BIGFIX

Decision Support System
Software Asset Management (SAM)

Release Notes

Version 1.1.1

September, 2009

Contents

Product Overview

The BigFix Decision Support System Software Asset Management (DSS SAM) application is a comprehensive tool used to identify under-utilized software, track software usage patterns and trends, and detect over-used software licenses to maintain compliance with license agreements.

Product documentation for DSS SAM includes an *Installation and Configuration Guide, Software Catalog Editor's Guide, Software Catalog Visual Guide, User's Guide, End User QuickStart, Implementation Guide,* and *Release Notes.* Electronic versions of these resources are available in PDF format on the documentation page of the BigFix website.

To purchase or download product updates, first check the BigFix website to determine if an upgrade is available. Go to www.bigfix.com and click on the Products link.

System Requirements

- The DSS SAM application must be installed on a Microsoft Windows 2003 Server (32-bit or 64-bit) or a Microsoft Windows 2008 server (32-bit or 64-bit). This will be your target application server.
- BigFix Server version 7 must be available in your environment. The BigFix DSS SAM application may be installed on the same server, or on a separate server.
- SQL Server 2005 or 2008 (32-bit or 64-bit) with TCP/IP must be available in your environment. This server may be on the same computer as the DSS SAM application or on a separate server. You may use the same database server used for the BigFix Server, or a separate database server, depending on the size of your deployment and available hardware resources. This version of DSS SAM supports all editions of SQL Server 2005 and 2008.
- SQL Server Browser is needed if you are using a named instance rather than the default instance of SQL Server. It is also needed by the Configurator to enumerate named instances in the server's combo box on the SQL credentials panel.

SQL Server Required Components

Component	Required by DSS SAM
SQL Server 2005 or 2008	Yes
SQL Server Active Directory	No
SQL Server Agent	No
SQL Server Browser	Yes
SQL Server Full Text Search	No
SQL Server VSS Writer	No

- Users and Administrators of the DSS SAM application must use Internet Explorer version 7 or FireFox version 3 (or later versions) and Adobe Flash version 10 (or later) to access the application. Your browser needs to have cookies enabled in order to run the application properly.
- To generate PDF format reports (in addition to CSV), you must have the Java JDK version 1.4 or higher (Java Development Toolkit) on your DSS SAM Server. (Note: This is different than Java Runtime Environment.) Access Java JDK from Sun's website: http://www.sun.com/download/index.jsp or http://java.sun.com/javase/downloads/index.jsp to download the latest JDK. If JDK is not installed, all DSS exports will use the CSV output rather than PDF. For specific installation instructions, go to the BigFix Knowledge Base.

User Accounts and Access Recommendations

During installation and configuration, you will be asked for usernames and passwords. Each stage of the installation (which installs different components) may require a user with different permissions. Use the table below to determine which username to use according to your stage of the installation process:

Stage 1 – Subscribe to the Content Site
Stage 2 – Install the DSS SAM application
Stage 3 – Configure the services that run the software
Stage 4 – Configure the connection from the DSS SAM application to the databases

Stage	Account Requirements	Type
1. Subscribe to DSS SAM Content Site	BES Operator login with permissions to subscribe to content sites	BES Operator
2. Install DSS SAM	Administrator for the O/S where you're installing DSS SAM *Note: A non-administrator may be able to run the Configurator, but this may result in an error.	Domain or local
3. Configure the services that run DSS SAM and connect to the databases	Service account with db_datareader permissions on BES DB and read permission to the BigFix server upload manager directory	Domain
4. Create the DSS SAM databases	Specify using the service account with Administrator permissions on the database server, or User with SQL Authentication with Administrator permissions on database server	Domain SQL

For additional guidance on user accounts and access, check the [Knowledge Base](#) on the BigFix support site.

Deployment Sizing Requirements

The DSS SAM application is designed to run in a variety of deployment configurations, depending on the size and architecture of your system and how you intend to use the application. Sizing requirements and hardware specifications will vary according to your configuration.

