BigFix® AntiVirus Deployment Guide

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Contents

CONTENTS II

PREFACE 3

AUDIENCE 3
ORGANIZATION OF THIS GUIDE 3
CONVENTIONS USED IN THIS GUIDE 3
VERSIONS 3

INTRODUCTION 4

QUICK-START 6

BEGINNING SETUP 6
ACCESSING THE BIGFIX ANTIVIRUS DASHBOARD 7
Launching the Dashboard 7
Understanding the BigFix AntiVirus Dashboard Controls 8
Reading the Dashboard's Overview Statistics and Charts 9

USING BIGFIX ANTIVIRUS 11

DEPLOYING BIGFIX ANTIVIRUS 11
UPDATING DEFINITIONS 13
USING THE BIGFIX ANTIVIRUS WIZARD 14
Configuring On-Demand Scanning Policies 14
Configuring Real-Time Detection Options 20
RUNNING AN ON-DEMAND SCAN 26
RUNNING SCHEDULED VIRUS SCANS 27
RUNNING REAL-TIME PROTECTION 27
UPDATING BIGFIX ANTIVIRUS 28

FREQUENTLY ASKED QUESTIONS 29

GENERAL QUESTIONS 29
REPORTING 31

ACKNOWLEDGEMENTS AND NOTICES 32

Preface

Audience

This document describes the installation and operation of BigFix AntiVirus. It is intended for BigFix administrators and operators, as well as people evaluating the product.

Organization of this Guide

This guide is composed of four major sections:

- **Introduction**: This section introduces BigFix AntiVirus.
- **Quick Start**: This section provides brief instructions for deploying and using BigFix AntiVirus.
- **Using BigFix AntiVirus**: This section provides instructions for performing the most common tasks with BigFix AntiVirus.
- **Frequently Asked Questions**: This section provides answers for frequently asked questions about BigFix AntiVirus.

Conventions Used in this Guide

This document makes use of the following conventions and nomenclature:

Convention	Use
Bold Sans	A bold sans-serif font is used for chapter headers.
Bold text	Bold text typically refers to a program interface.
Italics	Italics are used for BigFix document titles.
`Mono-space`	A mono-spaced font is used to indicate scripts or code snippets.

Versions

The document describes the functionality in BigFix AntiVirus, Version 2.0 and later.

Introduction

BigFix AntiVirus enables you to maintain virus defense on all your managed computers, whether they are in or out of the enterprise network. It features include the ability to deploy antivirus software to network endpoints, continuously monitor endpoints in real-time, run both on-demand and scheduled reports, update virus signature files, and assess network health and track the progress of your efforts by using dashboard overviews. In addition, BigFix provides for easy removal of other antivirus products.

BigFix AntiVirus can be deployed and managed by BigFix administrators or operators, using the BigFix Console. BigFix AntiVirus provides:

- **Rapid response to emergency threats**—BigFix leverages a network of rapid response centers that monitor and respond to threats 24 x 7.
- **Antivirus policy enforcement**—BigFix endpoint agents ensure the antivirus client is installed and running on desktops, laptops, and servers, as well as remote and mobile computers, thereby closing the 5-15% gap in antivirus coverage common to antivirus deployments.
- **Rapid distribution of definition updates**—Reliable and rapid distribution capabilities, including the ability to verify receipt of definition updates.
- **Centralized reporting across multiple platforms**—Comprehensive, accurate, and consolidated real-time reporting of antivirus status in environments with multiple platforms and a distributed network.
- **Closed-loop feedback**—Real-time status from each endpoint, enabling IT personnel to ensure successful delivery of updates within a few minutes without adversely affecting the network.

BigFix advantages include:

- Real-time visibility and control:
  - Centralized visibility and reporting at up to very large scale with minimal network and client impact
  - New malware infections and removals reported immediately to central server to allow for reporting and notifications in real-time
  - Detection and remediation is independent of network connectivity
  - Location and network context-sensitive policy enforcement
  - Management of mobile and remote computers over public networks
  - Digitally signed policies and administrative actions
  - Full change audit trail
- Rapid time-to-manageability:
  - Very rapid deployment even in large, complex networks
  - Easy to use with short administrator learning curve
  - Instant-on systems management and security solutions with no additional training
  - Comprehensive available policy libraries including tens of thousands of pre-packaged policies for security and configuration issues including patches, vulnerabilities, security compliance, anti-virus management, and network quarantine
  - Flexible and rapid development of customer-created policies
  - Personalized professional services policy delivery for enterprise needs
- Reduced total cost of ownership:
  - Unique distributed real-time architecture with lightweight network impact

- Highly scalable
- Leverage existing IT infrastructure
- Unified infrastructure and single console management
- Multiple configuration and security solutions delivered via single agent
- Active directory integration available but not required
- Public key infrastructure (PKI) for strong security built-in
- Role-based administration with credential authentication
- Integration with multiple network access control frameworks including Cisco NAC

Quick-Start

This section will help you get started with BigFix AntiVirus.

Beginning Setup

This procedure assumes that you already have installed BigFix.

1. Obtain a masthead for the BigFix AntiVirus site.

   Email licensing@bigfix.com to request the masthead.

2. Add the BigFix AntiVirus site:

   a. Double-click on the masthead file.

      A dialog box will appear, asking if you want to proceed with adding the site.

   b. Click **Yes**.

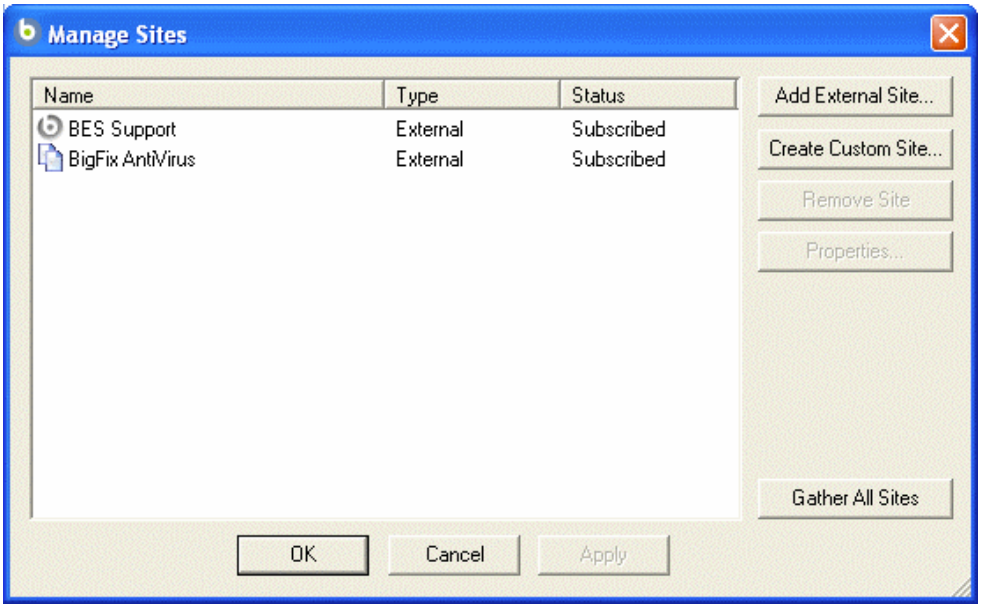
   c. Enter your Private Key Password and click **OK**.

   At this point, the BigFix AntiVirus site will begin the gathering process, in which Fixlets, Tasks, Analyses, etc. are gathered from the central BigFix server.

   When the gathering process is complete, the status will change to **Subscribed**.

   Refer to the *Console Operators Guide* for more information about mastheads.

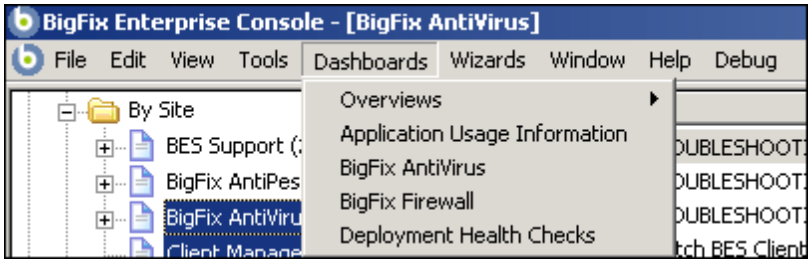
   You will see a new BigFix AntiVirus entry in the **Dashboards** menu and your Navigation Bar. The site will show as **Subscribed** in the **Manage Sites** dialog.



Accessing the BigFix AntiVirus Dashboard

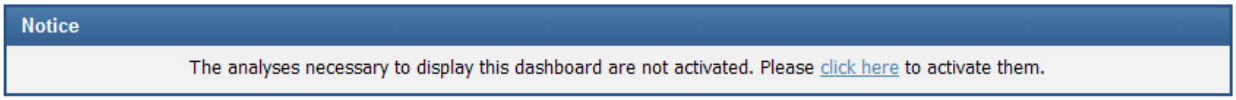
BigFix AntiVirus provides a dashboard view with overview statistics and charts that enable administrators to gauge the current health of their system and to track progress as BigFix AntiVirus enforces antivirus compliance and pushes updates throughout the network. In addition, you can use the Dashboard as a central point to manage important tasks such as deployment, updates, and virus scanning.

To open the Dashboard, select **Dashboards > BigFix AntiVirus**.



Launching the Dashboard

The first time you launch the Dashboard, you will be prompted to activate any necessary analyses.



