last thirty days. **Last 26 Weeks** will group the data by week and show the last six months. **Last 52 Weeks** will also group the data by week and show the last year.



Hover your cursor over any point in the graph to see a pop-up containing more detail.

Different colored bars represent different issue severity. The height of each bar represents the number of issues for a particular bar. For example, if a bar for important issues starts at 300 and ends at 500, the total number of important issues is 200.

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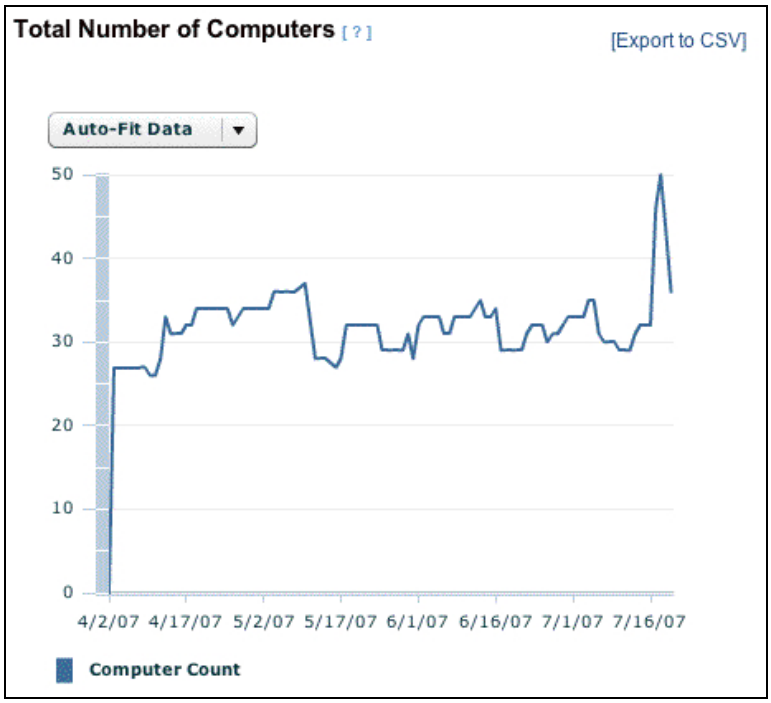
Total Number of Computers

The **Total Number Of Computers** graph displays the number of computers that have been under BigFix management in a given period of time. This graph offers a way to monitor additional deployments of the BigFix Client over time.



Like the Total Issues graph, this graph will be disabled if a user logs in without sufficient privileges. Select the desired time scale from the pop-up menu above the chart. Move your cursor over specific data points for more information.

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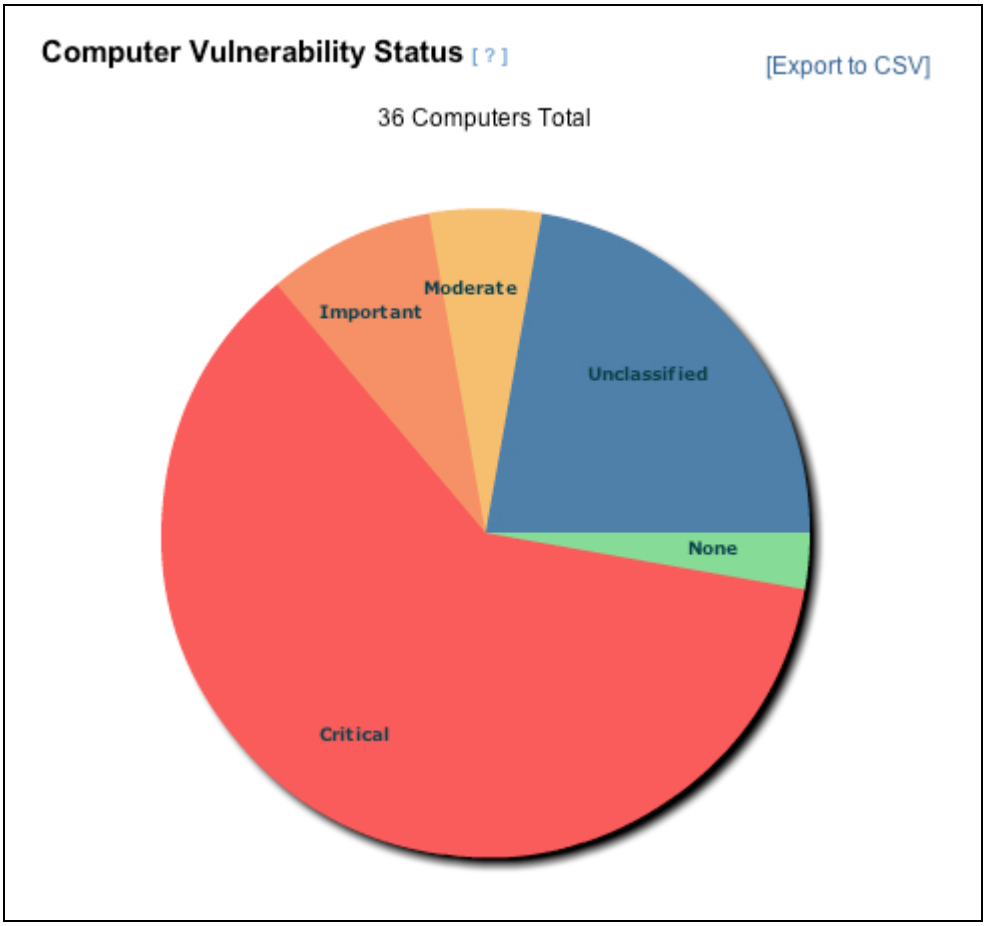
Computer Vulnerability Status

The **Computer Vulnerability Status** pie chart groups computers according to their most severe vulnerability.



If a computer has a **Critical** vulnerability, it will be considered to have critical status, regardless of other vulnerabilities it might possess. If a computer has no critical vulnerabilities, but has an **Important** vulnerability, it will be considered to have important status, etc., providing a general sense of how your network is doing. Initially, the vulnerability pie will be mostly red (critical), and as you continue to use BigFix, it will become green (no vulnerabilities). Hover your cursor over each pie slice to see the actual number of computers with each vulnerability state, and the percentage of network computers they represent.

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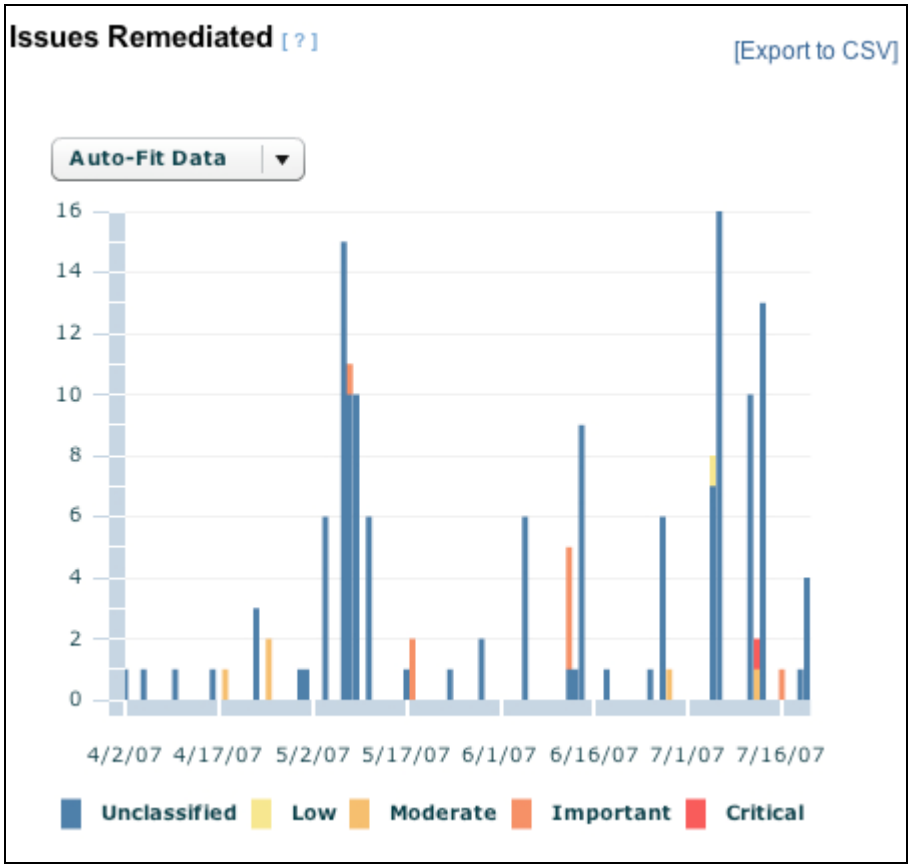
Issues Remediated

The **Issues Remediated** graph counts the number of computers that have returned **Fixed** in response to an action. The time segment for an action is pegged to its start time, not its completion time (which may occur in a subsequent time segment). This graph gives you a good picture of remediation rollouts across your enterprise as BigFix finds and fixes vulnerabilities.



This is a historical graph. Select a time scale from the pop-up menu above the chart. This graph displays colored bars representing the severity of remediated issues, and lets you highlight data with your cursor.

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Overall Statistics

The Overall statistics table displays important facts about your network:

Overall Statistics

Total Number Of Computers:	36	Relevant Fixlets Per Computer (average):	88.50
Total Number Of Fixlets:	11375	Total Number Of Fixlet Sites:	35
Total Number Of Tasks:	364	Total Number Of Analyses:	180
Total Number Of Actions:	1349	Mean Time To Remediate:	10 days, 20 hours, 38 minutes, 30 seconds

- **Total Number of Computers**: the current number of BigFix Clients.
- **Relevant Fixlets per Computer**: the average number of relevant Fixlets per computer, or the total number of relevant issues divided by the total number of computers.
- **Total Number of Fixlets**: the current number of Fixlets that exist on the BigFix system. Note that if Web Reports is looking across multiple databases in the network, the number of Fixlets will be the union of all the Fixlets in all the databases.
- **Total Number of Fixlet Sites**: the total number of sites to which the BigFix system is currently subscribed.
- **Total Number of Tasks**: the current total of relevant tasks on your BigFix network.
- **Total Number of Analyses**: the current total of Analyses that exist on the BigFix system.
- **Total Number of Actions**: the current total of actions issued so far by the BigFix system.
- **Mean Time to Remediate**: the average time it took for every relevant issue to become non-relevant on all computers. Note that issues may become non-relevant by methods other than actions. For example, users can manually update their computers, making those relevant issues no longer relevant.

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Top 10 Critical/Important Issues Detected

The **Top 10 Critical/Important Issues Detected** report displays Fixlet messages that are currently affecting the largest number of computers on the network.

Top 10 Critical / Important Issues Detected

	Name	Source Severity	Affected Computers	Patch Completion
1.	Version of Dbmslpcn.dll May Cause Handle Leak on BES Client/Server Components	Important	10	0.00%
2.	Updated BES Client Now Available! (Version 7.0.1.356) - WinNT/2000/2003/XP	Important	8	52.94%
3.	MS07-012: Vulnerability in Microsoft MFC Could Allow Remote Code Execution - Windows XP/2003 (x64) (v2, re-released 6/12/2007)	Important	6	0.00%
4.	MS06-078: Vulnerability in Windows Media Format Could Allow Remote Code Execution - Windows Media Player 6.4 (re-released 7/10/2007)	Critical	5	0.00%
5.	MS07-031: Vulnerability in the Windows Schannel Security Package Could Allow Remote Code Execution - Windows XP SP2	Critical	5	0.00%
6.	MS07-035: Vulnerability in Win 32 API Could Allow Remote Code Execution - Windows XP SP2	Critical	5	0.00%
7.	MS07-034: Cumulative Security Update for Outlook Express and Windows Mail - Windows XP SP2	Important	5	0.00%
8.	MS06-068: Vulnerability in Microsoft Agent Could Allow Remote Code Execution - Windows XP SP2	Critical	4	0.00%
9.	MS07-008: Vulnerability in HTML Help ActiveX Control Could Allow Remote Code Execution - Windows XP SP2	Critical	4	0.00%
10.	MS07-009: Vulnerability in Microsoft Data Access Components Could Allow Remote Code Execution - Windows XP SP2	Critical	4	0.00%

Show Progress of Top 10 Critical / Important Issues

There are four columns in this list:

- The **Name** column lists the name of the Fixlet message.
- The **Source Severity** column lists the severity of each common Fixlet.
- The **Affected Computers** column displays the number of computers that currently have the Fixlet relevant. The Fixlet list is sorted by the Affected Computers count.
- The **Patch Completion** column is the percentage of fixed computers out of the total number of computers that have ever been affected by the listed Fixlet.

Beneath the list of the top 10 most common issues, the **Show Progress of Top 10 Critical/Important Issues** link brings up a progress report.

Progress of Top 10 Critical / Important Issues [?]

Last refreshed: Fri, Jul 20, 2007 at 2:28 PM

0.00%

MS07-035: Vulnerability in Win 32 API Could Allow Remote Code Execution - Windows XP SP2
5 Computers Total. 0.00%
First detected: Tue, Jun 12, 2007 at 6:53 PM
Mean time to remediate: Unknown

0.00%

Updated BES Client Now Available! (Version 7.0.1.356) - WinNT/2000/2003/XP
17 Computers Total. 52.94%
First detected: Thu, May 10, 2007 at 10:35 PM
Mean time to remediate: 2 days, 9 hours, 3 minutes, 33 seconds

52.94%

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For each issue, the following information is displayed:

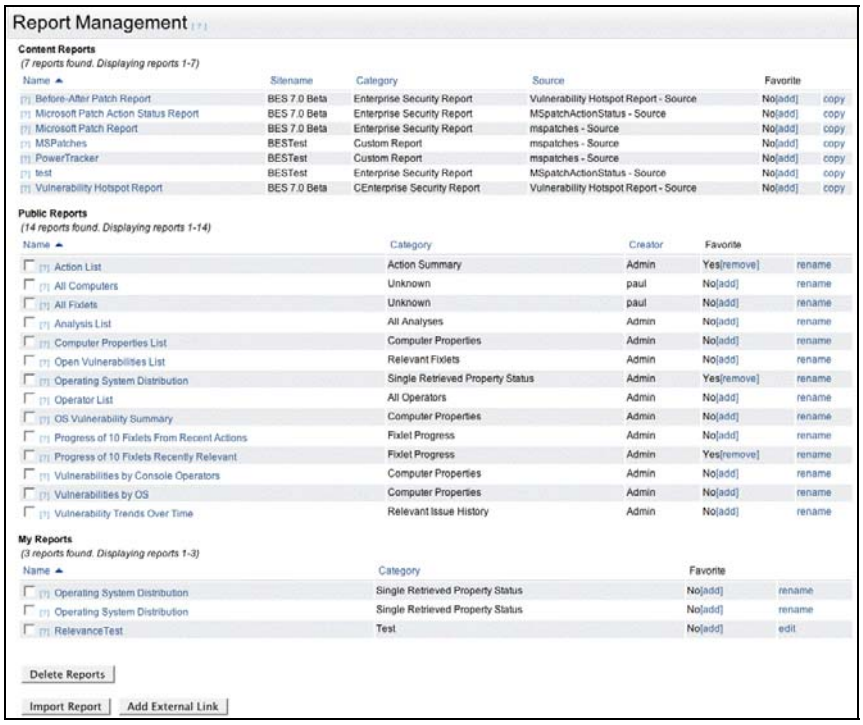
- The **name** of the Fixlet message.
- The **number** of computers affected by this issue.
- The **percentage** of computers where BigFix has deployed the action.
- The **time and date** when BigFix first detected the issue.
- The **mean time** BigFix has taken to remediate this issue across your network.
- A **progress bar** beneath each issue indicating the percentage of computers that have been remediated out of the total number affected.Managing Reports

Click the Reports link to bring up the Report Management page. It has three main sections: **Content Reports**, **Public Reports**, and **My Reports**.

You can sort tables and lists contained in the **Reports** page by clicking on their column headings. Clicking on the same column again will switch the order of the sort.

You can designate Favorite reports that get listed in the **Favorites** box in the left navigation panel. Click the **[add]** or **[remove]** link in the **Favorite** column to switch the label between Yes (Favorite) and No.

You can include links to External reports on this page. Click the **Add External Link** button, fill out the **Report Name** and **Description**, and add the full URL of the external report. The URL must start with http:// or https://.
You can also import local reports. Click the **Import** button and specify a report file. Importing a report brings in the actual report rather than a link to a file.



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Content Reports

Content Reports are created by BigFix Sites and automatically distributed to Web Reports. There are five columns describing reports in this list:

- The **Name** of the stored report.
- The **Sitename** for the report.
- The **Category** of the stored report, such as Enterprise Security, or Custom.
- The **Source** of the stored report, such as Vulnerability Hotspot or Action Status.
- The **Favorite** column lets you add or remove a report from your Favorites list.
- The **Copy** column allows you to copy the report, in case you want to make minor changes. Copying brings the copied report into My Reports or Public Reports, depending on the visibility you select.

Public Reports

Public Reports are created by any Web Reports user and saved as Public. Web Reports only saves the templates; it generates the underlying data at report time.

At installation, several reports are included in this section. The included reports are:

- Action List
- Analysis List
- Computer Properties List
- Open Vulnerabilities List
- Operating System Distribution
- Operator List
- OS Vulnerability Summary
- Progress of 10 Fixlets From Recent Actions
- Progress of 10 Fixlets Recently Relevant
- Vulnerabilities by Console Operators
- Vulnerabilities by OS
- Vulnerability Trends Over Time

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There are six columns describing reports in this list:

- The first column consists of check boxes. If you want to delete a report, click the appropriate check box, then click **Delete Reports**.
- The **Name** of the stored report.
- The **Category** of the stored report, such as Action Summary, Fixlet Progress, or Computer Properties.
- The **Creator** column lists the name of the BigFix Operator who created this report.
- The **Favorite** column lets you add or remove a Report from your Favorites list.
- The last columns allow you to rename a stored report, if you are the report's creator or a Web Reports administrator. Clicking rename brings up a new page allowing you to change the name, description and category of the report. If you have custom reports in this section, you can edit them if you are the creator or a Web Reports administrator. Clicking edit brings up the report's Create page, so that you can edit its contents.

My Reports

The **My Reports** section of this page includes all reports you have created and saved, including test and sample reports. This section includes:

- The first column consists of check boxes. If you want to delete a report, click the appropriate check box, then click **Delete Reports**.
- The **Name** of the stored report.
- The **Category** of the stored report, such as Single Retrieved Property Status or Test.
- The **Favorite** column lets you add or remove a Report from your Favorites list.
- The fifth columns allow you to **rename** or **edit** a stored report. Clicking **rename** brings up a new page allowing you to change the name, description and category of the report. Clicking **edit** brings up the report's **Create** page, so that you can edit its contents.

