Websense Express Installation Guide

K33595

Websense Express v1

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CHAPTER 1 Introduction

Thank you for choosing Websense® Express Web filtering and security software. Websense Express monitors Internet requests, applies policy-based filters to those requests, and logs Internet activity.

You can install Websense Express on a dedicated machine in your network, or purchase a machine with Websense Express already installed.

This guide provides hardware and operating system requirements for installing the software on your machine, if it is not pre-installed. Also included are instructions for locating Websense Express in your network, installing the product, configuring communications in pre-installed systems, and basic troubleshooting.

If you purchased a machine with Websense Express already installed, skip ahead to *Location*, page 7 for information on where to install the device on your network.

The installation program, Websense Express Setup, installs the product and necessary software in one procedure. Setup installs:

- Websense Express, including:
  - Websense Manager (Administrative interface)
  - Websense Explorer (Reporting tool)
- Apache HTTP Server
- Microsoft SQL Server Desktop Engine (MSDE)

Websense, Inc., strongly recommends that users be informed of your organization's Internet access policies, and that Websense software has been installed as a tool for monitoring activity and/or enforcing Internet usage policies.

How Websense Express works

Websense Express uses a flexible, policy-based filtering approach to enforce Internet content filtering. These policies can be applied to individual computers or groups of computers defined to Websense Express as a network. With a supported directory service, different filtering policies can be applied to users, groups, and domains/organizational units.

Websense Express filters Web pages, served via the HTTP and HTTPS protocols, according to their category assignments in the Websense Master Database. Websense Express also filters protocols, applications, or other data transfer methods, including instant messaging, streaming media, file sharing, file transfer, Internet mail, and various other network or database operations.

Websense Express filters network applications that use TCP-based protocols. If an initial Internet request is made with TCP, and the request is blocked by the Websense software, all subsequent UDP traffic associated with the request is blocked. Requests initiated by UDP protocols such as RTSP and RTP are monitored and logged, but not blocked.

Reporting is provided by Websense Explorer. This interactive tool creates a database of Internet usage data that it gathers and stores. Explorer uses that data to generate reports.

Language Support

Separate Websense Express installer packages are available for the following languages:

Language	Code
English	en
French	fr
German	de
Japanese	ja
Spanish	es

Go to www.websense.com, navigate to the Downloads page, and then select an installer package for the desired language.

System Requirements

You can purchase Websense Express pre-installed on an HP ProLiant server to meet the needs of a medium business network.

If you choose to install Websense Express manually, be sure that the installation machine meets or exceeds the following system requirements.

- Dual-Core Intel® Xeon®, 2.13 GHz
- 160 GB of disk space
- 2 GB of RAM
- CD-ROM
- 2 network interface cards (NICs)
- Microsoft Windows® 2003 Server SP1 or later (32 bit), or Microsoft Windows 2003 Server R2 or later (32 bit)
- Internet Explorer 6 or later
- Adobe Acrobat Reader 6 or later

Warning

Do NOT install Websense Express on a machine running a firewall, as filtering may not work properly.

Location

Websense Express examines Internet requests, determines if the request should be blocked, and then logs the results.

Websense Express only monitors traffic passing through the network device (switch, hub, or gateway) to which it is attached, so that device must be able to see all Internet requests for the users Websense Express is assigned to monitor and block.

Monitoring must be done on the same side of the corporate firewall as the network is located.

The Websense Express machine requires two network cards (NICs) These cards provide bi-directional communications, with one NIC monitoring

Internet requests and one NIC sending block messages if the request is not permitted. The network cards' assignments are designated during the Websense Express installation.

If you are manually installing Websense Express, both NICs need to be connected to the Internet before beginning the installation. Do not try to change the NICs' configuration while Setup is running.

The NIC used for monitoring must support *promiscuous* mode, so that it can listen to IP addresses other than its own. If needed, contact the card manufacturer or check its documentation to see if it supports promiscuous mode. If promiscuous mode is supported, Websense Express Setup sets the card to that mode during installation. The NICs are already set to promiscuous mode in a machine with Websense Express pre-installed.

