

Configuration and Best Practices for Websense V10000

WebSense Support Webinar November 2009

- **Title: Configuration and Best Practices for Websense V10000**

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- Overview of V10000 Appliance
- Network Deployment
- V10000 Web Based Configuration and Administration
- Remote Access to the Appliance Hardware



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- Education / Certifications
 - Over 7 years supporting Websense products
- Qualifications:
 - WWF & WSG Certified
- For additional information:
www.websense.com/support/

Overview of V10000 Appliance



Overview of V10000 Appliance

- Hardware Specifications:
 - 2 Quad Core 3 GHz Processors
 - 16 GB RAM
 - 4 SAS 10K RPM 146GB disks grouped into 2 sets of RAID 1
 - 6 - 10/100/1000 BaseT Network Interfaces
 - Remote Management Interface
 - Redundant Power Supplies (Global Configuration)
 - 1 RU Form Factor



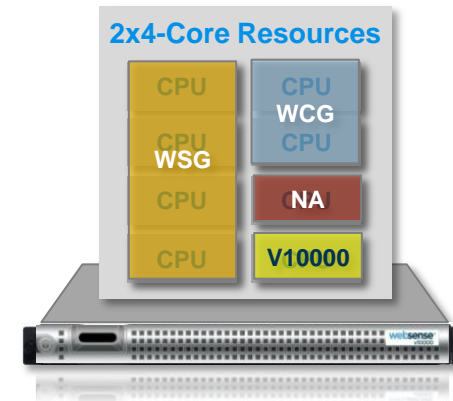
Overview of V10000 Appliance

- Not limited to one specific software application.

- Current offering includes:
 - Websense Content Gateway v7.1.3
 - Websense Web Filtering v7.1
 - Network Agent (Protocol Monitoring)
 - V10000 Resource Management Interface
- Future offerings will include:
 - Data Security Suite
 - E-Mail Filter

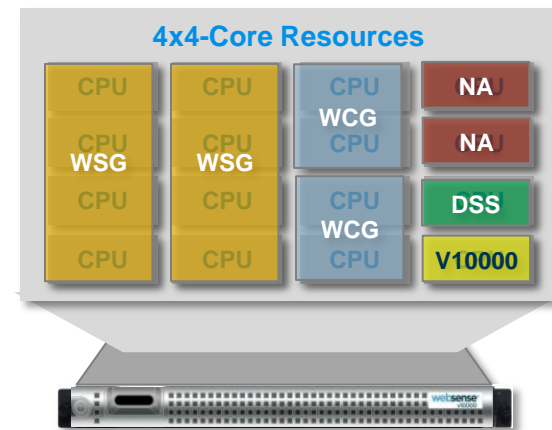
- Uses internal virtualization to allow multiple software applications to run simultaneously on a single box.

- Applications “modules” can slot into available CPU cores
- Configuration can be tailored to meet customer’s needs



Configuration example

Today



Future

Overview of V10000 Appliance

- **Application Isolation**
 - Uses an internal Xen based virtual network to host multiple Domains.
 - Each Application is installed independently into each Domain.
 - Each Domain is independent of each other, with dedicated CPU and Memory resources.

- **Flexibility for Dynamic Deployment**
 - Can be customized to run multiple or different applications by disabling and enabling Domains.
 - CPUs and Memory can be reallocated between Domains
 - Engineering can integrate new applications by simply adding new Domains.

Network Deployment

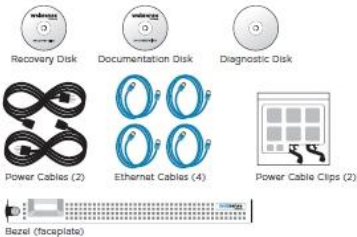
Quick Start Guide Websense V10000

⚠ Before you begin...

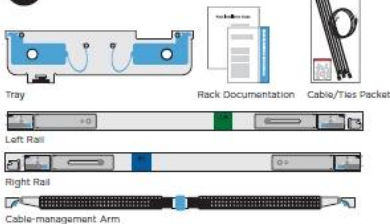
Plan your deployment before setting up the V10000. See the back of this guide for a deployment overview.

1 Verify Contents

1 Accessory Kit



2 Rall Kit



Contact Websense Technical Support if any items are missing.

2 Rack Installation

See the **Rack Installation Instructions** included in the Rack Hardware kit.

3 Connect Network Cables



Port	Connects to	Function
C	Any port on switch or router	Provides communication for Websense Web Security modules and handles database downloads from the Internet.
P1	Any port on switch	Enables Websense Content Gateway (proxy) to receive Internet requests and communicate with Web servers.
P2	Any port on switch	Enables Websense Content Gateway (proxy) to receive Internet requests and communicate with Web servers.
N	Span, monitor, or mirror port on switch	Allows Network Agent to monitor all Internet requests.
E1 E2	N/A	Reserved for future expansion.

Cat 5E cables (or better) are required. Do not use crossover network cables.

4 Connect Input Device

Serial Port Connection



Connect a terminal or terminal server to the serial port.

OR

Keyboard/Monitor Connection



Connect a monitor, keyboard, and mouse to the V10000, either directly or through a KVM (keyboard/video/mouse) switch.

5 Connect Power

1. Plug each power supply into an appropriate power source.
2. Press power button on front of V10000.
3. Check these indicators:



Front

- Power button is illuminated.
- Hard drive LEDs are green.

Rear

- Top and bottom LEDs for each power supply are green.
- NIC LEDs are green.
- System status indicator (LED left of power supplies) is solid blue.

Contact Websense Technical Support if any Indicators are not illuminated correctly.

6 Install Bezel (optional)



1. Insert right tab into slot on V10000.
2. Press left tab in firmly until bezel snaps into place.
3. V10000 can be locked using keys included with bezel (optional)

7 Configuration Overview

1. **V10000 Command Line:** Configure V10000 Controller Interface (C) via firstboot script.
2. **V10000 Console:** Log on via browser to configure remaining network interfaces.
3. **Windows Server 2003:** Install Websense Manager, Log Server, and optional components.
4. **Websense Manager:** Log on via browser to enter subscription key, update Master URL Database, configure Network Agent, and customize policies.
5. **Websense Content Manager:** Log on to the proxy via browser to enter subscription key and download proxy databases.

See the **V10000 Getting Started** guide online for detailed instructions.

Support & Resources

V10000 Getting Started Guide
www.websense.com/V10000/gsg/
Also available on the Documentation disk.

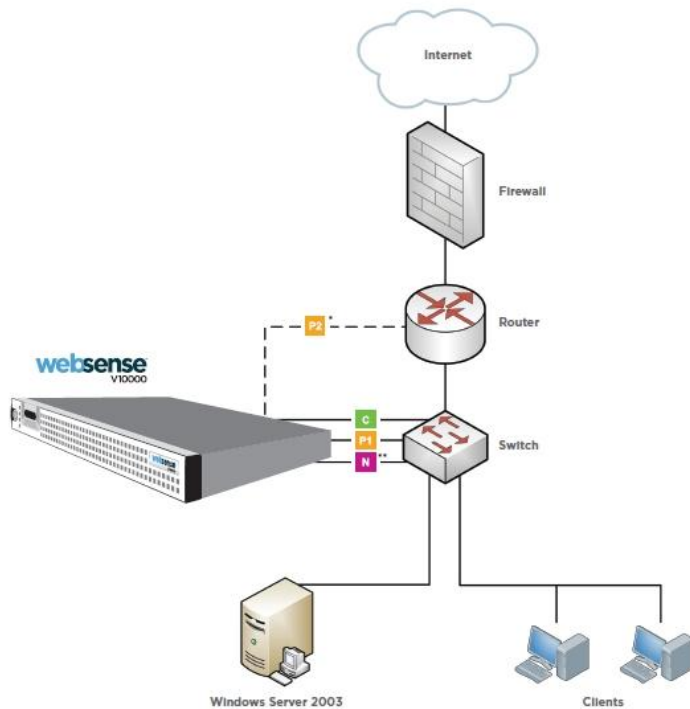
Online Support and Contact Information
www.websense.com/support/

websense
V10000

Network Deployment

V10000 Deployment Overview

You can deploy one or more V10000 appliances on your network. The diagram below illustrates a basic V10000 deployment. A separate computer with Windows Server 2003 is required for running Websense Manager, Log Server and Microsoft SQL Server. See the **V10000 Getting Started** guide for details.



* P2 is optional and may be connected to the router or the switch. See the **V10000 Getting Started** guide for details.
** Connect the N Interface to a span, monitor, or mirror port on the switch.