Consider the following factors to ensure the correct component processing speed, RAM, and disk space to accommodate your BigFix Client capacity:

- The number of users accessing the DSS SAM application will determine how much processing power and RAM your server must have.
- The number of BigFix Clients will determine the amount of disk space required for files and for the database server.

  Note: If you are using SQL Server Express Edition, see the Microsoft website for size limitations.

For a two-computer server configuration, 1MB per BigFix Client should be allocated on the BigFix Server split between files and the database, and 1-2MB per BigFix Client on the DSS SAM application system, also split between files and database.

For example, 10,000 BigFix Clients would require 10GB of free space on the BigFix Server, and 10-20GB free space on the DSS SAM application machine. This scenario would require the BigFix Server database to be on the same machine as the DSS SAM application. For sizing requirements on other deployment configurations, see the Appendix.

Hardware Specifications

The values listed below are recommended hardware specifications that will provide optimum performance for similar sized deployments of the DSS SAM application. If your deployment will include over 20 DSS SAM application users, consider augmenting your hardware specifications to the next higher scale, or contact BigFix Technical Support for assistance with hardware selection.

For best performance, consider the following recommendations:

Deployment Size	CPU	Memory	Hard Disks
< 250	2-3 GHz	1 GB	Standard HD
1,000	2-3 GHz - 2 Cores	2 GB	1 RAID Array (RAID 10, 5)
10,000	2-3 GHz - 2-4 Cores	4 GB	1-2 RAID Arrays (RAID 10)
50,000	2-3 GHz - 4 Cores	8 GB	2 RAID Arrays (RAID 10)
100,000	2-3 GHz - 4-8 Cores	12 GB	3 RAID Arrays (RAID 10)
> 200,000	2-3+ GHz - 8-16 Cores	16+ GB	3-4 RAID Arrays (RAID 10)

RAID arrays must support use of the disk cache for both reading and writing. The disk cache should be set to 50/50 read write.

New Catalog Titles

The following table includes additional publishers, software titles and software title versions that have been added to the Software Catalog component of DSS SAM 1.1.1. Check your Software Catalog audit log to determine if there are any conflicts in your existing Catalog introduced by this update.

Publisher Name	Software Title Name	Software Title Versions
Acolada GmbH	Brandstetter UniLex	Brandstetter UniLex 1
Acronis Inc.	Acronis Disk Director	Acronis Disk Director 10
Acronis Inc.	Acronis Disk Director	Acronis Disk Director 9
Adobe Systems Incorporated	Acrobat Reader	Acrobat Reader 9
Adobe Systems Incorporated	Adobe Photoshop	Photoshop 8
Adobe Systems Incorporated	Adobe PressReady	Adobe PressReady 1
Adobe Systems Incorporated	Adobe Soundbooth	Adobe Soundbooth CS3
Adobe Systems Incorporated	ColdFusion	ColdFusion 3
Adobe Systems Incorporated	ColdFusion	ColdFusion 4
Adobe Systems Incorporated	ColdFusion	ColdFusion 5
Adobe Systems Incorporated	ColdFusion	ColdFusion 7
Adobe Systems Incorporated	ColdFusion	ColdFusion 8
Adobe Systems Incorporated	RoboHelp Office	RoboHelp Office 13
Adobe Systems Incorporated	RoboSource Control	RoboSource Control 2
Adobe Systems Incorporated	Shockwave Player	Shockwave Player 10
Adobe Systems Incorporated	Shockwave Player	Shockwave Player 11
Adobe Systems Incorporated	Shockwave Player	Shockwave Player 8
Advanced Structural Concepts Inc.	NONLIN	NONLIN 6
Applied Micros Pty Limited	Multilog Pro	Multilog Pro 9
ARM Software	MacroMaker	MacroMaker 1
ARM Software	MacroMaker	MacroMaker 3
Avira GmbH	AntiVir Desktop	AntiVir Desktop 9
Behavioral Science Technology Inc.	BAPPTrack Enterprise Edition	BAPPTrack Enterprise Edition 2
BestSecurityTips LLC	Sakina Privacy Protector	Sakina Privacy Protector 2
Betamax GmbH & Co.Kg	Nonoh	Nonoh 4
Bienne Soft	YouTube Downloader	YouTube Downloader 2
Binary Fortress Software	iTunes Sync	iTunes Sync 1

