



## WebSense Support Webinar: Questions and Answers

### Moving from Websense Enterprise 6.3.x to Websense Web Filter 7.0

- Question:** We're moving to all new hardware. Will the product download link work for a fresh install?
- Answer:** Yes. The v7.0 installation file will work for both fresh installs and upgrades.
- Question:** Could you please explain about using 64-bit Microsoft SQL Server?
- Answer:** Websense Web Filter v7.0 supports the use of Microsoft SQL Server 2005 for 64-bit. However, only the Log Database files (\*.mdf and \*.ldf) may reside on the SQL Server 64-bit machine. No Websense services can be installed on a 64-bit system. Log Server on a 32-bit machine is able to communicate with the Log Database attached to SQL Server 2005 on a 64-bit machine.
- Question:** Is there a way to migrate my existing v6.3.x (or earlier) database to v.7 format?
- Answer:** No, the database schema has changed. A new v7.0 database is created during upgrade.
- Question:** During the upgrade, is a new database created on the Microsoft SQL Server machine?
- Answer:** Yes. The v7.0 upgrade creates a new **wslogdb70** Log Database on the SQL Server machine. However, the v6.3.x database is not touched during the upgrade and can still be accessed by v7.0 Investigative Reports.
- Question:** We are a small company running Websense Enterprise v6.x on a single server with no issues. Can we still use a single server?
- Answer:** It depends on how much traffic your environment creates. Our "Small networks" deployment guide states that an environment with 500 users generating 1-25 requests per second can be filtered by 1 server with a Quad-core Xeon 2.5ghz or greater with 4GB of RAM. Running 2 servers is recommended to allow for network growth.
- Question:** Can we upgrade from v6.1 or v5.5 to v7.0?
- Answer:** Yes, with an intermediate upgrade step. One-step (direct) upgrades to v7.0 are supported from v6.2 and higher. Two-step upgrades are supported for v5.5 through v6.1. With a two-step upgrade, you perform an intermediate upgrade to v6.3 and then immediately upgrade to v7.0.
- Question:** Can I use Microsoft SQL Server Express 2005?
- Answer:** No. Microsoft SQL Server Express is not supported, because it does not include a SQL Server Agent to process our SQL jobs.
- Question:** Due to the new hardware requirements, we would not be doing an in-place upgrade. How would we upgrade our existing environment onto new equipment?
- Answer:** Technical Support would be happy to help you develop a plan for moving your environment to new equipment.



- Question:** If we upgrade from v6.3 on one system to v7.0 on a different host, is the recommended approach to deploy v6.3 on the new host and then upgrade?
- Answer:** This is a good approach. If you currently have v6.3 on one server, and wish to upgrade to v7.0 on another server, you can install the same version (v6.3) on the new server that will run v7.0. Then push policies from the old server to the new server that will be upgraded. Verify that no issues exist and that all policies are on the new server, and then upgrade to v7.0 on the new server.
- Question:** Will the Websense v6.x license key work on v7.0? And, is the upgrade to v7.0 free?
- Answer:** Yes, the same subscription key works. There is no charge for upgrading.
- Question:** Does v7.0 support MSDE?
- Answer:** Yes, v7.0 supports MSDE2000, but it must have SP4 installed.
- Question:** Do you recommend installing Websense Manager on each administrator's local PC, or using remote access into a dedicated Manager PC?
- Answer:** Websense Manager is Web-based and needs to be installed on a server with recommended hardware. Installing on local PCs or using remote access is not necessary. Simply open a supported browser and go to the Websense Manager URL.
- Question:** Is v7.0 available now?
- Answer:** Yes, it was released in September of 2008 and is available now to download at [www.websense.com/download](http://www.websense.com/download).
- Question:** Have any service packs or fixes been released for v7.0 yet?
- Answer:** The latest Hotfix information for v7 is posted in the Websense Knowledge Base.
- Question:** Does version v7.0 work with Active Directory 2008?
- Answer:** No, v7.0 does not work with Active Directory 2008 at this time.
- Question:** It is recommended that a machine dedicated to Websense v7.0 have a Quad Core Xeon processor. Does a Dual Core Xeon processor suffice?
- Answer:** Please review the hardware specifications in the Deployment Guide.
- Question:** Is it okay to run other applications on the same server as Websense software?
- Answer:** This is workable as long as the other applications do not interfere with Websense communications and hardware resources.
- Question:** Can Websense Manager run on a 64-bit server?
- Answer:** None of the Websense services can run on a 64-bit OS.
- Question:** Will our Websense Technical Support change if we upgrade?
- Answer:** Technical Support will remain the same.