Network Configuration Reference Sheet

V10000 Configuration

Hostname:

V10000 Controller Interface (C)

IP Address: Primary DNS:

Subnet Mask: Secondary DNS:

Default Gateway: Tertiary DNS:

Websense Content Gateway Interfaces (P1 & P2)

P1

IP Address: Default Gateway:

Subnet Mask: Primary DNS:

P2 Secondary DNS:

IP Address: Tertiary DNS:

Subnet Mask: *Above settings apply to P1 and P2*

Network Agent Interface (N)

IP Address: Primary DNS:

Subnet Mask: Secondary DNS:

Default Gateway: Tertiary DNS:

V10000 Console Access

URL: <https://<C interface IP address>:9447/>

User Name (default): admin

Websense Manager

URL: <https://<Manager IP address>:9443/mng>

Policy Server IP:

User Name (default): WebsenseAdministrator Password (default): admin

Subscription Key: *Also used for Websense Content Manager*

SQL Server IP:

Websense Content Manager

URL: <https://<C interface IP address>:8081>

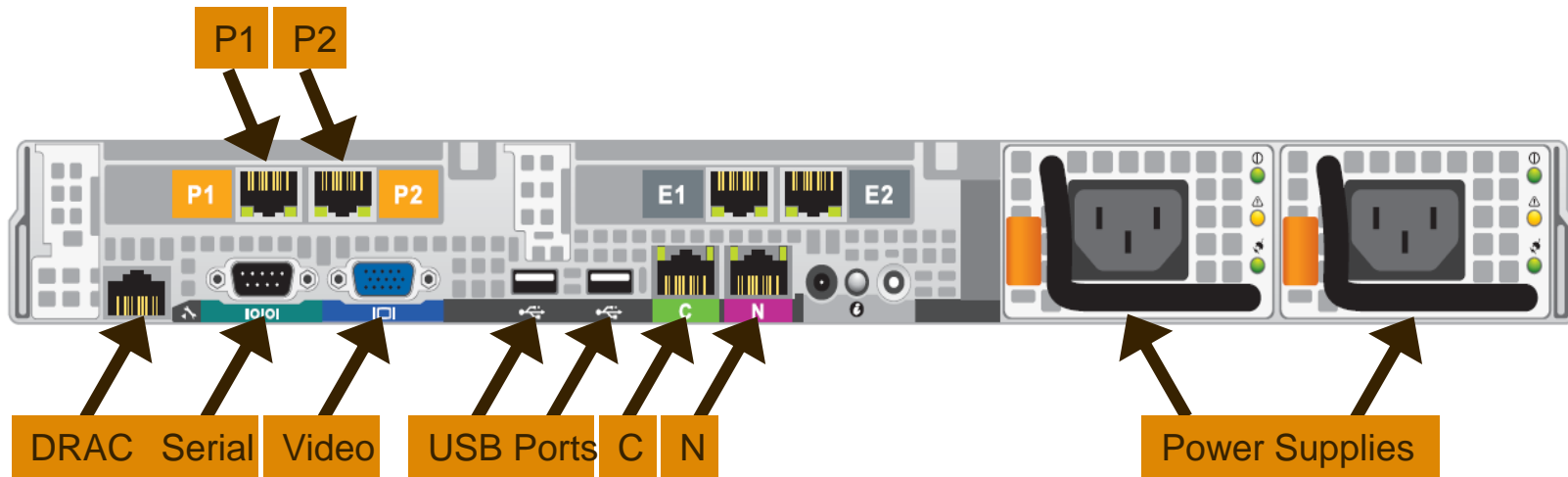
User Name (default): admin Password (default): admin

- Read the Getting Started Guide
 - Available on mywebsense.com or on the Documents DVD

- Complete the Quick Start Guide

- Keep the QuickStart Guide handy to use as a reference.

Network Deployment (External)



P1 – WCG Interface 1

(Primary Proxy Connection to WCG)

P2 – WCG Interface 2

(Optional)

DRAC - Remote Access Network Connection

(Optional)

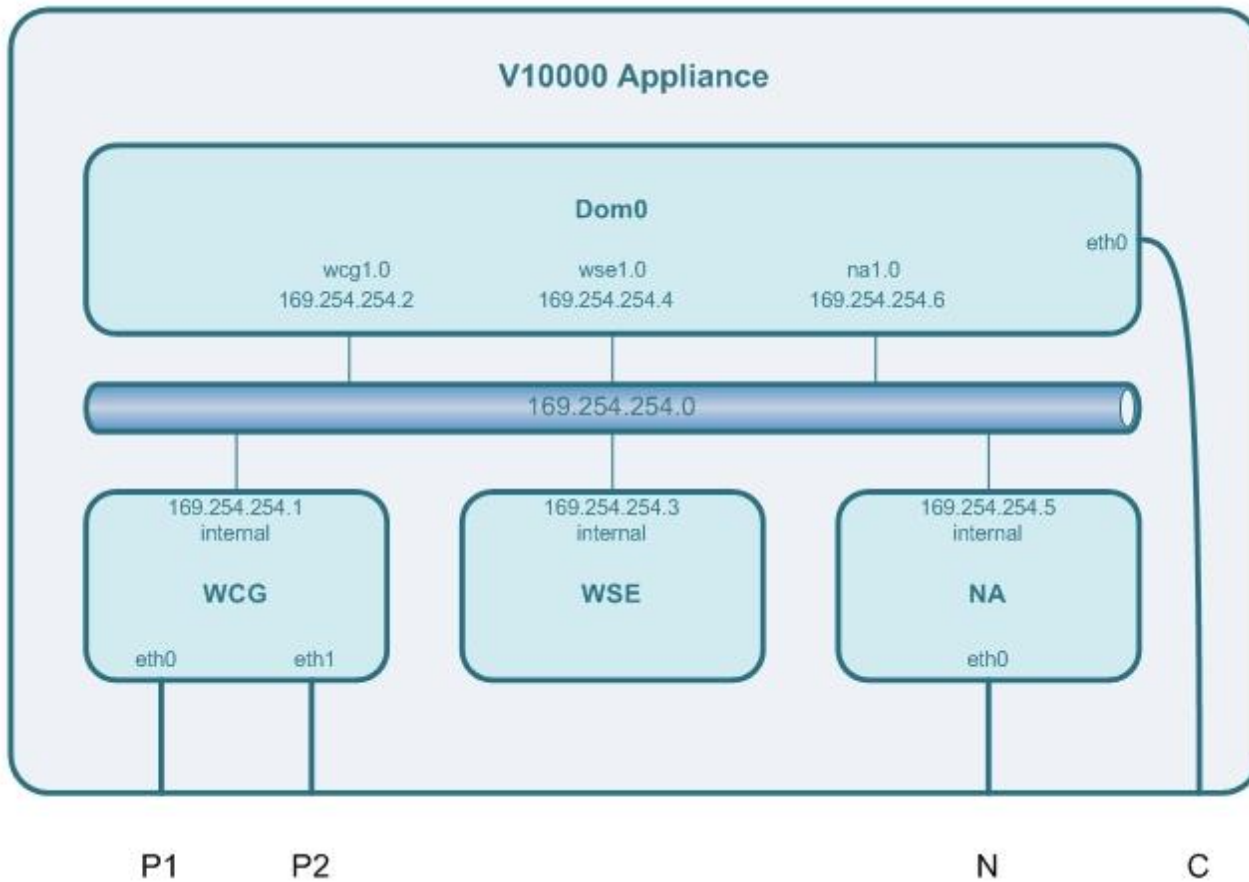
N – Network Agent

(Connected to Port Span on Switch to monitor Network Traffic)

C – Controller Interface

(Used to access Websense Managers and issue the Blockpage)

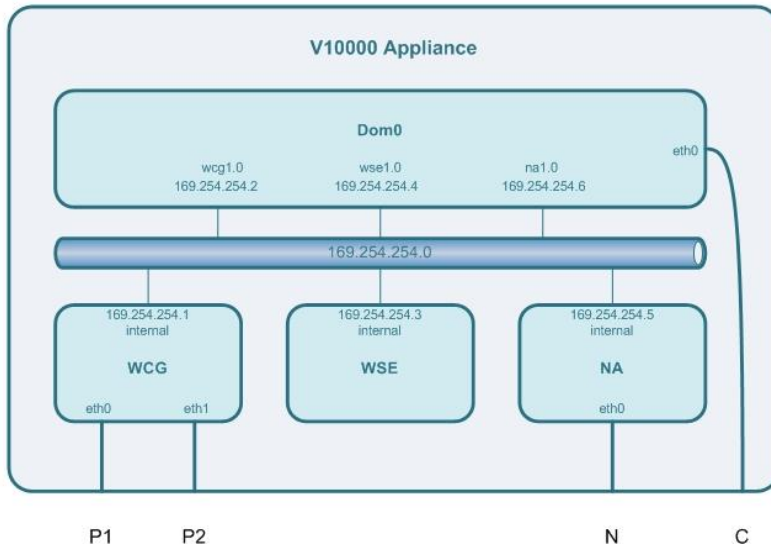
Network Deployment (Internal)



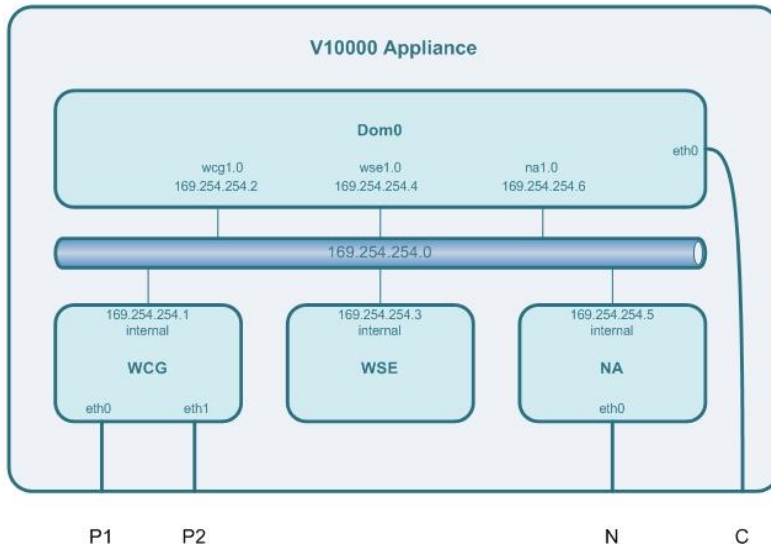
P1 – WCG Interface 1
(Primary Proxy Connection to WCG)
P2 – WCG Interface 2
(Optional)