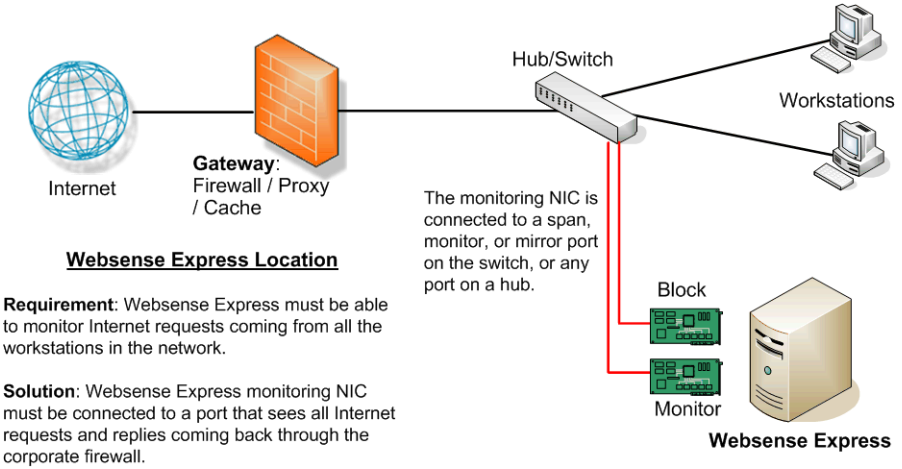
The monitoring NIC can be connected to either:

- An unmanaged, unswitched hub located between an external router and the network.

  –or–

- The span or mirror port on a switch or router, configured to use mirroring or bi-directional (2-way) port spanning. Not all switches support port spanning or mirroring. If needed, contact the switch vendor or refer to its documentation to determine if the switch is capable of mirroring or port spanning.

Connect the communications network card to any other port on the switch or hub.



Internet access

Websense Express requires Internet access to download the Websense Master Database. The Master Database contains a categorized collection of millions of Internet sites. The Master Database also contains protocols for applications such as streaming media, peer-to-peer file sharing, and instant messaging.

Ensure that the following address are permitted by all firewalls, proxy servers, routers, or host files that control the URLs that Websense Express can access.

- download.websense.com
- ddsdom.websense.com
- ddsint.websense.com
- my.websense.com

Contact your network administrator for assistance, if needed.

Directory Services

Websense Express initially filters all computers with a default policy. The Websense Express machine does not need to belong to a domain to use the default policy.

Computers are identified within Websense Express by their IP addresses, and networks are identified as IP address ranges. In Websense Manager, you can add computers and networks, and then assign policies to those machines.

You also can create filtering policies based on *users* that are established in a directory service. A user is defined as an individual user, group, or domain/organizational unit.

Users, computers or networks can be added as *clients* via Websense Manager. After a client is added, a specific policy can be set for that client. The Websense Express machine must belong to a domain to apply different filtering policies.

Websense Express must be able to access a supported directory service to get user and group information for user-based policies:

- Windows NTLM-based directory service
- Windows Active Directory®

If Websense Express is set up with proper domain credentials, it can transparently identify users. Transparent identification allows Websense Express to filter Internet requests from users, and apply specific user and group policies without prompting the users to log in.

For information about configuring directory service access, see the online help in Websense Manager.

Online Help

Select the **Help** option within the program to display detailed information about using the product.

Important

Default Microsoft Internet Explorer settings may block operation of the Help system. If a security alert appears, select **Allow Blocked Content** to display Help.

If your organization's security standards permit, you can permanently disable the warning message on the Advanced tab of the **Tools** > **Internet Options** interface. (Check **Allow active content to run in files on My Computer** under Security options.)

Technical Support

Websense, Inc., is committed to customer satisfaction. Go to the Websense Technical Support Web site any time for the latest release information, to access the Knowledge Base or product documentation, or to create a support request. These pages can be accessed from the Websense corporate Web site:

www.websense.com/

Response times are generally within one business day.

CHAPTER 2 | Installing Websense Express

This chapter provides a checklist and detailed instructions for installing Websense Express.

Instructions are also included for uninstalling, reinstalling, and repairing Websense Express.

> **Note**
> If you purchased a machine with Websense Express pre-installed, you do not need to run the installation program. Skip to *Chapter 3: Setting Up a Machine with Websense Express Pre-installed*, to configure Websense Express communications for your network.

Software installation

Websense Express is installed using Websense Express Setup, which is downloaded from the Websense Web site. Setup starts after the files are extracted from the downloaded package, and then guides you through the installation with a series of prompts.

Installation checklist

Setup requests some information during the installation. To avoid delays, that information can be gathered before Setup runs. You may need to contact your network administrator for some of the information.

