

WebSense Support Webinar: Questions and Answers

Transitioning from SurfControl Web Filter to WebSense Web Filtering

- Question:** Where can we download the worksheets described in this Webinar?
I plan to transition from SurfControl Web Filter to WebSense Web Filter in the next two weeks.
- Answer:** The Transition Kit to version 6.3.x is available at our Support Portal under Support Resources > Support Tools. It is also located in Knowledge Base article 3472.
A Transition Kit for moving directly to version 7 is also being prepared and will be available in the Knowledge Base soon.
- Question:** Is the Knowledge Base found online or within the application's Help menu?
- Answer:** It's online at support.websense.com.
- Question:** Are the slides for this Webinar available via download?
- Answer:** Yes. A recording of this Webinar and the Q&A session are posted on the WebSense Support Site, support.websense.com.
- Question:** Can we run both SurfControl Web Filter and WebSense Enterprise (v6.3.x) or WebSense Web Filter (v7) simultaneously in production mode?
- Answer:** SurfControl Web Filter and WebSense Web filtering software can be installed on separate servers during the transition. Do not run WebSense Web Filter and SurfControl Web Filter on the same server.
- Question:** In a brand new environment, do you recommend we install version 7 of WebSense filtering software, or install version 6.3, then upgrade to version 7?
- Answer:** We recommend installing version 7, the latest version, with all of the latest improvements and corrections.
- Question:** How can we manually input Web sites that our organization would like to block from users?

What is the easiest way to allow a Web site (that is normally blocked) for one individual user? I cannot seem to find a simple way.

How do you create exceptions for a specific Web site or group of sites by URL?
- Answer:** See the step-by-step video tutorial in Knowledge Base article 2999 : "Custom URL Filtering in WebSense Enterprise and WebSense Web Security Suite."

Also see KB article 2864 : "How do I customize filtering for specific clients?" for more information on custom filtering.

Question: I have created several different policies that may impact a single user and machine. I want to understand how Websense software determines how to apply a policy when there are multiple policies that could impact access.

Answer: See Knowledge Base article 2524 for additional details. Searching in the order listed below, Websense software determines which policy applies to the current request. Websense software proceeds through the list until a match is made. Once a match has been determined, the corresponding policy is applied, and the software looks no further.

1. Directory Object: User
2. Workstation: IP
3. Network: IP Range
4. Directory Object: Group
5. Global Policy

Question: Can I cause Websense filtering software to prompt for user names on public computers?

Answer: Yes. With Websense Enterprise version 6.3.x, you can prompt for directory service credentials whenever transparent identification is unable to identify the user. With version 7, you can also specify which computers are required to prompt for user credentials.

Question: Is Websense filtering software compatible with VMware?

Answer: Yes. Please see Knowledge Base article 2544: "Installing Websense software on VMware" for more information.

Question: Please explain the difference in behavior, if any, between the SurfControl allowance rule and the Websense quota rule.

Answer: Both products can filter Internet use according to the amount of time you wish to allow for browsing and the time periods during the day for which you want to establish custom filtering policies. Websense software can filter based on the percentage of bandwidth used; SurfControl Web Filter can filter based on the total amount of bytes used.

Question: What is the best way to contact a Websense Sales Engineer?

Answer: Please contact our sales department at sale@websense.com or at 858-320-8000

Question: Does Websense filtering software include a proxy?

Answer: Websense Enterprise (v6.3.x) can integrate with proxies such as Microsoft ISA Server and Squid. Websense Web Filter (v7) offers an optional proxy component, Websense Content Gateway.

Question: With Websense filtering software, can I produce a report of Internet usage for a specific user?

Answer: Yes.



- Question:** Does Websense Enterprise block images, such as image searches?
- Answer:** You can enable Search Filtering in Websense Enterprise. This causes Websense Enterprise to use the search engine's own filtering capabilities when users are searching with a search engine (this includes images). Currently we support Search Filtering for the following search engines: Google, Lycos, Microsoft Live, and Yahoo!.
- Question:** Does Websense software offer a mobile filtering client?
- Answer:** Yes. It is called the Remote Filtering Client.
- Question:** Does the Remote Filtering Client work on Vista Business?
- Answer:** Yes, 32-bit.
- Question:** Do users using a Remote Filtering Client need to be on the domain?
- Answer:** No.
- Question:** What happens if remote users can't access the Websense Remote Filtering Server?
- Answer:** With our remote filtering component, you can default the software to fail open (allow Internet access) or closed (disallow Internet access) when the Server is not accessible.
- Question:** Does Websense software use LDAP to get group information?
- Answer:** Yes. eDirectory and Active Directory are both supported.
- Question:** Does the server where LDAP is installed need to be rebooted after Websense software is installed?
- Answer:** No reboot is required if the LDAP server is on a separate box.
- Question:** Does Websense software have a Real-time Monitor?
- Answer:** Yes.
- Question:** Can we filter Internet access for all users who are not in an Active Directory group?
- Answer:** The Global Policy applies to these users.
- Question:** How long will Websense continue to support SurfControl Web Filter?
- Answer:** Please see the posted Support policy on our Web site at www.websense.com
- Question:** With Websense filtering software, can I set it up to always block, but allow only a few specific sites?
- Answer:** Yes.
- Question:** How does the software know the available bandwidth? Especially if you have a DMZ on 100base?
- Answer:** Available bandwidth is a configurable setting



Question: Is the percentage of bandwidth feature a version 6.x feature, a version 7.x feature, or both?

Answer: Both.

Question: Can secure sites be blocked (https)?

Answer: Yes.

Question: Can I export a SurfControl rule and then import it into a Websense policy?

Answer: That option is not available.

Question: Does the Global policy work with users who do not log into the domain?

Answer: Yes. The Global policy is the catch-all policy.