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Overview

IBM Endpoint Manager offers a unified management platform that automates and streamlines systems and security management for endpoints and servers. Through the use of single-agent, single-console technology for enterprise endpoint management, IBM Endpoint Manager can help you:

- Manage your endpoints regardless of location, connection, type or status from a single management server.
- Leverage the robust Endpoint Manager platform - Execute highly targeted ad-hoc queries and actions in minutes based on nearly any computer property.
- Reduce management complexity and cost while increasing accuracy and boosting productivity.

This document will assist new users with the trial of the IBM Endpoint Manager by demonstrating basic functionality of the IBM Endpoint Manager Console, the primary user interface to the IBM Endpoint Manager product.

This guide is presented in a lab exercise format to simplify instructional steps aiding you with your initial deployment. As this is your custom installation as opposed to a controlled lab environment, there may be some differences between the instructions and what your deployment actually looks like. Use this guide as a general approach to help guide you, as opposed to an absolute instruction set. Here are a few clarifications regarding our referenced lab environment:

- Our IP domain name: training.tivoli.edu
- Our server name: IEMServer
- Our Windows client name: IEMClient1
- Our Linux client name: IEMClient2

Exercise 1: Log in to the Console

1. From the desktop of the system on which the console was installed, start the Console:

   Click Start > All Programs > IBM Endpoint Manager > IBM Endpoint Manager Console.

   Alternatively, you can double-click the Console shortcut on the server desktop.

2. Log in with the following credentials:

   - Server: IP of the server installed to
   - User name: EvaluationUser
   - Password: <password you created during installation>
3. Click **Login** and wait while data loads into the Console cache.

   This process can take several minutes to complete in this lab environment. When data loading is complete, the Console is displayed.

**Exercise 2: Navigating the Console**

In this exercise, you learn how to operate within the IBM Endpoint Manager Console. After completing this exercise, you will understand important terminology and how the various Console views change based on domains and filter options that you select.

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1. Begin by reviewing the diagram of the IBM Endpoint Manager Console and familiarizing yourself with the areas labeled.

2. In the Console Domain button area, click the **All Content** domain button. The navigation tree updates with the All Content view.

3. In the navigation tree, which now shows the All Content domain view, select the **Fixlets and Tasks** node.
4. The List panel updates and **Fixlets and Tasks** is displayed. Review the content in the Fixlets and Tasks panel. The information in the List panel is based on the filters that were applied (All Content domain, and Fixlets and Tasks filter).

**Note:** In the Console tool bar, the **Show Non-Relevant Content** button acts as another filter. When it is activated (indented), all content available for the selected node is shown, even if it is not relevant for any computer in your environment. You can toggle the function by clicking it to identify the difference in the Fixlet and Tasks count as well as the list displayed in the panel.

5. Complete the following steps to become familiar with the information displayed in the List panel.
   a. To sort the data by category type, locate the **Category** column header by scrolling to the right, then select the column header.
   b. Right-click the **Category** column header to review the additional items available for display in the column list.
   c. Select more items to add to the display by placing a check beside them.

**Note:** **Fixlet messages** provide information about essential issues and known problems on a computer that requires attention. Each Fixlet message typically consists of a description of the problem, an information link, and a button to fix the problem. Examples of Fixlet messages can include missing or recommended patches, obsolete anti-virus definitions, and vulnerable security configurations that are discovered on client computers. Tasks are seen as issues of lesser importance that do not represent a problem. They normally represent policies or configurations that are common across the enterprise network. Examples of tasks include deploying new software and setting configurations.
6. On the Fixlets and Tasks panel, click an item that is listed. The Task panel for the selected Fixlet or task is displayed in the work area that is shown in the following screen capture.

7. In the work area for the selected Fixlet or task, click each of the following tabbed pages to review the associated data.

- **Description**: Provides a Fixlet description and links to associated actions items.
- **Details**: Provides a list of criteria that are used to detect relevance of an issue to a client computer and includes the suggested actions. These criteria are in the form of program expressions called relevance language.
- **Applicable Computers**: Provides a list of all client computers whose properties are associated with Fixlet criteria.
- **Action History**: Provides a list of actions associated with the selected Fixlet that were previously taken.

8. In the All Content domain navigation tree, expand the nodes **Fixlets and Tasks > All > By Site**. Review the various subscribed sites and the associated content available within each
site by clicking the site. Expanding the site exposes more filters. After reviewing the options, reduce the Fixlets and Tasks filter.

**Note:** Client computers represent those computers in your network that run the IBM Endpoint Manager client. After the client software is installed, you have a high level of control over these systems. You can easily maintain common operating environments, roll out the latest patches, view and summarize properties, and create reports.

