REPORTER USER GUIDE

Websense Enterprise®
Websense® Web Security Suite™

v6.3.2

Contents

CHAPTER 1 | Introduction

Information provided in this guide applies equally to Websense Enterprise®
and Websense® Web Security Suite™. Any information that pertains
specifically to 1 of these products is noted separately.

The same software is installed for these products, but the Web Security Suite
features are enabled only if you enter a Web Security Suite subscription key.

The following topics introduce Websense Enterprise Reporter.

- *How Websense Enterprise Reporter works*
- *Categories*
- *Risk Classes*

How Websense Enterprise Reporter works

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

Websense Enterprise Reporter provides reports about actual or attempted
Internet activity.

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

- *Log Database - the center of Reporting*
- *Reporter*
- *Reporter's Application window*

✓ **Note**
Your reports may vary from the samples shown in this
guide. Follow the documentation to learn how to create or
modify your reports.

Log Database - the center of Reporting

Websense Enterprise sends information to Websense Enterprise Reporting about Internet activity. This activity is stored in the Log Database, which encompasses the Catalog Database (created at installation) and database partitions for reporting.

Information in the Log Database answers questions like:

- Who accessed the Internet?
- Who was blocked from accessing the Internet?
- At what time?
- What URL was accessed?
- How is that site categorized?
- How much time was spent online?
- What protocol was used?

Log Database

Storing information about internet activity

Reporter

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

Reporter

Installed on same machine as the Log Database, or a different machine.

Define and submit report requests.

Displays the report results for the user.

Schedules, exports and prints reports.

Log Database

Storing information about internet activity
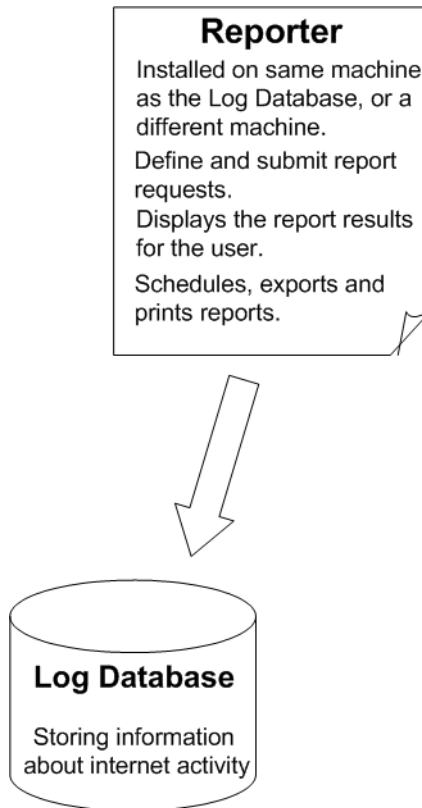
Reporter displays reports based on specific templates. Select a report type, filter criteria, and then generate a report.

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

Reporter's Application window

Reporter uses the Windows print preview capability to display reports.

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

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

The Reporter Application Window looks like this.
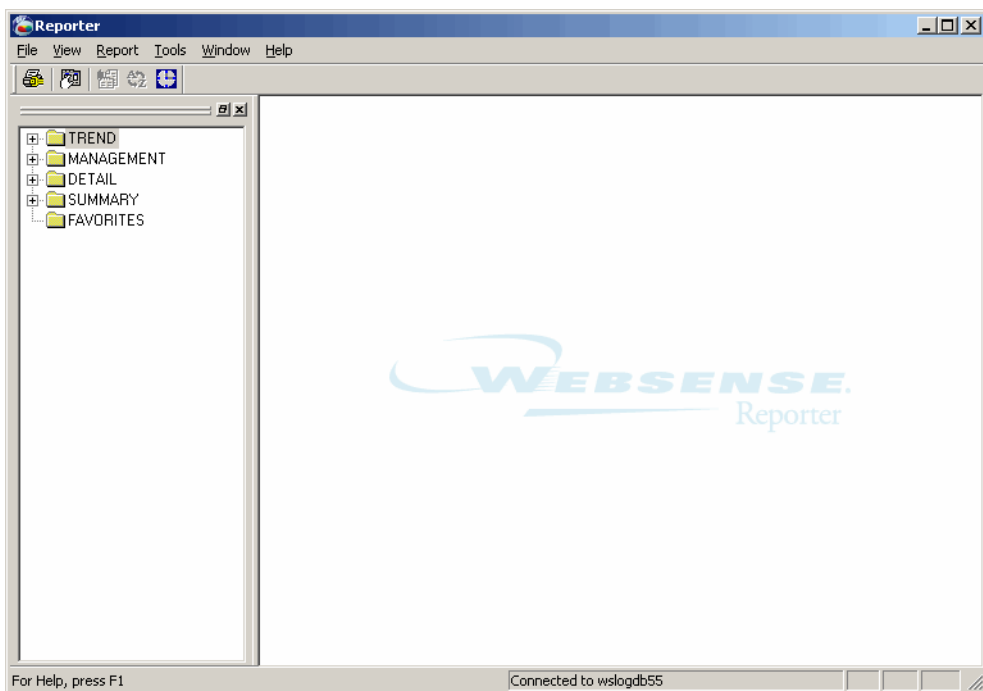
There are over 80 different report formats, divided by type into:

◆ Trend

◆ Management

- Detail
- Summary

The Reporter window displays 2 separate panes. Select a report type in the left (Workspace) pane. View and work with the generated report in the right (Report) pane.

In addition, the Reporter window contains 2 toolbars that allow quick access to frequently used functions:

- The main toolbar lies directly under the main menu.
- The Report pane toolbar appears at the top of each generated report.

Workspace pane

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

You can resize the Workspace pane for easy viewing of the report formats available for generation. Change the size of the pane by dragging the edges with the mouse, or hold down the left mouse button over the double lines and drag it.

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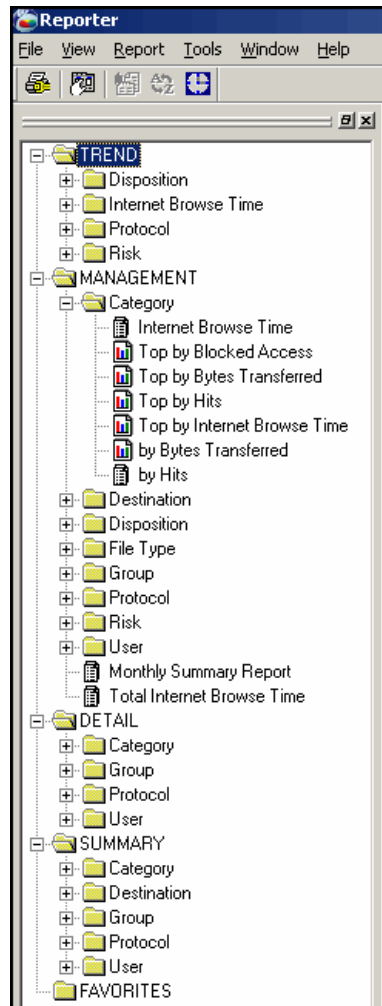
Report pane

Reporter displays a generated report in the Report pane. In most cases, the size of the report exceeds the application window. Adjust the scroll bars to move different parts of the page into view. Use the buttons on the toolbar to view a different report page.
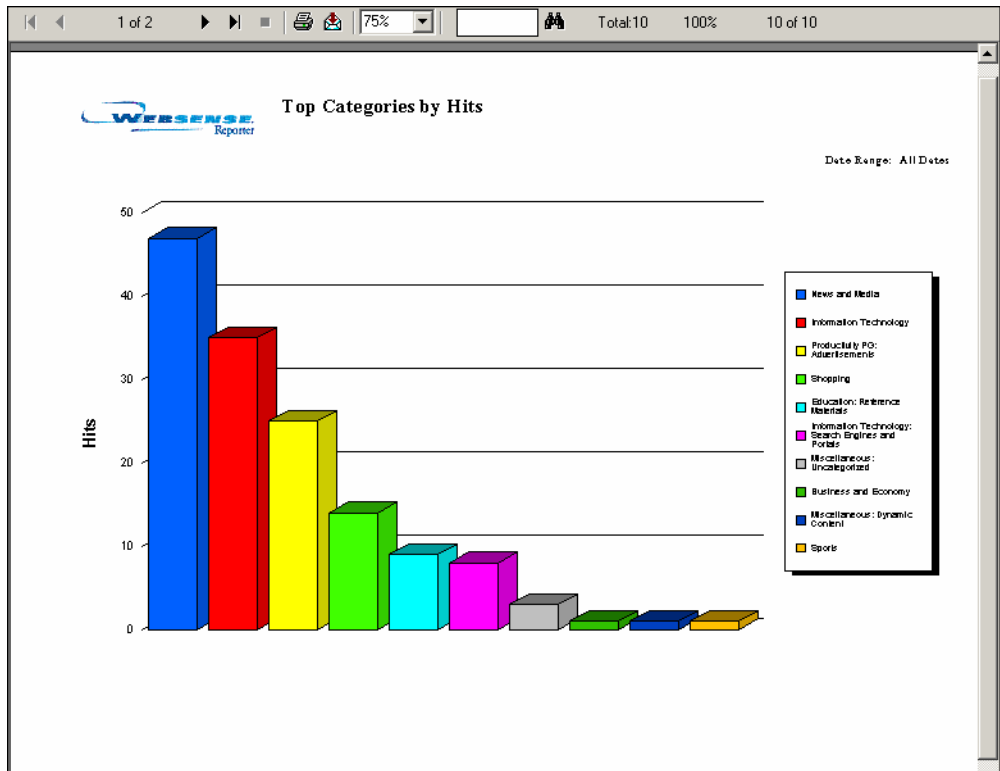
Increase the size of the Report pane by minimizing or eliminating the Workspace pane, and by increasing the size of the entire Reporter window. Numerous reports can be open in the pane at the same time. Select **Cascade** or **Tile** from the **Window** menu to organize the reports differently, so you can see which reports are open.

Categories

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

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

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

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

Risk Classes

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

These Risk Classes are:

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

For specifics on how Risk Classes are mapped to categories, see *Appendix A: Risk Classes* .

The Websense Administrator can change this mapping in Websense Manager. If changes are made in the mapping, Reporter reports will reflect activity as defined in these customized Risk Classes.

Online Help

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

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

If corporate security standards permit, you can permanently disable the warning message in Internet Explorer. Go to **Tools > Internet Options > Advanced** tab **> Security**, and check **Allow active content to run in files on My Computer**.

Technical Support

Technical information about Websense products is available online 24 hours a day, including:

- ◆ latest release information
- ◆ searchable Websense Knowledge Base
- ◆ show-me tutorials
- ◆ product documents
- ◆ tips
- ◆ in-depth technical papers

Access support on the Web site at:

www.websense.com/SupportPortal/

For additional questions, fill out the online support form at:

www.websense.com/SupportPortal/Contact.aspx

If your issue is urgent, please call one of the offices listed below. You will be routed to the first available technician, who will gladly assist you.

Location	Contact information
North America	+1 858-458-2940
France	Contact your Websense Reseller. If you cannot locate your Reseller: +33 1573 232 27
Germany	Contact your Websense Reseller. If you cannot locate your Reseller: +49 6951 709 347
UK	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Rest of Europe	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Middle East	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Africa	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Australia/NZ	Contact your Websense Reseller. If you cannot locate your Reseller: 1-800-881-011, Access Code 800-542-8609
Asia	Contact your Websense Reseller. If you cannot locate your Reseller: +86 (10) 5884-4200
Latin America and Caribbean	Contact your Websense Reseller.

For telephone requests, please have ready:

◆ Websense subscription key

◆ Access to Websense Manager

◆ Access to the machine running Filtering Service, the machine running reporting tools, and the database server (Microsoft SQL Server or MSDE)

◆ Permission to access the Websense Log Database

◆ Familiarity with your network's architecture, or access to a specialist

◆ Specifications of machines running Filtering Service and Websense Manager

◆ A list of other applications running on the Filtering Service machine

CHAPTER 2 | Running Reports in Reporter

Overview of running Reporter reports

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

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

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

1. Log on to Websense Reporter from the Windows Start menu: **Programs > Websense > Websense Reporter**.

2. Select a type of report and a specific report from 1 of the folders. The Report Criteria icon appears in the top menu.

