



# **BigFix<sup>®</sup> Enterprise Suite (BES<sup>™</sup>)**

## **Web Reports User's Guide**

BigFix, Inc.  
Emeryville, CA

Last Modified: 3/28/2006  
Version 6.0

© 1998–2006 BigFix, Inc. All rights reserved.

BigFix<sup>®</sup>, Fixlet<sup>®</sup> and "Fix it before it fails"<sup>®</sup> are registered trademarks of BigFix, Inc. i-prevention, Powered by BigFix, Relevance Engine, and related BigFix logos are trademarks of BigFix, Inc. All other product names, trade names, trademarks, and logos used in this documentation are the property of their respective owners. BigFix's use of any other company's trademarks, trade names, product names and logos or images of the same does not necessarily constitute: (1) an endorsement by such company of BigFix and its products, and (2) an endorsement of the company or its products by BigFix.

No part of this documentation may be reproduced, transmitted, or otherwise distributed in any form or by any means (electronic or otherwise) without the prior written consent of BigFix, Inc. You may not use this documentation for any purpose except in connection with your use or evaluation of BigFix software and any other use, including for reverse engineering such software or creating compatible software, is prohibited. If the license to the software which this documentation accompanies is terminated, you must immediately return this documentation to BigFix, Inc. and destroy all copies you may have.

All inquiries regarding the foregoing should be addressed to:

BigFix, Inc.  
6121 Hollis Street  
Emeryville, CA 94608-2021

# Contents

---

<b>PREFACE</b>	<b>1</b>
AUDIENCE .....	1
CONVENTIONS USED IN THIS MANUAL .....	1
VERSIONS .....	1
<b>INTRODUCTION</b>	<b>2</b>
REQUIREMENTS.....	2
VIEWING WEB REPORTS .....	3
<b>OVERVIEW</b>	<b>4</b>
TOTAL ISSUES .....	4
ISSUES REMEDIATED .....	4
TOTAL NUMBER OF COMPUTERS .....	5
COMPUTER VULNERABILITY STATUS .....	5
OVERALL STATISTICS.....	5
TOP 10 MOST COMMON ISSUES DETECTED .....	6
SHOW PROGRESS OF TOP 10 MOST COMMON FIXLETS.....	6
<b>REPORT MANAGEMENT</b>	<b>7</b>
PUBLIC STORED REPORTS .....	7
PRIVATE STORED REPORTS .....	7
BASIC REPORTS .....	8
<i>Computer Properties</i> .....	9
<i>All Computers</i> .....	9
<i>Single Retrieved Property Status</i> .....	10
<i>All Analyses</i> .....	11
<i>All Fixlets</i> .....	11
<i>Relevant Fixlets</i> .....	11
<i>Hidden Fixlets</i> .....	12
<i>Issue Assessment</i> .....	12
<i>Issue Compliance</i> .....	13
<i>Fixlet Progress</i> .....	14
<i>All Tasks</i> .....	14
<i>All Baselines</i> .....	16
<i>Action Summary</i> .....	16
<i>Fixlet History</i> .....	16
<i>Relevant Issue History</i> .....	17
<i>Average Relevant Fixlet History</i> .....	17
<i>All Unmanaged Assets</i> .....	18
<i>All Operators</i> .....	18
OTHER REPORTS .....	19
<i>Single Computer Report</i> .....	19
<i>Computers Report</i> .....	20

<i>Single Analysis Report</i> .....	20
<i>Single Analysis Computers Report</i> .....	20
<i>Single Fixlet Report</i> .....	21
<i>Single Task Report</i> .....	22
<i>Single Baseline Report</i> .....	22
<i>Action Status</i> .....	23
<i>Affected Computers Report</i> .....	23
<i>Single Operator Report</i> .....	23
<b>FILTERING THE REPORTS</b> .....	<b>24</b>
CREATING FILTERS .....	24
MANAGING FILTERS .....	25
<b>CUSTOM REPORTS</b> .....	<b>26</b>
<b>SCHEDULED ACTIVITIES</b> .....	<b>27</b>
CREATING SCHEDULED ACTIVITIES .....	27
<b>EMAIL SETTINGS</b> .....	<b>28</b>
EDITING EMAIL SETTINGS .....	28
ADDING NEW EMAIL ADDRESSES.....	28
<b>USER MANAGEMENT</b> .....	<b>29</b>
ADDING A NEW USER.....	29
EDITING A USER .....	30
USER OPTIONS.....	30
USER PREFERENCES .....	31
<b>DATABASE SETTINGS</b> .....	<b>32</b>
ADDING A DATABASE .....	32
EDITING A DATABASE.....	33
<b>CUSTOMIZING WEB REPORTS</b> .....	<b>34</b>
CUSTOMIZING THE UI.....	34
HTTPS CONFIGURATION .....	34
LOGGING WEB REPORTS .....	35
<b>INDEX</b> .....	<b>37</b>

# Preface

---

## Audience

This guide is intended for users of the BES Web Reports application.

---

## Conventions Used in this manual

This document makes use of the following conventions and nomenclature:

Convention	Use
<b>Bold Sans</b>	A bold sans-serif font is used for headings.
<b>Bold</b>	A bold font is used for emphasis, and to indicate labels and field names in the Web Reports user interface.
<code>Mono-space</code>	A mono-spaced font is used for sample programs and scripts.

---

## Versions

This document describes functionality available in BES Web Reports version 6.0.

## Introduction

The BigFix Enterprise Suite (BES) Web Reports is a web application that runs on its own stand-alone web server. It connects to one or more BigFix Enterprise databases, analyzes the data gathered from these databases, and provides a visual display of the data on any popular web browser.

---

### Requirements

Web Reports can run on a stand-alone server or on the same machine that hosts the BES database. The requirements for the Web Reports server vary depending on the number of databases, computers, actions and retrieved properties you want to track. At a minimum, it should be a Pentium 4 class machine with a gigabyte of RAM for every 20,000 networked BES Clients. High speed connections between the Web Reports server and the database servers are highly recommended.

On the client side, IE 5.0 or an equivalent browser is required, with IE 6.0 or better recommended.

---

## Viewing Web Reports

BES Web Reports are divided into eight sections: **Overview**, **Reports**, **Create**, **Custom**, **Schedule**, **Email**, **Users** and **Database**:

- 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 **Custom** section allows you to add, import or edit highly customized reports specific to your needs.
- 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. This includes adding, deleting, and editing users.
- The **Database** section takes care of BES database management. This includes adding, deleting, and editing database connections and settings.

