

# V7.5 Websense Web Security Jump Start: Configuration and Setup

**Webinar September 2010**



**Greg Didier**

- **Title:** Technical Support Specialist
- **Accomplishments:**
  - 7 years supporting Websense products
- **Qualifications:**
  - WSG & WWF Training
  - Technical Support Mentor

- TRITON - Web Security (formerly Websense Manager)
  - Review configuration options
  
- Best practice tips
  - Permitting blocked sites
  - Applying filtering
  - Reporting Database management
  - Backup

- **First logon: what you need to know.**
  - Operation tips
  - Use only supported browsers
  - Certificate warning
  - Subscription key
  - Websense Master Database (URL database)
    - Must be fully downloaded before creating policies!
  
- **Demonstration**

- Health Alert –WebCatcher
- Settings tab
- Enable network logon accounts
- Remote Filtering
  - [Configuring and Troubleshooting Websense Solutions for Filtering Off-Site Users](#)
    - Prior Webinar: August 25<sup>th</sup>, 2010
- Network Agent
- Log Database Options
  
- Demonstration

- Filtering explained
  - Hierarchy
  - Best practice

## ■ Filtering explained

– Hierarchy: (top down approach)

1. User
2. Computer IP
3. Network IP Range
4. Group
5. OU
6. Default Policy

– If items 1 thru 5 are not matched, then Default Policy always applies

- Filtering explained
  - Hierarchy
- Explore the Default policy
- Create a new policy
- Add a group and apply a unique policy
- Verify correct filtering
  - Block page “more information” source code
  
- Demonstration

- Working with blocked sites
  - HTTPS syntax: **HTTPS://209.85.229.18:443**
    - “Non-proxy integrations” requires translating the URL to IP
  - HTTP syntax: **www.yahoo.com**
    - Entering URL works for HTTP sites
  - Wildcarding is implicit —asterisks not required
  
- Demonstration

- Reduce the Reporting Database footprint
- Create scheduled backups
  - `wsbackup -s -t "0 1 * * *" -d C:\WebsenseBackup`
- Examine seat count
  - KB article: [How do I get a seat count and list of IP addresses for my Websense users?](#)
  
- Demonstration

## 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.

# 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:  
[readiness@websense.com](mailto:readiness@websense.com)

**WEBSense®**  
**Authorized Training  
Partner**

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## Webinar Update

Title: v7.5 Jump Start Part 2: Identifying and Troubleshooting filtering issues for Websense Web Security

Date: October 27<sup>th</sup>, 2010

Time: 8:30 AM PDT (GMT -8)

How to register:

[http://www.websense.com/content/  
SupportWebinars.aspx](http://www.websense.com/content/SupportWebinars.aspx)

# Questions?

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