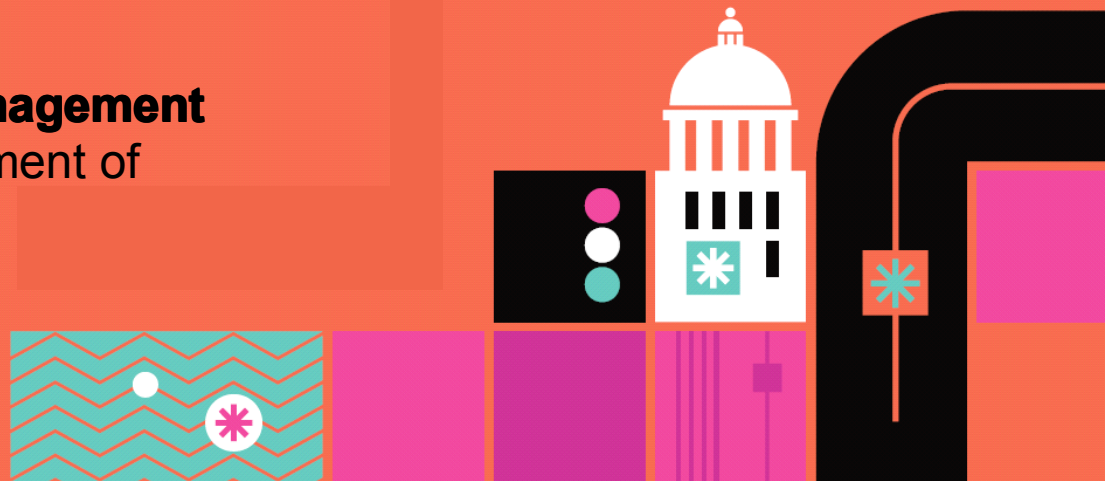Smarter software for a smarter planet.

The IBM® Smarter Government Briefing Series

New Approach to Endpoint Management
Achieving the seamless management of desktop and mobile assets

Mark Veitch, Sales Director - Tivoli Endpoint Management, Australia and NZ

Stephen Balmer, Senior Software Specialist - Tivoli Endpoint Manager, Australia and NZ

Who was BigFix?

❑ Headquartered in Emeryville, California, with more than 200 employees with annual turnover in excess of $100m

❑ Hold 10 technology patents, with 17 patents pending worldwide

❑ The BigFix customer list counts many of the world's largest and most prestigious organizations in every industry including financial services, healthcare, retail, education, manufacturing, and public sector agencies

❑ More than 8,000,000 PCs, servers, and mobile devices under management

❑ Previous OEM partnership with IBM (Proventia ESC)

❑ Now a core part of IBM Tivoli Group's strategy
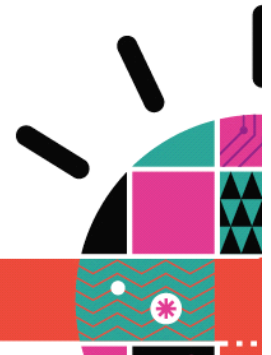
Endpoint management: The Three Cs

Complexity

– **Manage Complexity , Simplify and Automate**
  - Coordination across business processes through the organization
  - Heterogeneous endpoints, networks, applications and OSes
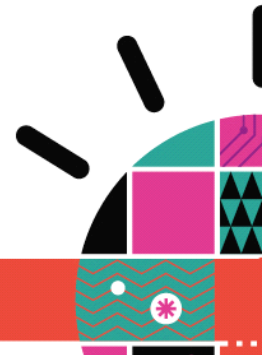
Compliance

– **Ensure Compliance, Reduce Risk**
  - Security vulnerabilities
  - Inaccurate inventory
  - Industry regulation compliance and auditing (COBIT, SOX, HIPAA, and more)

Cost

– **Reduce TCO & Operational Costs**
  - Remove manual intervention
  - Remove unnecessary configuration diversity
  - Improve efficiency

Infrastructure Consolidation = Reduced O/S, DB, H/W, 3rd Party Management Application costs

Today's Environment	IBM TEM Environment

100 - 125 servers/5 different consoles/10 different agents on client, implemented over years

Software & Patch Distribution

Power Mgmt

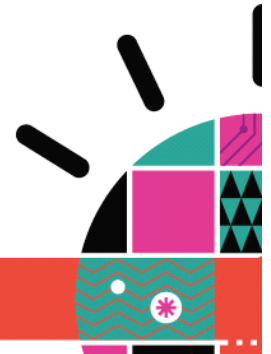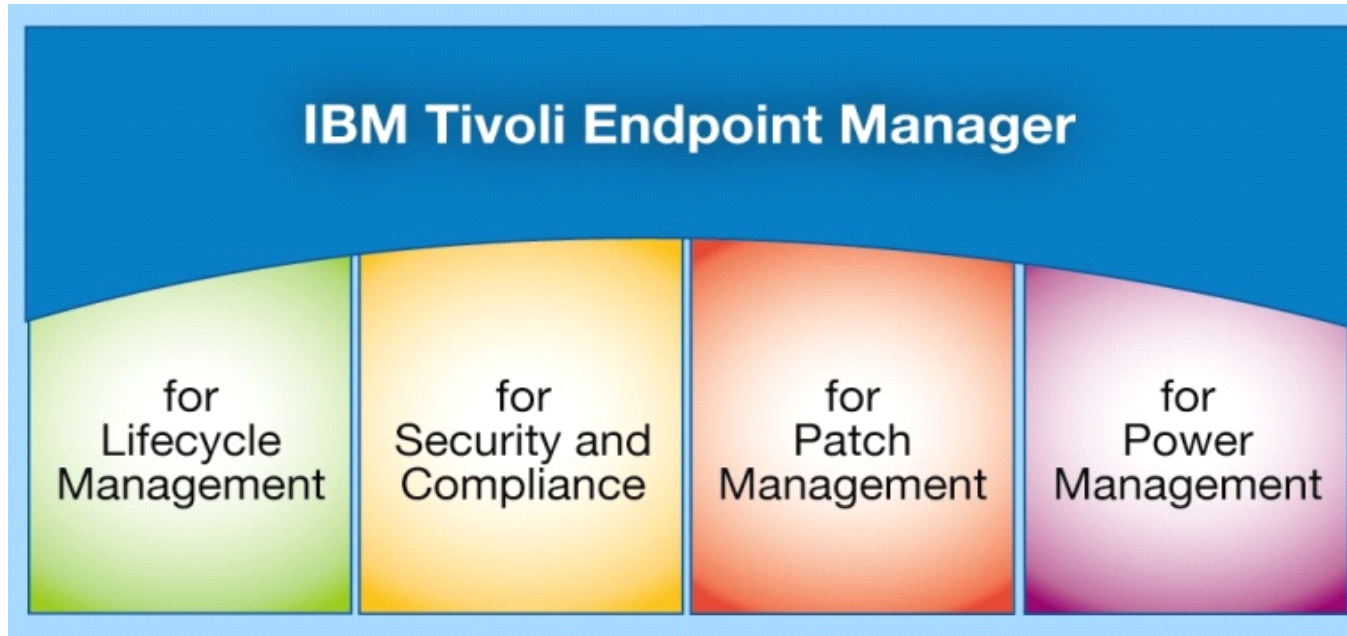Security Compliance & Vuln Mgmt

Asset & License Management

Endpoint Protection

- 1 TEM server
- 1 Reporting server (may share)
- 1 agent on each end point
- Agents designated as relays
- 1 console

Tivoli Endpoint Manager, Built on BigFix Technology

IBM Tivoli Endpoint Manager

| for Lifecycle Management | for Security and Compliance | for Patch Management | for Power Management |

Using Tivoli Endpoint Manager (TEM), clients can:

- See all endpoints: physical, virtual, fixed or mobile
- Fix issues anywhere in minutes, regardless of bandwidth or connectivity
- Deploy in days, over any network or geography
- Achieve continuous compliance – across platforms
- Simplify operations and enjoy rapid time to value
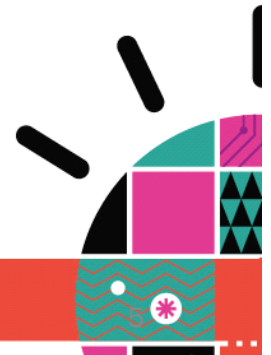
TEM Lifecycle Management: Smarter, Faster Endpoint Management

