

Overview

This document describes the key changes in patch version 1.0.1 for the Websense V10000 appliance. The notes also explain how to find answers to questions about the hardware and software, and provide workarounds for known issues.

The Websense V10000 appliance is a high-performance platform for Websense Web Security Gateway, combining Websense Web Security filtering and Websense Content Gateway proxy cache on a single, high-powered machine.

The V10000 solution also uses a separate Windows 2003 Server in the network to house Websense Manager (configuration interface for Websense Web Security) and Log Server (processes filtering log records into a separate Microsoft SQL Server database).

Resolved Issues

Websense Content Gateway updated to version 7.0.4.

Websense V10000 patch 1.0.1 includes an essential release of the Content Gateway module that improves both the stability and performance of the proxy.

Version 7.0.4 is a maintenance release for the Content Gateway module. No new features are introduced in this version. Corrections are:

- ◆ When the Content Gateway was configured to use LDAP authentication, users who opened a browser and supplied their credentials were sometimes denied Internet access. This typically occurred in a child domain and could prevent authentication in both parent and child domain. This issue has been corrected.
- ◆ When the Content Gateway was set up with a transparent proxy deployment, if a user tried to join a WebEx meeting, the browser could hang during the **connecting** message, and an HTTPS tunnel incident could not be added (to allow the WebEx client to connect). This issue has been corrected.
- ◆ An interruption in the processing of HTTP requests and responses could occur when Websense Content Gateway reset itself. Resets could be triggered by URL requests that received no response. This issue has been corrected.
- ◆ Under rare circumstances, when a user had accessed hotmail.com via the Websense Content Gateway (in an explicit proxy deployment), attempts to delete an email message could result in a seeming endless loop. When the user deleted the email message, the hotmail site could

continuously display “Working on your request” at the bottom of the page. This issue has been corrected.

- ◆ If the database Download Service for the proxy databases crashed, sometimes the service did not restart automatically, as expected. This issue has been corrected.
- ◆ Attempts to buffer a large file with the proxy sometimes caused an internal process to run out of memory and crash. This issue has been corrected. The software no longer attempts to buffer files larger than a maximum scan size you configure in Websense Manager.
- ◆ If a user attempted to log in with an incorrect password, sometimes the LDAP authentication failed intermittently for other users who logged in afterwards. This could occur for a user whose cache entry had expired. This issue has been corrected.

Content Gateway Download Service automatic restart

If the Content Gateway download service stops, it is now restarted automatically after 20 minutes.

RAID controller driver (megaraid_sas) updated to version 3.2.1

The updated RAID controller driver includes corrections for issues affecting disk I/O.

Firstboot, restarts, restores faster

The firstboot script for initial configuration is now faster. Module restarts and policy restores no longer experience delays.

New upper limit for size of Content Gateway logging folder

The new upper limit for the aggregate size of several Content Gateway log files is 5 GB. This limit is no longer configurable in Content Manager.

The limit specifies the amount of space allocated to a single Content Gateway logging directory. This logging directory contains **access log files** (extended.log, error.log) and the Content Gateway **event log file** (content_gateway.out).

Note that the Content Gateway **system log file** (messages) resides in another directory, so the limit does not apply to it.

Content Gateway needs at least 100 MB of free space (headroom) to write a log file.

If the total size of your Content Gateway logging directory exceeds 4.9 GB, the software will still create a new log file. To make room for the new log file, it removes old log files one-by-one, beginning with the oldest, until it has at least 100 MB of free space to write the log.

Backing up the Content Gateway log files

If you want to keep all existing Content Gateway logs in the logging directory, be sure to download and save your logs before applying patch 1.0.1. There are two places where you need to initiate log file saves:

Downloading access log files

To download the **access log files**, log on to Content Manager and navigate to **Configure > My Proxy > Logs > Access**. Save the access logs to a system folder that is off the V10000.

Downloading the content_gateway.out log file

To download the **content_gateway.out** log file, log on to the V10000 Console and open the **Administration > Logs** page.

