

BigFix 11 | Upgrade Considerations

Agenda

- Why upgrade?
- Upgrade considerations
- What about other BigFix solutions?
- Q and A

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BigFix 11 | Upgrade Considerations



Why Upgrade?

- More Secure
 - Support for TLS 1.3
 - Upgraded OpenSSL v3
 - SHA-384 hashing
 - Recertified for FIPS 140-2
- Support for SQL 2022
- Updated Libraries and Re-Distributables

BigFix 11 Release Announcement >><https://forum.bigfix.com/t/bigfix-11-0-the-latest-and-greatest-bigfix-release-available-now/45676>



BigFix 11 | Upgrade Considerations



Upgrade Considerations (in order)

1. Must already be on BigFix 10.0.7

- BigFix Platform components at Version 11 are not backward compatible with BigFix components at version 9.1 or lower.
- SQL Server 2014 or better.

2. Great opportunity to self-assess and clean things up.

- Clean up old, unused content.
- Delete old actions.
- Remove unused operator accounts.

3. Execute the BES Computer Removal and Audit Trail Cleaner tools available via the BES Admin Tool.

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1. BigFix 11 – Detailed System Requirements >> https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0104120

2. BigFix v11 Overview >> https://help.hcltechsw.com/bigfix/11.0/platform/Platform/Installation/c_overview.html

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Upgrade Considerations (in order)

4. Enhanced Security should be enabled before upgrading to v11.
 - This enforces TLS 1.2 which is the minimum supported TLS protocol for v11.
 - Enable this ahead of the upgrade because this feature takes time to propagate.
 - Schedule downtime. Temporarily disable integrations, data feeds, etc.
 - Make sure backups have been taken.
 - This process re-signs all content, sites, mailbox files, etc.
 - ✓ Performing steps 2 and 3 from previous slide helps speed things up.

Pro Tip: Test enabling Enhanced Security on a replica of your root server to determine the amount of downtime needed.

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1. Enhanced Security >> https://help.hcltechsw.com/bigfix/10.0/platform/Platform/Config/c_scenarios_sha2_installation.html
2. Guidance on Enabling Enhanced Security >> https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107321

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Upgrade Considerations (in order)

5. The upgrade to v11 also involves re-signing content (SHA-256 to SHA-384).
 - The re-signing does not happen during the upgrade itself.
 - The re-signing happens when the root server gets its first license update after being upgraded to v11.
 - There will be a notice in the License Overview dashboard that a license update has been detected and the BES Admin tool needs to be run.
 - Run the BES Admin tool and the re-signing process will initiate.
 - Suggest scheduling downtime for this also as it can take some time.

Pro Tip: Test the v11 upgrade on a replica of your root server to determine the amount of downtime needed.

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- What about other BigFix point solutions? Do they support TLS 1.3 and SHA384?
 - ✓ **Compliance** - As of version 2 patch released August 2023
 - <https://forum.bigfix.com/t/availability-of-bigfix-compliance-analytics-version-2-0-patch-9/45979>
 - ✓ **Inventory** - As of version 10.0.9 released July 2023
 - <https://forum.bigfix.com/t/bigfix-inventory-supports-now-bigfix-platform-v11/45685/2>
 - ✓ **Server Automation** - As of version 9.5 patch 66 (9.5.66)
 - <https://forum.bigfix.com/t/content-in-the-server-automation-site-has-been-modified-2023-08-21/46043>
 - ✓ **Virtual Endpoint Manager** - As of site version 69 released August 2023
 - <https://forum.bigfix.com/t/content-in-the-virtual-endpoint-manager-site-has-been-modified-2023-08-23/46075>
 - ✓ **Remote Control** - As of version 10.1 released December 2023
 - <https://forum.bigfix.com/t/bigfix-remote-control-10-1-is-now-available/47210>
 - ✓ **OS Deployment and Bare Metal Imaging** - As of site 111 released January 8, 2023.
 - <https://forum.bigfix.com/t/new-update-in-bigfix-os-deployment-and-bare-metal-imaging-site-v111/47414>
 - ✓ **Power Management** - As of site 83 released December 2023.
 - <https://forum.bigfix.com/t/content-in-the-power-management-site-has-been-modified-2023-12-19/47250>
 - **Insights for Vulnerability Remediation** - Tested by dev. No formal announcement yet.
 - **ServiceNow Data Flows** - Tested by dev. No formal announcement. Suspect version 1.3 due Jan 23rd will support it though.
- Anything not listed here such as CyberFOCUS reporting, the BES Inventory and License site, etc. have no TLS dependencies and have all been re-signed to support SHA-384.