

Exploring DC Agent in Depth

Webinar February 2011

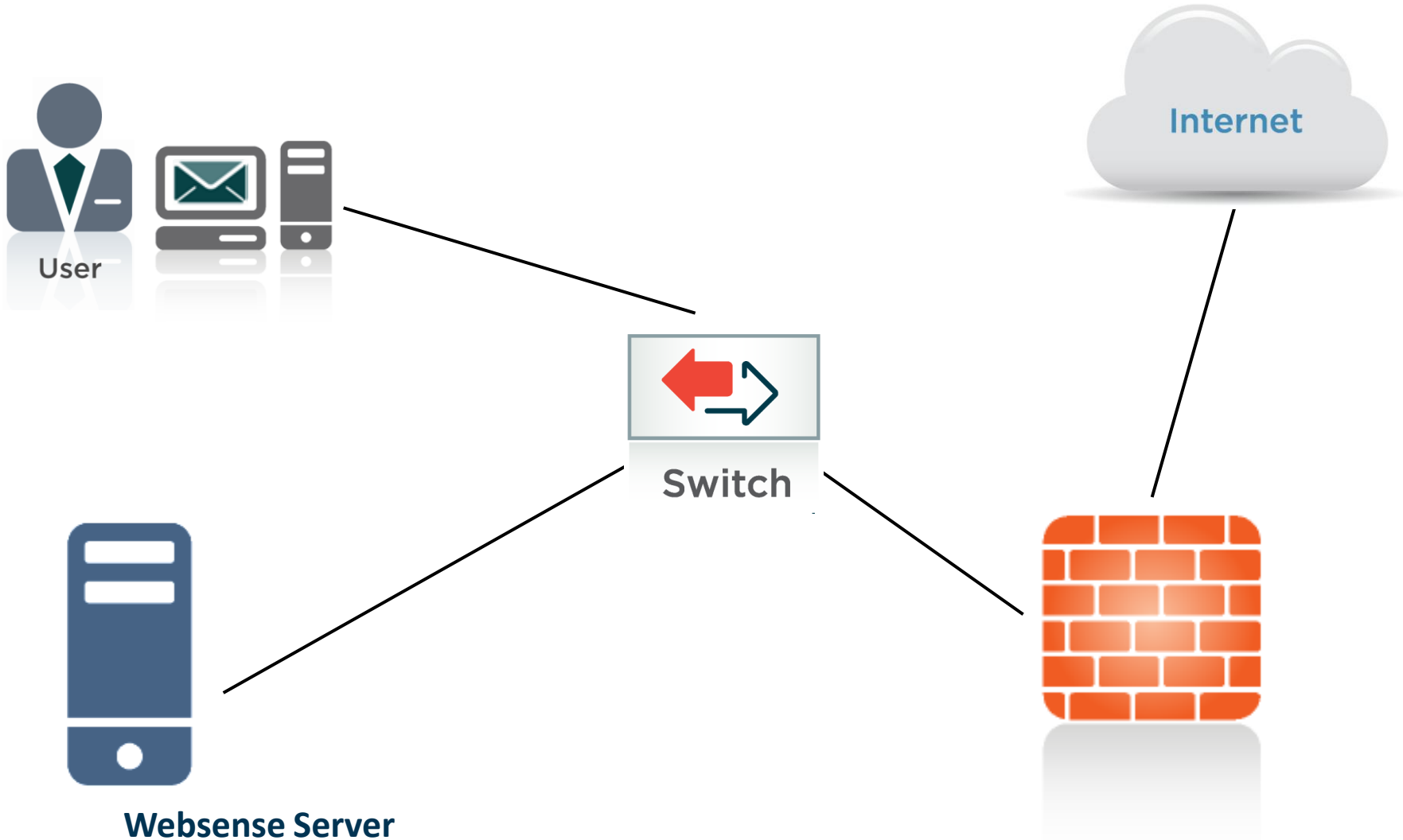


Greg Didier

- **Title:** Support Specialist
- **Accomplishments:**
 - 8 years supporting Websense products
- **Qualifications:**
 - Technical Support Mentor
 - Product Trainer

- Understand how
 - DC Agent fits in your network
 - User name\IP pairs map is generated
 - The user map path through Websense components
- Explore Websense troubleshooting tools
 - TestLogServer
 - ConsoleClient
 - DSTrace
- Problem solving scenario
 - Live demo, to identify and resolve issues
- Tips and best practices

No Names In Packets





- Packet contains only
 - Source IP address
 - Destination IP address
- No user names
- User & group-based filtering, requires a user map
 - Pairs user names to source IP addresses



Websense Server

- For successful identification

- DC Agent build user name/IP address mapping
- Filtering Service asks DC Agent for the map
- User Service queries your directory service

