Release Notes

Websense® Email Security
Version 7.0

Contents

Key features in this release

Websense Email Security version 7.0 includes several functional enhancements. The key enhancements are described below. For additional information, see the Websense Email Security Help menu, or the WES_Admin_Guide.pdf.

Websense Email Security includes the Report Central reporting package and the Personal Email Manager package for end-user management of quarantined messages.

Dashboard

The Dashboard is a new browser-based application that you can use to monitor the health and status of your Websense Email Security system. In clustered environments, it can be configured to monitor multiple Websense Email Security servers sharing a common STEMConfig.

The Dashboard provides *at-a-glance* status of:

◆ Connection management and message processing activity

◆ ThreatSeeker components

◆ External systems status, such as connectivity to the Lightweight Directory Access Protocol (LDAP) server and the size of the log database

◆ The number of messages in each Isolation queue

◆ Version and subscription status

Many attributes of the Dashboard can be configured to suit your needs and preferences.

The Dashboard also includes an extensive alert system. It monitors several vital system conditions and generates Error, Warning, and Information alerts when certain conditions exist. Upgrading users may want to disable alerts generated by other Websense Email Security components. Refer to *Duplicate alerts*, page 5.

Internet Threat Database powered by ThreatSeeker

Version 7.0 replaces the legacy SurfControl Internet Threat Database with the Websense ThreatSeeker Internet Threat Database. The ThreatSeeker database categorizes URLs into 11 categories, rather than the 8 used by the old database. Below is a list of the new categories and how the old categories map to the new.

Old categories:	ThreatSeeker Internet Threat Database categories:
Adult/Sexually Explicit	Adult/Sexually Explicit
Drugs/Alcohol/Tobacco	Alcohol and Tobacco
	Abused Drugs
Gambling	Gambling
Intolerance/Hate	Racism and Hate
Phishing/Fraud/Criminal	Websense Security Filtering
Spyware/Hacking	Hacking
Violence/Tasteless	Tasteless
	Violence
Weapons	Weapons
(none)	Emerging Exploits

The Scheduler has two new predefined Internet Threat Database update tasks:

◆ Master Internet Threat Database update
◆ Real-time Internet Threat Database update

The Master Internet Threat Database update task downloads the most recent Master Database. Websense, Inc., updates the Master Database several times a week. The download may pull the full database, but it is frequently packaged as an incremental update. By default, the task runs once a day.

The Real-time Internet Threat Database update downloads the most recent incremental update to the database. Real-time updates are released several times a day, as needed. They are incremental updates and usually quite small.

If you are upgrading from a prior version, please see *Internet Threat Database update tasks*, page 5, below.

Enhanced support for TLS encryption

There are several new options for specifying the use of TLS with inbound and outbound messages.

◆ You can require that specified email domains always use TLS. See **Server Configuration console > Mail Relays**.

- You can require that outbound messages routed to specified domains by MX record resolution always use TLS. See **Server Configuration console > Routing > Use MX records > Configure**.
- There is a new Operation object, TLS Delivery. When that option is added to a rule, messages that match the rule must be sent encrypted, regardless of server configuration settings. See "TLS Delivery object" in *Administrator Help*.

STEMLog Index Maintenance

A new Index Maintenance task defragments and rebuilds the STEMLog database indexes. This results in a more efficient, more reliable database. INSERT, UPDATE, and DELETE operations can cause the indexes to become fragmented and the database to become less efficient over time. The Index Maintenance task restores the database to best efficiency.

By default, the Index Maintenance task is activated and scheduled to run every Sunday morning at midnight (00:00). To adjust the schedule, open the Scheduler, select **Index Maintenance Weekly**, and click **Configure**. For more information, see "Index Maintenance" in *Administrator Help*.

Authentium Anti-Virus engine

For improved anti-virus protection and performance, the Authentium Anti-Virus engine used by the Anti-Virus Malware Scanning object has been upgraded from version 4 to version 5. If you are upgrading from a previous version of Websense Email Security or SurfControl E-mail Filter, see *New Authentium Anti-Virus configuration options*, page 5.

