



WebSense Support Webinar: Questions and Answers

Using Reporting with Websense Web Filter 7.0

Question: When is version 7.0 available for download?

Answer: Websense Web Security and Websense Web Filter v 7.0 are currently available for download.

Question: Is Websense Reporter still available to use on the Websense server? Can I schedule PDF reports to run from it?

Answer: In Version 7.0 the Reporter component has been incorporated into Websense Manager and expanded. It is now called Presentation Reports. You can schedule your reports to appear in PDF format, just as you did before.

Question: Can we run reports for multiple users or multiple IP addresses?

Answer: This feature is not currently available.

Question: We upgraded from version 6.3.2, and now we have both wslogdb63 database files and wslogdb70 files. Is it safe to delete the 63 database files?

Answer: Yes. If you no longer need the historic data in the old 63 database files, then you can delete these.

Question: How can I create my own filtering categories?

Answer: You can add your own user-defined categories and then either add custom URLs into these categories or re-categorize known sites into these categories.

Question: Can I exclude a user from logging by specifying an individual user name?

Answer: No. This option is not currently available.

Question: If bandwidth is not logged, does it still appear in bandwidth reporting?

Answer: No. It must be logged. Only certain third-party integrations can send bandwidth information to Websense Web Filter and Websense Web Security. For more information on this topic, please see the Websense installation guide that pertains to your integration, on the Support Web site at www.websense.com/support/.

Question: For Investigative Reports, is there a way to default these reports to show only those Web sites that people actually visited?

Answer: One way to accomplish this is to set up a favorite report based on Action > Category Permitted and sorted by Risk Class. This report will show you which access has been allowed.



- Question:** When I change to Bandwidth for the measure, why don't I get any records?
- Answer:** This could be due to your third-party integration software and how it is set up to work with Websense Web Filter. A good first step is to check the Websense installation guide that pertains to your integration.
- Question:** Why is business usage categorized as a risk?
- Answer:** Risk categories are groupings. They can help you to see the split between business usage and non-business usage in your reports.
- Question:** Is there a way to see which users consume their entire quota time each day?
- Answer:** Yes. If you produce a report by **Action** and then choose **Blocked by Quota**, this gives you the details of the Web sites that were blocked after the user had used up all quota time for the day.
- Question:** What has replaced the Real-Time Analyzer? Or where can I find it in version 7?
- Answer:** The Real-Time Analyzer tool is currently not included in Websense version 7. We are gathering customer feedback, to assess whether customers would like to see this feature return to the product in the future. Please submit a Support request if you would like to express your opinion.
- Question:** I'm seeing the data for each user duplicated in my reports. What can I do to solve this?
- Answer:** Please create a Support ticket, and we will help investigate the cause.
- Question:** Is ISA 2000 still supported in version 7?
- Answer:** No. ISA 2000 is not supported in version 7
- Question:** My SMTP server does not allow anonymous relay. Can I set SMTP credentials?
- Answer:** You need to have anonymous relay set up, in order to allow relay from the Websense server.
- Question:** In **MyWebsense**, I don't see a link to sign up for Tech Alerts.
- Answer:** To sign up to receive Tech Alerts, go to www.websense.com/support/ and then click on the Tech Alerts link on the left-hand side. After you have logged on, you are taken to the Tech Alerts screen.
- Question:** Does Websense Web Filter use a browse time sensitivity setting for reporting, as SurfControl Web Filter does?
- Answer:** Yes. Launch **Websense Manager** and navigate to **Settings > Reporting > Log Database**. Under the Internet Browse Time Configuration section is an option to change the Read Time Threshold.
- Question:** How do I get a bandwidth report just by bytes in and out, and by day? I don't want to include categories.
- Answer:** The best way to do this is to produce a report for Internet use by Day and then change the measure to Bandwidth. This will then show you the total bandwidth for each day's data.



- Question:** If I schedule one report to run overnight, it works fine. But if I schedule several with a 30-minute gap between them, they all fail (even the first one).
- Answer:** Please log a Support ticket, so we can assist you with this issue.
- Question:** How can you get the user names of the users who are surfing on machines that are not part of the domain?
- Answer:** Use manual authentication and require users to manually enter domain/user details when they attempt to browse the Internet.
- Question:** Are there plans to support MS SQL Express 2005 or 2008?
- Answer:** We use SQL Server Agent, which is not included with SQL Express.
- Question:** Can I create user groups with different rules applied to them?
- Answer:** Yes. You first add Active Directory Groups in Websense Manager under the Clients section. From there, assign different policies to the different groups as you wish.
- Question:** Can I see live browsing information?
- Answer:** Yes. Please access the Knowledge Base on the Support portal at www.websense.com and search for articles about the tool Testlogserver.
- Question:** Can I exclude categories from scheduled reports?
- Answer:** Yes. You can do this through Presentation Reports. Copy a standard report, and then edit the copy to make your new report. During the editing process, you can select which categories you wish to report on. Once the report has been set up, you can then set up your scheduling as normal.
- Question:** How do I increase my timeout warning about inactivity in Websense Web Filter?
- Answer:** This is set internally and cannot be changed.
- Question:** Is there a way to track the amount of time spent on each Web site?
- Answer:** We can approximate how long the user spends on a Web site.
- Question:** What is Allow Self-Reporting?
- Answer:** This feature allows users to log on to reporting to look at their own browsing history. To enable this, launch Websense Manager and navigate to **Settings > Reporting > Preferences**. Check the box next to Allow Self-Reporting.
- Question:** The deployment guide addresses hardware requirements for running version 7 on VMWare. Is there also a dedicated server configuration matrix?
- Answer:** The details of hardware requirements can be found from page 39 of the Deployment Guide found at <http://kb.websense.com/article.asp?article=3524&p=12>



Question: We're using a version of Websense Enterprise now. In the new version 7, are all the reports that are available within Websense Reporter available through the new Web interface?

Answer: The list of available reports in the Presentation Reports is slightly shorter than the older Websense Reporter list. However, you do have the ability to create any additional reports that you need by customizing the Presentation Reports.