

# Webinar Information

- Title: **Optimizing Hosted Web Security for Connectivity and Access Control**
- Audio information:
  - **This presentation now incorporates streaming audio.**
  - Use of speakers or headsets is required. If unable to hear streaming audio, a limited number of dial-in numbers are available.
- Dial-in numbers:
  - **U.S. dial-in numbers:**
    - Toll free: **1-866-288-9872**, Password: **974722**
    - Toll: **1-913-312-2900**, Password: **974722**
  - **Find international dial-in numbers at:**
    - <http://www.websense.com/june09intl>
    - Conference ID: **974722**

# Websense Support Webinar



Optimizing Hosted Web Security for Connectivity and Access Control

# Goals and Objectives

- **Connecting to Hosted Web Security**
  - ✓ Chained Proxy
  - ✓ Proxy Automatic Configuration (PAC) file
  - ✓ Non-Proxied Destinations
  - ✓ Testing your deployment
- **Filtering Internal and External Users**
  - ✓ Defined proxy connections
  - ✓ Filtering considerations for external (Roaming) users
- **End-User Identification and Authentication**
  - ✓ Anonymous filtering
  - ✓ Forcing users to identify and authenticate
  - ✓ Putting it all together



**Matt Valenzuela**

- Title: Technical Support Specialist
- Accomplishments:  
Actively supporting:
  - Websense Email Security
  - Websense Hosted Web Security
  - Websense Hosted Email Security
- Qualifications:
  - Websense Hosted Services Subject Matter Expert
  - 18 years of Technical Support experience

# Introduction to Websense Hosted Web Security

## What is Hosted Web Security?

- In-the-cloud proxy service
- Provides Web Protection using the Websense ThreatSeeker Network
- Provides Web Filtering using extensive Websense filtering database
- Reduces administrative and hardware infrastructure overhead

# Chained Proxy Configuration

- **Uses existing proxy solution**
  - Proxy exceptions handed by proxy or PAC file
  - Existing proxy points upstream to Hosted Web Security
- **Local Configuration**
  - Leaves existing configuration intact
- **Requirements**
  - Proxy must pass authentication credentials

# Proxy Automatic Configuration (PAC)

## ■ Purpose of PAC file

- Define exceptions for direct connections (Non-Proxied Destinations)
- Define proxy server location
- Specify network traffic types to proxy

## ■ PAC file acquisition

- Websense hosted PAC file
- Organization hosted PAC file
- Local machine hosted PAC file

### Example PAC file snippet

```
/* Don't proxy local addresses */
if (isInNet(hostIP, "208.194.225.107", "255.255.255.255"))
{
    return 'DIRECT';
}

if (url.substring(0, 5) == 'http:' || url.substring(0, 6) == 'https:' || url.substring(0, 4) == 'ftp:')
{
    return 'PROXY webdefence.global.blackspider.com:8081';
}

return 'DIRECT';
```

# Deployment and validation

## ■ Deployment Information

- Hosted Web Security Getting Started Guide
- <http://www.websense.com/content/SupportWebsenseHostedSecurity.aspx>

## ■ VPN and Dial-Up Connections

- Registry setting to use \*LAN\* settings
- <http://support.microsoft.com/?kbid=818060>

## ■ Proxy Service Connectivity Validation

- <http://query.webdefence.global.blackspider.com/>
  - [?with=connection](http://query.webdefence.global.blackspider.com/?with=connection)
  - [?with=policy](http://query.webdefence.global.blackspider.com/?with=policy)

# Filtering Internal and External Users

## ■ Defined Proxy Connections

- External IP or IP Range
- Must be unique within the service, account, and policy
- Entering Non-Proxied Destinations