N – Network Agent
(Connected to Port Span on Switch to monitor Network Traffic)
C – Controller Interface
(Used to access Websense Managers and issue the Blockpage)

Network Deployment

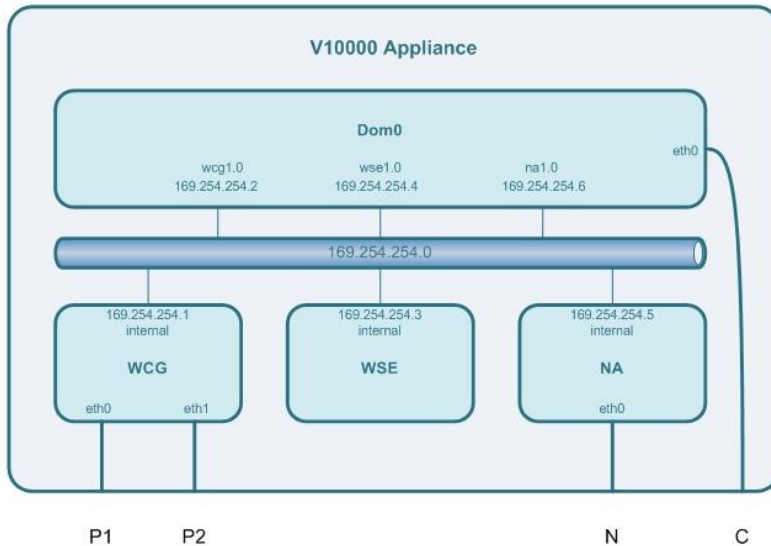


- **Internal Xen-based internal virtual network using a fixed network address/mask of 169.254.254.0/24.**
 - This address mask should not conflict with any existing network addressing in use.
- **Multiple Xen Domains are used to house Websense applications.**
 - Each Domain can be turned on, turned off, or restarted via the V10000 Web Manager.

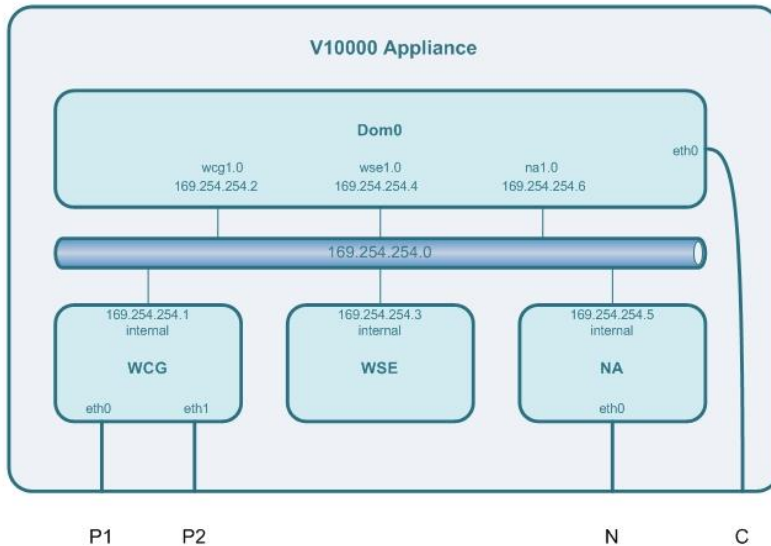


- Outside communication to the Xen Domains must travel through Interface C.
- An iptables firewall is installed on the Management Domain (Dom0) to minimize any ports exposed to the outside:
 - Only selected ports are allowed from outside to inside.
 - Server ports in the application domains that need to be accessed from the outside are port-mapped to Interface C.
- Internal communication between the Application Domains uses the internal virtual NICs and does not pass through the physical NICs.

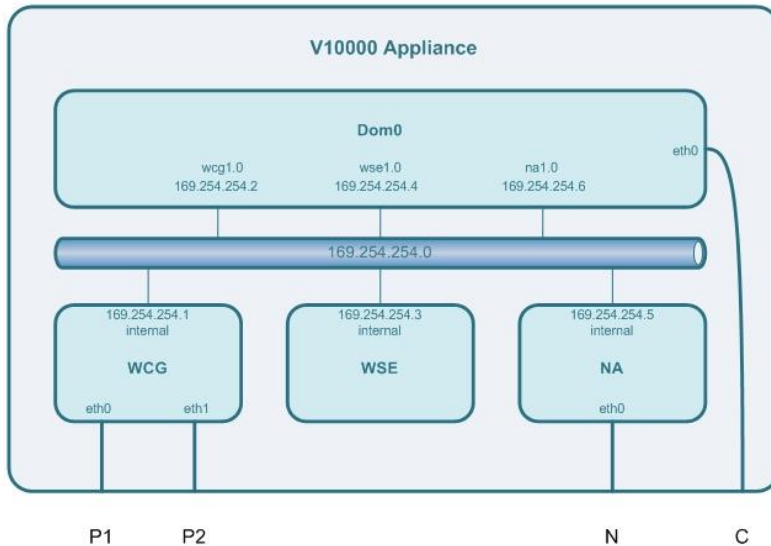
Network Deployment



- Interfaces P1 and C need to have access to an external DNS Server and the Internet.
 - The Websense Web Filter Database is downloaded via the C Interface.
 - The Websense Content Gateway Signature database and Subscription information are downloaded via P1 (or P2).
- Interface C also needs to be able to access your internal clients.
 - Interface C is used to serve up the Websense Blockpage for sites that are blocked, so users' workstations need to be able to communicate with this IP address.

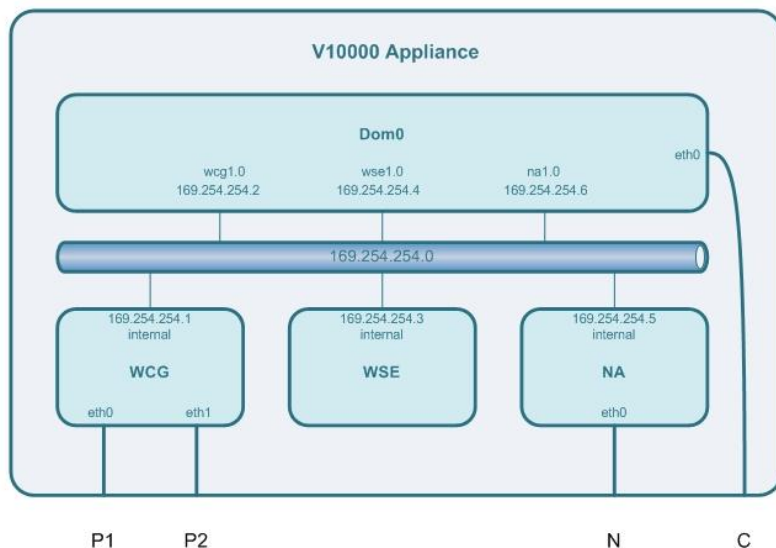


- **Interface N needs to be connected to a span port on the switch**
 - This is used by the Websense Network Agent to monitor and block any protocol traffic being generated in the network.
- **By default, Interface P2 is disabled**
 - Can be enabled in appliance WebGUI.
 - May be used to separate inbound and outbound traffic passing through the appliance.
 - Can be used to connect to another V10000 for Proxy Clustering.



■ Typical Deployments

- V10000 located inside the network
 - P1 / C Interfaces can communicate with internal and external (internet) hosts
 - Access to DNS Server and Websense Database Download Servers
 - Accept outgoing HTTPS requests and serve up the Websense Blockpage
 - N Interfaces connected to inside network
 - Used to monitor network traffic to filter non-HTTP protocol traffic.
 - P2 Interface disabled



■ Typical Deployments

- V10000 located in the DMZ
 - P1 / C / N Interfaces connected to inside network
 - P2 Interface connected to outside network

NOTE: This is a typical 2-Legged proxy configuration

V10000 Web Based Configuration and Administration

The screenshot shows the 'Configuration > Network Interfaces' page in the Websense V10000 web interface. The left sidebar contains navigation menus for Status, Modules, CPU and Memory, Disk Usage, Network Bandwidth, Configuration (General, Network Interfaces, Routing, Policy Source), Administration (Patch Management, Backup Utility, Logs, Support Tools, Account Management), and Log off. The main content area is divided into three sections: V10000 Controller Interface (C), Websense Content Gateway Interfaces (P1 and P2), and Network Agent Interface (N). Each section contains configuration fields for IP Address, Subnet Mask, Default Gateway, and DNS servers, along with a Save button.

Configuration > Network Interfaces Log off Help

V10000 Controller Interface (C) ⓘ
Requires continual access to Internet. Handles communication with other Websense network interfaces.

IP Address:	10.4.129.100	Primary DNS:	10.4.129.240
Subnet Mask:	255.255.255.0	Secondary DNS:	<input type="text"/> optional
Default Gateway:	10.4.129.254	Tertiary DNS:	<input type="text"/> optional

Websense Content Gateway Interfaces (P1 and P2) ⓘ
Proxy interface for inbound (user requests) and outbound (communication with Internet).

