

## User Service and Directory Agent: Configuration Best Practices and Troubleshooting

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1. **Question:** In the interface can you see what hotfixes are loaded?  
**Answer:** Unfortunately this cannot be seen at present.
2. **Question:** My reports show PC names being reported on in the format [pcname\$] - user names are reporting correctly but we are not interested when the PC's try to connect verisign.com for instance. Can I prevent the PC names from being monitored by the DC Agent?  
**Answer:** DC agent should ignore machine names by default. If you are seeing machine names it might be best for you to raise a support case to get some further assistance on this
3. **Question:** How often does the directory agent check AD for updates?  
**Answer:** The directory agent checks once a day for any updates but you do have an option in the GUI to force the directory agent to look for any changes in the AD.
4. **Question:** I've created an AD group that is being filtered by Websense. When I add a user to the group, it takes a while for the filtering to take. Should it not be immediate?  
**Answer:** The Websense User service has a built in cache inside it that will cache objects and group membership for 3 hours. When you make a change this may take some time for the user entry in the cache to be cleared out therefore for it to find the new group membership.
5. **Question:** Would the Websense Hybrid product be a good option for a small branch office?  
**Answer:** Yes this would be a good option.
6. **Question:** Do all of these troubleshooting steps also apply for websense 6.3?  
**Answer:** Yes the troubleshooting steps with regards to the User Service have not changed between the 6.3 versions and the version 7 range.
7. **Question:** What would cause Triton to acknowledge some users through AD, but not others? We are currently seeing where some users connect via their AD Client thereby being filtered by the correct policy while some only use the IP address and then using the default policy. This is even happening to users who sit next to one another.  
**Answer:** This might be best if you can raise a case with Support to get assistance with this.
8. **Question:** I have version 7.1. Is there a hybrid config option in that version?  
**Answer:** The hybrid filtering only came in as part of Version 7.5 and is a purchasable feature.

9. **Question:** Is there a way to redirect Directory Service diagnostic files to a place outside Websense bin directory? If not, can I specify a rotate period to the file, or rotate size to it?  
**Answer:** By default the debugs that are enabled using the diagnostics.cfg file are auto rotated by them.
10. **Question:** Why would I only get partial IP to Name resolution in an AD native node environment?  
**Answer:** This could be due to a number of factors, it would be best if you can raise a case with support and we can assist you in identifying where this could be going wrong.
11. **Question:** Are the directory credentials encrypted?  
**Answer:** Any stored passwords are hashed within the config files therefore they are not stored in plain text. With regards to how these are transported in the LDAP communication to the DC you can configure SSL communication between your Websense user service and the domain controller by clicking on the Advanced Directory Settings button in the Websense manager under Settings and Directory Services.
12. **Question:** Will users get added dynamically to a filtering policy when added in AD  
**Answer:** This all depends on your policy setup, if this user is a member of a group or organizational unit (OU) that is already added in your Websense policy configuration then yes we will pick them up and filter based on these groups. If not then the user will fall back to the default policy instead.
13. **Question:** For integrations with Websense Content Gateway appliance and authentication through NTLM it is necessary to install DC agent? If so, it has to be installed in a separate Windows machine?  
**Answer:** If you are using NTLM authentication then no you should not need any DC agent installed in your network. You may use it in addition for example if you are using authentication bypass rules in the proxy but still want the correct policy to be picked up rather than the user falling back to the default policy.
14. **Question:** How can I keep websense from trying to access workgroups ?  
**Answer:** Yes this can be done by turning off the automatic domain discovery. On your Websense DC agent installation if you locate the file named transid.ini. Within this file you should see a line that says "DiscoverInterval=86400" if you set this value to be 0 for example "DiscoverInterval=0" and then restart the Websense DC agent. This should stop this from happening.
15. **Question:** If I have two policy servers, can each have their own dedicated directory agent?  
**Answer:** Yes this can be done however you can only have one Sync service installed in the network therefore they will both sync to the same Sync service. Also remember that both Directory agents cannot sync the same part of the domain. Therefore you must remember to configure the root context under the "shared User data" section under hybrid configuration to make sure that each one is looking at a unique part of the domain.

**16. Question:** Will an active directory user logging onto Mac OS 10.6, be recognized if that user has a specific policy assigned to them?

**Answer:** This all depends on how the MAC logs into the domain and whether this generates a “net session” entry on the domain controller. This is the particular type of login even that the DC agent picks up on. It might be best for you to raise a case with support for some further advice.