



Websense Support Webinar: Questions and Answers

Websense Log Database Administration Websense Enterprise™ Version 6.3.x

Question: If I set my database to roll over every month, on which day of the month will it roll over?

Answer: If you set the database to roll over by time, the Month selection rolls the database over on the 1st of every month.

Question: What is best practice for the active number of database partitions?

Answer: Best practice is 50. The limit for active database partitions is 69.

Question: Why are Log Database partitions not being created (or deleted) at the time I scheduled them?

Answer: Several factors can affect database partition creation.

- The file path may be incorrect
Verify that the setting in **Database Partition Creation > File Path** contains a valid location for the partitions to be created.
- The appropriate box for partition deletion may not be selected.
If you are deleting a partition, in the Database Administration tool, ensure that the following box is selected: **Automatically delete partitions when all days in the partition are older than this number of days.**
- You may have reached the limit for active Log Database partitions.
Verify the number of currently active partitions.
You can maintain as many Log Database partitions as you need. However, you are limited to having 69 partitions active at any one time. This limitation is based on Microsoft SQL Server requirements. If the number of active database partitions has reached the limit, you can take partition databases offline or delete them through Database Administration.
- You may have specified file names that are already in use.
Verify that there are no physical database files (mdf and ldf) that already exist with the same naming convention. Filename duplication causes failures, because the software does not overwrite pre-existing database files.

Question: My Internet Browse Time (IBT) job runs, but I do not see data for browse time reports for the current day (only for days prior).

Answer: The data from a browse time report is calculated in accordance with the Job Start Time you set.

For example, if your report is scheduled to run at the default Job Start Time (2:00 a.m.), then any browse time reports for today's date do not have any data, because that data is not available until the next morning.

In this case, you would run browse time reports for yesterday and prior.



Question: When I click Delete, why is my partition database still attached in Microsoft SQL Server?

Answer: The partition database is not actually detached and deleted from MS SQL Server until the Maintenance job runs at your Maintenance Start Time (typically late at night).

Question: What is the Maintenance Configuration selection **Process the unprocessed batches**? How does this affect my data?

Answer: With the version 6.3 release of Websense Enterprise, the logging process was revised to improve processing and reporting speed. Instead of processing Internet filtering records into the Log Database one at a time, the software now combines multiple records into batches and processes these batches into the database partitions.

If there is insufficient disk space or inadequate permission to insert a batch into the database partition, the entire batch is marked as a failed batch. Typically, these batches are reprocessed that night during Maintenance.

However, under the following conditions, failed batches are not reprocessed:

- If the **Process the unprocessed batches** option is not checked (is disabled) in the Database Administration tool.
- If the **Process the unprocessed batches** option is checked (is enabled), but the nightly job is unable to run, because it does not have adequate permissions to access the Log Database, or there is not enough disk space to add the data.
- If the nightly job is unable to run because SQL Agent did not start or was interrupted for some reason.

If any of these conditions persists for an extended period, failed batches may accumulate that exceed the maximum age set in the Database Administration tool. When that happens, the nightly Maintenance job deletes the aged batches. Those records are never inserted into the database partitions, and that information is not included on any reports. You want to avoid that situation.

To avoid having failed batches deleted, ask your Database Administrator for assistance to ensure the following:

- SQL Agent is able to run, and is not interrupted during nightly processing.
- The Log Server connection to the Log Database has proper access permissions.
- The partition database resides on a drive that has adequate disk space for current and future needs.
- The drive where **tempdb** resides has adequate disk space for current and future needs.

Question: My Maintenance job for reindexing database partitions is causing my scheduled jobs to fail. How can I adjust?

Answer: Make sure that you do not schedule reports to run while the database partitions are reindexing. Coordinate your reindexing day and your Maintenance Start Time (in the Maintenance Configuration section of the Database Administration tool) to occur when your scheduled jobs are not running.



- Question:** What is the process for removing partitions but not deleting them (I want to be able to retrieve them in the future)?
- Answer:** Within the Websense Database Administration tool, locate the Available Partitions section.
- Find the partition you wish to detach from MS SQL Server (or move to another location for storage and retrieval at another time).
- Uncheck the **Enable** box. (Do **not** click Delete.)
- In the future, when this partition is reattached in SQL Server, and you wish to have the information within this partition queried by Websense Explorer, simply check the Enable box in Database Administration.
- Question:** If I disable a partition to archive it (uncheck the **Enable** box), then detach it from the SQL Server database, will it still show on the Database Administration screen?
- Answer:** You have to reattach it to the SQL Server database to make it visible again. A partition will show on the Database Administration screen as long as it has not been Deleted from the Database Administration tool, and as long as it is attached in the SQL Server engine.
- If a database is Deleted or is currently detached in SQL Server, it will eventually show as deleted in the Websense Database Administration tool.
- Question:** If I were to bring the partition back from the archives and attach it to the database, will I be able to Enable it again to run reports against it?
- Answer:** Yes. You can enable a database within the Websense Database Administration tool, as long as it is viewable (so that you can check the Enable box), and it is attached in the SQL Server engine.
- Question:** Some of my available partitions are showing up in red. What does this mean?
- Answer:** These partitions are marked for deletion on the next Maintenance job run, according to your setting for automatically deleting partitions that have aged beyond a certain number of days. Please verify your settings for this option in Maintenance Configuration.
- Question:** Every time a new database partition is created, it defaults to Full Recovery Model instead of Simple Recovery Model. My model database is set for Simple Recovery Model also, so why is this happening?
- Answer:** This is not controlled in the Websense Database Administration tool.
- Yet please verify in MS SQL Server that the **tempdb**, the **model** database, and the Websense Catalog database are in Simple Mode.
- Question:** When you say that a deleted partition cannot be recovered, does that mean if there's a backup of that partition, it cannot be restored from backup and set as available for reporting?
- Answer:** That's right. In the Websense Database Administration tool, if you have clicked on the Delete option for a database partition (instead of un-checking the Enable box), the database partition for which you clicked Delete cannot be used again.
- A database partition can be restored if you disabled it (unchecked Enable) previously. Make sure the partition is attached within SQL Server; then check Enable to restore that partition for query by Websense Explorer.