P1	P2
IP Address: 10.4.129.99	IP Address: <input type="text"/>
Subnet Mask: 255.255.255.0	Subnet Mask: <input type="text"/>

Enable second interface for the proxy

Default Gateway:	10.4.129.254
Primary DNS:	10.4.129.240
Secondary DNS:	<input type="text"/> optional
Tertiary DNS:	<input type="text"/> optional

Network Agent Interface (N) ⓘ
Monitors all Internet traffic in the network and reports on bandwidth usage.

Interface N is connected to a bidirectional span port.

IP Address:	10.0.0.5	Primary DNS:	<input type="text"/>
Subnet Mask:	255.255.0.0	Secondary DNS:	<input type="text"/> optional
Default Gateway:	<input type="text"/>	Tertiary DNS:	<input type="text"/> optional

- P1 & C interfaces should be able to resolve to both an external DNS Server as well as Internet host names

- N interface must be connected to a span port to enable protocol monitoring & bandwidth opt
 - Span port should be configured to capture all outgoing traffic

- Enable DRAC for lights out configuration

■ First Boot

- When the V10000 is first powered on, it will automatically run the 'firstboot' script, prompting you to enter the following network settings for Interface C:
 - Hostname
 - IP address
 - Subnet mask
 - Default gateway
 - Primary DNS server
 - Unified password for the Websense Managers (V10000, WCG, WWF)

NOTE: To rerun the script manually, you can enter 'firstboot' at the command prompt.

V10000 Web Based Configuration and Administration

The screenshot shows the Websense V10000 Logon Portal. At the top left, it says 'WEBSENSE® V10000'. At the top right, it says 'Logon Portal'. Below this, a paragraph states: 'The V10000 Logon Portal provides easy access to the various Web-based interfaces used to manage V10000 modules.' There are three main buttons arranged horizontally: 'Launch V10000 Console', 'Launch Websense Manager', and 'Launch Content Manager'. Each button is accompanied by a brief description of its function. The 'Launch V10000 Console' button is described as 'Configure and monitor the V10000 appliance.' The 'Launch Websense Manager' button is described as 'Manage and configure Websense filtering and reporting.' and includes a link for '[Update IP address](#)'. The 'Launch Content Manager' button is described as 'Configure and maintain the Websense Content Gateway module.' At the bottom of the page, there is a copyright notice: '©2009 Websense, Inc.'

Access the Logon Portal using the `http://<IP of C-interface>`
From here you can connect to the V10000, Websense Web Filter, or Websense Content Gateway Managers.

■ V10000 Network Configuration

- After the firstboot process has completed, login to the V10000 Manager and enter the following information:
 - Primary NTP server
 - Network settings for Interface P1
 - IP Address
 - Subnet Mask
 - DNS Server
 - Network Settings for Interface N
(Required only if network interface N is connected to a bidirectional span port)
 - IP Address
 - Subnet Mask
 - DNS Server

V10000 Web Based Configuration and Administration

WEBSENSE™
V10000

Log off

Configuration > General Help

Status

- Modules
- CPU and Memory
- Disk Usage
- Network Bandwidth

Configuration

- General** >>>
- Network Interfaces
- Routing
- Policy Source

Administration

- Patch Management
- Backup Utility
- Logs
- Support Tools
- Account Management

System Information

Hostname: V10000.nolosscorp.com
Time: 14:48:07 EST
Date: 2009-10-19
Uptime: 11 Days 2 Hours 50 Minutes 48 Seconds
V10000 Version: 1.1.0

Module Information

Component Names	Version
Network Agent Module	7.1.0
Websense Content Gateway (proxy) Module	7.1.2
Websense Web Security Module	7.1.0

Time and Date

The system clock requires the time zone, current time, and date to be specified. These settings are reflected in event logs and timestamps.

Time Zone: (GMT+10:00) Canberra, Melbourne, Sydney

Time and date: Automatically synchronize with an NTP server. Enter up to 3 NTP servers:

Primary NTP server: 10.4.129.240
Secondary NTP server: 1.pool.ntp.org *optional*
Tertiary NTP server: 2.pool.ntp.org *optional*

Manually set time and date:

Date: 2009-10-19
yyyy-mm-dd
Time: 14:48:07
hh:mm:ss

Save Cancel

Hostname

Set hostname as: V10000.nolosscorp.com
*1-32 characters (letters, numbers, dashes, periods).
The first character must be a letter.*

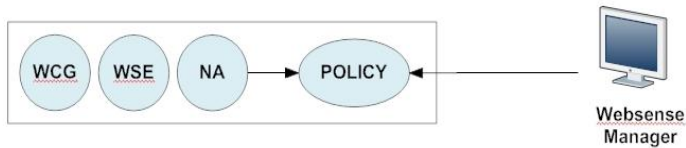
Save Cancel

- **Configure an NTP server**
 - At a minimum verify that the time and date are entered correctly

- **Always enter a hostname as an FQDN**
 - Used for DNS expansion

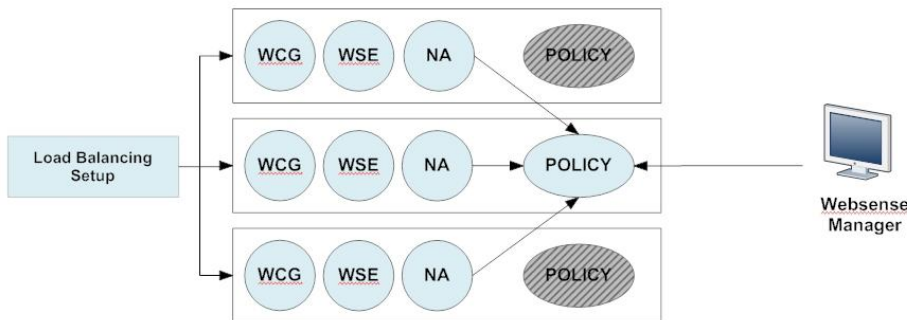
- A Windows server for Websense Manager and SQL Server is required
 - The server needs to run Windows 2003 Server
 - Reporting/Logging requires SQL 2000/SQL 2005
 - Both Websense Manager and SQL can be installed on a single server.
 - Can point Websense to your existing SQL Server

■ Determine Policy Location:

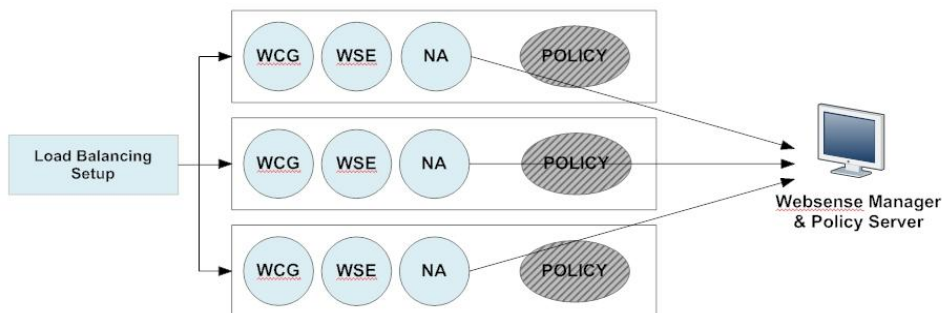


Self contained appliance where the policy source points to itself.

- This is the default configuration



V10000 acts as the primary policy source and one or more V10000s are deployed with secondary policy sources point to the primary V10000.



All V10000 units are deployed with secondary policy source installed on another server.

V10000 Web Based Configuration and Administration

The screenshot displays the Websense V10000 web-based configuration interface. The top navigation bar includes the 'Log off' button. The main content area is titled 'Configuration > Policy Source' and contains a 'Policy Source' configuration window. The window text reads: 'Websense Web Security on this V10000 appliance retrieves policy information from a designated location on your network. Policy information resides on: This V10000 appliance Another V10000 appliance or server on your network. IP address: [text input field]'. The 'Save' and 'Cancel' buttons are located at the bottom right of the window. The left sidebar shows a navigation menu with categories: Status, Modules (CPU and Memory, Disk Usage, Network Bandwidth), Configuration (General, Network Interfaces, Routing, Policy Source >>>), and Administration (Patch Management, Backup Utility, Logs, Support Tools, Account Management).

Defines where the V10000 will get its Policy and User information.

For a single V10000, it will be the local V10000.

If you have multiple V10000s (or an existing Websense Policy Broker), you can define one of them to be the central Policy Broker. These functions will then be disabled on the local V10000 and it will instead refer to the defined V10000 or Websense Server to get its' policy updates.

- **Before Deploying V10000**
 - Prepare the Windows Server and SQL Server.
 - Ensure you have obtained the appropriate Windows and SQL credentials
 - Determine the location of the Websense Policy source.

- Configure the Websense Manager IP Address

The screenshot displays the Websense V10000 Logon Portal interface. The main page features two primary action buttons: 'Launch V10000 Console' and 'Launch Websense Manager'. The 'Launch Websense Manager' button is highlighted with a green border, and a small 'Update IP address' button is visible below it. A modal dialog box titled 'Websense Manager IP Address' is open, prompting the user to enter the IP address of the Websense Manager machine. The dialog includes fields for 'IP address:' (containing '10.4.129.95'), 'Port:' (containing '9443' with a note 'Default port is 9443.'), and 'V10000 password:'. A 'Save' button is visible at the bottom right of the dialog. The background shows the portal's header with the 'WEBSense V10000' logo and 'Logon Portal' text, and a footer with '©2009 Websense, Inc.'