**Question:** When will Windows 2008 be supported?

**Answer:** Compatibility with Windows 2008 is a goal; however, no release date is available at this time.

**Question:** Can I install Websense v7.0 on a CentOS Linux distribution?

**Answer:** No, CentOS Linux is not supported.

**Question:** If we wanted to move Websense software from one partition to another, would we need to uninstall Websense software and then reinstall from scratch on the other partition?

**Answer:** Yes, this is workable, as long as you are reinstalling the same Websense software version and maintaining the same server name and IP.

**Question:** Will v7.0 run on a Windows 2000 server?

**Answer:** No, Windows 2000 Server is not supported with v7.0.

**Question:** Are you providing a separate backup utility in v7.0?

**Answer:** Yes, the **wsbackup** utility will be discussed in next month's Webinar.

**Question:** We've migrated users to a new domain and are having trouble getting new users authenticated. I was thinking of doing a clean install for v7.0 in the new domain. Is this a good Idea?

**Answer:** Please contact Technical Support to discuss this in detail. We can help you resolve this, so that the problems do not persist when you run v7.0.

**Question:** Do you offer a class on moving from SurfControl software to Websense Web Filter?

**Answer:** We have developed a Webinar on this topic. You can review that Webinar online, for specific procedures on moving from SurfControl software to Websense Web Filter. We also provide a Transition Kit with helpful worksheets in our online Knowledge Base.

**Question:** In the past I had problems upgrading because the config.xml file was 13MB. Will I have the same problem this time around?

**Answer:** We recommend that you back up your config.xml file prior to performing the upgrade. If issues do arise during the upgrade, please contact Technical Support.

**Question:** Does the new Websense Manager require you to have reporting services installed?

**Answer:** In addition to reports, the Today page in Websense Manager shows counters and system health information, and these appear even if you don't install logging. Only the reports and charts on the Today page require logging.

When you do a fresh installation of Websense Web Filter, you must choose to install reporting (logging) components in order to view any reports in Websense Manager, including those on the Today page.

**Question:** How long will v6.3 be supported?

**Answer:** No end date for our support of v6.3 has been defined. (Versions 5.5, 6.1, and 6.2 are still supported today.)



- Question:** Is it possible to give delegated administrators specific policy configuration tasks, without giving them full policy access?
- Answer:** No. Although it is possible to configure multiple levels of reporting access, there is only one level of policy management permissions. When a delegated administrator is given policy permissions, he or she can create and edit policies, filters (subject to the restrictions of the Filter Lock), and filter components (custom categories, keywords, recategorized URLs, and unfiltered URLs) for clients in that role.
- Question:** If I already have workgroups set up on my server, is Active Directory still required?
- Answer:** A directory service is not required. However, without a directory service you are able to assign policies based only on IP addresses, not on users or groups.
- Question:** Does Websense Manager allow for multi-user access?
- Answer:** Yes, multiple users within different Delegated Administrator roles may log onto Websense Manager. This cannot be done if both users are members of the same role.
- Question:** Can we use the remote desktop console to upgrade to v7.0?
- Answer:** No. Upgrades using remote desktop utilities are not supported and may cause problems. We recommend that you run the install or upgrade on the server console itself.
- Question:** When I install v7.0 on a Blade center, what problems might arise from being forced to use a remote connection utility?
- Answer:** If a remote connection is your only solution, we advise that you make backups of your current configuration prior to upgrading.
- Question:** Where can I learn more about why I should upgrade to v7.0; how does it improve my level of protection?
- Answer:** As new versions are released, new security features are enabled. For example, the new v7.0 Websense Manager uses an SSL connection. Please visit our Web site ([www.websense.com](http://www.websense.com)) for more information on our products.
- Question:** Can you import the URL filtering database from a file?
- Answer:** No, the Websense Master Database must be downloaded. Schedule this through Websense Manager.
- Question:** Is it difficult to customize blocking messages in Apache and Tomcat?
- Answer:** The "Block Page" is still hosted by the Filtering Service. Tomcat and Apache are used for Websense Manager.



**Question:** What additional files need to be backed up if Client Policy Manager (CPM) is installed?

**Answer:** CPM is not available with 7.0. If you would like to run Websense Web Filter v7.0 and v6.3 CPM, you need to run v7.0 components independently, on a different server.

For CPM, the v6.3.x Policy Server, User Service, Websense Manager, and Websense Master Database, as well as CPM Server and CPM reporting components, must remain installed independent from v7.0, to allow for CPM functionality.

**Question:** Are there any changes to the Websense Remote Filtering service (for remote users)?

**Answer:** With the 7.0 version, the Remote Filtering client can forward HTTPS and FTP to the Remote Filtering Server to be filtered.

