



v5.5

Websense Enterprise Reporting
User Guide

Websense Enterprise Reporting User Guide

©1996–2005, Websense, Inc.

All rights reserved.

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

Published January 12, 2005

Printed in the United States of America

NP33-0003RPTUSER

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

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

Trademarks

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

Microsoft, Windows NT, Windows 2000, Windows 2003, Windows XP, Internet Explorer, Microsoft Word, Microsoft Excel and Active Directory are trademarks or registered trademarks of Microsoft Corporation.

Solaris is a registered trademark of Sun Microsystems, Inc., in the United States and other countries. Sun, Sun ONE and all Sun ONE based trademarks and logos are trademarks of Sun Microsystems, Inc.

Netscape is a registered trademark of Netscape Communications Corporation in the U.S. and other countries. Netscape Navigator and Netscape Communicator are also trademarks of Netscape Communications Corporation and may be registered outside the U.S.

The following is a registered trademark of Novell, Inc., in the United States and other countries: Novell Directory Services. Adobe, Acrobat, and Acrobat Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Pentium is a registered trademark of Intel Corporation.

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

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

This product includes software distributed by the Apache Software Foundation (<http://www.apache.org>). Copyright (c) 2000. The Apache Software Foundation. All rights reserved.

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

Contents

Chapter 1	Introduction to Reporting.....	7
	How Websense Enterprise Reporting Works	7
	Log Database - the Center of Enterprise Reporting.....	7
	Explorer Web Server	8
	Web Browser	8
	Reporter	9
	Using Explorer or Reporter?	10
	Explorer's Reports.	11
	Reporter's Application Window	14
	Workspace Pane.....	15
	Report Pane	16
	Risk Classes.....	17
Chapter 2	Types of Reporter and Explorer Reports.....	19
	Explorer versus Reporter.....	19
	Types of Explorer Reports	19
	Summary Table of Hits, Bandwidth or Browse Time	20
	URL Reports	20
	Outliers Report.....	21
	Timeline View	22
	Types of Reporter Reports	23
	Formats.....	24
	Line chart	24
	Table report.....	25
	Bar Chart.....	26
	Pie Chart	26
	Types of Reports and Formats	27
	Favorites.....	31

Chapter 3	Running Reports in Explorer	33
	Overview of Running Reports in Explorer.	33
	Summary Table of Hits, Bandwidth or Browse Time	33
	Primary report choices	37
	Drill down into results.	38
	Changing report dates	42
	Search for user.	43
	Hide Names.	44
	URL reports	46
	Tips on Running URL Reports	49
	Outliers	50
	Timeline/Calendar View	54
Chapter 4	Exporting Explorer Reports	59
	Output to spreadsheet	59
	Searching	60
	Printing	61
	Sorting	61
Chapter 5	Examples of Explorer Reports	63
	Examples of Business Questions	63
	Example 1: Rumor about hacking	64
	Example 2: Report of pornographic use.	66
	Example 3: Too much personal shopping	68
	Example 4: How much blocking	70
	Example 5: Relying on peer pressure.	72
	Example 6: Explaining spike in network bandwidth	72
	Example 7: Productivity of group members.	75
	Example 8: Show a user comparative use	75
	Example 9: Hottest job search sites	78
	Example 10: Instant Messaging Bandwidth.	80
	Example 11: Quick look at one employee for one day	81
Chapter 6	Running Reports in Reporter	85

Overview of running Reporter reports	85
Choosing Report Criteria	87
Dates Tab/Trend Dates Tab	88
Protocols Tab	89
Dispositions Tab	90
Categories/Risk Classes Tab	91
Select by Category	92
Select by Risk Class	93
Users/Groups Tab	94
Destinations Tab	95
Customize Tab	96
Generate Report	98
Using Favorites	99
Creating Favorites	99
Generating Reports from Favorites	100
Modifying Favorites	100
Deleting Favorites	100
Scheduling Favorites	100
Working with Internet Browse Time Reports	101
Read Time Threshold and Sessions	102
Reporting On Users and Groups	103
Calculation of Browse Time Cost	103
Top N	104
Ads and Miscellaneous Sites Not Included	104
Running reports from the command line	104
Command-Line Flags	105
Generating Reports	107
Chapter 7 Exporting and Scheduling Reports in Reporter	111
Scheduling Reports	111
Sorting information in detail reports	116
Exporting Reports	117
Printing Reports	120
Searching the Report Data	121

	Scheduling Reports using the Command Line	122
	Windows NT Schedule Service	122
	Windows 2000 Scheduled Tasks	123
Chapter 8	Examples of Reporter Reports	127
	Example 1: Any activity in the Spyware category?	127
	Example 2: Determining liability risk for your company	136
	Interpreting the Report	137
	Acting on Report Results	137
	Related Reports	137
	Example 3: Determining money lost by your company	138
	Interpreting the Report	139
	Acting on Report Results	139
	Related Reports	139
Chapter 9	Troubleshooting	141
	Why am I seeing different reports today than I saw yesterday?	141
Appendix A	Technical Support	143
	Websense Technical Services Support Center	143
	Fee-based Support	143
	Support Options	144
	Web Portal	144
	Email Questions	144
	Telephone Assistance	144
	Improving Documentation	145
Appendix B	Categories	147
Appendix C	Risk Classes	157
Appendix D	Column Descriptions in Reporter	163
Glossary	167

Introduction to Reporting

- ◆ How Websense Enterprise Reporting Works
- ◆ Using Explorer or Reporter?
- ◆ Explorer's reports
- ◆ Reporter's application window
- ◆ Risk classes

How Websense Enterprise Reporting Works

Websense Enterprise[®] gives an organization the ability to monitor and control the way the Internet is used.

Websense Enterprise Reporting provides reports about actual or attempted Internet activity. The two applications which produce reports are *Websense Enterprise Explorer* and *Websense Enterprise Reporter*.

There are many components that work together in Websense Enterprise and Websense Enterprise Reporting. If you are simply running reports (and not administering the system), these are the only components that you need to know about:

- Log Database
- Explorer Web Server
- Web browser
- Reporter

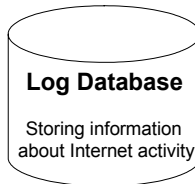
Log Database - the Center of Enterprise Reporting

Websense Enterprise sends information to Websense Enterprise Reporting about Internet activity. This activity is stored in the Log Database.

Information in the Log Database includes:

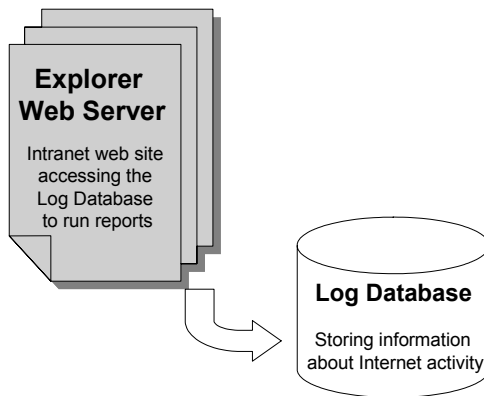
- Who accessed the Internet?
- Who was blocked from accessing the Internet?

- At what time?
- What URL was accessed?
- How is that site categorized?
- How much time was spent online?
- What protocol was used?



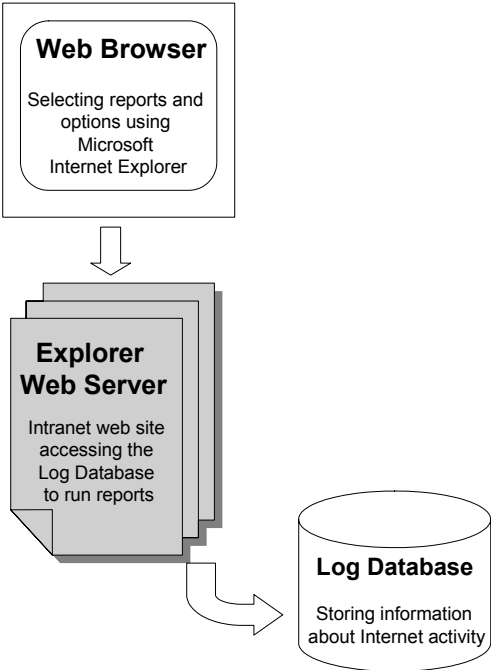
Explorer Web Server

The administrator sets up the Explorer Web server to access the Log Database.



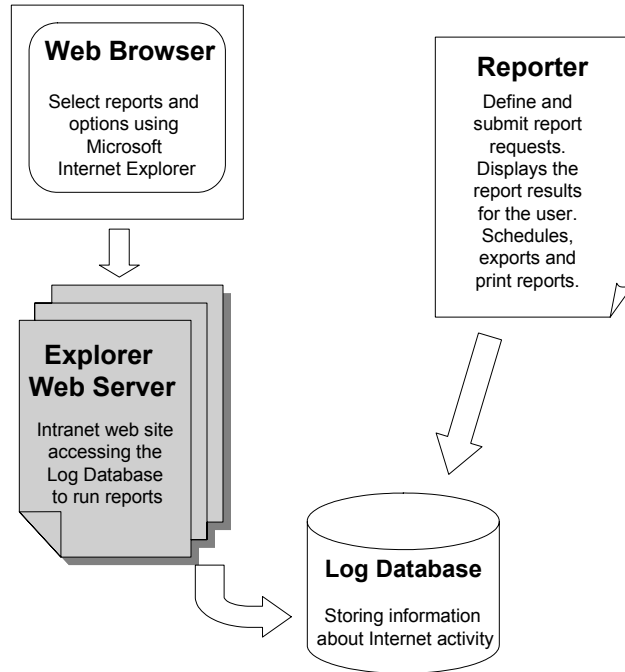
Web Browser

The administrator will give you a URL that you will use to access the Explorer Web server from your Web browser (Microsoft Internet Explorer).



Reporter

Reporter is installed on the machine where reports will be run or scheduled to be run.



Using Explorer or Reporter?

Both of these reporting applications give you a look at what is in the Log Database. Depending on your particular need for information, you may choose to use either or both.

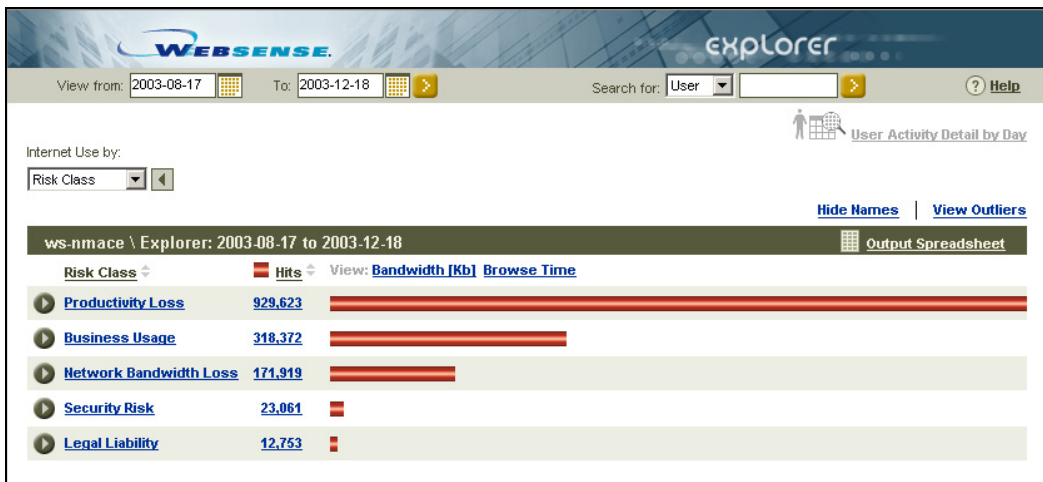
The following table offers some initial guidance on which application is better for certain tasks.

If you would like to . . .	Explorer	Reporter
Take an overall look at everything in the database	Opening page displays all activity - it is easy to drill-down into areas of interest.	Have to make choices about what to see before report is generated.
Spot-check for any unusual usage	The outliers feature shows unusual activity.	Generate report with specific parameters.

If you would like to . . .	Explorer	Reporter
Schedule reports for certain managers.	Reports run immediately and not on a scheduled basis.	Schedule reports to be emailed on a regular basis.
Print reports	Print the Web page from Microsoft Internet Explorer.	Can add company logo and print traditionally formatted reports.
Export report results	Can export to Excel spreadsheet.	Can export into several different formats.

Explorer's Reports

Explorer's Main Page looks like this.



The values for the report are shown in Hits, Bandwidth or Browse Time, and also represented as horizontal bars.

When you open Explorer, you can begin browsing to see Internet activity in different ways.

To look at statistically unusual activity, view the Outliers.

The screenshot shows the Websense Explorer interface. At the top, there is a navigation bar with 'Home' and 'Help' links. Below the navigation bar, the 'Statistical Outliers' section is visible. It includes a 'Risk Class' dropdown menu set to 'Not Available' and a 'Hide Names' link. The main content area displays a table titled 'ws-nmace \ Explorer: 2003-08-17 to 2003-12-18'. The table has columns for Username, Category, Day, Disposition, Protocol, Hits, Average Hits, and Variance Hits. The data rows are as follows:

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
Clay, Anil	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63
Jones, Anil	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42
Ras, David	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00
Frank, David	Information Technology <i>Search Engines and Portals</i>	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96
LaVeau, Adam	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92
Pablo, Cindy	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85
LaVeau, Adam	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81

URL reports list the actual Websites visited.

The screenshot shows the Websense Explorer interface displaying an 'Internet Use by' report. The report is titled 'ws-nmace \ wslgdb55: 2004-08-09 to 2004-08-12' and is grouped by URL. The 'Risk Class' is set to 'Productivity Loss' and the 'Category' is 'News and Media'. The main content area displays a table with columns for Hits and URL. The data rows are as follows:

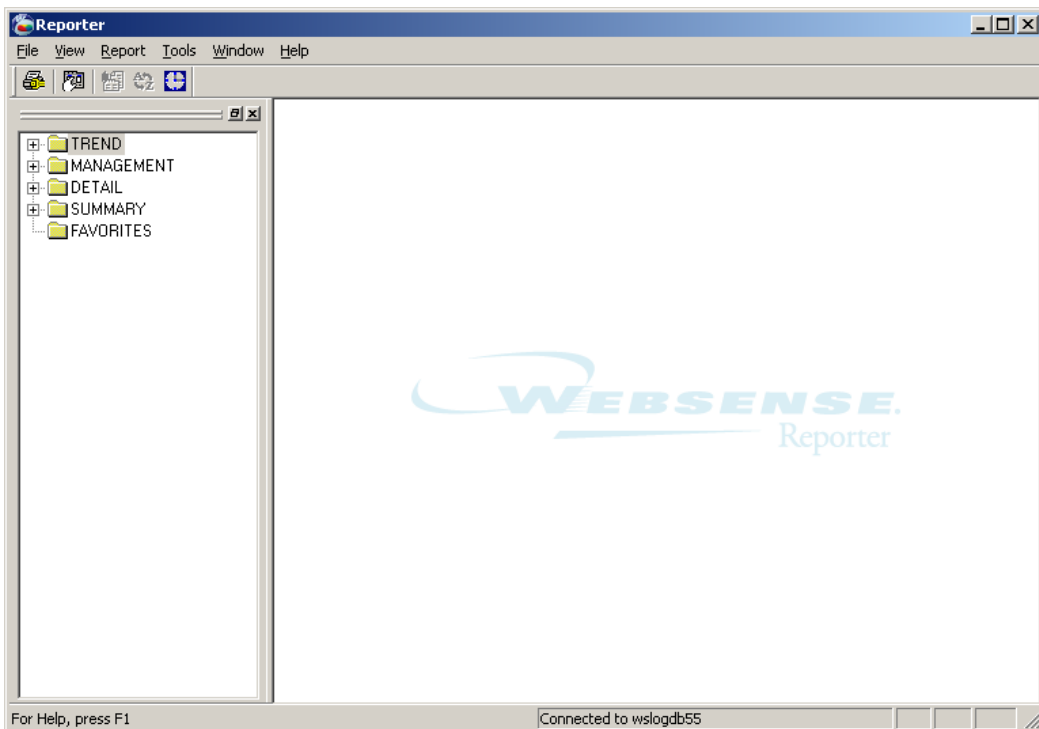
Hits	URL
31	msnbc.msn.com
20	www.msnbc.msn.com
3	www.time.com
2	northbayweather.com
2	subs.timeinc.net
1	www.msnbc.com
1	msnbcmedia.msn.com
1	nique.net
1	www.publicbroadcasting.net

The Timeline view shows a graphical representation of one user's activity for one day in five-minute increments.



Reporter's Application Window

Reporter's Application Window looks like this.



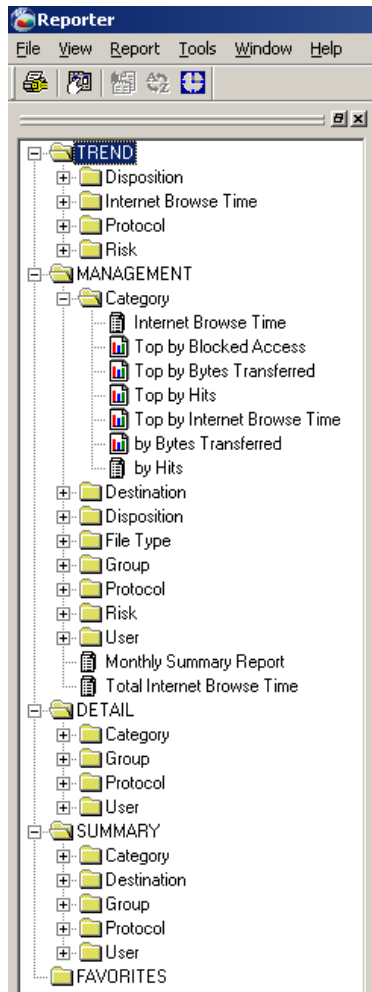
There are over 80 different report formats, divided by type into Trend, Management, Detail and Summary.

The Reporter window displays two separate panes. Select a report type in the left, or Workspace pane. View and work with the generated report in the right, or Report pane.

In addition, the Reporter window contains two toolbars that allow quick access to frequently used functions. The main toolbar lies directly under the main menu. The Report pane toolbar appears at the top of each generated report.

Workspace Pane

The Workspace pane contains a topic tree with folders listing available report formats by type and information presented. Double-click a folder to open it, and then double-click the report format you want to use.



Workspace pane

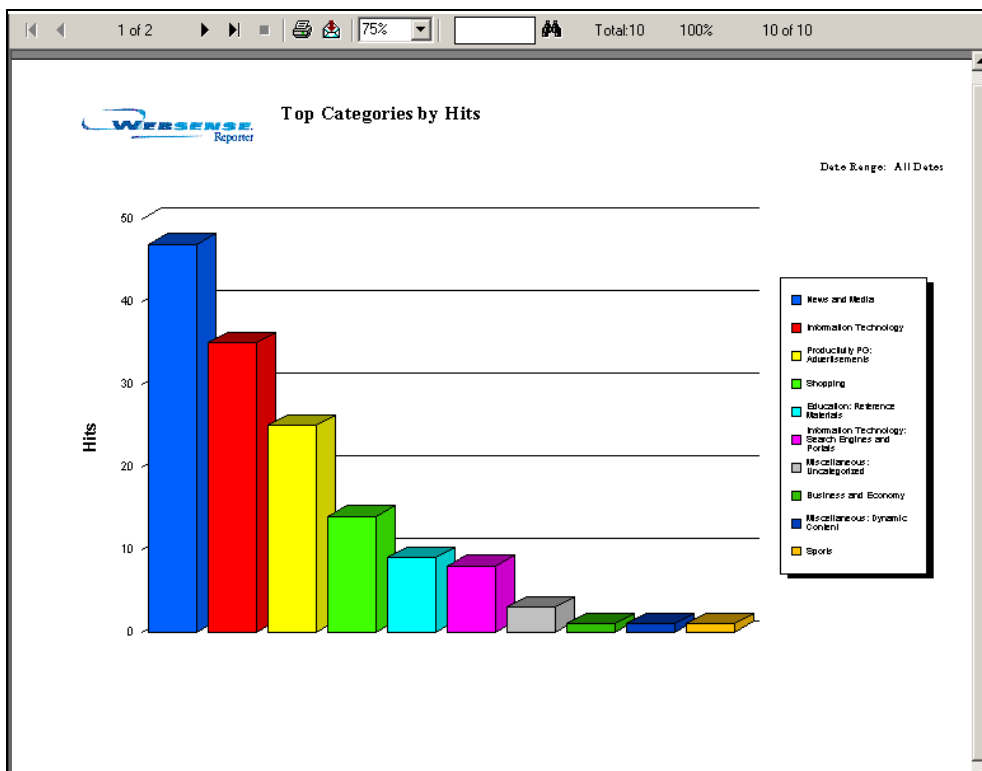
You can resize the Workspace pane for easy viewing of the report formats available for generation. Change the size of the pane by dragging its edges

with the mouse, or hold down the left mouse button over the double lines and drag it.

Remove the pane entirely by unchecking **Workspace** in the **View** menu, or clicking the **x** in the upper right corner of the Workspace pane. To restore the Workspace pane, check **Workspace** in the **View** menu.

Report Pane

Reporter displays a generated report in the Report pane. In most cases, the size of the report exceeds the application window. Adjust the scroll bars to move different parts of the page into view. Use the buttons on the toolbar to view a different report page.



Report pane with a report

Increase the size of the Report pane by minimizing or eliminating the Workspace pane, and by increasing the size of the entire Reporter window. Numerous reports can be open in the pane at the same time. Select **Cascade** or

Tile from the **Window** menu to organize the reports differently so you can see which reports are open.



NOTE

Reporter uses the Windows print preview capability to display reports. Make sure that a default print driver is installed on your system, and that it is the appropriate driver for the operating system, before attempting to generate or print reports. The machine does not necessarily have to have a printer connected, but it must have a print driver installed.

If a default print driver is installed and Reporter is still having problems, then install another print driver for Reporter program to use. After doing that, go to `File > Print Setup` in Websense Reporter and select the newly installed printer from the dropdown list.

Risk Classes

The Websense Enterprise Master Database is downloaded for your use on a regular basis. This Master Database includes millions of URLs that have been classified into approximately 100 categories.

To help you identify the risks to your organization from activity in these categories, Websense also maps categories into *risk classes*.

These risk classes are:

- Productivity Loss
- Network Bandwidth Loss
- Business Usage
- Security Risk
- Legal Liability

See the *Risk Classes Appendix* in this book for specifics on how risk classes are mapped to categories.

The Websense Administrator can change this mapping in the Websense Enterprise Manager. If changes are made in the mapping, both Explorer and

Reporter reports will reflect activity as defined in these customized risk classes.

Types of Reporter and Explorer Reports

- ◆ Explorer versus Reporter
- ◆ Types of Explorer reports
- ◆ Types of Reporter reports

Explorer versus Reporter

Explorer is designed to allow you to look at all activity to get an overall view of Internet activity for all users. When Explorer is launched, the first page displays all the overall activity in the database - all users and all dates. You can drill down to see more specific information, or look at the activity in a variety of ways.

Reporter displays reports based on specific templates. You choose a report type, then the filter criteria, and then generate a report.

Types of Explorer Reports

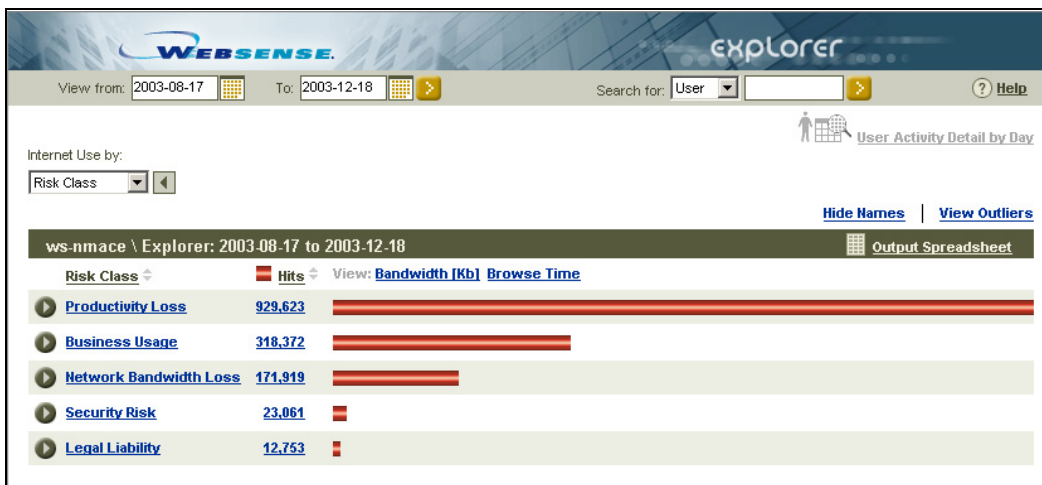
Websense Explorer offers four main types of reports on Internet usage:

- Summary Table of Hits, Bandwidth or Browse Time
- List of URLs
- Outliers
- Timeline/Calendar View

All Explorer reports will be based on the employee Internet activity information contained in the Log Database that Explorer is currently using.

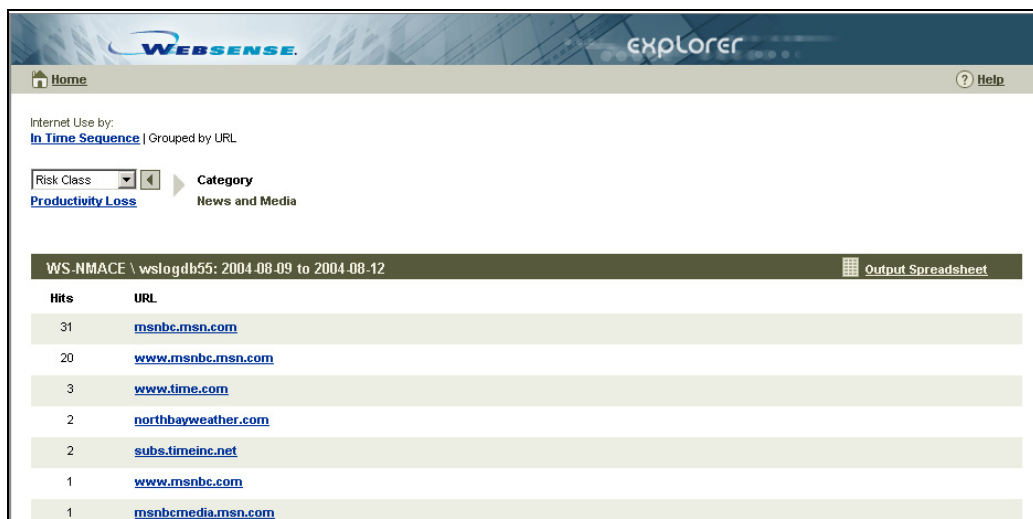
Summary Table of Hits, Bandwidth or Browse Time

When you first open Explorer, the Summary Table of Hits displays with Risk Classes.



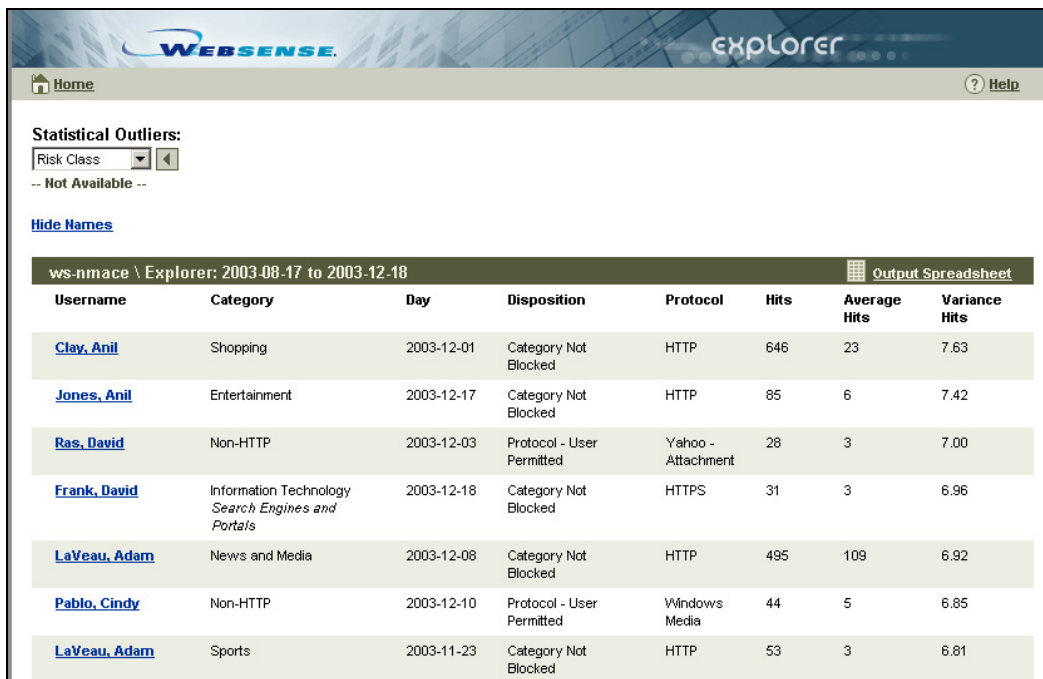
URL Reports

Click on the number value in the table (hits, bandwidth or browse time) or on the horizontal bar to see a URL report.



