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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 the steps in obtaining and installing the IBM Endpoint Manager trial packages, performing a remote client installation, and becoming familiar with a few key concepts including Sites and Analyses.

The installation process takes approximately 15 minutes followed by a content gathering process that will run in the background without your need to supervise it. Once the product is installed, you may opt to perform a few other activities while IBM Endpoint Manager automatically obtains the latest application content for you! Any time after the gather process has begun, you may continue with the steps in this document to familiarize yourself further with the product.

Downloading the software

In this exercise, you access the website and download the IBM Endpoint Manager Trial software. In our lab environment, this was performed on the same system that the installation will be done on. If you are downloading on a different host then you will be performing your installation on, you will need to migrate the downloaded trial software file to the correct system prior to starting the exercise “Performing an Express installation of the IBM Endpoint Manager Trial software” on page -6.

1. Launch your web browser. In our lab environment, we used the Mozilla Firefox browser. The web browser opens.

2. Enter the following address in the address bar of the web browser:
The IBM Endpoint Manager page opens.

3. Click **Download Trial Now** on the left side of the page.

The **Business Contact Information** page is displayed.
4. Complete the required fields on the Business Contact Information page. The required fields are indicated with red Asterisks (*) next to the field name.

5. Scroll to the bottom of the Business Contact Information page and review the IBM Privacy statement by clicking the IBM’s Privacy statement link if desired.

6. Click the View license link to review the license agreement.
7. Read over the license agreement and place a check in the I agree check box to confirm that you agree, then click I confirm.

The Downloads page opens.
8. Select click the **Download using http** tab and select the **Download now** link beside the **Windows Installer**.

**Note:** You can download the files using either **Download Director** or **HTTP** by selecting the appropriate tab on the **Downloads** page. Download Director requires a supported Java runtime environment.

9. Click **Save File** in the Opening BigFix window.

The **Enter name of file to save to** window opens.
___ 10. Browse to the C:\temp directory, accept the name in the File name field, and click Save.

___ 11. Close the Downloads window, and close the Mozilla Firefox browser.

Performing an Express installation of the IBM Endpoint Manager Trial software

In this exercise, you use the file that was downloaded in the previous exercise to install the IBM Endpoint Manager Trial software.

___ 1. Right-click Windows Start and select Explore.

A Windows Explorer window opens.

___ 2. Change to the C:\temp folder and double-click the file that you downloaded in the previous exercise. The file name begins with BigFix-BES.

**Note:** If a Security Warning window appears, verify that the Always ask before opening this file option is selected, and click Run.

The IBM Endpoint Manager Installation Generator panel is displayed.

**Tip:** It might take several minutes for the generator to prepare for the installation.
3. Click **Next** to continue.

   The Select Install Type panel is displayed.

4. Select **Evaluation** and click **Next**. A production license has been obtained for this exercise.

5. Read over the license agreement and select **I accept the terms in the license agreement**, then click **Next** to accept.

The License Agreement panel is displayed.

5. Read over the license agreement and select **I accept the terms in the license agreement**, then click **Next** to accept.

The Select Evaluation Type panel is displayed.
6. Select the **Express** option, and click **Next**.

The Server Identification panel is displayed

7. Enter the following information in the Server Identification panel:

   - **Server IP**: This is the IP address of the host that the software is being installed to. In many production environments, servers are multi-homed, that is they have multiple IP addresses to handle multiple subnets or even separate networks for backups, management, or the services they provide.

   - **Port**: It is recommended that you accept the default port of **52311** unless you have a known conflict with this port. If you are aware of a conflict, you may change it, but
make sure that you document your change. This guide will continue to reference the default port of 52311 for clarity.

___ 8. Click Next on the **Server Identification** panel to continue.

The **Security Credential Creation** panel is displayed.

___ 9. Enter your **name**, **email address**, and **organization** in the appropriate fields of the **Security Credential Creation** window and click Next.

The Set Password window is displayed.
10. Enter a unique password in the **Password** field, and confirm the password in the **Re-type Password** field, and click **Next** to continue. Make sure you document your password.

The installation begins, and the Setup Status window is displayed.

**Note:** Wait until the installation is complete before continuing.

11. Click **Finish** to complete the server installation.

The IBM Endpoint Manager Installation Guide panel opens. Leave it open for the next exercise.
Note: The deployment masthead (masthead.afxm) has been wrapped into the component installers. The Express installation automatically installs all three of the following components on the host.