Select the module for which you want to access logs:

Websense Content Gateway

Then select:

Download entire log file

Click **Submit** to begin the process of gathering the log file.

Use the **File Download** dialog box to navigate to the folder off the V10000 where you want to save the content_gateway.out log file.

Installation steps

1. Back up your Content Gateway log files if you want to ensure that you have a copy of all logs. The new 5 GB size limit for the logging directory may cause older logs to be removed. Note that policy databases and Websense databases are not affected by the patch.
2. Download the patch from the special Web site identified in your Websense Product Alert message.
The file name is: **Websense-V10000-Patch-1.0.1.rpm**.
3. Open the V10000 Management Console and navigate to **Administration > Patch Management**.
4. Click **Browse**, and then select the patch file listed in Step 2.
5. Click **Upload**. After a few seconds, the new patch will be listed at the right.
6. Click **Install** to apply the patch. The progress bar shows the progress of the installation. After one or two minutes, patching is completed, and you are prompted to restart the appropriate modules, so that the patch takes effect.
7. Be sure to **Restart** immediately.
8. Be sure that all Websense modules running off the appliance (such as Websense Manager and Log Server) are upgraded to the appropriate level, each time you patch the appliance. For this patch, **no upgrades are needed on the Windows server**.
9. Online Knowledge Base article 4069 (*V10000 Compatibility Matrix*) shows a table of the Websense software module versions that are compatible with each V10000 version.
10. Multiple V10000 appliances may be installed in your network. However, they must all be running the same version of Websense software modules. Websense, Inc., does not support running different versions of the software on different appliances on one network. Filtering results are not expected to be consistent in that scenario.

Additional technical resources

Additional sources of information about the V10000 include:

- ◆ V10000 Customer Forum is available at www.websense.com/support/.
- ◆ V10000 *Quick Start* – Included in the shipping box with the V10000, this one-page guide shows how to set up, connect, and rack the hardware
- ◆ V10000 *Getting Started* guide – Included on a CD-ROM in the shipping box, this booklet explains step-by-step how to configure the software for basic operation, including the components running on a Windows server
- ◆ V10000 *Console Help* – This searchable, printable PDF file contains all of the Help topics embedded in the V10000 Console Help system. It is located in the Websense Knowledge Base.
- ◆ Websense Knowledge Base – Searchable articles, tips, FAQs, papers, and guides pertaining to both V10000 software and hardware are available online at www.websense.com/support/
- ◆ Release Notes for Websense Content Gateway and Websense Web Security are also located in the Websense Knowledge Base at www.websense.com/support/
- ◆ *Further assistance* is available via Web and telephone.

Known issues in this release

Policy source (primary) appliance

If the policy source machine (primary appliance) becomes unavailable while you are setting a V10000 to secondary mode, the Websense Web Security services on that secondary V10000 may be unrecoverable. If you experience this issue, please contact Websense Technical Support for assistance.

All machines running Websense components need to be synchronized for time and date

The time and date on the V10000 must be set correctly, because these settings are used for:

- ◆ scheduled database downloads from Websense servers
- ◆ time-based filtering policies

In addition, the time and date on the V10000 must be synchronized with the time and date on all machines running Websense components.



Important

Before you install Websense Manager and Log Server, set the V10000 time and date, and then set the time and date on the Windows server where Websense Manager and Log Server will be installed.

Failure to complete these tasks can prevent Websense Manager logons.

Self-signed certificates are created automatically to secure communication between Websense components. For these certificates to be valid, and for communication to succeed, all machines running Websense components must have a synchronized time and date. Before you install Websense Manager and Log Server, set the V10000 time and date, and then set the time and date on the Windows server where Websense Manager and Log Server will be installed.

If you see this message when you attempt to log on to Websense Manager: “There is no Policy Server running at this IP address,” then it is likely that your times and dates are not synchronized. To recover from this situation, contact Technical Support.