BOSS International Inc.	HEC-RAS Professional	HEC-RAS Professional 3
Boxer Software	Boxer Text Editor	Boxer Text Editor 10
Brady Worldwide Inc.	MarkWare	MarkWare 2
CenturionSoft	CenturionMail	CenturionMail 3
Clear Creek Solutions Inc.	WWHM2	WWHM2 2
Clear Creek Solutions Inc.	WWHM3	WWHM3 3
Cloudeight Internet LLC	Smileycons	Smileycons 6
CREDANT Technologies	Credant Mobile Guardian	Credant Mobile Guardian 5
CutCom Software Inc.	SentryFile Satellite Tool	SentryFile Satellite Tool 1
DABCC Inc.	Advanced Print Manager	Advanced Print Manager 1
DBTools Software	DBManager Professional	DBManager Professional 3
DotSoft	DwgList	DwgList 1
doubleT	Demo Builder	Demo Builder 4
Duckware	Virtual Tour Editor	Virtual Tour Editor 6
Duckware	WinOpen	WinOpen 3
Duckware	WinOpen	WinOpen 5
Dyadem International Ltd.	PHA-Pro	PHA-Pro 6
Eagle Point Software Corporation	Eagle Point	Eagle Point 2007
Easymatica.com	FlexTracer	FlexTracer 2
eClinicalWorks	eClinicalWorks	eClinicalWorks 7
Ecole Polytechnique de Montreal	CADAM	CADAM 1
EduPro Civil Systems Inc.	ProShake	ProShake 1
Emurasoft Inc.	EmEditor Professional	EmEditor Professional 7
Emurasoft Inc.	EmFTP Professional	EmFTP Professional 2
Ensoft Inc.	APILE	APILE 4
Ensoft Inc.	GROUP	GROUP 7
Ensoft Inc.	LPILE Plus	LPILE Plus 5
Ensoft Inc.	TZPILE	TZPILE 2
eTouchWare Inc.	Tirminal	Tirminal 1
F.I.R.S.T. GmbH	CONVAL	CONVAL 6
FABES Forschungs-GmbH	MIGRATEST Lite	MIGRATEST Lite 2001
FactSet Research Systems Inc.	Marquee	Marquee 3
FileHippo.com	FileHippo.com Update Checker	FileHippo.com Update Checker 1
Genders Automatiseringen BV	PDMCalc	PDMCalc 3
GeoCue Corporation	GeoCue Client	GeoCue Client 4

GeoCue Corporation	GeoCue Server	GeoCue Server 4
Glamsen Software	CadTools	CadTools 1
Great White North Technologies	List Maker	List Maker 1
GRL Engineers Inc.	GRLWEAP	GRLWEAP 2005
HAI	HammerLaunch	HammerLaunch 3
Herman Compute	Icon Editor	Icon Editor 5
Hewlett-Packard Company	HP Client Management Interface	HP Client Management Interface 1
Hewlett-Packard Company	HP designjet 10ps RIP	HP designjet 10ps RIP 1
Hewlett-Packard Company	HP DeskJet 9600 series	HP DeskJet 9600 series 2003
Hewlett-Packard Company	HP Laserjet 1020 Driver	HP Laserjet 1020 Driver 5
Hewlett-Packard Company	HP Library & Tape Tools	Hewlett-Packard Company 4
HydroCAD Software Solutions LLC	HydroCAD	HydroCAD 7
HydroCAD Software Solutions LLC	HydroCAD	HydroCAD 8
imeem inc.	Anywhere.FM Uploader	Anywhere.FM Uploader 0
Imprivata Inc.	OneSign Agent	OneSign Agent 3
IngSoft GmbH	EasyPipe98	EasyPipe98 1
Integrated Tracking Solutions Inc.	Loki Client	Loki Client 1
InterCall	Raindance Player	Raindance Player 1
ITandFactory GmbH	Rodok	Rodok 6
Kaseya International Limited	Virtual System Administrator Agent	Virtual System Administrator Agent 5
KnowledgeTree Inc.	KnowledgeTree Tools	KnowledgeTree Tools 3
LESER GmbH & Co. KG	VALVESTAR	VALVESTAR 6
Linguatec Sprachtechnologien GmbH	Personal Translator	Personal Translator 5
Liquid Technologies Ltd.	Liquid XML Data Binder	Liquid XML Data Binder 2008
Liquid Technologies Ltd.	Liquid XML Studio	Liquid XML Studio 2008
Liquid Technologies Ltd.	Liquid XML Studio	Liquid XML Studio 2008 (v6)
Liquid Technologies Ltd.	Liquid XML Studio	Liquid XML Studio 2009
LyondellBasell Industries Holdings B.V.	Bunkerplan	Bunkerplan 2
LyondellBasell Industries Holdings B.V.	Polux	Polux 1
LyondellBasell Industries Holdings B.V.	Reagentario	Reagentario 1
LyondellBasell Industries Holdings B.V.	Rohrleitungsverwaltung	Rohrleitungsverwaltung 1
McKesson Corp.	STAR Navigator	STAR Navigator 11
McTrans	HCS2000	HCS2000 4
MGE UPS SYSTEMS	Enterprise Power Manager	Enterprise Power Manager 2
MGE UPS SYSTEMS	Network Management Proxy	Network Management Proxy 1