- ☐ Ensure your machine meets the system requirements. See *System Requirements*, page 7.
- ☐ Get the IP address used by the network interface card (NIC) attached to the spanning port, if the machine is attached to a switch or router.
  IP address: _____

The monitoring NIC can also be set to stealth mode so that it can watch Internet requests without being visible to other machines or processes. This setting needs to be made before installation begins. See *Appendix A: Stealth Mode* for more information.

☐ Get a user name and password that provides access to the machine as either a local administrator or as a domain administrator (preferred).
User name: _____

Password: _____

☐ Get a user name and password, with administrative access, if an MSDE database is already installed on the machine.
User name: _____

Password: _____

Running Setup

Setup installs Websense Express, plus Apache HTTP Server and MSDE. If MSDE is already installed, Setup verifies that it can be used with Websense Express.

1. Log on to the installation machine with **domain** or **local** administrator privileges.
2. Close all applications and stop any antivirus software.

Warning
Disable Windows Firewall on this machine, if it is running.

3. Download the compressed Websense Express software package to your local hard drive from the Downloads page on the Websense corporate Web site, www.websense.com.
4. Open `WebsenseExpress10_Setup.exe` and then click **Next** to continue.

   The file name for the non-English installation package is `WebsenseExpress10_Setup_localized.exe`.

   When the file is opened, the installation files are extracted and the installation program, Websense Express Setup, is launched. A welcome screen appears.

5. Select **Yes** to accept the Subscription Agreement, and then click **Next** to continue.
6. In the screen listing the IP addresses for each network interface card, select the IP address that Websense Express will use to communicate with the users, such as sending a message when a Web site is blocked.

   This IP address can also be used to remotely access Websense Manager and Websense Explorer using a Web browser.
7. If no database engine is detected, Setup installs MSDE.

   When prompted, enter and confirm a password for the MSDE administrator account. Make a note of this password.

   If an existing database is detected, enter the user name and password entered in the *Installation checklist*. If Setup has trouble connecting to an existing database, see *Setup detects a database that is already installed*, page 30.
8. Click **Next** to continue.
9. Enter a location to store Log Database information, which is used to generate reports, and then click **Next**. This location must be on the same drive as the rest of Websense Express.

   The default location is the same as the rest of the product.

   As Websense Express gathers and stores information about your users' Internet usage, the Log Database can grow quite large. Ensure that the location you select has at least 4 GB of free disk space.

   - If not enough disk space is available, you are prompted to select a location where sufficient space is available. Depending on the size of your network and the amount of Internet activity, Websense Express requires up to 160 GB of disk space.
     - If you have another location with sufficient space, such as a partition or another local hard drive, enter the path and then click **Next** to continue the installation.
     - If you do not have a location with sufficient disk space available, click **Cancel** to exit Setup without installing the product.
10. In the Network Card Selection screen, select one network interface card to listen to (monitor) Internet requests and then click **Next**.

    This network interface must be connected to a bi-directional or spanning port on the switch. Do not select the same network interface card as selected in step 6.

11. Choose either **Yes** to send protocol usage information to Websense, Inc., or **No** to decline sending this information, and then click **Next**.

    Websense, Inc., uses this information to help improve protocol filtering. No private information is gathered.

12. If your machine belongs to a Windows domain, enter a domain and user name, plus a password to allow Websense Express to access directory service information to identify users, and then click **Next**.

    - Ensure this account has domain administrator access.

    This information enables you to configure filtering policies for individual users and groups.

> **Note**
>
> Leaving the fields blank prompts Websense Express to use the Local System account. This account may not have the proper domain access to gather directory information. Later, you can use the Websense Communication Setup Tool to enter an account with proper access, if needed.

13. Select the installation location, and then click **Next**.
14. Review the informational screens and respond appropriately.
    - If the machine does not have at least 2 GB of RAM, a warning message is displayed. Click **Next** to continue the installation, or **Cancel** to exit Setup without installing the product. Reduced RAM may slow the response of Websense Express.
    - If not enough disk space is available, you are prompted to select a location where sufficient space is available.
15. Click **Next** when Setup shows that the installation is successfully completed.
16. A final screen asks if you want to start Websense Manager.
    - Select the check box to start the application.
17. Click **Finish** to exit Setup.
18. A restart of Windows may be required.

Go to *Chapter 4: Getting Started* to start using Websense Manager.

Uninstalling Websense Express

Uninstalling Websense Express removes:

- Websense Express filtering components
- Websense Manager (Administrative interface)
- Websense Explorer (Reporting tool)

These procedures can be used after a software installation of Websense Express or on a machine on which Websense Express was pre-installed.

