



Version 5.5

# SurfControl Web Filter *Starter Guide*



# NOTICES

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10240 Sorrento Valley Rd., San Diego, CA 92121, USA

Published February 2008

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## ***Notices***

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# Introduction

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## WHY USE WEB FILTER FOR CITRIX?

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SurfControl Web Filter for Citrix enables you to apply your corporate Acceptable Use Policy to anyone who accesses a Citrix desktop or application, whether local or remote. You can manage the Internet use of all users who are accessing Citrix, and protect your enterprise against common threats such as:

- **Legal liability**

Letting employees surf anywhere on the Internet can lead them to stray to clearly inappropriate sites; sexually explicit sites and those promoting violence, hate speech, and gambling. This kind of surfing can lead to lawsuits, harassment charges, and even criminal prosecution.

- **Productivity loss**

If an employee is accessing the Internet in company time with company property, you can ensure that it is for company use.

- **Network security risks**

Protect against viruses and malicious content entering your work place via an employee using an external modem or ISP. Web Filter for Citrix also accurately identifies users by their usernames to prevent unauthorized access to your network.

## Pre-installation

Where to install .....	page 4
System Requirements .....	page 5
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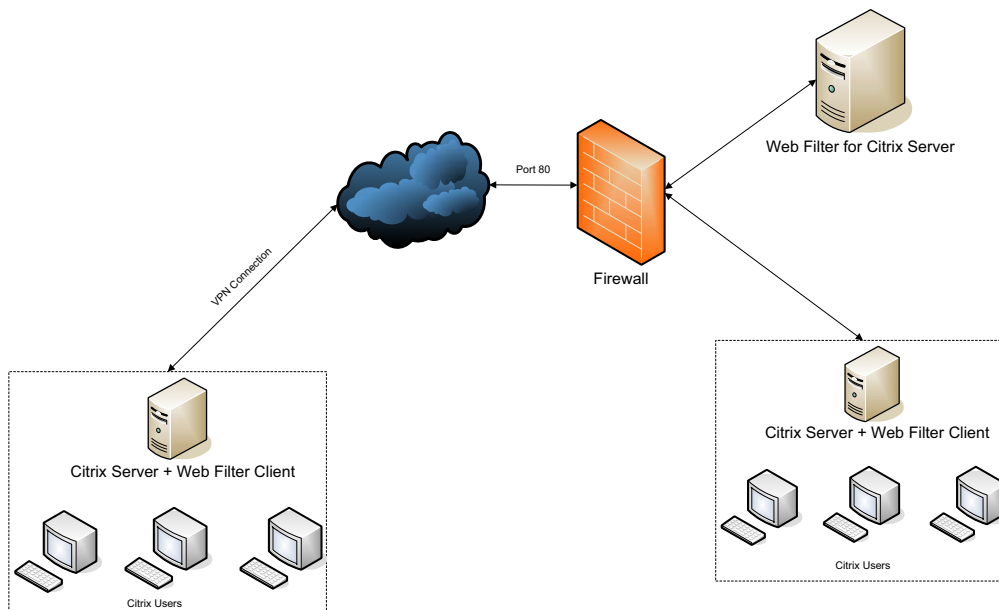
## WHERE TO INSTALL

Before installing Web Filter for Citrix, you need to decide on the location of the Web Filter for Citrix server within the corporate network.

### RECOMMENDED LOCATION

The figure below shows the SurfControl Web Filter for Citrix server installed within the main network. The diagram also shows how another office can be connected via a VPN to the Web Filter for Citrix Server:

**Figure 2-1** Web Filter for Citrix within a DMZ



# SYSTEM REQUIREMENTS

You should check that the computers you will be using meet the system requirements outlined in the table below.

## SERVER

**Table 2-1** Web Filter for Citrix server System Requirements

Component	Minimum	Recommended
Processor	Intel Pentium III	Intel Pentium IV
Memory	512 MB RAM	1 GB RAM
Supported Operating Systems (with latest Service Packs)	Windows 2000 Server Windows 2000 Advanced Server Windows Server 2003 Standard and Enterprise Editions Microsoft Terminal Server Edition (TSE)	
Disk Space	1 GB free	5 GB free
Supported database platforms (with latest Service Packs)	Microsoft SQL Server Express (Requires Windows Installer 3.1 if installing on a Windows 2000 computer) Microsoft SQL Server 2000 Microsoft SQL Server 2005 <b>Note:</b> SurfControl recommends that you have your SQL Server Express or SQL Server installed before installing Web Filter for Citrix.	
Applications	Citrix Presentation Server 3.0 Standard and Enterprise Editions Citrix Presentation Server 4.0 Standard and Enterprise Editions Microsoft Internet Information Services (IIS) 5 or higher. SurfControl Corporate Network Detection Service (CNDS). This is optional.	

## INSTALLING ON WINDOWS 2000 SERVER

Before you install the Web Filter for Citrix server check that you have **Internet Services Manager** installed from the **Programs > Administrative Tools** menu. If this is not installed, perform the following:

- 1 Open **Control Panel**.
- 2 Select **Add or Remove Programs**.
- 3 Select the **Add/Remove Windows Components** menu.
- 4 Select **Internet Information Services (IIS)**.
- 5 Click **Next** to begin the install process.

## INSTALLING ON WINDOWS SERVER 2003

The Windows Server 2003 default installation does not include IIS. You will need to install IIS by performing the following steps:

- 1 Open **Control Panel**.
- 2 Select **Add or Remove Programs**.
- 3 Select the **Add/Remove Windows Components** menu.
- 4 Select **Application Server** and click **Details**.
- 5 Select **Internet Information Services (IIS)**.
- 6 Click **Next** to begin the install process.

You then need to configure IIS on a Windows Server 2003 computer by following these steps:

### Configuring IIS on Windows Server 2003

- 1 Open **Control Panel**.
- 2 Launch Administrative Tools.
- 3 Double-click **Internet Information Services (IIS) Manager**.
- 4 Expand the local computer tree and click **Web Service Extensions**.
- 5 Select **All Unknown ISAPI Extensions**.
- 6 Click **Allow**.
- 7 Install SurfControl Web Filter for Citrix.

## CLIENT

**Table 2-2** Web Filter for Citrix Client System Requirements

Component	Minimum	Recommended
Processor	Intel Pentium III	Intel Pentium IV
Memory	48 MB RAM	
Supported Operating Systems (with latest Service Packs)	Windows 2000 Windows Server 2003	
Disk Space	10 MB free	
Applications	Citrix Presentation Server Enterprise Edition 3.0 Citrix Presentation Server Enterprise Edition 4.0	

# DATABASE CONSIDERATIONS

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Before you start to install Web Filter for Citrix, you should decide:

- Which database platform you plan to use (SQL Server Express or SQL Server).
- How Web Filter for Citrix will connect to the database (Windows authentication or SQL authentication).

## DATABASE PLATFORMS

SurfControl Web Filter for Citrix uses SQL Server Express, or a fully-licensed version of SQL Server 2000 or 2005. SurfControl recommend that you ensure your choice of database platform is installed and running before attempting to install Web Filter for Citrix. Using SQL Server rather than SQL Server Express offers the following advantages:

- Allows greater scalability.
- The ability to fine-tune database performance.
- More suitable for environments with heavy Web traffic.
- SQL Server Express has a maximum size of **4GB**.

Web Filter for Citrix connects to the database using a fully-qualified connection string. This string contains all the details required to connect to a database including database type, name of the server, user ID, password, and database name. Using a connection string does not require the creation of a Data Source Name (DSN). Therefore, any Web Filter for Citrix server on the network can access the database without creating a link through the ODBC driver.

## SQL Server Express

If you are not using SQL Server, you need to install SQL Server Express. SurfControl recommends you install your database platform before installing Web Filter for Citrix. If you want to use SQL Server Express, be aware of the following:

- You must install **.NET Framework 2.0** before installing SQL Server Express.
- If installing on a **Windows 2000** computer, you must install **Windows Installer 3.1** before installing SQL Server Express.
- You must install SQL Server Express as a **Default Instance** when prompted during installation.
- You must install the **Database and Connectivity Components** when prompted during installation.
- You must perform the steps outlined in the Post SQL Server Express Installation Configuration section below before installing Web Filter for Citrix.
- By default, SQL Server Express runs as a Network Service. When performing a database archive or restore, it needs to run with a local admin account to be able to access drive C.
- Microsoft specifies that the maximum size for a SQL Server Express database is **4 GB**.

The following post SQL Server Express installation configuration is taken from the MSDN Blog entry: <http://blogs.msdn.com/sqlexpress/archive/2004/07/23/192044.aspx>, which explains the steps in more detail. The Post SQL Server Express Installation Configuration steps are as follows:

- 1 Make sure SQL Server Express is running correctly (assumes a default install).
- 2 Open a Command Prompt.
- 3 Enter the following: `sqlcmd -S.\sqlexpress`
- 4 You should get a prompt like this: `1>`
- 5 Type: `Exit` to `exit sqlcmd`
- 6 Open the SQL Computer Manager.
- 7 Expand "Server Network Configuration".
- 8 Expand Protocols for "SQLEXPRESS".
- 9 Enable Np (for local and remote access).
- 10 Enable TCP (for local and remote access).
- 11 Restart SQL Server Express.

