

Web and Data Endpoint clients Webinar 1: Deployment and Installation

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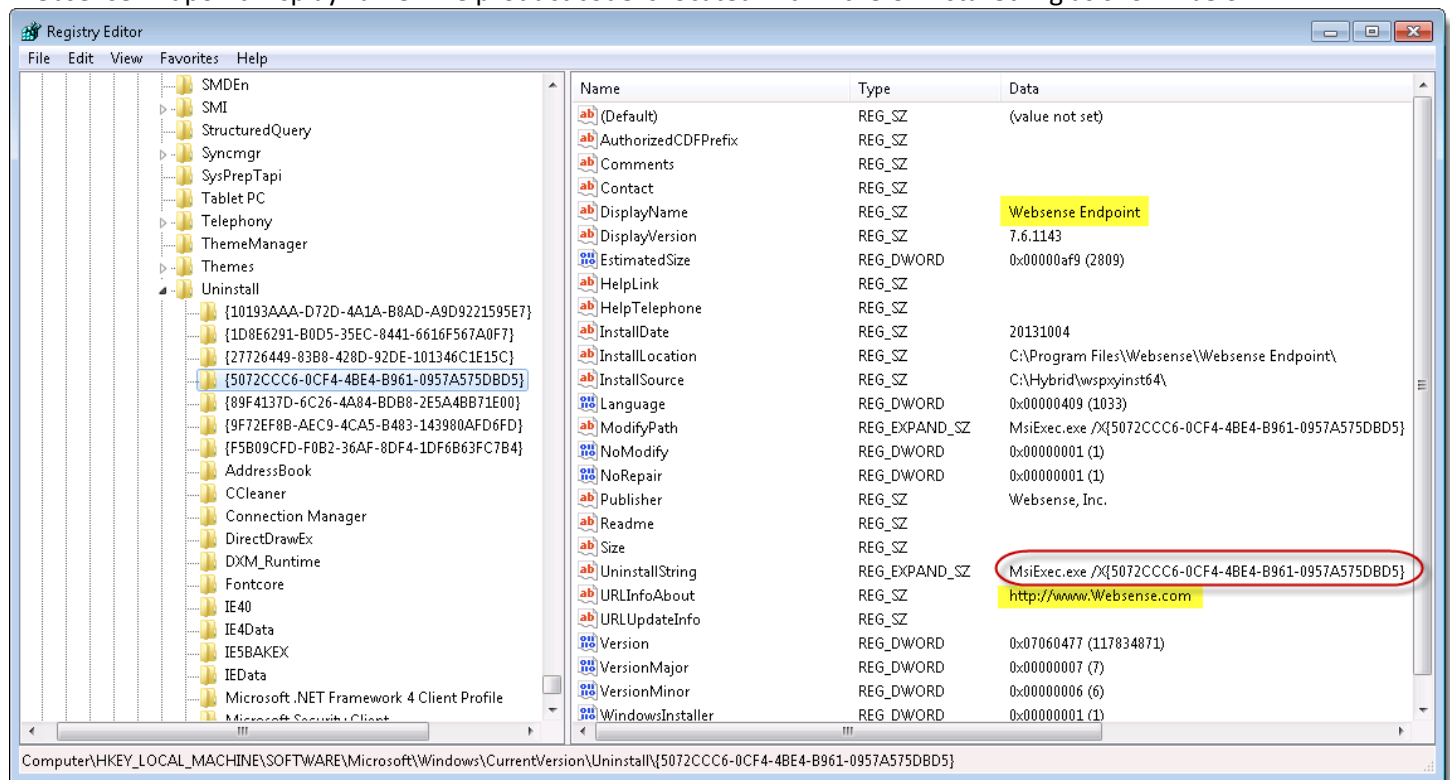
Question Log

Q: Are the Pre-Install tips applicable for all version of Endpoint Clients?

A: Not all; for example, configuring the HWSConfig.xml file is not applicable for the Data Endpoint Universal installer or the Package Builder.

Q: Where I can get product_code (page 19) if I want uninstall Data Endpoint Client using command line?

A: The product code is available within the setup.ini file, located within the installer directory. You may also locate the product_code or GUID in the Registry as shown below. Run regedit.exe and expand to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\. Search for the GUID containing the Websense Endpoint DisplayName. The product code is located within the UninstallString as shown below.



Q: What about Interactive mode without any end-user action?

A: Yes, there is a silent mode. Please refer to our technical library for any inquiries.