- Network Asset Discovery
- Endpoint HW, SW Inventory
- Patch Management
- Software Distribution
- OS Deployment
- Remote Desktop Control
- Software Use Analysis (add on)
- Power Management (add on)
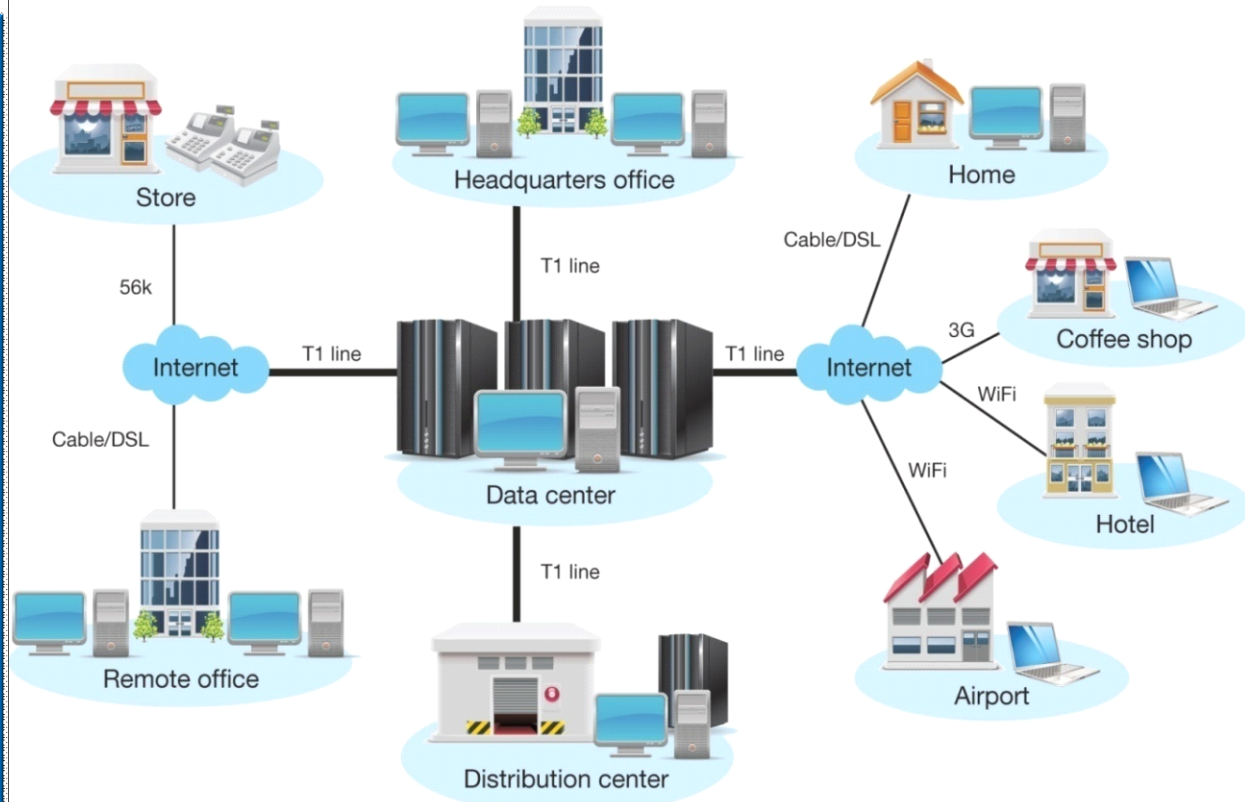
Whether it's a Mac connecting from hotel wi-fi, or a Windows laptop at 30K feet, or even a Red Hat Linux Server in your data center, Tivoli Endpoint Manager has it covered. In real-time, at any scale.
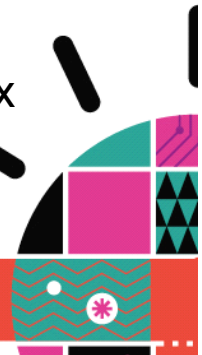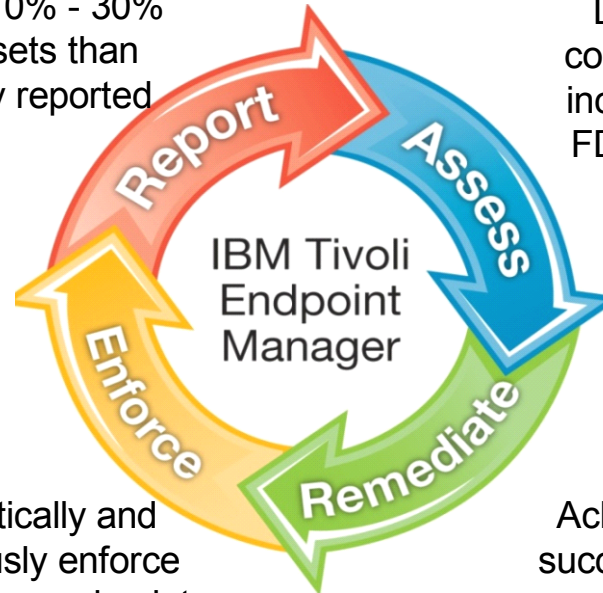
TEM – Security & Compliance: See More, Secure More

- Patch Management

  - Security Configuration Management

  - Vulnerability Management

- Asset Management

  - Network Self Quarantine

  - Multi-Vendor Endpoint Protection Management

- Anti-Malware & Web Reputation Service (add on)

Discover 10% - 30% more assets than previously reported

Library of 5,000+ compliance settings, including support for FDCC SCAP, DISA STIG

IBM Tivoli Endpoint Manager

Report → Assess → Remediate → Enforce

Automatically and continuously enforce policy at the end point

Achieve 95%+ first-pass success rates within hours of policy or patch deployment

Common Criteria Certified EAL3

OVAL — oval.mitre.org

CVE — cve.mitre.org

FIPS VALIDATED 140-2 — FIPS 140-2 Inside
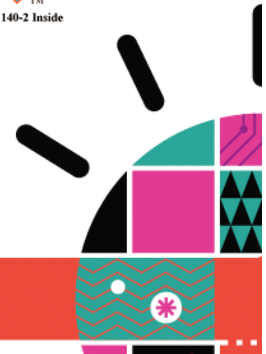
Endpoint Management Architecture
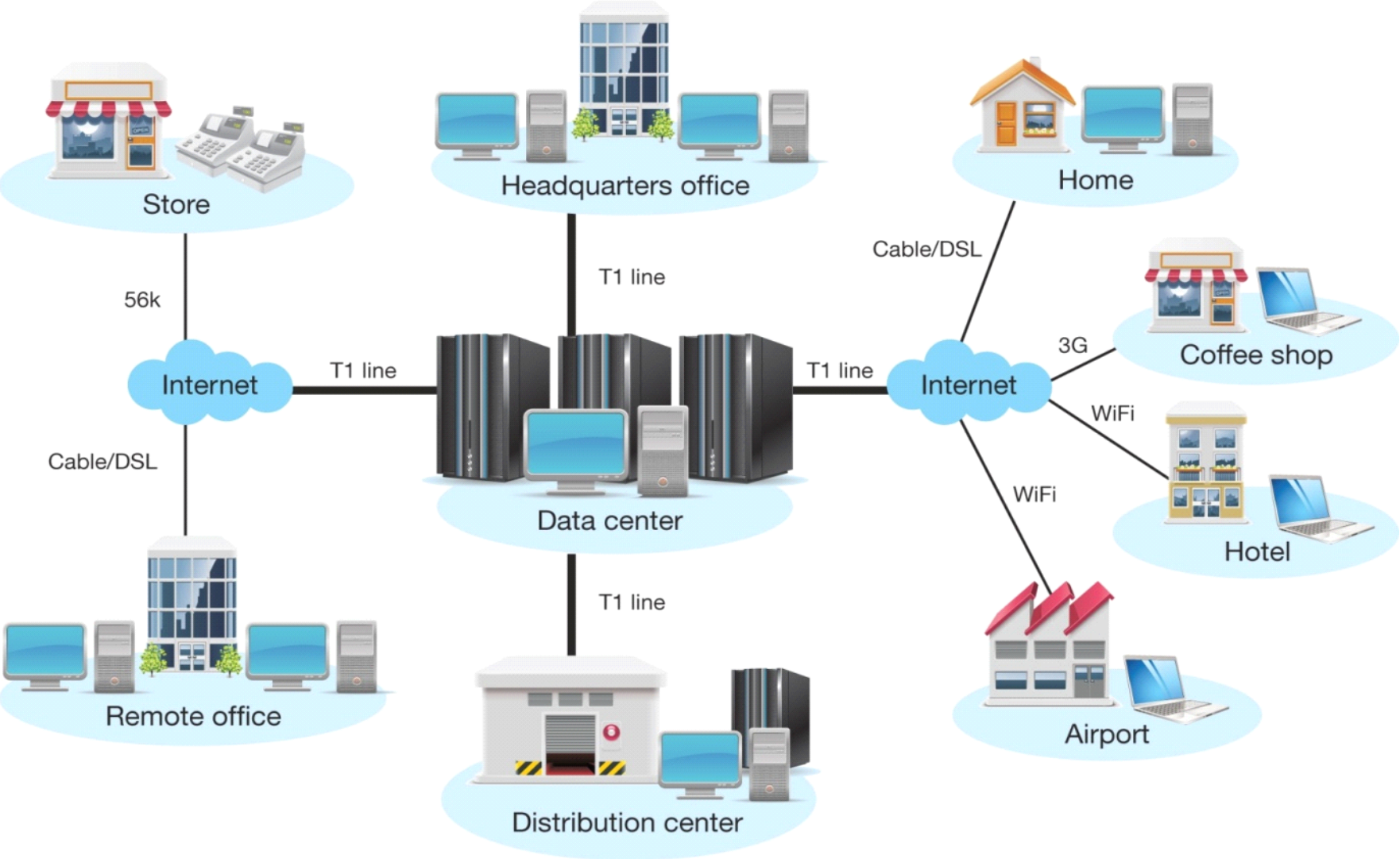
Tivoli Endpoint Manager: Low TCO, Real Savings