To access SQL Server Express database tables, you can use the Windows OSQL utility from the command prompt. For more details about the OSQL utility, visit [www.microsoft.com](http://www.microsoft.com).

For more information about SQL Server Express, visit: <http://www.microsoft.com/sql/editions/express/default.mspx>

## SQL SERVER

If you have SQL Server on your network, you should plan to create the database on that server (you can create and configure the database during the installation process).



**Note:** SurfControl recommends installing SQL Server on a dedicated server.

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If you plan to use a SQL Server database, but have not installed Microsoft SQL Server, complete the following tasks before installing Web Filter for Citrix:



**Caution:** Install SQL Server with the default setting of case insensitivity, including case insensitivity for Dictionary Order. Choosing case sensitivity may cause problems when installing Web Filter for Citrix.

- 1 Install SQL Server on the designated server. This can be the same machine as the Web Filter for Citrix server.

2 Make sure your Web Filter for Citrix server has the minimum resources listed in the following table:

**Table 2-3** SQL Server minimum requirements on Web Filter for Citrix server

# Users	Server Specification
<500	Intel Pentium IV, 2 GB RAM, 1.2 GHz processor, 10 GB hard drive.
500 - 1000	Intel Pentium IV, 3 GB RAM, 1.4 GHz processor, 20 GB hard drive.
1000 - 5000	Intel Pentium IV, 5 GB RAM, 1.4 GHz processor, 40 GB hard drive.
>5000	Intel Pentium IV, 7 GB RAM, 1.8 GHz processor, 60 GB hard drive.

- 3 Configure SQL Server to limit memory and processors when running both Web Filter for Citrix and SQL Server on the same computer.
- There should only be one database owner (db\_owner) per database.
  - If you need to have multiple user accounts with database access, the other users should only have db\_datareader and db\_datawriter permissions.

### Reasons to Install SQL Server on a Dedicated Server

Use SQL Server 2000 or 2005 on a dedicated server if your organization:

- Needs to store large amounts of data (for example, you have a large number of users, high Internet activity, or need to retain data for an extended period).
- Requires more than one Web Filter for Citrix server (collector) to consolidate data in a single database.
- Plans to store Web Filter for Citrix and SurfControl E-mail Filter data on the same SQL Server installation.

Make sure your dedicated SQL Server has the minimum resources listed in the table below:

**Table 2-4** SQL Server minimum requirements for large environments

# Users	Computer Specification
<500	Intel Pentium IV, 1 GB RAM, 1.2 GHz processor, 10 GB hard drive
500 - 1000	Intel Pentium IV, 2 GB RAM, 1.4 GHz processor, 20 GB hard drive
1000 - 5000	Intel Pentium IV, 4 GB RAM, 1.4 GHz processor, 40 GB hard drive
>5000	Intel Pentium IV, 6 GB RAM, 1.8 GHz processor, 60 GB hard drive

## DATABASE AUTHENTICATION

Web Filter for Citrix supports both Windows authentication and SQL authentication. SurfControl recommends SQL authentication for Web Filter for Citrix.

### Windows authentication

If you choose Windows authentication, make sure domain rights are correctly configured between the Web Filter for Citrix server and the SQL Server. The Web Filter for Citrix installer account requires SQL Server database creator rights.

### SQL authentication

If you choose SQL authentication, you will need to create a SQL Server login specifically for Web Filter for Citrix. This login is required for creating the database and should be used for all Web Filter for Citrix database activities.

If you choose to connect to the SQL database using SQL authentication, make sure the SQL Server is configured to support SQL Server and Windows NT authentication.

## Installing Web Filter

Introduction .....	page 12
Installing SQL Server Express (optional) .....	page 14
Installing Web Filter for Citrix Server .....	page 15
Configuring Web Filter .....	page 18
Installing Service Pack 3.....	page 31

## INTRODUCTION

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This chapter explains how to install SurfControl Web Filter for Citrix. There are four stages to the installation process.

**Table 3-1** Installation Workflow

Stage	Description
Database platform preparation	If you have chosen <b>SQL Server Express</b> for your database platform, download and install it from the Microsoft Web site. See <a href="#">Installing SQL Server Express (optional) on page 14</a> .
Product installation and Configuration Wizard	Install <b>Web Filter for Citrix</b> (complete installation).
Remote Administration	If you want to administrate the <b>Web Filter for Citrix server</b> from a remote location, install the <b>Remote Administration</b> client on the remote computer.  Install the VCA client if required.
Report Central	Download and install SurfControl Report Central from: <a href="http://www.surfcontrol.com">http://www.surfcontrol.com</a>

## INSTALLATION PROCEDURES


This section contains the following procedures:

- 1 Installing SQL Server Express (optional) ([page 14](#)).
- 2 Installing and configuring Web Filter for Citrix ([page 15](#)).
- 3 Installing Service Pack 3 ([page 31](#)).

You can cancel the installation of Web Filter for Citrix at any time by clicking **Cancel**. You will have to restart the installation process if you decide to install again at a later date.

## CHANGES TO THE SERVER

Installing Web Filter for Citrix makes the following changes to your server:

- Places the Web Filter for Citrix icon  in the Notification area at startup.  
From this icon, you can perform the following actions:
  - Stop or start the Web Filter and Scheduler services.
  - Configure the Web Filter service settings.

- Serialize the product from the About dialog box.

If the Web Filter Service has stopped, the Web Filter icon  becomes grayed out.



**Note:** In a Web Filter for Citrix Remote Administration installation, the grayed out icon is placed in the Notification Area to indicate that the service is not running locally.

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- Adds necessary registry entries.
- Creates the SurfControl\_WebFilter database.
- Adds the following services:
  - SurfControl Web Filter for Citrix service
  - SurfControl Web Filter for Citrix Scheduler service
  - SurfControl Web Filter for Citrix Remote Administration service
  - SurfControl Web Filter Audit Logger service
  - SurfControl Virtual Control Agent service (can only be started with a licensed version of Web Filter for Citrix)

## INSTALLING SQL SERVER EXPRESS (OPTIONAL)

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If you plan to use SQL Server Express for your database platform, you must install it in the following order before installing Web Filter.

- 1 Download and install **.NET Framework 2.0** from <http://msdn.microsoft.com/netframework/>
- 2 If you are performing the installation on a Windows 2000 computer, download and install Windows Installer 3.1.
- 3 Download and install SQL Server Express from <http://www.microsoft.com/sql/editions/express/default.aspx>



**Note:** You must install the Database and Connectivity Components when prompted during installation.

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- 4 Perform Post SQL Server Express Installation Configuration as described in the section on [SQL Server Express](#).
- 5 You need to run SQL Server Express with a local admin account to be able to perform database management tasks such as **Archive** and **Restore**, as these tasks require access to drive C on your server. You will need to restart the server before installing SurfControl Web Filter for Citrix.

You are now ready to begin installing the Web Filter for Citrix server. Continue to the [Installing Web Filter for Citrix Server](#) instructions.

# INSTALLING WEB FILTER FOR CITRIX SERVER

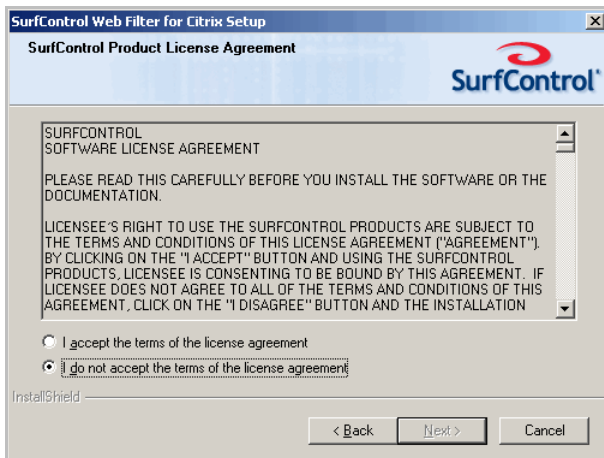
The following section outlines the instructions for installing SurfControl Web Filter for Citrix on your server:

- 1 Locate the SurfControl Web Filter executable file (setup.exe).
- 2 Double-click **setup.exe** to start the installation process. The **Welcome** screen is displayed.



Click **Next**.

- 3 The **License Agreement** screen is displayed.

