

1. **Can you upgrade from version 7.1 to 7.5 without starting over?**
 - a. Yes, an in place upgrade is possible and from going to v7.5 from v7.1 is supported. Before starting, review the upgrade guide. Link follows:
http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/first.aspx

2. **Could you please give me the link to where this and the previous webinars are archived?**
 - a. Select the following link and locate the 'archived' tab:
<http://www.websense.com/content/SupportWebinars.aspx>

3. **We are running 6.x right now and yes "-" dashes are not supported. All our admin accounts use dashes. Just wondering if the special character list has been expanded with 7.5.**
 - a. Yes. After installing or upgrading to v7.5, download and install the latest v7.5 Manager hotfix.

4. **Can 7.5 run on 2008 R2 (64-bit)?**
 - a. A 64-bit OS is not supported by the current v7.5 installation. Currently, we only support 64-bit installs for our two plug-ins. The ISA and Citrix server plug-ins may be installed on 64-bit systems. No other v7.5 Websense component may be installed on a 64-bit system.
 - b. NOTE: Websense can send SQL data to a 64-bit SQL server. Such that, the Websense reporting databases may reside on a 64-bit system; however, no other Websense component may be installed.

5. **I am currently running 6.32 and I want to upgrade to 7.5. Stand-alone config and separate FE and BE-SQL servers. Do we still have to create new users and add Administrators, AD, etc? Will our current configs come across?**
 - a. All configurations will be retained during an upgrade. Before starting, review the upgrade guide. Link follows:
http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/first.aspx

6. **Would you suggest to use a fake IP-address for the monitoring NIC or to use Stealth Mode?**
 - a. Using a fake IP-address is not always necessary; however, at times issues are encountered when no IP is used. With that in mind, I generally set a fake IP-address to avoid issues.
 - b. Another Webinar participant added the following comment to your suggestion:
 - i. "We configured an invalid IP address on our network monitor listening port and ended up causing us a ton of troubleshooting trying to figure out why our IDS were not

working. Better way to configure this is to turn IP v4 off on that interface altogether or at least make sure all Microsoft protocols are unbound, so Websense doesn't spew out invalid traffic onto your network.”

7. When you log into Websense, there default radio button that is selected is "Websense account". Can that setting be changed so that the default radio button that is selected is "Network account"?
 - a. This option is not configurable; however, it is a great suggestion. Please make feature request by visiting Websense Support page > Support by Product tab > and then select a specific product. Under Quick Links, select Suggest a Feature.
8. Do you have any plans to add the real time analyzer back into the product?
 - a. This feature is slated to be released in v7.6.
9. Is there a threshold where you should delete partitions or is it just based on space on your server?
 - a. SQL server drive space is the primary consideration followed by a specific time period; such as, rolling over on a monthly or weekly basis. For a company with over 25,000 users, the partition rollover time may be a few days to a week. When you are facing large partitions, for a specific period of time, then consideration to the amount of time it takes to generate a report is required. Larger partitions lead to reports taking longer to generate. *This all boils down to a balancing act.* Pick a period of time and see how large the database grows and then test by running specific reports. This is an art, not a science... You will find what works best for your company by testing.
10. Do you have a webinar for upgrading vs new install?
 - a. At this time, the install guides are your best bet for this information. I may be doing a specific Webinar on upgrading after this Jump Start series is over. Sorry this will not help you today.
11. I have a question regarding the physical setup of Websense on a network.
 - a. Please see the Websense deployment guide.
12. What is the upgrade path from Websense 6.3?
 - a. Please see the Websense deployment guide.
http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/upgrading_supported_versions.aspx#2580404
13. What's the meaning of "threshold" in alerts?
 - a. From the Websense Manager help guide:
 - i. Network: When total network traffic reaches this percentage of total available bandwidth, start enforcing bandwidth-based filtering, as configured in active filters.
 - ii. Protocol: When traffic for a specific protocol (like HTTP or MSN Messenger) reaches this percentage of total available bandwidth, start restricting access to that protocol, as configured in active filters.

- 14. Can Version 7.5 access the 6.x & 5.x log databases to generate reports?**
- Yes, v7.5 can access older Websense reporting databases; however, only v6.3x databases may be reported on. Versions 6.2x and earlier are not supported.
- 15. Can you export and re-import them?**
- If you are speaking about reporting databases, then yes. SQL database may be detached and reattached.
- 16. Any comments for upgrading from 7.1 to 7.5?**
- Yes, always backup the current install before upgrading.
 - Consider installing v7.5 on a new server and importing your settings.
 - After upgrading, check if any Websense hotfixes are available.
- 17. So I could just enter jones.com as my domain catalog server?**
- Yes. However if you do this, you have no control of which domain controller receives requests from Websense. We had an issue where a customer was experiencing slow filtering responses and it boiled down to the Websense server trying to connect to a domain controller over a slow link.
 - Best practice is to use a DNS alias. This allows you to designate more than one Global Catalog server and to ensure that they are fast responders.
- 18. We have the web filtering tool, just wondering how the web security would fit in.**
- More categories, real-time database update, etc. See the following link for specifics:
<http://www.websense.com/content/WebSecurity.aspx>
- 19. So it's the same product, ie, installed app. Just a matter of unlocking the additional categories?**
- Yes. You can test the security product for 30 days with a trial upgrade. Just visit www.mywebsense.com and take advantage by testing the new features. They are enabled after a Master Database update. Once enabled, set the new security categories to block.
 - After you have gathered data for a while, you may run specific reports on the new categories. Prior SQL reporting traffic remains unchanged. Only new traffic, generated after the trial upgrade takes effect, is reported to the new security categories. Once the trial period expires, the new security categories disappear.
- 20. Is Active directory nested group supported in this version?**
- Nested groups were not a limitation of Websense, but a limitation of the depth of the objects shared among Global Catalog servers. For details, see knowledge base article titled: v7: Applying group-based policies with Windows Active Directory
<http://www.websense.com/support/article/t-kbarticle/v7-Applying-group-based-policies-with-Windows-Active-Directory-1258048480504>

