



WebSense Support Webinar: Questions and Answers

Best Practices for Websense Email Security Websense Email Security™ Version 6.1

Question: I want to perform maintenance on my email Exchange server. Should I stop all the Websense Email Security services, or only a few?

Answer: To hold your email within the Websense Email Security server while you are performing maintenance on your Exchange server, or on any server behind Websense Email Security, simply stop the Send service.

With the Send service stopped, email will be received and scanned while your Mail Server is undergoing maintenance. When your maintenance is complete, you can resume the Send service, and all email that was received in the interim will be delivered.

Question: I have messages in my in queue that are older than 90 days. I have my database set to purge data older than 30 days, and the purge runs daily. How could these older messages still be in my queue?

Answer: This situation can occur when (a) either the site does not have automated queue management enabled or (b) automated queue management is set to delete after more than 90 days. Most likely, it is because automated queue management is not enabled.

Question: I want to use the McAfee AV engine. Where do I get a license for that?

Answer: To obtain a license for the Anti-Virus Agent, contact your sales representative or reseller. Keep in mind that the Anti-Virus Agent is a separate, licensed component, unlike the Anti-Virus-Malware Scanning, which is included with the standard Anti-Spam Agent license.

Question: Sometimes the Rules Service hangs; however, I believe I am following best practices. Should we set up an automatic stop/start of the Rules Service every so often?

Answer: It should not be necessary to set up an automated task to restart the Rules Service.

First, make sure you are on the most current version of Websense Email Security. As of August 1st, 2008, the most current version is WES 6.1 Service Pack 1 with Hotfix 4. It is important that you stay up-to-date.

If you subscribe to the following two Knowledge Base articles, you will be notified the same day that a new Service Pack or Hotfix is released:

Service Packs <http://kb.websense.com/article.asp?article=3269&p=12>

Hotfixes <http://kb.websense.com/article.asp?article=3216&p=12>



Third-party applications that cause share violations with Websense Email Security are the most common reason for the Rules Service to hang. These third-party applications include (but are not limited to) Real Time Anti-Virus and Backup software. Please review the following Knowledge Base article about how to set exclusions properly.

<http://kb.websense.com/article.asp?article=1670&p=12>

Question: Can this product be used to scan the content of documents? In order for us to comply with PCI:DSS, is it possible for the software to scan and look for credit card numbers and such, with a rule created for auto delete?

Answer: Yes, absolutely. The rule set in Websense Email Security is completely customizable, with out-of-box compliance dictionaries that include credit card numbers. To learn more about how we help customers meet compliance regulations, please refer to our compliance white paper on our Web site:

http://www.websense.com/Docs/WhitePapers/Email_Compliance_White_Paper.pdf

Question: We have more than one Websense Mail Administrator. How do I print out a list of all the rules and an audit log of all the changes?

Answer: Currently we do not have a feature of this nature. That is a very good suggestion, and I have logged a Customer Request for this.

Question: Is there a known issue with high CPU and memory utilization with this product? From time to time I receive alerts of High CPU with SQL and STEMRules. Should I reboot this system once a day to clear this issue?

Answer: There is not a known issue of high CPU utilization. Make sure that your third party applications are not causing share violations within Websense Email Security. These third party applications include (but are not limited to) Real Time Antivirus and Backup software. Please review the following knowledge base article for steps on setting these exclusions.

<http://kb.websense.com/article.asp?article=1670&p=12>

In addition, please make sure that the loop detection rule is enabled at the top of your rule set, or at least above any white-listing rule.

If you are still having issues after reviewing the above, please log a Support request. Support can review your configuration and advise whether you need increased RAM or configuration changes to improve performance.

Question: How we can integrate with other anti-virus engines?

Answer: For a list of the supported third-party AV scanners and their configurations, please see page 203 of your Websense Email Security Administrator's Guide, linked here:

http://kb.websense.com/pf/12/webfiles/WBSN%20Documentation/WES/WES_Admin_Guide.pdf

In addition, you can configure the third-party virus scanning object to use any command-line based anti-virus product.



Question: Can you explain archiving the database again?

Answer: Archiving is highly recommended for the STEMLog database on a weekly basis. This provides a recent copy of your database for disaster recovery. Parameters for archiving the STEMLog database can be customized to suit your company's data retention policy. If you need to retain data for a long period of time, we recommend that you do a complete archive of your STEMLog before you run the purge.

Question: Is PEM a separately licensed component?

Answer: Personal Email Manager is included with your Websense Email Security subscription. It uses a separate installer but does not require an additional license. The installer for PEM is located in the directory that you extracted the Websense software to (typically this is C:\Websense).

Question: Where is the documentation for using the ESMTP AUTH settings to bypass the Reputation configs?

Answer: This is documented in the Websense Email Security Administrator's Guide. See pages 41, 61, and 62:

http://kb.websense.com/pf/12/webfiles/WBSN%20Documentation/WES/WES_Admin_Guide.pdf