



## WebSense Support Webinar: Questions and Answers

### Stand-Alone Network Agent WebSense Enterprise™ Version 6.3.x

- Question:** Can Network Agent run on Linux?
- Answer:** Yes. Network Agent does run on Linux. Please see the *WebSense Enterprise Deployment Guide* for recommended hardware and OS versions.
- Question:** Which Websense services should be running on my server?
- Answer:** The Websense services running on each server depend on the Websense components you installed. All the service names start with the word "Websense." For example: "Websense Network Agent" is the Network Agent service name.
- Question:** Can Websense software block the WebEx protocol?
- Answer:** Yes. The protocol to block is called "WebEx (PCNow & Support Center)".
- Question:** To monitor blocking activity in real-time, do I need to output the traffic using the **testlogserver** utility, or is there a separate daemon that logs Internet activity from Network Agent?
- Answer:** There is no separate daemon. You do need to use the **testlogserver** utility program.
- Question:** Is MSN Messenger the same as Messenger Live?
- Answer:** Yes. They are simply different versions.
- Question:** Where is the custom Web page that I can set to appear when a user is blocked?
- Answer:** You can find that option in Websense Manager under **Server > Settings > Block Messages**.
- Question:** I have an integrated ISA server running as Proxy only. What is the difference between the ISA Ignore List and the Network Agent Exclusion List?
- Answer:** The ISA Ignore List tells the Websense ISA Plug-in not to pass the specified user or IP to the Websense server. The Network Agent Exclusion List tells Network Agent not to monitor traffic from a specific IP.
- Question:** When the Bandwidth Optimizer reaches the limit I have set for a specific protocol, how does it actually stop the connection that is to be blocked?
- Answer:** It works the same way as any other Websense blocking process for HTTP and other protocols.
- Question:** One of the first slides in the Webinar stated that Websense software can detect email worm activity. How is that configured?
- Answer:** No configuration is needed. This is set by default to Monitor Only. Network Agent monitors outbound SMTP traffic from your network, to detect any email Borne Worm traffic.



**Question:** I am setting up a server in Stand-Alone mode, but we will be installing ASA devices in the near future. How difficult is it to migrate from Stand-Alone to using the ASA devices?

**Answer:** If you wish to change from Stand-Alone to integration with ASA, you simply run the Websense Setup program to uninstall Filtering Service and Network Agent. Then reboot the server, and then run the Setup program again, this time to reinstall Filtering Service and Network Agent.

**Question:** If we are running a NIC in stealth mode, is it okay to connect that NIC outside of a firewall, in order to track our T1 usage?

**Answer:** Websense software does not track T1 usage. You want to connect your NIC on the inside of the firewall.

**Question:** For bandwidth optimization, if our network traffic is 150Mb per second, how can we adjust the Internet connection speed to match, so that we get a true % for throttling?

**Answer:** In Websense Manager, navigate to **Server > Settings > Bandwidth Optimizer** and select the second radio button (with the box to enter your kilobits/sec).

**Question:** Does the Bandwidth Optimizer option work only if you have Network Agent installed?

**Answer:** Yes, Network Agent is required for Bandwidth Optimizer.

**Question:** If pop-up blockers are turned on, how do users receive a message about a protocol that is blocked?

**Answer:** If you have both the Messenger Service and pop-up notification enabled on the clients, they receive a network-sent pop-up. If you do not allow that, or block it, no message appears. The protocol being accessed simply fails to connect.

**Question:** Can you exclude individual users from being monitored?

**Answer:** Yes. Excluding a user by *user name* from being monitored depends on the identification method in use. (That configuration is handled outside the Network Agent configuration.) Network Agent can be configured to exclude specific *IP addresses* from monitoring.

**Question:** We currently have Websense Enterprise installed in Stand-Alone mode. But we recently implemented a Sonic Wall firewall. Which would you recommend, integrated or Stand-Alone?

**Answer:** If you are already installed in Stand-Alone mode and all your needs are met, we would recommend continuing to use Stand-Alone. This allows you to continue using all of the benefits of Network Agent.