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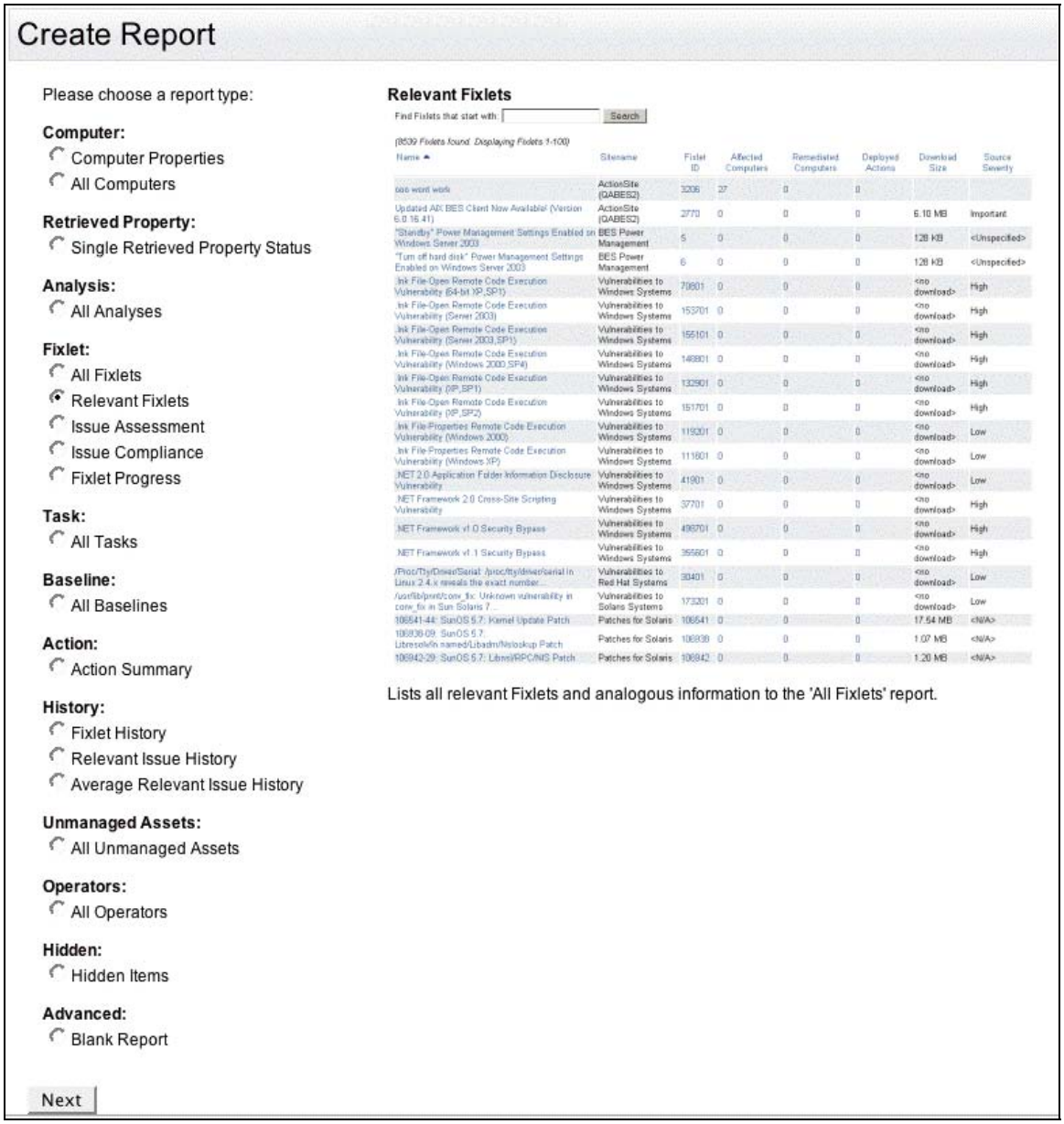
Creating Reports

You can create and customize report templates and use them to generate reports at any time. Click the **Create** tab to display the **Create Report** page.



Simply click any of the buttons and then click **Next** to supply the details of your report. The next chapter provides details on each of these built-in report formats.

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Part Three

Reports

There are hundreds of ways you can view your data in report format. Some of them entail only a few keystrokes, and others require you to customize them to suit. This chapter discusses them all in detail.

Frequently Used Reports

This set of reports is used for asset management, auditing and inventory, as well as monitoring the effectiveness and efficiency of your BigFix system. On the right-hand side of the page, there is a visual representation of the currently selected report. Click the buttons to get a quick overview of available reports.
You can filter reports by computer properties and narrow them down by database, site, or computer. Reports can be viewed in printable format or exported as CSV (comma-separated values) to be viewed in a spreadsheet.

This page organizes the reports into several categories: Computer, Retrieved Property, Analysis, Fixlet, Task, Baseline, Action, History, Unmanaged Assets, Operator, Hidden and Advanced. Each category has a set of predefined report types. To select a specific report, click the appropriate button, then click **Next**. A subsequent page will prompt you for any extra information needed for your report. The following sections discuss each report type and the parameters you need to specify.

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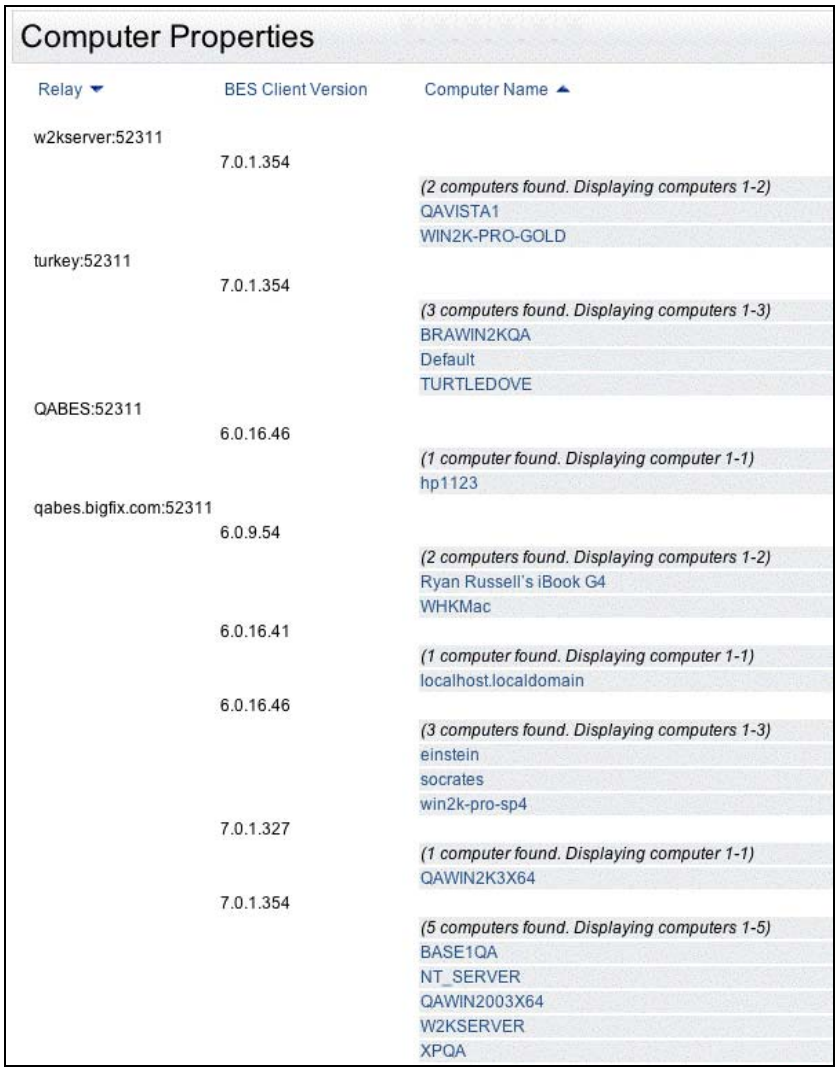
Computer Properties Report

This report is one of the most powerful, useful, and resource-intensive BigFix reports available. You can group computers in the network by retrieved properties while summarizing other properties of individual computers.



Computer Properties

Relay	BES Client Version	Computer Name
w2kserver:52311		
	7.0.1.354	
		(2 computers found. Displaying computers 1-2)
		QAVISTA1
		WIN2K-PRO-GOLD
turkey:52311		
	7.0.1.354	
		(3 computers found. Displaying computers 1-3)
		BRAWIN2KQA
		Default
		TURTLEDOVE
QABES:52311		
	6.0.16.46	
		(1 computer found. Displaying computer 1-1)
		hp1123
qabes.bigfix.com:52311		
	6.0.9.54	
		(2 computers found. Displaying computers 1-2)
		Ryan Russell's iBook G4
		WHKMac
	6.0.16.41	
		(1 computer found. Displaying computer 1-1)
		localhost.localdomain
	6.0.16.46	
		(3 computers found. Displaying computers 1-3)
		einstein
		socrates
		win2k-pro-sp4
	7.0.1.327	
		(1 computer found. Displaying computer 1-1)
		QAWIN2K3X64
	7.0.1.354	
		(5 computers found. Displaying computers 1-5)
		BASE1QA
		NT_SERVER
		QAWIN2003X64
		W2KSERVER
		XPQA

To create the Computer Properties report:

1. Select **Create > Computer Properties**. Click **Next**.
2. To sort and group the data by specific properties, select from the lists in the **Primary**, **Secondary**, and **Tertiary** boxes. If you select no parameters, the report will list all computers in the network.
   a. If you are aggregating over multiple databases, select the **Group by database** box.
   b. If you wish to group computers based on their Computer Group, check the **Group by computer groups** box.
3. Select the main property or properties of interest for this report from the **Summarize** box. The values you select will be displayed next to the computer name in the listing.

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4. Check the **Include relevant Fixlets** box to display the list of relevant Fixlets for each computer. This gathers a large amount of data, and can be a very slow report to process. If this box is checked when the **Hide individual computers** box is checked, the Fixlets will also be hidden, and only the number of relevant issues for a computer will be displayed.
5. Check the **Include remediated Fixlets** box to include remediated Fixlets and are no longer reporting relevance for this issue.
6. Check the **Hide individual computers** box if you want to suppress the individual computer names in the report. If this box is checked, just the number of computers in each retrieved property group will be listed and the Summarize properties will be ignored.
7. Check the **Hide individual Fixlets** box if you want to see just the number of Fixlets, not each one.
8. Check the **Hide undefined results** box if you want eliminate certain results from the report, such as error, none, not reporting, undefined, unknown or n/a.
9. Click **Next** to generate the report. The report is displayed in a new page.
10. Click the column headers to sort the items.

Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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All Computers Report

This report lists all the computers on your network, along with their **computer ID, Database** and **Last Report Time**. You can also search for computers. The search results display as a list.

All Computers

Find computers that start with: Search

(38 computers found. Displaying computers 1-38)

Computer Name	Computer ID	Database	Last Report Time
ALTAVISTA	7495509	QABES	2007-07-20 18:12:12
BASE1QA	1005057	QABES	2007-07-20 18:07:57
BRAWIN2KQA	12267196	QABES	2007-07-20 17:59:44
CONVERTER	8746912	QABES	2007-07-20 18:09:33
Default	1417143	QABES	2007-07-20 17:53:41
einstein	11979871	QABES	2007-07-20 14:51:20
hp1123	8384743	QABES	2007-07-20 18:13:03
Intel Mac Mini's Computer	1175551937	QABES	2007-07-08 12:22:48
KILLDEER	9077132	QABES	2007-07-20 18:09:49
KOOKABURRA	1175551982	QABES	2007-07-20 18:08:47
LAUGHINGTHRUSH	29784487	QABES	2007-07-20 18:01:26
linux	15875327	QABES	2007-06-26 11:04:31
localhost.localdomain	602281	QABES	2007-07-20 18:04:53
localhost.localdomain	15942535	QABES	2007-07-20 17:35:56
NT_SERVER	2878530	QABES	2007-07-20 18:06:56
other	21357268	QABES	2007-07-18 13:57:33
PTARMIGAN	14464096	QABES	2007-07-20 18:04:05
QABES	4301372	QABES	2007-07-20 18:09:40
QABIG	85020239	QABES	2007-07-20 18:06:45
QAUKEMACHINES	2358357	uk	2007-07-20 11:50:20
QAVISTA1	12269237	QABES	2007-07-13 13:44:05
QAVISTA32	3572063	QABES	2007-07-20 18:06:51
QAWIN2003X64	2956105	QABES	2007-07-16 11:21:23
QAWIN2003X64	4490097	QABES	2007-07-20 18:12:48
QAWIN2K3X64	1600133	QABES	2007-06-28 11:57:50
ROBIN	16306243	QABES	2007-07-20 16:40:48

To view the All Computers report:

1. Select **Create > All Computers**, and click **Next**. The report lists all the computers managed by BigFix, along with their name, ID, database, and last report time.
2. Click on the **name** or **ID** of any computer to view the Single Computer Report.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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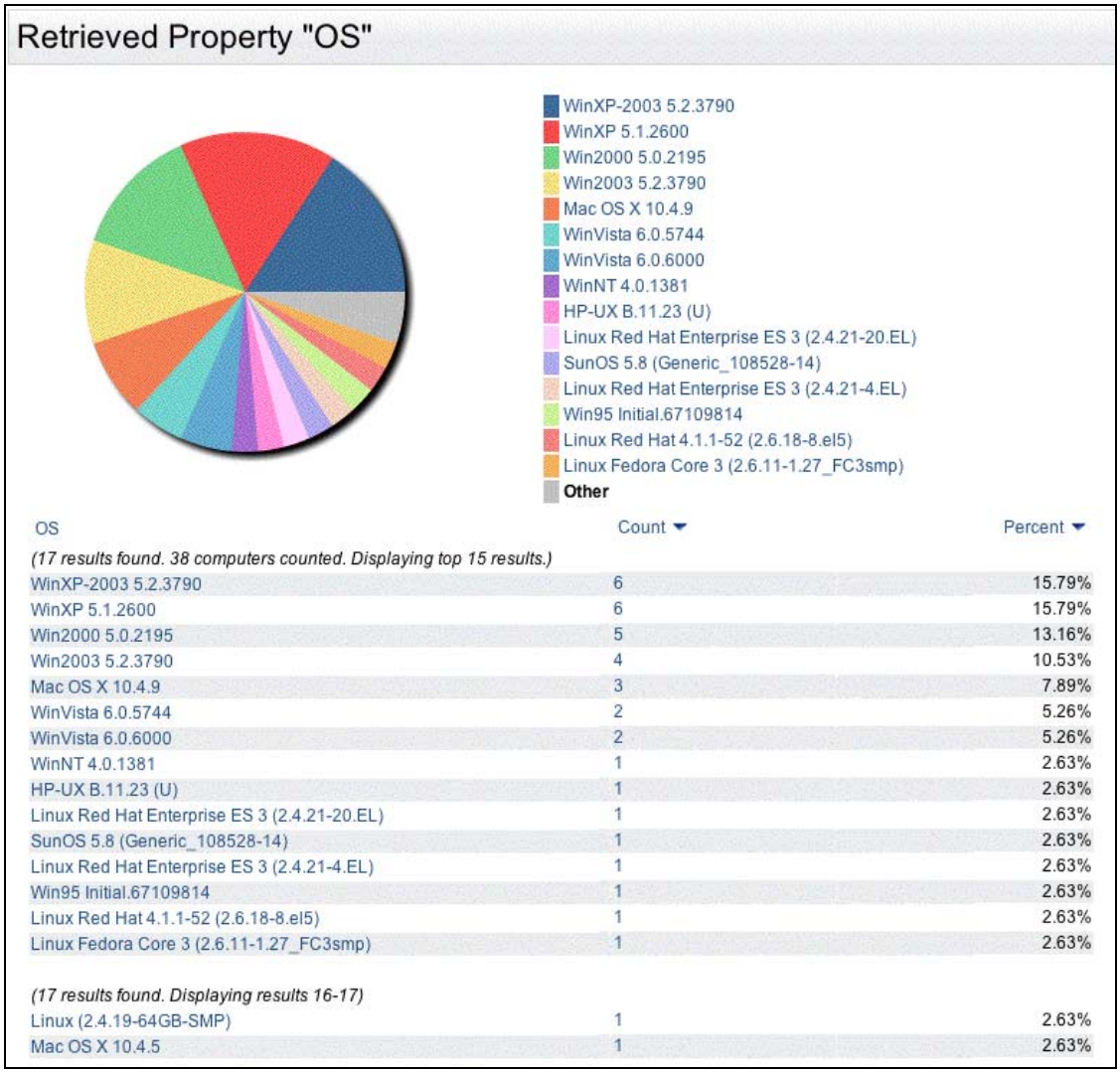
Retrieved Property Report

This report analyzes the value of a single computer attribute (retrieved property) across the BigFix network. The report displays as a table, illustrated by your choice of a pie or bar chart. Click on column headers to sort the list. Click on an entry in the **Computer Name** or **Computer ID** column to view a detailed report on that computer.



OS	Count	Percent
(17 results found. 38 computers counted. Displaying top 15 results.)		
WinXP-2003 5.2.3790	6	15.79%
WinXP 5.1.2600	6	15.79%
Win2000 5.0.2195	5	13.16%
Win2003 5.2.3790	4	10.53%
Mac OS X 10.4.9	3	7.89%
WinVista 6.0.5744	2	5.26%
WinVista 6.0.6000	2	5.26%
WinNT 4.0.1381	1	2.63%
HP-UX B.11.23 (U)	1	2.63%
Linux Red Hat Enterprise ES 3 (2.4.21-20.EL)	1	2.63%
SunOS 5.8 (Generic_108528-14)	1	2.63%
Linux Red Hat Enterprise ES 3 (2.4.21-4.EL)	1	2.63%
Win95 Initial.67109814	1	2.63%
Linux Red Hat 4.1.1-52 (2.6.18-8.el5)	1	2.63%
Linux Fedora Core 3 (2.6.11-1.27_FC3smp)	1	2.63%
(17 results found. Displaying results 16-17)		
Linux (2.4.19-64GB-SMP)	1	2.63%
Mac OS X 10.4.5	1	2.63%

To generate this report:

1. Select Create > Single Retrieved Property Status. Click **Next**.
2. From the scrolling list, select the name of the retrieved property you wish to summarize.
3. Select a graph type (pie, bar or no graph) to be included in the report. For a pie chart or a bar graph, you will be able to customize the color set.
4. Select the number of unique values you wish to label with a specified color.
5. If you choose, customize the first 16 colors you wish to apply to the retrieved property values.
6. Click **Next** to generate the report.

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Your report appears, listing the unique values of the retrieved property and the number of computers reporting each value. If your report contains a graph, only the first 15 values in the list are graphed independently; the rest of the results are combined into a 16th value. The default sort is by descending **count** or **percent**, forcing the first 15 values to be the biggest and presumably most important. You can click on a column heading to sort the table.
Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

> **Note:** Since a computer can have multiple values for a single retrieved property, the total number of results listed can be larger than the number of computers on the network.

You can also run this report by clicking on the link for a retrieved property in any other report.
Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print, or Email** this report.

All Analyses Report

This report lists all the Analyses that are available to your BigFix system. You can sort the list by **Name, Sitename, Database, Activated By, Time Activated**, and **Status**.

All Analyses

Find Analyses that start with: Search

(180 analyses found. Displaying analyses 1-100)

Name	Sitename	Database	Activated By	Time Activated	Status
Adobe Product Detection (Windows)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Adobe Product Detection (Windows)	BES Inventory and License	uk	EvaluationUser	2007-07-18 15:00:54	Activated Globally
AIX 5.2: Recommended Service Pack 5200-09-02	Patches for AIX	QABES			Not Activated
AIX Custom Fileset Deployment Results	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
AIX Inventory: Compare_Report Results	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
AIX Inventory: Instfix Results	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
AIX Maintenance Level Package Deployment Results (Volume 1)	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
AIX Maintenance Level Package Deployment Results (Volume 2)	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
AIX Package Deployment Results - TL/SP/CSP	Patches for AIX	QABES	bigfix	2007-04-02 17:05:59	Activated Globally
Application Information (AIX)	BES Inventory and License	uk			Not Activated
Application Information (AIX)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (HP-UX)	BES Inventory and License	uk			Not Activated
Application Information (HP-UX)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (Linux)	BES Inventory and License	uk			Not Activated
Application Information (Linux)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (Mac OS X)	BES Inventory and License	uk			Not Activated
Application Information (Mac OS X)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (Solaris)	BES Inventory and License	uk			Not Activated
Application Information (Solaris)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (Windows)	BES Inventory and License	QABES	bigfix	2007-04-26 14:22:24	Activated Globally
Application Information (Windows)	BES Support	QABES	bigfix	2007-04-02 17:05:59	Activated Globally

To create the All Analyses report:

1. Select Create > All Analyses. Click **Next**. A report is generated, listing all analyses.
2. Click on any individual link in the **Name** to bring up an in-depth report on that analysis.
3. Click on any link in the **Activated By** column to see all analyses activated by that user.

