

Installing, upgrading, and managing reporting databases for Websense Web Security v7.6

September 2011 Webinar – Q&A

Q: Does Bulk Copy Program Option work for a remote, dedicated SQL-Server (e.g. SQL 2005 Enterprise Cluster)?

A: Yes, as long as both machines are on the same domain. We have not seen any issues using BCP in that environment.

Q: If it's installed with ODBC - is there a procedure to switch to BCP later without reinstalling the Log Server?

A: There is no need to reinstall Log Server. Just install SQL Client tools on the Log Server machine, and give it a reboot. Then you will be allowed to select BCP. It provides much better record insertion performance.

Q: Our current Websense server already has full SQL 2005 installed and is using that SQL for logging. That SQL server also hosts other databases so we rather not remove it. How will SQL 2008 express fit into this type of setup?

A: It is recommended that you use your existing full SQL 2005 (or migrate to full SQL 2008). From a performance and load perspective, moving from full 2005 to 2008 Express is not recommended. If you are running Websense currently on a server with SQL 2005 installed, then upgrading is not an option. You have two choices. Install Websense 7.6 fresh on a new server and migrate in your policies. You can watch a recent Webinar on migrating to v7.6 for details. Otherwise, you will need to move the current SQL Server to another machine and then upgrade Websense. Your reporting database hosted remotely on the SQL 2005 server will be upgraded to be compatible with v7.6.

Q: Are there different versions of the SQL Client Tools? Websense Log Server is on W2k8R2 - the SQL-Cluster is SQL2k5SP4 64bit-cluster? I would like to switch to BCP.

A: I can't say for sure whether or not there is only one version of SQL Client Tools, but all you really need is to get BCP installed. It is simply a transfer protocol and is most likely widely compatible. Start by confirming that the operating system that Log Server installed on supports the SQL version with the client tools that you are thinking of installing. If you meet this requirement, then you should be OK.

Q: Is Real-Time Monitor only available in v7.6?

A: Yes, Real-Time Monitor is a new function for 7.6. It's not considered a core reporting component, and does not pull data from the SQL databases.

Q: Who can configure logs per areas? Ex. IT Department, Marketing?

A: Logging itself cannot be turned on and off by department, but you can configure reports by department. That is not covered in this webinar. See archived webinars for demos on that particular functionality. In Delegated administration, you have a reporting permission called "Manage the Log Database." You will want to ensure this permission is not available for department heads that do not need to modify database settings.

Q: So I can use the current SQL 2005 installation that physically resides on the Websense server instead of using SQL 2008 Express?

A: No - the certified deployment options are full SQL offbox, or SQL Express on box. The concern is that both TRITON Unified Security Center and full SQL are resource-intensive software suites. It's better to isolate them so they don't have the chance of starving each other of necessary hardware resources during peak load.

Q: How long has v7.6 released? I like some new features in v7.6. I am currently running v7.5.2 without Data Security, but will integrate Email Security after upgrading premise email security to ESG, should I upgrade to v7.6?

A: Absolutely as ESG is not available for 7.5.x. WSG is also not an upgradable option. You must reimage the V-Series appliance to allow the new virtual ESG server to be generated. We covered adding WSG in a previous recent Webinar.

Q: Does the user/group information sync with the user service cause discrepancy in reporting because it's only running every 12 hours?

A: It's possible if you make frequent changes to your directory, but we haven't heard widespread complaints of that issue. What you may notice would be a user or some users in the wrong group when running a report. However, this will resolve its self in 12 hours or less. This 12 hour default lookup only reflect reporting. Your user/group information is updated every three hours by default. The two directory service lookups are unrelated.

Q: When Log Server rolls over to a new partition, will this partition be automatically created in simple recovery mode?

A: Only the catalog database (wslogdb70) needs to be switch simple recovery model. All partitions are hardcoded to be created in simple mode.

Q: It created the wslogdb70 in "Full", but the first partition in "Simple" - so having the repository in full is no problem, right?

A: You'd have to make a judgment based on the actual size of your transaction log file (wslogdb70_log.ldf). Switching to simple recovery and shrinking that database can significantly reduce the database footprint. I have seen the transaction log balloon to over 100 GB is a few weeks time while the catalog database remains only a few gigs.

Q: On an older version of websense, we used to have a report which we excluded certain users. Is there are way to do this on this version?

