



v6.1

**Websense Enterprise Reporting
Administrator's Guide**

Websense Enterprise Reporting Administrator's Guide

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Understanding How Reporting Works

Websense,[®] Inc., produces software that manages employee use of the internet. Websense Enterprise[®] is the core module that gives an organization the ability to control or monitor network traffic to the internet. The Websense Enterprise components provide the ability to filter requested internet data, to set policies regarding that filtering, and to track internet usage.

Websense Enterprise must be installed and working in your network before installing any of the Websense Enterprise Reporting modules. For detailed information on requirements and installation, see the *Websense Enterprise Reporting Installation Guide*.

The Websense Enterprise Reporting components provide the ability to gather and keep information about internet usage. The Log Server receives incoming data about internet usage from Websense Enterprise and stores it in a database called the Log Database.

Websense Enterprise Explorer and Websense Enterprise Reporter are modules that give you a look into the Log Database that contains information about how your employees are actually using the internet. These reports are based on current internet usage, or on archived data.

Read about the following in this chapter.

- ◆ [*Understanding Websense Enterprise Reporting*](#)
- ◆ [*The Main Page in Explorer*](#)
- ◆ [*The Database Page in Explorer*](#)
- ◆ [*Log Database Tables*](#)
- ◆ [*Reporter's Application Window*](#)
- ◆ [*Related Documentation*](#)

Understanding Websense Enterprise Reporting

Understanding Websense Enterprise Reporting requires an understanding of how Websense Enterprise and Websense Enterprise Reporting work together.

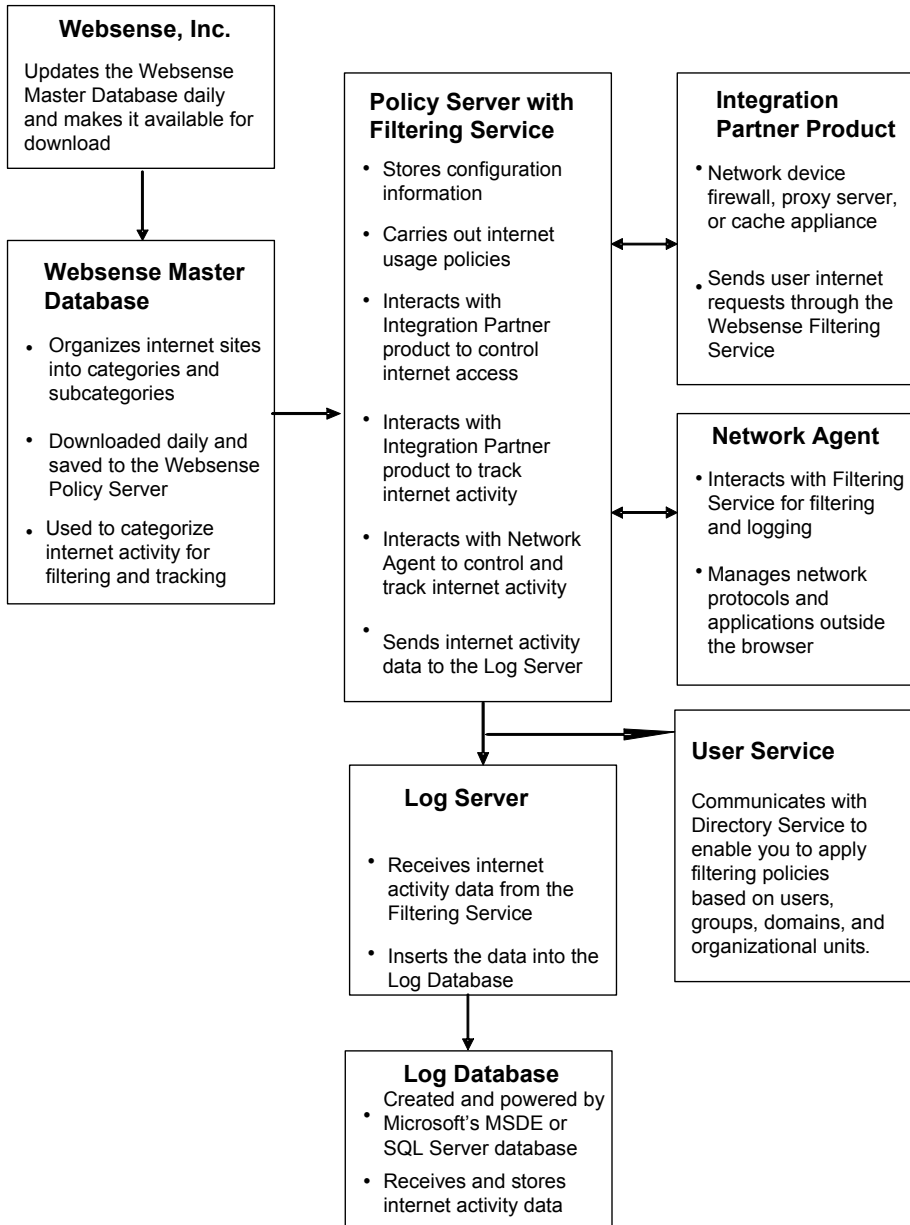
Following is a simplified overview.

Components of Websense Enterprise include:

- Policy Server
- Filtering Service
- Websense Master Database
- Integration Partner product (firewall, proxy server, or cache appliance)

Components of Websense Enterprise Reporting include:

- Log Server
- Log Database
- Microsoft MSDE or SQL Server database
- Reporter (viewer into database)
- Standard web browser (Microsoft Internet Explorer) to view Explorer and Log Database Manager
- Explorer's intranet website on a web server
- Log Database Manager



Policy Server stores Websense configuration information. **Policy Server** communicates this data to the **Filtering Service**. **Policy Server** also identifies all other Websense components and tracks the location and status of all other Websense services.

User Service communicates with Directory Service to enable you to apply filtering policies based on users, groups, domains, and organizational units.

Filtering Service carries out internet usage policies that are defined for the enterprise, including permitting, blocking, or deferring access to particular internet sites.

Filtering Service interacts with the firewall, proxy server, or cache appliances (**Integration Partner products**) and **Network Agent** to control access to the internet and to track internet activity. It sends activity data to a **Log Server**.

The **Websense Master Database** organizes internet sites (by IP addresses and their associated URLs) into one of approximately 90 major categories and subcategories. The updated version is downloaded daily from Websense, Inc., and saved to the **Filtering Service** machine. The **Filtering Service** uses the **Websense Master Database** to categorize internet activity for filtering and tracking.

The **Websense Master Database** is updated daily by Websense, Inc. If you choose to purchase the optional Real-Time Security Updates feature, you have the capability to get database security updates as soon as they are published by Websense. To read more about Real-Time Security Updates, see the *Websense Enterprise Administrator's Guide*.

The **Integration Partner product** is a network device that is either a firewall, proxy server, or cache appliance. It sends users' internet requests to the Websense server for analysis.

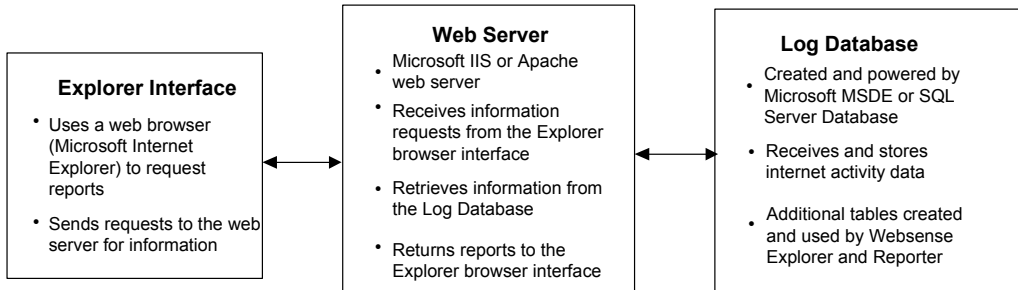
Network Agent manages internet protocols and applications outside the web browser. Depending on how it is configured for the organization, it can also filter and log internet activity through the web browser.

Log Server receives internet activity data from **Filtering Service** and inserts the data into the **Log Database**.

Log Database is created and powered by Microsoft SQL Server or MSDE. The **Log Database** receives and stores internet activity data.

Log Database Manager archives and purges the data in the Log Database.

The **Explorer** module creates an intranet website on your web server. It adds some tables to the **Log Database**. Users access this website to run internet usage reports on a Log Database.

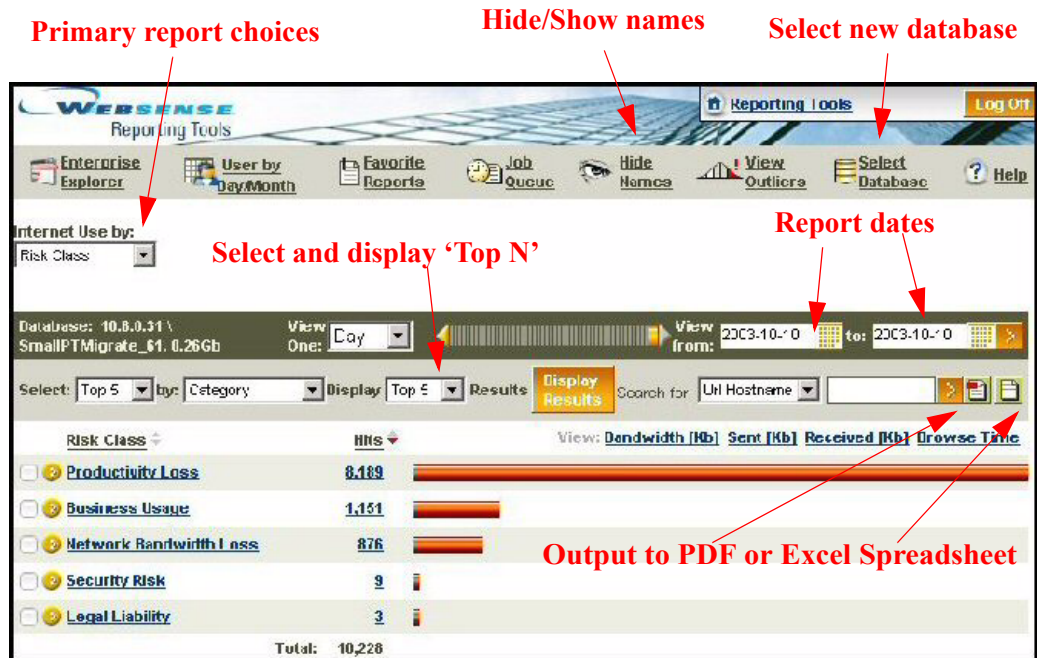


The Main Page in Explorer

After Explorer has been installed and the Log Database has been prepared, you will use Explorer to view the Log Database from your web browser. See the *Websense Enterprise Reporting Installation Guide* for details of specific requirements and installation steps.

You start defining all reports from Explorer's main page. There are drill-down options from some report results, but your initial choices will be made from the main page.

The following is a quick overview of Explorer's Main Page.



The *Primary report choices* will vary slightly, depending on the users, groups and domains in the database. If there are no groups available, Group will not be available as a primary report choice or in the drop-down options. If User and Group are not primary report choices, you will still be able to access them as you drill down into the other choices. If there is only one domain, Domain will not display as a primary report choice.

The *report dates* can be typed into the boxes or picked via a calendar.

Select and display 'Top N' where 'N' represents the number of objects to compare by another filter.

Search for allows you to quickly find internet usage for a particular user, or locate a particular URL hostname, source IP, or destination IP.

The *Hide Names* link allows you to show a report using only user IDs instead of user names. This link toggles back to *Show Names*.

The *View Outliers* link lets you see which users have the most unusual internet activity usage for the report being viewed.

Online help offers guidance on how to create the report you want.

The *User by Day/Month* link lets you select a specific user and view that user's activity for a specific date. Go to the User Activity Detail to view a specific day or month of that user's activity.

The *Select Database* link gives information about the database being viewed for the report results that are displayed. Database information is either the DSN (if Explorer is pointing to the same database as Log Server or Reporter and that connection is changed) or the machine name (where the database is located) and the database name if it is a custom connection.

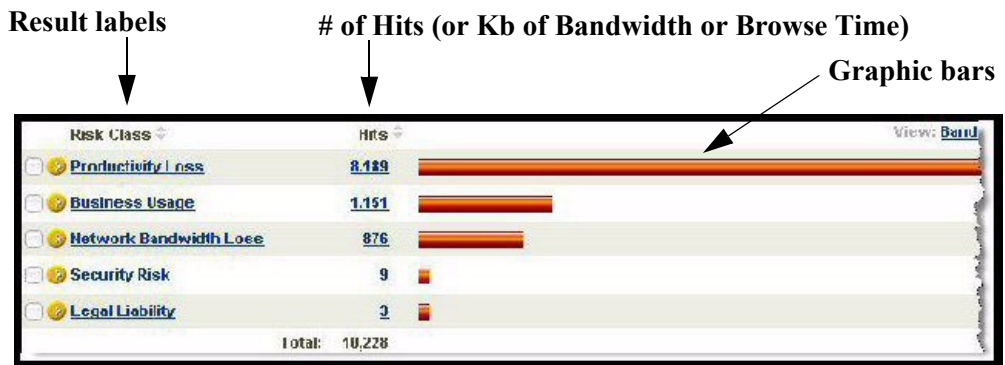
PDF

Output to **Portable Document Format (PDF)** to export the report data to a Portable Document Format.

Spreadsheet

Output to **spreadsheet** to export the report data to a Microsoft Excel file.

The *results of the report* in Explorer's main page are shown by result labels, number of Hits (or Kilobytes of Bandwidth), and graphic bars.



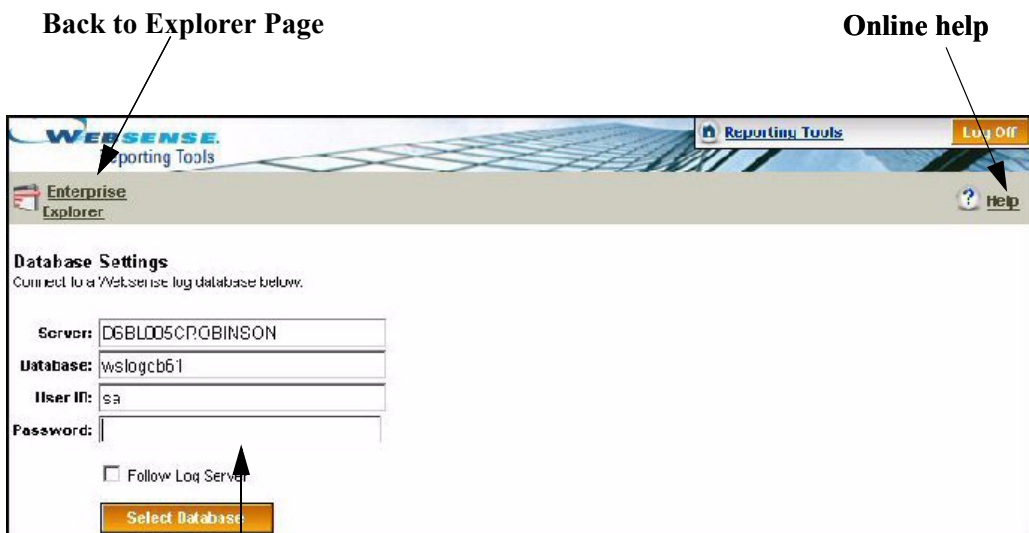
Results of Report

Even if the Log Server is logging *visits* instead of *hits*, Explorer will label the log information as *Hits*.

The Database Page in Explorer

Each user can change the database that Explorer uses or perform database diagnostics from Explorer's Database Page. You can access this page from the Summary view in Explorer. See the chapter in the *Websense Enterprise Reporting User Guide* on *Managing Access to Explorer* for details.

The following is a quick overview of Explorer's Database Page.



Database settings

Explorer's Database Page

From the Database page, you can return to the Explorer page by choosing *Enterprise Explorer* in the upper left hand corner.

Online help offers guidance on administrative tasks, such as using the Database Diagnostics and changing the database.

The *Database Settings* allow you to change the Log Database that Explorer is using to generate reports.