Zero-Hour Protection powered by ThreatSeeker

Zero-Hour Virus Protection has been renamed Zero-Hour Protection. The service is now powered by the Websense ThreatSeeker network. Zero-Hour Protection uses the Real-Time Security Updates technology to scan messages for URL-based virus, phishing, and malware attacks.

Reverse DNS Lookup

Reverse DNS Lookup can now be configured to enable both "No DNS record found" and "DNS record fails to match HELO string" at the same time. See "Reverse DNS Lookup" in *Administrator Help*.

Scheduler Event Log

The data sent to the Scheduler Event Log is now formatted in a way that makes it easier to distinguish individual events. Also, the log file is now a rolling log; it can be refreshed, but not cleared.

Integration with Websense Data Security Suite version 7.1

The upcoming release of Websense Data Security Suite version 7.1 can be integrated with Websense Email Security version 7.0. The following paragraphs describe how this integration can be accomplished.

In environments in which Websense Data Security Suite is deployed, you can create rules that send messages to Data Security Suite for analysis against its rules and policies. You must register a Data Security Suite server with Websense Email Security to enable Data Security Suite scanning. After scanning, Data Security Suite returns recommendations for message disposition (block message, encrypt message, or message is clean).

To build a rule, use the new What object called "Data Security Suite object". Note that you can use a Data Security Suite object in a rule even if a Data Security Suite server is not registered. You do not receive the warning message described in the *Administrator Help* section titled "Configuring the Data Security Suite object." However, messages are not sent to Data Security Suite for processing until you register a Data Security Suite server with Websense Email Security. For more information, see "Data Security Suite object" in *Administrator Help*.

MSDE no longer supported

Version 7.0 does not support Microsoft SQL Server 2000 Desktop Edition (MSDE). SQL Server 2005 Express Edition is bundled with version 7.0 and is highly recommended. The upgrade process is very simple. To prepare, go to Microsoft.com and search for "Upgrading MSDE 2000 to SQL Server 2005 Express."

Operation tips

Tips for upgrading from prior versions

Complete upgrade instructions are included in the version 7.0 *Installation Guide*.

Direct upgrades are supported from:

◆ Websense Email Security v6.1 with Service Pack 1 (with any hotfixes applied)

◆ SurfControl E-mail Filter v6.0 with Service Pack 1 (with any additional hotfixes applied)

Client upgrades are not supported. Please uninstall the existing version of the client application and install the latest version. A subscription key is not required for client installation.

Subscription keys

Version 7.0 replaces the former multiple-key subscription model with a single-key subscription model. Your version 7.0 subscription key enables email filtering and several ThreatSeeker technologies, including:

◆ Anti-Spam Agent

◆ Virtual Learning Agent

◆ Anti-Virus Malware Scanning

◆ Internet Threat Database

Optionally, you can extend your subscription to include:

◆ Anti-Virus Agent

◆ Virtual Image Agent

You must have a new version 7.0 subscription key before initiating the upgrade process. During the upgrade, you will be prompted for the new key. To obtain your version 7.0 subscription key, log in to www.MyWebsense.com and navigate to the **My Products and Subscriptions** page. Expand the **Websense Email Security** subscription menu to display your key. If several keys are listed, choose the key that is shortest in length, and is displayed in all caps. Existing SurfControl keys will continue to function for 60 days after you obtain the new Websense subscription key.

STEMLog database rebuild

The version 7.0 installation includes an option to run a script that reduces the size of your STEMLog database. Choosing to run the script can result in improved performance of database management activities, as well as Message Administrator search message and query functions. Please note that a significant amount of downtime is required to run this script. For example, running the script on a 24-GB database may take 2 hours or more.

We strongly recommend that you back up your current STEMLog database before you run the script.

If you choose not to run the script at installation but would like to run it at a more convenient time, please contact Websense Technical Support for guidance.

If you have already run this script in conjunction with the installation of Websense Email Security version 6.1, Service Pack 1, Hotfix 6, this option is not presented. The installation process detects that your STEMLog database has already been modified.