Use the **Current Report** box in the left panel to **Filter**, **Store**, **Export**, **Print**, or **Email** this report.

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All Fixlets Report

This report lists all Fixlet messages that are available to the BigFix system. The report headers include Name, Sitename, Fixlet ID, Affected Computers, Remediated Computers, Deployed Actions, Download Size, and Source Severity.

All Fixlets

Find Fixlets that start with: Search

(11376 Fixlets found. Displaying Fixlets 1-100)

Name	Sitename	Fixlet ID	Affected Computers	Remediated Computers	Deployed Actions	Download Size	Source Severity
"Standby" Power Management Settings Enabled on Windows Server 2003	BES Power Management	5	0	0	0	180 KB	<Unspecified>
"Turn off hard disk" Power Management Settings Enabled on Windows Server 2003	BES Power Management	6	0	0	0	180 KB	<Unspecified>
.lnk File-Open Remote Code Execution Vulnerability (64-bit XP,SP1)	Vulnerabilities to Windows Systems	70801	0	0	0	<no download>	High
.lnk File-Open Remote Code Execution Vulnerability (Server 2003)	Vulnerabilities to Windows Systems	153701	0	0	0	<no download>	High
.lnk File-Open Remote Code Execution Vulnerability (Server 2003,SP1)	Vulnerabilities to Windows Systems	155101	0	0	0	<no download>	High
.lnk File-Open Remote Code Execution Vulnerability (Windows 2000,SP4)	Vulnerabilities to Windows Systems	148801	0	0	0	<no download>	High
.lnk File-Open Remote Code Execution Vulnerability (XP,SP1)	Vulnerabilities to Windows Systems	132901	0	0	0	<no download>	High
.lnk File-Open Remote Code Execution Vulnerability (XP,SP2)	Vulnerabilities to Windows Systems	151701	0	0	0	<no download>	High
.lnk File-Properties Remote Code Execution Vulnerability (Windows 2000)	Vulnerabilities to Windows Systems	119201	0	0	0	<no download>	Medium
.lnk File-Properties Remote Code Execution Vulnerability (Windows XP)	Vulnerabilities to Windows Systems	111601	0	0	0	<no download>	Medium
.NET 2.0 Application Folder Information Disclosure Vulnerability	Vulnerabilities to Windows Systems	41901	0	0	0	<no download>	Medium
.NET Framework 2.0 Cross-Site Scripting Vulnerability	Vulnerabilities to Windows Systems	37701	0	0	0	<no download>	Medium

To create the All Fixlets report:

1. Select Create > All Fixlets. Click **Next**. A report is generated, listing all Fixlet messages across your BigFix database servers.
2. The column headers include those based on your default user settings. Sort the list by clicking on any desired column heading.
3. Click on any individual Fixlet message to bring up an in-depth report.
4. Click on any link in the **Affected Computers**, **Remediated Computers**, or **Deployed Actions** column to see a detailed report.

Use the **Current Report** box in the left panel to **Filter**, **Store**, **Export**, **Print**, or **Email** this report.

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Relevant Fixlets Report

This report is similar in form to the **All Fixlets** report, but it displays only those Fixlet messages that are relevant on at least one BigFix-managed computer.

Relevant Fixlets

Find Fixlets that start with: Search

(800 Fixlets found. Displaying Fixlets 1-100)

Name ▲	Sitename	Fixlet ID	Affected Computers	Remediated Computers	Deployed Actions	Download Size	Source Severity
811630: Update for HTML Help Control - Windows 2000	Enterprise Security	81163001	1	0	0	1.00 MB	<Unspecified>
828026: Update for Windows Media Player Script Commands - WinXP, Win2000, 2003 Server	Enterprise Security	82802601	3	0	0	2.77 MB	<Unspecified>
828026: Update for Windows Media Player Script Commands - WinXP, Win2000, 2003 Server (Brazilian Portuguese)	Patches for Windows (Brazilian Portuguese)	82802601	1	0	0	2.78 MB	<Unspecified>
832353: URL Script commands - WinXP, Win2000, Win2003 Server	Enterprise Security	83235301	1	0	0	2.72 MB	<Unspecified>
914784: Update to Improve Kernel Patch Protection - Windows XP/2003 (x64)	Enterprise Security	91478401	2	0	0	7.35 MB	<Unspecified>
927891: Fix for Windows Installer - Windows 2000 SP4	Enterprise Security	92789105	2	0	0	1.21 MB	<Unspecified>
927891: Fix for Windows Installer - Windows 2000 SP4 (Brazilian Portuguese)	Patches for Windows (Brazilian Portuguese)	92789105	1	0	0	1.22 MB	<Unspecified>
927891: Fix for Windows Installer - Windows XP SP2	Enterprise Security	92789101	5	0	0	1.20 MB	<Unspecified>
927891: Fix for Windows Installer - Windows XP/2003 (x64)	Enterprise Security	92789107	5	0	0	4.33 MB	<Unspecified>
931836: CORRUPT PATCH - Windows XP/2003 (x64)	Enterprise Security	93183606	2	1	0	720 KB	<Unspecified>
931836: Feb. 2007 Time Zone Update - Windows XP SP1/SP2	Enterprise Security	93183601	3	0	0	500 KB	<Unspecified>
931836: Feb. 2007 Time Zone Update - Windows XP/2003 (x64)	Enterprise Security	93183605	4	1	0	720 KB	<Unspecified>
935448: Certain third-party applications may not start, and you receive an error message when you start the computer: "Illegal System DLL Relocation." - Windows XP SP2	Enterprise Security	93544801	2	0	0	702 KB	<Unspecified>
935843: Stop 0x0000007F error when you print from computers with GDI security update 925902 installed - Windows XP SP2	Enterprise Security	93584301	2	0	0	1.35 MB	<Unspecified>

To create the Relevant Fixlets report:

1. Select **Create > Relevant Fixlets**. Click **Next**. A report is generated, listing all relevant Fixlet messages across your BigFix installation.
2. Sort the list by clicking on any desired column heading.
3. The column headers are based on your default user settings.
4. Click on any individual Fixlet message to bring up an in-depth report.

Use the **Current Report** box in the left panel to **Filter**, **Store**, **Export**, **Print**, or **Email** this report.

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Issue Assessment Report

This report displays the **affected** and **remediated** computer counts for a selected Fixlet or group of Fixlets. You can group the report by properties, database or computer groups. For each Fixlet, there is a list of computers with columns including **Subnet Address, Affected Count, Remediated Count, Total Count,** and **Percent**.

Issue Assessment [?]

Fixlet Name ▲	Subnet Address	Database	Affected Count	Remediated Count	Total Count	Percent
811630: Update for HTML Help Control - Windows 2000						
(1 result found.)						
	192.168.104.0					
		QABES	1	0	1	0%
828026: Update for Windows Media Player Script Commands - WinXP, Win2000, 2003 Server						
(1 result found.)						
	192.168.104.0					
		QABES	3	0	3	0%
914784: Update to Improve Kernel Patch Protection - Windows XP/2003 (x64)						
(1 result found.)						
	192.168.104.0					
		QABES	2	0	2	0%
931836: Feb. 2007 Time Zone Update - Windows XP SP1/SP2						
(2 results found.)						
	192.168.104.0					
		QABES	2	0	2	0%
		uk	1	0	1	0%
931836: Feb. 2007 Time Zone Update - Windows XP/2003 (x64)						
(2 results found.)						
	192.168.101.0					
		QABES	1	0	1	0%
	192.168.104.0					
		QABES	3	1	4	25%

To create the Issue Assessment report:

1. Select **Create > Issue Assessment**. Click **Next**.
2. From the displayed page:
    a. Select primary, secondary, and tertiary retrieved properties to help you group the issues in the list.
    b. Check the appropriate box if you want to Group by database.
    c. Check the appropriate box if you want to Group by computer groups.
    d. Check the **Show all subtotal and total counts** box to show totals for different groups of computers. If computers are not grouped by any properties, this step will have no effect.
    e. Select the desired **Fixlet sites** you wish to include in the report. If you don't select any particular site(s), the report will include all of them.
    f. Select the desired **Fixlet message(s)** from the list. Use Ctrl- and Shift-click to select a group of Fixlet messages.
    g. Click **Next** to generate the report. The report will generate, listing each Fixlet message sorted by **Fixlet Name**. The report displays the number of computers affected and remediated by each Fixlet.
3. Click on any Fixlet message for an in-depth report.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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Issue Compliance Report

This report groups Fixlets and their targeted computers over selected time periods, allowing you to examine Fixlet histories by age ranges.

Issue Compliance [?]

Fixlet Name	Sitename	Fixlet ID	Release Date	Computers	Patch Deployment
Computer Name				ID	Database
(18 issues found. Displaying issues 1-18)					
Restart Needed - Not Triggered by a BES Action	BES Support	391		13	46.15%
Remediated					
(6 computers found.)					
LAUGHINGTHRUSH				29784487	QABES
QABIG				85020239	QABES
ROBIN				16306243	QABES
TURKEY				5651953	QABES
TURTLEDOVE				1175551878	QABES
WIN2K-PRO-GOLD				1175551693	QABES
Less than 7 days relevant					
(5 computers found.)					
KOOKABURRA				1175551982	QABES
PTARMIGAN				14464096	QABES
QABES				4301372	QABES
QAUKEMACHINES				2358357	uk
QAWIN2003X64				4490097	QABES
7-30 days relevant					
(2 computers found.)					
ALTAVISTA				7495509	QABES
QAWIN2003X64				2956105	QABES
Restart Needed - Triggered by a BES Action	BES Support	390		5	100.00%
Remediated					
(5 computers found.)					
KOOKABURRA				1175551982	QABES
LAUGHINGTHRUSH				29784487	QABES
NT_SERVER				2878530	QABES
TURKEY				5651953	QABES
WIN2K-PRO-GOLD				1175551693	QABES

To create the Issue Compliance report:

1. Select **Create > Issue Compliance**. Click **Next**.
2. From the displayed page:
   a. Select the desired **Fixlet sites** you wish to include in the report. If you don't select any particular site(s), the report will include all of them.
   b. Select the desired Fixlet message(s) from the list. Use **Ctrl-Click** or **Shift-Click** to select a group of Fixlet messages.
3. For grouping the Fixlets, select the **Primary** and **Secondary** time periods, in days.
4. Typical values are 7 and 30, providing three natural periods: within a week, between a week and a month, and greater than a month.
5. Check the box to **Hide individual computers** to produce a summary.
6. Click **Next** to generate the report.

The report is generated, listing each Fixlet message, sorted by **Fixlet Name**.

Click on any computer or Fixlet for an in-depth report.

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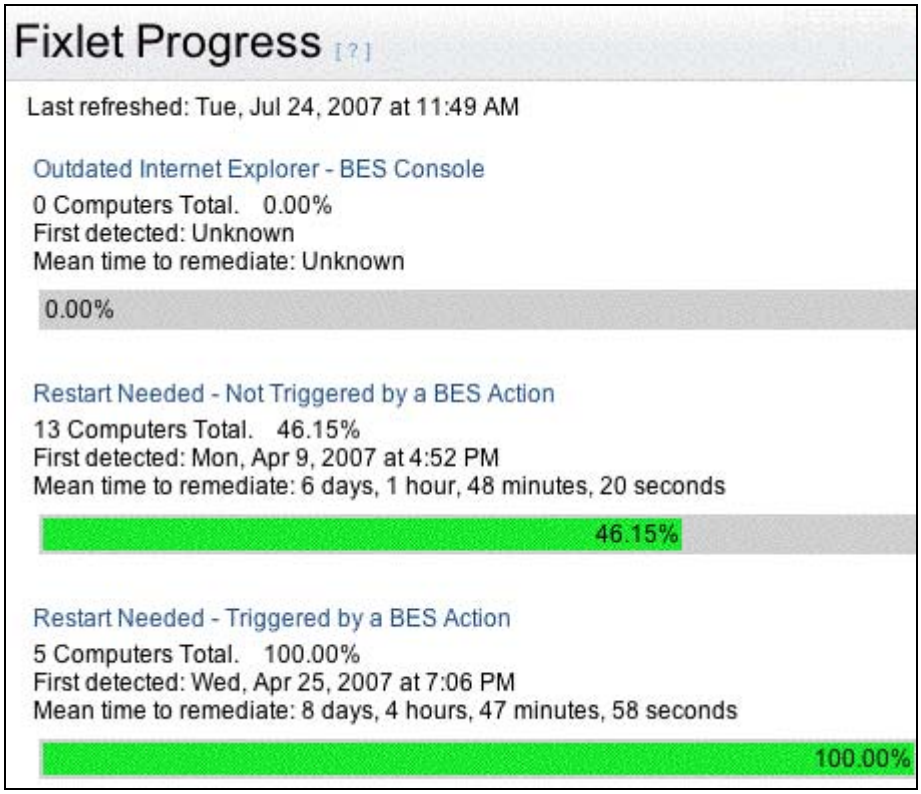
For each Fixlet, there are the following categories:

- **Remediated computers**. This is the list of computers for which the Fixlet is no longer relevant.
- **Less than the Primary period**. This is the list of computers that have most recently been targeted by this Fixlet.
- **Between the Primary and Secondary period**. This is the list of computers that became targeted during middle range of Fixlet aging.
- **Older than the Secondary period**. This is the list of laggard computers, where a Fixlet has been relevant for a long time, but still not remediated.
- **Indeterminate period**. Occasionally a Fixlet will have an unknown history, and this is the list of those computers.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

Fixlet Progress Report

This report displays the remediation progress of a specified Fixlet or group of Fixlets. For each Fixlet, it displays the number of computers affected, the detection date, the mean time for remediation and the percentage of computers that have been successfully remediated.



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To create the Fixlet Progress report:

1. Select **Create > Fixlet Progress**. Click **Next**.
2. From the displayed page:
    a. Select the desired **Fixlet sites** you wish to include in the report. If you don't select any particular site(s), the report will include all of them.
    b. Select the desired **Fixlet message**(s) from the list. Use Ctrl- and Shift-click to select a group of Fixlet messages.
    c. As well as manually selecting Fixlet messages from the list, you can automatically select a batch of Fixlets that have been **acted upon**. Enter the size of the batch and click the first Select button. The Fixlets in this range will be listed in the gray box to the right.
    d. You may also select a batch of **Fixlets that have become relevant**. Enter the size of the batch and click the second Select button. The Fixlets in this range will be listed in the gray box to the right.
    e. The gray text box to the right contains a list of your current selections and reminds you if nothing has been selected.
3. Click **Next** to generate the report.

The report generates, listing the designated Fixlet messages. At the top of the report is the last refresh date.

For each Fixlet, there are these lines of information:

- The **name** of the Fixlet message.
- The **total number** of computers targeted by this Fixlet message and the percentage of them that have been remediated.
- The **date** that the Fixlet was first detected.
- The **mean time** for remediation.
- A **progress bar** that turns green as more computers are remediated.

Click on any Fixlet link for an in-depth report. Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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All Tasks Report

This report lists all Tasks available to your BigFix system. For each Task, the report has a column for the **Name, Sitename, Task ID, Affected Computers, Remediated Computers,** and **Deployed Actions**.

All Tasks

Find Tasks that start with: Search

(363 Tasks found. Displaying Tasks 1-100)

Name	Sitename	Task ID	Affected Computers	Remediated Computers	Deployed Actions
Action Language - Continue If	ActionSite (QABES)	18383	37	0	0
Action Language - Continue If	ActionSite (QABES)	21184	37	0	0
Action Language - Copy and Appendfile	ActionSite (QABES)	18384	37	0	0
Action Language - Copy and Appendfile	ActionSite (QABES)	21185	37	0	0
Action Language - Delete	ActionSite (QABES)	18385	37	0	0
Action Language - Delete	ActionSite (QABES)	21186	37	0	0
Action Language - Download	ActionSite (QABES)	18389	37	0	0
Action Language - Download	ActionSite (QABES)	21190	37	0	0
Action Language - Download As	ActionSite (QABES)	18386	37	0	0
Action Language - Download As	ActionSite (QABES)	21187	37	0	0
Action Language - Download Now	ActionSite (QABES)	18388	37	0	0

To create the All Tasks report:

1. Select **Create > All Tasks**. Click **Next**. A report is automatically generated, listing all the Tasks across all the BigFix database servers.
2. Click on any individual Task to bring up an in-depth report.
3. Click on a number in the **Affected Computers** or the **Remediated Computers** column to see a detailed report on the data.

Use the **Current Report** box in the left panel to **Filter**, **Store**, **Export**, **Print**, or **Email** this report.

All Baselines Report

This report lists all the Baselines in the BigFix system. For each Baseline, the report has a column for the **Name, Sitename, Baseline ID, Affected Computers, Remediated Computers**, and **Deployed Actions**.

All Baselines

Find Baselines that start with: Search

(9 Baselines found. Displaying Baselines 1-9)

Name	Sitename	Baseline ID	Affected Computers	Remediated Computers	Deployed Actions
Large Baseline	ActionSite (QABES)	218	8	8	3
PF 2	ActionSite (QABES)	3725	37	0	0
PF 2	ActionSite (QABES)	22020	26	0	0
QA Settings Test Suite DO	ActionSite (QABES)	17524	37	0	1
QA Settings Test Suite UNDO	ActionSite (QABES)	17552	37	0	1
QA Test Settings UNDO	ActionSite (QABES)	18321	37	0	0
rc5 test baseline	ActionSite (QABES)	16312520	36	0	0
tr	ActionSite (QABES)	4509	3	5	2
ty	ActionSite (QABES)	4507	37	0	0

To create the All Baselines report:

1. Select **Create > All Baselines**. Click **Next**. A report is automatically generated, listing all the Baselines across all BigFix databases.
2. Click on any Baseline to bring up an in-depth report.

Use the **Current Report** box in the left panel to **Filter**, **Store**, **Export**, **Print**, or **Email** this report.

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Action Summary Report

This report lists the actions that have been issued, grouped by BigFix Operator. For each action, the report has a header for the **Action ID, Name, Database, Status, Source Type, Sitename, Reported, Operator**, and **Start Time**. Depending on your Report options, you may also have columns like **Expired, Fixed**, or **Pending Offer Acceptance**.