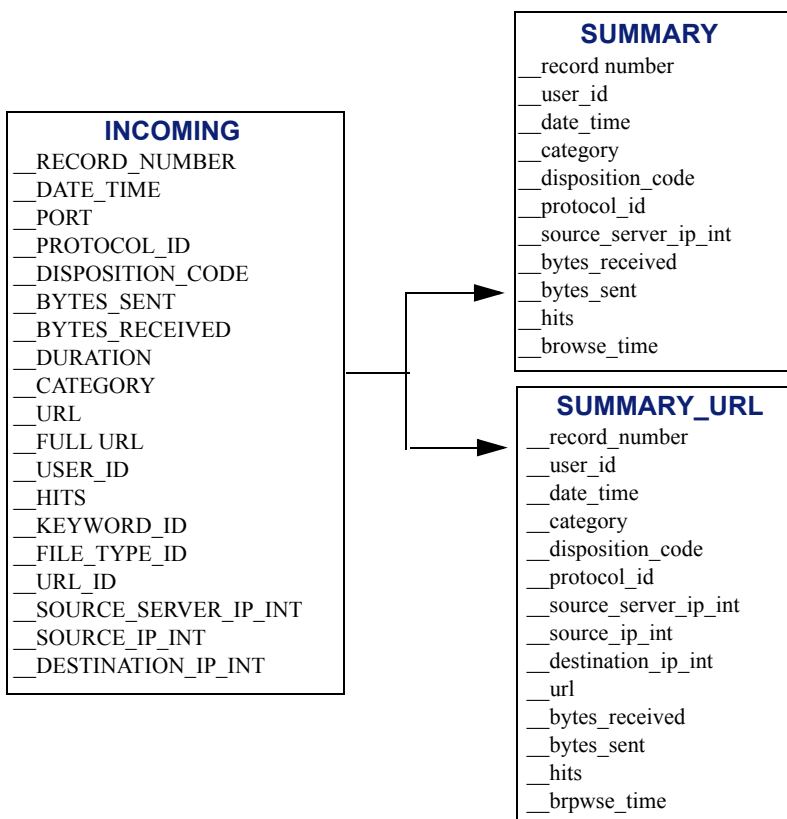
Log Database Tables

Log Database tables are populated when the Log Server records and stores internet activity on a network, and then sends that information to the Log Database used by Websense Enterprise Reporter and Explorer.

Explorer and Reporter use the data collected in the tables to generate reports and charts depicting the network internet usage trends.

Detail and summary view information is taken from the following tables.

- ◆ INCOMING Table—Detail reports in Explorer show data collected in this table.
- ◆ SUMMARY Table—Summary view reports pull information from this table. The information is summarized from the INCOMING table and is refreshed every 10 minutes.
- ◆ SUMMARY_URL Table—Summary view reports for URLs display URL summary information from this table. The information is collected from the INCOMING table and is refreshed every 10 minutes.

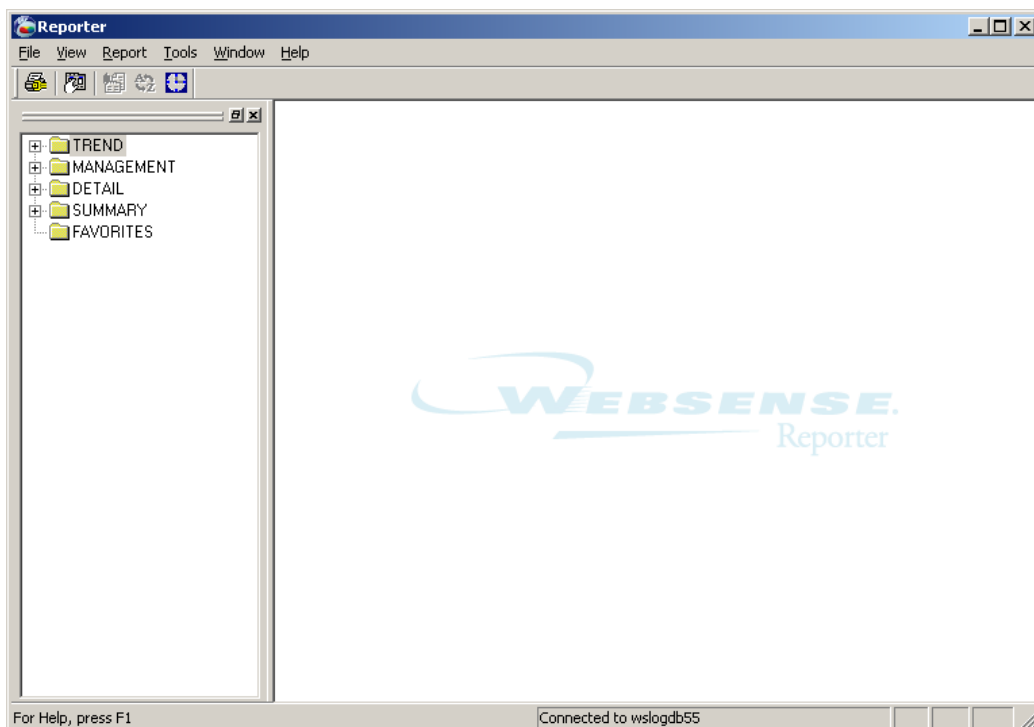


NOTE:

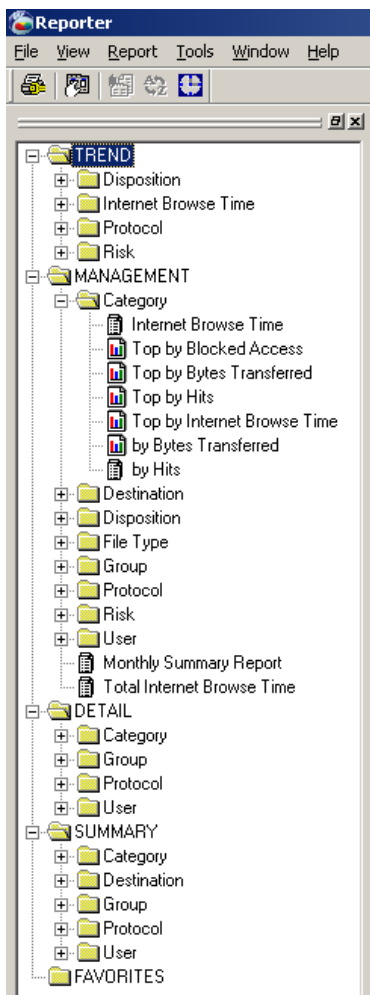
Information being pulled from the INCOMING table into the SUMMARY and SUMMARY_URL tables is refreshed every 10 minutes, or can be manually run through the Migrate utility. This is done using an SQL Server Agent job.

Reporter's Application Window

Reporter's Application Window looks like this.



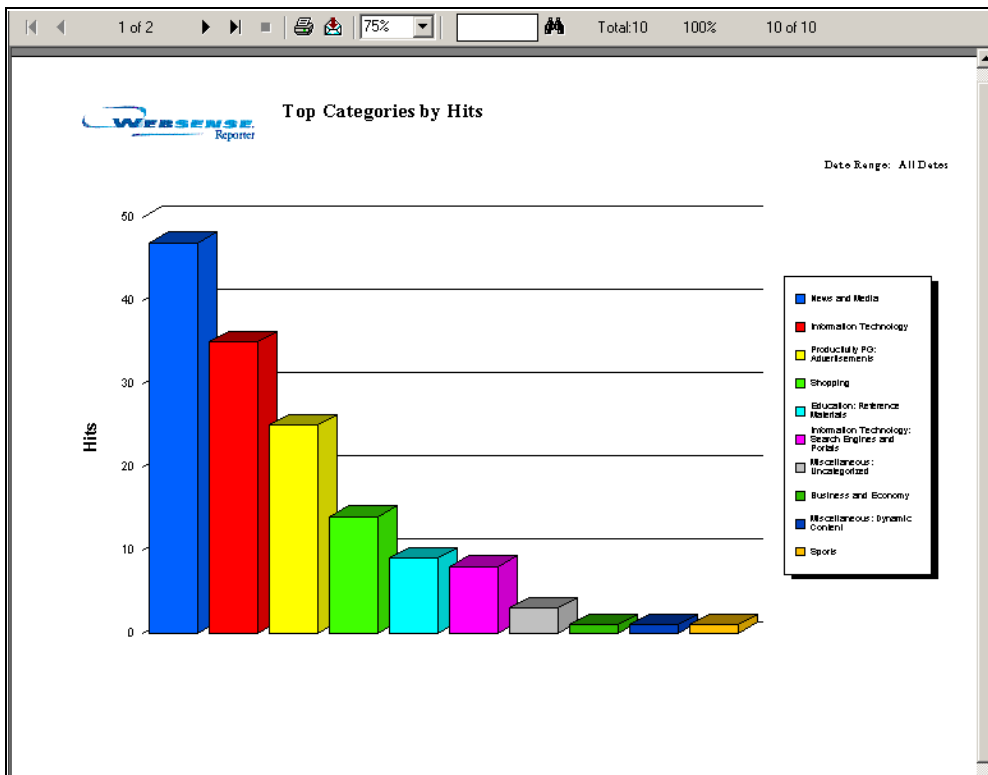
There are over 80 different report formats, broken up by type into Trend, Management, Detail and Summary.



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.

Reporter displays the generated report.



Related Documentation

For complete information on other Websense modules, please see the following.

For information on . . .	please see . . .
Installation of Websense Enterprise	the Integration-specific guide for your enterprise. For all Websense Installation Guides, refer to: http://www.websense.com/support/documentation/
Operation of Websense Enterprise	<i>Websense Enterprise Administrator's Guide</i>
Installation of Websense Enterprise Reporting (including Websense Enterprise Explorer and Reporter)	<i>Websense Enterprise Reporting Installation Guide</i>
Using Websense Enterprise Reporting (including Websense Enterprise Explorer and Reporter)	<i>Websense Enterprise Reporting User Guide</i>
Installation and Operation of Microsoft's MSDE or SQL Server database	Microsoft documentation

Configuring to Use Windows Trusted Connection

These Websense Reporting services must be manually configured to run as the Windows Authenticated User.

- ◆ [Log Server Service Setup](#)
- ◆ [Reporter Scheduler Service Setup](#)
- ◆ [Log Database Manager Service Setup](#)

When you want to run Explorer reports against a different Log Database, you make a change in the [Database Settings page](#)

Log Server Service Setup

Most Log Server setup is done via the Log Server Configuration. However, there are two situations when you would need to set up the Log Server service with a user name and password.

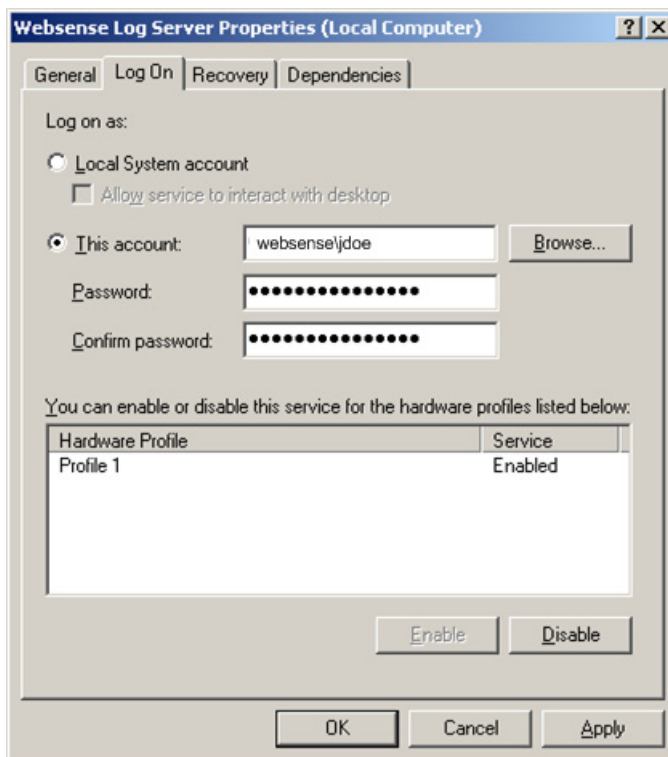
- When Log Server is installed to use a trusted connection for database communications.
- When the Windows directory service is configured so that an application it perceives as anonymous, such as Log Server, cannot obtain a list of users and groups.

In these situations, Log Server must authenticate to either connect to SQL Server or obtain the user list from the directory service.

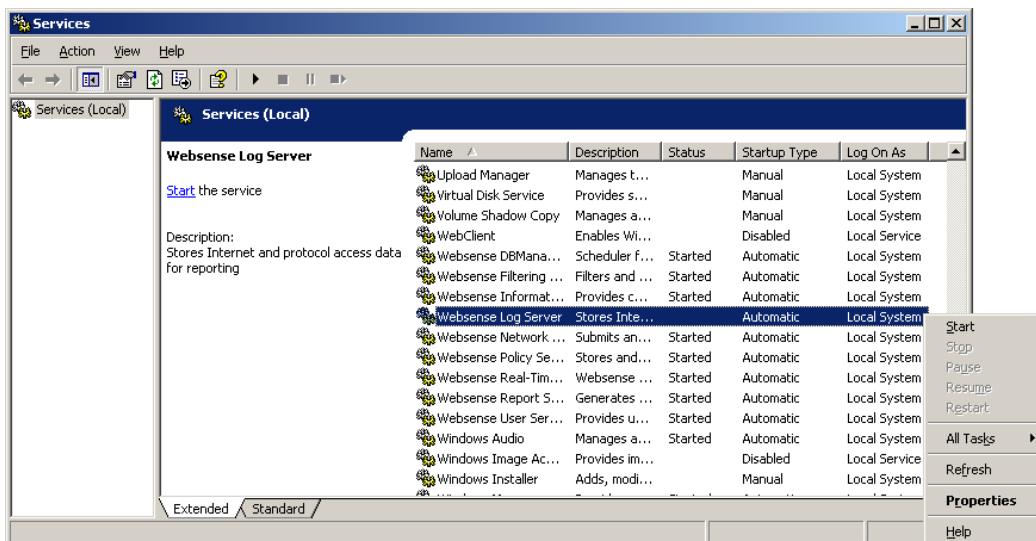
Set up Log Server with the appropriate authentication information as follows:

1. Open the Windows Control Panel:
2. Select the **Websense Log Server** service in the list, and then click **Stop**.
3. Double-click the **Websense Log Server** service to open the Properties dialog box.
4. On the **Log On** tab, select the **This account** option.

5. In the text box, enter the user name for an account with appropriate access rights to the Log Database on the SQL Server and the directory service. (Some environments require this to be entered as domain\user name. For example: Websense\jdoe.)



6. Enter and confirm the Windows password for this account.
7. Click **OK** to close the Service dialog box.
8. Select the Websense Log Server entry in the Services list, and then click the **Start** button.



Reporter Scheduler Service Setup

Scheduling Reports to run is done via the Reporter window. However, when Reporter is installed using a trusted connection for database communications, you need to set up the Scheduler service with a user name and password.

Scheduler must authenticate to the Log Database.

Set up Scheduler with the appropriate authentication information as follows:

1. Open the Windows Control Panel:
2. Select the Websense Report Scheduler service in the list, and then click **Stop**.
3. Double-click the Websense Report Scheduler service to open the Properties dialog box.
4. On the **Log On** tab, select the **This account** option.
5. In the text box, enter the user name for an account with appropriate access rights to the Log Database on the SQL Server. (Some environments require this to be entered as domain\user name. For example: Websense\jdoe.)
6. Enter and confirm the Windows password for this account.
7. Click **OK** to close the Service dialog box.

8. Select the Websense Report Scheduler entry in the Services list, and then click the **Start** button.

Log Database Manager Service Setup

When Log Database Manager is installed to use a trusted connection for database communications, you need to set up the Log Database Manager service with a user name and password, as the Scheduler must authenticate to the Log Database.

These are the steps to configure the Websense DB Manager Scheduler service to support the trusted connection after installing the Log Database Manager.