3. Click **Report Criteria** in the top menu. The Report Criteria dialog box appears, containing tabs with settings for a date range, lists of available protocols, dispositions, categories or Risk Classes, users or groups, destinations, and various customizable features such as header and logo selection. For more information, see *Choosing report criteria*, page 17.

4. Select a tab to display its options.
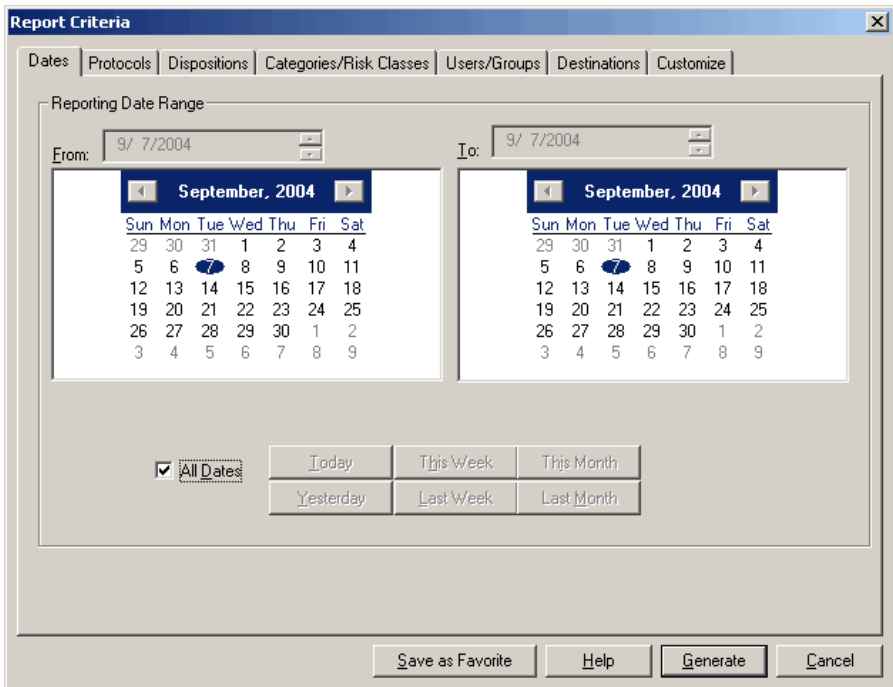
5. After establishing criteria for a particular report, save the settings for future use by clicking **Save as Favorite** on the Report Criteria dialog box before generating the report.

6. Click **Generate** to create the report. Reporter evaluates the Log Database to identify entries that meet all selected report criteria. Combine report criteria selections carefully to avoid defining an empty report.

Choosing report criteria

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

During startup, the Reporter application checks the Log Database for changes, and updates the categories. This assures that the latest information is available in the Report Criteria dialog box.

◆ Click **View > Refresh** or press **F5** to quickly update the lists without closing and restarting Reporter.

✔ **Note**
Close the Report Criteria window when refreshing database information.

◆ After setting criteria for all tabs, click **Save as Favorite** to save the settings for later use, and then click **Generate** to create the report.

Dates tab (or Trend Dates tab)

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

All reports will show the Dates tab, with the exception of the Trend reports. The Trend reports will display the Trend Dates tab.
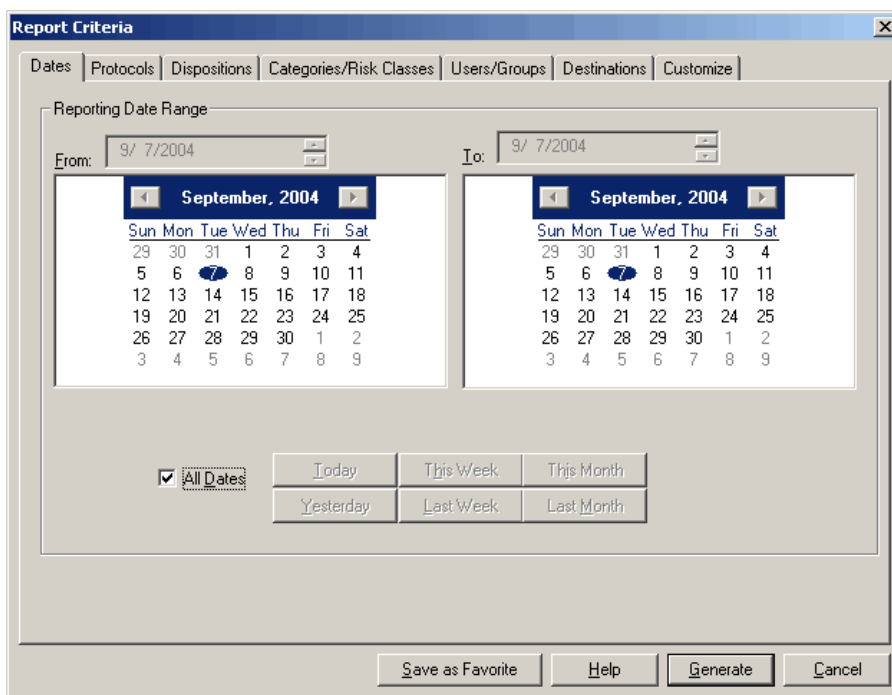
Select the **Reporting Dates** or **Week/Month Range** using 1 of the following methods.

- ◆ **All Dates** check box: This option is selected by default, indicating that all dates in the Log Database will be considered for the report. Uncheck this option to select a specific time period.

- ◆ **Buttons** on **Dates** tab: Click a button under the calendars to set a date range. Today and Yesterday buttons report information for the current or previous system date. This Week and Last Week buttons report information for a 7-day period from Sunday to Saturday. This Month and Last Month buttons report on the selected calendar month.

- ◆ **Buttons** on **Trend Dates** tab: Click a button under the calendars to set a date range. This Week reports information on the trend for the current week. The Last Month button reports information on the trend during the past month. The Last 3, 6, 12, or 24 Months buttons report information on the trends during those periods.

◆ **From** and **To** fields: Select the report's beginning and ending dates in these fields. Click 1 of the buttons, and the appropriate dates display in the From and To fields.

◆ **Calendars**: Select a date on the calendar below the From field to select a start date. Select a date on the calendar below the To field to select an end date.

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

The date and time formats shown in reports reflect the Regional Settings established in the Windows Control Panel. For more information on changing date and time formats, see the Windows documentation.

Protocols tab

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

The Protocols tab lists the protocols represented in the Websense Master Database. However, many Websense integration partners support URL filtering for only a limited number of protocols. Reporter can only generate reports for the protocols represented in the Log Database. To get a list of

protocols that your integration product supports, see the Websense Enterprise Installation Guide specific to your integration.
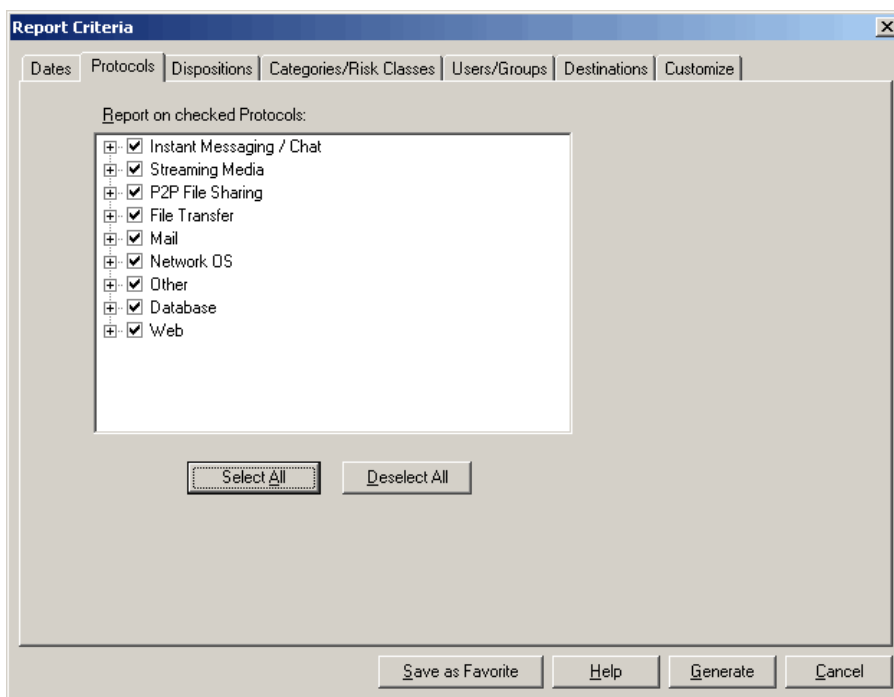
Check each protocol to be reported. The report omits Internet requests through any unchecked protocol. If nothing is selected when you click **Generate**, a message appears, asking if you would like all protocols to be included in the report.

Dispositions tab

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

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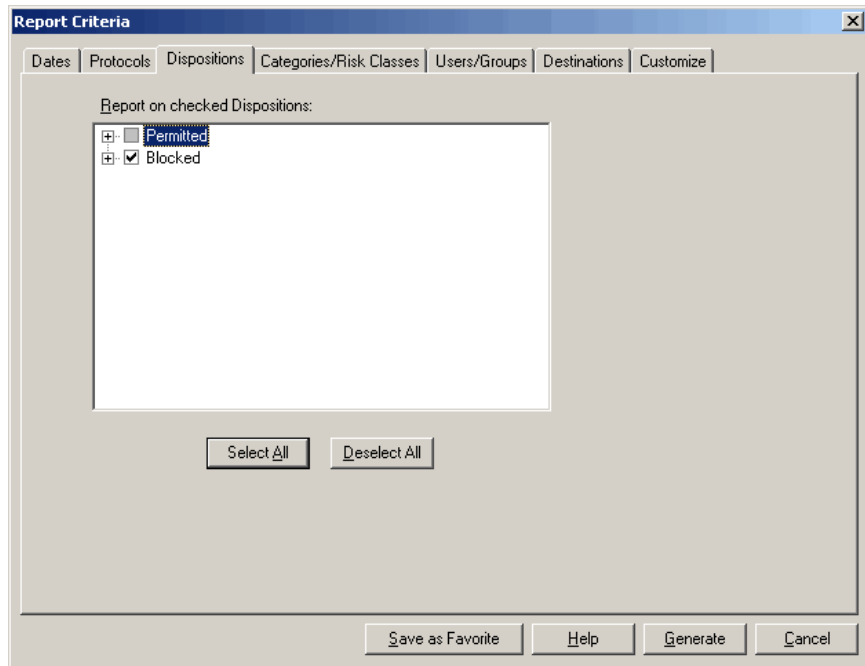
Check the dispositions you want to include in the report. Any unchecked dispositions will be omitted. If nothing is selected when you click **Generate**, a message appears, asking if you would like all dispositions to be included in the report. Information on each selected disposition will be considered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

Categories/Risk Classes tab

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

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

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

Select by category

The categories in this list come directly from Websense, allowing you to report both the predefined categories contained in the Master Database, and any custom categories you create in Websense.

If WebCatcher is enabled and a site has been identified as possibly containing adult material, a special Potential Adult Material category appears in this list.
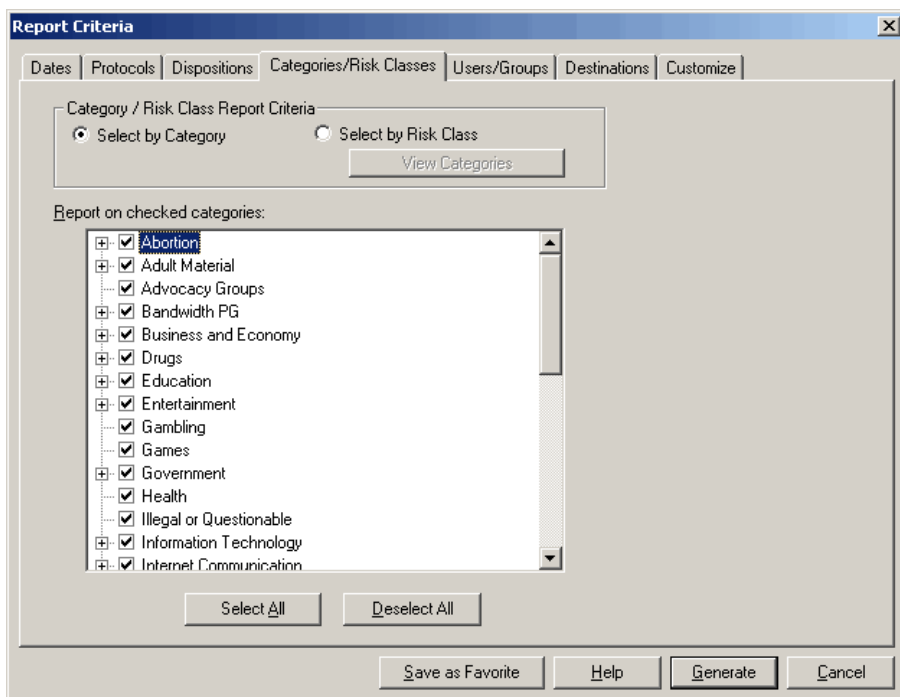
Log Server periodically reads the current Websense category list and stores it in the Log Database.