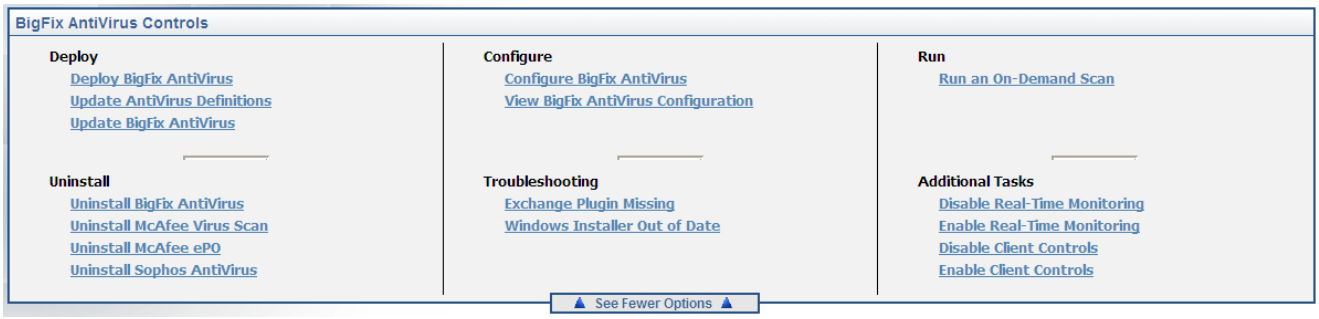
1. Click the **click here** link.
2. Enter your private key password when prompted and click **OK**.

After activation, you might also see a notice to install Office Web Components. If necessary, install Office Web Components following the instructions in the linked Knowledge Base Article.

Once the analyses are activated and Office Web Components is installed, close and reopen the Dashboard.

Understanding the BigFix AntiVirus Dashboard Controls

At the top of the Dashboard, you see the BigFix AntiVirus Controls:



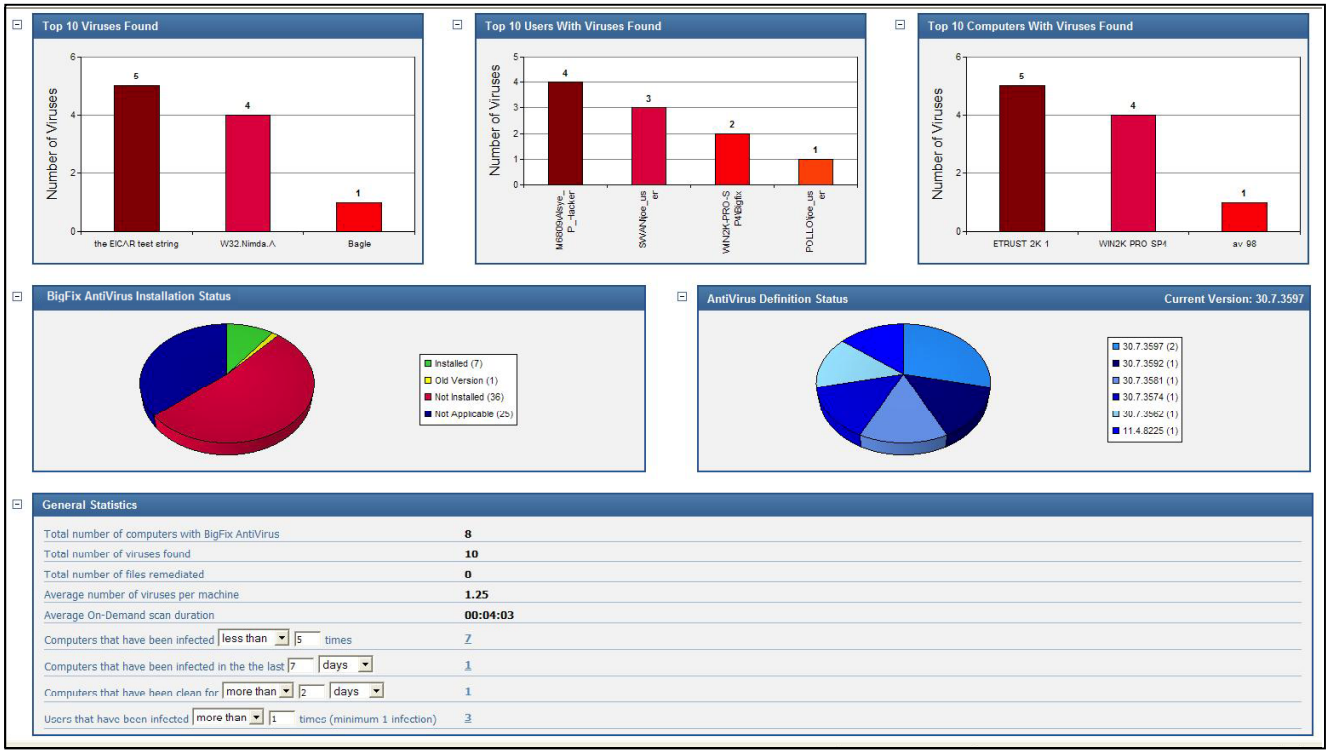
The controls that BigFix AntiVirus provides are:

- **Deploy**: Use the controls in this section to deploy BigFix AntiVirus, update BigFix AntiVirus or update BigFix AntiVirus definitions.
  - Deploy BigFix AntiVirus
  - Update AntiVirus Definitions
  - Update BigFix AntiVirus
- **Uninstall**: Use the controls in this section to uninstall antivirus products on your network, including BigFix AntiVirus.
  - Uninstall BigFix AntiVirus
  - Uninstall <other antivirus product(s) on your network>
- **Configure**: Use the controls in this section to configure BigFix AntiVirus or to view your existing configurations.
  - Configure BigFix AntiVirus
  - View Agent Configuration
- **Troubleshooting**: Use the controls in this section to monitor possible problems with BigFix AntiVirus.
  - Exchange Plugin Missing
  - Windows Installer Out of Date
- **Run**: Use this control to run an on-demand virus scan.
  - Run an On-Demand Scan

- **Additional Tasks**: Use these controls to enable or disable real-time monitoring and client controls. Client controls allow end users to view and change their BigFix AntiVirus configurations.
  - Disable Real-Time Monitoring
  - Enable Real-Time Monitoring
  - Disable Client Controls
  - Enable Client Controls

Reading the Dashboard's Overview Statistics and Charts

Below the controls, you see reports on your deployment of BigFix AntiVirus in chart and text format:



BigFix AntiVirus provides charts illustrating:

- **Aggregate Infection History**: You can view the history for Last 2 Hours, Last 8 Hours, Last 24 Hours, Last 7 Days, Last 30 Days, Last 26 Weeks, and Last 52 weeks, provided you have been running BigFix AntiVirus for the appropriate amount of time.
- **Top 10 Viruses Found**: This is a bar chart showing the most frequently detected viruses.
- **Top 10 Users With Viruses Found**: This is a bar chart showing the most frequently infected users.
- **Top 10 Computers With Viruses Found**: This is a bar chart showing the most frequently infected computers.
- **AntiVirus Installation Status**: This is a pie chart showing whether computers have the current version of BigFix AntiVirus installed, not installed, or have an old version installed.
- **AntiVirus Definition Status**: This is a pie chart showing which computers have which version of the antivirus definitions installed.

The statistics you can gather on your deployment include:

- Total number of computers with BigFix AntiVirus

- Total number of viruses found
- Total number of files remediated
- Average number of viruses per machine
- Average On-Demand scan duration
- Computers that have been infected <less than, more than, exactly> <number> times
- Computers that have been infected in the last <number> <hours, days, weeks>
- Computers that have been clean for <less than, more than, exactly><number> <hours, days, weeks>
- Users that have been infected <less than, more than, exactly> <number> times (minimum 1 infection)

Tip: You can use the **Maintenance Tasks** Task to reset statistics.

Tip: You can use the drop-down menus in the title bars to filter graphs by pest category or by detection time.

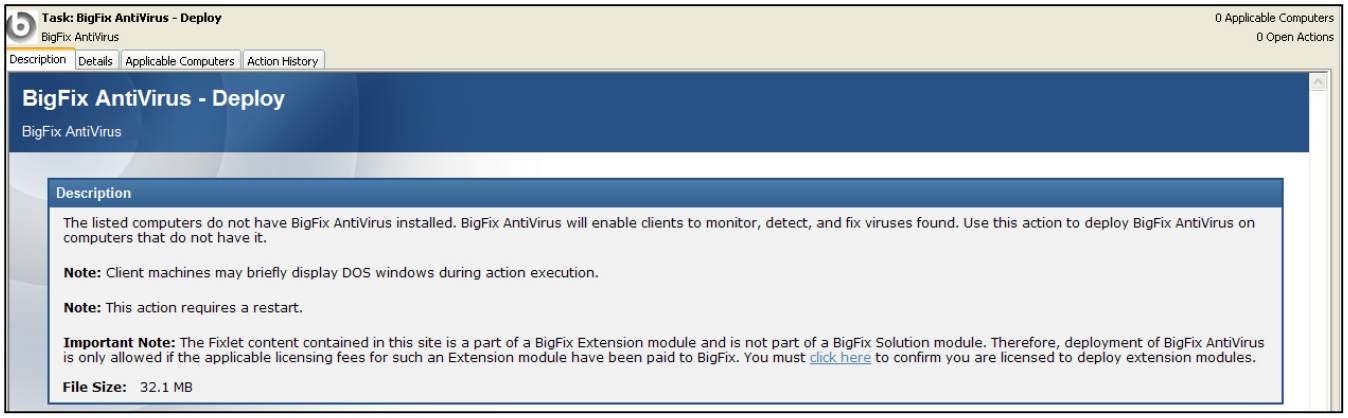
Using BigFix AntiVirus

This section provides instructions for performing the most common tasks with BigFix AntiVirus.

Deploying BigFix AntiVirus

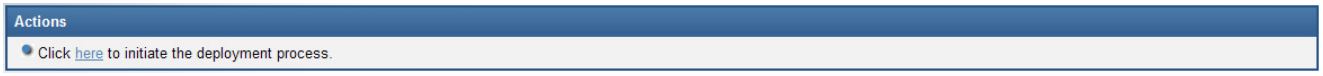
1. From the Dashboard, click on the **Deploy BigFix AntiVirus** link.

   The **Deploy BigFix AntiVirus** Task will open.