- Reports show user names

- Troubleshooting overview

1. Pull DC Agent user map
2. Pull Filtering Service user map
3. Check directory service settings
4. Check reporting

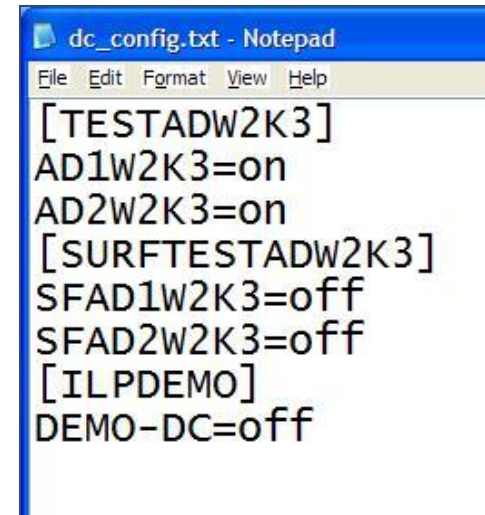


Websense Server

Acquiring User Names

■ Websense DC Agent service

- Installed and running
- Domain Administrator account
- Poll domain controllers
 - C:\>net view /domain > list.txt
- \Program Files\Websense\bin\dc_config.txt
 - List of domain controllers visible to DC Agent



```
dc_config.txt - Notepad
File Edit Format View Help
[TESTADW2K3]
AD1W2K3=on
AD2W2K3=on
[SURFTESTADW2K3]
SFAD1W2K3=off
SFAD2W2K3=off
[ILPDEMO]
DEMO-DC=off
```



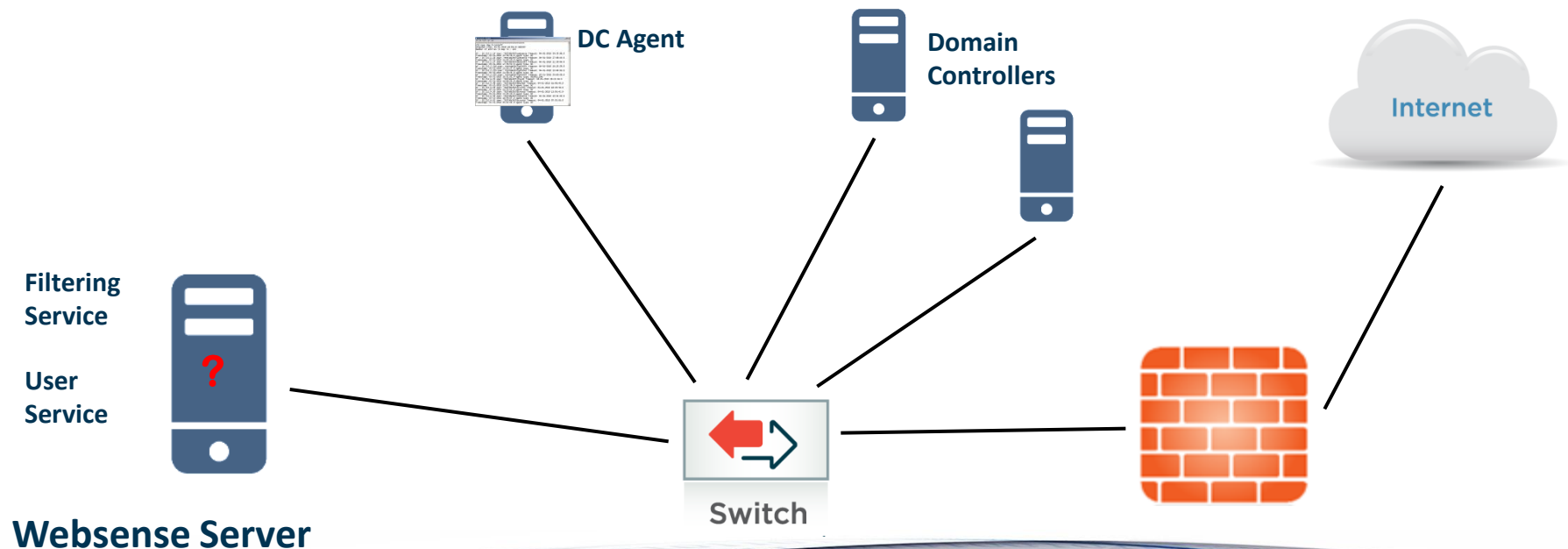
Websense Server

- No names seen in the reporting output
 - Run the TestLogServer utility
- Pull DC Agent user map
 - Run ConsoleClient on port 30601
- Pull Filtering Service user map
 - Run ConsoleClient on port 15869
- User Service successfully query your directory service?
 - Able to view & add a client objects?
 - Debug User Service, run DSTrace

- Demonstration

DC Agent - Recap

- DC Agent polls domain controllers
 - Domain controllers must be visible to DC Agent
- Filtering Service receives user map from DC Agent
- User Service queries directory service