Outliers Report

Choose the [View Outliers](#) link in the upper right of the Summary Table page to see an outliers report.



Statistical Outliers:

Risk Class

-- Not Available --

[Hide Names](#)

ws-nmace \ Explorer: 2003-08-17 to 2003-12-18

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
Clay, Anil	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63
Jones, Anil	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42
Ras, David	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00
Frank, David	Information Technology <i>Search Engines and Portals</i>	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96
LaVeau, Adam	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92
Pablo, Cindy	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85
LaVeau, Adam	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81

Timeline View

To see a more in-depth view of a particular user’s activity, drill down to that user for one day, and then choose the User Activity Detail by Day link in the drill-down choices. If you drill down a level past one user and one day, then the link in the upper right of the Summary Table page becomes active.



Types of Reporter Reports

Websense Enterprise Reporter offers over 80 different reports that you can customize to show selected users or workstations, dates, categories, and more. Reporter organizes these reports into the following types:

- ◆ **Trend** reports show data collected over time. These reports are calculated by the Daily Job query that is set up in the Log Server Configuration program.
- ◆ **Management** reports comprise frequently used “big picture” reports or those potentially of most interest to management.
- ◆ **Detail** reports provide specific information on the sites requested and the employees who requested them. Information includes every site or category for each user and protocol selected. Dates and times can also be provided for a more complete picture of Internet access.
- ◆ **Summary** reports give an overview of Internet usage for selected categories, destinations, groups, protocols, and users. Totals are provided for hits and bytes transferred, depending upon the report format selected.

Each report type comes in a variety of formats. Reports of any type vary based on the selected format and report criteria. Several charts present only those objects with the longest duration or the highest number of hits or bytes transferred (bandwidth used).

Formats

Line chart

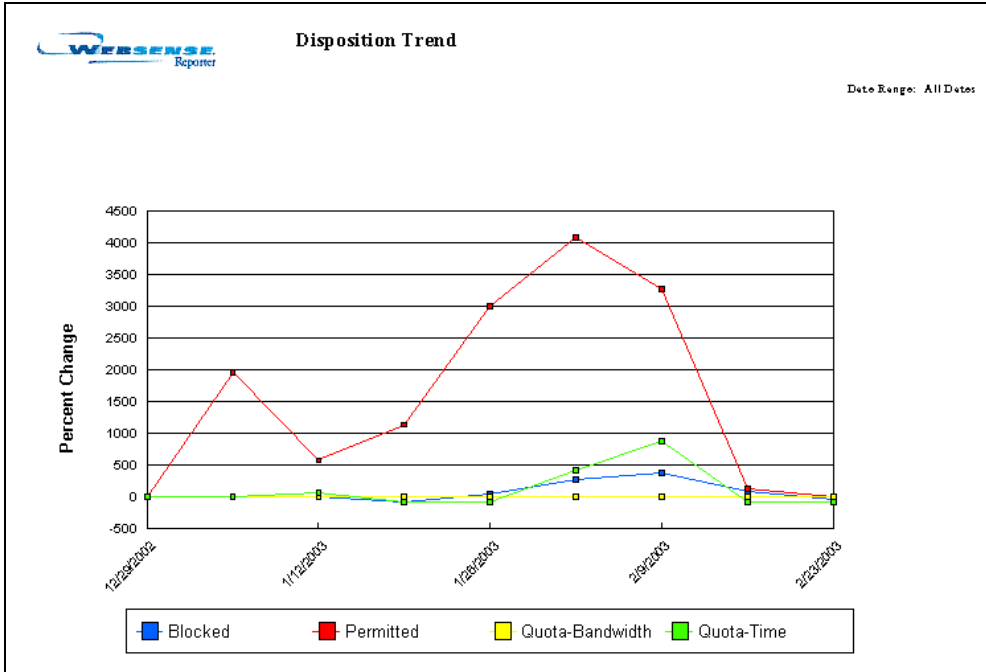



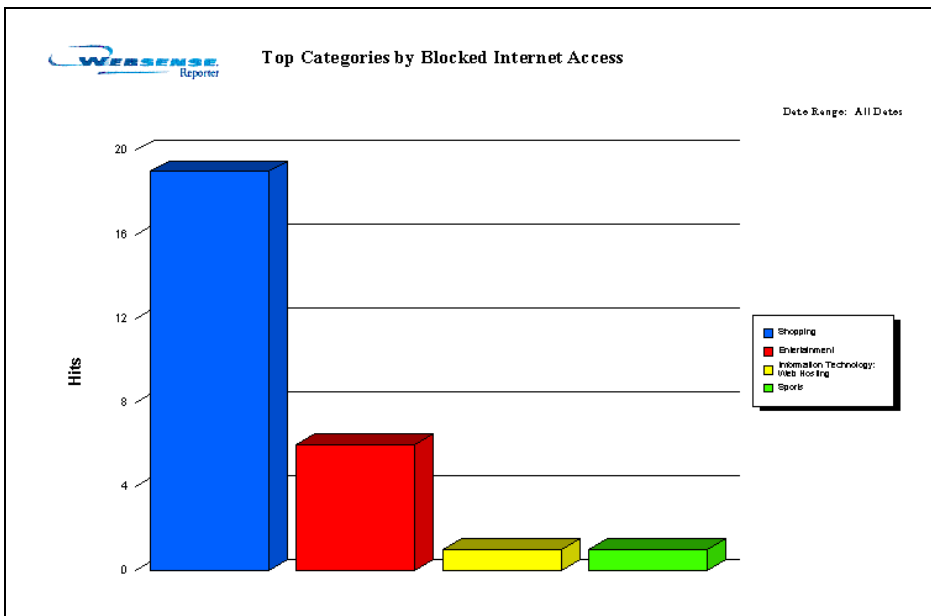
Table report

Summary of Internet Browse Time by Category

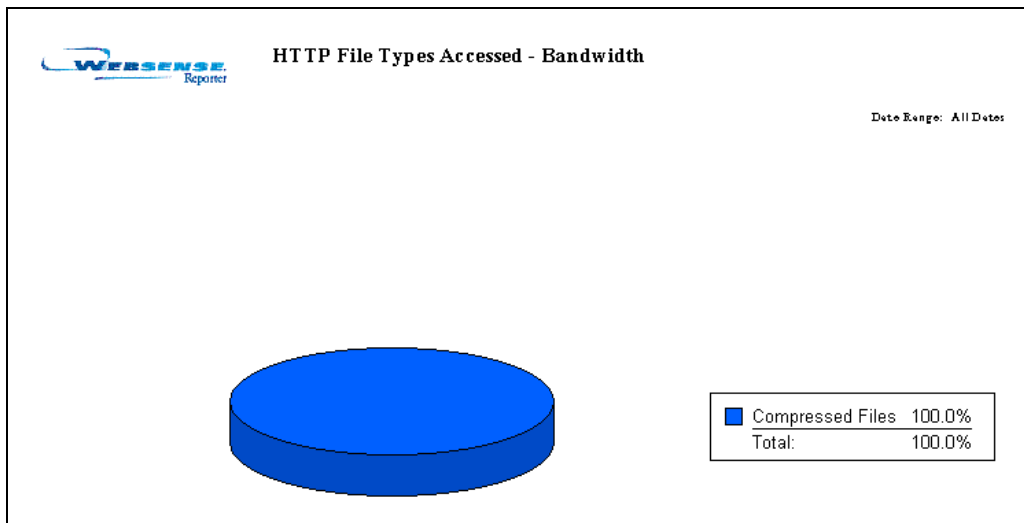
Date Range: All Dates

Category	Internet Browse Time
Business and Economy	0:04:22
Education: Reference Materials	0:01:03
Entertainment	0:05:45
Information Technology	0:20:20
Information Technology: Search Engines and Portals	0:03:48
Miscellaneous: Uncategorized	0:35:33
News and Media	0:15:12
Shopping	0:03:16
Society and Lifestyles	0:00:01
Total:	1:29:20

Bar Chart



Pie Chart



Look at the following table to determine the type of report you would like. Select a format by double-clicking the report format name in the topic tree. Then, set report criteria in the dialog box that appears.

Types of Reports and Formats

Type	Folder	Report	Format and Description
TREND	Disposition	by Hits	Line chart Table All users, percentage change
	Internet Browse Time	Internet Browse Time	Line chart Table All users, percentage change
	Protocol	by Bandwidth	Line chart Table All users, percentage change
		by Hits	Line chart Table All users, percentage change
	Risk	Permitted Hits	Line chart Table All users, percentage change
MANAGEMENT	Category	Internet Browse Time	Table
		Top by Blocked Access	Table Bar chart
		Top by Bytes Transferred	Table Bar chart
		Top by Hits	Table Bar chart
		Top by Internet Browse Time	Table Bar chart
		by Bytes Transferred	Table Bar chart

Type	Folder	Report	Format and Description
MANAGEMENT (continued)	Category (continued)	by Hits	Table
	Destination	Internet Browse Time	Table
		Top by Blocked Access	Table Bar chart
		Top by Bytes Transferred	Table Bar chart
		Top by Duration	Table Bar chart
		Top by Hits	Table Bar chart
		Top by Internet Browse Time	Table Bar chart
	Disposition	by Occurrences	Table Bar chart
	File Type	Bandwidth	Table Pie chart
		File Accesses	Table Pie chart
	Group	Activity Detail	Table
		Bandwidth Summary	Table
		Destination Summary	Table
		Internet Browse Time Detail	Table
		Internet Browse Time Summary	Table
		Protocol Detail	Table
		Protocol Summary	Table
		Top by Blocked Access	Table Bar chart

Type	Folder	Report	Format and Description
MANAGEMENT (continued)	Group (continued)	Top by Bytes Transferred	Table Bar chart
		Top by Hits	Table Bar chart
		Top by Internet Browse Time	Table Bar chart
	Protocol	Bandwidth Analysis	Table Pie chart
		Hit Analysis	Table Pie chart
		Top by Blocked Access	Table Bar chart
		by Bytes Transferred	Table Bar chart
	Risk	Corporate Risk	Table Bar chart
	User	Activity Detail	Table
		Bandwidth Summary	Table
		Destination Summary	Table
		Internet Browse Time Detail	Table
		Internet Browse Time Summary	Table
		Protocol Detail	Table
		Protocol Summary	Table
		Top by Blocked Access	Table Bar chart
		Top by Bytes Transferred	Table Bar chart
		Top by Hits	Table Bar chart

Type	Folder	Report	Format and Description
MANAGEMENT (continued)	User (continued)	Top by Internet Browse Time	Table Bar chart
	(not a folder) Monthly Summary Report		Five reports Five tables Two pie charts One line chart
	(not a folder) Total Internet Browse Time		Table
DETAIL	Category	Bytes Transferred	Table
		Full URL Destinations by Date	Table
		Groups	Table
		Users	Table
	Group	Bytes Transferred	Table
		Destinations	Table
	Protocol	Bytes Transferred	Table
		Bytes Transferred by Date	Table
	User	Bytes Transferred	Table
		Destinations	Table
	SUMMARY	Category	Bytes Transferred
		Bytes Transferred by Date	Table
Destination		Top by Bytes Transferred	Table
		Top by Bytes Transferred and Category	Table
		Top by Date and Duration	Table
		Top by Duration	Table

Type	Folder	Report	Format and Description
SUMMARY (continued)	Destination (continued)	Top by Hits	Table
		Top by User	Table
	Group	Bytes Transferred	Table
		Bytes Transferred by Date	Table
		Bytes Transferred by Date with Cost	Table
		Categories by Date	Table
		Destinations	Table
		Destinations by Date	Table
		Destinations by Time of Day	Table
	Protocol	Bytes Transferred	Table
		Bytes Transferred by Date	Table
	User	Bytes Transferred	Table
		Bytes Transferred by Date	Table
		Bytes Transferred by Date with Cost	Table
		Categories by Date	Table
		Destinations	Table
		Destinations by Date	Table
		Destinations by Time of Day	Table

Favorites

One you have defined a report that you would like to generate again, save it as a *Favorite*. It will be listed in the Favorites report type.

Reports have to be saved as Favorites before they can be run on a scheduled basis.

Running Reports in Explorer

- ◆ Overview of Running Reports in Explorer
- ◆ Summary Table of Hits, Bandwidth or Browse Time
- ◆ URL Reports
- ◆ Outliers
- ◆ Timeline/Calendar View

All Explorer reports will be based on the employee Internet activity information contained in the Log Database that Explorer is currently using. See the *Reporting Administrator's Guide* for details on how to connect Explorer to a different database, or contact your Websense Administrator.

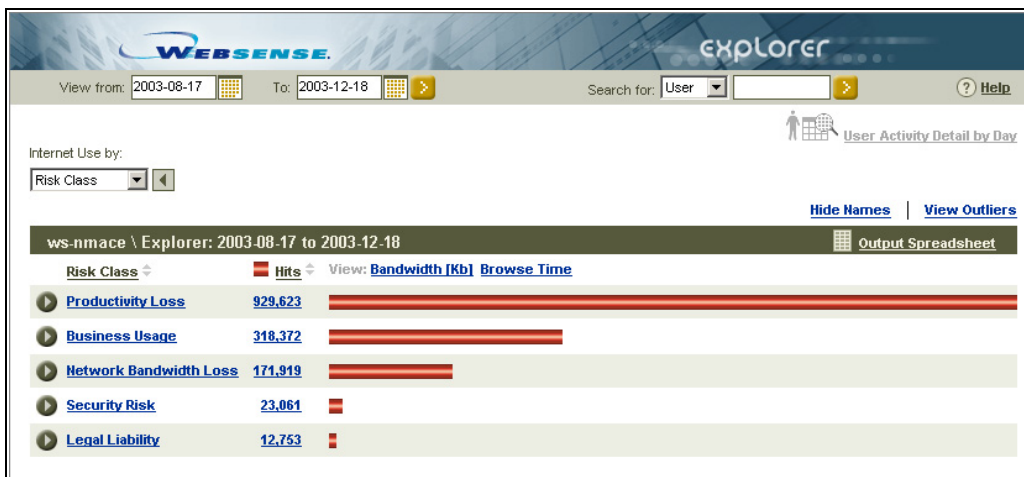
Overview of Running Reports in Explorer

The detail on many features in Explorer reports can be found in the following (Summary Table) section. Refer to this section for information on how all Explorer reports handle selecting dates, choosing the measure displayed, sorting, drilling-down into results, and hiding user names.

Summary Table of Hits, Bandwidth or Browse Time

The Summary Table has many features that are also used in the other types of Explorer reports. For simplicity, they will be explained in the context of this type of report.

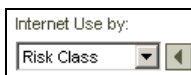
When Explorer's main page first opens, a report is automatically run based on usage by **risk class**, for all **users** and for **all available dates** in the database.



At the top of the report, the chosen date range is displayed for the current report. When Explorer is first opened and no changes have yet been made to the dates, you can see the first and last dates in the Log Database.



You can see that the primary report choice is Risk Class.



You can also see the following:

- machine name where the database is located and name of the database (or the Data Source Name)
- date range chosen for the report
- table headings for the report results
- whether Hits, Bandwidth or Browse Time has been chosen for the view



The results of the report are shown by result labels, number of hits, and graphic bars.

result labels # of Hits (or Kb Bandwidth or Browse Time) graphic bars

Risk Class	Hits	View: Bandwidth [Kb] Browse Time
Productivity Loss	929,623	
Business Usage	318,372	
Network Bandwidth Loss	171,919	
Security Risk	23,061	
Legal Liability	12,753	

The result labels identify the name of the risk class in that row.

The number of hits displays how many hits or visits were made in that risk class (or how much Bandwidth or Browse Time was used by that activity).

The graphic bars provide a visual comparison among the rows. When the cursor rests over a graphic bar, a small pop-up gives you the percentage of that row relative to the total.

You can choose to see any report as measured by Hits, Bandwidth or Browse Time. Click on the measure name link to switch to viewing by that measure. The measure that is active will be table heading for the column showing values.

Browse Time	View: Hits Bandwidth [Kb]
10:12:09	
18:05:42	
36:37:04	
62:11:45	
231:16:41	

The default order of the rows in the table is generally based on highest amount of activity to the lowest (descending).

You can reorder the rows alphabetically by choosing the table heading at the top of the rows. In the following example, the small arrows to the right of Risk Class indicate that the column has been sorted alphabetically in ascending order.

Risk Class	Hits	View: Bandwidth [Kb] Browse Time
Business Usage	318,372	
Legal Liability	12,753	
Network Bandwidth Loss	171,919	
Productivity Loss	929,623	
Security Risk	23,061	

You can also reorder the rows by ascending or descending value, by clicking the small arrows next to the current measure heading (Hits, Bandwidth or Browse Time) at the top of the rows. In the following example, the small arrows to the right of Browse Time indicate that the column has been sorted by value in ascending order.

Risk Class	Browse Time	View: Hits Bandwidth [Kb]
Legal Liability	10:12:09	
Security Risk	18:05:42	
Network Bandwidth Loss	36:37:04	
Business Usage	62:11:45	
Productivity Loss	231:16:41	

There is a limit to the amount of information that can be displayed in Explorer’s Main page. When this limit is reached, the report will extend over additional pages, and you will be able to view the additional pages by choosing the page number at the top of the report.

View from: 2003-08-17 To: 2003-12-18

additional pages listed

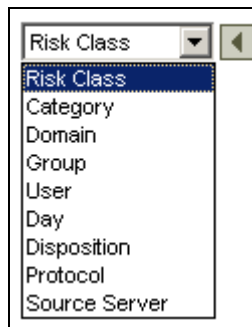
User < Previous [1] 2 3 4 Next >

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18

User	Hits	View: Bandwidth [Kb]
LaVeau, Adam [ALaVeau]	119,080	
Corn, Andrew [ACorn]	68,039	
White, Andrew [AWhite]	54,034	

Primary report choices

In the upper left corner of the Main page, just under the calendar, are the primary report choices.



These choices will vary slightly, depending on the database and Explorer's configuration settings.

- If there are no groups defined in the database, **Group** will not be a primary report choice or in the drop-down options.
- If there are more than 3,000 groups, **Group** will not be a primary report choice.
- If there is only one Domain, **Domain** will not display as a primary report choice.

- If there are more than 5,000 users, **User** will not be a primary report choice.

For information on changing Explorer’s configuration settings in the `wse.ini` file, see the *Reporting Administrator’s Guide* or contact your Websense Administrator.

Every Hits (or Bandwidth) Summary Table report starts with a primary report choice. Choose **Day** as the primary report choice to see a report by **day**, for all **users** and for **all available dates** in the database.

Day	Browse Time	View: Hits Bandwidth (Kb)
2003-08-17	1:02:20	
2003-09-17	00:33	
2003-09-18	00:33	
2003-11-07	16:19	
2003-11-09	00:44	
2003-11-10	8:16:17	
2003-11-11	9:41:43	
2003-11-12	8:54:03	
2003-11-13	9:16:14	
2003-11-14	8:45:26	
2003-11-15	1:10:13	
2003-11-16	1:33:30	
2003-11-17	10:11:36	
2003-11-18	9:20:27	
2003-11-19	9:11:28	

For the other primary report choices, the order of the rows in the table is based on highest amount of activity to the lowest. For **Day**, the order of the rows is based on date order, with the oldest date on the first row. You could reorder the rows by the highest activity by choosing the small arrows to the right of **Browse Time** at the top of the rows.

Drill down into results

To obtain more specific information about the data in a row, select the arrow to the left of the row.



For example, to get more information about Productivity Loss, choose the **arrow** to the left of **Productivity Loss**.



Detail about the usage in this risk class is available from the drop-down list.



In any drop-down list, User may display in red. The red lettering is to warn that this option may result in a very large report. It will likely be more useful to drill down further into results before making this choice.

In this example, to see what **categories** have Internet activity considered to be a risk of **Productivity Loss**, choose by **Category**.

Risk Class		Category
Productivity Loss		
ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18		
Category	Hits	View: Bandwidth [Kb]
Abortion	1	
Abortion Pro-Choice	3	
Adult Material Sex Education	28	
Advocacy Groups	244	
Drugs Abused Drugs	3	
Drugs Marijuana	3	
Drugs Prescribed Medications	84	
Drugs Supplements and Unregulated Compounds	279	
Education Cultural Institutions	1,087	
Education Educational Institutions	14,687	
Entertainment	29,076	
Entertainment MP3	408	
Gambling	176	
Games	6,853	
Government Political Organizations	338	
Health	3,872	

For more detail about usage in the gambling category, choose the **arrow** to the left of **Gambling**.

Risk Class **Category**

[Productivity Loss](#)

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18

Category ▲	Hits ▲	View: Bandwidth [Kb]
▶ Abortion	1	
▶ Abortion Pro-Choice	3	
▶ Adult Material Sex Education	28	
▶ Advocacy Groups	244	
▶ Drugs Abused Drugs	3	
▶ Drugs Marijuana	3	
▶ Drugs Prescribed Medications	84	
▶ Drugs Supplements and Unregulated Compounds	279	
▶ Education Cultural Institutions	1,087	
▶ Education Educational Institutions	14,687	
▶ Entertainment	29,076	
▶ Entertainment MP3	408	
▼ Gambling	176	
by Group by User by Day by Disposition by Protocol by Source Server		
▶ Games	6,853	

In this example, to see which **groups** have Internet activity in the **Gambling** category, choose by **Group**.

Risk Class **Category** ▶ **Group**

[Productivity Loss](#) ▶ [Gambling](#)

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18

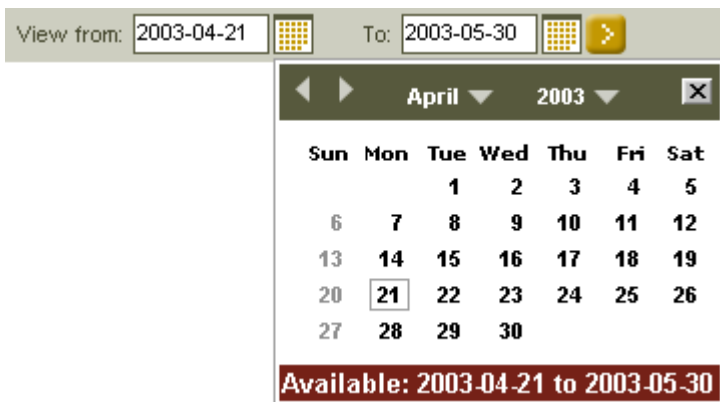
Group ▲	Hits ▲	View: Bandwidth [Kb]
▶ Acme Marketing	62	
▶ Acme Human Resources	66	
▶ Acme Domain Users	70	
▶ Acme Accounting	89	
▶ Acme Sales	99	

For more detail, to see which **users** in a particular **group** have Internet activity in the **Gambling** category, choose by **User** in the drop-down list under that **Group**.



Changing report dates

You can see the date range available in the database by moving your mouse slowly over the calendar icons, or by clicking on one of the calendar icons.



1. Limit the report by changing the date range.

Enter the new start or end date by typing over the previous date, or choose the start date or end date calendar icon.



Navigate inside the calendar to find the desired year and month for the start or end date of the report.

2. After the correct dates are chosen, click the **X** in the upper right hand corner of the calendar to close the calendar.
3. When you have adjusted both the start and end dates, choose the **Go** arrow to produce the new report.



If you choose a date that is outside the available range, when you click the **Go** arrow, you receive an error message and the date is automatically corrected to an available date.

Search for user

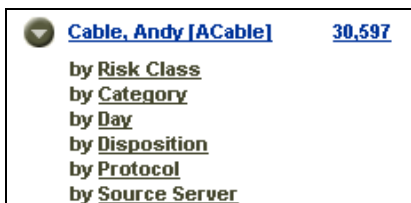
To find Internet usage for a particular person or group, choose **User** or **Group** in the left Search box. Enter part or all of the first or last name or group name in the second box. Make sure whatever you enter is the exact spelling.

In the following example, **andy** was entered in the Search for User box, then the **Go** arrow.

The screenshot shows the WEBSense Explorer interface. At the top, there are date selection fields for 'View from: 2003-08-17' and 'To: 2003-12-18', and a search bar with 'User' selected and 'andy' entered. A yellow 'Go' button is next to the search bar. Below the search bar, there are two arrows pointing to the search fields with the text 'search fields'. The main content area shows a table of internet usage data for various users, with 'Labb, Andy [ALabb]' having the highest hits at 30,756. The table has columns for 'User', 'Hits', and 'View: Bandwidth [Kb] Browse Time'. There are also links for 'Hide Names' and 'View Outliers'.

User	Hits	View: Bandwidth [Kb] Browse Time
Labb, Andy [ALabb]	30,756	
Lemon, Andy [ALemon]	30,735	
Labay, Andy [ALabay]	30,733	
Cable, Andy [ACable]	30,597	
Cabrera, Andy [ACabrera]	30,504	
Tran, Andy [ATran]	30,172	
Rabe, Andy [ARabe]	29,341	
Facrell, Andy [AFacrell]	20,427	
Las, Andy [ALas]	19,548	
White, Andy [AWhite]	17,575	
Labar, Andy [ALabar]	17,561	

Once you have located the specific user, choose the arrow to the left of the user name for a drop-down list to make further choices.



Hide Names

It may be useful to show a person or group a report, without showing individual user information.

Use the **Hide Names** link to display user IDs instead of user names.

Here is an example of an Outliers report with user names shown.

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
Clay, Anil	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63
Jones, Anil	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42
Ras, David	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00
Frank, David	Information Technology <i>Search Engines and Portals</i>	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96
LaVeau, Adam	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92
Pablo, Cindy	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85
LaVeau, Adam	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81

Using the example outlier report above for user Anil Clay, the new report with hidden user names would look like this.

Home ? Help

Statistical Outliers:
 Risk Class ▼ ◀
 -- Not Available --

[Show Names](#)

ws-nmace \ Explorer: 2003-08-17 to 2003-12-18 Output Spreadsheet

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
1035	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63
1032	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42
1069	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00
1070	Information Technology <i>Search Engines and Portals</i>	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96
1022	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92
1063	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85
1022	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81

The only change to the report is “Anil Clay” is replaced with “1035.”

The **Hide Names** link toggles back and forth with **Show Names**.

URL reports

To see specific addresses of Web sites that have been visited, run a URL report.

Choose the number of hits, or graphic bar, to get a URL report on that row.

Although you can request a URL report on any row, it is probably not very practical or even useful to generate a report with millions or even a hundred thousand URLs.

Also, Explorer is limited by your processor, available memory and network resources, and will time out on requests for large URL reports.

It is highly recommended that you drill down to get specific table report results before choosing a URL report.

The following list explains Explorer's default guidelines for displaying URL reports. These configuration settings can be changed in the `wse.ini` file. See the *Reporting Administrator's Guide* for details on changing configuration settings or contact your Websense Administrator.
















- Explorer displays URL reports with consolidated URLs (grouped by URL domain), unless the number of hits is more than 3,000.
- If the number of hits is more than 3,000, then the URLs display in time sequence, unless the number of hits is more than 30,000.
- If the number of hits is more than 30,000, the URLs are not grouped by URL or shown by time sequence. Instead, the hits will be displayed in random order.
- If there are more than 3,000 hits, you can try to override the constraint against requesting a report grouped by URL by choosing that option on the page. If there are more than 1,000,000, you will not be able to override the constraint.
- If there are more than 100 URL lines displayed in time sequence, they will be presented in pages.

In the following example, the URL report was defined by choosing **Group** as the primary report choice, then the specific group **Acme Accounting**, then **Category**. The results were then sorted alphabetically.

Group Category

[Acme Accounting](#)

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18

Category	Hits	View: Bandwidth [Kb]
Abortion	1	
Adult Material Adult Content	1,256	
Adult Material Lingerie and Swimsuit	353	
Adult Material Nudity	28	
Adult Material Sex Education	18	
Adult Material Sex	3,119	
Advocacy Groups	133	
Business and Economy	35,630	
Business and Economy Financial Data and Services	58,218	
Drugs Abused Drugs	1	
Drugs Marijuana	1	
Drugs Prescribed Medications	30	
Drugs Supplements and Unregulated Compounds	116	
Education Cultural Institutions	482	
Education Educational Institutions	7,253	
Education Educational Materials	800	

To see the URLs in the Adult Material - Adult Content category visited by this group, choose 1,256 (the number of hits) or the graphic bar beside the number. URLs will be shown by Hits, Bandwidth or Browse Time, depending on the measure that has been chosen on the main page.