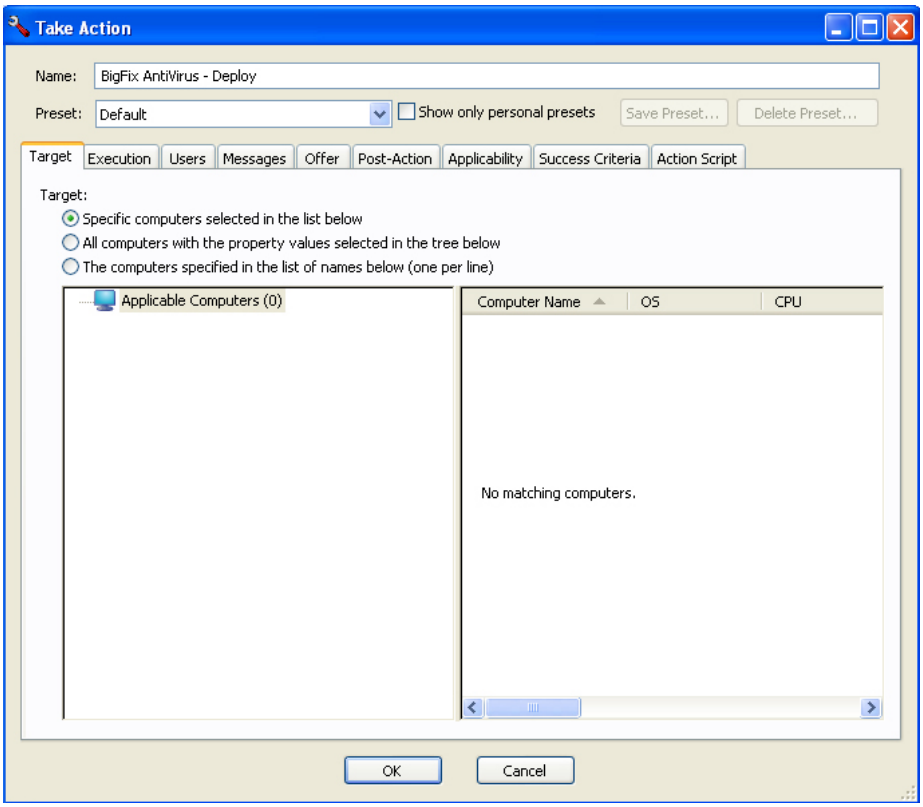
2. Click the **click here** link located in the **Description** section to accept the extension license.

   A link will appear in the **Actions** section.



3. Click the **here** link located in the **Actions** section.

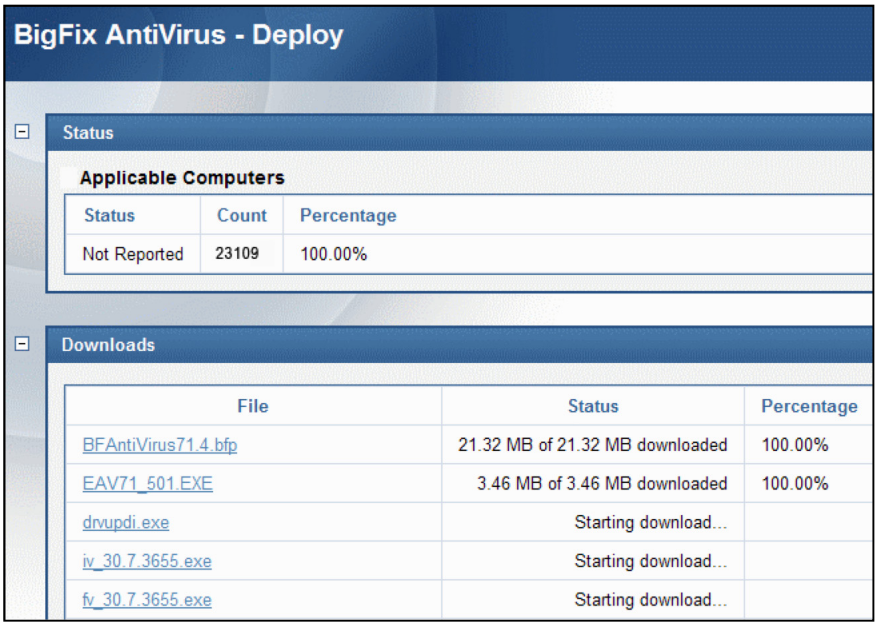
   The **Take Action** dialog box opens.



4. In the **Take Action** dialog box:
   a. Select the computer(s) to which you would like to deploy BigFix AntiVirus.
   b. Set any desired options such as for scheduling, messages to users, etc.

      For more information about setting options using the tabs in the Take Action dialog box, consult the *Console Operators Guide*.
   c. Click **OK** when you are finished.
5. Enter your **Private Key Password** to continue.

An Action window will appear, in which you can track the progress of your deployment.



6. Restart the client computers using the BigFix Console.

Status	Count	Percentage
Pending Restart	23109	100.00%

For more information about restarting computers using the BigFix Console, consult the *Console Operators Guide*.

After restarting, the deployment will be complete.

Status	Count	Percentage
Completed	23109	100.00%

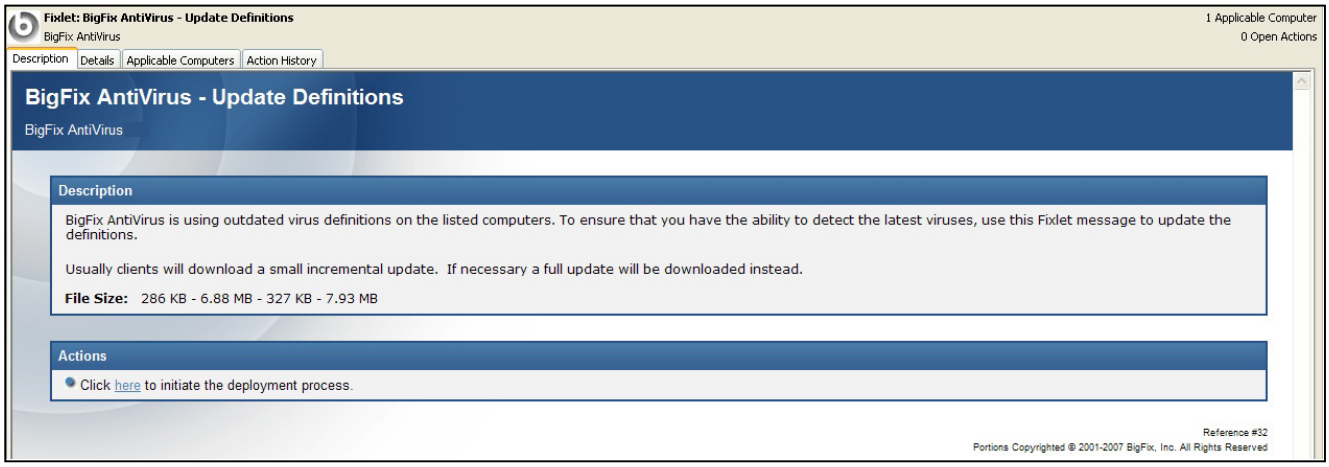
You will be ready to run on-demand or scheduled virus scans, update virus definition files, and view metrics about the health of your network.

Updating Definitions

Virus definitions are updated every weekday, and it is recommended that you perform a quick manual test for each definition before widely deploying BigFix AntiVirus. Although it is recommended that you perform a manual test for each definition, you can use the action regenerator at http://support.bigfix.com/bes/misc/actionregenerator.html to auto-update your virus definitions.

1. From the Dashboard, click the **Update AntiVirus Definitions** link.

   The **BigFix AntiVirus—Update Definitions** Fixlet window opens.



2. Click the **here** link located in the **Actions** section.

   The **Take Action** dialog box opens.

3. In the **Take Action** dialog box:

   a. Select the computers on which you would like to update virus definitions.

   b. Set any desired constraints and other options.

   c. Click **OK** when you are finished, and then enter your **Private Key Password**.

   An Action window appears, in which you can track the progress of your virus definition update.

Using the BigFix AntiVirus Wizard

You can configure both On-Demand and Real-Time scanning policies for BigFix AntiVirus using a Wizard. In addition, you can create a Task to apply the settings so that you can repeat the configuration without going through the wizard, or you can apply the settings immediately.

BigFix AntiVirus offers two scan modes:

- **Secure** is the default normal scan mode, and review is the debug mode to figure out why something might not have been caught by the scanner.
- The **Heuristic Scanner** engine scans files for viruses whose signatures have not yet been isolated and documented.

Use the **Scan Alternate Data** Streams option to search for virus content in alternate data streams on NTFS and resources on HFS+ file systems.