21. **Actually, we're having that problem now. Any time we reboot our Policy Server VM, it stops the filtering service. I then have to go on the V10K and restart the service.**
- a. I have seen this issue. Install the latest Filtering Server Hotfix.
22. **Why are the Quick Start Tutorials shown in italics and not available for selection under the Help menu?**
- a. I think you are asking about the *Quick Start Tutorials* header. It appears that they want you to select either the New User or the Upgrading User tutorials—which are available links.
23. **For example to unblocked URLs get transferred during upgrade?**
- a. Yes, all your current settings are retained during an upgrade.
24. **How to turn on the option if it has been turned off previously? That is, how to find the tutorials?**
- a. Enabling the popup again? I have not come across that feature yet but you can access the tutorials via the help menu. Select the New User or Upgrading User links.
25. **If you're running directory services and logon directory in mixed mode, can you simply change the setting to native or does it require additional setup.**
- a. Select native mode, configure it like I did in the Webinar, then add the new groups and associate the existing policies. Once completed, delete the old Win NT groups from the Manager interface.
26. **Is AD native mode supported for Windows 2008 R2 domain controllers in their highest functional level?**
- a. I am not sure what your exact question is; however, we do not have issues with Websense User Service making calls to display objects in the Manager interface. We do see functional issues with our XID (Transparent Identification) Agents. Logon Agent will fail with unless consideration is given to reduce the functional level.
27. **Does Websense 7.5 save settings and policies from previous versions?**
- a. Importing settings may only be done with the save version. Importing prior version should only be done with help from techsupport.
28. **What AD rights does that Native Mode account need?**
- a. User a domain Administrator account.
29. **What happens if this server were to fail? Is there a way to use just the Domain name and not a server?**
- a. If you are speaking about your Global Catalog Server failing, then best practice is to use a DNS alias name that points to two or more servers.
30. **Is IE8 compatible with 7.5?**
- a. Yes.

31. Which have high priority ip policy or user policy?

- a. The priority orders follows:
 - i. User
 - ii. Computer IP
 - iii. Network IP Address range
 - iv. Group
 - v. OU

32. Can you provide recommendations for customers with Cisco ASA integration where there are multiple small offices using ASA5505 to establish split tunnel VPN to the corporate office? These remote offices do not have resources to run a local filter service, but want to filter Internet web browsing. Best alternatives?

- a. This scenario is quite common. You want to test the filtering response time from the remote site. If this tends to be slow, then you may consider our hosted alternative. You may even consider our installing Remote Filtering Server.

33. What might cause the Websense to recognize a user, then after a reboot, it does not recognize the user. Sometimes waiting will resolve the issue, other times it will not. Alternatively, sometimes it won't recognize them upon first log in of the day.

- a. There is a hotfix that resolves an issue where Filtering Server stops asking for user name updates. I would apply the latest Filtering Server hotfix.

34. How to combine Cisco ASA and Websense?

- a. See the installer guide specific for Cisco integrations.

35. Can the standard work with citrix server or do you need a separate server to take care of the citrix servers?

- a. Installing a second Filtering Server is not required. This is very easy; just add Filtering plugin for Citrix servers. Take the Websense installer to each Citrix server and install the Citrix plugin. Only specific Citrix servers are supported, check the Deployment guide first.

36. How can you change the category for an entire domain such as home.me.com, away.me.com, gone.me.com etc ...Can you use *.me.com?

- a. Just enter the domain you want to recategorize. DO NOT ADD AN ASTERISK. Wildcarding is implied. So whatever URL you add is considered wild carded to the left and right.

37. Is it true that port mirroring must be enabled on the network switch for protocol blocking to work?

- a. Yes. Enabling port mirroring (or port spanning) on the core switch is required.

38. Save All does not always save. What may cause this?

- a. Install the latest Manager Hotfix.
- b. Do not use an unsupported browser.

- c. Turn on popup blocker.
- d. Install the browser Certificate.

39.If I stop the policy server and broker, will I affect other running services that I may not know?

- a. Other service will not start up again if the Policy Server service is not running. The Websense Manager will fail. Filtering should continue with errors.

40.Is there a way to limit individual users traffic (ie limit each user to 512kb)?

- a. No.

41.We are using Version 6.3. Is it free to upgrade to the version being displayed in this webinar?

- a. Yes.

42.Can we run Websense entirely on Linux Servers?

- a. Manager, DC Agent, and Log Server require Windows servers.

43.I would like to block access to all Internet sites except local sites. How would I change my settings for this?

- a. Apply the block all filtering to the Default policy and create Limited Access list to allow local sites.

44.I heard that the network agent and ISA cannot be on the same box is that true? If so why?

- a. ISA is a firewall. Websense Network Agent is a protocol sniffer. It needs to see all traffic without interference. ISA interferes with traffic.

