Websense Support Webinar: Questions and Answers

SQL Server Preparation, Troubleshooting, and Best Practice Tips
Websense Web Security™ Version 7 Log Database

Question: We have Microsoft SQL Server installed but are using MSDE. Will the databases still show up under SQL Server Manager?

Answer: SQL Server 2005 Management Studio is not designed to show databases hosted by MSDE.

Question: I want to send traffic from two different sites to one SQL Server instance. Is this possible? How?

Answer: Yes. You can point Log Servers from each site to the same SQL Server database. In a large environment, review the distributed Log Server installation guide.

Question: How do you view the data in the log without running a report from the GUI?

Answer: Websense software supports viewing reporting log data with Presentation and Investigation reports.

Question: What is the default Log Server input port?

Answer: 55805.

Question: Do we have to use Windows 2003 Server 64-bit for this version?

Answer: No. Please review the Websense Deployment Guide for v7.x for details.

Question: If I already have SQL Server 2000, do I have to upgrade to SQL Server 2005 before upgrading to version 7 for reporting and for Websense Manager?

Answer: No. v7.x works with MSDE SP4, SQL Server 2000 SP4, and SQL Server 2005. Please review the Websense Deployment Guide for v7.x for details.

Question: Will steps presented in this Webinar work on Websense Enterprise 6.2?

Answer: With the exception of the steps for creating the SQL Agent jobs, most other steps apply to earlier versions of Websense Enterprise.

Question: Are these tasks different for Websense Express?

Answer: None of these steps should be attempted with Websense Express.

Question: I thought the database/logging server was to be installed on a different server from Websense Manager.

Answer: Websense Manager and Log Server may be installed on the same server as Microsoft SQL Server in a small network. For a medium-sized or large network, Log Server should not be installed on the SQL Server machine. Please review the Websense Deployment Guide for v7.x for details.

Question: What recommendations do you have for enterprises with enormous volumes of data, especially if we want full URL capture?

Answer: Please see our Enterprise Deployment Guide for hardware and space requirements.

Question: Is VMWare supported?

Answer: Yes. Please review the Websense Deployment Guide for v7.x for details.

Question: Is SQL Server 2005 Express SP2 supported?

Answer: No, SQL Server Express is not supported. SQL Server Express does not have a SQL Agent.

Question: Can the Websense Web Filter v7.0 log be pointed to SQL Server 2008?

Answer: No. SQL Server 2008 is not supported at this time.

Question: Should the SQL Server auto shrink option be set to true on all Websense databases?

Answer: The shrink option is available for reducing the footprint of the Websense databases. Generally, most Websense customers elect to enable this feature. Please explore Microsoft's Web site for details and ramifications.

Question: Is report generation faster when I use a single database versus multiple databases, even if the aggregate size of the multiple databases equals the size of the single database?

Answer: Faster speed is achieved when a smaller data set is searched.

Question: Is it still necessary to define ODBC jobs if the reporting service is configured not to use BCP?

Answer: Yes. The Data Source (ODBC) connection is used by Log Server to choose the database for logging. Once it is selected, the Log Server uses Bulk Copy Program to insert the data.

Question: Is the log database relative to the path on the Log Server?

Answer: No. The log databases are independent of the Log Server. The Log Server sends data to SQL Server. SQL Server knows where the log databases are located.

Question: Why did you specify BCP instead of ODBC on the Database Connection Manager?

Answer: BCP is a superior connection method. Data insertion is several times faster and uses fewer server resources.

Question: With MSDE, will the databases just grow and grow?

Answer: Websense databases hosted by MSDE will grow to approximately 1.5 gigs. When a database reaches 1.5 gigs, a new database partition is created. The size restriction is a limitation of MSDE. SQL Server 2000 and 2005 allow unrestricted database growth.

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Question: Will there any upcoming Webinars about the actual reporting module in Websense Web Filter?

Answer: A Webinar on v7.0 Reporting has been created and is archived in the Websense Knowledge Base.

Question: Please clarify why the database move was performed with the "sa" account after a "Websense" user account was created. I assume the "Websense" account was created so that the Log Server wouldn't need "sa" permissions. Could the move have been performed with the "Websense" account on SQL Server 2005?