These sections are described in the following chapters.

## Overview

The **Overview** section contains graphs and tables designed to express the overall state of your network, as well as the effectiveness of BES, in a visual context. The following sections describe each of the graphs, charts and sections that are presented in this view.

---

### Total Issues

The **Total Issues** graph displays a timeline of the issues across all your managed BES computers. An issue is defined as a Fixlet message that is relevant on any computer. 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 is historical, and can be set to different time granularities by selecting from the pop-up menu above the graph. Specifically, the **Today** option will group the data in the graph by the hour, showing the last 24 hours. **Last 7 Days** will group the data by day and show the last seven of them. **Last 30 Days** will group the data by day and show the last 30. **Last 26 Weeks** will group the data by week and show the last half year. **Last 52 Weeks** will also group the data by week and show the last year.

This chart typically shows colored bars stacked on top of each other. The different colored bars represent the severity of the issue. The number of issues for a particular bar is represented by the length of the bar. So if the bar for important issues starts at 300 and ends at 500, the total number of important issues is 200.

**NOTE:** This graph will be disabled if a user is logged in without sufficient privileges, or if the screen is being filtered. Users are not considered to have sufficient privileges unless they have full rights to all the computers on the server. Thus, operators who have been granted conditional access through the BES Console (filtered by retrieved properties) cannot access this graph.

---

### 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 BES finds and cures vulnerabilities.

Like the Total Issues chart, this is an historical graph. Select an appropriate time scale from the pop-up menu above the chart. Also like the Total Issues chart, this graph displays colored bars representing the severity of the remediated issue.



---

## Total Number of Computers

The **Total Number Of Computers** option displays an historical chart of the number of computers that have been under BES management in the given period of time. This graph offers a good way to monitor extra deployments of the BES Client over time.

Like the Total Issues chart, this graph will be disabled if a user is logged in without sufficient privileges. Like the previous two charts, this is an historical graph. Select the desired time scale from the pop-up menu above the chart.

---

## Computer Vulnerability Status

The **Computer Vulnerability Status** is a pie chart, displaying computers by their most severe vulnerability. For example, if a computer has a **Critical** vulnerability, it will be considered to be in a critical state, regardless of the other vulnerabilities it might possess. If a computer has no critical vulnerabilities, but has an **Important** vulnerability, it will be considered to be in an important state, and so on. This gives a general sense of how your network is doing. Initially, it is expected that the vulnerability pie will be mostly red (critical), and as the system continues to be used, it will eventually be taken over by green (no vulnerabilities).

---

## Overall Statistics

The Overall statistics table displays important facts about your network:

- The **Total Number Of Computers** is the current number of computers the BES system knows about.
- The **Relevant Fixlets per Computer** is the average number of relevant Fixlets per computer, or the total number of relevant issues divided by the total number of computers.
- The **Total Number Of Fixlets** is the total number of Fixlets that exist on the BES 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.
- The **Total Number Of Fixlet Sites** is the total number of sites that the BES system is currently subscribed to.
- The **Total Number Of Tasks** indicates how many tasks are relevant across your network.
- The **Total Number Of Analyses** is the number of Analyses that exist on the BES system.
- The **Total Number Of Actions** is the number of actions issued so far by the BES system.
- The **Mean Time To Remediate** is 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.

---

## Top 10 Most Common Issues Detected

The **Top 10 Most Common Issues Detected** displays Fixlet messages that are currently affecting the largest number of computers on the network. 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.

---

## Show Progress of Top 10 Most Common Fixlets

Beneath the list of the top 10 most common issues, this link brings up a progress report on each one. For all ten issues, the following information is displayed:

- The **name** of the Fixlet message.
- The **number** of computers affected by this issue.
- The **percentage** of computers where the action is deployed.
- The **time** and **date** when the issue was first detected.
- The **average time** it 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.

# Report Management

Click on the **Reports** tab to bring up the Report Management screen. It has two main sections:

---

## Public Stored Reports

Web Reports comes with several predefined **Public Stored Reports**. Stored reports are templates that generate a report from the current data. The underlying data contained in a report is not saved. There are four columns in this list:

- The **Name** of the stored report.
- The **Type** of the stored report (retrieved properties, relevant Fixlets, progress, etc.).
- The **Creator** column lists the name of the BES Operator who created this report.
- The fourth and fifth columns allow you to **rename** or **delete** the stored report.

The tables and lists contained in the Reports screen can be sorted by their column headings. Clicking on a column heading will sort the table or list by that column. Clicking on the same column again will switch the order of the sort. For instance, if the list was originally sorted in ascending order, clicking on the column again will cause the list to become sorted in descending order. The sort is stable; if column A is sorted and then column B is sorted, equal values of B will retain column A's sort order.

---

## Private Stored Reports

In addition to the **Public Stored Reports**, you can also create and access **Private Stored Reports** that are only available to the creator, but otherwise equivalent to public reports.

Each stored report, public or private, includes a checkbox to determine if it should be included in the user's **Favorites** list. Check the box next to your favorite reports, and click the **Edit Favorites** button to save the preferences.

An external report can also be included as a stored report. 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://`.

## Create Reports

You can create a report template and use it to generate reports at any time. Click on the **Create** tab to display the **Create Report** screen.

---

### Basic Reports

Here you will find several buttons that are used to specify basic reports. Reports can be used for asset management, auditing and inventory, as well as to monitor the effectiveness and efficiency of the BES system. The reports provide high-level views of the network's health, as well as detailed information on specific computers and their properties. Reports can be filtered by computer attributes (retrieved properties) and narrowed down by database (see *Filtering the Reports*, page 24). They can be viewed in a printable format or exported in CSV (comma-separated value) to be viewed in a spreadsheet.

On the left-hand side of the screen, you'll see a list of the ten basic report categories, including **Computer, Retrieved Property, Analysis, Fixlet, Task, Baseline, Action, History, Unmanaged Assets, and Operators** with predefined subsets of each report type. To select a report, click the appropriate button.

On the right-hand side of the screen, there is a visual representation of the currently selected report. Click on the buttons to get a quick overview of the available reports.

When you've selected the report you want, click **Next**. A subsequent screen will prompt you for any extra information needed for your report. The following sections discuss each report type and the parameters that may be needed.