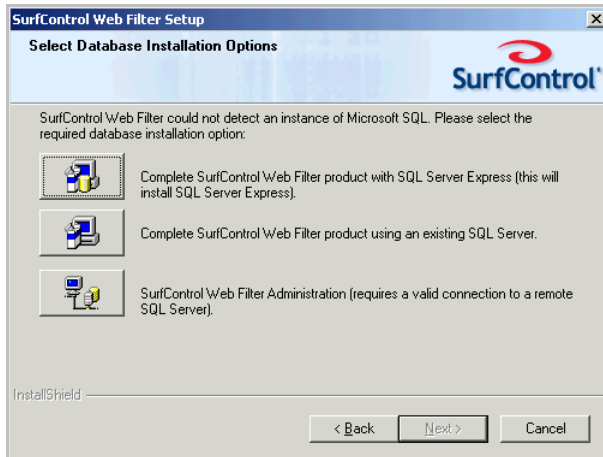


- i Select **I accept the terms of the license agreement**.
- ii Click **Next**.

# 3

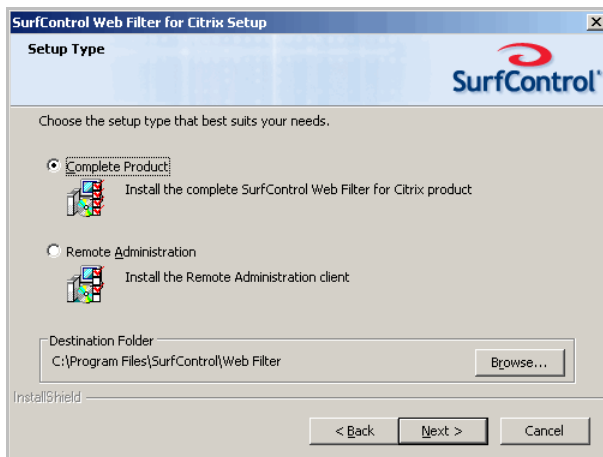
## INSTALLING WEB FILTER *Installing Web Filter for Citrix Server*

- 4 If the setup program does not detect a suitable database, the **Select Database Installation Options** screen is shown. (If you have already installed SQL Server Express or SQL Server) this screen will not be displayed.



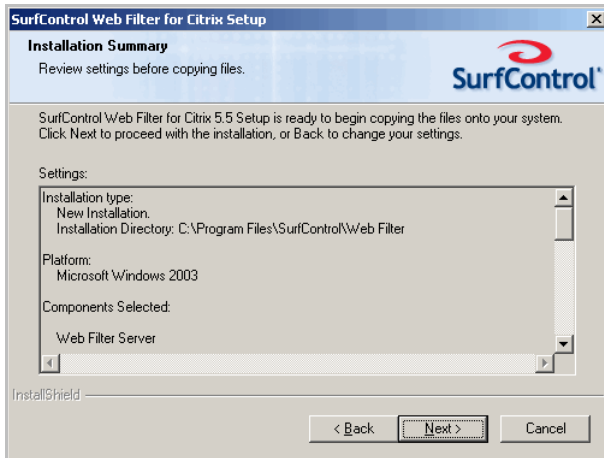
- i You can either:
  - Install the complete product which will also install SQL Server Express.
  - Install the complete product using an existing SQL Server database.
  - Install the Remote Administration version of Web Filter.
- ii Click **Next**.

- 5 The **Setup Type** screen is displayed.



- i Select **Complete Product**. The setup program installs Web Filter to a default path of c:\program files\SurfControl\Web Filter. If you want to install Web Filter in a different location on the server, click **Browse** to choose a new path.
- ii Click **Next**.

- 6 The **Installation Summary** screen is displayed.



Review your settings before starting the installation. When you are ready, click **Next** to begin copying the Web Filter files.

- 7 You have successfully installed Web Filter.



Click **Finish**. The **Configuration Wizard** will start automatically. See [Using the Configuration Wizard on page 18](#) for more details.

## CONFIGURING WEB FILTER

The wizard will launch after you have finished the complete installation process on your Web Filter server. Follow these steps in the Configuration Wizard:

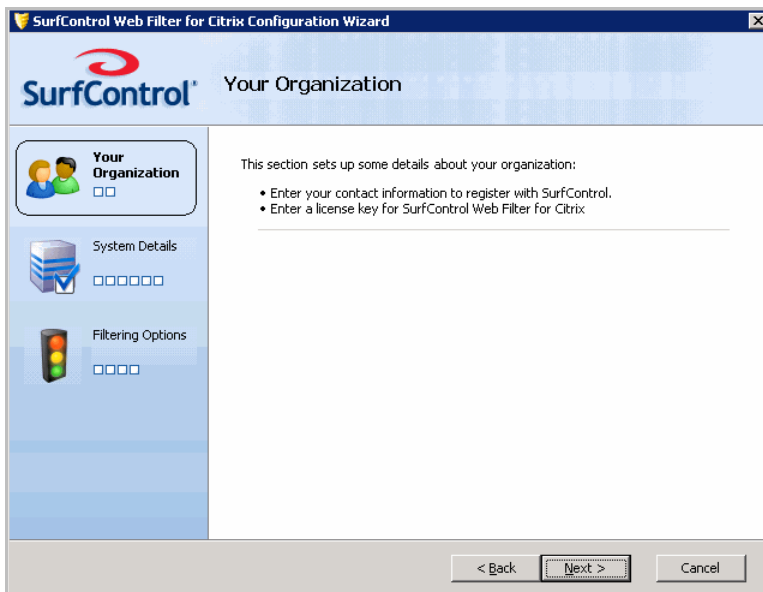
### Using the Configuration Wizard

- 1 As soon as the setup program is complete, the Configuration Wizard will start.



Click **Next**.

- 2 The **Your Organization** screen outlines the information you will enter in this section.



Click **Next**.

3 The **Customer Information** screen is displayed.

- i Fill in your details to register with SurfControl. Registered users can schedule live updates of the Internet Threat Database.
- ii Click **Next**.

4 The **Licensing** screen is displayed.

If you are an evaluating customer:

- i Select **I am evaluating SurfControl Web Filter for Citrix**.

# 3

## INSTALLING WEB FILTER *Configuring Web Filter*

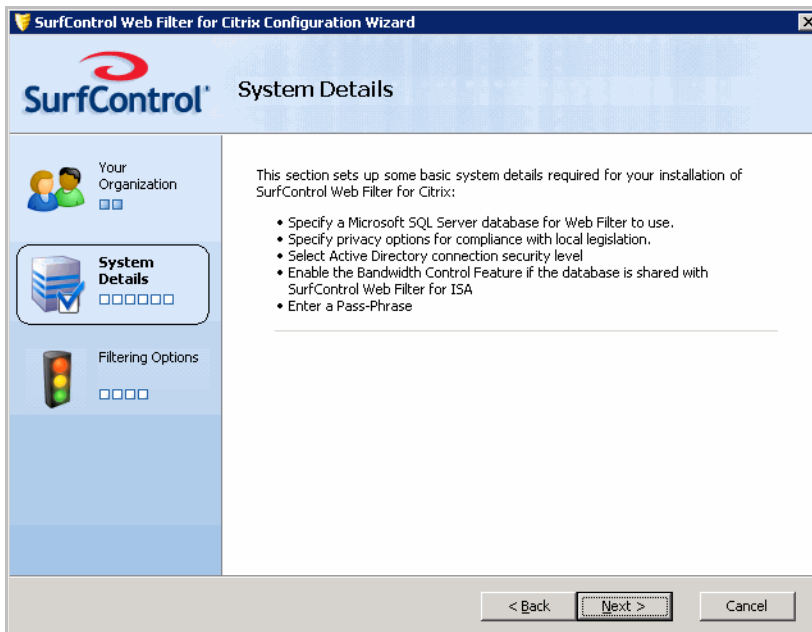
- ii Click **Next**.

If you have purchased a Web Filter license:

- i Select **I have purchased a license** and enter your license key.
- ii Click **Next**.

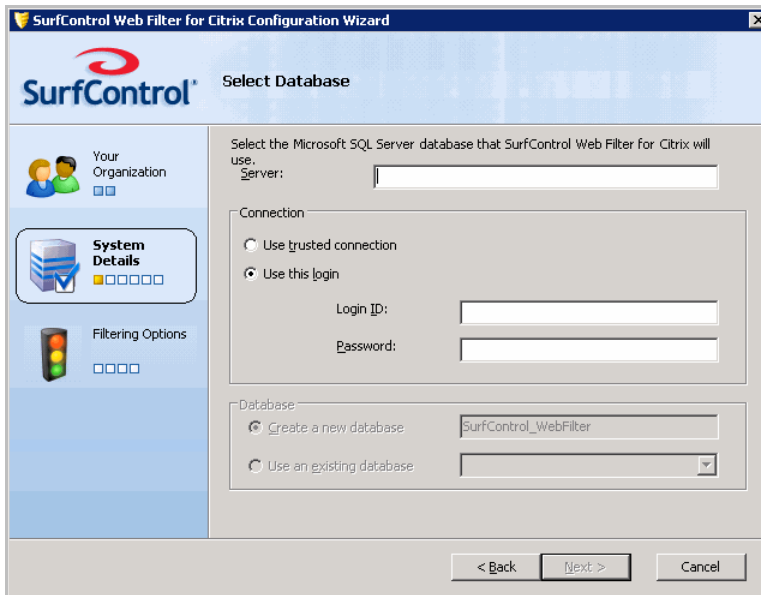
If you have purchased Web Filter but do not have a license key, contact SurfControl Sales.