9. In the All Content navigation panel on the left side of screen, select the node Computers.

10. The **Computers** panel is displayed. Select a managed computer from the list view. You should have at least one.
11. Review the following tabbed pages in the work area for the selected computer:
   
   - **Summary**: Shows a list of client computer properties, such as relay status, grouping, custom sites, and other properties. These properties are regularly evaluated and sent to the IBM Endpoint Manager server by the client computers.
   
   - **Relevant Fixlet Messages**: Shows a list of Fixlet messages that are relevant to the selected client computer.
   
   - **Relevant Baselines**: Shows all baselines that are deployed on the specified computer group.
   
   - **Baseline Component Applicability**: Displays a collection of Fixlet messages and tasks that are associated with a computer or group.
   
   - **Action History**: Shows the history of any actions that this Fixlet message started.
   
   - **User Management Rights**: Shows the list of users whose management rights are assigned to the selected client computer.
   
   - **Role Management Rights**: Shows the list of roles applicable to the selected client computer.

12. Increase the number of domains that are shown below the hierarchical tree view. 

   *Domain Panel size* can be modified by dragging the bar up and down to expose or hide more domains. You can also click the arrows and then choose to show more or fewer domains.
You can configure the Domain Panel to your liking. However, as you require more domains in future labs, the exercises will be clearer if you display all available domains in the fully exposed form.

13. Select the **BigFix Management** domain. The navigation view is updated, and the **BigFix Deployment Overview** is displayed.
14. On the **BigFix Management** domain title bar, click << to maximize the dashboard view. Maximizing expands the work area available for viewing the dashboard.

15. The navigation panel for the **BigFix Management** domain is reduced to a vertical button and the dashboard is expanded to fill the entire area.

16. Click **BigFix Management** to restore the domain panel. Click **Back** to review previously shown items.

17. Click the **All Content** domain.

18. In the All Content navigation tree, click **Fixlets and Tasks**.
19. The Fixlets and Tasks panel is displayed. In the Live Search field at the right, enter the text **Firewall** to locate any Fixlet or task that has the word **Firewall** in the name. Notice the dynamic filtering of the list content as you type.

Tip: You might need to click **Show Non- Relevant Content** to display more Fixlets and tasks that are related to firewalls.

20. Clear the Live Search contents by deleting the text. The search filter updates to list all items.

**Exercise 3: Set Console preferences**

In this exercise, configure your Console preferences within the IBM Endpoint Manager Console by modifying the values of the various settings as described.

1. Select **File > Preferences** from the menu.

2. The Preferences window is displayed. Modify the values by following these instructions.
   a. Set the **Refresh list every** value to 30 seconds.
   b. Select the option **Prompt for confirmation before closing the console**.
   c. Set the **Mark as offline after** value to 60 minutes.
Exercise 4: Using filters

In this exercise, create a filter to limit objects that are shown in the IBM Endpoint Manager Console. Follow the instructions to understand the process of creating, modifying, and applying filters to narrow down and select the exact information required.

1. Select the **All Content** domain.

2. Create a filter for patches with a **Moderate** severity.
   a. Press **CTRL+F** to open the Create Filter window.
   b. In the Create Filter window, enter **Moderate Severity Fixlets <xyz>** as Name where <xyz> represents your initials to differentiate your filter.
   c. From the **Include** list, select **Fixlets** (default).
   d. From the **with** list, select **all** (default).
   e. In the first condition field, select **Source Severity**.
   f. From the middle box, select **Contains**.
   g. In the last text box, type **Moderate** (case does not matter).
h. Save the new filter by clicking Create.

3. Verify that the All Content navigation views automatically expanded Custom Filters and selected the filter that you created in the last step. Observe the results of the Moderate Severity Fixlets <xyz> filter that you previously created.

Note: You must enable the Show Non-Relevant Content button to view any results that are returned by the filter because your environment is new.

The Custom Filter: Moderate Severity Fixlets <xyz> is displayed. Review the various Fixlets in the panel and observe that all of the values under Source Severity are Moderate.

Exercise 5: Understanding dashboards

In this exercise, you view and use the Patches for Windows Overview dashboard within the IBM Endpoint
Manager Console.

1. Select the **Patch Management** domain.

2. From the Patch Management navigation window, expand the nodes **All Patch Management > Dashboards** and select **Patches for Windows Overview**.

3. The **Patches for Windows Overview** dashboard is displayed. Review the various settings and graphs.

4. You can refresh the dashboard by clicking the **Refresh** icon in the upper right corner of the dashboard. It might be necessary to scroll your window to the right to see the **Refresh** button.

5. You can print the dashboard by clicking **Print** in the upper-right corner of the dashboard. It might be necessary to scroll your window to the right to see the **Print** button.