Action Summary

by bigfix

Find actions whose names start with: Search

(1311 actions found. Displaying actions 1-100)

Action ID	Name	Database	Status	Source Type	Sitename	Reported	Failed	Fixed	Not Relevant	Running	Operator	Start Time
00-91	Custom Action	QABES	Expired	Custom	ActionSite (QABES)	4	0	4	0	0	bigfix	2007-04-02 15:22:17
00-97	Custom Action	QABES	Expired	Custom	ActionSite (QABES)	4	0	4	0	0	bigfix	2007-04-02 15:48:40
00-98	Custom Action	QABES	Expired	Custom	ActionSite (QABES)	6	0	6	0	0	bigfix	2007-04-02 15:49:45
00-99	Default Subscription to Custom Site 'Ryan Test'	QABES	Open	Custom	ActionSite (QABES)	25	0	25	0	0	bigfix	2007-04-02 15:53:55
00-103	Subscribe to Custom Site 'bobo'	QABES	Open	Custom	ActionSite (QABES)	1	0	1	0	0	bigfix	2007-04-02 15:55:42
00-105	Missing Office Web Components - BES Console - OWC XP	QABES	Expired	Fixlet	BES Support	1	0	1	0	0	bigfix	2007-04-02 16:47:00
00-170	Default Subscription to Custom Site '-ab'	QABES	Open	Custom	ActionSite (QABES)	27	0	27	0	0	bigfix	2007-04-02 17:11:59

To create the Action Summary report:

1. Select **Create > Action Summary**. Click **Next**.
2. From the displayed page:
3. From the list box, select any subset of BigFix operators to be in your report by Ctrl- and Shift-clicking on them (only those operators who still have open actions are listed).
4. Check the boxes to include a column for each desired action status from those currently applicable. These may include Expired, Failed, Fixed or Pending Offer Acceptance.
5. Click **Next**. All open actions are listed. You can sort the list by clicking the column headers.
6. Click on an **Action ID** link for a detailed report on that particular action.
7. Click on a **Fixlet Name** link for more information.
8. Click on an **Operator** link to generate a new report for that particular operator.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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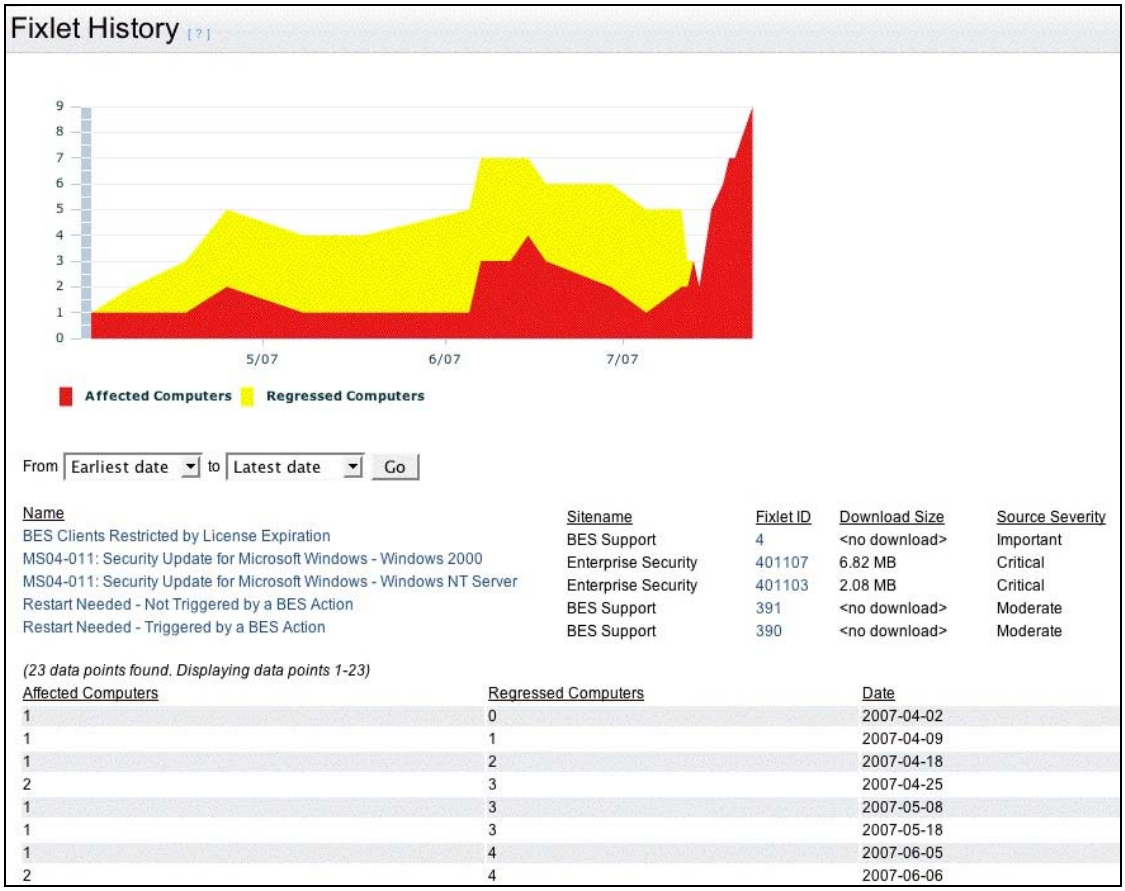
Fixlet History Report

This report lets you analyze the history of specific Fixlet messages by displaying a graphical representation of the progress of a Fixlet or set of Fixlets over time. The graph depicts both the number of affected computers over time and those computers that have regressed (become affected again). You can choose to group computers hourly or daily.



To create the Fixlet History report:

1. Select **Create > Fixlet History**. Click **Next**.
2. To select the **Fixlet sites** to include in this report, select any Fixlets from the Fixlet list by Ctrl- and Shift-clicking on them.
3. **Group** your computers by the **hour** or the **day** using the buttons at the bottom of the page.

A graph displaying the number of computers affected by these Fixlets over time appears. The y-axis corresponds to the number of computers and the x-axis corresponds to the date. The chart also displays the number of regressed computers (where the Fixlet has become relevant again). Below the graph are a couple of pull-down menus that let you reset the starting and ending dates of the charted time period. Fixlets are listed after the date options.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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Relevant Issue History Report

This graphical report allows you to visualize the effectiveness of your BigFix system over time. You set a time period, and choose to see data over an hour, day, or week.

Relevant Issues	Total Computers	Date	Databases
1	27	2007-04-03	QABES
1	27	2007-04-05	QABES
1	27	2007-04-07	QABES
1	27	2007-04-08	QABES
1	27	2007-04-09	QABES
1	26	2007-04-10	QABES
1	26	2007-04-11	QABES
1	28	2007-04-12	QABES
449	33	2007-04-13	QABES
480	31	2007-04-14	QABES
480	31	2007-04-15	QABES
480	31	2007-04-16	QABES
45	32	2007-04-17	QABES

To create the Relevant Issue History report:

1. Select **Create > Relevant Issue History**. Click **Next**.
2. From the two pull-down menus:
    a. Select the starting and ending date for the period of interest.
    b. Select an averaging period from the three choices: **hour, day** or **week**.
3. Click **Next**. A graph appears, displaying the number of relevant issues and computers over time. The vertical scale corresponds to relevant issues.
4. Click on any data point in the graph to display a text box with more details. The data appears in tabular form, below the graph.

Use the **Current Report** box in the left panel to **Filter**, **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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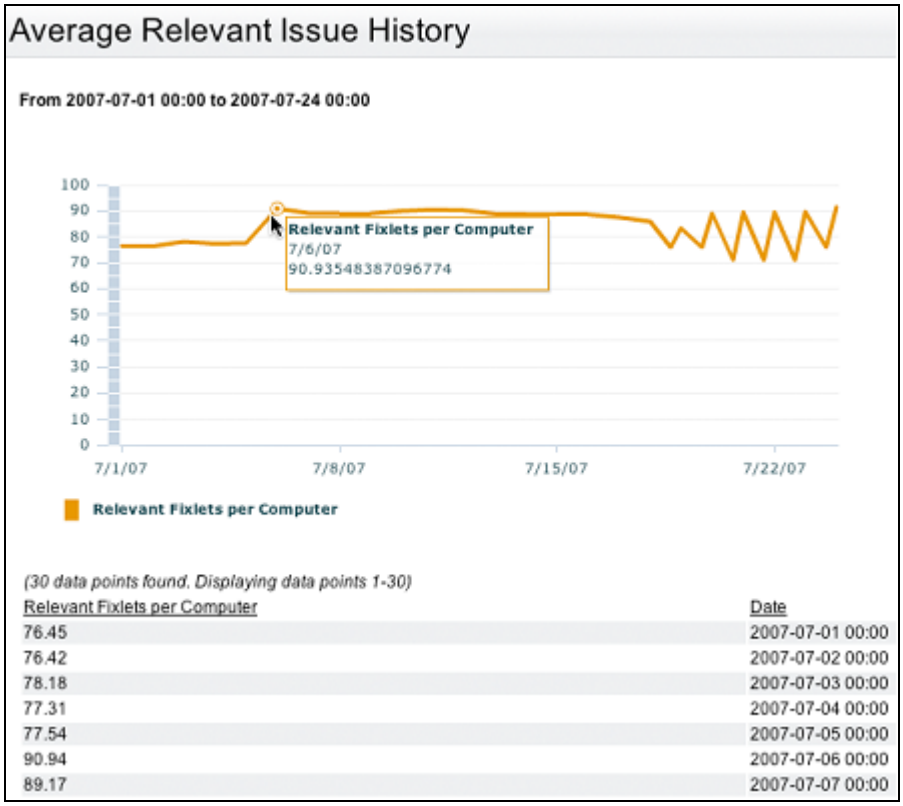
Average Relevant Issue History Report

This report is similar to the **Relevant Issue History** report. It divides the relevant Fixlet messages by the total number of computers in order to get an average.



To create the Average Relevant Issue History report:

1. Select **Create > Average Relevant Issue History**. Click **Next**.
2. From the two pull-down menus, select the **starting** and **ending date** for the period of interest.
3. Select an **averaging period**:
    - Hour
    - Day
    - Week
4. Click **Next**. A graph appears, displaying the average number of relevant Fixlet messages per computer over time.
5. Click on data points to see details.

Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, or **Email** this report.

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Unmanaged Assets List

This report displays data on unmanaged assets gathered from a third-party source.

Unmanaged Assets List

(35 assets found. Displaying assets 1-35)

Asset ID	Database Name	Source Name	Running Client	Device Type	IP Address	Last Scan Time (Server Time)	Newly Discovered	OS
1	QABES	NMAP	no	firewall	192.168.104.2	5/18/2007 5:26:10 PM	no	SonicWall SOHO3 firewall
2	QABES	NMAP	no	router	192.168.104.3	5/18/2007 5:26:10 PM	no	Redback SMS500 Redback Networks router AOS Release 5.0.3.8 - 5.0.4.0
3	QABES	NMAP	no	general purpose	192.168.104.6	5/18/2007 5:26:10 PM	no	Microsoft Windows 2003 Server, 2003 Server SP1 or XP Pro SP2
4	QABES	NMAP	no	general purpose	192.168.104.8	5/18/2007 5:26:10 PM	no	FreeBSD 4.7-RELEASE through 4.8-RELEASE (x86) or FreeBSD 5.0-RELEASE or AmigaOS Miami 3.0 or AmigaOS Miami 3.1-3.2 or NetBSD 1.3I through 1.6 or FreeBSD 4.1.1 - 4.3 (x86) or FreeBSD 4.9 - 5.1 or UTStarcom F1000 wifi voip phone or AmigaOS 3.5/3.9 running Miami Deluxe 1.0c
5	QABES	NMAP	no	general purpose	192.168.104.11	5/18/2007 5:26:10 PM	no	Linux 2.4.0 - 2.5.20
6	QABES	NMAP	no	VoIP gateway	192.168.104.14	5/18/2007 5:26:10 PM	no	AudioCodes MP-108 VoIP Gateway FXS
7	QABES	NMAP	no	router or broadband router or general purpose	192.168.104.17	5/18/2007 12:14:09 AM	yes	Cisco IOS 12.X or Conexant embedded or Draytek embedded or FreeSCO Linux 2.0.X or Linksys embedded or Linux Linux 2.4.X or Linux Linux 2.5.X or D-Link embedded or Siemens embedded
8	QABES	NMAP	no	VoIP gateway	192.168.104.19	5/18/2007 5:26:10 PM	no	AudioCodes MP-108 VoIP Gateway FXS

To create the Unmanaged Assets List:

1. Select **Create > All Unmanaged Assets**. Click **Next**.
2. Select the columns you wish to monitor for each unmanaged asset. Click **Next**. A list of unmanaged assets is automatically generated.
3. Click on an Asset ID to bring up the Single Unmanaged Asset report.

Use the **Current Report** box in the left panel to **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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All Operators Report

This report will list all operators, along with their privilege **type**, **creation time**, last Console **login** time, count of **administrable computers**, and count of **deployed actions**.

All Operators

Find operators that start with: Search

(12 operators found. Displaying operators 1-12)

Name ▲	Database	Type	Creation Time	Last Login	Custom Content	Email Address	Administrable Computers	Deployed Actions
bigfix	QABES	Master Operator	4/2/2007 3:07 PM	7/23/2007 7:28 PM	Enabled	bigfix	37	1311
EvaluationUser	uk	Master Operator	7/18/2007 1:05 PM	7/20/2007 11:54 AM	Enabled	evalUser@eval.org	1	0
foo	QABES	Operator	4/18/2007 4:20 PM	<none>	Enabled	foo@foo.com	5	0
herman	QABES	Master Operator	4/18/2007 4:20 PM	<none>	Enabled	bigfixedited	37	0
igor	QABES	Operator	4/20/2007 11:29 AM	5/21/2007 4:35 PM	Disabled	igorc@bigfix.com	1	0
LikeTyler	QABES	Master Operator	7/5/2007 3:28 PM	7/24/2007 10:55 AM	Enabled	bigfix	37	7
paul	QABES	Operator	5/2/2007 2:19 PM	7/23/2007 11:14 AM	Enabled	paul@bigfix.com	37	22
paulnobody	QABES	Operator	5/2/2007 2:19 PM	7/10/2007 8:41 AM	Disabled	paulnobody@bigfix.com	5	4
Sharona	QABES	Operator	6/2/2007 6:36 PM	7/9/2007 2:33 PM	Enabled	my@sharona.com	14	4

To create the All Operators report:

1. Select **Create > All Operators**. Click **Next**. A list of all operators is automatically generated. Filtering the report will affect the computer and action counts.
2. Click on an operator to bring up the Single Operator report.

Use the **Current Report** box in the left panel to **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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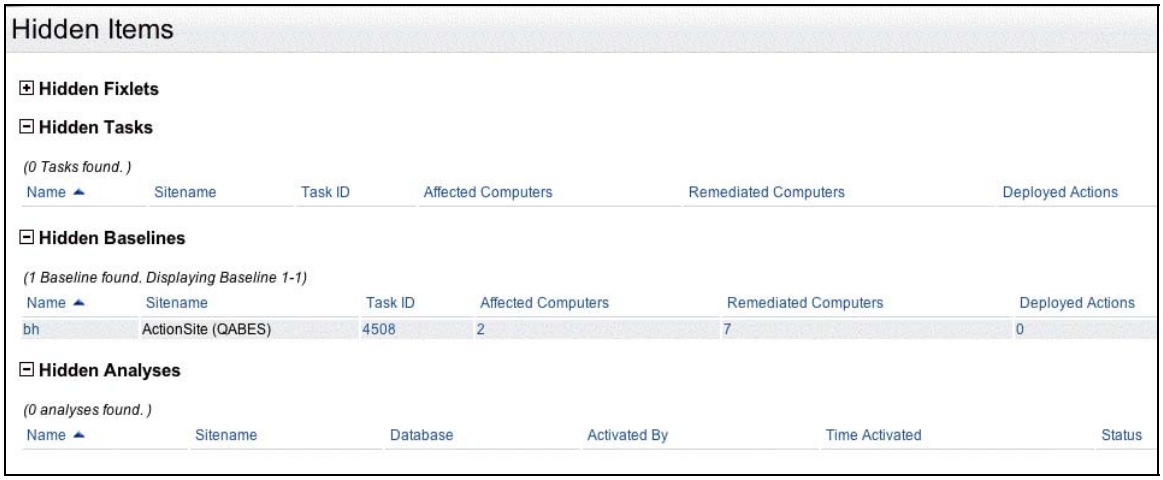
Hidden Items Report

This report displays all Fixlet messages, Tasks, Analyses, and Baselines that have been globally hidden through the Console.



To create the Hidden Items report:

1. Select **Create > Hidden Items**. Click **Next**. A report is automatically generated, listing all the hidden Fixlets, Tasks, Analyses and Baselines across all the BigFix database servers.
2. Sort the list by clicking on any desired column heading. The column headers are based on your default user settings.
3. Click on any individual item to bring up an in-depth report.

Use the **Current Report** box in the left panel to **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

Blank Report

This report lets you name, describe and categorize a custom report. A report like this is actually code that *generates* a printable report. It typically consists of HTML with embedded Relevance commands. You can choose to make this report public or private. For more information on creating a custom Blank Report, see the Advanced Topics section at the end of this guide.

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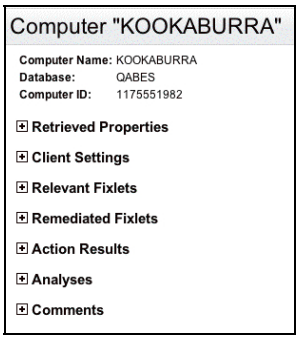
Additional Reports

BigFix Web Reports includes several reports that are used less frequently. This section presents those reports.

Single Computer Report

This report presents information about any specific computer on your network. You access this report by clicking on a computer name or ID in any list or report.



The report contains the following information:

- The **Name** of the computer.
- The name of the **Database** corresponding to this computer.
- The **ID** of the computer, as defined internally by BigFix.
- **Retrieved Properties**: These are computer attributes that have been retrieved from the BigFix Client. This list is sortable by Name and Value; just click on the appropriate header. Click on an item in the Name column to bring up a report on that retrieved property, displaying the distribution of that attribute throughout your network. Click on an item in the Value column to bring up a report listing other computers with that particular value.
- **Client Settings**: These are special retrieved properties used by the BigFix system.
- **Relevant Fixlets**: This list can be sorted by clicking on the column headers. Click on individual Fixlet messages for more details. Click on an entry in the Affected Computers column to show the other computers that are also targeted by this Fixlet.
- **Remediated Fixlets**: These are Fixlets that are no longer reporting as relevant.
- **Action Results**: This is a list of the Actions that have been initiated on this computer, along with their disposition. You can sort the list by clicking on the column headers.
- **Analyses**: These are all the Analyses that this computer is a part of, along with the current status of each.
- **Comments**: Comments that have been entered for this computer.

You can sort the report by any of these lists by clicking on the column headings. Use the **Current Report** box in the left panel to **Configure**, **Store**, **Export**, **Print**, or **Email** this report.

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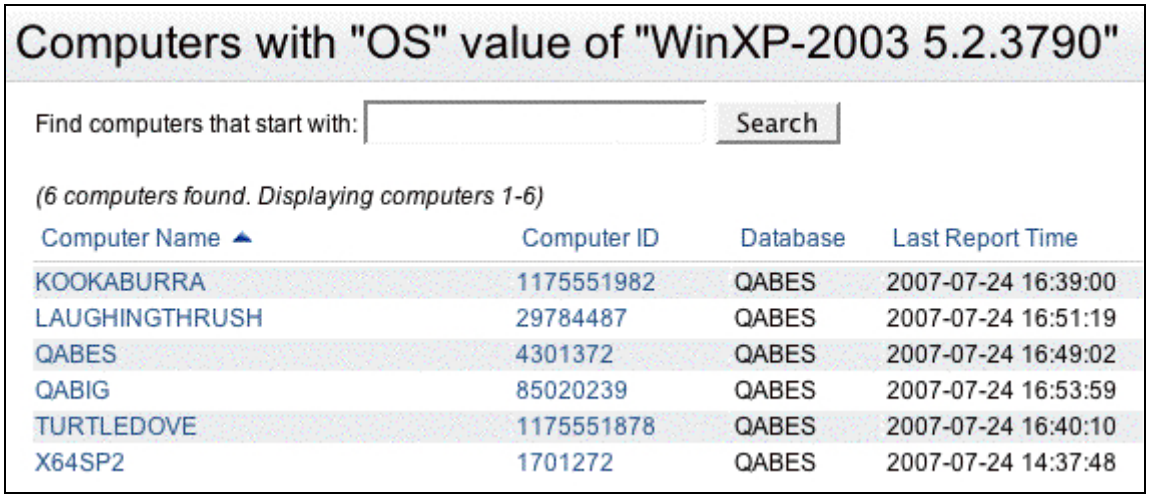
Computers with a Retrieved Property Value

This report is available by clicking on the value of a **Retrieved Property** in any list or report. For a given value of a retrieved property, there will be a list of computers.



