

SurfControl Report Central v2.0.3 for Web Filter 5.0 and E-mail Filter 5.0

SECTION 1 - WELCOME

SurfControl Report Central version 2.0 delivers a powerful, flexible application which enables administrators to easily access Web and e-mail usage information for rapid identification and response to business-specific threats before they compromise an organization's legal liability, security, productivity and network resources.

SECTION 2 - NEW FEATURES FOR WEB FILTER

SurfControl Report Central provides a Web-based interface for all the SurfControl Web Filter reports. It also provides user authorization and report-level access control.

Overall New Features

Feature	Details	Benefits
Increased reporting functionality	User access controlled reporting, including: <ul style="list-style-type: none">- Enterprise Threat Dashboard- Drill-down Manager- Report Manager	<ul style="list-style-type: none">• More flexible, granular reporting.
Excel File Format	Addition of .xls file format to report output or export type.	<ul style="list-style-type: none">• Easier manipulation of report information in native Excel format.
Email Reports	Reports can be emailed to single or multiple recipients.	<ul style="list-style-type: none">• Simple and quick distribution of reports to the appropriate individuals.
Multiple database connections	Connect via drop-down list to any configured database - either live or archived.	<ul style="list-style-type: none">• Ability to report on current Web activity as well as run reports on historical activity via archived databases.
Improved, Context Based Help	Access help for the screen or area needed by a single click on the "help" icon	<ul style="list-style-type: none">• Readily accessible "help" makes reporting easy.
Secure connection	Secure communication of user names and passwords via HTTPS if required.	<ul style="list-style-type: none">• Prevent user names and passwords from being intercepted.

Enterprise Threat Dashboard

Feature	Details	Benefits
Regularly updated view of key Internet Use	High-impact graphical summary of the categories of Web sites visited. See trend views with a selectable time range and at-a-glance views of top categories, bandwidth and hits.	<ul style="list-style-type: none"> Business managers, CIO-level personnel and others are able to easily access important trends in Web usage.
Log-in for deeper reporting	Log-in via the Threat Dashboard to access controlled reporting in the Drill-down Manager and Reports Manager.	<ul style="list-style-type: none"> Allow summary level overview of Internet use without having to log in. Grant access to more detailed reporting to those who need it.

Drill-down Manager

Feature	Details	Benefits
Summary level charts of key Internet Use	The following charts are available in either Hits or Bandwidth views over various time frames: <ul style="list-style-type: none"> - Activity by Day - Top 20 Protocols - Top 20 Categories - Top 20 Groups - Top 20 Sites - Top 20 Users 	<ul style="list-style-type: none"> Easy to read charts with data tables allow for quick understanding of Internet usage for the time period you need.
Drill-down data tables	Drill-down through the data for the Summary level charts via key criteria, including: <ul style="list-style-type: none"> - Date - Category - Group - Site - User - Protocol - Action 	<ul style="list-style-type: none"> Users require little training, as drill-down is easy to use. Transform data into the information you need quickly and effortlessly.
Charts dynamically changed as you drill-down	Easy to use breadcrumb navigation and intuitive icons. Selected drill-down data is reflected in the Summary Chart all through the drill-down process.	<ul style="list-style-type: none"> High impact, professional presentation of information needed. Instantly recognize exception activity in chart format.
Publish Reports in various formats	Charts created in Drill-down Manager can be exported as fully formatted reports in:	<ul style="list-style-type: none"> Easy distribution of quality reports in a variety of formats.

- .csv
- .htm
- .pdf
- .rtf
- .xls

- Easy distribution by emailing quality reports.

Charts created in Drill-down Manager can be emailed as fully formatted reports.

SECTION 3 - INSTALLATION AND UPGRADE INFORMATION

INSTALLATION NOTES:

Web Browser Support

SurfControl Report Central requires Microsoft Internet Explorer 5.5 and above.

Single Report Server

This release of SurfControl Report Central is designed to work with only one report server.

Default Ports

Installation will automatically configure SurfControl Report Central with the following ports:

HTTP: 8888
HTTPS: 8443

If for any reason these ports are already in use and/or you wish to use non-default ports, you will need to configure the SRC Web Server as follows:

1. Installation should be followed in the normal way.
2. Once installation is complete, locate the configuration file, **server.xml**, if you have installed to the default location, this will be located in C:\Program Files\SurfControl\Report Central\Tomcat\Conf
3. Load the file for editing,

```
<Server port="8006" shutdown="putdown">
<Service name="Catalina">
<Connector port="8888"
minProcessors="5" maxProcessors="75" enableLookups="true"
acceptCount="100" debug="0"
connectionTimeout="0" useURValidationHack="false"
disableUploadTimeout="true" />
<Connector port="8443"
maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
enableLookups="false" disableUploadTimeout="true"
acceptCount="100" debug="0" scheme="https" secure="true"
clientAuth="false" sslProtocol="TLS"
keystoreFile=".sckeystore"/>

<Engine name="Catalina" defaultHost="localhost">
<Logger className="org.apache.catalina.logger.FileLogger" />

<Host name="localhost" appBase="webapps" />
</Engine>
```

```
</Service>  
</Server>
```

4. The 2 highlighted fields will require changing to the ports you wish to use for HTTP and HTTPS respectively, once this change has been made please restart the "SurfControl Report Central Service".