45.How do you create a custom protocol filter?

- a. See the Websense Manager Help guide, page 219 for details.

46.Is there a way to view live traffic (like 6.3)?

- a. You are asking about Real Time Analyzer (RTA). Currently, traffic available in reports is only delayed a couple minutes. A RTA like feature should return in v7.6.

47.Is it possible to upgrade from Surfcontrol Web filter to this product?

- a. Sorry, but no direct upgrade is possible. A prior Webinar exists from September 2008 that provides some tips for upgrading. The Websense version is older, but the concepts for upgrading still apply.

48.Anything different when using WCCP and proxy in v 7.5 with V10000 appliance?

- a. Nothing different as long as the traffic makes it to the Filtering Server service. Once the Filtering Server service has the filtering request, then everything we discussed in the Webinar applies.

- 49. Does Websense monitor port 3389? I cannot do remote desktop since I installed Websense.**
- a. Websense Network Agent can block multiple protocols. You can stop Network Agent for testing. See what policy is blocking you then check if Remote Desktop protocol is blocked. You can set the protocol filter to Permit All for testing as well.
- 50. Is there a webinar for installing and deploying Websense?**
- a. You should follow the install guide specific for your situation. Two Webinars may somewhat apply:
 - i. Deployment and Installation of Websense Web Security Gateway Anywhere v7.5 (May 19, 2010 Webinar)
 - ii. Installing and Configuring Websense Content Gateway (September 16, 2009 Webinar)
- 51. So when 20 events happen, the alert is going to be sent, correct?**
- a. Yes.
- 52. Are there any issues if a user is in more than one policy?**
- a. Either the most or least restrictive policy will enforce as set in Websense Manager. Only one policy ever applies.
- 53. Are there any other services associated with Websense Policy "*" services?**
- a. Sorry, I am not sure what you are asking.
- 54. What protocol does the db download use? FTP? HTTP?**
- a. The Master Database downloads via HTTP traffic.
- 55. Where is the tutorial after the login screen?**
- a. You can access the tutorials via the help menu. Select the New User or Upgrading User links.
- 56. Have all the bugs been fixed for v7.5? Is it same to upgrade from 7.1?**
- a. V7.5 is a solid install. I would upgrade. Afterwards, download and apply appropriate v7.5 hotfixes.
- 57. What data gets included in the backup - user activity, policy, filters, and reports?**
- a. Custom policy and network environment settings are backed up. If you are concerned about backing up reporting activity, then review best practice methods for SQL server at Microsoft's site.
- 58. Let's say I have notebook with a wireless network connection. This increases the license count by one. Now the user will attach to a wired Ethernet connection and gets a new address. Now the license count is again increased, even though it is still one machine. How do I avoid this inaccurate count?**
- a. Actually, this is an accurate account. Websense counts every unique IP addresses as a subscription. However, having to pay for two licenses for a single user does seem incorrect at a certain level. As this is how Websense is designed, the subscription method cannot be altered.

- b. However, you can contact your reseller and explain your situation. Provide data that shows all the IP address in you network, the number of users that you actually have, the number of computers, how many IP addresses are wireless, etc... Your goal is to provide all the data that you can to help the reseller to be able to offer a compromise. So, help your reseller to help you by giving the necessary data to come to a decision. I cannot promise anything, but a good dialog with supporting data should go a long way.

59. Is there a way to new partitions automatically create on simple recovery mode for Sql Full version?

- a. Set the SQL default MODEL database to simple mode.

60. Could u tell me WSS 7.5 or 7.6 come with SQL database or need install SQL database separately?

- a. Yes, v7.5 and the future v7.6 release still require SQL server.

61. We have v7.0 and cannot delete any clients? Have you come across that before?

- a. Yes, try:
 - i. Applying the latest Manager Hotfix.
 - ii. Try a different browser.
 - iii. Ensure that you are using a supported browser. Check the deployment guide. The latest browsers are not supported. Do NOT use them.

62. To properly resolve AD groups is it best practice to utilize Global or Universal groups? Does Websense properly resolve nested global groups within Universal groups?

- a. Use Universal groups, not Global or distribution groups.
- b. Nested groups were not a limitation of Websense, but a limitation of the depth of the objects shared among Global Catalog servers. For details, see knowledge base article titled: v7: Applying group-based policies with Windows Active Directory
<http://www.websense.com/support/article/t-kbarticle/v7-Applying-group-based-policies-with-Windows-Active-Directory-1258048480504>

63. I am on Websense Manager 7.1, is the upgrade to 7.5 a straight forward upgrade?

- a. Yes. Backup your current install then upgrade by running the v7.5 installer.
- b. Check the v7.5 Deployment Guide to ensure your OS and RAM meet the requirements.

64. I am having problems blocking a proxy avoidance site. The HTTP site gets the block message but the commonly used [HTTPS://covermy.info](https://covermy.info) will not block WSS could block Skype or gtalk or any other internet phone.

- a. Ensure Network Agent is configured correctly and that protocol blocking is working.

65. Could I get the Websense webpage to test you mentioned about 5 minutes ago?

- a. www.testdatabasewebsense.com

66. How often is database available and should be updated?

- a. If you have the Web Filtering Security version, then you may see numerous updates every hour due to the Real Time update feature. If you are employing Web Filtering (without the security add-on), then you will see one update in the evening or early morning.