- 5 The **System Details** screen outlines the information you will enter in this section.



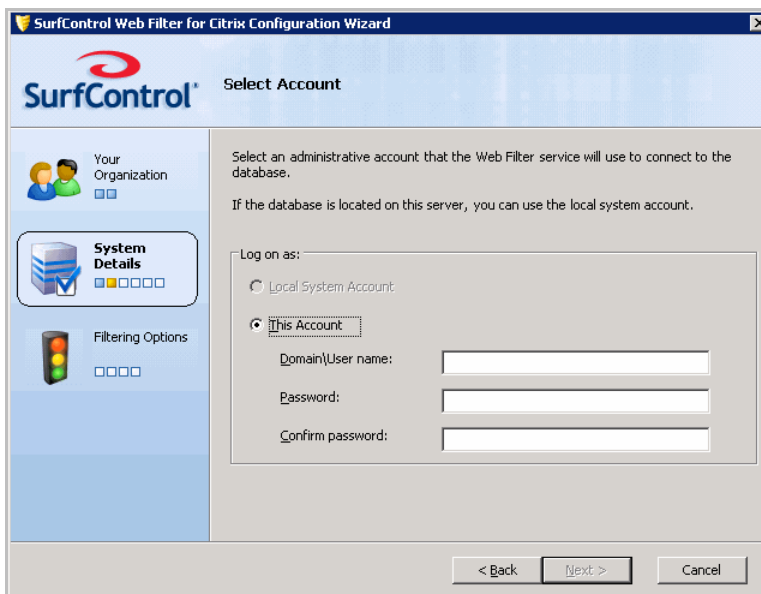
Click **Next**.

6 The **Select Database** screen is displayed.



- i Fill in the fields as follows:
  - **Server:** enter the name or IP address of the server where your SQL Server Express or SQL Server database is located.
  - **Connection:** specify how Web Filter connects to the database. Web filter uses either a SA username and password, or a trusted connection.
  - **Database:** specify whether you want to use an existing Web Filter database, or create a new one.
- ii Click **Next**.

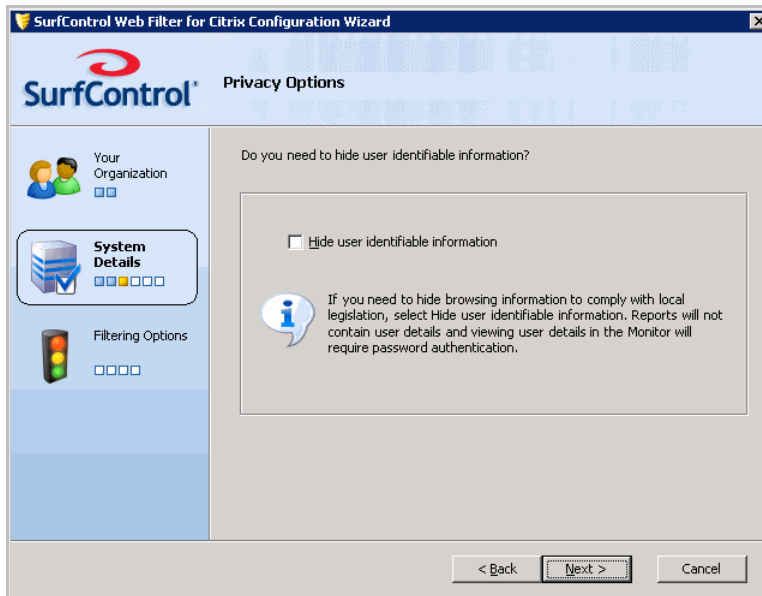
7 The **Select Account** screen is displayed if you chose a trusted connection in step 6.



# 3

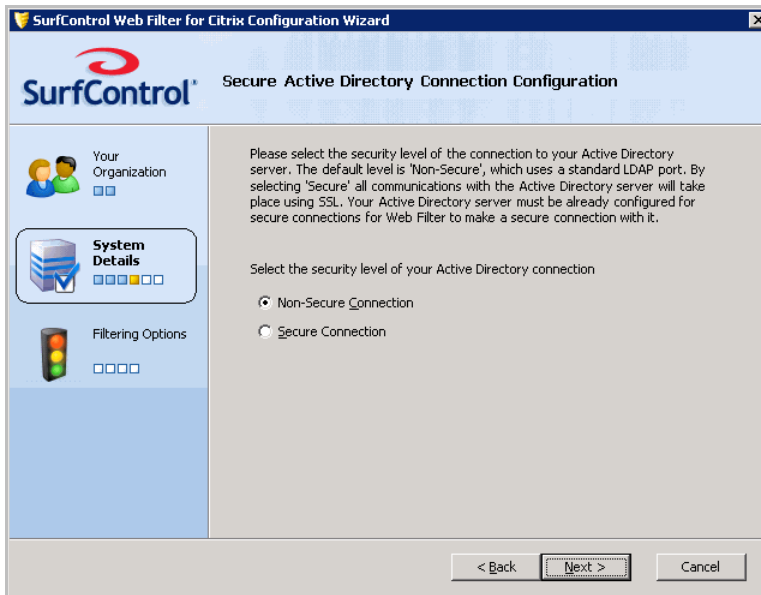
## INSTALLING WEB FILTER Configuring Web Filter

- i You need to choose how Web Filter will connect to your database.
    - If your database is located on the same server as Web Filter, you can select **Use Local System Account**.
    - If your database is hosted remotely on another server, you need to select **This Account**. You need to enter the **Domain and User name**, with the corresponding **Password** for that user.
  - ii Click **Next**.
- 8 The **Privacy Options** screen is displayed. (This screen will not appear if you selected an existing database in Step 6).



- i If you need to hide user information to comply with regional legislation, select **Hide user identifiable information**.
- ii Click **Next**.

9 The **Secure Active Directory Connection Configuration** screen is displayed.



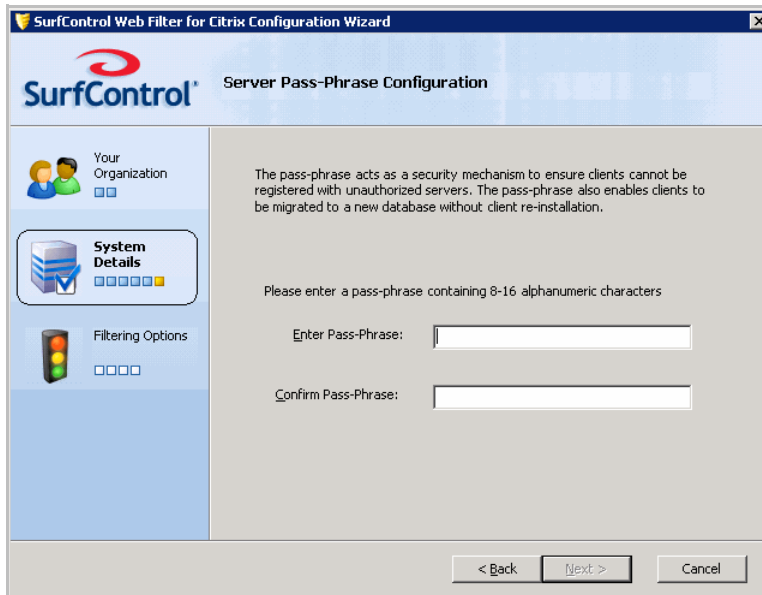
- i By default a non-secure connection is made to your Active Directory server. To change this to a secure SSL connection, select **Secure Connection**.
- ii Click **Next**. Web Filter will attempt a secure connection.

10 The **Enable the Bandwidth Control Feature** screen is displayed.



If you are installing Web Filter for Citrix on an ISA Server platform, you can enable this feature. This allows you to prioritize traffic by applying a bandwidth control to a rule. Click **Next**.

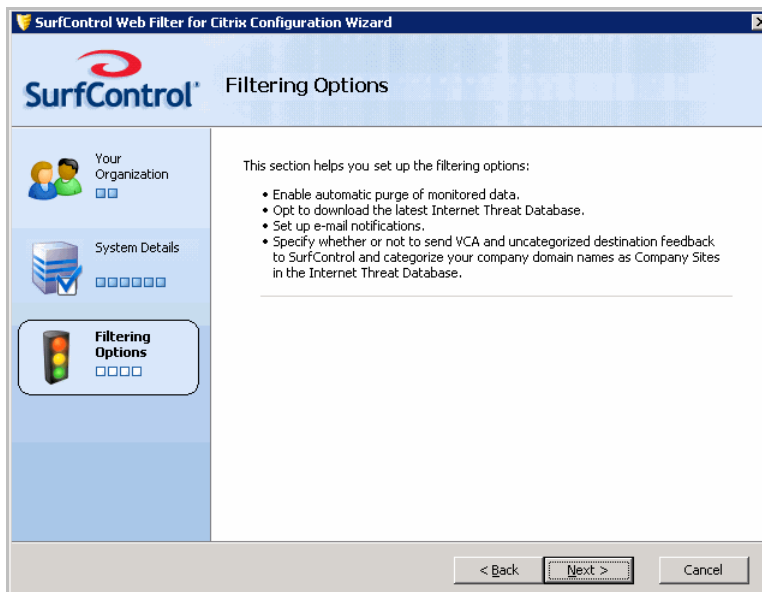
- 11 The **Server Pass-Phrase Configuration** screen is displayed.



