

Web and Data Endpoint clients Webinar 1: Deployment and Installation

Websense Support Webinar
September, 2013



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- Why are there multiple endpoint clients?
- Which endpoint goes with your Websense solution?
- Installing Web and Data Endpoints together or individually
- Endpoint Package Builder
- MSI or EXE installer
- Uninstalling endpoint
- Best practice tips

What Is Hybrid Web Endpoint Client?

- Available for Web Security Gateway Anywhere subscriptions
- *Hybrid Web Endpoint client*
 - Provides Internet security for remote offices and off-site users
- A three-point solution
 - Websense V-Series appliance (on-premise, manage your security policies)
 - Hybrid Web service (cloud service retains a copy of your security policies)
 - Endpoint client (directs Internet requests to cloud service)
- Endpoint client provides:
 - Transparent authentication
 - Enforces web security policies
 - Supports full-tunnel and split-tunnel VPNs
 - Proxy manipulation

What Is Web Endpoint Client?

- Available for Cloud Web Security and Cloud Web Gateway subscriptions
- *Web Endpoint client*
 - Provides Internet security for remote offices and off-site users
- A two-point solution
 - Hosted service (SaaS based, configure your security policies via Web portal)
 - Endpoint client (sends Internet requests to cloud service)
- Endpoint client Provides:
 - Transparent authentication
 - Enforces web security policies
 - Supports full-tunnel and split-tunnel VPNs
 - Proxy manipulation

- Available with most Web Security and Security Gateway subscriptions
- *Remote Filtering Client*
 - Provides Internet security for endpoint devices outside your network
- A three-point solution
 - On-premise Websense solution
 - On-premise security policies management
 - Remote Filtering Server
 - Resides in your DMZ and acts as a proxy
 - Remote Filtering Client
 - Sends Internet requests to Remote Filtering Server
- Cannot combine Remote Filtering Client and Web/Hybrid Web Endpoints

What Is Data Endpoint Client?

- Available for Data Security and Security Gateway subscriptions
- *Data Endpoint client*
 - Discovers and protects your critical information in real-time
- A two-point solution
 - Data Security Web Server (manages/communicates with data endpoints)
 - Endpoint Client (data loss prevention system)
- Endpoint client provides:
 - Enforces your organization's security and acceptable data use policies
 - Monitors and blocks
 - Removable media, email operations, application operations, LAN and web, and user cut, copy, paste, print or print screen activities
 - Reports on data at rest or in transit

Why Multiple Endpoint Clients?

		Endpoint Client			
		Remote Filtering	Hybrid Web	Web	Data
Security Solution	Web Filter	●			
	Web Security	●			
	Web Security Gateway	●			
	Web Security Gateway Anywhere*	●	●		
	Web Security and Data Security	●			●
	Web Security Gateway and Data Security	●			●
	Web Security Gateway Anywhere* and Data Security	●	●		●
	Data Security				●
	Cloud Web Security			●	
	Cloud Web Security Gateway			●	

*Remote Filtering Client cannot be installed with Hybrid Web Endpoint or Web Endpoint clients.

- Software as a service (SaaS) solutions
 - Hybrid Web Endpoint and Web Endpoint clients
 - Contacts cloud based service for Internet request determination
 - Access regional data centers (low latency and high availability)
 - Scales well (enterprise worldwide infrastructure)
- On-premise solution
 - Remote Filtering Client endpoint
 - Contacts your network for a Internet request determination
 - Remote Filtering Server, resides in your DMZ, acts as a proxy
 - Scaling up (may require additional Remote Filtering Servers)
 - Clients regionally located to Remote Filtering Server work best
 - Fine for small to medium size companies

- Web page latency
 - Hybrid Web Endpoint and Web endpoint
 - Typically quicker response than Remote Filtering Client
 - Remote Filtering Client
 - Typically slower response than Websense cloud based services
- Policy updates\changes
 - Hybrid Web Endpoint and Web endpoint
 - Several minute delay, update must replicate across data centers
 - Remote Filtering Client
 - Immediate
 - Data Endpoint
 - On-premise: every 60 minutes
 - Off-premise: no policy updates

