



Internet

Installation Guide



Notices

NOTICES

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Was this guide helpful? Send an e-mail to us at documentation@surfcontrol.com to suggest changes or make a correction.

TECHNICAL SUPPORT

For the latest support information on SurfControl products, visit <http://www.surfcontrol.com/support>

You can find the following information on the Technical Support Web pages:

- Read the Top Issues – This page has a quick list that covers the most common support issues encountered with SurfControl products.
- Search our Knowledge Base – Our constantly updated Knowledge Base contains articles, FAQs and glossary items to answer your questions about all SurfControl products. <http://kb.surfcontrol.com>
- If your question or problem cannot be answered by the Top Issues or is not in the Knowledge Base, complete an Online Support Request Form.
- Telephone Support numbers – If you would like to speak with a Technical Support Representative, our excellent SurfControl Technical Support is just a phone call away.

SURFCONTROL SALES

For product and pricing information, or to place an order, contact SurfControl. To find your nearest SurfControl office, please visit our Website.

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Chapter 1

Before You Begin

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ABOUT REPORT CENTRAL

Report Central works with SurfControl Web and E-mail Filter to generate reports on your organization's internet and e-mail use. Choose from a wide range of useful pre-configured graphs and tables, or set up your own powerful, flexible custom reports.

SYSTEM REQUIREMENTS

To install Report Central, your computer and network needs to meet the requirements listed in Table 1-1.

Table 1-1 System requirements

Operating System (with latest Service Packs)	Windows 2000 Server Windows 2000 Advanced Server Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition
Processor	Pentium III or higher
Memory	512 MB
Disk space	1GB
Applications	Internet Explorer 5.0 or later Adobe Reader 6.0 or later to read reports in PDF format SurfControl Web Filter or E-mail Filter (installed locally or remotely).
Database (hosted locally or remotely)	Microsoft MSDE v3a Microsoft SQL Server 2000
Other requirements	The SQL Server tempDB transaction log file should have a capacity of more than 5MB. 15MB is recommended. To allocate more memory to this file, follow Procedure 2-3 on page 13. You can do this after you have installed Report Central.

INSTALLATION ISSUES

You should be aware of the following issues before installing SRC.

Pop-up blockers

You will need to configure any installed pop-up blockers to allow pop-ups from the Report Central URL.

Cookies

You will need to set your browser to allow cookies from the Report Central URL.

Incorrect server name syntax

If you have installed Microsoft security patch MS01 - 055 for Internet Explorer 5.5 or 6, the names of your servers or domains must use alphanumeric characters only. Characters such as the underscore (“_”) will cause the cookie to be blocked. See [Microsoft KB article 316112](#) for more details.



Chapter 2

Installing Report Central

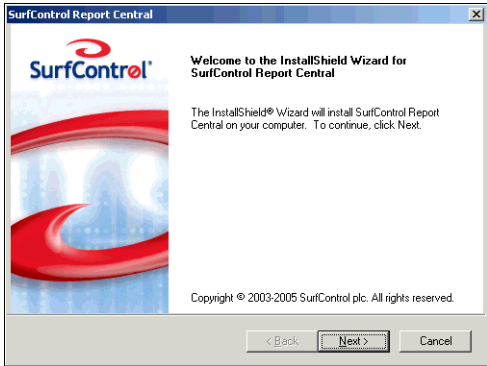
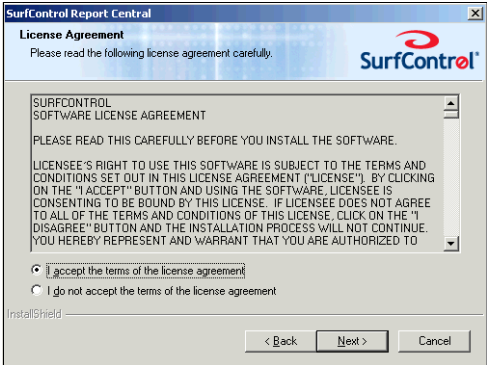
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INSTALLING REPORT CENTRAL