The pass-phrase ensures that Web Filter for Citrix clients only connect to the specified server. It is also used when performing a client upgrade.

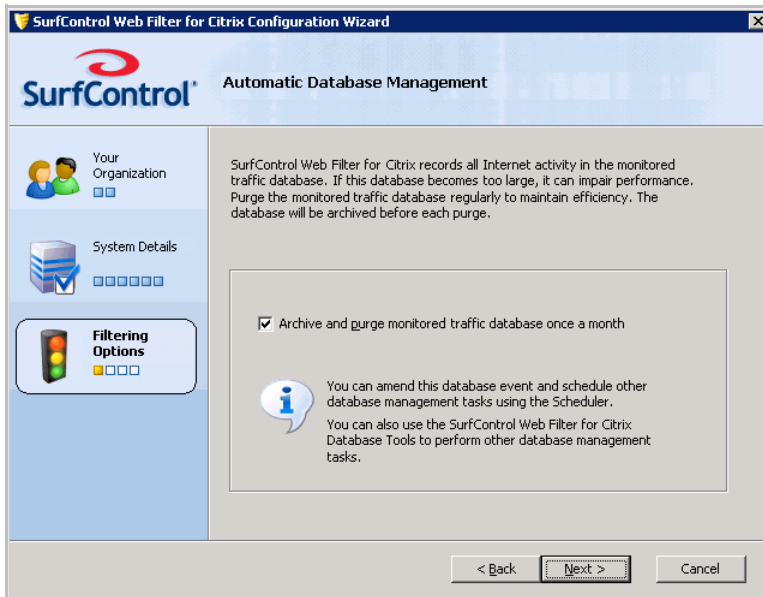
- i Enter an alphanumeric pass-phrase of between 8 to 16 characters.
- ii Click **Next**.

- 12 The **Filtering Options** screen outlines the information you will enter in this section.



Click **Next**.

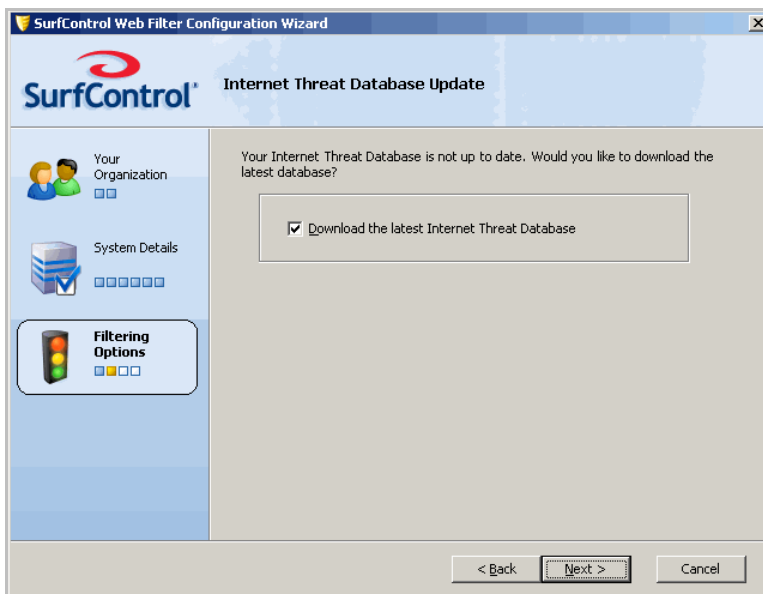
13 The **Automatic Database Management** screen is displayed.



To purge the Web Filter database automatically once a month:

- i Select **Archive and purge monitored traffic database once a month.**
- ii Click **Next.**

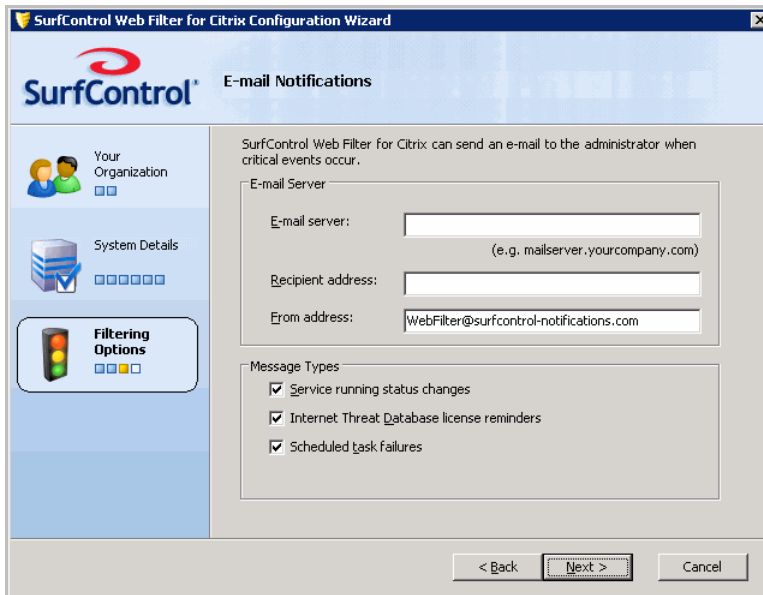
14 The **Internet Threat Database Update** screen is displayed.



For maximum protection you need the latest threat information.

- i Select **Download the latest Internet Threat Database.**
- ii Click **Next.**

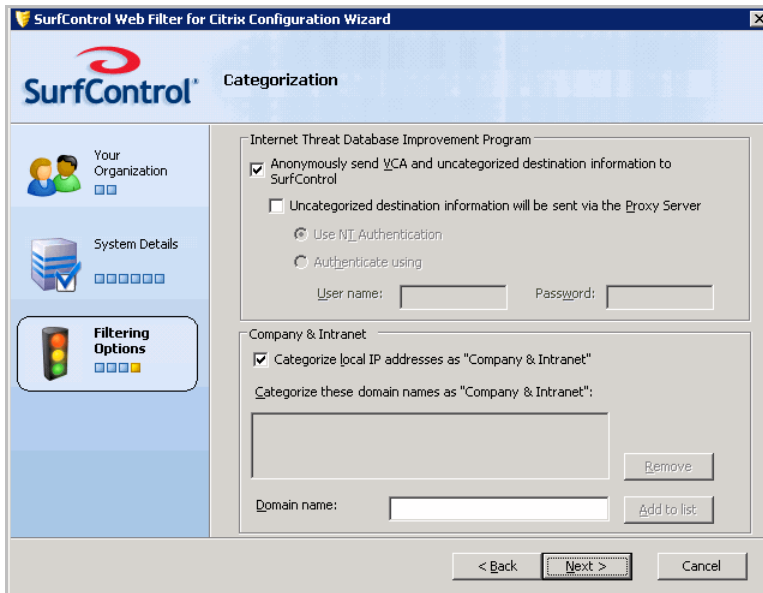
15 The **E-mail Notifications** screen is displayed.



Web Filter can notify the systems administrator when system events occur. Fill in the fields as follows:

- i **E-mail Server:** enter the name or IP address of the e-mail server for your domain. Web Filter will use this e-mail server to send notifications.
- ii **Recipient address:** enter the e-mail address of the systems administrator.
- iii **From address:** enter the address that the notification e-mails will be sent from.
- iv Now specify which **Message Types** you want to be notified of. Choose any or all of the following:
  - Service running status changes
  - Internet Threat Database license reminders
  - Scheduled task failures
- v When you have made your choices, click **Next**.

16 The **Categorization** screen is displayed.



When Web Filter encounters an uncategorized Web destination, it can send the details anonymously to SurfControl. This helps to improve the effectiveness of the Internet Threat Database for future updates.

- i Clear the **Anonymously send VCA and uncategorized destination information to SurfControl** check box to opt out of sending this information.

If you access the Internet via a proxy server, you can set the authentication for sending information via this method.