MGS Software LLC	MGSFlood	MGSFlood 2
MGS Software LLC	MGSFlood	MGSFlood 3
Microsoft Corporation	Active Directory Sizer	Active Directory Sizer 2
Microsoft Corporation	ADMap	ADMap 1
Microsoft Corporation	Chess	Chess 1
Microsoft Corporation	Compatibility Administrator	Compatibility Administrator 5
Microsoft Corporation	DNSLint	DNSLint 1
Microsoft Corporation	Exchange Application Deployment Wizard	Exchange Application Deployment Wizard 6
Microsoft Corporation	Exchange Explorer	Exchange Explorer 6
Microsoft Corporation	ExMerge	ExMerge 3
Microsoft Corporation	FreeCell	FreeCell 1
Microsoft Corporation	Freelancer	Freelancer 1
Microsoft Corporation	Hearts	Hearts 1
Microsoft Corporation	Inkball	Inkball 1
Microsoft Corporation	Live Mesh	Live Mesh
Microsoft Corporation	Microsoft Capacity Planner	Microsoft Capacity Planner 2
Microsoft Corporation	Microsoft Enterprise Library for .NET	Microsoft Enterprise Library for .NET 1
Microsoft Corporation	Microsoft Expression Blend	Microsoft Expression Blend 1
Microsoft Corporation	Microsoft Expression Web	Microsoft Expression Web 12
Microsoft Corporation	Microsoft Forefront	Microsoft Forefront 3
Microsoft Corporation	Microsoft Forefront Security for Exchange	Microsoft Forefront Security for Exchange 10
Microsoft Corporation	Microsoft Identity Integration Server	Microsoft Identity Integration Server 3
Microsoft Corporation	Microsoft MapPoint	MapPoint 2009
Microsoft Corporation	Microsoft Network Monitor	Microsoft Network Monitor 3
Microsoft Corporation	Microsoft Office Excel Viewer	Microsoft Office Excel Viewer 2003
Microsoft Corporation	Microsoft Office Live Comm Server Resource Kit	Microsoft Office Live Comm Server Resource Kit 2005
Microsoft Corporation	Microsoft Office PowerPoint Viewer	Microsoft Office PowerPoint Viewer 2003
Microsoft Corporation	Microsoft Office PowerPoint Viewer	Microsoft Office PowerPoint Viewer 2007
Microsoft Corporation	Microsoft Office Visio Viewer	Microsoft Office Visio Viewer 2003
Microsoft Corporation	Microsoft Office Visio Viewer	Microsoft Office Visio Viewer 2007
Microsoft Corporation	Microsoft Office Word Viewer	Microsoft Office Word Viewer 2003
Microsoft Corporation	Microsoft Plus! for Windows XP	Microsoft Plus! for Windows XP 3
Microsoft Corporation	Microsoft SharedView (Beta)	Microsoft SharedView (Beta) 8
Microsoft Corporation	Microsoft Silverlight	Microsoft Silverlight 1
Microsoft Corporation	Microsoft Silverlight	Microsoft Silverlight 2