## Computer Properties

This report is one of the most powerful, useful and resource-intensive BES reports available. It sorts and groups computers in the network by certain retrieved properties while summarizing other properties of the individual computers. Here's how to create the 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 select boxes. If no parameters are specified, the report will list all the computers in the network.
- 3 If you are aggregating over multiple databases, you may wish to check the box to **Group by database**.
- 4 If you wish to group computers based on their Computer Group, check the **Group by computer groups** box.
- 5 Select the main properties of interest for this report from the **Summarize** select box. The values of this property will be displayed next to the computer name in the listing.
- 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 **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 the Include relevant Fixlets 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.
- 8 Check the **Include remediated Fixlets** box to include Fixlets that have been remediated and are no longer reporting relevance for this issue.
- 9 Check the **Hide individual Fixlets** box if you want to see just the number of Fixlets, not each one.
- 10 Click **Next** to generate the report.
- 11 The report is displayed in a new screen. Click the column headers to sort the items.
- 12 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

## All Computers

This report lists all the computers on your network. To see this report, follow these steps:

- 1 Select **Create > All Computers** and click **Next**.
- 2 The report lists all the computers managed by BES, along with their name, ID, database, and last report time. Click on any computer to view the **Single Computer Report** (page 19).
- 3 Use the **Current Report** box to **Filter, Store, Export, Print, or Email** this report.

## Single Retrieved Property Status

This report analyzes the value of a single computer attribute (retrieved property) across the BES network. To generate this report, follow these steps:

- 1** Select **Create > Single Retrieved Property Status**. This report typically produces a graphical output. Click **Next**.
- 2** From the scrolling list, select the name of the retrieved property you wish to summarize.
- 3** Select a graph type (pie, line, bar or no graph) to be included in the report. For a pie graph, you can customize the colors of the pie slices. Click **Next** to generate the report.
- 4** A report is generated, 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. This approach makes the most sense if the data are sorted by descending count or percent, since the first 15 values will then be the biggest and presumably most important. This is the default sort for this report. Click on a column heading to sort the table, keeping in mind the 16 section limit on the graph. For instance, if the name column is clicked to sort the values in alphabetical order, the graph may change to reflect the new set of 15 starting values.
- 5** Click on the graph to enlarge it in its own window.
- 6** Use the **Current Report** box 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. For example, if every computer in the network had two unique values for a retrieved property, the total number of results found would be twice the actual number of computers.

## All Analyses

This report lists all the Analyses that are available to the BES system. To create the report, follow these steps:

- 1 Select **Create > All Analyses**. Click **Next**.
- 2 A report is generated, listing all Analyses.
- 3 Click on any individual Analysis to bring up an in-depth report.
- 4 Use the **Current Report** box to **Filter, Store, Export, Print** or **Email** this report.

## All Fixlets

This report lists all Fixlet messages that are available to the BES system. To create the report, follow these steps:

- 1 Select **Create > All Fixlets**. Click **Next**.
- 2 A report is generated, listing all the Fixlet messages across all the BES database servers.
- 3 The column headers include those based on your default user settings (see **User**, page 25). Sort the list by clicking on any desired column heading.
- 4 Click on any individual Fixlet message to bring up an in-depth report (see **Single Fixlet Report**, page 21).
- 5 Click on the number in the **Affected Computers, Remediated Computers**, or **Deployed Actions** column to see a more detailed report on the number.
- 6 Use **Current Report** box to **Filter, Store, Export, Print** or **Email** this report.

## Relevant Fixlets

This report displays only those Fixlet messages that are relevant on at least one BES-managed computer. Here's how to create the report:

- 1 Select **Create > Relevant Fixlets**. Click **Next**.
- 2 A report is generated, listing all the Fixlet messages across all the BES database servers.
- 3 The column headers are based on your default user settings (see **User**, page 25). Sort the list by clicking on any desired column heading.
- 4 Click on any individual Fixlet message to bring up an in-depth report (see **Single Fixlet Report**, page 21).
- 5 Use the **Current Report** box to **Filter, Store, Export, Print** or **Email** this report.

## Hidden Fixlets

This report displays all Fixlet messages that have been globally hidden through the Console.

- 1 Select **Create > Hidden Fixlets**. Click **Next**.
- 2 A report is generated, listing all the Fixlet messages across all the BES database servers.
- 3 The column headers are based on your default user settings (see **User**, page 25). Sort the list by clicking on any desired column heading.
- 4 Click on any individual Fixlet message to bring up an in-depth report (see **Single Fixlet Report**, page 21).
- 5 Use the **Current Report** box to **Filter, Store, Export, Print** or **Email** this report.

## Issue Assessment

This report displays the number of computers that are targeted by a given Fixlet or group of Fixlets, grouped by database, computer groups, or by retrieved properties. To create this report, follow these steps:

- 1 Select **Create > Issue Assessment**. Click **Next**.
- 2 From the displayed screen, you have the following options:
  - Select **primary, secondary** and **tertiary** retrieved properties to help you group the issues in the list.
  - Check the box if you want to **Group by database**.
  - Check the box if you want to **Group by computer groups**.
  - Check the **Show all subtotal and total counts** box to show totals for different groups of computers. If the computers are not grouped by any properties, this will have no effect.
  - 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.
  - Select the desired Fixlet message(s) from the list. Use Ctrl- and Shift-click to select a group of Fixlet messages.
- 3 Click **Next** to generate the report.
- 4 The report is generated, listing each Fixlet message, sorted by **Fixlet Name**. The report displays the number of computers affected and remediated by each Fixlet. Click on any Fixlet message for an in-depth report.
- 5 Use the **Current Report** box to **Filter, Configure, Store, Export, Print**, or **Email** this report.