Select by Risk Class

The Risk Classes in this list come directly from Websense, allowing you to report activity based on the Risk Classes for Websense Enterprise.
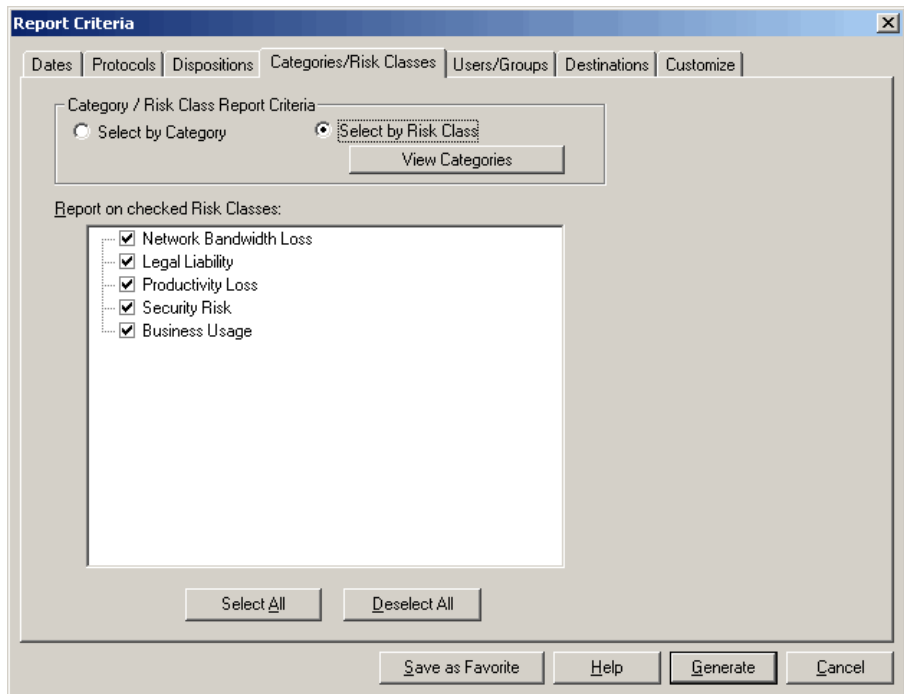
Categories in the Websense Master Database are classified into groups known as Risk Classes. Risk Classes help to classify Websense categories into more measurable groupings and help you measure how employees' Internet usage can be classified into levels of risk.

Risk Classes include:

◆ Legal Liability
◆ Network Bandwidth Loss
◆ Security Risk
◆ Productivity Loss
◆ Business Usage.

Appendix A: Risk Classes shows the default mapping between Risk Classes and categories. This mapping can be modified in Websense Manager.

Users/Groups tab

The Users/Groups tab allows you to search for and select specific users, groups, and workstations to be reported. Reporter combines user/group selections with other report criteria to determine the Internet activity reported.
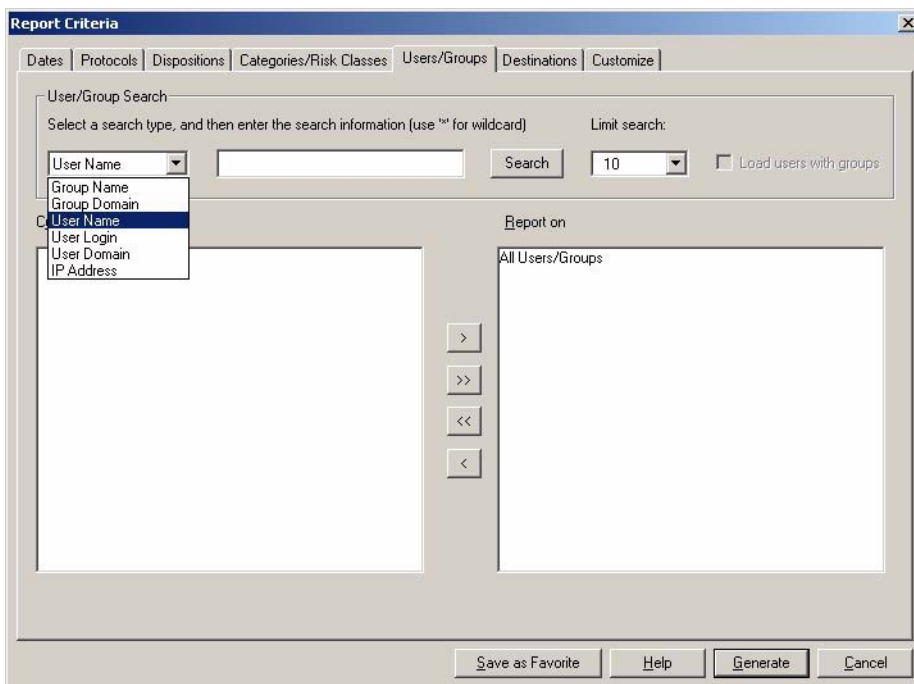
- ◆ **User/Group Search**: Search for a specific user or group.

    a. Select a search type from the drop-down box, or enter the name or a portion of the name of a user or group in the Search box to refine your search.

    b. Click **Search** to retrieve information from the Log Database:

    ■ **Limit search**: Limit your search to a specific number of entries to be displayed in the Current Users/Groups field.

- ■ **Load users with groups**: This option is available when you have searched for a group and want to include all users associated with the selected group. The users are included by logon name in the tree search results displayed in Current Users/Groups.

> **IMPORTANT**
> Enabling the Load users with groups option will cause the search to take longer.
>
> If all users are included with your selected group, be aware that a group containing more than 10,000 users will generate an error and the report will stop running.

- ◆ **Current Users/Groups**: Lists the users (by logon name) or groups that you have selected from the Log Database. If all users are included for the selected group, user logon names are included in the tree search results displayed in this list.
- ◆ **Report on**: Lists users and groups you have already selected for the report.
  - a. Select a user, group, or workstation in the Current Users/Groups list.
  - b. Click the right arrow button to include your selection in the report or click the left arrow button to move it out of your report (< or >).
  - c. To move all users, groups, and workstations from 1 list to the other, click the appropriate double arrow button (<< or >>).

  If nothing is moved from Current Users/Groups to Report on, then all users and groups within your Log Database will default to Report on.

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

Destinations tab

The Destinations tab allows you to add up to 10 URL domain names to use as additional report criteria. (Partial paths are not supported.)
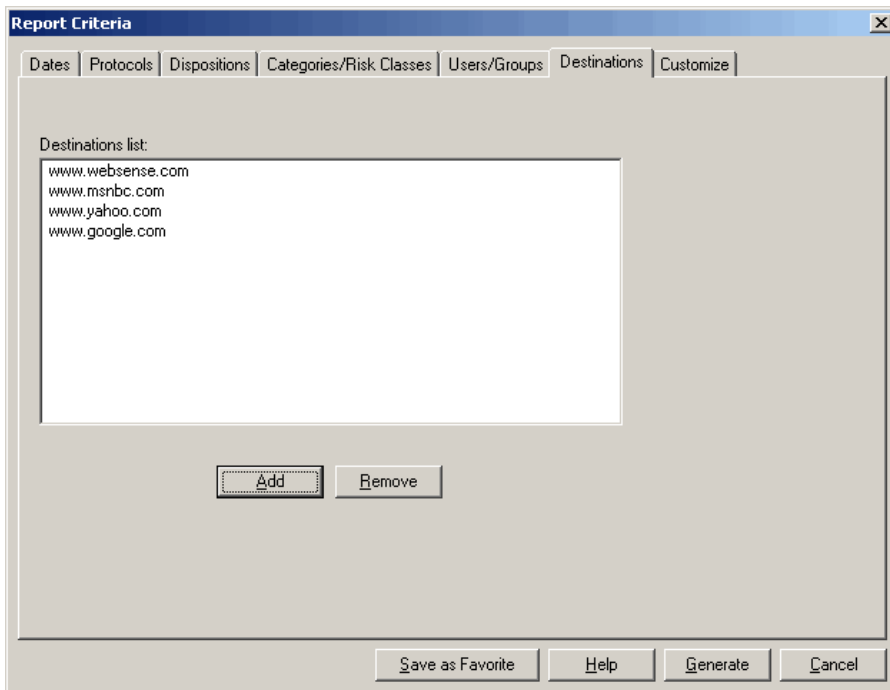
Type the destination URLs that interest you for your reporting by clicking **Add**.

Customize tab

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

- ◆ **Report Title**: Enter a title of up to 2 lines for the report, or accept the default. The report title is centered at the top of the report.

- ◆ **Logo**: Check **Include Logo** to include a graphic in the upper left corner of the report. Enter the complete path and file name of the graphic you want to insert (by default, the Websense Enterprise Reporter logo appears on each report) in the File Name field.

> ✔ **Note**
>
> The graphic must be a bitmap (.bmp) file of no more than 16 colors and no larger than 180 x 80 pixels.
>
> The .bmp of the logo does not need to reside on the same machine as long as you are using a mapped drive or a Universal Naming Convention (UNC).

Uncheck the **Include Logo** option to omit any graphic from appearing on the report.

◆ **Cost Variable**: Available only if the selected report contains cost information, use this field for reports that calculate the cost of Internet usage. The default value of this field is 0. For Internet Browse Time reports, enter the cost of Internet usage per hour, per user. For non-Internet Browse Time reports, enter the total cost of Internet usage for all reported users during the time period of the report.

Based on this cost variable and information from the Log Database, Reporter uses the following formulas to produce a cost figure for each client (user, group, or workstation). Calculations vary, depending on the report format.

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

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

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

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

  ✔ **Note**

  All cost figures are calculated using 1 of these formulas and reported values are rounded. Consequently, Total Cost figures may be a few cents more than the sum of the individual line items in the report.

◆ **Report Only**: Available only for top reports (such as Top Groups by Bytes Transferred), this field lets you set the number of objects to be reported. The default is the top 10 objects. The type of object reported may be categories, destinations, groups, or users, depending on the report format selected.

◆ **Read Time Threshold** (default 3 minutes): Available only if the report contains Internet Browse Time information. There is no way to determine what a user does (such as, looks at the Web page, talks to a co-worker, or

reads work-related print material) once a Web page has been accessed. Specify the read time to be used when calculating browse time. The Read Time Threshold is used by Websense to determine when 1 session ends and another starts.

Formats and descriptions of Reporter reports

Reporter organizes these reports into the following types:

◆ **Trend reports**: Show data collected over time. These reports are calculated by the Daily Job query that is set up in the Log Server Configuration program.

◆ **Management reports**: Comprise frequently used big picture reports or those potentially of most interest to management.

◆ **Detail reports**: Provide specific information on the sites requested and the employees who requested them. Information includes every site or category for each user and protocol selected. Dates and times can also be provided for a more complete picture of Internet access.

◆ **Summary views**: Give an overview of Internet usage for selected categories, destinations, groups, protocols, and users. Totals are provided for hits and bytes transferred, depending upon the report format selected.