- Reporting availability
 - Hybrid Web Endpoint
 - Batch download in 15 minute
 - Web Endpoint
 - Immediate
 - Remote Filtering Client
 - Immediate
 - Data Endpoint
 - On-premise
 - Incident reporting: immediate
 - Off-premise
 - Stores forensic and incident reporting data in allocated disk space

- Ensure your endpoint machines comply with
 - Hardware requirements
 - Processor, hard disks space and memory
 - Operating system requirements
 - Browser support
 - Web browser updates occur often (confirm/test before upgrading browser)
- Documentation
 - [Deployment and Installation Center](#)
 - Endpoint release notes
 - Endpoint client updates occur more often than full-product updates
 - Documentation identifies supported web browsers, operation systems, etc.
 - The converse is true: non-listed items equals not supported or yet tested

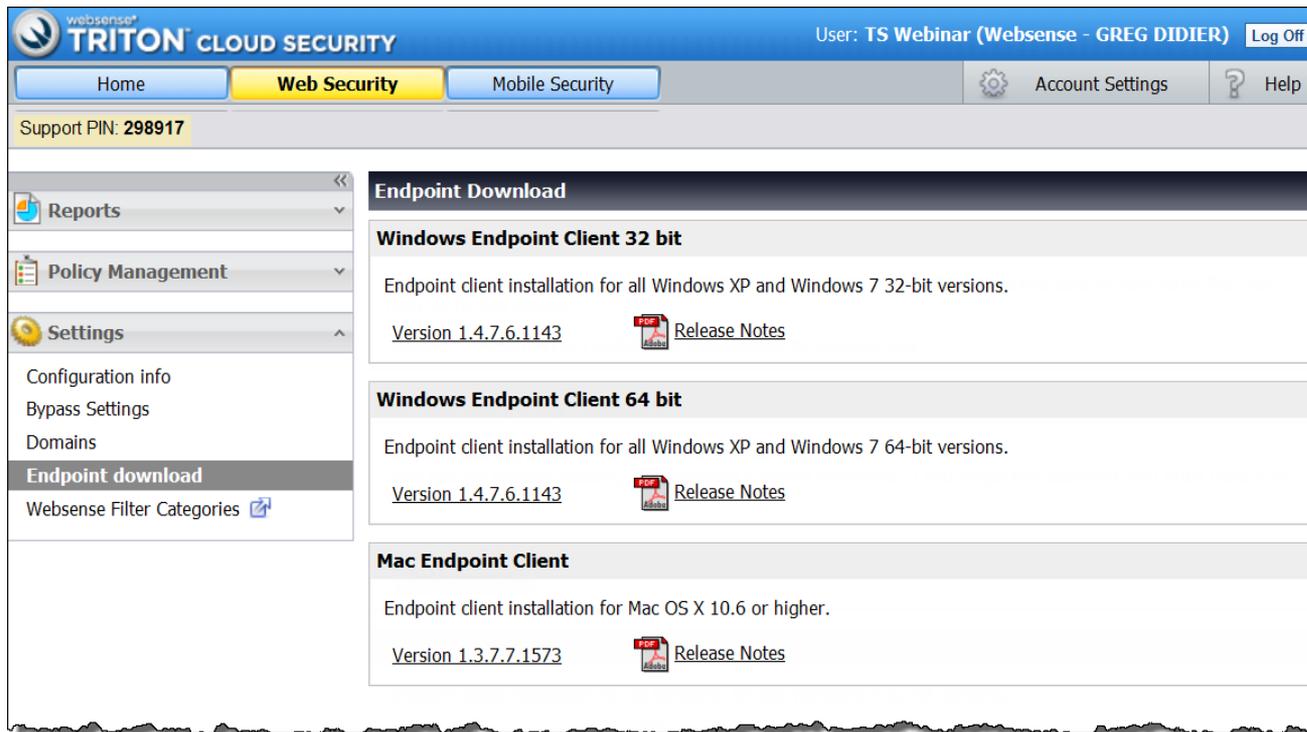
- Before installing endpoint, you must have successfully synchronize user accounts with Hybrid service
- Apply operating system updates
- Antivirus
 - Disable during installation (re-enable after installation)
 - Excluded installation folder endpoint processes
- Restart machine
- Synchronize clocks and Regional Settings (set to primary location)
- Install with local admin permissions
 - Create a local admin service account or use a domain account (preferred)
- Agent limit of three for XP and Windows 2003 Server