	Previous Approach	With TEM
90K device deployment	6 months	1 week
# of Management Servers	25	1
Annual Electricity Costs	$6.9M	$4M
Patch Cycle	7 Days	5 minutes
Software Inventory Cycle (license "true-up")	3 weeks	20 minutes
Vulnerability Assessment Cycle	6 months	3 days
Security Configuration Cycle	5 months, 6 FTEs	2 weeks, 1 FTE

"I just wanted to share this with you and the guys …. The April Microsoft Patch push began at 5:00 AM on 4/20 with 579,047 affected patch instances to push, the largest push to date. At 3:00 PM on 4/20 a total of 527,916 affected patch instances were fixed. This gives us a 91.17% affected patch instances fixed in only 10 hours!

I don't believe any other product could have accomplished what Tivoli Endpoint Manager accomplished here today. ”   --IT Manager, Large Healthcare Organization
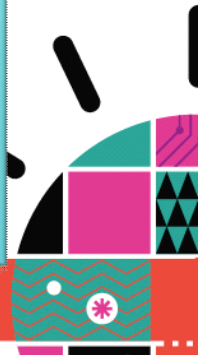
Why Customers Choose Tivoli Endpoint Manager

- **Real-time visibility**
  - Single agent sees all, does all

- **Unprecedented scalability**
  - One server for > 250K endpoints

- **Broad coverage**
  - Multi-platform, multi-purpose, on-network, off-network

- **Rapid time-to-value**
  - Installs in hours, remediates in minutes

- **Reporting**

Fast Facts:
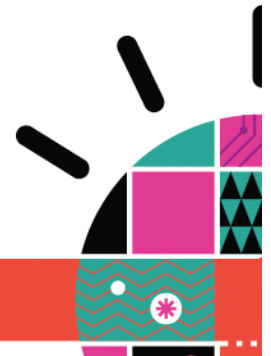
- Every day, trillions of $$$ flow through Tivoli Endpoint Manager managed computers

- Each year, over $350B in retail transactions is enabled by Tivoli Endpoint Manager technology

- Tens of thousands of hotel reservations are made every day on Tivoli Endpoint Manager-managed computers

Reporting

Asset Management

Right click to Install Agent and bring endpoint under management

Asset Inventory

Computers

Edit Columns ▾	Sort ▾	

Computer Name ⚠	BIOS	CPU	Free Space o	OS	RAM	Total Size of Syst	User Name
Ambrose-042654	PTLTD - 6040000 02/26/01	1812 Mhz Pentium 4	39873 MB	Win95 OSR2.67109975	1023 MB	177000 MB	Jefferson
Ambrose-202894	Phoenix - AwardBIOS v6.00PG 04/29/02	1664 Mhz Pentium 4	54944 MB	WinXP 5.1.2600	256 MB	164000 MB	Lincoln
Ambrose-314097	Award Modular BIOS v6.00PG 04/29/02	1664 Mhz Pentium 4	39873 MB	WinXP 5.1.2600	1023 MB	94000 MB	Taft
Anaximander-701321	Award Modular BIOS v6.00PG 04/29/02	1812 Mhz Pentium 4	39487 MB	WinXP 5.1.2600	512 MB	82000 MB	Bush
Anslem-153858	Phoenix - AwardBIOS v6.00PG 04/29/02	1772 Mhz Pentium 4	81234 MB	RedHat 8.0	256 MB	184000 MB	Dubya
Anslem-345818	Phoenix - AwardBIOS v6.00PG 04/29/02	1794 Mhz Pentium 4	71356 MB	WinXP 5.1.2600	512 MB	82000 MB	Hoover
Antisthenes-031708	DELL - 8 12/07/01	997 Mhz Pentium III	39873 MB	WinXP 5.1.2600	126 MB	94000 MB	Eisenhower
Antisthenes-185500	PhoenixBIOS 4.0 Release 6.0.6 11/17/00	1994 Mhz Pentium 4	63278 MB	Win2003 5.2.3790	256 MB	200000 MB	Washington
Antisthenes-237839	PhoenixBIOS 4.0 Release 6.0.5M 01/13/9	1664 Mhz Pentium 4	81234 MB	AIX 5.2	256 MB	164000 MB	Grant
Antisthenes-255311	Award Modular BIOS v6.00PG 04/29/02	1812 Mhz Pentium 4	56459 MB	WinXP 5.1.2600	1023 MB	184000 MB	Fillmore
Antisthenes-666376	PhoenixBIOS 4.0 Release 6.0 09/21/99	1197 Mhz Pentium III	63278 MB	WinXP 5.1.2600	256 MB	184000 MB	Hayes
Aquinas-756884	Phoenix ROM BIOS PLUS Version 1.10 A0	1385 Mhz Pentium 4	47374 MB	AIX 5.2	1023 MB	124000 MB	Carter
Aristotle-917202	DELL - 27d1090d 09/13/01	1994 Mhz Pentium 4	56459 MB	WinXP 5.1.2600	512 MB	177000 MB	Dubya
		Pentium 4	MB	WinXP 5.1.2600	256 MB	192000 MB	Arthur

Available Columns

☐ Current Power Scheme (Power Consumption Analy
☐ Current Size of RAM (Random Access Memory (RA
☐ Database
☐ DHCP Servers - Windows (Network Information (W
☐ Disk Drives - Windows (Hardware Information (Wir
☐ Distance to BES Relay
☐ DNS Name
☐ DNS Servers - Windows (Net   Information (Wi

Current Columns

☑ BIOS
☑ Count
☑ CPU
☑ Free Space on System Drive
☑ OS
☑ RAM

> Hundreds of default properties

Asset Management Dashboard (v1.1)

Filters (v1.1)

Computer Group: All Computers (153) ▾ | ⚙ Generate | Edit Custom Relevance | Configure | ☐ Autorun

OS — OS
- WinXP 5.1.2600 (55)
- Win7 (22)
- Win2003 5.2.37..(18)
- WinVista 6.0.60..(9)
- Win2008 R2 (7)
- Win2000 5.0.2195 (5)
- SunOS 5.9 (3)
- Win7 6.1.7600 (3)
- AIX 5.1 (2)
- AIX 5.2 (2)
- Others (27)

CPU — CPU
- 2700 MHz Core ..(31)
- 1385 Mhz Penti..(27)
- 2660 MHz Core ..(25)
- 1600 MHz Xeon ..(18)
- 2400 MHz Celer..(15)
- 1772 Mhz Penti..(11)
- 1197 Mhz Pentiu..(4)
- 1775 Mhz Pentiu..(4)
- 2500 MHz Core 2..(3)
- 1779 Mhz Pentiu..(3)
- Others (14)

RAM — RAM
- 1023 MB (49)
- 8192 MB (37)
- 2048 MB (26)
- 512 MB (24)
- 4096 MB 20 (5)
- 3072 MB (4)
- 2016 MB (2)
- 256 MB (2)
- 1024 MB (1)
- 3584 MB (1)
- Others (2)

Last Report Time — Last Report Time
- Within 1 hours (137)
- Within 24 hours (0)
- Within 7 days (2)
- Within 30 days (8)
- More than 30 da..(6)