**Question:** Is ISA 2000 still supported with Websense v7.0?

**Answer:** No. v7.0 supports ISA 2004 and ISA 2006.

**Question:** Have there been any major changes to the Category or Protocol filtering groups?

**Answer:** No, they remain the same.

**Question:** Is Websense Web Filter v7.0 compatible with Squid v3?

**Answer:** Currently v7.0 supports Squid versions 2.5 and 2.6.

**Question:** Can Log Databases still split out into multiple SQL Server databases after a period of time?

**Answer:** Yes, partition Log Databases roll over at specified size or time periods set in the Log Database options (Full SQL - Default 5GB; MSDE - Default 1.5GB).

**Question:** Can I delegate access to Investigative Reports without giving other administrative access?

**Answer:** Yes.

**Question:** Can v7.0 be installed as an integrated product with Microsoft ISA 2006?

**Answer:** Yes.

**Question:** Can I install v7.0 on a new server while v6.3 is running on a different server?

**Answer:** Yes

**Question:** Can I import my v6.3 settings if I need to go to new hardware?

**Answer:** Yes; please contact Technical Support for further details.

**Question:** Is the monthly summary report still available in the reporter?

**Answer:** No; that report was not carried over to v7.0.



- Question:** Does Network Agent need to be installed with an ISA integration?
- Answer:** Network Agent is needed to monitor and filter protocol traffic; this must be installed on a separate server from ISA.
- Question:** If I delegate rights for reporting, can the user change the database connection between v6.3 and v7.0, or is this at the administrative level only?
- Answer:** Yes, the delegated administrator is able to switch to the v6.3.x database to view data.
- Question:** You stated that the product cannot be installed via remote console/control products. Is it still possible to install it all locally and finish the configuration and migration remotely?
- Answer:** Yes.
- Question:** Can we perform batch scheduled reporting on v7.0?
- Answer:** With v7.0 scheduled reports work more efficiently. Websense Web Filter allows you to schedule reports to run at the same time.
- Question:** Does version v7.0 accommodate Citrix 4.0?
- Answer:** Yes, v7.0 supports the following: Citrix Presentation Server 4.5, Citrix Presentation Server 4.0, MetaFrame Presentation Server 3.0 (please consult our Citrix Installation Guide for more info).
- Question:** Can you restrict Websense administrators from running reports while allowing them to unblock sites?
- Answer:** Yes.
- Question:** Are favorite reports saved in the Log Server on v6.3 transferred to v7.0?
- Answer:** No, favorite reports and scheduled jobs need to be manually re-created.
- Question:** Any plans for supporting SLES10 or SLES11 in the future?
- Answer:** No plans to accommodate SUSE Linux have been formulated. However, if you'd like Websense to consider this platform, please send us a Product Feedback/Enhancement Request Form by logging into [www.MyWebsense.com](http://www.MyWebsense.com) and clicking on the Product Feedback link.
- Question:** When changes are made to the Policy Broker, do they get pushed to Policy Servers automatically, or do they have to manually be pushed, as in v6.3.x?
- Answer:** When you make policy changes in Websense Manager v7.0, all Policy Servers connected to the Policy Broker are updated automatically. Please allow a minimum of 30 seconds for the policy to be applied to the user. This time is allotted to allow the policy to be written to the Policy Database.
- Question:** Was **testlogserver** removed from WS 7.0?
- Answer:** The **testlogserver** diagnostic tool still exists in v7.0.
- Question:** Does our current support agreement allow us to upgrade to v7.0, or is there a separate cost?
- Answer:** If you have a valid subscription key, there are no additional cost for upgrading.



- Question:** Any changes to integration components such as Citrix?
- Answer:** The same functionality exists in both 6.3.x and 7.0.
- Question:** Can v7.0 report on a MAC address as opposed to a username or IP address?
- Answer:** No, this is not currently a feature of v7.0.
- Question:** If the Policy Broker is down (server is down), will the Web filtering be down as well?
- Answer:** Even if the Policy Broker is down, filtering within the network continues.
- Question:** Is the drill down functionality of the RTA lost?
- Answer:** The Real-Time Analyzer service has been replaced with the “Today” page in v7.0. The v6.x Web-based components have been integrated into Websense Manager to provide a more user-friendly platform.
- Question:** We currently have all Websense components on a single server and will soon be doubling our user count. What is the best process for upgrading to v7 and splitting the components onto different servers?
- Answer:** Please review the Deployment Guide for v7.0 to view the current hardware and software requirements, based on the number of users in your environment and your average requests per second.
- Question:** Are all Websense components supported under Linux?
- Answer:** Not all Websense components are supported on the Linux platform. To review supported operating systems, please consult the Deployment Guide for v7.0.
- Question:** Have firewall interfaces changed with v7.0? Specifically, will our current CheckPoint configuration still be correct?
- Answer:** Your current CheckPoint configuration will remain the same.
- Question:** With the new reporting, can we still export scheduled reports?
- Answer:** Yes, on the new Presentation Reports page you have the option to schedule one-time and cyclical reports.
- Question:** Do you have to use the Websense-provided Apache and Tomcat, or can you use them directly from those sources?
- Answer:** During the upgrade process (or fresh install), the setup file installs a Websense instance of Apache and Tomcat.
- Question:** How does database migration work from v6.3 to v7.0?
- Answer:** With v7.0 there is no need to migrate databases from v6.3. You will still be able to run on your old databases through Investigative Reports.
- Question:** Will the status page show the active connections (users who are known or registered via the user agents)?
- Answer:** No. This information is not shown.