Backing up the configuration settings

Uninstalling Websense Express deletes all Websense policy and configuration settings, custom URLs and custom block pages unless specified files are copied and saved.

These settings can be saved to be applied in future installations.

1. Make copies of the `config.xml`, `websense.ini` and `eimserver.ini` files. By default, the files are located in `\Program Files\Websense\bin`.
2. Back up custom block pages. By default, these files are located in `Program Files\Websense\BlockPages\`*`en`*`\Custom`.

   `\`*`en`* represents the directory for an installation of the English version of Websense Express. This path varies, depending in the language in which Websense Express was installed.

   - French—`\fr`
   - German—`\de`
   - Japanese—`\ja`
   - Spanish—`\es`
3. Move the copies to another directory, outside of the installation location.

Removing Websense Express

The Windows Add/Remove Programs utility is used to uninstall Websense Express.

1. Open the Add/Remove Programs utility from the Windows Control Panel.

2. Select **Websense Express** from the **Change or Remove Programs** list.
3. Click **Change/Remove**.
4. Follow the prompts.

MSDE and related log files are not removed, thereby preserving your reporting data. If Websense Express is reinstalled, Setup detects these files and does not reinstall MSDE and the Log Database. Make sure you know the MSDE password if you plan to reinstall Websense Express, as Setup will request the password during installation.

Reinstalling Websense Express

If Websense Express was removed, you can reinstall the product on that same machine with its previous settings.

1. Run Websense Express Setup, as described under *Software installation*, page 11.
2. Replace the `config.xml`, `websense.ini` and `eimserver.ini` files in the installation directory with the copies created before the product was uninstalled. By default, the files are installed in `\Program Files\Websense\bin`.

If MSDE and the related log files were not removed from the machine, Setup detects the files and configures the installation to use them.

CHAPTER 3 Setting Up a Machine with Websense Express Pre-installed

If you purchased machine with Websense Express pre-installed, you must set up communications for the machine before accessing Websense Manager and using Websense Express. If you did your own software installation, skip to *Chapter 4: Getting Started*.

Connect the machine to the network

The machine has two network connections, both of which are connected to the network that Websense Express will filter. At least one of these connections must be connected to a port on a switch or hub that sees all Internet requests. See *Location*, page 7 for more information.

Warning

Do not change the computer name of the machine on which Websense Express came pre-installed. Changing the name may cause problems for the reporting features. The default name is **WebsenseExpress**.

Pre-installation checklist

Contact your network administrator for the following information.

IP addresses

- Static IP address (for NIC 1) _____
- Static IP address (for NIC 2) _____
- Subnet mask _____
- Default gateway _____

- Preferred DNS Server _____
- Alternate DNS Server _____

Domain information

- Domain name _____
- Domain Administrative login
  - User Name _____
  - Password _____

If you are unfamiliar with network communications, see the included HP documentation for more information.

Start the machine

1. Start the machine by pressing the power button on the front of the machine.
2. Log in to the machine using the default login with a user name of **Administrator** and a password of **abc123**.

   For security, this password should be changed after login.
3. Use the Setup wizard to further configure the system, if necessary.
4. Set the Windows system time to the local time zone.
5. If desired, enable Remote Access using the **Remote** tab in the System Properties dialog box.

Communications configuration

The machine must be joined to a domain, if one is available, and the communications parameters must be set.

Configure the IP addresses

Static IP addresses for your network must be set for the two NICs installed in your machine. Use the Windows Network Settings Control Panel to configure these settings.

1. Go to **Start > Settings > Network Connections**.

   On the dc5800 machine, the 1394 Connection (Firewire) listed as NIC 1, and needs to be disabled before running the configuration steps.

   Right-click on the **1394 Connection** icon and select **Disable** from the pop-up menu. This connection can re-enabled after completing the configuration steps, if desired.

2. Right-click a **Local Area Connection** icon in the Network Connections dialog box and select **Properties**. This icon represents a NIC 1.

   If the NICs are not labeled on the back of the machine, NIC 1 is located in an expansion slot, and NIC 2 is the NIC port grouped with the machine's other ports.

3. In the Local Area Connections Properties dialog box, select **Internet Protocol (TCP/IP)** under the **This connection uses...** list.
4. Choose **Properties**.
5. Select **Use the following IP address** in the Internet Protocol (TCP/IP) Properties dialog.