Duplicate alerts

The Dashboard alert system monitors and responds to more than 30 vital system conditions, including the accumulation of messages in the drop-off and pick-up folders. Separate monitoring and reporting is still supported via Receive Service, Rules Service, and Send Service configuration. If you plan to use the Dashboard alert system, you may want to turn off these redundant alerts. In the Server Configuration console, review the **Enable Administrator alerts** settings for:

◆ Receive Service general setting - monitors the received mail drop-off folder (**In** folder)
◆ Rules Service general settings - monitors the processed mail drop-off folder (**Out** folder)
◆ Send Service general settings - monitors the mail pick-up folder (**Out** folder)

Internet Threat Database update tasks

The ThreatSeeker Internet Threat Database replaces the threat database from earlier versions of Websense Email Security (see *Internet Threat Database powered by ThreatSeeker*, page 2).

As part of the upgrade process, the installer deletes existing "Internet Threat Database Update" Scheduler tasks, and creates two new tasks:

◆ Master Internet Threat Database update: runs daily at 00:30
◆ Real-time Internet Threat Database update: runs every 30 minutes, every day

To change the default schedule or create or delete a task, open the Scheduler.

To change the settings of an existing task, double-click on the task, make the desired changes, and click **OK**. For more information, see "Scheduling Internet Threat Database updates" in *Administrator Help*.

New Authentium Anti-Virus configuration options

The Authentium Anti-Virus engine in the Anti-Virus Malware Scanning object has been upgraded from version 4 to version 5. As a result, the Authentium (Command Antivirus) configuration options have changed. After the version 7.0 upgrade is complete, you should open any rules that use Authentium (by default: "Anti-Virus Malware Scanning - Isolate messages that contain a Virus or Malware"), open the AVMS object in the rule, select **Authentium** from the **Virus scanners** list, click **Configure,** and select the desired options. See "Configuring the Anti-Virus Malware Scanning object" in *Administrator Help*.

Anti-Virus scanning

For superior discovery of email borne viruses, it is highly recommended that you use the default Anti-Virus Malware Scanning (AVMS) rule. AVMS uses two highly regarded third-party virus scanners, McAfee and Authentium.

If your organization requires use of another third-party scanner, please see the list of supported scanners below. For configuration information, see "Third-Party Virus Scanning object" in *Administrator Help*.

Virus Scanner Manufacturer	Scan Engine Version	Product Version
McAfee Command Line Scanner	5.2	5.2
McAfee VirusScan Enterprise	4400	8.0.0
Sophos Savi DLL*	2.52.1	7.0.5
Symantec Anti-Virus Scan Engine (SASE)	5.1	5.1.6.31

*Known issue: Versions after 7.0.5 may not be compatible with Websense Email Security v7.0.

Supported software

Servers

- ◆ Windows 2000 Server SP4
- ◆ Windows Server 2003 SP2
- ◆ Windows Server 2003 R2 SP2
- ◆ Windows Server 2003 x64 Edition SP2
- ◆ Windows Server 2003 R2 x64 Edition SP2

Clients

- ◆ Windows XP Professional SP2
- ◆ Windows 2000 Professional SP4
- ◆ Windows Vista SP1

Database servers

- ◆ Microsoft SQL Server 2000 SP4
- ◆ Microsoft SQL Server 2005 SP2, including Express Edition SP2

Note that Websense Email Security currently supports only 32-bit SQL Server. Websense Email Security is a 32-bit application and cannot detect a 64-bit SQL Server during installation on a 64-bit Windows operating system.

Web browsers

- Internet Explorer version 7.0
- Firefox version 2.0
- Firefox version 3.0

Disk space recommendations

For the Websense Email server machine:

- 2 GB random access memory (RAM) (1 GB minimum)
- 20 GB disk space (15 GB minimum)

Documentation updates

This section includes late-breaking additions and clarifications to the Websense Email Security *Administrator Help* or *Installation Guide*.

Dashboard

Please note the following information about the Websense Email Security version 7.0 Dashboard implementation.

Installation and log in

- The Websense Email Security Dashboard requires three ports. Default ports are:
  - Port 9090 for the Dashboard Web application
  - Port 61616 for the Java Messaging Service (JMS) Message Broker
  - Port 9005 for the internal Tomcat service

  To determine whether these ports are open, or to change port numbers, see the Knowledge Base article titled "Websense Email Security Dashboard ports."