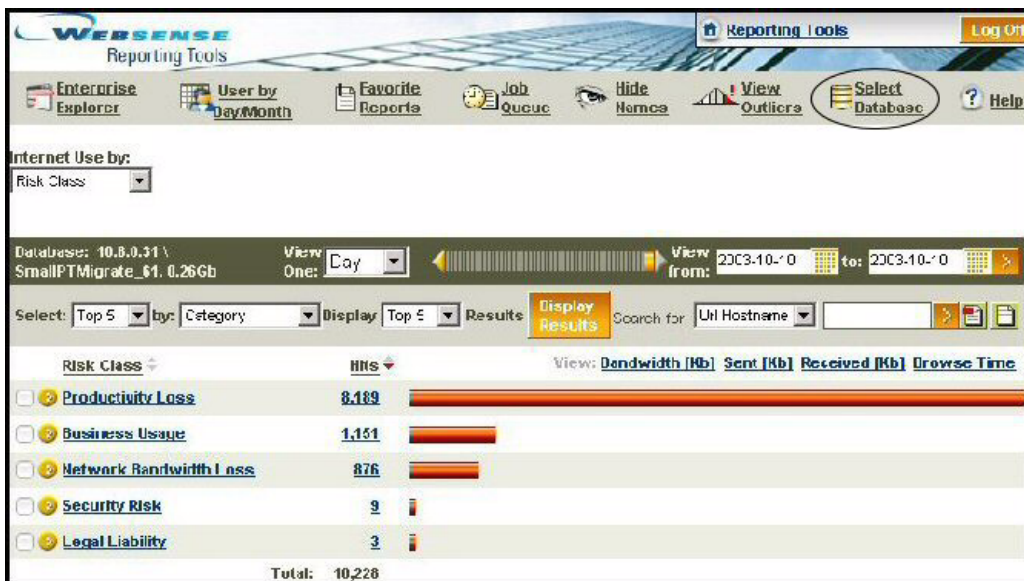
1. Open the Windows Control Panel:
2. Select **Administrative Tools > Services**.
3. Select the Websense DB Manager Scheduler service in the list, and right-click; then click **Stop**.
4. Double-click the Websense DB Manager Scheduler service to open the Properties dialog box.
5. On the **Log On** tab, select the **This account** option.
6. In the text box, enter the user name for an account with appropriate access rights to the Log Database on the SQL Server. (Some environments require this to be entered as domain\user name. For example: Websense\jdoe.)
7. Enter and confirm the Windows password for this account.
8. Click **OK** to close the Service dialog box.
9. Select the Websense DB Manager Scheduler entry in the Services list again, and right-click; then click the **Start** button.

Database Settings page

If you have chosen to install Explorer using a trusted connection, after installation you can run reports as that user, subject to the security restrictions placed on that reporting role.

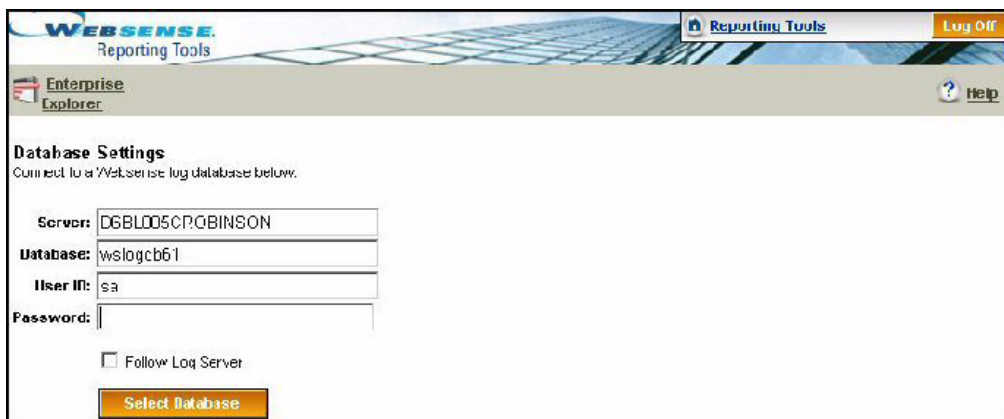
When you first open Explorer, you may see a message informing you that summary tables are not populated, and that, as the administrator, you can edit your Explorer settings. The page you access by clicking the link is also available on the main Explorer page.

1. Select **Start>Programs>WebSense>Web Reporting Tools**.
2. Log on to Websense Reporting Tools.
3. When the Reporting Tools menu opens, double-click the Websense Enterprise Explorer graphic. The main Websense Enterprise Explorer page opens.
4. Click **Select Database** to open the Database Settings page.



5. In the Database Settings page, enter the information needed to connect to the database.
 - a. Enter the name or IP address of the server where your database engine resides.

- b. Enter the database to which you want to connect. By default, the value is **wslogdb61**.
- c. Enter the user ID that is granted administrator rights to the database. Generally, the user is **sa**. If no user name is passed, Explorer assumes it is a trusted connection. Leave the user name and password blank to connect as trusted connection.
- d. Enter the password for the user ID, if any.



- 6. Click the **Select Database** button. If the connection is successful, a message appears that indicates the connection is complete.

Managing Access to Explorer

Role-based reporting manages access to Explorer via assigned privileges and specific policies for a user or a particular set of users. See discussion on the following topics in this chapter.

- ◆ *The Reporting Tools Page in Explorer*
- ◆ *Accessing Explorer*
- ◆ *Security*

The Reporting Tools Page in Explorer

The Reporting Tools portal allows you to access web-based Websense Reporting tools. The page will open in your browser (Microsoft Internet Explorer).

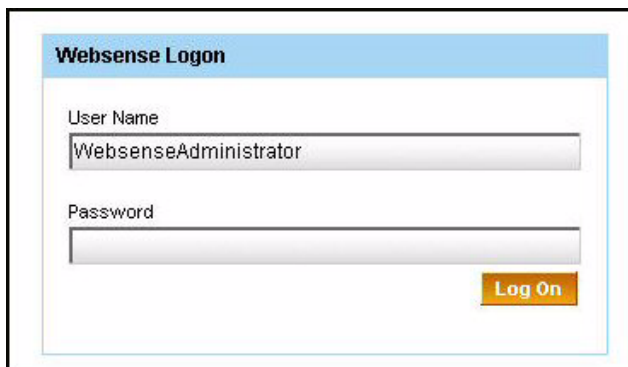


NOTE

The most recent versions of Microsoft Internet Explorer (v6.x) have the highest default security settings. This will cause users with this web browser to be blocked from the Explorer pages, even though they are retrieved from an intranet server.

- ▶ To get to the Reporting Tools portal from the Windows Start menu, go to: **Start>Programs>Websense>Web Reporting Tools**.
- ▶ To access the Reporting Tools portal, administrators enter their **network user name** and **password**.

The default **User Name** is **WebsenseAdministrator** with the same password as the one set in Websense Manager.



The screenshot shows a web-based login form titled "Websense Logon". It features a light blue header bar with the title. Below the header, there are two text input fields. The first is labeled "User Name" and contains the text "WebsenseAdministrator". The second is labeled "Password" and is currently empty. To the right of the password field is a rectangular orange button with the text "Log On" in white.

The Reporting Tools portal is displayed and provides access to:

- Real-Time Analyzer
- Websense Enterprise Explorer
- Client Policy Manager Explorer
- Client Policy Manager Reporter
- Log Database Manager

To test the Explorer installation, click **Websense Enterprise Explorer**. You should see a report like the following.



If you are not able to get an opening report similar to this from Explorer's main page, see the chapter on [Troubleshooting](#).



NOTE

If the Explorer web server is running under IIS v6.x, access to Explorer's main page will not be affected. However, when viewing reports, users may be asked to enter a Windows user name and password before viewing reports through the browser.

Accessing Explorer

Reporting roles in Explorer are set up whether you are using Reporting in Websense Enterprise or Delegated Administration and Delegated Reporting in Websense Enterprise – Corporate Edition.

Reporting Roles in Websense Enterprise

Reporting roles are set up with access permissions to all the web-based Reporting tools, and are set up with administrators attached to them.

- Real-Time Analyzer (RTA)
- Explorer
- Log Database Manager

To set up roles in Websense Enterprise:

1. Go to Websense Manager.
2. Right-click on **Report Administrators** in the left pane.

Accessing Explorer and Reporting Tools

Access Explorer and other web-based Reporting tools through the Reporting Tools portal. Log on at this page with your Reporting role and password. The page will open in your browser (Microsoft Internet Explorer).



NOTE

The most recent versions of Microsoft Internet Explorer (v.6.x) have the highest default security settings. This will cause users with this web browser to be blocked from the Explorer pages, even though they are retrieved from an intranet server.

- ▶ To access the Reporting Tools portal, administrators enter their **network user name** and **password**.

The default **User Name** is **WebsenseAdministrator** with the same password as the one set in Websense Manager.

- ▶ To access the Websense Enterprise Explorer page from the Reporting Tools portal, click the **Websense Enterprise Explorer** link or icon.



NOTE

Websense Enterprise Explorer can perform remote logons, which means you have access to logging on to a different machine where Websense Enterprise Explorer may be installed at a different location.

For example, if you have logged on to machine “A” and have been accessing Real-Time Analyzer on this machine and later decide to log on to machine “B” where Websense Enterprise Explorer is installed, you will no longer see applications on machine “A” available to you. While working in Explorer on machine “B,” you will notice that Real-Time Analyzer is no longer available to you. Instead, it will be dimmed. You will have to log back onto machine “A” to get back into Real-Time Analyzer.

- ▶ To get to the Reporting Tools portal from the Windows Start menu, go to: **Start>Programs>Websense>Web Reporting Tools**.



IMPORTANT

If you have installed all your web-based Reporting tools on a single machine, the Reporting Tools portal works the way you would expect it – You would have access to Explorer and all your Reporting Tools.

If you have installed your web-based Reporting tools on different machines, access to those Reporting tools will work differently. For example, if you have installed Real-Time Analyzer on machine “A” and Websense Enterprise Explorer on machine “B,” when you access the Reporting Tools portal on machine “A,” Real-Time Analyzer will be accessible, but the Websense Enterprise Explorer icon will be dimmed.

Delegated Reporting Roles in Websense Enterprise – Corporate Edition

Explorer Delegated Reporting roles are based on the *Delegated Administrator* roles assigned by the *Super Administrator* in Websense Manager. One *Super Administrator* grants limited administrative rights to other administrative users.

These *Delegated Administrators* run Explorer reports on a specific set of users and manage the Log Database for archiving and other database maintenance needs.

The *Super Administrator* creates the Delegated Reporting roles and defines the sets of users (client sets) within the Websense Manager.

To set up roles in Websense Enterprise – Corporate Edition:

1. Go to Websense Manager.
2. Right-click on **Administration** in the left pane.



NOTE

When setting up roles, there is one column to check for Administration and another column to check for Reporting. The left hand pane defines the administrators who are attached to a role, and the right hand pane defines the users (or client set) for each role.

You can set up *Delegated Administrator* roles to allow administrative functions on a particular set of users (or client set).

For detailed information about Delegated Administration, refer to the *Websense Enterprise Administrator's Guide*.

**IMPORTANT**

Each directory object or IP address cannot be in more than one client set.

For example, it is possible to have a single IP in one client set and a range of IPs in another client set. There will be a problem if an administrator is responsible for a large group (such as, an entire site) and department managers need to run reports on the people in their own department.

Depending upon how the directory service has been set up, there can be a problem defining a client set for the larger group (the entire site) and client sets for the smaller groups (individual departments). The work around this problem is to create additional directory objects in the directory service.

For information on creating directory objects in the directory service, refer to the *Websense Enterprise Administrator's Guide*.

**NOTE**

To access the Reporting tools that are not web-based, use the shortcuts from the Windows Start menu.

- ◆ Reporter
 - ◆ Log Server
 - ◆ Migrate Utility
-

Virtual Private Network (VPN) Connections

If your organization's users are connected via a network-based Virtual Private Network (VPN) and access the internet via the default network gateway or firewall, then these remote clients are filtered in the same manner as internal clients. However, VPN connections can allow remote users to access the internet via alternate gateways. This is commonly known as Split Tunneling.

In this case, you need to set up a rule on your organization's firewall to disable the connection between the remote client and the port the client connects to on the Remote Filtering Server machine. For more information, refer to your Websense installation guide and firewall product documentation.

Identifying Remote Users

For Websense to transparently identify remote users, users must log on to their cached domains. Users are then identified just as internal users. If users log on using only a local account, they will not be recognized according to their network user account. In this case, Websense applies the **Global** policy, and user activity is logged under a different user name.



NOTE

Remote clients also must log on to cached domains to have their internet activity logged to the Log Database.

Corporate Edition users: Users also must log on to cached domains in order for users to be identified and Delegated Administration roles to take effect.

Laptop Users

For laptop users, Websense uses the last portion of the Media Access Control (MAC) address to recognize laptop users, rather than the standard IP address. This means that policies assigned to specific IP addresses will not take effect. If no other policy is found for a particular remote (laptop) user, Websense applies the **Global** policy.

It is also possible that the last four bytes of a MAC address overlap with another IP address. In this case, any policy assigned to that particular IP address will be applied to the laptop user.

For more information about transparent identification of users, refer to the *Websense Enterprise Administrator's Guide*.

User Settings

The administrator sets up the User Settings, including the SMTP server (email server), to be used by users to email reports and job notifications.



NOTE

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

To set User Settings to email reports and job notifications.

1. Open the **Reporting Tools** portal, and then click **Settings** in the top right hand corner. The User Input dialog box displays.
2. The **User Name** is automatically displayed.
3. Enter the **Email Address** from which email notifications are to be sent.
4. Enter the **SMTP Server Name** that will be used to email reports and job notifications.
5. Check the **Self Reporting** box to allow users to self report in Websense Enterprise Explorer.
6. Click **Save** to update the User Settings.

Security

By installing Explorer, you have created an intranet website to access a Log Database.

The Log Database contains potentially sensitive information about employee internet use. In most cases, this information should only be available to a few people in your company.

To protect the data from packet sniffers, set up encryption (SSL) for this newly created intranet website.

Managing Access to Reporter

Access to Reporter is based on these items:

- A user who has installed Reporter needs database privileges to be able to access the Log Database.
- A user who is running reports must log on as a *local administrator* with assigned privileges to the Log Database machine in order to generate reports in Reporter..
- When Reporter is installed, it cannot be accessed remotely—it must run from the machine where it is installed.

**NOTE**

The Log Server and Log Database can run on different machines.

To access Reporter and the reporting tools that are not web-based, use the shortcuts from the Windows Start menu.

- Websense Reporter
- Log Server setup
- Migrate Utility

Managing Access to Real-Time Analyzer

Real-Time Analyzer displays users' internet activity as it flows through Filtering Service. By default, RTA is installed on the same machine as Filtering Service. However, it can be installed on a different machine. For installation instructions, see your installation guide.

At all times, RTA must have access to Policy Server, Filtering Service, and any browsers that will connect to it. A web server must be established so that browsers can connect to RTA.

RTA connects to Filtering Service, from which it receives users' internet request information. This information can be displayed through a browser via HTML report templates as requests occur.

System Requirements

- ◆ Websense Enterprise components
 - Filtering Service (any integration)
 - Policy Server
- ◆ Internet browser
 - Internet Explorer v5.5 or greater
 - Cookies enabled on all browsers that connect to RTA. Cookies allow browsers to recognize users, which helps RTA track user sessions and display reports according to *User Settings*. For more information about enabling cookies, see your browser's online Help.
- ◆ Web server
 - A web server such as Apache HTTP Server or IIS must be installed. Apache HTTP Server is installed by default with a typical Websense Enterprise installation. For more information, please see your installation guide.

Accessing Real-Time Analyzer

The Websense Reporting Tools portal is a browser-based graphical user interface. The Portal acts as a single entry point for the Websense Enterprise Web-Based Reporting Tools, which are:

- ◆ Real-Time Analyzer
- ◆ Enterprise Explorer
- ◆ Client Policy Manager Explorer
- ◆ Database Manager

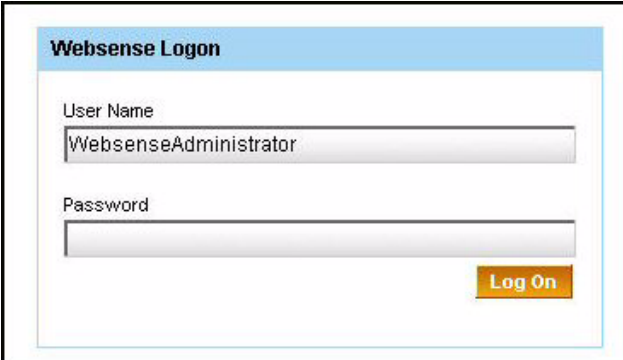
For information on using the Reporting Tools Portal, see your Websense Enterprise Reporting documentation.

In order to access Real-Time Analyzer, you must have adequate permissions configured via Websense Manager. See the *Websense Enterprise Administrator's Guide* for information on how to configure and maintain reporting roles and permissions.

Starting Real-Time Analyzer

To access Real-Time Analyzer.

1. Choose **Start>Programs>Websense>Web Reporting Tools** . The Websense Logon for the Reporting Tools portal is displayed.



