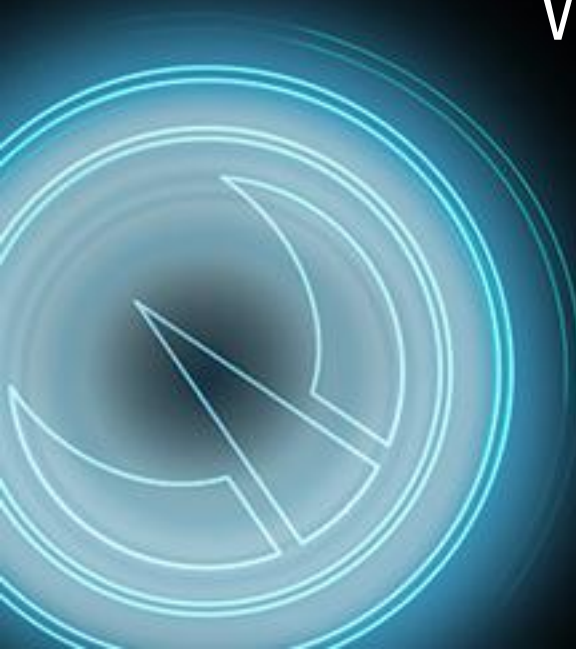# Quick start 6: Administering the Websense® Cloud Web Security solution

Websense Support Webinar May 2013

TRITON STOPS MORE THREATS. WE CAN PROVE IT.
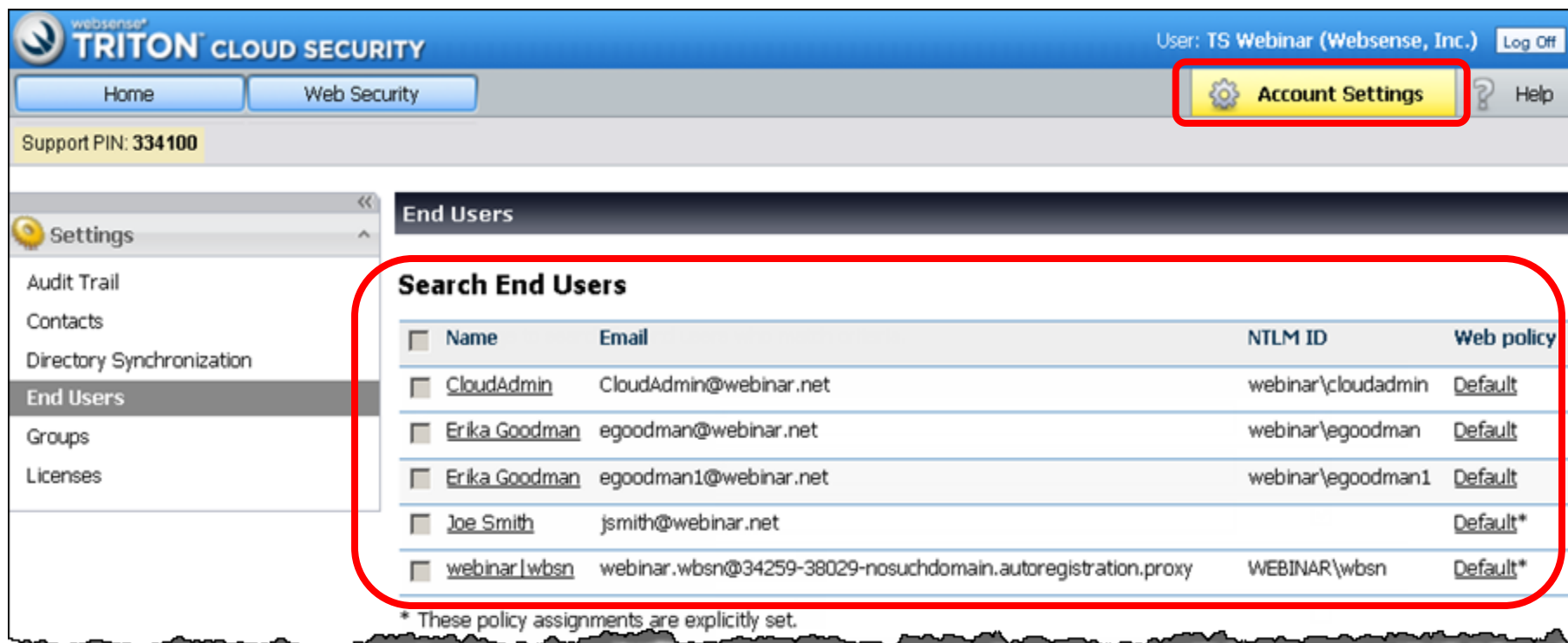
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Greg Didier

- Title:
  - Support Specialist
- Accomplishments:
  - 9 years supporting Websense products
- Qualifications:
  - Technical Support Mentor
  - Product Trainer