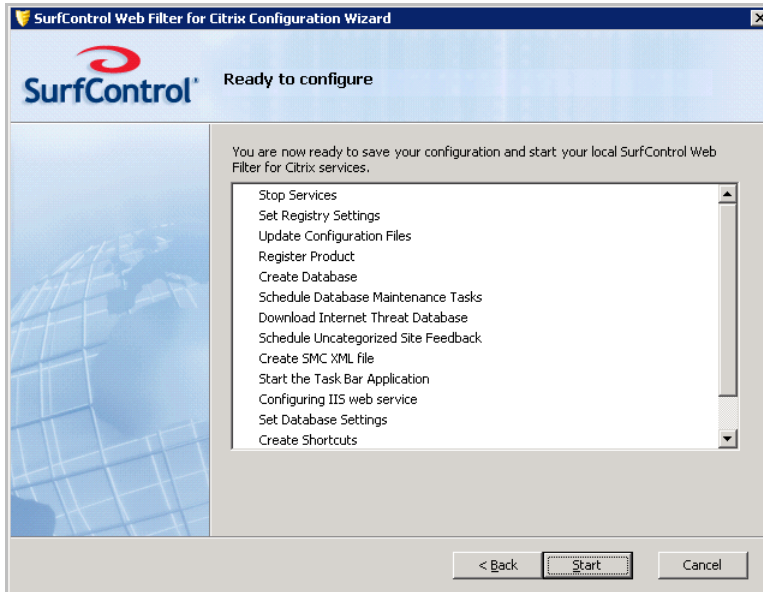
You can also categorize your organization's domains as belonging to the Company and Intranets category. This means that when users visit your organization's Web site or intranet, their visit will be logged under this category.

- ii Click **Add** to add your domain (without entering the http://www prefix).
- iii Click **Next**.

# 3

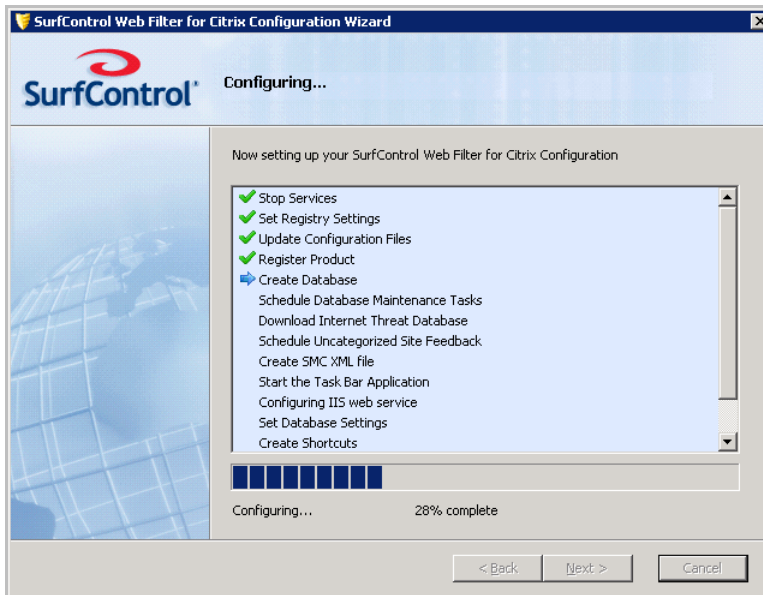
## INSTALLING WEB FILTER *Configuring Web Filter*

17 The **Ready to Configure** screen shows a list of tasks that the Configuration Wizard will perform to configure Web Filter.



Click **Start**.

18 The **Configuring** screen is displayed.



A blue arrow shows the task currently in progress. As each task is completed, you will see a green check.

If there is a problem with a task, you will see a warning icon ⚠ next to it. You can either go **Back** to change your settings, or **Skip** the task and move on to the next one.

If there is a serious problem with a task, you will see a failure icon ❌ next to it. If this happens, the **Skip** button will be disabled and you must go back to correct your settings.



**Note:** If you skip a task, Web Filter may not filter traffic effectively.

19 The **Configuration Complete** screen is displayed.



You will need to install **SurfControl Report Central** to run reports on the internet traffic monitored by Web Filter. This is available from a product DVD or as a download from: <http://www.surfcontrol.com>.

Click **Finish**.

20 Next, please install Service Pack 3. Refer to [page 31](#) for more information.

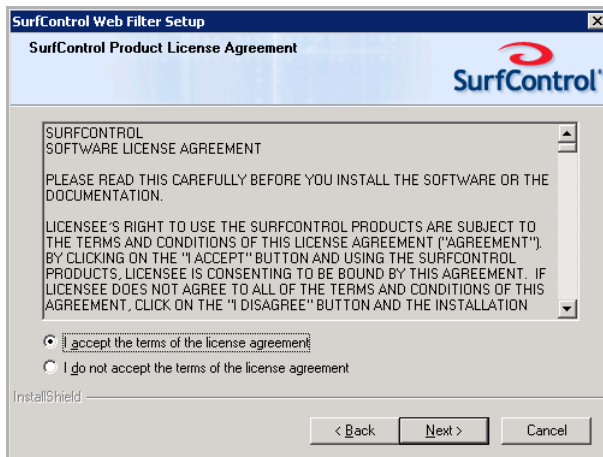
## INSTALLING SERVICE PACK 3

This section contains information on Installing Web Filter Service Pack 3. You can cancel the installation at any time by clicking **Cancel**. You will have to restart the installation process if you decide to install it again at a later date.

- 1 Download the service pack from the SurfControl web site to a suitable location.
- 2 Double-click **setup.exe** to start the installation process. You will now see the Welcome screen:



- 3 Click **Next**.
- 4 When you see the **License Agreement** screen, select **I accept the terms of the license agreement**:

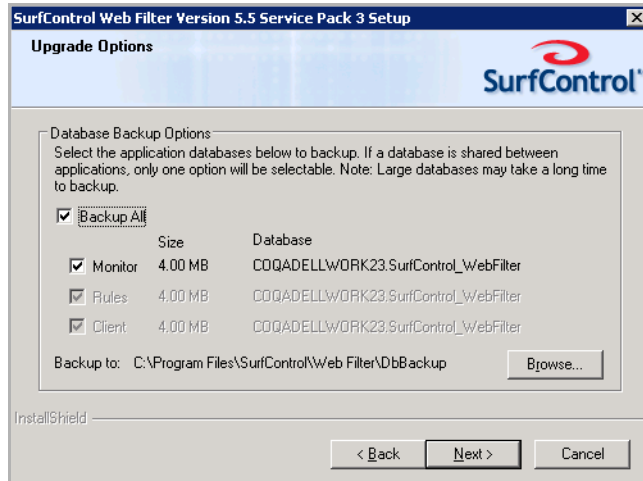


- 5 Click **Next**.

# 3

## INSTALLING WEB FILTER Installing Service Pack 3

- 6 You can now make a backup of your existing application databases using the Upgrade Options screen:



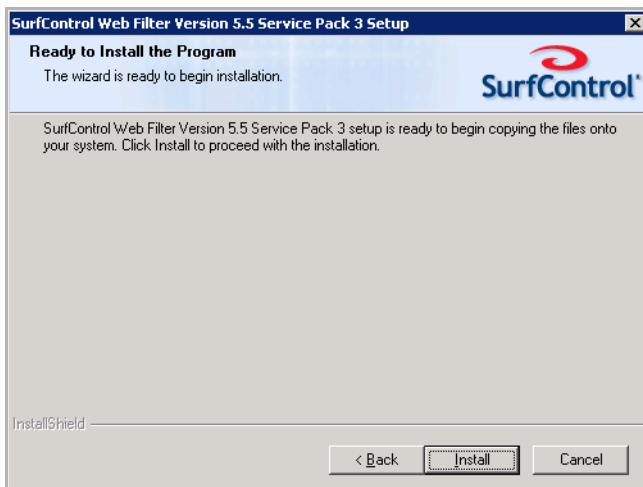
This will enable you to 'roll back' to your previous database, should this be necessary:

- Select **Backup All** to backup all of the available databases  
OR
- Select the database you want to back up from the list.

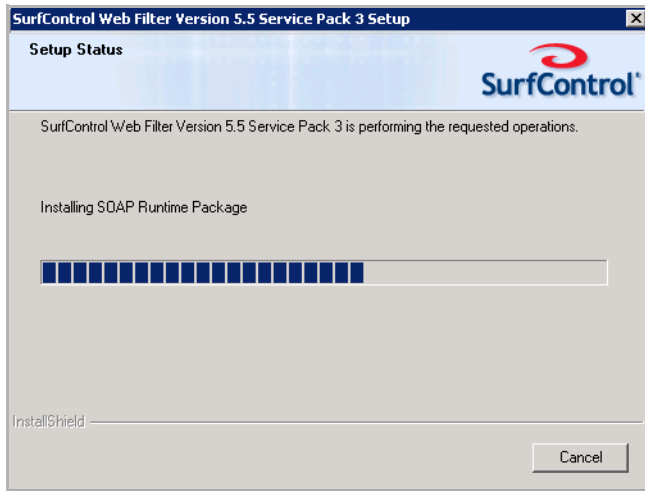


**Note:** If a database is shared with more than one application, you will only be able to select one of the applications that uses it.