All Computers (153)	Show All	Excel
Computer	**Operating System**	**Last Report Time**
Dudek-559281	AIX 5.1	2010/05/15 19:50:48
Johnson-767673	AIX 5.1	2010/05/15 19:50:48
Dudek-621525	AIX 5.2	2010/05/15 19:50:48
Keegan-673864	AIX 5.2	2010/05/15 19:50:47
Kewell-060932	AIX 5.3	2010/05/15 19:51:53
Kewell-998686	ESX Server 3.0.1	2010/05/15 19:50:48
Mascherano-72620	ESX Server 3.0.1	2010/05/15 19:50:48
Murphy-305153	ESX Server 3.0.2	2010/05/15 19:51:20
Keegan-315059	HP-UX B.11.10	2010/05/15 19:50:47
Clemens-865747	HP-UX B.11.11	2010/05/15 19:51:37
Garcia-256117	HP-UX B.11.11	2010/05/15 19:50:48
oldman	HP-UX B.11.11 (U)	2010/05/06 19:07:39
Crouch-806804	HP-UX B.11.23	2010/05/15 19:50:48
Finnan-067536	HP-UX B.11.23	2010/05/15 19:50:48
leiva	Linux Red Hat Enterp	2010/04/16 13:06:14
Carragher	Mac OS X 10.5.5	2010/02/22 10:48:39
Agger	Mac OS X 10.5.8	2010/04/16 14:18:27
Garcia-565885	MacOS X 10.5.1	2010/05/15 19:50:41

May 15th, 2010 7:53PM PDT

Page 1 of 9 | 1 - 18 of 153

Software Inventory

Application Usage Information

Last updated Mon, Feb 21 2011 at 02:55:18 P

Show tracking results for application:	Specify a new application to track:	Stop tracking application...
Mozilla Firefox ▾	Apple iTunes ▾	Adobe Acrobat ▾
Target more computers...	Start Tracking...	Stop tracking application...
Target fewer computers...		

⊟ Results

(124 results found. 3 computers counted.)

Installed Applications - Windows ▲	Count
Access Help | 3.00	1
Acrobat.com | 2.1.0.0	1
Adobe AIR | 1.5.3.9130	1
Adobe AIR | 2.5.1.17730	1
Adobe Download Manager | 1.6.2.99	1
Adobe Flash Player 10 ActiveX | 10.1.102.64	2
Adobe Flash Player 10 ActiveX | 10.1.82.76	1
Adobe Flash Player 10 Plugin | 10.1.102.64	1
Adobe Flash Player 10 Plugin | 10.2.152.26	1
Adobe Reader 9.4.1 | 9.4.1	1
Adobe Reader X (10.0.1) | 10.0.1	1
ATI Uninstaller | 8.641.1.1-090824a-089811C-Lenovo	1
BES Simulator | 10.01.0011	1
BigFix Enterprise Client | 8.0.584.0	1
Compatibility Pack for the 2007 Office system | 12.0.6514.5001	1
Conexant 20561 SmartAudio HD | 4.92.12.0	1
Definition update for Microsoft Office 2010 (KB982726)	1
FileZilla Client 3.3.3 | 3.3.3	
Free Fire Screensaver	
Hyperion Intelligence Client | 8.3.0	
IBM 32-bit Runtime Environment for J	
IBM Lotus EasySync Pro | 4.26	
IBM Mobility Client | 6.1.10102	
IBM Standard Asset Manager	
IBM Standard Software Installer	
IBM Tivoli Remote Control - Controlle	
IBM Tivoli Remote Control - Target |	
Intel(R) Management Engine Interface	
Intel(R) Network Connections Drivers	
Intel(R) PROSet/Wireless WiFi Softwa	
Intel® Active Management Technolog	
IZArc 4.1 | 4.1	

Aggregate Statistics

Aggregate Application Usage for Mozilla Firefox
(Mon Feb 21 06:30:00 UTC+1100 2011 - Mon Feb 21 14:30:00 UTC+1100 2011)

Last 8 Hours ▾

Computers running Mozilla Firefox (y-axis: 0 to 1.2)

x-axis: Mon Feb 21 06:30 through Mon Feb 21 14:30

- ● Average Usage
- ○ Maximum Usage
- ○ Minimum Usage

SIMON-W500

7-Zip 4.65 (x64 edition) | 4.65
ATI Uninstaller | 8.641.1.1-090
Access Help | 3.00;
Acrobat.com | 2.1.0.0;
Adobe AIR | 1.5.3.9130;
Adobe Flash Player 10 ActiveX | 10.1.102.64;
Adobe Flash Player 10 Plugin | 10.1.102.64;
Adobe Reader 9.4.1 | 9.4.1;
Compatibility Pack for the 2007 Office system | 12.0.6514.5001;
Conexant 20561 SmartAudio HD | 4.92.12.0;
Definition update for Microsoft Office 2010 (KB982726);
FileZilla Client 3.3.3 | 3.3.3;
Free Fire Screensaver;
Hyperion Intelligence Client | 8.3.0;
IBM 32-bit Runtime Environment for Java 2, v5.0 | 5.0;
IBM Lotus EasySync Pro | 4.26;
IBM Mobility Client | 6.1.10102;
IBM Standard Asset Manager;
IBM Standard Software Installer;
IZArc 4.1 | 4.1;
Intel(R) Management Engine Interface;
Intel(R) Network Connections Drivers;
Intel(R) PROSet/Wireless WiFi Software | 13.02.0000;
Intel® Active Management Technology;
Java(TM) 6 Update 21 (64-bit) | 6.0.210;
Java(TM) 6 Update 21 | 6.0.210;
Lenovo Auto Scroll Utility | 1.00;
Lenovo System Interface Driver | 1.02;

General Statistics

Computers tracking Mozilla Firefox	2
Computers that have run Mozilla Firefox one or more times	1
Average number of times run	2
Total number of times run	4
Average amount of time run	5 days, 06:01:09
Total amount of time run	10 days, 12:02:19
First time Mozilla Firefox was seen running	Tue, 08 Feb 10:27:18 AM
Last time Mozilla Firefox was seen running	Mon, 21 Feb 12:55:21 PM

14

Software Usage Analysis

BigFix DSS Software Asset Management: Drill Down by Software

http://dss-sam-vm.bigfix.com/#/main/drill_by_apps

Google

BigFix DSS Software Asset Management

My Account (bigfix)   Control Panel   Logout   About

Overview | Drill Down by Software | View All | Computers | Contract Report | Contracts | Software Catalog
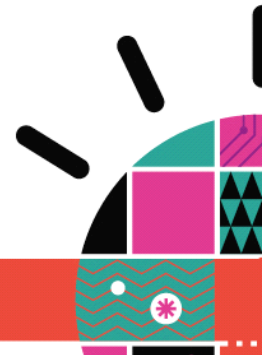
License Information by Appl...

Publisher
Microsoft Corporation
BigFix Inc.
Adobe Systems Incor...
Computer Associates Int...
Sun Microsystems Inc.
Arcade Lab
Sigma Tel Inc.
shareware product
Intel Corporation
Conexant Systems Inc.
MicroVision Development
Sonic Solutions
Google
Eugene Roshal
TOSHIBA CORPORATION.
CSR plc.
VMware Inc.
Symantec Corporation
Broadcom Corporation
VERITAS Software Corporation
Yahoo! Inc.
ActiveState
Cerulean Studios
Apple Computer Inc.
ATI Technologies Inc.
Citrix Systems Inc.
Dell Computer Corporation
Analog Devices Inc.
unknown manufacturer
Andrea Electronics Corporation
Axway Software
Viewpoint Corp.

Filters (0)   Columns (9/10)   Export

ago	Used 4 weeks ago
29	31
121	129
12	13
38	38
11	11
1	2
68	69
3	3
47	47
0	0
0	0
17	17
1	1
28	28
0	0
10	12
3	3
0	0
19	19

BigFix DSS Software Asset Management

Overview | Drill Down by Software | View All | Computers | Contract Report | Contracts | Software C...

License Information by Application Hierarchy

Microsoft Corporation

...ware title	Total Computer ▼	Total Runs	Total Time	Average Runs
...et Explorer	158	173,397	107 yrs 1 wks	
Windows Media Player	158	4,338	1 yrs 6 wks	
Microsoft .NET Framework	157	0	0 secs	
Outlook Express	156	132	1 wks 0 days 18 hrs	
MSN Gaming Zone Client	145	4	1 hrs 3 mins 33 secs	
Microsoft Agent Server	145	142	20 wks 3 days	
Windows Movie Maker	145	6	1 hrs 7 mins 34 secs	
Microsoft Windows	142	0	0 secs	
Microsoft Schedule+	129	0	0 secs	
Windows Media Connect	118	0	0 secs	
Microsoft Office	76	158,725	144 yrs 7 wks	
Microsoft Develo...atform Installer	52	1	12 secs	
Microsoft SQL ...				