The screenshot shows a web-based login form titled "Websense Logon". It contains two text input fields: "User Name" with the value "WebsenseAdministrator" and "Password". A "Log On" button is positioned at the bottom right of the form area.

2. Enter your **User Name** and **Password**, and then press **Enter** or click **Log On**.

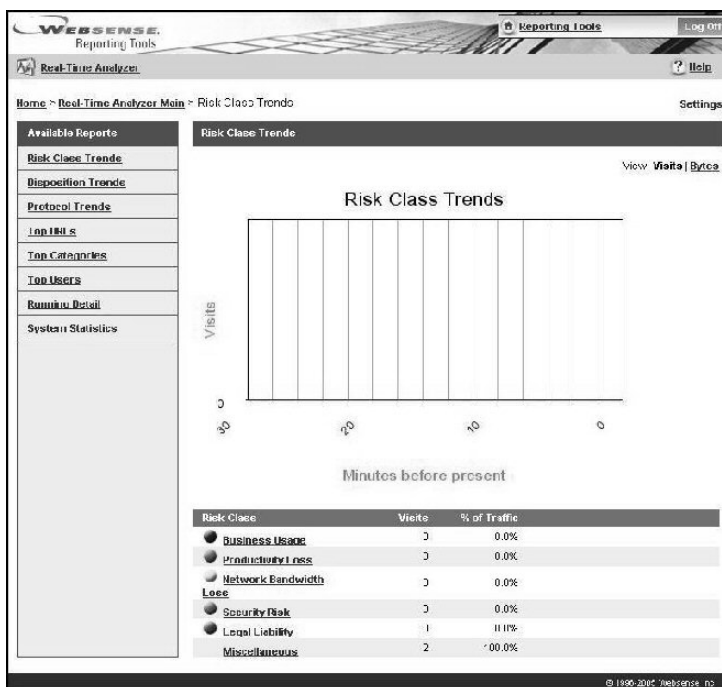
**NOTE**

The default **User Name** is **WebsenseAdministrator** with the same **Password** that was first set in Websense Manager, in the **Network** tab.

3. Click **Real Time Analyzer** to start viewing activity reports.

The Real Time Analyzer window appears in a browser window. The RTA window has two frames: the reports list and the content frame. The Available Reports list appears on the left side of the window and allows you to select reports.

4. Select the report you want to see from the list. The populated report appears in the content frame.



Real Time Analyzer window

User Settings

The administrator sets up the User Settings, including the SMTP server (email server), to be used by users to email reports and job notifications.



NOTE

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

To set User Settings to email reports and job notifications.

1. Open the **Reporting Tools** portal, and then click **Settings** in the top right hand corner. The User Input dialog box displays.
2. The **User Name** is automatically displayed.
3. Enter the **Email Address** from which email notifications are to be sent.
4. Enter the **SMTP Server Name** that will be used to email reports and job notifications.
5. **Self Reporting** is for Websense Enterprise Explorer users only. Skip to the next step.
6. Click **Save** to update the User Settings.

Configuring Real-Time Analyzer Settings

Once you install RTA, you can change the default values RTA uses to generate the reports. Settings include the number of items in reports, how you view data, the refresh rate, trend graph intervals and the period of time the trend graph covers, and how long the system retains values.



NOTE

Any selections in the **Display Settings** area of the page are associated with the user login name and impact reports when ever that user logs in. The options in the **Systems settings** area are accessible only to users who have administrative rights.

To modify settings for the **Real-Time Analyzer** page:

1. From the Real-Time Analyzer window, click **Settings**. The Real-Time Analyzer Settings window appears.



Real-Time Analyzer Settings window

2. Change the settings as needed:

The following settings are available to logged-in users and impact only their sessions.

- **Show the top N items in a Top URL/Category/User report.** Limit the number of entries that are shown in the Top URLs, Top Categories, and Top Users reports. The default value is 10. Possible values are between 5 and 95.
- **Show the last N entries in a Running Detail report.** Limit the number of entries that are shown in the Running Detail reports. The default value is 20. If you change the value to 0, RTA does not show any entries. The upper boundary is 999. Ultimately, the maximum value is a function of the client browser, web server, and web server configuration. Some web servers limit transfers to 10 MB, which could be reached with an upper limit above 50,000.
- **View data by visits/View data by hits.** All internet access requests pass through Filtering Service. These requests are analyzed to determine either the actual sites a user views (visits), or the various

images, text blocks, ads and other files (hits) acquired during a page request. Choose whether to display data as hits or visits. The default setting is **Visits**.

- **Default data units.** Changes the unit displayed when viewing reports. The default setting is **Visits**.
- **Refresh page every N seconds.** Specify how often real-time data in the content frame updates. The default setting is 60 seconds. Acceptable values range from 15 seconds to 5 minutes.
- **Trend graph interval: N minutes.** Specify the intervals between grid settings on trend reports. Trend data is collected in one-minute units, but minutes can be grouped into larger time periods. The default setting is 1 minute. The acceptable values are 1 to 5 minutes.
- **Trend graph coverage: N minutes.** Specify the length of time covered by the trend graphs. The default setting is 30 minutes. Acceptable values range from 5 to 60 minutes, or 2 to 24 hours. The number entered here is used to derive the number of vertical grid lines divided by the value entered for the **Trend graph Interval** setting.

System Settings

The following settings are available only to users who have administrative access to the Administration tool. Any changes here cause RTA to discard previous values. Your changes impact all users.

- **Keep hit information along with visits.** Select this option to keep hit information in memory. The default setting is checked. If you choose to disable this setting, visit information appears in reports, not hit details.



NOTE

Keeping both hit and visit information increases the amount of memory RTA uses. While the information may be valuable, you need to balance your data tracking requirements with the amount of memory being used.

- **Keep information for N hours.** Choose how long RTA stores hit or visit information. Choosing a shorter duration will ease the amount of memory that RTA uses. The default value is 1. The minimum duration is 1 hour and the maximum duration is 24 hours.

- **Keep a maximum of N detail records.** Decide how many detail records RTA keeps. When RTA reaches this value, the oldest record rolls out to make place for the new. The default value is 2,000. (Approximately 1MB of memory is required to store 3000-4500 records.)
3. Click **Save** to exit and keep all changes. If you made changes to any system settings, RTA discards previous configuration information, saves your changes, and applies them to all users.

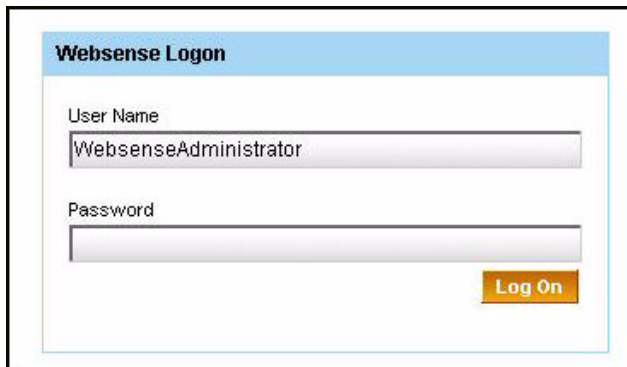
Connecting to the Log Database

- ◆ *Accessing Log Database Manager*
- ◆ *Explorer Connection to a Log Database*
- ◆ *Creating a New Log Database*
- ◆ *Changing the Log Database*
- ◆ *Reporter Connection to a Log Database*
- ◆ *Creating a New Database Connection for Reporter*

Accessing Log Database Manager

To access the Log Database Manager.

1. Choose **Start>Programs>Websense>Web Reporting Tools**. The Websense Logon for the Reporting Tools portal is displayed.



The screenshot shows a web-based login form titled "Websense Logon". It contains two text input fields: "User Name" with the value "WebsenseAdministrator" and "Password" which is currently empty. A "Log On" button is positioned at the bottom right of the form area.

2. Enter your **User Name** and **Password**, and then press **Enter** or click **Log On**.



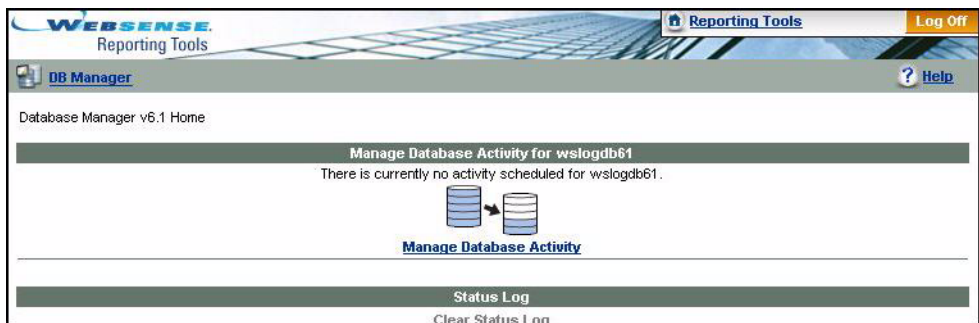
NOTE

The default **User Name** is **WebsenseAdministrator** with the same **Password** that was first set in Websense Manager, in the **Network** tab.

The Reporting Tools portal is displayed and provides access to:

- Real-Time Analyzer
- Websense Enterprise Explorer
- Client Policy Manager Explorer
- Client Policy Manager Reporter
- Log Database Manager

3. Click **Log Database Manager**. The Log Database Manager Home Page displays with the name of the Log Database that is connected to the Log Server.



**NOTE**

In the Websense Enterprise–Corporate Edition, the *Super Administrator* can set up filtering policies from a central location, and then distribute policies to multiple locations.

This *Super Administrator* can optionally grant access to other administrative users for archiving and purging. Generally, only one person should have the responsibility for archiving and purging.

Log Database Manager will use the existing administrator roles set up by the *Super Administrator*.

Explorer Connection to a Log Database

During Explorer installation, an initial connection was made for Explorer to connect to a Log Database. If Log Server is detected, Explorer will connect to the same Log Database that Log Server is logging to. A custom connection can be made by supplying the database name, location, user name, and password for the database. When using a trusted Windows connection, the user name and password are not used.

After installation, your connection options will vary, based on whether Explorer is installed on the same machine as Reporter or Log Server.

- Follow Log Server - Explorer views the database where Log Server is sending current activity information.
- Enter Database Information Directly - You choose the database name and the machine name where the database is physically located.

In order to “Follow Log Server,” Explorer must have access to the `LogServer.ini` file. If Explorer is installed on the same machine as the Log Server, it can locate and use the information in this .INI file to make the same database connection.

At any time, you can change the database that Explorer uses to run reports.

1. Open the Reporting Tools portal from the Windows Start menu by choosing **Start>Programs>Websense>Web Reporting Tools**.

2. Enter your **User Name** and **Password**, and then press **Enter** or click **Log On**.



NOTE

The default **User Name** is **WebsenseAdministrator** with the same **Password** that was first set in Websense Manager, in the **Network** tab.

3. Click the **Database Settings** button to access the Database Settings page.

Database Settings
Connect to a Websense log database below:

Server:

Database:

User ID:

Password:

Follow Log Server

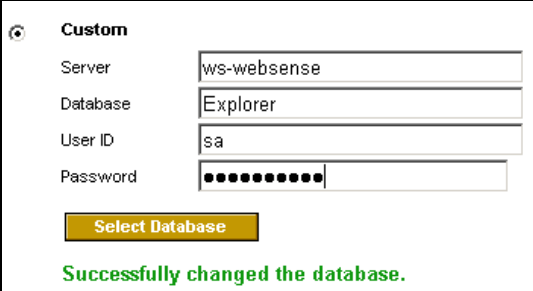
If Explorer is installed on a different machine than Log Server, your only option will be to make a custom selection.

Field	Description
Server	Enter the machine name (or IP address) where the Log Database is stored.
Database	Enter the name of the Log Database.

Field	Description
User ID	<p>Enter the user ID to access the database.</p> <p>If you are not sure what to use here, you can choose “sa” which is the default user ID for MSDE and the default administrator ID in SQL Server.</p> <p>This release of Explorer does support Windows-based authentication (user IDs) to connect to the database. If you are using a trusted connection to access Explorer, leave the user and password fields blank so the Windows user will be used.</p>
Password	<p>Enter the password to access the database, or if you have chosen “sa” as the user ID, you may choose to leave this field blank.</p>

4. Choose **Select Database** to complete the database connection change.

If you have entered valid information, you will see a message similar to the following.



Custom

Server: ws-websense

Database: Explorer

User ID: sa

Password: ●●●●●●●●

Select Database

Successfully changed the database.

If you have not entered valid information, you will see a message similar to the following.



Make sure you entered a valid user ID and password and the correct machine and database names. You may also check for a typing error.

5. Select **Enterprise Explorer** at the top left corner of the Log Database page to go back to the Reporting Tools portal.



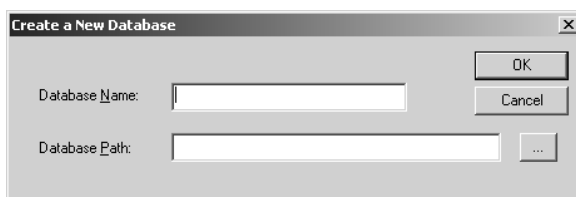
NOTE

If you are using MSDE, Log Server automatically archives the Log Database when it reaches 1.5 GB. The Log Server then automatically creates a new Log Database and starts logging to the new database. If you have chosen to Follow Log Server for the database connection method, the new Log Database will be used to generate reports by Explorer.

Creating a New Log Database

Use the Migrate Utility if you need to create a new Log Database. You may create a new database instead of archiving the contents of the previous database.

1. Select **Start>Programs>WebSense>Utilities>Migrate Utility** to open the Websense - Migrate window.
2. Click the **Create New Database** button to display the Create a New Database dialog box.



3. Enter a Database Name that begins with a letter. This name will also be used for the ODBC connection created for this database.



IMPORTANT

Be sure that the name you apply to the database begins with an alphabetic character. Reporter does not recognize a name beginning with a numeral.

4. Enter a Database Path, starting with a local drive letter, or click the ... button to browse to a location for the new database (if it is on a local machine). The path must already exist on the Log Database machine. *Do not* use a mapped drive.
5. Click **OK** to create the new database and the ODBC connection.
6. Click **OK** in the completion message.
7. Open the Log Server Configuration window.
8. Click the **Database** tab, and then set the new database as the default database for logging.
9. Click **Apply**. Stop and restart the Log Server via the **Connection** tab.
10. When you finish working in the Migrate window, click the **x** button in the upper right corner to close the window.

Changing the Log Database

All users can choose to report on any Log Database that is the current version or has been migrated to this version.

The Log Database must be attached to the database engine. See Microsoft documentation for details on how to attach a database.

Websense Reporter or Websense Explorer must be connected to a Log Database through an ODBC connection in order to generate reports. An ODBC connection is generally established automatically during installation and whenever you create a new Log Database.

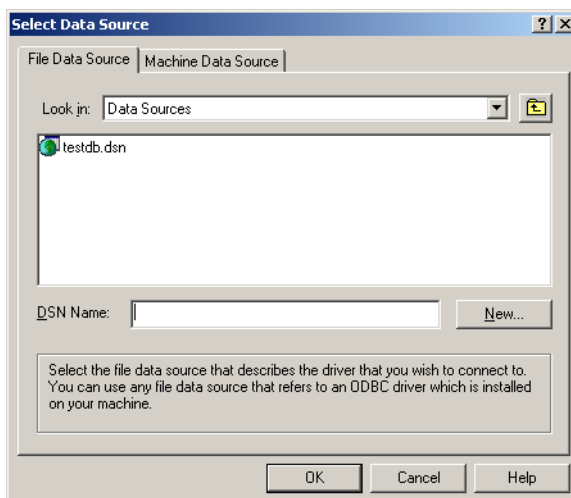
Reporter Connection to a Log Database

Reporter can generate reports from the current Log Database or from an archived or rollover Log Database. Before generating a report, select the Log Database to use for those reports.

The Log Database selected for reports does not affect where new internet requests are logged. The Log Server continues logging to the Log Database selected in the Log Server Configuration window.

To select a Log Database for reporting:

1. From the Reporter Tools menu, select Options. A Select Data Source dialog box appears.



2. Click the Machine Data Source tab.
3. Highlight the Data Source Name (ODBC connection) created for use with the desired Log Database. In most cases, the Data Source Name matches the name of the Log Database.
4. Click **OK**. A SQL Server Login dialog box appears.
5. Enter the Login ID and Password you established when you installed SQL Server or MSDE.