- Windows Vista
 - Disable User Account Control (UAC) and local admin rights required
- Windows 8
 - Must install Web Endpoint from Windows desktop view
- Open firewall ports
 - Web Endpoints:
 - 8082 or 80 (PAC file request) and 8081 (communications)
 - Data Endpoint: 80 and 443
- Do not install endpoint on domain controller
- Do not install endpoint on Remote Filtering Server machine
- Do not install endpoint on machines with FQDN's containing an underscore

- Enable short directory names and short file names
 - (<http://support.microsoft.com/kb/121007>)
- The installation path:
 - Absolute (not relative)
 - Only ASCII characters (not extended ASCII or double-byte characters)
 - Must contain only English characters
 - Do not use disk encryption software
- Ensure the auto-update feature in Web Security manager is disabled

Downloading The Endpoint Installer

- Web Endpoint client
 - Download from within the Cloud Web Portal management console



The screenshot displays the Websense TRITON Cloud Security management console. The top navigation bar includes the Websense logo, the product name "TRITON CLOUD SECURITY", the user name "User: TS Webinar (Websense - GREG DIDIER)", and a "Log Off" button. Below the navigation bar are tabs for "Home", "Web Security" (which is active), and "Mobile Security". There are also links for "Account Settings" and "Help". A support PIN "298917" is displayed below the navigation bar.

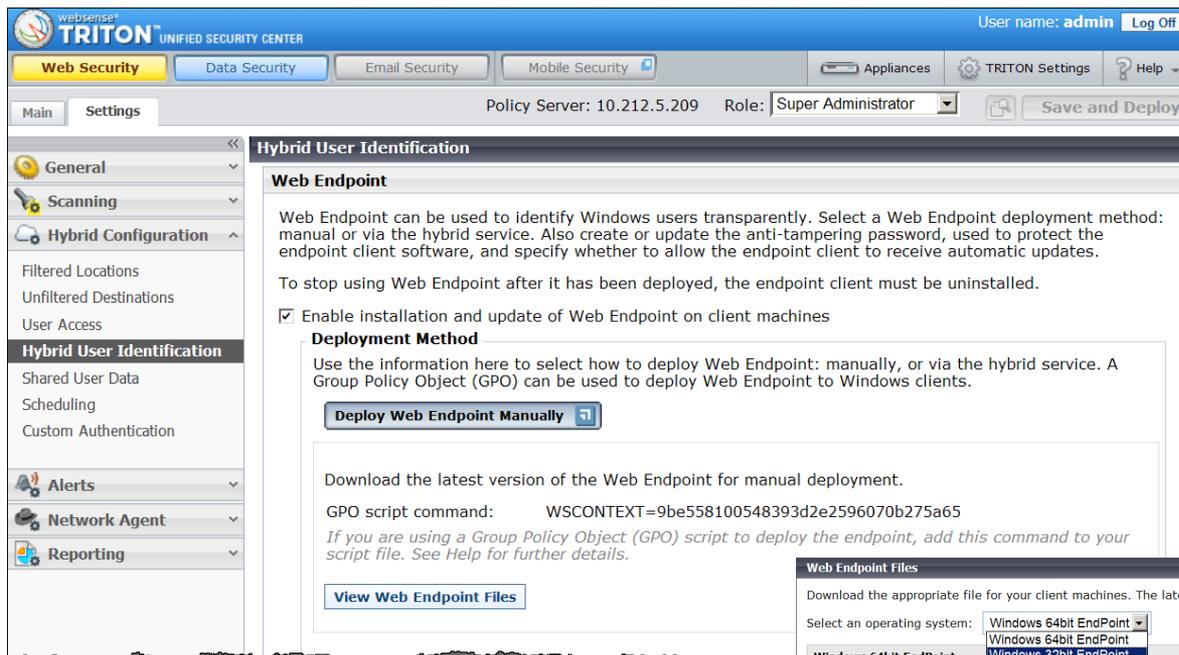
The left sidebar contains a menu with the following items: "Reports", "Policy Management", "Settings" (with a sub-menu containing "Configuration info", "Bypass Settings", and "Domains"), "Endpoint download" (which is highlighted), and "Websense Filter Categories".