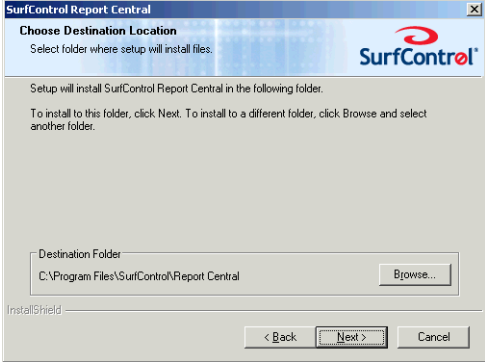
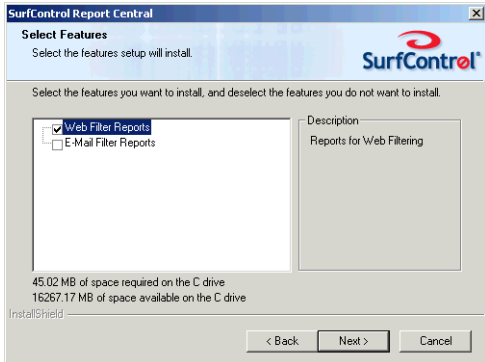
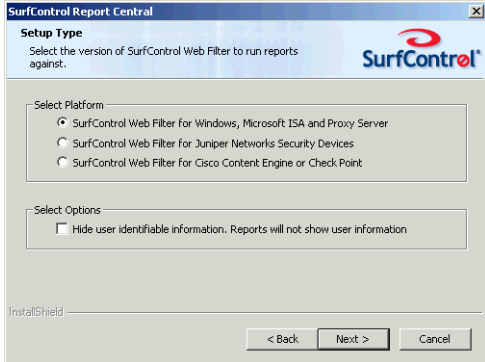
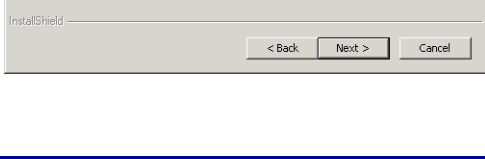
You can install SurfControl Report Central for either Web Filter or E-mail Filter, or both together, depending on which products you have installed. In this chapter you will be walked through installing Report Central for Web Filter and E-mail Filter independently.

REPORT CENTRAL FOR WEB FILTER

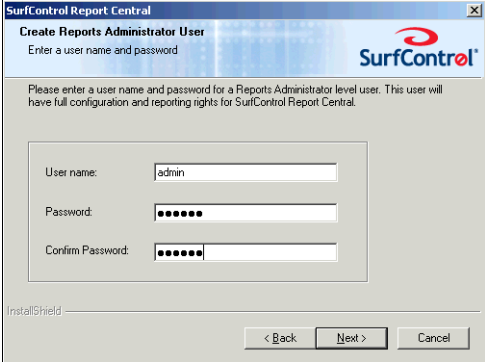
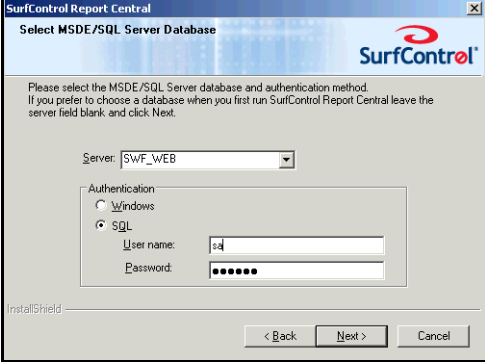
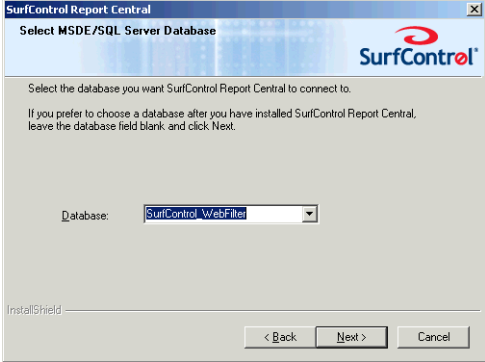
To install Report Central for SurfControl Web Filter only, follow Procedure 2-1:

Procedure 2-1: Installing Report Central for Web Filter		
Step	Action	
1	<p>Run the Report Central setup.exe program to launch the installation wizard. The Welcome screen will display.</p> <p>Click Next.</p>	
2	<p>The License Agreement screen will display. Select I accept the terms of the license agreement.</p> <p>Click Next.</p>	

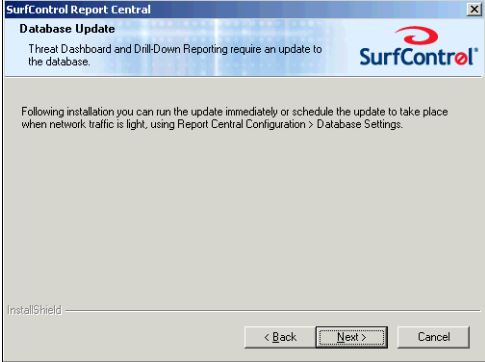
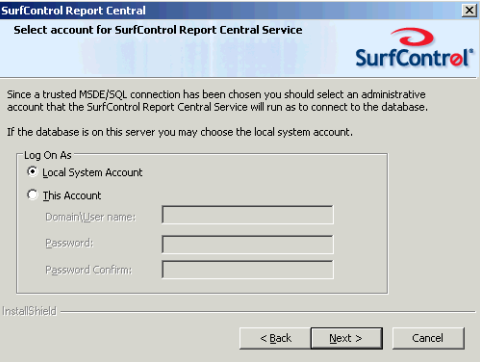
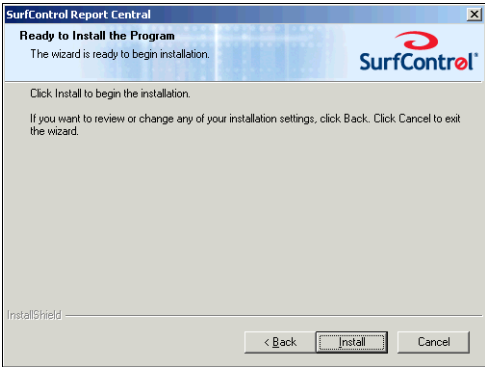
Procedure 2-1: Installing Report Central for Web Filter

Step	Action	
3	<p>The Choose Destination Location screen will display.</p> <p>To accept the default destination for the Report Central files, click Next.</p> <p>Alternatively, browse to the location where you want the files to be installed.</p> <p>Click Next.</p>	
4	<p>The Select Features screen will display.</p> <p>Select Web Filter Reports.</p> <p>Click Next.</p>	
5	<p>Specify the Web Filter platform that your organization is running. Choose one of the following:</p> <ul style="list-style-type: none"> • SurfControl Web Filter for Windows, Microsoft ISA and Proxy Server. • SurfControl Web Filter for Juniper Networks Security Devices. • SurfControl Web Filter for Cisco Content Engine or Check Point. 	
6	<p>If you want Report Central to hide user-identifiable information (for example to comply with regional privacy laws) select the checkbox.</p> <p>Click Next.</p>	

Procedure 2-1: Installing Report Central for Web Filter

Step	Action	
7	<p>Now create an account for the user who will be administrating Report Central.</p> <p>Enter a username and password, then confirm the password.</p> <p>Click Next.</p>	
8	<p>Specify the server where the MSDE / SQL database you want to report on resides.</p> <p>Select the authentication method that the server uses. Choose one of the following:</p> <ul style="list-style-type: none"> • Windows authentication • SQL authentication <p>If the server uses SQL authentication, enter the user name and password.</p> <p>Click Next.</p>	
9	<p>Select the Database from the drop-down list box. In a default Web Filter installation this will be <code>SurfControl_WebFilter</code></p> <p>Click Next.</p>	