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

Type	Folder	Report	Format and Description
TREND	Disposition	Hits	Line chart Table All users, percentage change
	Internet Browse Time	Internet Browse Time	Line chart Table All users, percentage change
	Protocol	Bandwidth	Line chart Table All users, percentage change

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

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

Type	Folder	Report	Format and Description
	User	Activity Detail	Table
		Bandwidth Summary	Table
		Destination Summary	Table
		Internet Browse Time Detail	Table
		Internet Browse Time Summary	Table
		Protocol Detail	Table
		Protocol Summary	Table
		Top by Blocked Access	Table Bar chart
		Top by Bytes Transferred	Table Bar chart
		Top by Hits	Table Bar chart
		Top by Internet Browse Time	Table Bar chart
	(not a folder) Monthly Summary Report		5 reports 5 tables 2 pie charts 1 line chart
	(not a folder) Total Internet Browse Time		Table
DETAIL	Category	Bytes Transferred	Table
		Full URL Destinations by Date	Table
		Groups	Table
		Users	Table
	Group	Bytes Transferred	Table
		Destinations	Table

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

Type	Folder	Report	Format and Description
		Bytes Transferred by Date	Table
		Bytes Transferred by Date with Cost	Table
		Categories by Date	Table
		Destinations	Table
		Destinations by Date	Table
		Destinations by Time of Day	Table

Formats of Reporter reports

The available formats for Reporter reports are:

- *Line charts*
- *Table report*
- *Bar chart*
- *Pie chart*

Line charts

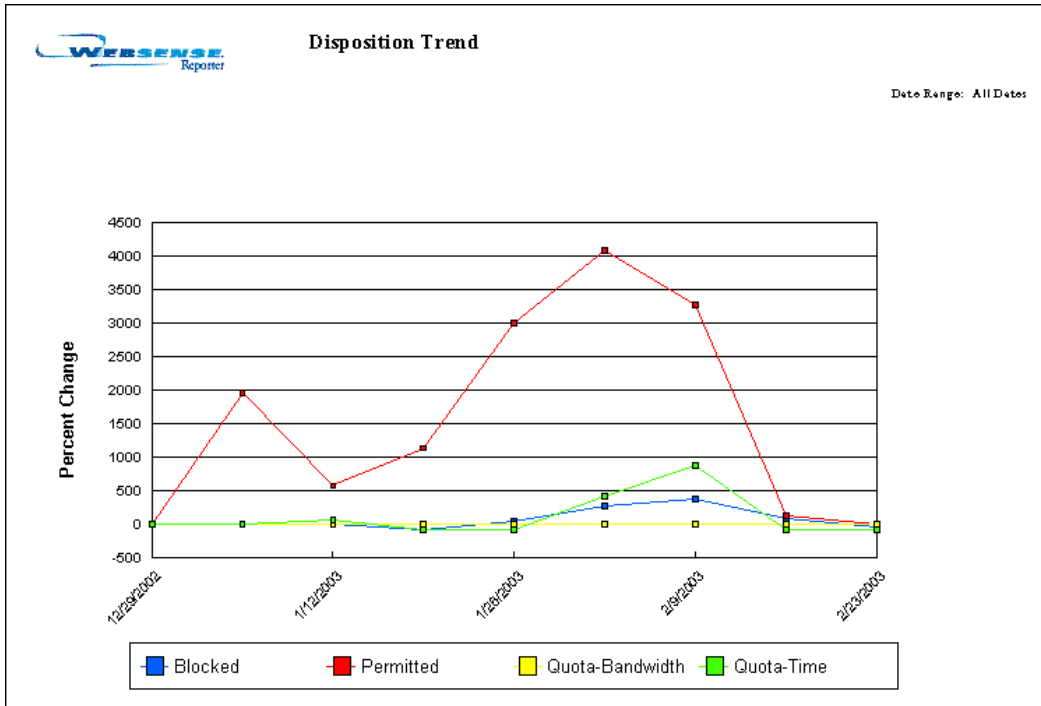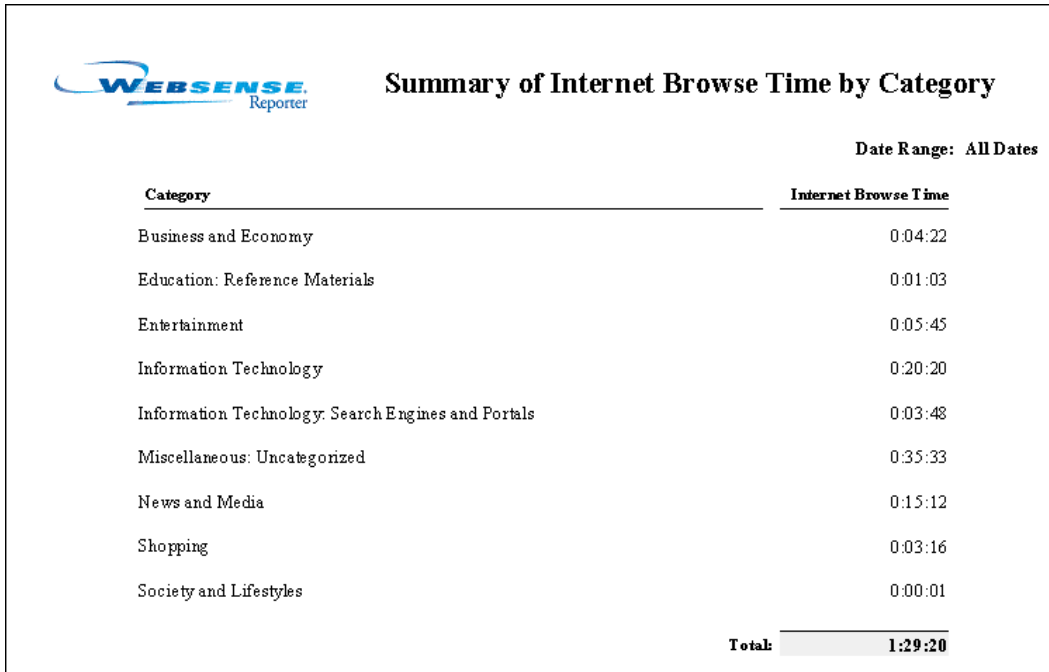This report displays Disposition Trends for Blocked, Permitted, Quota Bandwidth, and Quota Time

Table report

This report displays the Summary of Internet Browse Time by Category.

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

Summary of Internet Browse Time by Category
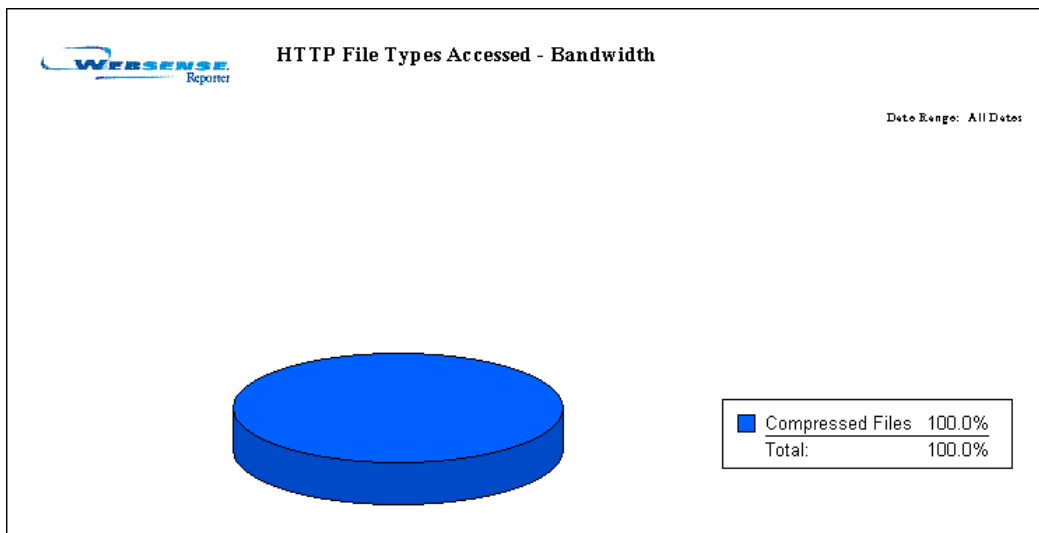
Date Range: All Dates

Bar chart

This report displays the top categories blocked from accessing the Internet.
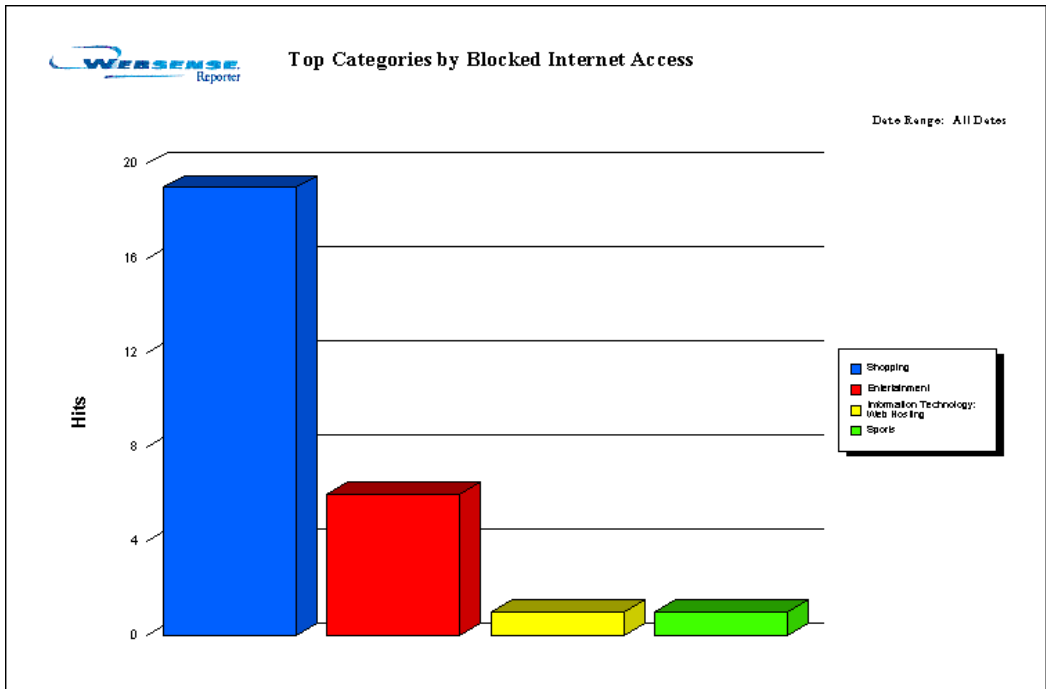
Pie chart

This report displays an analysis of bandwidth usage.

Column descriptions in Reporter

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

◆ **Bytes Transferred**: Information that occupies a certain number of bytes on the computer including bandwidth used, which comprises bytes sent and bytes received. When a user sends a request to a permitted site and receives information in the form of text and graphics from that site, the Bytes Transferred column identifies the total number of bytes transferred.

(A large amount of bytes will be sent where spyware is involved.) Bytes transferred equals bytes sent plus bytes received.

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

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

In addition to the categories that can be set for filtering in Websense Manager, there are 2 additional categories that may appear on reports.

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

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

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

◆ **Date**: Includes the month, day, and year the request was logged. Reporter uses the same date format that you select in the Regional Settings in the Windows Control Panel. For information on changing the date format in Regional Settings, see the Windows documentation.

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

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

Reporter uses the same date and time formats that you have selected in the Regional Settings in the Windows Control Panel. Reporter updates the

formats it uses when you change the date and time formats in Regional Settings.

◆ **Date/Time**: Includes the month, day, and year that the request was logged, as well as the time. Reporter uses the same date and time formats that you have selected in the Regional Settings in the Windows Control Panel.

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

◆ **Domain name**: The name of a website, such as www.websense.com.

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

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

◆ **Group**: The Log Server records groups imported from Websense along with other log data. This column indicates the name of the group to which the requesting user belongs. Individual user names are not given on group-based reports. If directory service assigns a user to more than 1 group, it reports Internet requests logged for that user in each assigned group.

◆ **Hits**: A hit is a request for 1 URL. A Web page contains multiple elements, each having its own URL. Requesting the URL for the overall page generates requests for each component that makes up the page.

Log files can record each of these URL requests separately. As a result, log files may show multiple hits even when only 1 page was accessed.

Log Server can log hits or visits. Logging visits records the URL requested, while logging hits records many different files when 1 URL is requested.

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

◆ **Internet Browse Time:** Shows the time spent browsing a URL. The time is calculated from the time a hit is made, until the time another hit is made within the Read Time Threshold. The time is shown in the format, HH:MM:SS (hours, minutes, and seconds).

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

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

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

◆ **User**: The name of the user who made the request. The users recorded by the Log Server are imported from Websense along with other log data. User information must be available to Websense for reporting user information. Group information is not given on user-based reports.