A: Yes that would be done in the Presentation Reports wizard.

Q: Can I add SQL databases from version 6.2.3 to my 7.6 installation?

A: No sorry the 7.6 reporting tools are not testing to be backwards compatible with that version. They will report back as far as v6.3.x.

Q: I have researched this several times and could not find an answer. What are your standings on SQL Server Service Packs and Updates?

A: Generally we test against (and recommend) using the latest published service packs for Windows and SQL.

Q: Is there any database changes when upgrading from 7.5 to 7.6?

A: Yes there are some minor schema changes. The updates are accomplished automatically as part of the software upgrade when installing the Log Server component.

Q: Is it possible to run reports for multiple users or source IPs like with Reporter in the 6.x versions?

A: The 7.x Presentation report is not an exact copy of older Reporter, but it does duplicate most of the functionality of that legacy product.

Q: We are asked for detailed reports (every hit) for individual users. It looks like that is not possible either.

A: If I understand you correctly, that absolutely is possible. There is an archived webinar that focuses more on using reports than this one. This Webinar is designed to discuss the back-end data flow of logging itself. For maxed logging information, ensure that consolidation and enabled visits are disabled in the Log Server Configuration utility. Also, in the TRITON – Web Security interface, Full URL Logging should be enabled. You will want to check that all categories are enabled for selective logging and every protocol is set to log as well. Be sure to monitor the database growth daily for a week so as to calculate the necessary disk space that is required to meet your data retention policies.

Q: Is there a need to have Log Server and reporter scheduler installed on a separate box from where we have the user service, filter service, etc?

A: There is no need for that if the server has sufficient muscle for the load you're placing on it. Please reference the deployment guide for some additional guidance on the load/scalability issue.

Q: Why is SQL express allowed to be installed on TRITON but full SQL must be off-box? Is this a resource issue or is there a hard reason why not to install SQL on TRITON?

A: The concern is that both TRITON Unified Security Center and full SQL are resource-intensive software suites, and it's better to isolate them so they don't have the chance of starving each other of necessary resources during peak load.

Q: Is there any way to access that data after the upgrade or do I need to keep my old server running to access that data?

A: Websense v7.6 Investigative Reports can read older reporting databases back to version 6.3.x. Just point Investigative Reports at the older database as shown in the Webinar. You can directly upgrade to v7.6 from v7.1 or v7.5, so your reporting database (your data) is automatically upgraded as well if Log Server was pointed at the database. If you are running v7.1.1, you have some additional steps required before upgrading. The intermediate upgrade path is: version 5.5 > version 6.1 > version 6.3.2 > version 7.1 > version 7.6.

Q: Is there a general guide for the Log Server settings as a good practice based on organization size?

A: It is best to install Log Server on a server with appropriate resources for the size of your company. The Websense installation guide will help you select the correct hardware.

Q: What are the minimal SQL acct permissions/rights/roles needed for SQL usage?

A: See this "Configuring Microsoft SQL Server user roles" part of the [Installing with SQL Server](#) article.

Q: Does Triton run on Windows 2003 (not 2003 R2)?

A: It must be 2003 R2 32-bit. For full details, see the System Requirements chapter 2 in the [Deployment and Installation Center](#).

Q: In order to upgrade 7.0.1 to 7.6, do I have to perform an intermediate upgrade to 7.1, then go to 7.6 on the same box before I move the policies and databases to a new server?

A: Correct. You can only upgrade to v7.6 from v7.1 or v7.5. In your situation, you must perform an intermediate upgrade.

Q: We are on Websense 5.5. What is my upgrade path?

A: The intermediate upgrade path is version 5.5 > version 6.1 > version 6.3.2 > version 7.1 > version 7.6. However, I would guess that your current Websense hardware is not sufficient to support v7.6. You should consider installing v7.6 on a new server leaving your current 5.5 version running. When complete, simply point your Internet traffic at the new installation. If you encounter any issues, you can easily flip back to the older version. If you do plan to migrate to v7.6, check out the July 2011 Webinar where I cover the topic of migrating to version 7.6.

Q: I currently am on server 03 websense 6. I am installing server 08, can I upgrade or do I need to purchase the latest version on websense?

A: My recommendation is to install Websense fresh on the new server leaving your current version untouched. When complete, simply point your Internet traffic at the new installation. If you encounter any issues, you can easily flip back to the older version. If you do plan to migrate to v7.6, check out the July Webinar where I cover the topic of migrating to version 7.6.