**Question:** Is it possible to Block HTTPS but open up a certain Web site that is HTTPS?

**Answer:** Yes. To accomplish this, add a Custom URL within Websense Manager and permit that URL. To include an HTTPS site as a custom URL, we recommend including both the URL (or IP address) and the port number (443), including a forward slash after the port number. For example, you might use one of these: <https://domain.com:443/> or <https://64.10.10.59:443/>.

Note that using <https://domain.com:443/> will not work in Stand-Alone mode. In Stand-Alone mode, you must provide the IP address.



- Question:** Is all of the Network Agent functionality available with the Celestix hardware implementation of Websense Enterprise?
- Answer:** Yes. The Celestix implementation includes all Network Agent features and benefits.
- Question:** Which protocol and port do the 302 redirects and disconnect packets use?
- Answer:** They use HTTP and port 80.
- Question:** What is the maximum bandwidth for a single Network Agent?
- Answer:** The capacity is limited by the hardware on which Network Agent is running. We have observed some servers that can handle over 12K requests per second (RPS) and some that can handle only 150 RPS. A basic rule of thumb for determining when an additional copy of Network Agent is needed is this: if the Network Agent process exceeds 50% of CPU usage, or if it is reporting dropped packets, then an additional copy should be deployed. We are currently researching successful real world examples of large Network Agent deployments to share with our customers.
- Question:** Does bandwidth management require an extra subscription?
- Answer:** No. Bandwidth Optimizer is simply one of the benefits of using Network Agent.
- Question:** What are the drawbacks to only having one NIC?
- Answer:** The biggest drawback would be if your requests per second are such that they cannot be handled by a NIC that is both sending and receiving. Any other traffic that server is sending or receiving may potentially be affected in this situation.
- Question:** Why would you want to monitor internal traffic between machines and servers?
- Answer:** It would depend on your individual needs and requirements. One example is an internal Intranet server for which you want traffic monitored.
- Question:** Do I need a Websense server for each of our remote offices?
- Answer:** That depends on your network and your needs. Please consult our Websense Enterprise *Deployment Guide* for more details.
- Question:** Why do you not recommend teamed NICs?
- Answer:** We have observed issues, both in our testing and at customer sites, when multiple interfaces for Network Agent are aggregated. These issues include inconsistent protocol filtering (non-HTTP), incorrect bandwidth statistics, and invalid log records.
- Question:** Can Network Agent be placed on a Virtual Server?
- Answer:** Yes. Please consult the Websense Enterprise *Deployment Guide*.
- Question:** Should Network Agent be between the first switch and the firewall?
- Answer:** We recommend that Network Agent be installed on a server that is connected to the switch closest to the firewall. However, some switches support remote spanning (RSPAN), in which the Network Agent server is not required to be on a specific switch.



**Question:** How do we monitor and redirect laptop users when they are not connected to my network?

**Answer:** Our Remote Filtering product is ideal for this scenario.

**Question:** What is the primary benefit of using Stand-Alone versus integrated mode?

**Answer:** The biggest benefit of running Stand Alone is the ability to receive full functionality and benefits from Network Agent without the need for an integration product.

**Question:** Can you block toolbar installs or downloads?

**Answer:** You can block the URLs or the IPs the downloads originate from, and you can also block by File Type. Please see our Websense Enterprise *Administrator's Guide*.

**Question:** In the minimum hardware requirements, what is a user? Active concurrent users?

**Answer:** The number of users mentioned in our guides refers to the number of filtered users in your environment. Recommendations are based on an average number of requests per second seen in typical environments. Your network may be busier than average, or less busy. For example, a small network with a higher number of requests per second than average may need more machines to distribute Websense components.

**Question:** What are the memory requirements for a Linux Stand-Alone Network Agent?

**Answer:** This will depend on the number of users filtered, volume of Internet requests, and which other Websense components you are running. Please consult our Websense Enterprise *Deployment Guide* for specific details.