5. Load the registry editor, (regedit.exe), and locate the key:

HKEY_LOCAL_MACHINE\SOFTWARE\SurfControl\Report Central\WebFilter50\Default\Web Server Port

Modify the value (default: 8888 for HTTP, 8443 for HTTPS), to the HTTP or HTTPS port you have entered into the **server.xml** file.

6. Finally the shortcuts to access Report Central will also have to be modified.

UPGRADE NOTES:

The following previous releases of Report Central can be upgraded at this release:

- Web Filter SurfControl Report Central versions 1.2.1.15, 2.0.0.15 and 2.0.2.2
- E-mail Filter SurfControl Report Central version 1.2.1.4, 1.2.2.4, 2.0.1.10 and 2.0.2.2

SECTION 4 - KNOWN ISSUES - WEB FILTER

ID: Installation/Upgrade

14822 "SurfControl_WebFilter" pre-populated in the database selection dialog

During installation, the database selection drop down list displays the database "SurfControl_WebFilter" even though this database may not exist on the SQL server.

To Fix: Select the appropriate database you wish to configure for SRC and continue the installation.

15120 Scheduled Reports have different name after upgrade

The name scheduled reports are given after execution has changed for this release. This will only be noticeable after an upgrade, but the format under the "**Report History**" now uses the name of the report as defined by SurfControl, followed by the date information, previously the custom name of the report was used.

16029 After upgrade two Tomcat folders are located in Report Central installation directory

After installation you may be left with a "Tomcat 4.1" folder, this indicates the folder was in use during upgrade.

To Fix: This folder can safely be removed, as it is not used with this version of SRC.

16109 Single spacebar entry as password for administrator

The installation allows you to enter a single space bar entry for the password for the Report Central Administrator. However you cannot log in to Report Central using the space bar

entry. You should use a password of up to 16 characters when installing Report Central.

16110 Items can remain after cancelling an installation

If you cancel the installation from the copying files screen, the following empty folders can still be found on your system in the C:/Program Files/SurfControl/Report Central folder:

jre

jre/bin

The following Registry key also remains:

HKEY_LOCAL_MACHINE\SOFTWARE\SurfControl\Report Central

ID: Threat Dashboard

14429 Refresh required to show new Threat Dashboard database

If a different database connection is configured for Threat Dashboard, the images may not be updated when navigating back to the Threat Dashboard interface.

To Fix: Refresh your browser.

14943 Blank Dashboard displayed when re-configuring the existing db connection to a new Blank Database

If an existing database connection is edited to point at a newly created empty database, logging out of SRC will not display any graphs within the Threat Dashboard interface.

ID: Drill-Down Manager

14449 Data held within the Web Filter .tmp files will not be added to the database until the daily event is executed

During the course of the day, an event is scheduled (via the **Database Configuration Update Tasks** tab) to maintain data for "Today's" reports. If at the point these events initiate (every 15 minutes by default), data is held within the Web Filter .tmp files, this data will not appear in the Drill-Down and Threat Dashboard reports until the daily scheduled event of each day (01:01 by default).

15133 Exporting Drill-Down Reports by Bandwidth doesn't display the bandwidth values in correct order

Exporting any Drill-Down Report by Bandwidth (.csv, .htm, .rtf .pdf & .xls) - doesn't display the bandwidth values in the correct order.

14629 "Activity by Day" X axis doesn't display date entries for dates with no connections

Dates for which no connections have been generated will not be included in the Activity by Day reports and tables with the Drill-Down Manager.

15971 Filter Results not retained by breadcrumb navigation

If the filter is used for the Top 20 Groups and Top 20 Users Drill-Down Reports, if you navigate back to the beginning of the breadcrumb navigation, the original filter setting is lost.

ID: Scheduler

15109 Not possible to run the Cache Data Event on its own

De-selecting the "**Update information for Drill-Down Reports**" option within the Database "**Update Tasks**" tab, with the "**Cache Data Settings**" enabled still runs the 24 hours Drill-Down Reports event. This will have a slight impact on the time the Cache event

takes to execute.

ID: Report Manager

9276 HTTP Status 404 error thrown when URLs are clicked on table based PDF reports
These problems occur when using Acrobat Reader version 5.0.