- Enter Websense Subscription Keys
 - Enter the Subscription Key into both the Websense Manager and the Websense Content Gateway

The screenshot displays the Websense Content Gateway configuration interface. The main window is titled "WebSecurityGateway" and shows the "Account" settings page. The "Subscription Key" field is highlighted, and the "About Account Settings" section is expanded, showing the "Subscription Key" field and the "Change Password" section. The "Subscription Key" field is currently empty. The "Change Password" section includes fields for "Current password:", "New password:", and "Confirm new password:". The "Category and Protocol Data Collection" section is also visible, with a checkbox for "Send category and protocol data to Websense, Inc." checked.

The interface includes a navigation menu on the left with categories like "My Proxy", "Protocols", "Content Routing", "Security", "Subsystems", and "Networking". The top navigation bar shows "Monitor" and "Configure" tabs, and the "Content Gateway" title. The user is logged in as "admin" and the role is "Super Administrator".

- Confirm that the Database has downloaded in both Websense Web Filter and Websense Content Gateway.

The screenshot shows the 'WebSecurityGateway' interface. The main content area is titled 'Database Download' and contains a message: 'Each instance of Filtering Service requires a copy of the Websense Master Database to enable category and protocol filtering. Use this page to review the status of the Master Database on each Filtering Service machine, or to manage the database update process manually.' Below this message is a table showing the 'Database update status' for IP address 10.4.129.100. The table has columns for IP Address, Database Version, and Download Status. The status is 'Successfully updated 2009-11-23 22:15:38'. There are 'Update' and 'Stop All Updates' buttons.

IP Address	Database Version	Download Status
10.4.129.100	03443	Successfully updated 2009-11-23 22:15:38.

The screenshot shows the 'Content Gateway' interface. A red banner at the top indicates 'Alarm! [1 pending]'. The main content area is titled 'Subscription Details' and contains a table with columns for Feature, Purchased Status, and Expiration Date. Below this is a 'Scanning Data Files' table with columns for Engine Name, Engine Version, Data File Version, and Last Update. At the bottom, there is a 'Node Details' table with columns for Node, On/Off, Objects Served, Ops/Sec, Hit Rate, Throughput (Mbit/sec), HTTP Hit (ms), and HTTP Miss (ms).

Feature	Purchased Status	Expiration Date
Content Categorization	Purchased	Wednesday, February 03, 2010
Threat Detection	Purchased	Wednesday, February 03, 2010
SSL Manager	Purchased	Wednesday, February 03, 2010

Engine Name	Engine Version	Data File Version	Last Update
Content Categorization	1.1	100288	Tuesday, November 03, 2009 12:11:25
Security Scanning	2.0	202157	Monday, November 23, 2009 21:24:08
Advanced File Scanning	2.0	98279	Monday, November 23, 2009 21:33:10
Integrated Anti-Virus	SDK version: 5.1.0 - Scan Engine version: 4.4.3	200911211552	Monday, November 23, 2009 04:42:06

Node	On/Off	Objects Served	Ops/Sec	Hit Rate	Throughput (Mbit/sec)	HTTP Hit (ms)	HTTP Miss (ms)
V10000-mcp	On	0000079900	0.00	0.00%	0.00	0	0

- Configure the Realtime Scanning settings in the Websense Manager
 - Please leave all the settings as Recommended
 - Content Categorization – ON
 - Security Scanning – Content from dynamic sites (recommended)
 - Advanced File Scanning – Files from dynamic sites (recommended)
 - Anti-virus – Files from dynamic sites (recommended)

The screenshot displays the 'WebSecurityGateway' interface for configuring scanning settings. The top navigation bar includes 'Main', 'Settings', and 'Scanning'. The left sidebar lists various configuration categories, with 'Scanning' highlighted. The main content area is titled 'About Scanning' and contains three sections:

- Content Categorization:** Describes how content is categorized for sites not in the Master Database. The 'On (recommended)' radio button is selected.
- Security Threats:** Includes 'Security Scanning' (inspecting and blocking malicious content) and 'Advanced File Scanning' (using advanced and traditional techniques). In both, the 'Files from dynamic sites as identified by Websense Security Labs (recommended)' radio button is selected.

At the bottom of the main content area is a 'Files to Scan' button. The right sidebar shows a 'No Changes Detected' status, a search bar, and a 'Common Tasks' section with buttons for 'Run Report', 'Create Policy', 'Recategorize URL', 'Unblock URL', and 'Suggest New Category'. Below this is a 'Toolbox' with dropdown menus for 'URL Category', 'Check Policy', 'Test Filtering', 'URL Access', and 'Investigate User', along with a 'Support Portal' link. The bottom of the window has 'OK' and 'Cancel' buttons.

Network Deployment

- Add sites to be Always Scanned or Never Scanned as needed
 - Add the URL under Host names.
 - Select Content Categorization.
 - Click Add to Never Scan.

The screenshot shows the WebSense WebSecurityGateway Scanning configuration page. The interface includes a navigation sidebar on the left with categories like General, Account, Filtering, Database Download, Directory Services, Logon Directory, Logging, Risk Classes, User Identification, Remote Filtering, Scanning (highlighted), Policy Servers, Alerts and Notifications, Network Agent, and Reporting. The main content area is titled 'About Scanning' and contains an 'Exceptions' tab. Under 'Add Exceptions', the 'Host names' field contains 'download.microsoft.com'. The 'Options' section has checkboxes for 'Content categorization' (checked), 'Security threats', and 'Content stripping'. Below this are 'Add to Always Scan' and 'Add to Never Scan' buttons. At the bottom, there are 'Always Scan' and 'Never Scan' lists, each with a table for 'Host name' and 'Edit/Delete' buttons. The right sidebar shows 'No Changes Detected', 'Common Tasks' (Run Report, Create Policy, Recategorize URL, Unblock URL, Suggest New Category), and a 'Toolbox' with dropdown menus for URL Category, Check Policy, Test Filtering, URL Access, and Investigate User, along with a 'Support Portal' link. The top status bar shows 'Policy Server: 10.4.129.100', 'Role: Super Administrator', and a 'Log Off' button.

- Leave Content Categorization ON

- Leave Security Scanning at Recommended

- Set Never Scan Exceptions for known sites:
 - download.microsoft.com
 - download.windowsupdate.com

■ V10000 Proxy Options

- Transparent Proxy
 - Supports WCCP v1 or v2.
 - Needs to be configured on the Firewall/Switch/Router.
 - Automatically reroutes traffic if the server becomes unavailable.
- Explicit Proxy
 - Uses a Proxy.pac file to determine the Proxy Server IP.
 - Can also enter a static entry in the Browser or configure the Browser to auto-discover the Proxy Server.
- Proxy Chain
 - If the environment has an existing ISA Firewall or some other Proxy Server installed that is still used to route other network traffic, then the V10000 can be configured as part of a Proxy Chain.
 - Verify that the V10000 is positioned downstream of the existing Proxy Server (closest to the users)
 - Configured via the WCG Web Interface:
 - **Configure | Content Routing | Hierarchies | Parent Proxy | Enabled**

- **Transparent**
 - Use WCCP v2 (Supports HTTPS)

- **Explicit**
 - Verify the proxy.pac file using PacTester (via Google)
 - Great for pilot or testing
 - Use FoxyProxy Add-on for Firefox to manage the browser's proxy settings.

- **Proxy Chaining**
 - Don't configure multiple proxies for authentication.

■ V10000 Proxy Clustering

- Allows Websense Content Gateway to use multiple nodes to define a cluster, forming a single logical cache.
- Improves system performance and reliability.
- Add or Remove Nodes as needed.
- Automatically detects when a node is added or removed and adjusts itself accordingly.
- Two Clustering Modes
 - Management-only mode (Preferred)
 - Full-Clustering mode
- Both Clustering Modes require a dedicated network interface for cluster communication.

Clustering Configuration - Websense Content Gateway

- Login to the Websense Content Gateway Manager
- Select **Configure | My Proxy | Basic | Clustering**.
- Choose the Clustering Type, the Dedicated Interface, and the Multicast Group Address.
- Select **Configure | My Proxy | Basic | General**
- Turn Virtual IP Addressing On
- Select **Configure | Networking | Virtual IP**
- Enter the IP addresses.

WEBSENSE[®]
Content Gateway

Monitor **Configure**

User: admin Get Help!

My Proxy

- Basic
- Subscription
- UI Setup
- Snapshots
- Logs

Protocols

- HTTP
- HTTP Responses
- HTTP Scheduled Update

Content Routing

- Hierarchies
- Mapping and Redirection
- Browser Auto-Config

Security

- Connection Control
- Access Control

Subsystems

- Cache
- Logging

General **Clustering**

Cluster Configuration

Cluster

Type

- Single Node
- Management Clustering
- Full Cache Clustering

Interface

eth0

Multicast Group Address

224.0.1.37

Apply Cancel

NOTE: The proxy cluster interface configuration *eth0* is ignored. The routing table takes priority.