If you are not using a trusted connection for database communications, but the Use Trusted Connection option is checked, please uncheck it and enter the appropriate Login ID and Password.



NOTE

If you installed the copy of MSDE included with Reporter, enter sa as your Login ID, and leave the Password field blank.

6. Click **OK**.

Reporter is now ready to generate reports from the Log Database you just selected.

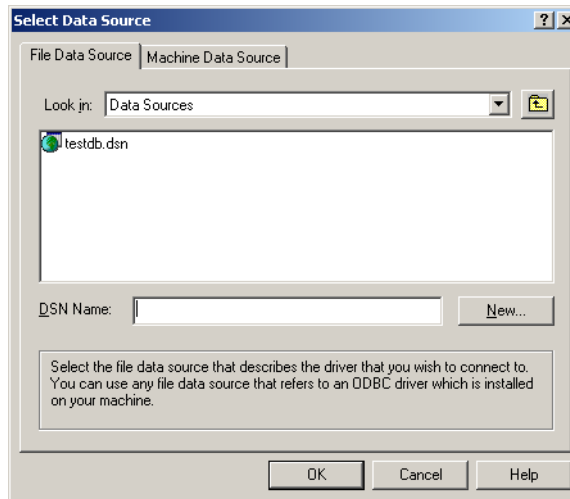
Creating a New Database Connection for Reporter

You may need to create an ODBC connection manually on the Reporter machine to allow that machine to communicate with a Log Database on a different machine.

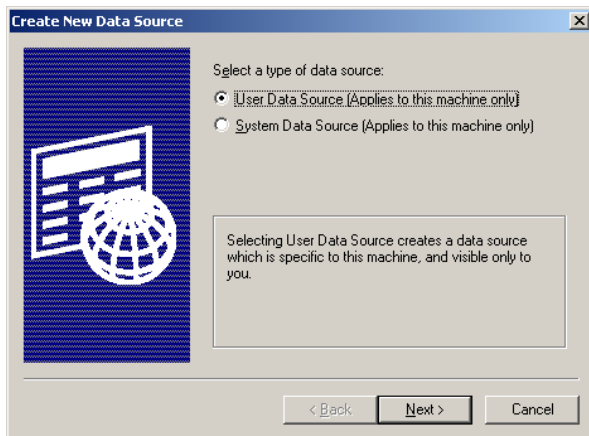
For example, when a Log Database in MSDE is rolled over, it creates a new Log Database along with a new ODBC connection to this database. If Reporter runs on the same machine as the Log Database, it can use the newly created ODBC connection. However, when Reporter resides on a different machine, you must create the ODBC connection to the rollover database manually on the remote Reporter machine.

You can create an ODBC connection manually through the Windows Control Panel, or by following the steps below.

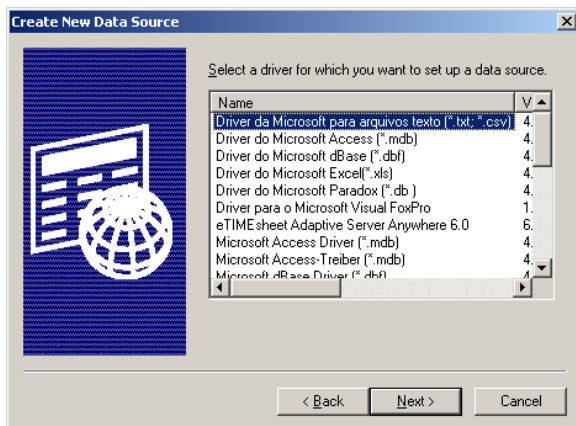
1. Open the Reporter Tools menu, and then select **Options**. The Select Data Source screen appears.



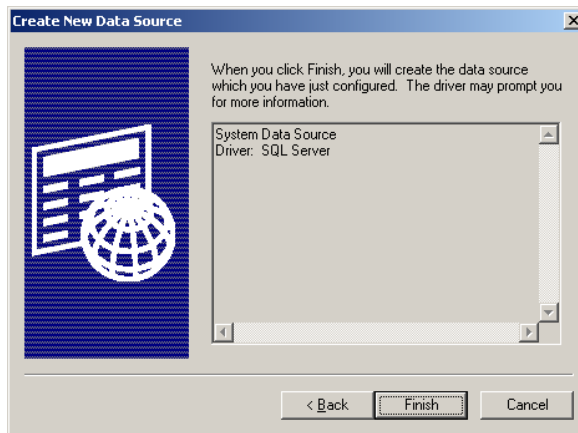
2. Click the Machine Data Source tab, and then click **New**. The Create New Data Source screen appears.



3. Select **System Data Source**, and click **Next**. A dialog box appears with a list of drivers.

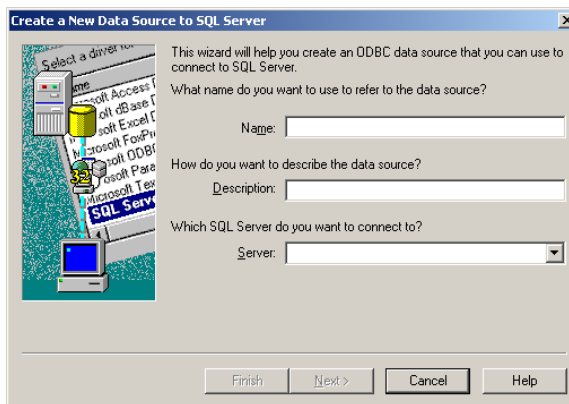


4. Highlight **SQL Server**, and then click **Next**.

**NOTE**

MSDE installs SQL ODBC drivers as part of its installation, so both SQL Server users and MSDE users should select SQL Server as their driver.

5. Click **Finish** in the dialog box that displays your selections. The following dialog box appears.



6. Enter a descriptive name for the new ODBC connection in the Name field, such as `wslogjul04`. Make sure that the name you choose begins with a letter and can be easily identified at a later time.

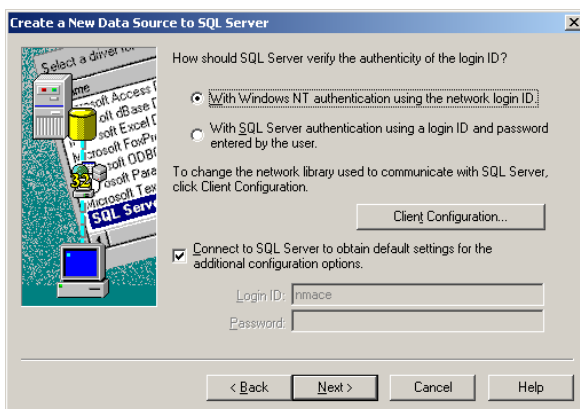
7. Enter a short description of the ODBC connection in the Description field (optional). For example, you may want to describe the data source according to the information the database holds.
8. Enter the location of MSDE or SQL Server, or select one from the Server drop-down list. *Do not* select local. The system establishes its own local connections.

IMPORTANT: If you installed SQL Server 2000 with an “instance name” other than MSSQLServer (the default), you must enter the IP address (recommended if known) or machine name of the SQL Server machine, followed by the instance name, as follows:

<IP address or machine name>\<instancename>

For example: 10.201.1.1\ReporterSql

9. Click **Next**. The next dialog box appears as shown below.



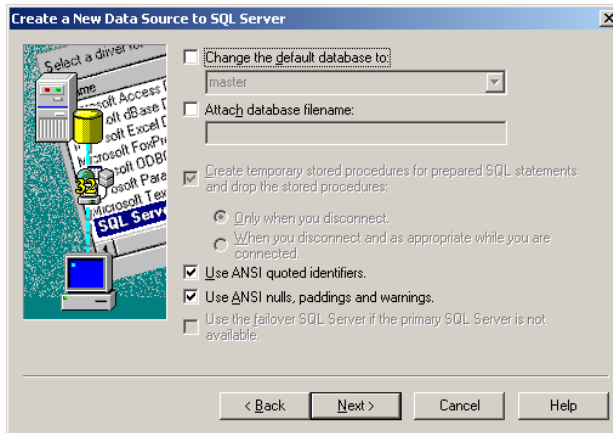
10. Select the type of authentication established for use with your database engine.

MSDE users should select **With SQL Server authentication**. Then, enter **sa** as your Login ID and leave the Password field blank. If you elected to use Windows Authentication during installation, then leave the Login ID and password fields blank.

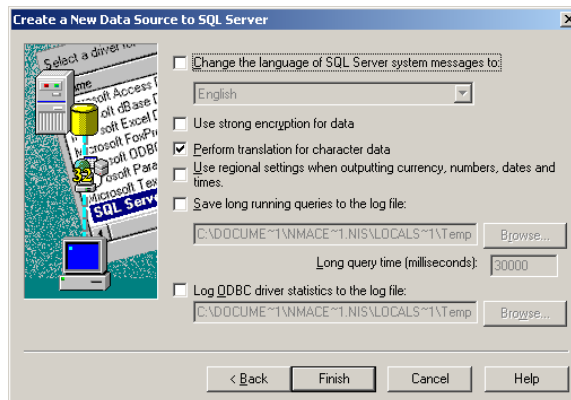
SQL Server users should select an option according to the authentication method established during SQL Server installation.

11. Check the **Connect to SQL Server...** check box if you need to enter a login ID and password.

12. Enter the Login ID and Password if you are not using Windows NT authentication.
13. Click **Next**. The following dialog box appears.



14. Check the **Change Default Database to** checkbox, and then select the Log Database for this ODBC connection from the drop-down list.
15. Click **Next**. The following dialog box appears



16. Check the **Perform translation** box. Leave all other check boxes unchecked.
17. Click **Finish**.
18. Review the settings in the ODBC Microsoft SQL Server Setup screen that appears, and then click **OK**. The SQL Server Login dialog box appears.
19. Enter the same Login ID and Password you entered in step 10.

If you are not using a trusted connection for database communications, but the Use Trusted Connection option is checked, uncheck it and enter the appropriate Login ID and Password.

20. Click **OK**. Reporter can now communicate with this Log Database.

When you want to generate a report, be sure to select the appropriate Log Database within Reporter. You must create a separate ODBC connection for each Log Database.

Managing the Size of the Log Database

Since your Log Database is storing information about all internet activity for all of your users, it can become quite large. Reports can become slow and administering a large database can be time-consuming and difficult.

Log Database Manager performs two functions on your Log Database: archive and purge.

Archive creates a new, separate database to store older data. You will be able to create reports on archived databases.

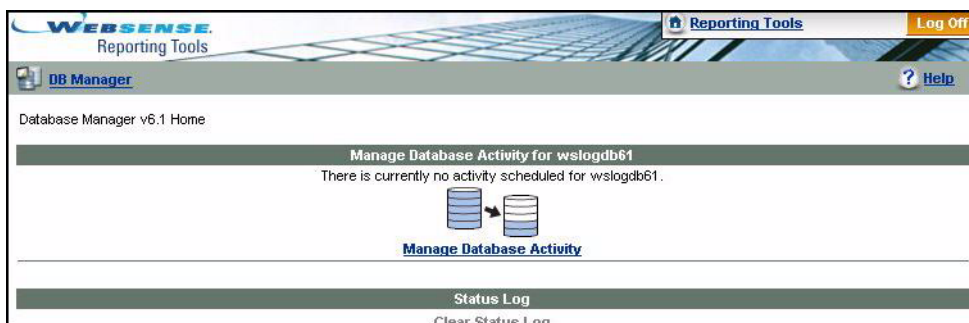
Purge deletes old data that will no longer be needed. Once data is purged, there is no way to recover it.

Log Database Manager only works with the database that is currently connected to the Log Server.

- ◆ *Checking or Changing the Job Status*
- ◆ *Scheduling a Job to Archive or Purge*
 - *Choose Archive, Combined Archive, or Purge*
- ◆ *Confirming the Job Detail*
- ◆ *Reducing the Size of the Log Database*
- ◆ *Potential Issues with Log Database Manager*
- ◆ *Archiving the Log Database Using the Command Line*

Checking or Changing the Job Status

The Job Status page tells you whether there is an archive or purge job scheduled for Log Database Manager. It also gives the status of any jobs that have already been processed.



Either the page will display detail about the archive or purge job, including how often the job will run, when it will start, and the next time it will run -or- a message “There is currently no activity scheduled for your database name.”

Only one job can be scheduled at a time.

You can delete or edit the job.

Choose the **Delete** button or the **Delete** link to delete the job. There is no undo for this action. You will remain in the **Job Status** page.

Choose the **Edit** button or the **Edit** link to change the Job Detail. This will return you to the Job Scheduling page so you can make changes.

The status log will display detail about the archive or purge job that has already run, and whether it was successfully completed, failed, updated or deleted. If a job is edited, the entry in the status log displays “updated.”

Choose Clear Status Log to remove previous status information.

Choose the Manage Database Activity link to define an archive or purge job, or to change the Job Detail. This will take you to the Job Scheduling page so you can make changes or define a new job.

A scheduled job cannot be deleted or edited once the job is running.

Choose the Log Off link in the upper right corner to exit the program.

Once a job has been scheduled, a [Refresh](#) link is available. Click this link to display the refreshed status of the scheduled job.

Scheduling a Job to Archive or Purge

The name of the Log Database displays, along with the date of the first record in the database.

Set all options appropriately. The **Perform Action** (Archive, Combined Archive, or Purge) and **Recurrence** that you choose will determine the rest of the available options.

The screenshot shows the 'Schedule Combined Archive' configuration page in the WEBSense Reporting Tools interface. The page title is 'wslogdb61: Schedule Combined Archive'. The date of the first record is 'Aug-22-2005'. The 'Perform Action' is set to 'Combined Archive'. The 'Recurrence' is set to 'Monthly'. The 'Start Date' is set to 'Fifth of the month'. The 'Run Time' is set to '21 :30'. The 'Always keep at least' is set to '2' and the 'Full Month(s) of Data in Log Database' is set to '2'. The 'Manage my Combined Archive database by' is set to 'Date'. The 'Rollover data from Combined Archive database when it reaches' is set to '3' month(s). The 'Keep Trend Data' checkbox is checked, with a note: 'Necessary for trend reports available in Reporter.' At the bottom, there are 'Previous' and 'Next' navigation buttons.

After all options are correctly set, choose [Next](#) to continue to the Confirm Job page.

If you change your mind about scheduling this job, choose [Previous](#) to return to the Job Status page or the [Log Off](#) link in the upper right hand corner at the top of the page.



NOTE

The default date shown for the **Start Date**, or **Archive** or **Remove All Records** before, depends on the trend data that is available. If you are not collecting trend data, the default date is the most recent internet activity that has been logged.

If you are collecting trend data, the default date is the most recent trend data that has been processed. This date may not be the same as the date of the most recent internet activity, since trend data is processed only once a day.

Choose Archive, Combined Archive, or Purge

Choose **Archive** to create a new database to save the old data. You cannot add data to this archived database. You will be able to run reports on archived databases.

Choose **Combined Archive** to create an archive database that can have future archives added to it. A new database is created which will save old data that has reached a user-defined size or date. You will be able to run reports on combined archives.

Choose **Purge** to delete the old data. There is no way to recover data once it has been purged.

Recurrence

- ◆ **Archive or Purge Now** - this will start the job immediately after it has been confirmed. Be careful with this option, as there is no undo for this action.
- ◆ **Once** - schedules this action to be performed once.
- ◆ **Daily** - schedules this action to be performed every day. You will also have to choose the **Start Date**.
- ◆ **Weekly** - schedules this action to be performed every week. You will also have to choose the day of the week for the **Start Date**.
- ◆ **Monthly** - schedules this action to be performed every month. You will have to choose whether you want the job performed on the first, fifth, fifteenth or last day of the month.

Start Date

Your options for the start date will depend on what you have chosen for the recurrence.

Run Time

Enter this using military time for the hour (0 - 23) and choose an increment of five for the minutes (00 - 55).

Always Keep at Least

You will get this option only if you have chosen daily, weekly or monthly for the job recurrence option. This is the amount of data to be kept in the Log Database.

- ◆ **Daily** - enter the number of Full Day(s) of Data to keep.
- ◆ **Weekly** - enter the number of Full Week(s) of Data to keep.
- ◆ **Monthly** - enter the number of Full Month(s) of Data to keep. Note that "full month" means a full calendar month. For example, if you archive on January 25 and choose to keep three full months of data, that would mean keeping October, November and December.

Archive or Remove Records Before:

You will get this option only if you have chosen **Now** or **Once** for the job recurrence option.