67. Is the URL derived from the forward DNS lookup, or a reverse DNS lookup on the IP address?

- a. For an IP address, use forward DNS lookup.

68. When a page is blocked because of a protocol, we don't see a block page; just an IE page cannot be displayed. Anyway around this?

- a. You'll need to integrate Websense with a proxy server. Otherwise, a block page can never be delivered, to an end user, while in an established secure connection exists.

69. Can Websense be Virtualized using VMWare or Hyper-V? Just wondering how the monitoring port would be config'ed?

- a. Websense may be installed on a virtual server. We see VMWare used quite often. The virtual server takes resources, so add 25% resources beyond Websense's suggested requirements. VMWare article link follows:

<http://www.websense.com/support/article/t-kbarticle/VMware-support>

70. Some Categories have sub-categories. What is the significance of setting the top level to allow or block.

The Websense Master Database organizes similar Web sites (identified by URLs and IP addresses) into categories. Each category has a descriptive name, like Adult Material, Gambling, or Peer-to-Peer File Sharing. You can also create your own custom categories, to group sites of particular interest to your organization. Together, the Master Database categories and user-defined categories form the basis for Internet filtering.

Websense, Inc. does not make value judgments about categories or sites in the Master Database. Categories are designed to create useful groupings of the sites of concern to subscribing customers. They are not intended to characterize any site or group of sites or the persons or interests who publish them, and they should not be construed as such.

Websense automatically downloads updates to the Master Database daily, including additions and changes, so you can be sure you're using the most up-to-date database at all times.

See the following URL for category definitions and sample URLs from each category in the Websense Master Database.

<http://www.websense.com/support/article/t-kbarticle/Websense-Master-Database-URL-Category-Definitions-1258048476819>

71. I will be upgrading from v6.3 and would rather start with a clean install on a new server - are there certain files I can copy over so as not to lose any custom policies that has been created?

To upgrade from 6.3 to v7.5 you'll need to make an upgrade to v7.1. You only need the config.xml, EIMServer.ini and Websense.ini to make the transition to v7.5.

72. The following article talks about the process of going from v6.3>v7.1>v7.5:

http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/upgrading_supported_versions.aspx

73. Is it a good idea to block all and create necessary categories to allow?

As a best practice you should create policies to specific set of users that require more of a specific access to the internet and leave the default policy be the more restrictive one so any other user that does not have a specific access level will be filtered as default.

74. Is there a written procedure for a complete "from square one" installation?

Sure, please visit our Installation Organizers that will break down the installation on:

- a. Planning
- b. Installation
- c. Configuration and Management
- d. Reporting
- e. Troubleshooting

<http://www.websense.com/content/support/library/websense-web-security-and-websense-web-filter-technical-library.aspx>

75. We started version 5, upgraded 6 and we're currently running 6.3 now. If we're going to upgrade to 7.5, will we still be able to generate reports out of the 5.x and 6.x log databases?

Yes. With a minor configuration this could be done. Please contact Support for this procedure.

76. I have Websense 7.1; i have configured Websense to monitor and filter 2 domains. It is working perfectly as expected. However, I have problem where in both domains, there are two different login IDs, of two different users, but they have the same name. Policies are defined different for each of these users. However, the default policy is getting applied, why? And how can this be corrected?

This is an expected behavior, Avoid having the same user name in multiple domains. If Websense software finds duplicate account names for a user, the user cannot be identified transparently.

For more information, please visit:

<http://www.websense.com/support/article/t-kbarticle/v7-Configuring-Websense-software-to-communicate-with-Active-Directory-1258048454918>

77. Can it now or will it ever be able to filter based on computer name? Today DSS seems to correctly identify the machine name, maybe use the same technology?

Unfortunately that feature is not in the roadmap for our filtering product.

78. We have 6.3 looking at upgrading to 7.5, we currently have the Cisco IOS version installed and even though Directory Services is working, Usernames are not seen as filterable, only IP ranges and IP Addresses, any advice? That would depend on which Transparent Identification Agent you are using, please follow the steps outline on the article for your applicable XID Agent:

DC Agent not seeing some or all Users:

<http://www.websense.com/support/article/t-kbarticle/v7-DC-Agent-does-not-see-some-or-all-users-1258048446442>

DC Agent Troubleshooting:

http://www.websense.com/content/support/library/web/v75/dc_agent/dc_general.aspx

For Logon Agent:

http://www.websense.com/content/support/library/web/v75/wws_install_guide/install_installing_individual_components_installation_procedure_any_component_logon_agent.aspx

79. If you are using AD (native mode) do you want to use DC Agent or Logon Agent for user identification?

I would recommend have you read the following PDF document that explains in detail about these two agents:

<http://kb.websense.com/pf/12/webfiles/WBSN%20Documentation/v7.0/Technical%20Papers/WSTransparentID.pdf>

80. Can Websense Block RSS Feeds?

Not the protocol specifically. The only current way would be to block the file type which in this case will be an .XML file, the problem about blocking these file formats is that XML is used for a variety of websites not just for RSS but also for sites publishing data to the internet in a serialized format. Websites that uses XML to display data may not function correctly

81. How can you filter out redirects? For instance, if I need to review how many times someone visited a particular Web site, it counts all redirects plus the one time they visited the site

Please take a look at our explanation regarding this at:
<http://www.websense.com/support/article/kbarticle/What-is-the-difference-between-hits-and-requests>

82. I tried changing the rollover on the DB but it changes back to the default after I hit save now...any ideas?

This could be an issue with permissions or communication between the DB Administrator application and the SQL server, please contact technical support for this request.