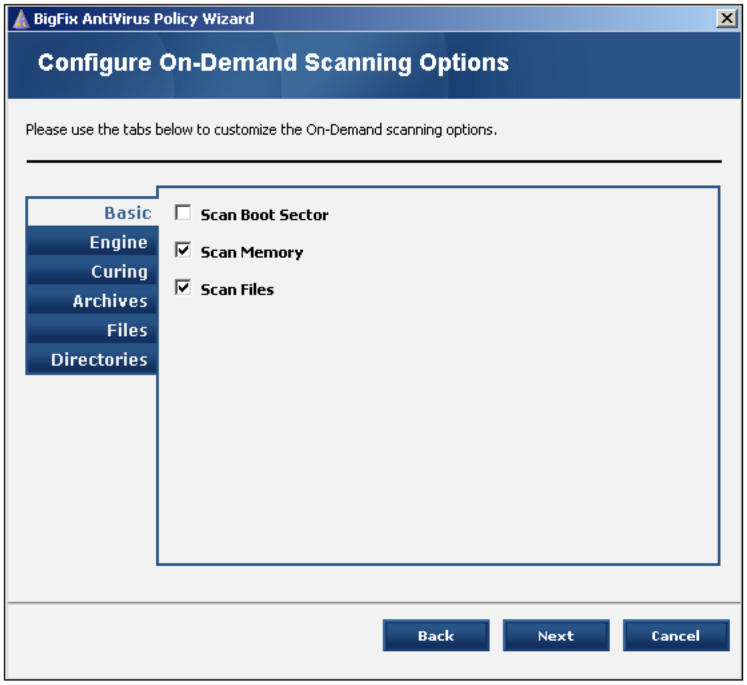
Configuring On-Demand Scanning Policies

To configure on-demand scanning policies:

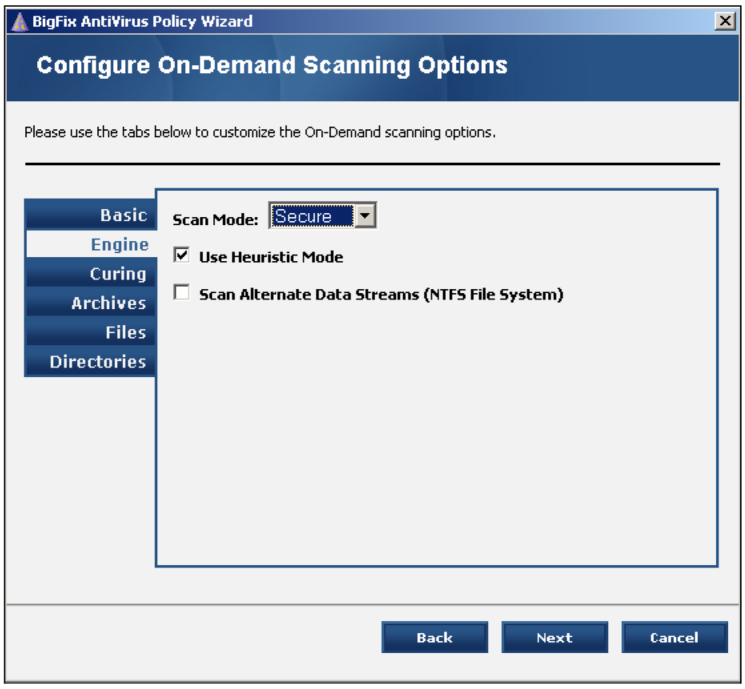
1. From the Dashboard, click the **Configure BigFix AntiVirus** link or select **Wizards > BigFix AntiVirus Policy Wizard**.

   The **BigFix AntiVirus Policy Wizard** opens.

2. To configure On-Demand scanning policies, click the **On-Demand** button.
3. On the **Basic** tab, choose whether to scan the boot sector, memory, and/or files.



4. On the **Engine** tab:

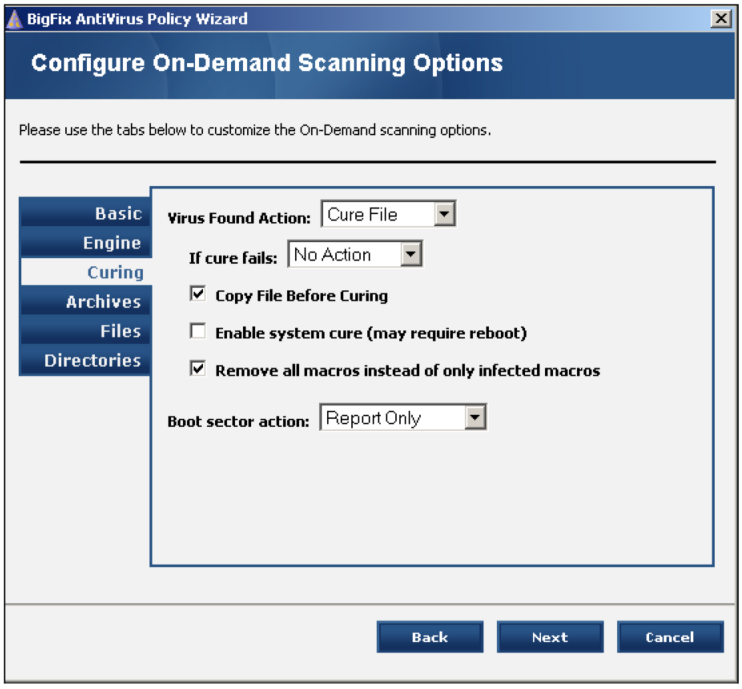


a. Choose whether to scan in Secure or Reviewer mode.

b. Choose whether to use Heuristic mode.

c. Choose whether to scan alternate data streams (for an NTFS Files system).

5. On the **Curing** tab:



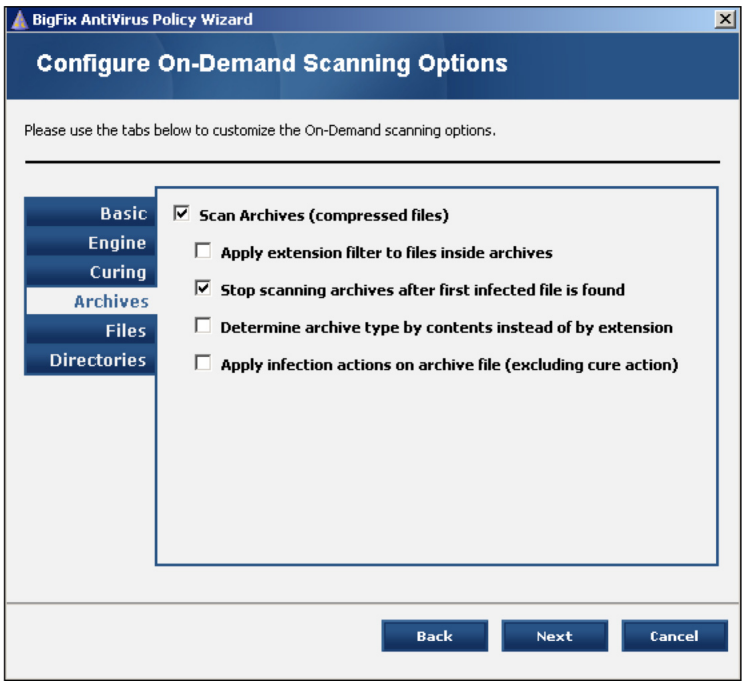
a. For **Virus Found Action**, choose Report Only, Cure File, Rename File, Delete File, or Move File.

b. For **If cure fails**, choose No Action, Rename File, or Move File.

c. Choose whether to copy file before curing, enable system cure, and/or remove all macros instead of only infected macros.

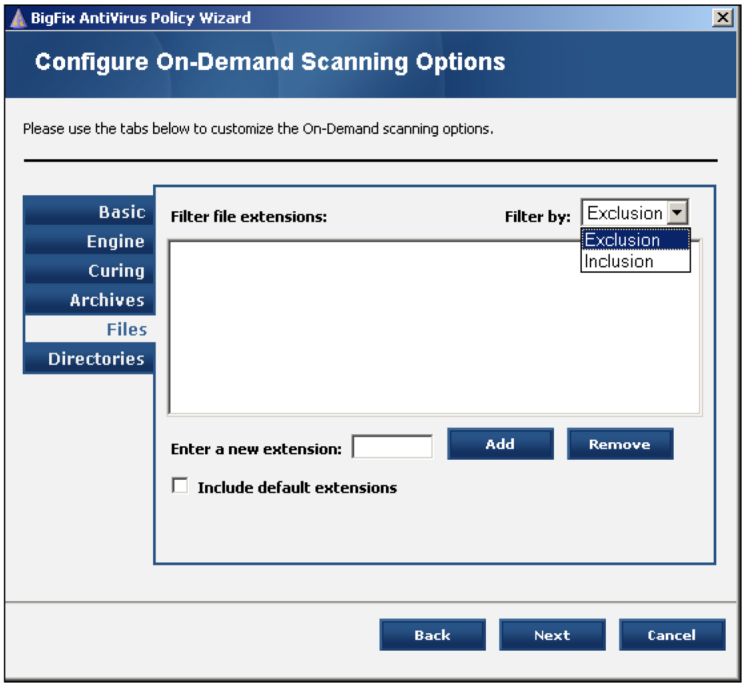
d. For **Boot Section Action**, choose Report Only or Cure Boot Sector.

6. On the **Archives** tab, choose whether to scan archives.

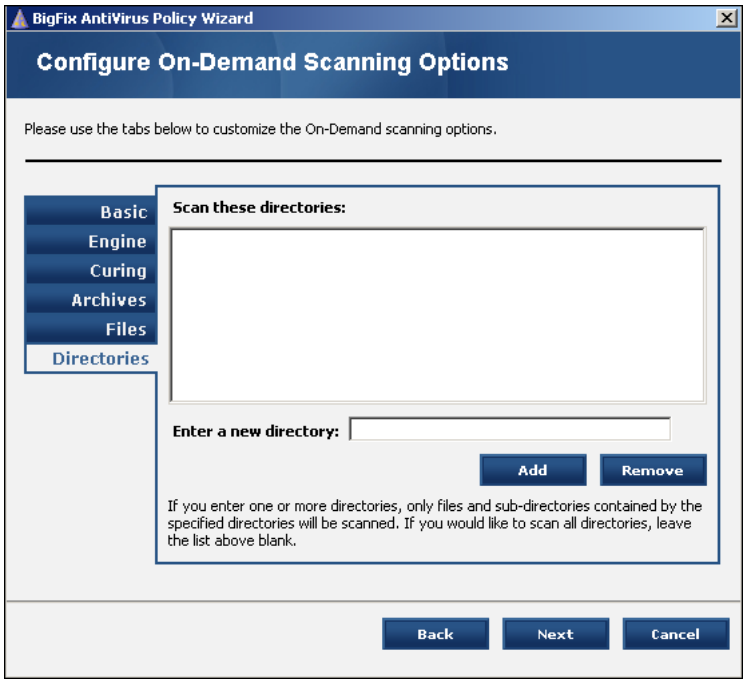


If you choose to scan archives, you can also choose whether to apply extension filters to files inside archives, stop scanning archives after the first infected file is found, determine archive type by contents instead of by extension, and/or apply infection actions on archive files (excluding the cure action).