Configuration File Editor - vaddr.config

Apply

Virtual IP=192.168.201.14 , Ethernet Interface=eth1 , Sub-Interface=14
Virtual IP=192.168.201.15 , Ethernet Interface=eth1 , Sub-Interface=15

Add Set

Virtual IP Address 192.168.201.14

Ethernet Interface eth1

Sub-Interface 14

Clear Fields

NOTE: Do **NOT** include the IP address of any of the V10000 Servers in the list of Virtual IP addresses!

Cluster Configuration - V10000

- Login to the V10000 Web Interface
- Select **Configuration | Routing**
- Add a route rule for the Dedicated Clustering Interface.

WEBSense V10000 Log off

WARNING: Another administrator is logged on from 10.64.162.61. Changes you make may be overwritten.

Configuration > Routing ? Help

Websense Content Gateway (P1)

Route Name	Destination Network	Subnet Mask	Gateway	Action
cluster	224.0.1.37	255.255.255.255	0.0.0.0	Save Cancel
				Add Route

Websense Content Gateway (P2)

Route Name	Destination Network	Subnet Mask	Gateway	Action
vlan202	192.168.202.0	255.255.255.0	192.168.201.1	Edit Delete
vlan203	192.168.203.0	255.255.255.0	192.168.201.1	Edit Delete
				Add Route

NOTE: Data entered in each field of the static routing table is validated by the V10000 and an error message is displayed if there is an inconsistency in the route.

- When deploying multiple V10000's configure them to use Management Clustering to share the cache configuration.
- Use an external load balancer (if available) to provide High Availability.

- Keep the V10000 up to date with the latest patches
 - Patches are available via mywebsense.com
- Sign up for alerts
 - Alerts for all Websense Products can be found on mywebsense.com under Tech Alerts

V10000 Web Based Configuration and Administration

WEBSENSE™ V10000 Log off

Administration > Patch Management Help

Patch Updates

Download patches from [MyWebsense](#) and then upload to the V10000. Do not navigate away from this screen while the patch is uploading. Wait several minutes for the confirmation message indicating a successful patch upload. For details, see [Help > Explain This Page](#).

Upload patch: Upload time varies depending on the size of the patch file.

V10000 version: **1.1.0**

Uploaded patches:

Version	Description	Status	Action
No patches have been uploaded.			

Patch History

Version	Date	Comments	Log Files
No patch history available.			

Patches can be downloaded via mywebsense.com

Download the patch to your local machine or network location, then on this screen click Browse to select the patch location and click Upload. You will then be presented with a confirmation box to install the patch.

When completed, you will then be prompted to Reboot the V10000 for the process to complete. If you select no, then you will need to manually reboot the server at a later time.

This page also shows the patch history, so if for some reason you need to revert back to a previous version, you can click the Delete button to uninstall a previously applied patch.

■ Backup Policy Settings

- The Backup option backs up the Websense Web Security Configuration including client and policy data.
- Use the Restore option to restore a previous backup.
- If you need to backup the Websense Content Gateway settings, you will need to login to the Websense Content Manager under **Configure | My Proxy | Snapshots**

V10000 Web Based Configuration and Administration

The screenshot displays the Websense V10000 web-based configuration and administration interface. The top navigation bar includes the product name 'V10000', a 'Log off' button, and a 'Help' button. The left sidebar contains a menu with categories: Status, Modules (CPU and Memory, Disk Usage, Network Bandwidth), Configuration (General, Network Interfaces, Routing, Policy Source), Administration (Patch Management, Backup Utility, Logs, Support Tools, Account Management), and a 'Backup Utility' link with a right-pointing arrow. The main content area is titled 'Administration > Backup Utility' and features a 'Backup or restore policy:' section with radio buttons for 'Backup' (selected) and 'Restore'. Below this is a 'Backup Module' window showing a list of modules: 'Websense Web Security' and 'Websense Content Gateway'. A note states: 'Policy Database backups are automatically saved to a default location on the V10000.' A 'Backup Policies' button is located below the list. To the right is the 'Websense Web Security' section, which includes the instruction: 'Download a backup file from this appliance to save or use elsewhere. Delete older backup files.' Below this is a table with two columns: 'Date' and 'Filename'. The table contains one entry: 'Sep 04, 2009 14:17:57' and 'wvs20090904141757.bak'. A 'Delete' button is positioned to the right of the table.

WEBSENSE™ V10000 Log off

Administration > Backup Utility Help

Backup or restore policy:
 Backup
 Restore

Backup Module

Websense Web Security
Websense Content Gateway

Policy Database backups are automatically saved to a default location on the V10000.

[Backup Policies](#)

Websense Web Security

Download a backup file from this appliance to save or use elsewhere. Delete older backup files.

Date	Filename
<input type="checkbox"/> Sep 04, 2009 14:17:57	<input type="checkbox"/> wvs20090904141757.bak

[Delete](#)

V10000 Web Based Configuration and Administration

- V10000 Monitoring and Support pages
 - Let's you quickly check for any outstanding issues
 - Access Log Files
 - Enable Support Tools for Websense Tech Support

V10000 Web Based Configuration and Administration

WEBSense™ V10000 Log off

Status > Modules Help

Navigation Menu:
Status
Modules >>>
CPU and Memory
Disk Usage
Network Bandwidth
Configuration
General
Network Interfaces
Routing
Policy Source
Administration
Patch Management
Backup Utility
Logs
Support Tools
Account Management

V10000 Controller

Resources Used:
CPU: 1
RAM: 1.97 GB
Interface(s): C (shared)

Monitor status of modules, CPU and memory usage, disk usage and network bandwidth without timing out.

Restart V10000 Shutdown V10000

Websense Content Gateway

Resources Used:
CPU(s): 4
RAM: 5.53 GB
Interface(s): C (shared)
P1 (dedicated)
P2 (dedicated)

Services:
✔ Content Cop
✔ Content Gateway
✔ Download Service
✔ Websense Content Manager

Stop

[Websense Content Manager](#) Restart Disable

Network Agent

Resources Used:
CPU: 1
RAM: 1.84 GB
Interface(s): C (shared)
N (dedicated)

Services:
✔ Network Agent

Stop

Restart Disable

Websense Web Security

Resources Used:
CPU(s): 2
RAM: 5.53 GB
Interface(s): C (shared)

Services:
✔ Filtering Service
✔ Policy Broker
✔ Policy Database
✔ Policy Server
✔ Usage Monitor
✔ User Service

- If you encounter a performance issue with the V10000, do the following first to see if it resolves the issue:
 - Restart the affected Websense Services by clicking Stop, then Start
 - If the issue is still occurring then click Restart to restart that specific component module.
 - If the issue continues to persist, then click Restart V10000

V10000 Web Based Configuration and Administration

The screenshot shows the 'Configuration > Network Interfaces' page in the Websense V10000 web interface. The left sidebar contains navigation menus for Status, Modules, CPU and Memory, Disk Usage, Network Bandwidth, Configuration (General, Network Interfaces, Routing, Policy Source), Administration (Patch Management, Backup Utility, Logs, Support Tools, Account Management), and a Log off button. The main content area is titled 'Configuration > Network Interfaces' and includes a Help button. It contains three configuration sections: 1. 'V10000 Controller Interface (C)' with fields for IP Address (10.4.129.100), Subnet Mask (255.255.255.0), Default Gateway (10.4.129.254), Primary DNS (10.4.129.240), Secondary DNS, and Tertiary DNS. 2. 'Websense Content Gateway Interfaces (P1 and P2)' with fields for P1 IP Address (10.4.129.99), Subnet Mask (255.255.255.0), P2 IP Address, Subnet Mask, and a checkbox for 'Enable second interface for the proxy'. 3. 'Network Agent Interface (N)' with fields for IP Address (10.0.0.5), Subnet Mask (255.255.0.0), Default Gateway, Primary DNS, Secondary DNS, and Tertiary DNS. Each section has a 'Save' button.

WEBSENSE™ V10000 Log off

Configuration > Network Interfaces Help

V10000 Controller Interface (C) ⓘ

Requires continual access to Internet. Handles communication with other Websense network interfaces.

IP Address: Primary DNS:
Subnet Mask: Secondary DNS: optional
Default Gateway: Tertiary DNS: optional

Websense Content Gateway Interfaces (P1 and P2) ⓘ

Proxy interface for inbound (user requests) and outbound (communication with Internet).

P1 **P2**

IP Address: IP Address:
Subnet Mask: Subnet Mask:

Enable second interface for the proxy

Default Gateway:
Primary DNS:
Secondary DNS: optional
Tertiary DNS: optional

Network Agent Interface (N) ⓘ

Monitors all Internet traffic in the network and reports on bandwidth usage.

Interface N is connected to a bidirectional span port.

IP Address: Primary DNS:
Subnet Mask: Secondary DNS: optional
Default Gateway: Tertiary DNS: optional

V10000 Web Based Configuration and Administration

WEBSENSE™ V10000 Log off Help

Administration > Logs

Status

Modules

CPU and Memory

Disk Usage

Network Bandwidth

Configuration

General

Network Interfaces

Routing

Policy Source

Administration

Patch Management

Backup Utility

Logs >>>

Support Tools

Account Management

Logs

Websense Technical Support may request log files to assist you with unexpected results.

