

December 15, 2010 Webinar Questions/Answers:

**Q: Is there a known issue with Adobe and downloading automatic updates?**

A: There are no known issues with downloading adobe automatic updates.

**Q: Why on my V5000 the SSL is not listed on the Content Gateway**

A: SSL must be enabled by going to Configure > My Proxy > Basic > General > SSL in the Content Gateway Manager.

**Q: Can you add an IP address to the incident list?**

A: Yes.

**Q: Does NTLM need to be enabled in order to filter by user?**

A: No, other XIDs (Logon Agent, DC Agent, etc.) may be used to filter by user.

**Q: Can you elaborate on when/why the SSL Incidents would occur?**

A: Incidents come up when a tunnel or allow is added for specific SSL site or when clients receive an access denial message.

**Q: How do you set Citrix and NTLM settings?**

A: You need add the Citrix Servers to the Multi-user IP Exclusion List under Configure > Security > Access Control > NTLM in the Content Gateway Manager.

**Q: Where do I access prior recorded presentation slides (jump start 1 & 2)?**

A: Jump Start 1 & 2 can be accessed with the following links:

<http://www.websense.com/support/article/webinar/Websense-Web-Security-Jump-Start-Configuration-and-Setup>

<http://www.websense.com/support/article/webinar/Jump-Start-Part-2-Identifying-and-Troubleshooting-filtering-issues-for-Websense-Web-Security>

**Q: How is SSL tunneling different from SSL Decryption bypass?**

A: SSL Decryption bypass has the ability to tunnel different groups of categories so that you do not have to enter individual SSL sites. One example is Financial and Banking sites.

**Q: Can the content gateway manager manage multiple security gateways or do they each have to be managed individually?**

A: You can enable management clustering, which replicates any changes made across the cluster.

**Q: Can you explain why you would tunnel something or not tunnel it?**

A: You may want to tunnel sensitive traffic such as banking sites for security reasons. This avoids decrypting traffic that is sensitive to the end user. This would a policy decision, by your company, to not open certain categories of traffic.

**Q: If filtering SSL traffic, do I have to load a root cert on all the workstations? I assume that Websense terminates the SSL from the website and then re-encrypts the traffic?**

**A:** Yes, the public certificate must be pushed to all clients. You can verify the root certificate of the content gateway by checking the certificate on a client when going to an SSL site.

**Q:** Just to clarify...scanning options aren't dependent on which proxy method you use (transparent or explicit)

**A:** Correct, scanning options are not dependent on which proxy method is used.

**Q:** When do you tunnel versus Allow?

**A:** Content Gateway still decrypts and checks the traffic with 'Allow' while Tunnel bypasses the SSL decryption completely.

**Q:** Support ipv6?

**A:** Currently, we do not support IPv6.

**Q:** Where do I see the concurrent connections value?

**A:** Concurrent connections can be seen under Monitor > More Detail > Node Details > Active Clients/Servers in the Content Gateway Manager.

**Q:** I have version 7.5 Build 1304 and do not see any of these options you are talking about. What build of 7.5 are these options included?

**A:** Websense Security Gateway must be enabled in your key and you must be integrated with the Content Gateway Manager.

**Q:** WebEx, etc. don't work well through the WCG. Should that be addressed with static bypass?

**A:** Yes, please see the following article.

<http://www.websense.com/support/article/t-kbarticle/Users-cannot-connect-to-a-WebEx-session-1258048512164>

**Q:** There is no way to do bypass to URL? maybe from the Triton management?

**A:** IP addresses are required entering a Bypass.

**Q:** Can there be multiple authentication methods, e.g. NTLM first, then RADIUS?

**A:** Yes, along with using Logon Agent, DC Agent and or Manual authentication.

**Q:** Does static bypass circumvent all monitoring/filtering and logging?

**A:** Yes, bypassed traffic is not proxied or decrypted.

**Q:** Is SSL decryption performed in software or hardware?

**A:** SSL decryption is performed by Microdasys software.

**Q:** is it normal to select VBScript under the content stripping?

**A:** No, typically content stripping is only enabled in very strict networks with limited access to the Internet.

**Q:** How often AV databases updated?

**A:** The analytic engines check every 15 minutes if an update is available.

**Q:** How can I permit some users to some websites?

A: If a proxy site access issue is not the issue, then establishing site access should be handled with your filtering policies. See the prior jumpstart Webinars (#1 and #2) for details.

**Q: I'm referring to the content gateway, configure tab, protocols, https. There is a radio button enable tunneling of Skype.**

A: Skype tunneling is available in v7.5 and later.

**Q: Is it best practice to turn on content categorization on embedded links.**

A: Yes. For example, if a social site has lots of porn links, then the original site will be categorized as porn as well due to the links.

**Q: How do you handle Citrix servers and users?**

A: You need add the Citrix Servers to the Multi-user IP Exclusion List under Configure > Security > Access Control > NTLM in the Content Gateway Manager.