7. On the **Files** tab, choose any file types you want to filter, either by exclusion or inclusion.



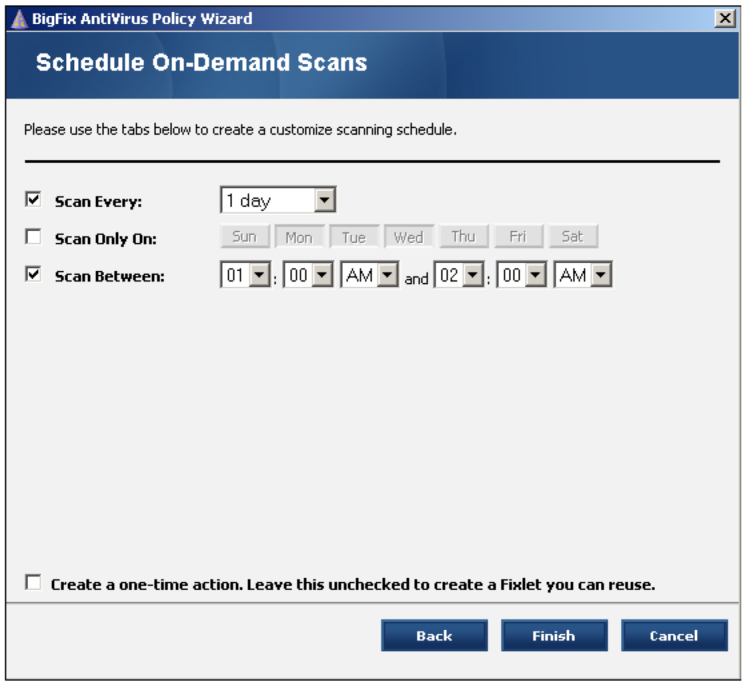
8. On the **Directories** tab, specify specific directories to scan.



If you want to scan all directories, leave this list blank.

9. Click **Next**.

The **Schedule On-Demand Scans** window opens.



10. Use this window to create a customized scanning schedule:
    a. Select your scanning interval. Options range from every 15 minutes to every 30 days.
    b. Select the day or days you wish to scan.

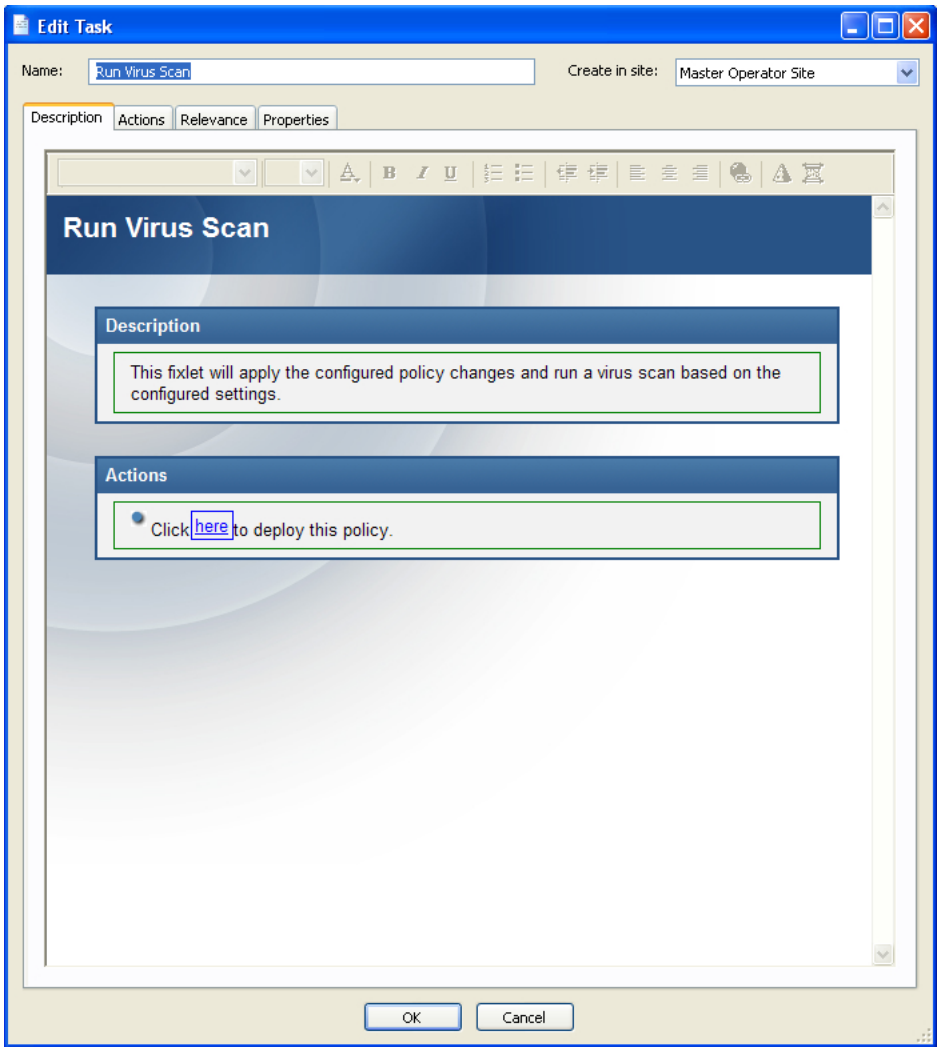
c. Select the time at which to scan

d. Leave the last check box unchecked to create a reusable Fixlet, or check the box to create a one-time action.

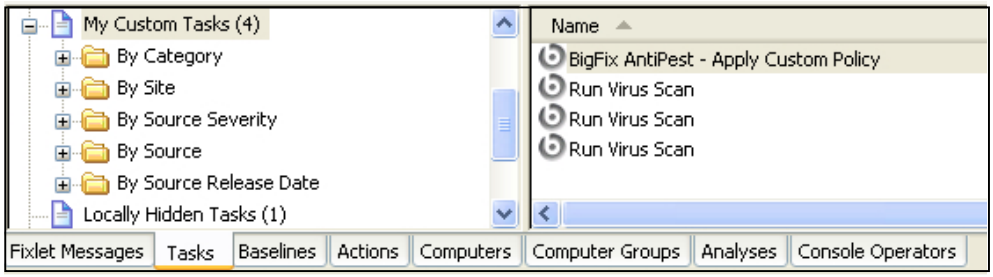
e. Click **Finish**.

If you selected a one-time action in step 10d, you will be taken to a **Take Action** dialog box, in which you can target any machines to which to apply your policy and choose other deployment options.

If you did not select a one-time action, you will be taken to an **Edit Task** dialog box, in which you can edit descriptions and other parameters of the task.



Once you are satisfied, save your task by clicking **OK** and providing your private key password. You will then have a task you can use at any time to apply your custom settings. You will find the task under the **My Custom Tasks** filter on the **Tasks** tab.



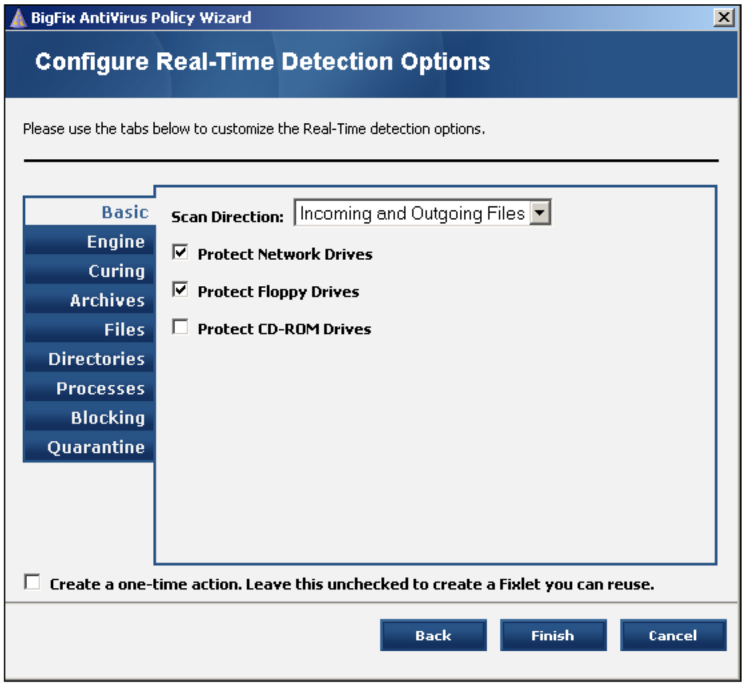
Configuring Real-Time Detection Options

To configure real-time detection options:

1. From the Dashboard, click the **Configure BigFix AntiVirus** link.

   The **BigFix AntiVirus Policy Wizard** opens.

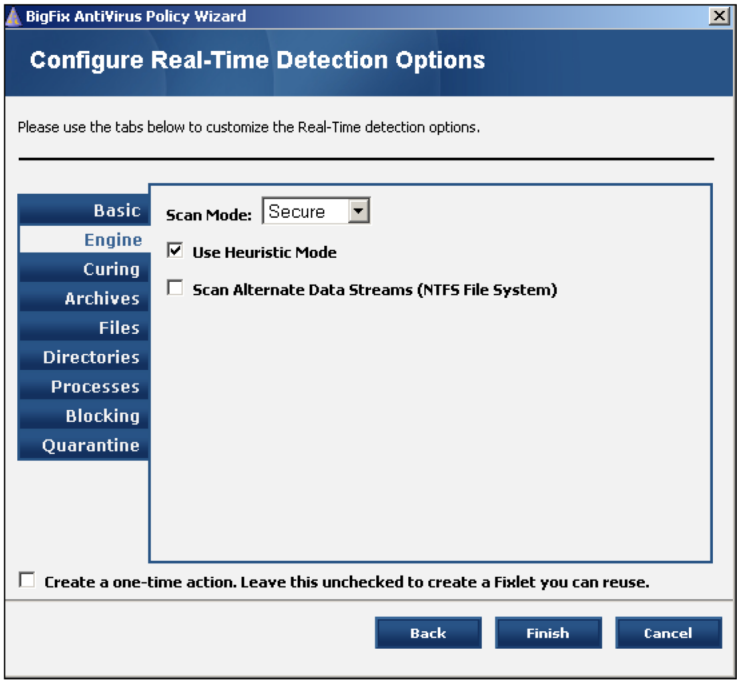
2. To configure Real-Time scanning policies, click the **Real-Time** button.
3. On the **Basic** tab:



a. Choose whether to scan incoming files, incoming and outgoing files, or no files.

b. Choose whether to protect network drives, floppy drives, and/or CD-ROM drives.