Select Module:

- WebSense Web Security
- WebSense Content Gateway
- Network Agent
- WebSense V10000 Controller

View options: View last 50 lines Download entire log file

Submit

View Log

```
10/03/2009 21:28:45,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/03/2009 22:29:24,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/03/2009 23:30:02,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/04/2009 00:54:01,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/04/2009 01:34:36,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03406 dated
2009-10-2.
10/05/2009 00:52:34,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03406 dated 2009-10-2 is up to date.
10/06/2009 00:52:34,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03406 dated 2009-10-2 is up to date.
10/07/2009 00:53:16,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/07/2009 01:40:28,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03408 dated
2009-10-5.
10/08/2009 00:52:41,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03408 dated 2009-10-5 is up to date.
10/08/2009 11:58:53,Information,WebSensePolicyServer,PolicyServer,PolicyServer.cpp:985,0x10740002,The broadcast receiver system is disabled. To enable, check websense.ini and ensure
that PolicyServerUIDBroadcastPort is assigned a valid, open port (55905 by default).
10/08/2009 11:58:53,Information,WebSensePolicyServer,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSensePolicyServer Version 7.1.0 Build 1149 service started.
10/08/2009 11:59:15,Information,WebSenseUserService,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSenseUserService Version 7.1.0 Build 1149 service started.
10/08/2009 11:59:18,Information,WebSenseUsageMonitor,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSenseUsageMonitor Version 7.1.0 Build 1149 service started.
10/08/2009 11:59:19,Information,WebSense EIM Server,CategoryAgent,WsDownloadTimerConfig.cpp:114,0x1146000c,WebSense Master Database updates scheduled Sun Mon Tue Thu
Fri Sat at 03:29.
10/08/2009 11:59:21,Information,WebSense EIM Server,Filtering Service,WsEIMService.cpp:368,0x11900007,Successfully restored locale: (en_US.UTF-8) for use with time/day queries.
10/08/2009 11:59:21,Information,WebSense EIM Server,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSense EIM Server Version 7.1.0 Build 1149 service started.
10/08/2009 12:00:57,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03408 dated
2009-10-5.
10/09/2009 03:29:43,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/09/2009 04:16:52,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03410 dated
2009-10-8.
10/10/2009 03:29:15,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03410 dated 2009-10-8 is up to date.
10/10/2009 06:20:59,Warning,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:590,0x21460023,WebSense was unable to receive a real-time security update.
10/10/2009 20:30:11,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/10/2009 21:30:50,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/10/2009 22:31:28,Fatal Error,WebSenseWFRReportServer,BatchQueue,WsLaunchProgramJob.cpp:876,0x406c0006,Error occurred while trying to send report through email: .
10/11/2009 03:29:44,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/11/2009 04:11:10,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03411 dated
2009-10-9.
10/12/2009 03:29:04,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03411 dated 2009-10-9 is up to date.
10/13/2009 03:29:06,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:402,0x11460004,WebSense Master Database version 03411 dated 2009-10-9 is up to date.
10/13/2009 19:47:24,Warning,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:590,0x21460023,WebSense was unable to receive a real-time security update.
10/13/2009 19:57:33,Warning,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:590,0x21460023,WebSense was unable to receive a real-time security update.
10/14/2009 03:30:28,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/14/2009 04:12:38,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03412 dated
2009-10-12.
10/15/2009 02:10:11,Information,WebSenseCommunicationAgent,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSenseCommunicationAgent Version 7.1.0 Build 1154 service
started.
10/15/2009 02:10:11,Information,WebSenseLogServer,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSenseLogServer Version 7.1.0 Build 1154 service started.
10/15/2009 02:10:12,Information,WebSenseWFRReportServer,WsApplication,WsServiceAppBase.cpp:722,0x112c0014,WebSenseWFRReportServer Version 7.1.0 Build 1154 service started.
10/15/2009 03:29:31,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
This database will now be loaded.
10/15/2009 04:09:42,Information,WebSense EIM Server,CategoryAgent,WsCategoryAgent.cpp:520,0x11460005,Successfully loaded WebSense Master Database version 03413 dated
2009-10-13.
10/15/2009 07:50:02,Information,WebSenseDownloadService,WsApplication,WsServiceAppBase.cpp:947,0x112c0015,WebSenseDownloadService service stopped.
10/16/2009 03:29:43,Information,WebSense EIM Server,CategoryAgent,WsTransferTimer.cpp:308,0x11460017,WebSense has successfully transferred an updated WebSense Master Database.
```

V10000 Web Based Configuration and Administration

Administration > Support Tools

Troubleshooting Ports

Enable troubleshooting ports temporarily when requested by Websense Technical Support.

Enable troubleshooting ports

Save

V10000 Configuration Summary

The configuration summary tool gathers data from the V10000 and generates a file that can be sent to Websense Technical Support for analysis and debugging. This will take approximately 1-2 minutes.

Generate File

Remote Access

Enable remote access only at the request of Websense Technical Support. When remote access is enabled, a passcode is automatically generated. Provide the passcode to the support technician.

Enable Remote Access
Passcode: **SB6Cc6**

Save

Remote access logon history:

Session Start	Session End	Connected From
Sep 30, 2009 13:41:50	Sep 30, 2009 14:28:47	
Sep 11, 2009 11:32:58	Sep 11, 2009 14:05:08	
Sep 11, 2009 11:15:00	Sep 11, 2009 13:27:01	
Sep 09, 2009 11:22:28	Sep 09, 2009 15:03:00	
Sep 08, 2009 13:34:46	Sep 08, 2009 16:04:50	
Sep 02, 2009 14:27:21	Sep 02, 2009 14:49:12	
Sep 02, 2009 14:12:17	Sep 02, 2009 14:26:30	

Used by Tech Support to enable troubleshooting ports and to generate the password used for remote access.

Click Generate File to collect the System logs and data. The files generated are encrypted and when done you will be prompted for a location to save the Summary Data File. This file would then be sent to Tech Support to decrypt and analyze.

- When creating a support ticket please include the following:
 - Login to the V10000 Manager and select Support Tools
 - Under V10000 Configuration Summary, click Generate File
 - Attach this file to the ticket along with a summary of the issue.

 - Gathering the above Configuration File helps save a step when submitting a problem, allowing us to resolve reported issues more quickly.

V10000 Web Based Configuration and Administration

The screenshot displays the Websense V10000 web-based configuration interface. The top navigation bar includes the logo, a 'Log off' button, and a 'Help' button. The left sidebar contains a menu with categories: Status, Modules (CPU and Memory, Disk Usage, Network Bandwidth), Configuration (General, Network Interfaces, Routing, Policy Source), Administration (Patch Management, Backup Utility, Logs, Support Tools, Account Management >>>), and Account Management >>>. The main content area is titled 'Administration > Account Management' and contains three sections:

- Change Password:** A form with three input fields: 'Current password:' (filled with dots), 'New password:' (with a note: '8-15 characters with at least 1 letter and 1 number'), and 'Confirm new password:'. 'Save' and 'Cancel' buttons are at the bottom right.
- Websense Manager Password Reset:** A section with instructions: 'Log on to your [MyWebsense](#) account. Type or paste the subscription key shown below into the key field in MyWebsense, and then click **Reset Password**. A security string will be generated; paste the string into the text box below. Click **Submit** to reset your Websense Manager password.' It includes a 'Subscription Key:' label and a large text input box for the security string, with a 'Submit' button below.
- Websense Content Manager Password Reset:** A section with instructions: 'Click **Reset Password** to reset your Websense Content Manager password. Log on to [Websense Content Manager](#) and go to Configure > My Proxy > UI Setup > Login to change the new password.' A 'Reset Password' button is at the bottom right.

Let's you change the Password for the V10K.

For the Websense Manager, you would need to visit the Websense Reset Password link on mywebsense.com to obtain the security string needed to reset the password.

Remote Access to the Appliance Hardware

- Independent interface card with it's own processor, memory, battery, network connection, and access to the system bus.
- Connection is via either Interface C or dedicated DRAC network connection.
- Web-Based interface using VNC to connect.
- Gives Administrators the ability to perform the following functions as if they were physically connected:
 - Login and reboot the system, even if the core operating system has crashed.
 - Mount remotely-shared disk-images as if they were connected to the system.
 - Capable of completely re-installing the operating system if needed.
- *Recommended to be setup during initial deployment.*

Remote Access to the Appliance Hardware

- To configure Remote Access to the V10000:
 - On boot, press CTL+E to enter Remote Access Configuration Utility
 - Select NIC Selection:
 - Dedicated (Connection can be in a different network for security)
 - Shared / Shared/Failover (Connection must reside in the same subnet as the C Interface)
 - Select LAN User Configuration to change the default login (**Strongly Recommended!**)
 - Note the default login is root / admin
 - Select LAN Parameters to edit the IP address, etc.

```
Remote Access Configuration Utility
Copyright 2006 Dell Inc. All Rights Reserved 1.26

Baseboard Management Controller Revision      2.28
Remote Access Controller Revision (Build 08.08.22) 1.40
Primary Backplane Firmware Revision          1.05

IPMI Over LAN ..... Off
NIC Selection ..... Dedicated
LAN Parameters ..... <ENTER>
Advanced LAN Parameters ..... <ENTER>
Virtual Media Configuration ..... <ENTER>
Smart Card Logon ..... <ENTER>
LAN User Configuration ..... <ENTER>
Reset To Default ..... <ENTER>
System Event Log Menu ..... <ENTER>
```