- Two remote administrator permission levels are associated with Dashboard operations. You set these permissions in the Administrator Account dialog of the Server Configuration dialog Accounts window.

  Dashboard Access permission allows the specified user to enter a user name and password to view Dashboard contents. A user with Dashboard Access permission can select which trend graphs, graph time ranges, and Websense Email Security servers to view.

  A user with Dashboard Access permission may also be given Dashboard Administration permission, which grants the ability to view and edit the Alerts and Threat Group configurations and to acknowledge and dismiss alerts.

- Dashboard sessions do not end by default after 20 minutes, as described in the *Administrator Help* section titled "Logging in." A Dashboard session lasts as long as the Dashboard window is open. A **Keep me logged in** check box does not appear in the logon dialog.

Version panel

◆ The Subscription area in the Version panel does not contain links labeled **Subscribe** or **Renew**, as described in the *Administrator Help* section titled "Using the Version panel." Clicking **Subscription** now gives you access to links for **Authorized Reseller** and **Sales Representative**.

Alerts panel

◆ The Alerts panel contains a list of current alert messages. This list is not limited to 20 alert messages, as described in the *Administrator Help* section titled "Using the Alerts panel." All existing alert messages appear in the Alerts panel.

◆ Some Alerts panel configuration items described in the *Administrator Help* section titled "Configuring alert behavior" have changed. (Access these items via the **Configure** drop-down list option.) When you select the **Notify to email addresses** check box, the email address field is automatically prefilled with the addresses of users who have Dashboard Administration permissions. Selecting this check box also activates options in the **Notify by Email** column in the alert level table. Note that if the Send Service is not active, these email alert notifications cannot be sent.

Connections and filtering graphs

◆ You cannot set the flicker rate for the colors in the Inbound Connection graph by clicking the **Denied** or **Accepted** graph legend entry, as described in the *Administrator Help* section titled "Using the connections and filtering graphs." Use the Inbound Connection graph **Configure** drop-down list option to access flicker configuration settings.

◆ If the number of connections or filtered messages exceeds the capacity of a fixed-scale Outbound Filtering graph in the Dashboard, a red box appears around the graph and the columns in the graph are cropped. This behavior is different from that described in the *Administrator Help* section titled "Using the connections and filtering graphs."

Isolation Queues panel

◆ The user cannot open the Web administrator in a new browser window by selecting a queue name in the Isolation Queues panel. This behavior is different from that described in the *Administrator Help* section titled "Using the Isolation Queues panel."

Integration with Websense Data Security Suite version 7.1

Please note the following information regarding the upcoming Websense Data Security Suite version 7.1 implementation:

◆ As described in the *Administrator Help* section titled "Configuring the Data Security Suite connection," when a Data Security Suite server is successfully registered, a notification message appears confirming the registration. That message also includes the following information, which does not appear in *Administrator Help*:

To deploy the DSS policy:

1. Go to **DSS Manager > Configuration**, and click the flashing **Deploy Settings** button.

2. Go to DSS Management Console and adjust policy to use the new WES channel.

3. In Websense Email Security, go to Rules Administrator and enable the DSS rule.

◆ The Data Security Suite recommendations for message disposition are slightly different from those listed in the *Administrator Help* section titled "Configuring the Data Security Suite object." These recommendations are as follows:

Block message

Encrypt message

Message is clean

◆ Reverse logic is *not* supported for the Data Security Suite object as stated in the *Administrator Help* section titled "Configuring the Data Security Suite object."

◆ To use Data Security Suite with a proxy server, open Secure Sockets Layer on port 8443 on your proxy server.

Archive logs

The archive operation compiles message logs based on the specified date rather than on the hour of day that the archive request is scheduled. For example, if you use the **Archive Older Than 1 Day** option, and the archive activity is scheduled for noon Wednesday, the data in your archive will not contain message data from Tuesday, only for Monday and earlier.

If you want data from Tuesday, you would choose the **Archive Older Than 0 Days** option to run at noon on Wednesday.