Computers with "OS" value of "WinXP-2003 5.2.3790"

Find computers that start with: Search

(6 computers found. Displaying computers 1-6)

Computer Name	Computer ID	Database	Last Report Time
KOOKABURRA	1175551982	QABES	2007-07-24 16:39:00
LAUGHINGTHRUSH	29784487	QABES	2007-07-24 16:51:19
QABES	4301372	QABES	2007-07-24 16:49:02
QABIG	85020239	QABES	2007-07-24 16:53:59
TURTLEDOVE	1175551878	QABES	2007-07-24 16:40:10
X64SP2	1701272	QABES	2007-07-24 14:37:48

This report has the following sections:

- A title based on the name and the value of the retrieved property.
- A list of computers.

Click on the column headers to sort the list. Click on an entry in the **Computer Name** or **Computer ID** column to see a detailed report on that computer.

Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print, or Email** this report.

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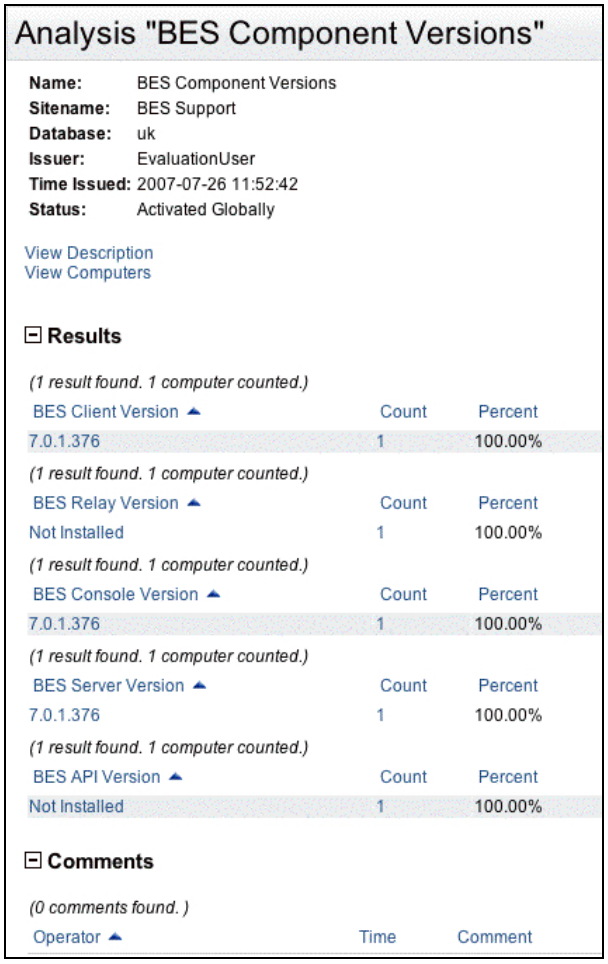
Single Analysis Results Report

This report displays information about any specific analysis. You access this report from the **All Analyses Report** by clicking on any desired analysis in the list.



Analysis "BES Component Versions"

Name: BES Component Versions
Sitename: BES Support
Database: uk
Issuer: EvaluationUser
Time Issued: 2007-07-26 11:52:42
Status: Activated Globally

View Description
View Computers

Results

(1 result found. 1 computer counted.)

BES Client Version	Count	Percent
7.0.1.376	1	100.00%

(1 result found. 1 computer counted.)

BES Relay Version	Count	Percent
Not Installed	1	100.00%

(1 result found. 1 computer counted.)

BES Console Version	Count	Percent
7.0.1.376	1	100.00%

(1 result found. 1 computer counted.)

BES Server Version	Count	Percent
7.0.1.376	1	100.00%

(1 result found. 1 computer counted.)

BES API Version	Count	Percent
Not Installed	1	100.00%

Comments

(0 comments found.)

Operator	Time	Comment

The report has the following sections:

- A display of the analysis properties: **Name, Sitename, Database, Issuer, Time Issued**, and **Status**.
- A link to the **description** of the original analysis.
- If the analysis is activated on any computers in your network, there will a link to view those computers.
- A table listing the results of the analysis across your network, including the computer count and percentage for each result.
- **Any comments** written by operators regarding this analysis.

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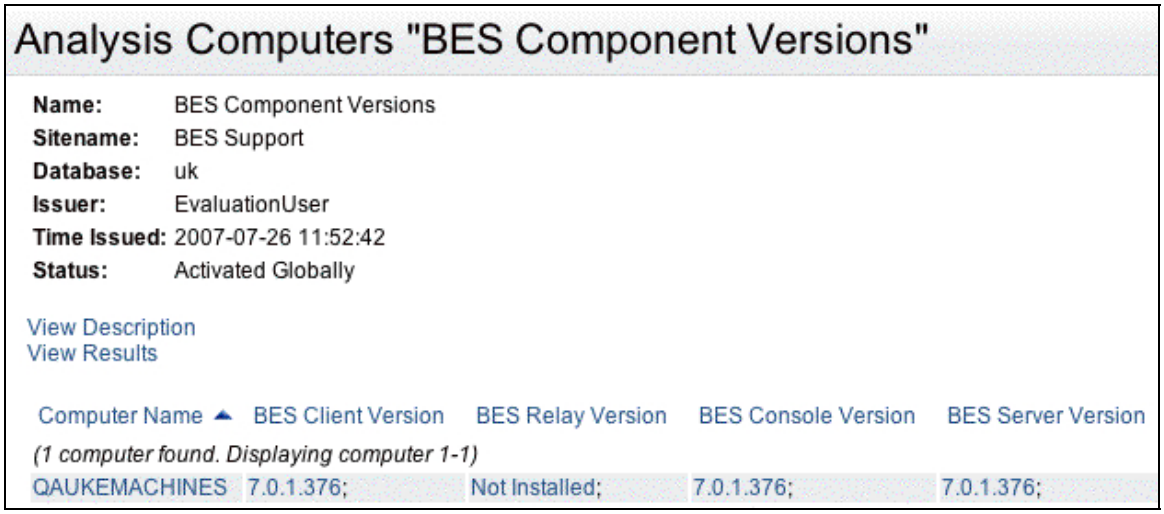
Single Analysis Computers Report

This report lists all computers associated with any specific analysis, along with their properties. Access this report by clicking the **View Computers** link in the **Single Analysis Report**.



Analysis Computers "BES Component Versions"

Name: BES Component Versions
Sitename: BES Support
Database: uk
Issuer: EvaluationUser
Time Issued: 2007-07-26 11:52:42
Status: Activated Globally

View Description
View Results

Computer Name ▲	BES Client Version	BES Relay Version	BES Console Version	BES Server Version
(1 computer found. Displaying computer 1-1)				
QAUKEMACHINES	7.0.1.376;	Not Installed;	7.0.1.376;	7.0.1.376;

This report contains the following sections:

- The same analysis properties as in the **Single Analysis Report**.
- A **Description** of the report.
- A link back to the **Single Analysis Results** Report.
- A list of **Analysis** results, grouped by computer.

There may be multiple results for an Analysis; if so, the report will show a column for each result.

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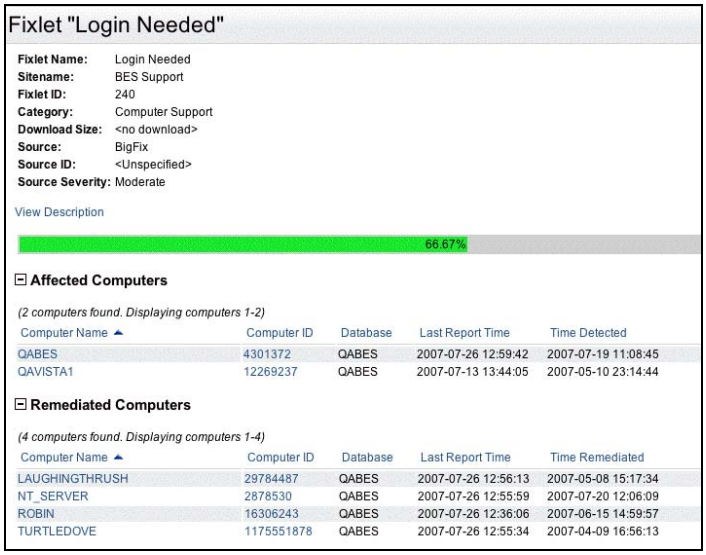
Single Fixlet Report

This report provides information about any specific Fixlet. Access this report by clicking on any Fixlet link available in a report, such as the **All Fixlet List** or **Relevant Fixlets**.



Fixlet "Login Needed"

Fixlet Name: Login Needed
Sitename: BES Support
Fixlet ID: 240
Category: Computer Support
Download Size: <no download>
Source: BigFix
Source ID: <Unspecified>
Source Severity: Moderate

View Description

66.67%

Affected Computers

(2 computers found. Displaying computers 1-2)

Computer Name	Computer ID	Database	Last Report Time	Time Detected
QABES	4301372	QABES	2007-07-26 12:59:42	2007-07-19 11:08:45
QAVISTA1	12269237	QABES	2007-07-13 13:44:05	2007-05-10 23:14:44

Remediated Computers

(4 computers found. Displaying computers 1-4)

Computer Name	Computer ID	Database	Last Report Time	Time Remediated
LAUGHINGTHRUSH	29784487	QABES	2007-07-26 12:56:13	2007-05-08 15:17:34
NT_SERVER	2878530	QABES	2007-07-26 12:55:59	2007-07-20 12:06:09
ROBIN	16306243	QABES	2007-07-26 12:36:06	2007-06-15 14:59:57
TURTLEDOVE	1175551878	QABES	2007-07-26 12:55:34	2007-04-09 16:56:13

The report has the following sections:

- A display of the Fixlet message properties, including its **Category** and **Severity** as determined by the author of the Fixlet message.
- A progress bar.

If the Fixlet action has already been initiated, a real-time progress bar displays the current state of the deployment across the network. At zero percent compliance, the bar is gray. As computers are remediated, a green progress bar moves from left to right.

- A list of all the **Affected Computers** that are currently reporting relevance for this Fixlet.
- A list of **Remediated Computers** represents computers that were once affected, but are now fixed.

> **Note:** Even when a patch is applied independently of the BigFix system, that computer will still be recognized as remediated and will be listed in this report.

- A list of all open **Actions**—those that have already been issued and are still in progress for the given Fixlet message.
- A list of **Operator Comments**.
- A column displaying the **Visibility** of the Fixlet for various databases.

You can sort any of these lists by clicking on the column headings. Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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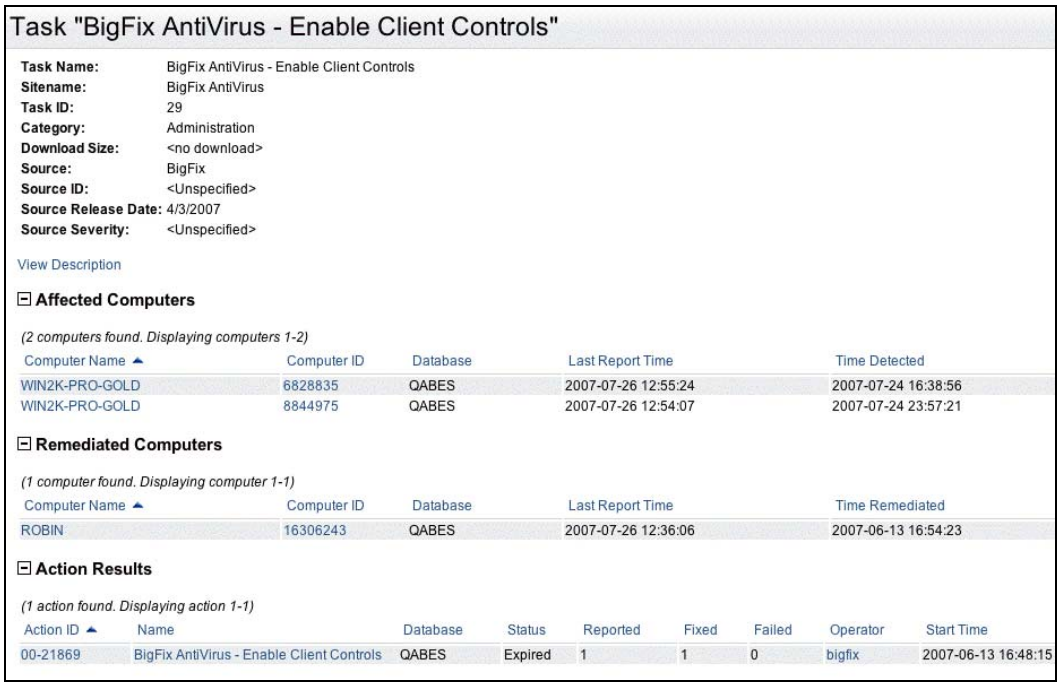
Single Task Report

This report provides information about any specific Task. It can be accessed by clicking on any Task link in a report, such as the **All Task List**.



Task "BigFix AntiVirus - Enable Client Controls"

Task Name: BigFix AntiVirus - Enable Client Controls
Sitename: BigFix AntiVirus
Task ID: 29
Category: Administration
Download Size: <no download>
Source: BigFix
Source ID: <Unspecified>
Source Release Date: 4/3/2007
Source Severity: <Unspecified>

View Description

Affected Computers

(2 computers found. Displaying computers 1-2)

Computer Name	Computer ID	Database	Last Report Time	Time Detected
WIN2K-PRO-GOLD	6828835	QABES	2007-07-26 12:55:24	2007-07-24 16:38:56
WIN2K-PRO-GOLD	8844975	QABES	2007-07-26 12:54:07	2007-07-24 23:57:21

Remediated Computers

(1 computer found. Displaying computer 1-1)

Computer Name	Computer ID	Database	Last Report Time	Time Remediated
ROBIN	16306243	QABES	2007-07-26 12:36:06	2007-06-13 16:54:23

Action Results

(1 action found. Displaying action 1-1)

Action ID	Name	Database	Status	Reported	Fixed	Failed	Operator	Start Time
00-21869	BigFix AntiVirus - Enable Client Controls	QABES	Expired	1	1	0	bigfix	2007-06-13 16:48:15

The report has the following sections:

- A display of Task properties, including its **category** and **severity** (as determined by the author of the Task).
- A display of **Affected Computers**, a list of all the computers that are currently reporting relevance for and no longer reporting relevant.

> **Note:** Even when a patch is applied independently of the BigFix system, that computer will still be recognized as remediated and will be listed in this report. Unlike Fixlet messages, Tasks are often designed to implement a policy, not fix vulnerabilities. As such, a Task might never expire and remediation may be largely irrelevant.

- A list of all open Actions—those that have already been issued and are still in progress for the given Task.
- Comments by various operators about the Task.
- A column displaying the Visibility of the Task for various databases.

You can sort any of these lists by clicking on the column headings. Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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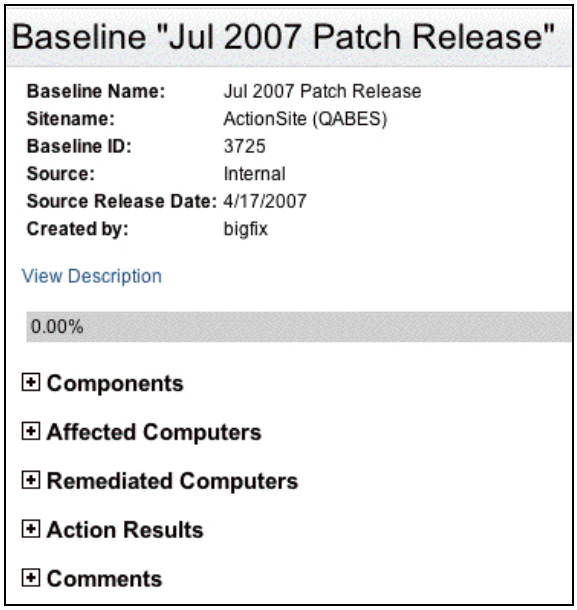
Single Baseline Report

This report provides information about any specific Baseline. It can be accessed by clicking on any Baseline link available in a report, such as the **All Baseline Report**.



The report has the following sections:

- A display of **Baseline** properties, including name, sitename, source, and creator.
- A display of the Components making up the Baseline. These are typically groups of Fixlets, Tasks and other Baselines.
- A display of Affected Computers—those computers that are currently reporting relevance for this Baseline.
- A list of Remediated Computers representing computers that were once affected by some component of this Baseline, but are now fixed.

> **Note:** Even when a patch is applied independently of the BigFix system, that computer will still be recognized as remediated and will be listed in this report.

- A list of all open **Actions** — those that have already been issued and are still in progress for the given Baseline.
- Comments by various operators about the Baseline.

You can sort any of these lists by clicking on the column headings. Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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Action Status Report

This report provides information on any one action. It lists the computers on which the action was performed, and the status of the action on the computer. To access this report, select any **Action ID** in a list or report.

Action "Action Language - Download"

Action ID: 00-3466
Action Name: Action Language - Download
Source Type: Custom
Status: Stopped
Start time: 2007-04-09 14:55:50
Operator: bigfix

Results

(5 computers found. Displaying computers 1-5)

Computer Name	Computer ID	Database	Last Report Time	Result
Intel Mac Mini?s Computer	1175551937	QABES	2007-07-08 12:22:48	Pending Downloads
KOOKABURRA	1175551982	QABES	2007-07-26 13:52:01	Fixed
LAUGHINGTHRUSH	29784487	QABES	2007-07-26 13:49:44	Pending Downloads
QAVISTA1	12269237	QABES	2007-07-13 13:44:05	Pending Downloads
TURTLEDOVE	1175551878	QABES	2007-07-26 13:45:07	Fixed

Comments

(0 comments found.)

Operator	Time	Comment

The report contains the following information:

- A header including: Action ID, Action Name, Source Type, Status, Start time, and Operator.
- A list of the Action Results by computer. You can sort the list by clicking on the column headers. Click on the individual computer links for more information.
- Operator Comments.

You can sort the list by clicking on the column headings. Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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Single Operator Report

This report is available by clicking on the Operator link in the **All Operators** report or the **Action Summary** report.

It contains the following sections:

- Information about the operator: **Name**, **Type** (Master Operator or Operator), **Creation Time**, **Last Login Time, Custom Content** (Enabled or not) and the operator's **Email** address.
- A list of **computers** the operator has administrative privileges on.
- A list of all **Actions** that the operator has deployed.
- A list of all **Fixlets** the operator has created.
- A list of all **Tasks** the operator has created.
- **Comments** made by this operator.

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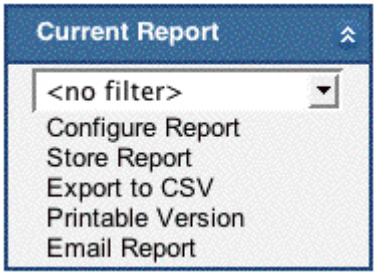
Filtering Reports

The **Current Report** box is available in the left navigation bar when a report displays.



At the top of the panel is a drop-down menu listing the existing filters and options. All administrators—not just the creator of the filter—have the ability to delete a filter from this list. Some options from the **Current Report** box are:

- **Filter Report**: This drop-down menu lets you select from, add, and manage the list of existing filters. These filters will help to narrow down your reports to just the items of greatest interest to you. Each Filter shows the name of its author in parentheses.
- **Configure Reports**: This interface allows you to edit the parameters of a report. From any report, click the Configure Report link in the action box. The report criteria are presented, enabling you to edit them.
- **Store Reports**: You can save the criteria you used for a report. From any report, click the Store Report link in the Current Report box. To store a report, provide this information:
    - **Report Name**. Enter a name (less than 100 characters) for the report. This becomes a sortable field in the report list.
    - **Description**. Enter a short description (less than 1,000 characters) for the report.
    - **Category**. Enter a category for this report. The category should reflect the report type, such as **Action Summary** or **Relevant Fixlets**.
    - **Visibility**. Check a button to make the report Public or Private.
- **Export to CSV:** Click on this to export your report to any program that can accept files in Comma Separated Value (CSV) format. You will be presented with an Open/Save dialog, allowing you to view or save the file.
- **Printable Version:** This link enables you to format a report for printing. Select File > Print to output your report.
- **Email Report:** This link allows you to email the current report. Email settings must be set up prior to using this feature.