## Issue Compliance

This report groups Fixlets and their targeted computers over selected time periods. This lets you examine Fixlet histories by age ranges. Here's how to create the report:

- 1 Select **Create > Issue Compliance**. Click **Next**.
- 2 From the displayed screen, you have the following options:
  - 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.
  - Select the desired Fixlet message(s) from the list. Use Ctrl- and Shift-click to select a group of Fixlet messages.
  - For grouping the Fixlets, select the Primary and Secondary time periods, in days. Typical values are 7 and 30, providing three natural periods: within a week, between a week and a month and greater than a month.
  - Check the box to **Hide individual computers** to produce a summary.
- 3 Click **Next** to generate the report.
- 4 The report is generated, listing each Fixlet message, sorted by **Fixlet Name**. For each Fixlet, there are these categories:
  - **Remediated** computers, where the Fixlet is no longer relevant. This is the list of computers that have been remediated.
  - **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.
- 5 Click on any computer or Fixlet for an in-depth report.
- 6 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

## Fixlet Progress

This report displays the mediation progress of the given Fixlet. To create this report, follow these steps:

- 1 Select **Create > Fixlet Progress**. Click **Next**.
- 2 From the displayed screen, you have the following options:
  - 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.
  - Select the desired **Fixlet message(s)** from the list. Use Ctrl- and Shift-click to select a group of Fixlet messages.
  - As well as manually selecting Fixlet messages from the list, you can automatically select a batch of **Fixlets 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.
  - 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.
- 3 Click **Next** to generate the report.
- 4 The report is generated, 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.
- 5 Click on any Fixlet link for an in-depth report.
- 6 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

## All Tasks

This report lists all Tasks that are available to the BES system. To create the report, follow these steps:

- 1 Select **Create > All Tasks**. Click **Next**.
- 2 A report is generated, listing all the Tasks across all the BES database servers.
- 3 Click on any individual Task to bring up an in-depth report (see **Single Task Report**, page 21).
- 4 Click on a number in the **Affected Computers** or the **Remediated Computers** column to see a detailed report on the data.

- 5 Use the **Current Report** box to **Filter, Store, Export, Print** or **Email** this report.

## All Baselines

This report lists all the Baselines in the BES system. To create the report, follow these steps:

- 1 Select **Create > All Baselines**. Click **Next**.
- 2 A report is generated, listing all the Baselines across all BES databases.
- 3 Click on any Baseline to bring up an in-depth report (see **Single Baseline Report**, page 22).
- 4 Use the **Current Report** box to **Filter, Store, Export, Print, or Email** this report.

## Action Summary

This report lists the actions that have been issued, grouped by the BES Operators (users) who issued them. Here's how to create this report:

- 1 Select **Create > Action Summary**. Click **Next**.
- 2 From the displayed list box, select any set of users desired by Ctrl- and Shift-clicking on them (only those users who still have open actions are listed).
- 3 Check the action statuses whose counts are to be displayed for each action in the report.
- 4 Click **Next**.
- 5 All open actions are listed. Sort the list by clicking the column headers.
- 6 Click on an **Action ID** link for a detailed report on that particular action (see **Action Status**, page 22).
- 7 Click on a **Fixlet Name** link for more information (see **Single Fixlet Report**, page 21).
- 8 Click on an **Operator** link to generate a new report for that particular operator.
- 9 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

## Fixlet History

This report lets you analyze the history of specific Fixlet messages. This is typically a graphical representation of the progress of a Fixlet or set of Fixlets over time. Here's how to create this report:

- 1 Select **Create > Fixlet History**. Click **Next**.
- 2 Select the **Fixlet sites** to include in this report.
- 3 From the Fixlet list, select any set of Fixlets desired by Ctrl- and Shift-clicking on them.
- 4 You choose to group your computers by the **hour** or the **day** with the buttons at the bottom.
- 5 A graph of the number of computers affected by these Fixlets over time is displayed. This chart also displays the number of regressed computers (where the Fixlet has become relevant again). Click on the graph to display it larger, in its own window. The y-axis corresponds to the number of computers while the x-axis corresponds to the date. Below the graph are a couple of pull-down menus that let you reset the starting and ending dates of the charting period.
- 6 The Fixlets themselves are listed after the date options.

- 7 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

### Relevant Issue History

This graphical report provides a way to visualize the effectiveness of the BES system over time. Here's how to create this report:

- 1 Select **Create > 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 from the three choices: **hour, day or week**.
- 4 Click **Next**.
- 5 A graph is presented showing you the number of relevant issues and computers over time. Click on the graph to display it larger, in its own window. The left scale corresponds to relevant Fixlets, the right scale to computers.
- 6 Following the graph is the data in tabular form.
- 7 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

### Average Relevant Fixlet History

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 the average. Here's how to create this report:

- 1 Select **Create > Relevant Fixlet Count**. 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 from the three choices: **hour, day or week**.
- 4 Click **Next**.
- 5 A graph is presented showing you the average number of relevant Fixlet messages per computer over time. Click on the graph to display it larger, in its own window.
- 6 Following the graph is the table of data that produced it.
- 7 Use the **Current Report** box to **Filter, Configure, Store, Export, Print, or Email** this report.

## All Unmanaged Assets

This report will display various data on unmanaged asset data gathered from a 3<sup>rd</sup> party source. Here's how to create this report:

- 1 Select **Create > All Unmanaged Assets**. Click **Next**.
- 2 Select the columns visible for each unmanaged asset. Click **Next**.
- 3 A list of unmanaged assets is generated. Click on the Asset ID to bring up the **Single Unmanaged Asset** report.
- 4 Use the **Current Report** box to **Configure, Store, Export, Print** or **Email** this report.

## All Operators

This report will list all operators, along with their privileges, creation time, last Console login time, count of administrable computers, and count of actions they have deployed. Here's how to create this report:

- 1 Select **Create > All Operators**. Click **Next**.
- 2 A list of all operators is generated. Filtering the report will affect the computer and action counts.
- 3 Clicking on an operator will bring up the **Single Operator** report.
- 4 Use the **Current Report** box to **Store, Export, Print** or **Email** this report.

---

## Other reports

### Single Computer Report

This report presents information about a specific computer on your network. It can be accessed by clicking on a computer name or ID in any list or report. It contains the following information:

- The **ID** of the computer, as defined internally by BES.
- The name of the **Database** corresponding to this computer.
- **Retrieved Properties.** These are computer attributes that have been retrieved from the BES 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 (see **Computers Report**, below).
- **Client Settings.** These are special retrieved properties used by the BES system.
- **Relevant Fixlets.** This list can be sorted by clicking on the column headers. Click on individual Fixlet messages for more details (see **Single Fixlet Report**, page 21). Click on an entry in the **Affected Computers** column to show the other computers that are also targeted by this Fixlet (see **Affected Computers Report**, page 23).
- **Remediated Fixlets.** These are Fixlets that are no longer reporting as relevant, indicating that they have been fixed, or remediated.
- **Actions.** These are actions that have been initiated, but not yet completed. You can sort the list by clicking on the column headers.
- **Analyses.** These are all the analyses that this computer is a part of.
- **Comments.** Comments that have been entered for this computer.

As usual, you can sort any of these lists by clicking on the column headings. This report may be **Filtered, Stored, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box.