You can choose any valid day, month and year in your database.

If you choose **Now**, all records prior to the selected date will be archived or purged.

If you choose **Once**, all records prior to the selected date will be archived or purged on the Start Date specified.

Archive or Remove All Records:

This option will archive or remove ALL the data in the database, regardless of the other options chosen. Make sure this is what you really want to do before choosing this option, as there is no Undo.

Keep Trend Data

Trend data becomes valuable over time. The trend tables do not take up very much space in the database.

Trend data is calculated based on the trend schedule chosen in the **Daily Job** tab in the Log Server configuration. Not Keeping Trend Data may cause errors or gaps in your trend reports.



IMPORTANT

If you would like to be able to run trend reports, it is recommended that you always keep the trend data.

Options Only for Combined Archive

The Log Database is the database that Log Server is currently logging to.

The Combined Archive database allows you to continue adding data from the Log Database to the Combined Archive database. You can run reports from the Combined Archive database.

At a specified time or size, the Combined Archive database will be moved into a Rollover Database. You can also run reports from any Rollover database.

The options are:

- ◆ **Manage my Combined Archive database by . . .**
Choose either *date* or *size*. This refers to the Combined Archive database.

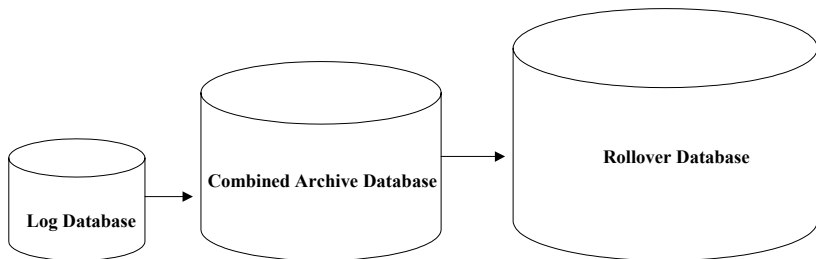
- ◆ **Rollover data from Combined Archive database when it reaches . . .**
Choose the specific date or size limit. This will limit the Combined Archive database.

Once this date or size limit has been reached, the next scheduled archive job sending data into the Combined Archive database will trigger a rollover. The Combined Archive database will be saved to a Rollover database.

If you choose *date*, you must choose how many months you want to keep in the Combined Archive database before it becomes a Rollover database. Remember that full months mean full *calendar* months.

If you choose *size*, you must choose how large you are going to allow the Combined Archive database to become before it becomes a Rollover database. If you are using Microsoft SQL Server as your database engine, you must choose between 100MB and 150GB. If you are using MSDE as your database engine, you must choose between 100 MB and 1.5 GB.

If you choose to archive your data with a Combined Archive, the flow of the data goes from the Log Database to the Combined Archive database to the Rollover database.



The Log Database gets additional data, and data is moved from the Log Database into the Combined Archive database. Once the data is rolled over into a Rollover database, no more data is ever added, and a new Combined Archive database is created.

The naming convention for the rollover database is the Combined Archive name plus the timestamp of the date of the first incoming record.



NOTE

If you have chosen to archive weekly, and have chosen to keep a certain number of months in the Combined Archive database, be aware that the archived months will rollover by week, and not cut off partway between weeks to precisely match the end or beginning of the month.

Example 1: Combined Archive by Date

The screenshot shows the 'Schedule Combined Archive' configuration page for database 'wslogdb61'. The page includes the following settings:

- Database Manager v6.1 Home > Schedule Combined Archive**
- wslogdb61: Schedule Combined Archive**
- Date of first record in wslogdb61: **Aug-22-2005**
- Perform Action:** Combined Archive
- Recurrence:** Monthly
- Start Date:** Fifth of the month
- Run Time:** 21 :30
- Always keep at least:** 2 **Full Month(s) of Data in Log Database**
- Manage my Combined Archive database by:** Date
- Rollover data from Combined Archive database when it reaches:** 3 **month(s).**
- Keep Trend Data:** Necessary for trend reports available in Reporter.

Navigation buttons: [Previous](#) and [Next](#)

In this example, the user has chosen

- ◆ to keep two full months of data in the Log Database
- ◆ to manage the Combined Archive database by date
- ◆ to keep only three months data in the Combined Archive database called “AppendDB”

On November 5 . . . there is data in the Log Database for part of August, and all of September and October. There is no archive activity.

On December 5 . . . there are now over three full months of data in the Log Database. One month is moved from the Log Database into the Combined Archive database. The Log Database now has all of October and all of November. The Combined Archive database now has archived the data for September.

On January 5 . . . another month is moved from the Log Database into the Combined Archive database. The Log Database now has November, December, and the first part of January. The Combined Archive database now has all of September and October.

On February 5 . . . another month is moved from the Log Database into the Combined Archive database. The Log Database now has December, January, and part of February. The Combined Archive database now has all of September, October, and November.

On March 5 . . . another month is moved from the Log Database into the Combined Archive database. The Log Database now has January, February, and part of March. There are now over three full months of data in the Combined Archive database. Three months of data are moved from the Combined Archive database into a Rollover database (AppendDB+timestamp). The Rollover database has September, October, and November. The Combined Archive database now has December (AppendDB).



NOTE

The first time that data is archived from the Log Database into the Combined Archive database, it is possible that the amount of data may exceed the size or date restraint chosen to trigger creation of the Rollover database.

In that case, the next time that an archive is triggered, all the data in the Combined Archive database will rollover into a Rollover database.

Example 2: Combined Archive by Size

The screenshot shows the 'Schedule Combined Archive' configuration window in DB Manager. The window title is 'wslogdb61: Schedule Combined Archive'. The 'Date of first record in wslogdb61' is set to 'Aug-22-2005'. The 'Perform Action' is 'Combined Archive'. The 'Recurrence' is 'Weekly'. The 'Start Date' is 'Saturday'. The 'Run Time' is '21:30'. The 'Always keep at least' is '1' 'Full Week(s) of Data in Log Database'. The 'Manage my Combined Archive database by' is 'Size'. The 'Rollover data from Combined Archive database when it reaches' is '5' 'GB'. A note states 'Note: Accepts values from 100MB to 150GB.'. The 'Keep Trend Data' checkbox is checked, with the text 'Necessary for trend reports available in Reporter.' below it. At the bottom, there are 'Previous' and 'Next' buttons.

In this example, the user has chosen:

- ◆ to keep one full week of data in the Log Database
- ◆ to manage the Combined Archive database by size

- ◆ to keep 5 GB of data in the Combined Archive database

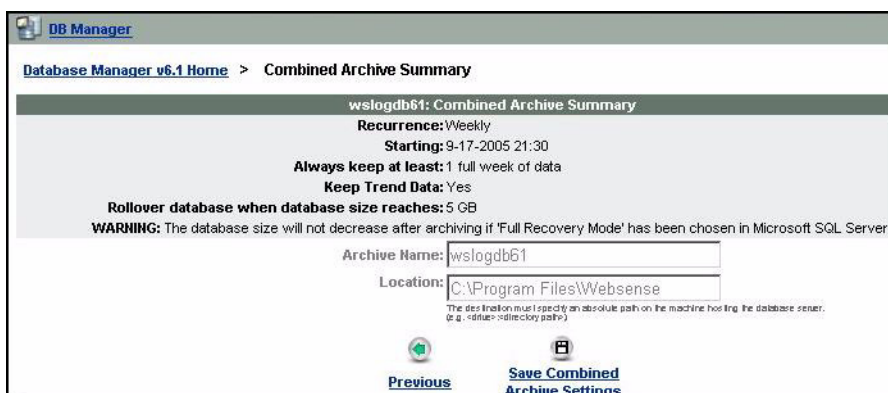
The Log Database will always have one full week plus additional days.

Each week, a week's worth of data, will be moved from the Log Database into the Combined Archive database.

Eventually the Combined Archive database will hold more than 5 GB of data. The next week's archive will trigger a rollover. At that point the Combined Archive database will have one week of data, and there will be a Rollover database of 5 GB (or slightly more) of data.

Confirming the Job Detail

Check the detail of the scheduled job to confirm it is correct.



If you have chosen to archive data, you will be able to choose the database name and location where you would like to save the new archived database.

For **Archive Now**, the default will be the current database name with an appended timestamp. You can change this database name. When it is archived, it will be saved as the name you have chosen.

For scheduled archives and **Archive Once**, the default name of the database will be that of the current database. You can change this database name. When it is archived, a timestamp will be appended to the database name.

For **Combined Archive**, you will have to choose a database name for the Combined Archive database.

The location of the database must specify an absolute path on the machine hosting the database server.

For example: <drive>:<directory path>).

If the detail is correct, choose [Save Purge Settings](#) or [Save Archive Settings](#).

If the detail is incorrect, choose [Previous](#) to go back to the Job Scheduling page to correct the detail.

Reducing the Size of the Log Database

When you archive off part of your Log Database, you are most likely anticipating that the Log Database will become smaller after the archive.

If you have chosen “Full Recovery Mode” in Microsoft SQL Server, the Log Database will not be reduced in size after an archive. You must change this option to “simple mode” if you would like your database size to be reduced. Please see Microsoft documentation for details on how to make this change.

If you would like to recover as much space as possible after an archive, use Microsoft SQL Server Enterprise Manager to shrink the database. Be sure to check the “Move pages to the beginning of file before shrinking” option.

You can also shrink the Combined Archive database in order to recover space.

Potential Issues with Log Database Manager

- ◆ Remember that full months are calendar months. For example, if you have chosen to keep two full months of data on the 15th of the month, nothing will be archived until the database contains two and a half months of data.
- ◆ You may view any Log Database, Combined Archive database, or Rollover database with Websense Enterprise Reporter or Websense Enterprise Explorer.
If you are viewing the Combined Archive database, and there is a rollover, the connection to the Combined Archive database will be broken and you will have to make a new connection or re-connect.
- ◆ Most Log Database Manager errors are written to the Event Viewer on the Policy Server machine. However, if there is a SQL error, it will be written to the Event Viewer on the SQL Server machine.

- ◆ Information about database operations is kept in a text file called `DBMGR_DB_run.log`. This is usually stored where the archive database is created or where the current Log Database resides.
- ◆ An archive operation may fail if there is not enough disk space. Log Database Manager will calculate the hard disk space needed for the archive operation that has been defined, and the space available. If there is not enough room, the Job Status page will show that the archive operation failed.

Archiving the Log Database Using the Command Line

The Reporter Log Database has a maximum capacity of 1.5 GB when running with MSDE. When the Log Database reaches this limit, the Log Server saves (rolls over) the database. It then creates a new Log Database with a name reflecting the date and time of the rollover, and continues to log internet access information received from Websense into this new database.

At any time you can archive information from an existing MSDE Log Database to organize log data into smaller, more manageable files. This action increases the speed at which Reporter generates reports by reducing the amount of log data that needs to be searched.

You can use the Log Database Manager to archive or purge the Log Database. You can still use the command line to archive and purge, but the command line operation will not archive or purge the summary tables which are used by Websense Enterprise Explorer. If you are using Explorer to view the Log Database, it is better to use the Log Database Manager to do archiving or purging.

**NOTE**

When archiving through the command line, the archive needs to include the oldest date in the Log Database. For example, archive cannot work for 4/1/04 – 4/03/04 if the oldest date in the database is 3/30/04.

The command-line archive does not archive the SUMMARY or SUMMARY_URL tables that Explorer uses to run reports or the Trend data for specific data ranges. All of the trend data is copied to the archive database and retained in the Log Database.

To archive Log Database information from the command line:

1. In Reporter, select a Log Database for Reporter to archive information 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 user name and password for all databases, or you can establish different user names and passwords for different databases.

If you are not using a trusted connection for database communications, but the Use Trusted Connection option is checked, please 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.
2. Close the Reporter window. You cannot archive Log Database information from the command line while Reporter is open.
3. Open a command prompt window.
4. Change to the Reporter directory (where Reporter.exe is located).



NOTE

Archive log data from any directory by placing Reporter on the system path. See Windows documentation for details on working with the system path.

5. Enter a command to archive the information in a new database file. For example:

```
Reporter.exe -a -n archive -d  
C:\ReporterDB\Archive -f 1/1/1999 -t 12/31/1999
```

In the example above, the word archive represents the file name.

If you do not enter a date range within the command, Reporter archives the entire Log Database.

The archived file will be created and saved in the specified location. Information within the specified date range moves from the Log Database to the archived file. Use the archived information to generate reports at any time by selecting it in the Options dialog box.

Trend data becomes valuable over time. The trend tables do not take up very much space in the database. When the Log Database is archived using the command-line interface, the trend tables are copied to the archive database, and retained in the Log Database.

Managing the Log Server

The Log Server is a separate service that Reporting uses to receive internet access information from Websense. The Log Server saves this information to a log cache file (`logx.tmp`, where `x` is a number). Log cache files (also called log files) act as temporary storage for data accumulated by the Log Server. The Log Server stores information in a log file until the file reaches the specified capacity, or a certain amount of time has passed. After reaching either limit, the Log Server saves the file and creates a new one. You can select a capacity and time interval on the **Settings** tab in the Log Server Configuration window.

Log Server will cache log records until CPU time becomes available. Then the Log Server reads the oldest log file and sends its information to the Log Database.

- ◆ *Log Server Configuration*
- ◆ *Stopping and Starting the Log Server*

Log Server Configuration

During installation of the Log Server, you establish settings that define how the Log Server interacts with Websense and the Log Database. The Log Server Configuration window allows you to modify those settings through the following steps:

1. Access the Log Server Configuration window from **Start>Programs>Websense>Utilities>Log Server Setup**.

The Log Server Configuration window contains six tabs: **Connection**, **Database**, **Settings**, **Consolidation**, **WebCatcher** and **DB Jobs**. The remainder of this chapter describes the options available on each of these tabs.

2. Click a tab to display its options and make any desired changes.
3. Click the **Apply** button to save the changes.

4. Click the **Connection** tab.
5. Stop and restart the Log Server for the changes to take effect.

Connection Tab

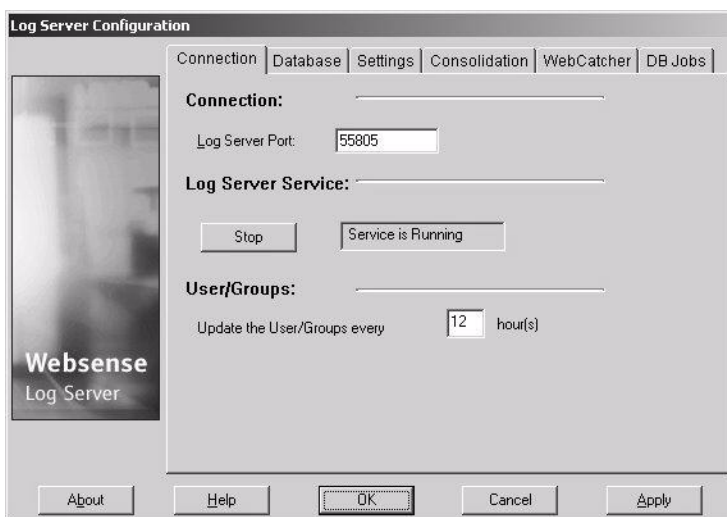
The **Connection** tab contains options for creating and maintaining a connection between the Log Server and Websense.

In the **User/Groups** section, enter how often you would like the Log Server to update the users/groups list.



NOTE

After making changes on one or more of the Log Server Configuration tabs, click **Apply**. Then stop and restart the Log Server for the changes to take effect.



Log Server Port (default 55805) – Enter the port over which the Log Server will communicate with Websense. After changing the port here, a corresponding change must be made on the **Logging** tab in the **Policy Server Configuration** dialog box. Refer to the *Websense Enterprise Administrator's Guide* for further details.

Log Server Service (Start or Stop) – Check the text box to see the status of the Log Server service. Use the button to stop or start the Log Server service as needed. For example, whenever you make changes in the Log Server Configuration window, you must stop and start the Log Server service for the changes to take effect. (Only users with Administrative privileges on the Log Server machine have this option.)

Keep in mind that no internet access activity can be logged when the Log Server is stopped.

Update users/groups every ... hour(s) – Enter how often you would like the Log Server to contact the directory service to update the Log Database with user and group information. Each time Log Server starts, Log Server contacts the network directory service to obtain a current list of users and groups. It then updates the existing log records to reflect any changes to user names and group assignments. While Log Server is running, it requests updates from the directory service according to the frequency entered here.