Up,Down Arrow to select | SPACE,+,- to change | ESC to exit | 08 Oct 2009 01:52:03

[Previous] [Start] [Next]

```
Remote Access Configuration Utility
Copyright 2006 Dell Inc. All Rights Reserved 1.26

Baseboard Management Controller Revision      2.28
Remote Access Controller Revision (Build 08.08.22) 1.40
Primary Backplane Firmware Revision          1.05

IPMI Over LAN ..... Off
NIC Selection ..... Dedicated
LAN Parameters ..... <ENTER>
Advanced LAN Parameters ..... <ENTER>
Virtual Media Configuration ..... <ENTER>
Smart Card Logon ..... <ENTER>
LAN User Configuration ..... <ENTER>
Reset To Default ..... <ENTER>
System Event Log Menu ..... <ENTER>
```

```
RMCP+ Encryption Key ..... <ENTER>
IP Address Source ..... Static
Ethernet IP Address ..... 10.4.129.98
MAC Address ..... 00:22:19:95:22:CD
Subnet Mask ..... 255.255.255.0
Default Gateway ..... 10.4.129.254

VLAN Enable ..... Off
VLAN ID ..... 0001
VLAN ..... Priority 0
```

Up,Down Arrow to select | SPACE,+,- to change | ESC to exit | 08 Oct 2009 01:52:13

[Previous] [Start] [Next]

Remote Access to the Appliance Hardware

Remote Access Controller 5

Support Help About

10.4.129.98

Login

Enter the username and password, and click OK.

Username:

Password:

Connect to the IP address defined in the Boot Menu. You do not need to enter a port.

Remote Access to the Appliance Hardware

Remote Access Controller 5 Support Help About Log Out
root, Admin

Properties Power Management Logs Alert Management Console Media

Summary

System
Remote Access
Batteries
Fans
Intrusion
Hardware Performance
Power Monitoring
Power Supplies
Temperatures
Voltages

System Summary Print Refresh

Click on the component name for faster access.

[Main System Chassis](#) • [Remote Access Controller](#) • [Baseboard Management Controller](#)

Main System Chassis

System Information

Description	
BIOS Version	2.4.3
Service Tag	HPRPPH1
Host Name	
Operating System Name	

Auto Recovery

Recovery Action	None
Initial Countdown	15
Present Countdown	15

[\[Back to Top\]](#)

Remote Access Controller

RAC Information

Name	DRAC 5
Product Information	Remote Access Controller 5
Hardware Version	A03
Firmware Version	1.40 (08.08.22)
Firmware Updated	NA
RAC Time	Mon Oct 19 05:30:47 2009

[\[Back to Top\]](#)

Baseboard Management Controller

Remote Access to the Appliance Hardware

Remote Access Controller 5 Support Help About Log Out
root, Admin

Properties Power Management Logs Alert Management Console Media

Platform Events | Traps Settings | Email Alert Settings

System
Remote Access
Batteries
Fans
Intrusion
Hardware Performance
Power Monitoring
Power Supplies
Temperatures
Voltages

Platform Events

Print Refresh

Platform Event Filters Configuration • Platform Event Filters List

Platform Event Filters Configuration

Select values and click Apply Changes.

Note: Enable Platform Event Filter (PEF) alerts and select at least one generate alert to transmit PEF alerts to a valid destination

Enable Platform Event Filter alerts

[\[Back to Top\]](#)

Platform Event Filters List

Event	Currently Active Actions				Generate Alert
	Reboot System	Power Cycle System	Power Off System	Power Reduction	
Fan Probe Failure				✗	✓
Battery Probe Warning				✗	✓
Battery Probe Failure				✗	✓
Discrete Voltage Probe Failure				✗	✓
Temperature Probe Warning				✗	✓
Temperature Probe Failure				✗	✓
Chassis Intrusion Detected				✗	✓
Redundancy Degraded				✗	✓
Redundancy Lost				✗	✓
Processor Warning				✗	✓
Processor Failure				✗	✓
Processor Absent				✗	✓
PS/VRM/D2D Warning				✗	✓
PS/VRM/D2D Failure				✗	✓
Power Supply Absent				✗	✓
Hardware Log Failure				✗	✓
Automatic System Recovery				✗	✓
System Power Probe Warning				✗	✓
System Power Probe Failure				✗	✓

Remote Access to the Appliance Hardware

Remote Access Controller 5 Support | Help | About | Log Out

root, Admin

Properties | Power Management | Logs | **Alert Management** | Console | Media

Platform Events | Traps Settings | Email Alert Settings

System

- Remote Access
- Batteries
- Fans
- Intrusion
- Hardware Performance
- Power Monitoring
- Power Supplies
- Temperatures
- Voltages

Platform Event Alert Destinations

[Print](#) [Refresh](#)

[Destination List](#) • [Destination Configuration Settings](#)

Destination List

Click the Destination Number to set values.

Destination Number	State	Destination IP Address
Destination1	Enabled	0.0.0.0
Destination2	Enabled	0.0.0.0
Destination3	Enabled	0.0.0.0
Destination4	Enabled	0.0.0.0

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Destination Configuration Settings

Select values and click Apply Changes.

Community String

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[Apply Changes](#)

Remote Access to the Appliance Hardware

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Email Alert Destination

Print Refresh

Destination Email Addresses • SMTP (e-mail) Server Address settings

Destination Email Addresses

Click the Email Alert Number to set the values.

Email Alert Number	State	Destination Email Address
Email Alert 1	Disabled	
Email Alert 2	Disabled	
Email Alert 3	Disabled	
Email Alert 4	Disabled	

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SMTP (e-mail) Server Address settings

Enter the SMTP Address and click Apply Changes.

SMTP (e-mail) Server IP Address

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[Apply Changes](#)

Remote Access to the Appliance Hardware

Remote Access Controller 5 Support Help About Log Out

root, Admin

Properties Power Management Logs Alert Management Console Media

Console Redirect | Configuration

- System
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 - Batteries
 - Fans
 - Intrusion
 - Hardware Performance
 - Power Monitoring
 - Power Supplies
 - Temperatures
 - Voltages

Console Redirection

[Print](#) [Refresh](#)

Click Connect to launch the Console Redirect application.

❗ Java Virtual Machine 1.6 or later should be installed on this machine to connect.

Attribute	Value
Console Redirection Enabled	Yes
Video Encryption Enabled	No
Local Server Video Enabled	Yes
Status	Disconnected
Maximum Sessions	2
Active Sessions	0
Plug-in Type	Java (Auto Configured)

[Connect](#)

Remote Access to the Appliance Hardware

The screenshot displays the 'Remote Access Controller 5' web interface. The top navigation bar includes 'Support', 'Help', 'About', and 'Log Out'. The user is logged in as 'root, Admin'. The main menu includes 'Properties', 'Power Management', 'Logs', 'Alert Management', 'Console', and 'Media'. The 'Console' tab is active, showing 'Console Redirect | Configuration'.

On the left, a sidebar lists system components: System, Remote Access, Batteries, Fans, Intrusion, Hardware Performance, Power Monitoring, Power Supplies, Temperatures, and Voltages.

The main content area is titled 'Console Redirection'. It contains the text: 'Click Connect to launch the Console F...'. Below this is a note: 'Java Virtual Machine 1.6 or later should...'. An 'Attribute' table is visible:

Attribute
Console Redirection Enabled
Video Encryption Enabled
Local Server Video Enabled
Status
Maximum Sessions
Active Sessions
Plug-in Type

A terminal window titled 'DRAC5 vKVM' is open, displaying a list of available commands:

```
U10000# help

Commands available:
help           Show available commands
history        Show list of previously entered commands
quit           Disconnect from appliance (log out)
reset password Change the U10000 console's admin password
ip address     Set IP address and subnet mask
               for interface C
ip gateway     Set IP address for default gateway
               for this appliance
ip dns         Set primary DNS IP address for this appliance,
               and optional secondary and tertiary DNS
               addresses
reload         Reload the system
shutdown       Shut down the system
module start   Show list of available software modules.
               Start selected module services
module stop    Show list of available software modules.
               Stop selected module services
module restart Show list of available software modules.
               Restart selected module services
module enable  Show list of available software modules.
               Set flag to enable selected module

--MORE--
```

Below the terminal window, there is a 'Java (Auto Configured)' label and a 'Disconnect' button.

This will prompt to open a new window to display the console mode of the V10000 to perform basic management functions.

Support Online Resources

Knowledge Base

- Search or browse the knowledge base for documentation, downloads, top knowledge base articles, and solutions specific to your product.

Support Forums

- Share questions, offer solutions and suggestions with experienced Websense Customers regarding product Best Practices, Deployment, Installation, Configuration, and other product topics.

Tech Alerts

- Subscribe to receive product specific alerts that automatically notify you anytime Websense issues new releases, critical hot-fixes, or other technical information.

ask.websense.com

- Create and manage support service requests using our online portal.

Webinar Update

Title: Advanced Troubleshooting
Techniques of Web Security Products

Date: December 16, 2009

Time: 8:30 AM Pacific Time

How to register:

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

Customer Training Options

- To find Websense classes offered by Authorized Training Partners in your area, visit:

<http://www.websense.com/findaclass>

- Websense Training Partners also offer classes online and onsite at your location

- For more information, please send email to:

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