Working with Internet Browse Time reports in Reporter

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

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

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

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

◆ *Read Time Threshold and sessions*

◆ *Reporting on users and groups with the same user ID*

◆ *Calculation of browse time cost*

◆ *Top N*

◆ *Ads and miscellaneous sites not included*

Read Time Threshold and sessions

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

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

For example, with the Read Time Threshold set to 3 minutes, an employee goes to www.cnn.com. If a request is made to www.google.com 2 minutes after the initial request to www.cnn.com, 2 minutes of browse time are assigned to cnn.com. A subsequent request to www.msn.com 4 minutes later will assign 3 minutes to google.com and begin a new session for msn.com.

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

default value is 3 minutes. Change this value to suit your organization's
Internet usage patterns.
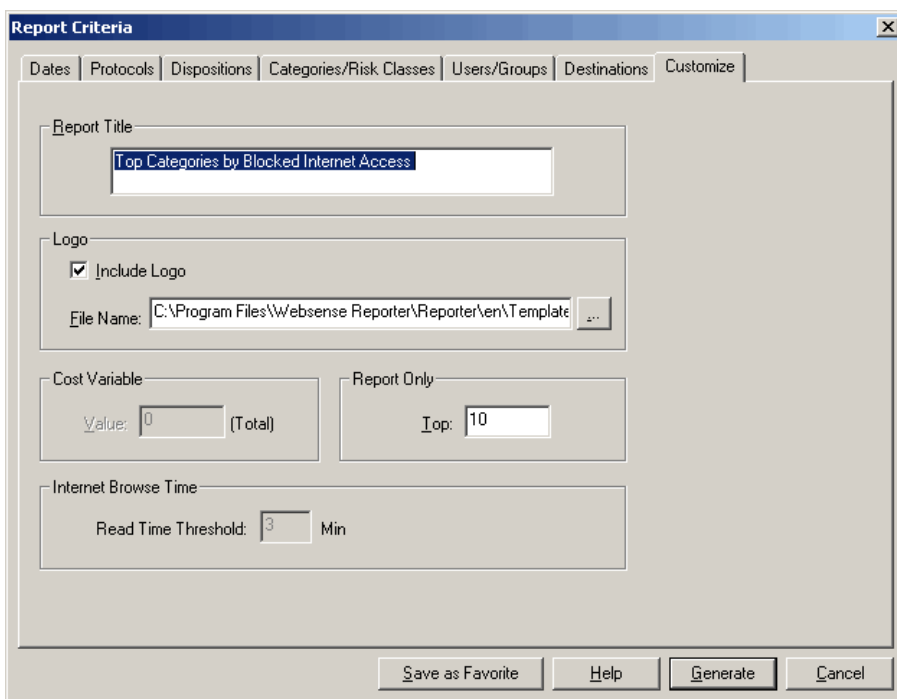
Reporting on users and groups with the same user ID

When multiple users share the same user name identification (user ID) when
logging on, the data reflected on Internet Browse Time reports is cumulative
for all users with that same user ID.

Calculation of browse time cost

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

```
Total of Internet browse time for user x cost
entered = individual cost
```

Top N

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

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

Ads and miscellaneous sites not included

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

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

Running reports from the command line in Reporter

Websense Reporter offers a command-line capability that lets you generate reports without opening the Reporter window. Perform these activities manually by entering the command at the time you want to create the report file. By using a Windows scheduling service, you can export data or generate reports at scheduled times and days.

Command-line flags

The Websense Enterprise Reporter commands let you specify the criteria necessary to generate reports. Use these command-line flags to set criteria for generating reports.

✔ **Note**

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

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

Flag	Action
-r	Generate a Summary or Detail report. This flag does not take a value, and cannot be used in the same command as the **-a** flag. The **-x** flag must be included in an **-r** command.
-n	**Generating Reports**: The favorite file name, as it appears in the Favorites subdirectory in the Reporter directory.
-f	Start date for the time period to be reported (for example: **-f 1/1/2007**). This flag must be used in conjunction with the **-t** flag. If there is no date range in the command, Reporter generates a report using dates available in the selected Log Database.
-t	End date for the time period to be reported (for example: **-t 11/11/2007**). This flag must be used in conjunction with the -**f** flag. If there is no date range in the command, Reporter generates a report using all dates available in the selected Log Database.
-s	Set a date range. This flag cannot be used in the same command as the -**f** or -**t** flags. Available values for this flag include: • Dx = time in days • Wx = time in weeks • Mx = time in months Replace **x** with the number of days, weeks, or months you want to report on (for example: **-s D3**). Reporter starts with the current system date, and works back the indicated number of days, weeks, or months.

Flag	Action
-d	Complete path to the directory for saving the generated report.
-x	Export format of the report. This flag must be used in the same command as the **-r** flag.
	Specify the report format with 1 of the following.
	• CHR = Character Separated Values
	• CSV = Comma Separated Values
	• HTML32 = HTML 3.2 Standard
	• HTML40 = HTML 4.0 DHTML
	• PTEXT = Paginated Text
	• RTEXT = Rich Text Format
	• TEXT = Plain Text
	• TSV = Tab Separated Values
	• TTEXT = Tab Separated Text
	• WORD = Microsoft Word for Windows 2.0 and higher (do not use for exporting charts)
	• XL7 = Microsoft Excel 7.0
	• XL8 = Microsoft Excel 8.0 (XLS) (recommended for tabular reports only)
-j	Identifies a specific job that you choose to run.
-init	No longer available - trend queries run as Daily Job.
-start	No longer available - trend queries run as Daily Job.
-end	No longer available - trend queries run as Daily Job.
-all	No longer available - trend queries run as Daily Job.
-disposition	No longer available - trend queries run as Daily Job.

Generating reports

Generate reports from the command line after saving them as Favorite files.

1. Create a Favorite file with the report criteria. The following steps summarize the procedure.

    a. Select a report by double-clicking it in the Workspace pane.

b. Enter report settings in the **Report Criteria** dialog box.

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

c. Click **Save as Favorite** at the bottom of the **Report Criteria** dialog box.

d. Enter a name for the report. This report name appears on the Favorites list in the Workspace pane.

e. Click **OK**.

2. Select a Log Database for Reporter to generate reports from.

a. Select **Options** from the **Tools** menu. A Select Data Source dialog box appears.

b. Select the **Machine Data Source** tab.

c. Highlight the **Data Source Name** created for use with the Log Database.

d. Click **OK**. A SQL Server logon dialog box appears.

e. Enter the **Logon ID** and **Password** you established for this database in your database engine. Use the same logon ID and password for all databases, or establish different user logon IDs and passwords for different databases.

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

f. Click **OK**. Reporter is now ready to generate reports from the selected Log Database.

3. Close the Reporter window, as reports cannot be generated from the command line while Reporter is open.

4. Open a command prompt window.

5. Change to the Reporter directory where the `Reporter.exe` is located.

> ✔ **Note**
> Generate reports from any directory by placing Reporter on the system path. For details on working with the system path, see the Windows documentation.

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

```
Reporter.exe  -r  -n  WSFavReport.1  -f  1/1/2005
-t  11/11/2006  -d  C:\Reports\TestRpt.xls  -x  XL8
```

This command would generate a report on Internet access information logged between January 1, 2005 and November 11, 2006. It would be named `TestRpt.xls,` and then exported as an Excel document to a directory called Reports, located on the C drive.

If there is no date range entered in the command, Reporter generates a report using all dates available in the selected Log Database.

Generating Favorites

When you have defined a report in Reporter that you would like to generate again, save it as a Favorite and generate that report definition for later use. The saved report definition is called a Favorite and will be listed in the Favorites report type.

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

Using Favorites

Saving report definitions as Favorite files also allows you to:

◆ quickly and regularly generate a specific report(s) without having to take time to go through the criteria selection process again

◆ generate reports from the command line in Reporter (see details discussed in *Running reports from the command line in Reporter*, page 45)

◆ schedule reports to run at a later time (see details discussed in *Scheduling Reporter reports*, page 71)

Creating Favorites

When you have selected a report in Reporter, you have the option of saving a report as a Favorite.

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

2. Enter report settings in the Report Criteria dialog box.

✔ **Note**

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

---

3. Click **Save as Favorite** at the bottom of the Report Criteria dialog box. A Report Name dialog box appears.

4. Enter a name for the report. (Report names cannot exceed 200 characters, including spaces.)

5. Click **OK**. This report name appears on the Favorites list in the Workspace pane, and becomes the file name used in the Reporter directory.

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

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

Generating reports from Favorites

Generate reports from Favorites saved in Reporter.

1. Double-click the name of the Favorite in the Favorites folder in the Workspace pane. A Report Criteria dialog box appears with the established Favorite Report settings.

2. Edit the current report.

3. Click **Generate** to create the report.

Modifying Favorites

Modify Favorites saved in Reporter.

1. Double-click the name of the Favorite you want to modify. The Report Criteria dialog box appears.

2. Make changes, as needed, and click **Save as Favorite**. A Report Name dialog box appears, displaying the current report name.

3. Retain the existing report name to modify the existing report definition. Enter a new report name to save the settings as a new Favorite (the existing Favorite remains unchanged).

4. Click **OK**.

Deleting Favorites

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

1. Right-click the name of the Favorite you want to delete.

2. Select **Delete** from the shortcut menu that appears.

3. Click **Yes** in the confirmation message box to delete the Favorite file.

Scheduling Favorites

You can run selected reports on a repeated basis, at a specific time with the Scheduled Jobs feature. These reports can be emailed to selected recipients.

For information on scheduling report jobs for Reporter, see *Chapter 3: Exporting, Scheduling, and Printing Reports in Reporter*.

Examples of Reporter reports

◆ *Example 1: Activity in the Spyware category*

◆ *Example 2: Determining liability risk for your company*

◆ *Example 3: Determining money lost by your company*

Example 1: Activity in the Spyware category

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

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

1. Websense Enterprise and Websense Enterprise Reporting need to be installed.

2. Make sure that you have purchased the Security Premium Group, or have signed up for the free evaluation at http://www.my.websense.com.