Important

Do not select **Obtain an IP address automatically** to enable DHCP. If the machine's IP address changes without the appropriate updates to Websense Express, the product cannot run. The **Use the following IP address** option sets a static IP address that does not change.

6. Enter the **IP address, Subnet mask** and **Default gateway**.

   Contact your network administrator if you do not know what values to enter.

7. Click **OK**.
8. Click **OK** in the Local Area Connections Properties dialog box.
9. Right-click the **Local Area Connection 2** icon in the Network Connections dialog box and select **Properties**. This icon represents the other NIC.
10. Repeat steps 3 to 8 for NIC 2.
11. Before opening Websense Manager, set up Websense Express communications, using the Communication Setup Tool.

Join a domain

Websense Express initially filters with a **Default** policy, which does not require the machine to belong to a domain. To use user-based filtering policies, the machine must belong to a domain using either Windows NTLM-based directories or Windows Active Directory®.

Skip to *Communication Setup Tool* if no domain controller is available.

1. Right-click **My Computer**, and select **Properties**.
2. Select the **Computer Name** tab in the System Properties dialog box.
3. Choose **Change**.

   The **Computer Name Changes** dialog box appears, showing the current domain assignment.
4. Select **Domain** and enter the domain name in the field.

   Check with your network administrator if you are unsure of the name.
5. Click **OK**.
6. Enter a valid user name and password in the dialog box displayed and then click **OK**.

   This user name must have domain administrator access.
7. Click **OK** in the message box.
8. Close the dialog box.
9. Restart the machine when prompted.
10. Log in using the user name set in step 6.

Communication Setup Tool

After you have set up the IP addresses, use the Communication Setup Tool to configure the IP address, domain access, and database access for Websense Express.

Double-click the Communications Configuration Setup icon on the desktop to start the tool.

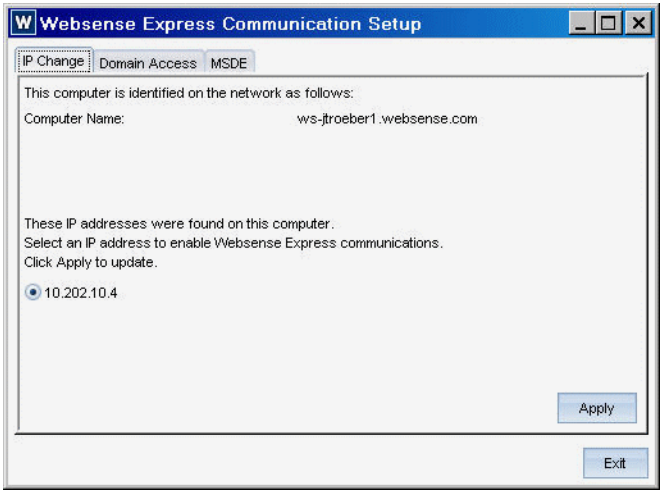
Important

Run the tool prior to accessing Websense Manager for the first time.

IP Change tab

After changing the IP addresses in the previous section, you must configure Websense Express to use one NIC to communicate block messages. The Communication Setup Tool detects the IP addresses. The communications NIC can be connected to any port on the hub or switch, except for a unidirectional mirror port which can only receive traffic and not send it. See the switch or hub documentation to determine whether the device has this type of port. The other NIC monitors Internet traffic, and does not need further configuration.

1. Open the **IP Change** tab, if it is not already open.

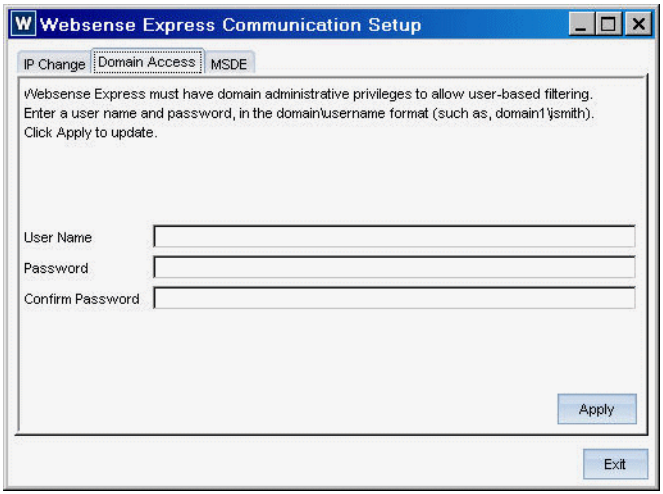


2. Select the IP address for NIC 2, as designated in *IP addresses*, page 17 and then click **Apply**. This NIC will be used to communicate the block messages to users.