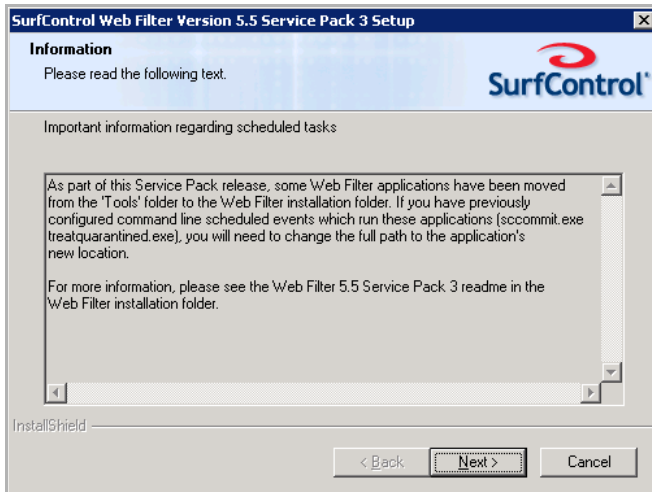
- 7 Click **Next**.
- 8 You will now see a screen informing you that the wizard is ready to install the service pack:



- 9 Click **Install** to start the installation. A progress bar will indicate how the installation is progressing:



- 10 The next screen contains important information relating to changes that have been made to the product and how these changes may affect command line scheduled events:



Read this information carefully as it could impact on the automatic updating of your Internet Threat Database, or database maintenance tasks.

- 11 Click **Next**.

# 3

## INSTALLING WEB FILTER Installing Service Pack 3

12 You should now see the Install Wizard Complete screen:



When asked if you want to restart the computer: now or later, choose **Now**. You cannot make any connections to the Citrix server until you restart the server.

13 Click **Finish** to finish the installation. Web Filter is ready to protect your system from Internet threats.

## Further Configuration

Post Installation Tasks .....	page 36
Managing Corporate Web Filter servers .....	page 37
Setting Up a Remote Administration client.....	page 39
Installing Web Filter for Citrix client .....	page 40
Upgrading clients .....	page 44
Uninstalling clients .....	page 45

## POST INSTALLATION TASKS

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The following tasks need to be considered following the installation of Web Filter for Citrix:

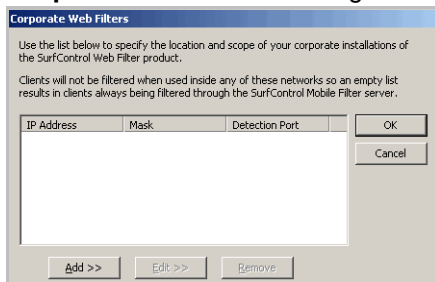
- Adding, editing or removing your corporate Web Filters in the Client Administrator.
- Setting up a Remote Administration client.
- Configuring the Corporate Network Detection Service (CNDS).
- Installing the Web Filter for Citrix client on your mobile devices.

## MANAGING CORPORATE WEB FILTER SERVERS

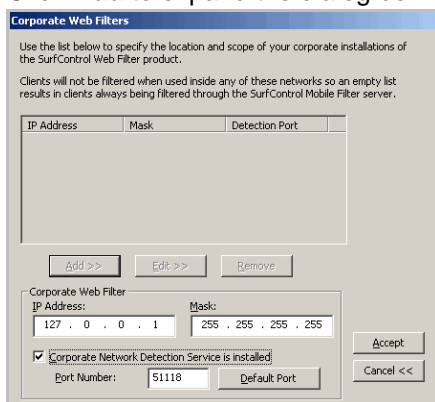
Web Filter for Citrix has the ability to recognize when it is in the vicinity of an installation of the corporate Web Filter product, which will then take over filtering of the client.

### Adding your Web Filter servers

- 1 Open the Client Administrator and select **Corporate Web Filters** from the **Configure** menu. The **Corporate Web Filters** dialog box is displayed.



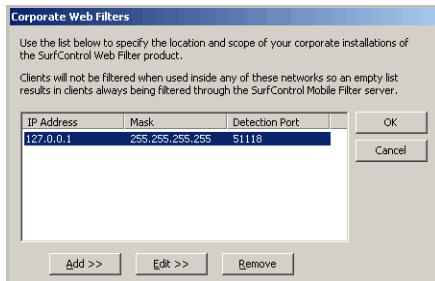
- 2 Click **Add** to expand the dialog box.



- i Enter the IP address of the Web Filter server, along with a subnet mask to show the range of IP addresses that Web Filter for Citrix has to look for.
- ii Click **Accept** to add the new IP address and Mask to the list. You will see the new server appear in the list pane which will now be enabled.
- iii Click **OK**.

## Making changes to server details

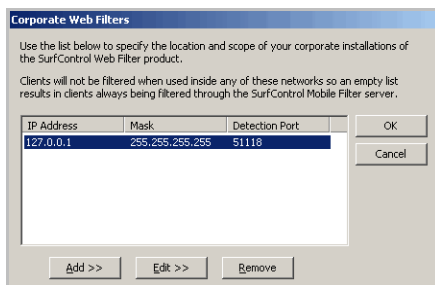
- 1 Select the Web Filter server from the list and click **Edit** to expand the dialog box.



- 2 Make the required changes to the server settings.
- 3 Click **OK**.

## Removing a server

- 1 Select the Web Filter server from the list.



- 2 Click **Remove**.
- 3 Click **OK** to apply the changes.

If your organization consists of more than one site, and you have a corporate Web Filter server in each one, then you can add each of these to the Client Administrator as a list. When a Web Filter for Citrix client logs into the Web Filter for Citrix server, it informs the server of its IP address. This IP address is then tested against each Corporate Web Filter entry in the Corporate Web Filters dialog box to see if the Client's IP address exists within the range specified by each IP address and subnet mask.

The first entry found that matches the Client is then reported back for any additional checking against the CNDS, if installed. If it does not make a match with the first server it will try the next one in the list until it has tried them all. If no match is found, the client continues to filter, assuming it is not within its own corporate network.

## SETTING UP A REMOTE ADMINISTRATION CLIENT

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When you install Web Filter for Citrix, you can choose to install the complete product, or a Remote Administration client from which you can administer components on your Web Filter server. If you choose to install the Remote Administration client, you will also have access to the Client Administrator.



**Note:** Before you install the Remote Administration client, you must have a complete installation of Web Filter for Citrix installed on a computer that the Remote Administrator can be connected to.

For full details on how to install the Remote Administration Client, see the Starter Guide supplied with Web Filter.

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## INSTALLING WEB FILTER FOR CITRIX CLIENT

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Once you have installed your Web Filter for Citrix server you can install the Web Filter for Citrix client on any supported devices that you want to filter. Before you start to install the client make sure that you are in possession of the following:

- The name of your Web Filter for Citrix server.
- A password that can be entered during installation to prevent a user from uninstalling the client.
- A description that will enable you to identify this client easily in the Client Administrator.

Make sure that the device that you are about to install on meets the client system requirements listed in the [Pre-installation](#) section.

### Installing the Web Filter for Citrix client

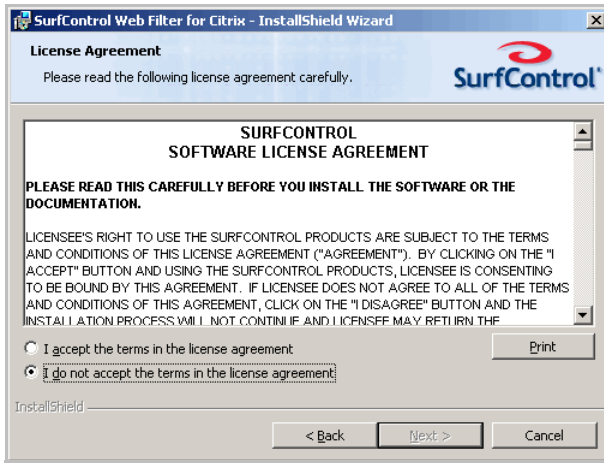
Download the Web Filter for Citrix client software and then use it in one of the following ways:

- 1 Copy it to a shared network drive that your remote devices will be able to access.
- 2 Create a CD of the client software and then manually install it on each device.
- 3 Double click the setup.exe file to begin the client installation.
- 4 The Welcome screen is displayed.



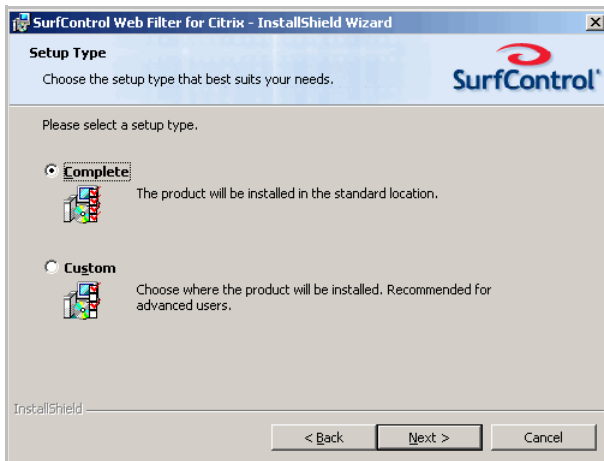
Click **Next**.

5 The **License Agreement** screen is displayed.



- i Select **I accept the terms in the license agreement**.
- ii Click **Next**.

