

BigFix.Me Sync Tool

Syncing ISV and Community Content



Verify BigFix.Me Sync Tool Prerequisites

Before continuing we'll want to make sure our BigFix Server meets all the requirements for the BigFix.Me Sync Tool to work.

1. The first prerequisite is **.Net Framework 4.5**

- If your BigFix Root Server is running **Server 2012 or Newer** you already meet this requirement
- If your BigFix Root Server is running **Server 2008r2** you will need to install .Net Framework 4.5

- o You can use **Fixlet 45001** in the **Patches for Windows** External Site to accomplish this:

UPDATE: Microsoft .NET Framework 4.5 Available - Windows 7 SP1 / Windows 2008 SP2 / Windows 2008 R2 SP1 / Windows Vista SP2

- o Or, you can obtain the update from Microsoft here:
<https://www.microsoft.com/en-us/download/details.aspx?id=30653>

2. The second prerequisite is a Master Operator account for the BES Server Plugin Service

- Select **Tools** at the top of your console and then click on, "**Create Operator**"
 - o Provide a username, typically RESTAPIUSER and a password.
 - o On the **Details** tab of the new Operator, under, "**Permissions**" find the "**Master Operator**". Under, "**Explicit Permissions**" change, "No" to "**Yes**"
 - o Press **Save Changes** above the details tab

3. The third prerequisite is the BES Server Plugin Service

- Navigate to the **"All Content"** domain on the bottom left of your console. Select **"Fixlets and Tasks"** from the tree view on the left hand side, search for, **"Install BES Server Plugin Service"**. Select the Fixlet called, **"Install BES Server Plugin Service"**
- If the Fixlet has 0 Applicable Computers then this prerequisite is already met!
- If the Fixlet has Applicable Computers, press **"Take Action"** and target your BigFix Server

4. The final prerequisite is to configure the BES Server Plugin Service

- Navigate to the **"All Content"** domain on the bottom left of your console. Select **"Fixlets and Tasks"** from the tree view on the left hand side, search for, **"BES Server Plugin Service is not Configured Correctly"**.
- If this Fixlet has 0 Applicable Computers then this prerequisite is already met!
- If the Fixlet has Applicable Computers, navigate to the **"All Content"** domain on the bottom left of your console. Select **"Fixlets and Tasks"** from the tree view on the left hand side, search for, **"Configure REST BES Server Plugin"**. Select the Fixlet called, **"Configure REST API credentials for BES Server Plugin Service"**
- On the Description tab enter the credentials we created when fulfilling the Second Prerequisite.
- Press, **"Take Action"** and target your BigFix Server

Download the latest Sync Tool Fixlet

- 1.** Open a browser and navigate to: <https://bigfix.me/fixlet/details/20433>
- 2.** Click **Log In** if you have already created an account or **Register** if you have not. Once you're signed in press **"Download BES File"** to download the latest fixlet. You will have to accept the, **"Download of Content Agreement"**. Press, **"I ACCEPT THE TERMS AND CONDITIONS"**



- 3.** Open your BigFix Console and press **File > Import...** select the Fixlet downloaded in the previous step and add it to a site.

Install the latest BigFix.Me Sync Tool

1. Select the previously imported Fixlet and **Take Action**, targeting your BigFix Server.
2. Wait ~10 minutes for the installation to complete. Once the installation has completed wait an additional ~10 minutes for the background setup to complete.
3. Re-open your BigFix console, and check for a “bigfix.me” domain on the bottom left
 - a. If you see the domain, the installation has succeeded!
 - b. If you do not see the domain proceed to the BigFix.Me Sync Tool Installation Troubleshooting section of the Document
4. Click the new “**bigfix.me**” domain on the bottom left. Expand out, “**Manage Bigfix.me Sync**”, then click, “**Sync BFME Dashboard**”
5. Under, “**BigfixMe Synchronization**” select, “**Bigfixme Credential**” and enter the credentials for the BigFix.Me Account that you created or used earlier.

Syncing Sites with the BigFix.Me Sync Tool

6. Once you subscribe to BigFix Sites on BigFix.Me they will show up as sync options in the “**Sync BFME Dashboard**”.

The sync tool checks for content at the frequency you specify on this Dashboard.

Pressing, “**Force Next Sync**” will cause a sync to happen within 10 minutes.

7. Subscribed Sites will appear under, “**Bigfix.me Site Content**”
8. There will be a row for each site you are subscribed to on BigFix.Me. There are four headers:
 - a. **Bigfix.me** Site is the name of the site on BigFix.Me
 - b. **IEM** Custom Site is the name of the local site you’d like to sync to
 - c. **Status** is the current status of that site sync
 - d. **Last Sync** is the timestamp of the last site sync
9. To sync a site, simply change the **IEM Custom Site column** from, “**Indicate Custom Site...**” to the name of the custom site you’d like to sync content into.

- a. Syncing multiple Bigfix.me sites into the same custom site will cause content to rapidly appear and disappear. You should never sync more than one BigFix.me Site into a custom site. **Use a separate custom site for each BigFix.Me Site.**

10. Syncing the site contents will occur at the next sync. To force a sync press, "Force Next Sync" which will cause a sync to occur in the next 10 minutes.

Basic Troubleshooting: BigFix.Me Sync

The most common issues with the BigFix.Me Sync Tool are:

1. Your BigFix Server does not have access to BigFix.Me. Please verify access by navigating to <http://bigfix.me> from a web browser on your BigFix Server.
2. Your Environment does not have the correct .Net version. Please see prerequisite #1
3. Your Environment does not have the Server Plugin Service correctly configured. Please revisit prerequisite #3 and #4
4. The account being used for the Server Plugin Service is not a master operator. Please revisit prerequisite #2. Open the Operator in the BigFix Console and verify that on the, "**Master Operator**" row, under, "**Effective Permissions**", there is a, "**Yes**"
5. Verify you are using the correct BigFix.Me Credentials. Login to BigFix.Me with you credentials, verify they work, and then re-enter them into the sync tool.

Advanced Troubleshooting: BigFix.Me Sync

The BigFix.Me Sync tool produces logs every time it runs. This is particularly useful if you feel you have covered all of the potential issues under Basic Troubleshooting.

BigFix.Me Sync Tool Logs:

```
<Location of BigFix Server Installation>\Applications\BigFixMeSync  
Drive:\Program Files (x86)\BigFix Enterprise\BES Server\Applications\bigfixMeSync
```

1. Locate you're the BigFix.Me Sync Tool directory.
2. To identify the most recent log sort by Date Modified and select the most recent XML.
 - a. If the last entry in the log is, "Check if site Bigfix.me Sync exists." Please verify your server has .Net Framework 4.5 installed.