[In Time Sequence](#) | Grouped by URL

Group Category
[Acme Accounting](#) Adult Material Adult Content

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18

Hits	URL
209	www.nofetish.com
152	www.playboy.com
60	playboy.com
41	www.goti.tv
36	www.cityvibe.com
24	www.liquidgeneration.com
20	www.jokes.com
20	www.bc777.com
15	images.google.com
12	www.celebsunzipped.net
12	www.xicn.net
10	www.respondsonrequest.com

To see this specific usage in chronological order, along with user names and full URLs if they're being logged, choose **In Time Sequence** at the top of the URL report.

In Time Sequence | [Grouped by URL](#)

Group: [Acme Accounting](#) Category: **Adult Material Adult Content**

Previous | [Next](#) [Hide Names](#)

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18 [Output Spreadsheet](#)

	User Name	Date/Time	URL	Category	Disposition	Hits	Bandwidth [Kb]
1	Corn, Andrew [ACorn]	2003-11-10 10:34:23	http://drijfzand.web1000.com/beach/drijfzand.com-beach.html	Adult Material Adult Content	Category Blocked	1	0
2	Fager, Becky [BFager]	2003-11-10 11:53:48	http://209.247.228.201/	Adult Material Adult Content	Category Blocked	1	0
3	Raagi, Nancy [NRaagi]	2003-11-10 11:53:48	http://209.247.228.201/	Adult Material Adult Content	Category Blocked	1	0
4	Ras, Bobby [BRas]	2003-11-10 15:47:32	http://www.nofetish.com/qwebcache/gcache.php	Adult Material Adult Content	Category Blocked	1	0
5	Tran, Andy [ATran]	2003-11-10 15:47:32	http://www.nofetish.com/qwebcache/gcache.php	Adult Material Adult Content	Category Blocked	1	0
6	Cable, Andy [ACable]	2003-11-10 16:50:41	http://www.nofetish.com/qwebcache/gcache.php	Adult Material Adult Content	Category Blocked	1	0
7	Fager, Becky [BFager]	2003-11-10 16:50:41	http://www.nofetish.com/qwebcache/gcache.php	Adult Material Adult Content	Category Blocked	1	0
8	Cable, Andy [ACable]	2003-11-10 17:43:14	http://www.nofetish.com/qwebcache/gcache.php	Adult Material Adult Content	Category Blocked	1	0

In the example, the first eight result rows are shown. You can page through the results by choosing **Next**. To look at the actual Web site visited, click on the URL, and the Web site will open in a new window.

Tips on Running URL Reports

- ◆ **URL reports on large number of hits** - Although you can request a URL report on any row, it is probably not very practical or even useful to generate a report with millions or even 100,000 URLs.

Also, Explorer is limited by your processor, available memory and network resources, and may time out on requests for large URL reports.

It is highly recommended that you drill down to get specific report results, before choosing a URL report.

- ◆ **Running a URL report as the first Explorer report** - Although you have immediate access to running URL reports, your request will be less likely to time out if other reports are run first. Drill down into some other reports before you try running a URL report.

Outliers

The outliers report shows which employees have the most unusual Internet activity in the database.

Outliers are shown by hits, bandwidth or browse time, depending on the choice made on the main page.

Outlier *variance* is calculated as the standard deviation from the mean.

Explorer calculates the average activity for all users per category, per day, per disposition, and per protocol, and displays the user activity that has the highest variance from the average.

Choose the **View Outliers** link in the upper right hand of the main page to display the outliers.

The screenshot shows the Websense Explorer interface. At the top, there is a navigation bar with 'Home' and 'Help' links. Below the navigation bar, there is a section for 'Statistical Outliers' with a 'Risk Class' dropdown menu set to '-- Not Available --' and a 'Hide Names' link. The main content area displays a table titled 'ws-nmace \ Explorer: 2003-08-17 to 2003-12-18' with an 'Output Spreadsheet' link. The table has the following data:

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
Clay, Anil	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63
Jones, Anil	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42
Ras, David	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00
Frank, David	Information Technology Search Engines and Portals	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96
LaVeau, Adam	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92
Pablo, Cindy	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85
LaVeau, Adam	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81

The rows are sorted in descending order with the highest variance shown first.

For each row, the values (hits, bandwidth or browse time) are shown for that user, for that category, on that day, resulting in that disposition, using that protocol.

For each row, an *Average* is shown which is the average value (hits, bandwidth or browse time) across users, for that category, on that day, resulting in that disposition, using that protocol.

The *Variance* shows the outlier calculation as compared to the average.

To see an individual user's access in this category over time, choose the user name.

Day	Hits	View: Bandwidth Browse Time
2003-11-11	2	
2003-11-12	30	
2003-11-13	1	
2003-11-14	2	
2003-11-17	1	
2003-11-19	22	
2003-11-20	11	
2003-11-21	10	
2003-11-22	2	
2003-11-24	2	
2003-11-25	17	
2003-11-26	4	
2003-11-29	1	
2003-11-30	6	
2003-12-01	646	
2003-12-02	3	

As you can see in the example report above, even though there was unusual activity by this user on this day, the activity for other days was not excessively high.

You can narrow the outliers report to a specific risk class, category, domain, user, group, day, disposition, protocol or source server IP. Drill down in Explorer's main page to obtain a specific report before choosing the **View Outliers** link. The specific report choices underlined and shown in blue will be reflected in the Outliers report.

For example, to get a report on outliers in the Travel category, choose **Category** as a primary report choice. Then, drill down in any choice underneath **Travel**.




Since Travel is now shown on the Main Page underlined and in blue, the Outliers report will be based on the Travel category.

Statistical Outliers:

Category

Travel

[Hide Names](#)

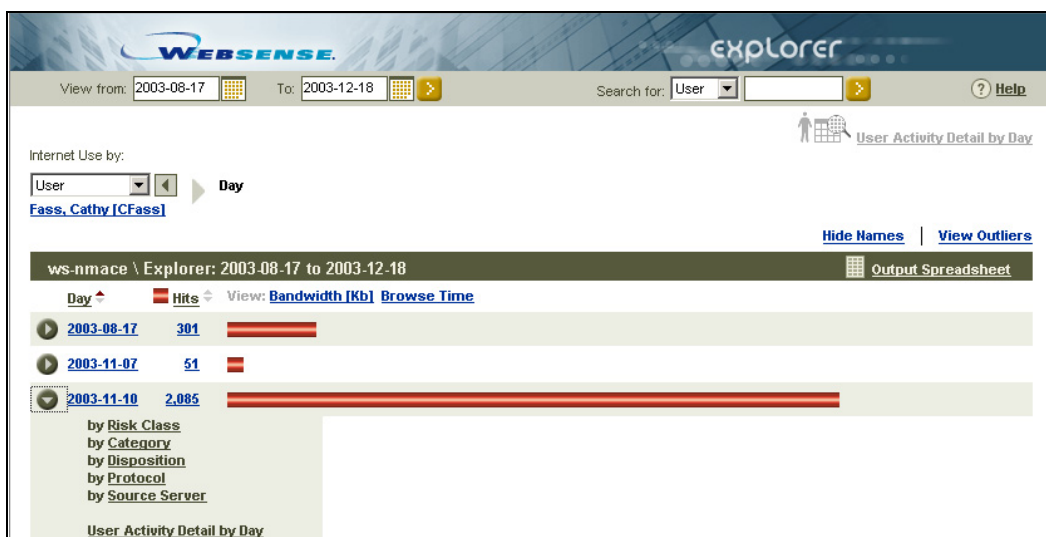
ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18  [Output Spreadsheet](#)

Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits
LaVeau, Adam	Travel	2003-12-08	Custom URL - Not Filtered	HTTP	791	75	6.11
LaVeau, Adam	Travel	2003-11-24	Category Blocked	HTTP	30	5	5.75
Brown, Bryan	Travel	2003-11-11	Custom URL - Not Filtered	HTTP	627	63	5.35
Dadi, Andrew	Travel	2003-12-08	Quota User Not Blocked	HTTP	22	3	5.23
LaVeau, Adam	Travel	2003-11-18	Category Blocked	HTTP	9	1	5.14
Pablo, Brian	Travel	2003-11-18	Category Not Blocked	HTTP	83	7	5.10
Ras, Bobby	Travel	2003-12-10	Category Not Blocked	HTTP	28	3	4.98
Corn, Andrew	Travel	2003-11-19	Category Not Blocked	HTTP	33	5	4.83
Madigan, Carel	Travel	2003-12-15	Quota User Not Blocked	HTTP	28	4	4.64
Frank, David	Travel	2003-12-10	Category Blocked	HTTP	5	1	4.64
Pablo, Cindy	Travel	2003-12-03	Category Not Blocked	HTTP	49	9	4.62
Madigan, Carter	Travel	2003-11-20	Quota User Not Blocked	HTTP	24	4	4.62
LaVeau, Adam	Travel	2003-11-18	Quota User Not Blocked	HTTP	53	8	4.61
LaVeau, Adam	Travel	2003-11-10	Category Not Blocked	HTTP	23	4	4.61
Smith, Andrew	Travel	2003-12-01	Category Not Blocked	HTTP	31	5	4.57

Timeline/Calendar View

This report shows activity for only one user at a time. Even if you have drilled down in other areas (such as category, risk class or disposition, etc.), the Timeline and Calendar View only reflects the date and user.

Drill down into an Explorer report, to choose both a **User** and a **Day**, so that this option becomes available.



You can use the link now available in the drill-down options or the link in the upper right hand corner of the page to run a Timeline/Calendar report.

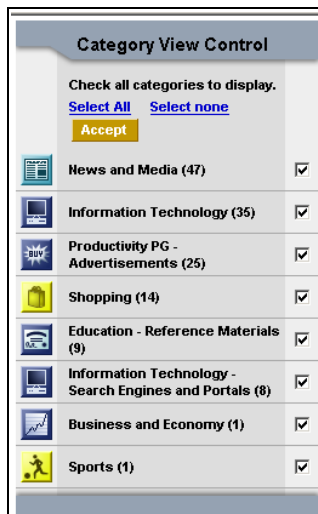
The link in upper right hand corner is available only when a **User** and **Day** are displayed as bold and underlined in the report choices across the top of the report.

In the example above, you would need to drill down further into any area in order to display the Day.

This timeline view shows the user's activity in five-minute increments. The categories are represented by icons.



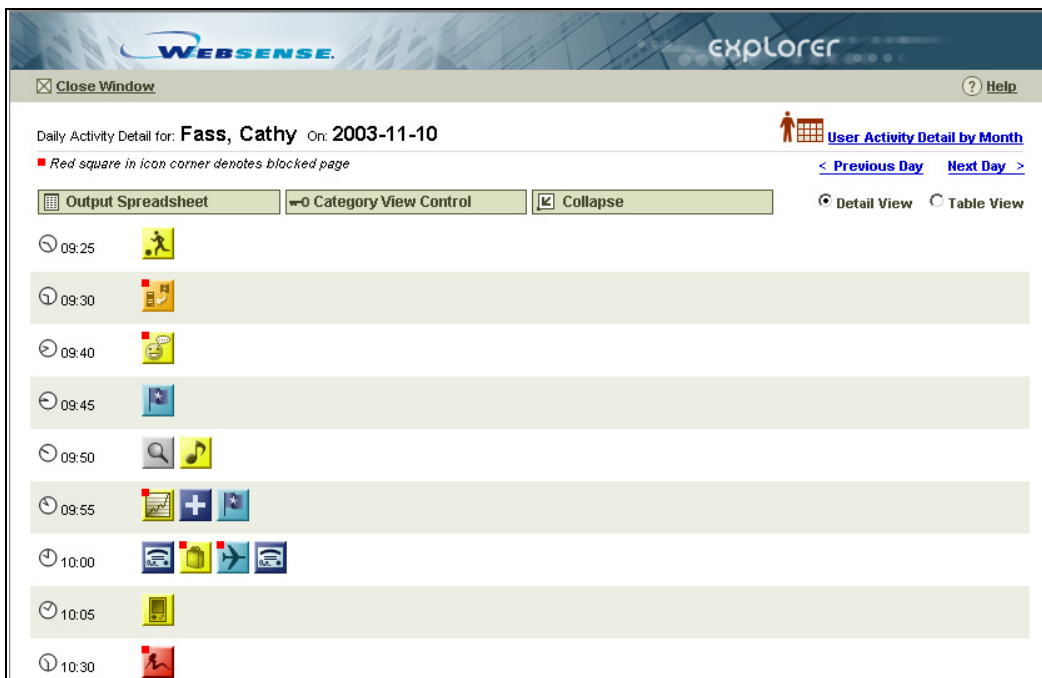
To see which categories are represented by which icon, choose the **Category View Control** button.



At the Category View Control, you can choose which categories to display and which categories to hide. The categories with a check mark in the check box will be displayed.

To hide a category, click inside the checkbox to remove the check mark, then click the **Accept** button.

In the following example report, the categories News and Media and Business and Economy have been hidden.



Choose the **Collapse** button if you want to hide hits that are very similar. This algorithm hides hits that have occurred within a particular time threshold (default is ten seconds), with the same base URL, category and disposition. See the *Websense Enterprise Reporting Administrator's Guide* for procedures on how to change the time threshold.

The **Collapse** button toggles back and forth with the **Expand** button. Click the **Expand** button to again see all the hits not restricted by the Category View Control.

To see the view in a column format, choose the Table View radio button.

Close Window ? Help

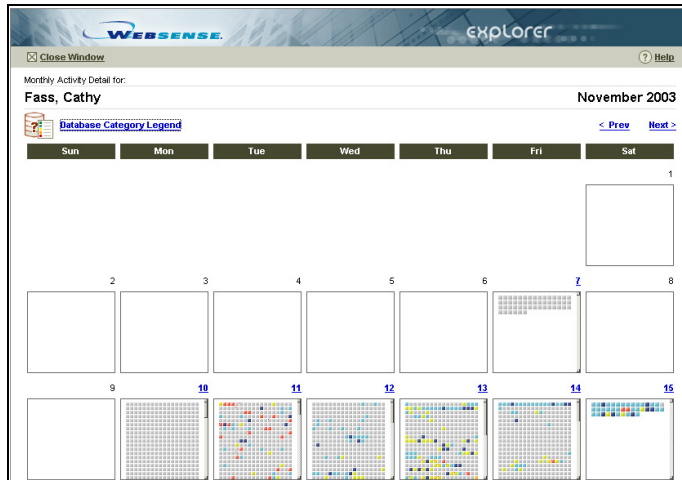
Daily Activity Detail for: **Fass, Cathy** On: **2003-11-10** [User Activity Detail by Month](#)

■ Red square in icon corner denotes blocked page

Output Spreadsheet
 Category View Control
 Collapse
 Detail View
 Table View

Date/Time	Category	Disposition	URL	Hits
2003-11-10 09:27:31	Business and Economy	Category Not Blocked	data.coremetrics.com	1
2003-11-10 09:29:38	Sports	Quota User Not Blocked	nfl.com	3
2003-11-10 09:31:29	News and Media	Category Not Blocked	www.twincities.com	5
2003-11-10 09:34:49	Productivity PG: Freeware and Software Download	Category Blocked	download.com.com	1
2003-11-10 09:35:11	Business and Economy	Category Not Blocked	56.0.194.103	9
2003-11-10 09:36:05	News and Media	Category Not Blocked	pqq.yahoo.com	1
2003-11-10 09:37:04	News and Media	Category Not Blocked	image.weather.com	1
2003-11-10 09:40:48	Productivity PG: Instant Messaging	Category Blocked	web.icq.com	1
2003-11-10 09:45:01	News and Media	Category Not Blocked	wisapidata.weatherbug.com	1
2003-11-10 09:46:13	Government	Category Not Blocked	134.186.4.204	2
2003-11-10 09:47:11	Business and Economy: Financial Data and Services	Category Not Blocked	finance.yahoo.com	1
2003-11-10 09:51:10	Productivity PG: Message Boards and Clubs	Category Blocked	groups.google.com	1
2003-11-10 09:53:39	Entertainment: MP3	Never Blocked	artists.mp3s.com	1
2003-11-10 09:53:56	News and Media	Category Not Blocked	interactive.wsj.com	1
2003-11-10 09:54:11	News and Media	Category Not Blocked	www.boston.com	10

To see a monthly view of thumbnails of each day's activity, choose User Activity Detail by Month.



The Database Category Legend link provides a key to the visual cues about the risk levels of the category icons displayed.



Exporting Explorer Reports

- ◆ Output to spreadsheet
- ◆ Searching
- ◆ Printing
- ◆ Sorting

Output to spreadsheet

Any Explorer report results can be exported to a Microsoft Excel spreadsheet by choosing the Output Spreadsheet icon on the far right side of the page.



1. Define the desired report. For example, the following report shows the categories of Internet usage by Andy Cable.


The screenshot shows a web interface for an Explorer report. At the top, there is a 'User' dropdown menu set to 'Cable, Andy [ACable]' and a 'Category' label. Below this is a breadcrumb path: 'ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18'. The main content is a table with columns for 'Category', 'Hits', and 'View: Bandwidth (Kb)'. Each row represents a category with a corresponding number of hits and a small red bar indicating bandwidth usage.

Category	Hits	View: Bandwidth (Kb)
Abortion	1	
Adult Material Adult Content	49	
Adult Material Lingerie and Swimsuit	3	
Adult Material Sex	62	
Advocacy Groups	3	
Business and Economy	959	
Business and Economy Financial Data and Services	1,826	
Drugs Supplements and Unregulated Compounds	2	
Education Cultural Institutions	7	
Education Educational Institutions	124	
Education Educational Materials	29	
Education Reference Materials	84	
Entertainment	423	
Entertainment MP3	2	
Gambling	2	
Games	88	
Government	508	

2. To produce an Excel file, choose the **Output Spreadsheet** icon or the **Output Spreadsheet** link.
3. Choose whether to **Open** the file, or **Save** it to your hard drive.

You need to have Microsoft Excel installed on your system in order to view the Excel files.

Your Excel file should look something like this.

	A	B
1	User	
2		
3	Cable, Andy [ACable]	
4		
5	Category	Hits
6	Abortion	1
7	Adult Material Adult Content	49
8	Adult Material Lingerie and Swimsuit	3
9	Adult Material Sex	62
10	Advocacy Groups	3
11	Business and Economy	959
12	Business and Economy Financial Data and Services	1826
13	Drugs Supplements and Unregulated Compounds	2
14	Education Cultural Institutions	7
15	Education Educational Institutions	124
16	Education Educational Materials	29
17	Education Reference Materials	84
18	Entertainment	423
19	Entertainment MP3	2
20	Gambling	2
21	Games	88
22	Government	508
23	Government Military	1
24	Government Political Organizations	12
25	Health	41
26	Information Technology	1659
 andy's categories /		

Searching

Since you are viewing Explorer reports through a Web browser, you can use the Web browser's search feature. Choose **Find (on this Page)** from the Edit menu to access the Web browser's search tool.













Printing

You can print Explorer reports via the Web browser's print function. To access the Web browser's print options, choose **Print** from the File menu.

Although Explorer reports have been set up to print more successfully than most Web pages, you may want to do some print testing to check the result.

Sorting

You can reorder the Explorer rows alphabetically by choosing the table heading at the top of the rows. In the following example, the small arrows to the right of Risk Class indicate that the column has been sorted alphabetically in ascending order.

Risk Class 	Hits 	View: Bandwidth [Kb] Browse Time
 Business Usage	318,372	
 Legal Liability	12,753	
 Network Bandwidth Loss	171,919	
 Productivity Loss	929,623	
 Security Risk	23,061	

You can also reorder the rows by ascending or descending value, by clicking the small arrows next to the current measure heading (Hits, Bandwidth or Browse Time) at the top of the rows. In the following example, the small arrows to the right of Browse Time indicate that the column has been sorted by value in ascending order.

Risk Class 	Browse Time 	View: Hits Bandwidth [Kb]
 Legal Liability	10:12:09	
 Security Risk	18:05:42	
 Network Bandwidth Loss	36:37:04	
 Business Usage	62:11:45	
 Productivity Loss	231:16:41	

Examples of Explorer Reports

- ◆ Examples of Business Questions
- ◆ Example 1: Rumor about hacking
- ◆ Example 2: Report of pornographic use
- ◆ Example 3: Too much personal shopping
- ◆ Example 4: How much blocking?
- ◆ Example 5: Relying on peer pressure
- ◆ Example 6: Explaining spike in network bandwidth
- ◆ Example 7: Productivity of group members
- ◆ Example 8: Show a user comparative use
- ◆ Example 9: Hottest job search sites
- ◆ Example 10: Instant Messaging bandwidth
- ◆ Example 11: Quick look at one employee for one day

Examples of Business Questions

You can browse around Websense Explorer by running quick reports just to get general information about employee Internet usage.

However, there may be specific areas of concern about how employees are actually using the Internet.

Following are some sample questions and how to find out the answers using Explorer.

- ◆ Is there any truth to the rumor that engineers in a particular group are trying to hack into restricted servers?
- ◆ Has a particular employee been visiting sites containing pornographic material?
- ◆ Are there employees that visit shopping Web sites more than occasionally?
- ◆ How often are employees trying to visit Web sites that are blocked by company policy?

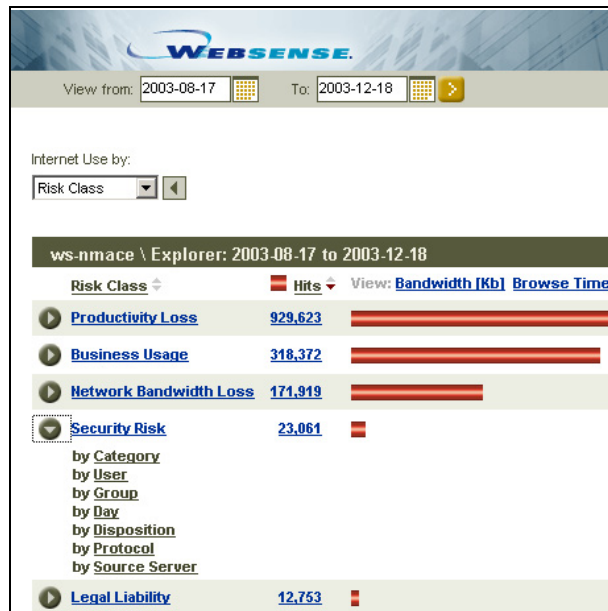
- ◆ Since we want to spend minimal resources overseeing discretionary employee Internet use, is there an organizational way to do this naturally?
- ◆ Is it possible that our network bandwidth problem last Thursday and Friday was the result of extraordinary usage triggered by an external event?
- ◆ How can our organization support a department manager who is concerned about possible productivity issues?
- ◆ Is there a way to privately show an employee his or her usage as compared to others in the company?
- ◆ Now that the job market has picked up and we need to advertise for external candidates, what are the current top job search sites for our industry in this area?
- ◆ How much of our bandwidth is being used by Instant Messaging?
- ◆ Can I get a quick look at one of my employee's Internet activity for last Friday?

Example 1: Rumor about hacking

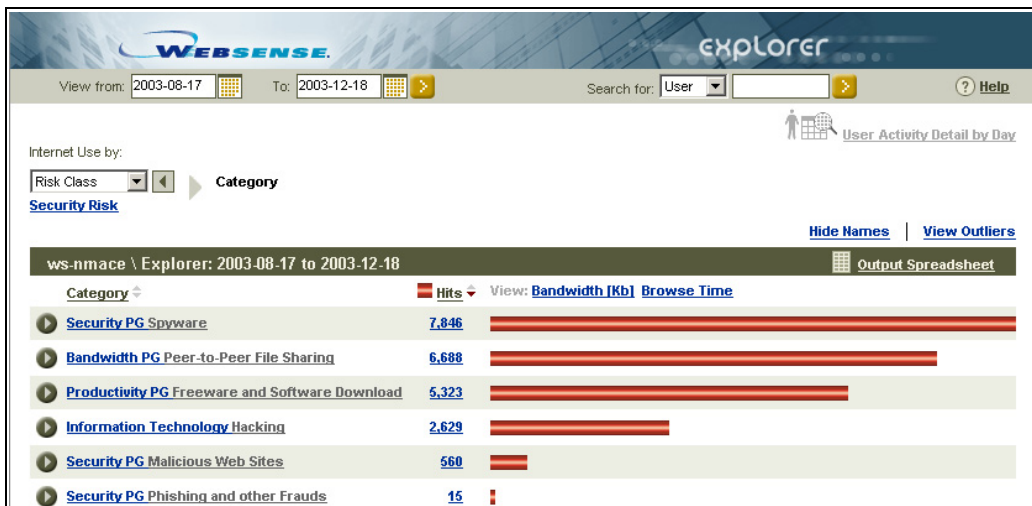
- ◆ Is there any truth to the rumor that engineers in a particular group are trying to hack into restricted servers?

While this question cannot be completely answered through Explorer, you can see if anyone in the company has been looking at hacking sites.

1. At Explorer's main page, select **Risk Class** as the primary report choice, then **Security Risk**.



2. Choose by Category.



There is some activity in this type of site, so you would want to drill down further.

3. Choose by Group.

Internet Use by:

Risk Class Group

[Security Risk](#)

ws-nmace \ Explorer: 2003-08-17 to 2003-12-18

Group	Hits	View: Bandwidth [Kb] Browse Time
Acme Sales	12,026	
Acme Accounting	11,620	
Acme Domain Users	10,907	
Acme Marketing	9,103	
Acme Human Resources	8,972	

From this report you can see the groups which have the most activity in this category.

Is one of them the particular group being discussed? If it is, it lends some credibility to the rumor. You may want to drill further into this report to obtain names for follow up.

Example 2: Report of pornographic use

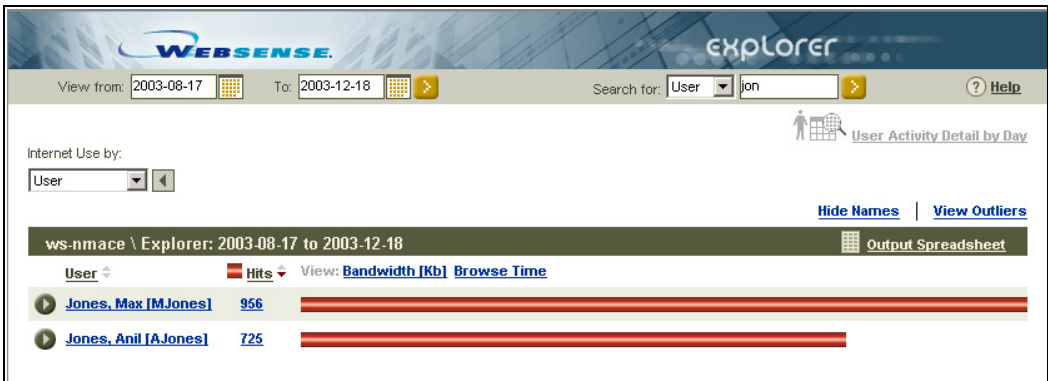
- ◆ Has a particular employee been visiting sites containing pornographic material?

A complaint has been received that employee Max Jones has been passing around photos obtained from a porn site.

1. Enter **jon** into the Search for User box.

Search for:

2. Choose the **Go** arrow.



3. Choose the number of hits by his name (956), or the graphic bar.

In Time Sequence | Grouped by URL

User: [User] [▼] [◀]

Jones, Max [MJones]

WS-NMACE \ wslogdb50: 2003-04-10 to 2004-04-05

Hits	URL
243	www.msnbc.msn.com
100	ad.doubleclick.net
40	server-us.imrworldwide.com
37	view.atdmt.com
31	xmleshop.msn.com
20	www.google.com
19	www.pcmag.com
18	www.msnbc.com
16	s16.sitemeter.com
15	popup.msn.com
12	finance.yahoo.com
11	www.artsjournal.com
11	www.bozzetto.com
10	us.it.yimg.com
6	turnpikefilms.com
6	www.cnn.com

You can see all the sites that Max Jones has visited. It does not appear he has been downloading material from porn sites during work.

You may want to double-check an unfamiliar site to make sure it does not contain adult content. Select that URL to view the site.