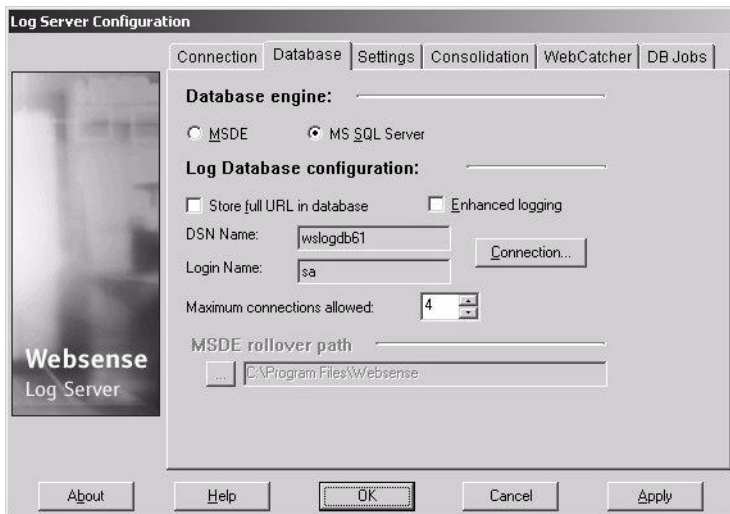
Database Tab

Open the **Database** tab to select a database engine and configure the Log Database. If you are using MSDE as the database engine, this tab also lets you designate a location for storing any rollover databases.



NOTE

After making changes on one or more of the Log Server Configuration tabs, click Apply. Then, go to the Connection tab to stop and restart the Log Server for the changes to take effect.



Database Engine – Select a database engine. Initially this indicates the database engine selected during installation. Use this selection when you want to change the database engine. Current MSDE users, for example, may choose to upgrade to Microsoft SQL Server if a high volume of internet activity causes the MSDE Log Database to roll over more frequently than desired.

Store full URL in database – Check this option to record the full URL of each site requested. If this option is left unchecked, only the domain name will be saved in the Log Database. Saving the full URL produces a larger Log Database, but provides greater detail.



NOTE

If you are using MSDE, storing the full URL may cause more frequent rollovers. Refer to the section on Consolidation to see how this option uses the full URL option if you select it.

Enhanced logging – Check this option to enable enhanced logging, which assures that Log Server does not create duplicate records in the Log Database after a shutdown. This option should be enabled if you are using consolidation. Enabling **Enhanced logging** can slow Log Server processing.

If this option is unchecked, as it is by default, after a shutdown Log Server starts processing at the beginning of the oldest log file. This could result in duplicate entries in the Log Database, but speeds Log Server processing.

Connection – Click this button to select the Log Database for storing new internet access information from Websense.

1. In the Data Source dialog box, click the **Machine Data Source** tab.
2. Select the ODBC connection for the database into which new information will be logged.
3. Click **OK** to display the SQL Server Login dialog box.
4. If the **Use Trusted Connection** option is available, make sure it is set properly for your environment.

MSDE users: Uncheck the option.

SQL Server users: Contact your Database Administrator for assistance.

5. Enter the Login ID and Password established when the database was created. Usually this is the same Login ID and password entered during Log Server installation.
6. You need to choose whether to start running Trend information on the new database. Since Trend queries accumulate over time, normally you would prefer that Trend queries finish with the previous Log Database before switching to the new Log Database. When Trend queries are complete on the previous Log Database, they automatically switch over to running Trend queries on the new database.

Choose **No** in order for your previous trend queries to complete on the previous Log Database.

7. Be sure to stop and restart the Log Server via the Connection tab after making this and any other changes in the Log Server Configuration window.

Maximum connections allowed –Set the maximum number of connections between Log Server and SQL Server if MS SQL Server is the selected database engine. This can be any number from 4 (the default) to 99, depending on your SQL Server license. Increasing the number of connections can increase processing speed, but could impact other programs in the network that use SQL Server. In most cases, you should set the number of connections to less than 20. Contact your Database Administrator for assistance.

When MSDE is the selected database engine, this value is preset and cannot be changed.

MSDE Rollover – Enter the complete path to the directory where the Log Server should store MSDE Log Database rollover files (those created when the MSDE database reaches the Reporter limit of 1.5 GB). When a Log Database reaches this maximum capacity, the Log Server saves the current Log Database and creates a new one. Then, the Log Server continues logging to the newly created database. The **MSDE Rollover** option is available only if you select MSDE as the database type.

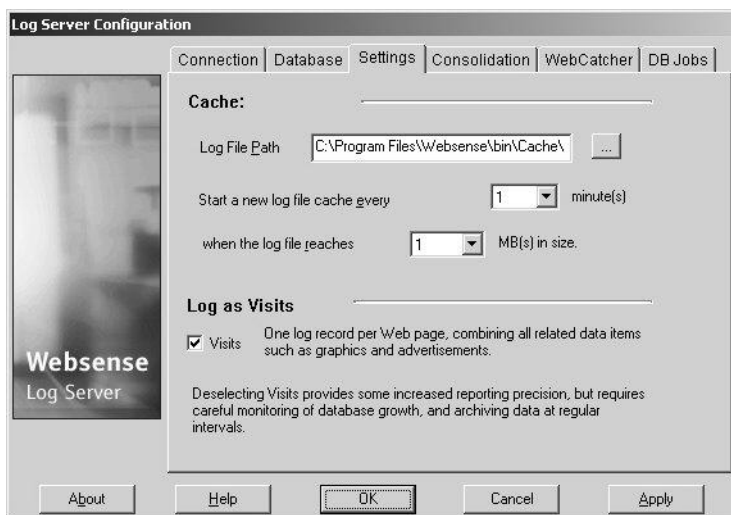
Settings Tab

On the **Settings** tab, use the **Cache** section to establish how often the Log Server should create a new `logx.tmp` file for saving information. The Log Server creates a new log cache file when either the time limit is reached, or the size of the current log file reaches the size indicated on this tab.



NOTE

After making changes on one or more of the Log Server Configuration tabs, click **Apply**. Then, go to the **Connection** tab to stop and restart the Log Server for the changes to take effect.



Log File Path – Enter a custom path for storing log files. By default, this path is set to <WebSenseInstallPath>\bin\Cache.

Start a new log file cache every ... minutes (default 1 minute) – Indicate the maximum number of minutes the Log Server should send internet access information to a temporary log file (**logx.tmp**) before closing it and creating a new file. This setting works in combination with the size setting: Log Server creates a new log file as soon as either limit is reached.

when the log file reaches ... MB(s) in size (default 1 MB) – Specify how large a temporary log file becomes before the Log Server closes it and creates a new file that will store internet access information. This setting works in combination with the time setting: Log Server creates a new log file as soon as either limit is reached.

Log as Visits – Specify whether Websense Enterprise Reporter logs entries from the Filtering Service as visits or as hits. The default setting is for entries to be logged as visits.

Logging as *visits* results in one log record per web page requested, combining all related data items such as graphics and advertisements. Logging as *hits* results in multiple log records for each web page visited.



NOTE

Websense recommends creating a new Log Database prior to changing the method of log from visits to hits. Use the Migrate Utility to create a new database. Be aware that making this change will cause your Log Database to rapidly increase in size.

Consolidation Tab

Use the **Consolidation** tab to enable consolidation and set preferences for it. Consolidation decreases the size of your Log Database by combining internet requests that share the following elements:

- Domain Name (for example: www.websense.com)
- Category
- Keyword
- Disposition (for example: Category Blocked)
- User/Workstation

Consolidation decreases the size of the Log Database, making report generation faster.



IMPORTANT

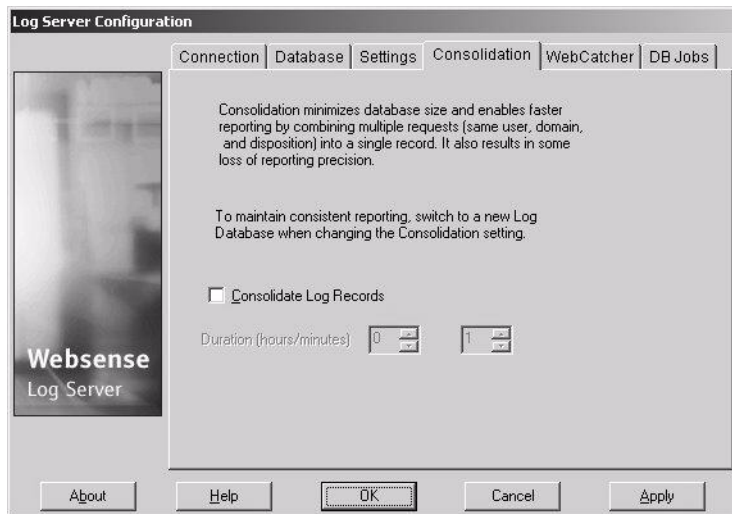
Enabling consolidation may skew the accuracy of some report calculations, such as internet Browse Time reports.

Consolidating log data may result in a loss of internet request records for the same domain name, and may decrease the accuracy of certain detail reports.



NOTE

After making changes on one or more of the Log Server Configuration tabs, click **Apply**. Then, go to the **Connection** tab to stop and restart the Log Server for the changes to take effect.



Consolidate Log Records – The default setting is to enable consolidation. Uncheck this option to disable consolidation and retain full detail of each logged internet request.

Disable consolidation while running the Migrate Utility to migrate data from Reporter v.5.5.x or v.5.2 into the Reporter 6.1 Log Database. See the *Websense Enterprise Reporting Installation Guide* for information on the Migrate Utility.

Duration...hours...minute(s) (default 1 minute) – Specify the period of time that you want the Log Server to process log entries before saving them to the Log Database. The Log Server will consolidate as many entries as it can within the time you select. Increase the time interval to maximize consolidation.

During this consolidation period, the Log Server considers all log files (`logx.tmp`) and creates a single log record for matching entries. At the end of the consolidation period, the consolidated entries are saved to the Log Database.

Depending upon the volume of internet requests and how often consolidation runs, consolidation may combine internet requests made over several minutes or several hours. Log entries considered during different consolidation periods are not combined.

If you have also enabled the full URL option in the **Database** tab, the consolidated log record will contain the full path (or the first 255 characters) of the first matching site the Log Server encounters.

For example, suppose a user visited the following sites:

- www.domain.com/shoeshopping
- www.domain.com/clothesshopping
- www.domain.com/jewelryshopping

and all were deferred by the shopping category. With the full URL active, consolidation would create a single log entry under the full URL www.domain.com/shoeshopping. While this does not identify all of the shopping sites the user visited, it does give the general idea of the type of site.

WebCatcher Tab

Use WebCatcher to analyze Miscellaneous URLs for potential security risks and legal liability, and send the Miscellaneous URLs to Websense, Inc., for further investigation.



NOTE

Currently, intranet sites are not sent with WebCatcher. This includes all sites in the 10.xxx.xxx.xxx, 172.16.xxx.xxx, and 192.168.xxx.xxx ranges.

Please note that the information sent to Websense, Inc. contains *only* URLs and does not reflect individual user information. The following example illustrates the information that would be sent to Websense, Inc. if you activated one or both of the **Send to Websense, Inc.** options explained in the previous paragraph. The IP address in these entries reflects the address of the machine hosting the URL, not the requestor's IP address.

```
<URL HREF="www.ack.com/sexandpornandstuff/"  
IP_ADDR="123.123.12.1" NUM_HITS="1" />
```

You may need to make changes on your proxy server or firewall to permit this information to be sent via HTTP "post." Refer to www.websense.com/support for information on the types of changes that might be needed.

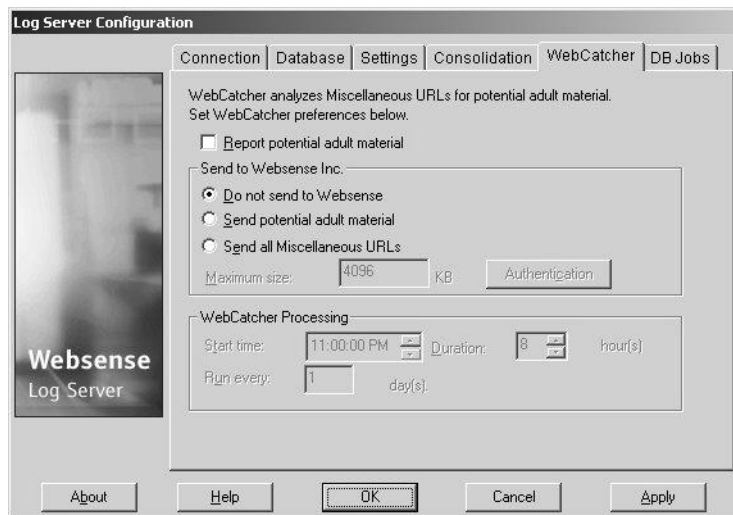
Please be aware that if WebCatcher has not run for the past five days, it generally begins processing records starting five days back. If there are less

than five days worth of data, or if no data has been logged over the previous five days, WebCatcher begins at the first record in the database.



NOTE

After making changes on one or more of the Log Server Configuration tabs, click **Apply**. Then, go to the **Connection** tab to stop and restart the Log Server for the changes to take effect.



Report potential adult material – Check this option to enable reporting on Miscellaneous sites that WebCatcher has identified as potentially containing adult material. To report on sites that may contain adult material, select the Potential Adult Material category when you generate the report.

Uncheck this option to prevent reporting on this information. The Potential Adult Material category does not appear in the category list of the Report Criteria dialog box until this option has been checked. Additionally, when this option is unchecked, WebCatcher does not update the Log Database to identify Miscellaneous sites that potentially contain adult material.

Do not send to Websense – Does not send Websense, Inc. any list of URLs identified by WebCatcher, disabling WebCatcher.

Send potential adult material – Sends Websense, Inc. a list of URLs identified by WebCatcher as websites that potentially contain adult material. Websense, Inc. analyzes these websites to determine whether they should be added to the Websense Master Database.

Send all Miscellaneous URLs – Sends Websense, Inc. a list of all Miscellaneous URLs found in your Log Database. Websense, Inc. analyzes these websites to determine whether they should be added to the Websense Master Database.



NOTE

The Log Server machine must be configured to use internet Explorer 5.01 or greater as the default browser to send WebCatcher files to Websense, Inc.

Maximum size (default 4096KB) – Set the size of the file that you want to send to Websense, Inc. (maximum 65536). Ensure that your system can post a file of the specified size.

Authentication – Click this button if the Log Server machine must authenticate to access the internet. The **Authentication** dialog box that appears is described below. Enter the appropriate information and click **OK** to return to the **WebCatcher** tab.

Start time ... (default 11:00:00 PM) – Set the start time that WebCatcher begins to analyze the websites that may contain adult material. Websense, Inc. recommends running WebCatcher during a quiet time on your network.

Duration ... (default 8 hours) – Set the length of time you would like WebCatcher to analyze the Log Database for URLs that may contain adult material. The longer WebCatcher runs the more data it processes. Depending on the combination of duration and frequency, portions of the Log Database may not be evaluated.

Run every ... day(s) (default 1 day) – Select how frequently you would like WebCatcher to analyze websites for potential adult material. The more frequently WebCatcher is run, the less data it will have to process each time. Depending on the combination of duration and frequency, portions of the Log Database may not be evaluated.

Authentication Dialog Box

The Authentication dialog box appears after you click the **Authentication** button on the **WebCatcher** tab.

Use a Proxy Server – Check this option if the Log Server machine must access the internet through a proxy server.

Proxy Name – Enter the machine name or IP address of the proxy server that you use to access the internet.

Port – Enter the port number over which the proxy server communicates.

Use Basic Authentication – Check this option if the Log Server machine requires authentication to access the internet.

User Name – Enter your user name for internet authentication.

Password – Enter your password for internet authentication.

Confirm Password – Confirm your password.

DB Jobs Tab

Use the **DB Jobs** tab to set parameters for processing information for Internet Browse Time (IBT) and Trend reports.

Check **Enable Summerization Job** - Explorer's SUMMARY and SUMMARY_URL tables are automatically updated every ten minutes by the SQL Server Agent. Select this button to have the updates begin immediately.

Check or uncheck the **Internet Browse Time SQL Job** box to enable or disable processing of IBT and Trend information.

If you want to be able to run Trend reports, this box must be checked. Reporter is the only application that can run Trend reports.

Reporter and Explorer run IBT reports in slightly different ways, but report results should be the same. Reporter calculates IBT values internally when a report is run. Explorer uses the values calculated by this job and that are stored in the Log Database to run IBT reports.