Microsoft Corporation	Microsoft Visual Basic 2008 Express Edition	Microsoft Visual Basic 2008 Express Edition 9
Microsoft Corporation	Microsoft Visual C# 2008 Express Edition	Microsoft Visual C# 2008 Express Edition 9
Microsoft Corporation	Microsoft Visual C++ 2008 Express Edition	Microsoft Visual C++ 2008 Express Edition 9
Microsoft Corporation	Microsoft Visual Studio .NET	Microsoft Visual Studio .NET 2003
Microsoft Corporation	Microsoft Visual Web Developer 2008 Express	Microsoft Visual Web Developer 2008 Express 9
Microsoft Corporation	Microsoft Web Application Stress Tool	Microsoft Web Application Stress Tool 1
Microsoft Corporation	Microsoft Windows	Microsoft Windows Server 2008 Datacenter Edition
Microsoft Corporation	Microsoft Windows	Microsoft Windows Server 2008 Enterprise Edition
Microsoft Corporation	Microsoft Windows	Microsoft Windows Server 2008 Standard Edition
Microsoft Corporation	Microsoft Windows	Windows 7 Enterprise
Microsoft Corporation	Microsoft Windows	Windows 7 Home Premium
Microsoft Corporation	Microsoft Windows	Windows 7 Professional
Microsoft Corporation	Microsoft Windows	Windows 7 Ultimate
Microsoft Corporation	MineSweeper	MineSweeper 1
Microsoft Corporation	MSN	MSN 9
Microsoft Corporation	Orca	Orca 1
Microsoft Corporation	Orca	Orca 3
Microsoft Corporation	Orca	Orca 4
Microsoft Corporation	PurblePlace	PurblePlace 1
Microsoft Corporation	RegClean	RegClean 4
Microsoft Corporation	Rights Management Add-on for Internet Explorer	Rights Management Add-on for Internet Explorer 1
Microsoft Corporation	SMTP Diagnostics	SMTP Diagnostics 1
Microsoft Corporation	Solitaire	Solitaire 1
Microsoft Corporation	Spider Solitaire	Spider Solitaire 1
Microsoft Corporation	SSL Diagnostics	SSL Diagnostics 1
Microsoft Corporation	TypoPatroller	TypoPatroller 1
Microsoft Corporation	VMRCplus	VMRCplus 1
Microsoft Corporation	Windows Audio Converter	Windows Audio Converter 5
Microsoft Corporation	Windows CD Label Maker	Windows CD Label Maker 5
Microsoft Corporation	Windows Dancer	Windows Dancer 5
Microsoft Corporation	Windows Installer Clean Up Utility	Windows Installer Clean Up Utility 3
Microsoft Corporation	Windows Live Favorites for Windows Live Toolbar	Windows Live Favorites for Windows Live Toolbar 3
Microsoft Corporation	Windows Party Mode	Windows Party Mode 5
Microsoft Corporation	Windows PowerShell	Windows PowerShell 1
Microsoft Corporation	Windows XP Winter Fun Pack	Windows XP Winter Fun Pack 2003