<http://www.websense.com/content/support.aspx>

Q: What command line keys I need to use for silent installation of Data Endpoint Clients Interactive mode?

A: Good question, but you are combining two different items. The Interactive or Stealth interface modes are what the end user experiences after Data endpoint client installs. The command line keys/parameters have to do with what end users experience during the minute or two it takes install endpoint client. The parameters entered with the install command control what, if any installation screens display during installation and if the computer is forced to restart. In interactive mode, the end user has access to a Data endpoint pane to bypass traffic or force policy updates. In interact mode; an icon also appears in the taskbar.

Q: My Websense Data Security Endpoint client shows Discovery is disabled, but I have Discovery Policies configured in the Management Console, so I think I am missing something simple. Any hints on where to look?

A: Disabled status is displayed when the endpoint has no endpoint discovery tasks to run. It does not mean the discovery capability of endpoint is disabled. Configure endpoint discovery tasks in Main>Discovery Policies>Endpoint Discovery Tasks.

Q: Can the end user still change browser PAC file settings if the endpoint client is installed?

A: No, end users cannot change the PAC file settings in the browser. This setting is enforced by the endpoint application.

Q: Can you push out the client with a GPO by assigning the software?

A: Yes, you can push out via GPO. Please refer to our technical library: <http://www.websense.com/content/support.aspx>

Q: I missed where the SSL-Cert came from and/or who created it.

A: The cert is available for download via TRITON –Web Security console for Hybrid Web or via the Cloud web Portal for Cloud Web Security. In TRITON, select Web Security > Settings > Hybrid Configuration > User Access > HTTPS Notification Page > View Hybrid SSL Certificate. For the Cloud Web Security portal, select Web Security > Policy Management > Policies > Select-any-policy > SSL Decryption > SSL Decryption > Websense root certificate link.

Q: Do you have a guide to setup the hybrid service?

A: Configure Hybrid Filtering:

http://www.websense.com/content/support/library/web/v77/triton_web_help/hybrid_filtering.aspx

Additional configuration for Web Security Gateway Anywhere:

http://www.websense.com/content/support/library/deployctr/v77/dic_wsga_init_conf.aspx

Q: After installing Websense Endpoint there is a WEBSENSE folder in All Programs Contained files and Websense Endpoint... Is there a way to hide this from the users?

A: It may be possible via GPO, but there is not a built-in feature to accomplish that. However, the end users do not have permission to delete the Websense directories.

Q: Is the data endpoint client 7.7.3 backwards compatible with 7.7.2 (so can you run the latest endpoint client against 7.7.2 data policy server)?

A: No, endpoint must be the same version. Installing a later endpoint version is not supported.

Q: Are the Web EP and Hybrid EP installers different versions or builds?

A: Well, both installers (Hybrid Web endpoint and Web endpoint) are pretty much the same. One difference is HSWConfig.xml file. For Hybrid Web, you will see the PAC file request URL points to our Hybrid Web Clusters while the PAC file request URL for Web endpoint (the Cloud Web Security product) points to our Web Clusters. In our hosted service, we have a Web Data Center infrastructure, a Hybrid Web data center infrastructure, and an email security data center infrastructure. Traffic from Hybrid web, Web, and Email is routed and processed via separate systems.

Q: Can I automatically push out clients in TRITON or the Cloud security portal?

A: Yes, there is an auto deploy and auto update option. For the auto deployment feature to be successful, users must have local administration rights to install endpoint. In addition, their user account or Filtered Location must be synchronized or configured or with the hosted service.

Q: Can I use Endpoint client for on network users?

A: Yes, you can use endpoint clients on network. The client's main functions are to enforce browser PAC settings and provide transparent identification when users are off the network. It works the same on network. If you decide it should be active on the network, then it can become active.

Q: Can I use data Endpoint and Web Endpoint together?

A: Yes, you can use both endpoints together. You should use the universal installer provided on your data security manager (Triton) server, from the start menu folder.

Q: How long is log data stored in the cloud?

A: Reporting data is retained for 90 days in the cloud.

Q: Can I download the log data to use with my existing database management system (I. E. SQL)?

A: Yes, this would need to be enabled by a Websense technician. Once enabled, you can download the xml file to import into your database management system. We do not however support the setup or configuration.

Q: Does the endpoint client filter apps as well as websites?

A: Yes, it also filters executable.

Q: Can the end user un-install the Endpoint client?

A: No, a password is required to uninstall endpoint client. You need to run a special CLI command containing an anti-tamper password. The password is defined within TRITON Web Security console. The service as well as the endpoint files and folders are protected as well.