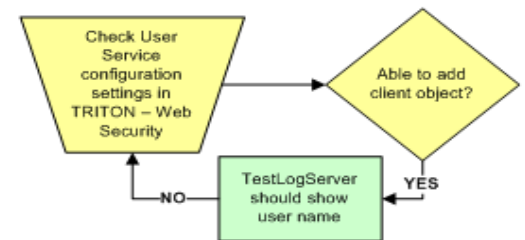
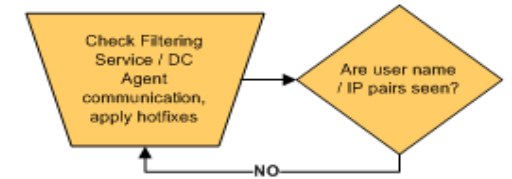
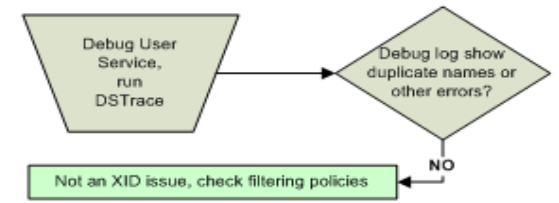
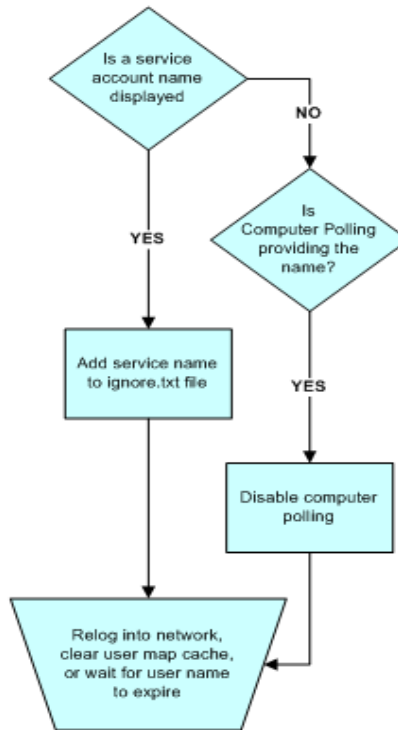
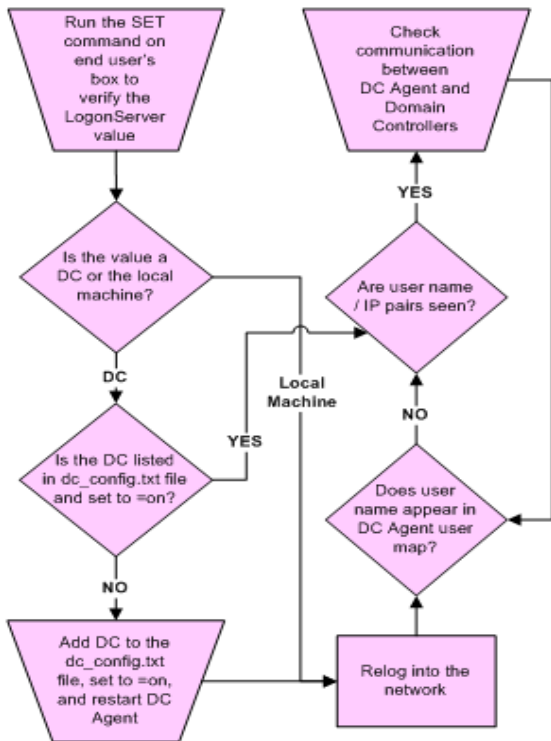
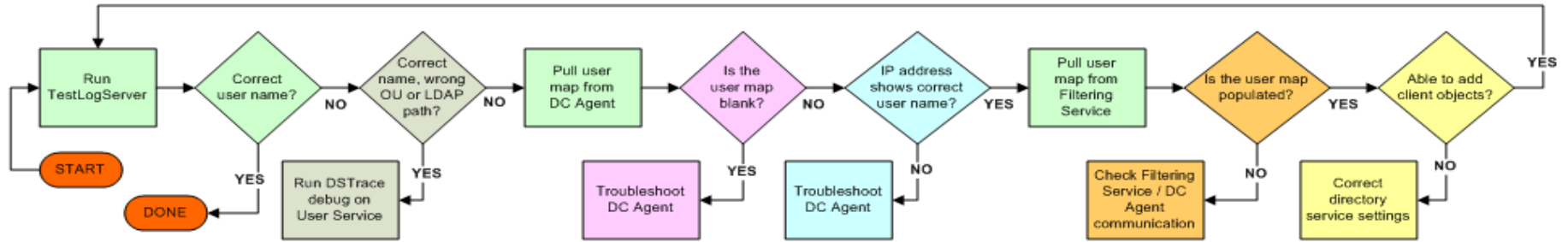


Additional Resources

- [DC Agent troubleshooting \(general\)](#)
- [Troubleshooting DC Agent When Users Are Not Identified](#)
- [How Do I Run TestLogServer Without Stopping Log Server Service?](#)
- **ConsoleClient utility**
 - [Troubleshooting DC Agent with ConsoleClient](#)
- **Check Directory service configuration**
 - [Configuring Websense with Your Directory Service](#)
 - [How Do I Enable DSTrace For UserService?](#)

- Click [here](#) for additional webinar notes.

Troubleshooting DC Agent Transparent User Identification (XID) Issues



[Click to view full workflow](#)

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Webinar Update

Title: **User Service and Directory Agent:
Configuration Best Practices and Troubleshooting**

Date: **March 16th, 2011**

Time: **8:00 AM PST (GMT -8)**

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Questions?