Q: Is this version limited to a specific number of partitions/databases?

A: Yes, the absolute limit is 64 active partitions. However, because of speed issues when running reports, work in your data retention requirements so that you do not exceed 50 partitions.

Q: What does Websense consider a company size (users) where 2008 SQL Express is OK? (<500 users?)

A: From 250 – 500 users. However at 500, you should not have heavy Internet usage.

Q: Is Websense 7.6 compatible with Websense Content Gateway 7.1.4 build 1211?

A: Sorry, that WCG build is only compatible with Web filter v7.1. There is a v7.6 WCG available for Red Hat. Additionally, you will be faced with upgrading to Red Hat Enterprise Linux 5 series, updates 3, 4, 5, or 6 base or Advanced Platform (32-bit only).

Q: You showed the System Requirements for the Triton Management, which showed you support Windows Server 2003, but your site shows that if you use Websense E-mail Security as well 2003 is not supported, is this true?

A: Correct. Windows 2003 R2 only support Web Security and Data Security. If you want to take advantage of Email Security, then you will need to have a Windows 2008 R2 64-bit server available.

Q: Where can I find the link to download this presentation when it's available?

A: View the Webinar archives on our web site, or for a direct link, [click here](#).

Q: Does VMware is supported in v7.x?

A: Yes, however check the installation guide for the support VMware versions.

Q: I am migrating from a Linux setup. I only have one server available for websense on windows. Do I move the database & Log Server in version 7.1 first or upgrade to v. 7.6?

A: You best bet it to install v7.6 fresh on the Windows server and then migrate your setting by following this article: [How to migrate 7.1 and 7.5 policies to 7.6](#)

Q: I currently have v7.1. Can I upgrade straight to 7.6?

A: Yes, a direct upgrade from v7.1 to version 7.6 is supported. You should watch my April 13th, 2011 Webinar titled "[Upgrading to Web Security v7.6.](#)" Also see Chapter 49 in the [Deployment and Installation Center](#).

Q: How can we determine if our Active Directory Groups are defined as Clients in TRITON for reporting purposes?

A: Just run a report via group or users. If none appear, then you need to configure users. See the following two Webinars: (1) [Configuring Websense v.7 with Your Directory Service](#) and/or (2) [Jump Start Part 1: Websense Web Security Configuration and Setup](#).

Q: Would current version (7.6) run on 2003 server?

A: Websense Web filtering only for v7.6 can be installed on a 2003 "R2" server. For full details, see the System Requirements chapter 2 in the [Deployment and Installation Center](#).

Q: If we have subscription for WSGA 5000. Do we need subscription for Data security?

A: Websense is the only company that offers embedded web, email, and DLP integrated into one product. You have Web DLP available, however if you want to scan you network for Data Security, then an addition DSS module is available.

Q: What Service Pack levels are supported for the supported full SQL server versions?

A: Always apply the latest SQL Server service pack.

Q: How many users can be supported with SQL Server Express?

A: From 250-500 users. If you have very active Internet users, then your limit is closer to 250 users.

Q: If we have multiple remote offices with their own policy server/filtering service connects to our central policy broker/Log Server in our datacenter, how does the BCP cache work if the datacenter is down briefly?

A: The files will backup in the \Cache\BCP directory until SQL Server is available again.

Q: I have 2 websense servers in 2 locations. Can I use the same db server and/or same database?

A: You can have multiple Filtering Services pointed at the same Log Server. However, the Log Server will only use the one User Server associated with the Policy Server that it registered with. That Policy Server needs to have all you domains listed that you are logging traffic for so as to allow Log Server to perform User/Group updates every 12 hours as set on the Connections tab in the Log Server Configuration utility.

Q: Is there any step by step guide on how to upgrade from Web Filter 7.1 to 7.6?

A: You should watch my April 13th, 2011 Webinar titled "[Upgrading to Web Security v7.6.](#)" Also see Chapter 49 in the [Deployment and Installation Center](#).

Q: I have about 2000 internet users. Will SQL 2008 express support this amount of users?

A: SQL Express will log the data, but your partition limit will roll over too often. It is limited on CPUs as well, so you may have a resources issue pushing that many users. For over 500 users, you need a Full SQL server available.