The main content area is titled "Endpoint Download" and contains three sections:

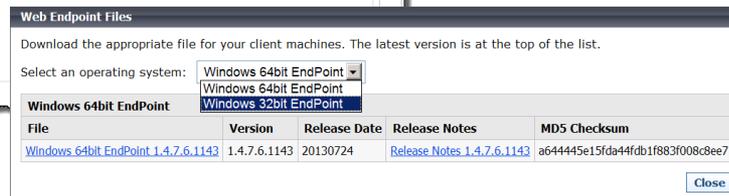
- Windows Endpoint Client 32 bit**: Endpoint client installation for all Windows XP and Windows 7 32-bit versions. It provides a link for "Version 1.4.7.6.1143" and a "Release Notes" link.
- Windows Endpoint Client 64 bit**: Endpoint client installation for all Windows XP and Windows 7 64-bit versions. It provides a link for "Version 1.4.7.6.1143" and a "Release Notes" link.
- Mac Endpoint Client**: Endpoint client installation for Mac OS X 10.6 or higher. It provides a link for "Version 1.3.7.7.1573" and a "Release Notes" link.

Downloading The Endpoint Installer

- Hybrid Web Endpoint client
 - Download from within TRITON -Web Security console



The screenshot shows the TRITON Unified Security Center interface. The user is logged in as 'admin' with the role of 'Super Administrator'. The 'Web Security' tab is active, and the 'Hybrid User Identification' section is expanded to show 'Web Endpoint' settings. The 'Enable installation and update of Web Endpoint on client machines' checkbox is checked. Under the 'Deployment Method' section, there is a 'Deploy Web Endpoint Manually' button. Below this, instructions are provided for manual deployment, including a GPO script command: `WSCONTEXT=9be558100548393d2e2596070b275a65`. A 'View Web Endpoint Files' button is also visible.