3. Launch Websense Enterprise Reporter from the Windows Start menu: **Programs > Websense > Websense Reporter**.

4. Locate the User Activity Detail report in the Management reports.
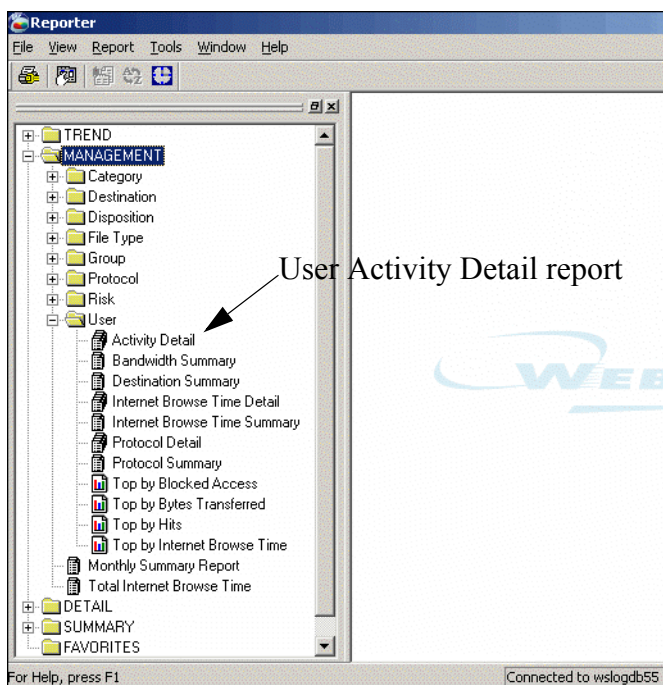
5. Double-click on this report and select the Categories/Risk Classes tab.
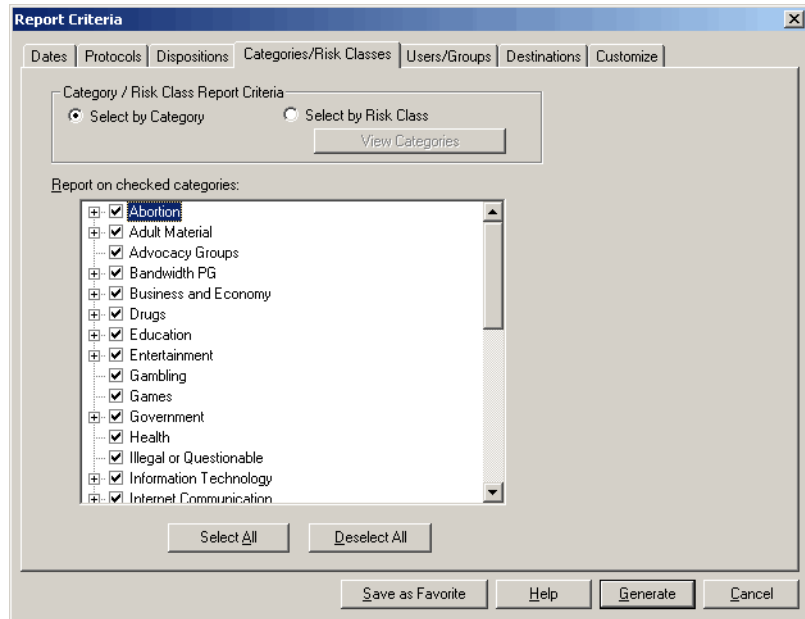
6. Click **Deselect All** to deselect all categories.
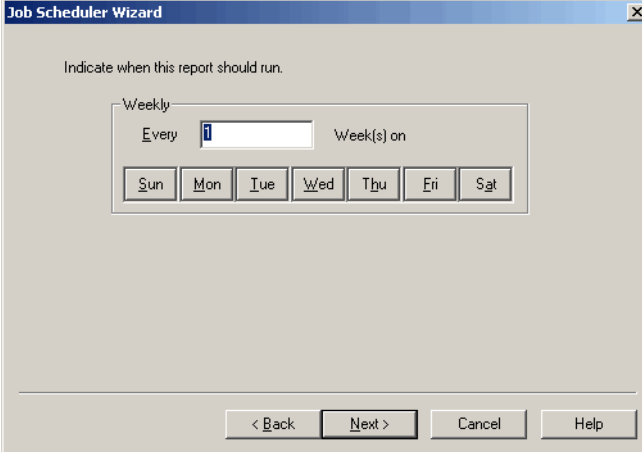
7. Select only the **Spyware** category.
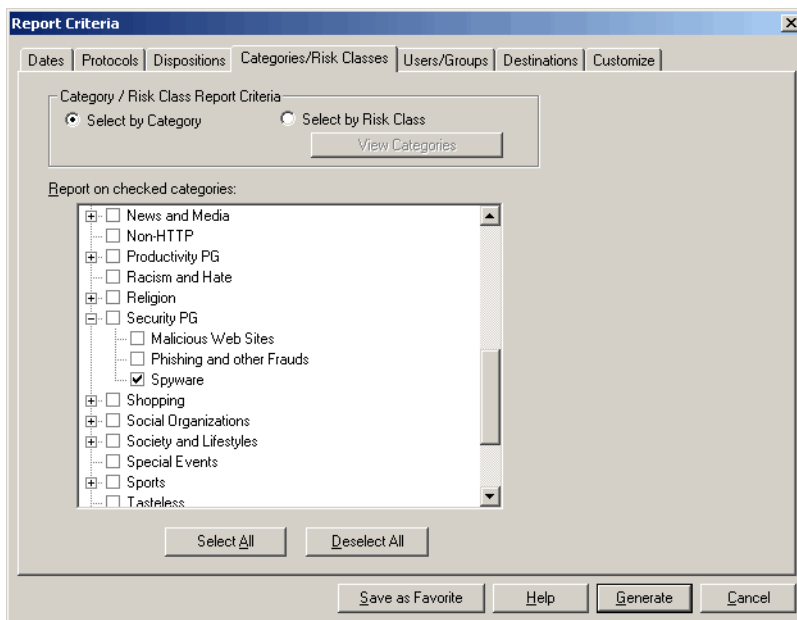
8. Click **Save as Favorite**.
9. Type a report name, such as Spyware Report and click **OK**.
10. Select the **Scheduler** icon in the Reporter menu at the top, and then click **New**. The Job Scheduler Wizard appears.
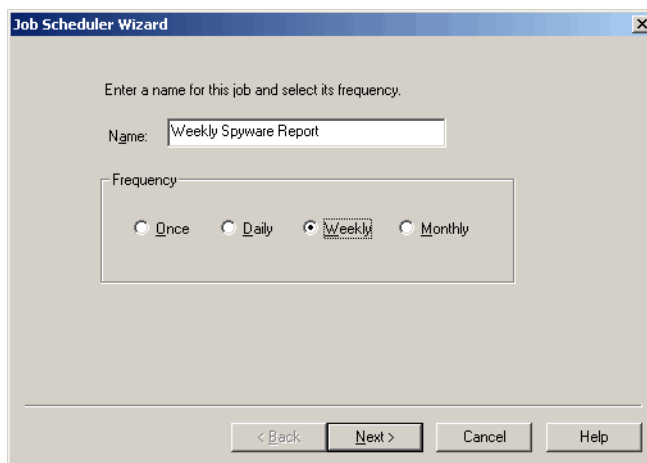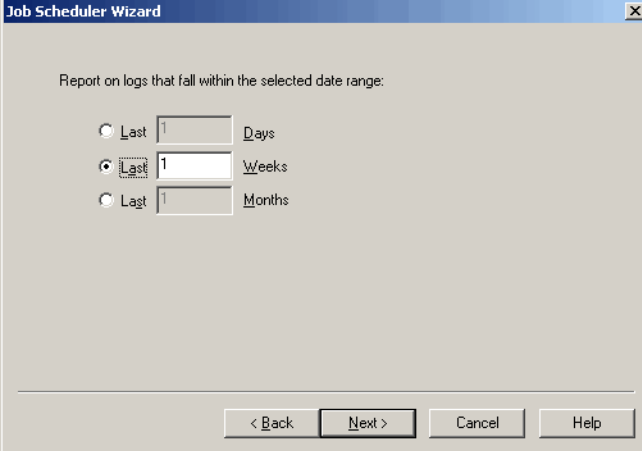
11. Type a name for the new spyware report and select the frequency with which you would like it emailed to you. Click **Next**.

12. Select the day you would like the report to run. Click **Next**.
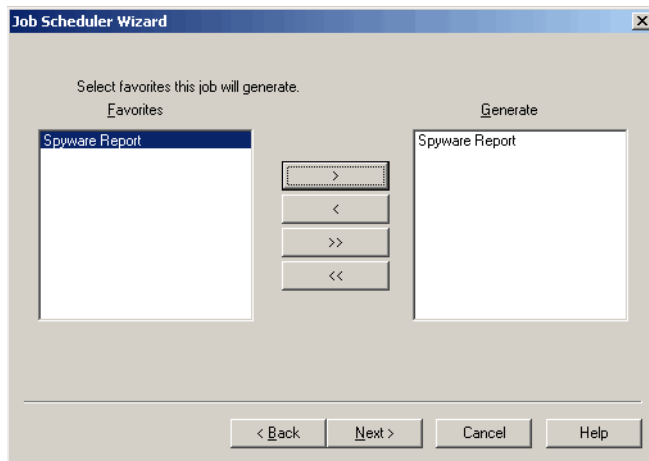
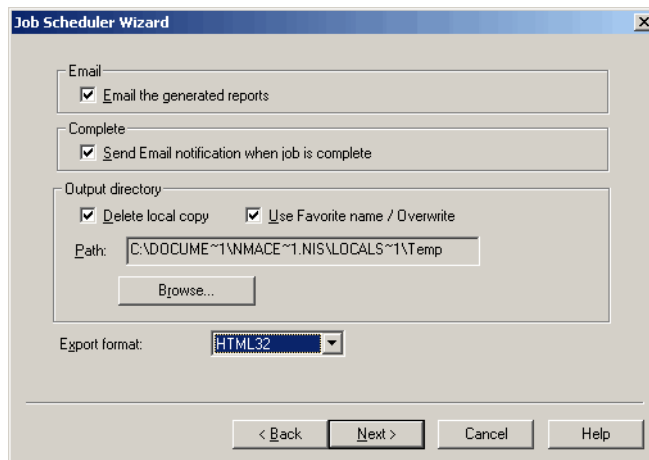13. Select the date range for the report. Click **Next.**
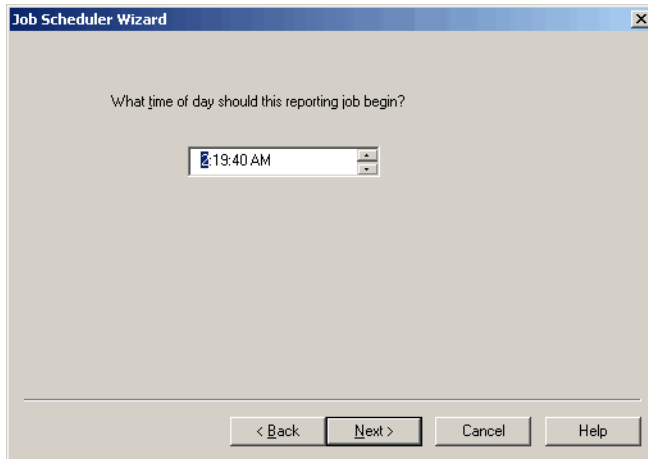
14. Select the time of day for the report to run. Click **Next**.
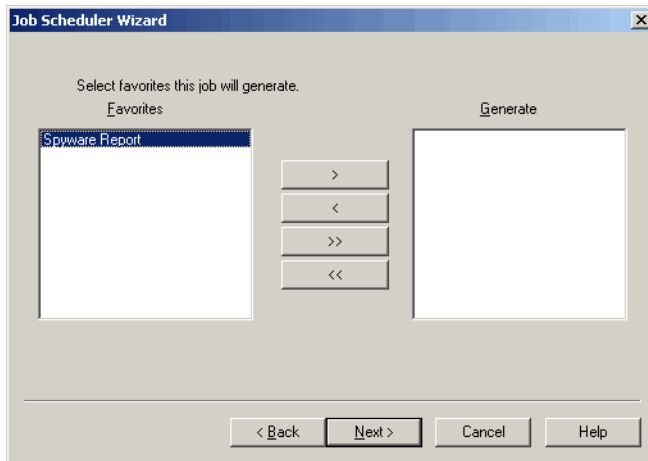
15. Select the Favorite that you generated, and then click **>** to generate it according to the schedule that you just defined.
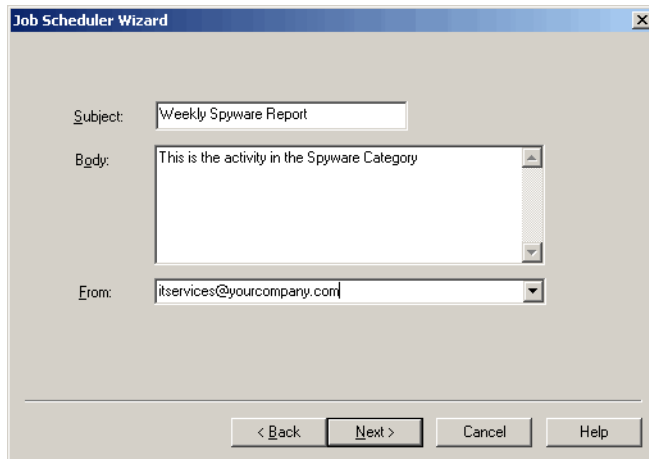

16. Make sure the Favorite report that you defined is in the list to be generated. Click **Next**.
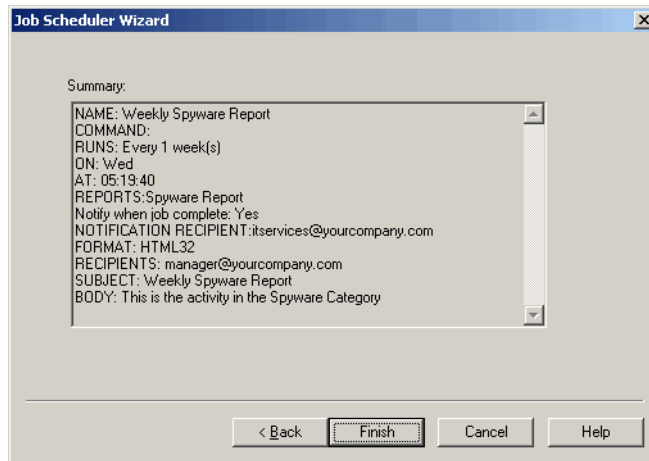
17. Select the delivery options. Click **Next**.
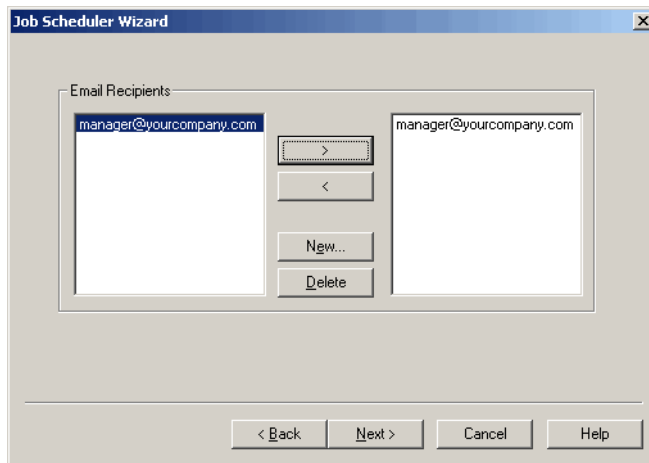
18. Add the names of the email recipients for the report, and click **>** to add them to the distribution for the report you just scheduled. Click **Next**.

