BIGFIX

Client Manager for Endpoint Protection (CMEP)

Release Notes

Version 1.0

January, 2010

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Product Overview

BigFix *Client Manager for Endpoint Protection* (CMEP) is an application that encompasses Anti-Virus, spyware tools, and device control capabilities. This application enables the management of third-party endpoint security clients from vendors such as McAfee, Symantec, IBM and Trend Micro through the BigFix Unified Management Platform. More than just a way to put anti-malware defense under a BigFix umbrella, BigFix *Client Manger for Endpoint Protection* brings unprecedented scalability, speed and thoroughness to keep organizations steps ahead of external threats.

The CMEP application includes the following features:

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

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

- New and improved dashboard interface to manage each functional area
- Support for Windows 7 on Symantec, McAfee, and Trend Micro supported products
- Support for Windows 2008 on Symantec, Trend Micro and Sophos
- Support for Mac on McAfee and Symantec
- Inclusion of BigFix device control capability

System Requirements

BigFix CMEP offers support for a variety of operating systems and products. The table below highlights each supported product, version, and operating environment. This table includes the most current system requirements for this product. However, as system requirements are likely to change, check the BigFix support website for the most current CMEP system requirements.

Company	Product	Version	Operating System
Computer Associates	eTrust	6, 7.1, 8 (Audit only *) (x86, x64)	Windows NT 4 SP6+, Windows 2000, and Windows XP Professional, Windows Server 2003, Windows Vista
IBM	ISS Proventia Desktop	(Audit only *)	Windows 2000 SP3+, Windows XP Professional SP 1+, Windows Vista Enterprise
McAfee	VirusScan	4.03 – 8.7i	Windows 98, Me, Windows NT 4 SP6+, Windows XP, Windows 2000 SP4+, Windows Server 2003 SP1+, Windows Vista, Windows 7
McAfee	VirusScan for Mac	8.x	Mac OS X 10.4.6 or later
McAfee	NetShield	4.5 +	Win NT/2000 only
McAfee	AVERT Stinger		Windows 98, Windows 2000, Windows XP, Windows Vista, Windows Server 2003
Microsoft	Windows Defender	N/A	Windows XP, Windows Vista, Windows Server 2003, Windows 7
Symantec	Anti-Virus *Corporate Edition*	7.6, 8, 9, 10, 10.1, 10.2	Windows 95, Windows 98, Windows Me, Windows NT 4 SP6, Windows 2000, Windows XP Professional, Windows Server 2003
Symantec	Anti-Virus *Corporate Edition* x64	All versions	Windows XP 64-Bit Version 2003, Windows Server 2003 64-Bit, Windows Vista, Windows Server 2008
Symantec	AntiVirus	10.2	Mac OS X 10.3.9+
Symantec	Endpoint Protection	11	Windows 2000, Windows 2008, Windows Vista, Windows 2000 SP3+, Windows Server 2003, Windows Server 2008, Windows 7
Sophos	Anti-Virus	3.x, 4.1x, 4.6x, 6.x, 7.x	Windows 95 OSR2, Windows 98 SE, Windows NT 4 SP6+, Windows XP SP1+, Windows Vista, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2
Trend Micro	OfficeScan	7, 8, 10	Windows 2000, Windows XP Pro SP2+, Windows XP Home SP3+, Windows Server 2003 SP2+ Windows Server 2003 R2 SP2+, Windows Vista SP1+, Windows Server 2008 SP1+, Windows 7
Trend Micro	ServerProtect	5.5	Windows 2000 SP4+, Windows Server 2003 SP1+, Windows Server 2008

* *Audit only* means that CMEP only checks that the definitions are more than 7 days old.

Known Issues

Please review the contents of this list prior to contacting BigFix Support or reporting new issues.

Issue #	Severity	Category	Description
24664	Minor	Dashboard	When a user is not logged into the client, the Fixlet *Sophos Anti-Virus Not Running - 6.x/7.x* becomes relevant. According to Sophos documentation, the program *ALMon.exe* runs the Sophos AutoUpdate Monitor icon in the system tray. If the monitor is not running, the user will be unable to trigger updates, configure AutoUpdate, or see virus alerts. However, updates *will* take place, as the scheduler is not affected. Virus detection and disinfection will also run correctly.
27286	Minor	Dashboard	CMEP is unable to install UNZIP.exe on 64-bit machines. UNZIP.exe is needed for Trend Micro engine and definition updates.
30089	Minor	Wizards	New versions of the CMEP Wizards and Dashboards are now available. The previous versions are still available but are marked as 'Superseded'. The older versions will continue to be supported. BigFix will issue notification prior to deprecating these dashboards.

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