Specify V10000 policy source by IP address

During software setup, you must identify the IP address of the machine that houses your Web filtering policy information (Policy Database, Policy Broker, and Policy Server).

The Policy Database can be located in only one place in your network. It can be stored on the V10000, or it can be stored on another server in the network.

If it is stored on another server, you must provide the IP address of the other server. Enter only the **IP address** of the policy source machine, if the V10000 itself is not serving as the policy source.

Delegated Administrator feature not supported with Active Directory Mixed Mode

Delegated administrators are not supported at sites using Active Directory Mixed Mode.

Further assistance

Technical information about Websense software, hardware, and services is available 24 hours a day:

www.websense.com/support/

- ◆ the latest release information
- ◆ the searchable Websense Knowledge Base
- ◆ Support Forums
- ◆ Support Webinars
- ◆ show-me tutorials
- ◆ product documents
- ◆ answers to frequently asked questions
- ◆ Top Customer Issues
- ◆ in-depth technical papers

For additional questions, please click the **Contact Support** tab at the top of the Support page.

If your issue is urgent, please call one of the offices listed below. You will be routed to the first available technician, who will gladly assist you.

For less urgent cases, please use our online **Support Request Portal** at ask.websense.com.

For faster phone response, please use your **Support Account ID**, which you can find in the Profile section at [MyWebsense](#).

Location	Contact information
North America	+1-858-458-2940
France	Contact your Websense Reseller. If you cannot locate your Reseller: +33 (0) 1 5732 3227
Germany	Contact your Websense Reseller. If you cannot locate your Reseller: +49 (0) 69 517 09347
UK	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 20 3024 4401
Rest of Europe	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 20 3024 4401
Middle East	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 20 3024 4401
Africa	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 20 3024 4401
Australia/NZ	Contact your Websense Reseller. If you cannot locate your Reseller: +61 (0) 2 9414 0033
Asia	Contact your Websense Reseller. If you cannot locate your Reseller: +86 (10) 5884 4200
Latin America and Caribbean	+1-858-458-2940

For telephone requests, please have ready:

- ◆ Websense subscription key
- ◆ Access to the Websense management console.
- ◆ Access to the machine running reporting tools and the database server (Microsoft SQL Server or MSDE)
- ◆ Familiarity with your network's architecture, or access to a specialist

Subscription agreement

IMPORTANT - THIS SOFTWARE IS PROVIDED ONLY ON THE CONDITION THAT THE SUBSCRIBER (REFERRED TO IN THIS AGREEMENT AS "SUBSCRIBER") AGREES TO THE TERMS AND CONDITIONS SET FORTH IN THE FOLLOWING LEGAL AGREEMENT BY WEBSense, INC. AND/OR ONE OF ITS SUBSIDIARIES (REFERRED TO IN THIS AGREEMENT AS "WEBSense"). READ THIS AGREEMENT CAREFULLY BEFORE ACCEPTING IT. BY CLICKING ON THE "I AGREE" BUTTON BELOW OR BY USING THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND UNDERSTAND IT, AND YOU, ON BEHALF OF YOURSELF OR THE SUBSCRIBER, IF THE SUBSCRIBER IS A BUSINESS, AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