BigFix DSS Software Asset Management

Drill Down by Software | View All | Computers | Contract Report | Contracts | Software Catalog

...rmation by Application Hierarchy

All Microsoft Corporation Microsoft Office

Software title version	Total Computer ▼	Total Runs	Total Time	Average Runs per D	Average Run time
Microsoft Office 2003 Standard	66	131,494	110 yrs 46 wks	6	19 hrs 46 mins
Microsoft Office 2003 Professional	13	25,525	29 yrs 18 wks	4	17 hrs 7 mins
Microsoft Office 2003 Basic	...706	3 yrs 46 wks	3	23 hrs 55 mins

©2008 BigFix

build 19756

Transferring data from dss-sam-vm.bigfix.com...

BigFix DSS Software Asset Management

Overview | **Drill Down by Software** | **View All** | **Computers** | **Contract Report** | **Contracts** | **Software Catalog**

License Information by Application Hierarchy

264 records | Filters (3) | Columns (11/38) | Export

All > Microsoft Corporation > Microsoft Office > Microsoft Office 2003 Standard Computers

Application	IP Address	Computer Name	DNS Name	Operating System	First used	Last used	Total time	Total runs	Avg runs per day	Avg run time
Microsoft Excel 2003	192.168.105.182	MCLOVIN	McLovin.bigfix.com	WinXP 5.1.2600	7/26/2008 1:08:00	12/3/2008 1:22:00	5 wks 0 days	510	4	1 hrs 41 mins 19 secs
Microsoft Excel 2003	192.168.0.4	LUK003	luk003	WinXP 5.1.2600	7/9/2008 21:18:00	12/3/2008 17:22:00	8 wks 3 days	900	6	1 hrs 35 mins 45 secs
Microsoft Excel 2003	192.168.104.63	SKUA	Skua.bigfix.com	WinXP 5.1.2600	6/12/2008 16:59:00	12/3/2008 17:54:00	9 wks 3 days	1,630	9	58 mins 28 secs
Microsoft Excel 2003	192.168.104.115	DESMARESTII	desmarestii.bigfix.cor	WinXP 5.1.2600	12/1/2008 18:28:00	12/1/2008 18:29:00	15 mins 50 secs	10	10	1 mins 35 secs
Microsoft Excel 2003	192.168.15.40	KIWI	Kiwi.bigfix.com	WinXP 5.1.2600	10/22/2008 15:29:0	12/3/2008 6:38:00	11 wks 0 days	60	1	1 days 6 hrs 52 mins
Microsoft Excel 2003	192.168.105.22	INDIGOBIRD	Indigobird.bigfix.com	WinXP 5.1.2600	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Excel 2003	192.168.104.138	SCREAMER	Screamer.bigfix.com	WinXP 5.1.2600	6/10/2008 17:59:00	12/3/2008 18:24:00	1 yrs 45 wks	5,480	31	2 hrs 59 mins 14 secs
Microsoft Excel 2003	166.129.153.62	JAYBIRD	Jaybird.bigfix.com	WinXP 5.1.2600	7/23/2008 16:43:00	12/3/2008 21:03:00	9 wks 3 days	2,690	20	35 mins 36 secs
Microsoft Excel 2003	172.16.1.34	WIDGEON	WIDGEON.bigfix.com	WinXP 5.1.2600	7/7/2008 15:06:00	12/3/2008 1:17:00	2 wks 0 days 16 hrs	1,530	10	13 mins 49 secs
Microsoft Excel 2003	192.168.104.224	TREESWIFT	Treeswift.bigfix.com	WinXP 5.1.2600	10/13/2008 16:06:0	12/2/2008 20:56:00	2 wks 1 days 10 hrs	180	4	2 hrs 3 mins 21 secs
Microsoft Excel 2003	192.168.1.65	WARBLER	Warbler.bigfix.com	WinXP 5.1.2600	6/6/2008 18:39:00	10/3/2008 22:32:00	2 wks 5 days 14 hrs	1,390	12	20 mins 19 secs
Microsoft Excel 2003	192.168.104.71	COCHONS	cochons.bigfix.com	WinXP 5.1.2600	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Excel 2003	192.168.105.159	WHIMBRELMA	Whimbrelma.bigfix.co	WinXP 5.1.2600	4/22/2008 19:37:00	12/2/2008 3:22:00	6 wks 3 days	1,990	9	33 mins 2 secs
Microsoft Excel 2003	10.71.0.200	DOWITCHER	dowitcher.bigfix.com	WinXP 5.1.2600	8/6/2008 0:17:00	12/3/2008 15:00:00	6 wks 1 days	1,450	12	42 mins 47 secs
Microsoft Excel 2003	192.168.0.185	SNIPE	Snipe.bigfix.com	WinXP 5.1.2600	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Excel 2003	192.168.104.68	TWEETY	Tweety.bigfix.com	WinXP 5.1.2600	11/11/2008 1:13:00	11/12/2008 22:02:0	5 hrs 6 mins 0 secs	20	10	15 mins 18 secs
Microsoft Excel 2003	192.168.105.181	ASTRAPIA	Astrapia.bigfix.com	WinXP-2003 5.2.379	9/14/2008 20:09:00	12/2/2008 22:45:00	6 wks 2 days	150	2	7 hrs 10 mins 11 secs
Microsoft Excel 2003	192.168.104.122	JOBI	Jobi.bigfix.com	WinXP 5.1.2600	8/7/2008 16:15:00	12/3/2008 18:11:00	7 wks 3 days	2,180	18	34 mins 21 secs
Microsoft Excel 2003	192.168.104.65	ARACARI	Aracari.bigfix.com	WinXP 5.1.2600	4/30/2008 23:47:00	12/3/2008 21:39:00	1 yrs 32 wks	140	<1	4 days 4 hrs 53 mins
Microsoft Excel 2003	192.168.105.103	HERMES	HERMES.bigfix.com	WinXP 5.1.2600	5/1/2008 3:00:00	12/2/2008 1:33:00	14 wks 4 days	750	3	3 hrs 16 mins 17 secs
Microsoft Excel 2003	192.168.164.1	STARLING	Starling.bigfix.com	WinXP 5.1.2600	4/2/2008 20:48:00	10/14/2008 21:13:0	2 yrs 14 wks	640	3	1 days 7 hrs 1 mins
Microsoft Excel 2003	192.168.101.130	BUFFY	Buffy	WinXP 5.1.2600	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Excel 2003	192.168.104.159	FIRECREST	Firecrest.bigfix.com	WinXP 5.1.2600	7/24/2008 18:23:00	12/2/2008 21:27:00	7 wks 3 days	1,090	8	1 hrs 8 mins 55 secs
Microsoft Excel 2003	192.168.44.1	MARIO64	Mario64	WinXP 5.1.2600	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Excel 2003	192.168.105.93	TOUCANET	Toucanet.bigfix.com	WinXP 5.1.2600	5/12/2008 21:38:00	6/24/2008 20:47:00	43 mins 30 secs	30	<1	1 mins 27 secs
Microsoft Excel 2003	192.168.101.11	APOSTLEBIRD	Apostlebird.bigfix.cor	WinXP 5.1.2600	6/26/2008 18:32:00	12/3/2008 2:22:00	1 yrs 23 wks	640	4	19 hrs 55 mins
Microsoft Excel 2003	172.16.2.1	TERATORN	teratorn.bigfix.com	WinXP 5.1.2600	7/15/2008 21:19:00	12/1/2008 4:00:00	1 yrs 47 wks	120	<1	5 days 19 hrs 49 mins
Microsoft Excel 2003	192.168.213.1	JACAMAR	Jacamar	WinXP-2003 5.2.379	6/3/2008 23:47:00	8/5/2008 19:42:00	7 wks 1 days	50	<1	1 days 0 hrs 15 mins

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Transferring data from dss-sam-vm.bigfix.com...