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Creating Filters

The **Filter Report** selection in the **Current Report** box includes options to create new filters and manage existing filters. Filters can be applied to any report, including the Overview. You can also select a previously saved filter and apply it to your current report. If another filter is already in use, BigFix Web Reports will combine the two filters.

Build a filter by selecting properties with specific values and adding them to the filter. The properties and values will be filtered based on the current filter. For example, if a Fixlet Sitename filter is added for 'BES Support'; then when you look at the values for Fixlet names, you will only see Fixlet messages from the 'BES Support' site. When you are satisfied with a filter, click **Done** to use the filter immediately. It will be lost if any of the navigation links are clicked. Click **Save Filter** to store a filter for future use.

To create a report filter, you need to add or remove filter properties one at a time. The filter can be used, saved, or cleared at any time.

There are several filters from which to choose:

- **Saved Filter.** Select a previously saved filter.
- **Database.** Filter reports by the specified database.
- **Site.** Filter reports based on the site.
- **Computer.** Filter reports based on computer properties such as Directory, Group, Last Report Time or Retrieved Property.
- **Fixlet / Task / Baseline / Analysis.** Filter reports based on various properties, such as Name, Sitename, Category, Source, Severity, CVE, SANS, Comments or Source release date.

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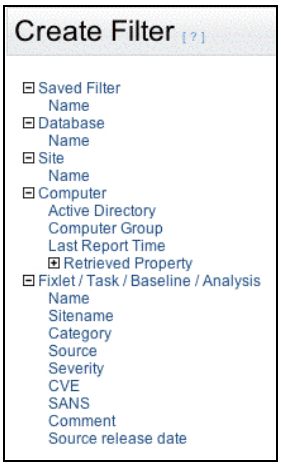
To build a filter:

1. Ensure the **Current Report** box is visible in the left context panel. You may have to click the vertical blue bar to open this panel.

2. Select the **Create Filter** option from the pull-down menu. This will bring up the Create Filter page.



3. On the Create Filter page:

    a. Select a filter class by clicking on the plus sign (+) next to it.

    b. Depending on which filter class you select, you will be presented with another page to pick the filter value. There may be a pull-down menu letting you choose to **Include** or **Exclude** the selected values.

    c. Click the plus **(+)** or minus **(-)** buttons to add or delete a property.

    d. If you change your mind, click the **Back** button to choose another filter.

4. The program displays your selected filter, along with the other previously defined components of the filter.

5. Continue adding properties and values until the filter is complete.

6. When you are finished, choose one of the following options:

7. Click **Done** to use the filter immediately in the current report.

8. Click **Save Filter** to save the filter for future use.

9. Click **Clear Filter** to start over.

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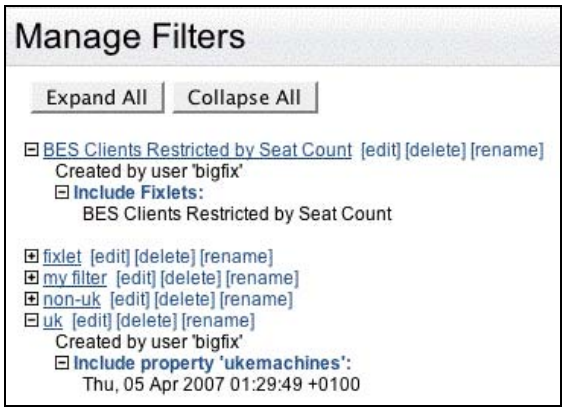
Managing Filters

Filters are used to customize reports, allowing you to focus on any particular subset of the database. To view, modify, or delete a saved filter, click the **Manage Filters** option in the **Filter Report** drop-down menu. You will see a list of the existing filters, allowing you to modify any of them. All administrators—not just the creator of the filter—have the ability to **edit**, **delete**, or **rename** a filter from this list.



To manage filters:

1. Select **Current Report > Filter Report > Manage Filters.**
2. Click the **Expand All** button to see the details of each filter.
3. From the list of Filters, click the **Edit** link to modify the filter properties.
4. Click the **Delete** link to delete a saved Filter.

WARNING! If you delete a filter that is a part of an existing report, you may change the interpretation of that report and generate a larger than expected listing.

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Scheduling Activities

You can create **Scheduled Activities** to email and archive specified reports after a given time period or when certain conditions are met. This allows you, for instance, to receive automatic updates of critical Fixlets via email, or to regularly back up audit reports.

Scheduled Activities

(5 activities found. Displaying activities 1-5)

ID	Creator	Type	Name	Options	Start Time	Expire Time	Next Time	Period
1	bigfix	Stored Report	Action List (Admin)	Archive	5/9/1963 4:53 AM	None	Disabled	1 day
2	paul	Stored Report	Action List (Admin)	Email	6/15/2007 11:01 AM	None	Disabled	1 day
3	paul	Alert	Alert 3	Email	6/15/2007 1:40 PM	None	7/24/2007 11:19 AM	1 day
6	paul	Stored Report	All Computers (paul)	Email	6/15/2007 1:49 PM	None	Disabled	1 day
9	paul	Stored Report	All Fixlets (paul)	Email	6/18/2007 11:59 PM	None	7/26/2007 11:59 PM	1 day

Select All | Clear All

New | Edit | Enable | Disable | Delete

The columns on the page include:

- **Select All:** Places a checkmark in front of each Scheduled Activity in the list.
- **Clear All:** Clears all the check marks on the list.
- **New:** Allows you to create your own Scheduled Activity.
- **Edit:** Allows you to edit the properties of the Scheduled Activity.
- **Enable:** Allows the selected activity to perform on schedule.
- **Disable:** Prevents the activity from running until enabled again.
- **Delete:** Deletes the selected (checked) activities.

A scheduled activity creates a report on a specified schedule. The interface has four sections, specifying the **time range**, the **activity report**, the **activity trigger** for the schedule, and the **activity actions** that should be taken.

To schedule an activity:

1. Click the **Schedule** link, and then click the **New** button.
2. The **Create Scheduled Activity** page appears.
3. Select a **time** range for the scheduled activity. This setting defines the window during which the schedule remains in effect. If you do not select an expiration time, the activity stays open-ended.

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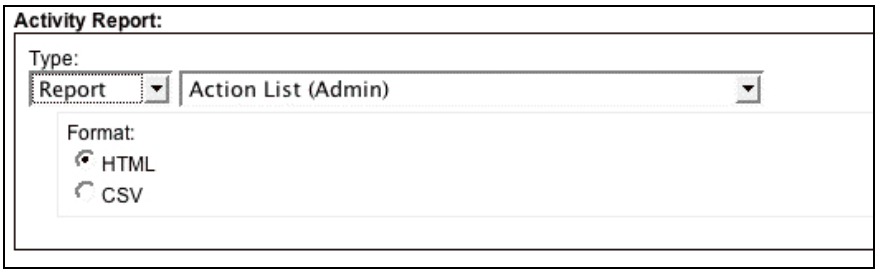
4. In the Activity Report box:

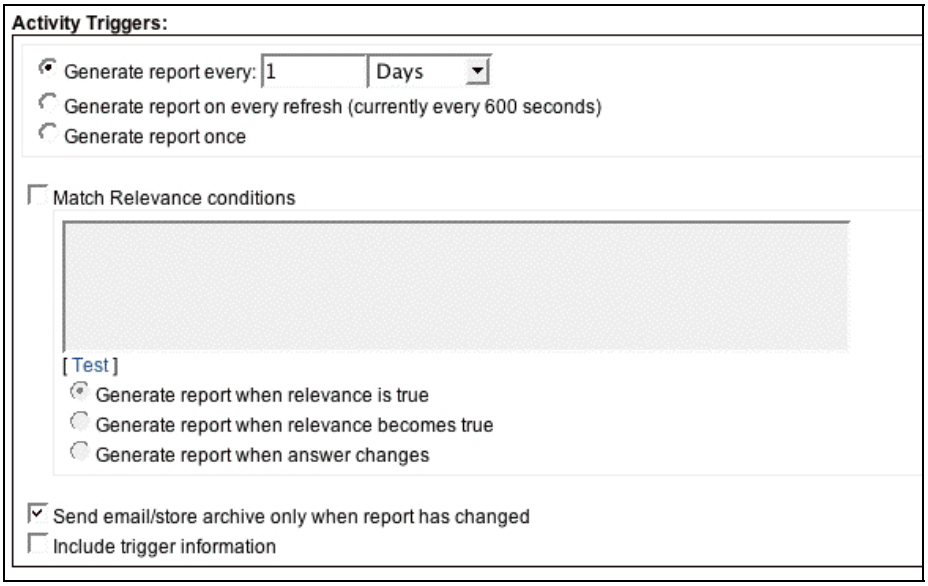


   a. Select a report type: **Report**, **Overview,** or **Alert**. A report produces a detailed graphic/tabular output, an overview summarizes the information graphically, and an alert typically sends a report as an email.

   b. Select a stored report from the pull-down menu. The menu includes all public and private reports to which you have access.

   c. Select either HTML or CSV format for your report.

5. In the Activity Triggers box:



   a. Select how often to generate the report: during a specified interval, after every data refresh, or once.

   b. Enter any relevance conditions necessary for the report to run.

   c. Select whether to email or archive the report only when it has changed.

   d. Check the box labeled **Include trigger information** to embed the trigger criteria in the report itself.

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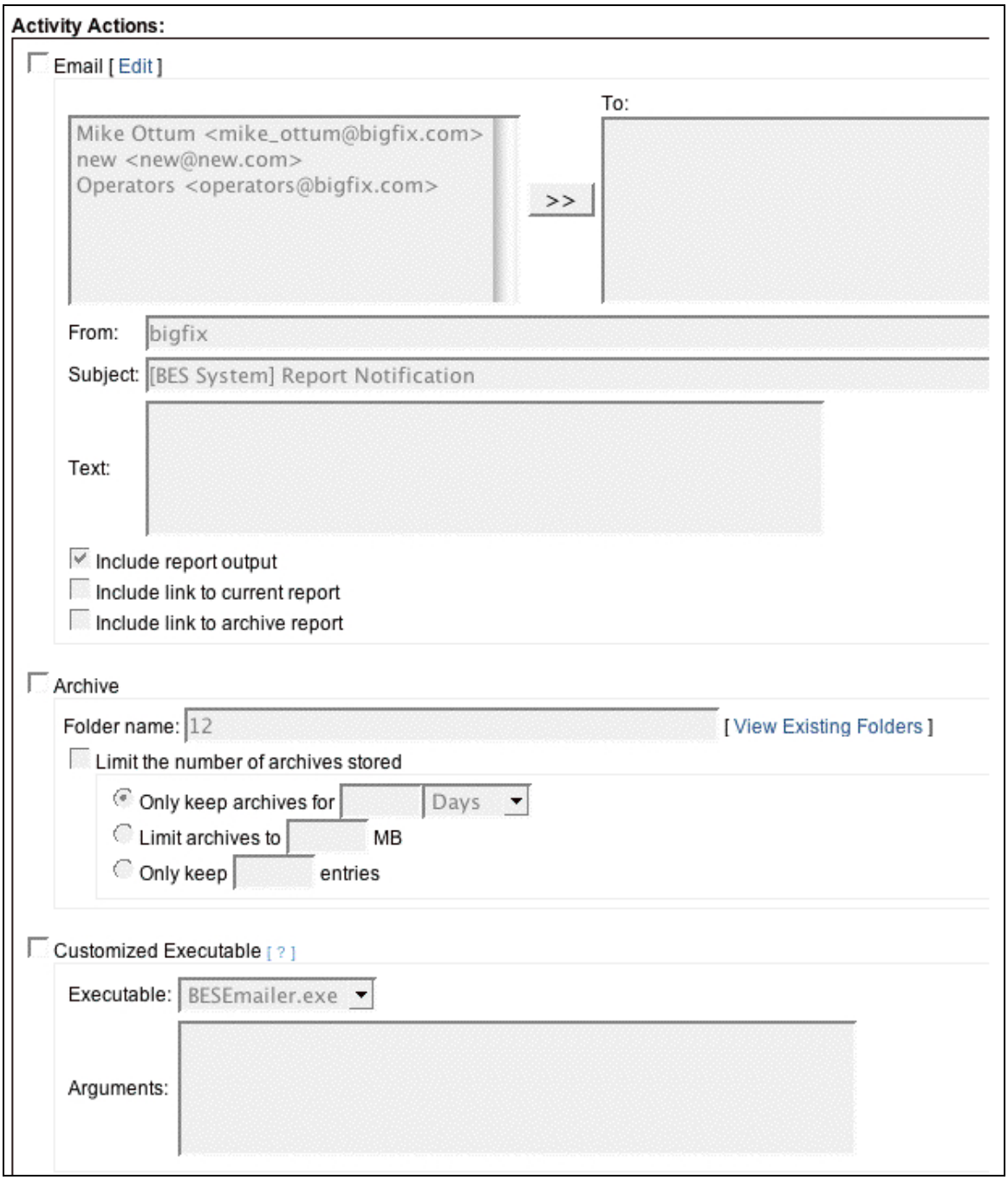
6. In the Activity Actions box:



a. Select to whom you wish to **email** the report.

b. Select to have the report attached or linked to the message.

c. Select whether or not to **archive** the report.

d. The number of archives can be limited by how old they are, how much size they take up, or how numerous they are.

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7. Enter any customized executable you want. Custom executables must reside in the correct directory (as specified in the registry). The default directory is:

   C:\Program Files\BigFix Enterprise\BES Server\BESReportsData\CustomExe.

8. There are several reserved parameters that can pass information about the activity to the executable:

   - <activityname>: the scheduled activity's name
   - <reportfile>: the file containing the generated report
   - <activitycreator>: the scheduled activity's creator

9. Click **Submit**.

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Configuring Email Settings

Click the **Email** tab to configure email settings. Only a Web Reports administrator can edit email settings. There are two buttons on this page:

- **Test:** Lets you verify the email server settings by sending a test message.
- **Edit:** Allows you to edit the email settings.

This page also has a link to a list of Email addresses. Click this link to bring up a page that helps you to manage a list of email address.

Editing Email Settings

To edit email settings:

1. Click the **Email** tab.
2. Click **Edit** on the **Email Settings** page.
3. Enter your SMTP server and the default domain.

The default domain will be used when you do not specify the domain along with the email address (i.e. you do not add “@domainname.com” to the email address).

Adding Email Addresses

To add a new email address:

1. Store frequently used email addresses by clicking the **My Email Addresses** link in the main Email Settings page.
2. Click **Add New Contact** to add a contact’s name and email address.
3. Click the **New** button to store an email address.
4. This page also allows you to delete addresses: check the box next to the name and click the **Delete** button.
5. When you finish with your list, click **Done**.

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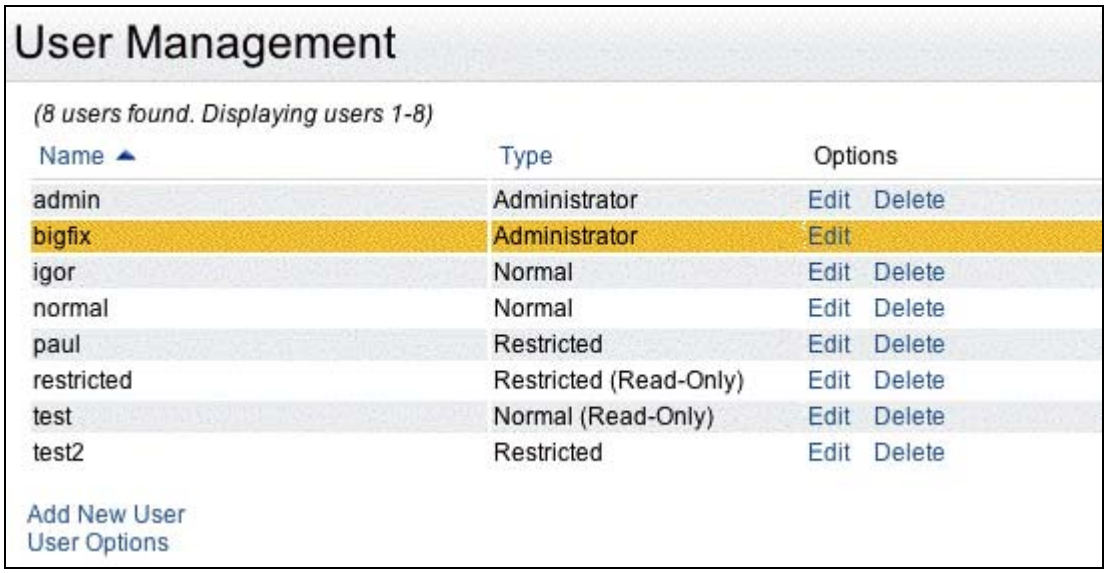
Managing User Accounts

The **User Management** page has two different interfaces, depending on how you log on to the program. If you log on as a Web Reports Administrator, the full list of settings will be available, including user management. If you do not have an Administrator account, you will only be able to edit your own personal settings. To view the User Management page, click the **Users** tab.



The User Management page lists users in a table that contains links in the **Options** column:

- **Edit:** This link allows you to edit the settings for the associated user.
- **Delete:** This link lets you delete the associated user from the Web Reports list. You must be logged into Web Reports as an administrator to delete users. Note that you cannot delete your own account.

There are two other links on this page:

- **Add New User:** Brings up the **Create User** page, which prompts you to provide a password and define any user restrictions.
- **User Options:** Brings up the **User Options** page, which allows you to restrict user access to certain Web Reports features.

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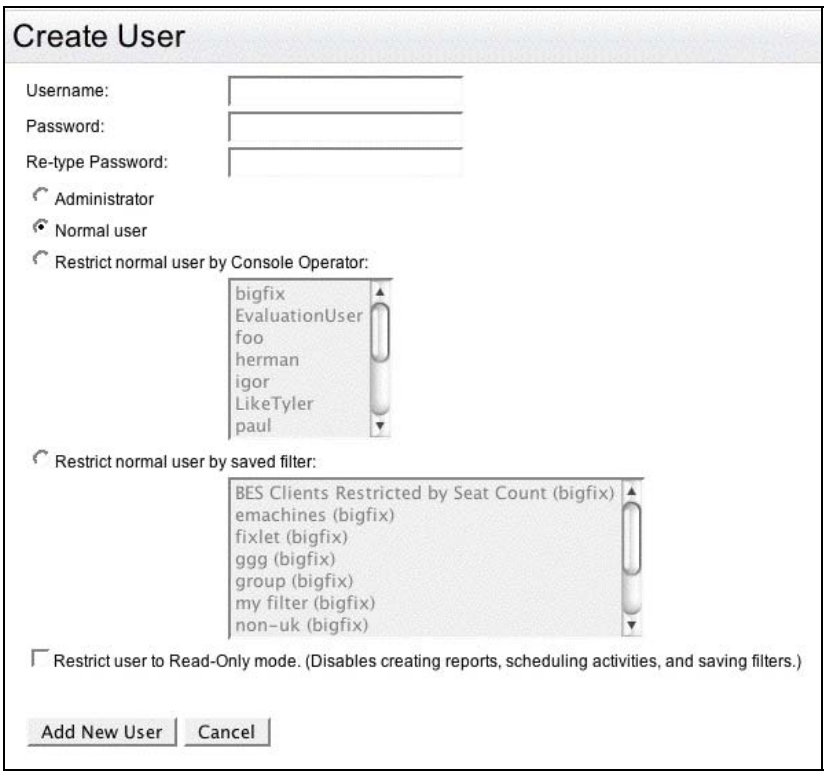
Adding a New User

To add a user to the Web Reports system, you must log on as an Administrator. Follow these steps to add a user:

1. Select Users > Add New User. The **Create User** page appears.



2. Choose an appropriate **Username** and **Password** for the new user. Type the password twice to verify it.
3. Select one of the four available buttons to grant privileges to the user:
   - **Administrator**: Grants top-level privileges, with the ability to create additional users and set database configurations.
   - **Normal user**: Grants ordinary privileges allowing the user to view the data, but not to create other users or set database configurations.
   - **Restrict normal user by Console operator**: Grants privileges dictated by the Console Operator. This restricts the user to those computers approved by a specified Client Administrator.
   - **Restrict normal user by saved filter**: Grants privileges based on a saved filter. This option will not show up if there are no saved filters to display.
4. Check the box if you want to **Restrict user to Read-Only mode**.
5. Restricting users to read-only mode means that the users cannot create reports, schedule activities, or save filters.
6. Click the **Add new user** button.