True Source IP Detection

The *Administrator Help* section titled "True Source IP Detection" explains that True Source IP Detection is used with the Email Connection Management operations of Blacklist, Reputation/DNS Blacklist, and Sender Policy Framework (SPF) Check. Please note that this type of IP detection is also used with Directory Harvest Detection (DHD).

Audit queues

The *Administrator Help* section titled "Using a queue for auditing" indicates that a queue can be designated as an audit queue when it is created, but the guide does not include queue creation instructions. Use the following steps to create an audit queue:

1. Open the Server Configuration dialog. In the Rules Service section, click **Queue Management**.
2. In the Queue Management window, click **Add**.
3. In the Queue Configuration dialog, select **Use Queue for Auditing**.

Note that you cannot move email from other queues to the audit queue as described in the *Administrator Guide* section titled "Queue management."

Fixed issues

The issues described in this section have been corrected in Websense Email Security version 7.0.

Rules Service

Websense Email Security version 7.0 contains fixes that improve Rules Service performance and help to prevent:

- Corrupt Aura file hanging the service
- PNG images causing .bad files
- Multiple service restarts during message processing
- Altered message boundary causing message corruption

Log search using connection disposition field allowed only numbers

The Find dialog box for a log search using the Connection disposition search field now has a drop-down list of specific connection dispositions for selection in the **Find what** field.

Duplicate entries in Nodes table

This issue has been corrected.

HTML parser errors during message processing

This issue has been corrected.

Tabs inserted into TO: field by Header Modification/Notification objects

When a message recipient list wrapped onto more than one line, an email address could be split with a tab character. A Reply to All action would not include the split address. This has been corrected.

Receive Service

Websense Email Security version 7.0 includes corrections that improve Receive Service performance, especially in high-traffic, high-latency situations.

Reverse DNS lookup with empty PTR record returned "." and rejected connection

Connections are no longer rejected.

Message Administrator

The Websense Email Security version 7.0 release significantly reduces unexpected Message Administrator time-outs.

Unable to view file in Message Administrator using Microsoft PowerPoint Viewer 2003

PowerPoint files may now be opened in PowerPoint Viewer.

Custom search in Message Administrator using same date range produced no result

A Message Administrator message search for a single day produced no results. This issue has been corrected.

Message Administrator did not retain the last view when "All messages" or "All

records" was selected

The last view of the Queues panel and Logs panel is now retained and displayed when the **All messages** or **All records** option is selected.

Database

Database Tools wizard displayed "OSQL no longer available" on upgrade to SQL Server Express 2005

The database tools can now find OSQL, and this error no longer occurs.

SurfControl E-mail Filter installation failed if SQL Server was case sensitive

This issue has been corrected.

SEF 6.0 was unable purge

This issue has been corrected.

Known issues

This section describes known issues in Websense Email Security version 7.0.

Windows cannot open 32-bit extensible Websense Email Security counter DLL in a 64-bit environment

When an attempt is made to add the Websense Email Security performance counter in the 64-bit edition of Windows 2003 server, Websense Email Security does not appear in the list of performance objects. This is because Websense Email Security is a 32-bit application and its performance counters cannot be monitored by the 64-bit performance monitor. You can, however, add the Websense Email Security performance counter to the 32-bit version of Performance Monitor provided in Windows 2003 server x64 Edition. To start the 32-bit version of Performance Monitor:

1. In Windows Explorer, open the **Windows** folder (default C:\Windows\).
2. Open the **SysWOW64** folder.
3. Double-click on **perfmon.exe** to start the 32-bit version of Performance Monitor.
4. Add the Websense Email Security performance counters.

See the Knowledge Base article titled "Cannot add Websense Email Security performance counters to Windows Server 2003 x64 Edition."

Sorting messages in Message Administrator by the "To" column returns an empty list

When there are a large number of messages to sort and the messages have many recipients, the SQL requests submitted to the log database may take a long time to run. The time taken may exceed the maximum allowed, resulting in a time-out that causes an empty list to be displayed.

Contributing factors include the following:

- A large number of messages means that a large number of database table joins need to be performed in the SQL queries.

- Having many recipients for each message adds to the number of table joins and slows down the queries.

