

SurfControl Report Central v2.5 README

Welcome

Welcome to SurfControl Report Central v2.5. This release contains the enhancements and fixes listed below. [SurfControl Technical Support](#) can be contacted by phone or e-mail.

This release focuses on a consistent reporting interface for Web Filter v5.5 and E-mail Filter v5.5 reports, and enhanced reporting capabilities for E-mail Filter reports.

SurfControl Report Central provides full visibility into your organization's Web and e-mail use by delivering the information you need, when you need it. In addition, you can easily provide authorized technical and business personnel with secure reporting capabilities. This enables qualified staff throughout your entire organization to make the best possible decisions about your Web and e-mail use policies and employee behavior.

New Features in SurfControl Report Central v2.5

New Features – E-mail Filter Reports

Enhanced reporting capabilities for v2.5 for E-mail Filter v5.5 include:

Threat Dashboard

High-level, readily-accessible view of the overall e-mail traffic including trend graphs of connection-level and message content threats as well as summary information of the total e-mail traffic processed.

Drill-Down Manager

The Drill-Down Manager allows fast, forensic-type investigation of activities within both the connection-level and message-level of the e-mail traffic.

Connection-Level Reports

New connection reports give visibility of potentially harmful external threats allowing tuning of blacklists and visibility of the effectiveness of RBL services, and so on.

Message Traffic Reports

Enhanced Report Manager offers new tabular and graphical reports of all message traffic, not just that triggering a rule. Reports can be run of inbound and/or outbound traffic.

Policy Type Reports

Reports containing Policy Type enable you to easily determine the percentage split of traffic, for example, Spam, Virus, Compliance, Legitimate, and so on.

Policy Information Upgrade Tool

This tool enables you to upgrade the rules data stored in a SurfControl E-mail Filter v5.0/5.2 database to provide accurate reports on policy violations stored in that database. However, because

of the enhanced feature set in SurfControl Report Central (SRC) v2.5, there are limitations to the reports that you can run, and there is a performance impact.

Although rule-based reports will still be accurate, the upgraded reporting data has the following limitations and performance impacts:

- Connection/Gateway reports will not contain any information.
- Traffic-based reports will not be a true reflection of the traffic seen by the organization, only the traffic that has triggered rules. Therefore, you can run these reports, but they will not contain the same results as in the original reports.
- The performance impact of upgrading the data depends on how your system is set up, but a general guideline is that six million policy records will take approximately two hours to migrate.

Recommendation: It is recommended that you retain your existing SRC application and database if you want to run detailed reports from that database.

New Features – Web Filter Reports

Enhanced reporting capabilities for v2.5 for Web Filter v5.5 include:

Delegated Reporting by IP Range

Business line managers can now have access to reports for their particular subnet, which increases visibility and control in report administration.

Anti-Virus Reporting

For Web Filter v5.5 for Microsoft ISA with Anti-Virus Agent add-on, Report Central shows the infected files that SurfControl Web Filter blocked from being downloaded. The details include the user who attempted to download the files, and when.

Detailed user activity reporting

We have improved the most regularly used report 'User Activity Detail' by adding a 'Duration' field for browse time reporting.

Bug Fixes – Web Filter

SurfControl Report Central v2.5 contains the following bug fixes:

Description	Issue Number
Defects Fixed in 2.5	
Top N Users by Cost not displaying values greater than 100,000 correctly.	2837
Usernames which have more than 18 characters are truncated in blocked page detail report.	12878
Site Activity report not returning results if options are changed on other reports.	12899
# Character not accepted in Email Address Property Field of Web SRC.	13388

Table reports which are configured to be sent by e-mail have to be saved for the Navigation buttons to work.	13822
A refresh is required to show new Threat Dashboard database.	14429
Reports do not indicate which database the report was created from.	15096
User Activity and User Activity Detail reports to include total time browsing web sites.	15443
Number of ports in Close_Wait state increases by 1 every time DDR information is updated.	16622
Include the report name in the subject field of an emailed report.	16787
Error when database contains 30 days of data and the "All Available" option is selected for Drill Down Reporting.	16877
Failure to save report after changing database.	17014
Deadlock error when running User Activity Detail Report.	17976
Top N Groups by Cost report differs from Top N Users by Cost.	18133
Include the saved report name within the report.	18390
Remove the default limit from SRC criteria search.	18729
The Workstation Cost per Hour edit box is limited to a maximum value of 999.	19085
SRC page now loads if regional settings are not set to English	25556

Bug Fixes – E-mail Filter

SurfControl Report Central v2.5 for E-mail Filter contains the following bug fixes:

Description	Issue Number
Defects Fixed in 2.5	
Report Central documentation references incorrect version number.	12512
SRC page now loads if regional settings are not set to English	25556
DB updates do not fail.	25804
Incorrect recipients cannot be associated with an e-mail.	26664
Denied Connection records are now handled properly	26832

Known Issues – Web Filter

SurfControl Report Central v2.5 for Web Filter v5.5 has the following known issues:

Description	Issue Number
Known Issues in 2.5	
Report Manager Date/Time report criteria	15130
If both the 'Use same start and end times per day' and 'Exclude Time Range' check boxes are selected, no data is shown in the report.	
User can create custom reports folders with the same names as existing saved reports	15846
It is possible to save a report and then create a custom folder that has the same name. When you log on again, the saved report is missing.	
Items can remain after canceling an installation	16110
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	
Local system settings for the Tomcat service are lost when upgrading from pre SRC v2.0	16856
If an existing installation of the SRC (version 1.2.1.x for E-mail Filter or Web Filter) has the Tomcat service configured to run as a specific user (not Local System) and an upgrade is performed: - The existing Tomcat service will be removed. - The new tomcat service will be installed. - The tomcat service settings will have reverted to LocalSystem. This occurs when upgrading to 2.0.0.15 and 2.0.2.2	
The digital signature of SRC has an error due to the expiry of Sun's certificates	18122
Workaround: When the warning dialog is displayed, which indicates an expired certificate is being used, click Always.	
Reports removed	19510
For this release, the Manually Categorized URL report and the VCA report have been removed because the information is more appropriately displayed in the SurfControl Enterprise Monitor. When these reports are removed, any saved reports based on these report templates will also be removed. Page 1 is missing in some reports.	19524
Summary Data Refresh can miss imported data	19536
If the Summary Data Refresh (SDR) stored procedure is executed and finishes during a flat file import process, connections made by the flat file import process after the SDR has finished are not processed by the SDR.	
No error message reported if an e-mail cannot be delivered	19542
A report can be sent successfully by e-mail from SRC, but might not be delivered to the recipient. SRC does not report the delivery failure. This is most likely to happen if a large report/e-mail (for example, 15 MB) is sent.	
URL of image in HTML reports changes from IP address to hostname or FQDN	19940
For more details, please refer to http://java.sun.com/j2se/1.4.2/docs/api/java/net/InetAddress.html	
The new 'Blocked AVA' Detail report will only be added to Reports Administration users during an SRC upgrade	19982
The new 'Blocked AVA' report will be added to the allowed report lists of all	

configured Web reports for Reports Administration users only. The new report will not be visible to any other user until a Reports Administration user configures them with access to it.	
Cannot run SRC if the install path contains certain characters (for example, # or !)	20226
Java initialization error when installing an older version of SRC after installing SRC 2.5	21521
Workaround: Clear the Java cache before installing.	
A newly-created user can, by default, view reports created by an administrator in the Saved/Scheduled reports folders	22052
E-mailed HTML reports do not display correctly in E-mail Preview mode	23443
SRC installation only checks for the presence of Microsoft .NET Framework after the SQL Express installation is in progress.	24155 24156

Known Issues – E-mail Filter

SurfControl Report Central v2.5 for E-mail Filter v5.2 and v5.5 has the following known issues:

Description	Issue Number
Known Issues in 2.5	
Subject line over 50 bytes in length may be truncated in an HTML-formatted report	11122
Workaround: Use PDF as the report format.	
After upgrade, two Tomcat folders are located in Report Central installation directory	16029
After installation you may be left with a 'Tomcat 4.1' folder, which indicates that 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.	
Single spacebar entry as password for administrator	16109
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.	
Items can remain after canceling an installation	16110
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	
Report Manager Date/Time report criteria	23950

If both the 'Use same start and end times per day' and 'Exclude Time Range' check boxes are selected, no data is shown in the report.	
Reports can be run if the user selects the report, but double-clicks anywhere in the reports window.	24091
SRC installation only checks for the presence of Microsoft .NET Framework after the SQL Express installation is in progress.	24155 24156
Management Report > Connection Based Report > Connections by Type – Summary – Types of connection that are only a small percentage of the total are shown as blank segments in the pie chart. However, the correct percentages are shown in the legend.	24199
Potential loss of reporting data	24245
If you create two SRC databases that copy data from the same E-mail Filter database, it is possible that the E-mail Filter purge will remove data that is required by the next task to be run.	
Standard reports cannot be run if an invalid character is entered into the Exclude Postmaster: field in the Options criteria tab.	24398
Entering % to filter results in Drill-Down Manager returns all results.	24443
Top 15 Rules Legacy report ignores external domains when a protected domain is selected to be included	24489
Workaround:	
1. Select the External Domain tab. 2. Select Include Selected Items . 3. Select external domains to include, and then click Add , or click Add All to add all the external domains. 5. Click OK .	
You cannot have more than one update task with the same database and linked server.	24499
When running a 'repair' the following service is registered: <SCHED_SVC_PRODUCT_NAME>	25159
It has an invalid path to <ApplicationDir>\scdsvc.exe and cannot be started. It is only removed when the SRC product is uninstalled.	
Legacy Reports – Top 15 Senders by Percent report includes e-mail addresses from a protected domain even if that domain is not selected to be included in the report.	25251
The SRC for E-mail Filter Installer does not detect a named instance of SQL 2000.	25262
The error message is truncated for the error 'Ad Hoc Distributed queries cannot be run'.	25315
The 'Message Traffic by Date' report does not display the title, logo, date & date range on pages after page 2.	25372
If the E-mail Filter database server is down when SRC is upgraded, rule information is lost.	25434
SRC service not accepting a valid domain admin account during installation.	25465
Linked server issue with Post Install Wizard after database connection has been removed.	25476

For more information, please refer to the [SurfControl Knowledge Base](#). Contact [SurfControl Technical Support](#) for further assistance.

Upgrade Considerations

You can either install a full version SurfControl Report Central 2.5, or you can upgrade from the following versions:

SurfControl Report Central for Web Filter

- SurfControl Report Central 2.0.0.15
- SurfControl Report Central 2.0.2.2
- SurfControl Report Central 2.0.3.6

SurfControl Report Central for E-mail Filter

- SurfControl Report Central 1.5/2.0.1.10
- SurfControl Report Central 2.0.2.2

• SurfControl Report Central 2.0.3.6

Please see the *SurfControl Report Central v2.5 Starter Guide* for upgrade and installation instructions.