Domain Access tab

If the machine is connected to a domain, Websense Express must have domain administrative privileges to be able to transparently identify users and perform user-based filtering. You should have already joined your machine to a Windows domain, as described in *Join a domain*, page 20.

1. Open the **Domain Access** tab.



2. Enter a **User Name**, with administrative access to the domain.

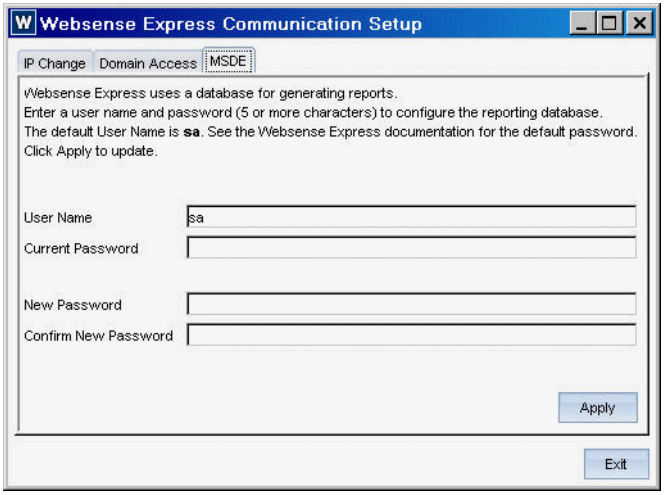
   Contact your network administrator if you do not know a user name with the proper rights.

3. Enter and confirm the **Password** for the user name, and then click **Apply**.

MSDE tab

Websense Express uses Microsoft SQL Server Desktop Engine (MSDE) to store data to generate reports on Internet usage. MSDE is installed with Websense Express, and includes a default user name and password. For security reasons, Websense, Inc., recommends that a new password be entered.

1. Open the **MSDE** tab. The default User Name, **sa**, is already entered and should not be changed



2. Enter the **Current Password**. The default setting is **abc123**.
3. Enter a **New Password**.
4. Confirm the new password.
5. Choose **Apply**.

Go to *Chapter 4: Getting Started* to start using Websense Manager and complete the hardware configuration.

Restoring to factory settings

If you purchased a machine with Websense Express pre-installed, you can use the supplied restoration DVD to return the machine to its factory settings.

- Insert the DVD into the machine and follow the prompts.

For more information, see the Websense Knowledge Base article that discusses restoring factory settings for a machine pre-installed with Websense Express.

CHAPTER 4 Getting Started

After installing Websense Express software, or setting up the machine with Websense Express pre-installed, you are ready to start using Websense Express. Websense Manager provides an interface to allow you to view the current Internet activity, set up Websense Express policies, and change configuration settings.

> **Note**
> If you purchased Websense Express pre-installed on a machine, and have completed the steps in the previous chapter, you must set up the monitoring function. See *Configuring the monitoring NIC*, page 26.

Websense Manager can be launched at the completion of the installation, or at a later time.

1. Double-click on the Websense icon on your desktop.

   - If no icon is displayed, select **Start** > **Programs** > **Websense** > **Websense Manager**.

   The first time Websense Manager is started, you are asked to enter a password, which must be at least 4 characters long. The user name is not displayed. The administrative user name for Websense Manager is **WebsenseAdministrator**. No other user names can be created for Websense Manager.

   You can also use this user name and password to access Websense Express reporting tools.

2. Enter and confirm in the **New Password** and **Confirm Password** fields.

   On subsequent logons, enter this password to log on to Websense Manager.

3. Click **OK**.

The password can be changed later from the main menu in Websense Manager using **Server > Settings > Change Password**. See the Help for more information.

When you access Websense Manager, a prompt is displayed to launch the *Getting Started* tutorial. This tutorial is also accessible at any time from the **Administrative Tools** tab of Websense Manager. The tutorial explains the basic configuration and administration of Websense Express. If you are unfamiliar with Websense filtering, you should go through the tutorial.

Additional information for using Websense Express and its reporting tools is provided in the *Websense Express User's Guide*, available from the Websense Product Documentation Web site. Online help also provides instructions for administering and using Websense Manager and Explorer.

