

Webinar Title: **Troubleshooting and Architecture Overview for Data Security Suite and Web Security Gateway on the V-Series Appliance**

Webinar Date: October 27, 2010

Question & Answer

1.

Q: What is the latest version of Websense Data Security Suite?

A: The latest version of Data Security Suite is Version 7.5.4

2.

Q: Can I have multiple V-series appliances in my network.

A: Yes, you can have multiple V-series appliances in the network and they are able to provide load balance/fail-over for Internet access.

3.

Q: How do I determine the version of my V-Series Appliance?

A: To display version information on the Websense V-Series open the appliance console.

To see the Appliance Version and Hardware Platform model, go to Configuration > General > System Information

To see the version information for each software module, go to Configuration > General > Module Information

4.

Q: What's the difference between a Patch, an Upgrade, and a Recovery Image?

A: The key difference is that patches and upgrades preserve all of your settings. Recovery images erase all software modules, all data, and all settings, and then restore the appliance to factory settings.

Patches include minor corrections to one or more modules. They preserve your client information, filtering policies, customized configuration settings, and data. Patches update the software modules, while retaining your custom filtering information. Patches typically do not require an update to Websense components that are running off the appliance (such as Websense Manager and Log Server).

Upgrades move your software modules to a new major or minor version that includes enhancements. An Upgrade preserves your client and policy information, as does a Patch. However, an Upgrade requires that all components running off the appliance (such as Websense Manager and Log Server) be upgraded to a compatible version.

Recovery Images erase all software modules, all data, and all settings, and then restore the appliance to factory settings. Each appliance model has a recovery image designed for that model.

5.

Q: Which version of SQL server can be used with off-box logserver?

A: SQL Server 2008, SQL Server 2005 SP2, SP3 and MSDE 2000 SP4 are all supported.

6.

Q: Which type of support is available for V-series hardware issue?

A: All V10000 series come with Standard 3-Year, 4-Hour Onsite Support for hardware issue.
All V5000 series come with Standard 3-Year, next Business Day Onsite Support for hardware issue.

7.

Q: Which type of traffic does the DSS protector monitor?

A: Protector is capable of monitoring below type of traffic.

HTTP

FTP

SMTP

IM (MSN, Yahoo, AIM)

ICAP

8.

Q: Which operation mode is available for DSS protector?

A: Monitoring: Passively monitoring HTTP, SMTP, FTP, IMs with no interruption to production traffic

Inline: Capable of monitoring/blocking specific type of traffic

9.

Q: Can I integrate the V-series appliance with the DSS solution.

A: Yes, you can integrate V-series and DSS solution together and will be able to navigate through the UIs through unified Triton Manager.

10.

Q: Which agent is available in DSS solution?

A: Available agents are SMTP agent, ISA Agent, Printer Agent, Exchange Agent.