## Computers Report

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

- The Report is titled by the name and the value of the attribute.
- A list of computers completes the report. 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 (see **Single Computer Report**, above).

This report may be **Filtered**, **Exported**, **Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box.

## Single Analysis Report

This report displays information about a specific analysis. It can be accessed through the **All Analyses** report. The report has the following sections:

- A display of the Analysis properties, including the name, sitename, issuer and the time issued.
- A link to the **Single Analysis Computers** report. It shows the list of computers with their properties in a table format.
- A table for each retrieved property showing a count of the computers reporting on it, and the values from the computers.
- **Comments** written by various operators on this analysis.

## Single Analysis Computers Report

This report lists all computers associated with a specific analysis, along with their properties. It is accessed through the **View Computers** link in the **Single Analysis Report**. It contains the following sections:

- The same analysis properties as in the **Single Analysis Report**.
- A link back to the Single Analysis Report.
- A list of computers reporting for this analysis, along with the property values they are reporting.



## Single Fixlet Report

This report provides useful information about a specific Fixlet. It can be accessed by clicking on any Fixlet link available in a report, such as the **All Fixlet List** or **Currently Relevant Fixlets**. 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).
- 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, but as computers become remediated, a green progress bar moves to the right.
- A display of **Affected Computers**, a list of all the computers that are currently reporting relevance for this Fixlet.
- The list of **Remediated Computers** represents computers that were once affected, but are now fixed and no longer reporting relevance. Note that even when a patch is applied independently of the BES system, that computer will still be recognized as remediated and will be listed in this report.
- The list of all open **Actions** – those that have already been issued and are still in progress for the given Fixlet message.
- List of **Comments** by various operators about the Fixlet.
- Lastly, the report displays the **Visibility** of the Fixlet for various databases.

As usual, you can sort any of these lists by clicking on the column headings. This report may be **Filtered, Stored, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box, upper left.

## Single Task Report

This report provides useful information about a specific Task. It can be accessed by clicking on any Task link available in a report, such as the **All Task List**. The report has the following sections:

- A display of the 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 this Task.
- The list of **Remediated Computers** represents computers that were once affected, but are now fixed and no longer reporting relevant. Note that even when a patch is applied independently of the BES system, that computer will still be recognized as remediated and will be listed in this report.
- List of all open **Actions** – those that have already been issued and are still in progress for the given Task.
- List of **Comments** by various operators about the Task.
- Lastly, the report displays the **Visibility** of the Task for various databases.

As usual, you can sort any of these lists by clicking on the column headings. This report may be **Filtered, Stored, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box, upper left.

## Single Baseline Report

This report provides useful information about a specific Baseline. It can be accessed by clicking on any Baseline link available in a report, such as the **All Baseline List**. The report has the following sections:

- A display of the Baseline properties, including its **category** and **severity** (as determined by the author of the Baseline).
- 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.
- The list of **Remediated Computers** represents computers that were once affected, but are now fixed. Note that even when a patch is applied independently of the BES system, that computer will still be recognized as remediated and will be listed in this report.
- List of all open **Actions** – those that have already been issued and are still in progress for the given Baseline.
- List of **Comments** by various operators about the Baseline.

As usual, you can sort any of these lists by clicking on the column headings. This report may be **Filtered, Stored, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box, upper left.

## Action Status

This report provides information on a single specific action. It lists the computers that the action was performed on, and the status of the action on the computer. It can be accessed by selecting any **Action ID** in a list or report. The report contains the following information:

- A header including information such as the **ID, Action Name, Source Type, Status, Start time, Operator** and more. The Fixlet name and ID are clickable links that allow you to view the associated Fixlet message in depth (see **Single Fixlet Report**, above).
- A list of the computers that are in the process of remediation. You can sort the list by clicking on the column headers. Click on the individual computer links for more in-depth information (see **Single Computer Report**, page 19).
- **Comments** by various operators on the action.

As usual, you can sort the list by clicking on the column headings. This report may be **Filtered, Stored, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box.

## Affected Computers Report

This report is available by clicking on any **Affected Computer** number in a list or report. It has two sections:

- A header with information about the Fixlet that is affecting the computers.
- The list of the computers affected by the Fixlet.

This report may be **Filtered, Exported, Printed** or **Emailed** by clicking on the appropriate action in the **Current Report** box.

## Single Operator Report

This report is available by clicking on an operator in the **All Operators** report or the **Action Summary** report. It contains the following sections:

- Information about the operator, including the **name, creation time**, and last **Console login** time.
- List of **computers** the operator has administrative privileges on.
- List of all **actions** that the operator has deployed.
- List of all **Fixlets** the operator has created.
- List of all **Tasks** the operator has created.

## Filtering the Reports

The **Current Report** box is available in the upper left part of the screen whenever a report is being displayed. If you don't see it, try clicking on the blue bar at the left of the screen to open the context panel. 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. Here are some of the options from the Current Report box:

- **Filter Report:** This drop-down menu lets you select from the list of existing filters (as well as add and manage them). These filters will help to narrow down your reports to just the items you're most interested in. Each Filter has the name of its author in parentheses next to it.
- **Configure Reports:** This interface allows you to edit the parameters of your report. From any report, click the Configure Report link in the action box. The report criteria are presented again, allowing 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 the given report, provide this information:
  - Name.** Enter a name for the report.
  - Visibility.** Check a button to make the report Public or Private.
  - Description.** Enter a description for the report.
- **Exporting to CSV:** Click on this to export your report to another program, like Excel, 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 allows you to format your report for printing. Click this link and then select **File > Print** to output your report.
- **Email Report:** This link allows you to email the current report. The email settings must be set up prior to using this feature.

---

### Creating Filters

The **Filter Report** selection in the **Current Report** box includes options to create new filters, as well as manage existing filters. Select a saved filter to apply it to the current report. If another filter is already in use, it will try to combine the two filters together. The filters allow you to view discrete subsections of your network. You might, for instance, use a filter to include only Windows 2000 computers in your report. These filters can be applied to any reports, including the **Overview** and **Custom Reports**.

To create a report filter, you will need to build it by adding or removing filter properties one at a time. The filter can be used, saved, or cleared at any time. To start building a filter, follow these steps:

- 1 From any report screen, click the **Filter Report** selection in the **Current Report** box.
- 2 Select the **Create Filter** option from the pull-down menu. This will bring up the Create Filter screen.