Configuring the monitoring NIC

If you purchased Websense Express pre-installed on a machine, you must set NIC 1 to monitor Internet requests. This procedure is not needed if you ran the software installation on your machine.

1. In Websense Manager, go to **Server > Settings > Network Agent**.
2. Navigate down to **NIC-1**, under **Global Settings** in the Settings dialog box.
3. In the Monitoring area, select **Yes** to enable monitoring.
4. In the Activities and Communication area, select **NIC-2** from the drop-down under **Network Agent uses this NIC to block connections**.
5. Click **OK** to save the settings and close the dialog box.

For more information on configuration settings, refer to the Websense Manager online help.

CHAPTER 5 | Troubleshooting

If a problem occurs during the installation, refer to the procedures below for possible solutions. The Websense Support Portal also provides a Knowledge Base with helpful information. You can access the Support Portal and the Knowledge Base from the Websense corporate Web site: www.websense.com.

Download issues

Where can I find download and error messages?

Check the Windows Application Event log or `Websense.log` (in `Websense\bin`) for any listings about the database download as well as other error or status messages.

1. Access the Application Event log by choosing **Start > Settings > Control Panel > Administrative Tools > Event Viewer**.
2. Expand the **Event Viewer** tree.
3. Choose **Application Log**.

The Master Database does not download

One of several reasons may cause problems in downloading the Websense Master Database.

Subscription Key

Verify that the subscription key is entered correctly and has not expired. If the key has expired, a message is displayed in the **Problems Detected** list in the **Websense Status** column of the Websense Manager Home console.

Firewall settings

The firewall may be blocking the download. Refer to the firewall documentation for instructions on checking the settings.

Internet Access

Verify that the machine running Websense Express has access to the Internet via HTTP. The machine must be able to receive incoming traffic.

Check with your network administrator to verify if a proxy server is used for accessing the Internet, and if it requires authentication. If so, the proxy server must be identified in Websense Manager. See *Setting proxy server access*.

If no proxy server is used, see *Check the connection*, page 29.

Setting proxy server access

1. Gather the necessary proxy server information from your network administrator:
   - Proxy Server

     Server: _____

     Port: _____
   - Authentication (if needed)

     User name: _____

     Password: _____

     Check that the proxy server is configured to accept clear text or basic authentication.
2. Log on to Websense Manager.
3. Select **Server** > **Settings**.
4. Select **Database Download** in the **Settings** dialog box.
5. Check the **Use Proxy Server** box in the Proxy Server section.
   - Enter the name of the **Server**, and the **Port**.
6. Check the **Use Authentication** box, if authentication to the proxy server is required.
   - Enter the name of the **User name** and the **Password**.
7. Click **OK**.
8. To verify the connection, open a Web browser.

9. Configure the browser to access the Internet with the same proxy settings as those shown in the **Settings** dialog box.
10. In the browser, go to http://download.websense.com
    - If you reach the site, the Websense logo appears, along with a message indicating that it will redirect you to the Websense home page. This message indicates that the proxy settings are correct, and Websense Express should have appropriate HTTP access for downloading.
    - If you do not reach the site, check that the proxy settings are correct.

Check the connection

1. If no proxy information is required, run `nslookup` from a command prompt, using the download site's address.

   ```
   nslookup download.websense.com
   ```

   This step ensures that Websense Express can resolve the download location to an IP address.

   If this does not return an IP address, you must set up the machine running Websense Express to access a DNS server. If you are unsure of this process, contact your network administrator.

Restriction Applications

Some restriction applications, such as virus scanners or size-limiting applications, can interfere with database downloads. Disable the restrictions relating to Websense Express and the Websense download location.

Installation issues

Websense Express fails to install

If you attempt to install Websense Express on a machine with insufficient resources such as free disk space or inadequate RAM, the software may fail to install. Certain applications (such as print services) can bind up the resources that Setup needs to install Websense Express. If the software fails to install, Setup must quit. If you receive the error message: *Could not install Websense Express*, during installation, resolve the problem with one of the following solutions.

- Install Websense Express on a different machine that meets system requirements. See *System Requirements*, page 7 for more information.
- Stop all memory-intensive services running on the machine before attempting another Websense Express installation.

Repairing an installation

Websense Express Setup can be used to repair a Websense Express installation:

Note

Before repairing components, perform a full system backup as a fallback strategy.

1. Log on to the installation machine with **domain** or **local** administrator privileges.
2. Back up the following files to a safe location:
   - `config.xml`
   - `websense.ini`
   - `eimserver.ini`
3. Close all applications and stop any antivirus software.

