

# BigFix 10 upgrade brief

September 2020 with John Talbert and Jared Levy



[https://help.hcltechsw.com/bigfix/9.5/platform/Platform/Installation/c\\_upgrading1.html](https://help.hcltechsw.com/bigfix/9.5/platform/Platform/Installation/c_upgrading1.html)  
[https://help.hcltechsw.com/bigfix/10.0/platform/Platform/Installation/c\\_upgrading1\\_linux.html](https://help.hcltechsw.com/bigfix/10.0/platform/Platform/Installation/c_upgrading1_linux.html)

The screenshot shows a web page for BigFix documentation. At the top, there is a dark header with the HCL Software logo and 'Product Documentation'. Below this is a breadcrumb trail: 'BigFix Documentation Homepage' > 'BigFix V9.5 Platform Documentation'. The main content area features the BigFix logo and a breadcrumb trail: 'Home / Installation Guide / Upgrading on Windows systems'. The title of the page is 'Upgrading on Windows systems'. On the left side, there is a dropdown menu for 'Installation Guide'.



[Home](#) / [Installation Guide](#) / [Upgrading on Windows systems](#) / [Upgrade paths for BigFix 10](#)

BigFix server **9.2.0 - 9.2.2** > upgrade to BigFix 9.2.20

BigFix server **9.2.3 – 9.5.9** > upgrade to BigFix 9.5.16\*

Expect your DB size to temporarily swell more than double during upgrade  
plan for a longer upgrade outage (one customer with 10k endpoints took 4 hours)

BigFix server **9.5.10\***-9.5.16 > upgrade to BigFix 10.0.x

plan for a regular upgrade outage (one customer with 100k endpoints took 2 hours)

\* RHEL 7 BigFix server, additional consideration

9.5.13 and earlier require DB2 v10.0 > Upgrade BigFix to 9.5.16 then upgrade DB2 to v11.5

9.5.14 to 9.5.current allow DB2 v10.0 or DB2 v11.5 > upgrade DB2 to v11.5 then upgrade BigFix to 10.0.x



## BigFix 10 Application Server OS

RHEL 7

Windows Server 2012 R2

Windows Server 2016 (not core)

Windows Server 2019 (not core)

## Database Versions

DB2 11.5 \*

MS SQL 2012

MS SQL 2014

MS SQL 2016

MS SQL 2017



Insights

SQL 2017 database

Plugin Portal for MCM and Cloud RHEL 7+, MongoDB, Docker, Relay

Collocated BFI/SCA/WebUI/Others

Upgrade the upstream components first

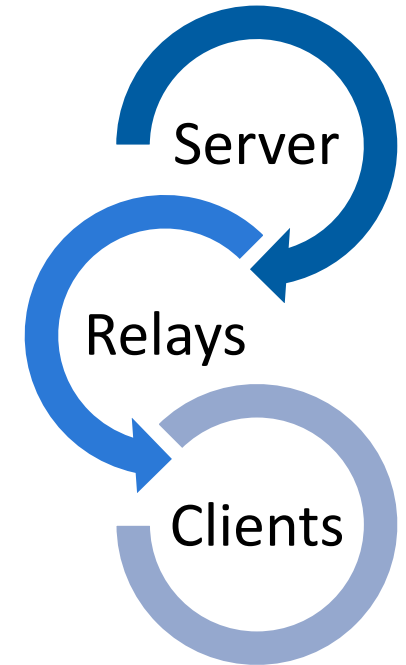
BigFix server, then relays, then clients

End of support operating systems. Back-level Agent support – stay on 9.5 agents for:

- Windows 7 and 2008
- RHEL 5; CentOS5; Debian; SUSE 10; Ubuntu 12 and 14
- OS X 10.13 and earlier
- Solaris 9 and 10
- AIX 6.1

Client and Relay upgrade Fixlets check upstream for the updated components  
Client registration interval

Relay capacity increased 1,000 endpoints >> 5,000 endpoints per relay (with tuning)

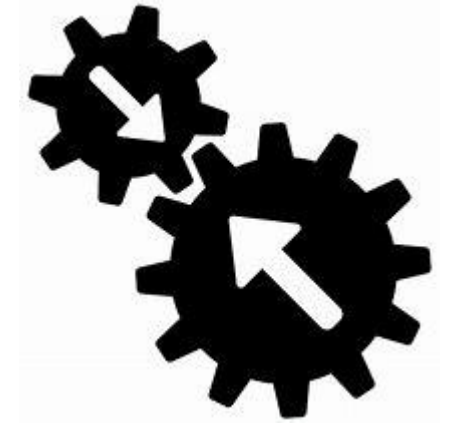




Stay on supported combinations at each step

- Running BigFix 9.2.0 on Windows 2019 is not supported, upgrade BigFix first, then move it to the new OS.
- Running BigFix 10 on SQL 2006 is not supported, you may have to upgrade SQL first and then upgrade BigFix.

Several steps could be required depending on your exact current state.



REST API integrations should be stable

SQL/DB2 direct query may be impacted by schema changes

Consider moving to [BigFix Insights](#) for these types of integrations.