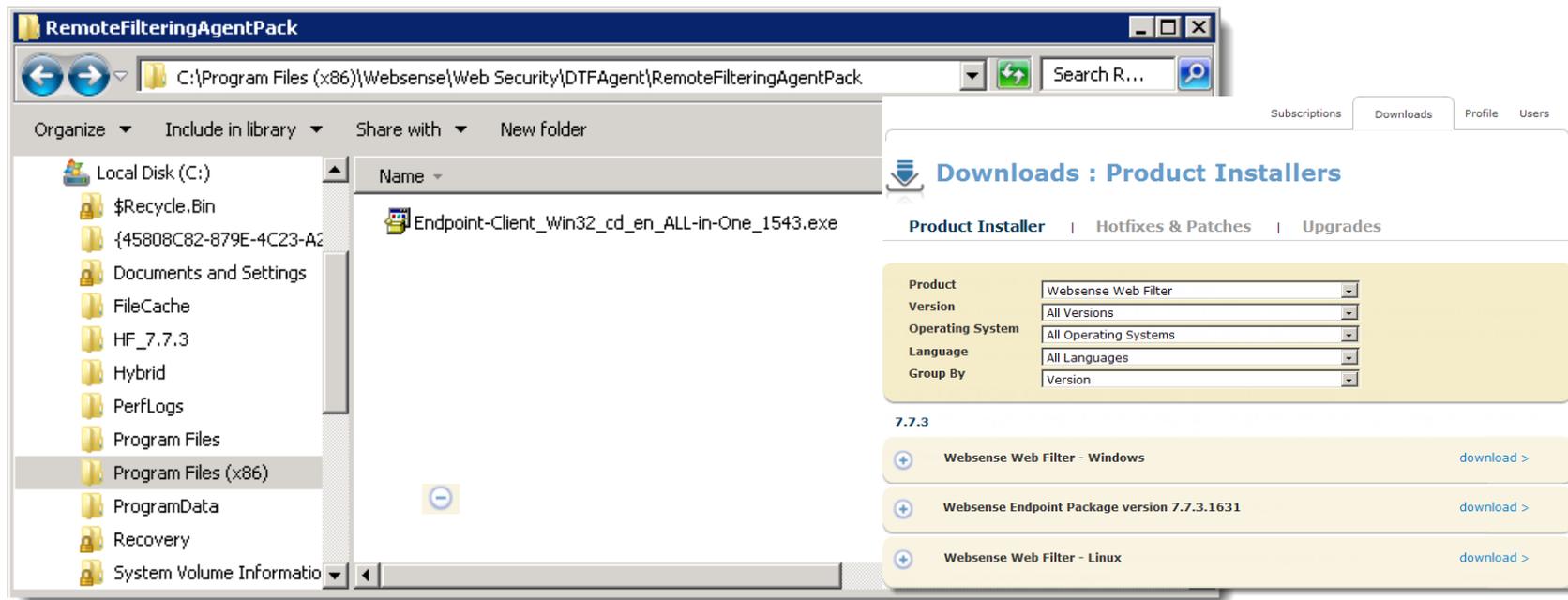


The 'Web Endpoint Files' dialog box provides instructions to download the appropriate file for client machines. It includes a dropdown menu to select an operating system (Windows 64bit EndPoint) and a table of available files. The table lists the file name, version, release date, release notes, and MD5 checksum for the selected operating system.

File	Version	Release Date	Release Notes	MD5 Checksum
Windows 64bit EndPoint 1.4.7.6.1143	1.4.7.6.1143	20130724	Release Notes 1.4.7.6.1143	a644445e15fda44fdb1f883f008c8ee7

- Remote Filtering Client

- Available from within the Websense installation directory
- Download the Endpoint Package Builder from www.MyWebsense.com



The image displays a Windows Explorer window and a web interface. The Explorer window, titled 'RemoteFilteringAgentPack', shows the path `C:\Program Files (x86)\Websense\Web Security\DTFAgent\RemoteFilteringAgentPack` and contains the file `Endpoint-Client_Win32_cd_en_ALL-in-One_1543.exe`. The web interface, titled 'Downloads : Product Installers', features a filter section with the following settings:

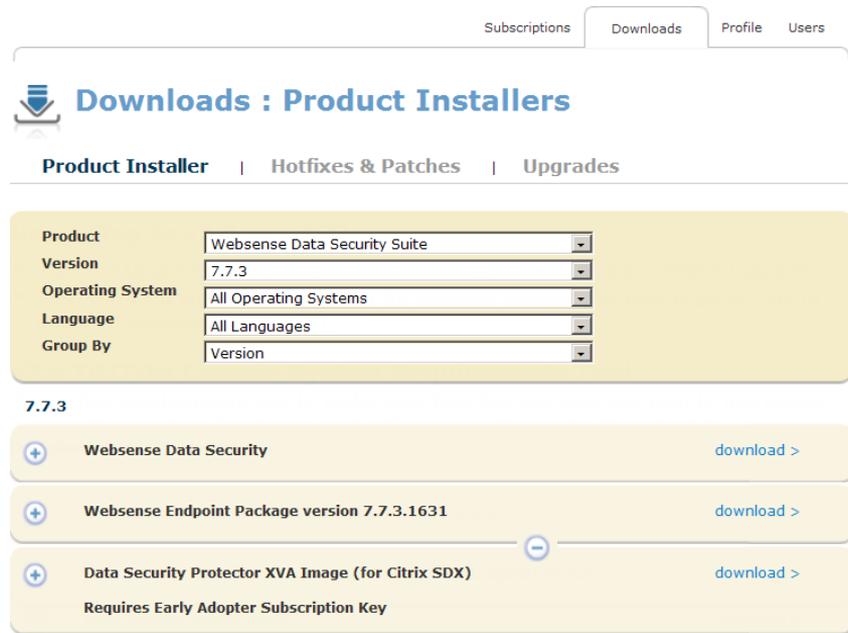
Product	Websense Web Filter
Version	All Versions
Operating System	All Operating Systems
Language	All Languages
Group By	Version

