



# Client Manager for Endpoint Protection (CMEP)

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Release Notes

**Version 1.0**

**January, 2010**

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## Product Overview

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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 Manager for Endpoint Protection* brings unprecedented scalability, speed and thoroughness to keep organizations steps ahead of external threats.

The CMEP application includes the following features:

- Real-time visibility into the current health and status of 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.

<b>Computer Associates</b>	eTrust	6, 7.1, 8 (Audit only *) (x86, x64)	Windows NT 4 SP6+, Windows 2000, and Windows XP Professional, Windows Server 2003, Windows Vista
<b>IBM</b>	ISS Proventia Desktop	(Audit only *)	Windows 2000 SP3+, Windows XP Professional SP 1+, Windows Vista Enterprise
<b>McAfee</b>	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
<b>McAfee</b>	VirusScan for Mac	8.x	Mac OS X 10.4.6 or later
<b>McAfee</b>	NetShield	4.5 +	Win NT/2000 only
<b>McAfee</b>	AVERT Stinger		Windows 98, Windows 2000, Windows XP, Windows Vista, Windows Server 2003
<b>Microsoft</b>	Windows Defender	N/A	Windows XP, Windows Vista, Windows Server 2003, Windows 7
<b>Symantec</b>	Anti-Virus <i>Corporate Edition</i>	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
<b>Symantec</b>	Anti-Virus <i>Corporate Edition</i> x64	All versions	Windows XP 64-Bit Version 2003, Windows Server 2003 64-Bit, Windows Vista, Windows Server 2008
<b>Symantec</b>	AntiVirus	10.2	Mac OS X 10.3.9+
<b>Symantec</b>	Endpoint Protection	11	Windows 2000, Windows 2008, Windows Vista, Windows 2000 SP3+, Windows Server 2003, Windows Server 2008, Windows 7
<b>Sophos</b>	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
<b>Trend Micro</b>	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
<b>Trend Micro</b>	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

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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 <i>Sophos Anti-Virus Not Running - 6.x/7.x</i> becomes relevant. According to Sophos documentation, the program <i>ALMon.exe</i> 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 <i>will</i> 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

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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](mailto:enterprisesupport@bigfix.com)