Warning

Be sure to close the Windows Event Viewer, or the repair may fail.

4. Run Websense Express Setup.
5. Follow the prompts and then choose **Repair** when prompted.

Setup detects a database that is already installed

If a database engine is detected, you are prompted to enter the user name and password to access the database.

- If Setup cannot access the database engine with the password, you are prompted to return to the password screen and reenter the password.

- If Setup indicates that it cannot connect to the database, and the password is correct, a named instance of MSDE may have been detected, and no default instance exists. Certain firewalls use this scenario when they install MSDE. Websense Express either needs to be installed on a different machine, or the existing installation of MSDE needs to be uninstalled using the Windows Add/Remove utility.
- Websense Express requires MSDE. If Setup detects a version of Microsoft SQL Server that is not MSDE, you are prompted to exit Setup and run the installation on a machine without Microsoft SQL Server installed.

Post-installation issues

Protocol block messages do not display

Websense software filters protocol requests, such as instant messaging. A block message may be displayed for prohibited protocols, if the user accesses a protocol not allowed by a Websense Express policy.

Protocol block messages cannot be displayed on Solaris, Linux and Macintosh clients.

For Windows 2000, Windows Server 2003, and Windows XP Professional:

- Ensure that Websense Express has domain administrator privileges. For instructions, see *Configuring domain administrator privileges*, page 32.
- Ensure that the Messenger Service is enabled on *each* client computer that is being filtered, as well as the machine running Websense Express. Check the Windows Services Control Panel to see if the Messenger Service is running. If your company policy requires the Messenger Service to be disabled, you should advise your users that certain protocols will be blocked without notification.
- On Windows Server 2003, Windows XP Professional and Windows Vista, the Windows Firewall must either be disabled or modified not to block the messages.

Configuring domain administrator privileges

If you were unable to provide a domain administrator account to Websense Express during installation, use the Websense Express Communication Setup Tool to set up the user name and password now.

Websense Express must have domain administrative privileges to be able to transparently identify users and perform user-based filtering. The machine should already belong to a domain. See *Join a domain*, page 20 for instructions.

This procedure may vary slightly, depending upon the version of Windows you are using.

1. Ensure that you are logged in with administrative rights, and have read/write access to the Websense installation directory, `C:\Program Files\Websense\` by default.
2. Launch the Websense Express Communication Setup Tool.
   - If your machine came with Websense Express pre-installed, double-click the Communication Setup Tool icon on the desktop.

   - If you installed Websense Express on the machine:
     a. Open a command prompt.
     b. Change directories to `C:\Program Files\Websense\Manager`.
     c. Run the command `WSUI_PostInstall.exe`.
3. Open the **Domain Access** tab.
4. Enter a **User Name**, with administrative access to the domain.

   Contact your network administrator if you do not know a user name with the proper rights.
5. Enter the **Password** for the user name.
6. Confirm the password.
7. Choose **Apply**.

   If a message appears stating that Websense DC Agent service did not stop, stop the service manually.
   a. Open the Windows Services Control Panel.
   b. Stop the **Websense DC Agent** service manually.

c. Repeat steps 4-7.

d. Start the **Websense DC Agent** service.

8. In the Windows Services Control Panel, check that all services labeled with **Websense** are running.

   - If any of the services are not running, start them manually, beginning with **Websense Policy Server**.

APPENDIX A | Stealth Mode

You may want Websense Express to inspect all packets with a monitoring NIC (network interface card) that has been configured for *stealth mode*. A NIC in stealth mode has no IP address and cannot be used for communication. Security and network performance are improved with this configuration. Removing the IP address prevents connections to the NIC from outside and stops unwanted broadcasts.

Configuring for Stealth Mode

Stealth mode NICs are detected during Websense Express installation, so this configuration needs to be completed before running Setup. When running Setup, stealth mode NICs do not display as a choice for Websense communications. They do appear as a choice for monitoring.

Make sure that you know the configuration of all NICs in the machine before beginning an installation.

Configuration for stealth mode is done using the Windows Network Connections dialog box.

1. Select **Start > Settings** > **Network and Dial-up Connection**.

   A list of all NICs active in the machine appears.
2. Select the NIC you want to configure.
3. Select **File** > **Properties**.

   A dialog box displays the connection properties of the NIC you have selected.
4. Clear the **Internet Protocol (TCP/IP)** checkbox.
5. Click **OK**.

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