1. Subscription and Grant of Right to Use

Subject to the terms and conditions set out in this Agreement, Websense agrees to provide the Subscriber the subscription services ("Subscription") as described in the purchase commitment mutually agreed upon between the parties ("Order"). Websense grants to the Subscriber as part of the Subscription a non-exclusive, nontransferable right to use certain proprietary software applications ("Software"), proprietary database(s) of URL addresses, applications and other valuable information ("Databases"), changes to the content of the Databases ("Database Updates") and certain modifications or revisions to the Software ("Software Upgrades"), together with applicable documentation and the accompanying media, if any, (collectively, the "Products"). The Products are provided for the number of Seats or servers for use in Subscriber's own internal business operations (not for the benefit of any other person or entity) for the time period set forth herein or in the applicable Order ("Subscription Term"), provided the Subscriber has and continues to pay the applicable fees for the Products ("Subscription Fees"). Subject to compliance with the terms of this Agreement, Subscriber may relocate or transfer the Product for use on a different server within its location. All fees paid for the Products are nonrefundable. "Seat" means each computer, electronic appliance or device that is authorized to access or use the Products, directly or indirectly. Subscriber may exceed the number of ordered Seats only upon payment of additional Subscription Fees. Websense may, at any time, audit the use of the Products remotely or, upon reasonable notice, at the Subscriber's site. Unless specifically authorized in writing in advance by Websense, the Subscriber may not rent, lease or timeshare the Products or provide subscription services for the Products or permit others to do so. Any source code provided to the Subscriber by Websense is subject to the terms of this Agreement. Subject to the terms of this Agreement, the Subscriber may allow its agents and independent contractors to use the Products solely for the benefit of the Subscriber; provided, however the Subscriber remains responsible for any breach of this Agreement. Any other use of the Products by any person, business, corporation, government organization or any other entity is strictly forbidden and is a violation of this Agreement. Evaluation copies of the Products are provided for use by the Subscriber only for evaluation purposes to facilitate Subscriber's subscription decision for up to thirty (30) days unless otherwise authorized in writing by Websense. At the end of such thirty (30) day period, the Subscriber must pay the applicable Subscription Fees or this Agreement will automatically terminate and the Subscriber must comply with the terms of Section 7 below.

2. Technical Support

Websense provides its standard technical support for Subscriptions to Products pursuant to the terms of this Agreement. Enhanced support offerings and services are available for additional cost and are also subject to the terms of this Agreement. As part of its standard technical support, WEBSense regularly makes available Database Updates and Software Upgrades. WEBSense may require Subscriber to install Software Upgrades up to and including the latest release. Database Updates and Software Upgrades will be provided to Subscriber only if Subscriber has paid the appropriate Subscription Fee for Subscriber's Seats and/or Subscriber's servers.

3. Intellectual Property Rights

The Products and all intellectual property rights therein and related thereto are the sole and exclusive property of Websense and any third party from whom Websense has licensed software for incorporation in or distribution with the Products. All right, title and interest in and to the Products and any modifications, translations, or derivatives thereof, even if unauthorized, and all applicable rights in patents, copyrights, trade secrets, trademarks and all intellectual property rights in the same shall remain exclusively with Websense and its licensors. The Products provided hereunder are valuable, proprietary, and unique, and Subscriber agrees to be bound by and observe the proprietary nature thereof. The Products contain material that is protected by patent, copyright and trade secret law, and by international treaty provisions. The Subscriber may make a sufficient number of copies of the Software for its authorized use and make one (1) copy of the Software for backup purposes only. The Subscriber may not remove any proprietary notice of Websense or any third party from any copy of the Products. All rights not granted to the Subscriber in this Agreement are reserved to Websense. No ownership of the Products passes to the Subscriber. Websense may make changes to the Products at any time without notice. Except as otherwise expressly provided, Websense grants no express or implied right under Websense patents, copyrights, trademarks, or other intellectual property rights.

4. Protection and Restrictions

The Subscriber agrees to take all reasonable steps to safeguard the Products to ensure that no unauthorized person shall have access thereto and that no unauthorized copy, publication, disclosure or distribution, in whole or in part, in any form shall be made. The Subscriber acknowledges that the Products contain valuable, confidential information and trade secrets and that unauthorized use and/or copying is harmful to Websense. The Subscriber may not directly or indirectly transfer, assign, publish, display, disclose, rent, lease, modify, loan, distribute, or create derivative works based on the Products or any part thereof. The Subscriber may not reverse engineer (except as required by law for interoperability), decompile, translate, adapt, or disassemble the Products, nor shall the Subscriber attempt to create the source code from the object code for the Software. Any third party software included in the Products may only be used in conjunction with the Products, and not independently from the Products. Subscriber may not, and shall not allow third parties to, publish, distribute or disclose the results of any benchmark tests performed on the Products without Websense's prior written approval. Subscriber represents and warrants that it will comply with all laws, rules and regulations which apply to its use of the Products. Subscriber further represents and warrants that the Products will not be used to filter, screen, manage or censor Internet content for consumers without (a) permission from the affected consumers and (b) Websense's express prior written approval which may be withheld in Websense's sole and absolute discretion.