4. Choose **In Time Sequence** to see more detail about the URL domains that have been visited.

In Time Sequence | [Grouped by URL](#)

User:

Previous | [Next](#) | [Hide Names](#)

WS-NMACE \ wslogdb50: 2003-04-10 to 2004-04-05 [Outout Spreadsheet](#)

	User Name	Date/Time	URL	Category	Disposition	Hits	Bandwidth [Kb]
1	Jones, Max [MJones]	2004-02-19 13:11:51	wustat.windows.com	Information Technology	Category Not Blocked	1	2
2	Jones, Max [MJones]	2004-02-23 17:05:54	http://webcatcher.websense.com/test.html	Miscellaneous	Custom URL - Not Filtered	1	0
3	Jones, Max [MJones]	2004-02-23 17:49:53	http://www.msnbc.com/news/default.asp?ct=-340	News and Media	Category Not Blocked	1	29
4	Jones, Max [MJones]	2004-02-23 17:49:54	http://www.msnbc.msn.com/	News and Media	Category Not Blocked	5	149
5	Jones, Max [MJones]	2004-02-23 17:49:58	http://www.msnbc.msn.com/default.ashx?id/3089180/	News and Media	Category Not Blocked	5	111
6	Jones, Max [MJones]	2004-02-23 17:49:58	http://www.msnbc.com/m/sitecal.asp	News and Media	Category Not Blocked	1	4
7	Jones, Max [MJones]	2004-02-23 17:51:02	http://www.artsjournal.com/herman/	Education Cultural Institutions	Category Blocked	1	82
8	Jones, Max [MJones]	2004-02-23 17:51:06	http://www.artsjournal.com/herman/	Education Cultural Institutions	Quota User Not Blocked	1	37

Once you are satisfied that all sites in his report do not fall in the Adult Material category, you will be able to keep that information in mind during your meeting with him.

Example 3: Too much personal shopping

- ◆ Are there employees who visit shopping Web sites more than occasionally?

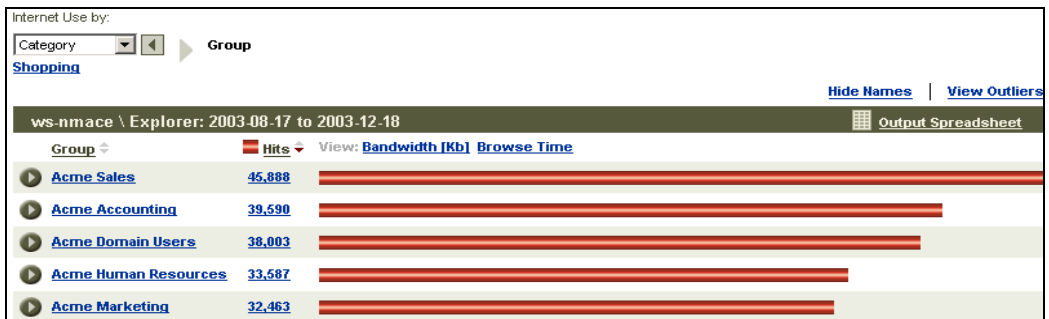
Your corporate Internet usage policy allows for some occasional personal shopping by employees. You would like to spot check to confirm that this policy is not being abused.

1. At Explorer's Main page, select **Category** as the primary report choice, then **Shopping**.

Remember that you can sort categories alphabetically by choosing the *Category* title at the top of the list.



2. Choose **any** of the items in the drop-down list to limit your outlier report to the Shopping category.



3. Choose the **View Outliers** link.

Statistical Outliers:
 Category:
 Shopping
[Hide Names](#)

ws-dashboard \ ExplorerDoc: 2003-08-17 to 2003-12-18							Output Spreadsheet	
Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits	
Clay, Anil	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63	
Clay, Anil	Shopping	2003-12-16	Quota User Not Blocked	HTTP	119	12	6.74	
Cabrera, Brian	Shopping	2003-12-12	Category Blocked	HTTP	58	10	6.56	
LaVeau, Adam	Shopping	2003-12-01	Category Blocked	HTTP	132	25	6.47	
Fass, Cathy	Shopping	2003-11-24	Quota User Not Blocked	HTTP	147	15	6.35	
Rabeck, Bill	Shopping	2003-11-19	Quota User Not Blocked	HTTP	247	13	6.08	
LaVeau, Adam	Shopping	2003-11-24	Category Blocked	HTTP	146	32	5.98	
LaVeau, Adam	Shopping	2003-11-26	Category Blocked	HTTP	128	26	5.92	
Labay, Andy	Shopping	2003-12-15	Never Blocked	HTTP	66	6	5.86	
Madiqan, Adam	Shopping	2003-12-03	Category Blocked	HTTP	93	17	5.82	
Corn, Andrew	Shopping	2003-11-19	Permitted with AfterWork	HTTP	137	12	5.82	
Pabalan, Dan	Shopping	2003-12-17	Quota User Not Blocked	HTTP	63	9	5.76	
LaVeau, Adam	Shopping	2003-12-02	Category Blocked	HTTP	62	15	5.71	
Pablo, Brian	Shopping	2003-12-04	Quota User Not Blocked	HTTP	134	15	5.66	

The outliers report is automatically sorted by variance, which means that the most unusual usage in this category displays on the first row.

You can easily see which users have above average activity in this category.

Example 4: How much blocking

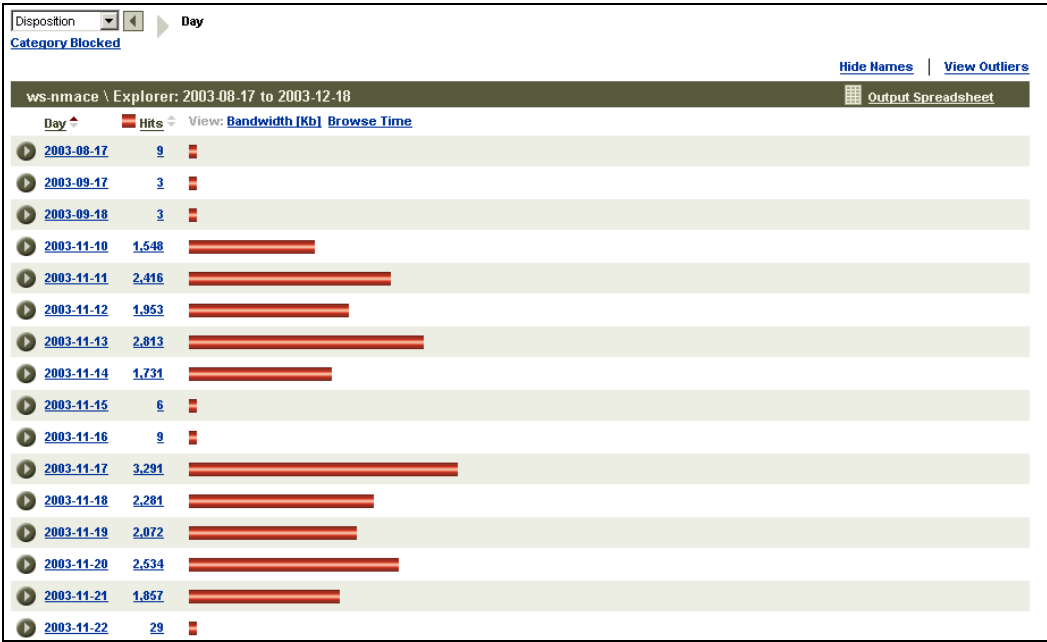
- ◆ How often are employees trying to visit Web sites that are blocked by company policy?

You have implemented a policy to block certain categories from being viewed by employees, and would like to know how valuable this policy has been to the organization.

1. At Explorer’s Main page, select **Disposition** as the primary report choice, then **Category Blocked**.



2. Choose by Day.



You can see from this report that on **weekdays** (and non-holidays), you are blocking up to 3,291 hits and always more than 1,500 hits.

Example 5: Relying on peer pressure

- ◆ Since we want to spend minimal resources overseeing discretionary employee Internet use, is there an organizational way to do this naturally?

You could choose to give everyone in your company access to Explorer. In this case, every user could view their own Internet usage, as well as how it compares to their manager and peers.

Every employee in the company would know that their Internet access would be transparent to everyone else as well. This would have the natural effect of limiting Web surfing to within appropriate limits.

Example 6: Explaining spike in network bandwidth

- ◆ Is it possible that our network bandwidth problem last Thursday and Friday was the result of extraordinary Internet usage triggered by an external event?

There was a major news event last Thursday. It is possible that employees checking News and Media sites caused the network bandwidth problem on Thursday and Friday. For this example, assume today's date is December 18th.

1. At Explorer's Main page, select **Risk Class** as the primary report choice, then the **calendar icon** next to the start date box.

View from: 2003-08-17 To: 2003-12-12

Risk Class

ws-dashboard \ Explorer

Risk Class

Productivity Loss

Business Usage

Network Bandwidth Loss 126,907

Security Risk 13,866

Legal Liability 11,907

Available: 2003-08-17 to 2003-12-18

By selecting the entire last week, you will be able to see Thursday and Friday's data as compared to the rest of the week.

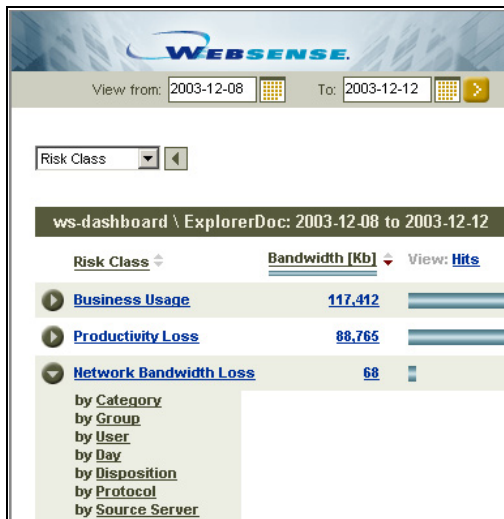
- Choose last Monday, December 8th, by clicking the forward arrow button to choose December, then **8**, then the **X** in the upper right corner.
- Select the **calendar icon** next to the end date box.

To: 2003-12-18

View: Bandwidth

Available: 2003-08-17 to 2003-12-18

- Choose last Friday, December 12th, by clicking **12**, then the **X** in the upper right corner.
- Select the **Go** arrow to activate your date choices.
- Choose to view **Bandwidth** instead of Hits, then choose **Network Bandwidth Loss**.



7. Choose by Day.



Bandwidth in the Network Bandwidth Loss risk class was actually higher on Wednesday than it was on Thursday (obviously the example has been simplified to make it easier to visualize). Although there might have been more activity in the News and Media category, it doesn't look like that was responsible for the network issues.

Example 7: Productivity of group members

- ◆ How can our organization support a department manager who is concerned about possible productivity issues?

You can permit this department manager to view Explorer reports only for her department members.

In order to use this feature, you need to populate the `USER_MANAGERS` or the `GROUP_VIEWS` table with the user IDs of the department manager and department members, or the appropriate group IDs. After this is complete, you can provide the department manager with a URL to use from her Web browser.

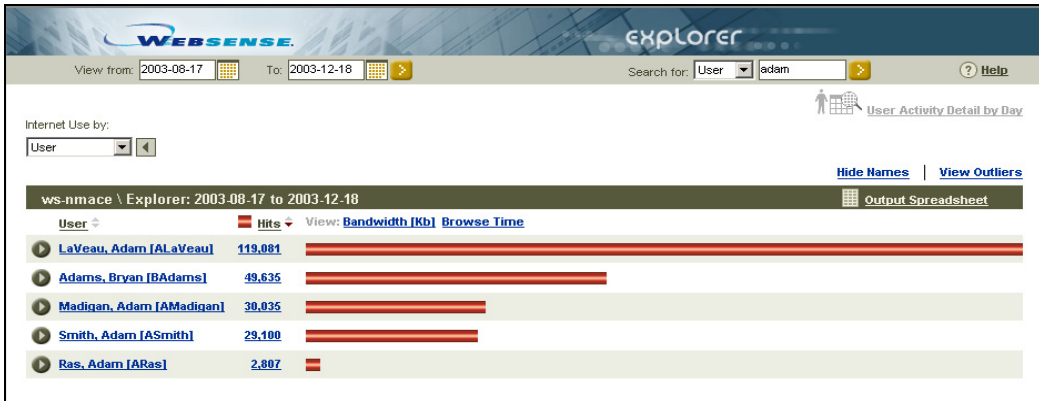
See the chapter on Department Level Reporting for details on how to populate this table, and how to determine the appropriate URL.

Example 8: Show a user comparative use

- ◆ Is there a way to privately show an employee his or her usage as compared to others in the company?

You have noticed from browsing around in Explorer that Adam LaVeau has much higher than average Internet use. Since his position should not require a great deal of time on the Internet, you would like to call him in and show Adam his usage compared to other employees, without showing him other employee names.

1. Enter **adam** into the Search for User box, then choose the **Go** arrow.



2. Choose **any** of the items in the **drop-down list** underneath Adam LaVeau to limit your next choice to this user. The following example uses risk class.



3. Choose the **Hide Names** button.

The screenshot shows a user selection dropdown with 'User' and '1022' (labeled 'user ID'). Below it, a report title reads 'ws-dashboard \ ExplorerDoc: 2003-12-08 to 2003-12-12'. The main table displays risk classes with their respective hit counts and bandwidth usage.

Risk Class	Hits	View: Bandwidth [Kb]
Productivity Loss	9,315	[Progress Bar]
Business Usage	2,822	[Progress Bar]
Network Bandwidth Loss	2,034	[Progress Bar]
Security Risk	36	[Progress Bar]
Legal Liability	28	[Progress Bar]

4. Make a note that Adam LaVeau's user ID is 1022.
5. Select one of the primary report choices (such as Risk Class) to expand the report to the entire database, but keep user names hidden.

Notice that the **Hide Names** link has changed to make the **Show Names** link available.

The screenshot shows the Explorer interface with a search range from 2003-08-17 to 2003-12-18. The report title is 'ws-nmace \ Explorer: 2003-08-17 to 2003-12-18'. The table below shows risk classes with significantly higher hit counts than the previous screenshot.

Risk Class	Hits	View: Bandwidth [Kb] Browse Time
Productivity Loss	929,623	[Progress Bar]
Business Usage	318,372	[Progress Bar]
Network Bandwidth Loss	174,919	[Progress Bar]
Security Risk	23,061	[Progress Bar]
Legal Liability	12,753	[Progress Bar]

Links: [Show Names](#) | [View Outliers](#) | [Output Spreadsheet](#)

6. Choose the **View Outliers** link.

Statistical Outliers:
 Risk Class:
[Show Names](#)

ws-nmace \ Explorer: 2003-08-17 to 2003-12-18							Output Spreadsheet	
Username	Category	Day	Disposition	Protocol	Hits	Average Hits	Variance Hits	
1035	Shopping	2003-12-01	Category Not Blocked	HTTP	646	23	7.63	
1032	Entertainment	2003-12-17	Category Not Blocked	HTTP	85	6	7.42	
1069	Non-HTTP	2003-12-03	Protocol - User Permitted	Yahoo - Attachment	28	3	7.00	
1070	Information Technology <i>Search Engines and Portals</i>	2003-12-18	Category Not Blocked	HTTPS	31	3	6.96	
1022	News and Media	2003-12-08	Category Not Blocked	HTTP	495	109	6.92	
1063	Non-HTTP	2003-12-10	Protocol - User Permitted	Windows Media	44	5	6.85	
1022	Sports	2003-11-23	Category Not Blocked	HTTP	53	3	6.81	
1035	Shopping	2003-12-16	Quota User Not Blocked	HTTP	119	12	6.74	
1066	Non-HTTP	2003-12-05	Protocol - User Permitted	Yahoo! Messenger	172	29	6.68	
1022	Information Technology <i>Search Engines and Portals</i>	2003-12-10	Category Not Blocked	HTTPS	131	9	6.66	
1045	Shopping	2003-12-12	Category Blocked	HTTP	58	10	6.56	
1022	Non-HTTP	2003-12-05	Protocol - User Permitted	MSN Messenger	663	170	6.52	

You can either print out this report or show it to Adam LaVeau on your monitor. Let him know his ID number, and show him that his usage is unusual compared with other employees in the organization.

Example 9: Hottest job search sites

- ◆ Now that the job market has picked up and we need to advertise for external candidates, what are the current top job search sites for our industry in this area?

There are thousands of job search sites, and you would like to quickly find out which ones will attract appropriate candidates for your industry and area.

1. At Explorer's Main page, select **Category** as the primary report choice.

▶ Health	738	▬
▶ Adult Material Sex	572	▬
▶ Shopping Internet Auctions	504	▬
▶ Premium Group II Peer-to-Peer File Sharing	352	▬
▶ Premium Group II Internet Radio and TV	291	▬
▶ Job Search	289	▬
▶ Society and Lifestyles Restaurants and Dining	276	▬
▶ Adult Material Adult Content	252	▬
▶ Religion Traditional Religions	209	▬
▶ Adult Material Lingerie and Swimsuit	204	▬

2. Choose the number of hits (**289**) on the same row as Job Search, or the graphic bar on the row.

Category ▾	
Job Search	
ws-dashboard \ ExplorerDoc: 2003-12-08 to 2003-12-12	
Hits	URL
50	recruiter.monster.com
47	jobsearch.monster.com
19	jobs.saic.com
18	sds.hrdpt.com
14	my.chief.monster.com
13	www.imdiversity.com
12	seeker.dice.com
11	technology.monster.com
10	www.shrm.org
10	www.spencerstuart.com
8	www.recruitingite.com
7	sdut.careercast.com
6	www.careerbuilder.com
6	www.6figurejobs.com
5	www.monster.com
4	www.ncber.com
4	www.jobsummit.com

You will see actual job search sites that people in your organization are browsing. This will give you insight into what job search sites are currently popular.

Example 10: Instant Messaging Bandwidth

- ◆ How much of our bandwidth is being used by Instant Messaging?

Currently you allow employees to use Instant Messaging, but you would like to see if it is eating up a large amount of bandwidth.

1. At Explorer's Main page, select **Protocol** as the primary report choice.
2. Choose to view by **Bandwidth** instead of Hits.

Protocol	Bandwidth [Kb]	View: Hits
Windows Media	1,221,342	
ssh	226,162	
RTSP (QuickTime RealPlayer)	205,687	
HTTPS	200,186	
MSN Messenger	129,329	
Terminal Services	50,993	
SMTP	28,291	
Yahoo! Messenger	9,686	
IRC	2,928	
NNTP	1,700	
AOL Instant Messenger or ICQ	278	
Telnet	28	
FTP	1	

You can easily view the bandwidth used by MSN Messenger, Yahoo! Messenger, and AOL Instant Messenger.

Example 11: Quick look at one employee for one day

- ◆ Can I get a quick look at one of my employee's Internet activity for last Friday?

You are looking at a report on the Olympics generated by one of your employees last Friday, and you need to find out the source of some of the information that was cited.

1. At Explorer's Main Page, search for the employee (Carlos Ford) using the Search for box.

The screenshot shows the Websense Explorer interface. At the top, there's a navigation bar with the Websense logo and 'explorer' text. Below it, a search bar contains 'User' and 'carlos'. The main content area shows 'Internet Use by:' with a dropdown menu set to 'User'. Below this, a table header indicates the search results for 'ws-nmace \ Explorer: 2003-08-17 to 2003-12-18'. The table has columns for 'User', 'Hits', and 'View: Bandwidth [Kb] Browse Time'. A single entry is visible: 'Ford, Carlos [CFord]' with 30,697 hits. There are also links for 'Hide Names', 'View Outliers', and 'Output Spreadsheet'.

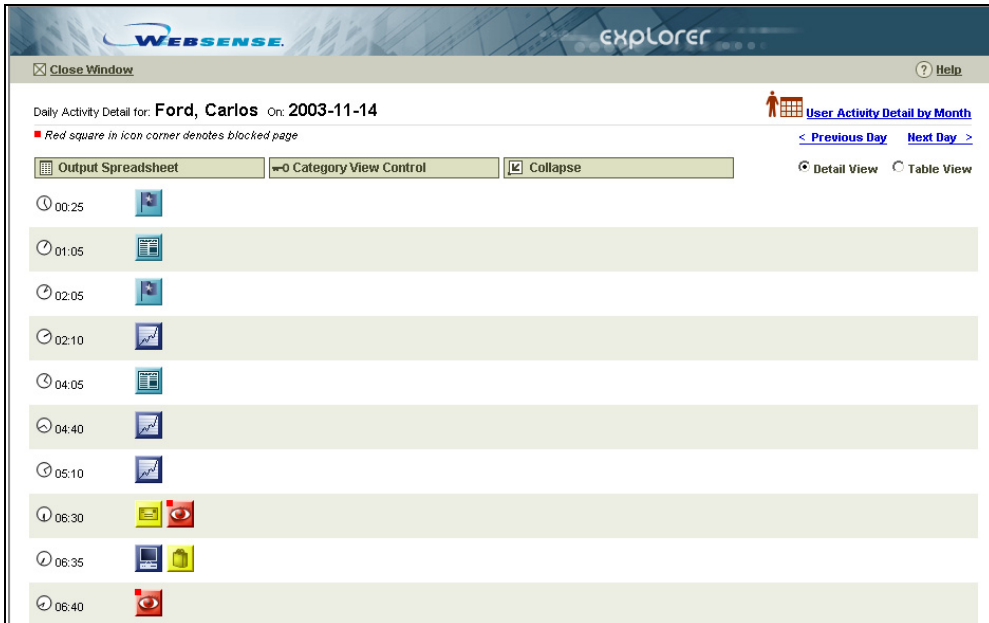
2. Then choose last Friday.

This screenshot shows the detailed report for Carlos Ford. The 'Internet Use by:' dropdown is now set to 'Day'. The table lists activity for several days in November 2003. The entry for 2003-11-14 is selected, showing 909 hits. Below the table, there are options to view the data 'by Risk Class', 'by Category', 'by Disposition', 'by Protocol', and 'by Source Server'. The 'User Activity Detail by Day' link is also visible at the bottom.

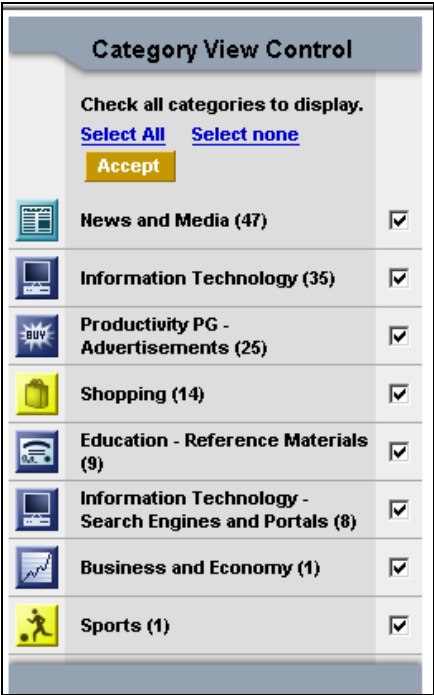
Day	Hits	View: Bandwidth [Kb] Browse Time
2003-08-17	333	
2003-11-07	22	
2003-11-10	994	
2003-11-11	1,392	
2003-11-12	817	
2003-11-13	576	
2003-11-14	909	

3. Select **View User Activity Detail by Day** from the drill-down choices.

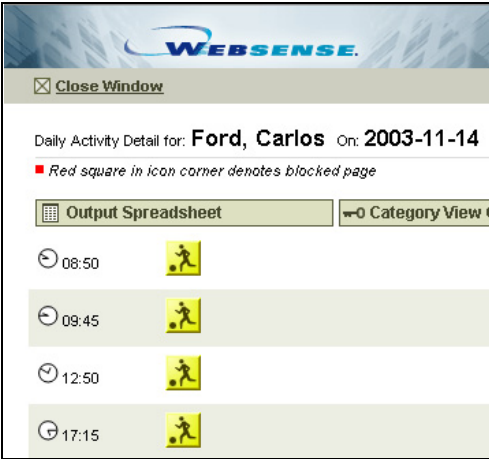
This timeline view shows the user's activity in five-minute increments. The categories are represented by icons.



4. To restrict the categories that will be displayed, choose Category Key.



- 5. Choose to view only Sports by deselecting all categories except Sports by clicking the **Select none** link. Then click on the checkbox next to the Sports category.
- 6. Choose the **Accept** button for your selections to take effect.



- To see a table view with columns, choose the **Table View** radio button.

The screenshot shows the Websense Explorer interface. At the top, there's a header with the Websense logo and the word 'explorer'. Below the header, there's a navigation bar with 'Close Window' and 'Help' buttons. The main content area displays 'Daily Activity Detail for: Ford, Carlos On: 2003-11-14'. There are navigation links for 'User Activity Detail by Month', '< Previous Day', and 'Next Day >'. Below this, there are control buttons for 'Output Spreadsheet', 'Category View Control', and 'Collapse'. The main data is presented in a table with the following columns: Date/Time, Category, Disposition, URL, and Hits. The table contains four rows of data, all categorized as 'Sports'. The URLs listed are www.sportsline.com, www.chargers.com, espn.go.com, and www.xtri.com.

Date/Time	Category	Disposition	URL	Hits
2003-11-14 08:52:00	Sports	Permitted with After/Work	www.sportsline.com	1
2003-11-14 09:48:29	Sports	Quota User Not Blocked	www.chargers.com	4
2003-11-14 12:52:39	Sports	Quota User Not Blocked	espn.go.com	3
2003-11-14 17:18:29	Sports	Category Not Blocked	www.xtri.com	2

- At the table view, you can click on any of the URLs in the right hand column to see the Web page that was visited.

Running Reports in Reporter

- ◆ Overview of running Reporter reports
- ◆ Choosing report criteria
- ◆ Using favorites
- ◆ Working with Internet Browse Time reports
- ◆ Running reports from the command line

Overview of running Reporter reports

To run reports in Reporter:

1. Choose a type of report.
2. Choose a specific report from one of the folders.
3. Choose the specifics about the report you want.
4. Generate the report.

Because the Log Database contains all the Internet activity for every employee, it can grow quite large. Depending on your machine, reports with large volumes of results to display may take a very long time. Try to narrow your report as much as possible by selecting specific report criteria before generating it.

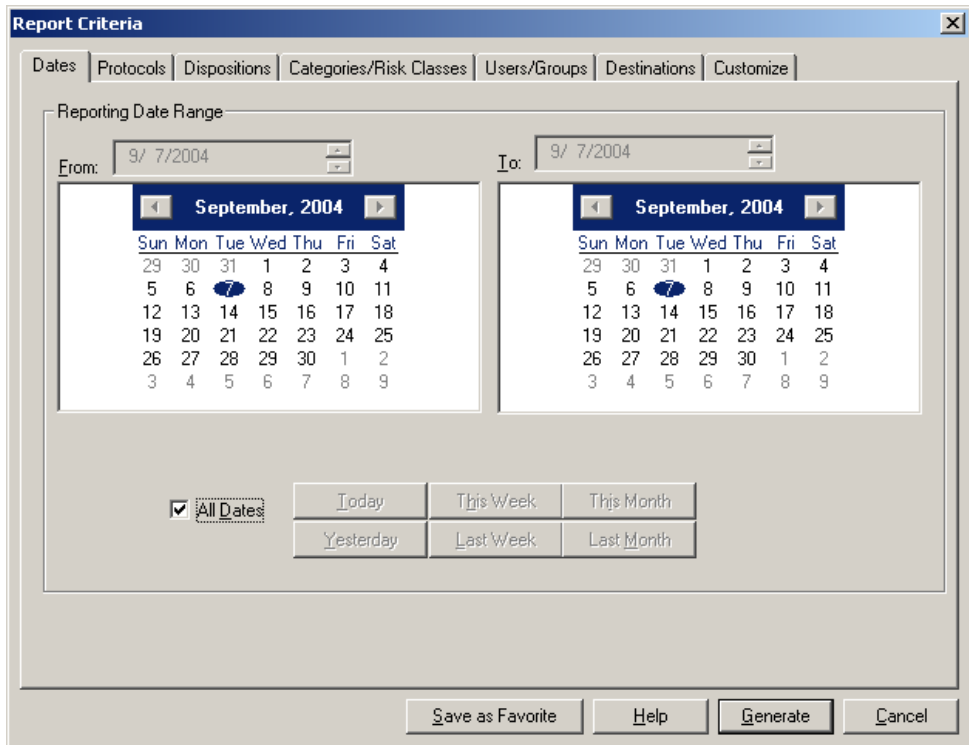


NOTE

Reporter uses the Windows print preview capability to display reports. Make sure that a default print driver is installed on your system, and that it is the appropriate driver for the operating system, before attempting to generate or print reports. The machine does not necessarily have to have a printer connected, but it must have a print driver installed.

If a default print driver is installed and Reporter is still having problems, then install another print driver for Reporter program to use. After doing that, go to `File > Print Setup` in Websense Reporter and select the newly installed printer from the dropdown list.

After you double-click a report type and specific report in the Workspace pane, the **Report Criteria** dialog box appears. The dialog box contains seven tabs, with settings for a date range, lists of available protocols, dispositions, categories/risk classes, users/groups, destinations and various customizable features such as header and logo selection. Click a tab to display its options.