My Account (bigfix) | Control Panel | Logout | About

Overview | **Drill Down by Software** | **View All** | **Computers** | **Contract Report** | **Contracts** | **Software Catalog**

Computer Details

Computer List

User Name: jason_massey

CPU: 2400 MHz Core 2

Operating System: WinXP 5.1.2600

VMWare Workstation Serial Number: [redacted]   and 1 more

BIOS Version: 2.3.1

BES ID: 15058819

Computer Name: FINFOOT

DNS Name: Finfoot.bigfix.com

VMWare Workstation Product ID: VMWare Workstation for Win32   and 1 more

Active Directory Path: CN=FINFOOT,OU=Content,DC=bigfix,DC=com

IP Address: 192.168.237.1   and 2 more

Tracked Applications | Raw Executable Scan Data | Raw Installed Applications Data | Raw Applications Usage Data | BES Properties

Publisher	Software title	Software title version	Application	First used	Last used	Total time	Total runs	Avg runs per day	Avg run time
ActiveState	ActivePerl	ActivePerl 5.8	ActivePerl 5.8	5/14/2008 17:29:00	11/14/2008 1:11:00	1 hrs 46 mins 1 secs	225	1	28 secs
Adobe Systems Incorpor	Adobe Help Viewer	Adobe Help Viewer 1.0	Adobe Help Viewer 1.0	N/A	N/A	N/A	N/A	N/A	N/A
Adobe Systems Incorpor	Adobe Flash Player	Adobe Flash Player 9	Adobe Flash Player 9	9/2/2008 20:32:00	12/2/2008 0:37:00	1 days 10 hrs 47 mins	297	3	7 mins 1 secs
America Online Inc.	AOL On Desktop	AOL On Desktop 1.0	AOL On Desktop 1.0	N/A	N/A	N/A	N/A	N/A	N/A
Arcade Lab	Bricks of Camelot	Bricks of Camelot 1.0	Bricks of Camelot 1.0	8/5/2008 0:28:00	8/5/2008 0:29:00	0 secs	2	2	0 secs
ATI Technologies Inc.	Catalyst Control Centre	Catalyst Control Centre	Catalyst Control Centre	N/A	N/A	N/A	N/A	N/A	N/A
BigFix Inc.	BigFix Enterprise Consol	BigFix Enterprise Consol	BigFix Enterprise Consol	4/11/2008 18:04:00	12/3/2008 2:06:00	5 wks 3 days	259	1	3 hrs 32 mins 50 secs
BigFix Inc.	BigFix Enterprise Client	BigFix Enterprise Client	Bigfix Enterprise Client 7	9/15/2008 17:00:00	12/3/2008 21:31:00	8 wks 3 days	5	<1	1 wks 4 days 23 hrs
BigFix Inc.	BigFix Enterprise Consol	BigFix Enterprise Consol	BigFix Enterprise Consol	4/11/2008 18:04:00	12/3/2008 2:06:00	5 wks 3 days	259	1	3 hrs 32 mins 50 secs
Computer Associates Int	eTrust Antivirus	eTrust Antivirus 7	eTrust Antivirus 7.1	4/11/2008 17:25:00	12/3/2008 21:31:00	6 wks 5 days	164	<1	6 hrs 54 mins 44 secs
Microsoft Corporation	Internet Explorer	Internet Explorer 6	Internet Explorer 6.0	4/11/2008 17:26:00	12/1/2008 22:26:00	8 wks 4 days	440	2	3 hrs 18 mins 44 secs
Microsoft Corporation	Microsoft Agent Server	Microsoft Agent Server	Microsoft Agent Server	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Corporation	Windows Media Player	Windows Media Player 6	Windows Media Player 6	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Corporation	Microsoft Schedule+	Microsoft Schedule+ 7.!	Microsoft Schedule+ 7.!	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 S	Microsoft Powerpoint 2(	5/1/2008 23:55:00	12/3/2008 21:31:00	7 hrs 16 mins 10 secs	18	<1	24 mins 13 secs
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 S	Microsoft Excel 2003	4/11/2008 23:12:00	12/1/2008 17:37:00	18 wks 1 days	1,690	7	1 hrs 48 mins 52 secs
Microsoft Corporation	MSN Gaming Zone Clien	MSN Gaming Zone Clien	MSN Gaming Zone Clien	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Corporation	Microsoft Windows	Microsoft Windows XP F	Microsoft Windows Ope	N/A	N/A	N/A	N/A	N/A	N/A
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 S	Microsoft Word 2003	4/11/2008 17:25:00	12/3/2008 21:31:00	1 yrs 8 wks	1,575	7	6 hrs 25 mins 2 secs

Transferring data from dss-sam-vm.bigfix.com...

TEM for Patch Management

Product Benefits

- Reduction in patch and update times from weeks and days to hours and minutes

- Increase first-pass success rates from 60-75% to 95-99+%

- System administrator workload reductions of 75% or more

- Assured compliance with internal and external standards/requirements

- Rapid deployment across entire fleet regardless of AD/Domain/Workgroup membership

Product Features

- Patch capabilities for multiple platforms: Windows, Linux, UNIX and Mac OS X

- Automated self-assessment, no centralized or remote scanning required

- Real-time reporting on patch deployment: when deployed, who deployed them, and to which endpoints

- Ability for custom patches for in-house or other vendor patches

- Pre-Caching, Bandwidth Throttling, Staggered Distribution, Reboot Suppression

Microsoft OS And Application Patches

Search Microsoft OS And Application Patches

Name	Source Sev...	Site	Applicable Com...	Open Action Co...	Category	Download
925336: Update for Windows Installer - Windows Server 2003 SP1/SP2	Critical	Patches for Wind...	1 / 93	0	Hotfix	873 KB
MS01-056: "Unchecked Buffer" in Windows Media Player .ASF Processor - ...	Critical	Patches for Wind...	2 / 93	0	Security Hotfix	1.94 MB
MS02-008: XML Core Services 4.0 XMLHTTP Control - Windows XP	Critical	Patches for Wind...	8 / 93	0	Security Hotfix	4.46 MB
MS02-029: Unchecked Buffer in RAS Phonebook for Windows 2000	Critical	Patches for Wind...	1 / 93	0	Security Hotfix	0.99 MB
MS02-029: Unchecked Buffer in RAS Phonebook for Windows XP	Critical	Patches for Wind...	3 / 93	0		
MS02-048: Flaw in Certificate Enrollment Control Could Allow Deletion of Dig...	Critical	Patches for Wind...	2 / 93	0		
MS02-055: Unchecked Buffer in Windows Help Facility - Windows XP	Critical	Patches for Wind...	3 / 93	0		
MS02-063: Unchecked Buffer in PPTP Implementation - Windows XP Gold	Critical	Patches for Wind...	5 / 93	0		
MS02-063: Unchecked Buffer in PPTP Implementation - Windows XP SP1	Critical	Patches for Wind...	6 / 93	0		
MS02-072: Unchecked Buffer in Windows XP Gold Shell	Critical	Patches for Wind...	6 / 93	0		
MS02-072: Unchecked Buffer in Windows XP SP1 Shell	Critical	Patches for Wind...	4 / 93	0		
MS03-001: Unchecked Buffer in Windows Locator Service - Windows 2000	Critical	Patches for Wind...	1 / 93	0		
MS03-001: Unchecked Buffer in Windows Locator Service - Windows XP	Critical	Patches for Wind...	5 / 93	0		
MS03-008: Flaw in Windows Script Engine 5.1 Could Allow Code Execution - ...	Critical	Patches for Wind...	1 / 93	0		
MS03-008: Flaw in Windows Script Engine 5.5 Could Allow Code Execution - ...	Critical	Patches for Wind...	1 / 93	0		
MS03-008: Flaw in Windows Script Engine 5.6 Could Allow Code Execution - ...	Critical	Patches for Wind...	4 / 93	0		
MS03-011: Flaw in Microsoft VM Could Enable System Compromise - Window...	Critical	Patches for Wind...	1 / 93	0		
MS03-017: Flaw with Skins in Windows Media Player 8.0 - Windows XP	Critical	Patches for Wind...	4 / 93	0		
MS03-023: Buffer Overrun In HTML Converter Could Allow Code Execution ...	Critical	Patches for Wind...	1 / 93	0		
MS03-023: Buffer Overrun In HTML Converter Could Allow Code Execution ...	Critical	Patches for Wind...	3 / 93	0		

Fixlet: MS01-056: "Unchecked Buffer" in Windows Media Player .ASF Processor - Windows XP

Take Action | Edit | Copy | Export | Hide Locally | Hide Globally | Remove

Description | Details | Applicable Computers (2) | Action History (0)

Description

Microsoft has released a patch that eliminates a security vulnerability in the .ASF Processor in Windows Media Player for W...
Streaming Format (ASF) is a streaming media format supported by Windows Media Player. According to Microsoft, a vulnera...
could allow a malicious ASF file to cause Media Player to crash or allow an attacker to run code on the user's computer. Aft...
installing this patch, relevant computers will no longer be susceptible to these vulnerabilities.

The fix for the .ASF Buffer security vulnerability is **only available** as part of the Microsoft Update Package for Windows XP, ...
other known vulnerabilities in Windows XP. BigFix **requires** this update to establish a baseline for vulnerability analysis.

Note: Client machines may briefly display progress windows during installation of this update.

Note: Affected computers will report back as 'Fixed' once the patch has run successfully, but the vulnerability will not be clos...
computer is restarted.

File Size: 1.94 MB

Actions

• Click here to initiate the deployment process.

• Click here to view Microsoft Security Bulletin MS01-056.