- ◆ **Job Start Time** - Choose a time when internet activity will be slower, so that this job processing does not negatively impact how long it takes reports to generate.
- ◆ **Internet Browse Time Processing** - Explorer used these values to generate IBT reports. Reporter uses the IBT Read Time Threshold value chosen on the Customize tab in Report Criteria.



NOTE

Changing the IBT Read Time Threshold value will cause your Explorer IBT reports to be inconsistent. You should accept the default or change it as few times as possible.

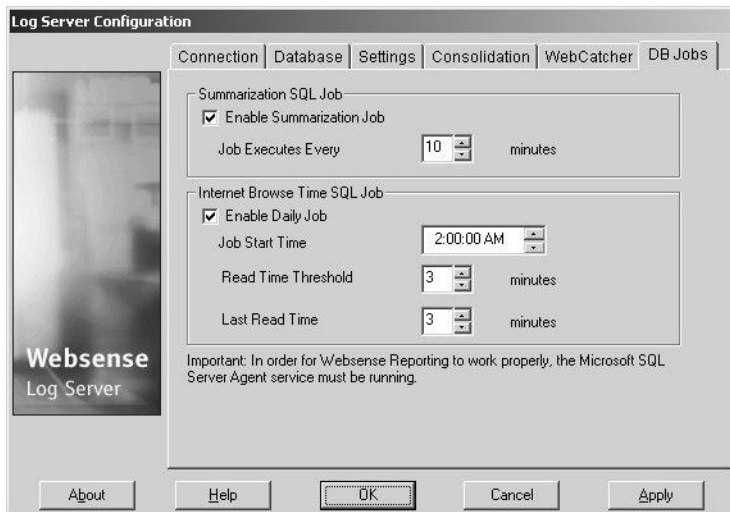
- **Read Time Threshold** - A session starts when a user opens a browser and HTTP traffic is generated. A session stays open as long as the user generates HTTP traffic with no time gap larger than the parameter set for the Read Time Threshold.
If there is a gap between HTTP traffic that is greater than the specified time amount in the Read Time Threshold, then Reporter determines that to be an end of a session and another session starts if the user starts surfing the web again.
- **Last Read Time** - When the time gap of HTTP traffic is longer than the Read Time Threshold, the session is ended and the value of the Last Read Time is added to the session time. This is because it is assumed that there should be time associated with the last web page requested.

**IMPORTANT**

Websense Reporting now uses the Microsoft SQL Server Agent service. This service populates the SUMMARY and SUMMARY_URL tables which Explorer uses to produce reports, populate the Internet Browse Time (IBT) for Explorer reports, and populate the Trend reports for Reporter reports.

If the database engine (Microsoft SQL Server or MSDE) is manually stopped and then restarted, this service must be manually restarted as well.

The name of this service, as shown in the list of local services, is SQLSERVERAGENT. To access the list of local services on a machine, open the Windows Control Panel, choose **Administrative Tools**, and then choose **Services**. The list of services is displayed.



Stopping and Starting the Log Server

The Log Server receives information from Websense and saves it in the Log Database for use by Reporter. It runs as a Windows 2000 service, which can be started during installation.

Stop and restart the Log Server any time you make changes through the Log Server Configuration window.

The Log Server restarts automatically each time you restart the machine. You can also stop and start the Log Server manually through the **Connection** tab in the Log Server Configuration window.

1. Select **Start>Programs>Websense>Utilities>Log Server Setup**.
2. Select the **Connection** tab.
3. In the Service area, click **Stop**.
4. Wait several seconds, and then click **Start** to restart the Log Server service.
5. Click **OK** to close the Log Server Configuration window.



NOTE

Websense cannot log internet access that occurs while the Log Server is inactive.

Choosing the Display and Print Options for Explorer

Modify the Display and Print options for Explorer via the `wse.ini` file.

Changing the Configuration Settings via the `wse.ini` file

You can make adjustments to the way Explorer displays report choices and report results by making parameter changes to the `wse.ini` file. If you selected the default location during installation, this file is located at:

`C:\Program Files\WebSense\webroot\Explorer\wse.ini`

The following table explains the parameter, what it controls, and the default value.

Default value	Parameter	What it controls
5000	<code>maxUsersMenu</code>	The database must have fewer users than this value to show User as a primary report choice at the top of Explorer's Main page.
3000	<code>maxGroupsMenu</code>	The database must have fewer groups than this value to show Group as a primary report choice at the top of Explorer's Main page. Note: You must have more than one group for Group to show as a primary report choice. You must have more than one domain for Domain to show as a primary report choice. There is no maximum value on the number of domains.
5000	<code>maxUsersDrilldown</code>	User displays in red during drill down if there are more users than this number in the proposed report.
2000	<code>maxGroupsDrilldown</code>	Group displays in red during drill down if there are more groups than this number in the proposed report.

Default value	Parameter	What it controls
10000	warnTooManyHits	If there are more users than the maxUsersDrilldown value, but fewer hits than this value, user will not display in red. If there are more users than the maxUsersDrilldown value, and more hits than this value, user will display in red.
100	hitsPerPage	The number of items displayed per page will be no greater than this value.
4000000	maxOutputBufferSize	This is the limit (in bytes) on the total size of a page that can be displayed in Explorer's Main page. When this limit is reached, the message "some results not shown" will appear in gray.
10	timelineCompression Threshold	In the timeline/calendar view, when the Expand/Collapse button is available - this is the time threshold to collapse hits that occur within this time, with the same base URL (i.e., everything up to the third slash), Websense category, and disposition.
Letter	PageSize	Explorer report results can be output to Portable Document Format (PDF). The page size can be modified to A4 or Letter (8.5 X 11 inches).

CHAPTER 10 | Troubleshooting

General and troubleshooting issues are discussed in this chapter.

General

- ◆ *Database Size*
- ◆ *How do I determine the cause of a problem or get more information about an error message?*
- ◆ *The data on my Internet Browse Time reports is skewed*
- ◆ *Bytes transferred are larger than expected*
- ◆ *After installing the Log Server and attempting to start the service, I receive the error "Log Server Service does not exist"*
- ◆ *Some protocol requests are not being logged*
- ◆ *Reports on Risk Classes Show Different Information*
- ◆ *All Reports Have No Data*

Database Size

Database size is always a concern. If you have been successfully using Websense Enterprise Explorer or Websense Enterprise Reporter and you notice either the reports are taking much longer to display or you begin receiving timeout messages from your web browser, you may want to consider archiving your current Log Database and creating a new one. See [Scheduling a Job to Archive or Purge, page 63](#) for procedures on how to archive a database and create a new one.

How do I determine the cause of a problem or get more information about an error message?

The Event Viewer provides additional information about various error messages that occur on your machine. If you have Reporter, Policy Server, Log Server, and the Log Database installed on different machines, you may

need to check the Event Viewer at each of them to determine the cause of the problem.

To access the Event Viewer:

1. From the **Windows Start Menu**, select **Settings>Control Panel**.
2. Double-click **Administrative Tools**. The **Administrative Tools** dialog box appears.
3. Double-click **Event Viewer**. The **Event Viewer** dialog box appears.
4. In the **Tree**, click **Application Log**. This displays a list of application errors logged by the Event Viewer. The **Source** column lists the application or service that generated an error.
5. Double-click an error message to view its details.

The data on my Internet Browse Time reports is skewed

Be aware that consolidation may skew the data for Internet Browse Time 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 enabling consolidation may skew the accuracy of the report calculations.

Bytes transferred are larger than expected

Most Websense integrations provide bytes transferred information. *(Check Point FireWall-1, Cisco Secure PIX Firewall, or Cisco Cache Engine do not send bytes transferred information to Websense.)*

When a user requests a file download, the integration partner sends Websense the full file size as bytes transferred. Websense logs this information when it is received.

Even if the user subsequently cancels the actual download, or the file does not download completely, the bytes transferred value in the Log Database represents the full file size. As a result, the reported bytes transferred will be larger than the actual number of bytes transferred if users have canceled download requests, or if the download process was unsuccessful.

After installing the Log Server and attempting to start the service, I receive the error "Log Server Service does not exist"

1. Run the installation again.
2. Select the **Repair** option.

**NOTE**

The **Repair** option repairs all components installed on your machine.

Some protocol requests are not being logged

A few protocols, such as those used by ICQ and AOL, prompt requesting users to log into a server having one IP address, and then send a different identifying IP address and port number to the client for messaging purposes. In this case, all messages sent and received may not be monitored and logged by the Websense Network Agent, because the messaging server is unknown at the time messages are exchanged.

As a result, the number of requests logged may not match the number of requests actually sent. This affects the accuracy of reports produced by Websense Enterprise Reporter and Websense Enterprise Explorer.

Reports on Risk Classes Show Different Information

The mapping between risk classes and categories can now be changed in Websense Manager. These new mappings will be reflected in both Explorer and Reporter reports.

All Reports Have No Data

If there is no data for any of your reports, you should check to make sure the Log Server is correctly set up to receive log information from a Websense Filtering Service.

1. Open Websense Manager.
2. Log on as a user who has administrator permissions.
3. From the **Server** menu, choose **Settings**, and then **Logging**.
4. Enter the **machine name** or **IP address** where the Log Server is located.

5. Enter the **port** that Log Server is listening on (the default is 55805).
6. Click the **Check Status** button.
7. There is an indicator as to whether the connection test passed.
8. Click **OK** to save changes.

Explorer Troubleshooting

Troubleshooting information discusses the following issues.

- ◆ *Seeing the current data in SUMMARY or TREND_ tables*
- ◆ *Problems with Microsoft IIS or Apache web server*
- ◆ *Special characters in domain names in Explorer*
- ◆ *There is a delay between data in the INCOMING table and seeing that data in Explorer reports*
- ◆ *Pop-up blocking*
- ◆ *Potential issues when generating Explorer reports*

Seeing the current data in SUMMARY or TREND_ tables

You can force an update to the process that populates the SUMMARY, SUMMARY_URL, and IBT tables. In the Migrate Utility, choose the buttons to **Run Summarization** or **Run Internet Browse Time**. Summarization (in the SUMMARY table) normally runs every 10 minutes, and Internet Browse Time normally runs as a Daily Job as set up in the Log Server Configuration.

Problems with Microsoft IIS or Apache web server

For installation or operational issues specific to either of these web servers, please contact Microsoft or Apache directly for technical support.

Special characters in domain names in Explorer

When special characters are included in domain names, you may not be able to obtain a URL list for that particular domain name. Special characters include items such as a degree sign (°) and some country-specific characters such as an accent (Á).

There is a delay between data in the INCOMING table and seeing that data in Explorer reports

SQL Server Agent runs a process every ten minutes to update the SUMMARY and SUMMARY_URL tables that Explorer uses to produce reports.

Pop-up blocking

If your web browser has pop-up blocking at a very strict setting, it may block certain Reporting features or even use of some Reporting products.

Potential issues when generating Explorer reports

- ◆ Some queries will take a very long time. You may see a blank screen or get a message saying that your query has “timed out.” This can happen for three reasons
 - web server (IIS or Apache) times out,
 - MSDE or SQL Server times out, or
 - Proxy and Caching Server times out.

You may need to manually increase the time out limit for these components.

- ◆ When you choose “Hits” to look at individual URLs, Explorer may decide that there is a risk of timing out during the database search if the number of hits is too large.

Normally, if there are fewer than 3,000 hits, Explorer groups them according to URL. If there are more than 3,000 but fewer than 30,000, Explorer will display the hits in chronological order. If there are more than 30,000, it will display the first 100 hits found in the database (no sorting), which will usually be the first 100 in chronological order.
- ◆ If users are not in any group, they will not show up in a domain either. Both “Group” and “Domain” choices will be inactive.
- ◆ Even if the Log Server is logging “visits” instead of “hits,” Explorer will label log information as “hits.”

Reporter Troubleshooting

- ◆ *How do I determine the cause of a problem or get more information about an error message?*
- ◆ *After exporting to Excel, some report data is missing*
- ◆ *The Windows Event Viewer on my Log Server machine shows an HTTP post failed message for WebCatcher with an Event ID 50x*
- ◆ *Reporter closes or displays a Dr. Watson error after generating a report*
- ◆ *Multiple reports contain identical information when they should not*
- ◆ *Increasing Reporting Speed in Reporter*

After exporting to Excel, some report data is missing

The largest number of rows that can be opened in any one Excel worksheet is 65,536. If you export a report with more than 65,536 records to Microsoft Excel format, the 65,537th and all following records will not be available in the worksheet.

To assure access to all information in the exported report, do one of the following:

- change the Report Criteria to define a smaller report, perhaps by setting a shorter date range, selecting fewer users and groups, or selecting fewer dispositions.
- choose a different export format.

The Windows Event Viewer on my Log Server machine shows an HTTP post failed message for WebCatcher with an Event ID 50x

Some early versions of internet Explorer 5.0 do not support the HTTP post command, which is used to send WebCatcher information. If the HTTP post fails, Websense does not receive the Miscellaneous URLs and cannot categorize them in the Master Database.

To resolve this problem, upgrade the browser on the Log Server machine to internet Explorer 5.5 or later.

Reporter closes or displays a Dr. Watson error after generating a report

Reporter uses the Windows Print Preview feature to display reports onscreen. A supported print driver is required to be installed and set as the default printer on the Reporter machine.

Please visit our website to obtain a list of non-supported printer drivers.

Multiple reports contain identical information when they should not

Sometimes if there is no printer driver installed on the machine, an initial report may display multiple times, even though you are expecting another report.

Check that you have a print driver installed on the Reporter machine and that it is one of the print drivers supported by your operating system. Check the settings for the printer and make sure it is the default printer for the Reporter machine. If using a network printer does not work, try installing a local printer.

Increasing Reporting Speed in Reporter

In organizations that have a high volume of internet access, when Microsoft SQL Server and Reporter reside on two separate machines, report generation speed can be slow. This is due to the amount of time it takes Reporter to search all data available in the Log Database and transfer that data from one machine to another.

Consider the following options to increase reporting speed:

- ◆ Enable consolidation in the Log Server configuration to reduce the size of the Log Database and decrease the amount of data Reporter must search through when generating reports.
- ◆ Archive information from the Log Database more frequently. By reporting from smaller databases, Reporter has to search a smaller amount of internet access information to generate the report. See [Chapter 7](#) for details on archiving.
- ◆ Copy the `ntwdblib.dll` file included with SQL Server, and paste it into the `Winnt\System32` directory on the machine running the Reporter application. (Be sure to leave a copy of the file where it originated on the SQL Server machine as well, or SQL Server becomes corrupted.)
Then, set `UsingMSDE=false` in the `wsreporter.ini` file (in the directory where you installed Reporter).

These changes allow Reporter to connect directly to SQL Server, bypassing the ODBC connection, which makes communication faster.



NOTE

If you encounter problems generating reports after making these changes, restore the `wsreporter.ini` file to set `UsingMSDE=true`.

- ◆ Consider installing Reporter on the SQL Server machine, and running most reports from that machine, especially scheduled jobs. Running Reporter on the SQL Server machine eliminates delays caused by network interference.

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 products is available 24 hours a day on the internet at:

<http://www.websense.com/global/en/SupportAndKB/>

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

Premium Support

Websense offers two premium fee-based support options: Priority One 24x7 Support and Platinum Support.

Priority One 24x7 Support offers a toll-free number and extended 24x7 service to customers.

Platinum Support is our most comprehensive support and education offering. It includes the advantages of Priority One 24x7 Support as well as a dedicated support team, highest priority service, and educational opportunities.

For a complete list of Priority One 24x7 and Platinum Support services, please visit our website at:

<http://www.websense.com/global/en/ProductsServices/Services/PriorityOne24x7Support.php>

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, 7 days a week.

Web Portal

You can submit support tickets through the Web Portal 24 hours a day, 7 days a week. 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/global/en/SupportAndKB/CreateRequest/>

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 up to 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 the configuration interface for your Websense products.
- ◆ Access to the machine running the Filtering Service, the Websense Reporting components, and the database (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 the Websense configuration interface.
- ◆ 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:

- ◆ U.S. Technical Services in San Diego, California: **1-858.458.2940**
- ◆ U.K. Technical Services in London, England: **+44 (0) 1932 796244**

Customer Care

Not sure who to call? Contact Customer Care at **1-866-355-0690** for assistance with:

- ◆ General concerns
- ◆ Subscription key questions or issues
- ◆ Follow-up on telephone support issues
- ◆ General service requests

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.

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