Select Report Criteria, as described in this chapter. Then, click the **Generate** button at the bottom of the dialog box to create the report. Reporter evaluates the Log Database to identify entries that meet *all* selected report criteria. Combine report criteria selections carefully to avoid defining an empty report.

After establishing criteria for a particular report, you can save the settings for future use by clicking **Save as Favorite** on the **Report Criteria** dialog box before generating the report.

Choosing Report Criteria

In the **Report Criteria** dialog box you can select individual categories to be reported, as well as specific users, groups or IP addresses. The **Categories** tab lists all the categories in the Websense Master Database as well as any custom categories created via the Websense Enterprise Manager.

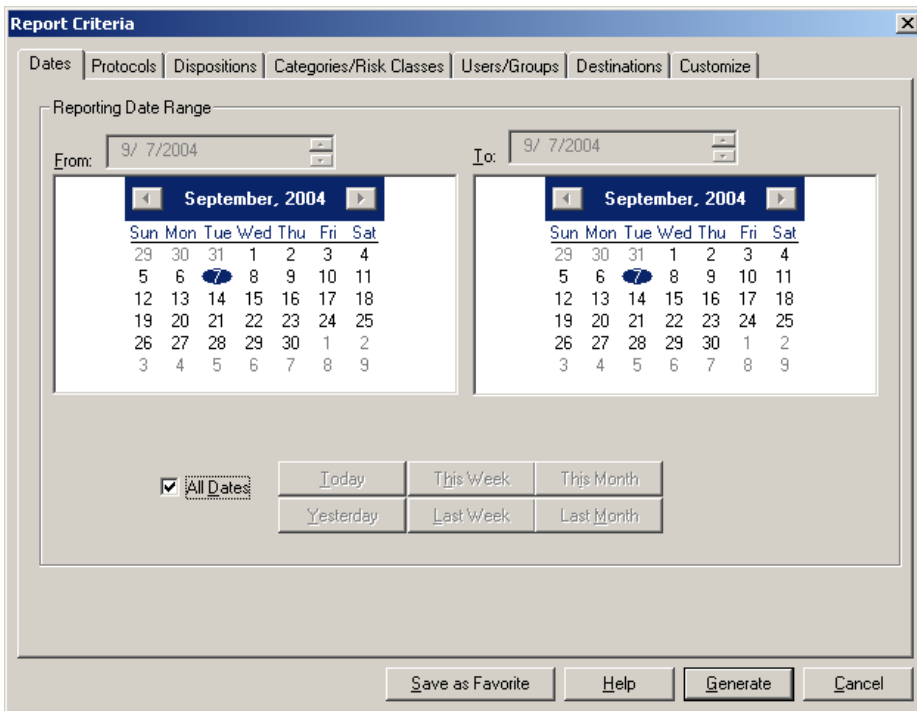
The **Users/Groups** tab lists all the users and groups identified in the Log Database, along with IP addresses for any Internet requests that do not include user or group information.

During startup, the Reporter application automatically checks the Log Database for changes to these two selection lists. This assures that the latest information is available in the **Report Criteria** dialog box. If you learn that changes have occurred during a Reporter session, use the **View > Refresh** command or press the **F5** key on your keyboard to quickly update the lists without closing and restarting Reporter.

Dates Tab/Trend Dates Tab

Use the **Dates** or **Trend Dates** tab to indicate what time period you would like the report to cover. Reporter combines date selections with other report criteria to determine the Internet activity reported.

All reports will show the Dates tab, with the exception of the Trend reports. The Trend reports will display the Trend Dates tab.



Select the desired **Reporting Dates** or **Week/Month Range** using one of the following methods.

- ◆ All Dates check box—This option is selected by default, indicating that all dates in the Log Database will be considered for the report. Uncheck this option to select a specific time period.
- ◆ Buttons on Dates Tab—Click a button under the calendars to quickly set a date range. Today and Yesterday buttons report information for the current or previous system date. This Week and Last Week buttons report information for a 7-day period from Sunday to Saturday. This Month and Last Month buttons report on the selected calendar month.
- ◆ Buttons on Trend Dates Tab—Click a button under the calendars to quickly set a date range. This Week reports information on the trend for the current week. The Last Month button reports information on the trend during the past month. The Last 3, 6, 12 or 24 Months buttons report information on the trends during those periods.
- ◆ From and To fields—Select the report's beginning and ending dates in these fields. If you click one of the buttons, the appropriate dates display in the From and To fields.
- ◆ Calendars—Click a date on the calendar below the From field to select it as the start date. Click a date on the calendar below the To field to select it as the end date.

**NOTE**

When generating reports at the command line or through the Scheduled Jobs feature, date settings made in the Report Criteria dialog box are not used.

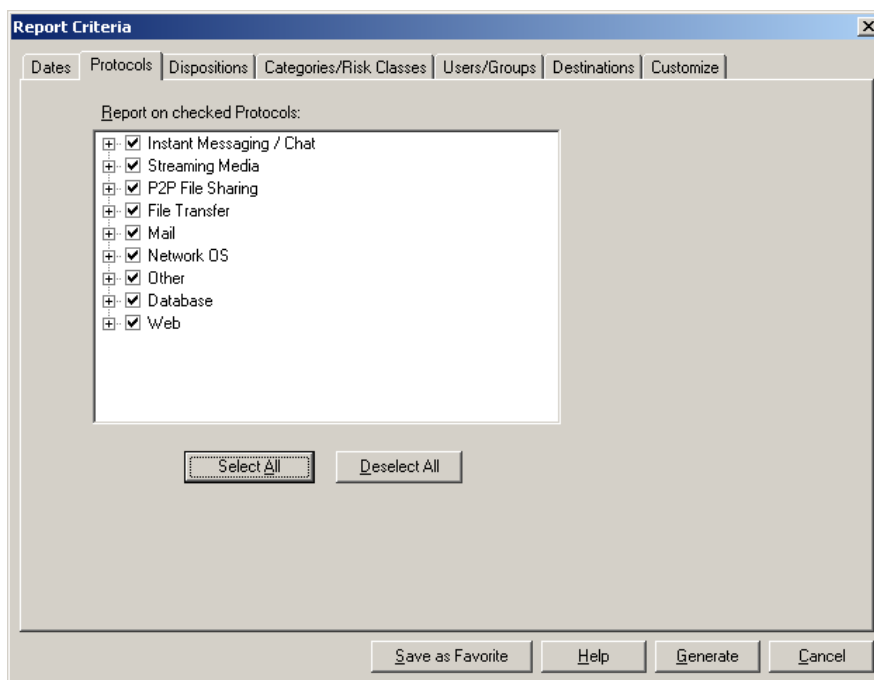
After setting criteria for all tabs, you can click the **Save as Favorite** button to save the settings for later use. Click the **Generate** button to create the report.

The date and time formats shown in reports reflect the Regional Settings established in the Windows Control Panel. See your Windows documentation for more information on changing date and time formats.

Protocols Tab

Use the **Protocols** tab to select the protocols you want to report on. Reporter combines protocol selections with other report criteria to determine the Internet activity reported.

The **Protocols** tab lists the protocols represented in the Websense Master Database. However, many Websense integration partners support URL filtering for only a limited number of protocols. Reporter can only generate reports for the protocols represented in your Log Database. See the *Websense Enterprise Installation Guide* specific to your integration for a list of protocols your integration product supports.



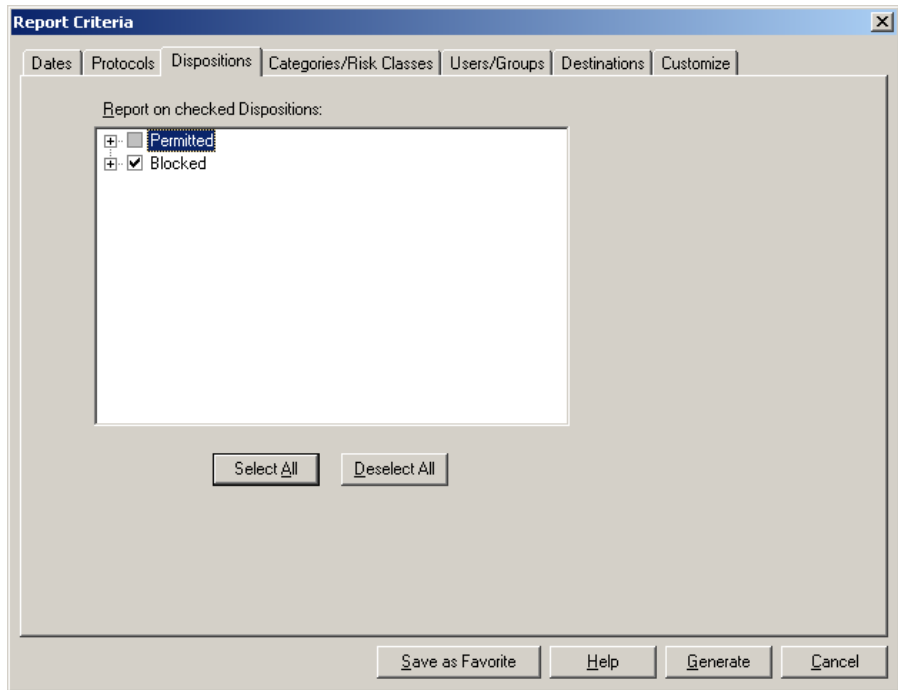
Check each protocol to be reported. The report omits Internet requests through any protocol with an unchecked check box. If nothing is selected when you click the **Generate** button, a message appears asking if you would like *all* protocols to be included in the report.

After setting criteria for all tabs, you can click the **Save as Favorite** button to save the settings for later use. Click the **Generate** button to create the report.

Dispositions Tab

Websense analyzes each URL request it receives to determine its proper disposition. The disposition represents the exact reason the request was permitted or blocked. Use the **Dispositions** tab to select the dispositions to be

reported. Reporter combines disposition selections with other report criteria to determine the Internet activity reported.



Check the dispositions you want to include in the report. Any unchecked dispositions will be omitted. If nothing is selected when you click the **Generate** button, a message appears asking if you would like *all* dispositions to be included in the report. Information on each selected disposition will be considered and used if compliant with settings on the other tabs.

After setting criteria for all tabs, you can click the **Save as Favorite** button to save the settings for later use. Click the **Generate** button to create the report.

Categories/Risk Classes Tab

The **Categories/Risk Classes** tab lets you choose either the categories or the risk classes to be reported. Reporter combines selections with other report criteria to determine the Internet activity reported.

When you open the Reporter window, Reporter retrieves the current **Categories/Risk Classes** list from the Log Database.

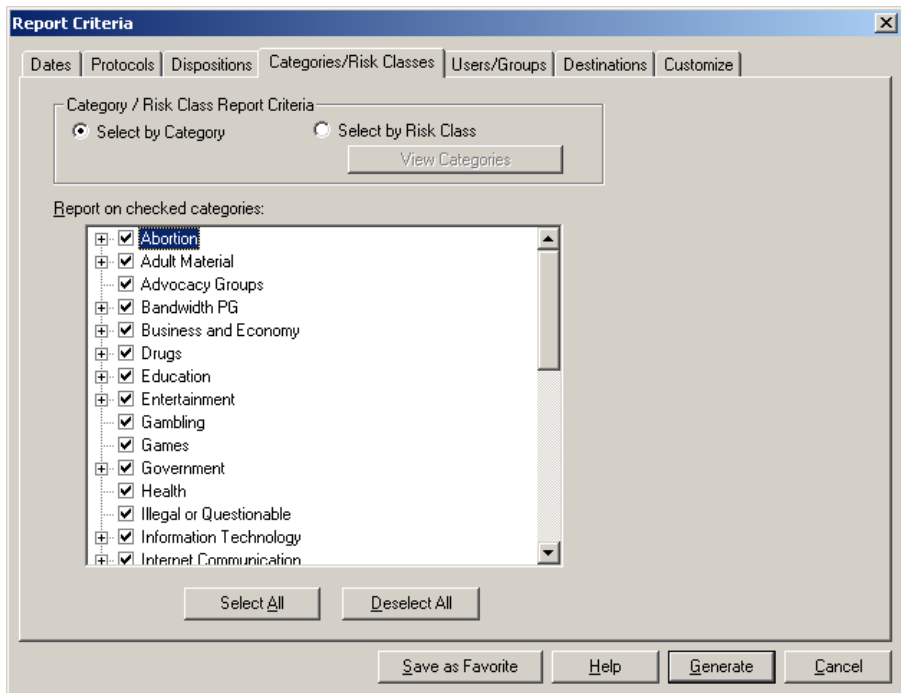
On the **Categories/Risk Classes** tab, check the categories or risk classes to be reported. If nothing is selected when you click the **Generate** button, a message appears asking if you would like *all* categories or *all* risk classes (depending on your selection) to be included in the report.

After setting criteria for all tabs, you can click the **Save as Favorite** button to save the settings for later use. Click the **Generate** button to create the report.

Select by Category

The categories in this list come directly from Websense, allowing you to report both the predefined categories contained in the Master Database, and any custom categories you create in Websense. (For descriptions of the categories contained in the Websense Master Database, see the *Appendix on Categories*).

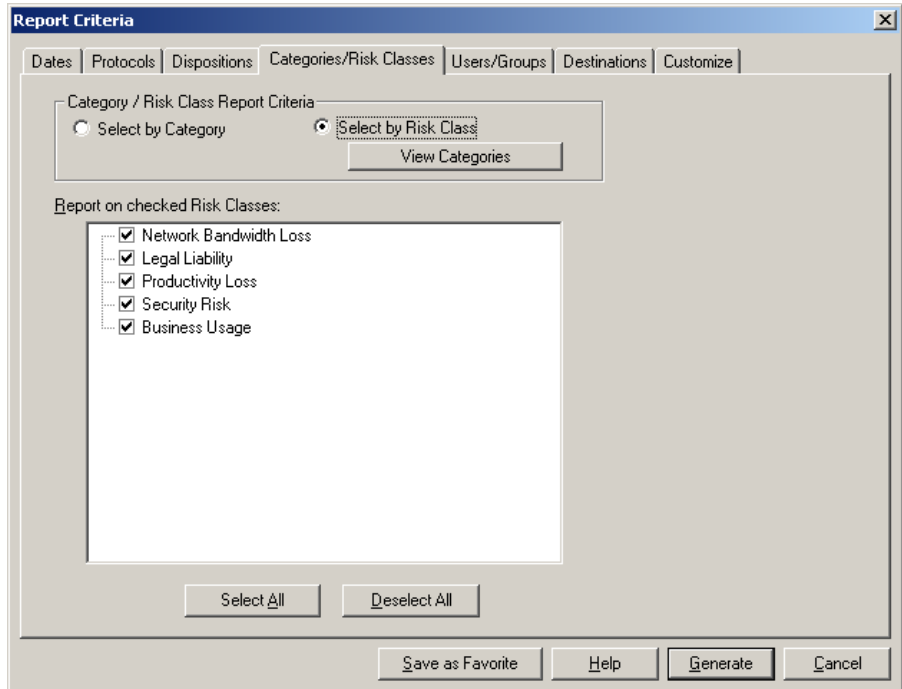
If you enabled reporting of sites the WebCatcher identified as possibly containing adult material, a special Potential Adult Material category appears in this list, as well.



Log Server periodically reads the current Websense category list and stores it in the Log Database.

Select by Risk Class

The risk classes in this list come directly from Websense, allowing you to report activity based on the risk classes for Websense Enterprise.

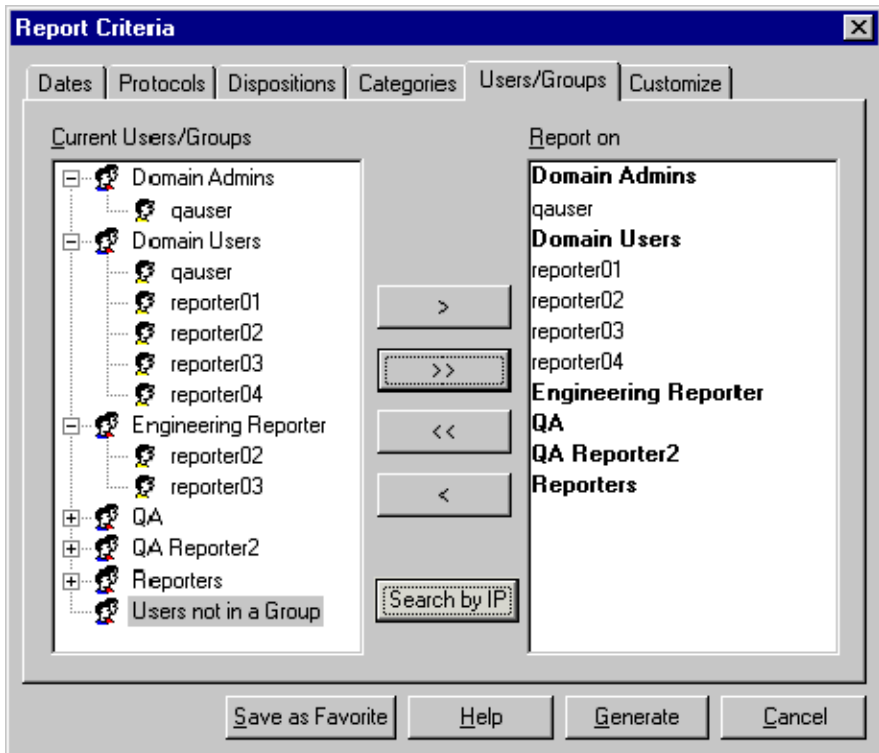


Categories in the Websense Master Database are classified into groups known as risk classes. Risk classes help to classify Websense categories into more measurable groupings and help you measure how employees' Internet usage can be classified into levels of risk. Risk classes include: **Legal Liability**, **Network Bandwidth Loss**, **Security Risk**, **Productivity Loss**, and **Business Usage**.

Appendix C shows the default mapping between risk classes and categories. This mapping can be modified in Websense Enterprise Manager.

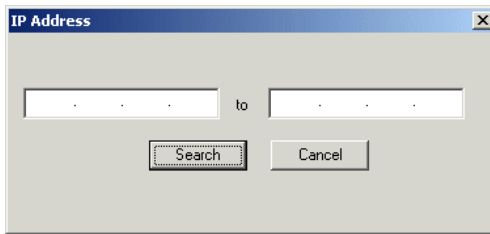
Users/Groups Tab

The **Users/Groups** tab lists all user names, group designations, and workstation IP addresses that appear in the Log Database. Use this tab to select the specific users, groups, and workstations to be reported. If nothing is selected, the report includes *all* users, groups, and workstations. Reporter combines user/group selections with other report criteria to determine the Internet activity reported.



The **Current Users/Groups** box lists all users and groups that exist in the Log Database. The **Report on** box lists users and groups you have already selected for the report. Select a user, group, or workstation in one list, and then click the right or left arrow button (< or >) to move it to the other list. To move all users, groups, and workstations from one list to the other, click the appropriate double arrow button (<< or >>). If nothing is moved from **Current Users/Groups** to **Report on**, then **All Users/Groups** appears under **Report on**.

You can choose to search for users by IP range by clicking **Search by IP**.

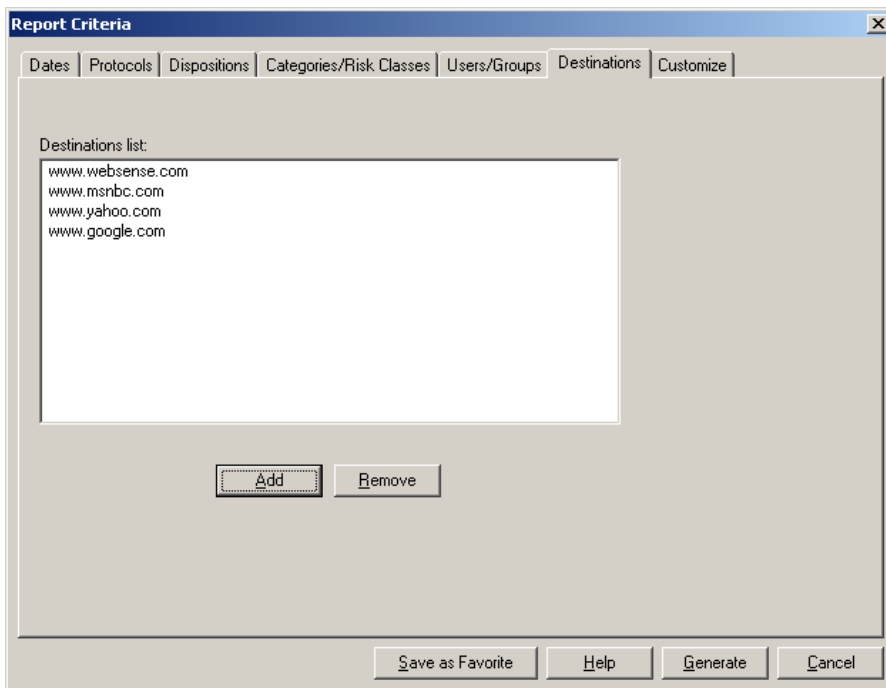


NOTE

If assigned to more than one group, a user's log information is reported with every selected group to which that user belongs. This duplication could inflate totals on group-oriented reports.

Destinations Tab

The **Destinations** tab allows you to add up to 10 URL domain names to use as additional report criteria. (Partial paths are not supported.)



By clicking the **Add** button, you can type the destination URLs that interest you for your reporting needs.

Customize Tab

The **Customize** tab provides options for tailoring individual reports to suit your needs.

The screenshot shows the 'Report Criteria' dialog box with the following settings:

- Report Title:** Top Categories by Blocked Internet Access
- Logo:** Include Logo; File Name: C:\Program Files\WebSense Reporter\Reporter\en\Template
- Cost Variable:** Value: 0 (Total)
- Report Only:** Top: 10
- Internet Browse Time:** Read Time Threshold: 3 Min

- ◆ **Report Title** – Enter a title of up to two lines for the report, or accept the default. The report title appears centered at the top of the report.
- ◆ **Logo** – Check the **Include Logo** option if you want to include a graphic in the upper left corner of the report. Then, use the **File Name** field to enter the complete path and file name of the graphic you want to insert (by default, the Websense Enterprise Reporter logo appears on each report). The graphic must be a bitmap (**.bmp**) file of no more than 16 colors and no larger than 180 x 80 pixels. Uncheck the **Include Logo** option to omit any graphic from appearing on the report. The .bmp of the logo does not need to reside on the same machine as long as you are using a mapped drive or a UNC (Universal Naming Convention) name.
- ◆ **Cost Variable** – Available only if the selected report contains cost information, use this field for reports that calculate the cost of Internet usage. The default value of this field is 0. For Internet Browse Time reports, enter the cost of Internet usage per hour per user. For Non-Internet Browse Time reports, enter the total cost of Internet usage for all reported users during the time period of the report.
Based on this cost variable and information from the Log Database, Reporter uses the following formulas to produce a cost figure for each

individual client (user, group, or workstation). Calculations vary depending on the report format.

- Internet Browse Time reports – Internet Browse Time reports calculate the cost of the time spent accessing the Internet by using the following formula: Enter the total cost of Internet usage for all reported users during the time period of the report.

Client total of Internet browse time for user or group x Cost Variable = individual cost

- Non-Internet Browse Time reports with cost information –all other reports that provide cost information use the following formula:

Client total of bytes transferred /Grand total of bytes transferred = % Percentage derived above x Cost Variable = individual cost



NOTE

All cost figures are calculated using one of these formulas and reported values are rounded. Consequently, Total Cost figures may be a few cents more than the sum of the individual line items in the report.

- ◆ **Report Only** – (default 10) Available only for “top” reports (such as Top Groups by Bytes Transferred), this field lets you set the number of objects to be reported. The default is the top 10 objects. The type of object reported may be categories, destinations, groups, or users, depending on the report format selected.
- ◆ **Read Time Threshold** – (default 3 minutes) Available only if the report contains internet browse time information. Because there is no way to determine what a user does (looks at the web page, talks to a co-worker, reads work-related print material, etc) once he or she has accessed a page, you must specify a “read time” to be used when calculating browse time. The Read Time Threshold is used by Websense to determine when one session ends and another starts.

Generate Report

After setting criteria for all tabs, you can click the **Save as Favorite** button to save the settings for later use. Click the **Generate** button to create the report.

Using Favorites

Websense Reporter allows you to define the criteria for a particular report, and then save that report definition for later use. The saved report definition is called a *favorite*.

Saving report definitions as favorite files also allows you to:

- ◆ quickly generate a report similar to one you've generated before,
- ◆ generate reports from the command line (see Chapter 9), and
- ◆ schedule reports to run at a later time (see Chapter 8).

Creating Favorites

1. Select a report by double-clicking it in the Workspace pane. A **Report Criteria** dialog box appears.
2. Enter report settings in the **Report Criteria** dialog box.

**NOTE**

Date settings established in the Report Criteria dialog box are not used for reports generated by the Scheduled Jobs feature or from the command line.

3. Click **Save as Favorite** at the bottom of the **Report Criteria** dialog box. A **Report Name** dialog box appears.
4. Enter a name for the report. Report names cannot exceed approximately 200 characters, including spaces.
5. Click **OK**. This report name appears on the Favorites list in the Workspace pane, and becomes the file name used in the Reporter directory.

Reporter saves the favorite as a `.fav` file in the Websense Enterprise Reporter directory (for example `Human Resources Monthly Report.fav`).

You can view the file name by right-clicking the report in the Favorites folder of the Workspace pane, and selecting **View File Name**.

Generating Reports from Favorites

1. Double-click the name of the favorite in the Favorites folder in the Workspace pane. A **Report Criteria** dialog box appears with established settings.
2. Make any desired changes for the current report.
3. Click **Generate** to create the report.

Modifying Favorites

1. Double-click the name of the favorite you want to modify. The **Report Criteria** dialog box appears.
2. Make changes as needed, and click **Save as Favorite**. A **Report Name** dialog box appears, displaying the current report name.
3. Retain the existing report name to modify the existing report definition. Enter a new report name to save the settings as a new favorite (the existing favorite remains unchanged).
4. Click **OK**.

Deleting Favorites

Favorites that have been used in scheduled jobs cannot be deleted. Other favorites can be deleted if they become obsolete.

1. Right-click the name of the favorite you want to delete.
2. Select **Delete** from the shortcut menu that appears.
3. Click **Yes** in the confirmation message box to delete the favorite file.

Scheduling Favorites

You can run selected reports on a repeated basis, at a specific time with the Scheduled Jobs feature. These reports can be saved on disk, or emailed to selected recipients. The chapter on *Exporting and Scheduling Reports in Reporter* provides information for scheduling report jobs through Reporter.

Working with Internet Browse Time Reports

Internet Browse Time reports are a unique subset of Management reports. These reports calculate the time users spend accessing the Internet and can include details about the time spent at each site and the cost associated with Internet browsing. Internet Browse Time is calculated using a special algorithm, and certain reports include a cost variable that your organization can edit.



NOTE

Internet Browse Time reports may not include all users or group information at the time of generation. Press F5 often to make sure that user and/or group information is available to Reporter.

		Group Internet Browse Time Detail	
		Date Range: All Dates	
Domain / Group	URL	Category	Internet Browse Time
NIS1			
CAM			
	www.yahoo.com	Information Technology: Search Engines and Portals	0:43:12
	cd.nmapquest.com	Education: Reference Material	0:17:48
	news.yahoo.com	News and Media	0:13:28
	nl.yahoo.com	Information Technology: Search Engines and Portals	0:13:22
	search.msn.com	Information Technology: Search Engines and Portals	0:11:38
	personalnews.yahoo.com	News and Media	0:11:26
	www.mapquest.com	Education: Reference Material	0:11:26
	www.msn.com	Information Technology: Search Engines and Portals	0:11:06
	storynews.yahoo.com	News and Media	0:09:46
	www.msnbc.com	Miscellaneous: Uncategorized	0:07:20
	www.sportscram.com	Business and Economy	0:07:06
	ad.doubleclick.net	Miscellaneous: Uncategorized	0:06:44
	www.megaupload.com	Miscellaneous: Uncategorized	0:06:36
	ad.doubleclick.net	News and Media	0:06:14
	gamezone.com	Information Technology: Search Engines and Portals	0:06:08
	lwl5fl.kwl5@hotmail.com	Internet Communication: Web-based Email	0:06:08
	activex.microsoft.com	Information Technology	0:06:04
	hgl.hitbox.com	Information Technology	0:06:02
	mltgramblew.com	Miscellaneous: Uncategorized	0:06:00



IMPORTANT

Do not enable caching at the integration level if you plan to generate Internet Browse Time reports. Be aware the consolidation feature on the Consolidation tab in Log Server and/or enabling integration-level caching may skew the accuracy of the report calculations.