Patch Management «

- Patch Management Domain
- 📂 **Application Vendors**
  - 📄 Warnings (17)
  - 📄 Recent Content (3,069)
  - 📄 Configuration (42)
  - 📄 Adobe Systems (191)
  - 📄 Apple (144)
  - 📄 Microsoft (276)
  - 📄 Mozilla Corporation (33)
  - 📄 Nullsoft (4)
  - 📄 Real Networks (5)
  - 📄 Skype Limited (2)
  - 📄 Sun Microsystems (48)
  - 📄 WinZip International LLC (12)
- 📂 **OS Vendors**
  - 📄 Apple Mac OS X (290)
  - 📄 Hewlett-Packard HP-UX (31)
  - 📄 IBM AIX (935)
  - 📄 Microsoft Windows (6,326)
    - 📄 Warnings (19)
    - 📄 Recent Content (3,069)
    - 📄 Configuration (50)
    - 📄 Reports (2)
    - 📄 Microsoft OS And Application Patches (5,795)
    - 📄 3rd Party Application Patches (301)
  - 📄 Novell SuSE (Deprecated) (1,404)
  - 📄 Red Hat Enterprise Linux (5,010)
  - 📄 Sun Microsystems Solaris (2,936)
  - 📄 SUSE Enterprise Linux (Current) (3,707)
  - 📄 VMWare ESX (243)
- 📂 All Patch Management

20

Power Management

BigFix Support Center

File   Edit   Help

Offers | Progress | Your Power Footprint

Your Power Footprint

With better power management, annually **You Can Save**

Cash	Energy	Carbon
$47	**590** kWh	**826** lbs

Current Power Scheme

	Plugged in
Turn off monitor:	00:15
Turn off hard disks:	00:20
System standby:	Never
Hibernation:	Disabled

Best Case ?   Actual Consumption*   Worst Case ?

	Best Case	Actual Consumption*	Worst Case
Cash	$1	$48	$81
Energy	15 kWh	605 kWh	1007 kWh
CO₂	21 lbs	847 lbs	1410 lbs

*This data is based on your computer usage from last 12 days.

Security Compliance Analytics

List Reports

Name: lists each item represented for the list type.

Compliance: represents history of aggregate results (pass/fail) across all computers within current scope. Excepted computers are counted as passing.

Results: represents aggregate check results (pass/fail) across all appropriate computers within current scope, grouped by check result status.

List Report types: Checklists list, Checks list, Computers list, Computer Groups list

Check Results Report

Descriptive columns: Each row represents a single check on a single computer. Columns show information about each computer-check pair. Columns are managed using the "Configure View…" option.

Compliance: pass/fail status for each computer-check pair. Hash marks are scaled within the displayed time range.

Endpoint Protection

Excel Connector

Query Wizard - BigFix Excel Connector v3.1

Attributes Available for BES Computers:

- ☑ 🗄 **Global Properties**
  - ☑ Active Directory OU
  - ☐ Active Directory Path
  - ☐ BES Relay Selection Method
  - ☐ BES Relay Service Installed
  - ☐ BES Root Server
  - ☑ BIOS
  - ☑ CPU
  - ☐ Client Administrators
  - ☐ Client Settings
  - ☑ Computer Name
  - ☐ DNS Name
  - ☐ Distance to BES Relay
  - ☐ Free Space on System Drive
  - ☑ IP Address
  - ☐ IPv6 Address
  - ☐ Last Report Time
  - ☐ License Type
  - ☐ Lock Expiration
  - ☐ Locked
  - ☐ Manufacturer
  - ☑ OS
  - ☑ RAM
  - ☐ Relay
  - ☐ Relay Name of Client
  - ☐ Subnet Address
  - ☐ Subscribed Sites
  - ☑ Total Size of System Drive
  - ☐ User Name
- ☐ 🗄 **Analysis Properties**
  - ⊞ ☐ Adobe Product Detection (Windows)
  - ⊞ ☐ Application Information (Windows)
  - ⊞ ☐ Application Usage Information
  - ⊞ ☐ BigFix Wake-on-LAN Analysis
  - ⊞ ☐ Computer Ontime History Analysis

Selected list (right panel):
- Computer Name
- IP Address
- OS
- RAM
- Active Directory OU
- CPU
- Total Size of System Drive
- BIOS

Top **Up** **Down** **Bottom**

Selected:
8

☑ Group Analysis Properties (Versus Alphabetical)

Select All   **Unselect All**   **Expand All**

Null Substitution: `<none>` ❓
☑ Concatenate Multi-Value Results: `%0A` ❓
☑ Autofit Row Height, Maximum Pts: `100` ⬍ ❓

< Back   **Next >**   **Cancel**

Query Wizard - BigFix Excel Connector v3.1

Add Filter Criteria to BES Computers:

Add Filter

Select Property

Computer Groups ▼

Computer Groups
(Default)
(Default)
(Default)
6to4
6to4
6to4
Active Directory OU
Active Directory Path
AddPrinterDrivers
AddPrinterDrivers
AddPrinterDrivers
Adobe Acrobat Version
Adobe ColdFusion Version
Adobe Director Version

Set Operator

= ▼

Enter Value

▼

Windows 2003 Domain Controllers
Windows 2003 Member Servers
Windows 2003 Servers
Windows 7 Computers
Windows XP Computers

Operator	Value

Book1 - Microsoft Excel

Home | Insert | Page Layout | Formulas | Data | Review | View | Add-Ins | **BigFix**

Open Query Definition | Save Query Definition | Execute Query Wizard | Refresh Generated Query | Show Relevance Code | Export Query Definitions | Import Query Definitions | Clear Current Sheet | Session Relevance Editor | Configuration | About BigFix Connector

BigFix Connector

A1 | BES Computers

BES Computers

	A	B	C	D	E	F	G	H
1	**BES Computers**							
2	Generated by: bfadmin		8 columns					
3	Tuesday, 29 March 2011 10:49 AM		4 rows					
4	**Computer Name**	**IP Address**	**OS**	**RAM**	**Active Directory OU**	**CPU**	**Total Size of System Drive**	**BIOS**
5	DC1	192.168.32.11	Win2003 5.2.3790	640 MB	OU=Domain Controllers,DC=remlab,DC=local	2500 MHz Core 2 Duo	40950 MB	09/18/09
6	IBM-SRLLA9DLL3M	9.185.188.232%0a192.168.32.1%0a192.168.26.1	Win7 6.1.7600	8096 MB	<none>	2500 MHz Core 2 Duo	238473 MB	05/27/10
7	MS1	192.168.32.21	Win2003 5.2.3790	1568 MB	CN=Computers,DC=remlab,DC=local	2500 MHz Core 2 Duo	40950 MB	12/31/09
8	WS1	192.168.32.31	WinXP 5.1.2600	512 MB	<none>	2500 MHz Core 2 Duo	30707 MB	12/31/09

Case study
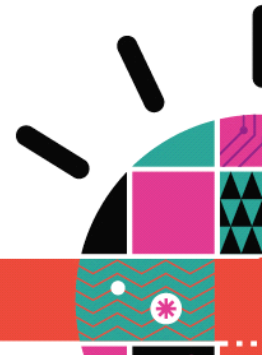
Real Customer Case Study

Miami-Dade County Public Schools

- 345,000 pupils
- 22,000 teachers
- Over 400 schools and administrative sites
- 4th largest school system in the U.S.
- 100,000 computers supporting class-rooms and administrative functions.
- Power costs to run these facilities in the millions of dollars

▪ Business Challenges & Requirements

- To find creative ways to save tax payers money was a key priority.
- Need for a flexible conservation program to accommodate their diverse user community.
- Maximise conservation with impeding systems maintenance or health
- Remote power on capability critical for emergency security updates/patches.
- Scalability – system must handle 100,000 endpoints
- Flexibility was critical to support varying student curricula (day & night schools), faculty and administrative programs, test labs etc.
- Ability to flag computers that should never be powered off.

▪ Result

- Initial estimates (based on power data collected by TEM) indicated a potential power saving of USD$2.1M dollars. However after full implementation of BigFix PM controls, the actual savings were…….

