

SurfControl Web Filter Version 4.5 README

SECTION 1 – WELCOME!

Welcome to version 4.5 of SurfControl Web Filter for Windows, Microsoft Proxy Server, and Microsoft ISA Server and SurfControl's Virtual Control Agent™ (VCA). While SurfControl Web Filter is the leading Web filtering product for enterprises of all sizes, this release pays particular attention to the demands of large enterprises.

This release also fixes issues found in earlier versions that affect performance and usability.

SurfControl Web Filter offers the most advanced filtering technology available for the corporate environment, easing the challenge of managing Internet usage in the workplace. It can help you increase employee productivity, optimize network bandwidth, increase security and limit legal liability that occurs when corporations provide Internet access to their employees. Protect your employees and your company by promoting intelligent Internet use.

SurfControl Web Filter offers a complete set of tools for monitoring, filtering and reporting on Internet Access:

- The **User Monitor** and **Site Monitor** display 'who' is surfing 'where' and for how long.
- The **Real-Time Monitor** shows surfing moment-by-moment as user requests are processed.
- The **Scheduler** handles LiveUpdates to the URL Category List, automatic report generation, and database maintenance.
- The **Rules Administrator** provides an intuitive and easy to use interface for setting up your filtering rules.
- The **Reports** include over 55 charts and tables that graphically show trends and summaries of Internet usage, as well as detailed tables of user activity when you need more detail.
- SurfControl's **URL Category List** is the premier database in the filtering industry, with 40 well organized categories, covering 130 sub-topics, 6.3 million sites, 1.2 billion pages and international content covering 70 languages and 200 countries.
- The **VCA** dynamically and intelligently categorizes the new sites you users may discover. Using the VCA in conjunction with SurfControl's URL Category List gives you the most comprehensive filtering solution available.

NEW FEATURES IN VERSION 4.5

Default database is now MSDE rather than Access.

SurfControl Web Filter version 4.5 uses MSDE as the default database providing faster, more stable data handling for improved performance.

Reduced Memory Footprint

The new Aura database format results in less memory usage and faster lookups.

Improved performance for out-of-box solution

In high-load environments Web Filter auto-senses bottlenecks and writes temporarily to flat files. This gives significant 'Out of the box' improvements in filtering performance and simplified configuration as SurfControl Web Filter does not have to be manually configured to write to flat file

Reporting Wizard

Makes creating reports easy for the Novice administrator.

Rules Wizard

Rules can be run through a simple wizard from the Rules Administrator that makes Rules creation easy for Novice administrators.

Cancel/Commit in Rules Administrator

Changes to filtering rules can now be Cancelled or Committed rather than taking effect as soon as the Rules Administrator is closed.

System Event Notification

System level events such as changes in the status of filtering services and failure of scheduled events can now be reported to the Administrator by e-mail.

Active Directory, NT domain and NDS friendly name support in monitor and reports.

The Monitor and Reporter can display the 'friendly name' which is easier to read than the directory name.

Improved usability of the User and Site Monitor

The User and Site Monitor can now be searched allowing administrators to quickly drill down to specific detail.

Print from Monitor

The Internet usage information displayed in the User and Site Monitor can now be printed.

Gigabit Ethernet Support

SurfControl Web Filter for ISA Server and Microsoft Proxy can be deployed in environments with Gigabit Ethernet backbones.

Improved Support for Multiple Collector Environments

Ability to write to a single database for multiple collectors without the need to write to a flat file first

Remote System Monitor

The Remote System Monitor provides information on the status of remote collectors and gives the ability to start/stop services on those collectors.

Better Connectivity with Network Switches

The ability to monitor and block on separate network network cards. Customers with switches that do not support sending and receiving on the monitor port can connect SurfControl Web Filter directly to the switch.

SECTION 2 - LICENSE INFORMATION

The SurfControl Web Filter product will run as an evaluation version for 30 days. During the evaluation period, you can schedule and download updates to the URL Category List, so that you obtain the latest version for testing.

The VCA product will run as an evaluation version until serialized, but categorization work performed during the evaluation period is not saved.

SECTION 3 - UPGRADING

For complete installation and configuration information, please see the **SurfControl Web Filter Installation and Configuration Guide**. This is available as an Adobe Acrobat™ (PDF) document from www.surfcontrol.com.