83. If a non domain workstation browses will the default policy apply automatically? On our ver. 7.5 they get prompted for credentials.

If a Computer or Network policy applies to the computer in question's IP address, then the relevant policy will apply if not, then it will be the Default policy. If the user is being prompted to authenticate, then manual authentication is enabled.

84. Do you recommend running Websense on virtual servers?

Websense recommends running our software with the correct hardware specifications.

Please take a look at the following articles regarding this topic:

<http://www.websense.com/support/article/t-kbarticle/VMware-support>

<http://www.websense.com/content/SupportedProductMatrix.aspx>

http://www.websense.com/content/support/library/web/v75/wws_deploy_guide/WS%20Deployment%20Guide.pdf (Page 17)

85. Why is there no Real time Monitoring?

Please see our Product Manager response to the many other customers requesting this feature. As well, your information has been added to the feature request we are tracking for this.

<http://community.websense.com/forums/p/76/7136.aspx#7136>

86. Why XID user map reports IP addresses of all interfaces on a particular user PC? We are running LogonApps on each desktop. I have VMWare interfaces that get counted against user count.

This could be a configuration issue... It might be that the /DHCP switch is enabled on the Logon Agent script... What the /DHCP switch does is send a list of all IPs assigned to that computer to Logon Agent. Logon Agent then updates all of the IPs with the same user information. So, DHCP picks up all IPs, not just the first IP.

87. Is there a way to have bypass authentication for specific users on the block page:

You can exclude certain IP's or network ranges from being identified transparently and apply them an IP based policy or prompt them to

authenticate using other credentials. This can be done under Settings>User Identification>Exceptions

88. Is webur1 catcher available in version 6.3?

Yes, WebCatcher is available on v6.3.x, you can enable it by opening the Log Server Configuration application under Start>Programs>Websense>Utilities

89. If a user is a member of two groups, how does Websense decide which policy to apply?

If the more restrictive policy is enabled, then this will apply, if not, then the more relaxed policy will.

90. Is it better to use 2 nic cards when setting up Websense?

This will depend on the type of integration. We have very good document that explains this in detail:

<http://www.websense.com/support/article/t-kbarticle/Network-Agent-configuration-and-setup>

91. What is the default bandwidth %?

The Default Bandwidth Thresholds are:

- a. Network: 50%
- b. Protocol: 20%

More information can be found at:

http://www.websense.com/content/support/library/web/v75/triton_web_help/managing_bandwidth.aspx

92. Any tips for the upgrade path from 7.1 to 7.5?

For more information please see:

http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/first.aspx

93. I noticed in your view under setting you have more tabs listed? Is there a way to modify the view?

The views for the settings section cannot be modified unless you are not logged in as a Super Administrator Role.

Please look at the Triton - Web Security Help guide for more information:

http://www.websense.com/content/support/library/web/v75/triton_web_help/triton_web_help.pdf

94. Is there any way to determine what traffic is currently hitting the default policy?

Unfortunately there is none. Please submit a feature request via our Support portal at www.mywebsense.com

95. Will it work in Windows 2008 or with SQL 2008?

Yes, Websense v7.5 will work with Windows 2008 and SQL 2008.

For a more detailed description on this, please take a look at our product matrix: <http://www.websense.com/content/SupportedProductMatrix.aspx>

96. Can you transfer for policies and recategorized sites from 6.3 to 7.5

Yes you can, but you'll need to first upgrade to v7.1 to do so.

97. During backup, does the performance of Websense will have any impact on performance

Depending on the load of the server and which services are the ones where the backup is running you might see performance degradation. The WSBackup tool will take from 5 to 20 seconds to backup all files.

The best practice will schedule a task to run after hours.

Take a look at our article on configuring the WSBackup utility:

<http://www.websense.com/support/article/t-kbarticle/v7-How-do-I-back-up-my-Websense-filtering-configuration-1258048449474>

98. Where do remove IP addresses for devices you don't want monitored?

Depending on the type of integration you can exclude certain IP's or Ranges of IP's to be excluded from being filtered. For our Standalone integration you can exclude them via the Monitor List Exceptions:

<http://www.websense.com/support/article/t-kbarticle/Configuring-Network-Agent-Behavior>

For other integrations, please contact their respective Technical Support

99. Will SQL Express be supported?

There is no current roadmap for the support of this SQL engine as it lacks of the SQL Server Agent component.

100. Can users be members of multiple policies, and if so what policy takes precedent?

It all depends on the type of object added for that user, if it's a User and that user belongs to a Group and OU and IP and Network added in Websense, then no matter if the user policy is less restrictive, the user policy will always take precedence as there is a filtering order that goes:

- a. User
- b. IP
- c. Network
- d. Group
- e. OU
- f. Default

If the user belongs to multiple groups, then by default the least restrictive policy will apply, but if more restrictive blocking is enabled, then the most restrictive policy will.

101. The upgrade process from 7.1 versions to 7.5 preserves the actual configurations?

Yes, as long the upgrade was done over the same installation all configuration, policies and user defined objects will be preserved.

102. Scheduled reports; are they canned reports only or can we schedule customized presentation reports?

The presentation reports SQL queries cannot be edited. You can customize the reports on specific users, groups, categories to report on, dispositions, etc...