$USD4.2M dollars per annum
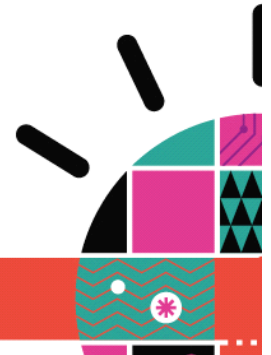
Real World Case Study – Before TEM Power Management

Monthly Power Consumption

Work hours in a day: `9`

Electricity Cost: `.10` `$/kWh`

Display estimated power cost: ☑

◉ Display Power Usage   ○ Display CO_2 Emissions

[Update]

Computers with System Standby enabled: 13207 of 89513 - 14%

Monitors with Power Management enabled: 74764 of 89513 - 83%

Hard drives with Power Management enabled: 20627 of 89513 - 23%

Average computer powered-on time per day: 20:46:00 - (87% of a day)

Minimum Power Consumption[2]

Current Power Usage
(35th percentile)

4,616,550 kWh
($461,655)

2,468,811 kWh
($246,881)

Full Power Consumption[3]

8,675,091 kWh
($867,509)

Monthly Potential Power Savings[1]: 2,147,739 kWh : $214,774 (47%)
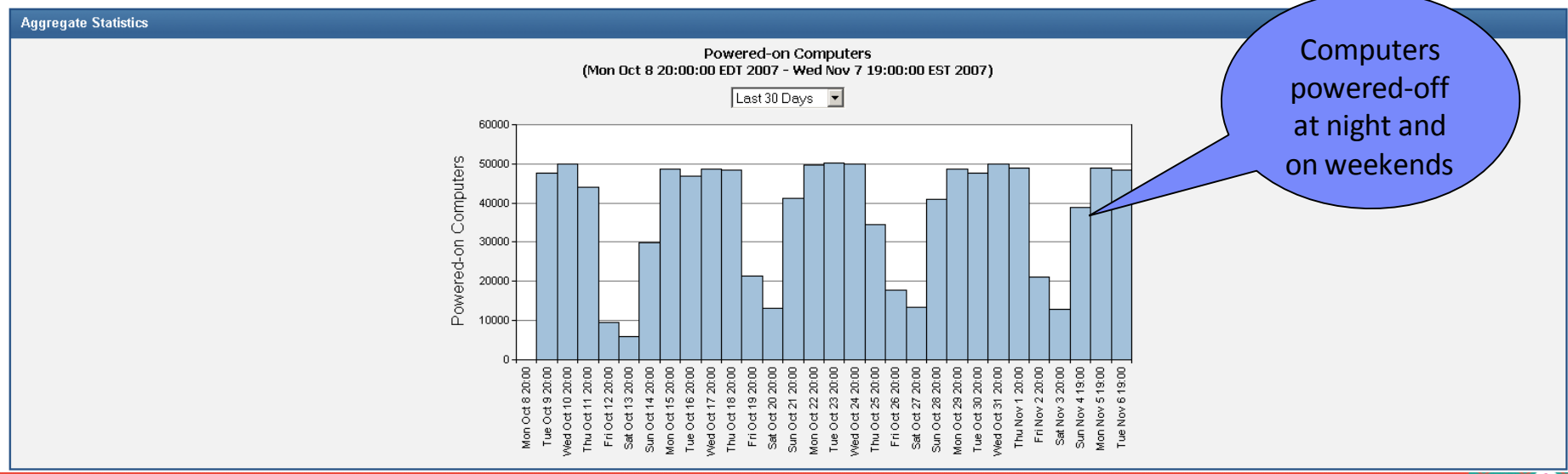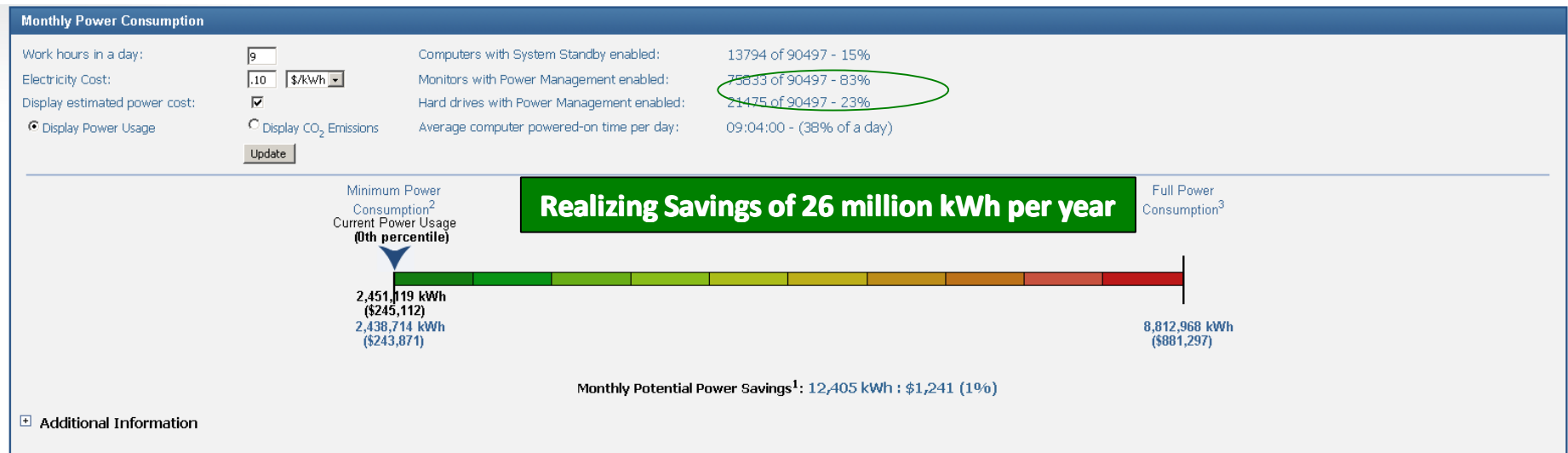
⊞ **Additional Information**

Aggregate Statistics

Powered-on Computers
(Tue Sep 25 04:00:00 EDT 2007 - Tue Oct 2 04:00:00 EDT 2007)

[Last 7 Days ▼]

Computers left on at night and on weekends

Real World Case Study – After TEM Power Management

Monthly Power Consumption

Work hours in a day: `9`
Electricity Cost: `.10` `$/kWh`
Display estimated power cost: ☑
◉ Display Power Usage   ○ Display CO_2 Emissions
[Update]

Computers with System Standby enabled: 13794 of 90497 - 15%
Monitors with Power Management enabled: 75833 of 90497 - 83%
Hard drives with Power Management enabled: 21475 of 90497 - 23%
Average computer powered-on time per day: 09:04:00 - (38% of a day)

Minimum Power Consumption[2]
Current Power Usage
(0th percentile)

Realizing Savings of 26 million kWh per year

Full Power Consumption[3]

2,451,119 kWh ($245,112)
2,438,714 kWh ($243,871)

8,812,968 kWh ($881,297)

Monthly Potential Power Savings[1]: 12,405 kWh : $1,241 (1%)

⊞ Additional Information

Aggregate Statistics

Powered-on Computers
(Mon Oct 8 20:00:00 EDT 2007 - Wed Nov 7 19:00:00 EST 2007)

[Last 30 Days ▼]

Powered-on Computers (y-axis: 0 to 60000)

x-axis: Mon Oct 8 20:00, Tue Oct 9 20:00, Wed Oct 10 20:00, Thu Oct 11 20:00, Fri Oct 12 20:00, Sat Oct 13 20:00, Sun Oct 14 20:00, Mon Oct 15 20:00, Tue Oct 16 20:00, Wed Oct 17 20:00, Thu Oct 18 20:00, Fri Oct 19 20:00, Sat Oct 20 20:00, Sun Oct 21 20:00, Mon Oct 22 20:00, Tue Oct 23 20:00, Wed Oct 24 20:00, Thu Oct 25 20:00, Fri Oct 26 20:00, Sat Oct 27 20:00, Sun Oct 28 20:00, Mon Oct 29 20:00, Tue Oct 30 20:00, Wed Oct 31 20:00, Thu Nov 1 20:00, Fri Nov 2 20:00, Sat Nov 3 20:00, Sun Nov 4 19:00, Mon Nov 5 19:00, Tue Nov 6 19:00
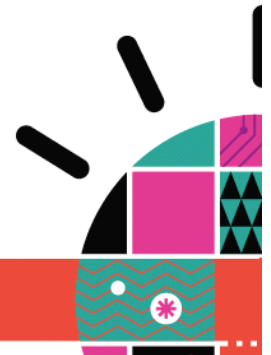
Computers powered-off at night and on weekends

Miami-Dade County Public Schools

"These $4.2M savings [from Tivoli Endpoint Manager Power Management] are impressive, but they are just the beginning."   --Tom Sims, Director of Network Systems
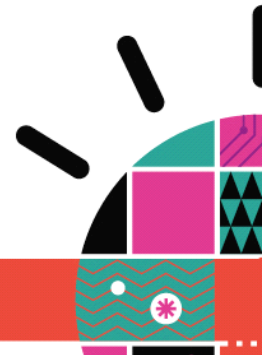
To find out more about how IBM's Tivoli solutions can help your organisation contact IBM via:
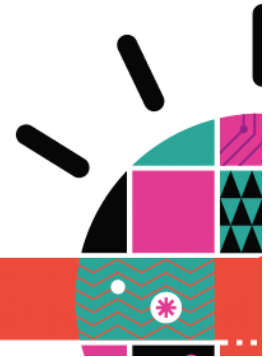
Phone: 1800 557 343
Email: rlm@au1.ibm.com

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