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Websense Email Security version 7.1 is a maintenance release that contains several stabilizing fixes. See *[Fixed issues](#)* for specific information about the fixed features. For information on all Websense Email Security features, see the Websense Email Security Help menu, or the [Websense Email Security Administrator Help](#).

Websense Email Security includes the Report Central reporting package and the Personal Email Manager package for end-user management of quarantined messages. Report Central version 2.7.1 is released with Websense Email Security version 7.1. See *[Report Central](#)* in this document for more information about this release.

Personal Email Manager is released as version 7.1. This product contains no new features.

Note that user documentation for Websense Email Security, Report Central, and Personal Email Manager has not been updated for this maintenance release. Any documentation updates for these products are included in these Release Notes.

Operation tips

Tips for upgrading from prior versions

Complete upgrade instructions are included in the Websense Email Security *Installation Guide*.

Direct upgrade is supported for the following products:

- ◆ Websense Email Security version 6.1 with Service Pack 1 (with any hotfixes applied)
- ◆ Websense Email Security version 7.0 (with any hotfixes applied)

Users of Websense Email Security version 7.0 who are also using Report Central version 2.7 must download an updated Report Central configuration file from Report Central version 2.7.1 Hotfix 1 after the upgrade to version 7.1. See the Knowledge Base article titled [How to get hotfixes for Websense Email Security](#) in the Websense Support Portal for more information about the hotfix.

Users of SurfControl E-mail Filter version 6.0 with Service Pack 1 (with any hotfixes applied) must first upgrade to Websense Email Security version 6.1 or version 7.0 before installing version 7.1.

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

The multiple-key subscription model used for Websense Email Security version 6.1 Service Pack 1 and earlier was replaced with a single-key subscription model in version 7.0. Your 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

If you are upgrading from version 6.1 or earlier, you must have a new subscription key before initiating the upgrade process. During the upgrade, you will be prompted for the new key. To order a new key, log on to MyWebsense.

Existing SurfControl keys will continue to function for 60 days after you obtain the new Websense subscription key.

If you are upgrading from version 7.0, you are not prompted for a new key.

STEMLog database rebuild

The installation process includes a step to rebuild your STEMLog database. The rebuild process 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 for the rebuild process. For example, rebuilding a 24-GB database may take 2 hours or more.

We strongly recommend that you back up your current STEMLog database before you install version 7.1.

If you have already rebuilt the STEMLog database in conjunction with upgrades to Websense Email Security version 7.0 or version 6.1, Service Pack 1, Hotfix 6, the installation process detects that your database has been modified and does not run the rebuild process again.

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 are 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

As of version 7.0, the ThreatSeeker Internet Threat Database replaced the threat database from earlier versions of Websense Email Security. 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

In version 7.0, the Authentium Anti-Virus engine in the Anti-Virus Malware Scanning object was upgraded from version 4 to version 5. Version 7.1 contains the version 5.1.3 Authentium engine. As a result, the Authentium (Command Antivirus) configuration options have changed. After the upgrade process 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 version 7.0 and later.

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 additions and clarifications to the Websense Email Security *Administrator Help* or *Installation Guide*. It also contains information about Personal Email Manager and Report Central changes.

Dashboard

Please note the following information about the Websense Email Security 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 Filtering 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 Websense Email Security channel.
 3. In Websense Email Security, go to Rules Administrator and enable the Data Security Suite 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 help 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 Help* section titled “Queue management.”

Personal Email Manager

The use of a valid Personal Email Manager user account as an IMAP account can cause loss of mail. The IMAP account is for Personal Email Manager notification replies only. You should use a dedicated account for this purpose.

If an administrator accidentally specifies a personal exchange account as the IMAP account during the Personal Email Manager setup or in the Configuration Tool, Personal Email Manager treats all the email in that account as reply messages and deletes the mail during processing. Personal mail may be deleted from the administrator's exchange inbox and lost.

A warning message regarding this situation now appears in the PEM Notification Replies dialog that is displayed when you click **Replies** in the Personal Email Manager Configuration Tool. The same message also appears in the setup wizard, in the Connect to IMAP Server dialog.