Internet Browse Time reports have features, calculations, and behavior that are different from other Reporter reports. These include:

- ◆ Read Time Threshold and sessions
- ◆ Reporting on users and groups
- ◆ Calculation of cost value
- ◆ Top N
- ◆ Ads and Miscellaneous sites not included

Read Time Threshold and Sessions

Because it is difficult to determine whether the user is actually reading the page, performing another task, or is away from his desk entirely between requests, Reporter uses the Read Time Threshold as the basis for measuring browse time. Reporter determines the “browse time” for users by measuring specific points in time and associating them with page requests made to the Internet. The threshold is the number of minutes after which a new browsing session is defined.

A new session is defined each time an initial page request is made of a unique top-level domain, such as **www.sports.com** or when the Read Time Threshold is exceeded between requests.

For example, with the Read Time Threshold set to 3 minutes, an employee goes to **www.cnn.com**. If a request is made to **www.google.com** two minutes after the initial request to **www.cnn.com**, two minutes of browse time are assigned to **cnn.com**. A subsequent request to **www.msn.com** four minutes later will assign 3 minutes to **google.com** and begin a new session for **msn.com**.

The Read Time Threshold is added to the end of each session. Read Time Threshold is set in the **Customize** tab of the **Report Criteria** dialog box. The

default value is 3 minutes. However, you should change this value to suit your organization's Internet usage patterns.

The screenshot shows the 'Report Criteria' dialog box with the 'Customize' tab selected. The 'Report Title' field contains 'Top Categories by Blocked Internet Access'. The 'Logo' section has 'Include Logo' checked and 'File Name' set to 'C:\Program Files\WebSense Reporter\Reporter\en\Template'. The 'Cost Variable' section has 'Value' set to '0' and '(Total)'. The 'Report Only' section has 'Top' set to '10'. The 'Internet Browse Time' section has 'Read Time Threshold' set to '3' and 'Min'. At the bottom are buttons for 'Save as Favorite', 'Help', 'Generate', and 'Cancel'.

Reporting On Users and Groups

When multiple users share the same User ID, the data reflected on Internet Browse Time reports is cumulative for all the users with that ID.

Calculation of Browse Time Cost

In the case of Internet Browse Time reports, the value in the Cost Variable area of the **Customize** tab is interpreted as a cost of bandwidth per user per hour. Internet Browse Time reports calculate the cost of the time spent accessing the Internet by using the formula:

$$\text{Total of Internet browse time for user} \times \text{cost entered} = \text{individual cost}$$

Top N

All Internet Browse Time charts return Top N data. Top N is the number of objects reported in “top” reports (such as Top By Hits), where N is the number of objects you select in the **Report Criteria** dialog box.

For Internet Browse Time charts, the total of the report includes only the Top N. All other report types report the total as the Top N value plus all others.



NOTE

MSDE databases are limited to under 2GB. As Internet Browse Time reports are being generated, temporary records are written to the Log Database. If the Log Database grows to 2GB capacity during report generation, Reporter displays a message asking you to archive your data.

Ads and Miscellaneous Sites Not Included

To provide the most accurate measure of the time users spend browsing the Internet, the Internet Browse Time reports do not include hits to ads and Miscellaneous sites. For ads, these sites may sometimes be the embedded links at various sites. Some Web-based applications even do automatic lookups of other sites. If such ads and Miscellaneous sites were included in Internet Browse Time reports, they would inflate the reported time users spent browsing.

Therefore, if a user accesses **www.cnn.com**, which automatically spawns the ad, **http://ad.trafficmp.com/thisad/content/sellmoreproduct/product.html**, the Internet Browse Time report for this user does not reflect the “time spent browsing” the ad. It reports only the time spent at **www.cnn.com**.

Running reports from the command line

Websense Reporter offers a command-line capability that lets you archive log information or generate reports without opening the Reporter window. You can perform these activities manually by entering the command at the time you want to create the archive or report file. By using a Windows scheduling

service, you can export data or generate reports automatically, at scheduled times and days.

Command-Line Flags

The Websense Enterprise Reporter commands let you specify the criteria necessary to generate reports, and to archive Log Database information. Use these command-line flags to set criteria for generating reports or archiving Log Database information.



NOTE

Use the full file name to generate the report from the command line. If there are spaces in the file name, then the name must be contained within quote marks (") in the command.

Descriptions of the available command-line flags appear below. Unless otherwise noted, all flags must be followed by an appropriate value.

Flag	Action
-r	Generate a Summary or Detail report. This flag does not take a value, and cannot be used in the same command as the -a flag. You must include the -x flag in an -r command.
-a	Archive Log Database information. This flag does not take a value, and cannot be used in the same command as the -r flag.
-n	Generating Reports: The favorite file name, as it appears in the Favorites subdirectory in the Reporter directory. Archiving Log Database Information: The name of the file that holds the archived data. The name cannot contain any spaces and must not begin with a number.

Flag	Action
-f	<p>Start date for the time period to be reported or archived (for example: -f 1/1/1998). This flag must be used in conjunction with the -t flag.</p> <p>If you do not enter a date range within the command, Reporter generates a report or archives Log Database information using dates available in the selected Log Database.</p>
-t	<p>End date for the time period to be reported or archived (for example: -t 11/11/1999). This flag must be used in conjunction with the -f flag.</p> <p>If you do not enter a date range within the command, Reporter generates a report or archive Log Database information using all dates available in the selected Log Database.</p>
-s	<p>Automatically set a date range. This flag cannot be used in the same command as the -f or -t flags. Available values for this flag include:</p> <ul data-bbox="485 788 740 887" style="list-style-type: none">• Dx = time in days• Wx = time in weeks• Mx = time in months <p>Replace x with the number of days, weeks, or months you want to report on (for example: -s D3). Reporter starts with the current system date, and works back the indicated number of days, weeks, or months.</p>
-d	<p>Complete path to the directory for saving the generated report or archived Log Database.</p>

Flag	Action
-x	Export format of the report. This flag must be used in the same command as the -r flag. Specify the report format with one of the following. <ul style="list-style-type: none"> • CSV = Comma Separated Values • HTML32 = HTML 3.2 Standard • HTML40 = HTML 4.0 DHTML • PTEXT = Paginated Text • RTEXT = Rich Text Format • TEXT = Plain Text • TSV = Tab Separated Values • TTEXT = Tab Separated Text • WORD = Microsoft Word for Windows 2.0 and higher (<i>DO NOT</i> use for exporting charts) • XL5 = Excel 5.0 • XL7 = Excel 7.0 • XL8 = Excel 8.0 (recommended for tabular reports only)
-j	Identifies a specific job that you choose to run.
-init	No longer available - trend queries run as Daily Job.
-start	No longer available - trend queries run as Daily Job.
-end	No longer available - trend queries run as Daily Job.
-all	No longer available - trend queries run as Daily Job.
-disposition	No longer available - trend queries run as Daily Job.

Generating Reports

You can generate reports from the command line after saving them as Favorite files.

1. Create a Favorite file with the desired report criteria. The following steps summarize the procedure.
 - a. Select a report by double-clicking it in the Workspace pane.
 - b. Enter report settings in the **Report Criteria** dialog box.



NOTE

Date settings made in the Report Criteria dialog box are not used when generating reports from the command line. Date settings must be entered at the command line.

- c. Click **Save as Favorite** at the bottom of the **Report Criteria** dialog box.
 - d. Enter a name for the report. This report name appears on the Favorites list in the Workspace pane.
 - e. Click **OK**.
2. Select a Log Database for Reporter to generate reports from.
 - a. Select **Options** from the **Tools** menu. A **Select Data Source** dialog box appears.
 - b. Select the **Machine Data Source** tab.
 - c. Highlight the **Data Source Name** created for use with the Log Database.
 - d. Click **OK**. A **SQL Server Login** dialog box appears.
 - e. Enter the **Login ID** and **Password** you established for this database in your database engine. You can use the same login ID and password for all databases, or you can establish different user login IDs and passwords for different databases.

If you are not using a trusted connection for database communications, but the Use Trusted Connection option is checked, e uncheck it and enter the appropriate login ID and password.
 - f. Click **OK**. Reporter is now ready to generate reports from the selected Log Database.
 3. Close the Reporter window. You cannot generate reports from the command line while Reporter is open.
 4. Open a command prompt window.
 5. Change to the Reporter directory where the `Reporter.exe` is located.

**NOTE**

Generate reports from any directory by placing Reporter on the system path. See Windows documentation for details on working with the system path.

6. Enter a command to generate and export the report. For example:

```
Reporter.exe -r -n WSFavReport.1 -f 1/1/1998  
-t 11/11/1999 -d C:\Reports\TestRpt.xls -x XL8
```

This command would generate a report on Internet access information logged between January 1, 1998 and November 11, 1999. It would be named TestRpt.xls, and then exported as an Excel document to a directory called Reports, located on the C drive.

If you do not enter a date range within the command, Reporter generates a report using all dates available in the selected Log Database.

Exporting and Scheduling Reports in Reporter

- ◆ Scheduling reports
- ◆ Sorting information in detail reports
- ◆ Exporting
- ◆ Printing
- ◆ Searching the report data for specific text or numeric information
- ◆ Scheduling using the command line

Scheduling Reports

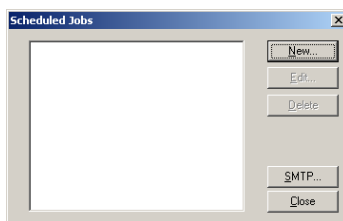
You can schedule one or more reports to generate at regular intervals, and then automatically email them to others or save them to a directory on the Reporter machine. Use the Job Scheduler Wizard to set up and maintain report schedules. Alternatively, you can schedule reports to generate from the command line.



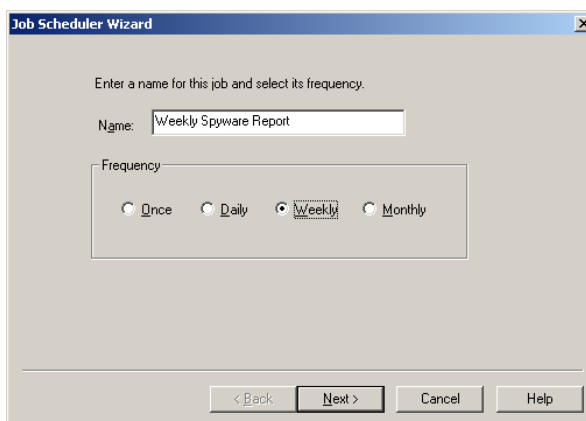
NOTE

Make sure your email system administrator has set a large enough email size limit on your network's email server. Otherwise, some large reports may not be delivered properly via email.

1. Open the **Tools** menu, and then select **Scheduled Jobs** to open the Job Scheduler Wizard.
2. Click **SMTP**, and enter the name or IP address of the SMTP server that will be used to email reports and job notifications, and then click **OK**.



3. Click **New** in the opening dialog box to create a new job.



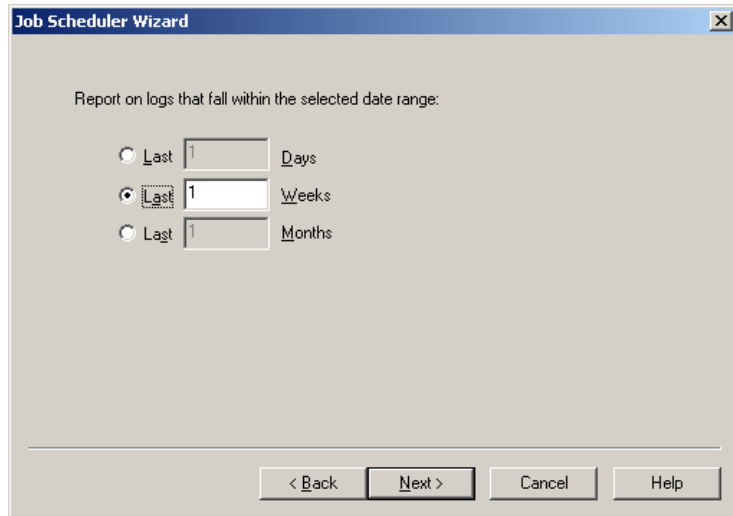
4. Establish a name for this job, and select the frequency (once, daily, weekly, monthly) for this job. Then, click **Next**.
5. Select options appropriate to the frequency selected in step 4, and then click **Next**.
 - Once – Enter the date for running the job.
 - Daily – Enter the number of days before the job repeats.
 - Weekly – Enter a number of weeks before the job repeats, and select the day(s) of the week on which it runs.
 - Monthly – Enter the number of months before job repeats, and select the day(s) of the month on which it runs.
6. Set the time period the reports will cover, and then click **Next**.



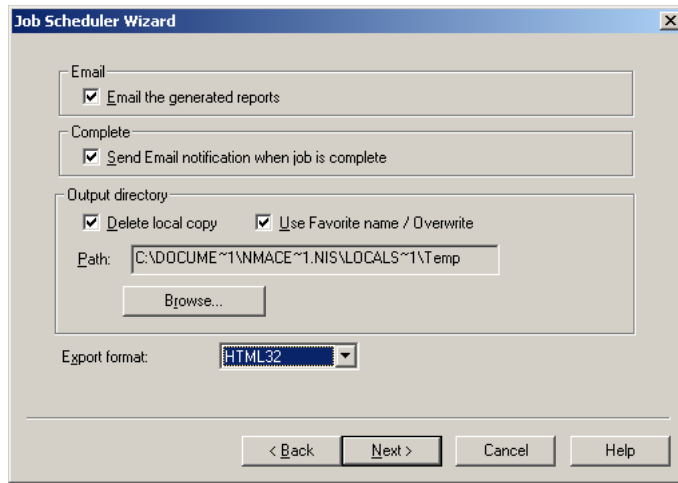
NOTE

The time period defined in the Job Scheduler Wizard overrides the time period established in the Report Criteria dialog box.

These settings are based on the date the reports run. For example, selecting the last 2 weeks means that each time the job runs it will prepare reports for the two weeks preceding the run date.



7. Enter the time at which the job should begin, and then click **Next**.
Depending on the size of the Log Database, a single report may take several hours to generate. Consider scheduling reports to run during a quiet time, such as after work hours.
8. Select the reports for this job, and then click **Next**.
The dialog box lists all the favorites you have saved. Use the arrow keys (< and >) to move selected **Favorites** into or out of the **Generate** list. Use the double arrow keys to move all reports between the two lists.
9. Select output options for the completed reports, and then click **Next**.



- Email generated reports – Check this option to send the completed reports to selected recipients via email.
- Send Email notification – Check this option to send a selected recipient an email message when the job is complete.
- Delete local copy – Check this option to delete the reports on the Reporter machine after they are sent via email. Uncheck this option to keep the reports on the local machine.
- Use Favorite name/Overwrite – Check this option to have the completed report files use the same name as the favorite file. Subsequent jobs will overwrite the existing report files with the new reports.
- Path – Click **Browse** and select a path for creating and/or storing the completed reports.



NOTE

Do not create or store reports in the Reporter/Favorites directory.

Uncheck this option to have each job create report files with unique file names (the favorite name followed by a unique number).

- Export format – Select the desired file format for the completed reports.

10. Select recipients, and then click **Next**, if you chose to email the completed reports or a notification. The options available differ depending on whether you selected to email the reports or only the notification.
 - **Email Notification Only**

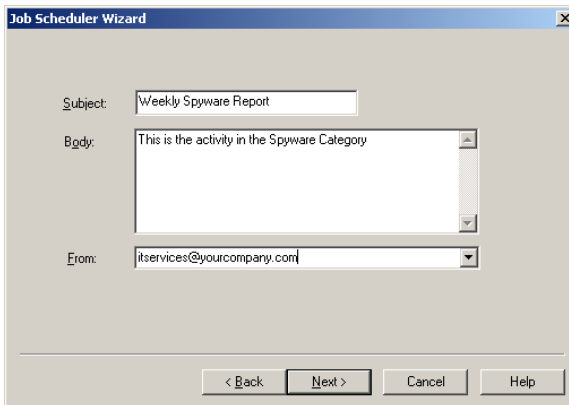
If you chose to send email notification but not to email reports, enter the email address to receive notification that the job has completed.
 - **Email Reports**

If you chose to email the reports (with or without email notification), a dialog box lists any email addresses previously added through the Job Scheduler Wizard.

New – Click this button to add new addresses to the list of potential recipients (on the left).

Delete – Click this button to delete selected addresses from the list of potential recipients (on the left).

Arrows (< and >) – Click the appropriate arrow button to move the selected address into or out of the list of recipients for this job (on the right).
11. If you chose to email reports, create the email message to accompany the reports, then click **Next**. This option appears only if you chose to send the completed reports via email in step 9.

The image shows a screenshot of the 'Job Scheduler Wizard' dialog box. It has a title bar with the text 'Job Scheduler Wizard' and a close button (X). The dialog contains three input fields: 'Subject' with the text 'Weekly Spyware Report', 'Bodj:' (Body) with a text area containing 'This is the activity in the Spyware Category', and 'From:' with a dropdown menu showing 'itservices@yourcompany.com'. At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

- **Subject** – Accept the default of the job name, or enter an alternate subject for the email message.
- **Body** – Enter text appropriate to all report recipients each time the job runs.

- **From** – Select the email address from which the reports are sent. If you also chose to send email notification when the job is complete, the address entered in this field is the address that receives the notification message.
12. Review the job definition that displays, and then click **Finish** to save the job and return to the opening Job Scheduler dialog box.
 13. Create additional new jobs, edit existing jobs, or delete jobs as needed. Then click **Close** to close the Job Scheduler Wizard.
 14. Close the Reporter window before the job's scheduled start time, but leave the machine running.



IMPORTANT

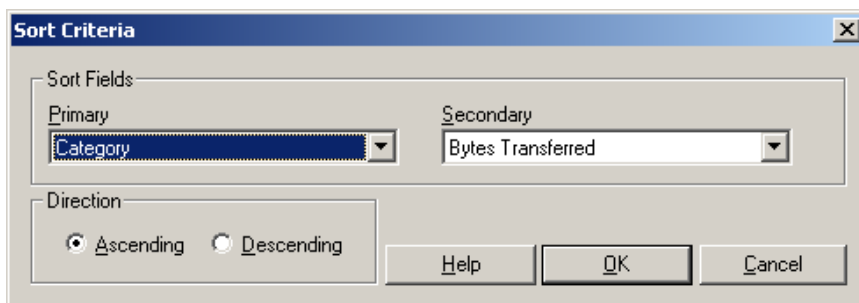
Scheduled jobs can start only if the Reporter machine is running and the Reporter window is closed.

It is recommended that you set up the Report Scheduler service to run as a user with administrative privileges. You can modify the service in the Administrative tools in the Windows control panel.

Sorting information in detail reports

Initially, Detail reports generate with a predetermined organizational structure. Sorting the information in these reports customizes the order of report data to suit the needs of your organization.

1. Generate a Detail report.
2. Select **Sort** from the **Report** menu. The **Sort Criteria** dialog box that appears offers options for sorting information according to the data in the selected columns of the report.



3. Select **Primary** and **Secondary** columns to sort from the drop-down lists. The columns in the selected report determine options in these lists.
4. Choose **Ascending** or **Descending** order.

Reporter uses the first character of each object to sort data. For example, if sorting IP addresses in descending order, an IP address beginning with the number 2 would come before an IP address beginning with the number 10, since Reporter only looks at the 2 and the 1.



NOTE

When sorting according to time, Reporter sorts for hours, minutes, and seconds. The displayed report, however, only reflects hours and minutes. As a result, when you sort for time, your report may show several times that appear to be the same.

5. Click **OK** to sort the report according to your selections. The new report replaces the original report in the Report pane.

Exporting Reports

Exporting reports to a file or application makes them accessible to individuals in your organization who are not running Websense Enterprise Reporter.



IMPORTANT

When reports are exported to an Excel file, the numbers are changed to character strings in order to support regional settings.

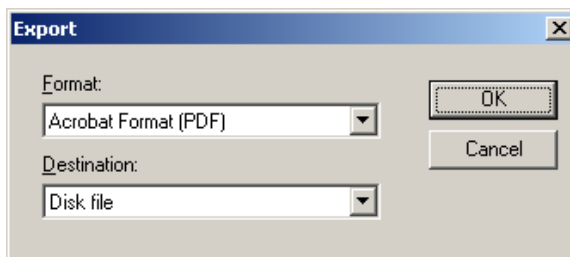
To use the exported Excel file as a spreadsheet, change the number character strings back to numbers inside Excel.

To export a report:

1. On the Report pane toolbar, click the **Export** button.



2. Choose a **Format** from the list in the **Export** dialog box that appears.



NOTE

Your export format choices will vary slightly depending on the applications that you have installed on the machine.

- Character-separated values – creates a text file that separates each report value with the character you choose. These files are suitable for import into various spreadsheet programs. When prompted, leave the **Same number formats as in report** option unchecked, or you may receive formatting errors.
- Comma-separated values – separates each value in the report by a comma. This format is suitable for importing the report into spreadsheet programs.

- Excel – creates a file that can be imported into Microsoft Excel version 5, version 7, or version 8 (recommended for tabular reports only). Be aware that bitmap files, such as a company logo, will be omitted from the exported file.



NOTE

For the best results, *do not* select an Extended Excel format.

HTML (3.2 Standard, or 4.0 DHTML) - Choose the version compatible with the browsers used to view the report. Keep in mind that reports in HTML format display most quickly in either Internet Explorer 5 or later, or Netscape 4.7 or later.

- Paginated Text – creates an ASCII text file with page breaks inserted after the number of lines you specify.
 - Rich Text Format – creates an RTF file that can be opened in various word processors.
 - Tab-separated text – creates a text file with a column of headings and totals, with each value enclosed in quotes and separated by a tab.
 - Tab-separated values – creates a text file with each report value enclosed in quotes and separated by a tab.
 - Text – creates a continuous ASCII text file for importing into a text editor.
 - Word for Windows document – creates a file formatted for import into Microsoft Word 2.0 or higher. (*Do not* export **charts** to Word for Windows format.)
3. Select a **Destination** from the list. Destinations comprise the locations to which reports can be exported. Available destinations appear below.
 - Application – Open the report in a program compatible with the selected export format. For example, a report exported as a Word for Windows document would open in a Microsoft Windows application.
 - Disk file – Save the report to any directory on your machine.
 4. Click **OK** to export the report.

Depending on the format and destination you selected, you may be asked for additional information, such as the number of lines per page for a paginated text file. Supply the requested information and click **OK**. (If you need to cancel the export for any reason, be sure to use the **Cancel** button. *Do not* click the x button in the top right corner of the dialog box.)



NOTE

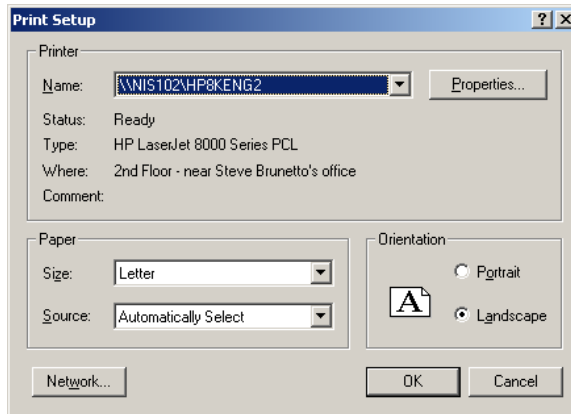
For Paginated Text files, set the number of lines per page to a value greater than one (1) to produce the best results.

After you supply the required information, Reporter generates a file in the requested format, at the specified location. Use a browser or other appropriate application to view and manipulate the data.

Printing Reports

Websense Enterprise Reporter lets you print any report open in the Report pane.

1. Select **Print Setup** from the **File** menu. A **Print Setup** dialog box similar to the one below displays options appropriate to your printer. The options available may vary according to your network setup.

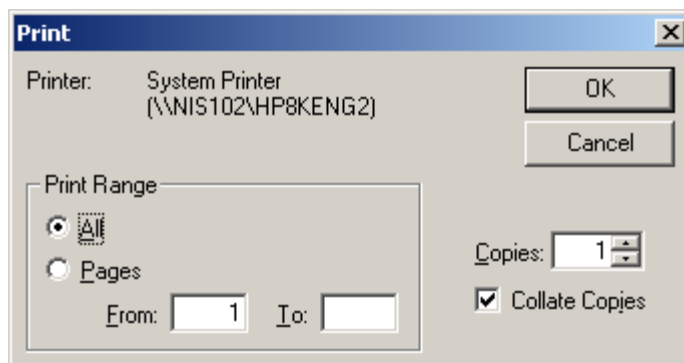


2. Select a printer and set other options, as needed.
3. Click **OK**.

4. Click the **Print** button on the Report pane toolbar of the selected report.



A **Print** dialog box appears.



5. Indicate which pages to print, the number of copies, and whether you would like the pages collated.
6. Click **OK** to print.

Searching the Report Data

Depending upon the criteria established, reports can be quite long. You can easily search reports for specific information, such as a user name or date.

1. Enter the text or numeric information of interest in the search field on the Report pane toolbar.



2. Click the **Search** button.
Reporter searches the report, starting from the current page, and highlights information that matches the search criteria. Continue clicking the **Search** button to find each instance of the selected information in the report.



IMPORTANT

If a search results in a report with highlighted blank fields, click the Search button to find the search criteria.

Scheduling Reports using the Command Line

You can automatically generate reports on a regular basis in an unattended command-line mode by using available Windows Services. First create a batch file with one Reporter command for each report or archive to be created. Then set up a schedule as described for the version of Windows that Reporter runs on.

Windows NT Schedule Service

Windows NT users can automatically run a batch file containing Reporter commands at regular intervals using the Windows NT Schedule service. The `at` command schedules and initiates programs to run periodically at selected times and days. To see a complete listing of `at` command parameters, type `AT/?` at the command line.

The Windows NT Schedule service must be running when the `at` command is issued. To start the service, double-click the **Services** icon on the Windows NT control panel. Highlight the **Schedule** service and click the **Start** button. Configure this service to start each time Windows NT starts by clicking the **Startup** button and selecting the **Automatic** option in the **Service** dialog box that appears.

To set up scheduled reporting or archiving from the command line:

1. Create a batch file by entering the following command:

```
edit report.bat
```

Replace `report` with a descriptive file name that meets your organization's naming conventions, but be sure to retain the `.bat` extension.

2. Edit the batch file so that it contains the full path to `reporter.exe`. Enter commands for archiving the Log Database or generating reports, as described earlier in this chapter. Each command must start on a new line.

**NOTE**

Using the `-s` flag to establish a general date range allows you to generate reports and archive information without updating the batch file.

3. Save the file.
4. At the command line, enter the `at` command with settings that dictate when you want the commands in the batch file carried out.

For example, the following sample `at` command adds a new job:

```
C:\>at 22:00 /every:friday /interactive
ic:\program files\websense reporter
```

The Schedule service assigns a job ID for each `at` command. To view existing jobs and their corresponding job IDs, enter the following command at the command line:

```
at
```

To delete a job command, enter the following command, replacing **1** with the correct job ID:

```
at 1 /delete
```

**IMPORTANT**

Changes in network topology, such as the addition of new workstations or users, may require that you edit report criteria in the favorite file to properly reflect the current user environment.

Windows 2000 Scheduled Tasks

Windows 2000 users can automatically run a batch file containing Reporter commands at regular intervals using the Windows Scheduled Tasks application. The Scheduled Tasks application schedules and initiates programs to run at selected times and days.



NOTE

When writing a batch file for use in Windows 98, add “start w/” to the beginning of every command line. This will delay execution of each command until the previous command has been completed, which is necessary for the batch file to work correctly in this operating system.

To set up scheduled reporting or archiving from the command line:

1. Create a batch file as follows:
 - a. Enter the following command to create a batch file:

```
edit report.bat
```

Replace `report` with a descriptive file name that meets your organization's naming conventions, but be sure to retain the `.bat` extension.
 - b. Enter commands for archiving the Log Database or generating reports, as described earlier in this chapter. Each command must start on a new line.



NOTE

Using the `-s` flag to establish a date range allows you to generate reports and archive information without updating the batch file.

- c. Save the file.
2. Select `Start > Programs > Accessories > System Tools > Scheduled Tasks`.
3. Select the batch file you just created from the list.
4. Set days and times for the batch file to run.



IMPORTANT

Changes in network topology, such as the addition of new workstations or users, may require that you edit report criteria in the Favorite file to properly reflect the current user environment.