- IBM Endpoint Manager Server
- IBM Endpoint Manager Client
- IBM Endpoint Manager Console

Launching the IBM Endpoint Manager Console

In this exercise, you launch the IBM Endpoint Manager Console.

___ 1. Minimize the IBM Endpoint Manager Installation Guide.
___ 2. Double-click the IBM Endpoint Manager Console icon on the server desktop.
   The Login to IBM Endpoint Manager window is displayed.
___ 3. Verify that the User name field is set to EvaluationUser.
___ 4. In the Password field, enter the password you created earlier and click Login.

![Login to IBM Endpoint Manager Console](image.png)
The IBM Endpoint Manager Console is displayed and shows the IBM Endpoint Manager client that was installed on IEMSServer during the installation.

If the server is connected to the Internet, it will automatically begin downloading content from IBM for the Sites that are enabled by default with the Evaluation license. This differs from a production installation. When you perform a production installation with a valid license, you must perform the following tasks before the IBM Endpoint Manager server begins to gather content.

- Enable the external sites using the BigFix License Overview dashboard
- Subscribe client computers to the external sites that you enable
The following sites are automatically enabled when you install the trial version of IBM Endpoint Manager:

<table>
<thead>
<tr>
<th>External</th>
<th>Type</th>
</tr>
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<tbody>
<tr>
<td>BES Asset Discovery</td>
<td>External</td>
</tr>
<tr>
<td>BES Inventory and License</td>
<td>External</td>
</tr>
<tr>
<td>BES Support</td>
<td>External</td>
</tr>
<tr>
<td>BigFix Remote Desktop for Windows</td>
<td>External</td>
</tr>
<tr>
<td>Client Manager for Endpoint Protection</td>
<td>External</td>
</tr>
<tr>
<td>Linux RPM Patching</td>
<td>External</td>
</tr>
<tr>
<td>Mobile Device Management</td>
<td>External</td>
</tr>
<tr>
<td>Patches for Mac OS X</td>
<td>External</td>
</tr>
<tr>
<td>Patches for RHEL 5</td>
<td>External</td>
</tr>
<tr>
<td>Patches for Solaris</td>
<td>External</td>
</tr>
<tr>
<td>Patches for Windows (English)</td>
<td>External</td>
</tr>
<tr>
<td>Patching Support</td>
<td>External</td>
</tr>
<tr>
<td>Power Management</td>
<td>External</td>
</tr>
<tr>
<td>SCM Checklist for DISA STIG on Windows XP</td>
<td>External</td>
</tr>
<tr>
<td>SCM Checklist for FDOE on Windows XP</td>
<td>External</td>
</tr>
<tr>
<td>SCM Reporting</td>
<td>External</td>
</tr>
<tr>
<td>Security Policy Manager</td>
<td>External</td>
</tr>
<tr>
<td>Software Distribution</td>
<td>External</td>
</tr>
<tr>
<td>Trend Micro Core Protection Module</td>
<td>External</td>
</tr>
<tr>
<td>Updates for Windows Applications</td>
<td>External</td>
</tr>
</tbody>
</table>

5. You can check the progress of the content imports for the enabled external sites by reviewing the following file:
C:\Program Files (x86)\BigFix Enterprise\BES Server\GatherDBData\GatherDB.log

Note: It is possible that the initial gather of some external sites might fail. The gather for these sites are retried every hour by default until they have completed successfully.

6. Minimize the console for later use.

Remotely installing a IBM Endpoint Manager client on Windows

In this exercise you use the Client Deploy tool to remotely install the IBM Endpoint Manager client on a Windows system. In our lab environment, a Windows XP system that was a member of the active directory domain named TRAINING was used. Adjust the settings accordingly to discover the Windows client in your environment.

1. Return to the IBM Endpoint Manager Installation Guide window.

2. Select Install Remote Clients if not already selected.
The Install IBM Endpoint Manager Clients panel is displayed.

3. Click the **Remotely install the Client using the Client Deployment Tool** link. The Welcome page for the Client Deployment Wizard is displayed.

4. Select the **Find computers specified in a list** option and click **Next**.

5. In our lab environment, **TRAINING\Administrator** was used for the domain account used during the installation. You may provide the appropriate credentials for your environment which may be a simple local Administrator account or your own Active Director Administrator account.
6. Enter the password for the Administrator of the system or Domain and click **Next**.