4. On the **Engine** tab:

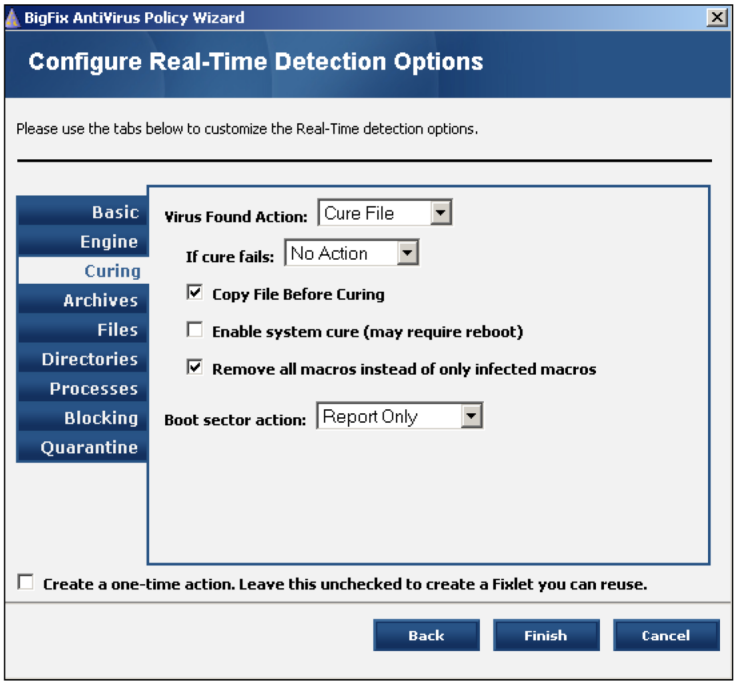


a. Choose whether to scan in Secure or Reviewer mode.

b. Choose whether or not to use Heuristic mode.

c. Choose whether to scan alternate data streams (for an NTFS Files system).

5. On the **Curing** tab:



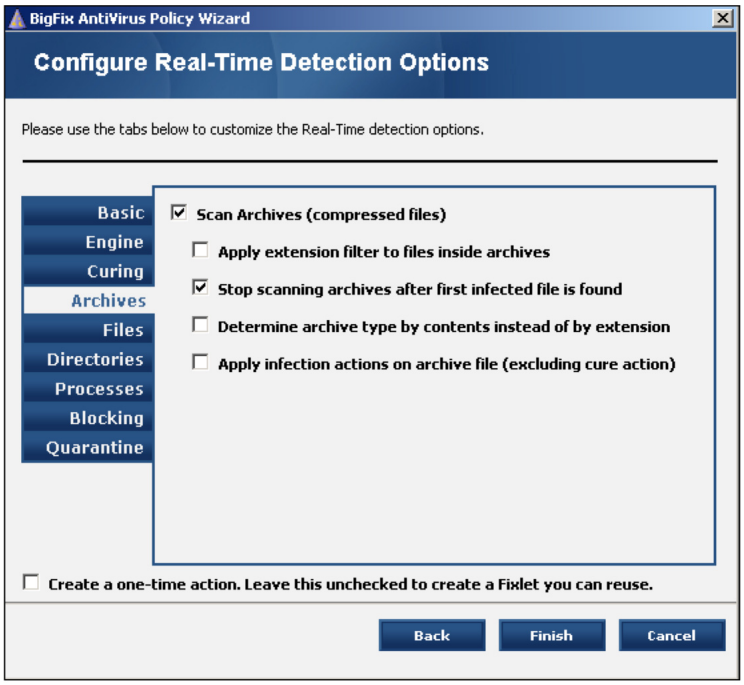
a. For **Virus Found Action**, choose Report Only, Cure File, Rename File, Delete File or Move File.

b. For **If cure fails**, choose No Action, Rename File, or Move File.

c. Choose whether to copy file before curing, enable system cure, and/or remove all macros instead of only infected macros.

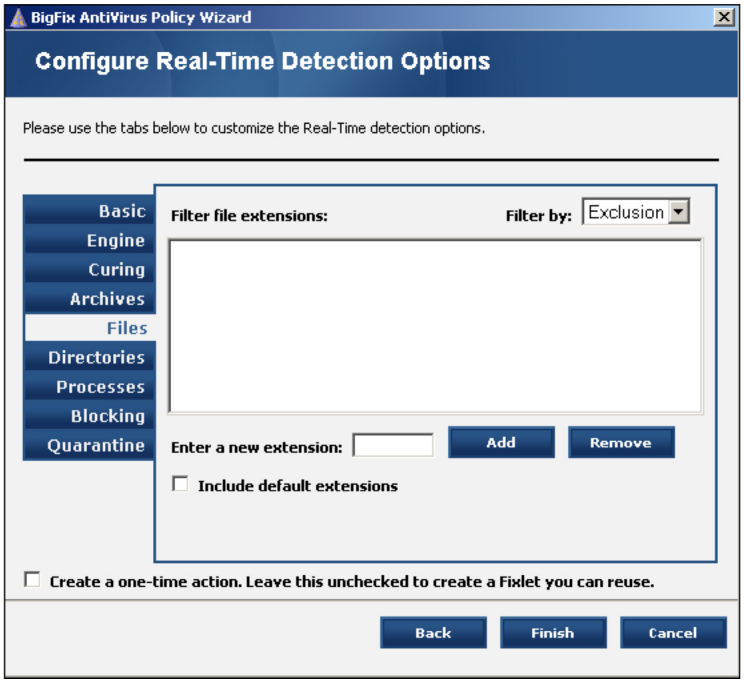
d. For **Boot Section Action**, choose Report Only or Cure Boot Sector.

6. On the **Archives** tab, choose whether to scan archives.

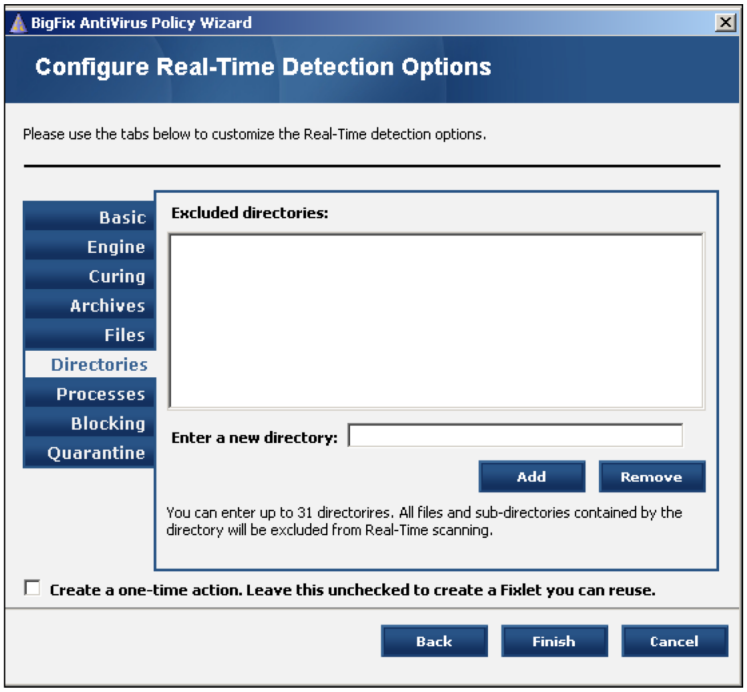


If you choose to scan archives, you can also choose whether to apply extension filters to files inside archives, stop scanning archives after the first infected file is found, determine archive type by contents instead of by extension, and/or apply infection actions on archive files (excluding cure action).