To Fix: Upgrade to Acrobat Reader version 6.0.

8277 E-mailed HTML reports do not display correctly in preview mode from an e-mail client

The preview mode does not function correctly when viewing HTML reports that have been targeted to send via e-mail. The preview will not display any images. The report displays correctly when saved from the e-mail client.

8390 On some HTML bar charts, the legend may overlap the edge of the chart

When viewing bar charts in HTML format, the legend may slightly overrun the edge of the chart graphic. There is no workaround available for this issue.

9785 Reports output as .rtf require Microsoft Word

If you select reports to be output in .rtf format, you must have Microsoft Word installed in order for SurfControl Report Central to correctly format the report.

11488 Reports display links that open in the same browser

Some reports, such as the Top N Sites by Bandwidth, display sites as links to the actual website. When a user clicks on these links the site opens in the same browser window that the report was displayed in rather than opening it in a new browser window.

Workaround: Click the browser's **Back** button.

11882 Saving e-mailed HTML reports using Outlook Web Access results in report graphics not being displayed

When sending SRC reports in HTML format via e-mail and subsequently saving the report attachments using Outlook Web Access the attachment filenames are modified by the e-mail client. This results in report graphics not being displayed in the .htm file as they are named differently to the image references in the HTML source code.

12957 Running a report in RTF format without MS Word installed does not close the browser window

Running reports to be output in .rtf format when Microsoft Word is not installed results in the browser window remaining open after the File Download dialog has been closed.

Workaround: Close the window when you see that the required file download action has completed.

14703 .pdf and .rtf files will not display using HTTPS

With a secure [HTTPS] connection reports requested in .pdf or .rtf formats result in "Cannot be displayed" "Cannot download" messages respectively.

This issue may occur if:

- The 'Do not save encrypted pages to disk' check box is selected in Internet Explorer 6.0 SP1.

Please refer to the following Microsoft article for further information and resolution to this issue:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;812935>

14768 Unable to save reports when the custom date field selection is unable to obtain dates from the database

Attempting to save a report to the Saved/Scheduled reports area fails when selecting a report for which there is no time/date data available. There are 2 examples where this issue

may be seen.

1. When creating a Saved/Scheduled report with custom dates from a database which contains no data.
2. When creating a Saved/Scheduled report with custom dates for the VCA Report, where the VCA has previously not been run against the selected database.

To Fix: In both cases data needs to be recorded to the database before such a Saved/Scheduled report can be configured.

14632 Errors when selecting the VCA report with no data to report on

If the VCA Report is selected, but the VCA has never been executed, two error messages will be displayed.

To Fix: Execute the VCA and these errors will no longer appear.

14599 HTML Reports where criteria exceeds 1 page cuts off letters within the report

If 'Display Selected Criteria' is enabled and enough criteria are selected that the report runs to more than one page, the first few letters of the second page are lost. This only occurs when HTML is selected, PDF reports do not exhibit this issue.

16093 Database Error Message

When entering a filter for a Site Activity (Detailed) report, if you enter a single quote and click the Run report button, a dialog appears stating "A Database Error Occurred". Click OK to close the message. This does not affect your database and reporting.

16124 Report names with unicode characters converted and saved as ASCII characters

Report names using Unicode characters are not saved as entered, but are converted to ASCII characters and then saved.

ID: Other Issues

12665 Internet security settings can prevent the SRC client URL login screen from functioning correctly

The SRC client URL login screen will not function correctly if the browser's Internet security setting is set to 'High'. The problem occurs because this setting disables the "run ActiveX controls" and the "active scripting" flags, which are needed by the SRC.

12666 'Bypass proxy server for local addresses' IE connection setting should be checked when a proxy server is in use

When a proxy server is being used to provide Internet access for users, individuals should make sure that the IE connection setting '**Bypass proxy server for local addresses**' is checked otherwise the SRC will not load and a '**Page cannot be found error**' (or similar) will be displayed instead.

SECTION 5 - KNOWN ISSUES - E-MAIL FILTER

ID: Installation/Upgrade

12512 Report Central documentation references incorrect version number.

The SurfControl Report Central documentation and online help titles list the previous version. This is a cosmetic error; the documentation and online help also apply to the version 5.0 release.

E-mail Filter Report Central install will fail if Web Filter is already installed

If E-mail Filter is installed on a computer where Web Filter with this maintenance release of Report Central is already present, the Report Central installation for E-mail Filter will fail as the 2 Report Central releases are incompatible.

To Fix: Re-run the Report Central install package from within the Web Filter download

package. This is located in the following folder: \English\Reporting\setup.exe

During installation, select E-mail Filter Reports in the Select Features screen.

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