BigFix modules such as BFI, SCA, ServiceNow dataflows and others that interact with the BigFix root server, consider pausing the ETLs during the upgrade.

MAC Address now a reserved property

Cloud Correlation



Review how you open a help ticket with HCL support

Get a minimum of DBO on the BFEnterprise database and have your DBO available

Screenshot your ODBC's

Know where your server private key is and it's password

Know your service account names and passwords

Check your <https://tem.subscribenet.com> for entitlement expiration dates.

Health Check Dashboard





Run the pre-upgrade Fixlets from BES Support and check the outputs

Upgrade your test environment first, test rollback, then upgrade again.

Change control and notify your BigFix users of the planned outage  
BFI, SCA, Insights, WebUI, TRC, OSD, WebReports

Perform the backups and signing key decryption in case you need to rollback  
Database maintenance, reindex, shrink and backup

Temporarily suspend ETLs, integrations, alerting, and monitoring  
Temporarily turn down reporting intervals to reduce fillDB backlogs

Test server with a blank custom action



<https://support.bigfix.com/bes/changes/fullchangelist-100.txt>

```
=====
= Changes between 10.0.0 and 10.0.1 =
=====

Security enhancements addressed:

Issue BFP-17234: CVE-2017-12652
Issue BFP-15728: CVE-2019-5435
Issue BFP-17216: CVE-2020-11022, CVE-2020-11023

Defect Articles (DAs) addressed:

Issue BFP-17728 - DA KB0081080 - (doc) Documentation for Maximum Child Relay Count
Issue BFP-17443 - DA KB0080670 - It is not possible to upgrade Web Reports to 10.0 on a Relay machine
Issue BFP-17403 - DA KB0080616 - High CPU consumption on BESRelay if its parent relay or the server is not reachable
Issue BFP-17327 - DA KB0080354 - (doc) Support of Microsoft Edge in BigFix Platform v10 is not clear
Issue BFP-17280 - DA KB0080245 - On Web Reports a JavaScript error could be displayed filtering by content or site and playing with analysis properties
```

16 minute BF10 Webinar replay - Highlights

<https://register.gotowebinar.com/register/5087728778467802635?source=internal>

# New Inspectors

<https://developer.bigfix.com/relevance/search/>



## Creation

- + locked rawline <integer> of <file> : file rawline
- + locked rawline containing <string> of <file> : file rawline
- + locked rawline of <file> : file rawline
- + locked rawline starting with <string> of <file> : file rawline
- + rawline <integer> of <file> : file rawline
- + rawline containing <string> of <file> : file rawline
- + rawline of <file> : file rawline
- + rawline starting with <string> of <file> : file rawline

## Properties

- + next rawline of <file rawline> : file rawline
- + previous rawline of <file rawline> : file rawline
- + rawline number of <file rawline> : integer

## Creation

- + cloud provider : cloud provider

## Properties

- + instance data of <cloud provider> : json va
- + name of <cloud provider> : string
- + private ip of <cloud provider> : string
- + region of <cloud provider> : string
- + unique id of <cloud provider> : string
- + version of <cloud provider> : string

## Creation

- + plugin store <string> : plugin store object

## Properties

- + key <string> of <plugin store object> : plugin store key
- + key of <plugin store object> : plugin store key

## Casts

- + <plugin store object> as string : string



Home / Configuration Guide / BigFix Configuration Settings / [List of settings and detailed descriptions](#)

## Cloud and MCM

- \_BESPluginPortal\_Log\_Verbose
- \_BESPluginPortal\_HTTPServer\_LogFilePath
- \_BESPluginPortal\_PersistentDeviceReport\_ClientCertPath
- \_BESPluginPortal\_PersistentDeviceReport\_CACertPath
- \_BESPluginPortal\_ManagementRights\_MinRefreshInterval

## Direct Download additions

- \_BESClient\_Download\_Direct\_Domainlist
- \_BESClient\_Download\_DirectRecovery

## Serviceability for peer nest

- \_BESClient\_PeerNest\_MaxLogSize



**HCL**

*Relationship*<sup>TM</sup>  
BEYOND THE CONTRACT

\$8.4 BILLION ENTERPRISE | 132,000 IDEAPRENEURS | 44 COUNTRIES

 WATCH THE FILM

Regarding relay tuning for high scale (up to 5,000 endpoints) the base requirements are in the BigFix Capacity Planning Guide.

<https://bigfix-mark.github.io/bigfix-mark.github.io/Docs/BigFix%20Capacity%20Planning%20v9.x.18.pdf>

Section 3.7

<https://bigfix-mark.github.io/bigfix-mark.github.io/Blogs/BigFix%20Relay%20Scale%20Blog%20v3.pdf>

Some other considerations from Steve Hull

<https://forum.bigfix.com/t/bigfix-relay-capacity-5-000/29237/3>

- More storage (more varied sites, mailboxsites hosted)
- Increase `_BESRelay_HTTPServer_MaxConnections` to 10,240
- Adjust `_Enterprise Server_ClientRegister_BatchCount/BatchDelay`, for responsiveness needs
- Windows: Reduce `TcpTimedWaitDelay` to 30
- Linux: Increase `nfiles ulimit` to at least 16384