5. Limited Warranty

For the term of the Subscription, Websense warrants that the Products will operate in substantial conformance with the then current Websense published documentation under normal use. Notwithstanding the previous sentence, Websense does not warrant that: (i) the Products will be free of defects; (ii) the Products will satisfy all of the Subscriber's requirements; (iii) the Products will operate without interruption or error; (iv) the Products will always locate or block access to or transmission of all desired addresses, applications and/or files; (v) the Products will identify every transmission or file that should potentially be located or blocked; (vi) addresses and files contained in the Products will be appropriately categorized; or (vii) that the algorithms used in the Products will be complete or accurate. Websense shall use reasonable efforts to remedy any significant non-conformance in the Products which is reported to Websense that Websense can reasonably identify and confirm. Websense or its representative will repair or replace any such non-conforming or defective Products, or refund the Subscription Fees paid for the then current term, in Websense's discretion. This paragraph sets forth the sole and exclusive remedy and Websense's exclusive liability for any breach of warranty or other duty related to the Products. Any unauthorized modification of the Products, tampering with the Products, use of the Products inconsistent with the accompanying documentation, or related breach of this Agreement shall void the

aforementioned warranty. EXCEPT AS EXPLICITLY SET FORTH HEREIN AND TO THE EXTENT ALLOWED BY LAW, THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCTS.

6. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, UNDER NO CIRCUMSTANCES WILL WEBSense, ITS AFFILIATES, ITS LICENSORS OR RESELLERS BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, ARISING OUT OF OR RELATED TO THIS AGREEMENT INCLUDING, BUT NOT LIMITED TO CLAIMS FOR LOSS OF DATA, GOODWILL, OPPORTUNITY, REVENUE, PROFITS, OR USE OF THE PRODUCTS, INTERRUPTION IN USE OR AVAILABILITY OF DATA, STOPPAGE OF OTHER WORK OR IMPAIRMENT OF OTHER ASSETS, PRIVACY, ACCESS TO OR USE OF ANY ADDRESSES OR FILES THAT SHOULD HAVE BEEN LOCATED OR BLOCKED, NEGLIGENCE, BREACH OF CONTRACT, TORT OR OTHERWISE AND THIRD PARTY CLAIMS, EVEN IF WEBSense HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL WEBSense'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL AMOUNT ACTUALLY PAID BY THE SUBSCRIBER TO WEBSense FOR THE APPLICABLE PRODUCTS OVER THE ONE YEAR PERIOD PRIOR TO THE EVENT OUT OF WHICH THE CLAIM AROSE FOR THE PRODUCTS THAT DIRECTLY CAUSED THE LIABILITY.

7. Termination

This Agreement is effective until the end of the Subscription Term for such use as is authorized, or until terminated by either party. The Subscriber may terminate this Agreement at any time by uninstalling the Software and destroying or returning to Websense all copies of the Products in the Subscriber's possession or under the Subscriber's control. However, Subscriber shall not be entitled to a refund of any prepaid or other fees. Websense may terminate this Agreement if Websense finds that the Subscriber has violated the terms hereof. Upon notification of termination, the Subscriber agrees to cease using and destroy or return to Websense all copies of the Products and to certify in writing that all known copies thereof, including backup copies, have been destroyed. Section 2-7, 9 and 11 shall survive the termination of this Agreement.

8. Government Restricted Rights

The Products are provided with "RESTRICTED RIGHTS." Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in FAR52.227-14 and DFAR252.227-7013 et seq. or its successor. Use of the Products by the Government constitutes acknowledgment of Websense's proprietary rights therein. Contractor or Manufacturer is Websense.