7. On the **Files** tab, choose any file types you want to filter, either by exclusion or inclusion.

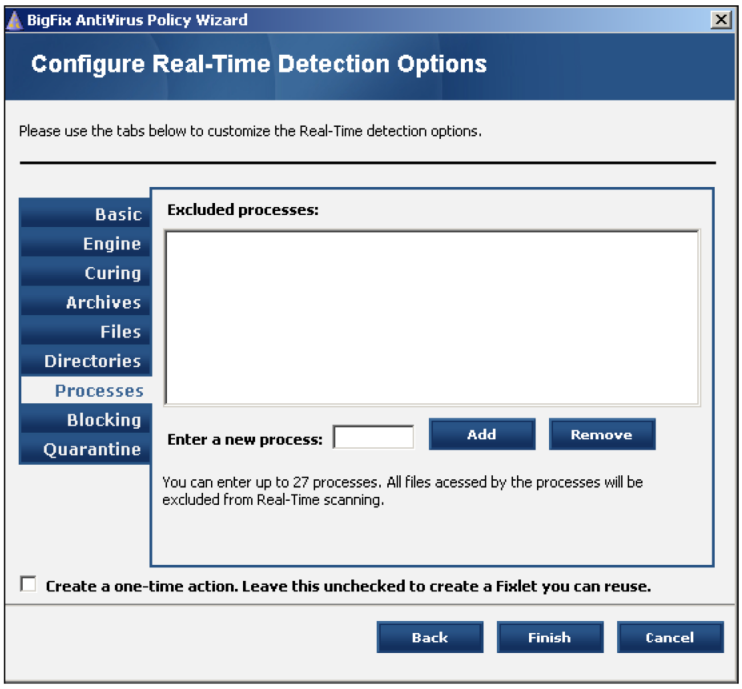


8. On the **Directories** tab, specify specific directories to scan.

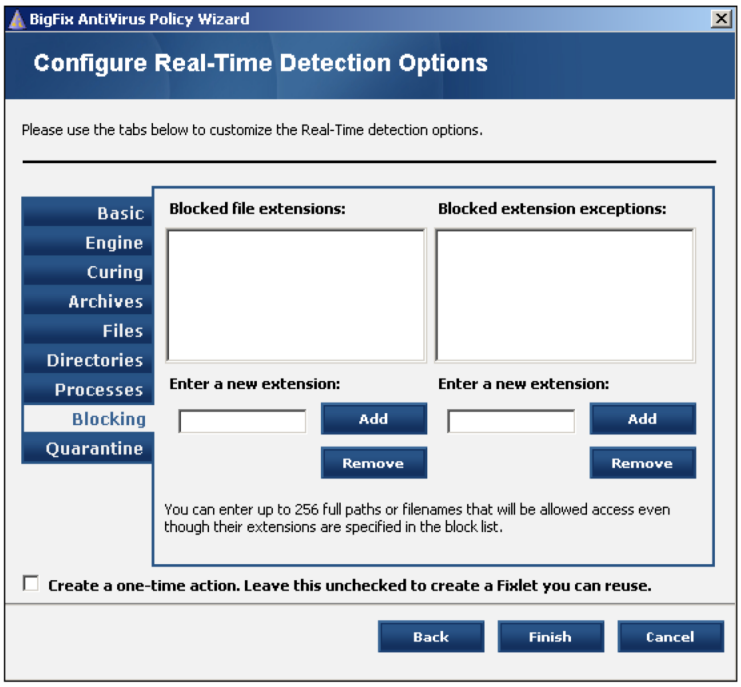


If you want to scan all directories, leave this list blank.

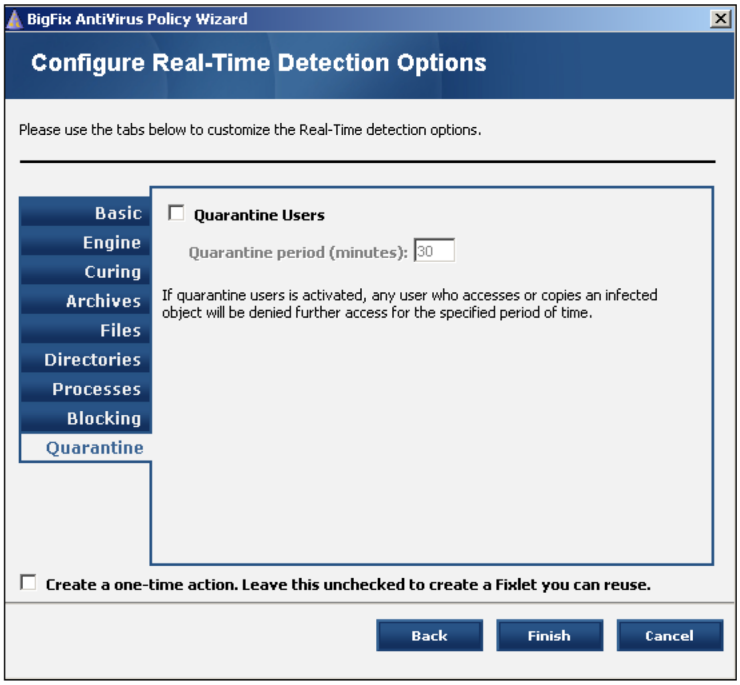
9. On the **Processes** tab, enter up to 27 processes to exclude from Real-Time scanning.



10. On the **Blocking** tab, enter up to 256 full paths or filenames that will be allowed access even though their extensions are specified in the block list.



11. On the **Quarantine** tab, choose whether to quarantine users and, if so, for how many minutes.

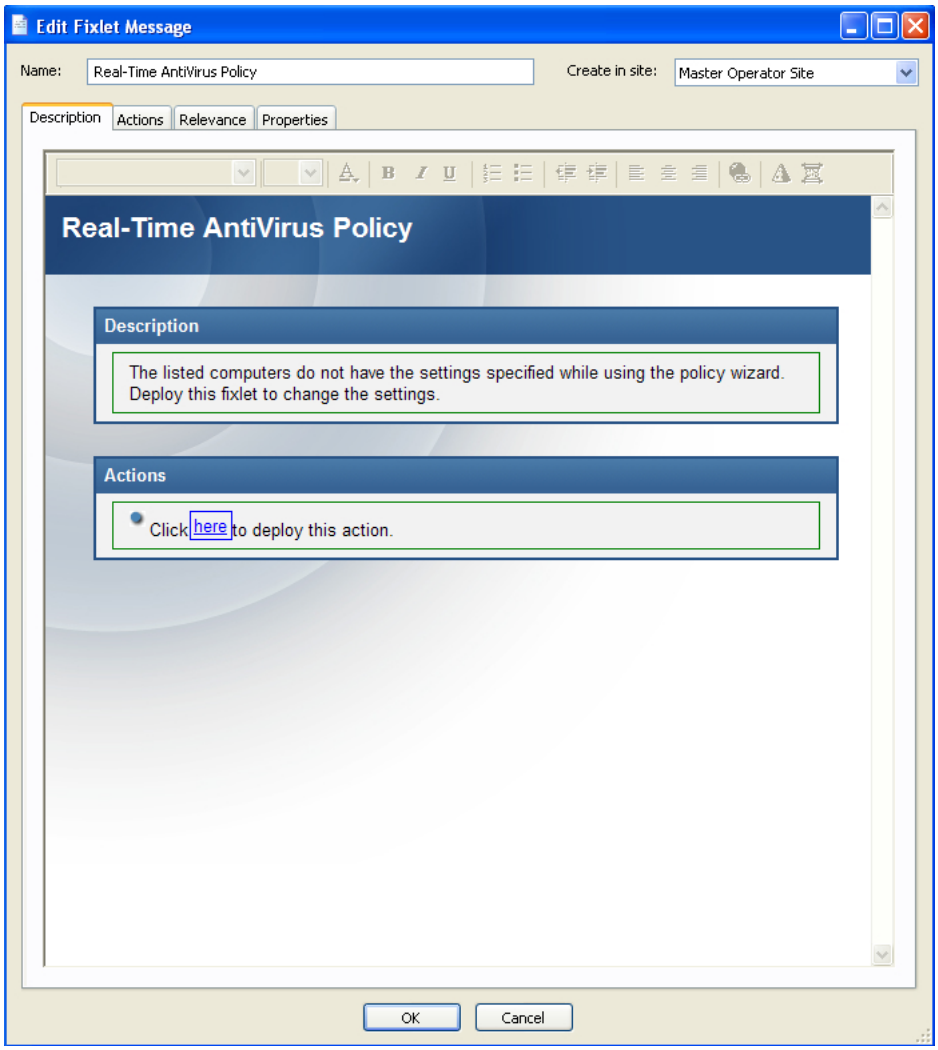


If you choose to quarantine users, any user who accesses or copies an infected object will be denied further access for the specified time.

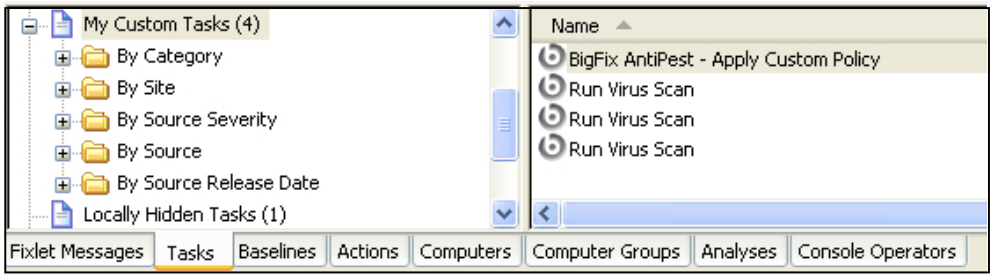
12. Check the box at the bottom of the wizard if you want to create a one-time action.
13. Click **Finish**, and then enter your private key password.

If you selected a one-time action, you will be taken to a **Take Action** dialog box, in which you can target any machines to which to apply your policy and choose other deployment options.

If you did not select a one-time action, you will be taken to an **Edit Task** dialog box, in which you can edit descriptions and other parameters of the task.



Once you are satisfied, save your task by clicking **OK** and providing your private key password. You will then have a task you can use at any time to apply your custom settings. You will find the task under the **My Custom Tasks** filter on the **Tasks** tab.



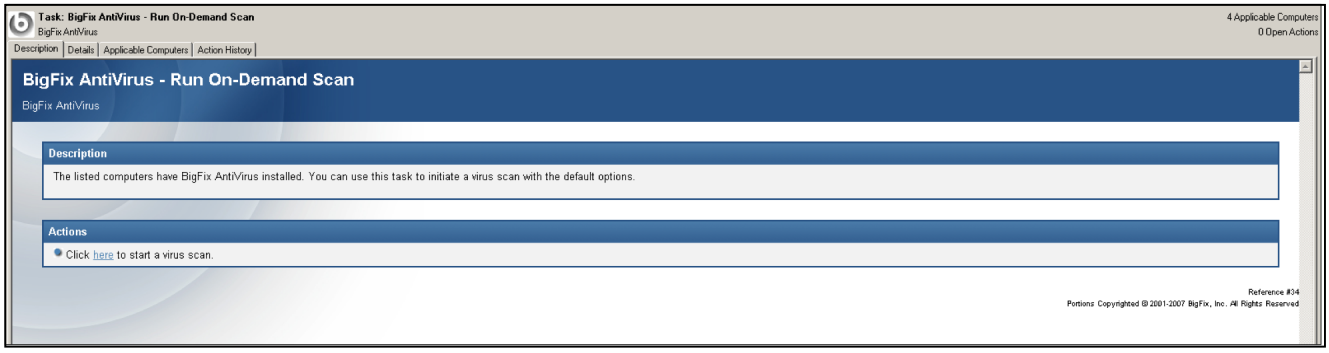
Running an On-Demand Scan

Virus scans can be run on-demand or can be scheduled to run at periodic intervals beginning on a user-specified date and time.