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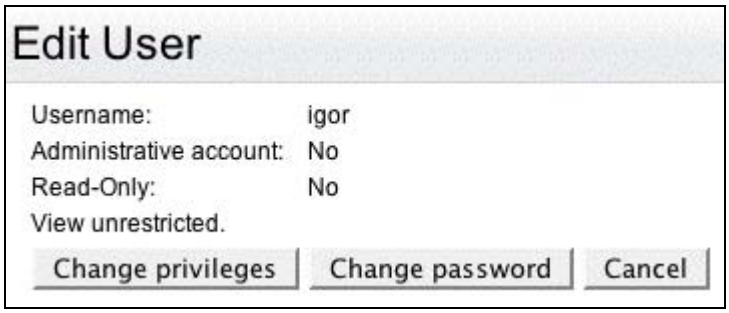
Editing User Accounts

When editing user accounts, different options are presented depending on whether you are editing your own settings or someone else's. If you are not logged in as an administrator, you cannot edit other users' accounts, and your interface is limited to your private user page. To change the parameters of a user, select the **Users** tab, and then click the **Edit** link in the row of the desired user.



Regardless of administrative privileges, if you are editing your own settings, you can:

- Change your **password**. Click this button to bring up the **Change Password** page. Enter your old password, then enter your new password and confirm it.
- Change your **default settings**. You can only access your own personal defaults, not those of other users.

If you are logged in as an administrator, and editing a user other than yourself, can:

- Change the user's **privileges**. This allows you to grant the user administrative access or to filter the user's view based on a specific Console user.
- Change the user's **password**. Click this button to bring up the Change Password page. Enter a new password and confirm it.

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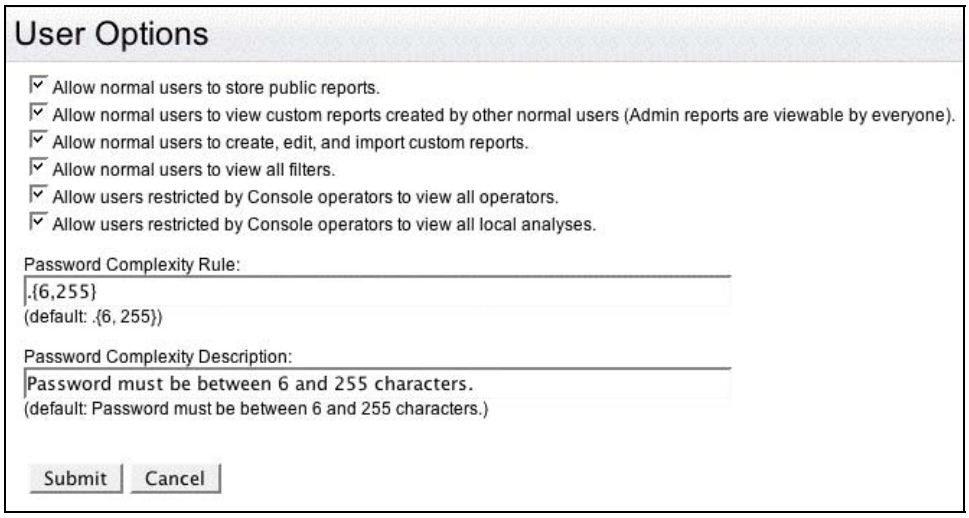
Setting User Options

You can set user options by clicking **User Options** from the **User Management** page.



To change user options:

1. Check the appropriate boxes for the selected Web Reports user:
   - **Allow normal users to store public reports.** This is on by default. If it is turned off, then non-administrative users will not be able to save public reports, but they will still be able to access public reports and save private reports.
   - **Allow normal users to view custom reports created by other normal users**. This is on by default. Custom reports created by the Admin are always viewable.
   - **Allow normal users to create, edit, and import custom reports**. This is on by default. If turned off, non-administrative users will not be able to create, edit, and import custom reports.
   - **Allow normal users to view all filters.** This is on by default. If turned off, non-administrative users will only be able to view filters they have created themselves.
   - **Allow users restricted by Console operators to view all operators.** This is on by default. If turned off, restricted Web Reports users will not be able to view other operators.
   - **Allow users restricted by Console operators to view all local analyses.** This is on by default. If turned off, restricted Web Reports users will not be able to view the local analyses.

2. Set the rules for the required complexity of the Web Reports password. By default, passwords must be between 6 and 255 characters. You can change these limits, depending on your desired level of security.

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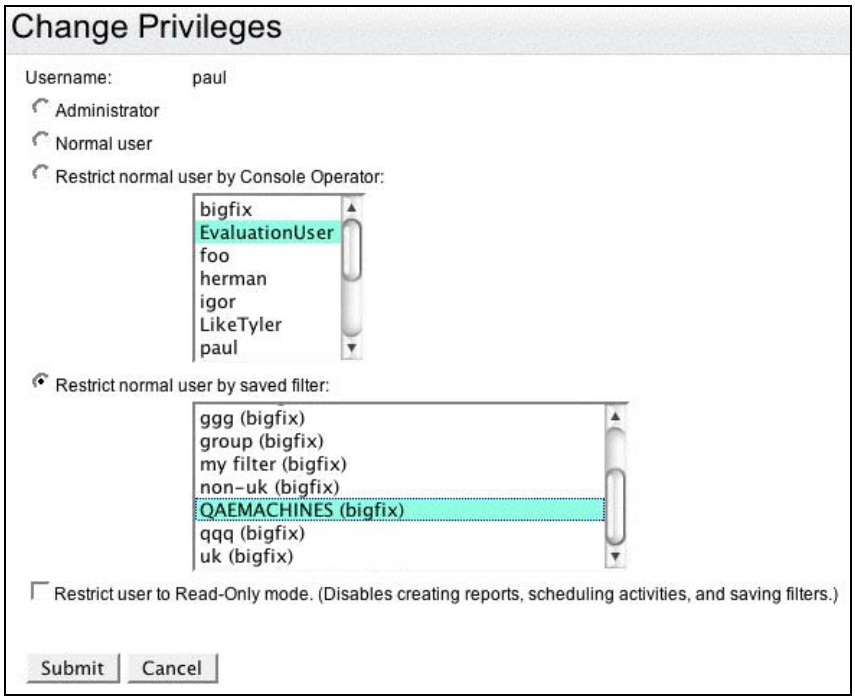
Changing User Privileges

An Administrator can change the privileges of other Web Reports users.



To change user privileges:

1. Click the **Users** tab, and then select the **Edit** link associated with the desired user.
2. Click the **Change privileges** button and follow these steps:
3. Select from one of these four privilege levels:
   - **Administrator.** Grants top-level privileges, with the ability to create additional users and set database configurations.
   - **Normal user.** Grants ordinary privileges to view the data, but not to create other users or set database configurations.
   - **Restrict normal user by Console operator.** Grants privileges dictated by the Console Operator. This restricts the user to those computers approved by a specified Client Administrator.
   - **Restrict normal user by saved filter.** Grants privileges based on a saved filter. This option will not show up if there are no saved filters to display.
4. Check the appropriate box if you want to **Restrict user to Read-Only mode**. Restricting users to read-only mode means that the users cannot create reports, schedule activities, or save filters.

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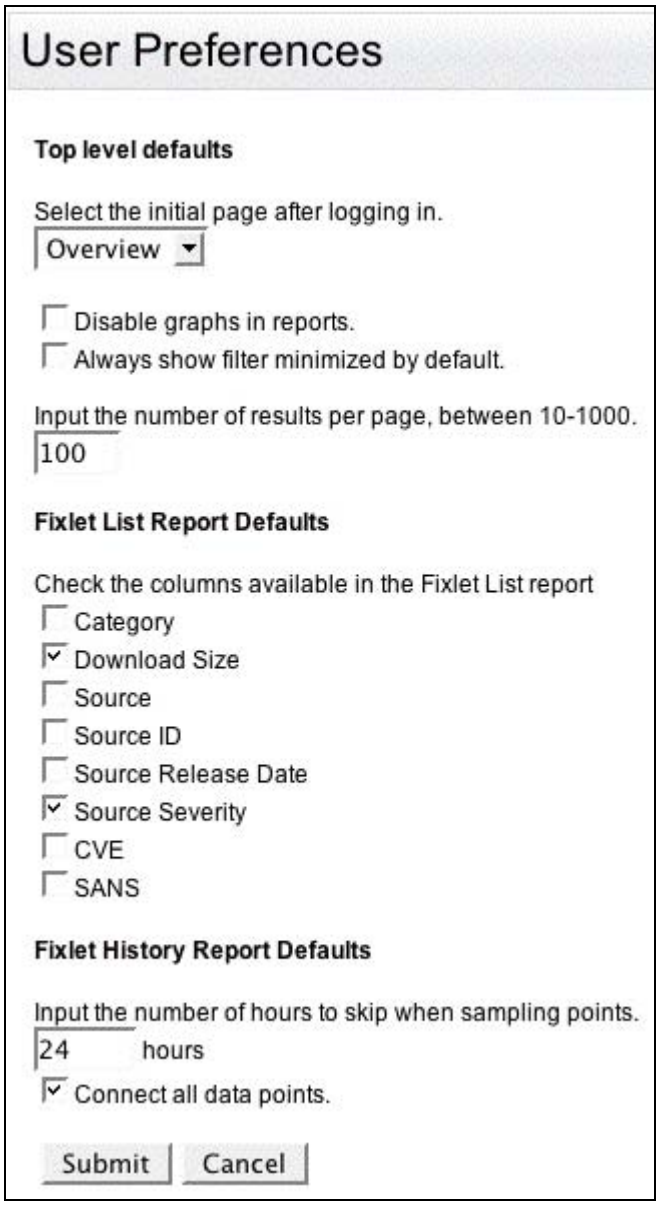
Editing Your Own User Preferences

User Preferences are available when you edit your own user account from the **User Management** page. This page allows you to customize your default options for BigFix Web Reports.



To edit your user preferences:

1. Click the **Users** tab.
2. From the User Management page, click the **Edit** link associated with your account.
3. Click the button labeled **Change default settings**. This button is only available when you are editing your own user account.

A new page appears with several options for you to customize.

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To customize your options:

1. In Top Level Defaults:
2. Set the initial page you see after logging in. By default, this is set to **Overview**.
3. Choose whether to disable graphs in reports.
4. Choose whether to always show filters minimized by default.
5. Enter the number of results to see per page. The default is 100.
6. In **Fixlet List Report Defaults** select which Fixlet properties you want to include in your reports.
7. In **Fixlet History Report Defaults**:

    a. Enter the number of hours to skip when sampling points.

    b. The hours to skip while sampling points represents how many hours can elapse between data samples before disconnecting the corresponding points on the graph.

    c. Choose whether to select **Connect all data points**. If you select this option, the **hours to skip** parameter will be ignored.

8. Click **Submit** to update and save your default settings.

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Managing Databases

You can manage the databases from which Web Reports aggregates information. Click on the **Databases** tab to bring up the **Database Settings** page. There are several links on this page:

- **Edit**: Allows you to edit the settings for a selected Database. Brings up the Edit Database page.
- **Delete**: Lets you delete the selected Database from the Web Reports aggregation. If you want to ignore the database but keep the database connection information available, you can disable the database. To disable a database, click its Edit link and check the Disable database box.
- **Validate**: Checks the validity of the Database by running a connection test.
- **Add New Database**: Lets you add a new Database into the aggregation group.
- **Validate All Database Connections**: Lets you validate all of the aggregated databases. This link attempts to connect to all the databases and spawns a small window to monitor the progress. If a problem occurs, an error message is issued. If all goes well, a check-mark appears along with a message indicating success.
- **Database Options**: Allows you to set options for a selected database. One option exists on this page: Disable relevance evaluation. It is unchecked by default. If checked, all relevance evaluation in custom reports and in any scheduled activities will be disabled.
- **Cache Settings**: Displays information about the database cache in memory. It displays the last time the cache was written to a file on disk for each database. It also allows you to change how often the cache is to be refreshed. Finally, it gives the option of writing the cache to disk, and if so, how often it should be written to disk.
- **Refresh Cache**: Starts a full refresh of the database cache.
- **View Errors**: Allows you to view all recent errors that have occurred in the Web Reports system. These errors usually occur in the background and can affect the integrity of the data. They are usually related to connection problems or other problems with the database. Only an administrator may clear these errors.
- **Local Database Settings**: Shows the local database DSN and the local BigFix Reporting Server.

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Adding a Database

You can add other BigFix databases to your reports. This allows you to create aggregate reports covering hundreds of offices, each with thousands of computers.

There are two authentication types from which to choose:

- **Windows Authentication** is somewhat more complex to set up, but provides a more secure solution. To use Windows Authentication, the Windows domain user that Web Reports runs under must have credentials and access to the database. Web Reports runs as a service; it will run as the LocalSystem account by default. To run the Web Reports Server as a different user, log on to the Web Reports Server as a domain user with permissions on the database.
- **SQL Server Authentication** is simple but less secure than Windows authentication because the username and password are stored in plain text in the registry. For this option, the username must refer to a SQL Server user with permissions on the database. A console user's name and password will also work, but this method is equally insecure because the password is also stored in plain text in the registry.

To add a database:

1. Log in as an administrator.
2. Select **Databases > Add New Database**.
3. Enter a **Server Name** that will be used to identify the database.
4. Choose a method to connect to the database. If **Use a default DSN-less connection** is selected, enter the server IP. If **Use a system DSN** is selected, enter the DSN name of a system DSN that connects to the server.
5. Choose the **Authentication Type** that will be used to connect to the database.
6. At the bottom is the default Web Reports URL, which points to the Web Reports Server.
7. If necessary, change the URL for your Web Reports Server. Because the server's URL is established when installing the product, you will not need to change this setting unless you add a database to your installation.

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Editing Database Connection Settings

The **Edit Database** page allows you to change connection settings and disable the database.

To edit database connection settings:

1. Select the **Database** tab and click the **Edit** link next to the desired database name.
2. The **Edit Database** page is displayed.
3. Choose a method to connect to the database:
   - If **Use a default DSN-less connection** is selected, enter the server IP.
   - If **Use a system DSN** is selected, enter the DSN name of a system DSN that connects to the server.
4. Choose the **Authentication Type** that will be used to connect to the database.
   - **Windows Authentication**
   - **SQL/Server Authentication**.
5. Enter the Web Reports URL, which defaults to the Web Reports Server.
6. Click the **Disable database** checkbox to exclude this database from all reports. The status of this checkbox applies across all Web Reports users.
7. Click **Submit**.

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Part Four

Resources

Advanced Topics

This section presents tasks unlikely to be needed by the typical user, but which may be of use to advanced users with specific customization needs.

Exporting Web Reports as PDF Documents

Web Reports 7.1 and later has the ability to generate PDF format documents for printing or emailing. PDFs can be sent by clicking on the Email Report link or by setting the PDF format option when creating or editing a scheduled activity, or by simply exporting the report as a PDF document.

Automatic Installation

There are two Tasks in the BES Console that are designed to help you get started. Select the Task tab and search for the following Task IDs:

- Task ID: 602: BES Web Reports: Enable PDF Reports - Part 1 of 2
- Task ID: 603: BES Web Reports: Enable PDF Reports - Part 2 of 2

Execute the Actions in these Tasks to automatically install the PDF generator.

Manual Installation

You may also install the PDF functionality manually on the server hosting the BESWebReportsServer service. Here's how:

1. Install Internet Explorer 7, if it is not already installed.
2. Install Flash Player for Internet Explorer (32-bit version, even on an x64 machine).
3. Add your Web Reports host to Internet Explorer's trusted sites list for the system account.
4. In the registry:
   a. Add a key to HKEY_USERS\[User account running Web Reports service]\Software\Microsoft\Windows\CurrentVersion\Internet Settings\ZoneMap\Domains with the fully qualified domain name of your Web Reports host. For example, if you access Web Reports at http://bes.example.com and run Web Reports under the SYSTEM account, you would add the key HKEY_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings\ZoneMap\Domains\bes.example.com.
   b. Add a REG_DWORD value (under the key you just added) named http and set it to 2.
   c. Add a REG_DWORD value (under the key you just added) named https and set it to 2.
5. Add a PostScript file printer named **BES Web Reports Printer** that prints to the port C:\Program Files\BigFix Enterprise\BES Server\BESReportsData\ArchiveData__pdf\out.ps.
6. Install the 32-bit (x86) version of GhostScript (version 8.60) from the site: http://pages.cs.wisc.edu/~ghost/doc/GPL/gpl860.htm.

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7. Append the following strings to the end of your PATH variable under "System variables" (Right-click on My Computer, Properties, Advanced, Environment Variables).
8. For **32-bit** versions of Windows:
   - C:\Program Files\gs\gs8.60\bin;
   - C:\Program Files\gs\gs8.60\lib;
9. For **64-bit** versions of Windows:
   - C:\Program Files (x86)\gs\gs8.60\bin;
   - C:\Program Files (x86)\gs\gs8.60\lib;
10. Create the following registry string values (REG_SZ) in the **HKLM\Software\BigFix\Enterprise Server\BESReports** registry key.
    - PDFEnable: 1
    - PDFPrinterName: BES Web Reports Printer
    - PDFPostScriptPath:
      - For **32-bit** versions of Windows:
        C:\Program Files\BigFix Enterprise\BES Server\BESReportsData\ArchiveData__pdf\out.ps
      - For **64-bit** versions of Windows:
        C:\Program Files (x86)\BigFix Enterprise\BES Server\BESReportsData\ArchiveData__pdf\out.ps
11. Restart Windows (this is necessary to ensure that the PATH variable changes are picked up).

Registry Settings

All settings are REG_SZ values in **HKLM\Software\BigFix\Enterprise Server\BESReports**:

Setup

- PDFEnable (Set to "1" to enable PDF generation)
- PDFPostScriptPath
- PDFPrinterName

Logging

- PDFLogPath

Default Header and Footer

- PDFDefaultHeader
- PDFDefaultFooter

Using an unprivileged user to render the report and generate the PDF

- PDFUseUnprivileged (Set to "1" to use the account specified by the values below)
  - UnprivilegedUsername
  - UnprivilegedDomain
  - UnprivilegedPassword

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Timeout Settings

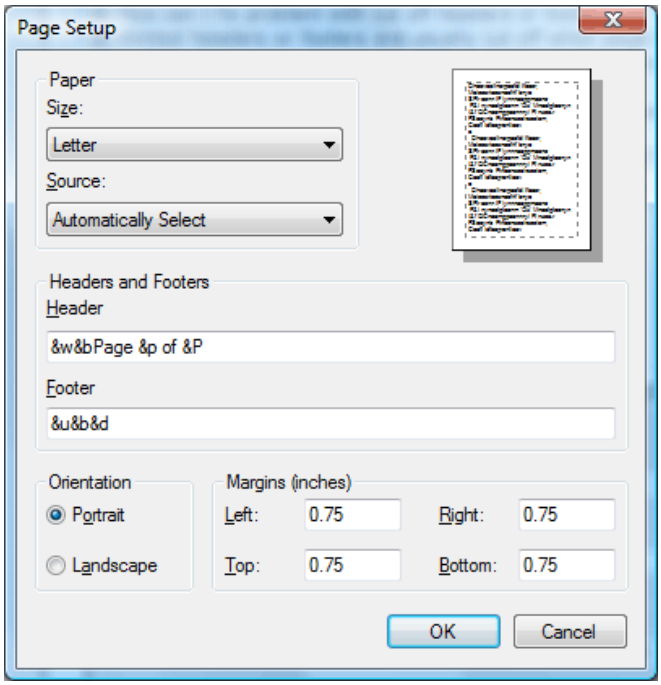
- PDFReportTimeout (in minutes, default 60)
- PDFPrintTimeout (in minutes, default 60)

Internet Explorer post-rendering pause

- PDFPause (in seconds, default 10, gives Flash components time to initialize before printing

Header / Footer Print Codes

When printing a PDF file, you can specify header and footer information in the Page Setup dialog.