Answer: Yes, the database move could have been performed with the "Websense" account. The "Websense" account was created to be an equal to the "sa" account.

Question: Why would we migrate from MSDE to SQL Server?

Answer: MSDE is a free program and can handle database sizes up to 1.5 GB. If larger databases are required, full SQL Server is recommended.

Question: Would you create the ODBC connection on the SQL Server machine or on the Websense Log Server machine?

Answer: The Log Server machine requires the ODBC connection to identify the SQL Server machine and database name.

Question: Wouldn't you want to log on to SQL Server 2005 with the "Websense" account so that when you attach the database, the "Websense" user would be the owner? Or would you want to attach with "sa" and then move the owner to the "Websense" account?

Answer: The accounts are equal. Either account will work.

Question: Does Websense Log Server v7 support remote clustered SQL Server databases? (v6 allows remote, but not clusters)

Answer: Clustered SQL Server databases are not supported in v7.0.x.

Question: Does the instance of SQL Server used by Websense software need to be its own instance? Or can it be a part of a shared cluster?

Answer: Clustered SQL Server databases are not supported in v7.0.x.

Question: What did the underscore indicate in the database name? I've wondered what those two databases were for, ever since installing the product here.

Answer: After the installation, you will notice two databases: a catalog (wslogdb70) database and a partition (wslogdb70_1) database. The catalog database contains static information. The partition database contains dynamic information such as the URLs visited by end users. While partition databases may be deleted (when all the data within is considered old), catalog databases are never deleted. Catalog databases contain the index and pointers to locate the data in the partitions.

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Question: Can you show how to make SQL Server create each new partition for the Websense database with a Simple recovery model instead of Full?

Answer: New Websense databases take their setting from the SQL Server default "model" database. Simply set the default "model" database to Simple recovery mode to have new Websense databases use that mode.

Question: Can you use non-standard ports?

Answer: A hotfix for Log Server is available for v7.0 to use non-standard ports. See Knowledge Base article number 1866.

Question: When will Websense Web Filter v7 support named SQL Server instances?

Answer: Websense Web Filter v7 and earlier can log to named SQL Server instances.

Question: Any support for Windows 2008 or SQL Server 2008? Any timeframe for this?

Answer: Sorry, but Windows Server 2008 and SQL Server 2008 are not supported. A timeframe for support has not been determined yet.

Question: What is the best way to back up partition databases through Veritas?

Answer: You should always back up your databases. We are not able to provide steps for third-party applications. Please consult your vendor.

Question: How does Websense Web Filter calculate browse time in the report? How accurate is it?

Answer: Calculating Browse time can be resource-intensive. By default, it is calculated at 2:00 a.m. each morning. Please review the Help contents, within the Websense Manager, for details on configuring Browse time intervals to enhance accuracy.

Question: Can database partitions be combined after we move from MSDE to SQL Server 2005?

Answer: No. Database partitions cannot be combined.

Question: What are the best practices to configure the log database for 400 network users?

Answer: For your network size, consider using SQL Server 2005. The upper limit for MSDE is approximately 200-300 users. Log Server may possibly be installed with other Websense services if your Internet activity is moderate. Using BCP as the SQL Server data insertion option is also suggested. This requires installing SQL Server client tools.

Question: What is the minimum server spec to run Websense Web Filter on? Is it possible to run Websense Web Filter on one server?

Answer: Yes. Running Websense Web Filter on a single server will work for a small network. For server specs, please review the Deployment Guide. If resources are close, consider moving Websense DC Agent and Log Server to another server.

Question: SA was used in mixed mode for this demo. Can we use only Windows NT security mode?

Answer: Yes, Windows NT security mode also works. If you are using a Windows NT account, ensure that the account is added as a Login ID in SQL Server.

Question: What is the best configuration: Log Databases and Log Server on the same machine? Or can they be split up?

Answer: You can install the Log Server on your SQL Server machine. If it appears to consume too many resources, Log Server can be easily moved. When you move it to a separate server, the original Reporting databases are retained.

Question: Do reports query against all database partitions?

Answer: Reports query only the partitions relative to the *date range* specified. If you specify "all" as the date range, then all partitions are queried. If you specify "today" as the date range, then only the latest partition is queried.