19. Select the options for the email that will be sent when the report is generated. Click **Next.**

20. Check the summary of the choices you have made for the scheduled report. If they are correct, click **Finish**. If you want to make changes, click **Back**.

21. The new job that you scheduled is now displayed in the Scheduled Jobs dialog box. Click **Close**.

22. Enter the name of your SMTP server (mail server).

> ✓ **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.

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

Example 2: Determining liability risk for your company

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

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

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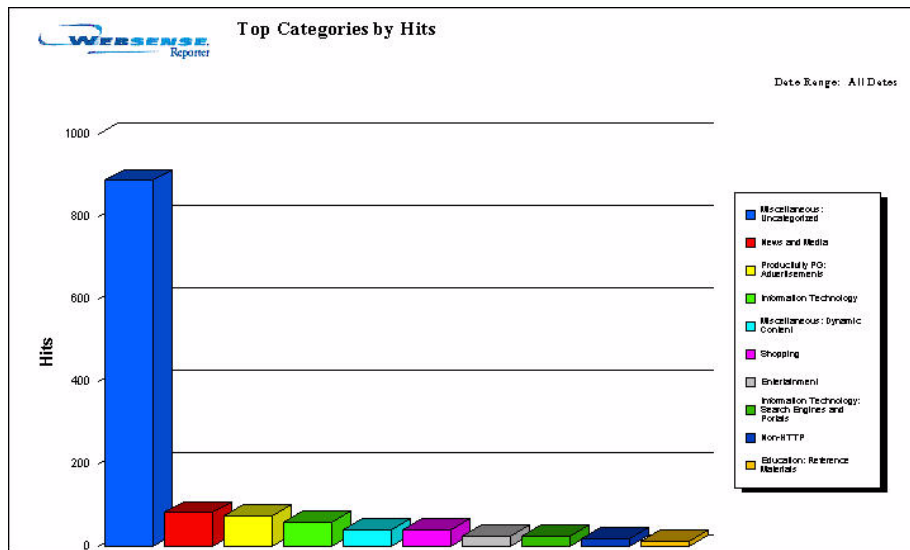
Interpreting the report

In the report example, the top 10 most visited categories are shown. You can check to see if there are hits that have been logged to Adult Material: Adult Content sites. These sites may contain adult material and may increase your organization's risk of legal liability in a sexual harassment-related situation.

Acting on report results

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

Related reports

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

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

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

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

Example: To run the Top Categories by Hits Report:

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

    In the Report Criteria dialog box, establish the settings for each tab, such as date range and lists of available protocols. Select a tab to display its options. For more information on establishing report criteria, see *Choosing report criteria*, page 17.
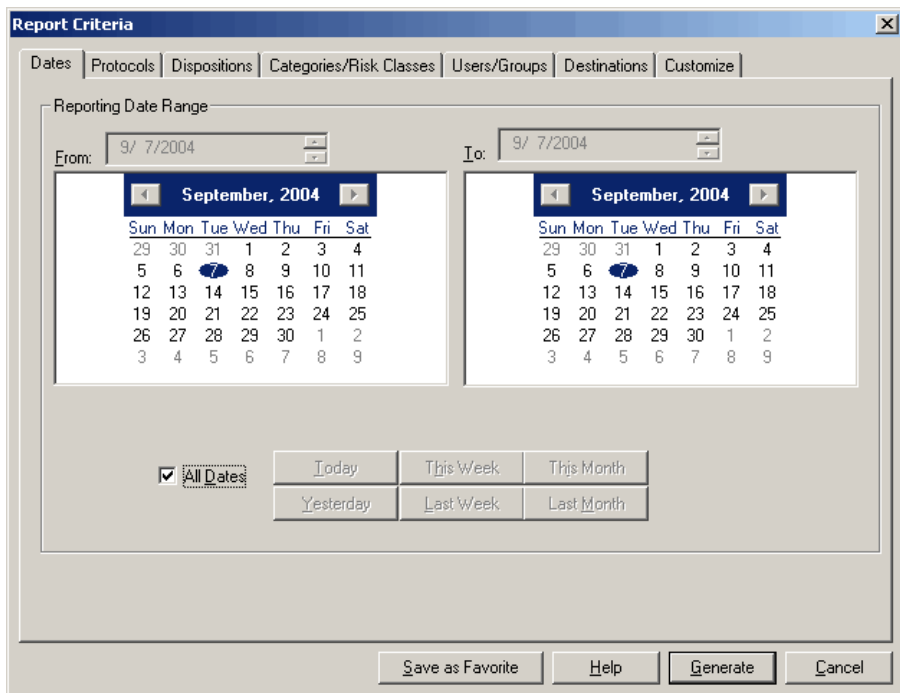
2. After establishing criteria for a particular report, save the settings for future use by clicking **Save as Favorite** on the Report Criteria dialog box before generating the report.

3. Click **Generate** to create the report. Reporter evaluates the Log Database to identify entries that meet all selected report criteria.

> ✔ **Note**
>
> Combine report criteria selections carefully to avoid defining an empty report.
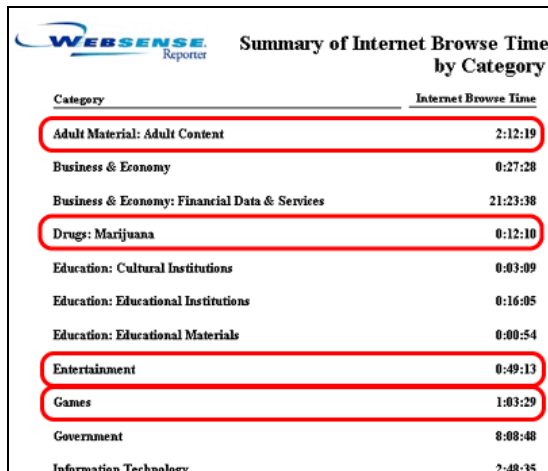
Example 3: Determining money lost by your company

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

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

Interpreting the report

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

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

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

Acting on report results

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

Related reports

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

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

Example: To run the Internet Browse Time report:

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

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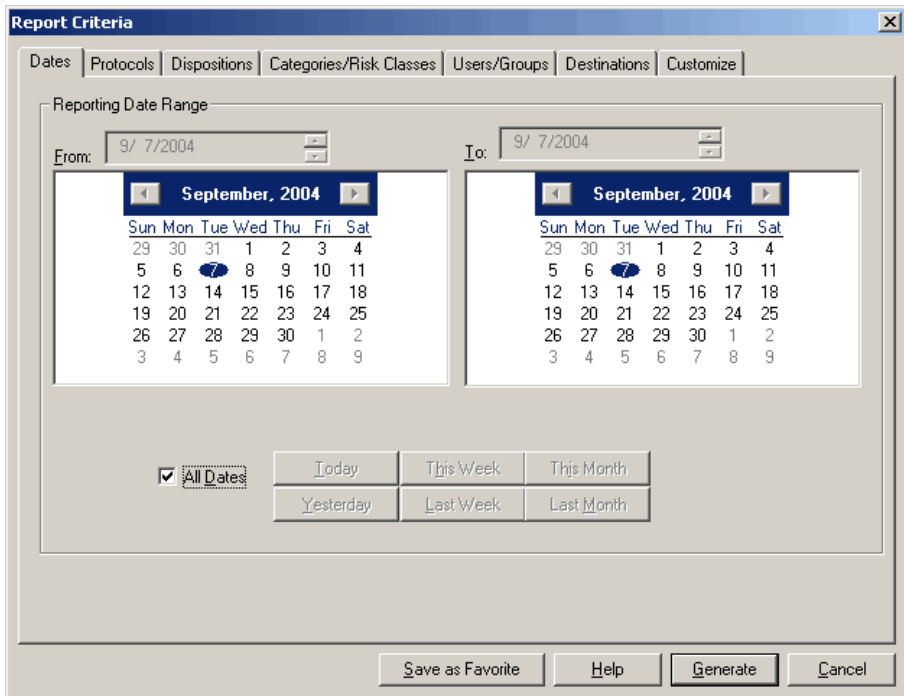
2. Enter a **Cost** on the Customize tab.

3. Click **Generate** to create the report. Reporter evaluates the Log Database to identify entries that meet all selected report criteria.

✔ **Note**
Combine report criteria selections carefully to avoid defining an empty report.

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

Exporting, Scheduling, and Printing Reports in Reporter

Searching the Reporter report data

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

Enter the text or numeric information of interest in the search field on the Report pane toolbar, and then click the **Search** button.

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

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

Sorting information in Detail Reporter reports

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

1. Generate a Detail report.

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

3. Select **Primary** and **Secondary** columns to sort from the drop-down lists. The columns in the selected report determine options in these lists.

4. Select **Ascending** or **Descending** order.

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

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

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

Exporting Reporter reports

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

> **IMPORTANT**
>
> When reports are exported to an Excel file, the numbers are changed to character strings in order to support regional settings.
>
> To use the exported Excel file as a spreadsheet, change the number character strings back to numbers inside Excel.

1. On the Report pane toolbar, click the **Export** button.
2. Select a **Format** from the list in the Export dialog box that appears.

> **Note**
>
> Your export format choices will vary, depending on the applications that you have installed on the machine.
>
> Depending on the .dlls which reside on your hard drive, you may see numerous other export options in the drop-down list. The following list of formats are the only formats supported by Websense.

- **Character-separated values**: Creates a text file that separates each report value with the character you select. These files are suitable for import into various spreadsheet programs. When prompted, leave the **Same number formats as in report** option unchecked, or you may receive formatting errors.

- **Comma-separated values**: Separates each value in the report by a comma. This format is suitable for importing the report into spreadsheet programs.

- **Excel**: Creates a file that can be imported into Microsoft Excel version 7 or version 8 (recommended for tabular reports only). Be aware that bitmap files, such as a company logo, will be omitted from the exported file. For the best results, do not select an Extended Excel format.

- **HTML (3.2 Standard or 4.0 DHTML)**: Select the version compatible with the browsers used to view the report. Keep in mind that reports in HTML format display most quickly in Internet Explorer v5.5 or later.

- **Paginated Text**: Creates an ASCII text file with page breaks inserted after the number of lines you specify.

- **Rich Text Format**: Creates an RTF file that can be opened in various word processors.

- **Tab-separated text**: Creates a text file with a column of headings and totals with each value enclosed in quotes and separated by a tab.

- **Tab-separated values**: Creates a text file with each report value enclosed in quotes and separated by a tab.

- **Plain Text**: Creates a continuous ASCII text file for importing into a text editor.

- **Word for Windows document**: Creates a file formatted for import into Microsoft Word 2.0 or higher. (Do not export charts to Word for Windows format.)

3. Select a **Destination** from the list. Destinations comprise the locations to which reports can be exported. Available destinations are as follows:

- **Application**: Open the report in a program compatible with the selected export format. For example, a report exported as a Word for Windows document would open in a Microsoft Windows application.

- **Disk file**: Save the report to any directory on your machine.

4. Click **OK** to export the report.

Depending on the format and destination you selected, you may be asked for additional information, such as the number of lines per page for a Paginated Text file. Supply the requested information and click **OK**.

To cancel the export for any reason, click **Cancel** (do not click **x** in the top right corner).

✔	**Note**
	For Paginated Text files, set the number of lines per page to a value greater than 1 to produce the best results.