Minnesota Department of Natural Resources	DNRGarmin	DNRGarmin 5
Mooii Tech	PhotoScape	PhotoScape 3
Mystik Media	Blaze Media Pro	Blaze Media Pro 8
NCH Software Pty Ltd	ScreenStream	ScreenStream 1
nCode International	GlyphWorks	GlyphWorks 2
NewspaperDirect	PressReader	PressReader 1
NewsStand Inc.	NSReader	NSReader 2
Northport Systems Inc.	Fugawi Moving Map Software for GPS Receivers	Fugawi Moving Map Software for GPS Receivers 3
Novosoft	Handy Backup	Handy Backup 4
PanaVue Inc.	PanaVue ImageAssembler	PanaVue ImageAssembler 2
Paxton Access Limited	Net2 Access Control	Net2 Access Control 4
PCOnPoint.com	PC on Point	PC on Point 1
PCOnPoint.com	PC on Point	PC on Point 4
PJLM Software Inc.	Print Audit	Print Audit 5
PLP Digital Systems Inc.	PlotWorks	PlotWorks 4
Primera Technology Inc.	PTBurn Client	PTBurn Client 1
Proxima Software	FontExpert	FontExpert 2009
RadicaLogic Technologies Inc.	FMPro	FMPro 1
Risk Engineering Inc.	EZ-FRISK	EZ-FRISK 7
Robomagic Software Corporation	WetSock	WetSock 4
RTSECURITY.COM	RSHUT Pro	RSHUT Pro 2
Schauf GmbH	GTXW_II	GTXW_II 1
Seapine Software Inc.	TestTrack Pro	TestTrack Pro 2008
Seattle Daily Journal of Commerce	Plancenter.com	Plancenter.com 3
Serious Cybernetics	EQ Tools	EQ Tools 1
Simtec Limited	HttpWatch Studio Basic	HttpWatch Studio Basic 4
Soft&Hard D.Beyer	LAGER	LAGER 2000
Softrax Corporation	Softrax	Softrax 8
Southwest Airlines Co.	DING!	DING! 1
Stat-Ease Inc.	Design-Expert	Design-Expert 6
SysOp Tools Inc.	AD Query	AD Query 1
SysPro	Policy Reporter	Policy Reporter 3
The Chips Development Team	WinChips	WinChips 4
The Sausalito Brewing Co.	ProMash	ProMash 1
The University of Western Ontario	DYNA5	DYNA5 1

The World Bank	WITS	WITS 6
Tidalwave s.a.s.	blueMarine	blueMarine 1
TietoEnator Majiq Inc.	QuikView	QuikView 2
Tiskens Steuerungs & Antriebstechnik GmbH&Co. KG	PumpenProfi	PumpenProfi 2
TomTom Inc.	TomTom HOME	TomTom HOME 1
Trend Micro Inc.	Trend Micro Control Manager	Trend Micro Control Manager 2
Trend Micro Inc.	Trend Micro OfficeScan	Trend Micro OfficeScan 10
Trend Micro Inc.	Trend Micro OfficeScan	Trend Micro OfficeScan 8
TurtleBlast Software	ISO Commander	ISO Commander 1
UniSoft Ltd.	UniCone	UniCone 1
UniSoft Ltd.	UniPile	UniPile 4
UniSoft Ltd.	UniSettle	UniSettle 3
Upromise Inc.	Upromise	Upromise 1
Vale Software Limited	MSDE Manager	MSDE Manager 5
Velaro	Velaro Agent Desktop	Velaro Agent Desktop 5
VMware Inc.	VMware Workstation	VMware Workstation 3
VMware Inc.	VMware Workstation	VMware Workstation 4
VMware Inc.	VMware Workstation	VMware Workstation 5
VMware Inc.	VMware Workstation	VMware Workstation 6
WhiteCanyon Inc.	MediaWiper	MediaWiper 1
Wutec Geotechnical International	VERSAT-2D	VERSAT-2D 2005
Xelerate Software Inc.	Instant.EXE	Instant.EXE 3
XenSource Inc.	XenCenter	XenCenter 4
Zaval Creative Engineering Group	Zaval JRC Editor	Zaval JRC Editor 2

Resolved Issues

The following table highlights issues that have been **resolved** in DSS SAM version 1.1.1:

Issue	Description
20228	Upload Manager: Client max archive size, server/relay buffer dir and compressed file max size all have a max value of 2^31 -1.
27167	Date value is parsed incorrectly for Saved Reports tab, which causes data to show incorrect format for Saved Report.
27144	When you have more than one datasource, you need to reset import sequences to populate the data for a new Computer Property for all datasources except the first datasource.
26750	In the Contract Import Wizard, selecting column mappings and then checking (or unchecking) the "contains header row" checkbox, all column mappings on the unsaved form get reset.
22479	Exporting to CSV may prompt for an IE ActiveX block, and clicking Accept may not work.
23144	In extremely rare circumstances, the import process (specifically, BulkLoad.exe) will fail because another process has a lock on a file it needs to read.
28691	The Installed Applications analysis doesn't report 64 bit applications.
22234	Service Accounts for services are not created correctly.
26441	There is no way to add a publisher without adding an executable - cumbersome if using a definitive package and have no executable.
26624	Contract Import: Can't import a contract based on STV ID rather then STV Name.
26814	When creating a datasource, a misleading message may appear (for example: "Invalid exe scan directory"). The directory may in fact be valid, but the user does not have read-permissions to it.
26825	Catalog search by name must be restricted to visible entries.
26831	UI corruption in saved report list when cloning a report.
27204	An exe on the Raw Executable Scan Data tab of Computer Details shows the Add link, but when clicking on Add to start the workflow, the exe already exists .
27216	Control Panel/Roles: not able to create a new custom role.
27248	Need better handling of SQL Server errors when issuing RECONFIGURE command during installation, when pre-existing SQL Server configuration changes have not yet been committed.
27260	Need to improve usability of resetting import sequences and running a new import.
27297	Uninstalling DSS SAM does not remove all DSS registry keys.
27307	During upgrade, the upgrade configurator fails if service username does not use DOMAIN\USER convention.
27383	Saving ETL schedule without changing start hour shows 12:XX but saves as 00:XX.
27603	Install configurator can crash when checking services if the user is not an Administrator.
28601	In certain circumstances, it is possible to add an executable to the Catalog when it already exists.

Known Issues

Please review the contents of the list of **Known Issues** below prior to contacting BigFix Support or reporting new issues.

Issue #	Severity	Category	Description of Known Issue	Workaround
19761	High	BigFix Server	Executable inventory does not aggregate to a single parent server in a BigFix DSA (Distributed Server Architecture) configuration, nor does the data replicate across all DSA servers, so inventory will be incomplete when using DSS SAM in an environment with DSA.	Configure DSA so that all computers report to a single root server rather than reporting dynamically to the various DSA servers. The implication is that although the BigFix database will replicate across DSA servers, the clients will not load balance across multiple root servers. Alternatively, you can contact BigFix for assistance with replicating the inventory data to a centralized location for DSS SAM.
22469	High	Import	If an import is interrupted, the application will continue to allow users to log in even though there may be inaccurate data due to the incomplete import.	Re-run the import and let it complete.
28761	Medium	UI	Computer Details: For executables designated as 'ambiguous', the 'Add' link appears even though it is already there.	Be sure to use the Ambiguous Entries tool to ensure your Catalog meets your expectations.
28858	Medium	Export	Within the Saved Reports tab, exporting a saved report with the time filter causes a DB exception.	To export a report with a time filter, view the Report Results and click Export.
21675	Medium	Export	PDF becomes unreadable with larger number of columns.	Use landscape view for the export to fit more columns. Ensure that the number of columns in view is not excessive.
21902	Medium	Installer	Once the Configurator has been run, it is not easy for the user to reconfigure the settings (Services and Database).	If you would like to reconfigure services and databases, please check the BigFix Knowledge Base for information or contact BigFix Support.
22897	Medium	Installer	Selecting a valid database server from drop down list on the Database Settings screen during installation will sometimes fail.	Ensure that the database server name and database name (if using a named instance) is correct. You may have to manually enter the name if it does not appear correctly in the dropdown list.
23281	Medium	Import	When deleting a datasource and then re-adding the same datasource, any existing custom retrieved properties lose their way.	After deleting a datasource, you should remove all custom retrieved properties. You may re-add them after re-adding the datasource, and then run an import to re-populate the data.