## ■ Roaming Users

- What is a roaming user?
- Policy specific PAC file path

# Identification and Authentication

## ■ Anonymous Filtering

- Only works with defined connections
- Category-based filtering

## ■ Forced Authentication

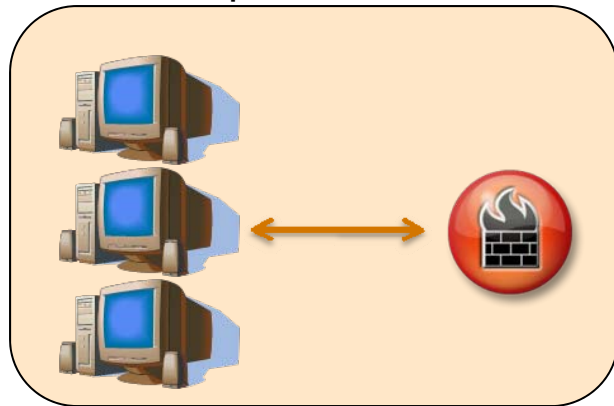
- Identification by unique email address and password
- Referred to as “Basic Authentication”
- Connection IP not required

## ■ Transparent Identification

- Connection IP required
- Forced Authentication must be enabled
- NTLM Identity passed to Hosted Web Security Service

# Putting It All Together

On-premise Users



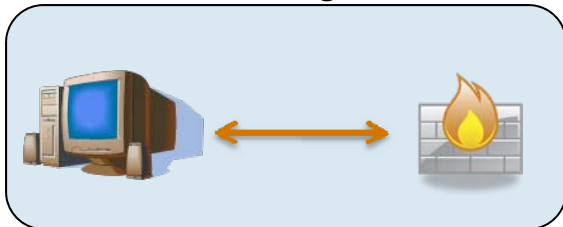
- Static IP address or range (defined in Hosted portal)
- Account name is known
- Policy name is known
- Transparent identification via NTLM ID

Origin Server



Websense Hosted  
 Web Security clusters

Roaming User



- Dynamic IP (undefined in Hosted portal)
- Account name is not known
- Policy name is not known
- Basic authentication is required

# Additional Information

- **Support tab within the Hosted Security portal**
  - Hosted Security Administrator's Guide
  - Hosted Web Security Getting Started Guide
  - Directory Synchronization Client Administrator's Guide
  - FAQs
  - Online Training
  - Release Notes

**July 2009  
Webinar**

## **Best Practices for Integrating Microsoft ISA Server, Cisco PIX Firewall and Websense Network Agent**

July 15, 2009, 8:30 A.M. (GMT -7:00, Pacific Daylight Time)

How to register:

<http://connect.websense.com/f97762289>

# Support Online Resources



## Tech Alerts

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



## Knowledge Base

- Hundreds of Websense customers successfully find solutions in the knowledge base to their common product problems. Search or browse our knowledge base for documentation, downloads, top knowledge base articles, and solutions specific to your product.



## Support Forums

- Join our online community to share questions, offer solutions and suggestions with experienced Websense Customers regarding product Best Practices, Deployment, Installation, Configuration, and other product topics. Join Now.



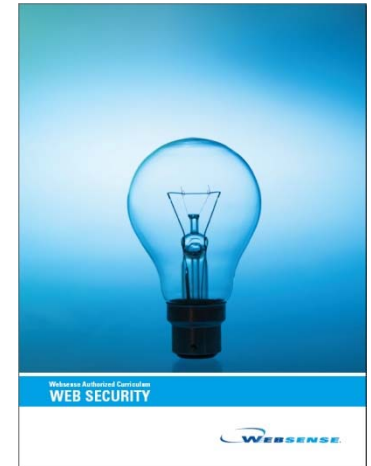
## [ask.websense.com](http://ask.websense.com)

- Create and manage support service requests using our online portal

# Customer Training and Certification Programs

## Websense-authorized training and certification

- To see what training is available:
  - <http://www.websense.com/training>
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- To find out more about our certification program:
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Partner**

# Questions?



- We are now incorporating an extended question and answer time to answer as many questions as possible.
- Responses to all questions submitted will be posted online on the Support Webinar home page approximately one week from today.
- To review answers to your questions, go to:
  - <http://www.websense.com/content/SupportWebinars.aspx>