For more information please see the following Webinars on reporting:

Webinar: Web Reporting Tools Database Administration:

<http://www.websense.com/support/article/webinar/Webinar-Web-Reporting-Tools-Database-Administration>

Maximizing Your Return Using Investigative & Presentation Reports

<http://www.websense.com/support/article/webinar/Webinar-Maximizing-Your-Return-Using-Investigative-Presentation-Reports>

103. If I have 2 network cards on my stand alone WEBSense Server, how do I configure the cards. I setup one of the NIC cards as the monitoring NIC and the other as the communication one. Is there a difference on how you configure the NIC CARDS?

For best practice is best to have each NIC performing a specific task. You can have a single NIC for both tasks' (blocking, monitoring) but it all depends on the type of switch performing the span and if it has bidirectional features on it.

We have a pretty good article regarding this, please visit:

<http://www.websense.com/support/article/t-kbarticle/Network-Agent-configuration-and-setup>

104. I know the product isn't certified as a VM. Are there plans to certify it in the near future? Is there anything that explicitly doesn't work when in a VM?

Although it is not a certified configuration, Websense, Inc. will provide "best effort" support to VMware deployments of Websense Web security solutions. Under best effort support, Websense Technical Support will make their best effort to troubleshoot cases in standard fashion unless the issue is deemed a VMware-specific issue, at which point you must contact VMware directly for assistance. In order to qualify for best effort support, VMware deployments must follow certain guidelines, see the link below.

<http://www.websense.com/support/article/t-kbarticle/VMware-support>

105. Why can't I unblock an https address, I did it via IP and URL?

There could be various reasons why this does not work as expected. Please create a support case so we can further troubleshoot.

106. What would cause the DC Agent to periodically not recognize users?

The DC agent relies on User sessions to exist on domain controllers, if sessions never/periodically get updated on a DC, and then the DC agent

might fail on obtaining current sessions. Please see:

DC Agent Not Seeing Some or All Users

<http://www.websense.com/support/article/t-kbarticle/v7-DC-Agent-does-not-see-some-or-all-users-1258048446442>

- 107. Is it possible to change the timeout on the management console**
Currently we have a feature request for upcoming versions. Please make sure you check our latest updates at our portal.
- 108. How to create custom reports, I would like to create a report of all users browsing a certain category**
Please visit:
Maximizing Your Return Using Investigative & Presentation Reports
<http://www.websense.com/support/article/webinar/Webinar-Maximizing-Your-Return-Using-Investigative-Presentation-Reports>
- 109. I am looking at the hardware recommendations for the filtering machine it states that there should be 10gb of free hard disk space... is that before or after Websense installation?**

That will be before the Websense installation. This available space will be for Websense only so also take in account the space for the rest of the applications.
- 110. What criteria does Websense use to place sites in particular categories?**
Please see the following article:
The Websense Master Database:
<http://www.websense.com/content/MasterDatabase.aspx>
- 111. Block Pages Customization: Is there a variable, which will display which policy, is being affected for the end-user?**
Information regarding Custom Block pages can be found here:
http://www.websense.com/content/support/library/web/v75/triton_web_help/block_msg_custom.aspx
- 112. Is there a way to capture the highest peak count of users so that we can ascertain how many seats to buy?**
Websense comes with a diagnostic tool call ConsoleClient which has a module called Subscription Tracker that will give you a real time license level usage.

To learn how to run this and interpret its results, see:
<http://www.websense.com/support/article/t-kbarticle/How-do-I-get-a-seat-count-and-list-of-IP-addresses-for-my-Websense-users>
- 113. Is there a way to see live log of web activity?**
Yes, it's a verbose mode of seeing the traffic as its being logged. There is no graphical interface for this. The component it's called

TestLogServer. You can run it in two ways, please see the following articles:

Using TestLogServer with Websense:

<http://www.websense.com/support/article/t-kbarticle/Using-TestLogServer-with-Websense-Enterprise>

114. How Do I Run Testlogserver Without Stopping Logserver Service?

a. <http://www.websense.com/support/article/kbarticle/How-Do-I-Run-Testlogserver-Without-Stopping-Logserver-Service>

115. My org is set up by location in AD - no groups. Can I also set up ws groups on my dc with no negative impact on the OU's?

Probably for your type of deployment, the best will be to have Groups in AD later added in Websense for policies. That way when you make changes, you'll only make changes in AD (moving users, disabling accounts, etc).

Please read more about:

Configuring Websense software to communicate with Active Directory

<http://www.websense.com/support/article/t-kbarticle/v7-Configuring-Websense-software-to-communicate-with-Active-Directory-1258048454918>

How can I assign policies to users and groups?

<http://www.websense.com/support/article/t-kbarticle/v7-How-can-I-assign-policies-to-users-and-groups-1258048428909?popup=true&srPos=0&srKp=kA1>

116. We would like to modify the block page. Any suggestions for making it easy?

Information regarding Custom Blockpages can be found here:

http://www.websense.com/content/support/library/web/v75/triton_web_help/block_msg_custom.aspx

117. How do you set up time allotments without setting up specific increments?

If you refer to quota time, please see:

What is quota time and how does it work?:

<http://www.websense.com/support/article/kbarticle/What-is-quota-time-and-how-does-it-work>

Customizing Quota Time For Certain Clients:

<http://www.websense.com/support/article/kbarticle/Customizing-Quota-time-for-certain-clients>

118. How do you handle authentication for iphones and ipads using AD groups? Is there a way to create a policy based on browser type?