- 3** On the Create Filter screen, select a filter class:
  - **Saved Filter.** Filter computers and Fixlets based on filters already saved.
  - **Database.** Filter computers and Fixlets based on database.
  - **Computer Property.** Filter computers based on retrieved properties.
  - **Computer Groups.** Filter computers based on computer groups.
  - **Computer Active Directory.** Filter computers based on Active Directory.
  - **Computer Report Time.** Filter computers based on report times.
  - **Fixlet.** Filter Fixlets based on various Fixlet properties, like name, site, category, source, severity, CVE and SANS.
- 4** If you select **Computer Property** or **Fixlet**, you will need to specify a property associated with your choice.
- 5** Click the **Get Values** button.
- 6** Values for the selected class and property will be displayed. Select the values to include or exclude in your filter.
- 7** Keep adding properties and values until the filter is complete.
- 8** Click **Done** to use the filter immediately in the current report. Click **Save Filter** to save the filter for future use. Click **Clear Filter** to start over.

---

## Managing Filters

The filters you create are used to customize reports, allowing you to focus on particular subsets of the database. To view, modify or delete a saved filter, click the **Manage Filters** option in the **Filter Report** drop-down menu. This interface is available whenever a report is being displayed. There is a drop-down menu listing the existing filters. All administrators – not just the creator of the filter -- have the ability to delete a filter from this list. Here's how:

- 1** Select **Current Report > Filter Report > Manage Filters**.
- 2** Click the **Expand All** button to see the details of each filter. From the list of Filters, click the **[edit]** link to modify the filter properties. 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. For that reason, you should manage your named filters with care.

## Custom Reports

The **Custom** tag allows you to create **Custom Reports** using the Relevance language along with JavaScript and HTML to craft sophisticated reports specific to your needs. You can also import custom reports created by BigFix. This screen allows you to manage your custom reports using a set of buttons:

- **Select All:** Places a checkmark in front of each Custom Report in the list.
- **Clear All:** Clears all the check marks on the list.
- **New:** Allows you to create your own custom report. Information on creating your own Custom Reports is beyond the scope of this document and requires knowledge of the Relevance language, JavaScript, HTML and XML. For more information, see the various BigFix **Action** and **Inspector** Guides.
- **Import:** Allows you to import ready-made reports from BigFix or other third-party sources. Follow the link on the screen to the **BigFix Enterprise Support** site to view available custom reports. Some reports may require the latest version of Microsoft Office to be installed in order for the graphics to display optimally.
- **Delete:** Allows you to delete the selected (checked) Custom Reports.

Custom Reports may be **filtered, stored, exported, printed, or emailed** from the **Current Report** box at the top left of the screen.

## Scheduled Activities

**Scheduled Activities** can be set up to email and archive specified reports on 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. This screen allows you to manage your activity schedule using a set of buttons:

- **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.
- **Delete:** Allows you to delete the selected (checked) activities.

---

### Creating Scheduled Activities

A scheduled activity has four sections, specifying the time range, the desired report, the trigger for the schedule and the actions that should be taken. Here's how to set up a scheduled activity:

- 1 Click on the **Schedule** tab, then click the **New** button.
- 2 Select a **time** range for the scheduled activity. If no expiration time is selected, the activity will never expire.
- 3 Select the **Report** that is to be scheduled. Choose any stored report -- public or private -- or choose the Overview report. If you do not want to schedule any report, but still wish to send an email or perform an action based on some condition, select an Alert.
- 4 Select the conditions, or **triggers**, under which the activity will run. Configure the activity to only run during a specified interval, or to run after every data refresh. You can further configure the activity to only run when the data meets some criteria, specified by a Relevance expression. The checkbox **Send email/store archive only when report has changed** will run the given report based on its trigger, and then compare it to the report it ran previously. If the report has changed, then the action associated with the activity is executed. If the two reports are the same, no further action is taken. Check the box labeled **Include trigger information** to include the trigger criteria in the report itself.
- 5 Select the **actions** to execute after the activity has run. The report can be **emailed** to multiple people, or **archived** for later viewing. The number of archives can be limited by how old they are, how much size they take up, or by the number of them. The report can also run a **customized executable**, as long as it resides in the correct directory, as specified in the registry. The default directory is: C:\Program Files\BigFix Enterprise\BES Server\BESReportsData\CustomExe.

## Email Settings

Email settings can be configured by clicking on the **Email** tab. Only a Web Reports administrative account can edit email settings. There are a few buttons and links on this screen:

- **Test:** Lets you verify the email server settings by sending a test message.
- **Edit:** Allows you to edit the email settings.
- **My Email Addresses:** Click this link to bring up a screen that helps you to manage a list of email address.

---

### Editing Email settings

- 1 Click on the **Email** tab.
- 2 Click **Edit** on the Email Settings screen.
- 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 don't add the "@domainname.com" to the email address).

---

### Adding New Email Addresses

- 1 Store frequently used email addresses by clicking the **My Email Addresses** link in the main Email Settings screen.
- 2 Click **Add New Contact**, add a contact's name and email address, then click the **New** button to store an email address. This page also allows you to **delete** addresses with the button below.



## User Management

The **User Management** screen has two different interfaces, depending on whether or not you logged on as a Web Reports administrator. If so, the full list of settings will be available, including user management. Otherwise – as a normal user – you will only be able to edit your own personal settings (see **Editing a User**, below). To view the User Management screen, click on the **Users** tab. The User Management screen has a few links:

- **Edit:** Allows you to edit the settings for the selected user.
- **Delete:** Lets you delete the selected user from the Web Reports list. You must be logged into Web Reports as an administrator to delete users. Note that you can't delete your own account.
- **Add New User:** Brings up the Create User screen, which prompts you to provide a password and define any user restrictions.
- **User Options:** Brings up the User Options screen, which allows you to restrict user access to certain Web Report features.

---

### Adding a New User

To add a user to the Web Reports system, you must be logged in as an administrator. Follow these steps to add a user:

- 1 Select **Users > Add New User** to go to the user creation screen.
- 2 Choose an appropriate **Username** and **Password** for the new user.
- 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 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 user. 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 Click the **Add new user** button.

---

## Editing a User

When editing a user, different options are presented depending on whether you are editing your own settings or someone else's. If you're not logged in as an administrator, you can't edit other user accounts, and your interface is limited to your private user screen.

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

- 1 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.
- 2 Change your **default settings**. See **User Preferences**, below. You can only access your own personal defaults, not those of other users.