Examples of Reporter Reports

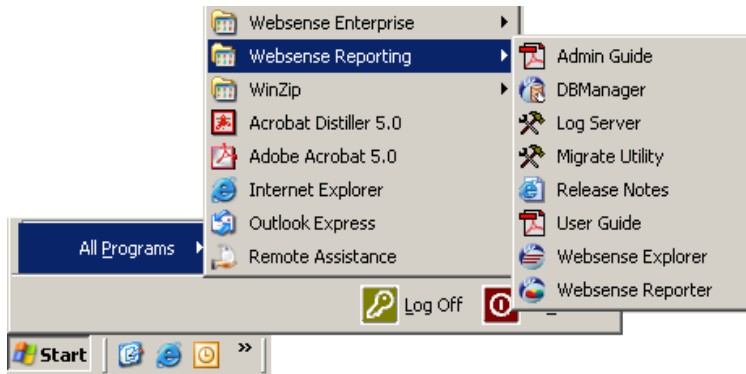
- ◆ Example 1: Activity in the Spyware category?
- ◆ Example 2: Liability risk
- ◆ Example 3: Lost money from Productivity Loss

Example 1: Any activity in the Spyware category?

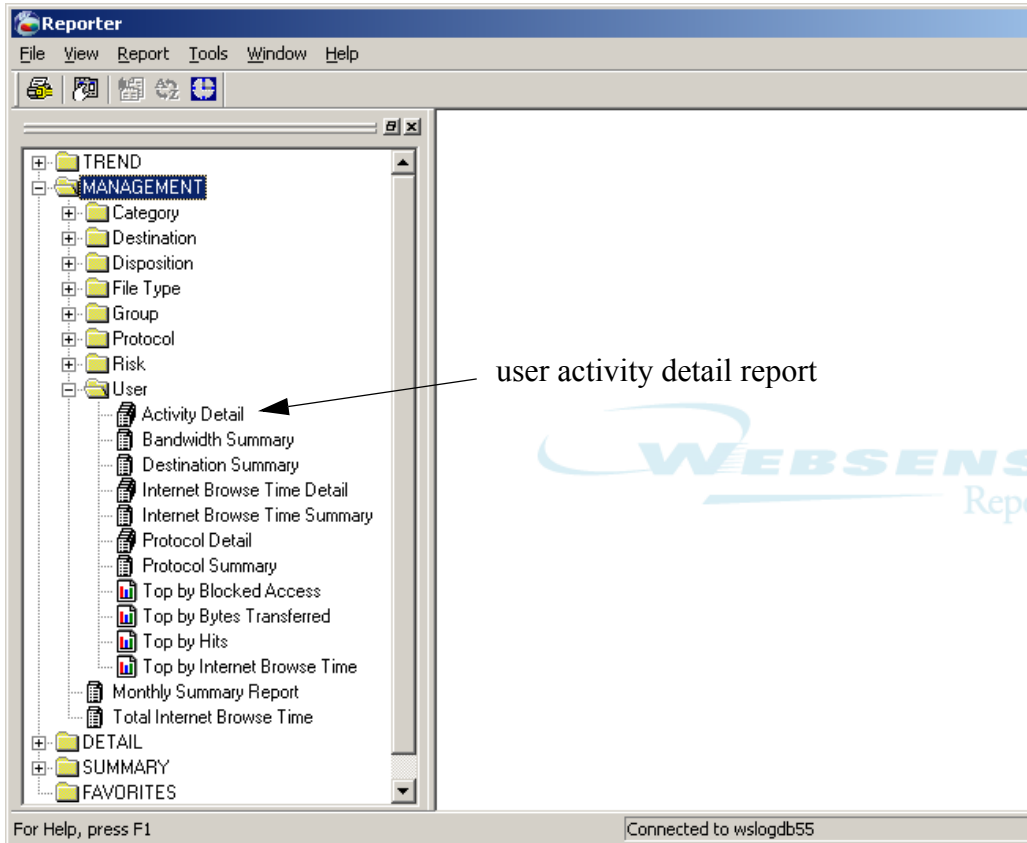
You may find it particularly useful to find out whether there has been any activity in the Spyware category.

You can set up a report in Reporter to run every week to check on the Spyware category. This report can be automatically emailed to you.

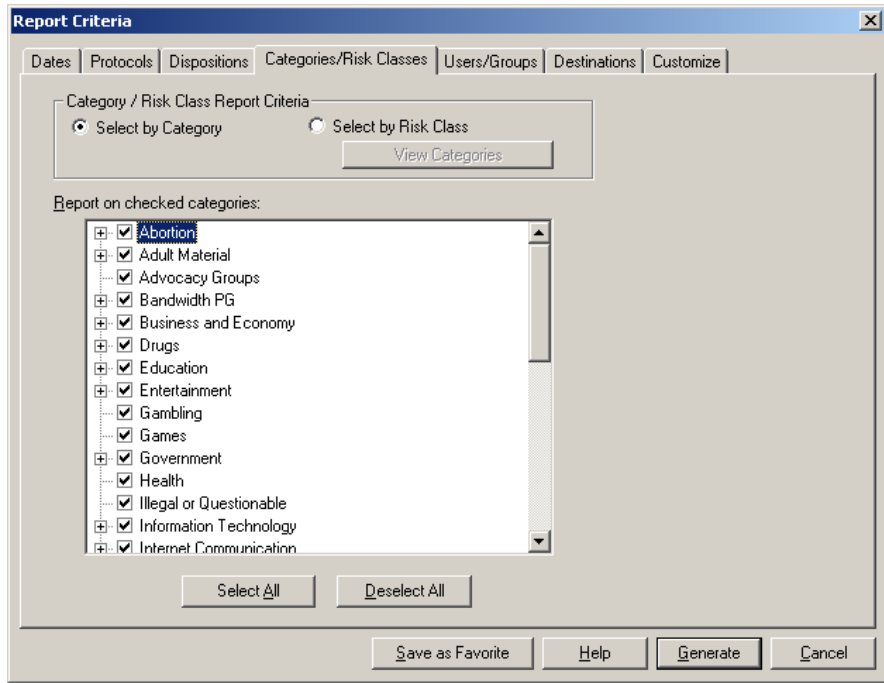
1. Websense Enterprise and Websense Enterprise Reporting need to be installed.
2. Make sure that you have purchased the Security Premium Group, or have signed up for the free evaluation at <http://www.my.websense.com>.
3. Launch Websense Enterprise Reporter.



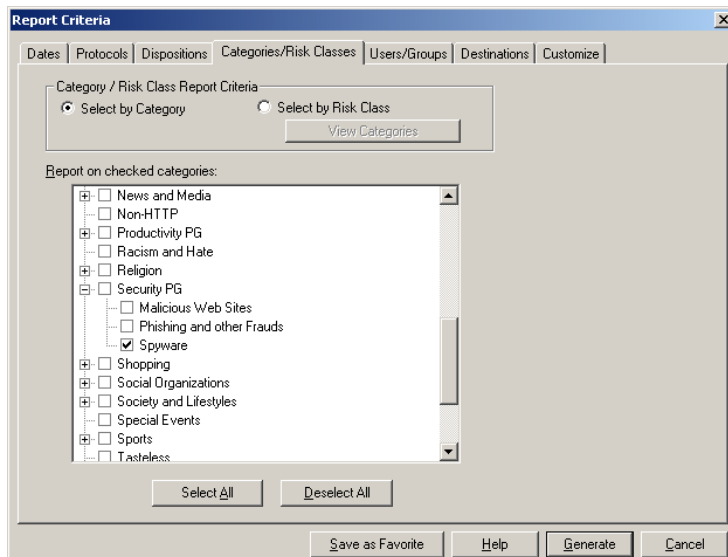
4. Locate the User Activity Detail report in the Management reports.



5. Double-click on this report and choose the **Categories/Risk Classes** tab.



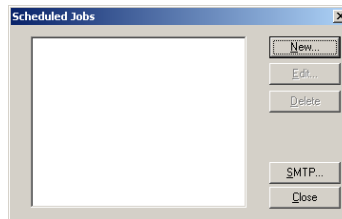
6. Choose the **Deselect All** button to deselect all the categories.
7. Select only the **Spyware** category.



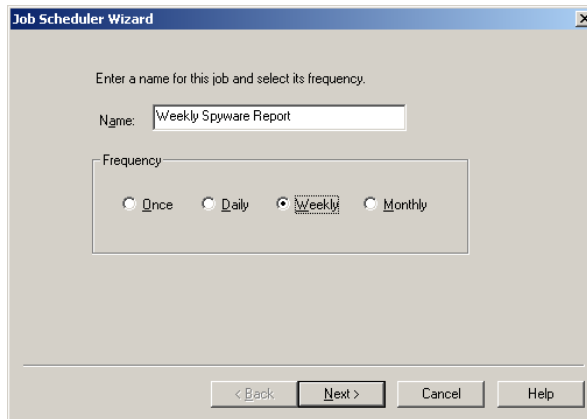
8. Choose the **Save as Favorite** button.
9. Type a report name, such as Spyware Report, and then click **OK**.



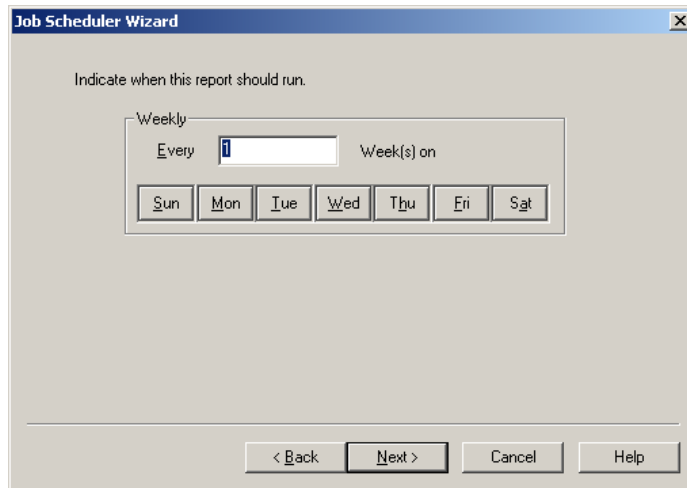
10. Select Scheduled Jobs from the **Tools** menu.



11. Choose the **New** button.



12. Type a name for the new spyware report, and choose how often you would like it emailed to you.



Job Scheduler Wizard

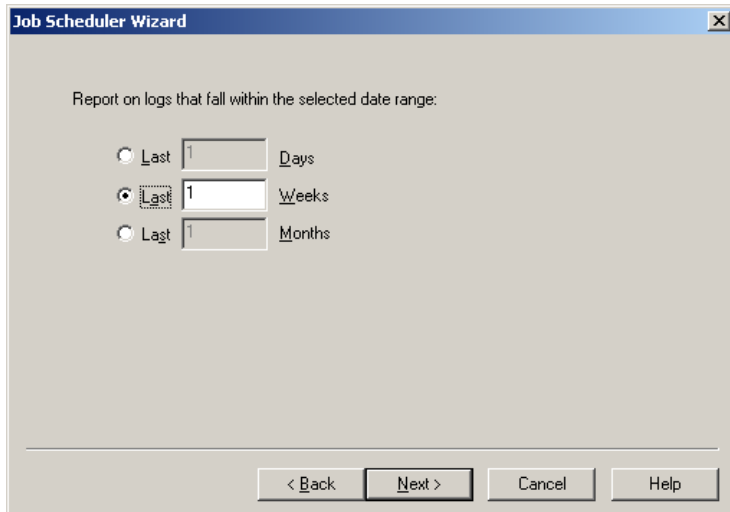
Indicate when this report should run.

Weekly

Every Week(s) on

< Back Next > Cancel Help

13. Choose the day you would like the report to run.



Job Scheduler Wizard

Report on logs that fall within the selected date range:

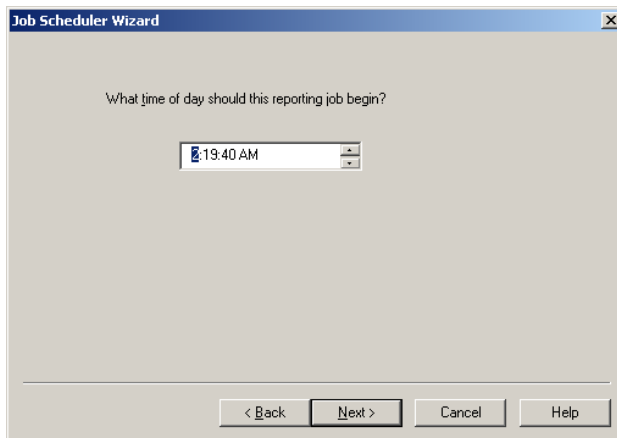
Last Days

Last Weeks

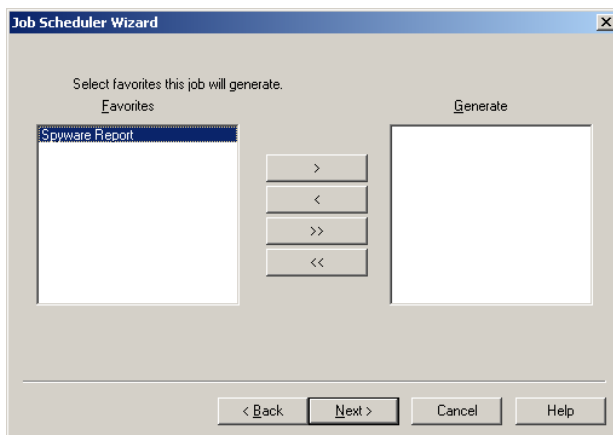
Last Months

< Back Next > Cancel Help

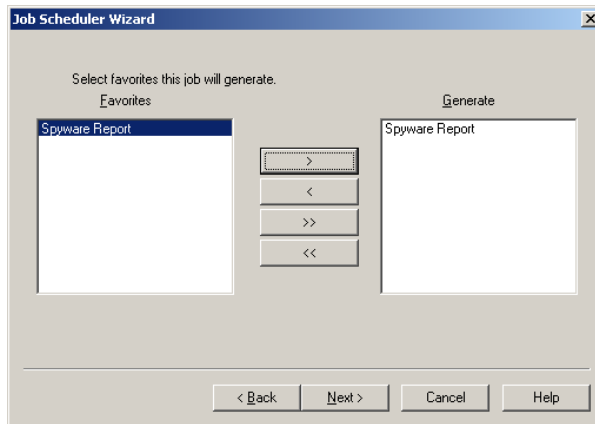
14. Choose the date range for the report.



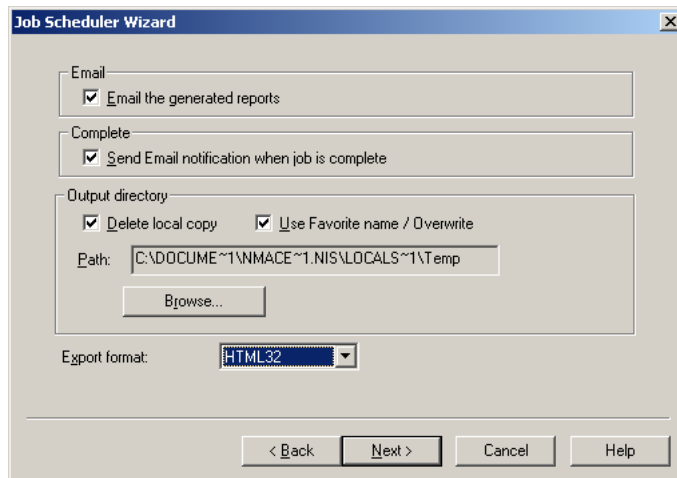
15. Choose the time of day for the report to run.



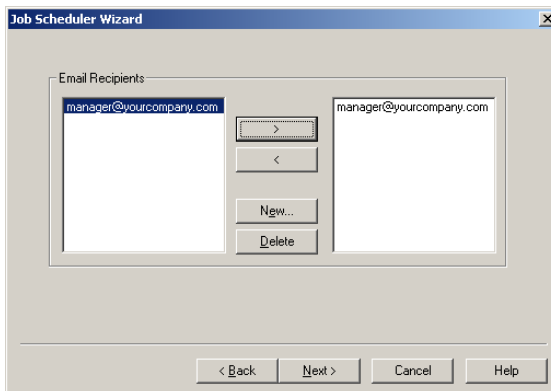
16. Select the Favorite that you generated, and click the > button to generate it according to the schedule that you just defined.



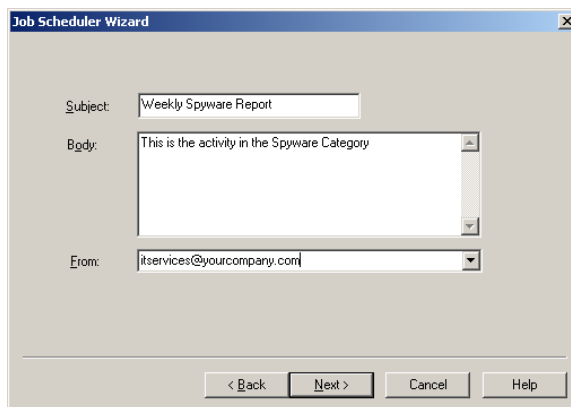
17. Make sure the Favorite report that you defined is in the list to be generated, then click **Next**.



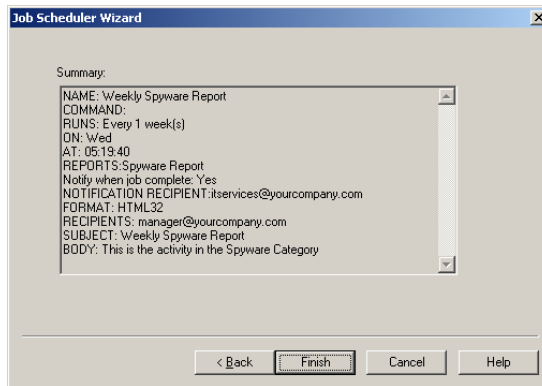
18. Choose the delivery options.



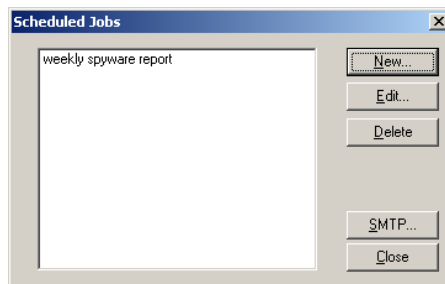
19. Add the **name** of the email recipients for the report, and click the > button to add them to the distribution for the report you just scheduled.



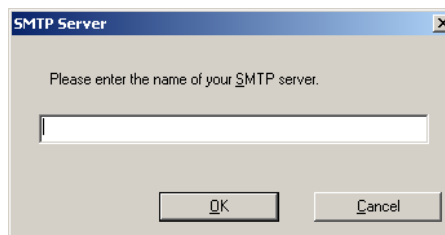
20. Choose the options for the email that will be sent when the report is generated.



21. Check the summary of the choices you have made for the scheduled report. If they are correct, choose **Finish**. If not, you can go back and make corrections.



22. The new job that you scheduled is now displayed in the Scheduled Jobs. Choose **Close**.



23. Enter the name of your SMTP server. This is the mail server.



NOTE

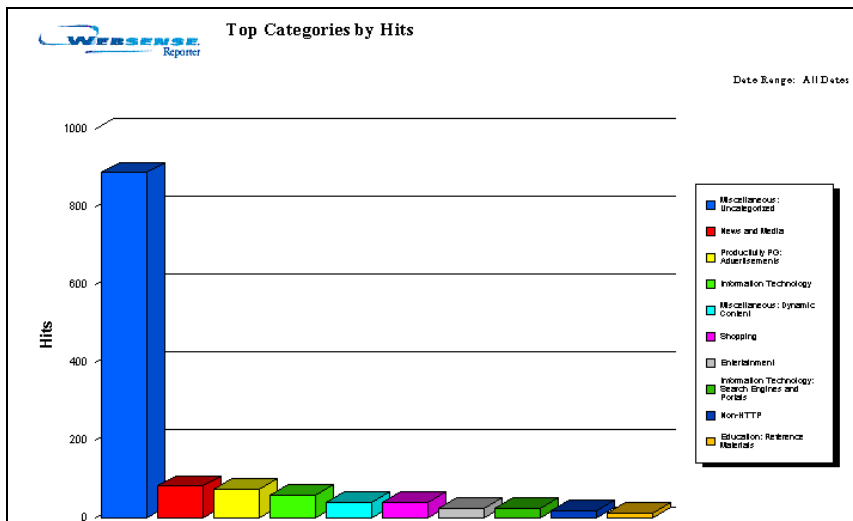
In order for scheduled jobs to run, Websense Enterprise Reporter must **NOT** be running.

Example 2: Determining liability risk for your company

When your employees access certain types of sites, it may increase the risk that your company will be held legally responsible for actions such as sexual harassment.

To determine your risk level you must understand the Internet traffic patterns of your employees. Reporting on the most-used sites according to their categorizations in the Websense Master Database is an easy way to identify what type of sites employees are visiting. Once you identify these sites, you can assess your corporate liability risk and change access policies if needed.

The Top Categories by Hits report helps you determine if your company Internet acceptable usage policy is adequate, or if changes need to be made. By default, you review all traffic to determine if additional categories should be managed. Also, you may modify the report criteria to display only blocked traffic to determine the level of traffic that is inconsistent with your acceptable Internet usage policy enforced by Websense.



Interpreting the Report

In the report example, the top ten most visited categories are shown. You can check to see if there are hits that have been logged to *Adult Material: Adult Content* sites. These sites may contain adult material and may increase your organization's risk of legal liability in a sexual harassment-related situation.

Acting on Report Results

Drill down to specific detail underlying risk areas by narrowing your selection to a subset or single category, such as *Adult Material*. Use additional reports to learn about the specific URLs accessed and users or departments initiating the access. Modify your corporate usage policies accordingly and fine-tune Websense policies in line with them.

Related Reports

Websense Reporter offers additional reports that will help you analyze the data reported by the Top Categories by Hits Report:

Management: Category: Top by Hits – Lists the most frequently accessed sites within specific categories.

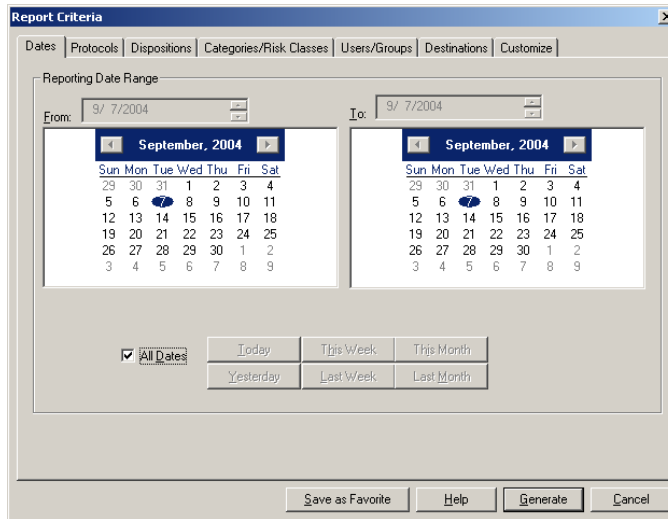
Management: User: Top By Hits – Determines the Internet users that are primary contributors to liability risk.

Management: User: Top by Internet Browse Time – Displays a chart of users with the largest amount of time spent accessing the Internet.

To run the Top Categories by Hits Report:

1. In the Reporter Workspace Page, double-click the **Management > Category > Top by Hits** report.

In the **Report Criteria** dialog box, establish the settings for each tab, such as date range, lists of available protocols, and so on. Click a tab to display its options. See *Running Reports in Reporter* for more information on establishing report criteria.



2. After establishing criteria for a particular report, you can save the settings for future use by clicking **Save as Favorite** on the **Report Criteria** dialog box before generating the report.
3. Click **Generate** to create the report. Reporter evaluates the Log Database to identify entries that meet *all* selected report criteria.



NOTE

Combine report criteria selections carefully to avoid defining an empty report.

Example 3: Determining money lost by your company

Websense Enterprise Reporter can be a useful tool for gathering and analyzing data on employee Internet use, potentially saving your company hundreds of thousands of dollars that would have been lost productivity. You can determine how much of your company’s money is lost on non-business-related Internet usage.

The Internet Browse Time report shows the total amount of time employees spent surfing categories of Web sites, ranging from entertainment to online gaming to adult content.

Interpreting the Report

This type of report can tell you important information about employee Internet use — loss of employee productivity and its cost to your company.

Note that in the sample report, this department spent more than 40 hours browsing the Internet. A large percentage of the surfing was non-work-related, such as visits to adult content, drugs, entertainment and gaming Web sites.

Category	Internet Browse Time
Adult Material: Adult Content	2:12:19
Business & Economy	0:27:28
Business & Economy: Financial Data & Services	21:23:38
Drugs: Marijuana	0:12:10
Education: Cultural Institutions	0:03:09
Education: Educational Institutions	0:16:05
Education: Educational Materials	0:00:54
Entertainment	0:49:13
Games	1:03:29
Government	8:08:48
Information Technology	2:48:35

Internet Browse Time Report

At an average cost of \$40 per hour for wages, *one department* of users trimmed more than \$1,600 from your company's bottom line in *one workday*. Factored over the course of a year, the amount grows to more than \$400,000.

Acting on Report Results

Make sure Websense Enterprise is configured to block or manage access to non-work-related Web sites, such as adult sites and games. Run other related reports to drill down to the details.

Related Reports

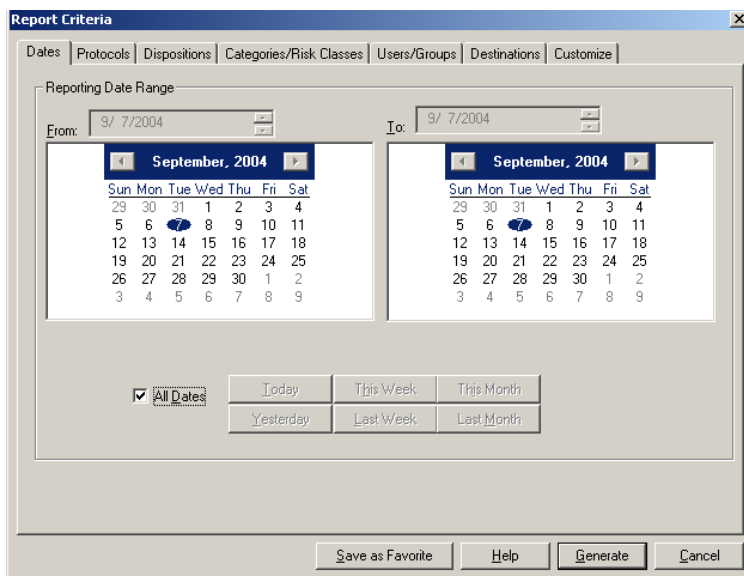
Management: Top Destinations by Internet Browse Time – Shows the sites where your employees are spending the most time.

Management: Internet Browse Time by User – Lists the users that are accessing sites in each category.

To run the Internet Browse Time report:

1. In the Reporter Workspace Pane, double-click the **Management > User > Internet Browse Time Summary** report.

In the **Report Criteria** dialog box, establish the settings for each tab, such as date range, lists of available protocols, and so on. Click a tab to display its options.



Click on a tab to set report criteria

2. Make sure to enter a **Cost** on the **Customize** tab.
3. Click **Generate** to create the report. Reporter evaluates the Log Database to identify entries that meet *all* selected report criteria.



NOTE

Combine report criteria selections carefully to avoid defining an empty report.

After establishing criteria for a particular report, you can save the settings for future use by clicking **Save as Favorite** on the **Report Criteria** dialog box before generating the report.

- ◆ Why am I seeing different reports today than I saw yesterday?

Why am I seeing different reports today than I saw yesterday?

Your administrator may have changed the database that Explorer is viewing.

APPENDIX A | Technical Support

Websense, Inc. is committed to providing excellent service worldwide. Our goal is to provide professional assistance in the use of our software wherever you are located.

WebSense Technical Services Support Center

Technical information about Websense Enterprise is available 24 hours a day on the Internet at:

<http://www.websense.com/support>

You will find here the latest release information, Frequently Asked Questions (FAQ), a Knowledge Base, product documentation, and other information.

Fee-based Support

The Websense 24x7 support contract is available for purchase. For a list of services, please visit our Web site at:

<http://www.websense.com/support/24x7support.cfm>

For additional information, please contact our Sales Department at **800.723.1166** or **858.320.8000**, or send an email to **sales@websense.com**.

Support Options

Websense Technical Support can be requested 24 hours a day.

Web Portal

You can submit support tickets through the Web Portal 24 hours a day. The response time during business hours is approximately 4 hours. Response to after-hours requests will occur the next business day. Support tickets can be submitted at:

<http://www.websense.com/support/form>

Email Questions

You may email your questions to us at the addresses listed below. Make sure you include your subscription key. This option is available 24 hours a day, 7 days a week. We will respond during business hours Monday through Friday.

- ◆ **support@websense.com**—San Diego, California, USA
- ◆ **uksupport@websense.com**—London, England
- ◆ **japansupport@websense.com**—Japan (Asia)

Email support can take 24 hours or more for a response. If you need a quicker turnaround, submit your issues through the Web Portal.