We don't have a feature to apply policies based on User Agents.

Authentication for Mac OS devices is limited. Please see:

<http://www.websense.com/support/article/t-kbarticle/Can-Websense-filter-Internet-requests-from-a-Mac>

- 119. What happens if you lose connectivity to active directory?**
User/Group/OU based policies will not apply making the user affected be incorrectly filtered.
- 120. How often does the wslogdb70 database need to be shrunked?**
Unless you use a Full Recovery model, our DB does not need to be shrunked. This could be more of a DBA question.
- Please see our article on:
Managing the Size Of The Log Database
<http://www.websense.com/support/article/t-kbarticle/v7-Managing-the-size-of-the-Log-Database-1258048487408>
- 121. I am also running v 7.1. How different is the 7.5 version?**
For a more detailed response, please visit our product page:
<http://www.websense.com/content/Products.aspx>
- 122. How can I redirect a blocked page to an internal website?**
Please add your internal site under the Block Messages section under Settings>Filtering>Block Messages
- 123. Just to clarify my question. On ver 7.1 I've used a universal group with inside user from many domains. Is this the right things?**
That will be correct. Please see:
Active Directory Group-Based Policies with Multiple Domains and/or Nested Groups
<http://www.websense.com/support/article/kbarticle/Active-Directory-group-based-policies-with-multiple-domains-and-or-nested-groups>
- 124. Why do new policy categories show up as unblocked? When you just showed the security I found a new one (Suspicious Embedded Link) was open. How do I know this has been added?**
Please read our FAQ: What impact do new URL categories have?
<http://www.websense.com/support/article/t-kbarticle/FAQ-What-impact-do-new-URL-categories-have>
- 125. Is there a way to change the seat count timer?**
No. This is hard coded. If you are in the need of increasing your license level, please contact your Websense Sales Associate
- 126. How to exclude Websense tracking/web surf reporting for certain users -- such as Admins?**
The license tracking is by IP not by user ID. You will need to exclude their IP address for this.
- 127. Do you have a webinar on reporting?**
Yes we do, please see the following Webinars on reporting:

Webinar: Web Reporting Tools Database Administration:

<http://www.websense.com/support/article/webinar/Webinar-Web-Reporting-Tools-Database-Administration>

Maximizing Your Return Using Investigative & Presentation Reports

<http://www.websense.com/support/article/webinar/Webinar-Maximizing-Your-Return-Using-Investigative-Presentation-Reports>

128. Is it possible to monitor appliance filtering service status from a windows server with manager installed on it?

The Websense Manager will show any alert like a Filtering Service down for all services bound to the same Policy Server as the Websense Manager one.

129. Is web security 7.5 working fine with sql 2008 64-bit?

Yes, as long as no Websense executable is installed on the server. You can only host the DB files.

130. How do I setup up directory services for a domain forest? That is market.com and exchange.market.com money.market.com?

Please see:

Active Directory Group-Based Policies With Multiple Domains

<http://www.websense.com/support/article/kbarticle/Active-Directory-group-based-policies-with-multiple-domains-and-or-nested-groups>

131. From backup database, can we can rollback to original stage if any failure happened?

Yes, you can restore the Database using third party tools. You will only have to re-configure the ODBC connections on the server hosting the Websense Reporting tools.

132. When a user visits a site, Websense reports all panes, ads, links, etc as separate hits. This is bulky for investigating users and management reports. Is there a way to ignore all of the extensors information? Or a way to filter it in a report?

You can enable consolidation, which combines multiple similar Internet requests into a single log record, but if they are for a different domain, then that will consist of another log.

When this option is deselected, the default, the Log Database retains full hits or visits detail for each Internet request

Please see:

http://www.websense.com/content/support/library/web/v75/log_server_cfg/lscfg_consolidation_explain.aspx

133. If WebCatcher is not under Start - Program Files, does that mean that it was an optional s/w app not selected during the original Websense installation?

WebCatcher is under Start>Programs>Websense>Utilities>Log Server Configuration>WebCatcher Tab

134. I am running 4GB ram but still it shows LOW ram. why?

This could be due to other software using the hardware resources.

Please run diagnostic tools like performance monitor and see which services use the most ram. This also occurs due to the traffic being filtered and logged and the way the services were distributed.

135. A user enters a URL that is hosted on a contract site, such as Akamai, which does not have a reverse DNS lookup for the URL. How does Websense "learn" the URL I enter?

All of the definitions for URL's will be in our Master URL DB which are already defined. If you feel a site is incorrectly categorized, please contact us: suggest@websense.com

136. What's the difference between running BCP and ODBC? BCP provides a faster method of data insertion for the traffic logs being created.

Please see:

Increase logging speed; switch Log Server to BCP mode:

<http://www.websense.com/support/article/kbarticle/How-do-I-switch-the-Logserver-from-ODBC-to-BCP-mode>

137. Are there plans to include the ability to easily get your seat count through Triton web interface?

We currently do not have a roadmap for this feature. You can always submit a feature request via our support portal.

138. Will Websense eventually be compatible with Windows server 2008?

Websense v7.1 and v7.5 is compatible with Windows Server 2008 on 32bit platforms.

Please see our:

Certified Product Matrix:

<http://www.websense.com/content/SupportedProductMatrix.aspx>

139. If you unblock a URL and it gets hijacked by malicious software, does Websense override the setting and block the site?