SECTION 4: CUSTOMER REPORTED ISSUES FIXED IN THIS RELEASE

##	Description
2021	Rules Admin not keeping setting change for how to treat monitored workstations
2025	No notification when communication to SQL server is lost, leading to lost data.
3148	Add all button not working for advanced criteria in summary, detail and comparison reports
3192	Who objects based on hostnames do not work
4304	Very occasionally all network traffic is blocked
4557	First group in the Add/Remove Groups dialog can't be deleted
5056	Occasional crash when delete user objects from Host\Domain items
5151	Sometimes reports with Browse Time/Costs returned no data
5432	Security vulnerabilities in Web Reporting closed.
5444	100% CPU usage following lost connection to SQL server
5635	Not blocking when attached to a Cisco switch running IOS 12.1
5899	Using 4 or more Deny Pages cause the pages to be corrupted
5932	Seconds monitored for threshold rule reported incorrectly
5979	E-mail notify on a rule to deny access to adult sites caused a crash
5982	EUM is not using logon time information
6034	Scheduler renames events to default names after editing them
6039	Cannot use trusted connection to create SQL Database with MDAC 2.7
6102	Changing threshold sensitivity has no effect in the Rules Administrator
6820	Precise Bandwidth control has been reported to cause occasional crash
7013	Running a report on user name with apostrophe cause a crash
7058	Some flat files are not getting deleted after they are processed
7064	HTTPS traffic showing page level activity as NULL

SECTION 5 - KNOWN ISSUES

1047: Scheduling HTML Reports

Due to a problem in third-party software used in Web Filter reports, you cannot schedule HTML reports. The suggested alternative is to schedule the desired reports in Adobe PDF format.

2478: Scheduler generates error when running reports.

When scheduling a report to export to ODBC - Excel, the following error may occur: Report Error (PEExportTo() failed) : Error in File C:\Program Files\Web Filter\reports\

4681: Terminating "Run Now" update on URL Category List causes errors.

You should avoid terminating a the "Run Now" option in the Scheduler to perform a URL Category List update, as this may leave files that prevent further updates.

4729: VCA results not correctly updated in Monitor.

To avoid a situation where VCA results are not displayed correctly in the Monitor, you should not monitor the machine running the VCA. On the Windows 2000 platform, you can see the VCA machine's subnet to be unmonitored. On the ISA and MS Proxy Server platforms, you should create a new admin user for the VCA machine and then set that user to unmonitored.

5647: Default upgrade path does not install VCA or give the choice to install

To upgrade and install VCA, follow this procedure:

1. Start upgrade to V4.5.
2. On the "Select Upgrade Option" screen, uncheck "Keep Existing Settings" and click Next.
3. On the "Server Installation Options" screen, leave everything checked (VCA is one of these options) and click BACK.
4. On the "Select Upgrade Option" screen, check "Keep Existing Settings" and click NEXT.
5. Continue through the rest of the installation. VCA will be installed and existing settings are also kept.

5745: Errors when Cancelling Setup during upgrading

If you attempt to cancel an upgrade after you reach the MDAC screen, you may encounter an error. On the Windows and Microsoft Proxy Server platforms, the upgrade will be successful and the database will be upgraded successfully as well. On the ISA platform, the upgrade will be successful, but the database upgrade will not take place. You should then manually upgrade the database.

5280: Warning message during uninstall process

Due to an issue with InstallShield, the uninstall process may display an error dialog (which may appear minimized in the taskbar). You should click OK on the error dialog to continue the uninstall procedure.

5477: Manually Starting the VCA Service causes error.

You should use the Scheduler to run the VCA. Attempting to run the VCA manually may cause errors to be displayed.

5675: Showing list of sites in Advanced Criteria of Web Reporting is slow.

When running web-based reports and accessing the list of sites in advanced criteria, the access to the database is very slow if there are a large number of websites listed. This occurs on both Access and SQL databases.

6815: FTP access is needed to download and install MSDE

Your machine must have FTP access to download and install MSDE as part of the SurfControl Web Filter installation process.

Recording User Level share access

If Windows 95/98 machines on the network are configured for User Level Share, when anyone goes to open a file from one of those machines, the domain controller records that the remote user logged onto the Windows 95/98 machine. This results in the browser activity from the Windows 95/98 machine being recorded under the incorrect user name. Windows NT domain controllers demonstrate the same behavior.

Non-default file locations when creating a SQL Server database remotely

If the Microsoft SQL Server database is located remotely to the Web Filter server, you cannot change the default locations for SQL Server files and directories. The only available workaround is to temporarily install Web Filter (complete) on the SQL Server machine, run the Create SQL Server Database command and then uninstall the Web Filter software.

Web Reporting Advanced Criteria

When selecting Advanced Criteria, for Users and Sites, all objects that are selected to be included in the report are used in the Query statement. If this selection is large the query may take a very long time and Internet Explorer may timeout before the results are shown. To avoid this problem, select criteria that cut down the size of the output.

Remote Administrator with NDS

When installing a Remote Administrator, users will be presented with the dialogs to set-up username support as in the Complete Product. The information from these dialogs is necessary to browse and display data at the user specified Context in the NDS Tree. The specified NDS Context should be the same as the one used in the Complete Product, but the username and password information can be different. If a different username is specified, this user should have the same rights to the NDS Context as the user specified in the Complete Product. In addition make sure you choose the same options for username monitoring in all installations.

NetWare EUM does not work with long filenames

The NetWare NLM for Username support only supports 8.3 DOS directory formats; therefore, please copy the NLM into a 8.3 DOS directory.