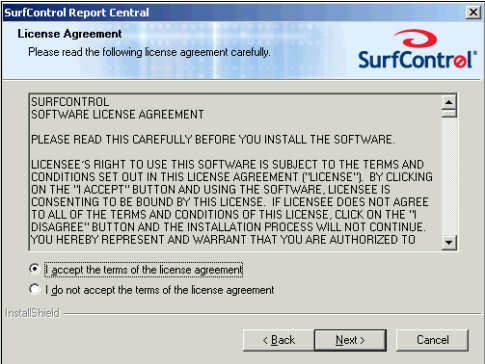
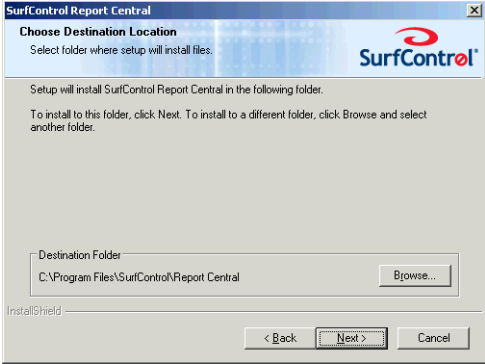
Procedure 2-1: Installing Report Central for Web Filter

Step	Action	
10	<p>You will then be reminded to schedule a database update once you have finished installing Report Central.</p> <p>Report Central needs to update the database so that Drill-down reporting and the threat dashboard can work properly. If the database is large, this may take some time.</p> <p>See the Report Central Administrator's Guide for information on how to schedule a database update.</p> <p>Click Next.</p>	
11	<p>If you selected Windows authentication in Step 8, you need to select an account for the Report Central service. If the database is on the local server you can choose Local System Account.</p> <p>If the database is not on the local server, enter a valid user name and password for the server where the database is hosted.</p> <p>Click Next.</p>	
12	<p>Click Install to begin copying the Report Central files.</p>	
13	<p>After installation, click Finish from final screen. You are ready to begin reporting on Web use in your organization. Consult the Report Central for Web Filter Administrator's Guide for information on how to set up and run reports.</p>	

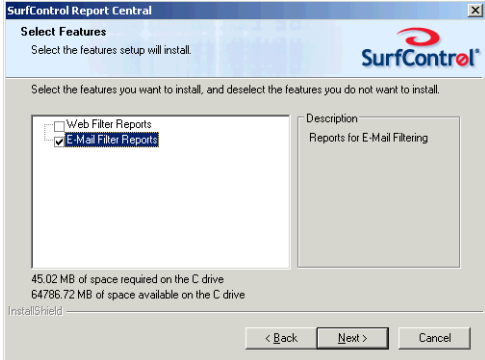
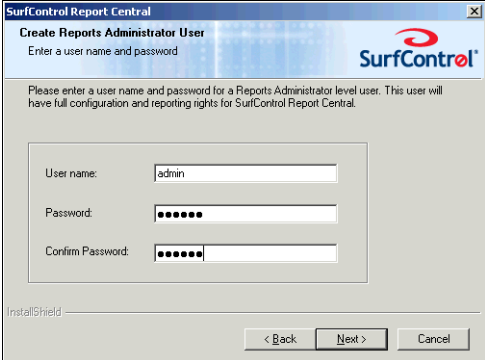
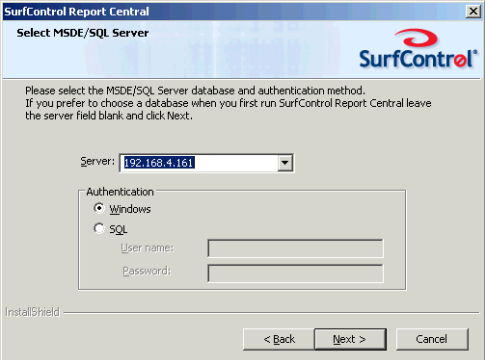
REPORT CENTRAL FOR E-MAIL FILTER

To install Report Central for SurfControl E-mail Filter only, follow Procedure 2-2:

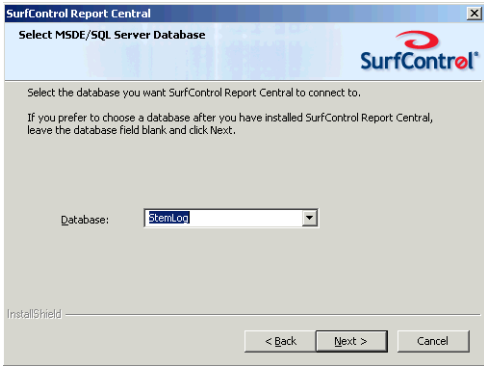
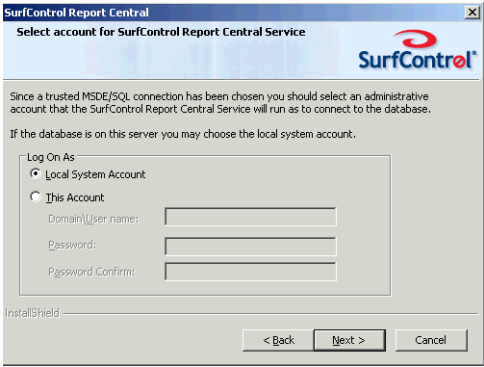
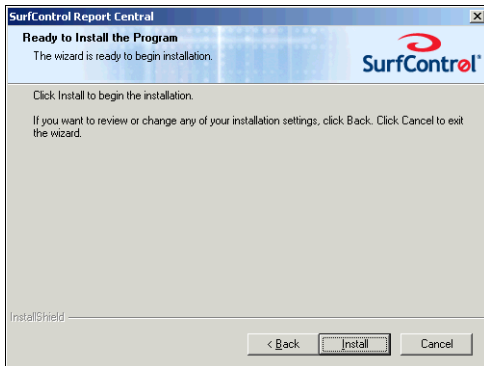
Procedure 2-2: Installing Report Central for E-mail Filter

Step	Action	
1	<p>Run the Report Central setup.exe program to launch the installation wizard. The Welcome screen will display.</p> <p>Click Next.</p>	
2	<p>The License Agreement screen will display. Select I accept the terms of the license agreement.</p> <p>Click Next.</p>	
3	<p>The Choose Destination Location screen will display.</p> <p>To accept the default destination for the Report Central files, click Next.</p> <p>Alternatively, browse to the location where you want the files to be installed.</p> <p>Click Next.</p>	

Procedure 2-2: Installing Report Central for E-mail Filter

Step	Action	
4	<p>The Select Features screen will display. Select E-mail Filter Reports. Click Next.</p>	
5	<p>Now create an account for the user who will be administrating Report Central. Enter a username and password, then confirm the password. Click Next.</p>	
6	<p>Specify the server where the MSDE / SQL database you want to report on resides. Select the authentication method that the server uses. Choose one of the following:</p> <ul style="list-style-type: none"> • Windows authentication • SQL authentication <p>If the server uses SQL authentication, enter the user name and password. Click Next.</p>	

Procedure 2-2: Installing Report Central for E-mail Filter

Step	Action	
7	<p>Select the Database from the drop-down list box. In a default E-mail Filter installation this will be StemLog</p> <p>Click Next.</p>	
8	<p>If you selected Windows authentication in Step 6, you need to select an account for the Report Central service. If the database is on the local server you can choose Local System Account.</p> <p>If the database is not on the local server, enter a valid user name and password for the server where the database is hosted.</p> <p>Click Next.</p>	
9	<p>Click Install to begin copying the Report Central files.</p>	
10	<p>After installation, click Finish from final screen. You are ready to begin reporting on E-mail use in your organization. Consult the Report Central for E-mail Filter Administrator's Guide for information on how to set up and run reports.</p>	

MANAGING DATABASE MEMORY

When generating reports, SQL Server can run out of memory if the SQL Server TempDB transaction log does not have enough memory allocated to it. To allocate more memory, follow these steps:

Procedure 2-3: Allocating memory to the TempDB transaction log file

Step	Action
1	Launch SQL Server Enterprise Manager.
2	Select TempDB from the database list.
3	Right-click on TempDB and select Properties from the shortcut menu. The TempDB properties sheet will display.
4	Select the Transaction Log tab.
5	Under Space Allocated (MB) enter a value of 15 or above.
6	Click OK to close the dialog.

2

INSTALLING REPORT CENTRAL *Managing Database Memory*