- A large number of friendly names for each recipient also slows down the queries.

The problem can be alleviated or worked around with the following strategies:

1. Use Message Search instead of Message Administrator to search for messages with a particular recipient. It is faster because it filters messages according to the desired To column addresses.

2. Purge the friendly name data to reduce the amount of data involved in searching for messages. There may be a large amount of friendly name data due to spammers' use of many friendly names; purging them may improve the speed of searching for messages.

3. Archive old messages. This operation can reduce the time to sort the remaining message data.

See the Knowledge Base article titled "Sorting Messages Results in an Empty List."

Message Search or selecting a queue or log returns no results

In Message Administrator, when you are performing Message Search or selecting a queue or log to view, no results are returned. A large STEMLog database can cause the query to time out before results are returned.

Reduce the size of the STEMLog database. See Database Tools in the *Administrator Help*.

See the Knowledge Base article titled "Message Search Fails to Return Results."

Multiple Heuristics Scanning rules do not catch as much spam as a single rule

This can result if all the following conditions are true:

- At least one rule plug-in has Scanning Level set to **Quick scan of header**.

- Multiple instances of Anti-Spam Agent - Heuristics plug-in exist in the Rule Set.

- At least one rule containing an Anti-Spam Agent - Heuristics plug-in is enabled.

To fix this problem, set all Anti-Spam Agent - Heuristics plug-ins to use the **Full scan of message header and body** option.

See the Knowledge Base article titled "Multiple Heuristics Scanning Rules."

Time-out expired error purging Friendly Name database

In the Windows Event Viewer, an event is generated by Websense Email Security with the following error message:

```
Error purging friendly name database: ADO Error: [Microsoft][ODBC SQL
Server Driver]Timeout expired.
```

This error indicates that the Friendly Name database is too large to complete purging before reaching the default time-out limit.

See the Knowledge Base article titled "Friendly Name Database Purge Times Out."

System DSNs do not appear in Data Sources (ODBC) in Windows 2003 Server x64

Edition

In Windows 2003 Server x64 Edition, when you open Data Sources (ODBC) from **Control Panel > Administrative Tools** and click on the **System DSN** tab, none of the Websense Email Security System DSNs can be found. This is because **Control Panel > Administrative Tools** opens the 64-bit version of Data Sources (ODBC). Websense Email Security is a 32-bit application, and its System DSNs are created in the 32-bit version of Data Sources (ODBC).

When you need to make changes to the System DSNs, open the 32-bit version of Data Sources (ODBC):

<WINDOWS>\SysWow64\odbcad32.exe

See the Knowledge Base article titled "No Entries Found in ODBC System DSN for SEF Databases."

Technical assistance

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

www.websense.com/support/

◆ the latest release information

◆ the searchable Websense Knowledge Base

◆ show-me tutorials

◆ product documents

◆ tips

◆ answers to frequently asked questions

◆ in-depth technical papers

For additional questions, click the **Contact Support** tab at the top of the page and fill out the online support form.

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.

Location	Contact information
North America	+1 858-458-2940
France	Contact your Websense Reseller. If you cannot locate your Reseller: +33 (0) 1 57 32 32 27
Germany	Contact your Websense Reseller. If you cannot locate your Reseller: +49 (0) 69 51 70 93 47
UK	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 20 3024 4401
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Asia	Contact your Websense Reseller. If you cannot locate your Reseller: +86 (10) 5884-4200
Latin America and Caribbean	+1 858-458-2940

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If you have questions, contact Websense Technical Support for additional information.

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2. Technical Support.

Standard technical support includes online website and/or portal access, a reasonable amount of telephone support during business hours, and Software Upgrades for the Products during the Subscription Term upon payment of the Subscription Fees. Standard technical support is provided pursuant to the terms of this Agreement and the then-current technical support policies which are available at www.websense.com. Websense may require Subscriber to install Software Upgrades up to and including the latest release. Enhanced support offerings and services are available for additional cost and are also subject to the terms of this Agreement. Database Updates and Software Upgrades will be provided to Subscriber only if Subscriber has paid the appropriate Subscription Fees for all Seats and/or servers.

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