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- Directory synchronization
- Administering policies
- Working with user accounts
- Working with blocked sites
- Popular reports
- Best practice tips

End User Accounts

- Directory synchronization, self-registration, invitation or bulk end user upload

- To view and manage end users globally
  - Account Settings > Settings > End Users > Search

Directory Synchronization

- Cloud portal
    1. Add a directory synchronization contact
    2. Assign directory synchronization permissions
    3. Enable directory synchronization
- Your network
    1. Devise a synchronization strategy
        - Only push up (synchronize) useful group or user objects
        - Eliminate/reduce synchronizing unnecessary objects
    2. Install the Directory Sync Client application
    3. Configure the Directory Sync Client
        - Test before synchronizing to the Cloud service
- Demonstration

- ## Best practice
  - Create a contact specifically for directory synchronization
    - Reduces a password change issue
  - Synchronize only useful group and user objects
  - Only one Directory Synchronization Client instance
  - Schedule two directory synchronizations a day
  - Only one Configuration Profile
  - To synchronize *group members* and *individual users accounts*, use multiple Data Sources
    - First Data Source (*group members)*
      - *Groups > Filter Users > Do Not Filter*
      - *Users > Find Users By > Group Membership*
    - Second Data Source (*individual users*)
      - *Users > Find Users By > Searching The Directory*

- Typically, a single policy is sufficient
  - Exceptions eliminate the need for multiple policies
  - When should you create a new policy?
- Policy assignment methods
  - Defined Proxied Connection
  - Remote (undefined location)
  - Policy-Specific PAC file
  - Synchronized user/group with a policy assignment
  - Synchronized users without a defined policy
- Demonstration
  - Action precedence
    - Allow access > block access > do not block

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– Proxied Connection
  • Definable IP address within each policy
  • Web Security > Policy Management > Policies > Connections tab
– Remote connection (undefined location)
  • Web requests come from an unknown IP address
    – Remote users self-register with their email address
  • Web Security > Settings > Domains > your domain > Associate…
    – Select a policy to associate with remote users
– Policy-Specific PAC file
  • Web Security > Policy Management > Policies > Policy name > General tab
  • Every policy has an unique PAC file identifier
– Synchronized users/groups with an assigned policy
  • Account Settings > Settings > Directory Synchronization > Web
  • User or group objects are assigned to a policy
    – Fixed or follow group membership
– Synchronized users without an assigned policy
  • Account Settings > Settings > Directory Synchronization > Web
  • Assign users to this policy if they have no group-based policy…

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- ## Account level
  - ## Contacts tab
    - Create portal management contacts and assign permissions
    - Not for adding end user accounts
  - ## End Users tab
    - Global search within all policies
    - Change Web policy, enable/disable Web access, set password
  - ## Groups tab
    - Displays all groups and their associated users
    - Create a local Web portal group
- ## Policy level > End User tab
  - User Management
    - User search within policy
    - Change Web policy, enable/disable Web access, set password
    - Add and invite users
  - Directory Synchronization (Groups)
    - Displays groups, associated users and assign a group to policy
- ## Demonstration

- Exceptions
  - Overrides default policy settings
- Category block
  - Allow access, Do not block, Require user authentication, Confirm, Use Quota
- Content Security analysis exception
- Authentication block
  - Access Control
- Bypassing security and authentication checks
  - Authentication, endpoint, certificate verification
  - Web Security > Settings > Bypass Settings
- Demonstration

Reporting

- Reports provide security and usage feedback
  - Home > Reports
    - Account summary and synchronization reports
  - Web Security > Reports
    - Volumes, Browsing Times, Real Time Scanning, Authentication, Web 2.0 Applications, Protocols, and Endpoint
- Popular reports
  - Volumes > Volumes by User
  - Browsing Times > Browsing Times by Site Demonstration
  - Authentication and Endpoint > Authentication Methods Summary
  - Authentication and Endpoint > Installed Endpoint Summary

- Cloud service identifies users by their email address
- Remote users start off as unidentified
  – Originate from an unrecognized site
  – Unknown source IP address
- Registering users
  – Register by invitation
  – Bulk register end users
  – End user self-registration
    - The email domain component identifies your customer account
- Directory synchronized users do not need to register
  – Exception: They must self-register when traveling
- Remote users are transparently identified when using Endpoint Client

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- Tip
  - Expect some latency, policy changes take several minutes to update across all Cloud Security data centers
- Documentation
  - Cloud Web Security Getting Started
  - Cloud Web Security Product Evaluation Guide
  - TRITON Cloud Security Help
  - Managing roaming users
  - Directory Synchronization Client Administrator's Guide
  - Cloud Web Security Technical Library
- Articles
  - Duplicate user account causing Directory Synchronization issue

Upcoming Webinar

Webinar

Update

Title:

 Quick Start 7: Websense® Cloud Web Security: Troubleshooting and Best Practices

Date:

June 19th, 2013

Time:

8:30 A.M. PST (GMT -8)

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