Below the filters, the version `7.7.3` is displayed. Three items are listed for download:

- `Websense Web Filter - Windows` (download >)
- `Websense Endpoint Package version 7.7.3.1631` (download >)
- `Websense Web Filter - Linux` (download >)

- Data Endpoint Client

- Download the Endpoint Package Builder at www.MyWebsense.com
- Available in the Data Security installer (when installing Data Endpoint alone)



Subscriptions Downloads Profile Users

Downloads : Product Installers

Product Installer | Hotfixes & Patches | Upgrades

Product: Websense Data Security Suite
Version: 7.7.3
Operating System: All Operating Systems
Language: All Languages
Group By: Version

7.7.3

- + Websense Data Security [download >](#)
- + Websense Endpoint Package version 7.7.3.1631 [download >](#)
- + Data Security Protector XVA Image (for Citrix SDX) [download >](#)
Requires Early Adopter Subscription Key

File	WebSenseEndpointPackage_773-1631.zip download >
Version	7.7.3
Description	<p>Websense Endpoint Package version 7.7.3.1631 is an Endpoint Package release with expanded support for Windows 8 clients for all Websense endpoint clients: Web Endpoint, Remote Filtering Client, and Data Endpoint.</p> <p>Websense endpoint clients built with the Websense Endpoint Package Builder can now monitor browsing and most Windows Store applications from the new tiled user interface, as well as from the desktop.</p> <p>Version 7.7.3.1631 also includes corrections for Mac clients.</p> <p>If you are using Websense Web Endpoint, note that the updated endpoint package is not yet available from the Settings > Hybrid Configuration > Hybrid User Identification page at this time. To use the Web Endpoint features in this update, manually create a new endpoint package with the Websense Endpoint Package Builder.</p> <p>NOTE: An Early Adopter Program is available for downloading only the Web Endpoint; you can apply for this program by sending an email to cloudpm@websense.com.</p> <p>View the Release Notes for all features and setup steps.</p> <p>MD5: 661b2a337235bcfb20f2c69e349e589d Go to product page ></p>
OS	Windows
Language	English (US)

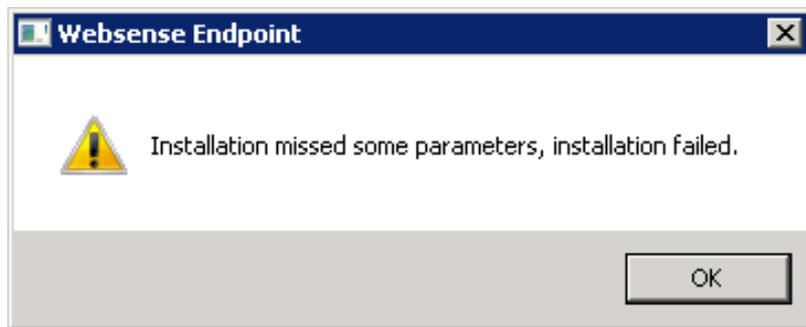
- Hybrid Web Endpoint and Web Endpoint requires either:
 - Installing endpoint client on user's machine, or
 - Enforcing web browser proxy settings for PAC file URL request
- Remote Filtering Client requires:
 - Installing endpoint client on user's machine
- Data Endpoint requires:
 - Installing endpoint client on user's machine
 - Modes:
 - Full installation (requires reboot)
 - Discovery Only installation (no DLP)
 - Interactive interface ()
 - Stealth interface
 - Changing Installation or Interface modes requires reinstallation