- Question:** Can the "Today" page be accessed or displayed separately for NOC usage?
- Answer:** It is part of Websense Manager and is displayed within the Websense Manager user interface.
- Question:** Should any delay in communication between the Policy Server and Policy Broker be expected in networks distributed over long distances?
- Answer:** Policy Server will need to communicate with Policy Broker to write policies to the Policy Database. When you make a policy change, please allow 30 seconds for the policy to take effect.
- Question:** Are **websenseping** and **testlogserver** tools now built into the Web-based Websense Manager in v7.0?
- Answer:** Yes, v7.0 has the "Toolbox" integrated into Websense Manager. The Toolbox allows you to find a category for a specific URL, check policies, and test filtering against a certain user or computer. In addition, those utilities can still be accessed through the command line.
- Question:** Currently we have v6.3 installed on the same server as ISA 2004. Would you recommend upgrading ISA 2004 or installing v7.0 on a separate server?
- Answer:** Please review the Deployment Guide for version 7.0 to verify that minimum hardware and software specifications are met.
- Question:** If we define a maintenance window, how many hours are we talking about?
- Answer:** Depending on your environment and how the Websense services are distributed, if all services are on one server, provide yourself with a few hours to perform the upgrade and to verify that no issues exist.
- Question:** Our Log Server and Microsoft SQL Server are not on the same box. Will this be problematic when we upgrade?
- Answer:** This will not be problematic. When Log Server is upgraded, a new Websense Log Database is created on your SQL Server machine.
- Question:** Is the Policy Database SQL, and if so, does it live where the Log Database is?
- Answer:** The Policy Database is not attached as one of the databases in SQL.
- Question:** We can't upgrade all of our servers to IE7 yet. Can we still upgrade Websense Enterprise to v7.0?
- Answer:** Yes, however Websense Manager may truncate some features if you use an unsupported browser. Upgrading to IE7 before upgrading to Websense Web Filter v7.0 is recommended.
- Question:** If we are currently not running Network Agent, can it be installed during the upgrade process?
- Answer:** Yes, Network Agent can be installed after the upgrade processes are complete.
- Question:** Can Apache and Tomcat be run on different servers?
- Answer:** No, Apache and Tomcat are loaded and installed when you install Websense Manager. The two services cannot be separated.



**Question:** We have two network load-balancing integrated ISA 2006 servers with Websense software on each. We have our keys split. Is this configuration still supported in v7.0?

**Answer:** Yes, your configuration is supported in v7.0.

**Question:** Is it possible to log on to Websense Manager using a Windows domain account instead of the local Websense Administrator account?

**Answer:** Yes, v7.0 can allow access to Websense Manager by verifying network credentials, after delegated administrators are created.

**Question:** Does Filtering Service communicate with Policy Broker directly?

**Answer:** No. Filtering Service communicates directly with Policy Server.

**Question:** What happens if you do not stop and start the Websense services in the recommended order? Can you script this in Windows?

**Answer:** If you do not start services in the recommended order, one or more services may fail to start properly. You can script this in Windows; however, you may run into timing issues, because some services take longer than others.

**Question:** Is Microsoft's SQL Server 2008 supported by Websense v7.0?

**Answer:** No. Websense Web Filter v7.0 supports SQL Server 2000 and 2005 (use of SQL 2005 is recommended).

**Question:** Is Websense v7.0 compatible with SUN Solaris and the iPlanet Proxy?

**Answer:** No. Both are currently not supported.

**Question:** Is Websense Radius Agent still available in v7.0?

**Answer:** Yes, the RADIUS Agent still exists in v7.0.

**Question:** Is a directory migration supported from eDirectory to Active Directory during the upgrade, or is this best handled by a fresh install?

**Answer:** During the upgrade process, your current settings are upgraded to v7.0. To switch from Novell to Active Directory, you can change the configuration in the v7.0 Websense Manager after the upgrade.