That will depend on the type of integration. Our Websense Content Gateway will have scanning features to scan the malicious content and block it. On Any other integration, the custom category will take precedence.

140. Is it possible to downgrade from Websense web security to Websense web filter, just by changing the subscription key?

Yes. Visit our product page for more information:

<http://www.websense.com/content/Products.aspx>

141. Can you explain Recategorizing URLs?

Please see our detailed article regarding this subject:

<http://www.websense.com/support/article/kbarticle/How-do-I-add-custom-URLs-or-recategorize-existing-URLs>

142. Is it possible to update from Websense 7.1 to 7.5?

Yes it is possible. Please visit:

http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/first.aspx

143. Is there a way to see the changes to the new database download before applying updates?

No. we currently do not offer this. All updates are pushed to the Websense filtering services automatically which go through a rigid QA test before deployed

144. When viewing source my username is incorrect. It shows "qmmtarget." Is my setup wrong?

Qmmtarget could be a service account taking precedence over the Logon Account. Please call us so we can further troubleshoot this issue.

145. Would we just mirror a firewall port? Would all traffic go thru the WS, and then onto the switch?

We recommend mirroring the egress port.

Please follow the steps outlined on the article below:

<http://www.websense.com/support/article/t-kbarticle/Network-Agent-configuration-and-setup>

146. How do find out what version of WS you are running?

By logging in to the Triton interface and clicking on Help>About

147. Can it be an in place upgrade or new install? We have a lot of custom URLs that we have added.

You can perform an in place upgrade. Please follow the steps on upgrading Websense:

148. Previous versions of Websense were not compatible with Firefox. Is this not the case with 7.5 now?

Internet Explorer 8 and Firefox 3 (up to version 3.5) have been certified for Websense TRITON v7.5.

Firefox 3.6+ has NOT been certified in v7.5.

Note:

You may see a memory leak on Firefox version 3.6.

<http://www.websense.com/support/article/kbarticle/Manager-Issues-with-Internet-Explorer-8-and-Firefox-3-5>

149. When I run reports, I see a lot of websites. How can I tell the difference when the user was physically browsing the website or the website just had a lot of different links and that's why it is showing in the report?

There is no current way to define whether if it was a request from the user or the browser auto refreshing or calling out other servers unless you run browse time reports, then you can easily know the differences between the requests.

150. Is there a way to disable the delay used by Websense to auto logout the console if I want to keep the console always available?

You can click on the Continue monitoring Today, History, and Alerts status without timing out Checkbox located under the Today Page.

151. Is Triton a free upgrade if you have version 7.1?

You are entitled to upgrade your current product as long as your subscription key is current.

152. What is the oldest version of WS that can be directly UPGRADED to WS7.5?

You can upgrade a v5.5, but you'll need to make multiple stops on different versions: 6.1, 6.2, 6.3, 7.0, 7.1, and 7.5

153. Can you explain how it works if an object belongs to more than one policy? Let's say group and OU.

It all depends on the type of object added for that user, if it's a User and that user belongs to a Group and OU and IP and Network added in Websense, then no matter if the user policy is less restrictive, the user policy will always take precedence as there is a filtering order that goes:

- a. User
- b. IP
- c. Network
- d. Group
- e. OU
- f. Default

If the user belongs to multiple groups, then by default the least restrictive policy will apply, but if more restrictive blocking is enabled, then the most restrictive policy will.

154. If I block network ranges and then I would want to unblock specific groups that's not possible?

If the users from the groups you mentioned fall under any IP range you add, then the Network Policy will take precedence. Remember that the Policy Server has a filtering order that goes:

- a. User
- b. IP
- c. Network
- d. Group
- e. OU
- f. Default

155. Our database admin said that the "PART_BUFFER_PREV" table in the 'wslogdb70' database is being re-created over and over again. This sometimes cause problem in the database backup. Is this normal?

This is a dynamic table that consists of traffic being kept temporarily before it gets store into the actual data partition.

If issues occur, please contact Support for further diagnostics

156. I believe the question is, if there are any problems with upgrading to 7.5

No. Please see: Upgrading Websense Web Security or Web Filter

http://www.websense.com/content/support/library/web/v75/wws_upgrade_guide/first.aspx

157. What are the benefits and considerations for upgrading from version 7.1 to 7.5?

For a detailed explanation please visit our Product Pages:

<http://www.websense.com/content/Products.aspx>

158. If you apply policies to users and groups, what happens to users that have a different policy for the user acct and group they are in

It all depends on the type of object added for that user, if it's a User and that user belongs to a Group and OU and IP and Network added in Websense, then no matter if the user policy is less restrictive, the user policy will always take precedence as there is a filtering order that goes:

- a. User
- b. IP
- c. Network
- d. Group
- e. OU
- f. Default

If the user belongs to multiple groups, then by default the least restrictive policy will apply, but if more restrictive blocking is enabled, then the most restrictive policy will.

159. Is it possible to import all the policies I have in Surf patrol into 7.1?

No. SurfControl Web Filter does not have the same policy structure as Websense as SurfWeb is rule based.

Please visit our:

v7: SurfControl Web Filter to Websense Web Security Transition Kit

<http://www.websense.com/support/article/documentation/v7-SurfControl-Web-Filter-to-Websense-Web-Security-Transition-Kit-1257980062332>

160. Previously there were separate default policies based on delegated administration. Is that still the case in 7.5?

Yes, this feature still applies on v7.5