27796	Low	Import	If EXE scan directory becomes invalid, an error will be displayed and the user may be prevented from editing the exe scan directory information.	Recreate the original exe scan directory. If this is not possible, check the BigFix Knowledge Base for information or contact BigFix Support.
27931	Low	Installer	The installer does not check that the server computer is running one of the supported operating systems (Windows Server 2003 or Windows Server 2008).	Check the System Requirements in the Installation and Configuration Guide to see if your operating system is supported.
27947, 27729	Low	Catalog	It is possible to add an entry in the Catalog that is a duplicate of other entries.	Before adding to the Catalog, search for the item that you want to add to make sure it does not already exist. You may use the Ambiguous Entries tool to ensure your new items have not created any duplication.
28361	Low	Configurator	During installation, certain configurations may result in the following error: "An error occurred connecting to the SQL server utility using TCP/IP. Ensure TCP/IP is enabled for the server." This may be an erroneous message.	First ensure that TCP/IP is enabled for your SQL server. Also ensure that you are using the SQL server port number for the server you are connecting to using the following convention: "Server name,port number".
28599	Low	Catalog	If you use the Add link to initiate the Add to Catalog workflow from the Computer Detail page, the Add link will persist until the next import.	Manually run an import, or wait until the next scheduled import. Then the Add link will change to reflect the newly-added Catalog entry.
28776	Low	Configurator	Configurator doesn't catch a space left between comma and port number in database server name.	Use the following convention: "Server Name,port number".
23144	Low	Import	In extremely rare circumstances, the import process (specifically, BulkLoad.exe) will fail because another process has a lock on a file it needs to read.	Check the import log. If the import process appears to be "stuck" at the bulkload.exe phase for more than 15 minutes in a moderately sized deployment (i.e. 20,000 computers), open the Windows Task Manager on the DSS SAM server, select the bulkload.exe process, and click the End Process button. Then Reset Import Sequences in DSS SAM and re-run the import.
19893	Low	UI	On the Computer detail screen, properties with multiple values on the "BES Properties" tab only display the first value.	You may add the desired properties as Computer Properties in DSS SAM for better usability, or you may use the BES Console to access this data.
20567	Low	DSS Cron	DSS Cron job pops up cmd prompt window on DSS SAM server every 5 minutes.	Create a shortcut to cron.bat. Get properties for new shortcut. Set properties for new shortcut to Run "minimized". Make sure the DSS Windows scheduled task is configured to run the shortcut. This will cause the bat to show in the tray for a second, but then it goes away when it's done running. No DOS window.
20592	Low	Import	If two datasources point to redundant DSA servers, the inventory will be redundant.	If you have multiple datasources, you should ensure that they are not replicated DSA servers.

21119	Low	Installer	SSL certificates are properly used when configuring DSS SAM to run in https mode, but the configuration process does not validate that the SSL certificate is valid during the install.	Ensure that you have a valid SSL certificate before you use it for the DSS SAM configuration. If you install using an invalid certificate, your DSS SAM server may not run properly. In this case, please check the BigFix Knowledge Base for information or contact BigFix Support.
21215	Low	Installer	Configuration wizard UI appears to be unresponsive during scripted actions, but it continues to install.	
22049	Low	Java/JDK	Without Java on the DSS server, PDF export will not be available to end users and there is no warning.	Install JDK on the DSS server and restart all your BigFix DSS services. Please check the BigFix Knowledge Base for information or contact BigFix Support for more information.
22393	Low	UI	Cannot change column size if column size is bigger than window size.	Clear your browser cache (including cookies) and reload the browser page to reset the column widths.
23362	Low	UI	Deleting BES group does not delete it from existing listings in DSS SAM Computer Group.	Delete removed BES groups from DSS SAM UI.
27156	Low	DSS SAM Server	If you already have Ruby on Rails installed on your DSS SAM server when you install DSS SAM, DSS SAM may install correctly, but fail to run.	You may need to edit Windows Environment Variables to direct the DSS SAM Ruby code to the correct Ruby executables and libraries.
26418	Low	Import	Changes to Computer Groups don't show in Filters & Columns right away.	Need to run Import.
27145	Low	UI	Some browsers may cache the Filters & Columns dialog, so after you add a Computer Property you need to refresh the screen or logout/login before that property appears in the dialog.	Refresh your browser screen or logout and login.
26929	Low	Installer	Installer shows "Show the Windows Installer log" checkbox, but it is not functional.	
28762	Low	Import	When only one datasource is configured and that datasource is deleted, data is not erased from the Drill Down by Software tab.	The data will be replaced after you add a new datasource and run an import.

Global Support

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

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

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

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