Report Central

Report Central version 2.7.1 is released with Websense Email Security version 7.1. This version of Report Central supports Websense Email Security versions 6.1, 7.0, and 7.1, in addition to SurfControl E-mail Filter versions 5.5 and 6.0. Please note that the Report Central installation executable is called RC_v2711_p2.exe rather than RC_v27.exe, as documented in the Report Central *Installation Guide*.

Websense Email Security version 7.0 users who use Report Central version 2.7 must download an updated Report Central configuration file after the upgrade to Websense Email Security version 7.1. See the Websense Knowledge Base article titled [How to get hotfixes for Websense Email Security](#) for information about downloading the new configuration file.

Fixed issues

The issues described in this section have been corrected in Websense Email Security version 7.1.

Rules Service

In addition to the following items, Rules Service performance is enhanced in version 7.1, particularly for messages with attachments.

Encrypted and digitally signed email could not be opened after Rules Service processing

This problem has been corrected.

Email that contained a URL in parentheses did not trigger the Internet Threat Database rule

This problem has been corrected.

Header information was not parsed correctly

This problem has been corrected.

HTML Stripper object did not function as expected

This problem has been corrected.

Notification message for email released by the “always allowed” list was erroneously generated

This problem has been corrected.

Password-protected archive files were incorrectly isolated

This problem has been corrected.

Anti-Spam Agent updates generated errors

Anti-Spam Agent incremental updates caused warning messages to appear on subsequent Rules Service restarts. This problem has been corrected.

Real-Time Update folders accumulated when Master Internet Threat Database did not load

If the Rules Service failed to load the Master Internet Threat Database, old Real-Time Update databases were not deleted.

A maximum of 2 Threat Database Update folders can now exist. Any extra folders are deleted.

Rules using Scoutgroup database did not work for all addresses

A Scoutgroup database based rule sometimes did not work when the email address being checked and its domain belonged to different scout groups. This problem has been corrected.

Rules using LDAP WHO objects no longer functioned

An LDAP Who object that was not correctly retrieved from the cache could cause an LDAP-based rule to stop functioning. This problem has been corrected.

LDAP rules query did not display Active Directory user containers results

When the From Users and Groups or the To Users and Groups rule was used and the administrator selected a user address from an Active Directory, users under the “cn=Users” container were not displayed and could not be selected.

To locate these users, the system must perform a full search on the directory, which can be time consuming for a large directory.

The LDAP profile now allows the administrator to choose whether a full search should be performed. Full subtree searching should be used only on small directories.

Queues added to Queue Management were not sorted appropriately

This problem has been corrected.

An attachment's size caused the Rules Service to terminate unexpectedly

This problem has been corrected.

Anti-Virus Malware Scanning (AVMS) isolated all incoming mail as virus

This problem has been corrected.

Receive Service

Receive Service pane did not display a reason for a blocked message

In previous versions, the reason why the Receive Service blocked a message appeared in the Receive Service pane. The previous version's behavior has been restored.

Directory Harvest exclusions were case sensitive

In previous versions, Directory Harvest exclusions were not case sensitive. The previous version's behavior has been restored.

Receive Service terminated on invalid IP address processing

This problem has been corrected.

Blacklist did not block domain extensions

Websense Email Security did not block email with a domain extension that appeared in the blacklist. This problem has been corrected.

Incorrect response when the sender attempted to verify an email recipient

This problem has been corrected.

Email specified in mail relays was not correctly processed

This problem has been corrected.

MAIL FROM AUTH parameter was not supported

This problem has been corrected.

Sender Policy Framework (SPF) check incorrectly rejected mail from some domain names

This problem has been corrected.

Send Service

“Resend all” option created a second message history record for a queued message

A queued message that was successfully delivered after the **Resend all** option was used had two message history files. The original message history entry for the queued message indicated that it was still undelivered. A new history folder created for the delivered message included a new message ID and GUID, but it contained no subject and no Receive and Rules services information.

This problem has been corrected.

Scheduler Service

Master Internet Threat Database and AVMS did not download automatically

After an upgrade to Websense Email Security version 7.0, live updates of the Internet Threat Database or Anti-Virus Malware Scanning did not occur. The update event may need to be re-registered. Note that re-registration is possible only after you have applied version 7.0 Hotfix 2 or upgraded to version 7.1.