Telephone Assistance

Before you call a Websense Technical Support representative, please be ready with the following:

- ◆ Websense subscription key.
- ◆ Access to Websense Enterprise Manager.
- ◆ Access to the machine running the Filtering Service, the Websense Reporting components, and the database engine (MSDE or SQL Server).
- ◆ Permission to access the Websense Log Database.
- ◆ Familiarity with your network's architecture, or access to a person who has this familiarity.
- ◆ Specifications of the machines running the Filtering Service and Websense Enterprise Manager.
- ◆ A list of other applications running on the Filtering Service machine.

For severe problems, additional information may be needed.

Telephone assistance is available during normal business hours Monday through Friday at the following numbers:

- ◆ San Diego, California, USA: **858.458.2940**
- ◆ London, England: **+44 (0) 1932 796244**

Improving Documentation

Websense, Inc. understands the value of high quality, accurate documentation. If you have any suggestions for improving the documentation, contact us at **DocFeedback@websense.com**. We appreciate your input.

APPENDIX B | Categories

Websense does not make value judgments with regard to the categories or sites within the Websense Master Database. The categories have been selected based on feedback from the business and education community regarding what would be deemed unacceptable, inappropriate, or undesirable in a business or school setting with regard to employee productivity, student safety or threat of legal action.

This list defines each Websense category. You choose which categories to block and which to permit, based on the needs of your organization. Because of the changing nature of the Internet, category definitions may be altered and new categories added to provide the most complete **Master Database** possible. For the most up-to-date list of categories, see the Category List Web page at:

<http://www.websense.com/products/about/database/categories.cfm>

Categories have been broken down to allow organizations to better adjust the level of access they want to give their users. The definitions below provide names of site categories. In case of uncertainty, a collaborative decision is made as to whether a site is included, and in what category it is placed. Additionally, our database is rechecked regularly for accuracy and quality. If you have suggestions for additions to the database, please follow the link to obtain the **Suggest a URL form** or send email to **suggest@websense.com**.

In addition to the categories that can be set for filtering in Websense Enterprise Manager, there are two additional categories that may appear on reports.

Non-HTTP	This category includes protocol information for other than the HTTP protocol. Other protocols include ICQ, RTSP and IRC.
Potential Adult Material	This category may show up on reports, if you enable it on the WebCatcher tab of the Log Server Configuration window. It is used by the Websense WebCatcher to collect URLs that are possibly Adult Material. These URLs can be used for reporting or can be sent to Websense for further analysis, or both.

These categories are available for filtering in Websense Enterprise Manager.

Category	Description
Abortion	Sites with neutral or balanced presentation of the issue.
Abused Drugs	Sites that promote or provide information about the use of prohibited drugs, except marijuana, or the abuse or unsanctioned use of controlled or regulated drugs; also, paraphernalia associated with such use or abuse.
Adult Content	Sites that display full or partial nudity in a sexual context, but not sexual activity; erotica; sexual paraphernalia; sex-oriented businesses as clubs, nightclubs, escort services; and sites supporting online purchase of such goods and services.
Adult Material	Parent category that contains the categories: Adult Content, Lingerie and Swimsuit, Nudity, Sex, Sex Education
Advertisements	Sites that provide advertising graphics or other ad content files.
Advocacy Groups	Sites that promote change or reform in public policy, public opinion, social practice, economic activities and relationships.
Alcohol and Tobacco	Sites that provide information about, promote, or support the sale of alcoholic beverages or tobacco products or associated paraphernalia.
Alternative Journals	Online equivalents to supermarket tabloids and other fringe publications.

Category	Description
Business and Economy	Sites sponsored by or devoted to business firms, business associations, industry groups, or business in general.
Computer Security	Sites that provide information about or free downloadable tools for computer security.
Content Delivery Networks	Commercial hosts that deliver content to subscribing Web sites.
Cultural Institutions	Sites sponsored by museums, galleries, theatres (but not movie theatres), libraries, and similar institutions; also, sites whose purpose is the display of artworks.
Drugs	Parent category that contains the categories: Abused Drugs, Prescribed Medications, Marijuana, Supplements/Unregulated Compounds
Dynamic Content	URLs that are generated dynamically by a Web server.
Education	Parent category that contains the categories: Cultural Institutions, Educational Institutions, Educational Materials
Educational Institutions	Sites sponsored by schools and other educational facilities, by non-academic research institutions, or that relate to educational events and activities.
Educational Materials	Sites that provide information about or that sell or provide curriculum materials or direct instruction; also, learned journals and similar publications.
Entertainment	Sites that provide information about or promote motion pictures, non-news radio and television, books, humor, and magazines.
File Download Servers	Web servers whose primary function is to deliver files for download.
Financial Data and Services	Sites that offer news and quotations on stocks, bonds, and other investment vehicles, investment advice, but not online trading. Includes banks, credit unions, credit cards, and insurance.
Freeware and Software Download	Sites whose primary function is to provide freeware and software downloads.
Gambling	Sites that provide information about or promote gambling or support online gambling, involving a risk of losing money.

Category	Description
Games	Sites that provide information about or promote electronic games, video games, computer games, role-playing games, or online games. Includes sweepstakes and giveaways.
Gay or Lesbian or Bisexual Interest	Sites that provide information about or cater to gay, lesbian, or bisexual lifestyles, including those that support online shopping, but excluding those that are sexually or issue-oriented.
Government	Sites sponsored by branches, bureaus, or agencies of any level of government, except for the armed forces.
Hacking	Sites that provide information about or promote illegal or questionable access to or use of computer or communication equipment, software, or databases.
Health	Sites that provide information or advice on personal health or medical services, procedures, or devices, but not drugs. Includes self-help groups.
Hobbies	Sites that provide information about or promote private and largely sedentary pastimes, but not electronic, video, or online games.
Illegal or Questionable	Sites that provide instruction in or promote nonviolent crime or unethical or dishonest behavior or the avoidance of prosecution therefor.
Image Servers	Web servers whose primary function is to deliver images.
Images (Media)	URLs ending with image filenames.
Information Technology	Sites sponsored by or providing information about computers, software, the Internet, and related business firms, including sites supporting the sale of hardware, software, peripherals, and services.
Instant Messaging	Sites that enable instant messaging.
Internet Auctions	Sites that support the offering and purchasing of goods between individuals.
Internet Communication	Parent category that contains the categories: Email, Web Chat
Internet Radio and TV	Sites whose primary purpose is to provide radio or TV programming on the Internet.

Category	Description
Internet Telephony	Sites that enable users to make telephone calls via the Internet or to obtain information or software for that purpose.
Job Search	Sites that offer information about or support the seeking of employment or employees.
Lingerie and Swimsuit	Sites that offer images of models in suggestive but not lewd costume, with seminudity permitted. Includes classic 'cheese-cake,' calendar, and pinup art and photography. Includes also sites offering lingerie or swimwear for sale.
Malicious Web Sites	Sites that contain code that may intentionally modify end-user systems without their consent and cause harm.
Marijuana	Sites that provide information about or promote the cultivation, preparation, or use of marijuana.
Message Boards and Clubs	Sites for online personal and business clubs, discussion groups, message boards, and list servers; includes 'blogs' and 'mail magazines.'
Militancy and Extremist	Sites that offer information about or promote or are sponsored by groups advocating antigovernment beliefs or action.
Military	Sites sponsored by branches or agencies of the armed services.
Miscellaneous	Parent category that contains the categories: Content Delivery Networks, Dynamic Content, Image Servers, Images (Media), Network Errors, Private IP Addresses, Uncategorized, File Download Servers
MP3	Sites that support downloading of MP3 or other sound files or that serve as directories of such sites.
Network Errors	URLs with hosts that do not resolve to IP addresses.
News and Media	Sites that offer current news and opinion, including those sponsored by newspapers, general-circulation magazines, or other media.
Non-Traditional Religions and Occult and Folklore	Sites that provide information about or promote religions not specified in Traditional Religions or other unconventional, cultic, or folkloric beliefs and practices.
Nudity	Sites that offer depictions of nude or seminude human forms, singly or in groups, not overtly sexual in intent or effect.

Category	Description
Online Brokerage and Trading	Sites that support active trading of securities and management of investments.
Pay-to-Surf	Sites that pay users to view Web sites, advertisements, or email.
Peer-to-Peer File Sharing	Sites that provide client software to enable peer-to-peer file sharing and transfer.
Personal Network Storage and Backup	Sites that store personal files on Internet servers for backup or exchange.
Personal Web Sites	Sites published and maintained by individuals for their personal self-expression and ends.
Personals and Dating	Sites that assist users in establishing interpersonal relationships, excluding those intended to arrange for sexual encounters and excluding those of exclusively gay or lesbian or bisexual interest.
Political Organizations	Sites sponsored by or providing information about political parties and interest groups focused on elections or legislation.
Premium Group I (Websense Enterprise Productivity PG)	Parent category that contains the categories: Advertisements, Freeware and Software Download, Instant Messaging, Message Boards and Clubs, Online Brokerage and Trading, Pay-to-Surf
Premium Group II (Websense Enterprise Bandwidth PG)	Parent category that contains the categories: Internet Radio and TV, Internet Telephony, Peer-to-Peer File Sharing, Personal Network Storage and Backup, Streaming Media
Premium Group III (Websense Enterprise Security PG)	Parent category that contains the categories: Malicious Web Sites, Spyware
Prescribed Medications	Sites that provide information about approved drugs and their medical use.
Private IP Addresses	IP addresses defined in RFC 1918, 'Address Allocation for Private Intranets.'
Pro-Choice	Sites that provide information about or are sponsored by organizations that support legal abortion or that offer support or encouragement to those seeking the procedure.

Category	Description
Professional and Worker Organizations	Sites sponsored by or that support or offer information about organizations devoted to professional advancement or workers' interests.
Pro-Life	Sites that provide information about or are sponsored by organizations that oppose legal abortion or that seek increased restriction of abortion.
Proxy Avoidance	Sites that provide information about how to bypass proxy server features or to gain access to URLs in any way that bypasses the proxy server.
Racism and Hate	Sites that promote the identification of racial groups, the denigration or subjection of groups, or the superiority of any group.
Real Estate	Sites that provide information about renting, buying, selling, or financing residential real estate.
Reference Materials	Sites that offer reference-shelf content such as atlases, dictionaries, encyclopedias, formularies, white and yellow pages, and public statistical data.
Religion	Parent category that contains the categories: Traditional Religions, Non-Traditional Religions
Restaurants and Dining	Sites that list, review, advertise, or promote food, dining, or catering services.
Search Engines and Portals	Sites that support searching the Web, news groups, or indices or directories thereof.
Service and Philanthropic Organizations	Sites sponsored by or that support or offer information about organizations devoted to doing good as their primary activity.
Sex	Sites that depict or graphically describe sexual acts or activity, including exhibitionism; also sites offering direct links to such sites.
Sex Education	Sites that offer information about sex and sexuality, with no pornographic intent.

Category	Description
Shopping	Sites that support the online purchase of consumer goods and services except: sexual materials, lingerie, swimwear, investments, medications, educational materials, computer software or hardware, alcohol, tobacco, travel, vehicles and parts, weapons.
Social and Affiliation Organizations	Sites sponsored by or that support or offer information about organizations devoted chiefly to socializing or common interests other than philanthropy or professional advancement.
Social Organizations	Parent category that contains the categories: Professional and Worker Organizations, Service and Philanthropic Organizations, Social and Affiliation Organizations
Society and Lifestyles	Sites that provide information about matters of daily life, excluding entertainment, health, hobbies, jobs, sex, and sports.
Special Events	Sites devoted to a current event that requires separate categorization.
Sport Hunting and Gun Clubs	Sites that provide information about or directories of gun clubs and similar groups, including war-game and paintball facilities.
Sports	Sites that provide information about or promote sports, active games, and recreation.
Spyware	Sites or pages that download software that, without the user's knowledge, generates http traffic (other than simple user identification and validation).
Streaming Media	Sites that primarily provide streaming media content, such as movie trailers.
Supplements and Unregulated Compounds	Sites that provide information about or promote the sale or use of chemicals not regulated by the FDA (such as naturally occurring compounds).
Tasteless	Sites with content that is gratuitously offensive or shocking, but not violent or frightening. Includes sites devoted in part or whole to scatology and similar topics or to improper language, humor, or behavior.
Traditional Religions	Sites that provide information about or promote Buddhism, Baha'i, Christianity, Christian Science, Hinduism, Islam, Judaism, Mormonism, Shinto, and Sikhism, as well as atheism.

Category	Description
Travel	Sites that provide information about or promote travel-related services and destinations.
Uncategorized	Sites not categorized in the Websense Master Database.
URL Translation Sites	Sites that offer online translation of URLs. These sites access the URL to be translated in a way that bypasses the proxy server, potentially allowing unauthorized access.
User-Defined	User-defined category
Vehicles	Sites that provide information about or promote vehicles, including those that support online purchase of vehicles or parts.
Violence	Sites that feature or promote violence or bodily harm, including self-inflicted harm; or that gratuitously display images of death, gore, or injury; or that feature images or descriptions that are grotesque or frightening and of no redeeming value.
Weapons	Sites that provide information about, promote, or support the sale of weapons and related items.
Web Chat	Sites that host Web chat services or that support or provide information about chat via HTTP or IRC.
Web Hosting	Sites of organizations that provide hosting services, or top-level domain pages of Web communities.
Web-based Email	Sites that host Web-based email.

APPENDIX C | Risk Classes

The Websense Master Database organizes Internet sites (by IP addresses and their associated URLs) into one of approximately 90 major categories and subcategories.

Most Websense categories have been associated with a potential risk, and are identified in a specific risk class. Some categories are in more than one risk class.

This is the list of current risk classes of Internet activity and a brief description of each.

Risk Class	Description
Productivity Loss	This activity may be associated with loss in employee productivity.
Network Bandwidth Loss	This activity may degrade network performance because of increased traffic in size or number of files transferred.
Business Usage	This activity may be considered business or job-related.
Security Risk	This activity may cause a risk for network or corporate security.
Legal Liability	This activity may be associated with increased legal risks for the employee and/or corporation.

The following table shows how the risk classes map to categories. This mapping between risk classes and categories can be changed in Websense Enterprise Manager.

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Abortion			•		
Pro-Choice			•		
Pro-Life			•		
Adult Material		•			
Adult Content		•			
Lingerie and Swimsuit		•			
Nudity		•			
Sex		•			
Sex Education			•		
Advocacy Groups			•		
Business and Economy					•
Financial Data and Services					•
Drugs			•		
Abused Drugs			•		
Marijuana			•		
Prescribed Medications			•		
Supplements and Unregulated Compounds			•		
Education			•		
Cultural Institutions			•		
Educational Institutions			•		

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Educational Materials					•
Reference Materials					•
Entertainment			•		
MP3	•		•		
Gambling		•	•		
Games			•		
Government					•
Military					•
Political Organizations			•		
Health			•		
Illegal or Questionable		•			
Information Technology					•
Computer Security					•
Hacking		•		•	
Proxy Avoidance		•	•		
Search Engines and Portals					•
URL Translation Sites					•
Web Hosting			•		
Internet Communication			•		
Web Chat			•		
Web-based Email			•		
Job Search			•		

Appendix C: Risk Classes

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Militancy and Extremist		•			
Miscellaneous					
Content Delivery Networks					
Dynamic Content					
File Download Servers					
Image Servers					
Images (Media)					
Network Errors					
Private IP Addresses					
Uncategorized					
News and Media			•		
Alternative Journals			•		
Non-HTTP					
Premium Group I (Websense Enterprise Productivity PG)			•		
Advertisements	•				
Freeware and Software Download	•		•	•	
Instant Messaging			•		
Message Boards and Clubs			•		
Online Brokerage and Trading			•		
Pay-to-Surf			•		

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Premium Group II (Websense Enterprise Bandwidth PG)	•				
Internet Radio and TV	•		•		
Internet Telephony	•				
Peer-to-Peer File Sharing	•		•	•	
Personal Network Storage and Backup	•				
Streaming Media	•		•		
Racism and Hate		•			
Religion			•		
Non-Traditional Religions and Occult and Folklore			•		
Traditional Religions			•		
Shopping			•		
Internet Auctions			•		
Real Estate			•		
Social Organizations			•		
Professional and Worker Organizations			•		
Service and Philanthropic Organizations			•		
Social and Affiliation Organizations			•		
Society and Lifestyles			•		
Alcohol and Tobacco			•		

Appendix C: Risk Classes

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Gay or Lesbian or Bisexual Interest			•		
Hobbies			•		
Personal Web Sites			•		
Personals and Dating			•		
Restaurants and Dining			•		
Special Events			•		
Sports			•		
Sport Hunting and Gun Clubs			•		
Tasteless		•			
Travel			•		•
User-Defined					
Vehicles			•		•
Violence		•			
Weapons		•			

Column Descriptions in Reporter

Depending upon the report format you select, the generated report may contain one or more of the columns described below.

Bytes Transferred: When a user requests a permitted site, that site sends information to the user's workstation in the form of text and graphics. This information occupies a certain number of bytes on the computer. The Bytes Transferred column identifies the total number of bytes of data sent from the site to the user.



NOTE

While Websense receives bytes transferred information from most integration partners, Check Point FireWall-1, Cisco Cache Engine and Cisco Secure PIX Firewall, do not currently send this information to Websense. Consider using Hits reports as an alternative.

Category: Lists the predefined major topics contained in the Websense Master Database, and any custom categories you create in Websense.

In addition to the categories that can be set for filtering in Websense Enterprise Manager, there are two additional categories that may appear on reports.

One category is Non-HTTP. This category will contain information about protocols other than HTTP. Examples of non-HTTP protocols include ICQ and RTSP.

The other category is Potential Adult Material. This category may show up on reports, if you enable it on the WebCatcher tab of the Log Server Configuration window. It is used by the Websense WebCatcher to collect URLs that are possibly Adult Material. These URLs can be used for reporting or can be sent to Websense for further analysis, or both.

For a complete list of categories and their descriptions, see *Appendix B*.

Cost: Cost is determined by Reporter based on information from the Log Database and the cost variable entered on the **Customize** tab in the Report Criteria dialog box.

Date: Includes the month, day, and year the request was logged. Reporter uses the same date format that you select in the Regional Settings in the Windows Control Panel. See Windows documentation for information on changing the date format. Reporter automatically updates the format it uses when you change the date format in Regional Settings.

Date/Session #/Time: Includes the month, day and year that the request was logged, as well as the session number and time.

Session # refers to the sequential numbering of Internet Browse Time sessions. Sessions are created each time the time difference between hits exceeds the Read Time Threshold.

Reporter uses the same date and time formats that you have selected in the Regional Settings in the Windows Control Panel. See Windows documentation for information on changing date and time formats. Reporter automatically updates the formats it uses when you change the date and time formats in Regional Settings.

Date/Time: Includes the month, day, and year that the request was logged, as well as the time. Reporter uses the same date and time formats that you have selected in the Regional Settings in the Windows Control Panel. See Windows documentation for information on changing date and time formats. Reporter automatically updates the formats it uses when you change the date and time formats in Regional Settings.

Destination IP: The numeric IP address of the site requested.

Domain name: The name of a Web site, such as **www.websense.com**.

Domain/User: The name of the domain to which the user belongs, and the full name of the user who requested the site. The users recorded by the Log Server are imported from Websense along with other log data. User information must be available to Websense in order to create user reports. Group information is not given on user-based reports.

Duration: The total time, in seconds, that it took to retrieve the HTML data and images from the actual site. This does *not* include time spent viewing the site once it has been completely loaded onto the user's machine.

Group: The Log Server records groups imported from Websense along with other log data. This column indicates the name of the group to which the requesting user belongs. Individual user names are not given on group-based reports. If your directory service assigns a user to more than one group, it reports Internet requests logged for that user in each assigned group.

Hits: A hit is a request for one URL. A Web page contains multiple elements, each having its own URL. Requesting the URL for the overall page automatically generates requests for each component that makes up the page.

Log files can record each of these URL requests separately. As a result, log files may show multiple “hits” even when only one “page” was accessed.

Log Server can log hits or visits. Logging visits records the URL requested, while logging hits records many different files when one URL is requested.

However, when Websense blocks a site, it logs only the URL that was initially requested. As a result, the number of hits shown on reports of permitted sites appears inflated when compared with reports of blocked sites. Hits are also used in measuring time spent browsing the Internet. The information collected is included in Internet Browse Time reports.

Internet Browse Time: Shows the time spent browsing a URL. The time is calculated from the time a hit is made, until the time another hit is made within the Read Time Threshold. The time is shown in the format, HH:MM:SS.

Protocol: Shows the protocol of the requested site. A protocol is a set of standards designed to enable computers to connect with one another and to exchange information. Protocols supported by Websense include HTTP, HTTPS, FTP, Gopher, NNTP, Telnet, IRC, and RealAudio. Not every integration partner supports all protocols. Check Websense Enterprise documentation for a list of protocols your integration product supports.

Source IP: This is the IP address of the machine from which the Internet request was made.

URL: The URL gives the domain name of the site requested. Depending upon settings established in the **Log Server Configuration** window, you may be able to generate a report of “full URL” which includes the domain name and the path to a specific page in that domain.

User: The name of the user who made the request. The users recorded by the Log Server are imported from Websense along with other log data. User

information must be available to Websense for reporting user information.
Group information is not given on user-based reports.

GLOSSARY

The list below contains words common to Websense Enterprise Reporting. In some cases, Reporting may use familiar terms to describe concepts specific to its programs, in which cases the glossary defines these terms in their Reporting context.

BLOCKING

Blocking prevents a site from being viewed in a client's browser or a protocol from being accessed.

BLOCKING MESSAGE

A blocking message displays in a user's browser when Websense blocks a requested site. Websense provides a standard blocking message that displays the URL of the requested site and the reason it was blocked. The blocking message may be customized.

BROWSER

A browser is a software application used to view Web pages (for example, Netscape Navigator and Microsoft Internet Explorer), or used to access Websense Enterprise Explorer.

CATEGORY

The Websense Master Database contains an ever-growing collection of Web sites grouped by content into over 90 categories, such as Adult Content, Travel, and Entertainment. Websense also allows users to define custom categories. (See *Appendix B* that contains a list of Master Database categories.) All Master Database and custom categories are available for reporting.

CLIENT

Generally, the term client defines a computer that accesses shared information from another computer, called a server. In Websense, clients refer to users, groups, workstations, and networks filtered by Websense.

DATABASE ENGINE

For the purposes of this documentation, database engine refers generally to the database management systems Microsoft Data Engine (MSDE) and Microsoft SQL Server.

DISPOSITION

The result of an Internet request by a user, such as category permitted, category blocked, and so on.

DNS (DOMAIN NAME SYSTEM ALSO DOMAIN NAME SERVICE)

The system that resolves domain names (such as www.websense.com) into IP addresses (such as 206.3.4.56) is called a DNS. The machine running Websense must be able to resolve domain names into IP addresses to download the Master Database. Use the Network icon on the Windows Control Panel to configure DNS access.

DSN (DATA SOURCE NAME)

Provides information needed by an ODBC driver to connect to and retrieve information from a database. The DSN provides information about the database including, but not limited to, database name, database driver, user ID, and password.

DRILL-DOWN

Refining the results of a query against a database. Drill-down is asking another question based on the results of the last question.

FILTERING

Filtering determines whether a request should be permitted or blocked. Websense performs filtering based on criteria you define in Websense Enterprise Manager. See Websense Enterprise documentation for details.

FILTERING SERVICE

Filtering Service is the Websense Enterprise component that interacts with an integration product to provide Internet filtering. When a user requests a site, the integration product sends the request to the Filtering Service.

FTP (FILE TRANSFER PROTOCOL)

FTP is one of the first communications protocols created for use on the Internet. It transfers files from one computer to another.

GROUP

Websense uses group definitions established via a directory service. These groups identify multiple users who can be filtered as a unit. Reporter and Explorer allow you to report on Internet access by group.

HITS

A hit is a request for one URL. A Web page can be made up of multiple elements, each having its own URL. Requesting the URL for the page automatically generates requests for the components that make up the page. As a result, the Log Database may show multiple hits even when only one page was requested.

HTTP (HYPERTEXT TRANSFER PROTOCOL)

The protocol used by the World Wide Web, HTTP defines message formatting and transmission, and the actions Web servers and browsers should take in response to various commands.

INDEX

An index is a list of keys which uniquely identifies each row in the database. It makes it faster for the database to find specific rows and to sort them.

IP (INTERNET PROTOCOL)

Internet Protocol is the format in which information is transmitted over the Internet.

IP ADDRESS

An IP address uniquely identifies a computer on a TCP/IP network. An IP address is a 32-bit numeric address written as four numbers separated by

periods. Each number can be zero to 255. For example, 102.3.5.78 can be an IP address.

KEYWORD

A word that identifies sites to be blocked. In Websense, you can assign keywords to individual categories, and then specify whether keyword blocking is active for the category. If Websense finds a keyword in the URL or CGI of a site request, it blocks the request if keyword blocking is active for the associated category.

LOGGING

The process of recording Internet filtering activity.

MASTER DATABASE

The Websense Master Database contains a list of URLs assigned to categories and protocols for protocol management. Websense Enterprise Manager contacts the Master Database server via the Internet to receive the current database according to the schedule you establish in Websense Enterprise Manager.

NETWORK

Websense defines a network as a range of IP addresses. All computers in the network receive the same filtering policy, and are therefore filtered as a unit, independent of user.

NNTP (NETWORK NEWS TRANSFER PROTOCOL)

NNTP is the underlying communications protocol for the USENET worldwide bulletin board system.

OUTLIERS

Users with unusual Internet usage patterns. These users are identified by calculating the standard deviation above the mean.

POLICY

A policy is a set of instructions telling Websense how to filter Internet requests. The policy identifies different time periods during the week, and assigns each a category set or Yes list or protocol set that indicates how each category should be filtered (permitted, blocked, limited by quota time or option to continue). Clients then are assigned a filtering policy.

PORT

A port is a numeric value that identifies a logical connection over which two programs communicate.

PROTOCOL

A set of standards designed to enable computers to connect with one another and to exchange information.

PROXY

A proxy consists of software that acts as a relay between one network and another. Security firewalls frequently implement proxies as one method of increasing network security.

RISK CLASS

An attribute of a category that describes the potential risk of activity in that category.

SERVER

Websense refers to both hardware and software servers. A hardware server is a machine that manages network resources. A software server is a program that manages network resources. For example, the Policy Server is software that manages Internet resources.

SMTP (SIMPLE MAIL TRANSFER PROTOCOL)

A protocol for sending email messages between servers on the Internet.

SOURCE SERVER IP

Source server IP is the machine address of the integration device that is sending information to the Filtering Service.

STORED PROCEDURES

Stored Procedures are action steps that the database carries out when a certain condition occurs.

TCP/IP

Abbreviation for *Transmission Control Protocol/Internet Protocol*, the suite of communications protocols used to connect hosts on the Internet.

TOP N

The number of objects reported in “top” reports (such as Top By Hits), where N is the number of objects you select in the **Report Criteria** dialog box.

TRIGGER

A trigger is a SQL procedure that initiates an action when an event (INSERT, DELETE or UPDATE) occurs.

URL (UNIFORM RESOURCE LOCATOR)

URL is the name given to addresses where HTTP, Gopher, FTP, and other Internet content is stored. For example, the URL for the Websense product information is:

<http://www.websense.com/products>

USENET

USENET is a worldwide bulletin board system comprised of over 15,000 different topic areas. People use USENET to post and read messages about a specific interest topic (such as computer security, comp.security.misc, or astronomy, sci.astro, and so on). An estimated 260,000 separate computers exchange USENET news traffic over the Internet and over dial-up circuits.

USER

In Websense, a user is a predefined name in a supported directory service. Users can be added to the Websense Enterprise Manager, and then assigned a policy, enabling you to define unique filtering strategies for individual users.

VIEW

A View is a virtual table, consisting of selected rows and columns in a table or tables.

VISIT

A separate Internet access for each Web page requested. Each visit is equal to multiple hits.

WEBSENSE INFORMATION SERVICE FOR EXPLORER

Provides communication between the other Enterprise components and the Explorer Web server.

WEBSense MASTER DATABASE

The Websense Master Database contains a list of URLs assigned to categories and protocols for protocol management. Websense contacts the Websense Master Database server via the Internet to receive the current database according to the schedule you establish in Websense Enterprise Manager.

WORKSTATION

Websense defines a workstation as a computer from which users access the Internet. Workstations, identified by their IP address, can be added to the Websense Manager, and then assigned a policy, enabling you to define unique filtering strategies for individual computers.

YES LIST

The permitted custom URLs list serves as the Websense Yes List. Whenever the Yes List Only category set is in effect, Websense blocks access to all Web sites, including intranet pages, except for those defined as permitted custom URLs.