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

Scheduling Reporter reports

You can schedule 1 or more Reporter reports to generate at regular intervals, and then email them to others or save them to a directory on the Reporter machine. Use the Job Scheduler Wizard to set up and maintain report schedules. Alternatively, you can schedule reports to generate from the command line.

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

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

3. Click **New** in the opening dialog box to create a new job. The Job Scheduler Wizard appears.
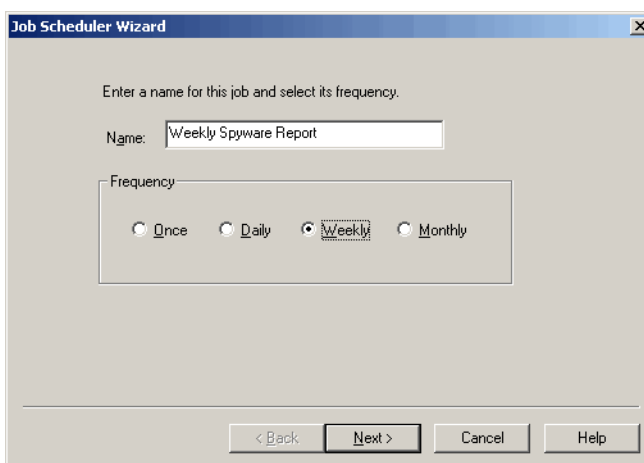

4. Establish a **Name** for this job, and select the frequency (once, daily, weekly, or monthly) for this job to run, and then click **Next**.

5. Select options appropriate to the frequency selected, and then click **Next**.

   - **Once**: Enter the date for running the job.

   - **Daily**: Enter the number of days before the job repeats.

   - **Weekly**: Enter a number of weeks before the job repeats, and select the day(s) of the week on which it runs.

   - **Monthly**: Enter the number of months before job repeats, and select the day(s) of the month on which it runs.

6. Set the time period the reports will cover, and then click **Next**.

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

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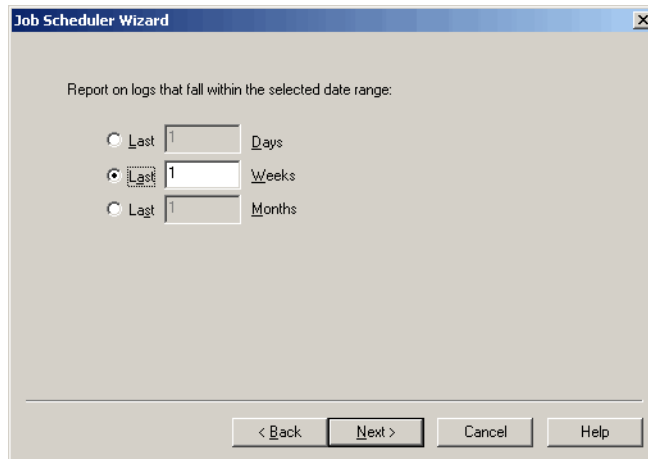

7. Enter the time at which the job should begin, and then click **Next**.

   Depending on the size of the Log Database, a single report may take several hours to generate. Consider scheduling reports to run during an off-peak time, such as after work hours.

8. Select the reports for this job, and then click **Next**.

   The dialog box lists all favorites you have saved. Use the arrow keys (< and >) to move selected Favorites into or out of the Generate list. Use the double arrow keys to move all reports between the 2 lists.

9. Select output options for the completed reports, and then click **Next**.
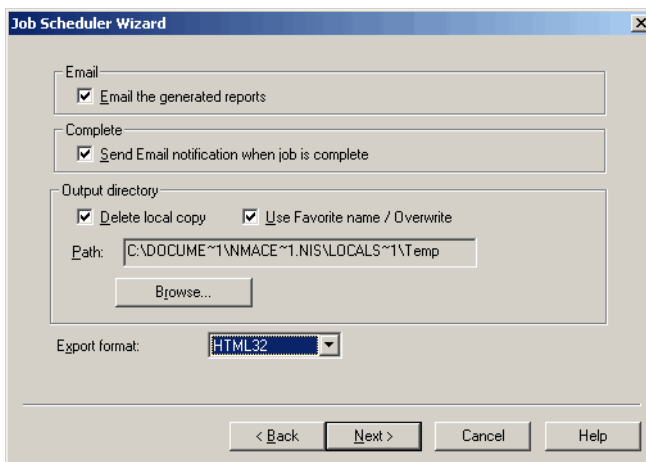
-   **Email generated reports**: Check this option to send the completed reports to selected recipients via email.

-   **Send Email notification**: Check this option to send a selected recipient an email message when the job is complete.

-   **Delete local copy**: Check this option to delete the reports on the Reporter machine after they are sent via email. Uncheck this option to keep the reports on the local machine.

-   **Use Favorite name/Overwrite**: Check this option to have the completed report files use the same name as the Favorite file. Subsequent jobs will overwrite the existing report files with the new reports.

-   **Path**: Click **Browse** and select a path for creating or storing the completed reports.

✔ **Note**

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

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

-   **Export format**: Select the file format for the completed reports.

10. To email the completed reports or send a notification, select recipients and click **Next**. The options available differ, depending on whether you selected to email the reports or send only a notification.

   - **Email Notification Only**: To send email notification when the job is complete (but not to email reports), enter the email address.

   - **Email Reports**: To email the reports (with or without email notification), a dialog box lists any email addresses previously added through the Job Scheduler Wizard.

     New: To add new addresses to the list of potential recipients (on the left).

     Delete: To delete selected addresses from the list of potential recipients (on the left).

     Arrows (< and >): Click the appropriate arrow to move the selected address into or out of the list of recipients for this job (on the right).

11. To email reports, create the email message to accompany the reports and click **Next**. This option appears only if you chose to send the completed reports via email.
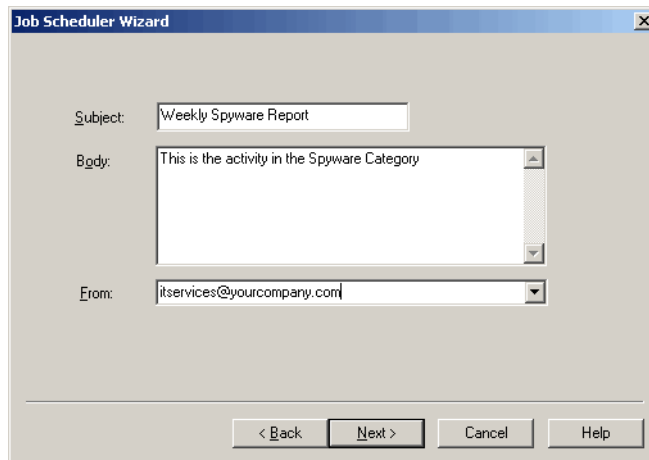
   - **Subject**: Accept the default of the job name, or enter an alternate subject for the email message.

   - **Body**: Enter text appropriate to all report recipients each time the job runs.

- **From**: Select the email address from which the reports are sent. If an email notification is being sent when the job is complete, the address entered in this field will receive the notification message.

12. Review the job definition that appears and click **Finish** to save the job and return to the opening Job Scheduler dialog box.

13. Create additional new jobs, edit existing jobs, or delete jobs as needed. When you are done, click **Close**.

14. Close the Reporter window before the job's scheduled start time, but leave the machine running.

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

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

Scheduling Reporter reports using the command line

You can generate reports in Reporter on a regular basis in an unattended command-line mode by using available Windows Services. First create a batch file with 1 Reporter command for each report to be created. Then set up a schedule, as described for the *Windows 2000 Scheduled Tasks*.

Windows 2000 Scheduled Tasks

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

1. Create a batch file as follows:

   a. Enter the following command to create a batch file:

   ```
   edit report.bat
   ```

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

b. Enter commands, as described in *Column descriptions in Reporter*, page 38, for generating reports. Each command must start on a new line.

> ✔ **Note**
>
> Using the **–s** flag to establish a date range allows you to generate reports without updating the batch file.

c. Save the file.

2. From the Windows Start menu select: **Programs>Accessories>System Tools> Scheduled Tasks**.

3. Select the batch file you just created from the list.

4. Set days and times for the batch file to run.

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

Printing Reporter reports

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

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

2. Select a printer and set other options, as needed.

3. Click **OK**.

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

   A Print dialog box appears.

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

6. Click **OK** to print.

CHAPTER 4 | Changing the Database

The database for v6.3 must be attached to the database engine. For information on how to attach a database, see the Microsoft documentation.

Changing the database

Websense Reporter must be connected to a database through an ODBC connection in order to generate reports. An ODBC connection is established during installation. You may need to manually create an ODBC connection to view an old database.

The database can be maintained on a different machine than the database engine. The Reporter machine must be able to communicate with the database via an ODBC connection.

Websense Reporter views the catalog database and the database partitions, which have been selected in Database Administration.

APPENDIX A | Risk Classes

The Websense Master Database organizes Internet sites (by IP addresses and their associated URLs) into 1 of approximately 90 major categories and subcategories.

Most Websense categories have been associated with a potential risk, and are identified in a specific Risk Class. Some categories are in more than 1 Risk Class.

This is the list of current Risk Classes of Internet activity and a brief description of each.

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

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

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Abortion			◆		
Pro-Choice			◆		
Pro-Life			◆		
Adult Material		◆			
Adult Content		◆			
Lingerie and Swimsuit		◆			
Nudity		◆			
Sex		◆			
Sex Education			◆		
Advocacy Groups			◆		
Bandwidth PG Manages Access to:	◆				
Internet Radio and TV	◆		◆		
Internet Telephony	◆				
Peer-to-Peer File Sharing	◆		◆	◆	
Personal Network Storage and Backup	◆				
Streaming Media	◆		◆		

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Business and Economy					◆
Financial Data and Services					◆
Drugs			◆		
Abused Drugs			◆		
Marijuana			◆		
Prescribed Medications			◆		
Supplements and Unregulated Compounds			◆		
Education			◆		
Cultural Institutions			◆		
Educational Institutions			◆		
Educational Materials					◆
Reference Materials					◆
Entertainment			◆		
MP3	◆		◆		
Gambling		◆	◆		
Games			◆		
Government					◆
Military					◆
Political Organizations			◆		
Health			◆		

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Illegal or Questionable		◆			
Information Technology					◆
Computer Security					◆
Hacking		◆		◆	
Proxy Avoidance		◆		◆	
Search Engines and Portals					◆
URL Translation Sites					◆
Web Hosting			◆		
Internet Communication			◆		
Web Chat			◆		
Web-based Email			◆		
Job Search			◆		
Militancy and Extremist		◆			
Miscellaneous					
Content Delivery Networks					
Dynamic Content					
File Download Servers					
Image Servers					
Images (Media)					
Network Errors					

	Network Bandwidth Loss	**Legal Liability**	**Productivity Loss**	**Security Risk**	**Business Usage**
Private IP Addresses					
Uncategorized					
News and Media			⬥		
Alternative Journals			⬥		
Non-HTTP					
Productivity PG Manages Access to:			⬥		
Advertisements	⬥				
Freeware and Software Download	⬥		⬥	⬥	
Instant Messaging			⬥		
Message Boards and Clubs			⬥		
Online Brokerage and Trading			⬥		
Pay-to-Surf			⬥		
Security PG Blocks Access to:				⬥	
Sites associated to:				⬥	
⬥Keyloggers					
⬥Malicious websites					
⬥Phishing and other frauds					
⬥Spyware					

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Malicious Mobile Code				◆	
Racism and Hate		◆			
Religion			◆		
Non-Traditional Religions and Occult and Folklore			◆		
Traditional Religions			◆		
Shopping			◆		
Internet Auctions			◆		
Real Estate			◆		
Social Organizations			◆		
Professional and Worker Organizations			◆		
Service and Philanthropic Organizations			◆		
Social and Affiliation Organizations			◆		
Society and Lifestyles			◆		
Alcohol and Tobacco			◆		
Gay or Lesbian or Bisexual Interest			◆		
Hobbies			◆		

	Network Bandwidth Loss	Legal Liability	Productivity Loss	Security Risk	Business Usage
Personal websites			◆		
Personals and Dating			◆		
Restaurants and Dining			◆		
Special Events			◆		
Sports			◆		
Sport Hunting and Gun Clubs			◆		
Tasteless		◆			
Travel			◆		◆
User-Defined					
Vehicles			◆		◆
Violence		◆			
Weapons		◆			

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