7. Enter the IP address of the computer to install to and click **Next**.

The Client Deployment wizard indicates that the status of the computer is **Not Installed**.
__ 8. Select the computer to install, and click **Next**.

![Image of Client Deployment Wizard](image)

__ 9. Click **Start** to begin the remote client installation.

The installation status messages are updated in the client deployment wizard. Upon successful completion of the installation, the status in the client deployment wizard is updated to **Installation succeeded**.

__ 10. Click **Next**.

![Image of Client Deployment Wizard](image)

__ 11. Click **Finish** to exit the Client Deployment wizard and return to the IBM Endpoint Manager Installation Guide window.

__ 12. Click **Exit** to close the IBM Endpoint Manager Installation window, and click **OK** to confirm that you want to exit the application.

__ 13. Return to the IBM Endpoint Manager Console.
A computer object for the client is now displayed in the Computers pane in addition to the server.

**Viewing enabled IBM Endpoint Manager sites**

In this exercise, you view the external content sites that are enabled during the IBM Endpoint Manager Trial installation. A site is a content stream that is used as a container to hold any number of Fixlets®, tasks, dashboards, wizards, and other IBM Endpoint Manager content. All IBM
Endpoint Manager clients are automatically subscribed to the BES Support and Master Action sites.

1. In the IBM Endpoint Manager Console, click the Sites node from the All Content domain. The list to the right changes to Sites.

2. Review the sites, and computer subscriptions by performing the following:
   a. Select a site in the Sites page. The site details are displayed in the work area at the bottom of the console.
   b. Click the Description tab, and review the Details for the site.
   c. Click the Computer Subscriptions tab and verify that the All Computers option is selected.

3. Click the BigFix Management domain and click the License Overview dashboard.
4. Scroll down to the **Other Sites** section in the **License Overview Dashboard**.

5. Review the **End User License Agreement** and click **Accept**.

The End User License Agreement closes and the enabled sites are displayed in the License Overview dashboard.

**Enabling analyses**

Analyses provide a visual view and summarization of various properties of IBM Endpoint Manager client computers across a network. With analyses, you can create and track specified properties of managed IBM Endpoint Manager clients. For example, when a new site is added to IBM Endpoint Manager, an inventory check that is associated with the new site is performed on the client systems. Several product-provided analyses examine various aspects of networked computers such as hardware, applications, and component relationships. In this exercise, you enable analyses.

*Note:* Not all sites have associated analyses.

1. In the IBM Endpoint Manager Console, click **All Content** domain.

2. Click the **Analyses** node.
The Analyses list is displayed on the right.

3. Click the Site column header to order by site name.

4. Press the Shift key and select the first analysis in the list.

5. Scroll to the bottom of the list and while still pressing the Shift key, select the last analysis in the list.
   All of the analyses in the list are now selected.

6. Right-click the selected analyses and select Activate.
   The Status column changes to Activated Globally for these five selections. The activated analyses are sent to all the IBM Endpoint Manager clients and are evaluated for relevance. The clients report back their status according to the site specification. Specific properties of networked IBM Endpoint Manager clients can now be monitored from the console. You can see information specific to each of the analyses on the description page for each analysis.

### Reviewing active analyses

In this exercise, you review the results of the recently activated analyses.

1. From the IBM Endpoint Manager console, open the Systems Lifecycle domain by clicking Systems Lifecycle.
   The navigation pane updates to display only the content associated with the Systems Lifecycle domain.

2. Expand the Inventory Management node.

3. Expand the Windows Inventory node and select the Analyses node.
   The list on the right now displays analyses associated with Inventory Management.

4. In the Analyses list, locate and select the Random Access Memory (RAM) Properties (Windows) analysis.
   The Analysis: Random Access Memory (RAM) Properties (Windows) panel opens in the work area below and displays the details for this analysis.

5. Click the Details tab.
   The Details page displays a property-by-property listing of the analysis and the relevance statement that is being used to target the chosen computers.

6. Click the Results tab and review the data gathered by this analysis. This step typically takes 1–2 minutes. If no results are available yet, wait a moment for the clients to evaluate the properties and return the values to the server.
The Results page displays the actual results of the analysis, which you can filter and sort by the preassigned properties. This tab is available only when the analysis has been activated. This information can be displayed as a list or as a summary.

7. Repeat the steps in this exercise for other analyses in the list.

**Tip:** If a property value on the Results tab is `<multiple results>` you can hover your cursor above the value to display a list of the results.