The codes used in the Header and Footer fields of this dialog allow you to add information about the title, URL, date and more. The list of possible codes includes the following:

&w	Window title
&u	Page address (URL)
&d	Date in short format specified by Regional Settings in Control Panel
&D	Date in long format specified by Regional Settings in Control Panel
&t	Time in the format specified by Regional Settings in Control Panel
&T	Time in 24-hour format
&p	Current page number
&P	Total number of pages
&&	A single ampersand (&)
&b	Separates preceding and following text into different sections. Example: left &b center &b right
text	Custom text (can be used in combination with printing codes)

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Troubleshooting PDF Generation

If you are having trouble generating PDF files, try the following procedures:

1. Enable logging by setting HKLM\Software\BigFix\Enterprise Server\BESReports**PDFLogPath** [REG_SZ] to "C:\webreportspdf.log". Note that this is unnecessary in 7.1, because logging goes to the debug log.
2. Verify that the server machine has been restarted after performing the installation.
3. Verify that the registry values under the HKLM\Software\BigFix\Enterprise Server\BESReports key are correct:
   - PDFEnable: 1
   - PDFPostScriptPath should be equal to the port of the printer added during the installation.
   - PDFPrinterName should be equal to the name of the printer added during the installation.

If charts do not appear in the generated PDF, ensure that Internet Explorer, running under the SYSTEM account on the Web Reports server box, has the correct security settings to render Web Reports pages. Using the "at" or the "schtasks" command, bring up Internet Explorer. Navigate to the Web Reports Overview page and verify that the charts show up. If not, you need to change your security settings to allow ActiveX plugins and JavaScript.

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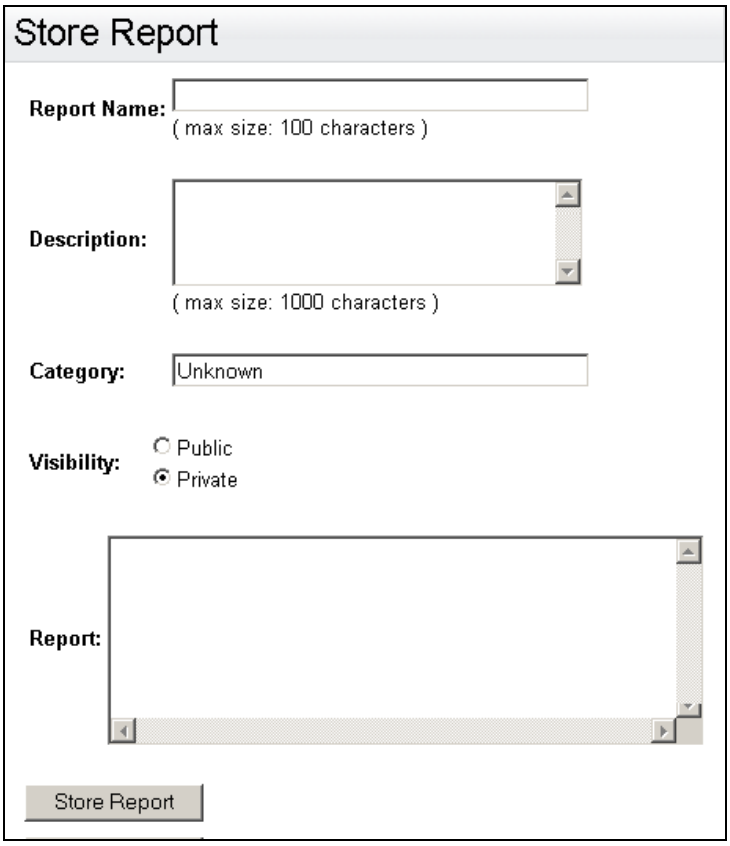
Blank Report

This report lets you name, describe and categorize a custom report. A report like this is actually code that *generates* a printable report. It typically consists of HTML with embedded Relevance commands. You can choose to make this report public or private. For more information on creating a custom Blank Report, see the Advanced Topics section at the end of this guide.

To create a custom report:

1. Select **Create > Blank Report**. Click **Next**. The following screen will appear:



2. Fill in the following sections:
   a. The **Report Na**me, as it will be displayed in the report list.
   b. A short Description of the report.
   c. A Category for the report. Category names are typically short, descriptive titles, like Action Summary, Computer Properties or Relevant Fixlet messages.
3. Click one of the buttons to make the report **Public** or **Private**. A Public report is available to be viewed by all BigFix Operators, and it will include your name as creator. A Private report is available only to you in the **My Reports** section.
4. Paste a copy of the report in the large text box labeled **Report**. This will add your custom report to the list of available reports.

Use the **Current Report** box in the left panel to **Filter, Configure, Store, Export, Print**, **or Email** this report.

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HTTPS Configuration

To provide more security to Web Reports, you can use HTTPS. First, you need to request a Secure Socket Layer (SSL) certificate from a vendor such as Verisign, and then you need to set a registry key with the location.

To register a certificate, you need a valid configuration file. It should look like this example:

```
[ req ]
default_bits = 1024
default_keyfile = keyfile.pem
distinguished_name = req_distinguished_name
attributes = req_attributes
prompt = no
output_password = mypasswrd

[ req_distinguished_name ]
C = US
ST = California
L = City
O = BigCo
OU = Development
CN = Common
emailAddress = janedoe@bigco.com

[ req_attributes ]
challengePassword = bigcopasswrd
```

To use HTTPS:

1. Install Open SSL.
2. Save your configuration file as something like mynewconfig.conf, and issue your certificate request. This will also generate a private key (in the file named keyfile.pem). Use this command:

   openssl req - new -config "c:\mynewconfig.conf" > cert.csr
3. Remove the password from your private key file:

   openssl rsa -in keyfile.pem -out nopwdkey.pem
4. Create a certificate file:

   openssl x509 -in cert.csr -out cert.pem -req -signkey nopwdkey.pem -days 365
5. Open up nopwdkey.pem in a text viewer, copy the contents, and paste them below the certificate in cert.pem.
6. Save this file; it is your SSL certificate.

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Next, you need to store the path for this file in the registry and add or modify three sub-keys: one for the HTTPS flag, one for the location of the SSL certificate, and one for the HTTPS port number.

7. Run Regedit and find the HKey Local Machine\Software\BigFix\Enterprise Client\Settings\Client key.
8. Create a new sub-key of “Client” called _WebReports_HTTPServer_UseSSLFlag. If the key already exists, do not create a second one.
9. Create a new string value (reg_sz) for the key _WebReports_HTTPServer_UseSSLFlag called “value” and set it to 1 to enable HTTPS.
10. Create a new sub-key of “Client” called _WebReports_HTTPServer_SSLCertificateFilePath. If the key already exists, do not create a second one.
11. Create a new string value (reg_sz) for the key _WebReports_HTTPServer_SSLCertificateFilePath called “value” and set it to the full path name of the SSL certificate (cert.perm).
12. Create a new sub-key of “Client” called _WebReportsHTTPServer_PortNumber. If the key already exists, do not create a second one.
13. Create a new string value (reg_sz) for the key _WebReportsHTTPServer_PortNumber called “value” and set it to the port number you would like to use (typically 443).
14. Restart the **BESWebReports** service.
15. Edit any entries in the AGGREGATEDBY table in the bfenterprise database to reference the Web Reports URL using the https:// prefix instead of http://.

The SSL certificate should be in standard OpenSSL PKCS7 (.pem) file format. If the certificate meets all of the trust requirements of the connecting browser, then the browser will connect without any intervention. If the certificate does not meet the trust requirements of the browser, then you will be prompted with a dialog asking if it is OK to proceed with the connection, and giving you access to information about the certificate.
Typically, a trusted certificate is one that is signed by a trusted authority (e.g. Verisign), contains the correct host name, and is not expired. The .pem file is your SSL certificate, which you must obtain through your favorite CA. If you do not require authentication back to a trusted root, you can also generate a self-signed certificate using OpenSSL utilities.

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Logging Web Reports

Setting up a log file can help you should you need to debug your installation of Web Reports. The name of the log file is stored in the registry.

To specify the file location:

1. Run Regedit and find the **HKey Local Machine\Software\BigFix\Enterprise Server\BESReports** key (on a 64-bit machine, you may need to dig down into the Wow6432Node).

You will see some variables and pathnames used by Web Reports. You need to add two values to this key: one for the logging flag, and one for the filename.

2. Create a new DWORD value named **LogOn** and set it to 1 to turn on logging.
3. Create a new string value named **LogPath** and set it to the full pathname of your desired log file, e.g. “C: \fullpath\file.txt".

The next time you launch Web Reports, a log of the session will be saved to the specified file.

Querying Using HTTP GET

You can query and access Web Reports by using HTTP GET. Given the URL and port for the Web Reports program, pass the desired command in your browser address line. If you are already logged in to the program, you can access the main page with a URL:

```
http://bigco.com:52312/webreports?page=Main
```

In this example, **bigco.com** is your domain, **52312** is the default BES port, and **page=Main** describes the part of the program you wish to access. If you have not yet logged in, you can pass your **Username** and **Password** on the same line:

```
http://bigco.com:52312/webreports?Username=myName&Password=myPassword&page=Main
```

In addition to accessing various pages in the program, you can also evaluate relevance expressions by accessing a special page labeled EvaluateRelevanceOnly:

```
http://bigco.com:52312/webreports?page=EvaluateRelevanceOnly
&expr=number%20of%20BES%20Computers
```

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The relevance expression to evaluate here is **expr=<relevance expression>**. When passing information in a URL, you need to use URI encoding. Web Reports evaluates the expression and returns the answer as a snippet of XML:

```
<?xml version="1.0" ?>
<RelevanceEvaluationXML>
  <answerlist>
    <plurality>0</plurality>
    <answer>37945</answer>
  </answerlist>
</RelevanceEvaluationXML>
```

In this example, Web Reports indicates that there is only one answer (plurality=0) and that answer is 37,945—the number of computers in this installation. If you wanted to return a list of computers in the same installation, the plurality would be “1” and there would be a computer name inside each of 37,945 Answer tags.

Querying Using SOAP

You can also access Web Reports using SOAP. Most client libraries require the location of a Web Services Description Language (WSDL) file and method name and parameters to pass into the method. The WSDL file describes the network endpoints required to query the BigFix Database through Web Reports. You can find a sample file, **relevance.wsdl,** in the BigFix installation directory. This WSDL file defines **relevanceExpr**, which allows you to evaluate a relevance expression. If you installed BigFix to a folder named BigFix Enterprise, you would find the file in this directory:

BigFix Enterprise\BES Server\BESReportsServer\wwwroot\soap

The Registry contains the actual location for your particular installation:

HKLM\SOFTWARE\BigFix\Enterprise Server\BESReports\Paths

This registry key has a string value named **wsdl** that contains the pathname for the WSDL file. The request includes a tag labeled **relevanceExpr** that contains the relevance expression **number of BES computers**. This is one of the operations defined in the relevance.wsdl file. Currently the only method that can be called is:

```
GetRelevanceResult( String relevanceExpression, String username, String
password )
```

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PERL

PERL code using the SOAP::Lite module that takes three arguments, Web Reports username, password, and relevance expression and prints the results of the call.

```
use SOAP::Lite;
#arguments: [hostname] [username] [password] [relevance expression]
#hostname only, e.g. 'example.com' rather than 'http://example.com/webreports'
my $host = $ARGV[0];
my $username = SOAP::Data->name('username' => $ARGV[1] );
my $password = SOAP::Data->name('password' => $ARGV[2] );
my $expr = SOAP::Data->name('relevanceExpr' => $ARGV[3] );
my $service = SOAP::Lite -> uri( 'http://' . $host . '/webreports?wsdl' )
           -> proxy( $host );
my $result = $service -> GetRelevanceResult( $expr, $username, $password );
if( $result->fault ) {
   print "faultcode: " . $result->faultcode . "\n";
   print "faultstring: " . $result->faultstring . "\n";
}
else {
    foreach my $answer ( $result->valueof( "//GetRelevanceResultResponse/a" ) )
{
        print $answer . "\n";
    }
}
```

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Raw SOAP Request and Response Format

A SOAP request looks like:

```
<?xml version="1.0" encoding="UTF-8"?>
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/"  >
  <env:Body>
    <GetRelevanceResult
xmlns="http://[webreportshostname]:[webreportsport]/webreports?wsdl">
      <relevanceExpr>names of bes computers</relevanceExpr>
      <username>bigfix</username>
      <password>bigfix</password>
    </GetRelevanceResult>
  </env:Body>
</env:Envelope>
```

A SOAP response looks like:

```
<?xml version="1.0" encoding="UTF-8"?>
<env:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/">
  <env:Body>
    <GetRelevanceResultResponse
"xmlns=http://[webreportshostname]:[webreportsport]/webreports?wsdl">
      <a>Computer 1</a>
      <a>Computer 2</a>
      <a>Computer 3</a>
    </GetRelevanceResultResponse>
  </env:Body>
</env:Envelope>
```

Sample relevance expressions are available at the BigFix web site (www.bigfix.com). You can also consult your BigFix representative for more information.

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Session Inspectors

BigFix Console and BigFix Web Reports both depend on an in-memory session cache to provide an efficient view of your BigFix database. Due to their distinct environments, these two programs have some significant differences:

BigFix Console	BigFix Web Reports
Does not maintain Fixlet History inspectors.	Maintain Fixlet History inspectors.
Current inspectors are designed to work in the BigFix Console only.	**Current** inspectors do not work.
Inspectors dealing with globally visible Fixlets are consistent across applications.	Locally visible Fixlet messages return nothing.
Works with only one BigFix Server.	Works across multiple BigFix Servers.
JavaScript **EvaluateRelevance** calls are instantaneous.	JavaScript **EvaluateRelevance** calls generate an HTTP request, which incurs a round-trip penalty to the server.
Links to Fixlet filters, computer groups, computers, Fixlets, tasks, and analyses work.	Links to Fixlet filters and computer groups do not work. Links to computers, Fixlets, tasks, and analyses work.

Displaying Web Reports from Content Sites

Web Reports accepts a report format that can display reports from content sites, allowing new reports to be added, edited, or removed by Fixlet actions or Tasks. There are three basic report types: **External**, **Template** and **Custom**. The report file must be a valid XML file with an extension of **.beswrpt**.

The **Name** and **Category** tags correspond to the same-named columns in Report listings. The contents of the **Description** tag pop up when you click the help link [?] next to each individual report in the list. If these fields are left blank, Web Reports supplies a suitable default, depending on the type of the report. You cannot have a blank category tag.

The **Source** field indicates the author of the report.

The contents and the existence of the **URLParameters** and **Data** tags depend on the **Type** tag. The Type tag can be one of three case-sensitive strings: TemplateReport, CustomReport, or ExternalReport.

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The .beswrpt file can also contain multiple reports in a single XML file:

```
<BESWebReports>
  <BESWebReport>
    .
    .
    .
  </BESWebReport>
  <BESWebReport>
    .
    .
    .
  </BESWebReport>
</BESWebReports>
```

External Reports

An External Report contains a URL pointing to another page, service or reporting engine. The report file is a simple wrapper containing the full URL of the destination. When you import an External Report, it appears in the Web Reports list like any other report. When you click on an External Report, it loads the target page into the browser.

In this example, an External Report loads the BigFix home page:

```
<BESWebReport>
  <Name>Example External Report</Name>
  <Description>
    BigFix Home Page
  </Description>
  <Type>ExternalReport</Type>
  <Category>External Report</Category>
  <Source>BigFix, Inc.</Source>
  <Data>
    http://
  </Data>
</BESWebReport>
```

Note: An embedded URL is an absolute address and must start with http:// or https://

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Custom Reports

You can create a Custom Report using HTML with JavaScript and embedded Relevance expressions. The **Data** tag contains the full report request in a character data (CDATA) block. The XML parser will not attempt to interpret a CDATA block as markup, so you do not have to escape your included HTML or JavaScript.
The optional **URLParameters** tag can contain extra information for Web Reports to use, such as filters or CSV format. The entire parameter set is beyond the scope of this document. For more information see the BigFix Knowledge Base.

A custom web report has the form:

```
<BESWebReport>
  <Name>Example Custom Report</Name>
  <Description>
    A customized report, prints all computer names.
  </Description>
  <Type>CustomReport</Type>
  <Category>Custom Report</Category>
  <Source>BigFix, Inc.</Source>
  <Data>
    <![CDATA[
      <div>Computer Names</div>
      <?Relevance names of bes computers?>
    ]]>
  </Data>
</BESWebReport>
```

To override the title tag in a Custom Report, use the following:

```
var titleDiv = document.getElementById( 'wr_titlediv' );
titleDiv.className = 'my title class';
titleDiv.innerHTML = 'my new title';
```

If you wish to add your own onload events, make sure you call the original Web Reports onload event afterward. For example, if you wish to invoke an hourglass, retrieval and pointer event when your custom page is loaded write:

```
window.onload = function() { hourglass(document.body);
RetrieveData(); pointer (document.body); }
```

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However, the previous example would overwrite the necessary default event to start up Web Reports. To avoid that problem, save the original event and add it to the end of your function list:

```
var oldonload = window.onload;

window.onload = function() { hourglass(document.body);
RetrieveData(); pointer(document.body); oldonload(); }
```

This will ensure that the Web Reports UI shows up correctly.

Template Reports

A Template Report is similar to an External Report, except that the base of the URL is assumed to be the Web Reports server. These reports are essentially the same as the native Web Reports. The information in this section is included for completeness; in general you will only need to use Custom or External reports.
The Data tag does not exist for this report. Instead, it passes all its information in the **URLParameters** tag.
For example, you might create this Issue Assessment report:

```
<BESWebReport>

  <Name>Example Issue Assessment Report</Name>

  <Description>

    An example report.  Runs the Issue Assessment report with specific
Fixlets, BES Support/129 and BES Support/173.

  </Description>

  <Type>TemplateReport</Type>

  <Category>Issue Assessment</Category>

  <Source>BigFix, Inc.</Source>

  <URLParameters>

    FixletParam=BES Support%2f129&amp;FixletParam=BES
Support%2f173&amp;page=VAReport

  </URLParameters>

</BESWebReport>
```

In XML as in HTML, you need to escape the URL Parameter.

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Global Support

BigFix offers a suite of support options to help optimize your user-experience and success with this product. Here's how it works:

- First, check the BigFix website Documentation page:
- Next, search the BigFix Knowledge Base for applicable articles on your topic:
- Then check the User Forum for discussion threads and community-based support:

If you still can't find the answer you need, contact BigFix's support team for technical assistance:

- Phone/US: 866 752-6208 (United States)
- Phone/International: 661 367-2202 (International)
- Email: enterprisesupport@bigfix.com

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