6 The **Setup Type** screen is displayed.



SurfControl recommends that users select the **Complete Setup Type** option.  
Click **Next** to continue.

- 7 The **Server Details** screen is displayed.

- i Enter the name of the Web Filter for Citrix server. All client Internet requests will be monitored via this server.
- ii Click **Next**. The installation will attempt to communicate with the specified server.



**Note:** This DNS name or IP address (external IP address or Fully Qualified Domain Name - FQDN) must be resolvable and contactable by the device when it is both internal AND external to your network.

If the server does not respond you will see an error message. This could be because you have entered the server name incorrectly or the server is not running. Other possible causes include incorrect firewall configuration.

- 8 The **Security Information** screen is displayed.

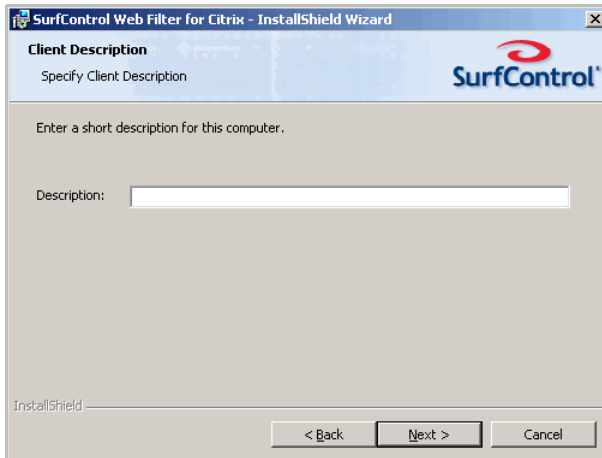
- i Enter and re-enter a password.

This is to ensure that anyone using this device cannot uninstall the Web Filter for Citrix client via the by-pass filtering mechanism. This password will be available to the administrator for future

reference in the Client Administrator interface. The password should be a maximum of 16 characters.

- ii Click **Next**.

9 The **Client Description** screen is displayed.

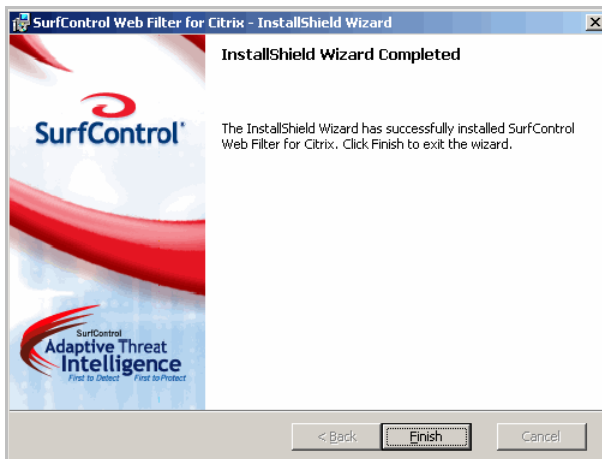


- i Enter a description for the Web Filter for Citrix client.

This identifies the client within the Client Administrator. When distributing the client installation executable, you may want to include a list of client descriptions for each device. Users can then enter the description allocated to their device.

- ii Click **Next** to continue. The client is ready to be installed.

10 The **InstallShield Wizard Complete** screen is shown.



Click **Finish** to complete the client installation.

## UPGRADING CLIENTS

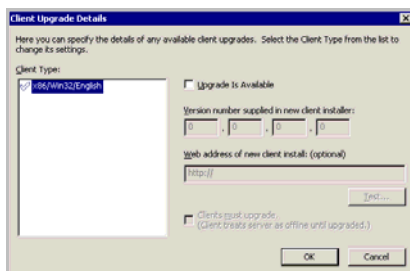
When upgrades become available for your clients, you can use the Client Upgrade Details dialog box to inform your client of the upgrade and even force them to do so. The **Client Type** pane contains a list of clients that have been registered with this Web Filter for Citrix server, during a Web Filter for Citrix client installation. If clients have not been registered with the server, then this list will be empty.



**Note:** If you do not have the mechanism for rolling out updates automatically, you can inform users of available updates so that they can update their client themselves.

### Upgrading your Web Filter for Citrix clients

- 1 Download the upgrade and make it available to your clients.
- 2 Select **Client Upgrade Details** from the **Configure** menu. You will see the **Client Upgrade Details** dialog box:



- 3 Select the client type that you wish to apply the upgrade information to, then select the **Upgrade is Available** check box.
- 4 Enter the version number of the NEW client.
- 5 If you have set up a web server for clients to upgrade from a web page, then type the URL to this page in the **Web address of new client install** text box. The user will be asked if they wish to visit this site to perform an upgrade.
  - There are tools available for IIS servers that may prevent the downloading of the client upgrades. Examples of these tools include the IIS Lock Down Tool Wizard (iislockd.exe) and URLScan.
  - If a URL is not entered, then the user will be advised that there is an upgrade but they will have to contact their Systems Administrator for the update.
- 6 Click **Test** to ensure the link works. (Remember, your clients must be able to access the upgrade site remotely if the upgrading process is to work).
- 7 Select **Clients must upgrade** to force your clients to upgrade.



**Note:** Using a client offline action of **Block All** while **Clients must upgrade** is selected, will mean that the client machine will be unable to access the Internet and the user will be forced to upgrade. This does mean however, that the client will be unable to access the upgrade web page and will need to be inside a web filter network to upgrade.

## UNINSTALLING CLIENTS

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Use **Add or Remove Programs** from **Control Panel** to uninstall the Web Filter for Citrix client. You will need to supply the password that you set during the installation of the Web Filter for Citrix client to uninstall it. This password can be found in the Client Administrator. Restart the device after uninstalling.

To uninstall a Citrix client that has an Offline Action setting of **Log and Allow**, ensure the device is not connected to the Internet at the time, otherwise a tamper message will be sent to the server.

### TAMPER ACTION

If a user attempts to manually uninstall the product or change it in some way, a message will be displayed stating that a tamper has been detected. Tamperers are reported back to the Web Filter for Citrix server with minor problems automatically fixed. However, in the case of extensive tampering resulting in serious malfunction, the product will need to be reinstalled. If you need to uninstall the Web Filter for Citrix client and the password is being rejected this could be due to one of two reasons:

- You are using the wrong password.
- Tampering has disabled the product or corrupted it in some way so that the password will no longer work.

You can use Password Bypass to override the password and gain access to the Web Filter for Citrix client uninstall process. For information on how to do this, see the Troubleshooting section of the *Administrator's Guide*.

# 4

## FURTHER CONFIGURATION

### *Uninstalling clients*



## Appendix

Contact Technical Support .....page 48  
Sales and Feedback .....page 50

## CONTACT TECHNICAL SUPPORT

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Websense provides technical information about SurfControl products online 24 hours a day, including:

- latest release information
- searchable Knowledge Base
- show-me tutorials
- product documents
- tips
- in-depth technical papers

Access support on the Web site at:

[www.websense.com/SupportPortal/](http://www.websense.com/SupportPortal/)

If you need additional help, please fill out the online support form at:

[www.websense.com/SupportPortal/Contact.aspx](http://www.websense.com/SupportPortal/Contact.aspx)

Note your case number. If you need to send Support files to help us diagnose your problem, do the following:

- 1 Select **Start > SurfControl Web Filter > Support Tools > Create Web Filter Support Files**. This creates an e-mail message containing a copy of your configuration files that will help Support to discover the reason for any problems you are having. These include:
  - Event Logs (System and Application)
  - A list of file Versions
  - Registry Keys
  - System Information
  - Trace Logs
- 2 Add your case number to the subject line of the email message.
- 3 Navigate to C:\Program Files\SurfControl\Web Filter\Support. In this directory you will find the following files:
  - Application.evt
  - System.evt
  - FileVersion.txt
  - registry.txt
  - systeminfo.txt
- 4 Zip or rar these files and attach them to the email.
- 5 Press Send.



If your issue is urgent, please call one of the offices listed below.

<b>Location</b>	<b>Contact information</b>
North America	+1 858-458-2940
France	Contact your Websense Reseller. If you cannot locate your Reseller: +33 1573 232 27
Germany	Contact your Websense Reseller. If you cannot locate your Reseller: +49 6951 709 347
UK	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Rest of Europe	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Middle East	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Africa	Contact your Websense Reseller. If you cannot locate your Reseller: +44 (0) 2030 244 401
Australia/NZ	Contact your Websense Reseller. If you cannot locate your Reseller: 1-800-881-011, Access Code 800-542-8609
Asia	Contact your Websense Reseller. If you cannot locate your Reseller: +86 (10) 5884-4200
Latin America and Caribbean	Contact your Websense Reseller.

You will be routed to the first available technician, who will gladly assist you.

For the latest support information on SurfControl products, visit [www.websense.com/SupportPortal/](http://www.websense.com/SupportPortal/).



## **SALES AND FEEDBACK**

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For product and pricing information, or to place an order, contact Websense. To find your nearest Websense office, please visit our web site: [www.websense.com](http://www.websense.com)