If you're logged in as an administrator, and editing a user other than yourself, you have two options:

- 1 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.
- 2 Change the user's **password**. Click this button to bring up the Change Password page. Enter a new password and confirm it.

---

## User Options

This screen is available by clicking **User Options** from the User Management screen. Currently, there are three options on this screen:

- **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. They will still be able to access public reports and save private reports.
- **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.

---

## User Preferences

**User Preferences** are available when you **Edit** your own user account from the **User Management** screen. This screen allows you to customize the Web Reports program to better suit your style of working. Here's how to change the User Preferences:

- 1 Click the **Users** tab.
- 2 From the User Management screen, 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.
- 4 A new screen is displayed with several options for you to customize:
  - The first option allows you to change the **initial page** you see after logging in. By default, this is **Overview**, but it can be set to **Reports** if you wish.
  - The **Disable graphs** checkbox allows you to disable the creation and display of graphs in your reports, limiting you strictly to tables and listings.
  - The **Always show filter minimized by default** will always show filters in your report minimized at first.
  - The **number of results** box allows you to specify how many results you wish to list on a single page. Choose from 10 to 1000 results. The default is 100.
  - For **Fixlet List Reports**, you can select which Fixlet properties you want to include as sortable columns in your reports. The original defaults include **Download Size** and **Source Severity**. For each property you wish to view or sort in your Fixlet Report, check the appropriate box.
  - For the **Fixlet History** reports, the defaults relate to how the line graph should be created and displayed. The **hours to skip while sampling points** represents how many hours can elapse between data samples before disconnecting the corresponding points on the graph. **Hours to skip** is most useful with a database that doesn't report regularly. The disconnected points provide an immediate visual indicator that the data weren't collected at the time expected. If you select **Connect all data points**, the **hours to skip** parameter will be ignored.
- 5 Click the **Submit** button to update and save your personal defaults.

## Database Settings

Click on the **Databases** tab to bring up the **Database Settings** screen. This screen lets you manage all the databases that are being aggregated for Web Reports. There are several links on this page:

- **Edit:** Allows you to edit the settings for the selected Database.
- **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:** One option exists on this screen, **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:** This screen 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:** Clicking this link will start a full refresh of the database cache.
- **View Errors:** This screen 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:** This section displays the local database DSN and the local BES Reporting Server.

---

### Adding a Database

You can add other BES databases into your reports. This allows you to create aggregate reports covering hundreds of offices, each with thousands of computers. To add a database you must log in as an administrator, and follow these steps:

- 1 Select **Databases > Add New Database**. An aggregation screen is displayed.
- 2 Enter a **Server Name** that will be used to identify the database. This name is only used internally so you can choose a naming scheme that makes sense for Web Reports.
- 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. There are two authentication types to choose from:
    - **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. If you are running Web Reports 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. If running on top of IIS, Web Reports by default will run as the IUSR account. Run the Web Reports ISAPI as a domain user that has access to the database.
    - The other authentication option is SQL Server authentication. It is simple but less secure 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 discouraged because the password is also stored in plain text in the registry.
  - 5 At the bottom is the default Web Reports URL, which points to the Web Reports Server.
- 

## Editing a Database

Editing a database allows the user to change connection settings and disable the database. To edit a database:

- 1 Select the **Database** tab and click the **Edit** link next to the desired database name. The **Edit Database** screen is displayed.
- 2 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.
- 3 Choose the **Authentication Type** that will be used to connect to the database. There are two authentication types, **Windows Authentication** or the less secure **Username/Password** technique.
- 4 Click the **Disable database** checkbox to exclude this database from all reports. The status of this checkbox applies across all Web Reports users.
- 5 At the bottom is the default Web Reports URL, which points to the Web Reports Server.
- 6 Click the **Submit** button to complete the Edit.

# Customizing Web Reports

---

## Customizing the UI

Web Reports' header and footer can be customized to match the look and feel of your existing web infrastructure. To customize the header and footer:

- 1 Create a new header and footer, and title them `header_overwrite.txt`, `header2_overwrite.txt` and `footer_overwrite.txt`.
- 2 Place them in the same directory as the Web Reports footer and header: `mywebserver\cgi-bin\besreports`. Examine `header.txt`, `header2.txt`, and `footer.txt` for guidance on how to structure them. The `header.txt` is used for all of the pages in Web Reports, besides the login screen, which uses `header2.txt`. This keeps the menu buttons from being displayed on the login screen.

Although you can replace the original files, it's safer to create the overwrite files. That's because each new installation or upgrade of Web Reports will replace the original files, but will leave the overwrite files intact.

---

## HTTPS Configuration

To provide more security to Web Reports, you can use HTTPS to make your browser connection. First, you need to create a Secure Socket Layer (SSL) certificate, then you need to post the location of the certificate in the registry. Assuming you are using OpenSSL, here are the steps to follow:

- 1 To request a certificate, you need a valid configuration file. It may look something like this:

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

[ req_distinguished_name ]
C = US
ST = California
L = Emeryville
O = BigFix
OU = Development
CN = Common
emailAddress = johndoe@bigco.com

[ req_attributes ]
challengePassword = bigfix
```

- 2 Save your configuration into a file such as "c:\mynewconfig.conf", and issue your certificate request. This will also generate a private key (in the file named keyfile.pem). Use a command like:

```
openssl req - new -config "c:\mynewconfig.conf" > cert.csr
```

- 3 Remove the password from the private key file:

```
openssl rsa -in keyfile.pem -out nopwdkey.pem
```

- 4 Create 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. Save this file, which is your SSL certificate. Next, you need to store the path for this file in the registry.
- 6 Run regedit and find the **HKey Local Machine\Software\BigFix\Enterprise Client\Settings\Client** key. You need to add two values to this key; one for the HTTPS flag, and one for the location of the SSL certificate.
- 7 Create a new DWORD value named **\_WebReports\_HTTPServer\_UseSSLFlag** and set it to 1 to enable HTTPS.
- 8 Create a new string value named **\_WebReports\_HTTPServer\_SSLCertificateFilePath** and set it to the full path name of the SSL certificate (cert.pem) that you created above.

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 interventions by the user. If the certificate does not meet the trust requirements of the browser, then the user will be prompted with a dialog asking them if it is OK to proceed with the connection, and giving them access to information about the certificate.

Typically, a trusted certificate is one which 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 don't require authentication back to a trusted root, you can also generate a self-signed certificate with the OpenSSL utilities.

---

## Logging Web Reports

You can keep track of your Web Reports usage of by setting up a log file. The name of the log file is stored in the registry. Here's how to set or access the name:

- 1 Run Regedit and find the **HKey Local Machine\Software\BigFix\Enterprise Server\BESReports** key. You'll 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, eg. "C: \fullpath\file.txt".

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



# Index

---

## A

Action ID · 16, 23  
Action Summary · 16, 23  
administrator · 29, 30, 32  
**Affected Computers** · 6, 11, 14, 19, 21, 22, 23  
aggregate · 32  
Alert · 27  
All Computers · 5, 20  
Analysis · 8, 11, 20  
Assessment · 12  
Audience · 1  
authenticate · 35  
authentication · 33, 35  
Authorization · 35

---

## B

besreports · 34  
BigFix · i, 2, 26, 27, 35  
bin · 34

---

## C

cgi · 34  
Change Password · 30  
chart · 4, 5, 16  
Client · 5, 19, 29, 35  
column · 6, 7, 9, 10, 11, 12, 14, 16, 19, 20, 21, 22, 23  
Compliance · 13  
Computer  
  ID · 20  
  Name · 20  
  Properties · 9  
Computer ID · 20  
Computer List Report · 19, 20, 23  
Computer Name · 20  
Computer Properties · 9  
conditional · 4  
configuration · 34, 35  
configurations · 29  
Connect all data points · 31  
Console · 4, 12, 18, 23, 29, 30

Conventions · 1

Create

  Report · 8

credentials · 33

CSV · 8, 24

custom · 26, 30, 32

  reports · 26, 30, 32

customize · 10, 25, 31, 34

---

## D

database · 2, 3, 8, 9, 11, 12, 14, 25, 29, 31, 32, 33

default settings · 30, 31

deployed · 6, 18, 23

deployment · 21

Disable database · 32, 33

Disable the graphs · 31

disconnect · 31

domain · 28, 33

Download Size · 31

DSN · 32, 33

---

## E

Edit Database · 33

email · 3, 24, 27, 28

Enterprise · 35

Excel · 3, 24

**Export** · 9, 10, 11, 12, 13, 14, 15, 16, 17, 18

---

## F

filter · 4, 8, 24, 25, 26, 29, 30, 31

Filter Results · 24

Fixlet

  History · 16, 17, 31

  ID · 12, 23

  Issue Assessment · 12

  Issue Compliance · 13

  list · 6, 16, 31

  name · 12, 13, 16

  Progress · 14

  Relevant · 5, 11, 19, 21

**site** · 12, 13, 14, 16

Fixlet Progress · 14

footer · 34

---

## G

granularities · 4  
graph · 4, 5, 10, 16, 17, 31

---

## H

headers · 9, 11, 12, 16, 19, 20, 23  
headings · 1, 7, 19, 21, 22, 23  
hidden · 9  
**Hide individual computers** · 9, 13  
historical · 4, 5  
historical graph · 4  
hours to skip · 31  
http · 7  
https · 7  
HTTPS · 34, 35

---

## I

ID · 9, 12, 16, 18, 19, 20, 23  
IE · 2  
IIS · 33  
Indeterminate · 13  
initial page · 31  
Interface · 34  
Introduction · 2  
inventory · 8  
IP · 32, 33  
ISAPI · 33  
Issue Assessment · 12  
Issue Compliance · 13  
IUSR · 33

---

## K

key · 35

---

## L

**Less than the Primary** · 13  
LocalSystem · 33  
logging · 31, 35  
login · 18, 23, 34

---

## M

**Mean Time To Remediate** · 5  
menu · 4, 5, 8, 28, 30, 31, 34  
mywebserver · 34

---

## N

no graph · 10  
**Nonrelevant Computers** · 21, 22  
number of results · 10, 31

---

## O

**Older than the Secondary** · 13  
Open Action Status · 16, 23  
Open Actions · 19, 21, 22  
Operator · 7, 16, 18, 23  
Overview · 3, 4, 24, 27, 31

---

## P

password · 30, 33  
patch · 21, 22  
**Patch Completion** · 6  
Pentium · 2  
permissions · 33  
pie · 5, 10  
Primary · 9, 13  
**Print** · 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 24  
Private Key · 35  
privileges · 4, 5, 18, 23, 29, 30  
properties · 2, 4, 7, 8, 9, 10, 12, 19, 20, 21, 22, 24, 25, 31

---

## R

RAM · 2  
refresh · 14, 27, 32  
registry · 27, 33, 34, 35  
**relevance** · 5, 11, 17, 19, 21, 26, 27  
Relevant Computers · 11, 14, 19, 22  
**Relevant Fixlets** · 5, 11, 12, 19, 21, 22  
**Relevant Fixlets per Computer** · 5  
Relevant Issue History · 17  
remediation · 4, 5, 14, 23  
Reports · i, 1, 2, 3, 5, 7, 8, 24, 26, 28, 29, 31, 32, 33, 34, 35, 36  
Requirements · 2

**retrieved property** · 8, 9, 10, 19, 20  
Retrieved Property  
    Single · 10  
Retrieved Property List · 9  
rollouts · 4

---

**S**

schedule · 27  
scope · 26  
Secondary · 9, 13  
secure · 33  
Server Name · 32  
servers · 2, 11, 12, 14  
service · 33  
settings · 3, 11, 12, 24, 28, 29, 30, 33  
**Severity** · 6, 31  
**Show relevant Fixlets** · 9  
Single Computer Report · 9, 19, 20, 23  
Single Fixlet History · 16  
Single Fixlet Report · 16, 19, 21, 22, 23  
Single Retrieved Property · 10  
**Source Severity** · 6, 31  
spreadsheet · 3, 8  
SQL · 33  
**Start time** · 23  
statistics · 3, 5  
Store Report · 24  
**Submit** · 31  
subsections · 24

---

**T**

Task · 8, 14, 22  
Tertiary · 9  
timeline · 4  
Total Issues · 4, 5  
Total Number Of  
    **Actions** · 5  
    Computers · 5  
    **Fixlets** · 5

---

**U**

upgrade · 34  
Use a system DSN · 32, 33  
User Defaults · 30, 31  
Username · 29, 33  
users · 1, 3, 5, 16, 29, 30, 33

---

**V**

Versions · 1  
vulnerability · 4, 5

---

**W**

Windows Authentication · 33