Use the following procedures:

1. In the Websense Email Scheduler, click **Add Item**.
2. Select the desired update item (e.g., **Anti-Virus Malware Live Update**) and click **Configure**.
3. Click **Register** if that button is enabled. If **Register** is not enabled, the component is already registered and you can click **Cancel**.
4. Click **OK**.
5. Restart the Scheduler Service.

A Master Internet Threat Database update run from the Scheduler Service did not complete and appeared to hang

This problem has been corrected.

Scheduler Service reported a STEMConfig connection error during a database update

The Scheduler Service reported an error when it could not connect to STEMConfig during a database update. This problem occurred when SQL Server authentication was required, but a different authentication method was attempted.

This problem has been corrected.

Message Administrator

MYOB files were not properly processed

This problem has been corrected.

Sorting by the To Address field in Message Administrator yielded unexpected results

When messages were sorted by “To Address” in the Message Administrator, the resulting list of messages was truncated. This problem has been corrected.

Message Administrator did not forward some messages

This problem has been corrected.

Inaccurate search results on Connection disposition

In Message Administrator, a search for messages based on the Connection disposition yielded results based on the Accepted disposition. This problem has been corrected.

Dashboard

An empty Server option was available for the connections and filtering graphs

An empty Server option for the connections and filtering graphs appeared on the Dashboard as the default when Websense Email Security was deployed in a cluster. When the **All** Server option was selected, the selection reverted to the empty option.

This problem has been corrected.

Database

Services did not restart after the STEMConfig file was restored

When STEMConfig was restored using the backup file, Websense Email Security services did not restart and STEMConfig failed to connect to the server. This problem has been corrected.

Personal Email Manager

Personal Email Manager version 2.0 installer accepted only the first 15 characters of a computer name

This problem has been corrected.

A link to Personal Email Manager did not appear in the Websense Email Security Dashboard after Personal Email Manager was installed

This problem has been corrected.

Email addresses of released mail in the Personal Email Manager Audit Queue were incorrect

The Websense Email Security user name was appended to the end of the addresses. This problem has been corrected.

Known issues

This section describes known issues in Websense Email Security version 7.1.

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 perform Message Search or select 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 [“Timeout Expired Error Purging Friendly Name Database.”](#)

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
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

Third-Party software notice

Websense, Inc., provides software solutions that integrate with your existing environment. In the complex environments that are common in today's marketplace, this involves interacting with a variety of third-party software products. In some cases, Websense, Inc., makes an effort to simplify the acquisition of this third-party software. However, you must obtain any upgrades and enhancements to those products directly from the third-party vendor.

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

Subscription agreement

IMPORTANT - THIS SUBSCRIPTION 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 WITH WEBSense, INC. AND/OR ONE OF ITS SUBSIDIARIES ("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 THAT (1) YOU, ON BEHALF OF YOURSELF, OR (2) SUBSCRIBER, IF 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 of this Agreement, Websense agrees to provide Subscriber the subscription services ("Subscription") as described in the purchase commitment mutually agreed upon between the parties ("Order"). Websense grants to 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 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 only exceed the number of ordered Seats if Subscriber increases its Order and pays additional Subscription Fees. Websense may, at any time, audit the use of the Products remotely or, upon reasonable notice, at Subscriber's site. Unless specifically authorized in writing in advance by Websense, 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 Subscriber by Websense is subject to the terms of this Agreement. Subject to the terms of this Agreement, Subscriber may allow its agents and independent contractors to use the Products solely for the benefit of Subscriber; provided, however, 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 subscriptions to the Products are provided by Websense subject to the terms and conditions of this Agreement. Evaluation subscriptions are available for a period of up to thirty (30) days, and may be used only to evaluate and facilitate Subscriber's decision to purchase a subscription to Products, and at the end of the evaluation period, Subscriber must pay the applicable Subscription Fees or this Agreement will automatically terminate and Subscriber must comply with the terms of Section 7 below.

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.

3. Intellectual Property Rights.

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