To run an on-demand scan:

1. From the Dashboard, click the **Run an On-Demand Scan** link.

   The **BigFix AntiVirus—Run On-Demand Scan** Task window opens.



2. Click the **here** hyperlink located in the **Actions** section.

   The **Take Action** dialog box opens.

3. In the **Take Action** dialog box:

   a. Select the computer(s) to which you would like to run an on-demand scan.

   b. Set any desired options such as for scheduling, messages to users, etc.

      For more information about setting options using the tabs in the Take Action dialog box, consult the *Console Operators Guide*.

   c. Click **OK** when you are finished.

4. Enter your **Private Key Password** when prompted.

   An Action window will appear, in which you can track the progress of your on-demand scan.

   When the scan is finished, the Action window will show 100% complete.

Running Scheduled Virus Scans

Virus scans can be run on-demand or can be scheduled to run at periodic intervals beginning on a user-specified date and time. To run a scheduled scan use the Wizard to generate a scheduled Task, then apply the task.

Running Real-Time Protection

Real-time protection is enabled by default. You can toggle real-time protection using tasks linked from the Dashboard.

To disable real-time protection:

1. Click the **Disable Real-Time Monitoring** link under **Additional Tasks**.

   The **BigFix AntiVirus - Disable Real-Time Monitoring** task opens.

2. Click the **here** link located in the **Actions** section.

   The **Take Action** dialog box opens.

3. In the **Take Action** dialog box:

   a. Select the computers on which you would like to disable real-time monitoring.

   b. Set any desired constraints and other options.

c. Click **OK** when you are finished, and then enter your **Private Key Password**.

An Action window opens in which you can track progress.

To enable real-time protection:

1. Click the **Enable Real-Time Monitoring** link under **Additional Tasks**.

   The **BigFix AntiVirus - Enable Real-Time Monitoring** task opens.
2. Click the **here** link located in the **Actions** section.

   The **Take Action** dialog box opens.
3. In the **Take Action** dialog box:
   a. Select the computers on which you would like to enable real-time monitoring.
   b. Set any desired constraints and other options.
   c. Click **OK** when you are finished, and then enter your **Private Key Password**.

   An Action window opens in which you can track progress.

Updating BigFix AntiVirus

BigFix provides a Fixlet to update BigFix AntiVirus.

You should check the Update BigFix AntiVirus link periodically to see if it has been updated; BigFix recommends once a week. Use this Fixlet message to look at the number of relevant computers, or set up a scheduled report in web reports that tells you when the number of computers relevant to the Fixlet has passed a threshold that you can set.

1. From the Dashboard, click the **Update BigFix AntiVirus** link.

   The **BigFix AntiVirus—Update** Fixlet window opens.
2. Click the **here** hyperlink located in the **Actions** section.

   The **Take Action** dialog box opens.
3. In the **Take Action** dialog box:
   1. Select the computers on which you would like to update BigFix AntiVirus.
   2. Set any desired constraints and other options.
   3. Click **OK** when you are finished.
4. Enter your **Private Key Password**.

   An Action window appears, in which you can track the progress of the update.

Frequently Asked Questions

General Questions

Can I get a centralized view and control of my antivirus efforts?

Yes. You can centrally manage (control and report) up to 200,000 endpoints with a single BigFix Server. Centralized reporting at larger scale is fully supported with multiple BigFix servers.

Does BigFix AntiVirus use real-time scanning to detect malware?

Yes. BigFix AntiVirus uses real-time scanning to detect and remove viruses. The real-time scanner runs in the background, scanning files as they are executed or read from or written to the disk. Very low endpoint performance impact, and very high client stability and reliability are important considerations when evaluating any anti-malware solution. BigFix AntiVirus detection and remediation technology ensures timely detection and remediation while at the same time delivering high reliability without any impact on the stability of the endpoint operating system.

Does BigFix AntiVirus allow for scheduled / on-demand scans?

Yes. BigFix AntiVirus provides for flexible scheduling options.

What kinds of virus scanning options are available?

BigFix AntiVirus includes a Configuration Wizard that facilitates configuration of options for on-demand scanning as well for real-time scanning. For on-demand scans, the wizard provides flexibility to scan the boot sector, files and folders, memory, and compressed files/archives. Additionally, administrators can enter file extensions to explicitly scan or exclude.

For real-time scanning, the wizard enables administrators to scan floppy, CD-ROM, and network drives, as well as archives. Administrators can also specify whether the scan should include incoming files, outgoing files, or both, as well as select the action to take when a virus is discovered. Additionally, the wizard allows for the exclusion of user-defined processes, directories, and extensions.

How are definition updates handled?

BigFix publishes definition updates to customers as we receive them. Updated definitions are delivered in the standard form of a BigFix Fixlet message. Administrators are then able to see in real-time the computers requiring the update, enabling them to distribute the definition update using the BigFix platform only to those computers requiring it. Because the definition update process utilizes the BigFix platform, there is significant bandwidth savings with local distribution points (relays), agent auto-discovery of closest distribution point, auto-load-balancing, auto-failover, and bandwidth throttling.

You can see a complete list of the viruses BigFix AntiVirus fights here: http://www3.ca.com/securityadvisor/virusinfo/.

How often does BigFix publish definition files?

BigFix typically publishes definition files within the same day we receive them, usually once per weekday.

Can definition updates be controlled / downloaded via the management console?

Yes. The BigFix Console is used to manage all aspects of the definition update process.

Are silent / background definition updates supported?

Yes. BigFix AntiVirus deploys definition updates silently in the background without bothering the end-user.

Can the updates be scheduled?

Yes. The updates can be scheduled using many different scheduling criteria, such as deploying the updates at a specific time, targeting a specific subset of computers, etc.

Are automatic definition updates supported?

Yes. BigFix AntiVirus using a customer-installed configuration option can deliver automatic definition updates. BigFix recommends the industry best practice of testing and authorizing individual updates before they are released for security and change management reasons, but automated definition updates are supported.

Use the action regenerator at http://support.bigfix.com/bes/misc/actionregenerator.html to auto-update your virus definitions.

Can BigFix AntiVirus update definitions on mobile or remote computers?

Yes. BigFix AntiVirus can update computers that are intermittently connected. Computers that have a network connection can receive updates immediately; computers that do not have a network connection can receive the update as soon as network connectivity becomes available. BigFix can even manage and update computers securely across public networks.

In what environments can BigFix AntiVirus be installed?

BigFix AntiVirus supports Windows 2000, Server 2003, and XP.

Does BigFix AntiVirus provide an uninstaller to help remove other antivirus products?

Yes. BigFix provides a library of packaged, tested uninstallers for several other antivirus products.

Can BigFix AntiVirus scan mail servers?

Yes. BigFix AntiVirus has virus detection and removal capabilities for Microsoft Exchange and Lotus Notes/Domino environments.

Does BigFix AntiVirus support multi-site, cross-domain deployment?

Yes. The BigFix platform provides multi-site deployment that operates without requiring Active Directory, but can utilize an Active Directory hierarchy already in place. BigFix is typically installed in an enterprise environment spanning geographically distributed sites. The BigFix platform provides various features to make this possible, which include a highly scalable, distributed architecture.

Does BigFix AntiVirus support load balancing?

The BigFix platform provides for automatic load balancing and fail-over. This is done primarily with BigFix Relays. Relays are used as distribution points for new virus definitions and other update files. BigFix is capable of automatically finding the closest available relay for communication and load balancing. Fail-over to alternate relays is automatic and highly configurable.

Does BigFix AntiVirus offer bandwidth controls?

Yes. The BigFix AntiVirus product uses all of the capabilities of the BigFix platform, which includes use of "relays" to reduce overall bandwidth requirements on the WAN and sophisticated policy-based bandwidth limitation options for slow connections.

Can BigFix AntiVirus help with managing a zero-day attack?

Yes. The BigFix Platform provides real-time visibility of the endpoints, and full control of endpoint configuration, which can be used to rapidly mitigate a zero-day threat. For example, the BigFix Platform can aid in turning off a particular affected service, deregistering a library from the operating system, or deleting vulnerable files on managed computers, thereby preventing exploitation by a zero-day attack.

BigFix can also assist in identifying the impact of brand new viruses that have infected your network by allowing you to rapidly query all computers for the existence of relevant processes, registry keys, or files that appear to be related to the new virus. With this ability to detect and remove brand-new viruses within minutes across your organization, you can fill the time gap between when a new virus is released and when definitions (which can be deployed in minutes) are released.

What type of antivirus configuration reporting does BigFix AntiVirus provide?

BigFix AntiVirus leverages the reporting capabilities of the BigFix platform to deliver visibility into the antivirus efforts of the enterprise. Reports are available in the Administrative Console application, as well as a

Web-based reporting environment. Data elements are reported for both the installed antivirus client and for detected viruses. A partial list of reported data elements includes:

- BigFix AntiVirus Engine Version
- BigFix AntiVirus Install Date
- First Scan
- Number of Files Scanned
- Number of Scans
- Number of Infected Files Found
- Virus Definition Version
- Real-Time Scanner Status
- Last Scan
- Number of Files With Errors Scanning
- Number of Viruses Found

Reporting

Can I export report data?

Yes, data can be exported via the Web Report interface in CSV format. Alternately, BigFix also provides a BigFix Database API for direct access to reporting data using 3rd party products via standard SQL. BigFix 7.0 also provides a SOAP interface for querying the database.

Does BigFix AntiVirus provide a dashboard view containing high-level statistics?

Yes. BigFix AntiVirus provides a dashboard view with overview statistics and charts that enable administrators to gauge the current health of the system and to track progress as BigFix AntiVirus enforces antivirus compliance and pushes updates throughout the network.

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