9. Third Party Products

The Products include software products licensed from third parties. Such third parties have no obligations or liability to the Subscriber under this Agreement but are third party beneficiaries of this Agreement.

10. Export

Certain Products provided under the Agreement are subject to export controls administered by the United States and other countries. Export or diversion contrary to U.S. law is prohibited. U.S. law prohibits export or re-export of the software or technology to Cuba, Iran, North Korea, Sudan and Syria or to a resident or national of those countries. It also prohibits export or re-export of the software or technology to any person or entity on the U.S. Department of Commerce Denied Persons List, Entities List or Unverified List; the U.S. Department of State Debarred List; or any of the lists administered by the U.S. Department of Treasury, including lists of Specially Designated Nationals, Specially Designated Terrorists or Specially Designated Narcotics Traffickers. U.S. law also prohibits use of the software or technology with chemical, biological or nuclear weapons, or with missiles. Subscriber warrants that it is not located in, or a resident or national, of any such country; that it is not on any such list; that it will not use the software or technology for any such use; and that it will otherwise comply with export controls.

11. General

Websense may periodically send the Subscriber messages of an informational or advertising nature via email. The Subscriber may choose to "opt-out" of receiving these messages by sending an email to optoutlegal@websense.com requesting the opt-out. The Subscriber acknowledges and agrees that by sending such email and "opting out" it will not receive emails containing messages concerning upgrades and enhancements to Products. However, Websense may still send emails of a technical nature. Subscriber acknowledges that Websense may use Subscriber's company name only in a list of Websense customers. The Subscriber may not transfer any of the Subscriber's rights to use the Products or assign this Agreement to another person or entity, without first obtaining prior written approval from Websense. Notices sent to Websense shall be sent to the attention of the General Counsel at 10240 Sorrento Valley Road, San Diego, CA 92121 USA. Any dispute arising out of or relating to this Agreement or the breach thereof shall be governed by the laws of the State of California, USA for all claims arising in or related to the United States, Canada, or Mexico and Dublin, Ireland for all other claims. In either case, without regard to or application of choice of laws, rules or principles. Both parties hereby consent to the exclusive jurisdiction of the state and federal courts in San Diego, California, USA, for all claims arising in or related to the United States, Canada or Mexico and Dublin, Ireland for all other claims. Both parties expressly waive any objections or defense based upon lack of personal jurisdiction or venue. This Agreement shall constitute the entire Agreement between the parties hereto. Any waiver or modification of this Agreement shall only be effective if it is in writing and signed by both parties. If any part of this Agreement is found invalid or unenforceable by a court of competent jurisdiction, the remainder of this Agreement shall be interpreted so as to reasonably affect the intention of the parties. Websense is not obligated under any other agreements unless they are in writing and signed by an authorized representative of Websense.

Copyright and Trademarks

©1996–2009, Websense Inc.

All rights reserved.

10240 Sorrento Valley Rd., San Diego, CA 92121, USA

The products and/or methods of use described in this document are covered by U.S. Patent Numbers 6,606,659 and 6,947,985 and other patents pending.

This document may not, in whole or in part, be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable form without prior consent in writing from Websense, Inc.

Every effort has been made to ensure the accuracy of this document. However, Websense Inc., makes no warranties with respect to this documentation and disclaims any implied warranties of merchantability and fitness for a particular purpose. Websense Inc. shall not be liable for any error or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual or the examples herein. The information in this documentation is subject to change without notice.

Trademarks

Websense is a registered trademark of Websense, Inc. in the United States and certain international markets. Websense has numerous other unregistered trademarks in the United States and internationally. All other trademarks are the property of their respective owners.

Microsoft, Windows, Windows NT, Windows Server, and Active Directory are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Red Hat is a registered trademark of Red Hat, Inc., in the United States and other countries. Linux is a trademark of Linus Torvalds, in the United States and other countries.

Other product names mentioned in this manual may be trademarks or registered trademarks of their respective companies and are the sole property of their respective manufacturers.