- Demonstrations
 - Hybrid Web endpoint alone
 - Hybrid Web Endpoint and Data Endpoint
 - Package Builder
 - Contains options for Mac and Remote Filtering Client
 - MSI and EXE installers
 - Command line
 - Pulling installer from across the network

- Installing Web locally:
 - `msiexec /package "Websense Endpoint.msi" WSCONTEXT=<token> /quiet /norestart`
 - `setup.exe /s /v"WSCONTEXT=<token> /qn"`
- Remote/batch file Web install:
 - `msiexec /package "\\10.212.5.212\C$\<PATH>\Websense Endpoint.msi" /quiet /norestart`
- Combination Web and Data install (Package Builder):
 - `WebsenseEndpoint_64bit.exe /v"WSCONTEXT=<token>"`
 - Note: Configure Package Builder with customer specific PAC file URL and pass WSCONTEXT parameter via the install command
 - Remote example:
 - `\\10.212.5.212\C$\<PATH>\WebsenseEndpoint_64bit.exe /v"WSCONTEXT=<token>"`

- Hybrid Web or Web Endpoint:
 - `msiexec /x {product_code} XPSWDPXY=password`
 - Example:
 - `msiexec /x "\\Websense Endpoint.msi" XPSWDPXY=password /qn`
 - The product code is located in the setup.ini file in the installer directory
 - The /qn parameter is for silent mode
- Web and Data Endpoints:
 - `msiexec /x {product_code} XPSWD=password`
- Remote Filtering Client:
 - `msiexec /x {product_code} XPSWDRF=password`
- For Linux, run: */opt/websense/LinuxEndpoint/ep-uninstall*
- Windows systems: Add Remove Programs > Uninstaller > Password

- The most common issue encountered when installing endpoint client



- For Hybrid Web and Web endpoints, you must identify your customer account
- Enter your WSCONTEXT string via command line or via HSWConfig.xml
- Forgotten anti-tampering password
 - Document, document, document
- Auto install and auto upgrade
 - Generally a local permissions issue—workaround by redeploying endpoints

- Prior Cloud Web endpoint Webinars
 - [Quick Start 5: Introducing and configuring Websense® Cloud Web Security solution](#) (April 17, 2013 Webinar)
 - [Quick Start 6: Administering the Websense® Cloud Web Security Solution](#) (May 22, 2013 Webinar)
 - [Quick Start 7: Websense® Cloud Web Security: Troubleshooting and Best Practices](#) (June 19, 2013 Webinar)
- [Creating and distributing Websense endpoints using SCCM or SMS](#)
- [Cloud endpoint client not applying policy specific PAC file](#)
- [v7.7 Remote Filtering Client Installation Supplement](#)
- [How do I install Hybrid web endpoint client?](#)
- [Deploying Websense endpoints](#)
- [Websense Endpoint Clients](#)

Join us for our second part in the Endpoint Client series:

**Web and Data Endpoint Client Webinar 2:
Diagnostics and Troubleshooting**

October 23, 2013

- Websense Training Partners offer classes online and onsite at your location.
- To find Websense classes offered by Authorized Training Partners in your area, visit:
 - www.websense.com/findaclass
- For information, send emails to:
 - readiness@websense.com

Websense Customer Training

Designed for:

- ▶ System administrators
- ▶ Network engineers
- ▶ Other members of your organization as appropriate

Training locations:

All training is conducted at Authorized Training Centers (ATCs). Each ATC has information on costs, course schedules, and types of classes (in-person, virtual, or computer-based).